

LONDON ASSEMBLY

March 2026

Police and Crime Committee

This document contains the written evidence received by the Committee in response to its Call for Evidence, which formed part of its investigation into hate crime and violence against women and girls (VAWG) on London’s public transport.

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Marina Ahmad AM
 Chair of the Police and Crime Committee
 London Assembly
 City Hall, Kamal Churchie Way
 London E16 1ZE

By email only

17 December 2025

Dear Marina,

Thank you for your invitation to the London Assembly Police and Crime Committee's meeting as part of your investigation into hate crime and violence against women and girls on London's public transport.

Please see below the information you have requested.

VAWG related offences reported on TfL's network since 2019*

*2025 data is up until November 2025.

Year	Recorded crime
2019	2759
2020	1912
2021	2039
2022	3275
2023	4331
2024	4822
2025	4593
Grand Total	23731

Crime Type - VAWG

Year	Recorded
2019	2759
Intimidation	716
Violence	2043
2020	1912
Intimidation	698
Violence	1214
2021	2039
Intimidation	761
Violence	1278
2022	3275
Intimidation	1271
Violence	2004
2023	4331

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Intimidation	1796
Violence	2535
2024	4822
Intimidation	1989
Violence	2833
2025	4593
Intimidation	2043
Violence	2550
Grand Total	23731

Split by TfL Mode

Row Labels	Sum of Rec Crime
2019	2759
Docklands Light Railways	94
Elizabeth Line	84
London Overground	283
London Tramlink	50
London Underground	2248
2020	1912
Docklands Light Railways	85
Elizabeth Line	63
London Overground	195
London Tramlink	34
London Underground	1535
2021	2039
Docklands Light Railways	85
Elizabeth Line	76
London Overground	185
London Tramlink	26
London Underground	1667
2022	3275
Docklands Light Railways	134
Elizabeth Line	146
London Overground	297
London Tramlink	42
London Underground	2656
2023	4331
Docklands Light Railways	165
Elizabeth Line	352
London Overground	395
London Tramlink	58
London Underground	3361
2024	4822
Docklands Light Railways	181
Elizabeth Line	453
London Overground	378
London Tramlink	51
London Underground	3759
2025	4593
Docklands Light Railways	133
Elizabeth Line	537

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London Overground	421
London Tramlink	50
London Underground	3452
Grand Total	23731

Reporting source – VAWG

Row Labels	Sum of Rec Crime
2019	2759
Discovered by Police	44
Email to the police	583
Emergency telephone call e.g. (999)	10
Non-emergency telephone call e.g. (101)	888
Other 3rd party reporting	455
Parent, professional, carer 3rd party report	2
Reported in person - Outside police station	305
Social media message to the police	7
Text message to the Police	455
(blank)	10
2020	1912
Disclosed as part of an ongoing investigation	3
Discovered by Police	56
Email to the police	366
Emergency telephone call e.g. (999)	12
Non-emergency telephone call e.g. (101)	454
Online crime report	15
Other 3rd party reporting	238
Police on-line reporting	11
Reported in person - Inside police station	1
Reported in person - Outside police station	151
Social media message to the police	3
Text message to the Police	215
(blank)	387
2021	2039
Disclosed as part of an ongoing investigation	4
Discovered by Police	59
Email to the police	79
Emergency telephone call e.g. (999)	51
Non-emergency telephone call e.g. (101)	309
Online crime report	401
Other 3rd party reporting	8
Parent, professional, carer 3rd party report	1
Police on-line reporting	23
Reported in person - Inside police station	11
Reported in person - Outside police station	25
Social media message to the police	1
Text message to the Police	57
(blank)	1010
2022	3275
Disclosed as part of an ongoing investigation	5
Discovered by Police	94
Email to the police	293

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Emergency telephone call e.g. (999)	155
Non-emergency telephone call e.g. (101)	534
Online crime report	603
Other 3rd party reporting	54
Parent, professional, carer 3rd party report	2
Police on-line reporting	25
Reported in person - Inside police station	12
Reported in person - Outside police station	24
Text message to the Police	141
(blank)	1333
2023	4331
Disclosed as part of an ongoing investigation	10
Discovered by Police	286
Email to the police	379
Emergency telephone call e.g. (999)	429
Non-emergency telephone call e.g. (101)	706
Online crime report	1344
Other 3rd party reporting	310
Parent, professional, carer 3rd party report	4
Police on-line reporting	92
Reported in person - Inside police station	23
Reported in person - Outside police station	27
Social media message to the police	2
Text message to the Police	659
(blank)	60
2024	4822
Disclosed as part of an ongoing investigation	7
Discovered by Police	278
Email to the police	429
Emergency telephone call e.g. (999)	406
Non-emergency telephone call e.g. (101)	775
Online crime report	1141
Other 3rd party reporting	419
Parent, professional, carer 3rd party report	5
Police on-line reporting	432
Reported in person - Inside police station	9
Reported in person - Outside police station	56
Social media message to the police	4
Text message to the Police	834
(blank)	27
2025	4593
Disclosed as part of an ongoing investigation	11
Discovered by Police	270
Email to the police	586
Emergency telephone call e.g. (999)	310
Non-emergency telephone call e.g. (101)	879
Other 3rd party reporting	405
Parent, professional, carer 3rd party report	7
Police on-line reporting	1165
Reported in person - Inside police station	21
Reported in person - Outside police station	42
Social media message to the police	3

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Text message to the Police	878
(blank)	16
Grand Total	23731

Locality

Location	Recorded crimes
2019	2759
Line/Other	101
On Train	1419
Station	1239
2020	1912
Line/Other	104
On Train	932
Station	875
Undefined	1
2021	2039
Line/Other	23
On Train	1003
Station	1013
2022	3275
Line/Other	41
On Train	1697
Station	1537
2023	4331
Line/Other	39
On Train	2329
Station	1962
Undefined	1
2024	4822
Line/Other	41
On Train	2530
Station	2251
2025	4593
Line/Other	55
On Train	2417
Station	2120
Undefined	1
Grand Total	23731

Outcomes – VAWG

Outcome	Recorded crime
2019	2759
Charged/ Summoned	209
Evidential Difficulties, victim does not support action	726
Evidential Difficulties: Suspect Identified, Victim Supports Action	202
Investigation Complete - No Suspect Identified	1553
Not yet assigned an outcome	2

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Other	3
Out of court (formal)	13
Out of court (informal)	5
Prosecution prevented or not in the Public Interest	46
2020	1912
Charged/ Summoned	193
Evidential Difficulties, victim does not support action	458
Evidential Difficulties: Suspect Identified, Victim Supports Action	115
Investigation Complete - No Suspect Identified	1080
Not yet assigned an outcome	3
Other	1
Out of court (formal)	6
Out of court (informal)	8
Prosecution prevented or not in the Public Interest	48
2021	2039
Action undertaken by another body/agency	1
Charged/ Summoned	177
Evidential Difficulties, victim does not support action	502
Evidential Difficulties: Suspect Identified, Victim Supports Action	142
Investigation Complete - No Suspect Identified	1160
Not yet assigned an outcome	2
Other	1
Out of court (formal)	8
Out of court (informal)	6
Prosecution prevented or not in the Public Interest	40
2022	3275
Charged/ Summoned	227
Evidential Difficulties, victim does not support action	875
Evidential Difficulties: Suspect Identified, Victim Supports Action	229
Investigation Complete - No Suspect Identified	1849
Not yet assigned an outcome	13
Other	8
Out of court (formal)	13
Out of court (informal)	7
Prosecution prevented or not in the Public Interest	54
2023	4331
Action undertaken by another body/agency	1
Charged/ Summoned	281
Evidential Difficulties, victim does not support action	1291

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Evidential Difficulties: Suspect Identified, Victim Supports Action	266
Investigation Complete - No Suspect Identified	2399
Not yet assigned an outcome	16
Other	12
Out of court (formal)	9
Out of court (informal)	4
Prosecution prevented or not in the Public Interest	52
2024	4822
Charged/ Summonsed	264
Evidential Difficulties, victim does not support action	1105
Evidential Difficulties: Suspect Identified, Victim Supports Action	291
Investigation Complete - No Suspect Identified	3024
Not yet assigned an outcome	55
Other	9
Out of court (formal)	6
Out of court (informal)	10
Prosecution prevented or not in the Public Interest	58
2025	4593
Action undertaken by another body/agency	1
Charged/ Summonsed	158
Evidential Difficulties, victim does not support action	983
Evidential Difficulties: Suspect Identified, Victim Supports Action	148
Investigation Complete - No Suspect Identified	2657
Not yet assigned an outcome	610
Other	2
Out of court (formal)	4
Out of court (informal)	5
Prosecution prevented or not in the Public Interest	25
Grand Total	23731

Hate Crime offences reported on TfL's network since 2019*

*2025 data is up until November 2025.

Year	Recorded Hate Crimes
2019	998
2020	756
2021	860
2022	1,102
2023	1,645
2024	1,727

2025	1,724
Grand Total	8,812

Hate Crime category

Hate Crime type	Recorded crimes
2019	998
Disability	10
Disability;Domestic	1
Homophobic	135
Homophobic;Disability;Vulnerable adult	1
Homophobic;Gender	1
Homophobic;Transphobic	2
Racial	678
Racial;Disability	2
Racial;Disability;Vulnerable adult	1
Racial;Gender	2
Racial;Homophobic	18
Racial;Homophobic;Gender	1
Racial;Migrant worker	1
Racial;Vulnerable adult	1
Refugee	1
Religion or belief - Anti Christian;Racial	1
Religion or belief - Anti Hindu;Racial	1
Religion or belief - Anti Jewish	15
Religion or belief - Anti Jewish;Homophobic	1
Religion or belief - Anti Jewish;Homophobic;Bi phobic	1
Religion or belief - Anti Jewish;Racial	7
Religion or belief - Anti Jewish;Racial;Homophobic	2
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim	1
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Homophobic	1
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Racial	1
Religion or belief - Anti Muslim	23
Religion or belief - Anti Muslim;Racial	32
Religion or belief - Anti Muslim;Racial;Homophobic	1
Religion or belief - Anti Muslim;Religion or belief - Anti other;Racial	1
Religion or belief - Anti other	1
Religion or belief - Anti other;Homophobic	1
Religion or belief - Anti other;Racial	14
Religion or belief - Anti other;Racial;Homophobic	9
Religion or belief - Anti other;Racial;Vulnerable adult	1
Religion or belief - Anti Sikh	1
Transphobic	8
Transphobic;Gender	3
(blank)	17
2020	756
Disability	9
Disability;Domestic	1
Disability;Vulnerable adult	3
Homophobic	81

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Homophobic;Transphobic	5
Homophobic;Transphobic;Bi phobic	1
Homophobic;Transphobic;Gender	1
Racial	555
Racial;Disability;Vulnerable adult	1
Racial;Domestic	2
Racial;Gender	1
Racial;Homophobic	10
Racial;Police officer	5
Racial;Vulnerable adult	1
Religion or belief - Anti Christian	2
Religion or belief - Anti Jewish	12
Religion or belief - Anti Jewish;Homophobic	3
Religion or belief - Anti Jewish;Racial	7
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Racial	1
Religion or belief - Anti Jewish;Vulnerable adult	1
Religion or belief - Anti Muslim	9
Religion or belief - Anti Muslim;Racial	10
Religion or belief - Anti Muslim;Religion or belief - Anti other;Homophobic	1
Religion or belief - Anti other	2
Religion or belief - Anti other;Homophobic	6
Religion or belief - Anti other;Racial	6
Religion or belief - Anti other;Racial;Homophobic	4
Religion or belief - Anti Sikh;Racial	1
Transphobic	5
Transphobic;Gender	1
(blank)	9
2021	860
Disability	10
Disability;Gender	1
Disability;Vulnerable adult	1
Homophobic	105
Racial	594
Racial;Age related	1
Racial;Disability	2
Racial;Gender	6
Racial;Homophobic	15
Racial;Police officer	4
Racial;Vulnerable adult	4
Refugee	1
Religion or belief - Anti Christian	1
Religion or belief - Anti Christian;Racial	2
Religion or belief - Anti Christian;Religion or belief - Anti Jewish	1
Religion or belief - Anti Jewish	23
Religion or belief - Anti Jewish;Homophobic	1
Religion or belief - Anti Jewish;Racial	11
Religion or belief - Anti Jewish;Racial;Homophobic	1
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim	1
Religion or belief - Anti Muslim	19
Religion or belief - Anti Muslim;Racial	15
Religion or belief - Anti Muslim;Racial;Homophobic	1

