

# Tackling youth crime and anti-social behavior on London's buses



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Transport for London

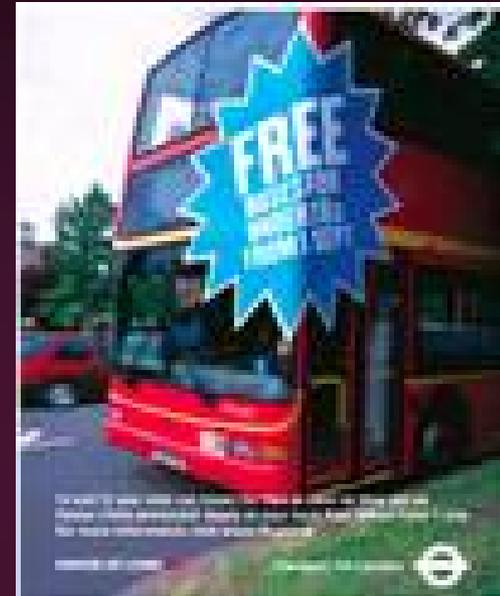
# The London context

- London's bus network
  - Iconic & one of world's biggest in world
  - Over 6 million daily journeys
  - 700 different routes & 8,000 buses
  - Small number of school bus routes
- Population of 7.5 million
- Over 3,000 schools and over 1.2 million pupils



# Scanning → Analysis → Response → Assessment

- Free travel
- Significant changes in ridership
- Increase in:
  - Overall crime levels
  - Priority crimes
  - Youth crime
  - Anti-social behavior (ASB)
- Negative perceptions
- Media and political attention



**Scanning** → **Analysis** → **Response** → **Assessment**

- Policy widely criticized
- Pressure to act
- Mayoral priorities

**BUS ROUTE IS STILL AN  
ABSOLUTE NIGHTMARE**

Transport bosses under fire for ignoring security and restroom facilities

**Our lives are put at  
risk says bus driver**

**Crime fears plague London bus-users**

**Police's lack of  
action is criminal**

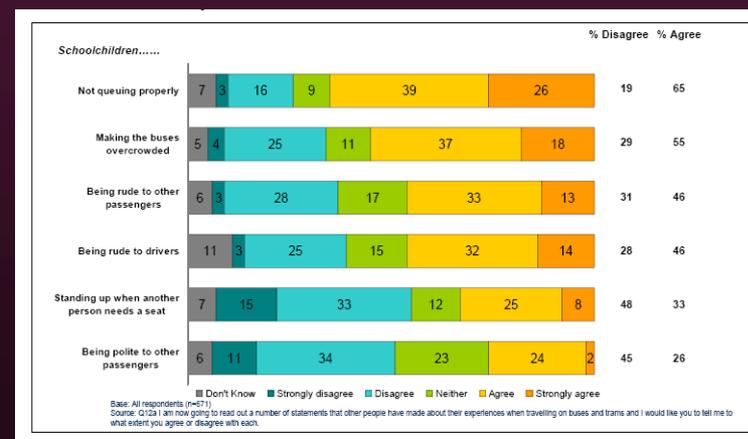
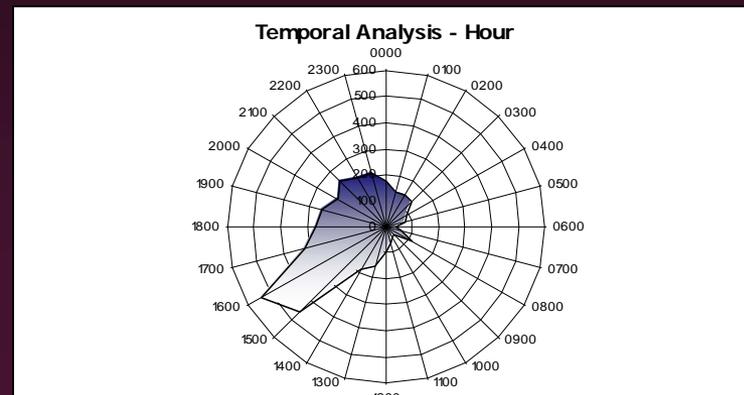
Warning from police as rising crime is linked to teens' free travel passes

**Drivers raise safety alarm  
as bus mugging rate soars**



## Methodology:

- Full crime and incident analysis & mapping
  - Temporal and spatial
- Staff / passenger research
- Demographic analysis
- Environmental audits
- Review of capacity levels
- Community discussion

