



Safer City Partnership Strategy Group

Date: MONDAY, 6 JUNE 2016

Time: 11.00 am

Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Members: Deputy Douglas Barrow (Chairman)
Peter Lisley, Assistant Town Clerk (Deputy Chairman)
Ade Adetosoye, Community & Children's Services
Jon Averbs, Markets & Consumer Protection Department
John Simpson, London Fire Brigade
Kate Cinamon, Probation Service
Bob Benton, City Business Representative
Barbara Gough, City Resident
Jocelyn Griffith, City of London Magistrates Court
Jeff Boothe, British Transport Police
Paul Haigh, City & Hackney Pathfinder CCG
Don Randall, Safer City Partnership Group
Peter Dunphy, Chairman of the Licensing Committee
Mark Scott, NHS City and Hackney CCG

Enquiries: Julie Mayer
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Lunch will be served in Guildhall Club at the rising of the Committee
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

3. **MINUTES**

To approve the minutes of the last meeting.

For Decision
(Pages 1 - 8)

4. **OUTSTANDING ACTIONS**

Members are asked to note the Outstanding Actions list.

For Information
(Pages 9 - 10)

5. **SAFER CITY PARTNERSHIP STRATEGIC PLAN**

Report of the Community Safety Team Manager. (TO FOLLOW)

For Information

6. **COMMUNITY SAFETY TEAM UPDATE**

Report of the Community Safety Manager

For Information
(Pages 11 - 16)

7. **TAXI MARSHALLING SCHEME**

Report of the Community Safety Manager.

For Decision
(Pages 17 - 20)

8. **SAFEGUARDING (CHILDREN) ANNUAL REPORT**

Report of the Director of Community and Children's Services.

This report was circulated to Members after the last meeting of the Safer City Partnership Strategy Group. (Full report is over 100 pages and will be emailed)

For Information
(Pages 21 - 24)

9. **LONDON FIRE BRIGADE - END OF YEAR REPORT**

Report of the Borough Commander, London Fire Brigade. (TO FOLLOW)

For Information

10. **CITY OF LONDON POLICE UPDATE**

Report of the Commissioner, City of London Police. (TO FOLLOW)

For Information

11. **HOUSING NEIGHBOURHOOD PATROL SERVICE**
Report of Assistant Director, Housing & Neighbourhoods

For Decision
(Pages 25 - 32)
12. **HEALTH AND WELLBEING UPDATE**
Report of the Director, Community & Children's Services.

For Information
(Pages 33 - 38)
13. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**
Report of the Port Health & Public Protection Director, Markets & Consumer Protection

For Information
(Pages 39 - 54)
14. **PREVENT UPDATE**
Report of the Community Safety Team Update.

For Information
(Pages 55 - 58)
15. **DOMESTIC ABUSE FORUM QUARTERLY REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 59 - 64)
16. **DOMESTIC HOMICIDE REVIEW - UPDATE**
Report of the Community Safety Team Manager.

For Information
(Pages 65 - 68)
17. **QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**
18. **ANY OTHER BUSINESS**

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SAFER CITY PARTNERSHIP STRATEGY GROUP

Wednesday, 2 March 2016

Minutes of the meeting of the Safer City Partnership Strategy Group (SCPSG) held at Guildhall on Wednesday, 2 March 2016 at 11.00 am

Present

Members:

Deputy Henry Pollard (Chairman)	Jon Aaverns
Peter Lisley (Deputy Chairman)	Bob Benton
Marianne Fredericks	Barbara Gough
Ade Adetosoye	Richard Woolford

In Attendance

Officers:

Alex Orme	- Town Clerk's Department
David MacKintosh	- Town Clerk's Department
Julie Mayer	- Town Clerk's Department
Valeria Cadeina-Wrigley	- Town Clerk's Department
Inspector Hector McKoy	- City of London Police
Oliver Bolton	- Town Clerk's Department
Tirza Keller	- Community and Children's Services Department
Jacquie Campbell	- Community and Children's Services Department
Iain Simmons	- Department of the Built Environment
Jon Aaverns	- Markets and Consumer Protection

1. APOLOGIES

Apologies were received from John Simpson, who was attending a major incident exercise.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

The minutes of the meeting held on 16th November 2015 were approved.

4. OUTSTANDING ACTIONS

Members received the Group's outstanding actions list and noted the following updates:

20 mph Zone and casualty reduction	A reduction in casualties had not been detected as yet and the Planning and Transportation Committee were monitoring the situation. The SCPSG would receive a further update in November 2016. The Chairman of the Streets and Walkways Committee (also a Member of this Committee) advised that the number of speeding tickets had reduced.
London Fire Brigade – End of Year Report	The representative had given apologies and this item would therefore be deferred to the next meeting.
Items covered on today's agenda	<p>Safer City Partnership Plan – at item 9</p> <p>Community Remedy – at item 13</p> <p>Late Night Levy – at item 15</p> <p>Safety Thirst – at items 8</p> <p>Chuggers – at item 15</p> <p>Substance misuse – at item 6</p> <p>Prevent Strategy – at item 10</p> <p>Consultation Exercise by Police and Performance Management Group – at items 13 & 14</p>
Ice cream van on London Bridge	The situation was being monitored by the Public Protection Team, which was likely to peak in the spring/summer. Nut sellers in the area were also being monitored.
Additional Parking Enforcement Activity requested for Bush Lane, Suffolk Lane, Upper Thames Street and Cannon Street	The Public Protection Team were monitoring the new traffic orders to ensure that fire engines at Dowgate Hill can exit speedily.
Actions completed – which can be removed	<ul style="list-style-type: none"> • Update to the Chairman on two repeat cases of domestic abuse. • Air quality – report to the Planning and Transportation Committee circulated to Members of the SCPSG after the last meeting

5. **THE SAFEGUARDING ADULTS ANNUAL REPORT FOR 2014/15 CITY AND HACKNEY SAFEGUARDING ADULTS BOARD**

Members received a report of the Director of Community and Children's Services, which satisfied a statutory requirement to report the Annual Adults Safeguarding Plan to the Safer City Partnership Strategy Group (SCPSG). Members noted that the Annual Children's Safeguarding Report would be circulated after this meeting and presented to the next meeting of the SCPSG in June 2016. In the interim, any comments to the Assistant Director were welcomed.

During the discussion on this item the following matters were raised/noted:

- The self-neglect policy was aimed at cases which occurred in the home and therefore would not apply to rough sleepers. For those rough sleepers without capacity, a range of measures were in place to assist them.
- Community and Children's Services were working with the Police's Fraud Safeguarding Team in respect of vulnerable adults who had become victims of telephone or email scams. However, there were challenges in respect of an individual's capacity and whether consent had been given and some were unwilling to pursue criminal charges due to embarrassment.
- Members noted that the PEEL Vulnerability Inspection Action Plan had four areas for improvement and the Town Clerk agreed to circulate this to Members.
- The '*Know the Signs*' Campaign had resulted in more referrals from the local community, although numbers in the city were generally low. Training sessions had been held across the City of London Corporation and Safeguarding had been added to the Corporate Risk Register. Members noted that the Coroner had powers to recommend an investigation.

RESOLVED, that – the report be noted.

6. **HEALTH AND WELLBEING UPDATE**

Members received a summary report on the work of the Health and Wellbeing Board.

During the discussion, the following matters were raised/noted:

- FGM numbers were very low in the City of London Corporation but higher in Hackney. The Officer agreed to provide members with the latest figures.
- In respect of suicide risk from high buildings, the Coroner was satisfied that sufficient preventative measures were in place at Poultry.
- Further statistics from the Square Mile Health Service would be available in the next update.

RESOLVED, that – the report be noted.

7. **HOUSING NEIGHBOURHOOD PATROL SERVICE**

Members received a report of the Director of Community and Children's Services in respect of the Housing Neighbourhood Patrol Service.

Members noted that the maintenance of the City as a safe place enabled the City of London Police to focus on emerging and key areas of crime and they particularly welcomed the interventions set out in the report. Members noted

that, whilst future funding might be challenging, the positive outcomes should be promoted when making a business case.

RESOLVED, that – the report be noted.

8. **COMMUNITY SAFETY TEAM UPDATE**

Members received a report of the Town Clerk, which provided an update on the activities of the Safer City Community Team, including progress against rough sleeping targets.

Members noted that, in order to support the '*No First Night Out*' Pilot, the GLA would be funding posts across 3 London Boroughs. The City of London Corporation would not be eligible but would have access to reconnection workers.

RESOLVED, that – the report be noted.

9. **UPDATE ON PROGRESS RELATING TO SAFER CITY PARTNERSHIP STRATEGIC PLAN FOR 2016-19**

Members received a report of the Town Clerk, which set out progress in respect of the Strategic Plan for 2016-19. Members noted that the new plan was more ambitious than previous versions and would include input from this Group.

One of the Community Safety Team's new objectives would be to produce a regular newsletter and dedicated Community Safety website, with dates of forthcoming events.

It was suggested that the Chairman, Assistant Town Clerk and the Manager of the Community Safety Team meet with the Director of PR to discuss working together on comms strategies for emerging and increasing crimes; cyber fraud and sexual assaults arising from the use of Internet dating sites.

RESOLVED, that – the timescale for providing input to the Plan be noted.

10. **PREVENT ACTIVITY**

Members received a standing report of the Town Clerk, which updated Members on Prevent Activity within the City of London Corporation. Members noted there had been no referrals since the last meeting but this might increase following more training and awareness. Members noted that Prevent awareness worked best if conducted overtly and was recognised as an aspect of safeguarding. It was also suggested that the report be presented to the Education Board.

RESOLVED, that – the report be noted.

11. **LONDON FIRE BRIGADE UPDATE**

Deferred to the next meeting.

12. **LONDON FIRE BRIGADE FIRE SAFETY REGULATIONS - PERFORMANCE AGAINST TARGETS**

Deferred to the next meeting.

13. **COMMUNITY REMEDY**

Members received a report of the Town Clerk in respect of the Community Remedy Document (CRD), which had also been approved by the Police Committee. Members noted that the Police Committee had asked for a further report showing outcomes. In response to questions, Members noted that the resulting intelligence would be available to other forces and asked for further clarity as to whether it would be visible on the DBS.

RESOLVED, that – the report be noted.

14. **COMMUNITY ENGAGEMENT**

Members received a report of the Commissioner of Police in respect of Community Engagement, which had also been presented to the Police Committee. The Police Committee had asked for this report to be more outcome focussed and for the level of detail to be reduced.

In response to questions, the following matters were raised/noted:

- All blue light response services were aware of congestion spots and alternative routes. Sirens were not used when vehicles were stationary.
- Local businesses had been consulted as to how they would like to receive information.
- If illegal raves were full it was safer to take action after the event. Intelligence in the Metropolitan Police and surrounding boroughs was very sound and the Planning Team were consulted regularly.

RESOLVED, that – the report be noted.

15. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**

Members received the regular Public Protection Service Update report and noted that, in future, the format would include statistics. Following a query raised at the last meeting, Members noted that, generally, chuggers were complying with the Public Fundraising Association.

A Member raised the concerns of Barbican residents about noise from the tube and noted that these should be logged with the noise nuisance team in Public Protection. The Police were due to meet with TfL shortly and would raise this issue.

RESOLVED, that – the report be noted.

16. **LOCAL PLAN**

Members received a briefing note of the Director of the Built Environment. The report author had submitted apologies to this meeting but had advised the Town Clerk that the Department were keen to maintain liaison with the Community Safety Team and the Safer City Partnership Committee. Furthermore, the new Safer City Partnership Plan (at agenda item 9) would be useful evidence for them consider when developing their Safety and Security policies.

17. **DOMESTIC HOMICIDE REVIEW**

Members received a report of the Town Clerk in respect of a Domestic Homicide Review, as defined by the Home Office. Members noted that this was an on-going investigation and they would receive an update at their next meeting in June.

RESOLVED, that – the report be noted.

18. **DOMESTIC ABUSE FORUM - 6 MONTHLY REVIEW**

Members received a report of the Director of Community and Children's Services, which set out a 6 month review of the activities of the Domestic Abuse Forum. Members noted plans to rename the forum in order to better reflect harmful behaviours affecting women, girls and vulnerable people.

