



Susan Hall AM

Chair of the Police and Crime Committee
City Hall
Kamal Churchie Way
London
E16 1ZE

Transport for London
Compliance, Policing,
Operations & Security

Palestra
197 Blackfriars Road
London
SE1 8NJ

Dear Susan,

Thank you for the Police and Crime Committee's report into Hate Crime and Violence Against Women and Girls on Public Transport following the session we attended in December 2025.

We welcome the Committee's investigation and the recommendations in its report. We are committed to tackling hate crime and VAWG on our transport network and have a dedicated campaign in place alongside our policing partners.

In October 2025 we launched the Mayor's Transport Taskforce on hate crime and violence against women and girls (VAWG). The Taskforce, chaired by the Deputy Mayor for Transport, brings together operators, policing partners and expert stakeholders with lived experiences to address hate crime, sexual offences and harassment on public transport, reduce fear of crime and improve confidence to travel. The Taskforce is investigating a range of topics, including reporting and policing, staff training and communication, and behaviour change to help improve safety across the network.

The Taskforce amplifies community voices and will consider the Committee's recommendations. The Taskforce will be making its own proposals to further reduce hate crime and VAWG on public transport by the end of the year. In the meantime, I have responded to the Committee's recommendations below to outline the actions we are currently taking.

Recommendation 1

Transport for London (TfL), British Transport Police and the Met, should establish a dedicated rapid response taskforce to ensure that reports of hate crime and VAWG on the public transport network are responded to within a reasonable, published timeframe. The taskforce should:

- operate across all transport modes, including buses

- **be integrated with TfL's existing 24/7 joint control rooms to enable real-time deployment**
- **set and publish minimum response time targets for in-progress incidents**

TfL should investigate all instances where the target response time is not met, and report findings alongside performance against these targets.

Incidents of hate crime and VAWG are criminal acts and should be treated with the seriousness that they deserve and dealt with by the police. We work closely with the British Transport Police (BTP) and the Metropolitan Police Service (MPS) to respond to reports of hate crime and VAWG across all modes of the transport network. BTP leads policing on the rail network, including the London Underground, while the MPS is responsible for the bus network. Both forces have co-locations within TfL's control rooms, enabling real-time information sharing and operational coordination. Passengers are advised to report in-progress incidents via 999 to ensure the fastest possible police response.

National call-handling standards and response-time requirements are set by the National Police Chiefs' Council to ensure consistency and accountability across police forces. We review responses to serious incidents through regular debriefs and incident review meetings with our policing partners, and we work jointly to identify crime hotspots and deploy targeted, high-visibility patrols where risk is highest.

Our Special Services Agreement with the MPS strengthens neighbourhood policing on the transport network, with targeted activity to tackle VAWG and reduce hate crime. Additional policing effort is directed towards these priorities, supported by increased visibility, patrols and problem-solving at 10 priority bus stations (based on recorded incidents) during term-time weekday afternoons. This enhanced presence helps deter high-harm offences and provides reassurance to vulnerable passengers at Finsbury Park, Walthamstow, West Croydon, Canning Town, Edmonton Green, Stratford, Hammersmith, Harrow, North Greenwich and Vauxhall.

Alongside BTP, we have worked with the Rail Delivery Group and other stakeholders to develop a new Violence and Intimidation Against Women and Girls strategy to create safer rail journeys for women and girls, which was launched on 26 March 2026. Under the strategy, BTP will lead enforcement and investigation, including setting up a specialist unit for the most serious sexual offences, intelligence-led policing to identify and tackle hotspots, and closer use of tools such as enhanced CCTV evidence sharing and body-worn video.

We recognise the importance of timely and transparent responses to incidents. We will continue working with BTP and the MPS to strengthen operational coordination, and encourage our police partners to share data on response times to incidents of hate crime and VAWG.

Recommendation 2

Transport for London (TfL) should commission and publish an annual, London-wide survey on experiences of hate crime and violence against women and girls on public transport. This should capture lived experiences of passengers, including harm that goes unreported and is therefore absent from recorded crime data. The survey should:

- **disaggregate findings by protected characteristic, age, and mode of transport**
- **measure confidence in reporting mechanisms across different communities.**

We draw on a range of data sources to understand passengers' experiences of hate crime and VAWG, including Customer Pulse surveys, bespoke research, and London-wide surveys commissioned by the Mayor's Office for Policing and Crime (MOPAC) and the BTP.