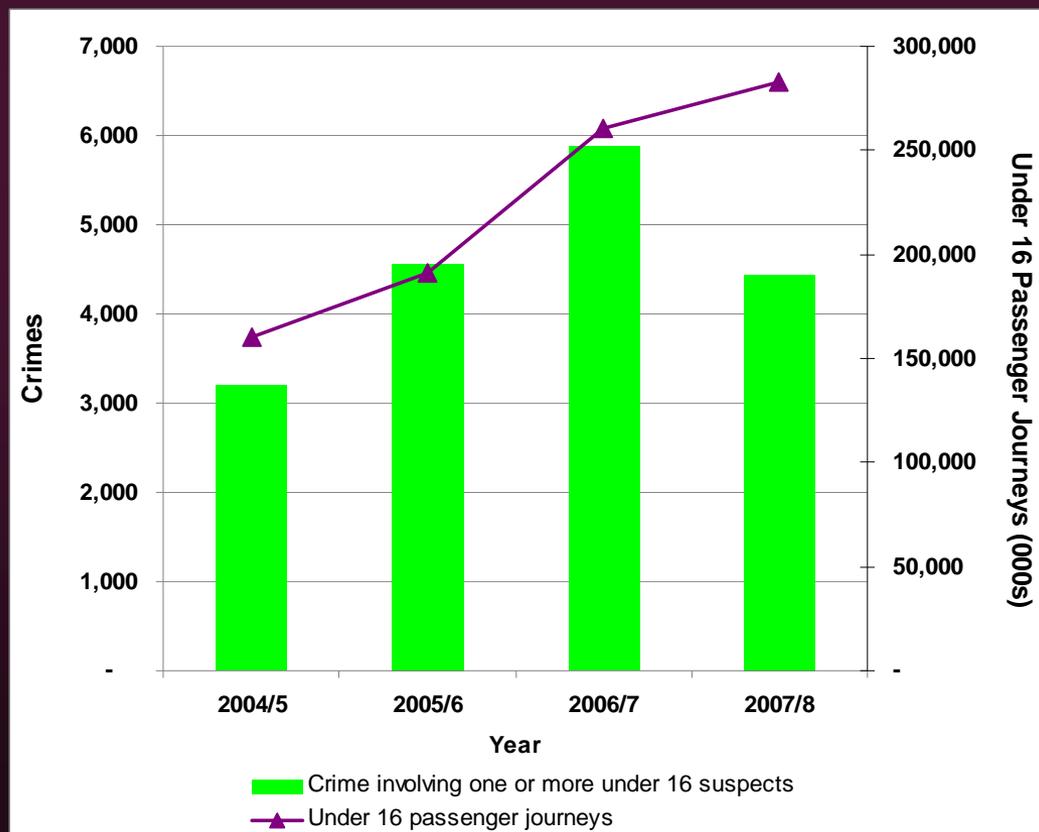




High level findings:

- Youth offending increase
- Youth travel increase
- Youth victimization

Youth = Young people under the age of 16 (U16)

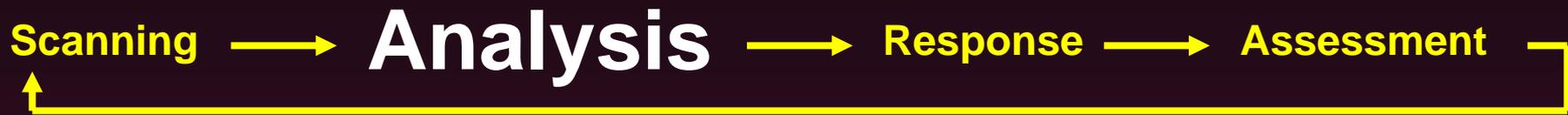






## London – 32 Boroughs

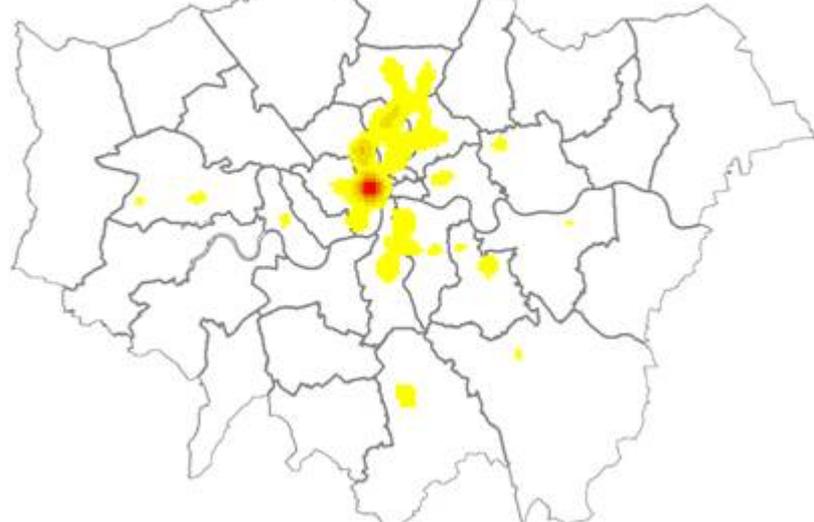




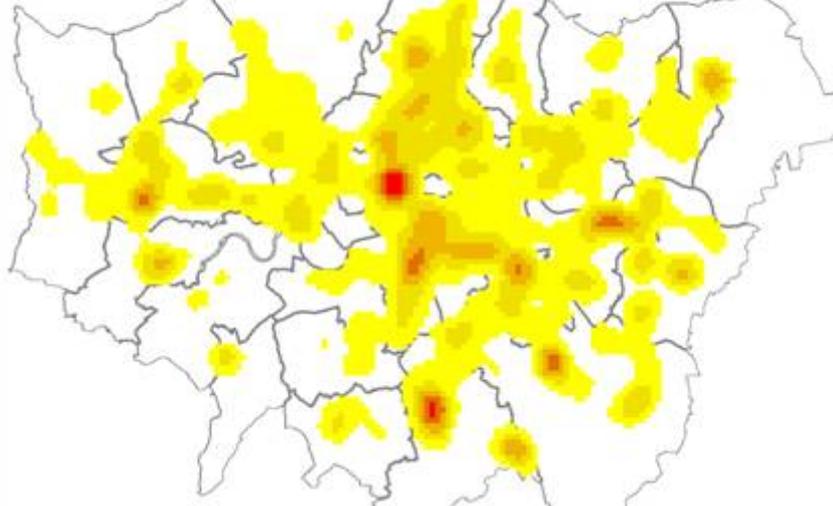
High level findings:

- Youth offending increase
- Youth travel increase
- Youth victimization
- Increased reporting
- Geographic disparity
- Outer London intensity
- Theft mask

