

9th July 2026

Marina Ahmad AM
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Dear Ms Ahmed AM,

Thank you for your recent letter following the Police and Crime Committee's report on hate crime and violence against women and girls on London's public transport. We note the recommendations within the report; our response is attached accordingly.

We welcome the Committee's report and recognise the impact of hate crime and violence against women and girls (VAWG) on London's public transport network. Tackling VAWG and other high-harm offences is a core priority for the Met and central to the New Met for London (NMfL) programme, alongside MO8's new operating model launched in February 2026.

Three years ago, the Met began investing in VAWG, redeploying 465 officers and 100 staff into public protection, rebalancing caseloads and ensuring continued support for our hard-working public protection teams. We have rolled out training to thousands of frontline officers who will often be the first to respond, enhancing their understanding of exploitation, vulnerability and a victim-focused approach. Since then, we have seen year on year improvements in positive outcomes. Nationally, the MPS is currently in the top quartile for positive outcome rate for Rape in England & Wales. Other sexual offences positive outcomes rose by 44%, and we remain determined to continue on this trajectory.

We believe these improvements have come from the Met's transformed approach to tackling VAWG, and a precision and perpetrator led approach which encompasses:

- **Victim-centred approach** - keeping victim welfare central
- **Data-led approach** – this includes V100, a data driven programme to manage the 100 most harmful VAWG offenders
- **Early intervention** – Proactive deployments based on data and intelligence into hot spot areas

We work closely with Transport for London (TfL), British Transport Police (BTP) and other partners to prevent, respond to and investigate crimes across London's transport network, recognising the distinct but overlapping policing responsibilities that apply across different transport modes.

We will continue to work closely with our partners to improve safety, confidence and victim support for those using public transport.

Yours sincerely,



Charmain Brenyah
Commander

London Assembly PCC report - Hate crime and violence against women and girls on London's public transport

Recommendation	MPS Response
Recommendation 1 Transport for London (TfL), British Transport Police and the Met, and 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 Metropolitan Police Service has no current plans to establish a new rapid response taskforce with TfL and BTP. The Met already delivers dedicated, and intelligence led policing across London's bus network through the Shared Services Agreement (SSA) with TfL, recently renewed. This includes resourced activity across neighbourhood teams and volume crime units within all Basic Command Units, coordinated to target high harm hotspots and emerging risk. Since 23rd February 2026, the Metropolitan Police Service has transitioned to delivering transport-focused policing through its established Town Centre Teams. These teams have been enhanced to meet local demand and are designed to operate with omnicompetence across the entire teams, providing operational flexibility across a policing functions. All reports of VAWG and hate crime on the bus network are responded to through existing policing arrangements, including the 999 and priority response system, and activity is coordinated across partners where policing jurisdictions overlap, including with BTP on the rail network. We will work with TfL to consider monitoring response times for bus related VAWG crime through the existing performance framework. We take all hate crime and VAWG offences seriously. Bus-related VAWG and hate crimes are seeing an increase in positive outcomes for April and May compared to 25/26 FYTD data.

	The Met is an active partner in the Mayor’s Ending Violence Against Women and Girls (EVAWG) and Hate Crime Transport Taskforce, launched in October 2025 to improve safety and confidence across London’s transport network. MO8 is represented on the newly established Steering Group, alongside British Transport Police, TfL and wider transport partners, which provides a practical, action focused forum to coordinate delivery activity, prioritise interventions and maintain momentum across workstreams. This partnership approach supports joined up action to reduce sexual offences, harassment, hate crime and fear of crime on public transport.
Recommendation 2 Transport for London should commission and publish an annual, London-wide survey on experiences of hate crime and violence against women and girls on public transport.	The Met will work with TfL to assist them in the commission of a survey. This is likely to involve work through data sharing of recorded crime data and victims as well as post-survey work to understand and act upon any findings. The Met publishes a large amount of data via its website, including hate crime offences. This can be obtained via the following link: Monthly Crime Data New Cats Tableau Public
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.	The Met recognises the importance of effective victim care and follow up. We already have established victim pathways for VAWG and hate crime, including access to specialist support services. The Met has strengthened its support to victims of VAWG and hate crime through a clear commitment to a victim-centred, compassionate and consistent service, as set out in <i>A New Met for London</i> and the VAWG Action Plan. This includes tailoring support to individual needs, improving communication and victim care, and putting victims first through trauma-informed approaches and stronger engagement with those affected. Alongside investment in specialist teams, enhanced frontline training and data-driven approaches to targeting high-harm offenders, improved investigations are driving significant increases in positive outcomes—meaning more

