



Crime Reduction & Community Safety Group

Tilley Awards 2007

Application form

Please ensure that you have read the guidance before completing this form. ***By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.*** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to tilleyawards07@homeoffice.gsi.gov.uk.

All entries must be received by noon on **Friday 27th April 2007**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811. Any queries regarding publicity of the awards should be directed to Chaz Akoshile on 0207 035 1589.

Section 1: Details of application

Title of the project: **To provide a response to London's 23 Bus Operating Companies for their 10 million pound a year Criminal Damage problem through effective use of CCTV**

Name of force/agency/CDRP/CSP: **Transport Operational Command Unit**

Name of one contact person with position and/or rank (this should be one of the authors):
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Transport OCU
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London
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Telephone number: **020 7027 8950**

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If known please state in which Government Office area you are located e.g. Government Office North West, Government Office London etc:

Name of endorsing senior representatives(s): **CH Superintendent Michael Humphrey OBE**

Name of organisation, position and/or rank of endorsing senior representatives(s):
Metropolitan Police, Transport OCU Commander

Full address of endorsing senior representatives(s):
**Transport OCU
200 Buckingham Palace Road
London
SW1W 9TJ**

Please tick box to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):



Section 2: Summary of application

In no more than 400 words please use this space to describe your project (see guidance for more information).

Problem

This 2 year project has been dealing with Criminal Damage to the London Bus Network This damage results in losses of £10,000,000 a year to the bus operators and an increase in the fear of Crime to the travelling public effecting 6,000,000 passenger journeys each day.

The biggest complaint from the bus operating companies was the level of Criminal Damage that they were suffering, the time taken to report it and more specifically the perceived lack of police response.

People's perceptions of crime and personal security are strongly effected by Graffiti and Vandalism on the buses. Vandalism and graffiti throughout the bus network not only impacts on the fear of crime but also on the level of crime itself.

Analysis

The Crime Reporting Information System was looked at to see the level of reporting by bus companies along with data supplied by the bus drivers over their radio system to the Transport for London Control room. Both showed a relatively low level of reporting by the bus companies in comparison to the amount of offences they were suffering from.

Transport for London carry out regular Mystery Traveller Surveys and these are scored to show the extent of customer dissatisfaction regarding the conditions of the buses.

Our analysis showed that there was overall, a significant under reporting for offences of Criminal Damage. Our objective was to find out why and the principle reasons given were as follows:

1. It took far to long to report the numerous incidents of Criminal Damage.
2. There was a perception that the Police were far too busy to investigate Criminal Damage to buses.

Response

A dedicated unit set up to tackle these problems.

Regular partnership Meetings with Stakeholders.

A dedicated point of contact for all of London's Bus Operating Companies.

One standardised method of reporting criminal damage.

Raising awareness of CCTV evidential procedures through training.

Educational visits to promote crime prevention among school children.

Identify target offenders, gather intelligence and disseminate it to other agencies.

Evaluation

The reporting of Criminal Damage has increased by over 218% year on year comparing 03/04 figures to 06/07 figures

The clear up rate for Criminal Damage tripled in some areas

In the last 2 years Operation Bustag has identified and arrested over 1400 individuals.

The number of persons accused of Criminal Damage on buses has risen by 452% year on year comparing 03/04 figures to 06/07 figures.

Section 3: Description of project

Describe the project in no more than 4000 words (see guidance for more information in particular Section 7 - judging criteria).

To provide a response to London's 23 Bus Operating Companies for their 10 million pound a year Criminal Damage problem through effective use of CCTV

In late 2002 the Metropolitan Police Transport Operational Command Unit was formed under a service level agreement funded by Transport For London. The Transport OCU (TOCU) was put in place to deal with a number of key objectives.

The first of these was to ensure that the public and the staff feel safe using the bus infrastructure on agreed routes, corridors and other priority locations

In order to achieve this key objective the TOCU worked with a number of key partners

Transport For London

23 Bus Operating Companies

43 CCTV suits and their analysts

32 London Boroughs incorporating Safer Neighbourhood Teams, Safer Schools Officers and Borough Intelligence units

Scanning

In early 2004 a number of officers from the four areas of TOCU were tasked to carry out a 2 week initiative targeting Criminal Damage to buses. They could use any tactics that they thought would work.

