

Date: 15 July 2014

Item 8: **The Right Direction: The Mayor's Strategy for Improving Transport Safety, Security and Reliability in London 2014 - 2017**

This paper will be considered in public

1 Summary

- 1.1. The purpose of this paper is to provide the Safety, Accessibility and Sustainability Panel with an overview of the proposed Mayor's Strategy for improving transport, safety, security and reliability in London 2014 -2017. An early draft of the strategy document is attached (Appendix 1) and will form part of a package of overarching Mayoral policy statements in relation to community safety, transport safety and reliability in London and will be endorsed by TfL, the Mayor of London and the Mayor's Office for Policing and Crime (MOPAC).

2 Recommendation

- 2.1. **That the Panel approves the paper and the draft Strategy (Appendix 1) – The Right Direction, The Mayor's Strategy for improving transport safety, security and reliability in London 2014 - 2017.**

3 Background

- 3.1 Safety and security is one of the six overarching goals of the Mayor's Transport Strategy (MTS). As part of this goal the MTS establishes the requirement for the development of a transport community safety strategy in London to ensure a strategic, effective, integrated and financially sustainable approach to improving safety and security across the transport system.
- 3.2 To deliver on this requirement the first Right Direction strategy (2010-2013) was published in 2011 and was successful in supporting the continued reduction in crime and risk of crime across the network. For example, since 2011 crime on the bus and tube network has fallen by more than 10,400 crimes, and the risk of being a victim has reduced to just 8.0 crimes per million passenger journeys (CPMPJ).
- 3.3 Building on the success of the Right Direction (2010 - 2013) the Right Direction (2014 - 2017) has been produced by TfL on behalf of the Mayor and the London

Transport Community Safety Partnership (LTCSP)¹. The Enforcement and On-Street Operations Directorate (EOS), as the lead Directorate in TfL for enforcement and policing, has been working across TfL to produce this strategy.

- 3.4 Key themes and objectives from the strategy are highlighted below for ease of reading. The Panel is asked to note that the strategy is in very early draft and will be subject to the usual TfL design process to ensure accessibility and reader friendliness.
- 3.5 TfL continues to work closely with the LTCSP on the development and implementation of this strategy to ensure a joint commitment to the projects, programmes and operational activities that will help achieve the outcomes set out within the MTS. The MTS expected outcomes for safety and security in 2031 (compared to 2008/09 levels) have already been exceeded 17 years ahead of schedule.
- 3.6 As a result of this success, the LTCSP is now adopting new more challenging targets for reducing the risk of crime to the end of this strategy period. The targets are as follows:
 - a) Crime rates on London buses to be reduced to 7.2 CPMPJ; and
 - b) Crime rates on L-Area to be reduced to 6.9 CPMPJ

4 Strategy Objectives

- 4.1 The five key objectives contained within the strategy re listed below. Further detail on the actions aligned to these objectives are listed within the full strategy
 - a) reduce crime and antisocial behaviour;
 - b) reduce fear of crime and increase public confidence in the safety of travelling in the Capital;
 - c) reduce collisions caused by criminal, illegal and antisocial road user behaviour;
 - d) improve cyclist safety and security; and
 - e) reduce disruption and delay to the transport network
- 4.2 It should be noted that the new strategy has a greater focus on road safety, reflecting the challenging targets set in Safe Streets for London to reduce collisions by 40 per cent by 2020.
- 4.3 In addition a new objective relating to disruption (Objective E) has been included to reflect the increased demands and challenges being placed on the road, tube and rail network.

¹ The London Transport Community Safety Partnership exists to strengthen partnership working in order to achieve a shared aspiration to create the safest transport system and road network in the world, accessible to all London's communities, by reducing crime and antisocial behaviour and increasing public confidence so that all journeys in London, whether by foot, bicycle, motor vehicle or on public transport, are safer and feel safer. Members include British Transport Police, City of London Police, Government Office for London, Greater London Authority, London Councils, London Criminal Justice Partnership, Metropolitan Police, Transport for London, London Travel Watch, Network Rail, ATOC and train operators

5 Next Steps

- 5.1 It is anticipated that the strategy will be published in September 2014 with a press launch.

6 Legal Implications

- 6.1 The Right Direction will make a direct contribution to improving community safety across London. The Plan builds on the work of TfL and its police partners to provide passengers and staff with a safe and secure transport environment and is a requirement of the Mayor's Transport Strategy. It also sets out a range of activities that helps fulfil the requirements on TfL under section 17 of the Crime and Disorder Act 1998.

7 Financial Implications

- 7.1 All of the measures in "The Right Direction" are either accommodated within current Business Plan provisions or involve the deployment of partner resources. They almost exclusively involve the implementation of different or innovative tactics and/or approaches to crime protection many using existing operational resources on the ground. They generally do not involve major capital expenditure. Most of the measures demand the allocation of partner resources and this strategy and associated plan allows us to align and coordinate these non-TfL resources in a structured manner. This approach has a proven track record and was the one taken in the first "Right Direction" document what has helped deliver a 48 per cent reduction in bus crime since 2007/8 amongst other delivery/performance benefits.

List of appendices to this report:

Appendix 1	Draft Right Direction, The Mayor's Strategy for Improving Transport Safety, Security and Reliability in London 2014 - 2017
------------	--

List of Background Papers:

None

Contact Officer: Steve Burton, Director of Enforcement and On Street Operations
Number: 0203 054 0755
Email: steve.burton@tfl.gov.uk

The Right Direction DRAFT

The Mayor's Strategy for Improving Transport Safety,
Security and Reliability in London 2014-2017

Foreword

To be drafted includes:

“This strategy plan sets a very ambitious vision for the next three years for the LTCSP; to retain low levels of crime and ASB on London’s public transport; to widen its remit to support reliability, to improve road safety (including reducing killed and seriously injured collisions) and to challenge behaviour on the network which makes our passengers feel uncomfortable and which makes journeys feel unsafe”

DRAFT

Introduction

London's public transport system has very low levels of crime. Since the first **Right Direction** (Mayoral strategy to improve transport safety and security) was published in 2011, crime on the tube and bus network has fallen by more than 10,400¹ crimes. The risk of becoming a victim has fallen to just 8 crimes for every million journeys on the tube and bus network.

Making London safer is one of the Mayor's top priorities. The Mayor's Transport Strategy, has improving safety and security as one of the six goals. This strategy sets out how we will meet this, and other objectives.

In addition, in the Police and Crime Plan², the Mayor has set the ambition for London to become the safest global city on the planet. This strategy supports that ambition by aiming to have a transport system regarded by our passengers as the greatest and safest of all big city transport systems.

The London Transport Community Safety Partnership (LTCSP) is an alliance of organisations³ which share a commitment to working together to make journeys within London increasingly safe and reliable. The partnership has many years of success in preventing and tackling crime and anti-social behaviour (ASB) through dedicated, high visibility policing on the transport network, taking a problem-solving approach which addresses the causes of crime and anti-social behaviour, and designing out the risk of crime and anti-social behaviour. This has led to reductions in crime every year since 2005/6.

Challenges to deliver our ambitious vision

The growth of London's population in the coming years will place increasing demands on the transport network⁴. The success of London as a world city is only possible with a transport infrastructure which is reliable, safe and has sufficient capacity to meet an ever increasing demand. In addition, the transport network itself will be growing to meet London's demands and we will see major expansion to

¹ 39,512 crimes on LU and buses in 2009/10, 29,096 in 2013/14

² <http://www.london.gov.uk/sites/default/files/PoliceCrimePlan%202013-16.pdf>

³ The London Transport Community Safety Partnership exists to strengthen partnership working in order to achieve a shared aspiration to create the safest transport system and road network in the world, accessible to all London's communities, by reducing crime and antisocial behaviour and increasing public confidence so that all journeys in London, whether by foot, bicycle, motor vehicle or on public transport, are safer and feel safer. Members include British Transport Police, City of London Police, Government Office for London, Greater London Authority, London Councils, London Criminal Justice Partnership, Metropolitan Police, Transport for London, London Travel Watch, Network Rail, ATOC and train operators.

⁴ London's population is 8.4 million today, will be 9 million by 2018 and is predicted to be more than 10 million by the 2030s. Source: <https://www.tfl.gov.uk/cdn/static/cms/documents/tfl-business-plan-december-2013.pdf>

infrastructure (such as Crossrail in 2019) and the way services are run (night tube from 2015) LTCSP members will continue to strive to deliver safe and reliable transport in this challenging environment.

This strategy places a far greater emphasis on the role of policing and enforcement partners in the reliability of transport. A growing population means more pressure on London's roads space and enforcement is important in managing congestion. The Mayor has also set an ambitious target to reduce KSI collisions on London roads by 40% by 2020 and this plan gives a greater role to Police and enforcement agencies to support this objective.

Scope of the strategy

This strategy focuses on policing and enforcement as key drivers of behaviour change and is driven by a strong partnership between TfL, its policing partners and other key stakeholders. It aims to address all aspects of community safety and reliability through problem solving, long term planning and data led solutions. The best solutions are determined by a joint analysis of data, information and intelligence by police and transport providers; incorporation of the best available evidence into plans, strong performance management and a commitment to learning from assessment and evaluation.

The Mayor's strategy has five objectives:

1. Reducing crime and anti-social behaviour on public transport
2. Reducing fear of crime and increasing public confidence in the safety of travelling in the capital
3. Improving the safety of London's roads by tackling collisions caused by criminal, illegal and anti-social road user behaviour
4. Improving cycle safety and security
5. Reducing disruption and delay to journeys in the capital

Policy context

This strategy has been informed by the Partnership's Strategic Assessment (PSA). The PSA provides an in depth analysis of issues affecting policing and community safety across the whole of London's transport system. The strategy is also shaped by the priorities of the Mayor, and relevant partnership documents as set out in:

- The Mayor's Transport Strategy,
- Mayor's Vision for Cycling,
- MOPAC Police and Crime Plan,
- The British Transport Police Authority Strategic Plan,
- The Mayor's Strategy to End Violence against Women and
- The Mayor's Roads Task Force
- other relevant strategies already in place.

Further details on relevant strategy documents can be found in Appendix A.

LTCSP members will give consideration to the targets and objectives within these strategies when developing their own plans.

