

## Jacob Gemma

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**From:** Stef Lehmann  
**Sent:** 22 November 2021 13:37  
**To:** Hayward Siwan (Director of CPOS)  
**Cc:** Isabel Collinson; Nadeem Javaid; Johnson Situ; McGregor Mandy (Head of Transport Policing and Community Safety); Davies Emma (ST); Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)  
**Subject:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021  
**Attachments:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Siwan,

More questions, I'm afraid – please see attached for Stella's latest email (I didn't have a chance to deal with this until now as I've been heavily involved in the Fin Com paper / press and stakeholder effort last week).

Are we best to refer Stella to the lead police officer (whose contact details she has) on her first few requests for info, and just explain the situation wrt the question she asks about TfL policy?

Thank you again,

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**  
[REDACTED]

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**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Date:** Tuesday, 16 November 2021 at 18:46  
**To:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>  
**Cc:** Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, Nadeem Javaid <[REDACTED]@london.gov.uk>, Johnson Situ <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)" <[REDACTED]@tube.tfl.gov.uk>

**Subject:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Thanks so much for this, Siwan. I've gone back to Stella – hopefully it reassures her.

If you could let us know the outcome of the meeting with the Head of Protective Security Operations when it happens, that would be great.

All best,

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**  
[REDACTED]

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**From:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>  
**Date:** Monday, 15 November 2021 at 16:03  
**To:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Cc:** Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, Nadeem Javaid <[REDACTED]@london.gov.uk>, Johnson Situ <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)" <[REDACTED]@tube.tfl.gov.uk>

**Subject:** RE: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stef

In answer to your questions to help close this down and give Stella the confidence that TfL, MPS and BTP have addressed the issues she has raised.

- Can I share with her that there has been only one other such incident in the last few years (the North Greenwich one)? *Yes, if you think that would help – to the best of my knowledge there has only been one other example of UK Border Forces undertaking an unauthorised immigration*



checking operation on our network in the last few years. You will appreciate that there is always a small risk that an operation could occur again in the future, despite our best efforts.

- . As per her request, are you able to share what the Met said it would do to avoid something like this happening in future, when you discussed this with them? Did they apologise for carrying out the operation on TfL property and not alerting local police? *We now understand this was a counter-terrorism command protective security operation. I was due to meet the Head of Protective Security Operations tomorrow but I expect this will be postponed now in light of the Liverpool terrorist incident.*
- . Is there an excerpt from the draft updated guidance for station staff available yet, which I could share with Stella to demonstrate that we're doing all we can to ensure station staff aren't put in this position again? *Draft below – still going through internal review.*

*On occasion, the BTP and MPS will need to work with other enforcement agencies on our networks. To work on any our rail or Underground stations, the MPS should seek permission for this through BTP and station managers should be given advanced notice wherever possible. In very exceptional circumstances, there may be a need for the police to bring in Immigration enforcement officers to support a police-led operation to tackle transport crime. TfL must be notified of these deployments in advance. Station managers are to contact LUCC if immigration enforcement officers are deployed on our network to ensure that the necessary TfL and BTP permission has been given.*

[REDACTED]

Hope that helps Stef  
Best Siwan

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**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Sent:** 11 November 2021 17:58  
**To:** Hayward Siwan (Director of CPOS) <[REDACTED]@TfL.gov.uk>  
**Cc:** Isabel Collinson <[REDACTED]@mopac.london.gov.uk>; Nadeem Javaid <[REDACTED]@london.gov.uk>; Johnson Situ <[REDACTED]@london.gov.uk>  
**Subject:** FW: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Siwan,

Stella is still enquiring about this incident – please see below and also attached.

I don't think Ch Insp O'Donoghue's email below tells us anything we didn't already know, but is there anything further I can say to Stella to reassure her?

- . Can I share with her that there has been only one other such incident in the last few years (the North Greenwich one)?
- . As per her request, are you able to share what the Met said it would do to avoid something like this happening in future, when you discussed this with them? Did they apologise for carrying out the operation on TfL property and not alerting local police?
- . Is there an excerpt from the draft updated guidance for station staff available yet, which I could share with Stella to demonstrate that we're doing all we can to ensure station staff aren't put in this position again?

I appreciate we don't want to get into a difficult situation with the Met in public, but to be fair, Stella has kept a very tight lid on all of this so far.

Thanks very much,  
Stef



Stef Lehmann  
Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON

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**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Date:** Thursday, 11 November 2021 at 17:45  
**To:** stella creasy <[REDACTED]>, Simon <[REDACTED]>, Johnson Situ <[REDACTED]@london.gov.uk>, Nadeem Javaid <[REDACTED]@london.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>

**Subject:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stella, thanks for sharing this – I will put it to TfL and come back to you asap.

