



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.

All entries must be received by noon on **Friday 25th 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. Redbridge Community Partnership Against Doorstep Crime
2. Key issue that the project is addressing e.g. Distraction Burglary and Rogue Trading

Author contact details

3. Name of application author: Author PS Alex Elderfield, Team Leader Contact Inspector Dave Hay
4. Organisation submitting the application: Metropolitan Police Service on behalf of Redbridge Borough CDRP.
5. Full postal address: Ilford Police Station, 270-292 High Street, Ilford, Essex, IG1 1GT

6. Email address: David.Hay@met.police.uk

7. Telephone number: 0208 345 3556

Secondary project contact details

8. Name of secondary contact involved in the project: PS Andy Julian
9. Secondary contact email address: Andy.Julian@met.police.uk
10. Secondary contact telephone number: 0208 345 3563

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: Chief Superintendent Dave Grant

12. Endorsing representative's email address: Dave.Grant@met.pnn.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: London Borough of Redbridge

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:

Distraction burglary and Rogue Traders can have far-reaching and devastating consequences on the vulnerable victims of this offence often leading to illness, depression and in some cases premature death and suicide. The purpose of this initiative was not only for police and partners to address the causes or bring the offenders to justice, but prevent incidents of distraction burglary and rogue trading in a sustainable way.

Analysis:

From April til June 2007, Redbridge Borough suffered a disproportionate volume of distraction burglaries, which were over 100% higher than the MPS average figure. Statistics for distraction burglary show victims are likely to be similar for victims of rogue traders and are elderly females who live alone. Data was extracted from crime reports, MPS GeoCoder and Trading Standards Consumer Direct.

The victims were often repeatedly targeted with historically poor crime prevention input and little or no after care from police or partnership agencies. This is not a criticism of individuals but of previous systems and practices combined with the apparent constant dilemma of what is a 'civil dispute' and what is a crime.

Offender profiles were obtained from Trading Standards list of subjects who have previously come to notice through complaints from the public and MPS intelligence indices.

Residential premises of elderly occupiers or premises that in disrepair were often targeted with suspects patrolling the areas looking for premises that indicated an elderly occupier.

Response:

In response a partnership between Redbridge Police, Trading Standards and the Redbridge Crime Prevention Design Advisor (CPDA) was devised drawing on research and statistics from each. Tactics were discussed and an action plan devised using new ideas and projects already in motion was implemented immediately to tackle the aims and deliver a long lasting solution.

Assessment:

The intentions were by 31st December 2007, to reduce reported Distraction Burglary by 20%. From June 2007 to December 2007, a high profile joint police and partnership operation tackling Distraction Burglary and Rogue Traders was implemented. Operational tactics were reviewed monthly to maintain and improve the quality of the pro-active partnership operations. Operation Liberal a one-day nationwide initiative first piloted in Derbyshire came into effect on 15th June 2007, and in the area that Op Liberal encompassed a marked decrease in offences occurred. Over the 5 months since Op Liberal started and the previous 5 months, a 54% decrease in offences within Safer Neighbourhood North's area was recorded.

State number of words: 399

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 12.

Scanning:

The Redbridge Safer Neighbourhood Teams (SNT) recognised distraction burglary involving bogus callers and rogue traders were high impact crimes, having potentially devastating consequences for some of the most vulnerable members of the community. The impact had an effect not only for Redbridge Police but the Primary Care Trust, Trading Standards and The Victim Support Service to name a few.

Potential consequences to the elderly community following a distraction burglary or rogue trader are as follows:

- Can be emotionally devastating
- Loss of confidence and sense of insecurity
- No longer feel safe in their home
- More likely to suffer poor health or depression
- Increased chance of hospitalisation or care home
- Suicide
- Premature death

Official figures show 19,000 offences of distraction burglary a year and rising. Help the Aged suggest more like 300,000.

Realising police played only one part of the key to tackling this crime, a partnership approach was necessary to make a significant impact on reduction. From consultation key areas were identified and detailed below.

- **Victim** – Historically, victims of this crime tend to be elderly females, who reside alone. London Borough of Redbridge (LBR) Trading Standards officers compiled a list of elderly residents in Redbridge. This list was distributed to partners to assist target hardening.
- **Offender** – Trading Standards have a list of Rogue Traders who have come to notice through complaints from the public. Main offenders are traders who ‘Cold Call’ elderly residents and don’t attend by appointment or recommendation.
- **Location** – Residential premises of elderly occupiers or premises in disrepair. Offenders patrol residential areas looking for premises indicating elderly occupiers reside. Hotspots were identified by using the MPS crime reporting statistics and GeoCoder map system, which highlights areas where offences were occurring.

Elderly communities within Redbridge highlighted an increased level of concern to SNT officers on patrol, at ward panel meetings, surgeries and crime prevention talks. Here concerns were raised about increased level of traders ‘cold calling’ without appointment. The sales pitch was sometimes aggressive and stated the repairs to their property were urgently required. Residents felt pressured and bullied into making decisions on the spot.