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Religion or belief - Anti other;Racial	1
Religion or belief - Unknown	3
Religion or belief - Unknown;Homophobic	2
Religion or belief - Unknown;Racial	8
Religion or belief - Unknown;Racial;Homophobic	2
Religion or belief - Unknown;Racial;Vulnerable adult	1
Transphobic	6
Transphobic;Gender	1
(blank)	16
2022	1,102
Disability	15
Disability;Vulnerable adult	2
Homophobic	161
Homophobic;Transphobic	2
Racial	737
Racial;Disability	1
Racial;Disability;Gender	1
Racial;Domestic	1
Racial;Gender	8
Racial;Homophobic	21
Racial;Police officer	2
Racial;Transphobic	2
Racial;Vulnerable adult	1
Religion or belief - Anti Christian	2
Religion or belief - Anti Hindu	1
Religion or belief - Anti Hindu;Racial	1
Religion or belief - Anti Jewish	26
Religion or belief - Anti Jewish;Homophobic	1
Religion or belief - Anti Jewish;Racial	8
Religion or belief - Anti Muslim	20
Religion or belief - Anti Muslim;Racial	11
Religion or belief - Anti Muslim;Racial;Asylum seeker	1
Religion or belief - Anti other	2
Religion or belief - Anti Sikh	1
Religion or belief - Anti Sikh;Racial	1
Religion or belief - Unknown	3
Religion or belief - Unknown;Racial	6
Religion or belief - Unknown;Racial;Vulnerable adult	1
Transphobic	20
Transphobic;Disability	1
Transphobic;Gender	2
Transphobic;Gender;Vulnerable adult	1
(blank)	39
2023	1,645
Disability	21
Disability;Gender	1
Disability;Vulnerable adult	4
Homophobic	214
Homophobic;Disability	2
Homophobic;Transphobic	3
Homophobic;Transphobic;Gender	1
Racial	1,058

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Racial;Disability	1
Racial;Gender	6
Racial;Homophobic	27
Racial;Homophobic;Transphobic	1
Racial;Police officer	2
Racial;Refugee	1
Racial;Romany peoples	1
Racial;Vulnerable adult	1
Religion or belief - Anti Christian	4
Religion or belief - Anti Christian;Racial	1
Religion or belief - Anti Hindu;Racial	2
Religion or belief - Anti Hindu;Religion or belief - Anti Muslim;Racial	1
Religion or belief - Anti Jewish	96
Religion or belief - Anti Jewish;Homophobic	1
Religion or belief - Anti Jewish;Racial	37
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim	1
Religion or belief - Anti Jewish;Religion or belief - Unknown;Racial	1
Religion or belief - Anti Muslim	38
Religion or belief - Anti Muslim;Homophobic	1
Religion or belief - Anti Muslim;Racial	28
Religion or belief - Anti Muslim;Religion or belief - Anti other	1
Religion or belief - Anti Muslim;Religion or belief - No religion;Homophobic	1
Religion or belief - Anti other	9
Religion or belief - Anti other;Racial	3
Religion or belief - No religion;Racial	2
Religion or belief – Unknown	9
Religion or belief - Unknown;Homophobic	1
Religion or belief - Unknown;Racial	6
Transphobic	18
Transphobic;Gender	2
(blank)	38
2024	1,727
Disability	18
Disability;Vulnerable adult	1
Gender	2
Homophobic	240
Homophobic;Disability	1
Homophobic;Gender	2
Homophobic;Heterophobic	1
Homophobic;Police officer	1
Homophobic;Transphobic	10
Homophobic;Vulnerable adult	3
Racial	1,075
Racial;Age related	1
Racial;Disability	1
Racial;Gender	8
Racial;Homophobic	24
Racial;Refugee	1
Racial;Transphobic	2
Racial;Vulnerable adult	2
Religion or belief - Anti Christian	2

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Religion or belief - Anti Christian;Refugee;Migrant worker	1
Religion or belief - Anti Christian;Religion or belief - Anti Muslim	1
Religion or belief - Anti Christian;Religion or belief - Anti Muslim;Racial	1
Religion or belief - Anti Christian;Religion or belief - Anti other	1
Religion or belief - Anti Hindu	1
Religion or belief - Anti Jewish	77
Religion or belief - Anti Jewish;Racial	29
Religion or belief - Anti Jewish;Racial;Homophobic	2
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Homophobic	1
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Racial	2
Religion or belief - Anti Muslim	54
Religion or belief - Anti Muslim;Gender	1
Religion or belief - Anti Muslim;Homophobic	3
Religion or belief - Anti Muslim;Racial	34
Religion or belief - Anti other	1
Religion or belief - Anti other;Racial	1
Religion or belief - Anti Sikh	1
Religion or belief - No religion	1
Religion or belief – Unknown	8
Religion or belief - Unknown;Homophobic	1
Religion or belief - Unknown;Racial	5
Transphobic	16
Transphobic;Gender	1
(blank)	89
2025	1,724
Disability	22
Disability;Gender	1
Disability;Vulnerable adult	3
Homophobic	160
Homophobic;Domestic	1
Homophobic;Police officer	1
Homophobic;Transphobic	4
Homophobic;Transphobic;Bi phobic	1
Racial	1,089
Racial;Asylum seeker	1
Racial;Disability	2
Racial;Disability;Vulnerable adult	1
Racial;Gender	15
Racial;Heterophobic	1
Racial;Homophobic	14
Racial;Homophobic;Gender	2
Racial;Homophobic;Transphobic	3
Racial;Migrant worker	1
Racial;Transphobic;Gender	1
Racial;Vulnerable adult	1
Religion or belief - Anti Christian	1
Religion or belief - Anti Christian;Racial;Gender	1
Religion or belief - Anti Christian;Religion or belief - Anti Jewish	1
Religion or belief - Anti Christian;Religion or belief - Anti Muslim;Racial	1
Religion or belief - Anti Hindu	1

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Religion or belief - Anti Hindu;Racial	3
Religion or belief - Anti Jewish	79
Religion or belief - Anti Jewish;Racial	27
Religion or belief - Anti Jewish;Racial;Gender	1
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim	2
Religion or belief - Anti Jewish;Religion or belief - Anti Muslim;Racial	3
Religion or belief - Anti Jewish;Religion or belief - Unknown;Racial	1
Religion or belief - Anti Muslim	26
Religion or belief - Anti Muslim;Gender	1
Religion or belief - Anti Muslim;Racial	34
Religion or belief - Anti Muslim;Racial;Gender	1
Religion or belief - Anti Muslim;Racial;Homophobic	2
Religion or belief - Anti other	3
Religion or belief - Anti other;Racial	2
Religion or belief - Unknown	4
Religion or belief - Unknown;Racial	6
Transphobic	28
(blank)	172
Grand Total	8,812

Recorded crime by TfL mode

Year / Mode	Recorded Hate Crimes
2019	998
DLR	47
Elizabeth Line	50
London Overground	127
London Underground	759
Tramlink	15
2020	756
DLR	31
Elizabeth Line	32
London Overground	107
London Underground	571
Tramlink	15
2021	860
Cable Car	1
DLR	26
Elizabeth Line	39
London Overground	88
London Underground	693
Tramlink	13
2022	1,102
DLR	51
Elizabeth Line	76
London Overground	149
London Underground	812
Tramlink	14
2023	1,645
DLR	66
Elizabeth Line	144
London Overground	186

London Underground	1,224
Tramlink	25
2024	1,727
DLR	64
Elizabeth Line	201
London Overground	162
London Underground	1,283
Tramlink	17
2025	1,724
DLR	62
Elizabeth Line	265
London Overground	180
London Underground	1,199
Tramlink	18
Grand Total	8,812

Reporting source – Hate Crime

Report source	Recorded hate crimes
2019	998
"Parent, professional, carer 3rd party report"	1
Discovered by Police	14
Email to the police	216
Emergency telephone call e.g. (999)	3
Non-emergency telephone call e.g. (101)	296
Other 3rd party reporting	179
Reported in person - Outside police station	138
Social media message to the police	3
Text message to the Police	145
(blank)	3
2020	756
Disclosed as part of an ongoing investigation	1
Discovered by Police	21
Email to the police	143
Emergency telephone call e.g. (999)	7
Non-emergency telephone call e.g. (101)	186
Online crime report	3
Other 3rd party reporting	96
Police on-line reporting	4
Reported in person - Outside police station	75
Social media message to the police	3
Text message to the Police	62
(blank)	155
2021	860
Discovered by Police	41
Email to the police	44
Emergency telephone call e.g. (999)	34
Non-emergency telephone call e.g. (101)	141
Online crime report	143
Other 3rd party reporting	2
Police on-line reporting	6
Reported in person - Inside police station	1

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Reported in person - Outside police station	6
Text message to the Police	16
(blank)	426
2022	1,102
Disclosed as part of an ongoing investigation	5
Discovered by Police	48
Email to the police	89
Emergency telephone call e.g. (999)	62
Non-emergency telephone call e.g. (101)	189
Online crime report	160
Other 3rd party reporting	25
Police on-line reporting	8
Reported in person - Inside police station	4
Reported in person - Outside police station	7
Social media message to the police	1
Text message to the Police	71
(blank)	433
2023	1,645
"Parent, professional, carer 3rd party report"	2
Disclosed as part of an ongoing investigation	5
Discovered by Police	110
Email to the police	177
Emergency telephone call e.g. (999)	190
Non-emergency telephone call e.g. (101)	291
Online crime report	398
Other 3rd party reporting	132
Police on-line reporting	26
Reported in person - Inside police station	5
Reported in person - Outside police station	5
Text message to the Police	291
(blank)	13
2024	1,727
Disclosed as part of an ongoing investigation	2
Discovered by Police	116
Email to the police	182
Emergency telephone call e.g. (999)	177
Non-emergency telephone call e.g. (101)	250
Online crime report	324
Other 3rd party reporting	155
Police on-line reporting	138
Reported in person - Inside police station	1
Reported in person - Outside police station	16
Social media message to the police	2
Text message to the Police	353
(blank)	11
2025	1,724
"Parent, professional, carer 3rd party report"	1
Disclosed as part of an ongoing investigation	6
Discovered by Police	85
Email to the police	218
Emergency telephone call e.g. (999)	144
Non-emergency telephone call e.g. (101)	277

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Other 3rd party reporting	194
Police on-line reporting	342
Reported in person - Inside police station	5
Reported in person - Outside police station	8
Social media message to the police	3
Text message to the Police	437
(blank)	4
Grand Total	8,812

Locality

Location	Recorded Hate Crime
2019	998
Line/Other	42
On Train	452
Station	504
2020	756
Line/Other	52
On Train	293
Station	411
2021	860
Line/Other	15
On Train	376
Station	469
2022	1,102
Line/Other	12
On Train	514
Station	576
2023	1,645
Line/Other	15
On Train	826
Station	804
2024	1,727
Line/Other	28
On Train	887
Station	812
2025	1,724
Line/Other	26
On Train	905
Station	793
Grand Total	8,812

Outcomes

Row Labels	Sum of Rec Crimes
2019	998
"15: CPS - named suspect, victim supports but evidential difficulties"	9
"15: Police - named suspect, victim supports but evidential difficulties"	44
1: Charged	27
1: Summoned/postal requisition	42

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10: Police - formal action not in public interest	6
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	1
14: Victim declines/unable to support action to identify offender	172
16: Victim declines/withdraws support - named suspect identified	53
17: Suspect identified but prosecution time limit expired	7
18: Investigation complete no suspect identified	595
1A: Alternate offence charged	16
1A: Alternate offence summonsed/postal requisition	23
3: Adult conditional caution	1
3A: Alternate offence adult caution	1
New	1
2020	756
"15: CPS - named suspect, victim supports but evidential difficulties"	14
"15: Police - named suspect, victim supports but evidential difficulties"	40
1: Charged	37
1: Summonsed/postal requisition	52
10: Police - formal action not in public interest	6
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	1
14: Victim declines/unable to support action to identify offender	97
16: Victim declines/withdraws support - named suspect identified	29
17: Suspect identified but prosecution time limit expired	5
18: Investigation complete no suspect identified	444
1A: Alternate offence charged	8
1A: Alternate offence summonsed/postal requisition	19
2: Youth conditional caution	2
5: Offender has died	1
8: Community resolution	1
2021	860
"15: CPS - named suspect, victim supports but evidential difficulties"	10
"15: Police - named suspect, victim supports but evidential difficulties"	37
1: Charged	22
1: Summonsed/postal requisition	78
10: Police - formal action not in public interest	3
14: Victim declines/unable to support action to identify offender	158
16: Victim declines/withdraws support - named suspect identified	27
17: Suspect identified but prosecution time limit expired	5
18: Investigation complete no suspect identified	502
1A: Alternate offence charged	1
1A: Alternate offence summonsed/postal requisition	13
2: Youth caution	1
3: Adult conditional caution	1
9: CPS - prosecution not in public interest	1
New	1
2022	1,102
"15: CPS - named suspect, victim supports but evidential difficulties"	11
"15: Police - named suspect, victim supports but evidential difficulties"	47
1: Charged	16
1: Summonsed/postal requisition	79
10: Police - formal action not in public interest	5
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	1