In response to a question, the Group noted that out of 128 incidents this year; 26 were residents, 20 workers and the remainder lived outside of the City.

RESOLVED, that – the report be noted.

19. **ALDGATE HIGHWAY CHANGES AND PUBLIC REALM IMPROVEMENTS PROJECT (PUBLIC SPACE PROTECTION ORDER) - ISSUE REPORT**

Members received a report of the Director of the Built Environment, which sought approval to consult with the public on the proposal to make a Public Space Protection Order (PSPO). The report would be presented to various committees ahead of being presented to the Court of Common Council for decision in April 2016.

The SCPG made the following comments, ahead of the report's presentation to committees:

- Was there more natural surveillance since 2012, particularly in the Leman Street Area, which would be likely to increase further by 2017/18?
- The order would potentially criminalise rough sleeping and wouldn't keep out persistent offenders.

- Could road sweepers and car park guards be used for extra vigilance?
- The report should be reviewed to increase more focus on communications before it goes through the Committee process.
- Given that a number of City parks had no railings or gates and there were generally no problems, had the evidence been tested sufficiently?

RESOLVED, That – the report and comments set out above be noted.

20. NON-PUBLIC QUESTIONS RELATING TO THE WORK OF THE COMMITTEE

In response to a question on the future composition of the Committee, Members noted that this would form part of the SCP Strategic Review and the subject of a report to the next Committee in June 2016.

21. ANY ITEMS OF BUSINESS WHICH THE CHAIRMAN CONSIDERS URGENT

- The Assistant Town Clerk (also the Deputy Chairman of this Sub Committee) updated Members on the One Safe City Programme, which had recently been approved by the Summit Group. The project sought better co-ordination of all community safety activity; encouraging joined up working and shared responsibility across all City of London Corporation Departments.
- Members noted a project to join the contact centre with the Police's control room would provide a joint response, working towards a 24-hour service, and remove some layers of bureaucracy. The City of London Corporation had used the City Police's 'Ring of Steel' cameras and this infrastructure could also be used to support community safety.
- Members also noted the availability of a Metropolitan Police Booklet on the top 10 scams and a cyber fraud document produced by the City of London Police, which was available on request.
- As this would be the current Chairman's last meeting, Members thanked him for his sterling work over the past 4 years in championing the work of the Safer City Partnership and for shaping the Group into a more strategic body.

22. EXCLUSION OF THE PUBLIC

RESOLVED – that under Section 100 (A) of the Local Government Act 1972, public be excluded from the following items on the grounds that they may involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

Item No	Paragraph no
23	7
24 – 26	3, 7

23. CITY OF LONDON POLICE - CRIME STATISTICS

Members received the crime statistics and noted that, reporting violent crime was generally increasing, probably as a result of economic recovery, the rising population and footfall from the nigh-time economy.

The Commander reiterated that, generally, the City was a very safe place but the Police remained constantly vigilant of emerging crimes such as cyber crime.

In response to a question about the public perception and possible confusion between begging and homelessness, officers explained that this was being addressed via operation Fennel and would be included in the Community Safety Strategy at agenda item 9.

At 12.55 Members agreed to suspend standing orders so as to complete the business on the agenda.

24. OPERATION BROADWAY

Members endorsed a report of the Director of Markets and Consumer Protection.

25. NON-PUBLIC QUESTIONS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

26. ITEMS OF URGENT BUSINESS WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There were no items.

The meeting ended at time 1.10 pm

Chairman

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Safer City Partnership Group – Outstanding Actions – May 2016 update

Item	Date added	Action	Officer responsible	Progress Update
1.	3 March 2015	To provide a report in due course on whether the 20MPH zone had improved safety since it was introduced.	Chief Inspector City of London Police	A reduction in casualties had not been detected as yet and the Planning and Transportation Committee have been monitoring the situation. The SCP Group would receive a further update in November 2016.
2.	24 Sept 2015	London Fire Brigade	London Fire Brigade	End of Year Report to be presented to the June Meeting.
3	2 March 2016	Children’s Safeguarding Annual Report	Chris Pelham	Town Clerk circulated this for comments following the March meeting and the report will be formally presented to the June Meeting.
4	2 March 2016	PEEL Vulnerability Inspection Plan – 4 areas of improvement to circulate to Members	Stuart Phoenix	Circulated 28 April.
5	2 March 2016	<u>Health and Wellbeing update</u> 1. FGM figures in Hackney 2. Statistics from the Square Mile Health Service	Tirza Keller	1. Provided with the minutes of this meeting. 2. To be provided at the next meeting.
6	2 March 2016	Comms Strategies for emerging and increasing crimes; i.e. cyber fraud and sexual assaults arising from the use of internet dating sites.	New Chairman, Peter Lisley, David MackIntosh to meet with the Director of PR.	Community Safety update report to the June Committee will cover recent comms activity.
7	2 March 2016	Prevent Activity	David MackIntosh	Report was presented to the Safeguarding Board and will be presented to the Education Board.

Item	Date added	Action	Officer responsible	Progress Update
8	2 March 2016	Community Remedy - query on availability of intelligence on DBS checks.	David MackIntosh/Richard Woolford	Members advised April 2016
9	2 March 2016	Noise nuisance from the tube affecting Barbican Residents	Department of the Built Environment	The Police were due to meet with TfL shortly and offered to raise this issue. Chairman of Streets and Walkways asked for a unified response with the Department of the Built Environment.
10	2 March 2016	Domestic Homicide Review	David MackIntosh	Investigation on-going – update on the June agenda.
11	2 March 2016	Future composition of the Committee	David MackIntosh	To be the subject of a report to a future meeting, in consultation with the new Chairman.

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Safer City Partnership meeting dates for 2016

all dates at 11am

6 June 2016

12 September 2016

14 November 2016

Safer City Partnership meeting dates for 2017

all dates at 11am

3 February 2017

12 June 2017

15 September 2017

3 November 2017

Committee(s):	Date(s):
Safer City Partnership	6 June 2016
Subject: Community Safety Team Update	Public
Report of: David MacKintosh Manager, Community Safety Team	For Information
Summary	
To update SCP members on activity by the Community Safety Team not otherwise addressed	
Recommendation(s)	
Members are asked to note the report.	

Summary

This report updates Members of the activities, not otherwise addressed in the agenda, of the Community Safety Team.

Safety Thirst Scheme

1. This year's Safety Thirst scheme is currently recruiting applicants. The City of London Corporation Licensing Team are leading on this work and the subsequent assessment process. It is hoped that we will see some 60 premises involved this year.
2. The award event for Safety Thirst will be held on the afternoon of Tuesday 18 October in the Livery Hall. All SCP members will be invited closer to the time.
3. Both the Safety Thirst process and the event provide a valuable opportunity to engage with the licensed trade on a range of subjects of interest to the SCP.

City Community Multi-Agency Risk Assessment Conference (CCM)

4. Members will recall that we held the City's first Community Multi-Agency Risk Assessment Conference in February. This new structure, referred to as the CCM, enables a range of professionals to share information relating to criminal and anti-social behaviour (ASB) within the City of London with a focus on individuals at high risk.
5. It was intended that the CCM would provide an opportunity to look in depth at complex and high risk cases with a view to supporting action to reduce the level of risk.
6. As an operational group which seeks to respond to specific situations, the CCM meets monthly. The work of the CCM will be regularly reported to the Safer City Partnership. As promised at the last SCP meeting the CCM's Terms of Reference are attached to report.
7. To date 29 cases have come before the CCM. In nearly all of these it has proved beneficial in bringing together the various agencies and departments together in terms of improving the picture and understanding of the individual concerned and the associated activities and risks.
8. Where specific cases are identified as being likely to benefit from a partnership approach we have brought together the relevant agencies to problem solve the situation. The outcomes have included the granting of a Criminal Behaviour Order (which included a positive requirement to engage with substance misuse treatment); enhancing care around a vulnerable older resident; boosting confidence around response to rough sleeping on an estate (aided by Parkguard) and raising concerns with neighbouring boroughs about their residents at risk and causing concern within the City.
9. The CCM has highlighted the complexities and the potential benefits of partnership working. It has also identified the need to improve record management and information sharing processes. Work is ongoing to boost engagement from our partners.
10. As the CCM process becomes embedded and better understood we anticipate increased benefits.

Community Safety Communication Strategy

11. To help underpin all areas of our work the Community Safety Team has developed a strategy to help promote the priorities of the Safer City Partnership and engage with residents, businesses and visitors to keep them safe and informed about crime and anti-social behaviour.
12. This plan is still developing and initially focuses on creating a strong foundation for future communications work to be built on.

Website

13. The SCP webpages provide a useful mechanism for communicating with our partners and the communities we serve. These pages have recently been updated and we will be promoting our web address on all our engagement materials and communications.
14. We will shortly be adding a 'News/Events' section on the SCP homepage which will be updated quarterly with links to campaigns the Community Safety Team are supporting or involved in. This will provide an opportunity to link up with other partners' engagement activities taking place in the City. For example, National CSE Awareness Day would see links to the work of Department of Community and Children's Services, City of London Police and the NSPCC.
15. We will be working with our local partners to make sure our communications are complimentary and deliver consistent messages.

Hard Copy Communications/Newsletter

16. Conscious that not everyone has access to online media or chooses to engage that way we will continue to produce some information in leaflet and poster form (e.g. the very popular Z cards we have used in recent years).
17. The Community Safety Team will also work with various partners to produce a quarterly newsletter to bring together work being undertaken in the City alongside national and regional activity.

Workshops with City of London Corporation and Police staff

18. To raise awareness within the Corporation and the Police of the role of the Community Safety Team we will deliver a set of thematic workshops. A particular issue we will be promoting is the issue of Anti-Social Behaviour, looking at the

nature of this problem in the City and how we can most effectively respond to it. Other proposed themes include cyber-safety, personal safety and avoiding confrontation and fraud.

19. We intend to use feedback and our learning from these workshops to develop sessions we can deliver to our communities.

Training

20. A major element of work for the coming year will be Prevent training, specifically the delivery of the Workshop Raising Awareness of Prevent (WRAP). This is covered in more detail within the agenda item on Prevent.
21. The Domestic Abuse Forum Action Plan details the need for a Multi-Agency Risk Assessment Conference (MARAC) development day to help professionals understand what a MARAC is, how we use them and why it is important that they attend and share information to stop a victim, and potentially their children, being murdered.
22. Awareness of the City Community MARAC, which focuses on the most complex cases of vulnerable people associated with crime or anti-social behaviour also requires substantial development and involvement from Corporation professionals and SCP partners.
23. As the Community Safety Team are responsible for delivering three high risk case conferences (Channel, MARAC and CCM), we will design a programme for staff that encapsulates information on all of these to widen awareness and respond to high risk case management conferences in the City.

Events & Campaigns

24. The Community Safety Team will be involved in a number of specific events each year and the campaigns it will work alongside. Currently these include Safety Thirst, the Christmas Campaign and 16 days of Action (domestic violence). Further details of a full events listing will be circulated to SCP members once finalised.

Consultation

25. We have a duty to consult with our communities. In addition to making use of events such as the recent City Residents meeting at Guildhall we will be making use of Survey Monkey (electronic and hard copy surveys) to better gauge concerns and experiences of City residents, workers and those visiting the City.

David MacKintosh

Community Safety Manager

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Committee(s):	Date(s):
Safer City Partnership	06 June 2016
Subject:	Public
Taxi Marshalling Scheme	
Report of:	For Decision
David MacKintosh Community Safety Manager	
Summary	
<p>The Community Safety Team has been involved with the Taxi Marshalling Scheme at Liverpool Street since its inception in 2006. Working with TFL we currently pay for the service on Thursday and Saturday and TFL for Wednesday and Friday.</p> <p>TFL describes the scheme as very successful as it helps people to be transported back home securely at late hours of night. Taxi marshalling schemes are considered helpful in managing the Night Time Economy.</p> <p>A survey was conducted with users of the scheme between May and October of 2010. 64% had used the scheme before, and 79% described the scheme as “excellent”, with a further 20% describing it as “good” or “very good”. Comments received about the scheme were overwhelmingly positive, with a desire expressed for more ranks to operate elsewhere in the City.</p> <p>Over the years the scheme has been funded from various sources including the Community Safety Team budget, donations from the Crime Prevention Association and POCA money. Annual cost for the Corporation element of the scheme is approximately £30,000.</p> <p>This cannot be supported from within the Community Safety Team budget.</p> <p>Recommendation(s)</p> <p>That members agree to cease the Corporation funded element of the taxi marshalling scheme unless alternative sources of funding can be identified.</p>	

Main Report

Background

1. The taxi marshalling scheme at Liverpool Street was originally developed to encourage black cabs to come into the City at a time when our night time economy was starting to expand.

