

Course
notes
Day 10

**Revenue
Control
Inspector**

2010

Session Objectives:

- Demonstrate the correct procedure for completing 'A' and 'B' type files.
- State which file needs to be used for each case.

Materials needed:

- RCI Law Books
- Smith and Keenan's English Law
- RRA 1889 and Bylaws
- Case Studies folder byelaws/answers
- Police and criminal Evidence Act 1984



Group work



Flip chart work



Insert slide from presentation and place slide number underneath




Insert this symbol when there is a link to the valuing time behaviours



Information for the trainer (cell coloured in grey)

SESSION SUMMARY

Time	Session Summary
09:00	
09:45	
10:30	
10:45	
12:30	
13:30	
15:30	
16:00	

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
09:00 Case studies	Case studies Delegates to identify the RRA & Byelaws used. Discuss with delegates the outcomes of their task providing feedback from the trainer's case study book.
	TASK Choose a job that you have done in the last few days. Write a statement using the MG11 forms. Hand it to the trainer when you have finished. Trainer to check statement against notebook highlights any errors made.
 Slide 2	State today's objectives <ul style="list-style-type: none"> • Demonstrate the correct procedure for completing 'A' and 'B' type files. • State which file needs to be used for each case.
	Break
	Task continue with statements
Law book 1	We produce statements for a prosecution. A prosecution is the instituting of criminal proceedings in the Courts. Unless an Act of Parliament says otherwise, in England <u>anyone</u> can prosecute anyone for an offence. Exceptions include murder, offences with political overtones and specialist health and safety offences. <i>(Because anyone can prosecute, TfL can process prosecutions where all or part of the fare avoided was TOC's</i>


Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
<div data-bbox="190 576 403 746"> <p>Slide 4</p> </div> <div data-bbox="190 855 403 1026"> <p>Slide 5</p> </div> <div data-bbox="190 1129 403 1300"> <p>Slide 6</p> </div>	<p><i>and vice versa.)</i></p> <p>TfL, LU has an internal 'Assurance Prosecutions' (AP) department to handle the processing of reported travel fraud cases. The prosecutions department are responsible for the private prosecutions of customers committing fare evasion or byelaw offences, managing the LU Penalty Fare process, collecting payments for penalty fares, claim costs and compensation awarded by Magistrate Courts, small claims in the County Courts for unpaid debts in favour of London Underground.</p> <p>The prosecutions department are responsible for the private prosecutions of:</p> <ul style="list-style-type: none"> customers committing fare evasion or byelaw offences, managing the LU Penalty Fare process, collecting payments for penalty fares, claim costs and compensation awarded by Magistrate Courts, small claims in the County Courts for unpaid debts in favour of London Underground <p>The following decisions can be made on case papers:</p> <ul style="list-style-type: none"> To prosecute the defendant No further action To send the defendant a formal warning letter. This applies to youth files aged 18-20. An administration charge is asked for To send the defendant an administration charge letter <p>Timescale</p> <p>Files should be submitted to AP no later than 3 weeks from the date of offence or the completion of an investigation</p> <p>Files, which are submitted for consideration for prosecution, are identified to three groups:</p> <ul style="list-style-type: none"> File types A, B and Youth Files File type A

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
<div data-bbox="190 319 403 486" data-label="Image"> </div> <p data-bbox="241 486 347 518">Slide 7</p> <div data-bbox="190 702 403 869" data-label="Image"> </div> <p data-bbox="241 869 347 901">Slide 8</p> <p data-bbox="224 1157 369 1189">REVCON</p>	<ul style="list-style-type: none"> • Juvenile offender (Under 18) • Name and Address not verified <p data-bbox="425 399 593 430">File type B</p> <ul style="list-style-type: none"> • Name and Address verified • Defendant is 18 or over and is a Repeat offender (Recidivist) • Offence involves use of a high value ticket (Freedom, Staff pass) • Use of any period Travelcard • Use of a Forged or Laser Copied ticket • Use of altered travel documents • Use of Child ticket by an adult (<i>adult on child</i>) • Total Evasion (No ticket, No money) <p data-bbox="425 766 593 798">Youth File</p> <ul style="list-style-type: none"> • Defendant is aged 18-20 • Is not a recidivist • Has not committed offences: <ul style="list-style-type: none"> • Use of a high value ticket (Freedom, Staff pass) • Use of any period Travelcard • Use of a Forged or Laser Copied ticket • Use of altered travel documents • Use of Child ticket by an adult (<i>adult on child</i>) • Total Evasion (No ticket, No money) <p data-bbox="425 1212 1713 1284">Wherever your case is sent, there is a standard approach to how LU set out their files. Files which are submitted for consideration for prosecution are identified into three groups,</p> <p data-bbox="425 1324 1041 1356">File type A , File type B and Youth Files.</p> <p data-bbox="425 1364 1960 1396">We will look at what makes a case file Type A or B or Youth File and what papers you use for each file type.</p>