My understanding is that the Met did not follow protocol by asking station staff for permission on the day, rather than following TfL's policy by not seeking to carry out such operations on TfL property in the first place. TfL subsequently reminded the Met of its policy against such ops on its network and is refreshing guidance for station staff. I will get further confirmation from TfL as completely understand your concerns about potential future incidents like this.

Stef

Stef Lehmann  
Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON

---

**From:** stella creasy <[REDACTED]>  
**Date:** Thursday, 11 November 2021 at 17:25  
**To:** Stef Lehmann <[REDACTED]@london.gov.uk>, Simon <[REDACTED]>, Johnson Situ <[REDACTED]@london.gov.uk>, Nadeem Javaid <[REDACTED]@london.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>

**Subject:** Fwd: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stef et al,

Hope you're well - please see below for more on this raid at Walthamstow Central. The Met now seem to be saying that TfL staff did ok this operation at Walthamstow Central station - I'm surprised that station staff would be put in that position given the TfL policy on this matter, and wanted to share this with you so you were aware of the update I had.

I'm concerned that if this process of agreement on the day becomes acceptable, this kind of operation may happen again without authorisation and oversight to ensure it is intelligence led rather than random with the resulting consequences for resources and community cohesion. Can you advise on the feedback you've had from the Met about how such operations are signed off for the future?

stella

----- Forwarded message -----

**From:** <[REDACTED]@met.police.uk>  
**Date:** Thu, Nov 11, 2021 at 1:58 PM  
**Subject:** Immigration Operation @ Walthamstow Central TFL Station 13th October 2021  
**To:** [REDACTED]  
**Cc:** [REDACTED]@met.police.uk>, [REDACTED]@met.police.uk>

Good afternoon Ms Creasey,

In relation to previous correspondence concerning an Operation involving police and the Immigration Service at the above location I can confirm that we have now identified that there was activity at the above venue by officers attached to Project Servator from the Protective Security Operations Strand. These are not locally based officers from NE BCU .

Their work is focussed around Protective Security against Crime and Terrorism and involves high level of engagement with communities and businesses around iconic sites or areas of high footfall at different times of day. On this occasion they had linked in with Immigration Enforcement Team to assist as their work often involves many different partners.



Efforts were made with TFL staff on the day who confirmed they were happy for the teams to go ahead. If you wish to find out more about the operation please contact Sgt Nathan Esser(cc'd) who will happy to provide more detail.

If you require anything further please do not hesitate to contact me

**Chief Inspector Michael O'Donoghue**

**NE Neighbourhood Policing,  
Metropolitan Police Service**



**Met Line : 755736/07553 162559**

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Stella Creasy

The Local Labour and Co-operative MP for Walthamstow

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## Jacob Gemma

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**From:** stella creasy [REDACTED] >  
**Sent:** 09 November 2021 12:34  
**To:** Stef Lehmann  
**Cc:** Simon; Stella Creasy MP; Johnson Situ; Nadeem Javaid; Isabel Collinson  
**Subject:** Re: Sensitive: Walthamstow Central MPS / Border Force operation

Hi Stef

This is the response have had from the local police on this - think the Home Office didn't speak to anyone local at all?!

stella

Good Afternoon Ms Creasy,

I'm writing to you following the below email to Sergeant Tardioli outlining your concerns received from local residents around an Immigration Operation that occurred on Wednesday 13th October 2021 at Walthamstow Central Transport hub. I can confirm that there has been no such operation with Immigration at the above location involving local officers from NE BCU and there are no current plans to in future.

Chief Inspector Michael O'Donoghue is currently liaising with officers from the RTPC and I have made enquiries with the Border Force to ascertain what Operation did take place and who it was led by. Once I have further information to clarify this, I will share this with you.

I hope this information assists until I can share further details with you.

Kind regards,

Muhammed B Miah | PC 2597NE  
Staff Officer - HQ and Neighbourhoods  
North East (NE) BCU  
Forest Gate Police Station (KF)  
350-360 Romford Road, London, E7 8BS  
E: [REDACTED]@met.police.uk

On Fri, Nov 5, 2021 at 1:11 PM stella creasy <[REDACTED]>:  
Thanks Stef- will ask the local police about this and feedback the below to those who have been in touch.

kind regards

Stella

On Thu, Nov 4, 2021 at 5:27 PM Stef Lehmann <[REDACTED]@london.gov.uk> wrote:

Hi Stella,

I'm very sorry for the delay – please be assured we've been on the case, it's just proven a little challenging to liaise between relevant parts of the GLA, TfL, and MOPAC / MPS.

I am told that no formal explanation is in the public domain at the moment, but you are welcome to make reference to the key points below when going back to constituents:

- This was an MPS and Border Forces operation. It was part of a wider operation running across the Borough which uses high-visibility police tactics to deal with a range of offences. It was not a transport-specific operation.