2. The popularity of the City's Night Time Economy has increased over recent years with a substantial number of premises being open after current train and tube services cease.
3. The City of London Corporation and City Police together with other partners have been working closely together to mitigate the negative effects of an increased night-time economy in the City area. These have felt most strongly during weekdays when office workers are seeking entertainment after work hours, but, are increasingly being felt on Friday and Saturday nights with the increase of promoted events in licensed premises.
4. The Safer City Partnership together with Computer Cab and the Public Carriage Office launched a marshalled taxi rank trial in Liverpool Street in June 2006. The aim of the scheme was to encourage Black cabs back into the City during the hours that licensed premises are closing and to encourage people to travel in Black cabs, taking away the risks involved in travelling in unlicensed minicabs.
5. The marshalled rank operates every Wednesday, Thursday, Friday and Saturday evening between 22:00 and 02:00. The marshals, who are licensed taxi drivers, are responsible for getting taxis and passengers away from the rank as quickly and efficiently as possible, whilst also providing a level of security for those waiting.
6. The Marshals:
 - Aim to provide a service where the first passenger at marshalling point receives first cab
 - Liaise between cab drivers and customers
 - Give out information as required
 - Wear high visibility tabards, carry mobile phones
 - Promote the scheme within the Black Cab trade to encourage drivers to use this facility and provide a wider service to the travelling public in this area.
 - Provide a feeling of safety and security to passengers and cab drivers in the vicinity.
7. The initial funding was from Safer and Stronger Community fund (CDRP) in 2006, then in 2007 the funding was spread around different agencies including licenced premises around the area. These were the Safer and Stronger Community fund, Public Carriage Office, Crime Prevention Association, Novus Leisure, UBS, JP Morgan and CIS security.
8. In 2008 the funding came back to Safer Stronger Community fund and Public Carriage Office who started to pay for 1 night per week.
9. In 2009 funding was agreed by Policy and Resources for the Liverpool Street rank at £20,000 per year for 3 years, funds charged to City Cash starting 2008/9. Also agreed was the funding for the new rank in Cornhill at £18,750 for 3 years 2009/12. (This rank was closed in September 2009 so a report was sent to Policy and Resources to cancel this)

10. After that, the Safer City Partnership team together with Transport for London co-funded this collaboratively with support from POCA funds.

Current Position

11. TFL regard it is a successful service and have extended the contract with the Marshalls until May 2017. The number of passengers using the service in the last three years is as follow:
 - Total 2014 44392
 - Total 2015 67131
 - Total 2016 (to May) 19517
12. The Corporation funds Thursday and Saturday nights. Wednesdays and Fridays are paid by TFL.
13. Currently the cost for two Marshalls between the hours of 10pm to 2 am is £33 per hour. The annual cost is approximately £30,000. The Community Safety Team cannot fund this amount from its budget (which is some £40k per annum in total).
14. If there is no other source of funding identified we will need to stop the service as soon as possible (we are already paying for April, May and June).
15. With the new tube services starting to run 24 hours from 19 August there is a potential for a reduction in demand for cabs at the rank. However, it should be noted that Transport for London believe that though people will find it easier to leave the City we will also have increased numbers of people arriving to socialise and use our licensed premises.

Options

16. If member wish to continue the Taxi Marshalling Scheme we need to urgently identify alternative funding sources. Member's suggestions are welcomed.
17. We have been unable to gauge from TfL the impact on the Marshalling scheme at Liverpool Street should we withdraw our element of the funding.

Proposal

18. We propose that the Scheme is terminated from the side of the Corporation unless an alternative source of funding can be identified urgently.

David MacKintosh
Community Safety Team

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Committee	Date:
Safeguarding Sub Committee Safer City Partnership Strategy Group	17 December 2015 6 June 2016
Subject: The Safeguarding Children Annual Report 2014/15 City and Hackney Safeguarding Children Board	Public
Report of: Director of Community & Children's Services Report author: Pat Dixon Safeguarding and Quality Assurance Service Manager	For Information

Summary

This report gives an overview of the City of London safeguarding children arrangements for 2014/15 as reflected in the City and Hackney Safeguarding Children Board (CHSCB) annual report 2014/15. The annual report provides detailed information of the work undertaken by partners and the CHSCB to ensure robust safeguarding arrangements are in place, as required by Working Together to Safeguard Children statutory guidance, (March 2015). The annual report is attached to this report as an appendix.

Recommendation(s)

Members are asked to: Note the report.

Main Report

Background

1. The City and Hackney Safeguarding Children Board (CHSCB) is governed by the statutory guidance in "Working Together to Safeguard Children 2015 and the Local Safeguarding Children Board (LSCB) Regulations 2006. The two key requirements for LSCBs as outlined in the Children Act 2004, are to co-ordinate the safeguarding work of agencies and to ensure that this work is effective.
2. There is also an expectation that LSCBs will be influential in strategic arrangements to improve performance in the care and protection of children. This has been taking place through the continued engagement with the City and Hackney Safeguarding Adults Board (CHSAB) and the respective Health and Wellbeing Boards and Community Safety Partnerships across both the City of London and Hackney.
3. In 2014/15 there was a concerted effort to raise the visibility of the City of London's profile within the joint board. This was achieved through having a clearer focus on City's safeguarding requirements through the formation of a City Executive Group. The Independent Chair of the CHSCB chaired this meeting and the focus of this group is to progress the CHSCB business plan in relation to the City context.

Current Position

4. The CHSCB Annual report for 2014/15 clearly defines the City context, data, progress and future development, which ensures that the City's profile is definable within the report. The following performance information in regard to the Children and Families Team for 2014/15 was included in the report;
 - There were 81 contacts recorded, this is a 63% increase on 2013/14.
 - There were 20 referrals accepted for a statutory assessment, this averages out as being similar to the previous three years.
 - There have been no re-referrals in the last two years.
 - Analysis of performance identified that referrals accepted for a statutory assessment remained low.
5. The report identifies the role of the CHSCB in offering support and challenge in the launch of the City of London's Thresholds of Needs document, by supporting its launch and by offering challenge to partner agencies around the low referrals rate. Police were also asked to refer all contacts through to the Children and Families Team, this included non- City residents. This assisted in the profiling of Child Sexual Exploitation (CSE) in the City of London.
6. Although there are no known children who have been victims of CSE in the City, the Children and Families Team have completed a review of all open cases and identified less than 5 with associated vulnerabilities because they had gone missing in 2014/15. These cases were discussed in the City Multi-Agency Sexual Exploitation group (MASE). The City of London and partner agencies are also prompting awareness around CSE with hotels and businesses in the City through Operation Makesafe.
7. In April 2014, it became mandatory for healthcare professionals to record Female Genital Mutilation (FGM) in the patients' health care records. Changes to the Serious Crime Act mean that all health care professionals, teachers and social workers are required to report known cases of FGM. Part of the role of the CHSCB is to influence and monitor the effectiveness of the partnership response to FGM. Training has taken place through lunch time seminars in the City provided by CHSCB.
8. The report identifies how the CHSCB will be monitoring the City's response in implementing the Prevent strategy and how the City responds to radicalisation by holding agencies and the Safer City Partnership to account for its continued response in terms of awareness raising, recognition and response.
9. The annual report identifies the work that is going on in relation to domestic violence and abuse in the City of London. The Safer City Partnership initiated a comprehensive review of domestic violence and abuse in 2014 and this will be subject to further monitoring by the CHSCB in terms of influence on arrangements to safeguard children and young people.

10. The report identified that the City of London have their own action plan for children missing from home, care and education and this is monitored through effective multi agency arrangements in place that provide a coordinated response when children go missing. In 2014/15 no children were reported as missing from home. There are unique challenges for the City as the majority of its children are educated outside the local authority or in the private sector which can make it difficult to track those children missing from education. Significant work has been undertaken to tackle this issue which will be reported in the 2015/16 Annual Report.
11. The report also contains information on the progress of the Local Authorities Designated Officer (LADO) for the City of London and the concerns around the low number of referrals in 2014/15 including how this is monitored and challenged by the CHSCB. Private Fostering was also covered within the report, with a brief résumé of what action had been taken in 2014/15 to raise the profile of Private Fostering. It was acknowledged that even with this awareness raising there have been no private fostering arrangements identified for the past three years, this is being addressed as a priority for the CHSCB for 2015/16.

Conclusion

12. The annual report identifies the progress that the City of London has made during 2014/15 in regard to its safeguarding duties and responsibilities. The CHSCB has offered independent challenges to the City of London and partners through the City Safeguarding Executive group. The report has a clear City focus, which defines the City context and needs, outlining how the City is meeting these needs, as well as the priorities going forward into 2015/16 ;
- Early Help; the CHSCB will continue to evaluate the effectiveness of early help services through the use of its Learning and Improvement Framework.
 - To develop arrangements for children who are subject to domestic abuse.
 - The CHSCB will agree and sign off the Neglect strategy and associated action plans.
 - CHSCB will monitor the progress of the actions on the Neglect strategy plan.
 - Further assurance work will be undertaken to test learning.
 - The CHSCB will continue to oversee actions required to support the strategy on children missing.
 - CHSCB will gain a better understanding as to the reason why children go missing through the return interviews carried out by Action for Children.
 - There will be further scrutiny on those children who go missing in education.
 - To analyse the outcome from the Harmful Practices audit and implement any associated actions.

- Implement and monitor Prevent strategy.

Appendices

- Appendix 1 – City and Hackney Safeguarding Children’s Board Annual Report 2014/15

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Committee	Dated:
Safer City Partnership	6 June 2016
Subject: Housing Neighbourhood Patrol Service	Public
Report of: Jacquie Campbell - Assistant Director, Housing & Neighbourhoods	For Decision

Summary

At its meeting in March 2016, the Safer City Partnership received a report on the first six months of the Neighbourhood Patrol Service. This is a one-year pilot project, initiated by Community & Children's Services, to provide reassurance and crime/ASB deterrence on social housing estates within the Square Mile.

The partnership expressed general support for the project and requested a full evaluation. This has now been completed. The feedback from stakeholders and residents has been extremely positive, and proposals are being made to continue the service beyond the pilot year.

The cost of the existing service per annum is £70k. To date, a sum of £40k pa has been identified, from Community & Children's Services and from Open Spaces, for the continuation of the service. There remains a shortfall of £30k pa.

Recommendations

Partnership members are requested to:

- Endorse the proposal to continue the Neighbourhood Patrol Service for a period of two years, starting 1 August 2016;
- Advise officers on potential sources of funding to make up the current shortfall of £30k pa.

Main Report

Background

1. The Neighbourhood Patrol Service, delivered by Parkguard and managed by the City of London's Housing Service, has been operating in the City of London since 1 August 2015.
2. Initially, the service was provided only to Golden Lane, Mansell Street and Middlesex Street estates. More recently, it has been possible, at no further cost, to extend the patrols to two small estates on the edge of the City, Dron House and Windsor House, and to Bunhill Fields.

3. The service is being provided on a one year pilot basis, at a cost of £70k for the year. The funding has been found by the City Police, from POCA funds, and the City's Community & Children's Services Dept, with a small contribution from Open Spaces for the Bunhill Fields patrols.
4. A paper to the Safer City Partnership in March outlined the service and reported that informal feedback from stakeholders and residents had been positive, and the service was proving extremely effective in three areas:
 - Prevention of ASB and nuisance behaviour – by providing a visual deterrent;
 - Identifying issues and engaging with perpetrators to find long-lasting solutions;
 - Reassurance for residents;
 - Providing detailed intelligence for the use of all agencies involved.
5. The Partnership noted the success to date of the pilot and the fact that a decision would be needed in respect of the continuation and funding of the service at the end of the pilot. Officers were asked to carry out a full evaluation of the service and to report findings back to the Partnership.

