

# PANOPTES

Inbox



Mato Enki <[mato.enki@gmail.com](mailto:mato.enki@gmail.com)>

Tue, Mar 2,  
10:27 AM

Hi,

I use the London underground everyday but have difficulty understanding things sometimes. I would like to be a vigilant and loyal member of society but am not sure what the campaign for 'See it, Say it, Sorted, means exactly. I was wondering if you could let me know what the something, in something that doesn't look right is referring to. I'm not trying to be annoying, sorry, just wondering if there is a criteria, as some days, I'm looking about, and there some strange people around but, I don't know what qualifies as strange behavior, it would put my mind at ease, somewhat.

Best,

MATO ENKI



TRANSPORT  
FOR LONDON

Ref: 15516988

8 March

Hello Mr Mato Enki

Thank you for your email received on 3 March asking for some further information concerning the See It, Say It, Sorted' campaign. I am happy to try and explain a little further and I'd like to thank you for asking this question.

Well, what is being 'vigilant' - which is what this campaign is asking that we be. Well, for a start you writing this message to us is a form of being vigilant because you are trying to find out how best you can help. Of course, I cannot give you a specific answer because the perception of normality is different for different people in different situations and locations.

But to strip this message down to its bare bones, it means, if you are going about your usual daily business and you notice something going on that to you looks suspicious, please report it instead of ignoring. What you give could be very valuable information and this whole message just generally means please be aware and look around you, let us know if you are uncomfortable with something you've seen. I do hope this helps. The message is designed to be a little wide ranging as everyone's situation is different.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help you.

Kind regards

Alex Constantine

Transport for London Customer Services

The latest Government guidance requires everyone to stay at home wherever possible. You must not leave or be outside your home except where necessary.

If you need to travel, walk or cycle where possible, and plan ahead and avoid busy times and routes on public transport. This will allow you to practise social distancing while you travel.

Click on the reply button on your toolbar. Please do not alter or delete the subject line as this may result in a delay responding to your email.

We aim to reply to all emails within ten working days.

Transport for London (TfL) will use the personal information submitted on this form to process your feedback and provide you with the information or services you have requested. We may need to share your information with our service providers, associated organisations and agents for these purposes. For further information please see our Privacy Policy.

Mato Enki <mato.enki@gmail.com>

Mar 13, 2021,  
9:07 PM

to Customerservice

Hi Alex,

Thanks for getting back to me about my misunderstanding.

And thank you for saying I am vigilant, I do try to be. I think the reason is that other people try to be vigilant also. Sometimes people look at me like I might be something that doesn't look right and so then I try even harder to look right and even though I am just being myself, I find it is easier to be how everyone else thinks I should be. This is where I get confused to be honest, because if someone

looks at me and thinks I don't look right, though I know in myself I am quite fine, how am I supposed to look at someone else and judge if they are right?

I hope that makes sense and I'm not being too much trouble. I just want to be a good member of society but if I know what I'm supposed to do I might find it easier.

Is there not a list of what is deemed suspicious behaviour? Some kind of list would be helpful. Me and Father and Brother made our own list but it was rubbish and I threw it in the bin next to where the rats live. I think the problem is that I'm not very good at judging people's emotions or behaviour, most people probably are, but I myself find it difficult to know what someone is thinking or feeling. I don't think I would be very good at looking at someone and knowing whether what they are doing is something that looks right or not. Like I said, an official list from the government or something would be helpful. I had a horrible thought though that maybe something I do is on the list, but I try to walk and talk like everyone else.

Best wishes,

MATO ENKI



TRANSPORT  
FOR LONDON

Ref: 15530667

25 March 2021

Dear Mr Enki

Thank you for your email of 13 March about being vigilant when using public transport and a list of what this means.

I appreciate you taking time to get in touch again.

As you know, the British Transport Police (BTP) have been running campaign called 'see it, say it, sorted' for some time and the idea behind it is for people to keep themselves and others safe, for example by reporting any unattended items.

The BTP website does have a dedicated page with a list of examples, which you can find [here](#). I hope this is helpful.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can call us on **0343 222 1234** and we'll be happy to help you.

Kind regards

**Sarah Khan**

Customer Service Adviser  
**Transport for London Customer Services**

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**Mato Enki** <[redacted]@gmail.com>

9:59 PM (10 minutes ago)

to Customerservice

Hi,

I found the list of stuff, thanks!

All the while like /

The park with the cherry blossoms.

I sit there sometimes and see all kinds of things that don't look right but the cherry blossoms look wonderful in the falling day.

I used to make sculptures out of glue when I was a kid.

Now it's started to snow.

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