The South West, Merton Bus Garage was asked for its recent CCTV recordings of suspects involved in acts of Criminal Damage. From this CCTV data the officers were able to identify 20 subjects which led to the arrest of 18. This tactic proved to be the most effective way of dealing with Criminal Damage and the decision was made to continue with the trial

In September 2004 after a successful trial in South West London a Sergeant and four Constables were brought together to form Operation Bustag. This was a dedicated unit set up to deal with incidents of Criminal Damage on London's Buses using on board CCTV. The officers were each given an area of London, NE, NW, SE, and SW to look after, and meetings were arranged between Officers from Operation Bustag, the Bus Operating Companies CCTV Analysts and Transport For London.

We began by looking at data from the Metropolitan Police's Crime Reporting Information System (CRIS), this showed a relatively low level of reported crime for Criminal Damage on Buses.

We also looked at Code Red data for Criminal Damage this is where the driver of a bus contacts the Transport for London Control Room (Centre Com) via a radio system and informs them of an incident. This data is collated and mapped every 24hrs showing where incidents occur. This also showed low levels of reports for damage.

Through Transport for London we arranged a number of meetings across London with the Bus Operating Companies 43 CCTV Analysts. It was clear from these meetings that Criminal Damage was a major problem for the Bus Operators. We were concerned that the amount of Criminal Damage reported to buses was very low and therefore did not warrant the targeting of police resources.

This analysis showed us that there was a huge difference in what the Bus Operators knew was happening and what the Police thought was happening.

We asked the question WHY.

Analysis

Police

From the Police's point of view Criminal Damage on a bus was seen as very low level crime with the victim being a company. It did not as such receive much attention.

The Victim (Bus Company) could have been in another area of London some miles away and so was never visited.

The Police usually had insufficient details to complete a crime report and then they had trouble contacting the right person at the bus garage to get more details.

Criminal Damage to Buses was not a priority for the Borough Police.

When a crime was investigated the police had trouble getting statements and CCTV evidence. This is due to the unsociable hours worked by the Analysts and the fact that the Analysts could be working at one of a number of garages across several Boroughs.

Bus Operator

The Bus Operators used various methods to report crime such as calling police to attend, using the internet, going to the front office of police stations and queuing up. All of these proved to be very time consuming.

When they got a limited response the Operator stopped reporting crime as they felt there was no point and when they did report a crime they never received any feedback.

When they downloaded CCTV evidence no one came to collect it.

They were aware that their local police were busy and so did not want to clog up the system with reporting minor cases of Criminal Damage.

They were not sure what It was the Police wanted.

It was clear that there were problems that needed to be resolved in order for offences of Criminal Damage to buses to be reported and then investigated. This in turn would give us for the first time a true level of reporting and allow us to put processes in place to deal with them.

We sat down with the Bus Operators and Transport for London and the following problems were identified

- There was no easy method of reporting Criminal Damage
- They never knew who to contact and wanted a single point of Contact (one stop shop)
- There was a lack of training available for the analysts and they had no way sharing of Best Practice
- If they supplied CCTV how would we use it to Identify Suspects
- There was no system in place for them to receive regular feedback on all of their cases
- There were no Preventative measures to discourage youths from damaging buses

Response.

Plan

Aim – To supply one easy method of reporting Criminal Damage

We decided to speed up and standardise the method for Bus Operating Companies throughout London to report incidents of Criminal Damage and at the same time to allow us to collect data and intelligence on when and where

these crimes were taking place.

We produced a one page electronic document with protected text (**see appendix A**) this allowed the Bus Company Analyst to tab from one box to another supplying enough information for a Crime report to be completed.

At first we spoke with the Crime Reporting Information System (CRIS) Integrity Team who were happy that we were not changing the inputting of crime.

We then spoke to the Crime Policy Unit for the Metropolitan Police and followed that by speaking to the Project Manager for the Telephone Investigation Bureau (TIB).

With everyone in agreement a letter was sent out to the Crime managers in all 32 London Boroughs informing them of the new reporting process and asked them to set up and supply an e-mail address for their Telephone Investigation Bureau (TIB). We set up an e-mail address of Bustag@met.police.uk for the Bus Operators to send in their crime reports to us.

Through regular meetings with the Bus Operators and Crime management units the Bustag 1 form has been changed several times to incorporate more detailed information.