Evaluation Exercise

6. The evaluation was planned and managed by the Assistant Director, Housing & Neighbourhoods, in liaison with the Community Safety Manager, David Mackintosh, and Chief Inspector Hector McCoy.
7. Stakeholders were contacted by email and asked to either give feedback via a questionnaire, or via a phone interview.
8. Residents on Golden Lane and Middlesex Street were consulted through a questionnaire, sent to all households, along with an information sheet and a letter. Residents at Dron House and Windsor House were asked through a letter to give their feedback. In total, 48 formal responses were received. Resident views were also gathered at drop-in events and through informal discussions with residents.
9. The views of Mansell Street residents were requested through their landlord, the Guinness Partnership. To date, we have not received either stakeholder or resident feedback (other than informal, positive resident feedback via a Ward Member). We hope to be able to give a verbal update to the Partnership at the meeting.
10. In addition to the City's evaluation, Parkguard produced a report on the first six months of the service, which contains statistical data regarding the patrols. This is attached at Appendix 1.

Stakeholder Feedback

11. The agencies asked to provide feedback were the City Police, Community Safety Team, Housing Estates, Homelessness Team, Open Spaces and Environmental Health. A total of 13 individuals from these agencies provided feedback, which was overwhelmingly positive on all aspects of the service.

Intelligence Reports

12. All respondents feel that the intelligence provided by the patrol reports is valuable. Although two respondents felt that the reports were sometimes too detailed, most saw this as a positive, and commented on how clear they are.
13. Police officers commented that the information provided is fed into their own intelligence system and has been used to identify issues and perpetrators. In some instances, this has identified issues which are more serious than had been realised – examples given included evidence to suggest that drug dealing in some places is a bigger issue than had been thought, and the finding of nitrous-oxide canisters in a specific location leading to a strategy being developed to tackle this issue.
14. Similarly, there were comments that information about locations frequented by rough sleepers and the individuals themselves is helping the Homelessness Team make appropriate referrals. Estate Managers commented that the reports are valuable in bringing to their attention security or health and safety risks which may not have been spotted, and to give early alerts to fly-tipping and littering. Open Spaces said that they had not previously been aware that there were problems with people urinating in flower beds or using drugs in Bunhill Fields.
15. The Community Safety Team also highlighted the value of the information provided and how it is helping to shape strategic plans:

“The reports have been extremely valuable in helping inform our understanding of the issues experienced by City residents. They have also identified issues and incidents we may have otherwise remained unsighted on. It has provided us with an intelligence led context which is helping to inform our strategic plan and supports tactical responses.”

16. It was also pointed out that, whilst the information can confirm a problem raised by residents, it can often be used to demonstrate that the frequency and seriousness of a particular issue may not be as great as complainants perceive.

Impact

17. All stakeholders felt that the service is having a positive impact. In particular, stakeholders felt that it provides reassurance to residents, and there were comments from both the Estate Managers and the City Police that the service has gone down well with residents that they have spoken to.

“There has been a very positive impact. It has given residents’ reassurance and a perception that crime and anti-social behaviour is being tackled. It has made residents feel more secure as they walk around the estate.”

“Their presence has been reassuring. They are identifiable and approachable. Residents feel that if there are problems, Parkguard will intervene rather than the individual having to do so.”

“The service has been very responsive to resident complaints and we have been able to target this resource towards certain individuals or behaviours of concern.”

18. Many respondents expressed the view that the presence of a patrol officer is a deterrent to crime and anti-social behaviour. Examples were given of the patrols engaging with groups of youths and deterring them from causing problems on two specific estates, also that issues like people filming without permission, walking dogs, rough sleeping and cycling through estates and Bunhill Fields have been discouraged and are less of a problem .

“You can’t measure the prevention of crime, but just the fact that they’re there is preventing criminal activity. I think they’ve definitely prevented anti-social behaviour on the estate.”

“We had some problems with groups of boys hanging around. The Estate Officer wasn’t listened to but Parkguard came along and the problems are now gone. I’m really, really pleased with the result and the way they interact and engage with the residents.”

“The service has assisted in the improvement of physical security within the City estates and provides a valuable visual deterrent.”

19. Police officers, in particular, feel that the patrols provide a service which adds value to what they are able to do.

“We can’t be on the estates all the time – we’ve got too much other work to do. So just to have a security presence on the estates is really good.”

20. Numerous specific examples were given of where the service has made a difference. These included:

- An incident with a BB gun;
- Problems with water bombs and bottles being thrown;
- Identification of drug dealing and vehicles involved;
- Preventing filming and the use of smoke bombs;
- Stopping gangs from Islington snatching phones on one estate (because Parkguard work extensively in Islington they know, and are known to the gangs and their presences therefore acts as a deterrent);
- Tackling noise nuisance;
- Reporting rough sleeping to the Homeless Team;

- Assisting police with various incidents, including a fatality;
- Investigating allegations of public nuisance, noise and anti-social behaviour from a public house and a community centre;
- Enforcing byelaws and raising awareness of them.

21. In summary, there was strong support for the service from all stakeholders, with the most valued aspects being that it provides reassurance for residents, intelligence which gives a more detailed and rounded picture of behaviour on the estates that we have had before, and a visible presence which is a deterrent to crime and anti-social behaviour.

Resident Feedback

22. There were 48 responses to the residents' survey on Golden Lane, Middlesex Street, Dron House & Windsor House. Of these, 33 said that their estate is safer and more secure as a result of having the patrols, whilst 8 said they didn't know and 7 disagreed.

23. Comments were largely very positive and, with the exception of one resident, everyone who has given verbal feedback at drop-in events or to estate staff is in favour of the service. Young people on the estates have also given very good feedback about the patrols, via the Director of Community & Children's Services.

"They have been great and I feel safer. They have been massively helpful when the estate has been rowdy."

"It is a good idea to have a patrol service on the estate. I feel more secure to walk round the estate and area in the evening of winter when it gets dark by 4 o'clock and basement where there is not enough light."

"When I have seen them they have always been polite, doing a good job looking in secluded areas."

"We had a response to a noise one Sunday. The gentlemen who called in was marvellous."

"Fly tipping has decreased. Estate is regaining its quietness and sense of security."

"I have noticed it's a lot quieter in the evenings. We don't get so many teenagers gathering around the pond area and if the team work with the police that's more help for the young people."

24. The residents who expressed negative views consider that the estate is already safe and that the service is unnecessary.

"Waste of money that could be better spent elsewhere."

"Seldom ever felt unsafe on Golden Lane."

“I don't understand why it is needed. An occasional police presence should be sufficient.”

“Never felt the estate was unsafe.”

Continuation of service

25. Stakeholders were unanimous in wishing the service to continue at the end of the pilot project.

26. The majority of residents were also in favour of continuing. Out of 48 formal responses, 38 said they wished the service to continue, 3 had no preference and 7 said they did not wish it to continue.

“In an ideal world there would be a police officer on every street corner but this service assists the police and also promotes the City of London as being a caring authority.”

“I cannot foresee Parkguard not being on site, I think that the residents would revolt.”

“A positive force, that needs to continue.”

Improvements to current service

27. Both residents and stakeholders were asked whether the current service could be improved in any way.

28. Most of the suggestions from residents were to have more patrols, which would not be possible without additional funding, but which can be reviewed later. However, there were some suggestions from stakeholders and residents which will now be discussed with Parkguard. These included:

- increased visibility;
- having a number for residents to ring to reach Parkguard (this is currently being discussed with the Noise Nuisance Team);
- tackling skateboarding on Golden Lane;
- covering the outer limits of estates, which there are more issues, eg from drinking nuisance;
- adding photographs to reports where appropriate;
- attending more resident meetings to give regular updates.

Potential for expanding service

29. However, there were a large number of suggestions from stakeholders regarding how the service could be extended across the City. These included:

- Carrying out door to door checks on vulnerable adults, especially during the winter, and attending case meetings with Adult Social Care, Housing and the Homeless Team, where appropriate;
- Extending hours on estates during the summer months, when late night drinking can be an issue;
- Expanding to cover the Barbican Estate;
- Supporting estate staff when they carry out home visits for tenancy checks during the evenings;
- Providing out of hours cover for emergencies on estates and locking up playgrounds – this would reduce the need for residential staff;
- Carrying out patrols of night-time economy ‘hot spots’, providing a highly visible presence at areas where people are drinking and socialising to deter and prevent crime;
- Collecting evidence of illegal street-trading;
- Observing and issuing fixed penalty notices for smoking, public urination, dog fouling, littering, idling engines etc.

30. All these would require additional funding. They will be discussed with the appropriate agencies, and provision for additional services will be included in the procurement exercise.

Future funding and proposals for continuation of service

31. It is clear from the feedback that the service is of value, and the stakeholders and residents wish it to continue beyond 31 July 2016, when the pilot ends. It is, therefore, proposed to continue the service at the existing level for the next two years, starting on 1 August 2016. This will require funding of £140k (£70k pa). This equates to a cost per household of £56 pa.

32. A sum of £20k pa has been identified from the Housing Revenue Account. This is non-rental income which is currently used by the managers of the estates concerned for estate-improvement projects identified by residents. In reality, residents have struggled to agree proposals for this funding, so it seems appropriate to divert it to the Neighbourhood Patrol Service – this means that residents will not pay an additional service charge for the service, which is a commitment that has been made to them.

33. The Director of Community & Children’s Services has agreed to contribute £15k pa, to reflect the role the service plays in addressing homelessness and increasing resident wellbeing. Open Spaces will contribute £5k pa for the patrols of Bunhill Fields. Therefore, to maintain the current service, we need a further £30k pa – or £60k over a two year period.

34. It is hoped that the Guinness Partnership will make a contribution to the service provided on Mansell Street, in the same way that the Housing Revenue Account is contributing for the City estates. A sum of £5k per year has been requested but no response received to date.

35. It would be helpful if members of the Safer City Partnership could consider the shortfall in funding, and advise officers if they might be in a position to contribute to allow the service to continue. Alternatively, advice on possible alternative sources of funding would be welcome.

Procurement

36. The Commissioning Manager for Community & Children's Services is currently planning a procurement exercise for a Resident Reassurance, Engagement and Support Service, which will provide the service on the same basis as for the pilot.

37. In the light of the suggestions for extending the service, we propose to tender a contract both for the current level of service, and for additional services to be spot-purchased, to the value of £100k pa or a total of £200k over two years. This will allow both City departments and the City Police to purchase additional support that contributes to resident reassurance, engagement and support as needed, and for some of the proposed expansions to the service to be introduced.

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Committee:	Date:
Health and Wellbeing Board	04.04.2016
Safer City Partnership Strategy Group	06.06.2016
Subject:	Public
Health and Wellbeing Board update report	
Report of:	For Information
Director of Community and Children’s Services	
Report Author: Tirza Keller – Policy Support Officer	

Summary

This report is intended to give Health and Wellbeing Board Members an overview of local developments related to the work of the Board where a full report is not necessary. Details of where Members can find further information, or contact details for the relevant officer are set out within each section. Updates include:

- Healthwatch Update
- Safer City partnership update
- Square Mile Health update
- AWP update
- Child Poverty Update
- Samaritans bridge sign extension
- CityWell Launch

Recommendation

Members are asked to:

- Note the report.

Main Report

1. This report updates Members on key developments and policy issues that are related to the work of the Health and Wellbeing Board in the City of London. Details of where Members can find further information are also included.

2. Healthwatch Update

2.1 Barts NHS Trust- Healthwatch City of London staff, board members and volunteers recently undertook training on Patient-led assessments of the care environment (PLACE) with Barts NHS Trust. PLACE is an annual snapshot of hospitals, hospices and independent treatment centres that puts patient wishes at the centre of the assessment process and gives organisations a clear picture of how their environment is seen by those using it, and how they can improve it.