OFFICIAL

14: Victim declines/unable to support action to identify offender	183
16: Victim declines/withdraws support - named suspect identified	49
17: Suspect identified but prosecution time limit expired	14
18: Investigation complete no suspect identified	678
1A: Alternate offence charged	2
1A: Alternate offence summonsed/postal requisition	12
3: Adult conditional caution	1
8: Community resolution	1
9: CPS - prosecution not in public interest	1
New	2
2023	1,645
"15: CPS - named suspect, victim supports but evidential difficulties"	19
"15: Police - named suspect, victim supports but evidential difficulties"	70
1: Charged	53
1: Summonsed/postal requisition	59
10: Police - formal action not in public interest	11
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	2
14: Victim declines/unable to support action to identify offender	315
16: Victim declines/withdraws support - named suspect identified	65
17: Suspect identified but prosecution time limit expired	13
18: Investigation complete no suspect identified	995
1A: Alternate offence charged	7
1A: Alternate offence summonsed/postal requisition	20
2: Youth caution	2
20: Other body/agency has investigation primacy	1
3: Adult conditional caution	1
3A: Alternate offence adult caution	1
8: Community resolution	5
9: CPS - prosecution not in public interest	2
New	4
2024	1,727
"15: CPS - named suspect, victim supports but evidential difficulties"	17
"15: Police - named suspect, victim supports but evidential difficulties"	80
"22: Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue"	1
1: Charged	45
1: Summonsed/postal requisition	65
10: Police - formal action not in public interest	10
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	2
14: Victim declines/unable to support action to identify offender	258
16: Victim declines/withdraws support - named suspect identified	56
17: Suspect identified but prosecution time limit expired	5
18: Investigation complete no suspect identified	1,137
1A: Alternate offence charged	6
1A: Alternate offence summonsed/postal requisition	23
3: Adult conditional caution	1
5: Offender has died	1
8: Community resolution	2
New	18
2025	1,724
"15: CPS - named suspect, victim supports but evidential difficulties"	7

"15: Police - named suspect, victim supports but evidential difficulties"	40
1: Charged	18
1: Summoned/postal requisition	24
10: Police - formal action not in public interest	8
14: Victim declines/unable to support action to identify offender	218
16: Victim declines/withdraws support - named suspect identified	65
17: Suspect identified but prosecution time limit expired	1
18: Investigation complete no suspect identified	1,146
1A: Alternate offence charged	7
1A: Alternate offence summonsed/postal requisition	4
2: Youth conditional caution	1
8: Community resolution	2
8: Youth restorative disposal	1
New	182
Grand Total	8,812

Staff training

- **Details of BTP's training for officers and staff on recognising, recording, and responding to hate crime and VAWG.**

New officers to BTP receive Nightingale training which is delivered by one of our Sexual Offences Liaison Officers (SOLOS) and focuses on responding to Rape and Serious Sexual Offences (RASSO). This training addresses myths and stereotypes of RASSO offences, the effects of trauma on victim-survivors, forensic considerations and how to use an early evidence kit (EEK).

BTP have also been rolling out the College of Policing's Rape and Serious Sexual Offences First Responder training package to all frontline staff over the past few months. Detectives also complete the College of Policing's Serious Sexual Offence Advanced Investigators Programme. Officers have access to the College of Policing's VAWG toolkit which provides support to officers and staff to deal with and prosecute offenders for VAWG and misogyny related offences.

New officers to BTP also undertake Hate Crime training as part of their initial training. This training addresses protected characteristics, police response to hate crime incidents, the impact on victims and wider community and identifies additional support agencies and organisations. Officers also have access to the Hate Crime Awareness Toolkit which has links to various agencies and literature to share with the public.

Engagement and reporting

- **Details of how BTP is engaging with community organisations to raise awareness, prevent or improve responses to hate crime and VAWG on London's transport network.**

BTP sits on several community panels and working groups. These include:

- Domestic Abuse, Stalking Harassment and Rape and Serious Sexual Offences Scrutiny Panels (Membership includes diverse representation from community

organisations, the third sector (Suzy Lamplugh Trust, Paladin) and victim-survivors)

- [Independent Advisory Groups](#)
- VAWG Steering Group with rail industry partners
- Regular sessions with community organisations, private sector organisations and industry partners as standalone sessions or at conferences to raise awareness of VAWG, encourage reporting and receive feedback to improve our response.

What is being done to encourage all victims of hate crime and VAWG to come forward and report and how is this being measured?

BTP work with TfL on campaigns which focus on Hate Crime and VAWG. We partnered with TfL on their *Act Like a Friend* campaign, which combines VAWG and Hate Crime messaging. It ran from 13 October to 21 November 2025 with paid media across cinema, ITVX, social, and tube placements.

Hate Crime Awareness Week took place between 11 and 18 October with activity across a number of London stations and mainline hubs. Officers involved engaged with public, encouraging them to report hate crime and raising awareness on BTP's 61016 text service which can be used to report hate crime.

We also have a poster circuit of 166 places across the network, these posters can cover a range of areas from safety messaging, violence against women and girls, hate crime and robbery. BTP focus the messaging to reflect any crime trends in certain areas.

To measure the success of our campaigns BTP analyse, likes, comments, shares on social media posts. We can also monitor how many clicks through to our website we get. In addition, by analysing comments we can see if the campaign is gaining positive or negative commentary which can be used to help shape the next stages of campaigns.

BTP publishes regular social media posts highlighting positive outcomes and good news stories to highlight where we have responded and investigated effectively and achieved a successful outcome to instil confidence and promote reporting.

Coordination

How BTP works with TfL, the Met, and City of London Police to prevent and respond to hate crime and VAWG on London's public transport, including data sharing.

We have detailed above our joint campaigns with TfL, but on an operational level, we also have monthly performance meetings. Data is shared and problem-solving plans can be put in place in response to issues raised during these meetings

BTP worked in partnership with MPS and Brentford FC this year, completing 'walk and talks' with the fans raising awareness of key areas such as VAWG and hate crime and hear concerns from members of the public. BTP also promoted Active Bystander training amongst fans. BTP are also working with MPs on their V100 project to incorporate BTP offenders, this will allow for a holistic view of offenders across all of London

What issues have been identified in how the Met, BTP and City of London work together with TfL?

BTP and TfL generally have a good working relationship, and any issues are raised at the monthly performance meetings.

BTP, MPS and City of London take part in a number of joint operations and initiatives throughout the year, working together on cross-City issues like phone snatching. There can sometimes be some issues identifying jurisdiction, and room for improvement around keeping effective communications channels open.

BTP's role in the Mayor's Transport Hate Crime and VAWG Taskforce, and any early updates on its work

Representatives from BTP attend the Mayor's Transport Hate Crime and VAWG Taskforce. BTP are committed to helping the taskforce achieve its aim of ensuring a safer, more inclusive transport network where all passengers—especially women and people from marginalised communities—feel confident and protected when travelling

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Sent by email

15th January 2026

Dear Police and Crime Committee

RE: Investigation into hate crime and violence against women and girls on London's public transport

Please find below my written responses to the questions in your letter. I have listened to previous sessions and therefore focused my attention on the data/recording/reporting side of this – as you have had others comment other issues. I preface the below by stating that London has one of the most joined up responses to VAWG on public transport – facilitated by having Transport for London and its strong operational links between the Met, City of London Police and BTP. The issues below are based on my research and understanding of VAWG on public transport, and London is not immune to these issues. Progress should still be made against each of the below points. Fragmentation, underreporting, and lack of trust are core challenges. Solutions include integrated reporting, multi-channel accessibility, standardisation, and cross-sector collaboration, supported by cultural change and proactive, data-driven strategies.

In response to your specific questions.

1. Pressing Issues on London's Public Transport

You have had other sessions on the scale and extent of the problem. For me, the most significant challenges (which are not unique to London) relate to systemic fragmentation and underreporting. Violence against women and girls (VAWG) incidents are inconsistently defined and recorded across transport operators, police forces, and third-party platforms, creating data silos and poor interoperability. This fragmentation undermines coordinated responses and makes it difficult to identify patterns or allocate resources effectively. Additionally, cultural gaps persist, with organisations lacking a clear definition of VAWG or treating it as a secondary issue.

Key points:

- Fragmented reporting systems and inconsistent definitions.
- Underreporting due to distrust and lack of awareness.
- Operational fragmentation across multiple agencies.
- Technology gaps and app overload limiting accessibility.

2. Impact on Perceptions of Safety and Confidence

These issues have a profound effect on public confidence. Women and girls often adapt their travel behaviour to avoid perceived risks, such as avoiding certain routes or times. The lack of visible enforcement and accessible reporting channels erodes trust in the system, reinforcing fear and reducing confidence in public transport.

Key points:

- Fear of crime influences travel choices and limits mobility.
- Persistent underreporting undermines trust in safety measures.
- Lack of proactive interventions contributes to anxiety.

3. Barriers to Reporting

Victims face multiple barriers when attempting to report incidents. Awareness of reporting mechanisms is low, and the digital divide means that app-based solutions are not universally accessible. Distrust in whether reports will lead to meaningful action further discourages reporting. Inconsistent definitions also result in misclassification, such as harassment being logged as anti-social behaviour.

Key points:

- Limited awareness of reporting channels.
- Accessibility challenges for marginalised groups.
- Distrust in outcomes and perceived futility.
- Inconsistent definitions leading to misclassification.

4. Improving Reporting and Support

To build trust and increase reporting, mechanisms must be inclusive and standardised. Multi-channel reporting options—such as apps, text, phone, and in-person—are essential to ensure accessibility. Standardised definitions and templates will improve data quality and comparability. Public engagement campaigns, discreet tools like QR codes, and co-development with women and girls can enhance usability and confidence.

Key points:

- Multi-channel reporting for inclusivity.
- Standardised definitions and templates.
- Public engagement and awareness campaigns.
- Co-development with user communities for trust-building.

5. Effectiveness of TfL and Police

Current responses are reactive and fragmented across modes- although in London there is more joined up responses than other UK locations – this is expected as TfL funding supports Met/City of London enforcement on buses, and outside of London no such dedicated teams exist. There is scope to develop more advanced analytics, as there is a tendency to use basic trend monitoring data - and a lack capacity for proactive interventions.

Key points:

- Reactive rather than proactive strategies dominate.
- Limited analytical capacity for prevention.
- Inconsistent safeguarding coordination.

6. Further Action Needed

A strategic shift is required to strengthen prevention and enforcement. Establishing combined incident databases will centralise and standardise reporting, enabling data-driven interventions. TfL offer a framework for this. My research outside of London has identified a Regional Database would be more realistic at this stage than a national database. Cultural change through training and leadership buy-in is essential, alongside clear governance for data systems.

Key points:

- Develop regional incident databases for integrated reporting.
- Promote cultural change through training and leadership.
- Move to proactive, data-informed strategies.

7. Improving Collaboration

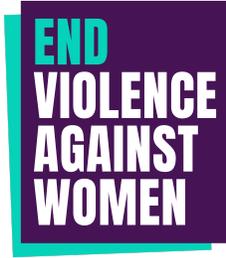
Collaboration must focus on harmonising data standards and enabling seamless exchange between police, operators, and advocacy groups. Early and continuous stakeholder engagement is critical, as is leveraging existing tools to avoid duplication. Public awareness campaigns co-designed with communities and shared governance structures will ensure sustainability and inclusivity.

Key points:

- Harmonise data standards for interoperability.
- Continuous stakeholder engagement.
- Co-design campaigns with advocacy groups.
- Establish shared governance and accountability.

Yours Sincerely
Prof Andy Newton





Friday 19 December 2025

Investigation into crime and violence against women and girls on London's public transport

End Violence Against Women Coalition (EVAW) submission

Understanding the issue

- 1. What are the most pressing issues your members or communities face in relation to hate crime or violence against women and girls (VAWG) on London's public transport network?**

The End Violence Against Women Coalition is a registered charity with a membership of over 160 members, comprised of specialist violence against women and girls (VAWG) services, NGOs, academics and survivors working to end VAWG. We will be responding to this consultation focusing primarily on VAWG on London's public transport network.

There is a high risk of sexual harassment, abuse and other forms of VAWG on public transport. Women and girls have always been subjected to sexual harassment and assault in public spaces, workplaces and homes - and public transport is no exception. Nearly one in four women have experienced unwanted sexual behaviour in the last three years on London's transport network¹. Violence against women and girls (VAWG), including sexual harassment, is an almost universal experience for women and girls, who will have likely experienced this over the course of their lifetimes.

The statistics are stark. In recent years, there has been a rise in reported VAWG on young women and girls in public. In 2023, 320 young women and girls aged 10-19 reported incidents of sexual offences and harassment in London, increasing from 240 recorded in 2022, an increase of 33%². On London's transport network in particular, the number of recorded violent crimes against women and girls in 2024 rose by 20% from the previous year, with an average of 31 violent crimes a day against women and girls reported on public transport³. Concerningly,

¹ <https://www.londontravelwatch.org.uk/campaigns/personal-security/>

² <https://www.bbc.co.uk/news/articles/c066g6n504mo>

³ https://btpa.police.uk/wp-content/uploads/2024/08/BTPA_AR24_LargeFormat_1.pdf

over half of girls and young women aged 11-21 surveyed by Girlguiding say they don't feel safe on public transport on their own⁴.