MTS and performance targets for The Right Direction

The Mayor published his strategy for transport in May 2010, setting out his vision for London to be the 'best big city on earth'. The strategy has five remaining goals⁵, all of which are supported through the work of the LTCSP:

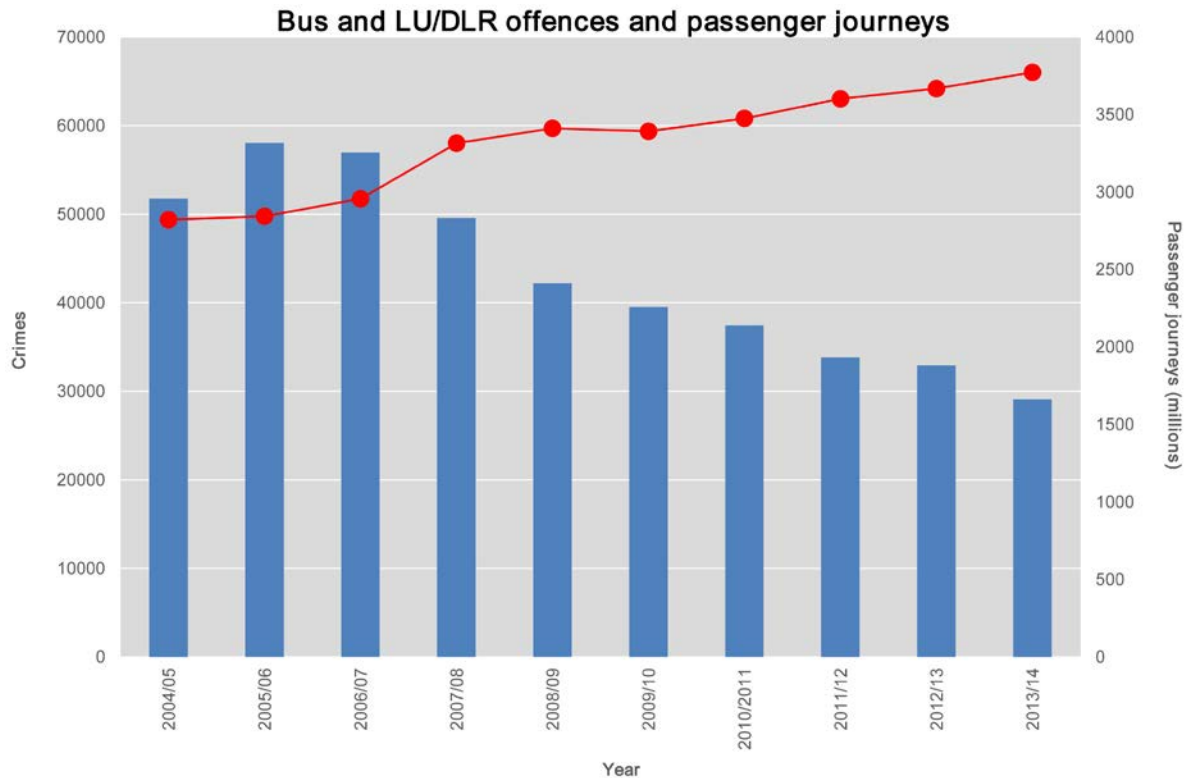
1. Support economic development and population growth
2. Enhance the quality of life for all Londoners
3. Improve the safety and security of all Londoners
4. Improve transport opportunities for all Londoners
5. Reduce transport's contribution to climate change and improve its resilience

The MTS set expected outcomes for the safety and security goal by 2031:

- Crime rates on the LU/DLR network were expected to reduce by 15% to 11.1 crimes per million passenger journeys (cpmpj). **For the year 2013/14 crime rates stood at just 8**
- Crime rates on London buses were expected to reduce by 25% to 9 crimes per million passenger journeys. **For the year 2013/14 crime rates stood at just 7.5**

As a result of continued investment in policing, the use of effective problem solving and innovative tactics during the last three years, these targets have already been exceeded, 17 years ahead of the expected target. Crimes have decreased despite increases in passenger numbers. The graph below highlights the successes of the partnership in significantly reducing the relative risk of passengers becoming a victim of crime.

⁵ the strategy had a sixth goal relating to the delivery of the London 2012 Games



The LTCSP is now adopting new more challenging targets for reducing the risk of crime up to the end of the life of this strategy. These are set out in objective one.

In addition to the targets to reduce crime, the MTS sets a target to reduce the proportion of Londoners who have significant concerns about crime and ASB on public transport such that it deters them from using it to 20%. The safety and security survey July 2013 puts this figure at 28%. New targets are set out in objective two.

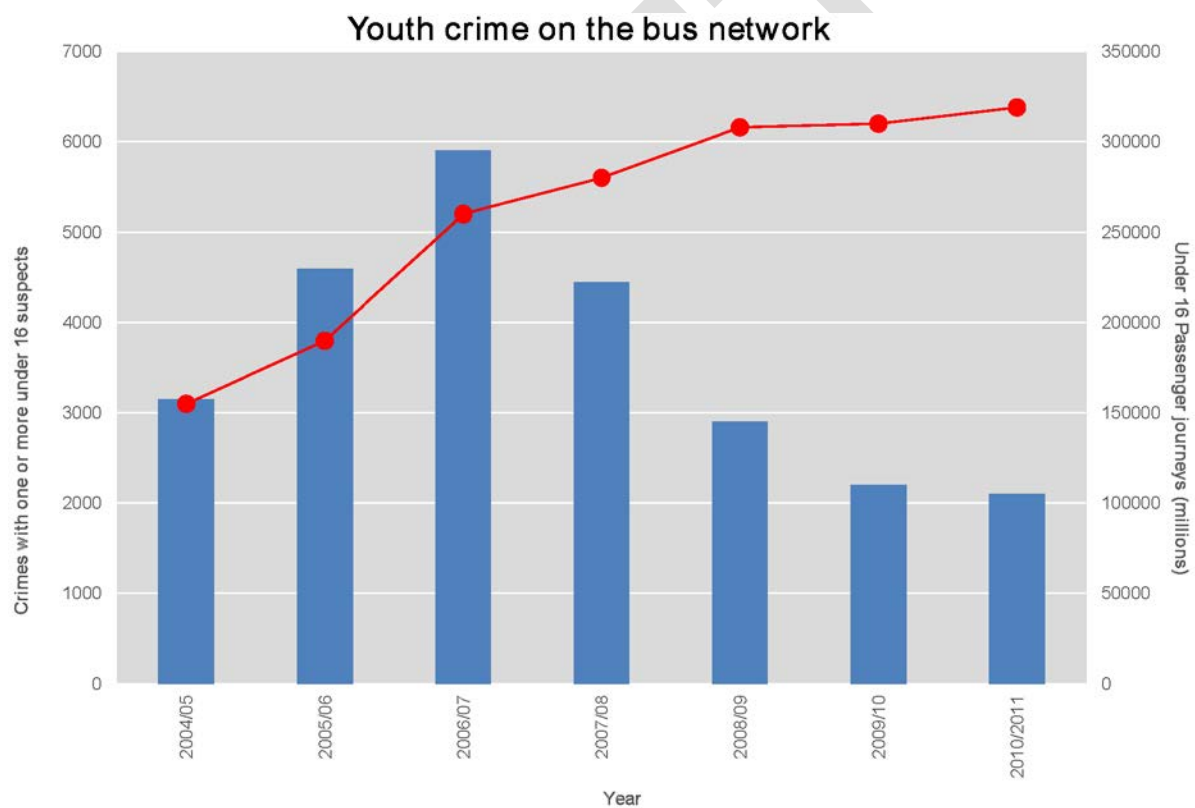
Success since the last strategy

The Right Direction has helped bring the partnership together in focusing on specific crime types or issues affecting the transport network, for example theft of passenger property, cycle theft, fear of crime and sexual offences have all been tackled through partnership working. Further details are provided in the next section and throughout this strategy.

A selection of successes since the last Right Direction are listed below:

- Delivered high visibility policing at busy hubs and interchanges. An annual assessment of crime at these five priority hubs comparing 2012/13 with 2013/14 showed a decrease in total bus-related crime of 12 per cent at these locations, outperforming the overall reductions in bus-related crime during the same period.
- Ongoing covert and high visibility anti-touting operations against bogus cabs. Since the creation of the MPS cabs unit in 2003 over 8,000 arrests have been made.
- Engagement events with disabled passengers, young people and lesbian, gay, bisexual and transgendered community to provide information on how to keep safe whilst travelling and how to report incidents when they occur

- Undertaken ‘Cubo’ operations to remove illegal and dangerous vehicles from London’s roads. Since its inception Operation Cubo and other MPS enforcement activity now removes more than 30,000 illegal and dangerous vehicles per year
- Hosted Exchanging Places events where cyclists can experience the view from a lorry cab, over 13,000 have now taken part
- Cable Theft - several strategic and tactical initiatives put in place to tackle a large increase in live cable theft in 2012/13. These have been so successful that TfL’s rail and underground systems were unaffected throughout the year.
- Delivered the first ever randomised trial assessing patrol patterns in the London Underground system. Further details on Operation Beck are below.
- Reducing youth offending through a range of measures including intergenerational work to bring older and young people together to address travelling concerns



In addition, since 2011, the LTCSP has driven and co-ordinated a number of cross cutting projects to tackle a particular crime types or issues affecting the entire transport network which would benefit from focus and attention. These are detailed in Appendix B

Operation Beck

Crime is not randomly nor equally distributed across space and time but tends to be concentrated in a small number of places at particular times. For example, one recent study reported that half of all crime in Seattle each year occurs on just 5-6% of the city’s street segments. The hypothesis is that in order for the police to reduce

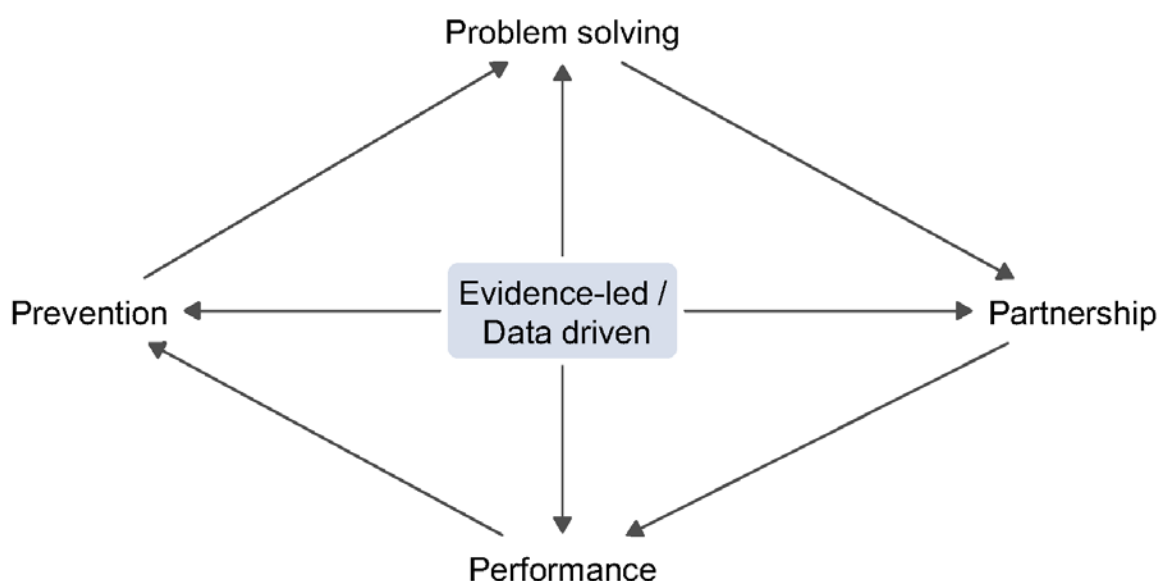
crime in the most effective and efficient manner they should therefore be deployed to 'hot spots' rather than be spread evenly across an area.

Operation Beck was a randomized control trial conducted by British Transport Police and Cambridge University during 2011/12. The operation ran for 6 months and assessed the effect of police presence at 'hot' London Underground platforms. Whilst crime on London Underground is very low certain platforms record a disproportionate amount of incidents. The hundred 'hottest' platforms were randomly allocated to treatment and control groups within three blocks: 3< crime per year; 4-6 crimes per year; >7 crime per year. Single and double patrols of British Transport Police officers attended the treatment platforms for fifteen minutes four times during each shift. The 'control' platforms were given a normal level of policing. 15 minutes was the dosage used at each treatment platform because research has shown that it is the optimal duration for effective police presence at hot spots. The Operation recorded a 20% reduction in calls-for service at the treatment platforms compared with the control platforms and demonstrated that there was no difference in effect between single and dual patrolling.

INSERT OP BECK IMAGE

What is the LTCSP approach?

The LTCSP has driven improvements in the safety and security network through a focus on prevention, problem solving, strong partnership and rigorous performance management. This approach has helped drive eight years of crime reduction and historically low crime rates on London's bus and tube networks. The partnership will build on this over the period covered by this strategy by making data driven and evidence led approaches the centre of their activities (as shown below). This approach is described in more detail in Appendix C.



Building on these successes

To help meet the ambitions in this strategy, the MPS are reorganising their roads and transport policing into a single command, the Roads and Transport Policing Command (RTPC) responsible for policing the surface transport network. This approach will result in increased efficiencies and effectiveness in this area and deliver over 2300 uniformed officers focused on policing the road and transport network. This will also ensure a unified approach to improving road safety and road reliability across London.

In addition, the British Transport Police, responsible for policing the rail and tube network in London, are to create a new structure with a single command responsible for policing London and the south east. This new model will help to meet the demand to deliver the maximum impact on rail safety and reliability and fulfils the Mayor's manifesto commitment for a single London command.