**All crime**



**Without theft**



# The Problem



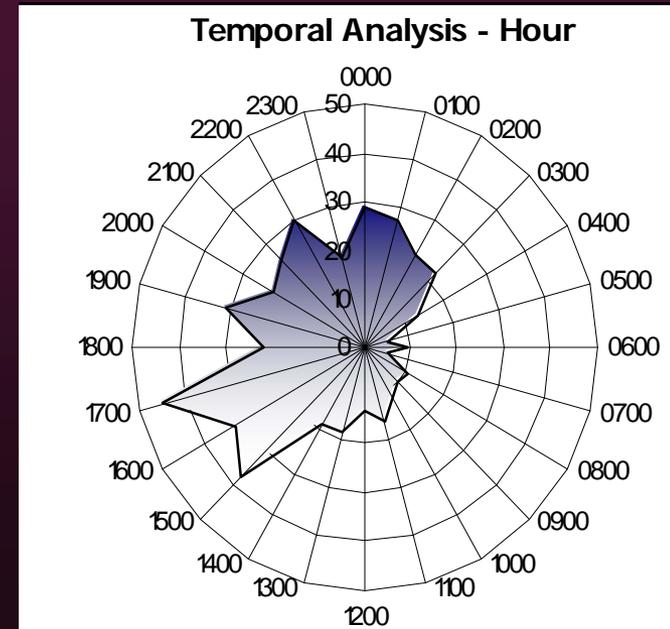
Buses (predominantly  
outer London)

Location



Violent crime (robbery and violence against person [VAP]):

- U16 perpetrators and victims
- 50% of U16 crimes were violent crimes
- 40% of robbery victims under 16
- Less serious violence
- Mostly male suspects
- 15:00 – 17:00 hours
- Uneven spatial distribution



Scanning → Analysis → Response → Assessment



## Criminal damage:

- U16s linked to 45% of crimes
- 32% of U16 crimes
- Graffiti and scratch graffiti
- Costs of repair works increased
- 15:00 – 17:00 hours
- Outer London skew
- Proactive work & improved reporting

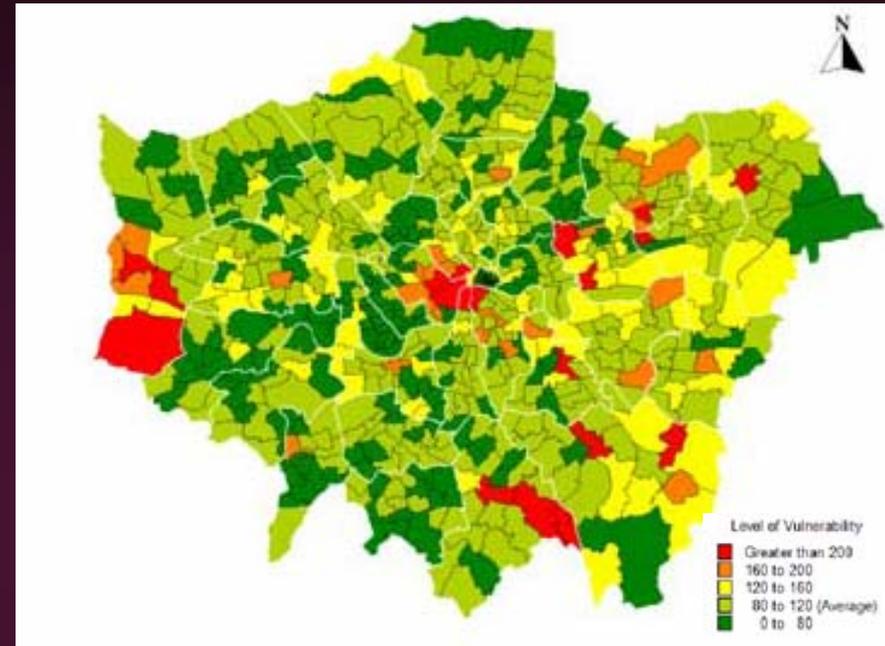


Scanning → Analysis → Response → Assessment



## Low level disorder (ASB):

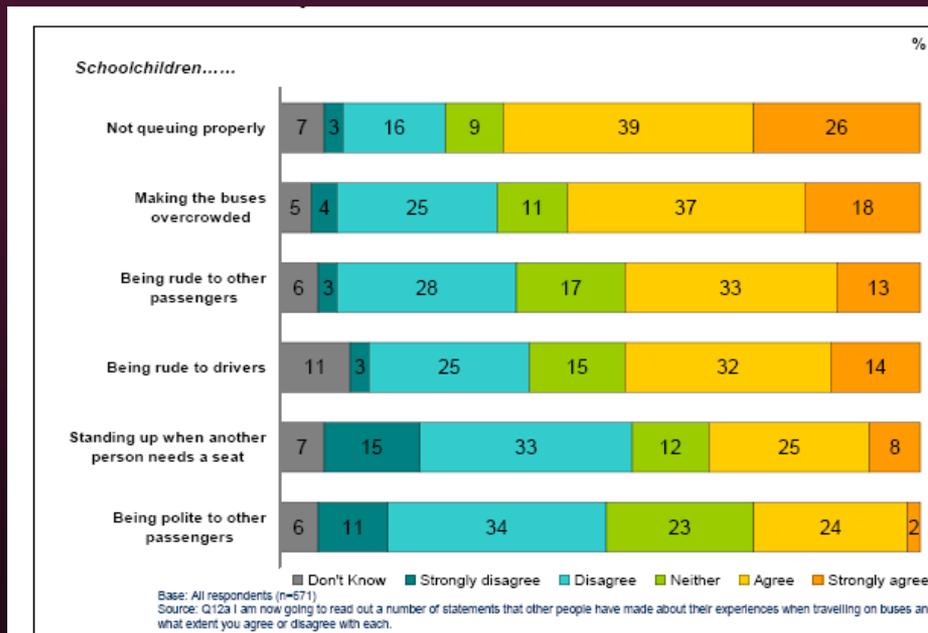
- No standard measure
- Significant increase in reports/complaints
- Driver reports used as ASB indicator
- Low-level to threatening behavior
- Bus services withdrawn from operation
- 15:00 – 17:00 hours
- Local hotspots / routes near schools & stations





