



# Home Office

## Crime Reduction & Community Safety Group

### Tilley Awards 2008 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 [tilleyawards08@homeoffice.gsi.gov.uk](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> April 2008**. 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.

#### **Section A: Application basics**

1. Title of the project: Criminal Damage to Buses in Fullwell
2. Key issue that the project is addressing e.g. Alcohol related violence: Criminal Damage

#### **Author contact details**

3. Name of application author: Lucy Pace Redbridge BOCU
4. Organisation submitting the application: MPS Redbridge Borough
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#### **Secondary project contact details**

8. Name of secondary contact involved in the project: Chris Chandler
9. Secondary contact email address: [Chris.Chandler@met.police.uk](mailto:Chris.Chandler@met.police.uk)
10. Secondary contact telephone number: 0208 721 2570

### **Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation: Dave Grant, MPS Borough Commander Redbridge

12. Endorsing representative's email address: dave.grant@met.police.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands: GO for London

**14. Please mark this box with an X 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 B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).***

### **Scanning**

#### **Problem**

Fullwell Safer Neighbourhoods Team led a project designed to address the disproportionate levels of criminal damage to buses on Route 169 in the ward.

#### **Demand**

This crime trend caused considerable concern because public transport was the only available method of travel for a large proportion of the local community. The problem also caused concern for the bus company financially, and also created a health and safety problem for its employees and the public. In terms of crime reporting, this type of offence is classified as motor vehicle crime, the reduction of which forms part of Redbridge Borough's Crime and Disorder Reduction Strategy.

#### **Objectives**

The main objective of this project was to address this issue on a long-term basis, and in doing so prevent further bus service withdrawals, whilst also improving safety for bus drivers and members of the public. It was hoped that during, and as a direct result of the initiative, good working relationships would be built with all the partner agencies involved.

#### **Analysis**

#### **Approach/research/analysis**

A multi-agency partnership was created which adopted a problem solving approach, following the SARA model of scanning, analysis, response and assessment. The research and analysis stages utilised the "Problem Analysis Triangle" theory, which involves careful consideration of three main categories of causes; victims, offenders and location or environmental factors.

#### **Response**

#### **Intervention principles**

This analysis led to the implementation of numerous measures, including reglazing the bus shelter, replacing the paving and improving lighting in the area, making amendments to company policies and tackling the offending behaviour of those believed responsible by way of education as well as enforcement.

#### **Assessment**

#### **Results**

The project achieved all of its objectives; dramatically reduced crime levels on the Route 169, improved public confidence in the police and public transport, reduced fear of crime and created some excellent professional partnerships.

#### **Evaluation**

The project was evaluated by assessing whether it achieved the objectives set at the outset. It is of note that this project not only achieved all of its objectives without causing displacement of any kind, but has also promoted to the many partner agencies involved, the benefits of using a problem-solving approach to solve community and crime issues.

**State number of words: 360**

**Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.**

**Scanning**

Fullwell is a residential ward within the borough of Redbridge in northeast London.

Fullwell is bordered by Fairlop, Barkingside, Clayhall, Roding and Bridge wards.

According to 2001 census data, Fullwell Ward has a population of 11,269. Of these, 33.9% are over the age of 60, which is a considerably higher proportion than the London average.

A substantial proportion of housing in the area around The Glade and Fullwell Avenue is social housing.

A large proportion of people are reliant solely upon public transport to get to shops, banks and other local amenities. The nearest shopping area is Barkingside High Street, which is shown in red on the point furthest east on the map below.