TfL has also reorganised in order to better integrate functions across the business and create activities that put the customer at the centre of all activity. This has resulted in the creation of a new directorate bringing together enforcement and policing services. The new Enforcement and On-Street Operations (EOS) directorate is responsible for ensuring the delivery of an integrated and multifunctional policing, enforcement and on-street operations service, that delivers behaviour change and compliance with regulations, rules and laws, and sets the wider TfL policy direction for policing, enforcement and community safety.

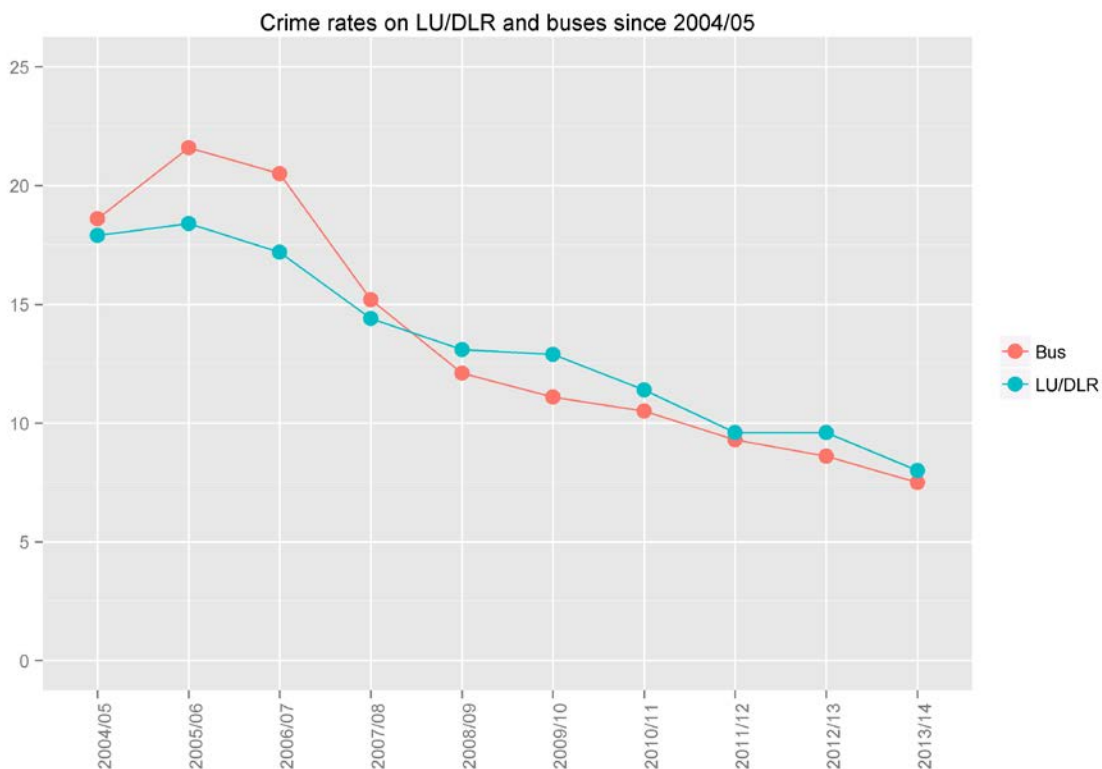
Over the next four years the Mayor and the LTCSP will continue to strive to deliver reductions in crimes, collisions and congestion to build on the success of their activities. As part of this collectively they have identified a number of actions (see Appendix E) that will help deliver on the five objectives of this strategy. The activities and actions detailed in the next five sections have been developed in consultation with key stakeholders and are based on rigorous analysis of data and trends for crime, collisions and congestion on the network.

Objective 1

Reduce Crime and Antisocial Behaviour

Context

Crime on London's transport system is at record low levels. On London's bus network there are just 7.5 crimes per million passenger journeys, and on the tube network, just 8 crimes per million passenger journeys (cpmpj). The very low levels of crime have been achieved thanks to a focus on preventing crime by continued investment in policing, enforcement, a long term commitment to improving the transport environment, removing visible signs of crime quickly and ensuring staff are visible at the busiest locations and transport hubs to support passengers and prevent crime from occurring.



Achieving further reductions in crime will be challenging, requiring even more focus on problem locations, people and times, The LTCSP agreed in 2013 to put a greater emphasis into understanding and prioritising 'what works'. This approach will draw on relevant studies from around the world which provide evidence for effective policing, enforcement and problem-solving activities which help to prevent and reduce crime on the transport network.

Volume of crime on the transport network:

Total crime	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Bus	39,142	38,482	33,125	27,062	24,976	23,974	21,724	20,120	18,138
LU/DLR	18,884	18,486	16,445	15,109	14,536	13,472	12,115	12,804	10,958
London Overground	490	553	447	492	359	612	711	841	873
Tram				411	397	361	378	361	322
Total	58,516	57,521	50,017	43,074	40,268	38,419	34,928	34,126	30,291

Crime is not evenly distributed across the network, in time and place, and it does not affect all passengers equally. Whilst the overall risk of being a victim is low, the risk can increase significantly depending on when and where passengers are travelling. The LTCSP has developed its actions, to ensure that those people, times and places which are at a higher risk of crime will be given greater priority.

For example - after dark, the relative risk of crime increases across the network compared to day light hours. People in their twenties are at higher risk of becoming victims. Some locations including Newham and Westminster show higher levels of risk. In addition to after dark, the other key time for offending on the network is the afternoon/early evening peak. Both will remain the key deployment time for enforcement resources across the network.

The planned 24 hour running of the tube, will create new challenges for policing the network, ensuring opportunities for crime are limited and enforcement is targeted at key times. The 'Fit for the Future' programme is highlighted in Objective 5.

Reductions in crime mean the partnership can also focus efforts on tackling antisocial behaviour and helping to create a network which feels safe, with clear and established rules of behaviour enforced through active and targeted policing.

Indicators of success

- Crime rates on London buses to be reduced to 7.2 cpmj from 7.5
- Crime rates on L-Area to be reduced to 6.9 cpmj from 8
- National rail in London targets (new London and South-East command)

Priorities

Reduce violence at the weekends and during night time hours

Reduce theft of passenger property

Reduce criminal damage, with a focus on preventing objects being thrown at trains and bus services

Tackle sexual offences

Reduce robbery especially at bus stops and bicycle enabled snatches

Reduce antisocial behaviour, with a new focus on alcohol related crime and disorder
Reduce fare evasion through a unified approach to tackling fare evaders across the network
Reduce touting and sexual offences involving bogus cabs
Reduce levels of victimisation among people in their twenties
Reduce crime and ASB in Newham and central London boroughs
Reduce crime and ASB late at night on Friday and Saturday

DRAFT

DRAFT

Actions objective 1- Reduce Crime and Antisocial Behaviour

Number	Action	Details and rationale	Source
1.1	Encourage Londoners to report unwelcome sexual behaviour incidents	Currently there is under reporting of sexual harassment and incidents on the network. Surveys with victims of sexual harassment show one barrier to reporting is concerns about not being taken seriously. Training of officers and staff can help ensure the victim's first contact is high quality and are taken seriously.	Project Guardian
1.2	Encourage Londoners to challenge unwelcome sexual behaviour through a sense of collective efficacy	Londoners can support one another whilst travelling on the transport network by always reporting incidents they have witnessed and intervene to challenge unwelcome behaviour	Project Guardian
1.3	Conduct research with customers to identify the most effective mechanisms for reporting of sexual offences	Currently there is under reporting of sexual harassment and incidents on the network. Promoting the use of alternative reporting mechanisms can help to ensure victims are able to report incidents in a way they feel comfortable.	Project Guardian
1.4	Develop a measure of antisocial behaviour on the transport system, in order to better target resources	There is no single measure of antisocial behaviour on the transport network, which prevents the LTCSP from gaining a good understanding of levels and how it affects passengers	LTCSP

Number	Action	Details and rationale	Source
1.5	Explore the use of social intelligence and social media analytics to help tackle crime, ASB and fear affecting the transport network	Social media analytics has great potential to improve the LTCSP understanding of transport crime and ASB incidents and issues affecting the network	LTCSP
1.6	Sharing of ANPR	Deliver the Mayoral manifesto commitment	Mayoral Manifesto (crime)
1.7	Review and implement changes to local transport policing teams (STTs) to ensure resources (numbers of officers) better reflect demand from crime in their borough	Local transport teams will be supporting a wider range of priorities. The partnership needs to ensure appropriate levels of resources in each area to meet the demand	Met Change
1.8	Refresh the STAN campaign to ensure it is based on the latest analysis of cab-related sex offences and other risk data	Continue to raise awareness of the dangers of bogus cabs among Londoners	LTCSP
1.9	Continue to target bogus cabs with dedicated policing	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP
1.10	Continue to ensure compliance by the licenced trade to deliver the highest standards of public safety and customer satisfaction	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP
1.11	Prevent cab related sex offences and other cab related crime	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP

Number	Action	Details and rationale	Source
1.12	Enhance joint activity between TfL Taxi and Private Hire compliance officers and the police	Effective enforcement helps to ensure compliance with regulation	LTCSP
1.13	Enhance late night and weekend policing capability to help tackle identified high crime periods on the network	Analysis shows that there is a peak for crime (mainly theft) later at night especially at the weekends. Enhancing late night and weekend policing will help to tackle this secondary peak.	LTCSP
1.14	Develop TfL byelaws to ensure a consistent approach to enforcement against antisocial and criminal or dangerous behaviour on the transport network	Rule setting, regulation and enforcement to manage behaviour supports the broken windows approach in that relatively minor incivilities can lead to more serious crimes as an environment	LTCSP
1.15	Support the implementation of night tube to ensure there isn't an increase of ASB and crime	Ensure plans are in place across the LTCSP to minimise the possible risks associated with night time economy including alcohol related incidents.	LTCSP

Number	Action	Details and rationale	Source
1.16	Explore the use of interstitial (aoristic) analysis on the bus network to better locate theft pickpocket offences across the bus network	Due to the nature of pickpocket offences, many victims do not know where the offence occurred. LTCSP developed techniques in crime analysis have improved deployments on the tube network to tackle theft and may be transferrable to the bus network.	LTCSP
1.17	Trial hotspot policing on bus network to optimise patrolling for greatest efficiency of crime reduction (wording)	Evidence based policing will help to ensure the most effective use of resources in tackling crime and antisocial behaviour	LTCSP
1.18	Create a single system for managing fare evasion prosecutions across TfL	A single system will help ensure a consistent and efficient approach to revenue protection across the tube and bus network	LTCSP

Project Guardian

Project Guardian, commissioned by the LTCSP, was launched in 2013 to combat unwanted sexual behaviour on the transport network. Survey work conducted by Transport for London identified that 15% of women had experienced unwanted sexual behaviour and 90% did not report it to the police.

The British Transport Police, Metropolitan Police and Transport for London developed joint objectives to improve the levels of reporting among victims of sexual offences and to create an environment on the transport network which does not tolerate intimidation and sexual harassment.

The LTCSP has worked closely with the voluntary organisations Everyday Sexism Project, End Violence Against Women Coalition, Hollaback London to provide expertise and advice to the project. The initial phase of the project has been to train transport police and staff to recognise unwanted sexual behaviour and to take all reports seriously, to better understand the problem and develop more effective long term approaches to reducing sexual offences on London's transport network. The next phase is to raise awareness that unwelcome sexual behaviour will not be tolerated on London's public transport and to encourage reporting.

INSERT PIC PROJECT GUARDIAN

Safety and security at transport hubs

Policing at major transport hubs is often within the jurisdiction of more than one police agency in London. For example, at Victoria the MPS are responsible for policing the bus and coach stations and the BTP for policing the train and tube stations.

