

Project on the Reporting User Journey, with the Focus on Sexual Harassment, VAWG and Hate Crime

Tender briefing 2025

About London TravelWatch

London TravelWatch is the official independent watchdog set up to advocate for people travelling in and around London. We are sponsored and funded by the London Assembly, which is part of the Greater London Authority, and is independent from transport operators. Our sister organisation, Transport Focus, covers the rest of Great Britain.

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 passengers, other transport campaigning 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, as well as those who walk, cycle or wheel in the capital. You can find out more about us on our [website](#).

Project overview and context

In 2022, London TravelWatch launched its first report into [personal security](#) on public transport. The research offered a holistic overview, focusing on sexual harassment, Violence Against Women and Girls (VAWG), hate crime and hate incidents, perceptions of safety, barriers to reporting, and the consequences for passengers when travel is perceived as unsafe.

At the time, the findings showed that nearly one in four women had experienced unwanted sexual behaviours in the past three years. Those we spoke to stressed the importance of addressing broader societal issues such as misogyny and racism as part of any solution. In our qualitative research, virtually every woman reported experiencing sexual harassment on public transport, further highlighting that public sexual harassment is a widespread, systemic issue.

The data also showed that people of colour, older people, Disabled people, and the LGBTQIA+ community (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual people collectively) face a higher risk of victimisation through hate crime and/or sexual harassment while traveling around London. The impact of these

LONDON TRAVELWATCH

experiences, and the fear of it recurring, significantly influences their travel behaviour.

Among those who felt unsafe travelling in London, over 70% avoided travelling at certain times of day, with many opting to carry personal alarms or switch to alternative transport modes. Certain groups are particularly affected: 48% of all women reported avoiding travel at specific times due to safety concerns. Similarly, for Disabled people, the decision to stop using certain transport modes or stop travelling altogether is far too common.

Intersectionality plays a key role in understanding the various perceptions of personal security, and it is important to acknowledge that while people of colour experience racism, the type of racism they experience varies based on identity. For example, researchers have linked lower levels of trust in the police amongst people of Colour. Based on data, people from these communities are also far more likely to be stopped and searched than white British people. In a survey done in 2022 that focussed on experiences of stop and search only 35% of black Caribbean people interviewed expressed confidence in the police in comparison to 49% of those interviewed across all ethnicities, and 64% of white people. This suggested that research into the ‘trauma’ of stop and search may be needed, and that black people need **‘protecting’ from stereotyping and racial bias**”¹. This experience would have a direct impact on their perception of personal security when it comes to traveling in and around London, reporting and policing, therefore, it is important to recognise the varying nuances in the overall project.

Since our 2022 report, we published [Out in London](#) in 2023 which looked at the personal security concerns of LGBTQ+ people travelling in and around London. Key findings included:

- One in five (21%) respondents said they had experienced hate crime in the past year while travelling on public transport in London.
- Four in five (82%) reported changing their behaviour or appearance to “fit in” and avoid abuse or harassment.
- 65% of those who had experienced abuse or harm said bystanders witnessed the incident but did not intervene.
- Many LGBTQ+ individuals expressed low confidence and trust in the police, resulting in many incidents going unreported.
- 77% of trans+ respondents said hostility and prejudice against their LGBTQ+ identity was the main reason or part of the reason for the abuse they

¹ [Criminal justice system statistics - Institute of Race Relations](#)

experienced in the past year (compared to 68% of LGBTQ+ respondents overall).

Hate crime remains a pressing issue nationally. The new Home Office² report shows that there were 7,164 offences reported across England and Wales. Though this data excludes figures from the Met Police due to a change in their reporting systems, we know that this remains a concern for people who travel in London. Additionally, despite ongoing efforts to improve safety and encourage reporting, many incidents still go unreported. Many people don't know where or how to report, have a lack of trust in the system and policing authorities, or believe nothing will happen if they do come forward. People of colour and those wearing visible religious dress, are particularly concerned for their safety when traveling.

In 2024 alongside Transport for London we hosted '**A safer network for all: Personal Security Summit**'. The summit offered a valuable opportunity to share progress since London TravelWatch's [Personal Security Report in 2022](#).