- TfL have a long-standing policy against immigration checks on its network, and were not aware of, or asked for permission for, this operation. Requests from Border Force to undertake passenger checks at a TfL station would normally be refused.
- TfL has followed up with the MPS to remind them of their position on Border Force working on TfL property, and remind them of the criteria and the process for seeking permission.
- TfL will also refresh the relevant guidance issued to station staff and the staff of TfL's operators. They will circulate this refreshed guidance to MPS and BTP too.

For further details on the operation, you may wish to reach out to the Met or local police directly.

We (the Mayor's office) will also ask the Deputy Met Commissioner to raise this incident with BCU Commanders, reminding them of the protocols and TfL's policy in this area.

I hope this is helpful.

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**

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**From:** Stef Lehmann <[REDACTED][\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>  
**Date:** Friday, 29 October 2021 at 15:42  
**To:** stella creasy <[REDACTED]>, Simon [REDACTED] <[REDACTED]>, Stella Creasy MP <[REDACTED]>  
**Cc:** Johnson Situ <[REDACTED][\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>, Nadeem Javaid <[REDACTED]>, Isabel Collinson <[REDACTED][\[REDACTED\]@mopac.london.gov.uk](mailto:[REDACTED]@mopac.london.gov.uk)>  
**Subject:** Re: Sensitive: Walthamstow Central MPS / Border Force operation

Hi Stella, thanks for this – just to say we're on the case re public line and I've chased colleagues whether we've had a response. Hoping that we can get back to you by Monday – have asked colleagues to provide the info by then.

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**

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**From:** stella creasy <[REDACTED]>  
**Date:** Wednesday, 27 October 2021 at 13:11  
**To:** Stef Lehmann <[REDACTED][\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>, Simon [REDACTED] <[REDACTED]>, Stella Creasy MP <[REDACTED]>  
**Cc:** Johnson Situ <[REDACTED][\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>, Nadeem Javaid <[REDACTED]>, Isabel Collinson <[REDACTED][\[REDACTED\]@mopac.london.gov.uk](mailto:[REDACTED]@mopac.london.gov.uk)>  
**Subject:** Re: Sensitive: Walthamstow Central MPS / Border Force operation

Hi Stef



Thanks for this - its a very worrying development. Would welcome the chance to hear what response the Home Office have given on this issue, as its not the first time this has happened and happy to follow up in parliament if the Mayor's office is not given an explanation. I'm being asked by local residents and indeed the local press as to whether there is any update so please do let me know what is in the public domain at present?

with kind regards

Stella

On Wed, Oct 20, 2021 at 2:19 PM Stef Lehmann <[REDACTED]> [london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

Hi Stella,

As discussed between you and Johnson, please find below an update on what happened at Walthamstow Central last week, and actions being taken to prevent this from happening again.

**TfL have a long-standing policy against immigration checks on its network, and were not aware of, or asked for permission for, this operation.** Requests from Border Force to undertake passenger checks at a TfL station would normally be refused. In very exceptional circumstances, there may be a need for the police to bring in Immigration enforcement officers to support a police-led operation to tackle transport crime. That's not what happened here; but even in those situations, the police are reminded of TfL's position and that under no circumstances should Border Force be randomly stopping and checking passengers' identity or immigration status.

I hope this is helpful – please let me know if you have any questions. We'd be grateful if you could let us know anything you would want to say publicly, as the below is sensitive information and we would want to check with TfL re what can and can't be shared.

Many thanks,

Stef

### Summary of incident

- TfL received confirmation that an MPS and Border Forces operation did take place at Walthamstow Central last Wednesday morning at around 07.00. The operation took place on the upper level of the station.
- The Customer Service Manager (CSM) on duty approached the Officers, who told him it was a pre-arranged operation and they had permission to be on the station.
- No TfL enforcement staff were involved. The BTP has confirmed that they were not involved and didn't have any knowledge of the operation taking place.
- This operation between the MPS and Immigration was part of the Met's Operation Wilcot, which was running across the Borough. It was not a transport-specific operation. The operation uses high-visibility police tactics across the borough to deal with a range of offences including robbery and violence.
- The normal process for the MPS to seek permission to operate in our stations was not followed. The MPS teams must always arrange permission to work on London Overground, Underground and our sponsored services through the BTP, so that we can ensure that policing activity is coordinated and that they are aware of the protocol for operating on a station. Station teams would normally be given advance notice of MPS officers conducting an operation on LU property. This was not done in this case.

### Actions being taken

- TfL are following up with the MPS to remind them of their position on Border Force working on TfL property, and remind them of the criteria and the process for seeking permission.

- TfL will also refresh the guidance issued to station staff and the staff of TfL's operators. They will circulate this to MPS and BTP too. We (GLA) will have sight of this and be able to feed in. TfL expect they will be able to deliver this within the next month.
- TfL are still seeking an explanation from the MPS regarding this incident.