Most recently, we commissioned an independent, in-depth study involving 3,000 women, girls and parents of girls to better understand lived experiences on London's public transport network and the impact on confidence to travel. The research included a diverse sample and examined both the prevalence of unwanted sexual behaviour and the extent of under-reporting, providing important insight beyond recorded crime data. The findings are being used to inform and prioritise interventions within our Ending Violence Against Women and Girls (EVAWG) programme and to support partners with shared responsibilities for public safety.

We are committed to transparency and will publish this recent research and share the findings with the Committee to support ongoing scrutiny and policy development.

We recognise the value of robust, transparent data in tackling hate crime and VAWG. We will consider whether commissioning a recurring, London-wide survey would add meaningful value over existing research and partner data, including the extent to which findings can be disaggregated by protected

characteristic, age and mode, and measure confidence in reporting across different communities.

Recommendation 3

Transport for London, British Transport Police and the Met should jointly review how victims of hate crime and VAWG are supported at and following the point of reporting. This review should examine whether victims are consistently connected to appropriate support and receive meaningful follow-up on their case. Findings should be shared with the Committee by the end of March 2027.

We work closely with BTP and MPS to respond to incidents of hate crime and VAWG across the transport network. BTP and the MPS are responsible for victim care, investigation and follow-up once a report is made.

The support that victims receive at and following the point of reporting is therefore largely a matter for policing policy and practice. Police forces are required to follow established processes, including referring victims to appropriate victim support services and providing case updates in line with national victim care standards. Referral pathways differ depending on the type of incident or crime, and hate crime incidents are handled differently to violent incidents against women and girls. In addition, specialist support services are available for victims of hate crime and VAWG, commissioned by the Mayor's Office for Policing and Crime, whether victims report to the police or not.

Our hate crime and VAWG Taskforce will provide constructive challenge to existing arrangements and ensure meaningful updates are provided, as reporting is a topic that is discussed by the Taskforce. The Taskforce will help identify any gaps or areas where joint working could be strengthened. It will also make recommendations on measures to improve prevention and response, including how partners collectively support victims, and will inform the development of business cases where appropriate.

Although this recommendation is best responded to by our policing partners, we will continue to support them to understand what more can be done collaboratively to improve victims' experiences on the transport network, and to ensure learning is shared to strengthen practice across organisations.

Recommendation 4

With non-crime hate incidents no longer being investigated, the Met should set out how behaviours falling short of criminal thresholds will be

consistently recognised, recorded and monitored, including any impact on reporting and victim confidence.

Decisions about how behaviours that fall short of criminal thresholds are recognised, recorded, monitored and acted upon sit within the MPS's operational remit.

We recognise the importance of consistent recording and monitoring of such behaviours in maintaining trust and confidence, particularly for communities affected by hate crime and VAWG. We will continue to engage with the MPS through established partnership and governance arrangements to understand how any changes to policy or practice may affect passengers on the transport network, and to support the sharing of insight where appropriate.

Any formal response to this recommendation, including the approach to non-crime hate incidents and associated impacts, should be set out by the MPS.

We echo the statement by the MPS Commissioner that anyone who is a victim or witness to hate crime should report it to the police, who are best placed to decide if a criminal offence has taken place and what the best course of action is.

Recommendation 5

Transport for London and policing partners should collect, disaggregate and publish crime data across public transport modes in London by gender, gender identity, sexual orientation, disability, ethnicity and age to better understand victimisation and levels of risk. This data should also disaggregate by specific tube lines and bus routes.

Crime statistics are reported to the Safety and Security Panel of the TfL Board, papers for which are published and whose meetings are held in public and broadcast live online. The most recent update in February 2026 covered the period from July-December 2025. This data is disaggregated by mode and includes analysis by Tube line; however, crime data by individual bus route is not currently recorded by the MPS.