## Staff and passenger perceptions:

- Youth behavior was priority concern
- Impacting travel behavior
- 42% of drivers reported dramatic increase in ASB
- Drivers felt unsupported
- Young people felt unsafe





## Contributory factors:

- 40% increase in U16 passengers
- Some routes crime/ASB generators
- Anonymity of young travellers
- Policy complex & difficult to enforce
- Intimidating presence & behavior
- Lack of awareness of rules
- Changing crime patterns & proactive policing
- Limitations of conventional enforcement approach



- Addresses all elements of the crime triangle
- Developed from principles of situational crime prevention
- Strategic framework for local problem-solving
- Requires multi-agency co-ordinated action
- Response plan developed & monitored
- Four Es – education, enforcement, engagement, environment
- Response is evolving



Development of response:

- School Travel Oversight Group
- Crime Reduction Team
- Data sharing group
- Local problem-solving teams
- Strategic engagement with stakeholders



## Key objectives:

- Reduce levels of youth offending (VAP & Robbery)
- Reduce youth-related criminal damage & ASB

## Secondary objective:

- Improve perception of safety & security on bus network



## Safer Transport Teams (STTs):

- 21 outer London boroughs
- 440 officers – majority are Police Community Support Officers
- Dedicated problem-solving resource
- Innovative approaches
- Work in partnership with local community





# Situational crime prevention techniques

<u>Increase effort</u>	<u>Increase risk</u>	<u>Reduce rewards</u>	<u>Reduce provocations</u>	<u>Remove excuses</u>
Harden Targets	Extend guardianship	Conceal targets	Reduce frustration and stress	Set rules
Control access to facilities	Assist natural surveillance	Remove targets	Avoid disputes	Post instructions
Screen exits	Reduce anonymity	Identify property	Reduce emotional arousal	Alert conscience
Deflect offenders	Utilize place managers	Disrupt markets	Neutralize peer pressure	Assist compliance
Control tools/weapons	Strengthen formal surveillance	Deny benefits	Discourage imitation	Control drugs /alcohol

# Increase effort

Increase risks

Reduce rewards

Reduce provocations

Remove excuses

Hardening targets:

- Construction of bus infrastructure
- Scratch resistant material for bus shelters
- Sacrificial coating on bus windows
- Anti-vandal CCTV domes



# Increase effort

Increase risks

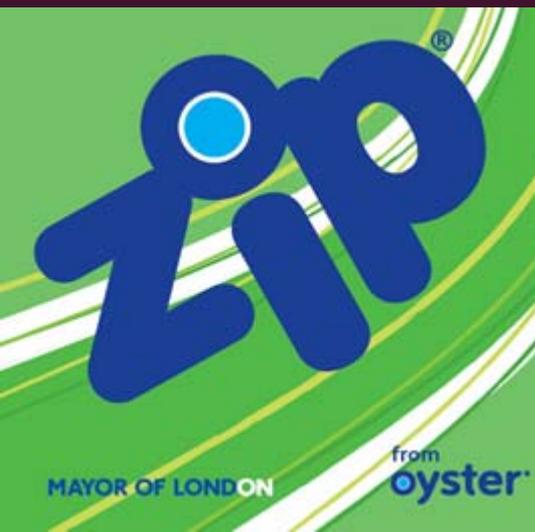
Reduce rewards

Reduce provocations

Remove excuses

Controlling access:

- Photo card requirement for all 11-15s
- Mandatory validation



# Increase effort

Increase risks

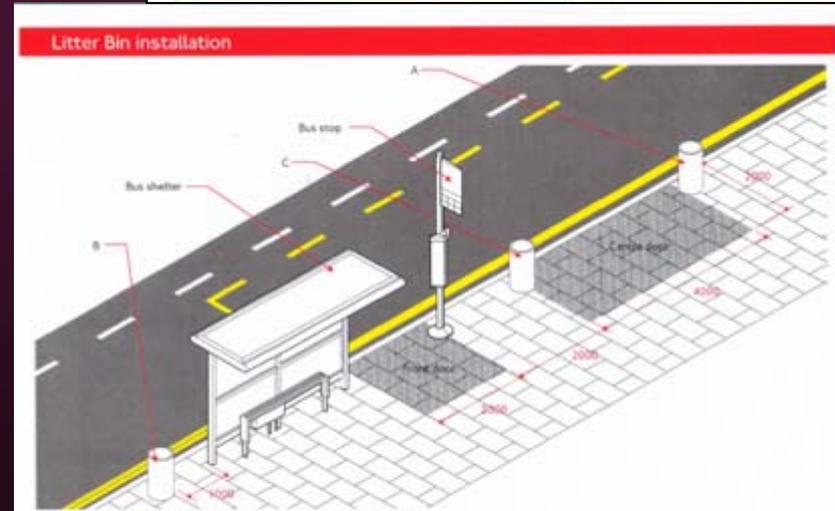
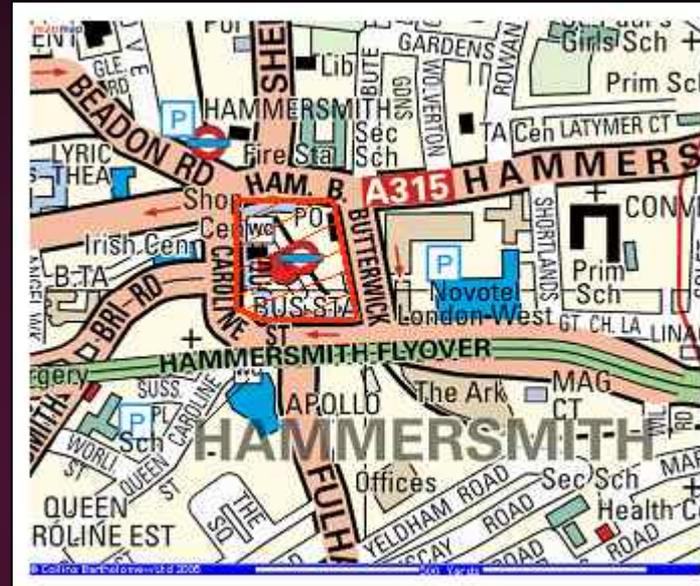
Reduce rewards