We quality assure the Bustag 1 form and then extract data from it for the Bustag database before forwarding on to the Telephone Investigation Bureau on the Borough where the crime was committed.

Aim – To provide a single point of Contact (one stop shop) for each of the 43 CCTV suites

During our discussions with the Bus Operating Companies they brought up the problem of never knowing who to contact or where to go to find anything out. Operation Bustag provided that Single point of contact by giving officers geographical responsibility for areas of London with each having responsibility for between 10 and 12 garages that contain CCTV suits. Many problems and issues have been resolved through partnership working and effective communication.

These Bustag Field Intelligence Officers (FIO's) attend regular meetings with the Bus Operators from their areas to keep them up to date with recent events, they collect evidence packs from the Operators, they are responsible for identifying suspects from CCTV and are responsible for supplying regular feedback.

Aim – To provide Training and the opportunity to share Best Practice

During our early meetings with the Bus Operating Companies it became apparent that with 23 separate companies running 80 garages of which 43 had CCTV suits that there were many ways of doing the same thing, some good and some bad. The level of knowledge of the CCTV Analysts also varied between companies with some performing the role part time and others doing the job on an ad hoc basis.

Operation Bustag staff put together and delivered a one day Workshop for the Bus Company CCTV Analysts and their managers. These meeting were organised and funded by Transport for London and the day was broken up into a number of modules covering the following subjects.

The role of the Bustag Field Intelligence Officer (FIO) and what they can do for you

- The producing of evidential story boards
- How we circulate images
- How we make an arrest pack

The Bustag 1 crime reporting form

- What is required in each of the boxes
- Why we require this information
- How does it help us

What documentation/evidence is required for a successful prosecution

- A working copy disc showing CCTV footage of offence

- A statement from the analyst showing continuity of evidence and exhibits
- A number of stills from the CCTV showing an offence has taken place
- A compensation form

A guide to best practice/producing best evidence and what we do with it

- What to look for and how
- How to photograph damage
- How we make an evidential story board
- What we do with the images

Case disposal, how the judicial system works.

- What is meant by a reprimand, final warning and a caution
- What is required for a charge
- Who makes the case disposal decisions and how

At the conclusion of the workshop everyone was asked to complete a feedback form on how they thought the day went, did it contain the right amount of information and what would they like to see in the future. So far all of the feedback has been extremely positive with all those attending finding the day worthwhile.

A problem that was highlighted as a result of training and feedback was the fact that some Analysts were responsible for more than one garage and they were not always informed of damage that had occurred. They stated that the drivers were supposed to complete a company occurrence report at the end of their shift detailing any incidents that had taken place. They were aware that for a lot of their drivers English was their second language and they did not feel confident in writing out reports.

Operation Bustag put together a short easy to use tick box occurrence form that can be filled out in a few seconds in order that drivers can now report incidents of Criminal Damage to their Analysts. This form has been very well received and is now being used by many garages (**see appendix B**)

Operation Bustag also ran a poster campaign in Partnership with Transport for London to highlight to drivers the need to fill in the Driver Occurrence Reports (**see appendix C**). These posters were sent out to 80 London Garages.

Due to the limited amount of formal training available to the Bus Company analysts, and to bring everyone up to the same standard Transport for London in partnership with an external training company and with input from Operation Bustag put Together a BTEC level 3 course entitled CCTV for Transport Analysts, this is a 3 day training course for operational staff involved in the transport industry who have responsibility for downloading and analysing video footage taken from on board CCTV cameras. The initial role out of the course was funded by Transport for London.

All the staff that attended and passed the course were awarded a nationally recognised BTEC level 3 Certificate by the Edexcel Foundation and certification by Tavcom which is also internationally recognised.

This course now forms part of the training providers portfolio and is available to anyone worldwide.

Aim – To put in place processes and procedures for identifying suspects through CCTV

When Operation Bustag officers collect the initial CCTV evidence pack the CCTV evidence in the form of a CD is analysed.