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	<p>LU's RevCon system has made the selection of the file needed much easier for a Revenue Control Inspector as the computer automatically chooses what you require from the information that you put in. RCIs must still understand what files are required in case of any technical problems that may occur.</p> <p>'A' Type</p> <p>Revcon will produce a checklist sheet and two further sheets which show the defendant's details and description of the offence.</p> <p>Photocopy any exhibits and place the originals in exhibit bags as will be shown below. The bags are then stapled to the checklist. Place the checklist with pages 2 and 3 which are stapled together and have the photocopies of the exhibit(s) attached. This file should be signed by the RCI.</p> <p>Do not staple the checklist with the other papers as these remains at the SDU with the exhibits.</p> <p>'B' Type</p> <p>Revcon will produce the same forms as described above. However, the checklist is not required and can be discarded. Photocopy any exhibits and place the originals in exhibit bags as will be shown below. The bags are stapled to the exhibit / witness page. A description of the exhibit(s) is noted on the page.</p> <p>File must be assembled as follows –</p> <ol style="list-style-type: none"> 1) Customer details (Top sheet) 2) Witness / Exhibit list. Exhibits stapled to this page 3) MG11 (Statement of RCI) 4) Photocopy of notebook and exhibit(s) relating to statement 5) Statements of any other witnesses relevant to case

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	<ul style="list-style-type: none"> 6) Photocopy of evidence and exhibit(s) relating to witnesses 7) Ticket office printout declaration if / where used 8) Photocopy of RCI notebook 9) Revcon printout of recidivist details <p>All processed reports/files of an offence have to be presented to the courts within 6 months of the offence date, so that a Summons may be issued.</p> <p>Youth Files</p> <p>Revcon will not create any paperwork for this category. It will only give you a file reference number. In order that any exhibits relating to a defendant in this category are safely filed, adopt the following procedure-</p> <ul style="list-style-type: none"> a) Using Revcon, select PRINT MENU b) Search using File Reference number c) Confirm this is the correct defendant d) Confirm which forms you want reprinted. This will usually only be the checklist. e) Reprint checklist f) Attach any exhibits as above <p>From now on produce all statements as file type B.</p>
	Lunch

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	<p>Oyster product reports</p> <p>RCI's must provide any supporting evidence relating to journeys made with a withdrawn Oystercard (TOM printout or OCTA report) and also provide information on any device used to read a ticket i.e. MOVie, HHU. (See page 40, Book 2).</p> <p>Failure to comply will create a number of issues for the prosecution as the critical data has not been available to disprove the customer's claims made in litigation and the business has nothing to support our claim of fare evasion and intent to avoid payment and/or multiple journeys etc before the Magistrate.</p> <p>TRIM Presentation Introduce the TRIM and allow them to explain OCTA reports.</p> <p>Exhibits and Exhibit bags</p> <p>Revenue Inspectors should ensure that all exhibits are referred to within statements. The desired method is to state "I produce as exhibit AB01, the described Freedom Pass which I placed in bag number 123456 and sealed."</p> <p>Any additional exhibits would follow on i.e. ABO2, photocard in bag number 123457 etc. Property seized which are not used as exhibits must be included on MG6C as unused material.</p> <p>The bag will have the following information –</p> <table border="0"> <tr> <td>CASE NUMBER</td><td>FILE REF</td></tr> <tr> <td>DATE</td><td>DATE EXHIBITED</td></tr> <tr> <td>PASSENGER NAME</td><td>CUSTOMER NAME</td></tr> <tr> <td>RPI NUMBER</td><td>BADGE NUMBER</td></tr> <tr> <td>COMMENTS</td><td>NOT USED</td></tr> </table> <p>Place the exhibit in the bag and seal. The exhibit should be placed in the bag so the contents can be easily read</p>	CASE NUMBER	FILE REF	DATE	DATE EXHIBITED	PASSENGER NAME	CUSTOMER NAME	RPI NUMBER	BADGE NUMBER	COMMENTS	NOT USED
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DATE	DATE EXHIBITED										
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RPI NUMBER	BADGE NUMBER										
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	without opening the bag. There should be one exhibit per bag <u>only</u> .
	Break
	Task <ul style="list-style-type: none"> • Send half of delegates to 1st floor soft seating area <ul style="list-style-type: none"> ◦ Brief delegates that they are RCIs (confirm location etc..) • Other delegates are customers give them a ticket/oyster <ul style="list-style-type: none"> ◦ Customers be co-operative but not too much ie:admit pass/ticket is not theirs • Once completed check notebook entry • swap over
16:00	End of Day 10 Live learning Day 11 <ul style="list-style-type: none"> • Advise the class as to where and at what time the class is to meet and the location of the exercise. • Advise the delegates attire must be smart civilian clothes. • Divide the group into pairs. They will be appointed an RCI to shadow on the day. • Inform them that under no circumstances should they interfere with a job that an RCI is doing <p>They are to stand nearby but not directly involve themselves with the conversation. I.e. stand by the inspector or around the customer. Discretion is needed, questions can be asked after the</p>