Key Takeaways from the Summit:

- **Collaboration:** Attendees agreed that taking a consistent, cross-industry approach to personal security is useful, and there may be opportunities for more joint working across the different modes of transport.
- **Intersectionality in Action:** Attendees agreed that diverse voices and communities should shape decisions, so that solutions reflect all communities' experiences.
- **Barriers to reporting:** Attendees agreed that receiving support after experiencing an incident can make them feel much more confident to report it. It was discussed that third party organisations can play an important role in supporting communities and empowering them to report incidents. Attendees discussed their ideal reporting journey, which was generally agreed to be — *Support* → *Report* → *Action* → *Feedback*.
- **Inclusive campaigns:** Many attendees were familiar with the *See It, Say It, Sorted* campaign, and the BTP's 61016 reporting number. However, attendees fed back that they perceived these to be more for counterterrorism or unattended luggage rather than for general incidents on transport. For *See It, Say It, Sorted*, some attendees shared that they found the campaign alienating due to this perception, as their communities have faced historical issues associated with these topics.

Our review of existing research³ highlights a fragmented and inconsistent approach to reporting and supporting people who travel through clear pathways. While there is

² [Hate crime, England and Wales, year ending March 2025 - GOV.UK](#)

³ See appendix 1 - Existing Research below

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a strong focus on encouraging reporting, there is a lack of evidence to assess whether the current systems are adequate or whether they are, in fact, reinforcing barriers to support and reporting. Notably, there is a gap in understanding the full reporting journey from the passenger's perspective from the moment an incident occurs through to the end and how this impacts different demographics. This is why we are keen to move forward with this research project, to hopefully address this gap by identifying what a fit-for-purpose, people-centred reporting pathway looks like.

Project objectives

1. To map the current reporting journey for reporting a hate crime⁴/hate incidences, sexual assault and harassment, and VAWG experienced by people travelling around London (including TfL and National Rail services), highlighting any significant barriers and points of breakdown between people with different protected characteristics and identities.
2. To evaluate the effectiveness of existing pathways, including policing, third-party reporting mechanisms and support offered to people.
3. To test the Support – Report – Action – Feedback framework that was created and supported at the 2024 Personal Security Summit, hosted by Transport for London and London TravelWatch.
4. To develop a set of recommendations off the back of the above findings that identify what a fit for purpose reporting pathway must consist of, aimed at transport operators, Transport for London, the British Transport Police, Met Police, and third-party agencies to improve their overall reporting pathways.

Methodology

We are open to proposals from agencies on the best methodology to use to meet the aims of the research. Ideally, we would like a combination of qualitative and quantitative research, embedding service-user design and collaborative research methods throughout different stages of the project. It is important that lived experience guides the work, including recommendations and suggested pathways. Options should include:

- Desk research: build on existing data from various sources, including transport authorities, police, community and campaigning groups, and third-party reporting platforms, to build an understanding of the current reporting pathways. (Including past and current statistical trends on reports in hate crime and sexual harassment related to transport)
- Journey mapping: categorise the main stages and elements of the current reporting process, highlighting barriers to reporting and gaps, and identify similarities and differences in reporting approaches.

⁴ [Hate crime | The Crown Prosecution Service](#)

LONDON TRAVELWATCH

- Stakeholder engagement: conduct interviews and focus groups with key stakeholders, such as transport operators, the British Transport Police, Met Police and community and campaign groups, to understand their perspectives and insights.
- Design and conduct focus groups with a diverse range of people who travel in London not limited to people who live here, commuters and tourists (including, women, people of colour, disabled people, younger people, older people, faith groups, non-English speakers, and those with lived experience of harassment) It is crucial that this data base is intersectional with a range of lived experience.
- Case study analysis: review good practice examples from other cities (including internationally) or organisations, identifying approaches that could be adapted to London.

Deliverables

- Interim briefing summary: a summary of the findings to date, highlighting early themes, gaps, and insights uncovered through the research process.
- A final report* to London TravelWatch (and accompanying briefing) which includes detailed findings and analysis, including:
 - A Service-user journey map: a visual representation of the reporting journey, illustrating pain points barriers and opportunities for improvement, based on the mapping of current reporting pathways.
 - A set of recommendations including- a co-designed proposed pathway for reporting sexual harassment, hate crime and hate incidents, for stakeholders to work towards.
 - A short presentation of the report's key findings to the London TravelWatch Board.

*The decision on how and when to publish the report will depend on seeing the final version, so a London TravelWatch branded and designed version is not required

Budget

We have a budget of £34,000 for this project (including VAT)

Timings

We would like this project to be completed by 13th March 2026. However, we are open to understanding whether this can be done within a shorter timeframe. The final deadline will be discussed and confirmed with the chosen agency.

LONDON TRAVELWATCH

Submission process

Please provide a written submission outlining your proposal. This should include a step-by-step cost and project breakdown tailored to our tender, budget and timeline. You may want to include example material from previous projects you have worked on and any suggested ways you can strengthen the project.