Reduce provocations

Remove excuses

## Deflecting offenders:

- Changing school entry and exits
- Repositioning of bus stops
- Staggering school closing times
- Dispersal orders



**Litter Bin installation**  
 A clean passenger waiting area improves the passengers' environment. Litter bins should be provided for both passengers and passing pedestrians. Care needs to be taken in locating litter bins to reduce nuisance, such as smells and flies, to waiting passengers and so they do not obstruct passengers' movement. All bin structures should be permanently fixed to the pavement to avoid unauthorised movement, the location of which should be in accordance with and in order of preference shown. All bins should be emptied regularly by the bin owner.

Increase effort

# Increase risks

Reduce rewards

Reduce provocations

Remove excuses

## Reducing anonymity:

- Photo card requirement for all 11-15s
- Individual action plans for known perpetrators
- Graffiti tag & school uniform databases
- Improved links with schools
- Youth data forms
- Local media



Youth Data Form	YDF0000000
<b>Under 18s who do not validate their cards.</b> Not valid for travel - information only.	
Date&time: _____	Route: _____
Location: _____	
Number of youths at that location: _____	
Boarding doors:	Front <input type="checkbox"/> Middle <input type="checkbox"/>
School (if known): _____	
Other useful information: _____	
MAYOR OF LONDON	Transport for London 

Increase effort

# Increase risks

Reduce rewards

Reduce provocations

Remove excuses

Source: Evening Standard  
Date: 12 September 2006  
Page: 5

## Shamed: the yobs on bus route 466

### 18 suspect vandals are caught on camera

JUSTIN DAVENPORT  
Crime Correspondent

THESE are the teenagers suspected of causing tens of thousands of pounds damage on a single London bus route.

The 18 youths were captured on CCTV over a period of seven months on the 466 route in south London.

Police have released the pictures in a new drive against vandalism on buses.

The 466 route runs from Catorham on the Hill to Addington via South Croydon and is heavily used by schoolchildren.

However, the Met says that the graffiti seen on the route is typical of the damage which is common on other routes across London.

A police spokesman said: "Once we have identified someone we have a 90 per cent success rate of conviction but we need to identify them first."

"We have lots of pictures, now we have to find out who they are



Target: costly damage on the 466 bus route has led police to appeal for help in tracing the culprits.

and we need the public to help us with that."

The majority of the damage is caused by youths scribbling their marks, or tags, in the glass of bus windows or using spray paint to mark the backs of chairs or the sides of buses.

The suspects are targeted by a police team under an operation codenamed BusTag.

Superintendent David Withers, who leads the team, said: "Our message to these people is that if you carry out this anti-social behaviour you will be arrested with the help of CCTV pictures

and you will be prosecuted." All buses in London now have CCTV cameras installed and the specialist police team has become expert in retrieving images and prosecuting suspects.

Since April, police have made 358 arrests for criminal damage on buses.

Most of these have been first-time offenders of school age. Though some offenders are older.

Operator M&G has collated the cost of replacing windows on buses running on London routes at more than £300,000 a year.

Earlier this month, the BusTag

team, which specialises in using CCTV to identify crime suspects, successfully prosecuted a graffiti gang which committed a total of 96 offences of criminal damage in Hoxton.

It included a 16-year-old youth who was fined £300, an 18-year-old who received a 12-month conditional discharge and was ordered to pay £400 compensation and a 15-year-old who was put on a youth crime diversion scheme.

Anyone who recognises any of the suspects should call 0207 037 8000 or ring Crimestopper anonymously on 0800 555 111.

Source: Evening Standard  
Date: 12 September 2006  
Page: 5



Increase  
effort

# Increase risks

Reduce  
rewards

Reduce  
provocations

Remove  
excuses

Strengthening formal surveillance:

- Visible police patrols & targeted operations
- STTs & Transport Operational Command Unit
- Revenue Protection Inspectors
- On bus CCTV
- Operation BusTag

## Cameras on Buses



For security and safety  
during your journey  
cameras are installed  
on this bus.

CCTV images are being recorded on this vehicle for the purpose  
of crime prevention, detection, legal proceedings and public safety.  
Images of alleged offenders may be passed to the police and  
used in a court of law.