The Healthwatch team will be taking part in PLACE assessments at St Bartholomew's hospital on 16 and 17 March and will report back on the findings. Healthwatch attended a recent stakeholder engagement event with Barts Trust and will be involved in the revised Experience & Engagement Framework

- 2.2 CityHealth directory- In January 2016 Healthwatch City of London took over the CityHealth online directory of health services in the City of London Square Mile: www.city-health.org.uk. It features a search facility, local maps and web links to help find health providers. On 10 February they held a focus group to consult with residents and providers in the City on what they want on their online directory. Feedback included ideas on services to be added to the directory, improvements to the keyword search bar and ideas on new design features. Healthwatch are currently working with the web designer to decide which changes can be implemented. They are checking every page for accuracy and adding keywords to every page to make searching easier. A Twitter page has been created with links to health providers and discussions on health issues.
- 2.3 Children and Young People- Over the past two months, the youth sessional worker has engaged with three different groups. Comments made by young people/parents included difficulties in finding an NHS dentist in the city, more Out of Hours GP services needed in the City, more GPs needed, long waiting times in hospital or to see specialist doctors, difficulty in getting last minute appointments at the Neaman Practice, the Neaman Practice has "always been supportive of (our) children's health needs" and limited access to other services (e.g. physio, health visiting).
- 2.4 Ophthalmology engagement work- At the request of City and Hackney CCG, Healthwatch Hackney and Healthwatch City of London carried out surveys and focus groups between December 2015 and January 2016 with users who have experience of using services for visually impaired people. This informal consultation sought views on developing a community based Ophthalmology service. The full report including recommendations and conclusion will be available publically by the next Health and Wellbeing board meeting.

Contact Officer: Janine Aldridge, Healthwatch City of London Officer, 020 7820 6787

3. Safer City Partnership (SCP) update

- 3.1 2015 Festive Campaign - An independent evaluation of the Eat, Drink and Be Safe campaign run in December 2015 has been commissioned by the London Ambulance Service and is due to be completed by May. Initial indications show that alcohol related incidents were down for certain peak "party nights" over the period and there were a smaller than anticipated proportion of the overall calls to the LAS.
- 3.2 Plans for December 2016- There have been discussions between the Community Safety Team, City of London Police and the London Ambulance Service on the provision of an Alcohol Recovery Centre (ARC) for peak nights in the run up to Christmas 2016. Currently work is on-going on costings and

identifying a suitable location. As this work progresses the Community SCP will be liaising with Corporation colleagues and Square Mile Health to ensure we maximise the use of resources.

- 3.3 Violent Crime - The City of London is a safe place to socialise however there has been a significant increase in violence against the person over the last year. Much of this occurs within a night time setting. The SCP is making this a priority for the forthcoming year and City of London Police will be undertaking a review of the issue which will include external expertise. Part of this work will include looking at LAS, Accident and Emergency and GP data to ensure we are capturing a full picture of the scale and nature of the problem.
- 3.4 Prevent (Radicalisation) - To help ensure the Corporation is well placed to meet its Prevent statutory duties the Community Safety Team have been working to establish a network of Prevent Leads within each Department. We have also had an additional officer trained to deliver WRAP training (Workshop Raising Awareness of Prevent). On 24 March a Prevent Open Day took place in The Guildhall.
- 3.5 Safer City Partnership Strategy 2016-19- The finalisation of the document has been rescheduled to take account of additional strategic analysis from key partners. Input from colleagues within the Department of Children and Communities has been received. There will be opportunities for further input during April.
- 3.6 City of London Community Multi Agency Risk Assessment Conference (CCM) - A new multi-agency panel has been established to look at high risk victims, perpetrators and Anti-Social Behaviour problems. They are working with key partners to ensure that it doesn't duplicate existing work areas and is focused on problem-solving high risk cases. It will meet once a month and has already proved itself an important means of sharing information and supporting action.

Contact Officer: David Mackintosh, Community Safety Manager, 020 7332 3848.

4. Square Mile Health Update

- 4.1 Square Mile Health, the City's new tobacco, alcohol and drug service, have recruited the Clinical Nurse/ BBV & Sexual Health Lead and Corporate and Community Health and Wellbeing Trainer posts. They have subsequently seen an increase in referrals this quarter via GPs and other external organisations as well at awareness raising events.
- 4.2 Square Mile Health have held an alcohol awareness stall at Devonshire Square (this will be a quarterly event) as well as a tobacco awareness stall at Bart's Hospital to promote National No Smoking Day. Upcoming events for Q1 include awareness stalls at the Bank of England and Standard Bank, training with parents at the City of London Boys School and specialised training for the City of London Police on Novel Psychoactive Substances.
- 4.3 The QMUL smoking cessation service saw a drop in figures for Q3, however some significant changes have been made to improve access to their service.

This includes setting up 2 new city drop-ins in addition to Guildhall and holding 5 work place groups in the City over the course Q4. They have also secured a drop-in clinic in outpatients at Barts hospital ready to launch for Q1. Joint work will also be taking place with QMUL and the clinical nurse to improve pathways for pregnant women into smoking cessation services.

Contact Officer: Prachi Ranade, Commissioning and Performance Officer, 020 7332 3792.

5. Adult Wellbeing Partnership Update

5.1 Established in October 2014 and becoming a formal sub-group of the Health and Wellbeing Board in February 2015, the Adult Wellbeing Partnership Board provides strategic leadership and oversight, scrutiny and challenge on initiatives that deliver adult wellbeing in the Square Mile, in particular integration. It provides an update to the Health and Wellbeing Board every six months and this is the second of its updates.

5.2 With senior partners from a number of organisations around the table, the Adult Wellbeing Partnership has focused on a number of issues but mainly on driving forward integration. Outcomes have included:

- Identifying opportunities for organisations to work together to support integration – for example housing identifying options for further integration around carers and care navigators
- Endorsing the City Care Navigator approach and the impact it has had in terms of providing integrated and seamless services for City of London residents. Identification of potential sources for exploration to mainstream funding of care navigators
- Developing a collective understanding of issues around hospital admissions from the Neaman Practice
- Identifying issues to be raised at cross departmental meetings – for example a single reporting system for Anti-Social Behaviour which was raised at a meeting between DCCS and consumer and market protection

5.3 The Partnership also receives regular updates from the CCG on One Hackney and City (integrated care pilot) and from the Integrated Care Programme Board. Updating the partnership allows a space to identify and raise any City specific issues.

Contact Officer: Ellie Ward, Integration Programme Manager, 020 7332 1535.

6. Child Poverty Update

6.1 According to latest figures in 2013, 11% of all children (under 20) resident in the City were living in poverty. This figure is a relative poverty measure defined as the proportion of children living in families where their income is less than 60% of the median income. There are major differences in the proportion of children

living in poverty between geographical areas. Families in Poverty are both workless and working. Parental employment is key to lifting families out of poverty. However, there are some key challenges around employment; many families in poverty are lone parent households or households where one parent is already working. As parents are both income-poor and time-poor, affording and scheduling childcare is a challenge. There is also increasing concern for families who are in employment but on a low income supplemented by benefits.

- 6.2 Living in poverty is a threat to a child's wellbeing and can affect their level of development. This can also result in a lack of ambition for children from poorer families. The City is therefore planning to develop a Child Poverty Strategic Action Plan with input from stakeholders during 2016 to tackle child poverty, raise aspirations and improve outcomes for children and increase family incomes through employment opportunities for parents. A first draft of this plan will be ready by the end of April 2016 for consultation.

Contact Officer: Poppy Middlemiss, Strategy Officer- Health and Children, 020 7332 3002.

7. Bridge Sign Extension

- 7.1 The Suicide Prevention Action Plan was signed off at the Health and Wellbeing Board on 29th January 2016. One of the actions on this plan is the 'Bridge Pilot', where signs with the Samaritan phone number have been placed in 6 locations on London Bridge in order to encourage a vulnerable person to seek help.
- 7.2 City of London Police cover five bridges on the Thames: Blackfriars, Tower, London, Southwark and the Millennium Bridge. Of 214 calls to the police regarding threats of suicide from bridges in London in 2014, 105 of these occurred from these bridges and 21 of 43 suicide attempted occurred from these bridges. The first responders to a suicide attempt on the Thames are the Royal National Lifeboat Institute (RNLI) who are supported by the Marine Policing Unit. Once a person has jumped from a bridge it is essential to get them out of the water as quickly as possible.
- 7.3 It is proposed that signs with the Samaritans free phone number be placed on each of the bridges within the city (named above). In addition to this the RNLI propose signs with emergency information be placed on the bridges to trigger the correct action should a witness see a person jump/fall from a bridge. These signs will tell the public to ring 999 and ask for the Coastguard (not the Police), which will send the request straight to the lifeboat station saving time for the RNLI to get to the person. The RNLI signs will be paid for and erected by the RNLI.

Contact Officer: Poppy Middlemiss, Strategy Officer- Health and Children, 020 7332 3002.

8. CityWell Launch

- 8.1 At its January meeting, the Health and Wellbeing board received a report about the City of London Corporation's employee Health and Wellbeing programme, CityWell. Members of the Health and Wellbeing Board are invited to the launch of this programme which will take place on Monday 18 April 2016. The aim of the event is to introduce Corporation employees to the programme and highlight the key elements included within it.
- 8.2 The event will commence at 10am in the Old Library and Print Room, with a welcome from Chrissie Morgan, followed by a number of talks from national health and wellbeing leaders, including Mental Health Foundation Chair Poppy Jamen and Public Health England regional director Professor Yvonne Doyle.
- 8.3 The Town Clerk will also be signing the Time to Change pledge, which will commit the Corporation to reduce stigma and discrimination surrounding mental health in the workplace.

Contact Officer: Rebecca Abrahams, Corporate HR, 020 7332 3439.

Tizzy Keller

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Committee(s)	Dated:
Safer City Partnership Strategy Group – For Information	06 June 2016
Subject: Public Protection Service (Environmental Health, Licensing and Trading Standards) update	
Report of: David Smith, Director of Markets & Consumer Protection	For Information
Report author: Jon Averts, Markets & Consumer Protection	

Summary

The Department of Markets and Consumer Protection contributes to the work of the Safer City Partnership (SCP) through its Public Protection Service which comprises Environmental Health, Licensing and Trading Standards. Work relating to the SCP is on-going in the following areas:

- Economic crime
- Illegal street trading
- Licensing
 - Late night levy
 - Safety Thirst
- Noise service

The Service is also contributing to the strategic direction of the SCP.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Consumer Protection part of the Department of Markets and Consumer Protection comprises three services:

- Animal Health
- Port Health
- Public Protection

The latter includes Environmental Health, Licensing and Trading Standards, all of which contribute to the work of the Safer City Partnership.

2. Whilst there are routine proactive and reactive responses to community needs, there is also a range of projects underway, details of which are provided below.

Current Position

Economic Crime – The City of London Trading Standards Service working in partnership

3. City of London Trading Standards Service decided to close Operation Addams following consultation with Counsel and senior management due to procedural issues which made a successful conclusion very unlikely. Another investment fraud investigation, Operation Curie, is currently being reviewed and assessed along with the other agencies involved, and a decision will be made in due course on how to complete it.
4. Trading Standards continue to participate in Operation Broadway, a joint operation with the City of London Police, the Metropolitan Police, National Trading Standards Scambusters, the Financial Conduct Authority and HM Revenue and Customs.
 - a) This operation is addressing the problem of investment fraudsters that operate in, or use the addresses of, serviced and virtual offices within the City of London.
 - b) The Operation continues to be successful to date with multi-agency meetings taking place every two weeks and deployments to businesses suspected of involvement in fraud happening on a regular basis.
 - c) There are still around 90 mail forwarding businesses within the City of London and the Trading Standards team continue to work hard to ensure full compliance with the London Local Authorities Act. This will make it very difficult for investment fraudsters to establish a base in the City.
 - d) A submission has been made to The Municipal Journal Awards 2016 on behalf of Operation Broadway. This is a prestigious award and the entry has been made in the 'partnerships' category. A copy of the submission is attached as Appendix 1.
 - e) Trading Standards and Tri-regional Scambusters are committed to continued support of Operation Broadway for 2016/17 and approval to seek additional funding from various sources including CoL Police POCA funds for an additional Trading Standards Officer (TSO) for 12 months was granted by the Port Health & Environmental Services Committee in March; the additional TSO will support other London Boroughs in order to keep the pressure on mail forwarding businesses.
 - f) Most recently, Police Scotland have shown considerable interest in the Operation Broadway 'model and are keen to gain a greater understanding of how its partnership processes might translate to Scotland.
5. Trading Standards has scoped out a project to look at letting agents that are operating in the City this year. We have identified 29 agents and they are being visited and advised about the requirements of some new legislation that seeks to protect prospective tenants from rogue trading activity.
6. A Parliamentary event took place in March 2016 which was organised by Professor Keith Brown from Bournemouth University and the City of London Trading Standards was a key partner at this event. Professor Brown is a leading

expert from the National Centre for Post Qualifying Social Work and Professional Practice and has a particular interest in protecting vulnerable consumers from financial abuse.