**Fullwell Ward**

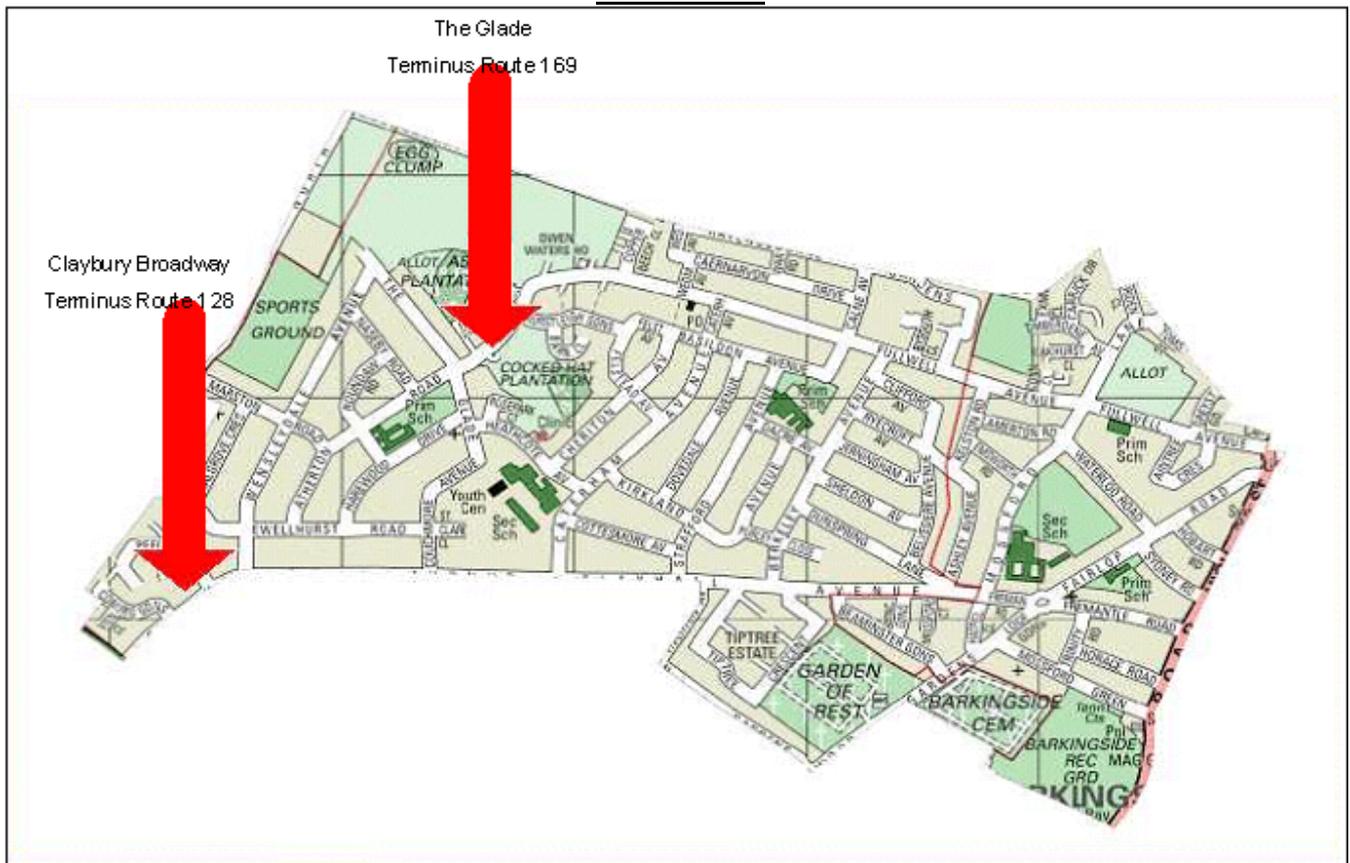


Figure 1

There is an area of Fullwell Avenue known locally as "The Glade", where there is a bus turning area and a bus shelter. It is at the end of the Route 169.

The Glade bus terminus is located next to the Cocked Hat Plantation (park area), Fullwell Avenue and Caterham High School.



Figure 2

East London Bus Group (ELBG) is a private company, which provides bus services on behalf of Transport for London (TfL). ELBG owns the buses and employs the drivers. There are two bus routes serving Fullwell Ward, Routes 169 and 128. The 169 runs from Barking Bus Garage and serves The Glade at Clayhall, via Ilford town centre and Barkingside High Street. The route historically suffers more criminal damage than other geographically comparable routes, for example the Route 128, which runs along Clayhall Avenue. (Figure 1)

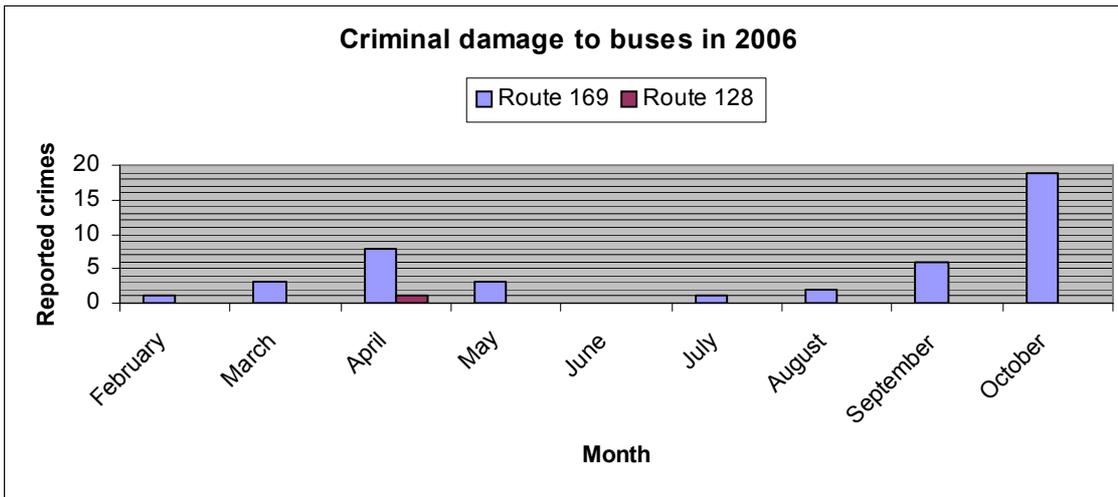


Figure 3

In October 2006 there was a steep and disproportionate rise in the number of criminal damage offences to the Route 169, when compared to the Route 128. (See Figure 3.) The majority of these crimes were committed in The Glade and Fullwell Avenue sections of the route.

The local community and various agencies looked to their local Safer Neighbourhood Team (SNT) to address this problem. The demand came from the following groups/individuals:

- Local residents who rely on buses for accessing local shops, banks and other amenities.
- Elderly residents' carers who travelled to work by bus.
- Substantial proportion of the population in this area lived in social housing meaning that many people relied on buses for transport.
- Local councillor having received many telephone calls from local residents who found themselves stranded and unable to get home from Barkingside High Street.
- Bus drivers through T&GWU rep who had concerns over their health and safety.
- ELBG, which was facing the threat of potential financial penalties from TfL for each service withdrawal.
- ELBG, which owns, and therefore bears the cost of repairs to its buses.
- TOCU officers placing demand on local borough officers when unable through lack of resources to immediately respond to Code Red alerts (There is a service level agreement between TfL and MPS to provide emergency response to Code Red alerts, the responsibility for which falls to TOCU, and when they can't fulfil this requirement, pass it to local Borough police units).