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport**

**MAYOR OF LONDON**

City Hall, The Queen's Walk, London SE1 2AA

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Stella Creasy

The Local Labour and Co-operative MP for Walthamstow

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## Jacob Gemma

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**From:** stella creasy <[REDACTED]>  
**Sent:** 16 November 2021 22:07  
**To:** Stef Lehmann  
**Cc:** Simon; Johnson Situ; Nadeem Javaid; Isabel Collinson  
**Subject:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stef

Thanks for this and for the work you have done to follow this issue up - Given what they are now saying about this matter, have they confirmed to you if they were armed, and what the outcome of the eight arrests that were made is or could your officer who is meeting with them establish this information? Does your policy cover such proposed operations, as if stations are appropriate places for intervention then presumably you also have a policy on if these raids can be used for terrorism activities too including if they can be armed? To confirm, I've shared only with residents what you have sent over as public comment, and will not share the below as not in the public domain.

kind regards

Stella

On Tue, Nov 16, 2021 at 6:47 PM Stef Lehmann <[REDACTED]> [london.gov.uk](mailto:[REDACTED]@london.gov.uk) wrote:

Hi Stella,

TfL have come back with the below points, which I hope will be reassuring. Though there is always a small risk that an operation could occur again in the future despite our best efforts, we certainly don't anticipate this becoming a common occurrence.

- To the best of our knowledge, there has only been one other example of UK Border Forces undertaking an unauthorised immigration checking operation on TfL's network in the last few years.
- We now understand this was a counter-terrorism command protective security operation. TfL's Director of Compliance, Policing, Operations and Security was due to meet the Head of Protective Security Operations this week, but expects this will be postponed now in light of the Liverpool terrorist incident. We will share any further relevant information gained.
- Please find below a draft of the updated guidance to station staff – note this is not finalised and not for onward sharing, but hopefully it reassures that we're being totally clear about the process.

Stef

*On occasion, the BTP and MPS will need to work with other enforcement agencies on our networks. To work on any our rail or Underground stations, the MPS should seek permission for this through BTP and station managers should be given advanced notice wherever possible. In very exceptional circumstances, there may be a need for the police to bring in Immigration enforcement officers to support a police-led operation to tackle transport crime. TfL must be notified of these deployments in advance. Station managers are to contact LUCC if immigration enforcement officers are deployed on our network to ensure that the necessary TfL and BTP permission has been given.*

*A summary of the new process currently being finalised is as follows. This process is for all MPS and other police force operations but also covers requests for joint operations with Immigration.*

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Stef Lehmann

Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON

[REDACTED]

---

**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Date:** Thursday, 11 November 2021 at 17:45  
**To:** stella creasy [REDACTED], Simon [REDACTED], Johnson Situ [REDACTED]@london.gov.uk, Nadeem Javaid [REDACTED]@london.gov.uk, Isabel Collinson [REDACTED]@mopac.london.gov.uk  
**Subject:** Re: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stella, thanks for sharing this – I will put it to TfL and come back to you asap.

My understanding is that the Met did not follow protocol by asking station staff for permission on the day, rather than following TfL's policy by not seeking to carry out such operations on TfL property in the first place. TfL subsequently reminded the Met of its policy against such ops on its network and is refreshing guidance for station staff. I will get further confirmation from TfL as completely understand your concerns about potential future incidents like this.

Stef

Stef Lehmann

Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON

[REDACTED]

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**From:** stella creasy [REDACTED]  
**Date:** Thursday, 11 November 2021 at 17:25  
**To:** Stef Lehmann <[REDACTED]@london.gov.uk>, Simon [REDACTED], Johnson Situ [REDACTED]@london.gov.uk, Nadeem Javaid [REDACTED]@london.gov.uk, Isabel Collinson [REDACTED]@mopac.london.gov.uk  
**Subject:** Fwd: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

Hi Stef et al,

Hope you're well - please see below for more on this raid at Walthamstow Central. The Met now seem to be saying that TFL staff did ok this operation at Walthamstow Central station - I'm surprised that station staff would be put in that position given the TFL policy on this matter, and wanted to share this with you so you were aware of the update I had.

I'm concerned that if this process of agreement on the day becomes acceptable, this kind of operation may happen again without authorisation and oversight to ensure it is intelligence led rather than random with the resulting consequences for resources and community cohesion. Can you advise on the feedback you've had from the Met about how such operations are signed off for the future?

stella

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From: <[REDACTED]@met.police.uk>

Date: Thu, Nov 11, 2021 at 1:58 PM

Subject: Immigration Operation @ Walthamstow Central TFL Station 13th October 2021

To: [REDACTED]

Cc: <[REDACTED]@met.police.uk>, <[REDACTED]@met.police.uk>

Good afternoon Ms Creasey,

In relation to previous correspondence concerning an Operation involving police and the Immigration Service at the above location I can confirm that we have now identified that there was activity at the above venue by officers attached to Project Servator from the Protective Security Operations Strand. These are not locally based officers from NE BCU .