Redbridge police were not alone in their responsibilities and interests in reducing crime. Trading Standards had the Consumer Direct initiative, a way members of the public can report rogue traders. This measured by the amount of times fast response vehicles dispatched to deal to check authenticity of documentation and intent of the traders. The Victim Support Service would be directly affected by a reduction in victim referrals.

Analysis:

The scale of the problem was measured by extracting data from a number of resources, mainly MPS indices. Those being crime reporting systems, criminal intelligence and the Police National Computer.

Methodology

The resultant data was scrutinised and cleansed to meet the requirements of the task at hand. The data was charted and mapped to show hotspots and other areas of concern supported by temporal factors that were achieved through the use of Excel software.

Data

Statistics for distraction burglary showed the following victims are likely to be similar for victims of rogue traders.

- 77% of victims were female
- 23% were male
- 74% of victims lived alone
- 26% lived with someone
- 12% lived in sheltered accommodation
- The average age of victims was 78 years

The analysis comprises of two aspects, temporal identifying day and time patterns for the offences that have been committed and the spatial, pictorially highlighting the affected areas.

Temporal

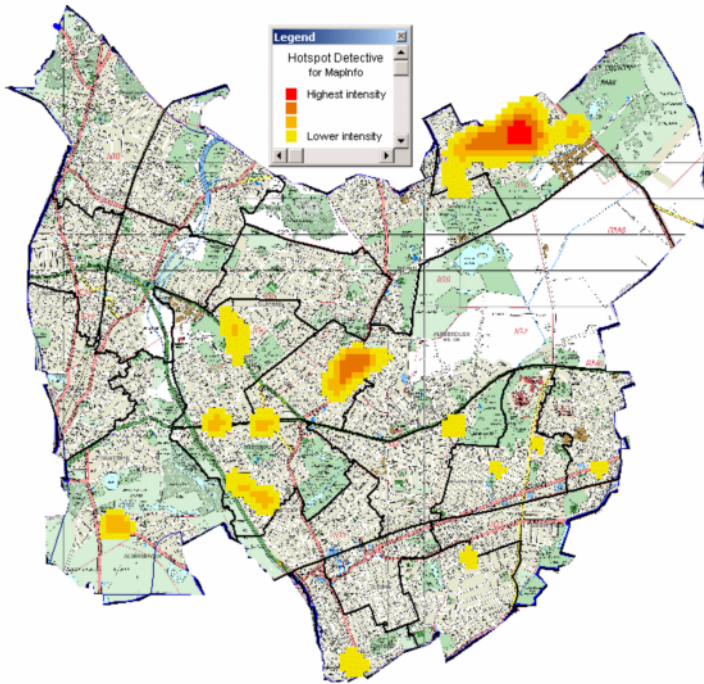
Day	Total
MON	47
TUE	74
WED	66
THU	84
FRI	60
SAT	44
SUN	22

Time Range	Total
0001 - 0200	1
0601 - 0800	4
0801 - 1000	37
1001 - 1200	111
1201 - 1400	82
1401 - 1600	69
1601 - 1800	45
1801 - 2000	32
2001 - 2200	13
2201 - 0000	3

Offences appear to occur both midday and midweek. Offenders clearly target victims during the day, as they are more likely to encounter elderly victims their preferred victims. Offences are most prevalent between 1001 and 1600 hours with a peak from 1001 – 1200 hours.

Spatial

The map below reveals primary hotspots for offences to be located within Hainault ward. The secondary location is within Barkingside ward. Both locations have older populations hence the attractiveness to artifice burglars.



Many different aspects appear responsible for the cause of the problem and can be broken down in greater detail as shown below;

- **Offender** – There is a strong tangible link between rogue trading and distraction burglary. The offenders are male or female and sometimes use an accomplice to distract the occupant. Offenders are very skilled ruthless professionals specialising in committing crime against older vulnerable adults in the isolation of their own homes.
- **Victim** – Are generally elderly and female. Fear and intimidation is often used to pressurize the older person not to tell anyone. Sometime victims are unaware that they are a victim until some time after. They are more likely to question their own judgement and memory rather than admit that they are a victim. As a result, victims often think it pointless to report the incident or even mention it to friends and relatives. All these factors make the selected victim easy targets for manipulative predatory offenders.
- **Location** - Many victims of this type of crime are targeted by the appearance of their homes, dirty net curtains, overgrown gardens, gates hanging off hinges and paintwork in poor repair.