Once it has been established that there is evidence of an offence taking place the officers will look for the best facial shot of the suspect to be used for circulation and identification purposes. This image will be placed onto a PowerPoint slide and sent out to the numerous contacts that Operation Bustag have built up throughout London over the last two years, these include

- Borough Intelligence Units for circulation of Briefing sites.
- Safer Neighbourhood Teams, these are now on every Ward in London
- Safer Schools Officers
- Station Reception Officers who work in the front counter at every Police Station
- Police Officers involved in Youth Offending Teams

- All supervisors for Metropolitan Police Special Constables.
- We place images on the Transport Operational Command Unit (TOCU) Intranet site
- We place images and posters showing multiple suspects on display boards and place them at Police stations and Operational Police Feeding Centres.

Should these methods not provide us with an identification then through a form designed by Operation Bustag we will seek authority from the Transport OCU Commander (**see appendix D**) to publish the pictures in the public domain. This will include sending out the images to the following.

- Borough based newspapers, mainly free papers that are put through every door but has included The Evening Standard and the South London Press
- Either visiting schools and colleges with posters or by sending images via e-mail to School Heads
- Sending images to managers who look after Local Authority Street Wardens
- Officers who run Metropolitan Police's Volunteer Police Cadets
- Neighbourhood Watch Co-ordinators via e mail
- Placing posters inside Bus Garages for drivers

If a member of the public recognise one of the images they can either contact the Bustag office on a telephone number provided or contact Crimestoppers on their free phone number. Over 500 members of the public have supplied information to Operation Bustag.

Any names given will be searched against our Crime Intelligence System (Crimint), our Crime Reporting Information system (CRIS) in case they have been a suspect or victim of crime in the past, our stops database in case they have been subject to a stop and account or stop and search and our Custody Imaging to see if we hold an image on file that we can compare to the CCTV image.

If we are able to read the Tag we will search this against the Home Office Partnership website on the internet to find a possible match.

To date Operation Bustag have entered about 700 known tags onto the partnership website all with a dedicated reference number so that if anyone else finds this Tag we are able to supply them with the details of the person we arrested using it.

Aim – To come up with a suitable method of supplying regular feedback to the Bus Operating Companies

This was an area of concern voiced by all of the Bus Operating Companies. They would supply CCTV that had been requested by the police and at the same time they would include a Feedback form for the police to return to them at the conclusion of the investigation. This form was never returned which left the Bus Companies feeling undervalued.

To resolve this, monthly feedback is supplied to the Bus Operator from data migrated from the Operation Bustag spreadsheet. This also complies with the new Victims Code of Practice.

All crimes coming in to Operation Bustag are placed on a spreadsheet, this contains 37 separate columns of information all of which can be filtered and searched.

We can search by Garage or route number, by the Bustag ID number, dates and times of offences, when offences are reported to us and when we pick up packs, any latest updates as well as case disposal and suspects personal details.

Aim – To come up with Preventative measures and then deliver them to our target audience

It became clear from early on in Operation Bustag that we would have to look at some form of preventative measures to help to reduce instances of Criminal Damage.

In mid 2005 the decision was taken to make a short film about Operation Bustag and several meetings were held with Media and Communications, members of the Senior Management Team and the Metropolitan Police Video branch to discuss a story line and content. Once this had been agreed a number of suitable locations and volunteers were found, and over a period of a few months a film in DVD format was made.

Prior to release and printing the film was shown to a number of school children, the Department for Education and

Skills and Transport for London to discuss or highlight any issues. All of the comments were positive and the most important audience the Children themselves thought that the film was pitched just at the right level.

With all stakeholders in agreement 1000 copies of the DVD were ordered and 500 copies of these were sent out to Territorial Policing for onward distribution to Safer Schools Officer, Safer Neighbourhood Teams etc.

At the same time Operation Bustag was involved in Briefing all supervisors of Safer Neighbourhood Teams on the role of Bustag and how they and their teams could assist.

Operation Bustag has also produced a PowerPoint presentation to be delivered in schools along with the DVD. The PowerPoint is designed to show school children how good the CCTV on buses is and it is hoped that youths involved in Criminal Damage or those thinking about it will now think again.