### Analysis

By 12th April 2006 the bus shelter itself had been damaged so seriously that it had become unsafe and had to be removed. Interestingly, at the point it was removed; there was a substantial reduction in criminal damage offences to buses at the location. Because of this TfL were asked if they would delay installing a new shelter, to see if this reduction was sustained, which they did, until 13<sup>th</sup> July 2006.

Of the three available types of glazing material for bus shelters; glass, polycarbonate and crinkle glaze, the cheapest is glass, but is easily damaged. Polycarbonate and crinkle glaze are comparable in price. Although polycarbonate tends to be more aesthetically pleasing, it is more susceptible to etching and graffiti. It therefore needs to be replaced more regularly in areas where it is likely to suffer this sort of damage. The bus stop at The Glade is one such area. For this reason, TfL's bus shelter infrastructure department had glazed this particular shelter in the opaque "crinkle glaze" material shown below. (Figure 4) This material is highly resilient to all types of criminal damage as it is virtually impossible to etch, and graffiti wipes off very easily.



Figure 4

In Figure 4 there is a person standing directly behind the bus shelter. The picture clearly shows they cannot be seen, providing excellent cover for vandals. This made the bus, its driver and passengers vulnerable.

**Paving** – Parts of Fullwell Avenue were paved in cobblestones (Figure 5), that had become loose and broken in some places, and provided a convenient ammunition source for vandals looking to damage buses. This was the case at a fairly sharp bend in the road, just on the approach to the bus terminus. (Figure 6.) Bus drivers have to slow down considerably to negotiate this bend, allowing ample opportunity for objects to be thrown with a good chance of successfully hitting the bus.



Figure 5



←Cobblestone paving

←Bend in road

Figure 6

**Estate design** – There is an alleyway near to the bend in the road and cobbled paving which provides an easy escape route for vandals into the estate where they could effectively “disappear”, meaning they were unlikely to be caught at time of committing an offence.

**Lighting** – Lighting in the surrounding area was fairly dim, which increased fear of crime for local residents. The darkness provided extra cover for vandals in the evenings when most criminal damage incidents were occurring.

### **Suspects**

Prior to November 2006 a passenger identified two suspects to a bus driver. This intelligence was not passed to police initially as there was no corroborating evidence. It was believed that nothing would come of passing it on. A meeting was held at Barking Bus Garage with bus drivers and Sergeant Chandler from Fullwell SNT. As a result of this meeting, the bus drivers felt reassured that police were taking the problem seriously.

When the bus driver saw the two youths again, the information was passed to two Transport PCSOs who were conducting patrols on the bus route at the time. The officers stopped the youths and took their details. Fullwell SNT had already had dealings with these youths relating to other matters. For Data Protection purposes these youths will be called “Youth A” and “Youth B” within this report.

The options available to police for enforcement depend on the level of supporting evidence. There was insufficient evidence to support a prosecution against the two suspects, nor enough supporting evidence for an Antisocial Behaviour Order (ASBO). An Acceptable Behaviour Contract (ABC) is a voluntary agreement between an offender, the local authority (or other statutory body) and the police, which can be used to support further enforcement action if not adhered to. An ABC was the most appropriate course of action to take under these circumstances.

### **Policy factors**

TfL had an agreement with ELBG that bus drivers were required to wait at the terminus until the scheduled time in the bus timetable. However, bus drivers felt that when they adhered to this policy, there were occasions when their safety was jeopardised as a result of the criminal damage attacks.

### **Consequences**

- The situation got so bad on this route that it was not deemed safe for drivers to continue working under these conditions, and passenger safety also had to be taken into consideration, resulting in the bus service being withdrawn on three separate occasions in October 2006. (10<sup>th</sup> October, 12<sup>th</sup> October and 14<sup>th</sup> October).
- As a result of service withdrawals, Councillor Harold Moth received many telephone calls from elderly local residents complaining that they were unable to access local amenities, or get home by public transport.
  - Some vulnerable residents felt that it wasn't safe to go out after dark unless they could get a bus for the entire journey and did not feel safe when walking. This meant that they were effectively housebound when the bus service was withdrawn.
  - Fear of crime amongst local people increased as a result of the repeated attacks on buses.
  - ELBG had concerns that they were likely to suffer financial penalties from TfL running to several thousand pounds if they repeatedly withdrew bus services.
  - ELBG incurred costs when having to repair criminally damaged buses. The average cost of repairing a bus window is £200 for replacement glass and labour, though this can vary depending on which window is broken. (Figures provided by ELBG)
  - Even if the service is not withdrawn when a bus is damaged, the individual bus has to be taken out of service. As The Glade is the terminus of the route, this effectively means the entire return service to Barking is reduced by as many buses as are damaged.
  - Bus drivers did not feel safe at work. This point was made through Transport and General Workers Union representative during a meeting at Barking Bus Garage with Fullwell SNT.
  - Demand on the Transport Operational Command Unit (police) increased for emergency response to Code Red alerts.
  - When TOCU had insufficient resources, this responsibility was passed to local BOCU officers.