	offenders are identified, disrupted and brought to justice, while building trust and confidence so more victims feel able to come forward. We are open to working with TfL and BTP to review victim pathways where responsibilities intersect, recognising that victim care extends beyond policing alone and must align with transport operator responsibilities and third sector provision. MO8 will work closely with Met VAWG/hate crime specialist teams to ensure that transport-related VAWG and hate crime is understood.
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.	Non-Crime Hate Incidents (NCHI) are recorded by the police to help identify community tensions and prevent significant harm or future offending. However, a balance must be struck, and there is understandably concern around personal data being stored on police indices and the potential infringement on a person's freedom of expression. The decision taken to no longer investigate NCHIs does not mean that the Met is no longer investigating hate crimes. Since we took the decision to no longer investigate NCHIs, we have seen an increase of 23.3% in the volume of positive outcomes for all hate crimes. Since October 2023, arrests for anti-Jewish and anti-Muslim crimes have increased by 10.5% and 11.5% respectively, with the number of individuals charged for such offences also increasing by 32.6% for all anti-Jewish hate crimes and by 27.2% for anti-Muslim hate crimes. Whilst these increases are concerning, it does reflect how the Met continues to take reports of hate crimes seriously. The Met will continue to record any relevant intelligence to identify local trends, changes in community tensions and to inform policing activities that prevent significant harm or future criminal offending. The Met's position remains that we will continue to record NCHIs, but only after initial triage of a report and there being no evidence of a criminal offence.

	The changes the Met has made are in line with the Government’s statutory Code of Practice on the Recording and Retention of Personal Data in relation to NCHIs which came into effect on June 3rd 2023. The College of Policing has provided examples of specific cases as guidance for officers when considering whether to record a NCHI. For example: An influencer (the subject) publishes recordings of ‘one-liner’ jokes on a popular video streaming site. This includes material that plays on identity-based stereotypes. The individual claims their jokes are ‘ironic’ and ‘satirical’. The jokes are not directed at any individual and would not meet the threshold for inciting racial hatred. Nonetheless, a reasonable person may find the humour distasteful and offensive. A person (the complainant) views the recordings and reports them to the police as being motivated by hostility, claiming that they ‘create a culture that accepts and promotes racism and abuse’. The recording officer assesses that the perception of hostility may be reasonable. However, the material does not present a real risk of significant harm to individuals or groups with a particular characteristic(s) and/or a real risk that a future criminal offence may be committed against individuals or groups with a particular characteristic(s). There is no evidence that the influencer intended to incite hatred or target any one individual or group specifically, and the material itself is in no way inciteful. The Met will keep this approach under review as national guidance continues to develop.
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	The publication of transport-wide crime data sits with TfL. The Met will continue to work with TfL and BTP to support improved understanding of crime patterns and risk across transport modes, routes and locations, subject to data protection and

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.	governance requirements. The renewed shared service agreement (SSA) supports this recommendation through data sharing commitments. The met already publishes a large amount of crime data that can be found here: Stats and data Metropolitan Police
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.	This is a TfL recommendation. The Met are willing to engage and assist TfL in this through our strong partnership working. The Met is implementing the new Protection from Sex-Based Harassment in Public Act, which from April 2026 makes behaviours such as catcalling, following, leering and other sex-based harassment in public places a criminal offence, including on streets and public transport. The Met has aligned frontline training, crime recording and enforcement with the new statutory guidance, giving officers clearer powers to intervene early and hold perpetrators to account. This work supports the Met's wider Violence Against Women and Girls strategy by improving victim confidence, strengthening enforcement in transport and public spaces, and shifting responsibility from victim self-management to perpetrator accountability.
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.	Responsibility for training TfL frontline staff and bus drivers sits with TfL as the employer and network operator. The Met will continue to support TfL through advice, engagement and subject matter expertise, particularly around reporting routes, evidence preservation and victim-centred responses, but does not mandate or deliver training for TfL staff or bus operators.
Recommendation 8 Transport for London should expand its women's safety audit model to incorporate the experience of communities	This is a recommendation for TfL.

affected by hate crime, including disabled, LGBTQ+ Londoners and faith communities, into design decisions.	
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.	The Met works closely with TfL on the operational use of CCTV and recognises its potential value in supporting investigations. CCTV on buses significantly contributes to positive outcomes in all bus-related crime as well as other non-bus related offences. The Met and TfL have a well established process to capture and share relevant footage with investigators through a dedicated, co-located team. Widening the coverage to bus shelters will enhance this process, resulting in more positive outcomes and greater public confidence as victims will feel safer. Any formal evaluation of the bus shelter CCTV pilot, including decisions on scope, methodology and publication, requires agreement with TfL, who lead on infrastructure, rollout and design decisions. The Met has not agreed to independently publish such an evaluation but will contribute operational insight where appropriate.
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 Met supports the principle of a coordinated, London-wide approach to tackling hate crime and VAWG on public transport through the Mayor's Transport Hate Crime and VAWG Taskforce and will continue to contribute to that work.
Recommendation 11 The Mayor's Transport Hate Crime and VAWG Taskforce, working with policing partners and Transport for London, should establish automatic referral pathways to specialist	The Met already uses established referral mechanisms to specialist support services for victims of VAWG and hate crime. Any transport-wide automatic referral model covering all public transport modes will need to be led by TfL and the Mayor's Taskforce, with policing partners contributing to agreed protocols and safeguarding considerations.

community organisations at the point of reporting across all public transport modes.	
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