Increase effort

Increase risks

Reduce rewards

Reduce provocations

Remove excuses



Increase effort

# Increase risks

Reduce rewards

Reduce provocations

Remove excuses

Utilizing place managers:

- School teachers
- Bus drivers and other frontline staff



**Increase  
effort**

**Increase  
risks**

**Reduce  
rewards**

**Reduce  
provocations**

**Remove  
excuses**

Denying benefits:

- Systematic cleaning and rapid repair of damage
- Incentivized contracts to improve vehicle presentation



Increase effort

Increase risks

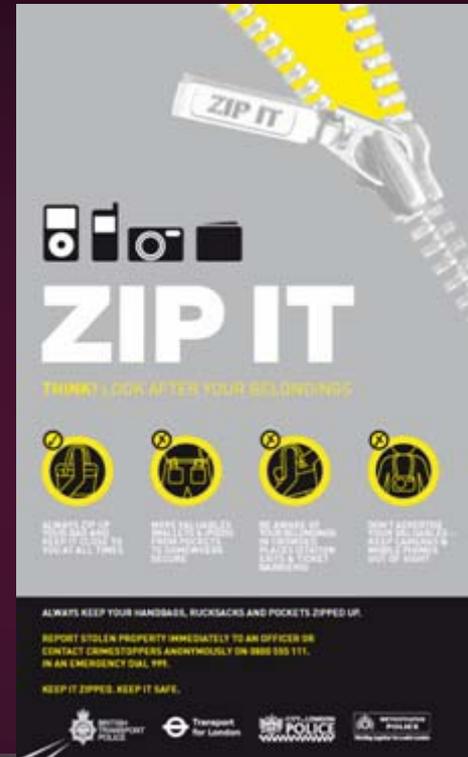
# Reduce rewards

Reduce provocations

Remove excuses

Concealing targets:

- Crime prevention advice
- Education



Increase effort

Increase risks

Reduce rewards

# Reduce provocations

Remove excuses

Avoiding disputes:

- Enforceable ZIP policy for 11-15s introduced
- Driver training
- Improvements to transit logistics



Increase effort

Increase risks

Reduce rewards

Reduce provocations

Remove excuses

Setting rules:

- Behavior Code
- Safety and Citizenship program



Increase effort

Increase risks

Reduce rewards

Reduce provocations

Remove excuses

Posting instructions:

- Behavior Code information cards
- Signage



Increase effort

Increase risks

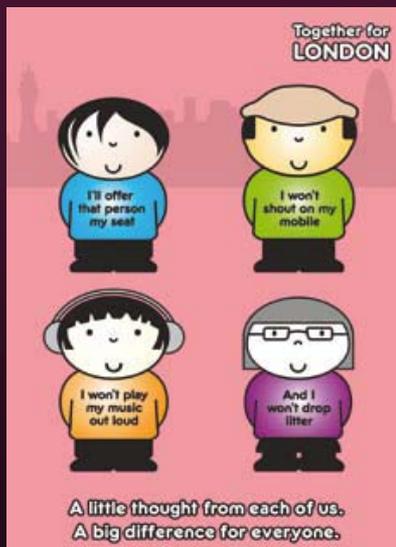
Reduce rewards

Reduce provocations

Remove excuses

Alerting conscience:

- Posters & leaflets
- Focus groups with young people
- Considerate Travel campaign





## Results:

- Successful in achieving objectives
- Reductions in priority youth crimes
- Reduction in overall crime levels
- No significant displacement
- Wide political support

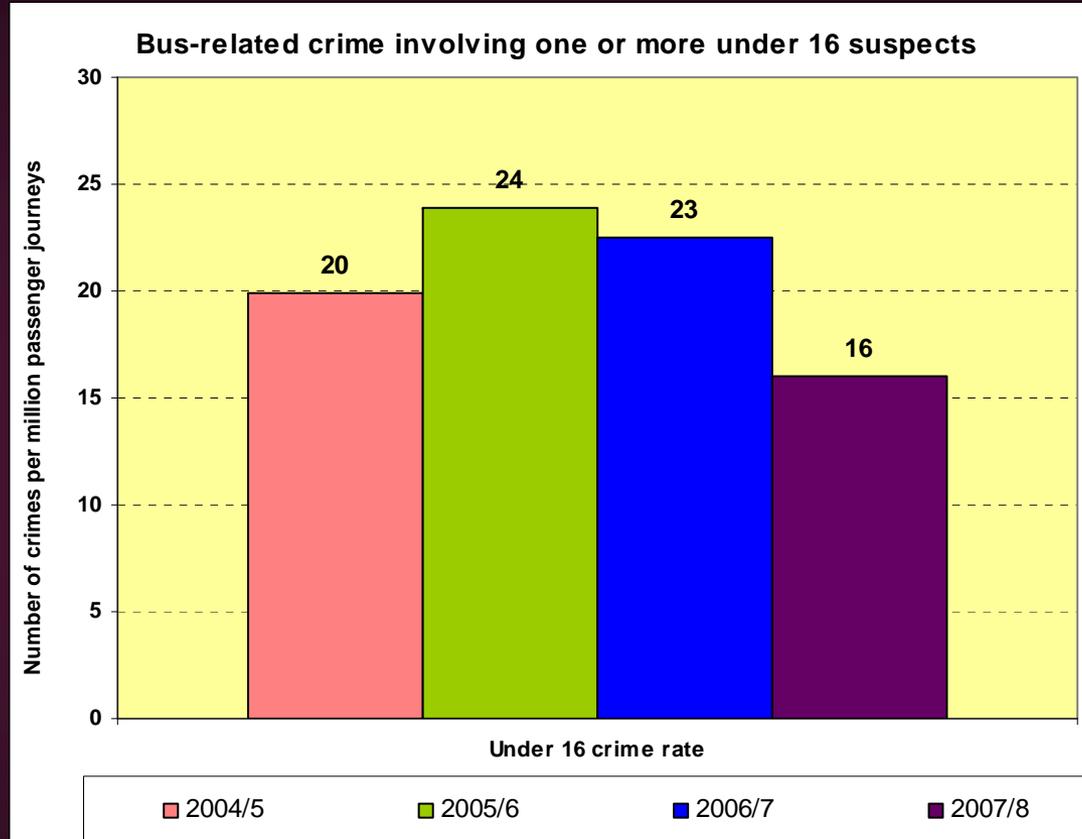


% Change between 2006/7 and 2007/8

Crime Type	Under 16 Crime	Total bus-related offences	Total MPS offences
Violent crime (Robbery and VAP)	-16%	-13%	-8%
Criminal damage	-31%	-24%	-10%
Total	-24%	-14%	-6%