The presentation gets across the following points

- How good the images are
- Where they get on and off shows us where they may live or where they may go to school
- Where they gather with their friends in the evenings or weekends
- The fact that we have access to a school uniform database
- How we can trace their Tags
- How we can match the CCTV with Custody Imaging Pictures
- The fact that we will not hesitate to publish their images in local newspapers
- We will play the CCTV to their parents and the Courts
- How they could lose any free travel concession they have

The DVD and the PowerPoint leave the audience with the question

“ Is it really worth DAMAGING your future for this”

. Mike Foster the CCTV analyst for a North London Garage stated he was receiving between 5 to 15 calls a month from his drivers regarding Criminal Damage and anti social behaviour. After presentations were carried out at local schools this fell to 10 calls in total over a 3 months period. Mike stated **“This clearly shows that the presentations were extremely effective in getting the message across to not only these pupils but appears to have had a knock on effect to other local areas also”**

There are 420 Secondary schools in London and for Operation Bustag to visit them all with its limited resources would prove difficult. In order to try to get around this we are in discussions with Safer Schools officers Safer Neighbourhood Teams and Borough Police to assist in the delivery of our message.

Recently Ealing Borough Police have agreed to deliver our presentations to all 12 Secondary schools on their Borough.

Assessment/Evaluation.

Did Operation Bustag achieve its aims/objectives

There was no easy method of reporting Criminal Damage

Every Bus Operator in London is using our one page electronic form to reports incidents of Criminal Damage to their buses.

To date 9500 reports have been received by Operation Bustag.

They never know who to contact and wanted a single point of Contact (one stop shop)

All 43 CCTV suits made up of about 70 Analysts and split into 4 geographical areas have two dedicated Operation Bustag Officers as a single point of contact who collect CCTV, identify suspects and put together evidential packs for

arrest.

There was a lack of training available for the analysts and they had no way sharing of Best Practice

Operation Bustag have put together and delivered a one day workshop for CCTV analysts and their managers to discuss all areas of Criminal Damage, Evidence and procedure, continuity of evidence and the sharing of best practice.

To date about 70 analysts and managers have attended.

Transport for London organised and funded external training for the Analysts.

To date 50 Analysts and 8 police officers have attended training course and achieved a BTEC level 3 in CCTV for Transport Analysts.

If they supplied CCTV how would we use it to Identify Suspects

Operation Bustag have set up processes for the identification of suspects who's images have been captured on bus CCTV committing offences of Criminal Damage. They do this by working with numerous partner agencies inside and outside of the Police such as Safer Neighbour Teams, Borough Police, Neighbourhood Watch, Local Authorities and local Newspapers to name but a few.

In the last 2 years Operation Bustag have Identified and Arrested over 1400 suspects.

There was no system in place for them to receive regular feedback on all of their cases

Every month all Bus Operating Companies receive case by case feedback electronically showing the final results of every cases or any latest updates as well as regular weekly phone calls.

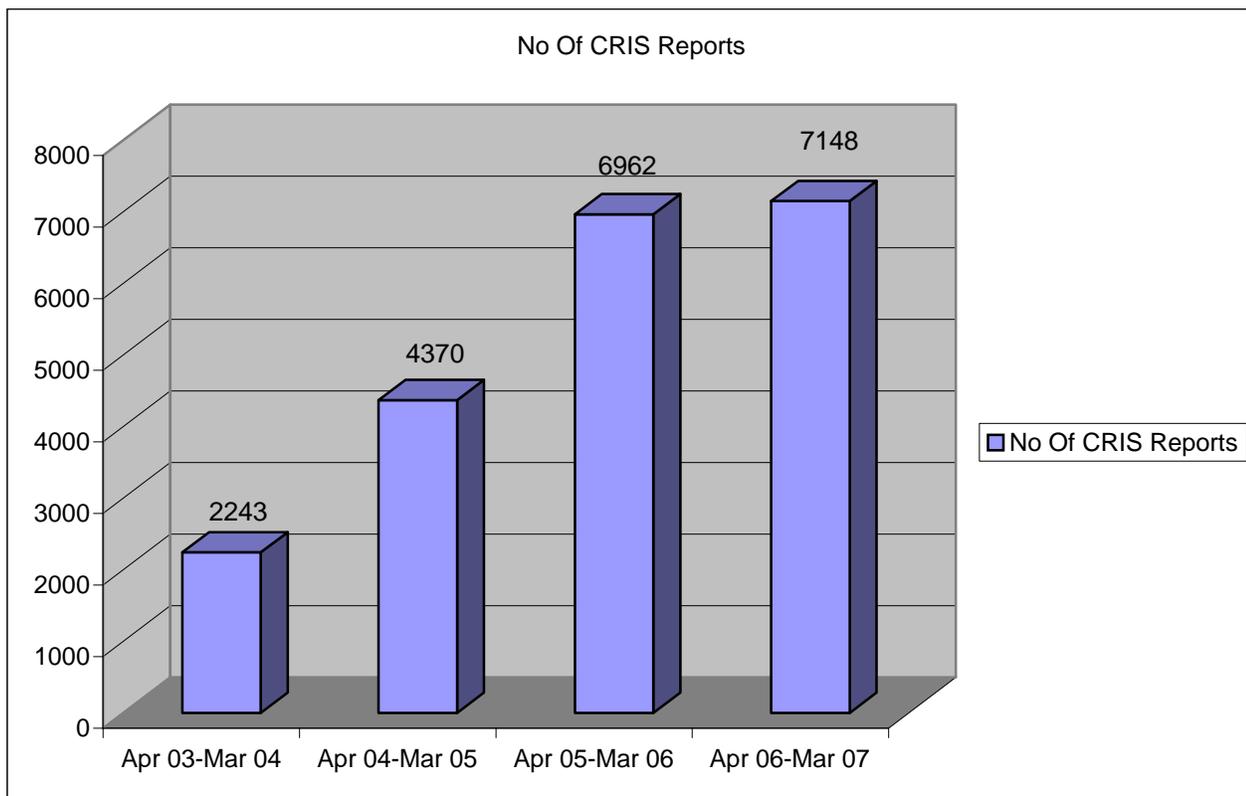
There were no Preventative measures to discourage youths from damaging buses