In 2020, the then Government Equalities Office found that of those who had experienced sexual harassment in the last 12 months, 28% had experienced this on public transport⁵. A survey of 2,000 people commissioned by the British Transport Police (BTP) in 2023 found that over a third of women had been a victim of sexual harassment or sexual offending on their commute⁶. This is likely to be an underestimation as we know that VAWG is often unreported.

This abuse is also now further enabled by ever advancing technology that allows for new, more discreet non-contact sexual offences and other forms of abuse, such as upskirting, downblousing or cyberflashing, the latter of which saw reports almost double in the years 2019-2020⁷.

However, there is a troubling tendency to separate different forms of VAWG without acknowledging the interconnectedness. The violence and harassment that women and girls experience on public transport, such as catcalling, intimidation and following, should be viewed as part of a broader spectrum of violence that women and girls face in their daily lives. These acts reinforce the threat of male violence and serve to maintain male dominance and entitlement over women's bodies and lives. VAWG which happens on public transport, in public spaces and on the streets is part of a wider pattern of abuse, and is connected to gender inequality and the treatment of women in their homes, in public life and online. This is particularly evident when thinking about domestic abuse, stalking and harassment, which are all likely to extend in other spheres of a woman's life.

There is also a concerning tendency to presume that violence against women that takes place on public transport is always perpetrated by a stranger, when this is not always the case, particularly for example when considering stalking. VAWG as a whole is usually perpetrated by someone known to the victim - whether a partner, ex-partner, family member or colleague. It is important to acknowledge that VAWG on London's transport network can look like abuse from one stranger to another, from someone known to the victim, from passengers towards transport workers, and abuse from one colleague to another. London's transport network is a workplace for many, and some of what constitutes VAWG in that setting is VAWG in the workplace. A recent survey of RMT members in the rail, bus, London transport and passenger ferry sectors found that nearly 60% had experienced violence at work in the past 18 months, with a second

⁴<https://www.girlguiding.org.uk/globalassets/docs-and-resources/blogs-and-case-studies/gas/girlguiding-girls-attitudes-survey-2025.pdf>

5

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1002873/2021-07-12_Sexual_Harassment_Report_FINAL.pdf

6

<https://www.btp.police.uk/news/btp/news/england/over-a-third-of-women-have-been-sexually-harassed-on-their-commute-to-work/>

7

<https://www.endviolenceagainstwomen.org.uk/cyber-flashing-on-trains-largely-unreported-despite-rise-in-incidents/>

survey for RMT women members working in public transport finding that 40% had been sexually harassed in the past year.

This situation is even more challenging for Black and minoritised, disabled, LGBTQ+ and women who experience other intersecting inequalities as they are more likely to experience abuse in all realms of their lives, including on London's public transport network. For example, Office for National Statistics data has previously found that disabled women are almost twice as likely to have experienced sexual assault than non-disabled women, whilst Black and Black British and Mixed ethnic groups were significantly more likely than those in the White, Asian or other ethnic groups to experience sexual assault.

London travelwatch found that young people, women, disabled and Black, Asian and Minority Ethnic transport users were at greater risk of victimisation from other people and that 33% of disabled transport users have experienced hate crime or harassment over the last 3 years on London's transport network⁸. For these women, they are more likely to experience sexual abuse and harassment, as well as other forms of abuse whilst travelling on public transport. Black and minoritised women are also at risk of racialised abuse on public transport, with TfL recording a 27.8% increase in hate crime offences in the first eight months of 2024 compared with the same period in 2023⁹, the majority of which were racially motivated.

2. What impact are these incidents having on perceptions of safety, fear of crime and people's confidence to travel?

Sexual harassment is increasingly common on public transport. Whilst the fact that it can often escalate to physical and sexual assault or even murder should be of serious concern, in its own right harassment is still deeply harmful. Sexual harassment violates a woman's right to live and move freely in public spaces and to engage in public life.

When considering the impact of VAWG in public spaces and specifically on public transport, it is undeniably important to consider the impact on safety. But the perception of safety and fear also need to be acknowledged. These instances of VAWG need to be seen as a curtailment of women's human right to live freely in public spaces, both from violence and abuse and the fear of it. These acts of violence in public spaces, including public transport, can erode women's sense of self and safety and act to censor how women and girls operate in these spaces. According to the GEO in 2020, 62% of women reported changing their behaviour in relation to public transport in order to avoid sexual harassment¹⁰.

We know that many women undertake safety behaviours, such as changing what times and routes they travel on in order to ensure their own safety where institutions have failed. London

⁸ <https://www.londontravelwatch.org.uk/campaigns/personal-security/>

⁹ <https://board.tfl.gov.uk/documents/s23483/ssp-20250212-item06b-appendix-1.pdf>

¹⁰

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1002873/2021-07-12_Sexual_Harassment_Report_FINAL.pdf

Travelwatch found that over 70% of people who felt unsafe on London's transport network have stopped travelling at certain times of the day because of it¹¹. For instance, women generally feel less safe on transport at night, with a 2022 study by Transport Scotland finding that a quarter of women (24%) never felt safe using a bus at night/in the dark¹². Concerningly, we are seeing this impact girls as young as 11 as well, with a recent girlguiding report found that 68% of girls surveyed changed their everyday behaviour to avoid sexual harassment¹³.

In the absence of sufficient measures to prevent VAWG by state institutions, women have to take on that 'safety work' themselves, finding ways to shrink themselves, operate in a hypervigilant way or change their routes in order to keep themselves safe. It should not be the responsibility of women to keep themselves safe from male violence. It needs to be the responsibility of everyone.

Reporting and victim support

3. What are the main barriers that prevent victims from reporting hate crime or VAWG on London's public transport?

In 2024, the number of recorded violent crimes against women and girls on the transport network rose by 20% from the previous year. These figures are more likely to indicate an increase in people coming forward to report sexual offending, rather than an increase in sexual offences being committed. This is broadly positive, and is largely due to a growing understanding that sexual harassment is a form of male violence against women and girls, and as a result of victims' desire to see consequences and accountability for perpetrators.

Whilst reports are increasing, we also know the majority of incidents remain unreported. A survey of 2,000 people commissioned by BTP in 2023 found that over a third of women had been a victim of sexual harassment or sexual offending on their commute. This is far higher than the rates and statistics in their annual report.

There are multiple barriers that prevent women from reporting incidents of VAWG, including poor police responses and a lack of justice due to the way violence against women and girls is normalised and often trivialised in society.

Women's trust and confidence in the metropolitan police is ever declining. EFAW's own research in 2021 found that 47% of women, compared to 40% of men reported declining trust in the police following the publication of details about the rape and murder of Sarah Everard by serving Metropolitan Police officer Wayne Couzens. A YouGov survey of over 1,000 women in

¹¹ <https://www.londontravelwatch.org.uk/campaigns/personal-security/>

¹²

<https://www.transport.gov.scot/publication/baseline-data-report-june-2022-young-persons-free-bus-travel-scheme/perceptions-and-barriers-to-bus-use/#:~:text=Gender,felt%20safe%20compared%20to%20others>

¹³

<https://www.girlguiding.org.uk/globalassets/docs-and-resources/blogs-and-case-studies/gas/girlguiding-girls-attitudes-survey-2025.pdf>

2024 found that 53% of women said that the police had made not much or no progress in addressing problems of sexism and misogyny among police officers over the last year¹⁴. With the recent BBC Panorama undercover investigation into Charing Cross station exposing further revelations of racism, Islamophobia and misogyny, there is little evidence that things have changed. Without improving accountability, transparency and culture change women will continue to lack trust in the police to report experiences of VAWG.

More broadly, victim-survivors are prevented from reporting incidents of VAWG due to a lack of faith in the criminal justice system as a whole to deliver positive outcomes. Data published in September showed that the backlog of cases in the Crown Court is at an all-time high and continuing to rise. As a result, adult rape survivors now wait, on average, 417 days between an offender being charged and the case being completed in the Crown Court, with many survivors waiting even longer¹⁵. With rates of withdrawal from the criminal justice system for victims of rape and serious sexual offences in London at 69%, the criminal justice system is clearly not working for survivors of VAWG, leaving many women with little faith in reporting incidents of VAWG.

Black, minoritised, disabled, LGBTQ+ and women who experience other intersecting inequalities experience additional barriers to reporting due to fear of being disbelieved, discriminated against and even criminalised when responding to and reporting VAWG. For migrant women, they risk their data being shared with the Home Office if they report which is a significant barrier.

We know that many women do not wish to seek criminal justice outcomes at all. For all of these reasons, we recommend a preventative and holistic approach to addressing VAWG on public transport - recognising that increased reporting has its limits and is de facto less available to Black and minoritised and other marginalised survivors.

4. How could reporting mechanisms or support services be improved to increase trust and confidence among victims that their reports will be taken seriously and lead to action?

It is encouraging to see the British Transport's Police work to expand the ways in which victims and survivors can report abuse, including anonymously. Women and girls are able to share information irrespective of whether they wish to pursue a criminal prosecution, recognising that many women do not want to go down a criminal justice route. In addition, we welcome attempts made to develop alternative ways of reporting, including via app or text, which provides greater safety for women who might still be near their perpetrator at the time of reporting. It is positive to see that the views of victim-survivors were taken into account when developing these different pathways of reporting and recording of non-contact sexual offending. This takes the

14

<https://refuge.org.uk/news/refuge-releases-new-data-revealing-concerningly-low-rates-of-womens-confidence-in-the-police-to-handle-vawg-crimes/>

¹⁵ <https://rapecrisis.org.uk/news/case-backlog-crown-court/>

responsibility and pressure off the victim and focuses attention on identifying the perpetrator and their behaviors. However, there is much more work that needs to be in order to translate rising reports into tangible interventions which address those perpetrating harm, something that is highlighted in the Government's landmark VAWG strategy that advocates for greater intervention programmes for perpetrators, as well as a focus on prevention and education.

Women and girls must be able to access support and justice when harm has taken place. This must be the case for all women and girls. Currently migrant victim-survivors with insecure immigration status are prevented from reporting and therefore accessing justice out of a fear of data sharing between the police and the home office. Any attempt to improve trust and confidence among victims to report VAWG must address the fact that there is a cohort of survivors who are ultimately barred from reporting abuse. A 2023 report from the Domestic Abuse Commissioner found that all police forces in England and Wales share migrant survivors' data with Immigration Enforcement when they report. This data-sharing practice blocks victims from reporting to the police and other statutory services out of justified fears that they will be treated as offenders, facing potential criminalisation, detention and deportation from the UK.

Recognising that reporting to the police can often cause further harm to the victim, it is important that focus is not solely on improving reporting rates. We know that the criminal justice system is unequipped to deal with the scale of abuse. Instead a wider package of interventions to address and prevent harm is needed. This includes better funding for support services - a secure, multi-year funding settlement is desperately needed for VAWG organisations in London to ensure all forms of service provision for survivors can continue to be provided across all boroughs.

Prevention and response

5. How effective are TfL and the police in preventing and responding to hate crime and VAWG on London's public transport network.

EVAW is largely supportive of public communications campaigns to challenge harmful social attitudes and behaviours, including those led by the Mayor of London and British Transport Police (BTP). We welcomed the Mayor of London's bystander intervention campaigns including 'Have a Word' and 'Say Maaate to a Mate' which were effective in raising awareness and informing the public about the ways they can safely intervene in sexual harassment as bystanders, and call out misogynistic behaviour amongst their friends. Campaigns that promote bystander interventions are positive developments that move us away from responses that focus solely on instructing women and girls to report abuse to a criminal justice system that is not equipped to address the scale of VAWG.

EVAW does not support proposed solutions such as female-only carriages that do not address the root of the problem and instead ask women to self-segregate. Solutions that primarily place the onus on women to themselves safe is not the right approach as it places the responsibility for ending violence on the victims and not the perpetrators.

EVAW is also apprehensive about the use of some technologies such as facial recognition technology being justified under the guise of keeping women safe. Whilst recognising that such technology can be beneficial in identifying individual perpetrators, surveillance technology is disproportionately applied to Black and minoritised communities, who already face higher levels of policing. We are cautious about the growing tendency to default to advancements in technology as a way of tackling VAWG, without sufficient oversight or equalities analysis. It is important that the role of technological advances in the form of new apps, AI and tools is not overemphasised in place of investment in well-evidenced behaviour change campaigns, primary prevention measures, support services and public services. These are the most effective tools to tackle VAWG on London's public transport network, and they require adequate investment.

When considering action to address VAWG on public transport, there is a need to apply an equalities lens to consider the impact of interventions on different groups of survivors. For example, when considering increasing the presence of police on London's transport networks, we know that this carries the risk of minoritised women and girls being surveilled and criminalised disproportionately.

Similarly, it is important that any decisions about the operation of public transport are made in a way that considers the impact on different groups in society, and in this case specifically women and girls at disproportionate risk of VAWG, including transport staff. Things like the regularity of trains, tubes and buses are key in ensuring that women can move around easily and are less isolated in less connected areas, charging points at stations for women and girls can stay connected, and having clear communication and signposting at bus stops and stations to help communicate the values of a place and ensure women and girls are equipped with knowledge to enable them to move around more freely. Importantly, having sufficient staffing levels on London's transport network is also key to ensuring that women and girls feel safe on public transport. It is a real concern that large parts of London's transport network have no staff present some of the time and further cuts to staffing levels would be a regressive step in addressing VAWG. It is also important that these staff are sufficiently trained to identify, respond to and intervene in incidents of VAWG.