It was necessary for all partners to consult together and identify ideas and develop an action plan. From this consultation the DVLA, Trading Standards, Removals, Waste Management, CCTV and the Public Protection team from LBR, VOSA, Customs and Excise and the Home Improvement Agency were identified as having essential parts to play in the execution of the action plan. The involvement of each is detailed below:

- **DVLA** assisted enquiries relating to suspect vehicles.
- **Trading Standards** checked documentation and legitimacy of traders.
- **Removals** assisted with vehicles seized by police or partners for defects, driving license and insurance offences.
- **Waste management** managed disposal of waste materials by traders.
- **CCTV Van** was used to trace and track the movements of the top 100 suspect rogue trader vehicles through the borough.
- **Public Protection** investigated rogue trader scams and provided liaison between local and surrounding trading standards offices.
- **VOSA** targeted vehicles with serious defects with powers to seize and remove vehicles.
- **Customs and Excise** were proactive in dipping fuel tanks of suspect vehicles identifying illegal use of red diesel.
- **Home Improvement Agency** compiled lists of approved traders working with Havering and Redbridge councils to provide assistance to vulnerable victims. They provided practical assistance to homeowners enabling them to improve the general condition of their properties.

Intelligence gaps were identified through scrutinizing every aspect of the data. It became clear there was lack of intelligence to suggest where stolen goods were going after the theft. Secondly, a list of distraction suspects should be compiled by Trading Standards using the Bogus Caller list.

Response:

New ideas were implemented after consultation with LBR Trading Standards and the Redbridge Police CPDA. In addition as a result of the rise in reported distraction burglary Operation Liberal was adopted and implemented. Actions taken and the rationale behind each tactic is discussed below:

- **Trading Standards** implemented a Restricted Calling Zone (RCZ) Programme. This targeted areas with a high volume of elderly residents and hotspots for distraction burglaries. Homeowners were canvassed and consent sought to have the area declared a RCZ. Homeowners received a RCZ pack, providing contact details for the Emergency Services, Trading Standards and Consumer Direct. Packs provided advice on what action to take if a tradesperson attended the premises without prior appointment. Window stickers were provided in each pack for display in prominent positions by the occupier. Signs were attached to existing street furniture in a similar way to Neighbourhood Watch signs identifying the RCZ. This sent a clear message to offenders who were in the area that the residents in the area were not a viable target.
- **The MPS coordinated and led Homesafe Scheme** involved Victim Support, LBR Life Line and Morrison (building maintenance contractors.) This project is funded by partnership money of £20,000 per annum.

Victims were entitled to receive some or all of the following free of charge:

- Crime Prevention Officer visit.
- Security measures such as door locks, spy holes, door chains, window locks, padlocks for side gates.
- One off make-overs removing tell tale signs of vulnerability and old age. Including cutting down overgrown hedges, trimming and tidying up front garden, re-hanging front gates, minor repairs to front wall, replacement net curtains, front door and window sill repaint.
- A free LBR lifeline unit with a bogus caller button. The Life Line being monitored 24 hours a day by the LBR Life Line Unit and works through the telephone line. Where a caller at the door concerns a client, they press the bogus caller button allowing the controller to monitor, record and speak to the client at the time.
- Referral to the LBR Handy Person Scheme deals with health and safety aspects in the home such as loose carpet, insecure staircase, exposed electrical wiring.
- When a repeat victim is identified, the use of a memo cam records and captures all visitors to the address.

This was used in addition to the already in use Help the Aged HandyVan scheme

- **Operation Liberal** was initiated utilising Trading Standards and Safer Neighbourhood officers. Redbridge Police and partners took the unique step to implement Operation Liberal once a month unlike the rest of the UK, which only ran the operation one day a year. The following tactics were used:

Target Hardening; Raised awareness of rogue traders and distraction burglars to vulnerable victims. Police and Trading Standards Officers carried out patrols throughout the North wards on the borough. Premises appearing to be in disrepair were visited. Occupier were informed about Rogue Traders and how they operate, provided with details of the HIA and the Handy Van Scheme. Enquiries were made whether the resident had been approached by tradesman cold calling or any previous issues they had experienced.

Rogue Traders – high profile policing targeting trade, builders and commercial vehicles. During mobile patrols traders, builders or commercial vehicles were stopped and enquiries made with the occupants as to their presence in the area. If suspicions were aroused, Trading Standards Officers would make further enquiries into their working practices and legitimacy. Trading Standards checked the trader's details against their own intelligence indices on Rogue Traders. A digital camera was used to take photographs of traders and vehicles that aroused suspicion. Genuine traders were provided with details and information of the HIA.

Work in progress – targeted traders in process of working on residential properties in the north wards of the borough. During patrols, officers focused on premises where work was in progress. Trading Standards Officers approached the homeowner making discreet enquiries as to how the trader was contacted, if it was as a result of cold calling and if the homeowner was happy with the standard of work. If suspicions were aroused, the Trading Standards Officer would inform the police who would make further enquiries into the builders legitimacy.