7. Our Trading Standards Manager has a strong view that the key to stopping consumer scams is to stop the transfer of money from the victim's account to the fraudster through introducing a 24 hr cooling off period for vulnerable adults. The banks are a key partner to beating the fraudsters and progress continues to be made in discussion with the British Bankers' Association (BBA).
8. Finally, our Trading Standards Manager's vision of such an authenticity check on any large transactions from a vulnerable persons account was included in a high level document produced to support the above Parliamentary event.

Street Trading

9. There is still a very limited demand for short-term licences, with only two applications having been received since January this year; one in respect of Paternoster Square now part of the City's highway and one for the enhanced Nocturne cycling event in June.
10. There is still some illegal street trading activity in the City, mainly nut sellers on the south side London Bridge/Millennium Bridge. There is a prosecution proceeding for one nut seller since the last meeting and one cart has been seized. Ice cream trading has been noted at various locations for short periods of time. One new trader has been verbally warned against further trading and asked to sign an undertaking to that effect. A previously seized vehicle (from 2015) has recently been seized again with the help of the City of London Police.
11. A further operation is planned to target nut sellers operating in the City at weekends, and ice cream vans will also be tackled if identified in the Square Mile.

Late Night Levy

12. The forecast for 2015/16 is now not expected to fall below the levels of year one i.e. £445,000. Amounts collected so far this year are on a par with year one and there has not been any significant decrease in numbers of licences held after 0001, the trigger time for the levy payment, suggesting there is no disincentive introduced against trading in this period by the levy itself. The administration fee in year two is slightly less at £15,000 (C.V. £25,000 in first year of the levy) therefore amounts to be apportioned in year 2 of the levy is forecast to be slightly more. 70% of levy goes to City of London Police for activities involving improving the impact of Licensing on the night time economy, and 30% to the City Corporation.
13. The income collected has enabled the licensing service to continue with operating its unique risk scheme combined with Safety Thirst, a best practice scheme (see below). The Police and Cleansing services have been able to put additional resources into those areas that are affected by the night time economy directly affecting the levels of crime and disorder and public nuisance. Ideas for

other areas for expenditure to manage the night time economy are sought as we have been conservative with the initial expenditure, as the levy income can be carried forward each year. It is anticipated that at least some of the levy will contribute towards ensuring an alcohol reception centre is provided near Liverpool Street Station during the Christmas period.

14. An approach has been received from the Community Safety Team to fund the taxi marshalling service at Liverpool Street station at a cost of £25000 per annum. The Comptroller and City Solicitor has advised that this is a legal and appropriate use of the levy, so subject to continued support for the service, this proposal will be included with any others for approval by the Licensing Committee.

Safety Thirst

15. The current round of Safety Thirst Award scheme started at the end of April this year with applications being sent out to all those premises that pay the late night levy as well as other pubs and restaurants. It is the intention to follow up the invitations to participate with area managers for those which are part of larger groups (such as Novus who took part for the first time last year) in order to encourage wider participation than simply addressing the current direct premises management.
16. Assessment is being carried out from the end of May to August, with August and September being used as contingency periods for late applicants and for moderation of results. The City Police Licensing and Community Teams and have indicated that this year they will assist with this year's assessment round. The award will be subject of a ceremony on 18 October 2016 and all of the activity will be resourced via the levy.

Noise Complaints Service

17. The noise service has dealt with reactive and proactive matters as set out in the table below in the final period (1 December 2015 – 31 March 2016) of the business year 2015/16. Customer surveys are undertaken monthly and responded to where those surveyed have identified themselves. Results and comments are used at team meetings to improve the service where appropriate and practical.
18. The Pollution Team dealt with 173 noise complaints between 1 March and 18 May 2016 of which 96 % were resolved. In addition, they also assessed and commented on 282 Planning, Licensing and construction works applications and 245 applications for variations of work outside the normal working hours.
19. The Out of Hours Service dealt with 106 complaints between 1 March and 18 May 2016 and response (visit) times were within the target performance indicator of 60 minutes in 90 % of cases, and often only 30 minutes.

20. The Pollution Team did not serve any Environmental Protection Act abatement notices, but issued four Control of Pollution Act Notices between 1st March and 18 May 2016 relating to construction sites.

21. The City Corporation's noise strategy is currently being reviewed and a revised strategy will be published later this year.

Pollution	2014-15 Annual Total	2015-16 Annual Total	Period 3 2015-2016 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	1093	1157	410	96.8%	5 S.60	0
Complaint investigations, other	237	156	148	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	1889	2215	680	N/A	6 S.61	N/A
No. of variations (to construction working hours) notices issued	735	1009	380	N/A	N/A	N/A

Corporate & Strategic Implications

22. The Public Protection Service has contributed to the draft Safer City Partnership Strategic Plan 2016, and a meeting has been held to ensure all relevant activities are included in the priorities.

23. The Markets and Consumer Protection Department is represented by its Chief Officer on the Safer Communities Project Board, and is also contributing more broadly to the One Safe City programme.

Conclusion

24. The Public Protection Service continues to support the work of the Safer City Partnership through routine work, but also via specific projects and contributing to plans and strategies.

Appendices

- Appendix 1 – Trading Standards Application to The Municipal Journal Awards 2016

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INNOVATION IN PARTNERSHIP

Municipal Journal Awards Application

2016

Operation Broadway – tackling investment fraud
in the City of London and beyond

Executive Summary

Operation Broadway started in June 2014 and is a collaborative, intelligence led approach between the City of London Trading Standards, City of London Police, Met Police, Scambusters, the Financial Conduct Authority and HMRC. The clear and simple vision is to disrupt and displace those criminals engaged in investment fraud. Operation Broadway takes an intelligence led approach with deployment meetings taking place every two weeks. Regular joint visits are made to prestigious office addresses in the City utilising the statutory powers of entry available to Trading Standards Officers.

RECOVERY ROOM FRAUD - WHAT THIS MEANS

We are also seeing increasing evidence that victims are being hit a second time by fraudulent 'recovery rooms':

- Criminals will normally contact victims with an offer to help, by selling on or recovering in some other way, their previous investment
- This is offered through a perceived 'small fee' payable upfront when it has been alleged that the investment has been recovered
- This fee can range from a few hundred pounds to thousands.

This is simply another way to extract more money from a victim. The service is never provided, the initial investment is never recovered.

WHAT WE ARE DOING

City of London Police, which is the national lead force for economic crime, has been working with the City of London Trading Standards team and the national counter-fraud community to tackle investment fraud. This includes:

- **ACTING** on information reported to Action Fraud
- **FREQUENT** joint inspections to suspect criminal companies
- **AWARENESS** and advice campaigns
- **ENFORCEMENT** and targeted disruptive action, creating a hostile environment for fraudsters.

City of London Police, City of London Trading Standards and the Metropolitan Police are also working with companies that provide office space and mail-forwarding services to ensure their facilities are not being utilised by criminal organisations – removing investment fraudsters away the veneer of respectability that is such a crucial part of their marketing strategy in the targeting of investors.

WHAT YOU CAN DO

- **NEVER** engage with cold callers who want to sell you any form of investment. Immediately put the phone down and destroy any marketing material
- **DELETE** unsolicited emails offering investment opportunities
- **REPORT** anyone who approaches you in this way to **Action Fraud** on 0300 123 2040 or www.actionfraud.police.uk (A number of victims have been contacted by firms and been charged an admin fee to record their report on their behalf to Action Fraud. Action Fraud is a free service provided by the police).

INVESTMENT FRAUD AND HOW TO AVOID IT

Logos: METROPOLITAN POLICE, NATIONAL TRADING STANDARDS, CITY OF LONDON, FCA

Operation Broadway partners

Mark Boleat, Policy Chairman at the City of London Corporation, said:

“Operation Broadway is an excellent example of effective inter-agency work. We are working closely with the City of London Police, the Metropolitan Police and other regulatory partners to create an impossible environment for investment fraudsters to operate in.”



Commander Chris Greany, City of London Police, said:

“The work of Operation Broadway has led to a significant drop in the number of suspected boiler rooms plying their trade in the City of London and the surrounding London boroughs. This is thanks to the partnership that has been forged between us and the City of London Trading Standards, HMRC, FCA and the Metropolitan Police, which together has successfully targeted investment fraudsters before their operations have really got off the ground.”



Mark Steward, Executive Director of the Enforcement and Market Oversight Division at the FCA said:

“The multi-agency approach of Operation Broadway is a highly effective initiative in tackling illegal activity involving businesses operating without our authorisation. Operation Broadway has fostered stronger coordination, better sharing and use of intelligence and sharper responses in tackling investment fraud. The FCA will continue to contribute to this fine initiative.”



Carl Robinson, Chair of one of the National Trading Standards Scambusters teams said:

“The Tri Region Scambusters team is a nationally funded team, committed to supporting Trading Standards authorities across the East of England, London and the South East. They are an integral part of Operation Broadway, supporting the City of London Trading Standards in bringing together a variety of key partners and ensuring that they all pull in the same direction. This has and continues to have a real impact in tackling the menace of investment fraud directly linked to the Square Mile.”



Acting Detective Superintendent Andrew Gould from Operation Falcon at the Metropolitan Police said:

“Operation Broadway is a fantastic example of what can be achieved when partners across law enforcement pool their knowledge, expertise and resources to work together to tackle a problem. The fantastic results achieved by Op Broadway are clear testimony to this.”



Kate Rudd, Deputy Director of Anti Money Laundering Supervision at HMRC said:

“HMRC works closely with the City of London and other partner agencies to help identify, target and disrupt criminals. Contributing to a multi-agency initiative like Operation Broadway allows us to maximise our resources and bring the full force of our powers to those caught.”



Introduction

In 2014, investment fraud was becoming more prevalent with criminal activity focused on prestigious addresses within London, particularly in the City. The City of London Trading Standards Service had already been running Operation Rosa since 2013 with support from the National Trading Standards Scambuster Team that covers the East of England, London and the South East. Operation Rosa was an education project designed to engage with the mail forwarding businesses in London and to raise consumer awareness of investment fraud.

Independently of Operation Rosa, the City of London Police which has the national lead for economic crime in the UK, were increasingly engaged in enforcement activity to deal with the growing numbers of crime reports they were receiving about investment fraud.

WHAT IS INVESTMENT FRAUD?

Most people have heard the term ‘boiler room fraud’ but this type of crime is particularly prevalent in the City of London. The ‘boiler room’ has traditionally consisted of an office full of young, confident, talkative and commission driven telesales operators who cold call elderly and vulnerable victims from a ‘suckers list’. They offer high percentage returns on a variety of ‘investments’ including gold, diamonds, fine wine, carbon credits, rare earth metals and, more recently, car parking spaces. If you have seen the film ‘Wolf of Wall Street’, you should be able to picture the scene. The investments usually do not exist and even if they do, the promised returns always fail to materialise. The products being sold are not under the remit of the Financial Conduct Authority, meaning access to redress schemes is virtually non-existent with the resulting lack of protection for consumers. Victims are ruthlessly exploited and it can often be several months or years before they realise they have been scammed. The misery often then continues when victims are contacted by what are termed ‘recovery room’ fraudsters, offering to reclaim money on payment of hefty fees or in exchange for investing in even more commodities.

WHY DO INVESTMENT FRAUDSTERS WANT TO OPERATE IN THE CITY OF LONDON?

In order to give an air of authenticity to investment fraud, a prestigious City address is often given in sales literature and on web sites. What could appear more respectable to a potential investor than, say, an office in or near iconic City buildings. Due to the potential damage to public confidence in, and the reputation of the Square Mile as a safe and trusted environment for legitimate businesses to operate, Operation Broadway was born.