## Objectives

- By 28th February 2007, to have reduced bus service withdrawals on Route 169 to nil.
- By 28th February 2007, to have reduced reported incidents on Route 169 buses to levels suffered on Route 128, (an average of fewer than two per month) and to maintain this reduction long-term.
- By 28th February 2007, to have improved safety for bus drivers and passengers, measured by a substantial reduction in Code Red alerts
- Throughout the entire initiative, to build good working relationships with all relevant partner agencies, measured by all feedback received from the parties involved at the next meeting scheduled for 20<sup>th</sup> February.

## Problem Solving Forum

Sergeant Chandler realised that he needed to engage with several partner agencies in order to address this problem. He organised an open meeting on 06<sup>th</sup> November 2006 at Barkingside Police Station. He worked closely with Raymond Davis, TfL Transport Community Safety Manager, who ensured the correct partners from TfL and the bus companies were invited. In the same way, Les Ewan, a senior council officer, undertook a similar role in ensuring the correct partners from the local authority were invited. Sergeant Chandler ensured the correct partners from the MPS were also present. This meeting was essential as a number of issues that had been felt to be insurmountable barriers were resolved on the day simply by having the right people at the meeting. Part of the meeting involved a site visit to The Glade by all parties to conduct an Environmental Visual Audit (EVA). As a result, a number of very simple environmental solutions were proposed and agreed. From the timescales shown in Figure 5, it can be seen that many of these were achieved within weeks, and in some cases even days, of the meeting.

## Response

### Environmental

**Bus shelter** - The removal of the bus shelter had a considerable positive impact on crime figures, but was not a long-term option, as residents needed it there. The one that was installed obscured vision of bus drivers when waiting at the stand, which was considered by the drivers themselves to be the problem, rather than the shelter itself. In light of this, another solution was proposed. The shelter would remain, but would be glazed with transparent material. After being approached by Fullwell SNT, TfL happily agreed to reglaze the shelter in the transparent polycarbonate material. This was to ensure bus drivers were able to see through the shelter to the open parkland behind. Affixed to the inside of the new shelter, there were two "Double Royal Units" (DRUs); which are passenger information poster frames. It was felt that the installation of these on two of the three panels defeated the object of glazing the shelter in transparent material. At the request of Fullwell SNT, TfL agreed to remove one of these DRUs so that there was only one left, displaying essential passenger information.

**Paving** – Councillor Harold Moth arranged for cobblestone paving to be removed and replaced with flat paving or tarmac. He also ensured contractors removed all debris at the end of each day's work to prevent the intervention actually providing the ammunition source.

**Street lighting** - Double-armed streetlights were put in place in addition to the existing lighting at the Cocked Hat Plantation. Conservation issues were considered with regard to increasing the lighting levels in the park. To this end LBR's conservation officer attended the initial meeting to ensure that he would have no objections to the suggested improvements. For conservation reasons it would have been preferable to keep lighting levels fairly low. In spite of this it was accepted that the safety of the public was paramount and for this reason no objections were raised.

### Victims

At the invitation of the T&GWU and the management at Barking Bus Garage, Fullwell SNT accompanied by Ray Davis conducted a road show at the bus garage on 08<sup>th</sup> November 2006. Drivers returning from or preparing to go out on shift were directly approached and given the opportunity to express their concerns. At the same time, they were briefed about the ongoing work and achievements to date. Ray Davis also identified a training need for drivers regarding the correct activation of the Code Red alarm, and the expected police response.

As a result of the forum meetings TfL agreed to remove penalties for failing to adhere to compulsory stand time for buses. Drivers are now allowed to use their discretion, and move on before the scheduled time if there is a perceived threat to their safety or that of the public.

## **Offenders**

**Suspects** - Youth A did not reside on Fullwell Ward, but frequented the area due to his association with Youth B, who did live on the ward.

Youth A was already subject to an Acceptable Behaviour Contract (ABC). This had been served in March 2006 by Redbridge Housing Service (LBR) and Fairlop Safer Neighbourhoods Team. The ABC contained specific conditions (amongst others) to:

- Not cause a disturbance in and around the area of local buses or bus stops
- Not throw stones or other objects in public places.

Youth A was visited by Fullwell SNT and reminded of the conditions of his ABC and the potential consequences if it was ignored.

Youth B had little history of previous offending, but had been brought to police attention by Fullwell SNT and Tiptree Housing Office. This related to general complaints of antisocial behaviour and vandalism in the area. His association with Youth A was already of concern to police and housing officers.

In December 2006, Fullwell SNT and Tiptree Housing Office served Youth B with an ABC for a period of six months, agreed with his mother. The three conditions imposed were as follows:

- Not to enter Owen Waters House, Fullwell Avenue.
- Not to graffiti or damage any property belonging to another without their consent.
- Not to do anything that is threatening, abusive or insulting towards another person, which is likely to cause harassment, alarm or distress.

In addition to ABCs for the ringleaders, Fullwell SNT conducted regular stop and account work amongst groups of mainly younger children who were found associating with them in the area. This was followed up with parental contact from the SNT to advise them of the activities of their children, which dispersed the potentially destructive association.

**Local education** - In March and April 2007, Fullwell SNT delivered a presentation to each Year Group at Caterham High School, in co-operation with TOCU's Operation BusTag. TfL's Community and Education Unit also gave a presentation.