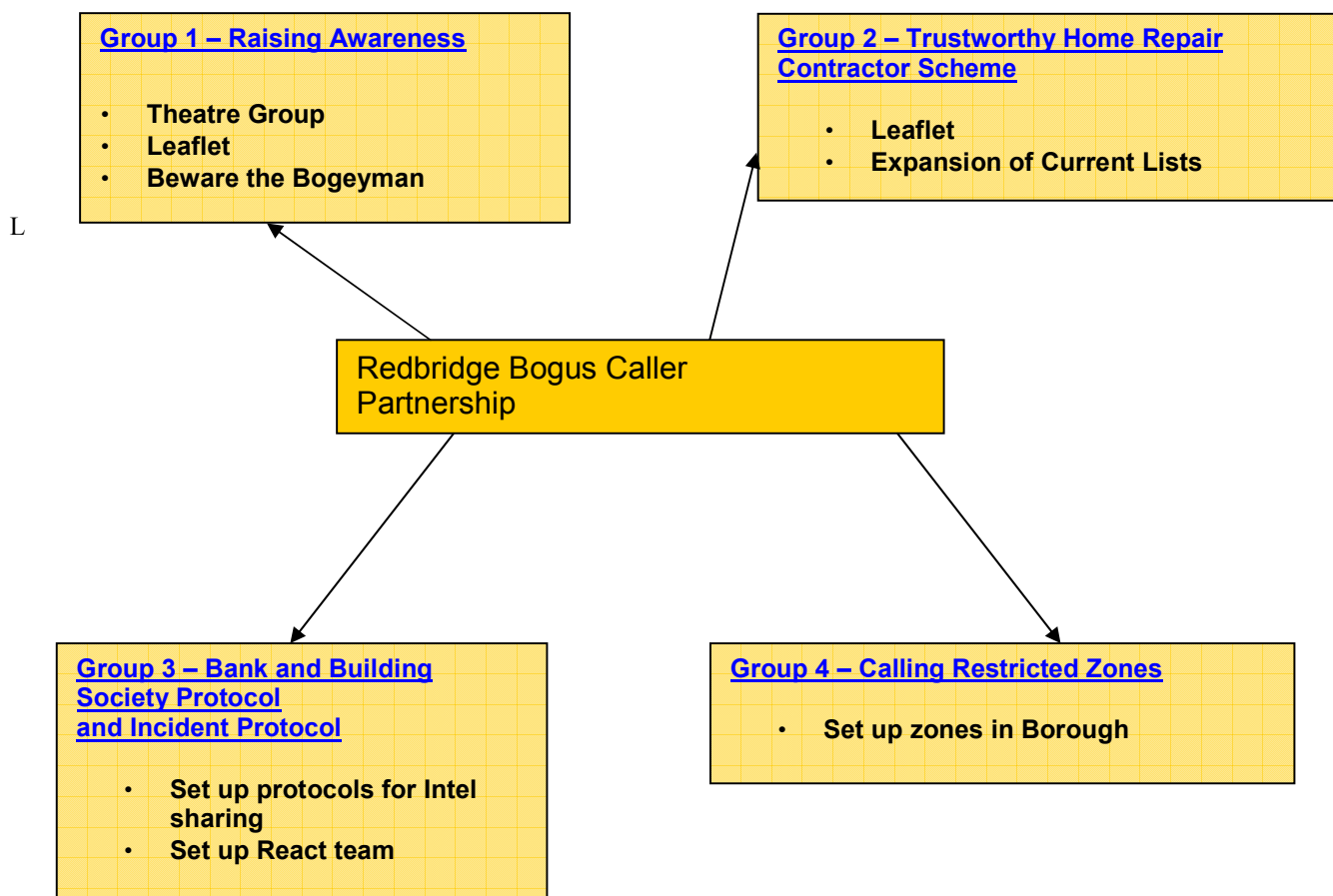
Disruption Tactics were used and intelligence gathered around rogue traders and distraction burglars. The awareness was raised of potential and vulnerable victims by using Safer Neighbourhood PCSO's visiting the target audience in their homes. Leaflets including the availability of local services and lists of legitimate traders for a well-rounded approach were provided. Any information gathered was shared with Trading Standards for inclusion on the Rogue Traders List. It proved to be an invaluable exercise to identify potential victims.

Mobile Patrols were conducted by uniform MPS officers with 3 responsibilities:

- Visit café's to speak with customers and identify suspicious traders
- Visit elderly residents to offer advice, crime prevention and referrals to partner agencies if necessary
- To visit homes that were undergoing work with a view to ascertaining the circumstances of employment.

This was a supplementary and additional action that was a culmination of tried and tested methods over the previous months and preferred methods and tactics of the overall action plan.

- **Redbridge Doorstep Crime Group** comprising of the PCT, London Fire Brigade, Victim Support, Redridge Police, Redbridge Safer Communities Partnership, Community Meals and Age Concern produced 4 steering groups responsible for delivering the following model. The primary reason to reduce vulnerability of key target groups, establishing referral routes from assessment procedures and importantly reducing the impact of the crime upon victims.