THE SCALE OF THE PROBLEM

Investment fraud is a major problem and information provided in 2014/2015 through reports to Action Fraud (the national fraud reporting system overseen by the City of London Police) showed total losses through boiler room and share sale fraud to be £1.3 billion, affecting victims right across the UK. Taking this money away from consumers in later life has a devastating personal impact. In addition, taking money away from consumers will inevitably lead to a greater burden on the welfare state when consumers become unable to finance their care requirements in later life.

The victims are very real and officers were speaking recently to an 85 year old who has lost around £200,000 over the course of 24 months in a carbon credit scam. Another victim lost well over £350,000 to an investment fraud involving wine. The real fear is that with recent changes to rules in 2015 allowing for cash held in pension funds to be released early, this will simply lead to a rapid rise in this type of fraud as people nearing retirement look for appealing investment opportunities. Current low interest rates make legitimate and safe investments appear unattractive which is assisting investment fraudsters in their sales pitches.

Operation Broadway – how it works

In June 2014, The City of London Corporation and the City of London Police formed a partnership called Operation Broadway and it was acknowledged that other key partners were needed to make the initiative successful.

- The Financial Conduct Authority were approached and agreed to join. Although the FCA doesn't regulate the majority of investments being sold by the scammers, they do have access to intelligence on latest trends. The FCA issue alerts on businesses selling unregulated products and has responsibility for regulating what are called 'Collective Investment Schemes'. In addition, their technical expertise would be vital in order to understand some of the complex financial products that were being sold and to determine if the FCA legislation applies.
- HMRC have responsibility for the enforcement of money laundering legislation in the UK, which complements the work of Trading Standards and the Police. A good example of their input has been in connection with the operation of land banking and car parking scams. HMRC identified that anyone engaged in brokering these types of transactions needs to be registered as an estate agency business.
- The Metropolitan Police already had their own strategy for economic crime called Operation Sterling. The Met Police saw the benefits of working with Operation Broadway and became a key partner. There are other parts of London besides the Square Mile attracting investment fraudsters such as Canary Wharf and Westminster which both fall under the Met Police jurisdiction.
- The National Trading Standards Scambuster Team agreed to provide a full time officer to support the initiative, recognising the fact that although specifically assisting with work in the City of London, Operation Broadway would have a beneficial impact on consumers right across the UK. More recently since October 2015, Scambusters have also provided some additional intelligence research and analysis support.

The involvement of the City of London Trading Standards is one of the keys to the success of Operation Broadway. Trading Standards Officers have responsibility for the enforcement of the London Local Authorities Act (see panel). Perhaps more importantly, they also have wide-ranging statutory powers of entry into business premises under the provisions of the Consumer Protection From Unfair Trading Regulations 2008 and, more recently, the Consumer Rights Act 2015. These powers of entry are not available to the Police but Trading Standards Officers can take along any other people considered necessary for routine inspections.

London Local Authorities Act (LLA)

Section 75 of the London Local Authorities Act applies to mail forwarding businesses (MFBs) and requires them to take measures to properly identify their customers and to keep copies of original documentary evidence as proof of identity, personal address and principal place of business. MFBs must also be registered with their local Trading Standards Service and criminal offences are committed where the legislation isn't followed. Fraudsters want easy access to a prestigious City address so the use of MFBs could be a simple and cheap option. However, rigorous enforcement of this legislation by Trading Standards is making this very difficult.

Operation Broadway tasking meetings take place every two weeks at the Trading Standards offices at Walbrook Wharf. These meetings are driven by intelligence from the national Action Fraud database, from the Citizens Advice Consumer Service reports and from intelligence provided by HMRC, the Met Police and the FCA. Initially, meetings were chaired by the City of London Police at Inspector or Chief Inspector level but, more recently, the chair now alternates with the City of London Trading Standards Manager. At the tasking meetings, deployments are agreed and joint visits subsequently take place to the premises identified as giving cause for concern.

Demonstrating the value and impact

It is very difficult to quantify the impact that an initiative like Operation Broadway is having. It is impossible to establish an accurate base line of detriment because this type of offending is under-reported by victims. The reported figure of £1.3 billion in 2014/2015 is most likely to be the tip of a large iceberg. Some victims are socially isolated and have little interaction with enforcement or care agencies. There is also a suggestion that many victims are reluctant to admit that they have been scammed due to embarrassment and, in extreme cases, they are worried it could be seen as a clear indication that they are no longer able to look after themselves and therefore need to move out of the family home and into the care sector.

The encouraging headline statistics that can be picked out from reports to Action Fraud are, when comparing 2013/2014 to 2014/2015:

There was a decrease of 7% in what are termed 'loss' reports involving frauds of under £1 million

There was an increase of 3% in what are termed 'no loss' reports or, in other words, where consumers had been approached by an investment fraudster but had recognised it was a scam and failed to part with any money

Since Operation Broadway started, there have been 78 deployments to premises identified as providing accommodation or mail forwarding facilities to businesses or individuals engaged in investment fraud. The result of these deployments are recorded as intelligence and in several cases, serviced office providers and MFBs have taken their own independent decision to cease their relationship with their clients.

Rigorous enforcement of the London Local Authorities Act by the City of London Trading Standards Service has been maintained and every registered MFB was written to during 2015 and reminded of their obligations. Support and assistance from Trading Standards was offered to ensure that the legislation was fully understood and guidance notes issued. However, it was necessary to initiate two criminal prosecutions against MFBs to support Operation Broadway using the provisions of the LLA. Servcorp UK Limited became the first company to be convicted under Operation Broadway. On 17 July 2015, they were fined £21,000 and ordered to pay £11,500 costs after pleading guilty to seven offences of failing to keep proper records relating to mail forwarding clients. Following an appeal against the level of fine, this was later reduced to £9000 at the Old Bailey. Then on 23 July 2015, Regus Management UK Limited was convicted not only for failing to keep proper records, but for telling a consumer that a mail forwarding client had a physical presence at their offices when this simply wasn't true. Regus, who are the biggest serviced office provider and MFB in the UK, were found guilty of six offences and fined £11,000 and also had to pay City of London Trading Standards costs of £16,500.

Operation Broadway has taken every opportunity to engage with the media. In February 2015, there was a 'day of action' where teams visited addresses across the City accompanied by the press. This resulted in significant coverage to highlight the national problem of investment fraud and to raise awareness. There was wide coverage on national TV and radio, lots of print media coverage and 16,000 advice leaflets were distributed at key transport hubs in the City. This will make consumers think twice before investing with a fraudster and also encourage more reporting of incidents that are, sadly, vastly under-reported.

An example of the coverage can be seen by following this link. <https://www.youtube.com/watch?v=bkO0yxP23Us>

More recently, Operation Broadway took The Guardian's 'Money' editor out for the day to show the team in action. <http://www.theguardian.com/money/blog/2015/aug/15/city-scams-scambusters-raid-boiler-rooms>

A social media campaign ran for a week during November 2015 and the Twitter hashtag #OpBroadway was used. The campaign generated more than 72,000 impressions and 700 engagements.

An example of the proactive approach taken by Operation Broadway is the attendance at investment fairs as an exhibitor. Two such events were attended during 2015 and several hundred potential investors spoken to on a 121 basis and during more formal presentations about the dangers of investment fraud. At the first event in West London in May 2015, when it was advertised that Operation Broadway would be present, just under 50% of the exhibitors pulled out which is a great example of disruption and exactly the type of impact that the initiative was set up for.

Officers from Trading Standards and the Met Police also engage regularly with banks and building societies across London and have made presentations at branch based customer events to give advice about avoiding investment fraudsters and to distribute advice leaflets.

The challenges of Operation Broadway ... and the future

Financial abuse of the elderly and vulnerable is a very serious issue and consumers are susceptible to attack from a variety of frauds such as scam mail, cold calling doorstep traders and investment fraudsters. Investment fraud takes the most money away from consumers and Operation Broadway is committed to continuing with its partnership approach.

Investment fraud cannot be totally eliminated but the environment that the fraudsters operate in can be made increasingly hostile.

Operation Broadway will be represented at a Parliamentary event in March 2016 that has been organised by Professor Keith Brown from the National Centre for Post-Qualifying Social Work and Professional Practice at Bournemouth University. This event is to highlight the issues of financial abuse at a national level and Operation Broadway has a voice in this process. The ambition of Operation Broadway is to engage much more closely with the banking sector and look for opportunities for financial transactions between the victim and the fraudster to be delayed, challenged and ultimately stopped. Meetings with the British Bankers Association are scheduled in the coming months.

There is increasing evidence that Operation Broadway is starting to displace some investment fraud away from the City and into the suburbs. Further work is therefore needed in the London Boroughs to ensure that the provisions of the LLA Act are being rigorously enforced. The City of London Corporation are currently considering providing additional resources to allow a dedicated Trading Standards Officer to provide support with that work.



Operation Broadway is looking to constantly remain fresh and come up with new ideas in an attempt to keep one step ahead of the fraudsters. Several pieces of new work are being planned that are designed to tackle the enablers of investment fraud but, for obvious reasons, these are confidential at present. Part of the approach will involve dealing with the ‘lead generator’ sector who the investment fraudsters seem to be increasingly relying on.

The work of Operation Broadway has been noticed by Police forces across the UK, most recently by Police Scotland. The Operation Broadway model is something that can work in other major cities and every assistance will be given to those that wish to implement it.

FOR MORE INFORMATION PLEASE CONTACT

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Committee(s):	Date(s):
Safer City Partnership	6 June 2016
Subject: Prevent Activity	Public
Report of: David MackIntosh Manager - Community Safety Team	For Information
Summary	
To update SCP members on Prevent activity within the City of London.	
Recommendation(s)	
Members are asked to note the report.	

Background

- Members will recall that Prevent forms part of CONTEST, the UK's Counter Terrorism Strategy (other elements being Pursue, Protect and Prepare). The focus of Prevent lies primarily on early intervention prior to any illegal activity; as such it operates in a pre-criminal space. Under Section 26 of the Counter-Terrorism and Security Act 2015, a duty is placed on the City of London Corporation in the exercise of its functions, to have 'due regard to the need to prevent people from being drawn into terrorism'. The related National Prevent Strategy outlines three strategic strands to help inform our local response. These are set out below:

Ideology: Challenging radical ideology and disrupting the ability of extremist groups to promote it.

Supporting Vulnerable Victims: Building upon existing multi-agency frameworks to identify and support people at risk of radicalisation.

Working with other sectors: Priority areas include education, faith, health, criminal justice and charities. There should be no 'ungoverned spaces' in which extremism is allowed to flourish without challenge.

- The City of London is designated a non-priority area, so attracts no central funding, although we are bordered by boroughs which are considered priority

areas and receive financial support from the government. The Community Safety Manager is also the City of London Corporation Prevent Co-ordinator.

3. Channel is part of the Prevent strategy. It is a referral pathway that provides a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism and fits within the broader safe-guarding framework.
4. Recent announcements have suggested changes to the existing Prevent strategy including new legislation. At the time of writing we await further details.

Current Situation

5. Since the last meeting we have continued to work closely with CoLP colleagues to promote awareness of the Prevent strategy and identify specific training needs. To aid this work we now have designated Prevent leads in every Corporation department.
6. We have also hosted a specific meeting for the Higher Education sector based within the City. In addition there have been specific sessions for London Metropolitan University staff. For Corporation staff we held a Prevent Open Day on 24 March. A further Prevent training session for Corporation staff is being held on 25 May.
7. It has become evident that further work needs to be done in order to promote Prevent as something of relevance and importance to staff. At the same time we are getting increasing interest from other agencies, including City businesses and The Red Cross. These are issues addressed in our work plan (set out below).

Channel Referrals

8. There have been no Channel referrals since the last SCP meeting. However, there has been some ongoing work involving an historic case which was led by another local authority.

Future Developments

9. Prevent has been identified as one of the five priority areas within the SCP Strategic Plan (see agenda item 5). We have identified additional resources to support this work.
10. We are developing a communication campaign, including a headline event, to raise understanding and awareness of Prevent.
11. We are exploring the potential to have Prevent training mandated for Corporation staff.
12. We will be running monthly sessions for staff throughout the remainder of this financial year. We will also be providing opportunities for Corporation and CoLP staff to refresh their understanding of Prevent.

13. The existing e-learning package will be updated.
14. We will be instituting a register to allow us to monitor which individuals and departments have been Prevent trained.
15. We will continue to offer bespoke sessions for particular departments or those with specific professional needs.
16. We will refresh the City of London Corporation's Prevent strategy.