Their work is focussed around Protective Security against Crime and Terrorism and involves high level of engagement with communities and businesses around iconic sites or areas of high footfall at different times of day. On this occasion they had linked in with Immigration Enforcement Team to assist as their work often involves many different partners.

Efforts were made with TFL staff on the day who confirmed they were happy for the teams to go ahead. If you wish to find out more about the operation please contact Sgt Nathan Esser(cc'd) who will happy to provide more detail.

If you require anything further please do not hesitate to contact me

**Chief Inspector Michael O'Donoghue**

**NE Neighbourhood Policing,  
Metropolitan Police Service**

[REDACTED]  
**Met Line : 755736/07553 162559**

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Stella Creasy

The Local Labour and Co-operative MP for Walthamstow

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**Stella Creasy: Labour and Cooperative MP for Walthamstow**

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The Office of Stella Creasy processes and stores data for the purpose of assisting residents with their queries. Please see [this statement from the Speaker of the House of Commons](#) about how MPs handle constituency casework. You see Stella's Privacy and Data Protection Statement [here](#).

Stella Creasy

The Local Labour and Co-operative MP for Walthamstow

[REDACTED] 23 Orford Road London E17 9NL

## Jacob Gemma

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**From:** Stef Lehmann  
**Sent:** 01 November 2021 16:40  
**To:** McGregor Mandy (Head of Transport Policing and Community Safety); Hayward Siwan (Director of CPOS); Johnson Situ; +Corporate Affairs; Isabel Collinson; Davies Emma (ST); Farrow Mark (ST); Doyne Stephanie; Brown Matt  
**Cc:** Nadeem Javid; Steer Tim; Ross Jason (Operations Manager); Catherine Seaborn; Tim Aldham  
**Subject:** Re: Quick request

Thanks Mandy,

I think Stella probably meant whether we have had an explanation for why protocol wasn't followed from the MPS, rather than the Home Office, yet (that's also what my email said, as per Siwan's below). I assume we haven't had this? I'll check with Heidi re raising with the Home Office, in case Stella really did mean that.

Have you got a response from the BCU yet? She hasn't said she's in touch with local police.

Many thanks,  
Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**

---

**From:** "McGregor Mandy (Head of Transport Policing and Community Safety)"

<[REDACTED]@tfl.gov.uk>

**Date:** Friday, 29 October 2021 at 17:48

**To:** Stef Lehmann <[REDACTED]@london.gov.uk>, "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>, Johnson Situ <[REDACTED]@london.gov.uk>, +Corporate Affairs <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>,

"Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>, Matt Brown <[REDACTED]@tfl.gov.uk>

**Cc:** Nadeem Javid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>, Catherine Seaborn <[REDACTED]@london.gov.uk>, Tim Aldham <[REDACTED]@london.gov.uk>

**Subject:** RE: Quick request

Hi Stef

The explanation we have received from the MPS was included in Siwan's original email. We haven't received any information on why this specific tactic was used.

- This operation between the MPS and Immigration was part of the Met's Operation Wilcot that was running across the Borough. It was not a transport specific operation. The operation uses high visibility police tactics across the borough to deal with a range of offences including robbery and violence.

The British Transport Police have followed up with the BCU Commander to remind them of the process for seeking permissions for MPS deployments on TfL property including working with Immigration. We will follow up with the BCU on Monday to get a response that can go back to Stella's constituents and media. Do you know if Stella is speaking to the local police directly? We have not raised this issue with the Home Office directly. We are working with police partners to reissue guidance on permissions for deployments on TfL property and reminding TfL staff of our position. Is this something that you would like TfL to raise directly with the Home Office?

Mandy

---

**From:** Stef Lehmann <[REDACTED]@london.gov.uk>

**Sent:** 29 October 2021 15:42

**To:** Hayward Siwan (Director of CPOS) <[REDACTED]@tfl.gov.uk>; Johnson Situ <[REDACTED]@london.gov.uk>; McGregor Mandy (Head of Transport Policing and Community Safety) <[REDACTED]@tfl.gov.uk>; +Corporate Affairs <[REDACTED]@tfl.gov.uk>; Isabel Collinson <[REDACTED]@mopac.london.gov.uk>; Davies Emma (ST) <[REDACTED]@tfl.gov.uk>; Farrow Mark



(ST) <[REDACTED]@tfl.gov.uk>; Doyne Stephanie <[REDACTED]@tfl.gov.uk>; Brown Matt <[REDACTED]@tfl.gov.uk>