The LTCSP has worked to develop innovative partnership approaches to policing in transport hubs and at rail termini, to help enhance policing at these critical transport locations provide passengers more continuity in their feelings of safety and security. In 2010 all agencies agreed to enhance partnership working at a number of shared priority transport hub locations. Policing at Victoria, Stratford, Finsbury Park, Liverpool Street and King's Cross was integrated so that intelligence, planning, communications, engagement and resource deployment operations were coordinated. Evidence collected as part of the review has shown that a one-team approach enabled officers to better tackle displacement (where offences may move from one transport mode to another) and create a more joined up policing experience for passengers.

A review of the hub teams initiative led to the development of a best practice manual for the Police and TfL to use when addressing crime, ASB and fear issues.

INSERT PIC TRANSPORT HUBS

Objective 2

Reduce Fear of Crime Whilst Travelling in London

Context

Research by Transport for London shows that when asked, just one in five passengers experienced a recent episode of worry whilst travelling on public transport. This low level of worry is important in ensuring the transport network is open and accessible for everyone to travel around the capital without fear of crime or antisocial behaviour.

Despite the low levels of incidents of worry on the network, those incidents which do occur do not affect all Londoners equally. Women, BAME and young Londoners are more likely to experience episodes of worry. These Londoners will be the priority for LTCSP members during this strategy.

Research has also shown that threatening behaviour and drunkenness are the behaviours most likely to cause worry among Londoners whilst travelling on public transport. The LTCSP will tackle these behaviours, making use of dedicated policing and other enforcement resources to challenge those people acting in ways which cause passengers concerns. Londoners also cite large groups of young people as likely to cause worry, although when asked, the intensity of the worry is low.

Fear of crime and safety can also affect willingness to walk and cycle in London. The LTCSP will work to reduce barriers to people walking and cycling in London by tackling behaviours which cause collisions and by working to improve feelings of safety when walking in London.

Tackling worry and fear has strong links with tackling other issues on public transport including reliability, crime, antisocial behaviour and unwanted sexual behaviours. All initiatives being developed to address other Right Direction objectives will contribute to this objective 2.

Confidence in policing

The Mayor has set an ambitious target to improve confidence in the Metropolitan police by 20% by 2016. The BTPA also has a target to increase passenger confidence. The LTCSP supports this target by deploying high visibility policing across the transport network.

The measurement of fear of crime

Much progress has been made by the LTCSP in improving understanding of how fear affects people travelling on the network. A significant revision to the survey questions used to measure fear among Londoners has helped to give a deeper understanding of how frequently and intensely passengers experience episodes of worry. The new questions now provide the LTCSP with more detailed information about the intensity and frequency of fear and its most common causes.

This strategy proposes two new enhanced measures (described below) for monitoring fear of crime. Appendix D has more detail about the work the partnership has been doing to better understand fear and how it is experienced whilst travelling and what this means.

New measures:

- Proportion of Londoners who can recall an episode of “worry” whilst travelling on public transport in the last three months. Currently 19% of Londoners can recall an episode of “worry” and our objective is to reduce this further
- Proportion of women, BAME and young Londoners who can recall an episode of “worry” whilst travelling on public transport in the last three months. Currently 25% for BAME Londoners, 25% for 16-24 year olds and 22% for women and our objective is to reduce the levels of worry among these groups

Increasing the proportion of trips made by walking is part of the Mayor's Transport Strategy. One of the key Roads Task Force aims is to transform the environment for cycling, walking and public transport and to make it easy and attractive to walk cycle and take the bus. One of the barriers to walking is confidence and fear of crime, which the LTCSP will work with agencies across London to reduce and remove. In the Roads Task Force response, TfL has committed to improving London's public spaces and streets by reimagining places into greener, safer and more user friendly with significant improvements in the public realm.

Priorities

Reduce worry after dark
Reduce worry among women
Reduce worry among young people
Reduce worry among BAME Londoners
Reduce worry about threatening behaviour on buses
Reduce worry about large groups of young people on buses
Reduce worry about drunkenness on the tube and train
Increase confidence in walking

DRAFT

Actions objective 2 - Reduce Fear of Crime Whilst Travelling in London

Number	Action	Details and rationale	Source
2.1	Visible policing and staffing in places and times with highest levels of worry	Ensure policing is targeted at the locations and times where incidents of worry are most likely to occur	LTCSP
2.2	Carry out a trial to determine what actions work to reduce worry on the bus network. Focus on one bus route to trial interventions	Build an evidence base of what works to reduce incidents of worry and fear on the network.	LTCSP
2.3	Tackle drunkenness on trains and the tube	Surveys show that drunkenness on the tube is one of the key type of behaviours that cause passengers worry	LTCSP
2.4	Improve young people's confidence when travelling	Surveys show that young people have the highest levels of worry among any age group.	LTCSP

DRAFT

Revenue Inspector CSAS powers

Since April 2011 a number of Revenue Protection Inspectors (RPIs) have been granted additional powers, under the Community Safety Accreditation Scheme, to support their role in making London's transport system safer and more secure. These include the power to request surrender of alcohol from a person under the age of 18 years and to request a person to stop drinking in a designated public place.

An example of RPIs using CSAS powers is at Victoria Coach Station, which experienced anti social behaviour including ticket touts and rough sleepers. The accredited RPIs have undertaken an eight week trial, patrolling the coach station. This had a positive impact, with coach station staff identifying some of the regular faces are no longer around, and that staff and passengers alike are saying it is a much safer and more pleasant environment.

Fear of crime

This project has been investigating the meaning and measurement of fear of crime in order to inform the delivery of effective measures that reduce anxiety about crime and disorder on public transport. The LTCSP wants everyone to be able to use public transport without experiencing fear or being deterred from travel.

The LTCSP has developed improved measures of fear about crime which give better insight into which activities within the grasp of LTCSP members could have positive benefits on fear of crime. One intervention being evaluated is high visibility policing, and strong engagement with the community, especially younger and older travellers, and staff training along a busy bus route with a high level of worry about crime recorded. A similar initiative is also taking place on a rail route in London. Both schemes are being evaluated to help the LTCSP develop the most effective way of reducing fear whilst travelling.

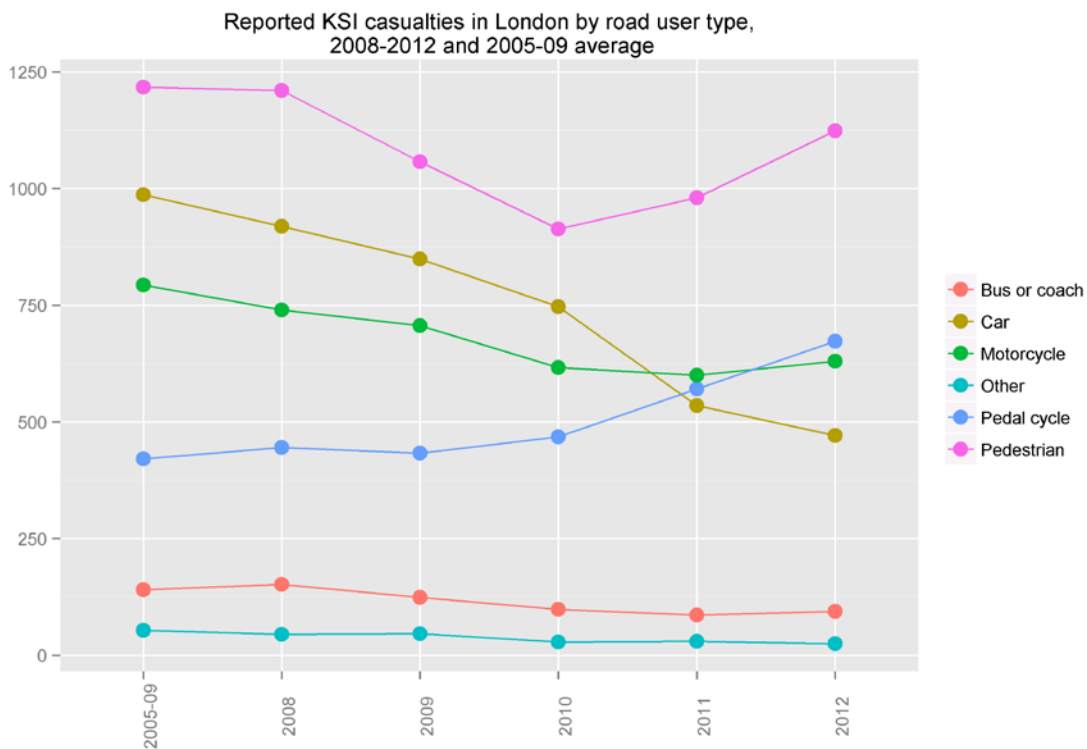
INSERT PIC FEAR OF CRIME PROJECT

Objective 3

Reduce Collisions Caused By Criminal, Illegal and Antisocial Road User Behaviour

Context

The Mayor has set challenging targets for reducing casualties on London's roads by 40 per cent by 2020. The Safer Streets for London plan⁶ sets out how the Mayor, TfL and other partners such as boroughs and the police will deliver a reduction in casualties by more than 10,000 people over the life of the plan. Major improvements to junctions, implementation of 20mph zones, upgrades to safety cameras, trialling new technology in large goods vehicles and increases in police enforcement are just a selection of the wide ranging actions and changes planned to improve road safety.



Critical to road safety is the behaviour of road users, their obedience to the law and care they show to vulnerable groups such as cyclists, pedestrians and motorcyclists. Since the launch of the first road safety plan for London, casualties were cut by 57% compared to the baseline (2886 compared to 6684). However, despite this good progress, targets for cyclists and motorcyclists were not met and pedestrians now make up over a third of all killed and seriously injured casualties in London. Vulnerable road users now account for the majority of casualties. To meet the transport challenges facing London, it is essential that more journeys are made by walking and cycling, so in order to continue with growth these transport choices must be safer and have reduced risk.

⁶ <http://www.tfl.gov.uk/assets/downloads/corporate/safe-streets-for-london.pdf>

The use of enforcement to bring about behaviour change on London's roads is already well demonstrated. Parking infringements have fallen 70% in the last 10 years on the Transport for London Road Network (TLRN) as a result of camera and on-street enforcement. Studies have shown that it is the certainty of being caught, not the penalty for an offence that has the greatest deterrence effect and therefore deliver behaviour change. The LTCSP will ensure enforcement activity is targeted at the times, places and towards the vehicles and people with the highest risk of offending. This will ensure the greatest chances of being caught carrying out criminal or antisocial behaviour on the road network, and therefore provide the highest level of deterrence.

The total policing resources available to tackle antisocial, careless and illegal driving will be increased through the changes underway in the MPS. This will ensure that the LTCSP is sufficiently equipped to support the Mayor's target to reduce road casualties. A new MPS command dedicated to policing London's roads and surface transport network is being created, which will consolidate resources working on these issues and ensure the greatest possible resilience and capability in policing of the road network. This new command will be the centre of excellence and expertise in tackling collisions through innovative policing, enforcement and engagement, and through this build the evidence base of what works in preventing collisions by targeting risky, antisocial and dangerous driving and road user behaviour.

The British Transport Police is also working to improve road safety by ensuring drivers and pedestrians use level crossings properly. Education is an essential part of the strategy and the BTP are working with partners Network Rail and Track Off to educate children and teenagers on safety and the use of level crossings. 2014 also sees the roll out of a fleet of mobile enforcement vans, funded by Network Rail and used by officers to catch offenders by using video and ANPR technology.

Through a combination of these high visibility on-street policing; camera enforcement and partnership working with enforcement partners such as DVSA⁷, the likelihood of being caught for motoring and driving offences will be increased, helping to deter dangerous and antisocial behaviour.

Actions and priorities within this objective also contribute towards safer cycling (objective 4).