**Interventions**

<u>Reference</u>	<u>Agency</u>	<u>Action</u>	<u>Date</u>	<u>Cost</u>
A	MPS (Fullwell and Fairlop SNTs)	“Youth A” reminded of the terms of his Acceptable Behaviour Contracts (ABCs)	March 2006	Free (within existing MPS budgets)
B	TfL	Removal of compulsory stand time for drivers (now at drivers’ discretion)	06 <sup>th</sup> November 2006	Free – policy decision
C	TfL (Bus shelter infrastructure dept)	Repairing light fixture within bus shelter	09 <sup>th</sup> November 2006	£47.90
D	TfL (Bus shelter infrastructure dept)	Reglazing bus shelter in transparent material	09 <sup>th</sup> November 2006	£418.26
E	LBR	Replacement of cobbled paving with tarmac	24 <sup>th</sup> November 2006	£7405.2 0
F	MPS (Fullwell SNT)	Acceptable Behaviour Contracts (ABCs) for “Youth B”	December 2006	Free (within existing MPS budgets)
G	TfL (Bus shelter infrastructure dept)	Removal of Double Royal Units	February 2007	£154.59
H	LBR	Improvements to street lighting	15 <sup>th</sup> March 2007	£5300.0 0
J	Fullwell SNT	Operation BusTag presentation at Caterham High School	March and April 2007	Free (within existing MPS budgets)

Figure 7



Newly Glazed Bus Shelter

←Double Royal Units (DRU)

Figure 8

Lighting improvements



Figure 9

Replacement of cobbled paving with tarmac



Figure 10

## Assessment

This graph (Figure 11) shows all bus related criminal damage offences in Fullwell Avenue and The Glade (Route 169). Plotted against these are all bus-related criminal damage offences in Clayhall Avenue and Claybury Broadway (Route 128). This graph covers the period October 2003 to October 2007 (to date; 28/10/2007). The graph shows interventions superimposed onto the crime pattern. The letters correspond to the interventions detailed in Figure 7.

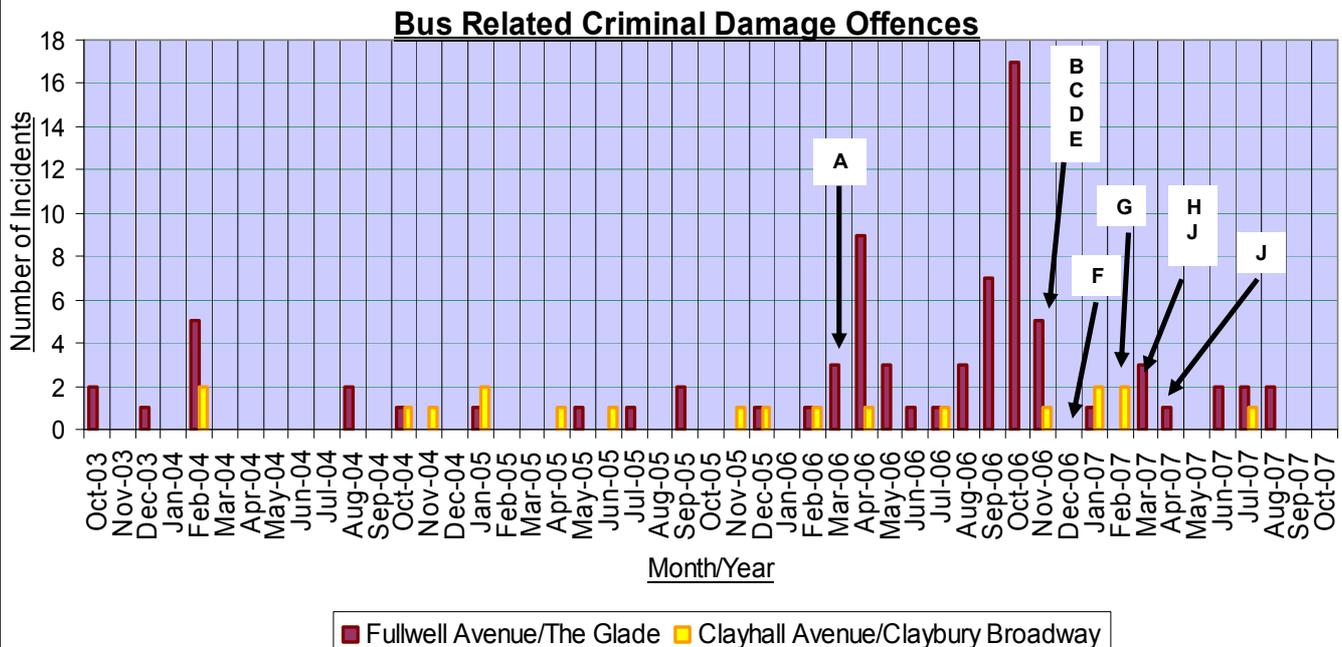


Figure 11

From this graph, the following conclusions can be drawn;

- In the first two years, from **November 2003 to October 2004** and November 2004 to October 2005, offences were at a very low level, and there was no distinct pattern.
- The **period November 2005 to October 2006** however, saw a huge increase in offences unparalleled in any previous year, with a total of **forty-six** offences. Also unparalleled was the peak on October 2006 of seventeen offences. This represents an 820% increase on the previous twelve-month period.
- In the period **November 2006 to October 2007**, there were **sixteen** offences, with a peak of five. The average number of offences also exceeded any other year in the period shown. From November 2006, when interventions began, there was a 188% decrease in offences overall. Also, there were fewer offences in this entire twelve-month period than in October alone in 2006.
- From January 2006 to April 2006, incidents of criminal damage on Route 169 increased consistently each month, from zero offences in January to nine offences in April. This pattern of three consecutive increases had never been seen before.
- The peak in April 2006 appears to be when those responsible developed the idea that they could easily commit these offences, supported by environmental factors, without reprisals. The bus shelter was removed on 12<sup>th</sup> April 2006, which resulted in a decrease to levels consistent with previous years. The new bus shelter was installed on 13<sup>th</sup> July, from which point we can see a dramatic increase in offending to an all-time high in October 06.
- The pattern that followed imitated the previous period (January 2006 to April 2006), but on an amplified scale: This time from one offence in July to nineteen offences in October. These two periods represent the only clearly identifiable pattern of offending for in the period analysed.