Cc: Nadeem Javaid <[REDACTED]@london.gov.uk>; Steer Tim <[REDACTED]@london.gov.uk>; Ross Jason <[REDACTED]@tfl.gov.uk>; Catherine Seaborn <[REDACTED]@london.gov.uk>; Tim Aldham <[REDACTED]@london.gov.uk>

**Subject:** Re: Quick request

Hi Siwan,

Please see below for Stella's response:

*Thanks for this - its a very worrying development. Would welcome the chance to hear what response the Home Office have given on this issue, as its not the first time this has happened and happy to follow up in parliament if the Mayor's office is not given an explanation. I'm being asked by local residents and indeed the local press as to whether there is any update so please do let me know what is in the public domain at present?*

Could you let me know whether we've had an explanation, and what has been said publicly / what TfL (and Met) would be happy for Stella to go back to her constituents and local media with? Copying Matt also.

Would be great to have an answer by end of Monday if at all possible.

Many thanks,

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**

---

**From:** Stef Lehmann <[REDACTED]@london.gov.uk>

**Date:** Wednesday, 20 October 2021 at 13:21

**To:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>, Johnson Situ <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, +Corporate Affairs <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>

**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>

**Subject:** Re: Quick request

Many thanks for this. I will update Heidi during our next team call tomorrow, and it would be great to see the draft updated guidance for input when ready.

All best,

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**

---

**From:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>

**Date:** Tuesday, 19 October 2021 at 19:16

**To:** Stef Lehmann <[REDACTED]@london.gov.uk>, Johnson Situ <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, +Corporate Affairs <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>

**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>

**Subject:** Re: Quick request

Hi Stef

No worries – the position on Immigration Service activity on London stations was adopted in the early 2000s, so I was simply offering you an opportunity to provide a view and input into the updated guidance. We will crack on a refresh and circulate to our stations, MPS and BTP. I anticipate that we can deliver this with the next month.

We are still seeking an explanation from the MPS on this incident. My understanding is that joint deployment between MPS and Border Forces is commonplace across London.



Best Siwan

Siwan Lloyd Hayward OBE  
Director CPOS  
[REDACTED]

---

**From:** Stef Lehmann <[REDACTED]@london.gov.uk>

**Sent:** Tuesday, October 19, 2021 4:33 pm

**To:** Hayward Siwan (Director of CPOS); Johnson Situ; McGregor Mandy (Head of Transport Policing and Community Safety); +Corporate Affairs; +LU MD Team; Isabel Collinson; Davies Emma (ST); Farrow Mark (ST); Doyne Stephanie

**Cc:** Nadeem Javaid; Steer Tim; Ross Jason; Tim Aldham; Catherine Seaborn; Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service); O'Neill Rory (LO); Dent Nick (Director of Customer Operations); Scott Tim; Rogan Kerri (Head of Network Command)

**Subject:** Re: Quick request

Many thanks, Siwan. Could I check what you mean by the steer on expectations, re the refreshed guidance? Happy to help but keen to understand exactly what would be needed.

We'd like to update Stella on what steps will be taken to avoid this happening again. Is there anything else that we can say that's not already covered below; did we receive an explanation for why this happened; and do we have timelines for when the refreshed guidance will be issued yet?

Thanks very much again for your help.

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**  
[REDACTED]

---

**From:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@TfL.gov.uk>

**Date:** Friday, 15 October 2021 at 13:38

**To:** Johnson Situ <[REDACTED]@london.gov.uk>, Stef Lehmann <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, +Corporate Affairs <[REDACTED]@tfl.gov.uk>, +LU MD Team <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>

**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>, Tim Aldham <[REDACTED]@london.gov.uk>, Catherine Seaborn <[REDACTED]@london.gov.uk>, "Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)" <[REDACTED]@tube.tfl.gov.uk>, "O'Neill Rory (LO)" <[REDACTED]@tfl.gov.uk>, "Dent Nick (Director of Customer Operations)" <[REDACTED]@tfl.gov.uk>

Scott Tim <[REDACTED]@TfL.gov.uk>, [REDACTED] <[REDACTED]@tfl.gov.uk> <[REDACTED]@tfl.gov.uk>

**Subject:** RE: Quick request

Hi Johnson,

To answer your questions:



- . To the best of our knowledge no other modes were targeted.
- . MPS officers, BTP were not involved.
- . Yes – and we welcome a steer from the Mayor's Office on expectations.