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Committee: Safer City Partnership	Dated: 6 June 2016
Subject: Domestic Abuse Forum quarterly report	Public
Report of: Director of Community and Children’s Services Report Author: Chris Pelham - Director of People, Department of Children & Community Services	For Information

Summary

This report details the quarterly update of the activities of the Domestic Abuse Forum in delivering the two-year Domestic Abuse Strategic Action Plan.

Main Report

Consultations

1. In-line with the two-year action plan for the Forum, the Domestic Abuse Forum (DAF) is conducting two consultations.
2. Firstly, a consultation is currently underway on the name of the Domestic Abuse Forum. The current role of the Domestic Abuse Forum is to oversee the delivery of the action plan which details the Corporation’s strategic and operational response to domestic abuse.
3. To bring greater clarity to the role of the Forum, a suggestion to move from its current name which focuses on one aspect of its work to a more encompassing name was identified in the City of London Domestic Abuse Review in 2014.
4. Awareness of the DAF, and its work, has been increasing in the City and neighbouring boroughs and the need to maintain this would give strong reasoning for having a launch of the new name with appropriate communications.
5. The Domestic Abuse Forum is governed by the Safer City Partnership and updates the committee through this report. Additionally, the report goes to the City & Hackney Children and Adult Safeguarding Boards, respectively, as well as the City Health & Wellbeing Board.
6. Changing the name will mean the Forum have the potential to include the strategic response to other forms of violence against the person and Ending Harmful Practice.

7. Research has been conducted with other Fora who work in this field to see what names exist. The table below shows examples of names in other areas of the UK:

Area	Name of Forum
Brighton	Violence Against Women & Girls Forum
Northamptonshire	Interpersonal Violence Forum
Cardiff	Domestic & Sexual Violence Forum
Dudley	Domestic Abuse Strategic Group
London Borough of Havering	Domestic Violence Forum
London Borough of Southwark	Southwark Violence Against Women and Girls Forum

8. Members of the Forum have been asked two questions:

- Do you think the name of the Forum needs to change?
- What do you think the name of the Forum could be (you may have more than one suggestion) and why is that the right name?

9. The consultation deadline is 28 May and the responses will be discussed at the Forum meeting on 16 June 2016.

10. There is likely to be a development to the strategic remit of the Forum to include other crimes against the person – notably stalking, sexual violence and exploitation and Ending Harmful Practice (Female Genital Mutilation, Honour Based Violence and Forced Marriage). The action plan and terms of reference for the group will be updated accordingly.

11. The Corporation currently has policies in place for some of these crimes, notably Female Genital Mutilation and Child Sexual Exploitation.

12. The second consultation is on the City of London Violence Against Women and Girl's Strategy. This policy will be an overarching policy and will focus on areas violence wider than domestic abuse including sexual violence, sexual exploitation and Ending Harmful Practice.

13. From this strategy, all future actions plans will be written to how we support people who have experienced interpersonal violence, abuse or exploitation.

14. The Domestic Abuse Forum will continue to be responsible for the delivery of this action plan.

15. Although the policy will be titled 'Violence Against Women and Girls' the policy will be fully inclusive of men and boys.

City of London Domestic Abuse Profile

16. At the last Domestic Abuse Forum, the City of London Police Force Intelligence Bureau (FIB) introduced the current City of London Domestic Abuse Profile and detail how high risk victims are managed, how information is gathered and outcomes reviewed.
17. Having a holistic understanding and awareness of people's experiences of domestic abuse is important, whether they report the incident to the police or not. Currently we only have statistical evidence of those incidents that are reported to the police and referrals to social care that have domestic abuse as a risk factor.
18. The members of the Forum talked about ways in which we could gather information from a variety of services and did a workshop to understand what could be measured and how we can get this information.
19. Members of the Forum concluded they had a role to play in providing this intelligence and signed up to supporting a holistic profile. The Domestic Abuse Co-ordinator will be meeting with the FIB to look at the next steps for this piece of work and will update the SCP shortly.

MARAC update

20. There has been 1 MARAC case since the March SCP. This was a case that had already been to MARAC, referred by Adult Social Care who are the case owners. The Public Protection Team and the Vulnerable Victim Advocate are working to support the victim and actions have been identified for the perpetrator.

Commissioning

21. The application for continued funding for the role of the Vulnerable Victim Advocate to support high risk victims of domestic abuse, sexual violence and hate crime has been successful for another year.
22. The Domestic Abuse Co-ordinator and the head of the Public Protection Unit will monitor the progress of this role and support the VVA to engage with all service providers in the City who may come into contact with members of the public or City workers.

DIY injunction training

23. In partnership with Hackney Council, the City of London have been successful in a bid to the Department of Communities & Local Government to deliver training for staff working with people experiencing domestic abuse in how to apply for a 'Do it yourself' injunction. For victims who are in employment or not eligible for Legal Aid, an injunction to protect themselves (and their children) from an abusive perpetrator can cost thousands of pounds. A DIY injunction costs £110.

24. Rights of Women have been commissioned to deliver the training, which will run from May 2016 to March 2017. The training will focus on legal remedies to domestic abuse and supporting victims to get DIY injunctions.
25. The training is open to all Corporation (and Hackney Council) staff and commissioned services. Use of civil remedies (occupation orders and non-molestation orders) can be overlooked, however with this training staff can support victims (and their children) to remain in their home and keep a perpetrator (and their family and friends) away. This will compliment police protection measures and support those who do not wish to engage with the police.

Engagement subgroup

26. The DAF engagement subgroup have met twice and developed their work streams for getting information to residents and workers.
27. Engagement with City businesses will come from focusing on one City business to develop a blueprint for how to deliver key messages and embed the knowledge within an organisations culture and policy.
28. The package that could be delivered to a City Business would consist of:
- An presentation to managers on local services/half day workshop
 - HR Policy workshop
 - Training and establishing domestic abuse champions
 - Supporting the development of an internal campaign
29. Whilst this is under development, we will run a poster campaign and an online campaign for residents and workers to learn more about services in the City.

Domestic Homicide Review

30. In November 2015, the Chair of the SCP decided a Domestic Homicide Review (DHR) would be undertaken to understand if there are any lessons the Safer City Partnership can learn from the tragic death of a Corporation of London employee and City resident.
31. At the last DHR Panel, those attending reviewed the Individual Management Reviews (IMRs) from agencies who were involved and discussed the timescales for completion.
32. There are two outstanding IMRs that need to be submitted to the Panel and so the next meeting will be in June. At this same meeting the Panel will review the draft Overview Report from the Chair of the Panel.

33. The final report will be reviewed in the July Panel along with the action plan for taking the learning forwards.

34. The Action plan will be the responsibility of the Community Safety Team. A formal report will be presented to the Safer City Partnership in September.

For more information on any matters in this paper contact:

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Committee(s) Safer City partnership	Dated: 6 June 2016
Subject: Domestic Homicide Review Update	Public
Report of: David MacKintosh Community Safety Manager	For Information

Summary

In October 2015 a City resident died whilst in a relationship. The victim was also an employee of the Corporation. Due to the nature of the incident the City of London Police launched an investigation.

Using the definition and guidance set by the Home Office the decision was made by the Chairman of the SCP to initiate a Domestic Homicide Review (DHR).

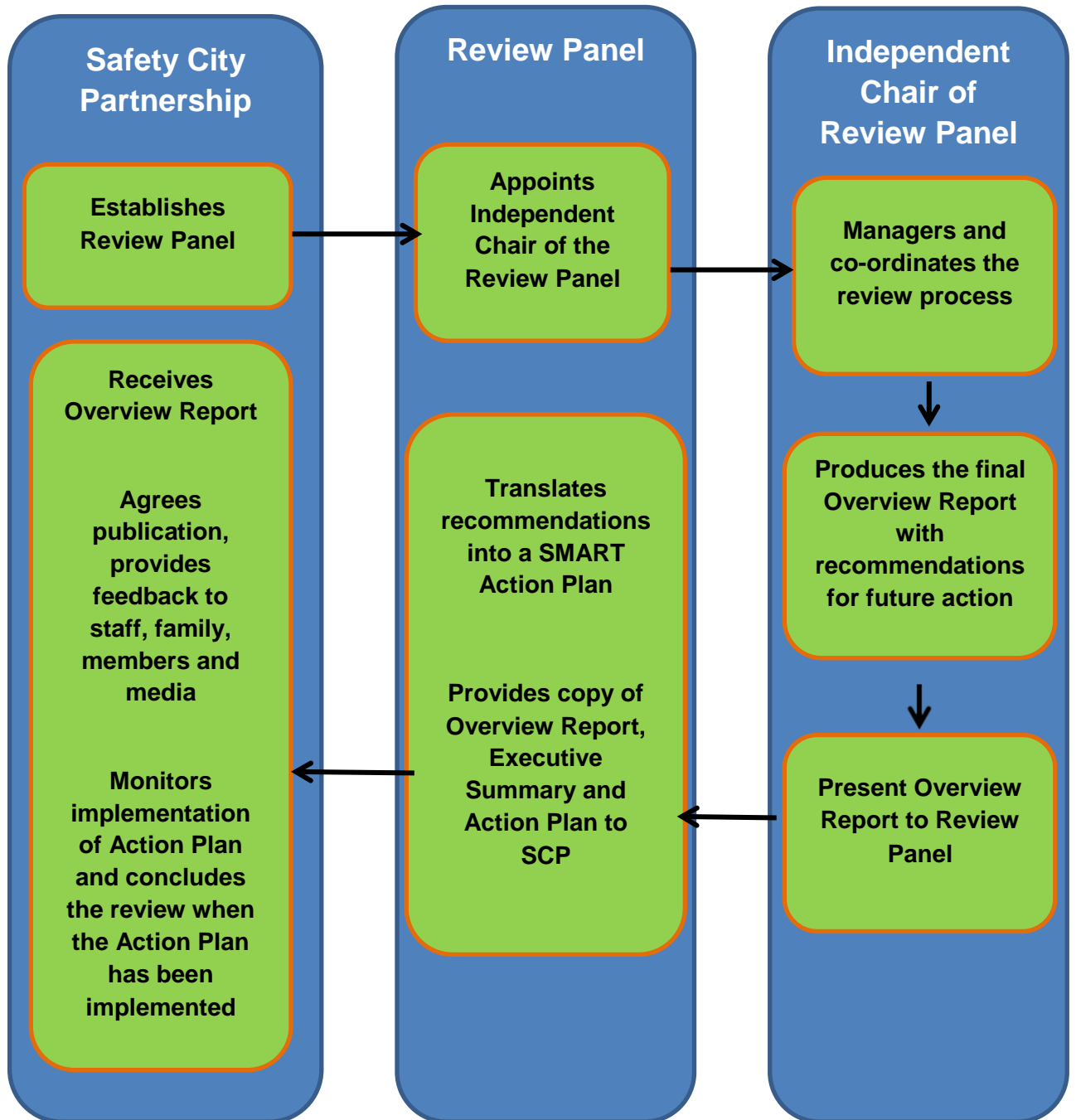
Main Report

1. The DHR Panel met in April and reviewed the Individual Management Reviews (IMRs) from agencies who were involved. Those attending presented a chronology of their involvement and any recommendations for improvements.
2. The Panel discussed the papers in depth and identified and discussed the timescales for completion.
3. The City of London Police investigation is ongoing and the Coroner's Inquest is scheduled for 23 May.
4. There are two outstanding IMRs that need to be submitted to the Panel, which will be at the next meeting in June. At this same meeting the Panel will review the draft Overview Report from the Chair of the Panel.
5. The final report will be reviewed in the July Panel along with the action plan for taking the learning forwards.
6. The Community Safety Manager has contacted the Home Office to inform them that we are not able to complete the Domestic Homicide Review within the requested six month timescale. Having consulted with partners and the Panel Chair we believe the Review will be completed by August 2016.
7. The Action plan will be the responsibility of the Community Safety Team. A formal report will be presented to the Safer City Partnership in September.

For more information on any matters in this paper contact Robin Newman, Domestic Abuse Co-ordinator & Community Safety Officer:
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Appendix 1: Overview of the Domestic Homicide Review process and Panel responsibilities



(Taken from: Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews)

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