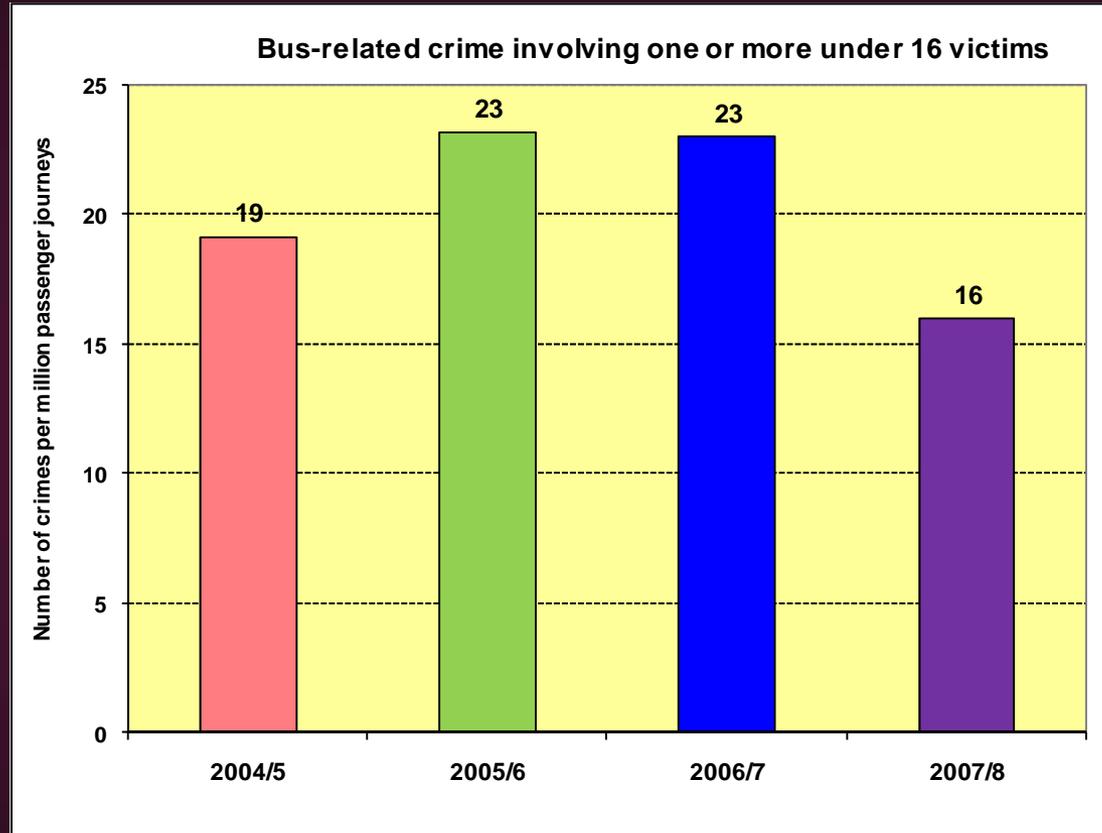
- 2006/7 (April 2007- March 2008)
- 2007/8 (April 2007 – March 2008)

# Scanning → Analysis → Response → Assessment



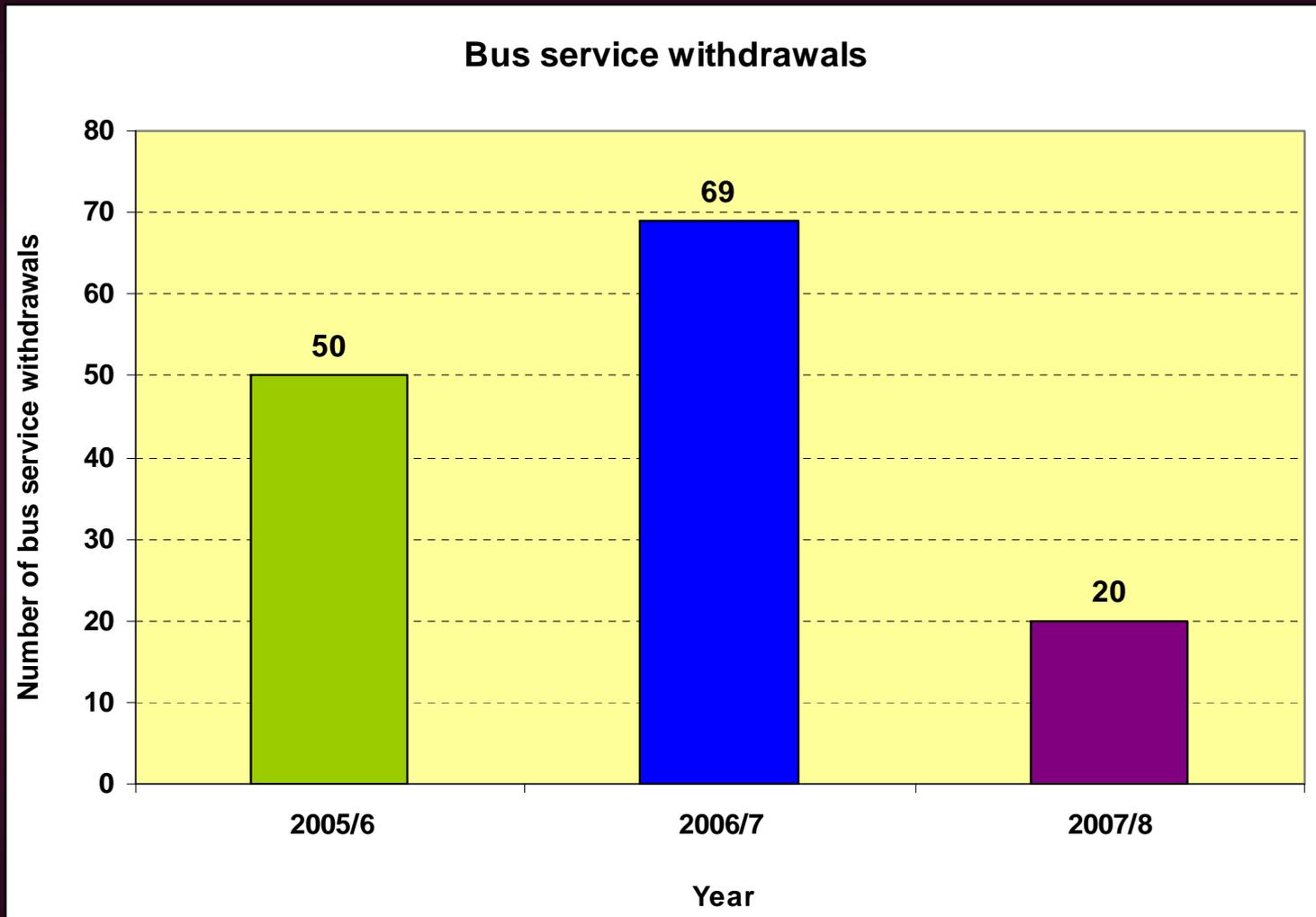
- 33% improvement in rate of crime involving U16 suspect/s between 05/06 (Apr 05-Mar 06) and 07/08 (Apr 07-Mar 08)

