



# Journey to Safety

**Disability Hate Crime  
Project Report -  
Easy Read Version**

May 2025





Sometimes people bully disabled people because they have a disability. This is a disability hate crime.



This can happen while the disabled person is using public transport, like the bus or a train. This is one of the most common places it can happen.



A disability hate crime can make disabled people feel very bad. It could make them stop taking public transportation. That is not fair.



Not everyone knows how much this happens, or how bad it is. This sort of crime is not always reported to the police.



We wanted to find out how bad the problem is. We asked disabled people if it has happened to them, and how they felt about it.



United Response got a User Research Grant from Motability Foundation. This was some money to help us learn about this.



We did an online survey where disabled people living in England could tell us about what had happened to them. We received 164 full responses.



We hosted 8 focus groups across England where we talked to disabled people face-to-face.



We interviewed 10 people who had experienced hate crime to find out what happened to them in more detail.



We talked to public transport companies and local authorities to see what they can do to make things better.



We have found that the authorities do not take these hate crimes seriously enough. When the police are told about the crimes, sometimes they do nothing about it.



There are also problems with accessibility barriers to reporting the hate crime as some people didn't know who they were supposed to report it to or how.





This makes disabled people feel less confident about reporting hate crimes.



Companies who run public transport should do more. We learned that sometimes drivers or guards did not stop a hate crime when they saw it.



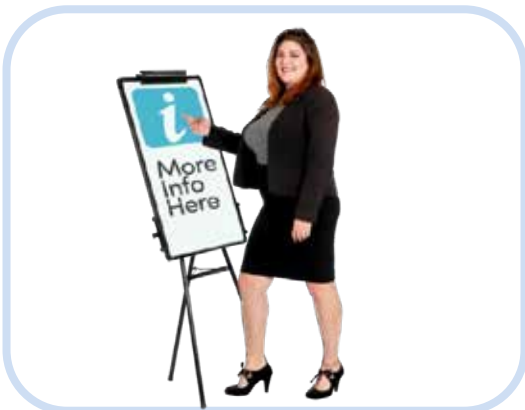
22% of people surveyed told us that the hate crime was done by public transport company staff.



68% of people told us in the survey that there were witnesses to the hate crime. Yet few people stepped in to stop it.



This makes some disabled people not use public transportation. Some people chose not to use it when it is busy, or going through a specific area. Some stop using public transport at all.



Some public transport companies are running campaigns telling people how they can help if they see a hate crime happening.



United Response thinks lots of things need to be done better for disabled people using public transport. Here are some ideas that should change.



The Government should make disability hate crime an **aggravated offence**. This would make the police take it more seriously, and make police know more about it.



The Government used to have a National Hate Crime Strategy, to plan how to stop hate crime. They have not made a new one since 2020.



They should talk to disabled people to see what needs to change. The new National Hate Crime Strategy should tell the police and public transport companies how to support disabled people better.



The Government has a Disabled Persons Transport Advisory Committee. We think the Committee should think about how to stop hate crimes.



The Government should make a clear way for people to report hate crime they see on public transport. This will help stop the crimes not being reported.



Police forces should have a Disability Liaison Officer who will talk to disabled people, and help other police understand about disability hate crime.



Police forces should tell everyone how many hate crimes they were told about, and how many they successfully charged.



Public transport companies should consider hate crimes in their accessibility action plans.

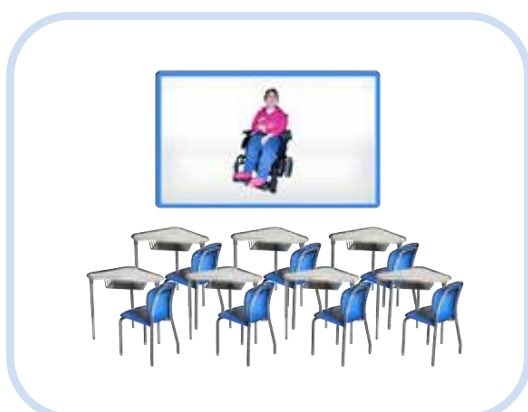


Public transport companies should train their staff on how to stop hate crimes, and to respect disabled people.





Every public transport company should sign up to a charter saying they will help stop hate crime.



There should also be a disability awareness campaign made by disabled people for schools with the Department for Education.



If you have been a victim of disability hate crime, there are some people you can talk to.



If it is an emergency and you need help quickly, you can call or text the police at 999, or the transport police at 61016.



If it is not an emergency, there are different groups you can talk to.



You can call Victim Support at 0808 1689111



If you are deaf you can text SignHealth at 07800 000360 or use SignVideo on their website  
**<https://signhealth.org.uk>**



You can call Scope's Disability Helpline at 0808 8003333



You can call Stop Hate UK  
on 0808 8010661



### Other versions of this report

There is a longer version  
of this report, which is not  
written in Easy-Read.



There is also a version of  
the report in large print,  
as well as audio stories  
and animations.



You can find these at  
<https://www.unitedresponse.org.uk/hate-crime-report>

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