Best  
Siwan

---

**From:** Johnson Situ <[REDACTED]@london.gov.uk>  
**Sent:** 14 October 2021 18:34  
**To:** Stef Lehmann <[REDACTED]@london.gov.uk>; Hayward Siwan (Director of CPOS) <[REDACTED]@tfl.gov.uk>; McGregor Mandy (Head of Transport Policing and Community Safety) <[REDACTED]@tfl.gov.uk>; +Corporate Affairs <[REDACTED]@tfl.gov.uk>; +LU MD Team <[REDACTED]@tfl.gov.uk>; Isabel Collinson <[REDACTED]@mopac.london.gov.uk>; Davies Emma (ST) <[REDACTED]@tfl.gov.uk>; Farrow Mark (ST) <[REDACTED]@tfl.gov.uk>; Doyne Stephanie <[REDACTED]@tfl.gov.uk>  
**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>; Steer Tim <[REDACTED]@london.gov.uk>; Ross Jason <[REDACTED]@tfl.gov.uk>; Tim Aldham <[REDACTED]@london.gov.uk>; Catherine Seaborn <[REDACTED]@london.gov.uk>; Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service) <[REDACTED]@tube.tfl.gov.uk>; O'Neill Rory (LO) <[REDACTED]@tfl.gov.uk>; Dent Nick (Director of Customer Operations) <[REDACTED]@tfl.gov.uk>; Scott Tim <[REDACTED]@tfl.gov.uk>; Rogan Kerri (Head of Network Command) <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: Quick request

Thanks Stef,  
Additional question that Stella might raise.  
The response below mentions it is part of a wider operation Wilcot within the borough, has any other TfL mode of transport been targeted e.g busses (to the best of our knowledge) ?  
Do we know if it was officers from the local BCU or British Transport Police?  
In this scenario a member of the public raised concern after seeing border force employees at the station, as part of the refreshed guidance, will there be information about how TfL staff members can raise concerns if an unauthorised operation takes place at their station?  
It would be good if we have a copy of the refreshed guidance going out to station staff?  
Answers to these questions will be helpful in an update as Stella Creasy may well bring up.  
Many thanks,  
Johnson

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**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Sent:** 14 October 2021 18:20  
**To:** Hayward Siwan (Director of CPOS) <[REDACTED]@tfl.gov.uk>; McGregor Mandy (Head of Transport Policing and Community Safety) <[REDACTED]@tfl.gov.uk>; +Corporate Affairs <[REDACTED]@tfl.gov.uk>; +LU MD Team <[REDACTED]@tfl.gov.uk>; Isabel Collinson <[REDACTED]@mopac.london.gov.uk>; Davies Emma (ST) <[REDACTED]@tfl.gov.uk>; Farrow Mark (ST) <[REDACTED]@tfl.gov.uk>; Doyne Stephanie <[REDACTED]@tfl.gov.uk>; Johnson Situ <[REDACTED]@london.gov.uk>  
**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>; Tim Steer <[REDACTED]@london.gov.uk>; Ross Jason <[REDACTED]@tfl.gov.uk>; Tim Aldham <[REDACTED]@london.gov.uk>; Catherine Seaborn <[REDACTED]@london.gov.uk>; Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service) <[REDACTED]@tube.tfl.gov.uk>; O'Neill Rory (LO) <[REDACTED]@tfl.gov.uk>; Dent Nick (Director of Customer Operations) <[REDACTED]@tfl.gov.uk>; Scott Tim <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** Re: Quick request

I'm also copying Johnson from the Mayor's Office, who will liaise with Stella and had a few additional questions.

Stef  
**Stef Lehmann**  
**Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON**  
[REDACTED]

---

**From:** Stef Lehmann <[REDACTED]@london.gov.uk>  
**Date:** Thursday, 14 October 2021 at 17:09  
**To:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@tfl.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, +Corporate Affairs <[REDACTED]@tfl.gov.uk>, +LU MD Team <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>,  
[REDACTED]



"Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>  
**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>, Tim Aldham <[REDACTED]@london.gov.uk>, Catherine Seaborn <[REDACTED]@london.gov.uk>, "Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)" <[REDACTED]@tube.tfl.gov.uk>, "O'Neill Rory (LO)" <[REDACTED]@tfl.gov.uk>, "Dent Nick (Director of Customer Operations)" <[REDACTED]@tfl.gov.uk>, Scott Tim <[REDACTED]@TfL.gov.uk>, <[REDACTED]@tfl.gov.uk> <[REDACTED]@tfl.gov.uk>

**Subject:** Re: Quick request

Many thanks for this, Siwan. Are we aware of any other operations like this having been carried out in the last few years without TfL's and BTP's knowledge?