Please email project lead Sasha Langeveldt, Campaign and Advocacy Officer Sasha.Langeveldt@londontravelwatch.org.uk with your submission. The deadline is **7th November 2025**

Evaluation of bids

All bids will be evaluated on technical and commercial factors, taking into consideration how each proposal will successfully meet our brief and budget.

We will also look for experience of conducting similar research and expertise in this subject area.

Shortlisted bidders may be invited to an informal interview to discuss their ideas in more detail. We are also happy to arrange an informal chat with prospective bidders to discuss the project further.

Appendix 1 - Existing Research considered by London TravelWatch

- *ONS Centre for Crime and Justice (2025) Perception and experience of police and criminal justice system, England and Wales: Year Ending March 2025, Perception and experience of police and criminal justice system, England and Wales - Office for National Statistics.* Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/perceptionandexperienceofpoliceandcriminaljusticesystemenglandandwales/yearendingmarch2025>
- *South East Londoner (2025) Passengers texting the British Transport Police at above pre-pandemic levels.* Available at: <https://www.selondoner.co.uk/news/13052025-passengers-texting-the-british-transport-police-at-above-pre-pandemic-levels>
- *Guyan, Kevin (2024). Hate happens: Technology's role in addressing anti-LGBTQ+ hate encounters in the UK (Vodafone Foundation: London).* Available at: https://files.stonewall.org.uk/production/files/Zoteria_Report_240926.pdf?dm=1729169609
- *Department for Transport (2024) Assessing how to grow the market for interventions to improve transport safety for women and girls, GOV.UK.* Available at: <https://www.gov.uk/government/publications/interventions-to-improve-transport-safety-for-women-and-girls>
- *Stop Hate UK (2024) Annual report 23/24, Stop Hate UK.* Available at: <https://www.stophateuk.org/wp-content/uploads/2025/03/Annual-Report-2324-FINAL.pdf>
- *Langeveldt, S. (2023) Out in London LGBTQ+ People's Safety on London's Transport Network, London TravelWatch.* Available at: <https://www.londontravelwatch.org.uk/wp-content/uploads/2023/11/Out-in-London-report.pdf>
- *Railway Guardian – British transport police | college of policing (2023) College of Policing.* Available at: <https://www.college.police.uk/support-forces/practices/smarter-practice/railway-guardian>
- *Pennick, K. et al. (2023) Are we there yet? Barriers to transport for disabled people, Transport for All.* Available at: https://www.transportforall.org.uk/wp-content/uploads/2023/12/Are-we-there-yet_Highlights_PDF-web-compressed-more-compressed.pdf
- *Yonder (2023) Left Behind Londoners Digital Exclusion and Disadvantage in London Transport, London TravelWatch.* Available at: <https://www.londontravelwatch.org.uk/campaigns/digital-exclusion/>
- *Network Rail, LNER and TFL Best Transport Providers for personal security says watchdog (2023) Available at:*

LONDON TRAVELWATCH

<https://www.londontravelwatch.org.uk/news/network-rail-lner-and-tfl-best-transport-providers-for-personal-security-says-watchdog/>

- *London TravelWatch (2022) Personal security on London's Transport Network.* Available at: <https://www.londontravelwatch.org.uk/wp-content/uploads/2022/01/Personal-security-on-Londons-Transport-network.pdf>
- *Shoaf, L. and Shaw, A. (2022) Transport Champions for Tackling Violence Against Women and Girls: Recommendations to make our transport networks safer for women and girls, Transport for West midlands.* Available at: <https://www.wmca.org.uk/media/xqhi4z3b/violence-against-women-and-girls-recommendations-by-the-transport-champions-final-version-1.pdf>
- *London TravelWatch (2021) New London Travelwatch Research on personal security highlights the need to make it easier to report incidents and build trust in the reporting process.* Available at: <https://www.londontravelwatch.org.uk/news/new-london-travelwatch-research-on-personal-security-highlights-the-need-to-make-it-easier-to-report-incidents-and-build-trust-in-the-reporting-process/>
- *Fielding, L. et al. (2021) Sexual harassment on public transport in England: Prevalence, experiences and barriers to reporting, University of Huddersfield Research Portal.* Available at: <https://pure.hud.ac.uk/en/publications/sexual-harassment-on-public-transport-in-england-prevalence-exper>
- *Lewis, S. (2018) A thesis submitted for the award of Doctor of Philosophy. dissertation. Sexual harassment on the London Underground: mobilities, temporalities and knowledges of gendered violence in public transport.* Available at: https://forumviesmobiles.org/sites/default/files/Lewis_thesis_New_Voices_2020.pdf