LONDONASSEMBLY

City Hall
Kamal Chunchie Way
London
E16 1ZE

Tel: 020 7983 4000
www.london.gov.uk



Susan Hall AM
Chairman of the Police and Crime Committee

Kaya Comer-Schwartz
Deputy Mayor for Policing and Crime

(Sent by email) 29 October 2026

Dear Deputy Mayor,

Experiences of disabled victims of hate crime when interacting with the Met and MOPAC.

I write to you as Chair of the London Assembly Police and Crime Committee to share concerns arising from a discussion earlier this year with disabled Londoners and organisations supporting disabled victims of hate crime. On 11 March 2026, the Committee met with representatives from Inclusion London, Stay Safe East and people with lived experience to better understand the barriers disabled victims face when interacting with the Metropolitan Police Service (the Met), MOPAC and wider support services.

Since our meeting, we acknowledge the publication of the Mayor's first Action Plan for Deaf and Disabled Londoners. This letter considers those new commitments alongside the issues raised by guests in March, and seeks further clarity on how they will be delivered in practice. Listed below are the key issues raised by our guests which I would welcome your response.

1. **Underreporting and data failures**

Guests highlighted issues about the reliability and availability of disability hate crime data, particularly following the introduction of the Met's CONNECT system. They described a loss of data, limited comparability with previous recording systems and a lack of transparency around published datasets. Guests felt this has created a "data vacuum", making it difficult to understand the true scale of disability hate crime, monitor trends, track victim outcomes and hold agencies to account in London.

The Committee would welcome clarification on:

- What work is being undertaken by the Met and MOPAC to improve the reliability and transparency of disability hate crime data following the implementation of CONNECT.
- How MOPAC assures itself that current data accurately reflects trends in disability hate crime and supports effective scrutiny and accountability.

2. Co-production and lived experience engagement

The Committee heard strong support for involving people with lived experience in shaping policy and practice. However, guests highlighted that engagement has become less meaningful over time, particularly in relation to the Met and MOPAC's Victim Voice Forum for disabled people. These included changes to the length of participants' involvement in the Forum and, more significantly, concerns about whether adequate safeguarding arrangements were in place when participants were asked to share their lived experiences, including through recorded material. Guests highlighted the potential legal implications of material shared by participants and questioned whether sufficient safeguards had been established to enable them to participate safely and with confidence. Concerns were also raised about plans to expand the Victim Voice Forum model before issues with the existing arrangements had been resolved.

More broadly, guests emphasised the importance of moving beyond consultation towards genuine co-production of policy and practice, underpinned by the principle of "nothing about us without us".

The Committee would welcome further information on:

- How MOPAC is addressing the concerns raised about the operation of the Victim Voice Forum for disabled people, particularly in relation to safeguarding participants when sharing lived experience, the potential use of material they provide, and the governance arrangements for the Forum.
- How MOPAC's disability co-production group will be formed, including how members will be selected, and what authority it will have to influence decision-making in the delivery and monitoring of the Action Plan's policing and safety commitments.

3. Institutional and structural gaps

Guests told the Committee that in their experience disability does not currently receive the same strategic focus or accountability as other protected characteristics, despite disability intersecting across many areas of policing and public safety. The publication of the Action Plan is therefore a welcome development. However, questions remain around how its commitments will be implemented in practice, how their effectiveness will be monitored, and how the Plan will connect with existing policing strategies and work being undertaken by MOPAC and the Met.

The Committee would therefore welcome clarification on:

- How MOPAC's disability co-production group will be formed, including how members will be selected, and what authority it will have to influence decision-making in the delivery and monitoring of the Action Plan's policing and safety commitments.

4. Wider concerns affecting disabled victims

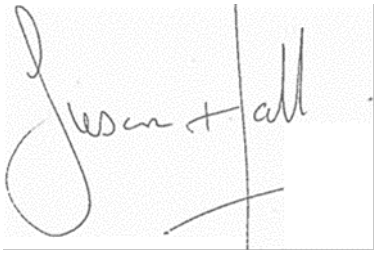
In addition to the issues outlined above, guests raised a number of broader concerns affecting disabled victims of hate crime. The Committee would welcome clarification on the work MOPAC is undertaking to address the following:

- Barriers to reporting hate crime, including accessibility issues and low confidence in the police response.
- Poor experiences following reporting, including limited communication and concerns about case progression.
- Failure to identify patterns of behaviour and the misclassification of hate crime.
- Insufficient coordination between agencies, including the police, housing providers and victim support services.
- Funding pressures and inconsistency in the provision of victim support services.
- The disproportionate impact of these issues on certain groups, including people with learning disabilities and those with visible disabilities.

The Committee notes that many of the issues raised during this discussion align closely with recommendations made in our recent report on hate crime and violence against women and girls on London's public transport.

The Committee would welcome a response to this letter by 18 November 2026. Please send your responses to the Committee Clerk, Sal Fazal.

Yours sincerely,



Susan Hall AM
Chairman of the Police and Crime Committee