It is worth acknowledging that there are times when staffing levels of London's transport networks need to be adjusted and increased in response to events happening in London. For instance, when there are large-scale sporting or other similar events then there is an increased likelihood of large numbers of men travelling together under the influence of alcohol and drugs, which can cause women and girls, and other men, to feel less safe travelling on public transport. Similarly, considering the recent rise in far right protests taking place in London, there is a need for higher staffing levels at stations and on London's transport network to assist with Black and minoritised communities in general, and particularly women and girls, feeling less safe as a result of increased risk of being targeted or experiencing racial abuse.

6. What further action is needed from TfL, the police, or the Mayor to strengthen prevention, enforcement, and support to victims of hate crime and VAWG on London's public transport?

Any form of VAWG can result in feelings of isolation, trauma, hypervigilance, and shame. It is specialist services who are the ones who would most commonly offer the support needed for a victim-survivor to process their experience and engage with reporting. In order for these specialist VAWG services to continue to provide these essential services, far more investment is needed. This needs to be in the form of long-term sustainable grant funding instead of competitive tendering models that pit organisations against each other. We would also advocate for ring-fenced funding for specialist by-and-for services who are chronically underfunded and under-resourced.

Violence on London's transport network cannot be viewed in isolation, and instead need to be seen as part of a continuum of violence that women and girls experience. Therefore, the most successful interventions are those that focus on prevention, rather than responding once the harm is done.

Funding for preventative initiatives is a constant challenge, as highlighted in multiple reports that came out this year including the National Audit Office, which found that the previous government failed to invest in prevention in any meaningful way. When specialist VAWG organisations are underfunded, early intervention and prevention work including outreach and community engagement is often most at risk of being cut. When considering investment, it is important that the Mayor's Office focuses resources on tackling the root causes of violence, instead of focusing solely on policing and other criminal justice responses. This includes investing in multi-year public campaigns and high-quality relationships and sex education in schools.

Partnership working

7. How can collaboration between TfL, the police, local authorities, voluntary organisations, and London's communities be improved to make the transport network safer and more inclusive for all Londoners?

It is important that TfL, the police and local authorities have good relationships with local specialist VAWG organisations in order to be able to provide referrals, as well as receiving local intelligence on particular routes/ locations that are connected with a higher rate of VAWG offending. A more joined-up approach is needed to tackling VAWG in all public and private spaces, instead of considering incidents of abuse and violence on public transport in silo.

It is positive to see some evidence of a more joined up approach to policing and the use of data to identify patterns of offences, rather than seeing everything in silo, as was highlighted as a key finding from Operation Soteria and recommended in the Angiolini Inquiry. This needs to be embedded further to ensure a fully joined up approach.

London Assembly Police and Crime Committee investigation into hate crime and violence against women and girls on London's public transport

Written evidence from London TravelWatch

About London TravelWatch

London TravelWatch is the official independent transport watchdog set up to advocate for all people travelling in and around capital. We are sponsored and funded by the London Assembly, which is part of the Greater London Authority, and is independent from transport operators.

London TravelWatch promotes integrated transport policies and presses for better journeys for everyone, with higher standards of quality, performance and accessibility. We work directly with users, other transport user groups as well as transport operators, providers, regulators and local authorities. In turn, transport operators consult us on proposed changes to services or closures of lines or stations.

We cover all forms of Transport for London (TfL) services, National Rail services in and around London, and those who walk, wheel or cycle in the capital.

Over the past few years London TravelWatch has advocated for improvements to personal security on public transport. This submission draws from our research and advocacy work to better understand the experience of people travelling around London and priorities for change that would positively impact people's journeys.

Response to Police and Crime Committee questions

What are the most pressing issues your members or communities face in relation to hate crime or violence against women and girls on London's public transport network?

Personal security is an important issue for many people using London's transport network, whether they are walking on the street, travelling on the train or Tube, or using the bus. While on the surface most people say they feel safe on public transport (79%)¹, looking closer many people had had negative experience in past, including hate crime and violence against women and girls (VAWG).

Certain groups are more impacted than others - as with other areas of society, people experience the transport network differently. Some people are far more likely

¹ [Personal security on London's transport network: Recommendations for safer travel](#), 2022, London TravelWatch

to be victims of certain types of crime or unwanted behaviours, including hate crime and sexual harassment.

London TravelWatch's 2022 research [Personal Security on London's Transport Network](#)² found that women, people of colour and ethnic minorities, disabled people and those in the LGBTQ+ community were at a greater risk of victimisation from other people.

- 38% of disabled transport users have experienced a hate crime or harassment over the last 3 years
- Nearly one in four women had experienced unwanted sexual behaviour in the last 3 years
- 26% of Black, Asian and minoritised ethnic respondents had experienced hate crime and harassment (compared to 16% of White British respondents)
- Our follow-up research found that one in five LGBTQ+ respondents had experienced at least one form of victimisation on public transport in the last 12 months, and one in five had been subjected to hate crime while travelling in the same period³

Looking in more detail at what forms of victimisation people had faced on transport, our research found the most frequent incidents were shouting, name-calling or other aggressive behaviour (45% of respondents had experienced this), hate crime/harassment (21%), unwanted sexual behaviour (15%) and physical assault (10%).

TfL data shows that in the first six months of 2025 there were 1,268 hate crime offences and 907 sexual offences reported across TfL services, an 8.3% decrease and 3.2% increase respectively compared to the same time period the year before.⁴

Crime trends on TfL's transport network largely reflects that of London-wide crime. Looking nationally, Home Office statistics⁵ reflect that such incidents are far too numerous, with 137,550 hate crime offences recorded in England and Wales in 2024/25. Within this race-related hate crime remains by far the most prevalent, with 82,490 incidents recorded, followed by those related to sexual orientation (18,702) and disability (10,224). However, even where numbers are lower it is an evolving picture, for example with increases in hate crime based on religion.

However, these official statistics do not show the full picture. We know there is significant underreporting of such crimes. For example, while the Home Office statistics recorded 137,550 offences in 2024/25, the Crime Survey for England and

² [Personal security on London's transport network: Recommendations for safer travel](#), 2022, London TravelWatch

³ [Out in London: LGBTQ+ people's safety on London's Transport Network](#), 2023, London TravelWatch

⁴ [Transport crime and antisocial behaviour statistics](#), 2025, TfL – Safety and Security Panel

⁵ [Hate crime, England and Wales, year ending March 2025 - GOV.UK](#)

Wales (CSEW) 2023-25 showing an estimated 176,000 incidents of hate crime a year.

This underreporting obscures the true extent of hate crime and VAWG in the UK. We would like to see serious efforts to improve this data, to better understand the most pressing issues people are facing and in turn address these problems. This could include efforts to make sure organisations are working to a common standard to make data more comparable and robust, and better sharing and integration of data to help build a more holistic picture.

It is also important to consider and record cases in an intersectional way. People have multiple characteristics and can be a victim of multiple hate crimes at the same time. It is important to recognise and record this – for example a disabled Muslim women may be subject to a hate crime because she is disabled and because of her religion.

What impact are these incidents having on perceptions of safety, fear of crime and people's confidence to travel?

Incidents of hate crime, VAWG and sexual harassment, alongside the fear of them, can have a significant impact on people when travelling, and in turn on their wider lives - being able to travel is vital to so many parts of life. This can result in people changing their behaviour, travelling in different ways, or even stopping travelling completely.

Of those who felt unsafe when travelling in London, when asked what they have done in response in the past five years 71% had stopped travelling at certain times of day.⁶ Women were more likely to have stopped travelling at certain times due to safety concerns, with nearly half (48%) saying this (compared to 23%).

Even more concerningly 26% of people who felt unsafe had stopped using public transport entirely due to personal safety concerns. Disabled people are particularly impacted in this way, and are more likely to have stopped using a mode of transport altogether (24% compared to 9% of non-disabled people).

Other measures people who felt unsafe had taken include taking personal precautions like carrying alarms (39%), using a private vehicle more (36%) or using other modes like taxis and private hire vehicles (31%). Younger women in particular actively avoid the Night Tube or other late-night public transport and opt for a taxi instead, but those who work irregular hours, shifts or night-workers on low-incomes are less likely to have a choice about whether they travel at night on public transport or not.

Again, particular demographics will be more impacted than others. For example, 82% of LGBTQ+ people we spoke to said they sometimes, often or always modify

⁶ [Personal security on London's transport network: Recommendations for safer travel](#), 2022, London TravelWatch

their travelling behaviour out of concern for their safety. This is even higher for trans respondents (91%) and cis LB+ women (92%).

This can have a serious impact on people's wider lives, for example limiting their activities. Research from the Young Women's Trust found that 16% of young women had been unable to apply for a job, turned down a job or left a job because the journey to and from work wasn't safe. This was even more common for young women with a disability or long-term health condition (24%).⁷

It can also have serious impact on people's wellbeing, causing stress and anxiety. For example, 43% of LGBTQ+ people we spoke to said they often feel uneasy or "on edge" when using public transport.⁸

What are the main barriers that prevent victims from reporting hate crime or VAWG on London's public transport?

We know there are barriers which lead to under-reporting of hate crime and VAWG. This makes it harder to bring perpetrators of crime to justice and give victims the help and support they need. On a wider scale the lack of reporting data hinders the ability of transport authorities to build intelligence, generate profiles of repeat offenders and identify areas of particular concern, making it more difficult to address the problem across the network.

There are a variety of barriers that prevent victims from reporting hate crime or VAWG on London's public transport. 55% of people we spoke to feel it is neither safe nor straightforward to report a crime on public transport.⁹ It will require a comprehensive approach to tackle these barriers.

Our 2022 research found that the top reasons people thought it difficult to report a crime on public transport were:

- The possibility of putting themselves at risk (49%)
- The possibility that the report might not be taken seriously (39%) or they didn't think anyone would be able to do anything about it (35%)
- Not knowing how to make a report (27%) or not knowing who to call in the event of a crime or unsafe incident (26%)

Just 9% of respondents said that they would feel comfortable reporting the incident.

Underlying many of the issues with reporting is the lack of trust and faith people have in the system due to wider societal issues. Past negative personal experiences with policing authorities and high-profile cases of police misconduct can lead to a negative perception of the police.

⁷ [Picking up the pieces research report](#), Young Women's Trust, 2020

⁸ [Out in London](#), London TravelWatch 2023

⁹ [Personal security on London's transport network: Recommendations for safer travel](#), 2022, London TravelWatch

This is of particular concern for certain groups and demographics, such as people of colour and LGBTQ+ people - for example due to historic issues including over-policing and fear of targeting based on factors such as race.

How could reporting mechanisms or support services be improved to increase trust and confidence among victims that their reports will be taken seriously and lead to action?

Given the concerns around the reporting process, it is important serious efforts are made to improve these mechanisms, encouraging reporting and making the experiences of people taking these routes better. We would like to see a cohesive approach taken across industry to look in depth at what is needed to improve the process, in close collaboration with organisations and people who use these services. Our previous work has highlighted some areas in particular that should be considered.

Improve awareness of reporting and its impact

On a basic level, it is important more is done to raise awareness of how to report an incident, and what you can report – people don't always report incidents as they don't know it qualifies as a hate crime or harassment. More also needs to be done to communicate the value of reporting – many transport users do not think it is worthwhile to report incidents and crimes, for example if they think no action will be taken as a result of the report.

This could be done through a comprehensive communications campaign, ideally in a joined-up approach across industry to make sure people are getting clear and consistent information.

Make the reporting process easier

It is also vital that people who need to report an incident can do so easily. Hate crime and VAWG can have a serious impact on people and take an emotional toll, and any reporting process shouldn't make this worse.

Additionally, we know some passengers have reporting fatigue. For example, many disabled people have to report problems frequently, not just issues of personal security but also in relation to inaccessible services or failure to receive assistance when needed, and are often let down. Making it easier to report along with delivering a better service is key.

One way this could be done is through better use of technology. This can help make reporting easier and simpler, yet people we spoke to felt that while technology on the transport network has visibly improved, technology intended to keep people safe has not kept up with these other developments. We would like to see industry explore and implement ways to harness new technology to make it easier to report concerns or crimes, for example integrating reporting functions into new or existing apps. This

should be done alongside maintaining and improving non-digital options for those who are digitally excluded or disadvantaged.

There is also likely scope to simplify the process for people reporting an incident. At present the system is quite fragmented. For instance, who the issue should be reported to can depend on what type of transport someone is using – the bus is in the remit of the Met, while tube and train is covered by the British Transport Police - which can cause confusion. While there may be reasons for complexity behind the scenes, it is important that for people who want to report a crime there is a simple and easy-to-understand process, or “front door”, to reporting.