This graph compares the crime figures for Routes 169 and 128 since the peak in October 2006, and shows the trendlines for each.

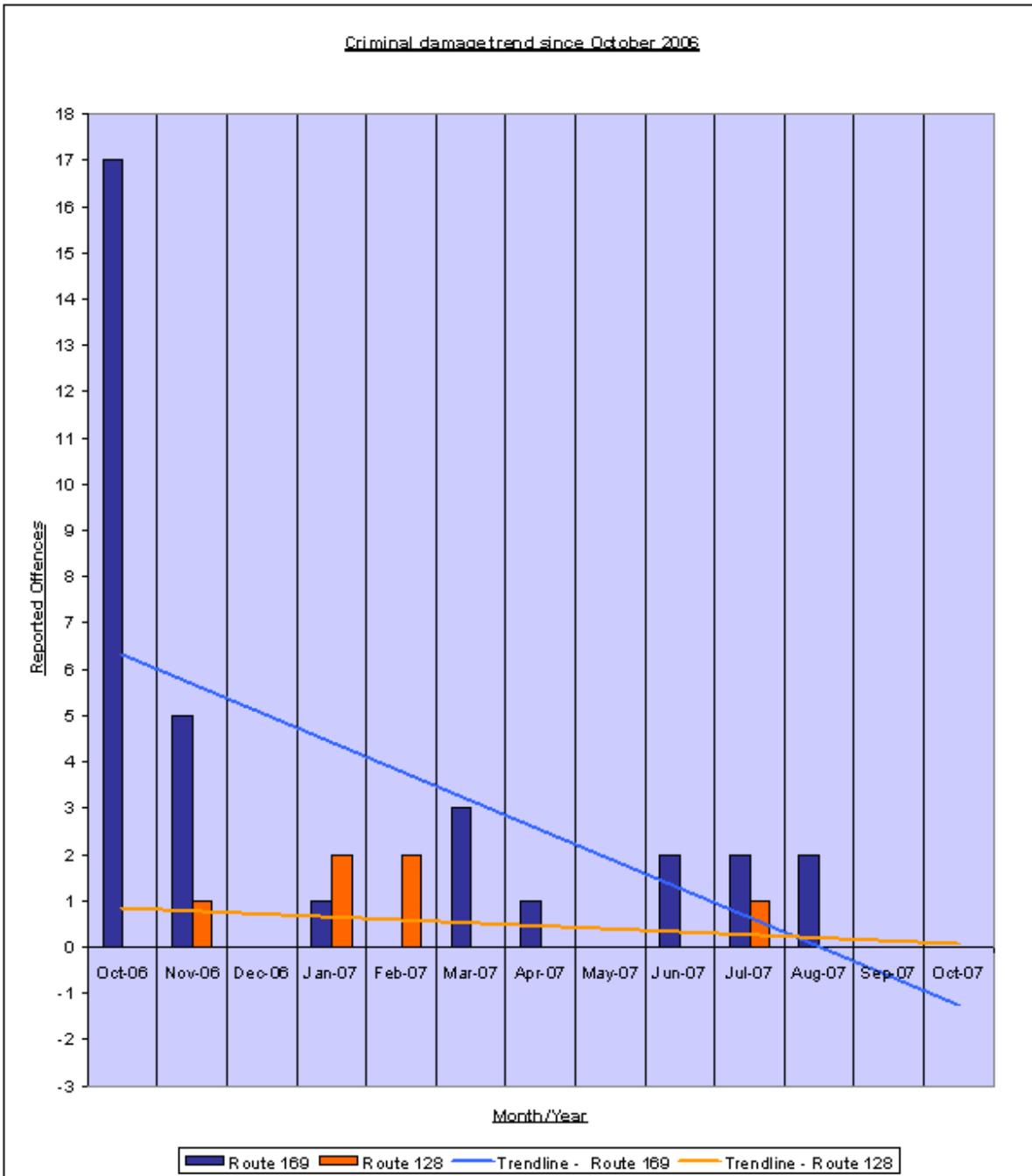


Figure 10

The trendline for the 169 shows a fairly steep decline, whereas the 128 shows only a very slight decline, demonstrating quite clearly the success of the project.

This graph shows all bus related Code Red alerts in Fullwell Avenue and The Glade (169). Plotted against these are all Code Red alerts in Clayhall Avenue and Claybury Broadway (128). This covers the period October 2003 to October 2007 (to date; 28/10/2007).