Crime data is owned by the BTP and MPS and we do not routinely receive detailed protected characteristic data such as gender identity, sexual orientation, disability, ethnicity or age at case level. Where available, such data

is highly sensitive and it would be unlikely to be suitable for publication in a disaggregated form.

Instead, we receive police-applied hate crime flags that indicate whether an offence is assessed as being motivated by hostility related to a protected characteristic (race, religion, sexual orientation, gender identity or disability). These flags are used internally by subject matter experts to understand patterns of risk and inform operational and preventative activity. The most recent [Safety and Security Panel report](#) also provides a breakdown of hate crime by mode.

However, gender and age are not standalone hate crime categories within police recording frameworks. As part of the new Special Services Agreement, we are improving how data is shared by the MPS and will continue to work with our policing partners to understand what data can be shared, with their permission, and published safely and proportionately, recognising both the value of greater transparency and the constraints around data ownership, consistency and victim confidentiality.

Recommendation 6

Transport for London should scope the feasibility of a longitudinal evaluation model for Project Guardian, tracking cohorts over time to assess changes in attitudes towards sexual harassment and misogyny, and the cost-effectiveness of the programme.

We have already commissioned an evaluation of Project Guardian, which will take place during summer 2026. The evaluation builds on existing teacher and student feedback to assess the impact of the programme and identify priority themes.

The study includes a parent and carer survey to explore perceptions of Project Guardian and children's experiences on the transport network, alongside in-person focus groups with around 100 students in London from a diverse range of schools and backgrounds, including differing local contexts. It will assess outcomes including students' confidence to report sexual harassment and offences, trust in TfL and police responses, willingness to intervene as active bystanders, and empathy for victims. All activity is being delivered in line with safeguarding and data protection requirements.

The evaluation uses a mixed-method approach and will inform future programme development. The findings will provide a robust evidence base to

help us consider the feasibility, value and design of any longer-term or cohort-based evaluation model, including cost-effectiveness considerations.

We will share the findings with the Committee once the evaluation has been completed. We expect this to be around October 2026.

Recommendation 7

Transport for London (TfL) and policing partners should introduce mandatory training for TfL frontline staff and bus drivers in recognising and responding to hate crime and VAWG. This training should be co-designed with specialist organisations with expertise in hate crime and VAWG.

We agree that staff training and guidance on recognising and responding to hate crime and VAWG is extremely important, and we already have a comprehensive programme in place.

We have recently completed the rollout of our zero tolerance to sexual harassment training for directly employed frontline customer facing staff and enforcement officers. This training is a mandatory e-learning course for new London Underground customer service assistants.

Our Transport Security Enforcement officers also go through a comprehensive eight-week training programme, which covers hate crime.

We are also in the early stages of evaluating the benefits that a combined safeguarding course for frontline staff, which could cover VAWG, hate crime, mental health, rough sleeping, suicide prevention, and intoxication could bring. As part of the hate crime and VAWG Taskforce, we will also be reviewing our current training and MPS and BTP training and will be using the expertise from the Taskforce stakeholders with lived experiences to improve our training.

As part of the national 'Tackling sexual harassment on rail' initiative, the Rail Delivery Group - with support from us, police, academics and sexual violence practitioners - developed a training package for the rail industry, which we adapted for cross modal use.

We are also currently rolling out our enhanced Equality, Diversity and Inclusion training for bus drivers. To date, 9,500 drivers have completed the programme, and we aim for all drivers to have completed the training by the end of 2027. This mandatory training includes specific guidance around how to respond

to hate crime, sexual harassment, and 'Code Red' emergency response incidents occurring on the bus. The programme was updated in December 2024 to reflect changes in sexual harassment legislation, strengthen awareness of Project Guardian, and provide enhanced guidance for drivers in response to the increase in religious-based hate crime.

Recommendation 8

Transport for London should expand its women's safety audit model to incorporate the experience of communities affected by hate crime, including disabled, LGBTQ+ Londoners and faith communities, into design decisions.

Women's Safety Audits were recommended by University College London as part of an independent scoping report on London's participation in the UN Women Safe Cities and Safe Public Spaces Programme. The Mayor of London committed to implementing these recommendations through the Violence Against Women and Girls Strategy, including piloting safety audits across London.