Each process was an extensive project in it's own right and spanned 2007. Projects were chosen above all others for sustainability, value for money and outcome potential. Projects were designed as part of a prevention strategy involving the close working together of a number of agencies and business within Redbridge.

- **Group 1 Education**

A drama group called The University of the Third Age consisting of elderly amateur dramatist performed a play containing a message warning of bogus callers. This was performed at sheltered accommodation across the borough throughout 2007. A video of the performance was professionally recorded and made available to Age Concern, PCT's and Social Care to play to vulnerable and potential victims in their own homes.

A Beware the Bogeyman leaflet was prepared by Trading Standards in conjunction with a Restricted Calling Zone Package. This was delivered by the partnerships including nurses from the PCT, PCSO's from SNT, Age Concern, Neighbourhood Watch Coordinators and Home Care visitors to name a few.

Local newspapers were provided with good news stories and crime prevention articles surrounding the initiative and articles appeared in the Ilford Recorder and Yellow Advertiser.

SAFER NEIGHBOURHOODS
LONDON FIRE BRIGADE
METROPOLITAN POLICE
London Borough of Redbridge

BOGUS CALLERS

NO APPOINTMENT = NO ENTRY

Bogus Callers have many disguises
If unsure - do not let them through your door
To report or for advice ring this number:

consumer direct
www.consumerdirect.gov.uk
08454 04 05 06
clear, practical consumer advice
funded by government.

IN AN EMERGENCY DIAL 999

An initiative from the Redbridge Bogus Callers Partnership

SAFER NEIGHBOURHOODS
LONDON FIRE BRIGADE
METROPOLITAN POLICE
London Borough of Redbridge

Bogus Callers can impersonate anybody:

Distraction Burglars
Someone pretending to be an official from a utilities company, (Gas, Electricity and Water Board) the council, the police, health services or people asking for money or help.

Rogue Traders
Are unqualified people offering to make repairs to your home, tarmac your drive or do gardening jobs, taking your money and not carrying out a good job.

Cold Callers
These are 'hard sell' door to door representatives who turn up unannounced, convince you to let them in and won't leave until they have a signed order or contract from you.

Please Remember Bogus Callers:

- Use any reason to get inside your home
- Claim to be giving you a good deal
- Use false identification

You are not alone with this problem, help is available, report any suspicious callers.
Call Consumer Direct - Tel: 08454 04 05 06

Remember: NO APPOINTMENT = NO ENTRY

This leaflet is available in Braille, audio or large print. Tel: 020 8708 5361

- **Group 2 Handyvan and Trustworthy Home Repair Contractor Scheme**

Trading Standards produced a visually impactful leaflet to promote the Handyvan scheme already in operation whose aims were to bring confidence and boost confidence for the over-60 age group. The service being accessible by self-referral, friends, neighbours or family. It assisted with the installation of smoke alarms, door chains, mortice locks and other home safety equipment free of charge. Leaflets were distributed to Victim Support for victims already referred to them, Age Concern, the PCT and the Home Improvement Agency to form part of the Beware the Bogeyman and Restricted Calling Zone package mentioned previously.

A rapid response by the Consumer Direct Service was developed with Trading Standards and integrated into core activities. This enabled no extra funding or personnel resourcing. This service was advertised in leaflet distribution enabling any person to call the advertised number when they believed a rogue trader was carrying out work in their home or large amounts of cash were being withdrawn from banks in unusual circumstances. A vehicle being dispatched to the location where the incident was taking place and an investigation conducted by Consumer Direct officers. Any rogue trading being stopped in its tracks.

- **Group 3 Bank and Building Society Protocol**

This is an ongoing working protocol between local businesses to contact the police, Trading Standards and Consumer Direct when they have identified an issue of rogue trading or suspicious incidents involving vulnerable people. Either a police unit or Consumer Direct attend the scene to investigate the circumstances.

- **Group 4 Calling Restricted Zones**

An initiative designed by Trading Standards and Redbridge Police that has already included 7 zones and 3000 homes in Redbridge. This zone is not enforceable by legislation but sends a clear message to any rogue trader that cold calling will not be entertained. When any cold calling is experienced by one of the households, a contact number provided can be called and the appropriate police or consumer direct response is coordinated. A further 4000 homes are expected to join the Restricted Calling Zone this year.

Internal Training

The Redbridge Police CPDA looked at police call centre handling and the response given to rogue trader or distraction burglary incidents. A number of issues were highlighted and changes were implemented as follows:

It was accepted that the best way to investigate incidents of distraction burglary or rogue traders amongst the elderly is face to face. However, a few simple questions would enable the call handler to make an informed choice as to the best way to deal with the call. Too many questions at this stage could confuse or raise anxiety amongst some elderly people.