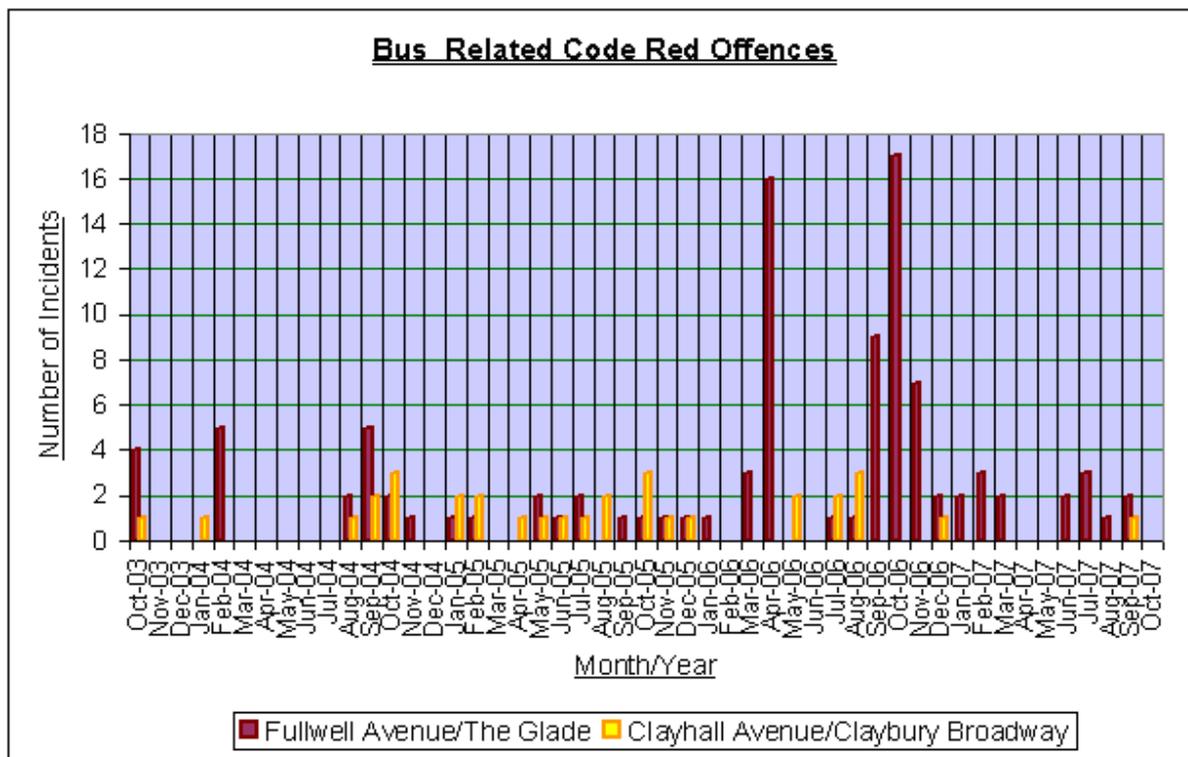
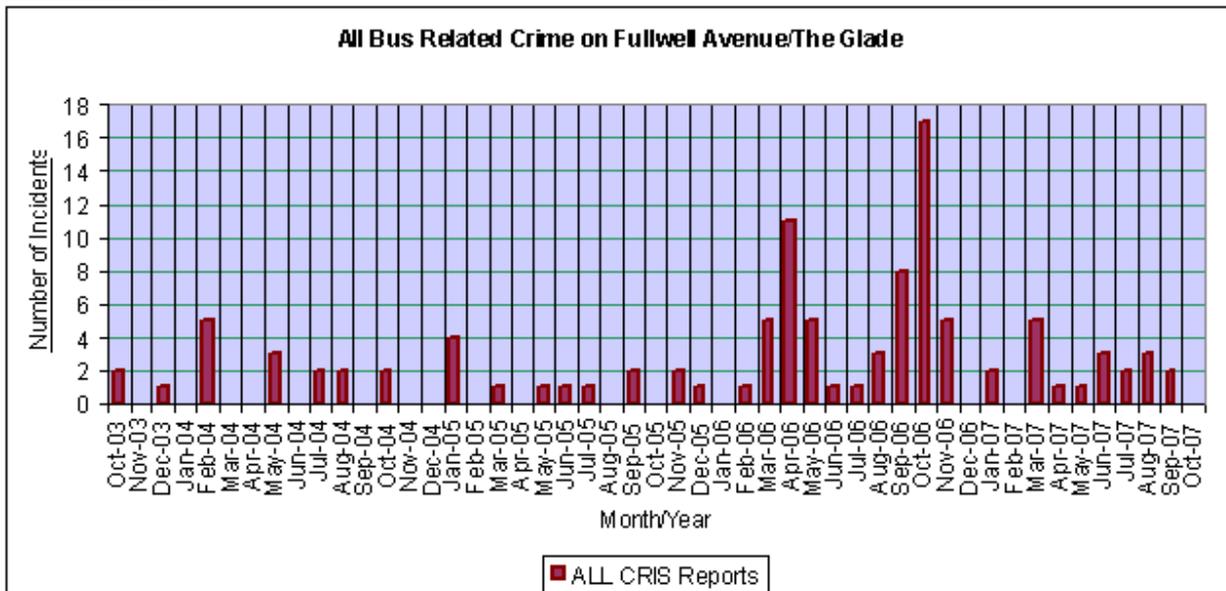


Figure 11

From this graph we can see that not only was crime reduced, but fear of crime amongst bus drivers was also reduced proportionately.