Improving trust in the system and authorities

As discussed previously, underlying many of the issues with reporting is the lack of trust and faith people have in policing authorities. This can create scepticism and fear of reporting. While these issues need to be addressed systemically across society as a whole, there is work that can be done to rebuild the trust needed to convince London transport users it is worth reporting crimes and incidents and that they will be taken seriously.

For example, we would like to see policing authorities doing more work with communities and trusted third-party schemes, such as [CATCH](#), to make sure people reporting crimes get support as needed. Additionally, visible progress addressing prejudices within their own organisations, for example the Met implementing recommendations from the Casey Review, could go some way to rebuilding trust.

Providing support throughout the process

Being a victim of hate crime and VAWG can have a serious impact on people, and it is vital that they get support before, during and after the reporting process should they want it - and indeed even if they decide not to report the incident to authorities. This should be easy to access with as few barriers to support as possible. From providing advice and guidance on the options available (including reporting) to signposting to other support and services that might be need (such as counselling) this is a vital step in the process.

Ideally, we would like to see industry work closely with specialist and community groups, run by and for the communities they work with, to make sure the people most impacted by these crimes get the support they need in a way that works for them. This could include co-designing policies to improve safety and reporting, improving referral pathways between organisations, and providing funding for organisations and charities to continue offering support to victims.

What further action is needed from TfL, the police, or the Mayor to strengthen prevention, enforcement, and support to victims of hate crime and VAWG on London’s public transport?

Hate crime and VAWG are not simple issues and will require a wide range of concerted actions to make real progress in reducing them, whether through prevention, enforcement and support to victims.

It is therefore crucial there is an overall strategy to tackle hate crime and VAWG on public transport, bringing in key players from across industry. Ideally this would also be joined up with other regions in the country – by the very nature of transport perpetrators of crimes while travelling can easily move between areas. This strategy should also include KPIs to better evaluate progress and add accountability.

Within this we would like to see several measures, including:

- Creating a safer built environment for people travelling. This includes through street and station lighting, accessible wi-fi so people can contact help if needed and open areas with good visibility. The network should also be well maintained to build confidence in the system and make people feel more comfortable.
- Improvements to CCTV. There should be widespread coverage of CCTV, and it is important it is good quality and retained for a sufficient period of time. We have seen instances of people who have been a victim of a hate crime or VAWG where enforcement action has been hindered or prevented completely due to low quality footage or footage not being secured before it is deleted due to short retention times.
- Having a visible staff presence at stations and on services to support people before, during and after their journey. This should include a strategic approach, for example identifying problem areas for more staffing and avoiding solo staffing in these locations. Staff should also be well trained to understand these crimes and what they should do if they occur, with a particular focus on supporting victims in a sensitive and appropriate way.
- Maintaining the frequency of services and ensuring they are reliable, particularly at night, to help make sure people are not stuck in unsafe or potentially dangerous situations.
- Collaboration between the transport industry and trusted third-party organisations and community groups, who can help provide support to people who have been a victim of VAWG and/or hate crime. These groups can also provide insight into the experience of people with lived experience, and should be meaningfully engaged with throughout work to reduce hate crime and VAWG – including in the creation of any overarching strategy.
- Providing more and better tools, messaging and guidance to help people be active bystanders where safe to do so. Our research found that there was a willingness among people to help when they saw an incident taking place, but they often don't know how to. We would like to see industry build on existing campaigns to encourage active bystander behaviour, providing a clear and consistent playbook people can use when travelling.

- As discussed previously steps to improve the reporting journey and build trust in policing authorities.

How can collaboration between TfL, the police, local authorities, voluntary organisations, and London's communities be improved to make the transport network safer and more inclusive for all Londoners?

As discussed previously, there are many key players in the personal security landscape working to stop hate crime and VAWG. It is important for these organisations to collaborate where possible to create a safer and more inclusive travelling environment for all Londoners. Amongst other things this can avoid duplication, lead to more effective use of resources and create a simpler and better experience for passengers (for example ensuring messaging and signposting is consistent).

To improve this collaboration, it is important all groups are meaningfully engaged with, and most importantly the experiences of the people who are victims of these crimes, or may be victims, are put at the heart of the work.

Call for Evidence - London Assembly Police & Crime Committee: Investigation into VAWG on public transport

Understanding the issue

1. What are the most pressing issues your members or communities face in relation to hate crime or violence against women and girls on London's public transport network?

The right to travel safely is essential to our everyday lives. Suzy Lamplugh Trust has authored numerous reports on the concerning prevalence of violence and unwanted behaviour on public transport across the UK. Please note the figures presented below in this document represent the prevalence of harm and violence on public transport across England and Wales, including London.

A [survey](#) conducted by Suzy Lamplugh Trust in 2021 shows a shocking 88% of respondents experienced some form of unwanted behaviour on public transport in the past 5 years despite reduced footfall during the pandemic, with the most common behaviours being staring, intimidatingly sitting or standing right by someone, verbal abuse, pressing, refusing to cease unwanted communication or following. Although unwanted behaviours affected all demographics in their lifetimes, women were more affected than male respondents (97% and 86% respectively) overall. Women were also more likely to experience sexual assault and rape on public transport in the past 5 years in comparison to male respondents, as well as most behaviours which could be interpreted as sexual harassment or assault. Men meanwhile were more likely to experience behaviours amounting to physical assault.

The proportion of respondents who had experienced unwanted behaviours in the past 5 years was also higher among LGBTQ+ respondents (94%) and Black and ethnic minority groups (92% and 88% respectively). It should be noted that hate speech was more commonly experienced among Black and ethnic minority respondents, with 50% having experienced hate speech on public transport in the last 5 years.

Notably, taxis and PHVs form part of a larger ecosystem of public transport being used every day across the UK. Although the number of drivers posing such a risk to victims are in the minority, [TFL's report](#) on driver offences shows that there was a total of 204 taxi and PHV journey-related sexual offences recorded for 2023.

In addition, a [Freedom of Information request \(FOI\) by Suzy Lamplugh Trust](#) to licensing authorities in England and Wales showed that drivers with convictions, including for violent crimes such as assault, battery and harassment, were still being licensed despite licensing authorities knowing about the offences. Additionally, a survey in collaboration with YouGov underlined that these concerns were widely shared, with other 30% of respondents reporting feeling unsafe during a taxi or PHV journey.

2. What impact are these incidents having on perceptions of safety, fear of crime and people's confidence to travel?

These impacts can negatively affect victims' mobility, well-being and overall quality of life. For example, [Suzy Lamplugh Trust conducted a YouGov survey supported by Peoplesafe in September 2022](#) to gather information of the experiences of employees that work in the night-

time economy. Many of the respondents who had experienced harassment at or on their way to working in the night-time economy expressed fears relating to their journey home at night. One said that from now on they “Only drive home, not on public transport or walking”, and another said that they would always “drive instead of walking” as a result of the harassment they face. Notably, employees travelling to and from work within the night-time economy may be more vulnerable to harassment than those working during the daytime due to decreased services leading to longer and more isolated routes home.

Reporting and victim support

3. What are the main barriers that prevent victims from reporting hate crime or VAWG on London’s public transport?

Our [survey](#) found that only 14% of respondents had reported unwanted behaviour to the police. When asked why they had not reported, the majority of respondents indicated that they did not feel it was worth the time and emotional stress (36%) or that they did not feel the report would be taken seriously (34%). A further 12% explained that they did not know they could report, while 9% said they did not know how.

Even when respondents were able to report the unwanted behaviours to the police, they said that no action was taken in the vast majority of cases (68%) and of the latter only 6% were offered further support, including signposting to specialist services. Only 1% of respondents who had ever experienced unwanted behaviours indicated that the perpetrator/s had been convicted. These findings reflect a lack of faith in the criminal justice system amongst victims and the overall failure of the system to adequately address these behaviours.

4. How could reporting mechanisms or support services be improved to increase trust and confidence among victims that their reports will be taken seriously and lead to action?

It is crucial that transport officers, police and prosecutors do not blame victims and take all reports seriously when responding to incidents. They should signpost all victims who report unwanted behaviour on public transport to appropriate support services, irrespective of the outcome of the report. In this regard, continuous and regular training of TFL officers and the Police is essential to ensure they fully understand and are able to respond to the complexities of crimes as well as recognise risks and provide appropriate interventions to victims through gender-responsive and trauma-informed approach.

Moreover, it is imperative to raise awareness and ensure information is easily available to victims of violence, abuse and harassment on public transport to help them connect, report and access appropriate support more easily. We also encourage secure anonymous reporting mechanisms where victims and individuals can report an incident or raise a concern more discreetly, without going through formal channels.

Finally, there is a need to expand and improve the quality and reliability of CCTVs, street lighting and other security measures across all forms of transportation, including taxis and PHVs, to ensure real-time monitoring, longer retention of footage and easy access for police investigations to secure convictions.

Prevention and response

5. How effective are TfL and the police in preventing and responding to hate crime and VAWG on London's public transport network?

Please see outlined responses in question 3 and 4 with regards to addressing and responding to hate crime and VAWG on public transport.

6. What further action is needed from TfL, the police, or the Mayor to strengthen prevention, enforcement, and support to victims of hate crime and VAWG on London's public transport?

In addition to the aforementioned (please see response outlined to question 4), more investment is needed by the government and transport providers to ensure services provide regular and safe routes such as 24-hour transport systems and mobile connectivity on the move.

Furthermore, it is important to deliver targeted initiatives and campaigns that encourage bystanders to report incidents of hate crime and VAWG. In April 2022, Suzy Lamplugh Trust started delivering [Stand Up Against Harassment training](#), which is designed to empower people to be active bystanders when they see harassment taking place, without putting their own personal safety at risk. We encourage everyone, including all TFL staff and the Police to complete our free 30-minute active bystander training.

Finally, we look forward to forward to national minimum standards for taxi and PHV drivers being introduced in consultation with independent experts at the earliest possible opportunity to protect passengers from the minority of drivers who wish to do harm to them.

Partnership working

7. How can collaboration between TfL, the police, local authorities, voluntary organisations, and London's communities be improved to make the transport network safer and more inclusive for all Londoners?

We recommend the Mayor's Transport Task Force on Hate Crime and Ending Violence against Women and Girls to strengthen collection and sharing of disaggregated data within the sector to better understand the prevalence and impact of hate crimes and VAWG on London Public Transport, including early warning risks, demographic of victims and perpetrators, behavioural analysis, broader patterns and trends as well as accounts of underreporting and convictions, to inform a mitigation strategy to minimise harmful behaviours.



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Transport for London
Compliance, Policing,
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16 December 2025

Dear Marina,

I would like to thank you for inviting us to speak at the London Assembly Police and Crime Committee on hate crime and violence against women and girls (VAWG) on public transport.

Hate crime and VAWG remain a serious issue and a concern for many customers. These incidents can have a disproportionate and debilitating impact on those who experience them and can impact on their confidence to travel.

We have a dedicated campaign in place to tackle hate crime and VAWG on our transport network, which I will outline in response to your queries below.

Data, reporting and victim support

Any survey data or research collected by TfL on passenger perceptions of safety, particularly among women and marginalised communities.

We know that both hate crime and VAWG is significantly underreported to the Police, largely due to distrust in the justice system and policing, so the data Transport for London (TfL) and its police partners hold does not provide a full picture of the extent of these crimes.

Hate crime victims in particular are more likely to report to organisations they associate with or who are part of their community, meaning police-recorded data fails to capture the full extent of offending.

To address these gaps and build a clearer picture of both hate crime and VAWG and perceptions of safety on our network, we are taking a range of actions, including:

- Regular engagement with affected communities' stakeholders, including third-party reporting centres such as TellMAMA and CST, to gather richer insights beyond policing data.
- Commissioning research and using partner studies to understand victim experiences and perceptions of safety.
- Conducting safety audits to inform the design of public spaces for women, girls, and gender-diverse people.
- The launch of our Hate Crime and VAWG Transport taskforce to develop a programme of activity that aims to tackle hate crime and VAWG, including solutions to improve reporting.

We recently concluded an in-depth independent research study to understand the current experiences of women and girls travelling on London's public transport system and how this impacts their confidence to travel. The research, which involved a diverse sample of 3,000 women, girls, and parents of girls, is being used to inform, and help to prioritise interventions as part of our EVAWG programme.

The research showed that women and girls feel safe travelling most of the time. However, concerns about unwanted sexual behaviour, and experience of this behaviour, on journeys involving public transport in London is high.

The research will be used to inform, and help to prioritise, interventions in our EVAWG programme. It also provides a further evidence base for partners who share a responsibility for the safety and security of women and girls in public places.

We are committed to transparency and understand how important sharing our research and data is in tackling hate crime and VAWG. We will share this research with the Committee as soon as the report is finalised. The report will also be published on our website as soon as possible.

What work TfL undertakes to prevent and respond to hate crime and VAWG, including work with the police and other agencies?

We have a strong foundation of safety and security measures in place to keep customers safe while travelling on our network. This includes significant investment in additional policing for London's roads and public transport, hundreds of enforcement officers, an extensive CCTV network and body-worn cameras, joint TfL/police control rooms operating 24/7 to prevent and manage incidents, award winning marketing and communications campaigns and evidence-based education and behaviour change initiatives. We train all TfL

frontline staff to recognise and respond to sexual harassment and incidents of hate crime and other forms of victimisation.