The questions below were devised and suggested;

- Is the person(s) still there and when they return
- **DID THEY CALL WITHOUT AN APPOINTMENT**
- Have they entered your home
- What work had been done
- Have you paid any money
- How did you pay i.e. was it cash or have they taken you to the bank/post office etc
- What age are you
- Do you live alone

The call handler would then be in a better position to decide on the best course of action. In cases of doubt the call should be referred for a police response as either immediate or as soon as possible.

A comprehensive training package was provided to Safer Neighbourhood PCSO's and included scenario based objectives designed to address the problems they may come across.

They were asked to consider

1. How they would prepare for the visit?
2. What advice/action would they take during the visit?
3. Who would the victim be to?

The purpose of the training to ensure that each PCSO was able to:

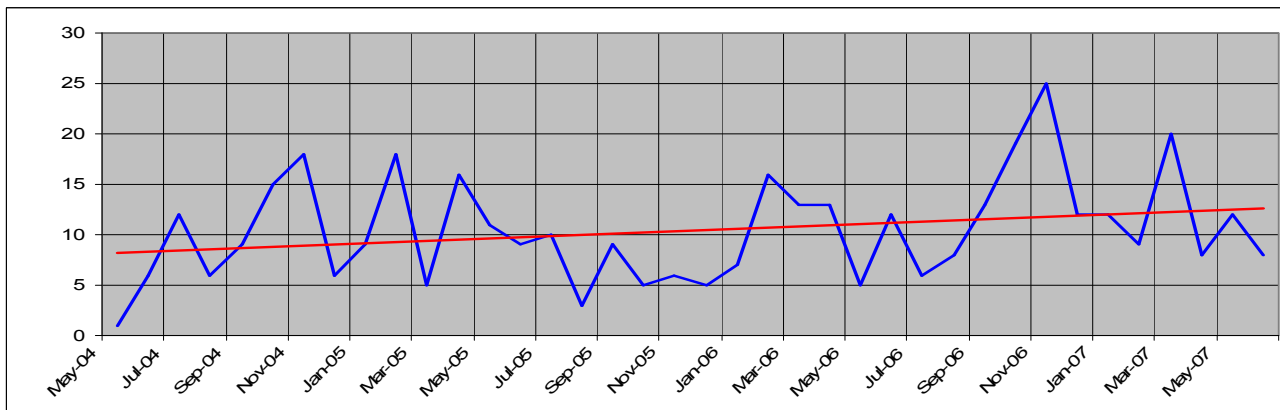
- Offer basic crime prevention advice for a straightforward domestic burglary using the principles of crime prevention
- Be aware of when a referral to the CPO be made
- Be aware of what other partnership agencies may be able to refer the victim onto
- Be aware of what areas you should not give crime prevention advice on
- Be aware that they are not a trained CPO and will be expected to provide basic advice only

In 2006 new legislation provided police with a way in which to deal with rogue traders. Police officers at Redbridge completed an NCALT computer based training package on the Fraud Act 2006 covering this new legislation. The legislation included the following offences:

- False or misrepresentation
- Failure to disclose information
- Abuse of position
- Possession of articles for use in fraud
- Obtaining services dishonestly

In support of this new Act, existing Consumer Protection Regulations made it an offence to carry out work following an unsolicited visit or telephone call where the cost of the work exceeded £35 and where the trader failed to serve the consumer with an appropriate notice advising them of a cooling off period.

Assessment:



The graph above reveals the pattern of offending over the three-year period in question. The line in red depicts the trend of offending over the same period. While there are many peaks in offences few are present throughout all three years. We can see that around August time through to December there is common increase in offending.

The established baseline for Op Liberal was to reduce reported distraction burglary by 20% over a six-month period (June – December 2007) within the North Wards of Redbridge Borough.

The operation actually achieved a 54% reduction in reported distraction burglary within five months in the North Wards of the borough. This is explained below in more detail.

Although a reduction in reported distraction burglary was the intended aim of the operation, to achieve a 54% reduction was unexpected.

Another objective of the operation was to raise awareness to potential victims, legitimate traders and residents of Redbridge. Trading Standards reported a lower volume of residents reporting losses of money and property to bogus callers, however an increase in the volume of calls with regard to potential bogus callers on scene at the time of the call. This was due to raised awareness of residents to the operation and publication and distribution of the Consumer Direct contact details.

To illustrate the impact of Op Liberal we need to compare artifice burglaries over time within the wards. The following tables reveal this pattern.

This table is for artifice burglaries within 2006. It can be seen that offences increase slightly in North's area between September and December.