**Displacement**



In terms of displacement, it is essential to establish that the offenders did not simply choose to commit a different type of crime against the same target. This graph shows clearly that all crime on the Route 169 at the relevant location decreased considerably at the time of the interventions.

## Process evaluation

### What was planned and why?

A range of interventions were planned as shown in Figure 5 in the hope that these would reduce incidents of criminal damage, prevent further service withdrawals and improve safety for bus drivers and passengers.

### What went well?

The project ran extremely smoothly, with very few obstacles encountered. Major obstacles that appeared to exist at the outset stemmed from the fragmentation of public transport provision. By adopting a multi-agency partnership approach, these obstacles that were thought to exist were easily resolved.

### What didn't go well?

The only obstacle to progress was the fact that although the council installed the lampposts (Figure 7) in March 2007, these have still not been connected to the mains by EDF, the service provider. Therefore the effects of this intervention cannot yet be measured. The only proposals that didn't come to fruition were the installation of CCTV and additional lighting along the footpath in the Glade. These were not feasible at the time due to technical and budgetary constraints. However, these remain possible as future projects as Borough-wide considerations about CCTV coverage and street lighting are reviewed.

### Co-operation

The only agency that was not completely co-operative is EDF (the electricity provider) as mentioned above. Every other partner agency fulfilled its responsibilities efficiently and effectively.

### Adjustments

Each intervention was evaluated at the time of implementation. The reglazing of the bus shelter clearly had a positive impact on crime reduction. This idea was developed further when it was proposed that the removal of one of the DRUs would enhance the benefits already seen. (See "Intervention G" Figure 9.)

### Cost implications

The costs to partner agencies of some of the interventions (Figure 5) were unexpected and therefore hadn't been budgeted for. Despite this, none of the partner agencies were reticent about spending the money required to make the necessary improvements. In the case of the replacement of paving, the loose cobblestones presented a health and safety risk that needed to be addressed anyway, so the project itself is not directly responsible for this extra cost.

## Outcome evaluation

### What change was brought?

This project has achieved all of its aims. Crime and Code Red activations have been significantly reduced and there have been no subsequent service withdrawals.

### How strong is evidence that scheme produced the results?

There is a clear correlation between implementation of interventions and the reduction in crimes and Code Red activations. There is no other available explanation as to why such startling reductions occurred. (Figure 9.)

Also considered was the impact of the introduction of Safer Transport Teams (STTs) during the course of the project. The effect of the STTs on transport crime would be expected to be seen across the board and would have a similar impact on all bus routes, particularly within a small area. Clearly, the rate of crime reduction on Route 169 is not attributable to these teams. The trendlines seen in Figure 10 demonstrate this.

### Side effects

This project didn't have, as far as our analysis has established, any unintended or adverse effects. The analysis considered geographical displacement, and was found not to have caused any. Target displacement was also considered, but there was no evidence of this, as can be seen by a reduction in overall crime reduction on Fullwell Ward during the period of interventions and since. See Appendix D for crime displacement analysis.

**Conclusion**

This project has been a resounding success. The process ran smoothly, the outcome met and exceeded all objectives, and all partner agencies were extremely impressed with the problem solving approach. In fact, John Fitzpatrick, (T&GWU representative) addressed the forum at the second meeting and admitted that he was initially very sceptical about whether a “problem-solving approach” would be effective, but had been amazed by the results.

**State number of words used: 3959**

**Section D: Endorsement by Senior Representative - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.**

I fully endorse the attached nomination for the Home Office Tilley Award 2008.

The project, led by Police Sergeant Chandler, to combat criminal damage to buses, in particular the route 169 that runs through the Fullwell area of the Borough has proved to be highly effective.

Should our nomination be successful I propose to use the £10,000 prize money to reinvest in Safer Neighbourhoods to specifically tackle damage to buses, youth education and diversion, for example paying for 'Prison me, no way' visits to schools on key bus routes.

Dave Grant  
Chief Superintendent  
Borough Commander

Dear Chief Superintendent Grant

Over the last few months the 169 bus running from Barking to the Glades, Barkingside has on over 30 occasions been the victim of criminal damage. As a result the service has been withdrawn on at least 4 occasions this has of course caused considerable inconvenience to local residents, lose of revenue to London Buses and has a considerable amount for the damage to be repaired. Over the same period I have had the privilege of working with Sgt Chris Chandler and his SNT, we have visited the site and a number of meetings have been held, and an action plan has been drawn up that will make a number of environmental changes that will hopefully provide a sustainable solution to the problem. Last week a road show was held at Barking Garage to engage the local drivers and explain the multi agency response that had been formulated. It was plain to see that our short visit to the garage was extremely well received and the positive comments from the local Union Representative bore this out. Most importantly for me, a training issue was discovered that had lead drivers to hold unrealistic expectations of a police response when drivers contact the bus control centre.

In my opinion the above is a perfect example of what Safer Neighbourhoods and working in partnership means. The meeting held last week involved 23 people from different organisations who can have a major impact on the 169 problem.

I would ask that my thanks be passed onto Sgt Chandler and his team for the excellent work that has done in bring all the relevant parties together, and the effort that has been made towards solving this shared problem.

Thank you for your help

Raymond Davis

Raymond Davis  
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### **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 e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards08@homeoffice.gsi.gov.uk](mailto:Tilleyawards08@homeoffice.gsi.gov.uk). One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25<sup>th</sup> April 2008.