Operation Bustag and the Transport OCU Produced a film in DVD format showing the consequences of being involved in Criminal Damage on buses. This film is being rolled out across London Secondary Schools along with a PowerPoint presentation showing how police identify offenders.

Analysis of The Effects of Operation Bustag

Operation Bustag is a permanent team of officers working in partnership with London's bus companies and Transport for London who specialise in identifying those responsible for committing acts of criminal damage on-board buses. The table below shows the year on year totals for Reported Criminal Damage on Buses:

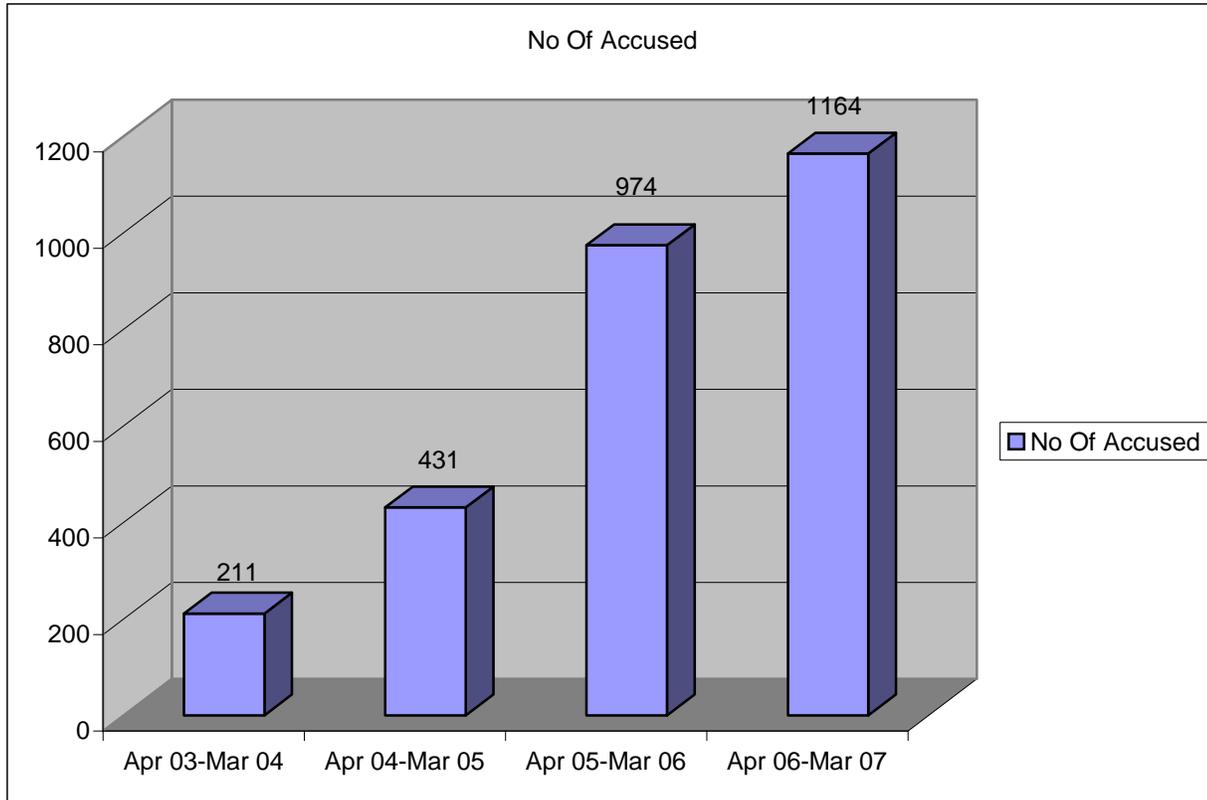
Dates	No Of CRIS Reports
Apr 03-Mar 04	2243
Apr 04-Mar 05	4370
Apr 05-Mar 06	6962
Apr 06-Mar 07	7148