Ward	January	February	March	April	May	June	July	August	September	October	November	December	Total
JB69			1		1	2	2	1		1	1		9
JB70		1	1	1			1			1		1	6
JB71		1	2			2			2	1	1	2	11
JB72		1		1					1		2		5
JB73	1	1							1	2	1		6
JB74		2		3		2		2		3	2	2	16
JI60								1	1		1	1	4
JI61		1											1
JI62										1			1
JI63								1			1	1	3
JI64		2	1				1				1		5
JI66		1	1									1	3
JI67								1					1
JI68			1						1	2	1		5
JN75			1	1					2	2			6
JN76			1			1		1			1		4
JN77					1	1					2		4
JN78										2		1	3
JN79		1								3	1	2	7
JN80						1		1		1	1		4
Total	1	12	8	7	3	9	3	7	10	18	16	10	104

Ward	January	February	March	April	May	June	July	August	September	October	November	Total	
JB69				1			1	2				1	5
JB70	1			2	1		2					1	7
JB71	1			1	1		2			1			6
JB72				2			1						3
JB73			1	2			1	1					5
JB74	3	2	5		1	1	2					1	15
JI60					1		1						2
JI61	1			1				1					3
JI62			2			1			1		2		6
JI63										1			1
JI64	1		1		2	1			1				6
JI65		1			1								2
JI66			1			1	1	1				1	5
JI67						1							1
JI68			2	1			1						4
JN75		1				1	1			1			4
JN76		1					1	2		1			5
JN77		1				1	1			1	1		6
JN78				1	1	1	1						4
JN79	1		1		2	1		1		1		1	8
Total	8	7	17	7	8	13	15	6	7	2		8	98

The above table reveals artifice burglaries within 2007. We see that from January to August distraction burglaries were more prevalent than in the preceding months. This is relevant in that Operation Liberal came into effect on June 15th, not long before the decline in offences. Also the area that Operation Liberal encompassed (JB) saw a marked decrease in offences. If we look at the percentage change over the 5 months since Op Liberal started and the previous 5 months we see a 54% decrease in offences within Safer neighbourhood North's area (the area Op Liberal was employed in).

The impact of the operation was measurable by Redbridge police by the percentage reduction in reported crime. The intention was never to arrest large volumes of distraction burglars; the main thrust was to raise awareness and discourage bogus callers from operating in Redbridge Borough by creating an uncomfortable working environment. One successful incident resulted in the arrest of a prolific distraction burglar. Through analysis of reported crime, a repeat victim was identified and the Crime Prevention Officer installed a memo camera. Within a month the victim was visited by the prolific offender, the memo camera captured his image and he was subsequently arrested and successfully prosecuted.

Other arrests were made and were for a number of offences arising from the ANPR/CCTV strand of the operation.

What were the results?

- Police showed 54% reduction in reported crime as outlined above.
- Trading standards showed reductions in the number of victims stating that have had property stolen or conned out of money by rogue traders.
- Trading Standards reported an increase in referrals from Consumer Direct with regards to incidents happening at the time of the call.
- Redbridge Bogus Caller Partnership have progressed their four steering groups and delivered the aims of each group. This is an ongoing project and the aims continue to develop and evolve.
- Residents of Redbridge now have more opportunity to raise their awareness of bogus Caller/Doorstep crime by visiting many of the public information sites

Partnership Involvement

The success of the high profile pro-active operations was due to partners working towards the same goal. Some tactics were implemented but it was clear they were not as effective as other options. The use of partners during this part of the operation has remained fluid, changing the response to meet the needs of the operation as it evolves. The involvement of TS, DVLA, VOSA, Customs and Excise, LBR Removals and Waste Management provided effective and efficient responses to all situations that have arisen from dealing with a large volume of traders and their vehicles within a short time frame.