Indicators of success

- Reduction in KSI collisions
- Reduction in KSI collisions caused by criminal and antisocial driving
- Reduction in KSI collisions involving pedestrians
- Reduction in KSI collisions involving powered two wheelers
- Cycling KSIs and cycle safety is included under objective 4

Priorities

Taking enforcement action against antisocial and careless driving

⁷ <https://www.gov.uk/government/news/driver-and-vehicle-standards-agency-named>

Enforcing the law on speeding
Taking enforcement action against illegal driving (uninsured/unlicensed driving)
Tackling drink and drug driving
Protecting pedestrians and motorcyclists
Targeting unsafe vehicles
Making junctions safer through targeted enforcement

DRAFT

DRAFT

Objective 3 - Reduce Collisions Caused By Criminal, Illegal and Antisocial Road User Behaviour

Number	Action	Details and rationale	Source
3.1	Identify whether key locations across London where congestion, collisions and antisocial driver behaviour are having a significant impact, and introduce integrated problem solving plans for these locations through 2014 (DDACTS)	To have the biggest impact on all LTCSP objectives, the partnership will aim to develop an integrated approach to improving road safety, reliability and reducing crime.	Safe Streets for London and Roads Task Force (TfL Response)
3.2	Enable borough based transport teams to take a greater role in KSI reduction through improved training and equipment	Borough based policing teams are ideally placed to tackle collisions taking place in their local area, especially by working with the community and taking a problem solving approach to develop longer term solutions	LTCSP
3.3	Using timely, accurate collision and traffic camera data, alongside other data, to focus the enforcement activity of the MPS, City of London Police and DVSA at unsafe vehicles and behaviour at problem places and times, to reduce the risk of collisions and congestion	Prioritising the most risky locations will ensure the best use of available resources.	Safe Streets for London

Number	Action	Details and rationale	Source
3.4	TfL will fund an increase in the activities of the MPS's Cycle Task Force and its Motorcycle Tasking Team and continue to provide funding to the COLP to improve enforcement against antisocial road user behaviour by all road-user groups, including speeding, careless driving, red light jumping, cycling on pavements, encroachment into advanced stop lines and mandatory cycle lanes, and general traffic violations.	The Cycle Task Force and Motorcycle Task Team will help to improve the safety of vulnerable road users.	Safe Streets for London
3.5	Create a new command in MPS which is responsible for policing of London's roads and surface transport network	Unifying the commands in the Police responsible for policing the road network will help ensure greater focus – and an increase in overall officer numbers - on reducing collisions	Roads Task Force (TfL Response)
3.6	Training a further 1,500 P2W riders in safer riding through the TfL-funded Metropolitan Police Motorcycle Safety Team	Powered two wheelers are disproportionately at risk of being involved in KSI collisions.	Roads Task Force (TfL Response)

Number	Action	Details and rationale	Source
3.7	Promote wider use of the existing RiDE scheme (Rider Intervention Developing Experience) as an alternative disposal instead of issuing penalty charge notices	This scheme is aimed at motorcyclists whose standard of riding has offended against Section 3 of the Road Traffic Act 1988, (failing to conform to traffic signs and signals) and also not in proper control. RiDE offers an offending rider the option of attendance at a 7 hour educational course, at the riders' expense as an alternative to Prosecution or a Fixed Penalty Ticket	Motorcycle Safety Action Plan
3.8	Exploit the use of new technology to detect and prevent drug-driving offences	New equipment has been approved by the Home Office to detect drug driving offences. The LTCSP will support the use of this technology to improve understanding of the scale of the problem and its impact on road safety.	LTCSP
3.9	Make use of Mobile Enforcement Vans to improve road safety at level crossings	Mobile Enforcement Vans use video and ANPR technology to identify and catch offenders at level crossings. The high visibility presence will help to deter people from misusing level crossings.	BTP

Number	Action	Details and rationale	Source
3.10	Work to understand the level of casualty reduction that can be achieved through the promotion of specific technologies, such as alcohol interlocks, and targeted interventions such as Bikesafe, and driver, rider and cyclist awareness courses	The LTCSP will explore technological opportunities as well as enforcement initiatives to improve road safety.	Safe Streets for London
3.11	Use new powers to issue endorsable Fixed Penalty Notices for careless driving to help change driver behaviour, especially targeting the most risky locations	New regulations allow the police to issue endorsable FPNs for careless driving instead of taking drivers to court, making the process more efficient for the police and courts	LTCSP
3.12	Trial community roadwatch scheme to engage LTCSP communities in monitoring vehicle speeds in their neighbourhoods and raising awareness of the dangers of excessive speed and antisocial driving	Tackling speed offences is an essential part of improving road safety.	Roads Task Force (TfL Response)

Number	Action	Details and rationale	Source
3.13	Increase the reach and coverage of motorcycle speed compliance by installing rear facing cameras on the A13 to enforce the speed limit. TfL will ensure that all average speed camera trial locations will enforce the speed limit with rear facing cameras	Powered two wheelers are disproportionately at risk of being involved in KSI collisions. Tackling speeding offences will help to prevent collisions and the most serious injury from occurring.	Motorcycle Safety Action Plan
3.14	Support regular operations (CUBO) targeting uninsured drivers to tackle hit and run in the highest risk boroughs	Offences involving a 'fail to stop' following a collision are not evenly distributed across London, requiring enforcement operations to target the highest risk areas to remove these drivers from the road	Safe Streets for London
3.15	Upgrade safety cameras from wet film to digital	The upgrade of safety cameras will ensure the enforcement of speed offences continues at locations across London which are hot spots for speed-related collisions	Safe Streets for London
3.16	Encourage reporting of dangerous, careless or illegal driving through the RoadSafe London website	RoadSafe London website helps to improve intelligence and information about risky and criminal driving behaviour by encouraging Londoners to file reports on-line	LTCSP

Number	Action	Details and rationale	Source
3.17	Drive improvements in collision data quality to ensure an insightful research programme and inform decisions on priorities, deployment and tactics	STATS19 is the national road collision database providing information on every personal injury collision reported to the police. Improvements to this essential database will help to ensure evidence based decision making to improve road safety across London	Safe Streets for London
3.18	Improve campaign targeting and delivery through market leading analytics including better use of MOSAIC, LTDS and crime reports	Better informed campaign targeting will improve the effectiveness and awareness of materials to raise road safety issues	Safe Streets for London
3.19	Develop informed enforcement activity through the sharing of evidence and help focus campaigns on illegal and socially unacceptable behaviour (for example drink and drug driving, speeding, mobile phone use and careless driving)	Better informed campaign targeting will improve the effectiveness and awareness of materials to raise road safety issues	Safe Streets for London
3.20	Help to ensure compliance with 20mph limits	As new 20MPH zones are developed in London the partnership will help to ensure there are good levels of compliance from road users	LTCSP

Number	Action	Details and rationale	Source
3.21	CompStat approach to roads fatality review involving police, TfL and stakeholders	The CompStat style of performance management has helped to deliver reductions in crime by giving better focus to the times, locations and tactics used by the police. A similar approach is being adopted for fatal collisions.	Safe Streets for London (and specific Motorcycle Safety Action Plan reference relating to motorcycles)
3.22	Continue twice yearly TfL and MPS forums examining bus and coach safety	The LTCSP will help to ensure that issues relating to bus and coach safety are actively progressed involving the police and key stakeholders	Safe Streets for London
3.23	Review of the Criminal Justice Service approach when someone is killed. The LTCSP will link with national reviews to support improved outcomes for people killed on the road network.	Ensure the Criminal Justice Service is helping to support the reductions in collisions through support of victims and bringing offenders to justice.	Safe Streets for London
3.24	Support the development and implementation of the Mayor's Pedestrian Safety Action Plan and the Motorcycle Safety Action Plan	The LTCSP will support these plans ensuring police and enforcement resources are focused on activities to support vulnerable road users	Safe Streets for London

DDACTS

Integrating sources of intelligence to make decisions is one of the key elements of the LTCSP strategy to help make a safe, secure and reliable transport system. The diversity of objectives within the strategy demands that the partnership thinks differently about crime, safety and reliability to make the most effective and efficient use of available resources. By using a varied source of data and intelligence, enforcement, problem solving and policing resources can be targeted towards locations and times which demonstrate the highest levels of crime, collisions and congestion.

Data-driven approaches to Crime and Traffic Safety⁸ ([DDACTS](#)) is a law enforcement operational model trialled with outstanding results in the US. It was supported by a partnership among the Department of Transportation's National Highway Traffic Safety Administration and the US Department of Justice. The trial sites recorded a reduction in fatalities over five years alongside significant reductions in crime. The LTCSP is working with the team who developed DDACTS and the Police districts in the US that piloted the approach, to adapt the model to the London setting to deliver simultaneous benefits of reductions in collisions, crime and congestion.

INSERT IMAGE

Operation Kansas – Limos and novelty vehicles

Operation Kansas has been a highly successful collaboration between TfL Taxi and Private Hire Compliance Team, MPS Roads Policing and DVSA, to combat the danger of unsafe and non-compliant limos and novelty vehicles. When roadside enforcement started in March 2012, seventy to eighty percent of all limos stopped were prohibited for dangerous condition, being unsafe and non-compliant. At one of the last limo operations before Christmas all vehicles were compliant. Operation Kansas has changed the face of limos operating in the capital. This was achieved not just through enforcement, but through inventive and imaginative education, such a London Fire Brigade lead chopping up a limo in Covent Garden to raise public awareness of the dangers of unsafe and unlicensed limos. The partnership has also engaged with willing limo operators to drive up the standards of their industry.

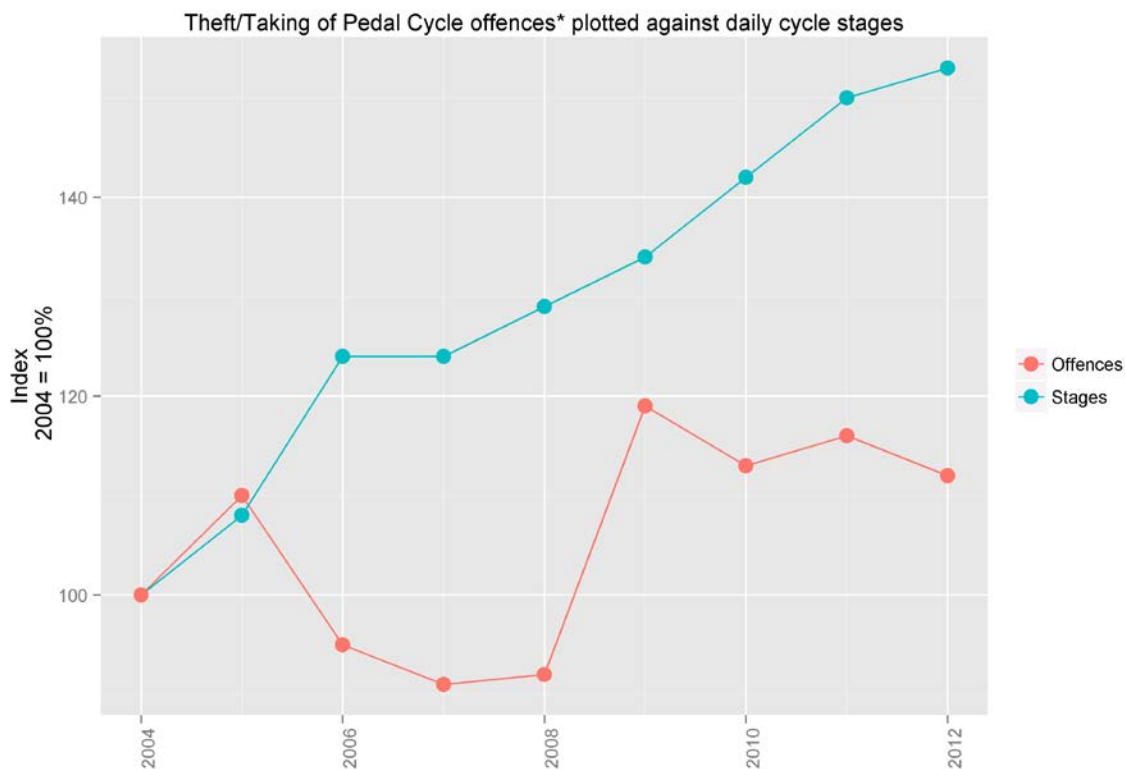
Objective 4

Improve Cyclist Safety and Security

Context

The Mayor has set an ambitious target to double the number of journeys made by bike in London over the next 10 years. His cycling vision published in 2013 aims to transform cycling in the city through the development of a network of direct, high capacity and joined up cycle networks. This 'tube network' for the bike will be created from a major east-west segregated route linking west London to Barking, supported by a series of local routes, Dutch-style segregated lanes and junctions and back street Quietways. These routes will help to create vibrant active places in London and transform the city into a place dominated by people, not motor traffic.