The table shows that the number of reported crimes has risen since Operation Bus Tag started. There has been a year on year increase of 218% in the number of reported crimes when comparing the 03/04 figures to 06/07 figures. This may well be down to an increase in the number of recorded offences since the start of Operation Bustag rather than an increase in the number of crimes.

The table below shows the year on year figures for persons Accused of Criminal Damage on Buses:

Dates	No Of Accused
Apr 03-Mar 04	211
Apr 04-Mar 05	431
Apr 05-Mar 06	974
Apr 06-Mar 07	1164



The table shows that there has been a year on year increase of 452% in the number of persons Accused of Criminal Damage on Buses when the 03/04 figures are compared to the 06/07 figures.

Inference

The number of recorded acts of Criminal Damage on Buses in London has risen by 218% year on year but in the same periods the number of persons accused of Criminal Damage on Buses in London has risen by 452% year on year. These figures would suggest that Operation Bustag has been successful in increasing the reporting of crime and identifying suspects for Criminal Damage on Buses. This will deliver a culture change in respect of passenger behaviour, perceptions of safety and security on buses.

Form 9023

BusTag/1

Bus Criminal Damage Report Form

Transport OCU Helpline (020) 7027 5545

Garage Code Ref.

BusTag No.

CRIS No.

Informant

Occupation

Bus Company Details

DOB

E-mail

Tel. No. (1)

Tel. No. (2)

Is there any CCTV evidence? Yes No

Address

2nd Witness Details (at time of offence: Yes No)

Name

Job Description

Address

Tel. No.

DOB

Date of Crime

Time of Crime

Location of Offence

Route No.

Fleet No.

Registration

Make/Model/Colour

Description of damage

If TAG, describe, i.e. type of pen or paint, colour of ink/paint, etched, what tag says or description of

Exact location of damage on bus

How was the damage caused?

Bus taken out of service: Yes No 1st Suspect Description (use everyday language please)Is offender known to you? Yes No If known, how?

Name

Gender Select from list

Address

Apparent Age

Height

Ethnic Appearance Select from list

Build Select from list

Clothing

When Boarded

Where Boarded

When Alighted

Where Alighted

Borough code where offence happened:

Select from this list of Boroughs beginning A - H:

OR Select from this list of Boroughs beginning I - W:

Any other information (i.e. how offence happened) and any other suspects/witnesses

Driver Occurrence Form

Name.....

Address.

London General Transport Services Ltd
Sutton Bus Garage
Bushey Road
Sutton
Surrey
SM1 1QJ

Did you witness offence Yes No

Date of offence /...../...../.....

Time of offence Am Pm

Road Name (If known).....

Route No..... Bonnet/Fleet No.....

