

Dear David,

Thank you for writing to us and sharing the concerns of your constituents regarding staffing and lighting at Northwood Hills station.

Please be assured that the safety of our passengers is our top priority and all customers, and especially women and girls, should be able to feel safe on London's transport network at all times.

Regarding lighting at the station, our team has undertaken an assessment and have advised they are compliant with the required standards. However, the whole network is currently undergoing a programme of replacement lighting to energy efficient LED lighting which will brighten all areas, and we are awaiting confirmation as to whether Northwood Hills is on that programme. I will follow up with more information on this in due course.

We also understand that the presence of staff provides a level of safety and reassurance to students travelling on the network. All our stations are rostered to have staff around the clock and we have a number of recruitment drives underway. At the moment, there will be occasions due to short notice non availability, where stations will be unstaffed.

Unless unforeseen circumstances occur, Northwood Hills station is always staffed. Every effort is made to staff all twelve stations on the Pinner and Amersham line. There are, however, stations with a higher priority status (due to footfall or track layout) that require more strategic locations to be covered. We are working towards filling current vacancies to try and reduce the risk whilst also contending with covering existing staff for sickness, training or other restrictions applied by occupational health.

We have a well-established Ending Violence Against Women and Girls (VAWG) programme, with our aim for the TfL roundel to become a 'symbol of safety' across the capital, helping to increase women and girl's confidence to travel on the network, especially at night. We are reviewing women's safety across our whole network to ensure we are operating a safe and secure transport system for all. We have an extensive CCTV network across all of our public transport networks and all stations are covered by CCTV, as are most trains. The safety of our customers and staff is our top priority and as well as an extensive CCTV network, our frontline transport staff will support customers who experience an incident or feel unsafe. We have invested into dedicated policing on London's roads and public transport networks (approx. 2,500 officers) and in addition, we have over 500 TfL enforcement officers enforcing rules, deterring unwanted behaviour and providing a reassuring presence.

I hope this information is helpful but please let me know if you have any further concerns.

Regards,

Alice

Alice | Government Relations

Government Relations Officer - Streets & Policing