# Scanning → Analysis → Response → Assessment



- 30% improvement in rate of crime U16 victim/s between 05/06 (Apr 05-Mar 06) and 07/08 (Apr 07-Mar 08)

Scanning → Analysis → Response → **Assessment**



- 71% reduction in number of occasions bus services have been withdrawn from operation due to ASB <sup>40</sup>

Scanning → Analysis → Response → **Assessment**

Considerate Travel campaign:

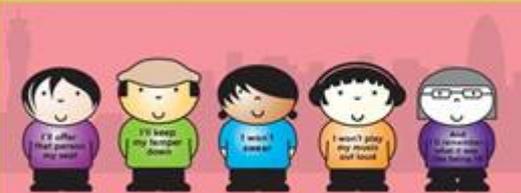
- Independently evaluated
- High endorsement of messages
- Significant increase in claimed positive behaviors
- Reciprocity of message is effective

2CU

**Considerate Travel Campaign Evaluation**

Prepared for TfL  
June 2008

Transport for London 

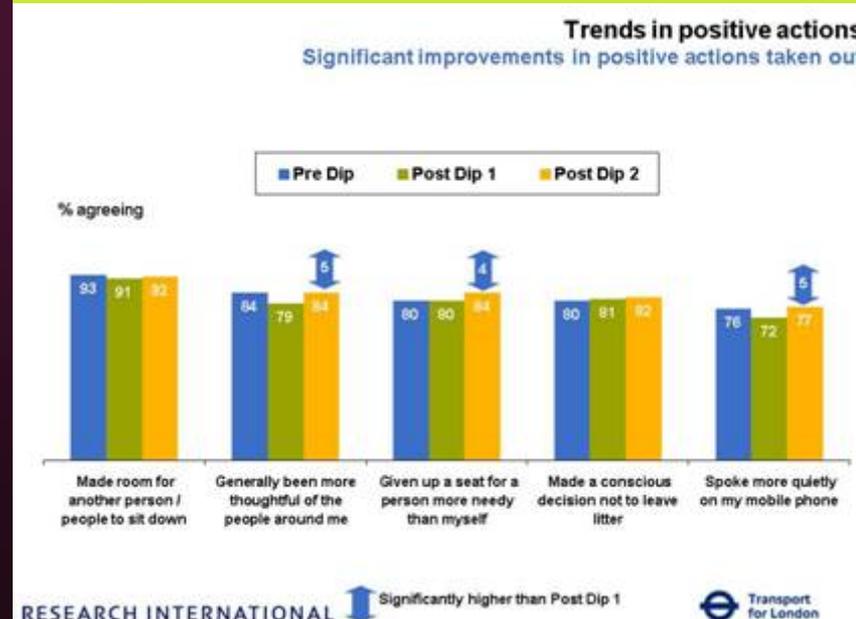


*A little thought from each of us. A big difference for everyone.*

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Together For London





- Ongoing monitoring & evaluation
- Key to informing & improving response
- Evaluated using various data sources
- Independent assessment of specific interventions
- Evaluation of strategic & local interventions
- Joint Transport Action Groups
- Public, political and media scrutiny



## STT Joint Transport Action Groups (JTAG):

- Purpose
  - Discussion & ratification of priorities
  - Monitoring & assessment of performance
  - Review of problem-solving plans
  - Sharing of best practice
- Incorporates Compstat principles
- Brings together partners / key stakeholders
- Chaired jointly by TfL & MPS
- Grouped by geographical area





## Challenges:

- Political and media pressure for fast resolution
- Changes to major city initiative
- Delays in implementation
- Useful & timely local intelligence
- Support for local problem-solving efforts
- Patchy school support
- Scepticism / resistance from transport staff



## Looking Back:

- Small minority affecting London wide scheme
- Political and media response driving policy
- No one organization could solve problem
- Community engagement and partnership
- Local priorities and problem solving vital
- Pan-London framework for local activities
- Ongoing evaluation is essential

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