What is the damage. Graffiti Etching

Camera Seat Window Breakage

Fire Other (please state)

Internal External

Location of incident Upper deck Lower deck

Front Middle Rear

Any other information or how damage was caused

Report all incidents on your bus

- Use Code Red
- Fill in driver occurrence reports

300 arrests made from CCTV footage in 10 months

Operation BusTag
The Transport Operational Command Unit actively monitors CCTV on London's buses

With good evidence, we can arrest

For more information email bustag@met.police.uk

MAYOR OF LONDON



Title & Version	Authority to publicise image/s of suspect/s in the media (including MPS Internet Site) – Version A
Author	
Organisation	Transport Operational Command Unit
Summary	Report and request to publish the image/s of suspect/s in the media and the MPS Internet site

Suitable for Publication Scheme ? Y/N	NO
Title and Version	Report Ref:
Reference Number	
Purpose	Seek authority to publicise suspects photograph in media including MPS Internet site
Relevant to	Operation BusTag
Author and Warrant Number	PS Mick Welding 27TL
Creating Branch	TOCU – Operation BusTag
Date created	10/10/06
Review Date	00/00/00
Name of authorising OCU Commander	Michael J Humphrey

Reference:

OCU Commander

This report seeks your authority to publish the attached image/s of individual/s who is/are currently suspected of committing criminal damage on a bus/buses. Taken together, those offences currently cost bus operating companies a minimum of £10 million per annum and, because of the visible nature of the damage, increase the fear of crime amongst communities which are served by those buses.

Operation BusTag now has hundreds of images of unidentified suspects who have been involved in Criminal Damage to buses. In an attempt to identify this/these individual/s the image/s has/have been sent to/published in the following locations:

Name of organisation/ Section of MPS	Date sent
Transport OCU Intranet Web Site	
Front page of the TOCU Intranet Site with a hyperlink to the above site	
Borough Briefing Officers for inclusion in daily briefings:	
All Safer Schools Officers	
All Safer Neighbourhood Teams	
Briefed all Safer Schools and Safer Neighbourhood Teams working on Operation BusTag (through TP)	
Display boards at MPS feeding centres:	
Display boards in Borough Police Stations:	
School/Department Heads:	
Youth Referral and Educational Welfare Officers (through TP)	

Conclusions

As part of our efforts to locate the above, we wish to publish the attached image/images, so that information about his/her name/s and location/s can be sought from the general public. We propose that they should be published in newspapers, especially in local newspapers, schools, colleges, local authorities, volunteer Cadet Force and Neighbourhood Watch via email or web link within each borough where we believe the suspect/s might live or operate. Such methods have been well received by members of the general public, local communities, local authorities and local newspapers.

The details of each newspaper to be contacted, the date of the contact and the images as they appear in the publication, will be attached and the results monitored.

We have considered the human rights aspects related to these cases and believe that the proposed activities are proportionate, legal and accountable.

Proportionate: The cost of replacing each damaged bus window is estimated to be between £200-280 per window, which results in a minimum total annual replacement cost of £8 million and, because of the visible nature of the damage, increases the fear of crime amongst communities which are served by those buses.

Legal: teams working with and within Operation BusTag are working within the law and have complied with PACE inasmuch that they have attempted all means available to them to identify the above suspects.

Accountable: All Police Officers will be accountable for their actions.

**Bustag
Sgt Mick Welding**

Date:

Signature of authorising OCU Commander:

Michael J. Humphrey

Date:

Section 4: Endorsement by Senior Representative

Please insert letter from endorsing representative:

Operation Bustag was introduced by the Transport OCU in response to the huge problem of criminal damage on London buses. Borough colleagues are unable to provide a coherent and consistent response to the volume of reports of damage being made by bus companies because of other priorities. In agreement with our partners, Transport For London and the twenty-three independent bus companies, Bustag has devised a process for collecting evidence that is managed in a safe and evidentially correct manner through the identification of the suspect, and final case disposal after arrest. The identification process relies upon participation of MPS staff across London, Newspapers and the public who name the suspects.

This is a large-scale partnership, problem solving initiative that will effect a culture change amongst those who damage public transport. It is well established and after two years of progress the operation is delivering a real challenge to anti social behaviour across London.

Michael Humphrey OBE
Chief Superintendent
CO17 – Transport Operational Command Unit

Checklist for Applicants:

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public?
7. Have you saved you application form as a PDF attachment and entitled your message 'Entry for Tilley Awards 2007' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to Tilleyawards07@homeoffice.gsi.gov.uk. Two hard copies must also be posted to Alex Blackwell at Home Office, Effective Practice, Support & Communications Team, 6th Floor, Peel Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF.