

Date: 12 July 2023

Item: Hate Crime Campaign

This paper will be considered in public

1 Summary

1.1 In response to an action from the Board, we provide an overview of hate crime and our campaign to tackle this issue.

2 Recommendation

2.1 **The Panel is asked to note the paper.**

3 Hate Crime Campaign

3.1 Hate crime is abhorrent and has no place in our city. For our public transport to feel safe and welcoming for everyone, we all have a role in looking out for each other. We are committed to taking action against offenders and working with our police partners to protect our customers and colleagues and provide support to victims.

What do we know about hate crime on public transport?

3.2 In 2022/23, there were 2,210 reported incidents of hate crime on our public transport networks. This is up by almost six per cent compared with the previous year (an additional 119 reported incidents). Like the national picture, race hate is the most reported type of hate crime. Transgender and disability hate crimes are the least reported type of hate crime.

3.3 Generally, hate crime on public transport does not follow any pattern. There are no hotspots. Locations with highest number of reported incidents tend to be the busiest locations with the highest number of passengers.

3.4 Hate crimes tend to be spontaneous and random in nature. They often occur because of a different conflict (typically a dispute about a fare, altercation between passengers) resulting in the offender using hateful terms towards the victim. Hate crimes on our networks are predominantly verbal abuse, and our staff are often the victims.

3.5 National or international events can trigger increased vulnerability or fear of hate crime.

What is the purpose of the campaign?

- 3.6 Our original 'Hands Up' campaign, launched in June 2021 with our police partners, communicates our zero tolerance of abusive behaviour and hate crime towards staff and customers on our public transport networks. Everyone has the right to use public transport without fear of abuse because of their disability, trans/gender identity, race or ethnic identity, sexual orientation, or religion or belief. Our hate crime campaign aims to create a sense of unity with Londoners standing together against hate crime and abuse on public transport. A key element to the campaign is making it clear hate crime and abusive behaviour towards customers or colleague will not be tolerated, every report is taken seriously and investigated, and it can result in a criminal record for the perpetrator.
- 3.7 Informed by insight from London TravelWatch's research, we launched a complementary campaign in February 2023 calling on customers to be active bystanders. This was also in response to feedback from hate crime stakeholders that they would like us to focus on the important role bystanders can play, rather than the onus being left on victims alone to report. Research from London TravelWatch Personal Security's report, 2021, found that 63 per cent of passengers would feel more confident in intervening in an incident if they had more information on how to help. We know that bystanders intervening if they witness these behaviours can help defuse situations, make victims feel less isolated and more confident to report, and prevent incidents from happening again. Behavioural research shows that what stops people from intervening is not knowing what they can safely do to help when witnessing an incident.
- 3.8 The bystander campaign focusses on three simple but effective ways that our customers can intervene:
- (a) Distract with a Question: help prevent or defuse an incident by asking the person targeted a question, such as "what's the next stop?," or "do you have the time?";
 - (b) Make a Note: documenting and reporting what you see is helpful for the police investigation and to inform TfL and police deployments and wider crime prevention activities; and
 - (c) Make sure they are OK: following an incident you can support someone being targeted feel less isolated and more confident to report by making sure they are ok and validating the experience.
- 3.9 It was important in our campaigns to reassure all customers that may experience or witness this behaviour that this is not ok, and we take it seriously. Our work with stakeholder and local communities is important for engaging with hard-to-reach and seldomly heard groups and to reassure them.

How did we communicate to customers?

- 3.10 We used a diverse range of media channels and publications to reach protected characteristic groups, including LGBTQ+ and ethnic minority groups. These included:

- (a) Out-of-home: printed and digital posters across TfL network (both paid and utilising our poster inventory) – ongoing;
- (b) Podcast sponsorship: Growing up with Gal Dem, Hip Hop Saved my Life, Intelligence Squared, How I Found My Voice, A Gay and Non-Gay, Dane Baptiste questions everything, Too Peas in a Podcast, Black Gals Livin';
- (c) Social influencer activity: Serena Lee, Emily Clarkson, Alice Fevronia's and Mimi Mode content reached their combined following of 385,000 users;
- (d) Print: Metro cover wrap;
- (e) Digital partnerships, including paid social and display: Pink News;
- (f) Emails to TfL database;
- (g) Easy read hate crime leaflet distributed to stakeholders and available to customers on request;
- (h) Engagement with London boroughs, schools, charity organisations and groups which support Londoners with protected characteristics e.g., the transgender community, homeless community – assets shared with stakeholder groups to extend the reach of our messages; and
- (i) Proactive Press Coverage.

3.11 Events such as National Hate Crime Awareness Week and local engagement activities, provide excellent opportunities for us to work side by side with anti-hate crime organisations to reassure communities that feel vulnerable to victimisation. We work to reassure communities that we take this seriously, we encourage our customers to report hate crimes to the police or through third party organisations and signpost them to support to cope with the effects of the crime.

What has been the feedback?

- 3.12 The campaigns were informed by research including focus groups to make sure that the messages were well understood and resonated with different audiences, engagement and listening to our hate crime stakeholders and TfL's frontline staff to better understand their experiences and concerns.
- 3.13 Our stakeholder engagement has been essential to gain insight into their experience of hate crime on public transport which has helped to shape policy, campaigns, and training. Examples include Tell Mama, Shomrim, Galop, Antisemitism UK, Campaign Against Racism Group (CARG), Community Security Trust (CST), Changing Faces, Stop Hate UK, Hope not Hate London Faiths Forum, Hidayah LGBT, Metro Charity, Brent Mencap and Communities Inc (founders of Bystander Awareness Day).
- 3.14 There has been broad support from transport staff, the public and stakeholders for the hate crime campaigns. The campaign was well received by London TravelWatch, who were encouraged to see that we had delivered one of the key recommendations from their 2021 Personal Security Report.

3.15 Inclusion London has described the recent bystander campaign as a welcome initiative and that they were pleased to see TfL's commitment to ongoing work towards creating a more inclusive transport system that meets the needs of all passengers.

3.16 Louise Holden, Inclusion London's Hate Crime Partnership Project Manager, said:

"Inclusion London campaign for Disabled Londoners' right to feel safe in their communities. Hate crime is any crime that involves someone being targeted because of who they are. It can be a lonely and devastating experience for many Disabled people when it happens to them. Seemly small acts of kindness from other passengers can make all the difference. Having bystander training means more people will feel confident to engage if they see someone being targeted. Just knowing others can see what is going on and are reaching out to help can really make a difference."

List of Appendices to this report:

None

List of Background Papers:

None

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