Five locations within Brent, Hillingdon, Westminster, Lambeth and Waltham Forest were selected for the pilot to better understand how women, girls and gender-diverse people experience safety and what changes would help them feel safer. The audits also enabled local stakeholders to co-design practical action plans within existing budget and policy constraints.

We are now working to embed safety audits as a standard engagement tool in the planning, design and management of public spaces and the built environment. While originally focused on women, girls and gender-diverse people, the methodology is adaptable and can be applied to understand the safety experiences of all communities. It can be used by any group wishing to assess feelings of safety.

We recognise the importance of understanding how different communities experience safety on the transport network. The women's safety audit model takes an intersectional approach. Participants are recruited locally and reflect the demographic make-up of the communities in which audits take place. The methodology is intentionally centred on personal experience of feeling unsafe, allowing participants to raise concerns linked to gender, disability, sexuality, faith, race or other characteristics organically, rather than through a prescriptive framework.

Recommendation 9

Transport for London and the Met should publish an evaluation of the bus

shelter CCTV pilot, including footage retrieval rates, evidential quality and case progression and investigative outcomes. This evaluation should be shared with this Committee upon its completion.

In 2024, we installed CCTV in 20 bus shelters as a joint pilot with the MPS to test the technology and assess its impact on safety and confidence. While recorded incidents at the pilot locations were low, early findings showed positive impacts on perceptions of safety and willingness to travel.

Building on this, we are expanding the trial as part of a 12-month programme, which commenced in January 2026, testing new bus shelter designs at 27 locations. This included 10 sites with CCTV in areas with higher levels of street crime. Throughout the trial, we will work with the MPS to evaluate the effectiveness of bus shelter CCTV, including footage retrieval rates, evidential quality and its usefulness for investigations and case progression.

We will publish a full evaluation of the pilot and extended trial and will share the findings with the Committee upon completion in 2027.

Recommendation 10

The Mayor's Transport Hate Crime and VAWG Taskforce should develop and publish a single, London-wide framework for tackling hate crime and VAWG on public transport. This framework should set out clear objectives, delivery leads, milestones and measurable indicators of success.

The Taskforce represents and amplifies the voices of communities affected by hate crime and VAWG, improving understanding of the barriers faced by women, girls and marginalised groups. A London-wide framework for tackling hate crime and VAWG on public transport aligns with its aims and will be considered.

The Taskforce will provide constructive challenge to existing measures, identify gaps, and make recommendations to strengthen activity and benefit women, girls and communities impacted by hate crime.

It will share best practice from other cities, co-create solutions to improve processes such as reporting and communications, and help evaluate their effectiveness.

A Taskforce steering group has been set up with us and our policing partners to align objectives, clarify delivery responsibilities and track progress against agreed actions, which will be reported to the Deputy Mayor.

Recommendation 11

The Mayor's Transport Hate Crime and VAWG Taskforce, working with policing partners and TfL, should establish automatic referral pathways to specialist community organisations at the point of reporting across all public transport modes. This should include agreed protocols and regular monitoring of referral volumes and outcomes.

In November 2025, we launched a new online safety and security reporting tool, also accessible via the TfL Go app, to simplify reporting across all transport modes. The tool asks three questions to assess urgency, incident type and travel mode, directing customers to the appropriate reporting route.

Where incidents involve crime, customers are directed to the relevant police force and can also share details with us. Depending on the nature of the report, customers are guided to either a safety form or a security and safeguarding form. A dedicated and specifically trained team within our contact centre manages all submissions.

Victim support commissioning in London sits with MOPAC, and the MPS already refers victims to the Community Alliance To Combat Hate (CATCH), which provides access to specialist community organisations. Working through the Hate Crime and VAWG Taskforce, we will explore how automatic referral pathways to specialist support can be strengthened at the point of reporting, including agreed protocols and monitoring of referral volumes and outcomes, in partnership with policing partners and commissioned services.

I hope this information has outlined our commitment to tackling hate crime and VAWG and the steps we are already taking to eliminate these incidents from our network. Thank you again for the Committee's continued support and advocacy on this issue.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Siwan Hayward', with a large, stylized flourish at the end.

Siwan Hayward OBE
Director of Security, Policing and Enforcement