

Working together to stop hate crime





What is hate crime?



Hate crime is a type of abuse or violence towards someone because of who they are or who they seem to be.



Hate crime can make people feel upset, scared, and less important than other people.



If someone shouts at you or calls you names that upset or hurt you this is called harassment.



People who harass you can be made to stop by the police.



People who commit hate crimes target people because of their:



- ♦ Disabilities



- ♦ Race or ethnic backgrounds



- ♦ Religion or beliefs



- ♦ Sexuality including straight people and people from the Lesbian, Gay, Bisexual, Transgender or LGBT+ community



- ◆ Gender identity.



Everyone should feel safe, respected and supported while using public transport in London.



Hate crime is never acceptable.



Why should you report a hate crime?



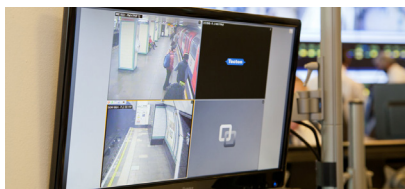
Transport for London (TfL) does not accept any form of hate crime or abuse on public transport in London.



Reporting hate crimes helps to keep public transport safe for everyone.



TfL works closely with the police to support people who experience hate crime.



TfL uses video from their CCTV cameras to:

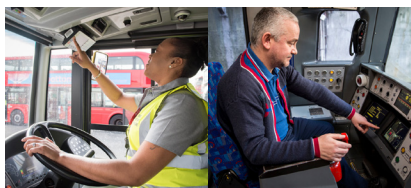
- ♦ keep people safe



- ♦ collect proof of hate crimes



- ♦ take legal action against offenders.



Bus drivers and train drivers can quickly contact the police at the TfL control centres.



How to report a hate crime



If you experience or witness a hate crime there are different ways you can report it.



If you are on the Tube or rail you could:

- ♦ speak to a member of TfL staff



- ♦ speak to British Transport Police.



- text British Transport Police on 61016.

Text messages to this number are checked often but you should not use it in an emergency.





If you are on a bus or on the street you could:



- ♦ speak to the bus driver so they can call the TfL control centre



- ♦ speak to the Metropolitan Police Service if you are on the street



- ♦ call 101 if you are on the street or on a bus.



In an emergency always call 999



How do you know if it is an
emergency?



In an emergency:

- ♦ you might feel like you
or others are in danger



- ♦ you might think you or others
will be hurt or injured



- ♦ you might need help right away.

Important numbers to save to your phone



Text **61016** to send a message to British Transport Police when you are on the Tube or rail.



BRITISH
TRANSPORT
POLICE



101 to speak to the Metropolitan Police Service when you are on the street or on a bus.



METROPOLITAN
POLICE

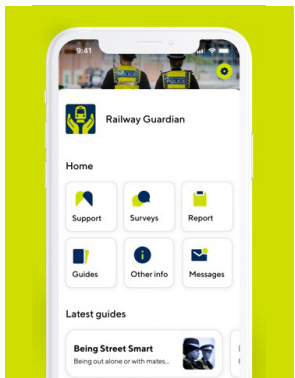


You can also report concerns or crime using the Railway Guardian app.

You will need your phone's data or station wi-fi to use the app.



Download the app before you travel so that you have it on your phone, just in case you ever need it



The app also has safe travel guides and advice.



When you report a hate crime



It is important to give as much information as you can.



Here are some important details that can help the police.



Who did the hate crime?



You may need to describe what the person looked like to the police:



- ♦ their clothing



- ♦ how old you think they are



- ♦ their race and gender



- ♦ their height and build, such as tall and slim.



What happened?



What was said?

What was done?



Were you physically abused or did you witness anyone getting physically abused?



Where did the hate crime take place?



Did it happen on a Tube or in a train station?



Which station?

Which line?

Which platform?



Did it happen on a bus?



What was the bus route number?

Did it happen at the bus stop?

Did it happen on the street?



What was the date and time of the hate crime?



What happens after you report a hate crime?



TfL staff are trained to support anyone who has experienced hate crime on public transport in London.



TfL and the police take all reports of hate crime seriously.



The police will:

- ♦ look into your report of a hate crime



- ♦ work to take legal action against people who commit hate crimes



- ♦ help to keep public transport safe for all.



Reporting an incident after it happens



You might not feel ready to report a hate crime straight away.

You might wait days or even weeks to come forward.



There are two ways you can report a hate crime any time after it happens:



1) Report it online using the police's True Vision website.

www.report-it.org.uk



True Vision also has information about other organisations who support victims of hate crime.



You can make an anonymous report. This means you can report in private and do not have to give your personal details.



2) Directly to the police by visiting your local police station.



Getting support



The organisations on the next pages offer support if you witness or experience a hate crime on public transport in London.



They can also help you to report hate crime.



Community Alliance To Combat Hate or CATCH is an organisation that support anyone who experiences a hate crime.



CATCH offer confidential support and advocacy for anyone targeted with violence, abuse or harassment.



CATCH work closely with seven community organisations.

You can use the form below to get emotional support and advice after a hate crime.



Referral Form:

www.catch-hatecrime.org.uk/make-a-referral

Web:

www.catch-hatecrime.org.uk/



Email:

catch@galop.org.uk



Mencap want a future where no person with a learning disability is a victim of hate crime and they can live their lives free from fear.



Mencap support people with a learning disability, autistic people and their carers who experience hate crime.



Please use this link for Mencap's free learning disability helpline page which offers advice and support for people with a learning disability, and their families and carers

Online Help Form:

www.mencap.org.uk/advice-and-support/our-services/learning-disability-helpline



Web:
www.mencap.org.uk/



Email:
helpline@mencap.org.uk



Telephone:
0808 808 1111



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of this leaflet?



If you would like to request a PDF
print-ready copy of this leaflet



You can call:
0343 222 1234

Monday to Friday from 8am to 8pm.

This line is not open on bank holidays.



Press 5 then 5 again.



Or you can write to:
TfL Customer Services
9th Floor
5 Endeavour Square
London
E20 1JN



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Check your travel

tfl.gov.uk/travel-tools



24-hour travel information

0343 222 1234*



Plan your journey

Download the TfL Go app

*Service and network charges may apply. See tfl.gov.uk/terms for details.