Along with the challenges of delivering these major infrastructure changes, two major barriers to cycling must be overcome. Research shows that fear of injury is the number one reason why Londoners do not cycle, and that those Londoners who have their bike stolen are far less likely to cycle in the future.⁹



The Mayor's vision aims to get more people cycling from different backgrounds. Novice cyclists may be less aware of the risk of cycle theft and require additional guidance on how to keep their cycle secure, whether away, at work or home. Cyclists may need reassurance that cycle lanes, advance stop lines and other road infrastructure designed for cyclists is respected by other road users. Enforcement is

⁹ <http://www.tfl.gov.uk/assets/downloads/customer-research/attitudes-towards-cycling-2012-report.pdf>

critical in ensuring the risk of conflict is removed as much as possible from London's roads. Cyclists also need to be aware that some behaviours can put themselves or others in danger, and can build a negative image of cyclists among other road users.

This strategy includes cyclist safety and security as a combined objective, Cycling requires specialist policing and enforcement to keep it safe and feeling safe, and this strategy commits to providing dedicated policing resources to helping deliver the Mayor's vision. The Commercial Vehicle Unit (CVU) is a TfL funded specialist police team which attends and investigates every collision between a large goods vehicle and a cyclist, following up with the operator and taking appropriate action against drivers and operators.

The new Industrial HGV task force, created at the end of 2013 with matched resources from the DVSA, TfL funded Metropolitan Police Service (MPS) resources and City of London Police (COLP) resources is carrying out enforcement operations against non-compliant operators, drivers and vehicles in the construction and waste industries. In total 16 officers make up the team from the agencies involved.

Indicators of success

- Reduction in cycle theft
- Reduction in the risk of cycle theft (measured per 1000 bicycle owning households¹⁰)
- Support the Safer Streets for London target to reduce KSI collisions by 40% by 2020 through the reduction of cyclist casualties

Priorities

Cycle security

Increase the number of bikes security marked and registered in London
Reduce the volume of cycle theft
Identify and target prolific cycle thieves
Improve locking practices across the Capital

Cycle safety

Increase the number of cyclists who have taken part in Exchanging Places events
Enforcement against dangerous drivers, vehicles and operators to reduce the number of KSIs involving vulnerable road users and commercial vehicles
Enforcement at key hot spot junctions for cycle collisions

¹⁰ Due to the way the number of cycle journeys is measured, there is a one year lag in measuring the rate of cycle theft

DRAFT

Actions Objective 4 - Improve Cyclist Safety and Security

Cycle Security

Number	Action	Details and rationale	Source
4.1	Increase the number of bikes registered (with a police approved scheme)	Bike registration increases engagement with cyclists about cycle safety and security and helps increase the chance of reuniting a stolen bike with the owner.	Cycle security plan
4.2	Refresh the cycle security campaign advising cyclists how to keep their bikes secure	Providing information to cyclists on how to securely lock their bike can help to reduce the number of available targets available to cycle thieves	Cycle security plan
4.3	Support the BTP national cycle theft reduction initiative Operation Wiggins	Operation Wiggins will help to reduce cycle theft through a range of measures including enforcement against prolific offenders, education and environmental improvements	BTP
4.4	Trial the registration of bikes at point of sale with a major bike retailer	Bike registration increases engagement with cyclists about cycle safety and security and helps increase the chance of reuniting a stolen bike with the owner. Registering at point of sale has potential to increase the proportion of registered bikes in London.	LTCSP

Number	Action	Details and rationale	Source
4.5	Increase the amount of secure cycle parking across London by 80,000 by 2016	Increasing the amount of secure cycle parking will help to increase the opportunities for cyclists to lock their bike securely	Mayors Vision for Cycling

Cycle Safety

Number	Action	Details and rationale	Source
4.6	Run a trial of using cameras to enforce regulations for road users at Advanced Stop Lines (ASLs)	ASL enforcement with cameras has the potential to be an efficient and cost-effective method of improving road user behaviour. A trial will help determine the challenges and approach necessary to make CCTV enforcement a possibility	LTCSP
4.7	Continue to deliver exchanging places initiatives in hotspot locations for collisions and at events with opportunities to engage with cyclists	Improved awareness of the dangers associated with large goods vehicles will help more cyclists to reduce their chances of being involved in a collision	Draft Cycle Safety Action Plan
4.8	Carry out regular operations to improve road user behaviour by enforcing the rules of the road at locations and junctions known to be collision hotspots. Enforce rules for motorists and cyclists to improve cycle safety.	Targeted enforcement at known collision hotspots can help change road user behaviour and make roads safer for everyone including the most vulnerable	Motorcycle Safety Action Plan and Cycle Safety Action Plan

Number	Action	Details and rationale	Source
4.9	Lobby for changes to traffic legislation so that first line infringement (driving over the first stop line of an ASL) is decriminalised enabling highway authorities to enforce it as a civil offence	Decriminalising ASL offences has potential to free up police time to concentrate on the most serious traffic offences and increase the levels of enforcement against these behaviours. Increasing the chance of being caught for an offence will deter road users from infringing ASL regulations	LTCSP

DRAFT

Operation Safeway

Road user behaviour at junctions can increase the risk of collisions, especially to vulnerable users such as cyclists. Advanced Stop Lines, or ASLs are a facility to give priority to cyclists at junctions, designed to give cyclists more space so they can be seen more easily and are not right in front of a vehicle's bonnet or wheels.

Drivers crossing the first or second line are liable to a £100 fine and three penalty points.

Cyclist behaviour at junctions can also increase the chance of a collision, and some cyclists can be observed jumping red lights either by crossing the junction on red or positioning themselves at an island beyond the stop line. The fine for red light jumping by cyclists is £50.

Operation Safeway aims to reduce the risk to road users at junctions by enforcing the rules and giving advice to road users. Motorists and cyclists breaching the rules such as ignoring the ASL, jumping red lights, careless driving, using a mobile phone while driving, are fined or where appropriate given words of advice or a verbal warning. Opportunities to engage with road users and pedestrians about safety are taken and leaflets handed out to support the communication message. Initial observations suggest a positive effect on road user behaviour, with drivers and cyclists more likely to obey rules throughout the duration of the operation. Safeway is currently being evaluated.

City of London Police road safety initiatives

City of London have developed a variety of tactics and operations to support safer roads in the city of London for road users and pedestrians. Current activity includes a recent Advanced Stop Line education and enforcement campaign, Operation Atrium1, Capital City Cycle Safe, Operation Coachman, Operation Giant, the BikeSafe Scheme for motorcyclists and other initiatives targeting pedestrians.

Operation Atrium is COLPs long term initiative aimed at cyclists which includes education and enforcement, focusing on offences and antisocial behaviour.

Capital city cycle safe is a diversion scheme, the first of its type for cyclists in the country. This was developed in partnership with the MPS and AA Drivetech to give cyclists an opportunity to avoid court by electing to take part in a computer based on line training programme. This supports the national strategy of diverting offenders away from the criminal justice system and into education and awareness. Once the individual is seen committing an offence they are offered the opportunity to elect for the online training and pay £16 rather than £30 penalty notice. In 2012 – 13 165 notices were issued to cyclists and one of the performance measures for 2013-14 is to increase this number – ensuring more cyclists receive computer based training aimed at making them safer whilst using the roads.

Industrial HGV Task Force

To combat the disproportionate number of cycle fatalities involving Heavy Goods Vehicles, Transport for London (TfL) and the Department for Transport (DfT) formed a partnership to fund the Industrial HGV Taskforce (IHTF) to proactively target those HGVs which pose the greatest risk to vulnerable road users.

The IHTF - made up of officers from the MPS, CoLP and the Driver and Vehicle DVSA - targets the most dangerous and non-compliant commercial vehicles on London's roads.

The team has worked effectively in order to maximise the success of its activities and has undertaken a large number of high visibility roadside enforcement operations in order to ensure a high level of visibility. The IHTF has acted as a deterrent to non-compliant operators seeking to enter London, undercutting the work of those operating legitimately.

This joint approach to the activities and structure of the IHTF means that it has greater capability and has been more successful than any one agency working alone.

In addition to their traditional enforcement channels, the IHTF has processed a number of cases to the Office of the Traffic Commissioner in order to ensure that the most dangerous operators are penalised and their operations changed. The IHTF has also undertaken proactive engagement with sectors of the industry that may pose a risk in order to drive up standards further.

This targeted approach to enforcement and enforcement has also received widespread support from the industry and in particular the Road Haulage Association (RHA) and the Freight Transport Association (FTA).

Objective 5

Reduce Disruption and Delay to the Transport Network

Context

Reliable journeys are often safer journeys. Surveys show that passengers feel less vulnerable if they know when a service is going to arrive and the journey time is consistent and reliable. Active streets which are used by cyclists and pedestrians help to improve the public realm and can reduce crime through improved guardianship of public places.

The Mayor set up the Roads Task Force (RTF) to tackle the challenges facing London's streets and roads. The task force is an independent panel of industry experts, academics and policy makers working to devise a long term strategy for roads in London. In July 2013 the Roads Task Force report was published, setting out a vision for how London will deal with the increasing demands on the road network whilst improving the public realm and providing better and safer places for all the activities taking place in London's streets.

TfL has set a target for journey time reliability to 88.8%¹¹, recognising the importance of reliable journeys to road users. The Mayor has also set an ambitious target for improving the reliability of the tube network, with a target to reduce delays by 30% by the end of 2015. Improving reliability on the tube network is essential to the long term economic success of London and to giving passengers reassurance the system is safe to use.

Disruption to journeys on the rail and tube network causes immense frustration to passengers and can lead to additional pressure being placed on the surface transport network to meet passenger demand. Improving reliability of the tube system can be seen in the context of significant improvements to performance to the tube in recent years. Full year passenger numbers in 2012/13 reached new levels, with 1.2 billion passenger journeys made, a five per cent increase on 2011/12. LU reliability, as measured by Lost Customer Hours (LCH), reached new levels of performance in 2012/13, with the lowest number of LCH recorded since the measure began in 1999. Performance was 20 per cent better than 2011/12. In order to help meet the target, disruption to the tube caused by antisocial or criminal behaviour, suicide, cable theft, criminal damage will all be tackled through improved enforcement, visible policing and problem solving.

Adherence to traffic, bus lane and parking restrictions as well as co-ordination of works, freight deliveries and the delivery of safe public transport (including taxis and private hire vehicles) is vital to maximise the capacity, reliability and safety of all road based transport and users. Policing and enforcement play a vital, and increasing role in ensuring the reliability of the transport network, both surface and rail based.

¹¹ TfL Road Network Reliability measured as percentage of journeys complete within 35 minutes for a standard 30 minute journey during the AM peak

The LTCSP plays an essential role in supporting the Mayor's vision for reliable journeys whether they are made by public transport, car, cycling or walking. A breadth of enforcement opportunities can assist the smooth flowing of traffic through preventing disruption caused by collisions, breakdowns and congestion.

The police and local authority parking enforcement also plays an important role in tackling parking infringements which can lead to disruption. Encouraging compliance and preventing infringements of parking and loading restrictions through the issuing of Penalty Charge Notices will support more reliable journeys on the road network.