Stef

Stef Lehmann

Senior Adviser to the Deputy Mayor for Transport | MAYOR OF LONDON

---

**From:** "Hayward Siwan (Director of CPOS)" <[REDACTED]@TfL.gov.uk>

**Date:** Thursday, 14 October 2021 at 15:23

**To:** Stef Lehmann <[REDACTED]@london.gov.uk>, "McGregor Mandy (Head of Transport Policing and Community Safety)" <[REDACTED]@tfl.gov.uk>, +Corporate Affairs

<[REDACTED]@tfl.gov.uk>, +LU MD Team <[REDACTED]@tfl.gov.uk>, Isabel Collinson <[REDACTED]@mopac.london.gov.uk>, "Davies Emma (ST)" <[REDACTED]@tfl.gov.uk>, "Farrow Mark (ST)" <[REDACTED]@tfl.gov.uk>, Doyne Stephanie <[REDACTED]@tfl.gov.uk>  
**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>, Tim Steer <[REDACTED]@london.gov.uk>, Ross Jason <[REDACTED]@tfl.gov.uk>, Tim Aldham <[REDACTED]@london.gov.uk>, Catherine Seaborn <[REDACTED]@london.gov.uk>, "Tague Aisha (Head of Ticketing, Revenue and SRT Customer Service)" <[REDACTED]@tube.tfl.gov.uk>, "O'Neill Rory (LO)" <[REDACTED]@tfl.gov.uk>, "Dent Nick (Director of Customer Operations)" <[REDACTED]@tfl.gov.uk>, Scott Tim <[REDACTED]@TfL.gov.uk>, <[REDACTED]@tfl.gov.uk> <[REDACTED]@tfl.gov.uk>

**Subject:** RE: Quick request

Dear Stef and Nadeem,

Sorry for the delay in getting back to you it has taken some time for us to establish the facts. We now have confirmation that an operation did take place yesterday involving the MPS and officers from Border Force. This goes against our long-standing policy position that we do not support immigration checks on our stations. No permission was given to the MPS or Border Force to undertake this activity on our network.

Requests from Border Force to undertake passenger checks at a TfL station would normally be refused. In very exceptional circumstances, there may be a need for the police to bring in Immigration enforcement officers to support a police-led operation to tackle transport crime. In those situations, the police are reminded of TfL's position and that under no circumstances should Border Force be randomly stopping and checking passengers identity or immigration status. We are following up with the Police to remind them of our position about Border Force working on TfL property and reminding them of our criteria and the process for seeking permission. We will also refresh the guidance issued to TfL's station staff and the staff of our operators.

A summary of the facts is included below.

- An MPS and Border Forces operation did take place at Walthamstow Central yesterday morning at around 0.700. The operation took place on the upper level of the station.
- The Customer Service Manager (CSM) on duty approached the Officers who told him it was a pre-arranged operation and they had permission to be on the station.
- No TfL enforcement staff were involved. The BTP has confirmed that they were not involved and didn't have any knowledge of the operation taking place.
- This operation between the MPS and Immigration was part of the Met's Operation Wilcot that was running across the Borough. It was not a transport specific operation. The operation uses high visibility police tactics across the borough to deal with a range of offences including robbery and violence.
- The normal process for the MPS to seek permission to operate in our stations was not followed. The MPS teams must always arrange permission to work on London Overground,



Underground and our sponsored services through the BTP so that we can ensure that policing activity is coordinated and that they are aware of the protocol for operating on a station. Station teams would normally be given advance notice of MPS officers conducting an operation on LU property. This was not done in this case.

I hope this gives adequate explanation for his this situation arouse. As stated, our teams will seek to remind everyone of our policy position and the proper procedure. Please do not hesitate to come back if you have further queries.

Best

Siwan

**Siwan Lloyd Hayward OBE**

Director | Compliance, Policing, Operations, Security

Mobile: [REDACTED]

Email: [REDACTED] [tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



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**From:** Stef Lehmann <[REDACTED]@london.gov.uk>

**Sent:** 13 October 2021 15:55

**To:** Hayward Siwan (Director of CPOS) <[REDACTED]@Tfl.gov.uk>; McGregor Mandy (Head of Transport Policing and Community Safety) <[REDACTED]@tfl.gov.uk>; +Corporate Affairs [REDACTED]@tfl.gov.uk>; +LU MD Team [REDACTED]@tfl.gov.uk>; Isabel Collinson [REDACTED]@mopac.london.gov.uk>

**Cc:** Nadeem Javaid <[REDACTED]@london.gov.uk>; Steer Tim [REDACTED]@london.gov.uk>; Tim Aldham <[REDACTED]@london.gov.uk>; Catherine Seaborn [REDACTED]@london.gov.uk>

**Subject:** Quick request

Hi all,

I'm hoping you might be able to help with a slightly tricky request – Stella Creasy MP has contacted us and [tweeted](#) regarding the attached issue. Do we have any further information on what this was about, and whether immigration checks like this can be conducted in a seemingly targeted way on TfL property, if that is indeed what happened?

Would hugely appreciate a quick response given this has got some traction on social media – thanks very much!

Stef

**Stef Lehmann**

**Senior Adviser to the Deputy Mayor for Transport**

**MAYOR OF LONDON**

City Hall, The Queen's Walk, London SE1 2AA

[REDACTED]  
[london.gov.uk](mailto:[REDACTED]@london.gov.uk)

[REDACTED] [london.gov.uk](mailto:[REDACTED]@london.gov.uk)

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