Success attributable to actions

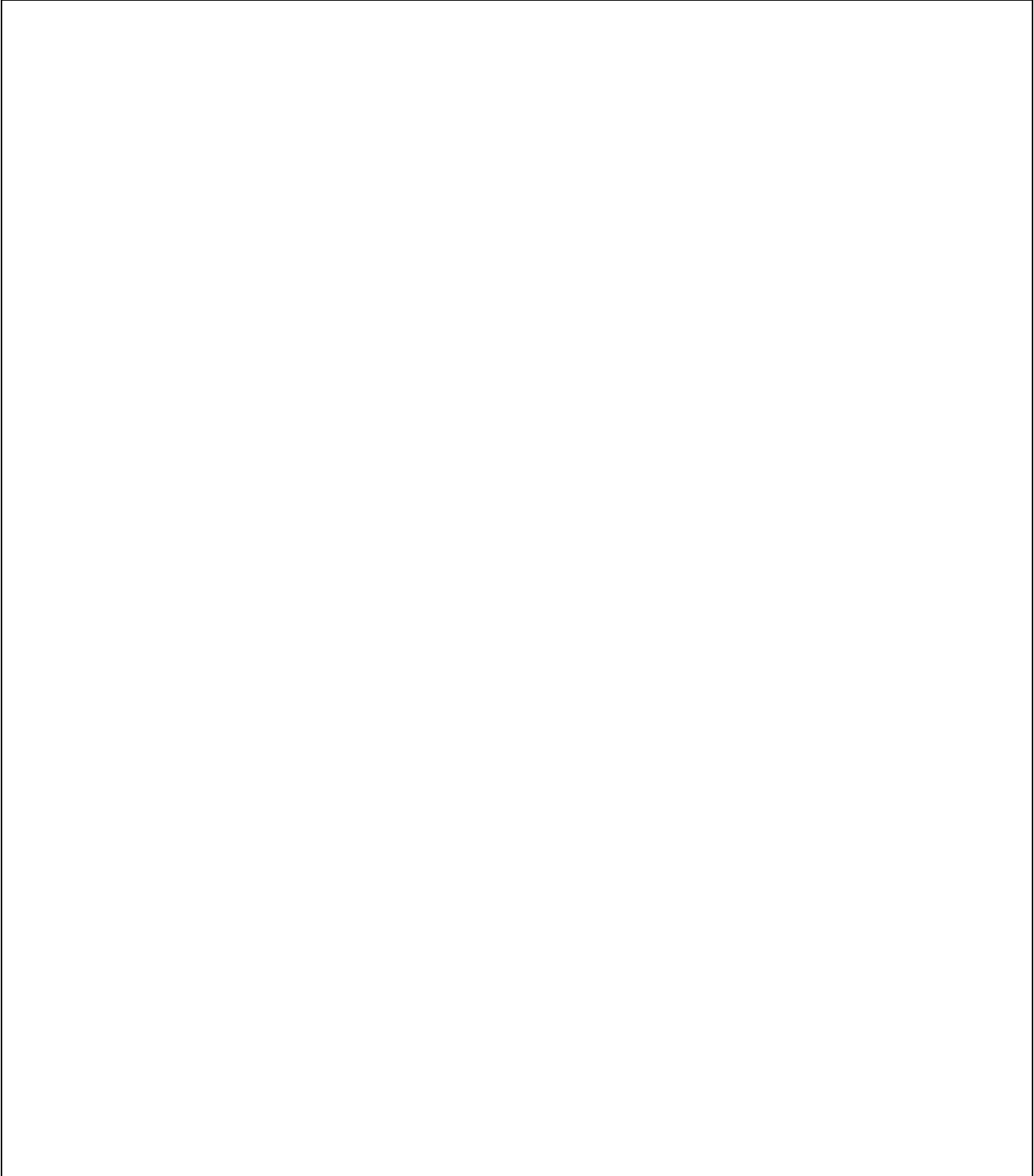
There is a strong relationship between the implementation of Operation Liberal and the reductions in distraction burglaries found within the North area. Given the timings of the reductions and implementation of Operation Liberal it can be concluded that results were mainly due to this operation. The use of partner skills and co-operation contributed to a high level of intelligence gathering that could be actioned effectively. However the intelligence gathering structure must continue in order to monitor this problem into the future.

Further work will be completed by the Borough Intelligence unit on those stopped by Operation Liberal.

Lessons for the future and what can be done differently?

- SN awareness of rogue traders to continue.
- Public reassurance and awareness measures to continue, especially for vulnerable victims.
- Specific victim targeting to raise awareness should continue. As the majority of victims are the elderly this can be used to direct where awareness measures can be directed.
- Continue to challenge vehicles and persons associated to rogue tradesmen in order to reaffirm Redbridge borough's policy towards artifice burglaries.
- Working together with partner agencies proved successful and should be continued.
- Known vehicles and persons to be challenged.
- Random, short-term operations along the lines of Operation Liberal could be used to target offenders.
- Memo cameras can be given to vulnerable or repeat victims.

State number of words used: 3980



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

This is an excellent example of partners working together to tackle an insidious crime that has an enormous effect, not just on the victims, but also on all those who are elderly and vulnerable. The results of cutting crime speak for themselves, but it has also helped in reducing the fear of crime for other residents in the area. What is not so obvious is the way in which the different elements have had an impact outside of the area, as I am frequently asked to start similar schemes elsewhere.

In respect of business, banks are helping to prevent victimization and I know that we have had arrests and prosecutions of bogus and rogue traders. Proper traders want this scheme, as they realize that being in this scheme has given local people confidence to use them as they are approved (thus customers will not be subject to rogue trader practices).

If this particular scheme is successful, I would like to use the award to fund the set up of similar schemes in specific areas in the South of the Borough.

Dave Grant
Chief Superintendent

 Phone: 020 8345 2603

 Metphone: 22603

 Mobile: 07785 380418

 Fax: 020 8 345 2776

 E-mail: Dave.Grant@met.police.uk

 Mail: Dave Grant Chief Superintendent
Borough Commander Redbridge
Ilford Police Station
270-294 High Road,
London IG1 1GT

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. 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 25th April 2008.