Indicators of success

Roads

- Journey time reliability
- Serious and severe disruption from collisions
- Average time taken to reopen a road following fatal/life changing collision

Tube

- Lost Customer Hours
- Lost Customer Hours (reduced disruption offences)

Priorities

Roads - improve journey time reliability on London's roads

- Respond to unplanned incidents including collisions
- Manage planned events and demonstrations
- Open roads quickly following incidents
- Target high risk locations for traffic disruption
- Target vehicles at risk of causing disruption including pedicabs

Rail - help keep London's rail and tube system running

- Reduce cable theft
- Reduce trespass
- Reduce disruption from fatalities
- Reduce disruption caused by passenger ASB

DRAFT

Actions for Objective 5 – Reduce Disruption and Delay to the Transport Network

Number	Action	Details and rationale	Source
5.1	Work with DVSA and Traffic Commissioners, to enforce against non-compliant, and potentially dangerous, commercial and public service vehicle operators and take proactive action against such operators whose vehicles cause disruption and safety concerns on London's roads	Dangerous and non-compliant vehicles can cause collisions and may break down leading to delays and disruption for other road users. Removing these vehicles from the road and carrying out enforcement activity against the operator will help reduce the chance of these taking place.	Roads Task Force (TfL Response)
5.2	Identify key locations across London where congestion, collisions and antisocial driver behaviour are having a significant impact, and introduce integrated problem solving plans for these locations through 2014	Developing problem solving plans will help to deliver longer term solutions to locations experiencing crime, congestion and collisions	Roads Task Force (TfL Response)
5.3	Prioritise compliance via a coordinated data-driven approach with the police, DVSA and other enforcement authorities ensuring activity is focused on reducing disruption and road risk		Roads Task Force (TfL Response)

Number	Action	Details and rationale	Source
5.4	Assess the impact of installing enforcement cameras at the 205 yellow box junctions on the TLRN that are currently unenforceable	Compliance with yellow box junctions helps to keep junctions clear and traffic flowing	Roads Task Force (TfL Response)
5.5	Review the road categorisation used to determine the levels of on-street enforcement against illegal parking to ensure appropriate resourcing across London to ensure deterrence	Levels of enforcement will be reviewed to ensure on street officers prioritise locations with low levels of compliance which cause the greatest disruption to residents, businesses and the flow of traffic	TfL and MPS Smoothing Traffic Flow group
5.6	Continue to resource a partnership Traffic Analysis Centre to ensure enforcement resources are intelligently deployed to prevent congestion	Good intelligence will ensure the best use of resources across the network to reduce disruption	TfL and MPS Smoothing Traffic Flow group
5.7	Ensuring on-street enforcement staff work flexibly and are equipped and trained to deal with any issues they encounter on the network, with impact assessed through a 'Compstat'-style performance management process	Multi skilled staff will be able to tackle a range of issues on the network.	Roads Task Force (TfL Response)

Number	Action	Details and rationale	Source
5.8	Create a dedicated 24/7 police unit capable of responding to all incidents that have the potential to seriously disrupt the road network	A 24/7 dedicated police response to unplanned disruptive incidents on the network will help to prevent congestion as a result of unplanned incidents	Roads Task Force (TfL Response)
5.9	Continue to prioritise the Blackwall Tunnel with dedicated policing presence to help reduce disruption caused by over height vehicles and other incidents	The Blackwall tunnel is vulnerable to disruption caused by unplanned incidents including breakdowns and overheight vehicles. Dedicated policing ensures a prompt response to quickly clear the road, reducing the possible delay	Roads Task Force (TfL Response)
5.10	Extend the dedicated policing cover at the Blackwall Tunnel to 24/7	Incidents occurring at night and in the morning can have knock on impact to the morning peak. 24/7 coverage will help to ensure incidents are resolved as quickly as possible, reducing the impact on traffic flow	LTCSP
5.11	Enable borough based transport teams to take a greater role in managing disruption on the transport network through improved training and equipment	Borough based transport teams are well placed to address LTCSP network disruption issues, especially through a combination of problem solving, prevention and response	LTCSP

Number	Action	Details and rationale	Source
5.12	Tackle disruptive and dangerous Pedicabs through the funding of regular police operations in Westminster	Pedicabs are unregulated and cause disruption in central London through illegal parking.	Referenced in the Mayoral Transport Manifesto
5.13	Create a more effective removals response to abandoned, illegally parked and vehicles causing an obstruction on the transport for London road network	Illegally parked and abandoned vehicles can cause significant disruption to London's roads. Effective removal service will help to reduce the delay and disruption from these vehicles.	TfL and MPS Smoothing Traffic Flow group
5.14	Carry out a trial of enforcement against premises which obstruct pavements with advertising A-boards	A-boards used for advertising can cause significant obstruction to pedestrians using the pavement. On street enforcement will be used to prevent premises causing obstructions to pedestrians.	LTCSP
5.15	Reduce further the time taken to deal with fatalities whilst maintaining our high standards of investigation		BTP Policing Plan
5.16	Continue to tackle trespass, cable theft and graffiti on the rail and tube network	These crime types can cause serious delays to the rail and tube network and will be targeted throughout the life of the strategy	BTP Policing Plan

Number	Action	Details and rationale	Source
5.17	Co-locate police and TfL planning services for abnormal loads to ensure better co-ordination of disruptive vehicle movements in London	Improved joint planning for abnormal load movements will help to ensure the minimum disruption to London's roads	TfL and MPS Smoothing Traffic Flow group
5.18	Extend the Roads Reopening Protocol to include other crime types and police activity	The original roads reopening protocol set out an agreement between TfL and the MPS to reduce disruption at fatal collisions. The new protocol will address disruption from other closures including public order incidents.	Roads Task Force (TfL Response)
5.19	Continue to support the lane rental scheme by using on-street parking enforcement officers to report on disruptive road works	On street officers have been very successful in identifying roadworks which are causing disruption, resulting in prosecution and fines to utilities companies.	TfL and MPS Smoothing Traffic Flow group
5.20	Support the BTP Fatality Management Project - continuing to work in partnership with the BTP, Network Rail and the Samaritans to train staff to recognise the signs of a person who is struggling to cope and may be suicidal	Preventing fatalities on the rail and tube network will help to reduce the number of tragic incidents occurring on the network and the impact on families, staff and disruption to passengers	BTP

Policing to reduce delays on the tube

The British Transport Police have pioneered initiatives to help improve reliability on the tube network through a policing response.

The BTP have set up a specialist unit which responds to emergencies on the tube (TfL's Emergency Response Unit or ERU) being supported with 'blue light' response drivers from the BTP. This enables the ERU to respond under blue light conditions to incidents where public safety is at risk such as obstructions blocking the track, broken down trains, person under a train incidents and other emergency response and recovery situations. The ERU can also respond to failures of signals and broken down lifts. Initiatives such as these are an important part in the Mayor's ambition to reduce delays on the tube by 30% by 2015.

Fit for the future – London Underground

An ambitious programme of change is underway in London Underground to deliver commitments to Londoners to make the tube fit for the future. This includes:

- A new 24-hour Tube service at weekends from 2015
- A more frequent and reliable service with better, more accessible stations
- All stations staffed and managed while services are operating
- Simpler ticketing
- The best possible value for the fare you pay

LU customer research shows that customers need safe & reliable journeys, reassurance and security, assistance, information and value for money.

The LTCSP will support the delivery of these objectives by ensuring that policing and enforcement activity is provides customers on the network with the assistance and reassurance they need. Critical to delivery of the every journey matters programme¹² is reliability. The LTCSP will work to ensure reduce behaviours which cause delays and identify opportunities to reduce disruption by policing the network in the most effective way which reduces crime and reassures staff and customers.

An LTCSP project is underway to provide direction to the night tube programme regarding the benefits, risks and mitigations relating to crime and anti-social behaviour which may arise from the Night Tube programme. The project will also address the impact on policing required to support the safe delivery of night time tube services.

Reducing self-harm

The BTP continues working on the Fatality Management Project and builds on the success of initiatives such as those to train response officers to undertake initial crime scene tasks. Ongoing partnership working between the BTP, Network Rail and the Samaritans works to train staff to recognise the signs of a person who is

struggling to cope and may be suicidal. It is a sad truth that attempted suicide on the rail network impacts not only the individual and family involved but also other passengers, transport staff and the operation of the network as a whole leading to delays for thousands of passengers.

The new BTP Strategic Mental Health and Suicide Prevention Team brings together work undertaken by the police, rail industry and mental health professions and is developing short, medium and long term interventions aimed at reducing suicides.

As well as working with medical professionals and the voluntary sector, the BTP is also targeting suicide hot spots to try to 'design out' suicide risks to ensure any potential environmental changes have been considered as part of the wider strategy.

Pedicabs

TfL is working in collaboration with the Westminster City Council and the MPS to tackle the problems caused by pedicabs, especially where they obstruct the highway - delaying buses and traffic; and block pavements, creating risk for pedestrians. The powers available to MPS to tackle pedicabs are limited and the legislation archaic, but within these limitations, TfL has funded and supported additional enforcement operations since 2012. These police enforcement operations are delivered with immigration services so that offenders and overstayers are deported. To date, officers have seized nearly 400 pedicabs and arrested their drivers, and issued nearly 900 warnings. Enforcement activity increases during summer months, as the number of pedicabs on the streets rises.

TfL, MPS and Westminster City Council have also engaged the Law Commission and put in a comprehensive submission on the problems caused by pedicabs, to make the case for creating a regime where proper enforcement action can be taken as pedicabs banned, as set out by the Mayor's in his manifesto.

Blackwall Tunnel Team

A joint initiative between TfL, the Metropolitan Police Service (MPS) and DVSA placed officers from the MPS Safer Transport Command Roads Policing Unit permanently at the tunnel since September 2011.

The Tunnel Team was originally introduced in February 2011 for a 12-week trial period. The trial was so successful in reducing the amount of time it took to reopen the tunnel after an unplanned incident that TfL agreed to fund the officers on a permanent basis.

This dedicated team of ten officers provides an immediate response to incidents, such as breakdowns and accidents, occurring in or around the tunnel. In addition, the team also carries out enforcement operations and stop-checks on potentially sub-standard vehicles to help prevent these incidents from occurring in the first place.

A site office has been constructed near the tunnel for MPS and DVSA officers which is being used to carry out enforcement activity and support more partnership operations. The new site includes specialist equipment to weigh and inspect suspect vehicles.

An assessment of the impact of the team and other technology and infrastructure changes carried out in 2011 showed that:

- The number of incidents causing tunnel closure had reduced by 19%,
- Unplanned closures had reduced by 32%,
- Overheight vehicles had reduced by 18%
- Breakdowns reduced by 28%
- Collisions resulting in tunnel closure reduced by 44%
- The average time take to deal with each accident had halved from 35.88 minutes to 16.69 minutes.

Dedicated policing at this critical location in London has benefitted both reliability and safety for all users of the Blackwall Tunnel.

Appendix A

Relevant Strategies and Plans

Roads Task Force

The Roads Task Force report, published in July 2013, sets out a vision of how London can cope with major population growth and remain one of the most vibrant, accessible and attractive world cities. This strategy supports the objectives within the Roads Task Force report, primarily through helping to improve compliance with the rules of the road, focusing enforcement activity on reducing disruption and road risk using many of the reduction techniques that have been used successfully in the last three years on crime and ASB issues.

Safe Streets for London

The Safer Streets for London plan has set a target to reduce KSI collisions by 40% by 2020, with the ambition of working together towards roads free from death and serious injury. The plan's programme is based on three key factors in collisions; safe roads; safe vehicles and safe people plus a fourth area of action: delivering in partnership. Enforcement and policing will help address all the factors identified in the plan.

MOPAC Police and Crime Plan

The MOPAC Police and Crime Plan is the Mayor's strategy for tackling crime and making London safer. The plan is a statutory document which runs for four years from 2013 to 2017.