We work in partnership with the British Transport Police (BTP) and the Metropolitan Police Service (MPS). We fund their activity and use data and insights from our colleagues, our customers and stakeholders to set their priorities and oversee their performance. We commit TfL resources to support police in their investigations and bring offenders to justice, including facilitating requests for CCTV, video from body-worn cameras and ticketing data to identify suspects or suspicious travel patterns.

We work with the MPS and BTP to plan resources and deployments to stations, hubs and on services in co-ordination with our own operational capability, and use awareness events such as National Hate Crime Awareness Week to engage with customers and the wider community with the messaging that hate crime and VAWG is not tolerated on our network, with the resources available to provide support. We recognise that certain events and protests in the capital can be unsettling for protected communities and our frontline teams, so develop enhanced plans and patrols to ensure everyone feels welcome on public transport and can travel feeling safe.

We receive anonymised data from the MPS to help us monitor and analyse hate crime changes and to develop our ongoing strategy as part of our data sharing agreement with them.

In addition, we provide valuable support to the police to prevent, investigate and detect crime, safeguard the most vulnerable and assist in catching and convicting offenders, and managing offenders in the community.

We are also working with the Rail Delivery Group, Department for Transport and BTP on a national VAWG strategy and partnership performance framework for the rail industry. This will commit industry partners to several key priorities and actions to tackle VAWG and measure our delivery against these.

TfL, MPS and BTP have been working closely together for a number of years to ensure that the transport network remains a low crime environment that feels safe and secure for customers and staff.

How TfL encourages reporting of VAWG and hate crime?

Feedback from our customers and stakeholders shows that reporting of hate crime and VAWG is still a challenge.

In response, we have overhauled the safety and security reporting functionality on our [website](#) to make it easier for customers to report incidents. This will improve how reports are logged, responded to, and analysed.

On 25 November, we launched our revamped online safety and security reporting tool, and added a link on the TfL Go app.

When reporting an issue, customers will now be asked three questions to identify the urgency, category, and location of the concern or incident.

The three questions are:

- Is it an emergency?
- What type of incident is it?
- On which travel mode did it occur?

Customers will then be directed to the right place to report. For crimes on our network, they'll be directed to the relevant police force, and also have the option to tell us what occurred. Depending on the type of report, customers may be directed to one of two new TfL forms: a 'safety' form for safety-related concerns, or a 'security and safeguarding' form for crime, antisocial behaviour, or concerns about vulnerable people.

A new dedicated team within our contact centre will pick up and handle all safety and security related customer contacts. This team has been undertaking bespoke training to prepare for this.

Each case will have a unique reference, making it easier for us to track progress and identify trends across different categories. Reporting will provide detailed analytics, allowing us to identify risks and trends that we can act on to improve safety and security more effectively. In addition, any incomplete or delayed cases will be automatically flagged.

What processes TfL has in place to support victims of hate crime and VAWG?

As part of our efforts to tackle hate crime and sexual offences across our public transport networks, it is essential that we equip our staff with the knowledge,

skills and confidence to support customers who may have experienced or witnessed this behaviour when travelling.

The planned rollout of our zero tolerance to sexual harassment training for our directly employed frontline customer facing staff and enforcement officers is now complete, with over 6,000 colleagues trained to help them respond to reports, support customers and each other and challenge behaviour.

Victims or witnesses of a crime should be able to access help and support immediately. Our staff are trained to help customers and report incidents to the police.

We have almost completed a programme to upgrade Passenger Help Points at London Underground stations. As part of this upgrade, in the rare event that emergency calls go unanswered – typically because station staff are already responding to an incident – calls will be automatically rerouted to our Rail Control Centre to ensure customers receive timely assistance.

We have introduced signage across our public transport network – on vehicles and in stations – and use onboard and station announcements to inform customers how to seek assistance.

We also have an extensive CCTV network, which includes all stations on the London Underground, complementing the staff and enforcement activity already in place.

Internally, we promote staff guidance on reporting and how to obtain support if they are a victim of a hate crime during key periods of the year, including Hate Crime Awareness Week (October), Islamophobia Awareness Month (November), and International Bystander Awareness Day (March).

In addition, on 25 November White Ribbon Day marked the start of 16 days of activism to end violence against women and girls. We supported this with marketing partnerships, staff pledges and visible awareness initiatives, building on four years of White Ribbon UK accreditation.

Staff training

Details of training and guidance provided to frontline TfL staff on recognising, responding to, and recording hate crime or VAWG.

We have a comprehensive programme of staff training and guidance to recognise and respond to hate crime and VAWG.

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 go through a comprehensive eight-week training programme, which covers hate crime.

We are also developing a new combined safeguarding course for frontline staff, which will cover VAWG, hate crime, mental health, rough sleeping, suicide prevention, and intoxication.

Our customer service training emphasises creating a warm, welcoming environment and treating all customers with dignity. This training includes a diversity inclusion module and is mandatory for all new starters.

We are also currently rolling out our enhanced Equality, Diversity and Inclusion training for bus drivers, which is expected to be complete by April 2026.

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. It was updated in December 2024 to include further information due to the increase in religious based hate crime.

In addition to training, our expectations are set out clearly in the Code of Conduct, which requires all employees to treat colleagues, customers and partners with respect and dignity at all times. This is reinforced through our customer service principles and wider internal guidance.

We also promote staff guidance on reporting hate crime and support during key periods of the year, including Hate Crime Awareness Week (October), Islamophobia Awareness Month (November), and International Bystander Awareness Day (March).

Campaigns and partnerships

Details of the establishment and work of the Mayor's Transport Hate Crime and VAWG Taskforce, including membership, terms of reference,

key priorities and planned outcomes.

Our new transport taskforce focussed on hate crime and VAWG, chaired by the Deputy Mayor for Transport, met for the first time on 6 October 2025.

The taskforce brings together train and bus operators, policing partners and stakeholders with professional expertise and lived experience, to tackle hate crime, sexual offences and sexual harassment on public transport, reduce fear of crime and improve confidence to travel.

Invitations were issued by the Deputy Mayor for Transport, with membership by invitation only. The selection process prioritised organisations that could offer subject matter expertise, community representation, and a commitment to improving safety and confidence across the transport network.

The role of the taskforce is to represent and amplify communities' voices and increase understanding of the experiences, challenges and barriers faced by women and girls and groups impacted by hate crime.

The taskforce will provide constructive challenge of existing measures and activities to identify and address any gaps or areas that need strengthening. It will make recommendations on measures to reduce hate crime and VAWG, and support the development of business cases, incorporating evidence of benefits for women and girls and communities impacted by hate crime.

It will benchmark and share best practice and learning from what has been proven to work in other cities, identify opportunities and co-create solutions to improve current processes and activity, such as reporting and communications and evaluate their effectiveness.

The taskforce is an invaluable resource for us in creating a safer, more inclusive transport network where all passengers, especially women and people from marginalised communities, feel confident when travelling. We are eager to use the expertise of other stakeholders and learn from the work we will do with the taskforce.

See attached for a list of members and the terms of reference.

Details of how TfL monitors and evaluates the effectiveness of its safety campaigns and staff training.

We have a comprehensive evaluation tool to measure customers' responses to our campaigns, and their likelihood to report crime, safely intervene and

whether they agree we are taking action against crime based on our advertising.

The results show trends on whether our campaigns are effectively resonating with Londoners, and if they are likely to change their behaviour as an outcome.

Currently, we are on track to achieve long term targets in customers agreeing we are working to reduce crime, improving customer reporting and having all the information they need to safely intervene.

We use good practice methodology, such as the Kirkpatrick method, a recognised evaluation model for learning and development interventions, and set key performance indicators to ensure training is reaching its goals and having the desired effect. Training monitoring is ongoing and reviewed periodically.

All operational staff are subject to a series of in person observations in the workplace and classroom-based re-assessment over a two-year cycle.

Details of the impact of specific hate crime and VAWG safety and awareness raising campaigns.

On 13 October 2025, we launched the new Active Bystander campaign in cinemas and on ITVX to encourage people to support those who experience hate crime and other forms of abuse, including VAWG, on the London transport network.

We learnt from previous hate crime incidents that victims can feel isolated with no support. We know that customers want to help when they see something happening but may not know how to intervene safely. The recent 'Act Like a Friend' campaign gives practical options for helping someone experiencing hate crime or harassment, like intervening with a simple question to defuse a situation.

Since launching our campaign in October, we have seen positive results. Based on our latest campaign tracker in November 2025, results show:

- 58% of Londoners recognise our crime advertising (a strong increase from 38% in Feb 25)
- 59% of Londoners agree TfL is working to reduce crime (stable since Feb 25)
- 60% of all Londoners strongly agreed they would report sexual offences and harassment if it happened to themselves and 57% strongly agreed they would report if it happened to someone else (both metrics increasing notably from Feb 2025 - 55% and 48% respectively)

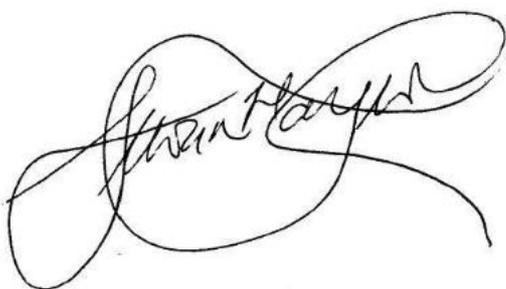
- 54% of all Londoners strongly agreed they would report hate crime if it happened to themselves and 47% strongly agreed they would report if it happened to someone else (both results increasing slightly from Feb 2025 - 52% and 45% respectively)
- 40% of customers would intervene if they saw someone being subjected to hate crime, and 45% would intervene in incidents of sexual offences and harassment (increasing from Feb 2025 - 36% and 42% respectively)
- 18% have reported or intervened in an incident of sexual harassment or hate crime on the PT network as a result of seeing ads (increasing from 16% in Feb 2025)

The February 2025 figures pre-date the campaign launch, and the November figures are post-launch. Early results show a positive shift in likelihood to intervene and report, alongside campaign recognition, however we will continue to monitor the effectiveness of our crime and active bystander advertising.

As it stands, we are on track to achieve long term targets in customers agreeing TfL is working to reduce crime, improving customer reporting and having all the information they need to safely intervene.

I hope this information has outlined our commitment to tackling hate crime and VAWG on our transport network.

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



Marina Ahmad AM
Chair of Police and Crime Committee
City Hall
Kamal Chunchie Way
London
E16 1ZE

Transport for London
Security, Policing and
Enforcement

Palestra
197 Blackfriars Road
London
SE1 8NJ

10 February 2026

Dear Marina

HATE CRIME AND VIOLENCE AGAINST WOMEN AND GIRLS ON PUBLIC TRANSPORT

Thank you for inviting us to speak at the London Assembly Police and Crime Committee session focussed on hate crime and violence against women and girls (VAWG) on public transport in December 2025.

We are committed to tackling hate crime and VAWG on our transport network and appreciated the opportunity to discuss and demonstrate our work to the Committee.

I am writing to provide the additional information you requested regarding Project Guardian (PG) sessions and the expansion of the bus shelter CCTV trial.

1. Further information on the proposed future evaluation of Project Guardian school sessions and confirm the number of Year 9 students who had taken part in the sessions.

Project Guardian school sessions remain a vital part of our work to tackle sexual offending and harassment on public transport. They help raise awareness, reassure young people that we take these issues extremely seriously, explain what we are doing to address them, and build confidence in reporting. The London Transport Museum (LTM)'s Safety and Citizenship team, supported by the Metropolitan Police Service (MPS) and British Transport Police (BTP) reach around 30,000 students in London every year through the sessions, which are delivered to Year nine students. They have built on the excellent feedback from schools

and students, facilitating focus groups for teachers at schools who have benefitted from the sessions.

In December 2025, TfL and the LTM commissioned an evaluation drawing on previous feedback and reviewing existing teacher and student responses to identify priority themes. The evaluation incorporates a parent/guardian survey to explore perceptions of Project Guardian and children's experiences on the network, alongside in-person focus groups with around 100 students from a diverse range of schools and backgrounds, including differing local contexts.

The evaluation will examine students' responses to the sessions, including the extent to which they increase students' likelihood of reporting sexual offences and harassment, confidence in TfL and police responses, willingness to act as active bystanders, and empathy for victims. All activity will be conducted in accordance with established safeguarding and data-protection requirements.

We will analyse the findings using mixed-method approaches and incorporate the insight into future programme development. We would be very happy to share details of the evaluation with the Committee once published.

2. Update on any plans to expand the bus shelter CCTV pilot.

In 2024, we installed CCTV in 20 bus shelters across London as part of a trial with the MPS to make journeys safer and improve the confidence of women and girls when travelling. The first phase of the trial tested the technology which had been specially designed and fitted for London bus shelters. While there were very few offences of crime or antisocial behaviour at the bus shelters during the first phase, we know that the CCTV helped to improve confidence. Initial results showed that 80 per cent of 1,000 women surveyed said the CCTV made them feel safer and 73 per cent said they would be more likely to travel by bus as a result of its existence.

