**Report hate crime**

TfL works with the police to keep London's transport safe for all. We do not accept hate crime on our network.

You can report a hate crime if you are the victim or if you witness it. Every report of a hate crime helps us build up a picture that can help convict the people responsible and prevent future crimes.

**What hate crime is**

If you are targeted because of who you are, or who someone thinks you are, that is a hate crime. Hate crime is crime targeted at a person because of hostility or prejudice towards that person's:

* Disability
* Race or ethnicity
* Religion or belief
* Sexual orientation
* Gender identity

It is still a hate crime if the offender **believes**that you belong to the group that they are targeting - even if you don't.

Hate crime may be physical assault or verbal abuse.

**Reporting an offence**

If you experience or witness a hate crime, this is how to report it:

* Speak to a member of TfL staff
* For incidents on streets or buses, report to the Metropolitan Police online at [met.police.uk](http://met.police.uk/) or call them on 101. Or approach the driver's cab where they can call our control centre directly
* For incidents on Tube or rail services text British Transport Police on 61016 or call 0800 405040 - these numbers are monitored 24/7. You can do this using the Wi-Fi at many Tube and London Overground stations. (Some mobile service providers may issue a small charge to text 61016. Find out more on the [British Transport Police website](https://www.btp.police.uk/police-forces/british-transport-police/areas/campaigns/61016-text-service/))
* In an emergency, always call 999

**Reporting an offence at a later date**

We understand that you might not feel comfortable reporting a hate crime at the time of the incident. There are a number of ways in which you can report a hate crime at a later date:

* Online through the police's [True Vision](https://www.report-it.org.uk/) website. This can be anonymous. True Vision also includes information on reporting hate crime to [other organisations which support victims of hate crime](http://www.report-it.org.uk/organisations_that_can_help)
* Directly to the police by visiting your local police station

**How TfL can help you**

We do not tolerate hate crime on our network. TfL works closely with the police and we support people who have been victims.

All our frontline staff are trained to deal with hate crime issues. They must treat every report of a hate crime seriously and with empathy.

We use video and audio from our camera network to protect the public and to prosecute offenders.

Bus drivers and train drivers have immediate and direct contact with our control centres where there are police officers.

**We stand together against hate**

Hate crime has a far-reaching impact. It can divide communities and affect people's well-being. It should never be accepted.

TfL works with the Metropolitan Police Service and British Transport Police to help keep our network safe for all. Together, we investigate hate crimes on the public transport network, holding offenders to account and reassuring passengers that hate crime in any form is not tolerated.