The plan aims to cut neighbourhood crime¹³ by 20%, boosting confidence by 20% and cutting costs by 20% - this is known as MOPAC 2020 challenge. The plan prioritises local policing, keeping police officer numbers high and improving access to the police. Plans are also set out for reducing the size of the MPS estate to cut costs. The strategy for delivery is focused on:

- Police resources and performance – 'crime, confidence and costs'
- Crime prevention – 'people, places and problems'
- Justice and settlement – 'reparation, rehabilitation and reform'

The LTCSP supports the Police and Crime plan objectives to reduce neighbourhood crime by 2015/16

The LTCSP also works to support the Mayor's plan to boost confidence in the police. Confidence is measured by the percentage of respondents answering 'excellent' or 'good' to the question 'taking everything into account, how good a job do you think the police in this area are doing'. Confidence is measured by the Crime Survey for

¹³ <http://www.london.gov.uk/sites/default/files/MOPAC%20Challenge%20presentation%20-%202010-12%20%5BCompatibility%20Mode%5D.pdf>

England and Wales. In the Metropolitan police area, 62% of people think they are doing a good job – the Mayor wants this to be 75% by 2017.

The MPS confidence model identifies four aspects of policing which have the most influence on public confidence in the police. These are effectiveness in dealing with crime; engagement with the community; fair treatment and alleviating local ASB. The LTCSP has an ongoing commitment to providing local, neighbourhood style policing on the transport network, to provide reassurance and ensure meaningful engagement with the community. Through this work, the partnership will support the aims of the Police and Crime plan to improve confidence in policing.

British Transport Police Authority Strategic Plan 2013-2019

The British Transport Police (BTP) is the UK's national police force responsible for policing the rail network. The BTP Authority (BTPA) oversees the police force, setting targets and allocating funding for its budget.

BTPA strategic plan sets out the British Transport Police's vision, ambition and objectives for the next six years. The plan identifies significant challenges to the rail network with increased growth by an average of 16% across the UK, and demand in London expected of 35% between 2006-2031. Crossrail and stations built along the central route of the line will provide a 10% increase in rail capacity in the capital and around 200 million passengers travelling on the new network each year.

The plan identifies that maintaining and improving service quality are of great importance as passenger numbers continue to rise and the impact of any inconvenience caused by disruption will increase. The targets set for punctuality to 92.5% are very challenging in the context of increased freight and passenger traffic and the potential for disruption from planned infrastructure enhancement works.

The BTP have set targets which reflect the step change in quality and efficiency in delivering services;

- 1) Keep transport systems running (Reduce minutes lost to police-related disruption by at least 20%)
- 2) A safe and secure railway (Reduce crime on the railway by 20%)
- 3) Promote confidence in use of railway (Increase passenger confidence by at least 10%)
- 4) Deliver value for money (Achieve the targets within the Medium Term Financial Plan with annual cost increases within RPI)

Financial pressures, improving operational performance whilst building new infrastructure and accommodating forecast growth in passenger numbers and freight will require a fundamentally new approach to the BTP's role. The BTP will respond to these challenges by maintaining and enhancing the command resilience, operational grip and ability to respond, building capacity and creating more effective relationships with stakeholders to strengthen frontline policing.

City of London Police Policing Plan 2013 – 2016

The Policing Plan sets out how the priorities and approach of the City of London Police (COLP) for the three years from 2013 to 2016. The plan sets out the following priorities:

1. Counter Terrorism
2. Economic Crime
3. Public Order
4. Reducing Crime
5. Improving Road Safety
6. Tackling Antisocial Behaviour

The mission of the COLP is to make the City safer by upholding the law fairly and firmly; preventing crime and antisocial behaviour; keeping the peace; protecting and reassuring the community; investigating crime and bringing offenders to justice. The stated outcome is a city where workers, residents, businesses and visitors are safe and feel secure.

Cycling Vision

The Mayor's Vision for Cycling was published in March 2013. The vision sets the ambition to double the amount of cycling in London over the next 10 years. The vision aims to achieve four important outcomes:

1. A Tube network for the bike. London will have a network of direct, joined-up cycle tracks, with many running in parallel with key Underground, rail and bus routes
2. Safer streets for the bike. Spending on the junction review will be significantly increased and substantial improvements to the worst junctions will be prioritised. With government help, a range of radical measures will improve the safety of cyclists around large vehicles
3. More people travelling by bike. We will 'normalise' cycling, making it something anyone feels comfortable doing
4. Better places for everyone. The new bike routes are a step towards the Mayor's vision of a 'village in the city', with more trees, more space for pedestrians and less traffic

The LTCSP has an important role to play in supporting this vision for growth in cycling. Two major barriers to cycling – fear of injury and theft of cycles – are priorities for LTCSP members. Enforcement can prevent cycle theft and help make roads safer for all users including cyclists.

Appendix B

Cross Cutting Projects

Project Spiderweb

Project Spiderweb was a multi-agency theft reduction initiative involving the Metropolitan Police, British Transport Police and Transport that ran between July 2011 and June 2012. There was a risk identified that theft offences could rise during the Olympic Games when the transport network was much busier, with organised pickpocket gangs targeting passengers at the most crowded locations. The Project achieved its stated objective of a 10% reduction in theft of passenger property offences on London's transport network by using a variety of innovative tactics. The Project had a unique structure with a board of senior level representatives from each agency to provide direction, several work strands including offender management and CCTV to ensure a holistic approach, and four full-time staff to provide administrative support. A pan-modal Project target of 10% was used to encourage joint working and to reduce modal-displacement.

Project Cycle Ops

Project Cycle Ops is an LTCSP project to reduce cycle theft in London. Against a backdrop of increased cycle journeys, with more people cycling than ever before, the partnership tackled cycle theft across London achieving a 10 percent reduction in a 12 month period compared to each of the previous three years, meaning over 2000 fewer cyclists having their bike stolen.

Appendix C

LTCSP Approach

The theoretical framework underpinning the LTCSP approach has helped to support improvements in the safety and security of the transport network over many years. Prevention remains at the heart of the LTCSP's approach to improving safety and security of the transport network. The partnership has used a range of crime reduction techniques, to help deliver improvements for passengers and reductions in crime. For example, the introduction of bus driver assault screens and graffiti-resistant surfaces have both helped to reduce the risk of violence and criminal damage.

Following the 'Problem-oriented policing' model (Goldstein 1979), the LTCSP has proven effective at using a problem-solving approach to address the conditions that give rise to recurring crime problems. For example, the effective problem-oriented policing initiatives of Safer Travel at Night (Burton and McGregor 2006) and Taking the Wheels Off Bicycle Theft (Brown and Halliwell 2011) both won the international Goldstein Award for international excellence in Problem oriented Policing.

The LTCSP continues to make effective use of signal crimes¹⁴ and broken windows theories¹⁵. These state that by tackling low level crime and disorder, more serious crime can be driven out of the system and that focusing on certain visible crimes can also reduce fear of crime.

The four P's and the theories are now being applied to road safety issues and offences which cause disruption and delay to the road and tube network. For example, enforcing against breaches of parking regulations on the road network, or tackling trespass on the rail network, can help to prevent more serious offending from taking place by showing that the networks are well managed and breaches in rules or regulations are not tolerated.

We believe that by tackling so called, 'low level' ASB and crimes such as fare evasion and criminal damage, the partnership are able to have a greater impact on more serious crime. This approach also brings great benefits for staff and passengers alike, as it is these types of highly visible crimes that can have an impact on how safe people feel.

Building on these established ways of working, the partnership will use evidence in an even more rigorous way to identify what works in tackling crime, reducing congestion and collisions. 'Evidence-based policing'¹⁶ uses scientific standards of evidence to inform decisions on what intervention/tactics to implement in order to deal with specific problems/issues. Operation Beck¹⁷ is an example of an evidence-based approach to the deployment of policing patrols on London Underground.

¹⁴ Innes, M. (2004) "Signal crimes and signal disorders: notes on deviance as communicative action", British Journal of Sociology.

¹⁵ http://www.manhattan-institute.org/pdf/atlantic_monthly-broken_windows.pdf

¹⁶ <http://www.policefoundation.org/sites/g/files/g798246/f/Sherman%20%281998%29%20-%20Evidence-Based%20Policing.pdf>

¹⁷ <http://www.crim.cam.ac.uk/events/conferences/ebp/2012/beckrctresults.pdf>

The LTCSP approach to evidence is two-fold, both developing new evidence locally (for example Beck) and other operations, plus making use of the best available established evidence on what works¹⁸.

DRAFT

¹⁸ There is a growing body of research being led by organisations like the Society of Evidence Based Policing (<http://www.sebp.police.uk/>) and the newly established College of Policing (<http://www.college.police.uk/>). In developing the evidence for what works, the use of randomised control trials to prove an impact is now being established in policing the transport network.

Appendix D

Improving the Measure of Fear of Crime

Fear about crime has traditionally been measured in the Crime Survey for England and Wales (formerly British Crime Survey) using questions like the following:

Q: *'How worried are you about.... being mugged and robbed?'*
[very worried, fairly worried, not very worried or not at all worried]

Source: ONS (2012: 16-19)

There are several problems with the wording of this question. The 'How' presupposes that everyone experiences some level of worry (Moser & Kalton, 1971: 325). The question also doesn't point to a specific period of time. Is the questioner asking about levels of worry this week or over the last year? The question is also restrictive in the range of emotional responses to crime. It is possible to experience anger or frustration as well as worry about crime (Ditton et al., 1999). The question also doesn't distinguish between particular episodes of worry and a more diffuse anxiety about crime (Farrall & Ditton, 1999: 59).

One of the other principal weaknesses of the question is its failure to differentiate between the amount of worry (intensity) and the number of times (frequency) respondents feel worried (Farrall & Gadd, 2004). Without a filter question to measure the frequency of worry it is not possible to identify those who worry on a continuous basis.

In the 2003/04 British Crime Survey a new set of measures were trialled to assess the frequency of worry about different types of crime.

Q1: *'In the past year, have you ever felt worried about . . . robbery?'*

Q2: [if YES at Q1] *'How frequently have you felt like this in the last year?'*
[n times recorded]

Q3: [if YES at Q1] *'On the last occasion how fearful did you feel?'*
[not very worried, a little bit worried, quite worried, very worried or cannot remember]

Source: Gray *et al.* (2008)

35% of respondents reported being 'very'/'fairly' worried about being robbed but only 16% said that they had worried in the last 12 months and of these only a third or so had worried between 1 and 3 times (Gray et al. 2008). The authors found that the standard intensity question tended to exaggerate levels of crime fear because it did not explore the frequency of such worries.

Farrall et al. (2009) have constructed a typology of fear based on these new measures. Those who are 'unworried' report not being worried about crime and cannot recall a recent episode of worry. The 'anxious' report being worried about crime but cannot recall a recent episode of worry. The 'worried' report being worried about crime and can recall a recent episode of worry.

Category of worry

Using the new method for measuring worry has enabled the partnership to prioritise most activity towards groups most likely to be affected by the experience of travelling, rather than groups which may be concerned but never actually experience anything on public transport which worries them. In prioritising a response, the LTCSP will challenge behaviour on transport services leading to worry among passengers.

Passengers who are worried, but can't recall anything on public transport that caused them worry may require a general reassurance from staff and the police.

The groupings shown enable the LTCSP to prioritise activity to those worried people (around 6% of all Londoners) who can remember a recent incident which worried them.

<p>Unworried (74%) Not worried about personal security and unable to recall a recent episode of worry. <u>These Londoners do not require any further action to reassure them whilst travelling.</u></p>	<p>Anxious (8%) Worried about personal security but are unable to recall a recent episode of worry. <u>These Londoners may benefit from general reassurance messages about the transport network's safety</u></p>
<p>Unconcerned (11%) Not worried about personal security but able to recall a recent episode of worry. <u>These Londoners have experienced an incident which caused them worry and would benefit from activity to reduce these incidents from occurring.</u></p>	<p>Worried (6%) Worried about personal security and able to recall a recent episode of worry. <u>These Londoners will be the priority for the LTCSP to reduce their experience of worrying incidents whilst travelling</u></p>