We are expanding the trial to other areas with higher levels of street crime, to enhance safety and enable us to assess the impact of CCTV on both transport-related incidents and broader criminal activity. The expansion has been integrated into a 12-month trial on new bus shelter designs at 27 locations across London. Across the sites, two different

designs and four different configurations of features will be used to test the new approach, ensuring a broad range of criteria can be assessed throughout. Upgrades will include a range of enhanced features - including lighting and seating, with CCTV specifically installed at ten of these locations in the boroughs of Barking & Dagenham, Brent, Camden, Croydon, Havering, Westminster and Southwark.

The new shelter design trial began in late January 2026 and will run for 12 months. The locations were selected based on the condition of the existing shelters, the number of customers using each bus stop, as well as crime data and safety and security concerns.

Throughout the trial we will consider customer and stakeholder feedback as well as work with the MPS to assess the usefulness of the shelter CCTV for crime prevention and investigation purposes. We are happy to share details of the findings of the trial with the Committee in 2027.

I hope this additional information is useful and demonstrates our commitment to tackling hate crime and VAWG on public transport.

Yours sincerely

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

Siwan Hayward OBE

Transport VAWG and Hate Crime Taskforce - Terms of Reference

Context

Hate crime and violence against women and girls (VAWG), whether that be actual experience, fear or general mental load – remains a serious issue and a concern for many customers. These incidents can have a disproportionate and debilitating impact on those who experience them and can impact on their confidence to travel and their travel choices. Furthermore, the intersectionality of protected characteristics can increase the potential for harm and vulnerability and fear for some communities.

To address this the Mayor committed to set up a taskforce to work with TfL, train and bus operators and the police to tackle hate crime and women's safety on public transport - bringing together stakeholders with professional expertise and lived experience to ensure current and future programme of activities and sustainable interventions are well-informed and supported by communities impacted.

Purpose and scope

The objectives of the Transport Hate Crime and VAWG Taskforce are to work with TfL, train and bus operators and the police to reduce hate crime, sexual offences, and sexual harassment on public transport, reduce fear of crime and improve confidence to travel.

It will do this by providing advice, assistance and recommendations to TfL, train and bus operators and the police to support the development of a programme of sustainable interventions for TfL, train and bus operators and police to tackle these issues.

Role of Transport Hate Crime and VAWG Taskforce

- Represent and amplify the voice of communities and provide insight to increase understanding of the experiences, challenges and barriers faced by women and girls and groups impacted by hate crime, sexual offences and sexual harassment on the transport network. This includes representing the views of the wider TfL stakeholder forum on personal security issues.
- Provide expert advice on hate crime and VAWG issues and interventions being considered by TfL and partners
- Provide constructive challenge of existing measures and activities being considered to identify and address any gaps or areas that need strengthening
- Make recommendations on measures to reduce hate crime and VAWG
- Support the development of any business cases, incorporating evidence of benefits for women and girls and communities impacted by hate crime
- Benchmark and share best practice and learning from what has been proven to work in other cities
- Identify opportunities and co-create solutions that drive improvements to current processes and activity, such as reporting and communications and evaluate the effectiveness of those interventions.

Output

The Hate Crime and VAWG Taskforce will work with TfL, train and bus operators, and police officials, to develop a programme of activity that aims to reduce the experience of hate crime, sexual offences and sexual harassment, fear of crime and improve confidence to travel. The programme will be put to relevant decision-makers at TfL and the partner organisations for its consideration. Any new actions recommended by the taskforce programme for TfL are currently unbudgeted.

Role of individual members

- Provide subject matter expertise, evidence, knowledge, experience and best practice
- Share ideas and insight held by the organisation they represent
- Be a conduit for information exchange and advocacy between TfL, the Taskforce, their organisation and wider networks and communities
- Demonstrate a genuine interest in the development of the programme of activity and interventions
- Attend meetings and be an active participant of the Taskforce

Schedule

The taskforce will meet every three months over the period of one year: 6th October 2025, 22nd January 2026, April 2026, July 2026, October 2026.

Structure

- A series of five thematic meetings covering evidence and insight; behaviour change; experience of reporting and policing, staff training and future communications.
- Agenda provided in advance, along with pre-reading material where appropriate
- 2/2.5 hours long
- Additional meetings and/or working groups may be established to take forward opportunities identified

Recording and reporting

- TfL to capture meeting summary and actions
- TfL to email meeting summary and actions to members and partners within one week of meeting
- Member's responsibility to share the summary with their organisations and wider network, where appropriate

Governance and decision-making

- The Taskforce will be chaired by the Deputy Mayor for Transport.
- TfL's Directorate of Compliance, Policing, Operations and Security (CPOS) will report on progress and share meeting summaries with relevant groups including Customer & Operations ExCo sub-group, and ExCo as a whole. Progress updates will also be

provided to TfL Board's Safety and Security Panel and therefore available publicly on the TfL website.

- Decisions in relation to the proposed programme of activity are subject to TfL governance and decision-making processes and relevant partner's governance and decision-making processes. These bodies will be responsible for decision-making and oversight of any new programme budget to deliver recommendations relating to their respective organisations.

Membership (and conditions of)

- Membership by invitation only for one representative of each Partner and Stakeholder member – not open to general membership or a formal application process.
- Members take part as representatives of an organisation or group and the organisation or group receives a payment for involvement for attending the meetings.
- The stakeholder fee for all members attending each meeting is [REDACTED] per stakeholder member and will be paid to the stakeholder organisation.
- TfL will pay your organisation or group a fee of [REDACTED] plus VAT per meeting (and may be revised by TfL at its discretion from time to time) for your performance of the duties of your appointment as detailed in the Terms of Appointment below.
- You or your organisation will invoice TfL monthly in arrears for actual days worked. TfL will pay the fee monthly in arrears.
- If TfL or GLA would like to engage Taskforce members for ad-hoc or follow-up engagement specific to Taskforce business, additional remuneration to the stakeholder organisations would be required from TfL or GLA which would be between [REDACTED] to determined at TfL's discretion.
- All representatives of members are expected to attend every meeting. Where this is not possible a nominated deputy from the organisation would be expected to attend. This should be pre-arranged with SAE before the meeting.
- Representatives of the Greater London Authority, TfL's Compliance Policing Operation and Security Directorate, TfL's Customer, Diversity and Inclusion Directorate, the Metropolitan Police, British Transport Police and Stakeholder, Advocacy and Engagement, Confederation of Passenger Transport and the Rail Delivery Group are required for the meetings to be quorate.
- All members must commit to maintaining the confidentiality of pre-reading material and meeting discussions, where TfL has requested it
- All members must commit to no publicity or media engagement on the Taskforce and its discussions unless pre-agreed with TfL

Confirmed members

Partners

- Deputy Mayor for Transport (Chair)
- Director of Security, Policing, Enforcement, TfL

Stakeholders

- Muslim Women's Network
- Imkaan
- Suzy Lamplugh Trust
- EVAW

- Director of Diversity and Inclusion
 - CPOS, TfL
 - Chief Customer Officer, TfL
 - Rail Delivery Group
 - MOPAC
 - MPS
 - BTP
 - SAE, TfL
 - Principal Policy Officer, GLA
 - Tell MAMA
 - Community Security Trust
 - United Response
 - East European Resource Centre
 - National Hate Crime Awareness Week
 - London TravelWatch
- New members**
- Jewish Women’s Aid
 - Women’s Night Safety Charter
 - Galop
 - TfL’s Youth Panel

Appendix 1 – Terms of Appointment

TRANSPORT FOR LONDON

TRANSPORT VAWG AND HATE CRIME TASKFORCE TERMS OF REFERENCE

TERMS OF APPOINTMENT

1 Appointment

- 1.1 You are appointed as a member of the Transport VAWG and Hate Crime Taskforce TfL (Taskforce) with effect from 6th October and will hold such position until October 2026 or such other date as may be agreed subject to these terms of appointment (“the Appointment”).
- 1.2 You confirm that you are not that you are not an employee of TfL, the Greater London Authority or any of the Greater London Authority’s other functional bodies.

2 Duties and Responsibilities

- 2.1 At all times during your Appointment, you will faithfully and diligently perform the duties of the Appointment and use your best endeavours to promote the interests of TfL. You will attend all the Taskforce meetings and such other meetings as required in the performance of the Appointment.
- 2.2 You will operate and undertake your duties according to the Role Profile below and as may be amended from time to time by TfL.

Role profile

- Provide subject matter expertise, evidence, knowledge, experience and best practice
- Share ideas and insight held by the organisation they represent
- Be a conduit for information exchange and advocacy between TfL, the Taskforce, their organisation and wider networks and communities
- Demonstrate a genuine interest in the development of the programme of activity and interventions
- Attend meetings and be an active participant of the Taskforce

2.3 It is envisaged that the appointment will require a commitment of 2-2.5 hours every three months, for a maximum of 24 months.

3 Compliance with TfL's Governance and Proprietary Standards

3.1 TfL promotes the highest standards of conduct in public service. At all times during your Appointment you will comply with any requirement of TfL including its code of conduct, policies, processes on declaration of interests and gifts and hospitality, Standing Orders and any other governance or proprietary requirements notified to you from time to time.

4 Interests and Conflict

4.1 You will notify TfL from time to time of all pecuniary and non pecuniary interests, whether direct or indirect, which may or may be perceived to influence your conduct or affect your actions in relation to fulfilling your responsibilities under this Appointment. Your declared interests will be publicly available including on the TfL website.

4.2 You acknowledge that (except as provided below) you will not act, whether on your own account or through or any company by which you are otherwise engaged, for any person, organisation or entity:

- (a) where there is, or is reasonably likely to be, a conflict of interest with the work you are required to do under the Appointment; or
- (b) in respect of any transaction between TfL or any member of the TfL group of companies and such person, organisation or entity.

4.3 You will notify TfL in writing of any changes to your interests within 28 days of becoming aware of that change. Any actual or potential conflict of interest with the duties carried out under this Appointment should be notified immediately. If you wish to act on any matter otherwise prohibited under this clause 4, you should advise TfL accordingly, providing details of the way in which you propose any conflict should be managed and you will not act on any such matter without TfL's prior written consent.

5. Remuneration and Expenses

5.1 For the avoidance of doubt, no fee will be directly payable to an individual for their Appointment.

Criminal Offences

4.4 In the event that any charges are brought against you for any criminal offence then this should be reported in writing to TfL.

5 Confidentiality

5.1 During your Appointment you may receive confidential information about the business and affairs of TfL, its subsidiary companies, suppliers, customers, the Mayor of London, the Greater London Authority, Mayor's Office for Policing and Crime, the police, and transport operators. If disclosed by you, such confidential information could cause significant harm to TfL and/or the other entities concerned.

5.2 You agree that during and after your Appointment you will at all times safeguard the confidentiality of TfL information, and that you will observe all instructions issued by TfL and other organisations concerning the use of information provided to you.

5.3 While this list is not exhaustive, confidential information is intended to include the following:

- (a) unpublished financial, security and policing information;
- (b) commercial information;
- (c) legal advice;
- (d) unpublished details of current or future plans; and
- (e) documents prepared for the purpose of advising the Mayor.

5.4 The restrictions contained in this paragraph 7 do not apply to:

- (a) any disclosure authorised by TfL or required in the ordinary and proper course of the Appointment or as required by the order of a court of competent jurisdiction or by an appropriate regulatory authority or as otherwise required by law;

- (b) any information which you can demonstrate is in the public domain otherwise than as a result of a breach by you of your obligations under this paragraph; or
- (c) a disclosure made in accordance with the Public Interest Disclosure Act 1998.

5.5 You should not discuss the work undertaken in performance of your duties or the information contained in it with any third party including the media. You may only provide comment to a member of the media in relation to TfL's business with the prior written agreement of TfL. If you are asked to make any comment by a member of the media, you should immediately refer the matter to TfL's Stakeholder Advocacy and Engagement team before responding.

6 Data Protection

- 6.1 TfL will process your personal data in accordance with privacy and data protection legislation. Where appropriate, TfL will process your personal data in the same way it processes the personal data of its employees. Further information is available at: <https://tfl.gov.uk/corporate/privacy-and-cookies/employment>.
- 6.2 Details of these terms and any other information in relation to your Appointment, including the register of your interests, may be published in line with TfL's reporting requirements.

7 Termination of the Appointment

- 7.1 The Appointment may be lawfully terminated by TfL at any time by giving notice to you.
- 7.2 The Appointment may be lawfully terminated by you at any time by giving three months' notice in writing to TfL.

8 Status

- 8.1 You acknowledge that nothing in or related to this Appointment will render you an employee of TfL and you will not hold yourself out as such.

9 Variation

- 9.1 No variation to these terms of Appointment will be effective unless such variation is in writing and has been signed by or on behalf of you and TfL.

Signature (Taskforce member):

Date:

Signature(TfL):

Date: