



## Safer City Partnership Strategy Group

**Date:** MONDAY, 12 JUNE 2017

**Time:** 11.00 am

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

<b>Members:</b>	Deputy Douglas Barrow (Chairman)	Jocelyn Griffith
	Peter Lisley (Deputy Chairman)	Paul Haigh
	Shanice Adams	Yannik MacKenzie
	Jon Averbs	Don Randall
	Bob Benton	Lucy Sandford
	Eric Beckford	Mark Scott
	Jeff Boothe	John Simpson
	Peter Dunphy	Stuart Webber
	Barbara Gough	Richard Woolford

**Enquiries:** George Fraser  
tel.no.: 020 7332 1174  
george.fraser@cityoflondon.gov.uk

**Lunch will be served in Guildhall Club at 1PM**  
**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**

Minutes of the meeting held on 3 February 2017

**For Decision**  
(Pages 1 - 8)

4. **OUTSTANDING ACTIONS**

(Pages 9 - 10)

5. **DOMESTIC ABUSE & SEXUAL VIOLENCE FORUM QUARTERLY REPORT**

Report of the Department of Community and Children's Services

**For Information**  
(Pages 11 - 30)

6. **ONE SAFE CITY UPDATE**

Verbal update from the Safer Communities Project Manager

**For Information**

7. **OUTCOME OF INFORMATION SHARING WORKSHOPS**

Report of the Town Clerk

**For Information**  
(Pages 31 - 44)

8. **PREVENT STRATEGY 2017**

Report of Community Safety Team

**For Information**  
(Pages 45 - 58)

9. **CITY OF LONDON POLICE UPDATE**

Report of the City of London Police

**For Information**  
(Pages 59 - 74)

10. **LONDON FIRE BRIGADE UPDATE**

Verbal update of the Borough Commander, London Fire Brigade

**For Information**

11. **COMMUNITY SAFETY TEAM UPDATE**

Report of the Community Safety Manager

**For Information**  
(Pages 75 - 78)

12. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**  
Director of Markets & Consumer Protection

**For Information**  
(Pages 79 - 90)

13. **SAFER CITY PARTNERSHIP STRATEGY 2017-18 [TO FOLLOW]**  
*This report was not available at time of dispatch and will be circulated separately*

14. **SAFER CITY PARTNERSHIP ANNUAL ASSESSMENT 2016-17 [TO FOLLOW]**  
*This report was not available at the time of dispatch and will be circulated separately*

**For Information**

15. **ANY OTHER BUSINESS**

16. **EXCLUSION OF THE PUBLIC**  
MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

#### **Non-Public Agenda**

17. **CITY COMMUNITY MULTI-AGENCY RISK ASSESSMENT CONFERENCE (CCM) REVIEW**  
Report of Manager of Community Safety

**For Discussion**  
(Pages 91 - 94)

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE GROUP AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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## **SAFER CITY PARTNERSHIP STRATEGY GROUP**

**Friday, 3 February 2017**

**Minutes of the meeting of the Safer City Partnership Strategy Group held at the Guildhall EC2 at 11.00 am**

### **Present**

#### **Members:**

Peter Lisley (Deputy Chairman)  
Jon Averbs  
Bob Benton

Jocelyn Griffith  
Peter Dunphy  
Lucy Sandford

#### **Officers:**

Alex Orme	-	Town Clerk's Department
Robin Newman	-	Town Clerk's Department
David MacKintosh	-	Town Clerk's Department
Inspector Hector McKoy	-	City of London Police
Oliver Bolton	-	Town Clerk's Department
Fern Aldous	-	Town Clerk's Department

### **1. APOLOGIES**

Apologies for absence were received from Commander Richard Woolford (City of London Police), David Maher (Represented by Siobhan Harper for City and Hackney CCG), Don Randall (Crime Prevention Association) and Graham Littlewood (The Guinness Partnership).

### **2. DECLARATIONS OF INTEREST**

There were no declarations.

### **3. MINUTES**

**RESOLVED** – That the minutes of the meeting held on 14 November 2016 were approved as an accurate record.

### **4. OUTSTANDING ACTIONS**

The Group received a report of the Town Clerk outlining actions outstanding from previous meetings. The following updates were noted:

- Street Pastors: it was anticipated that a scheme would be in place by the end of the year. A meeting with local churches had taken place on 23 November 2016.
- One Safe City Member Working Party: engagement with Members regarding the Working Party would take place following the Common Council Elections on 23 March 2017.

5. **ROAD SAFETY UPDATE (20MPH ZONE)**

The Group received a report from the Director of the Built Environment updating them on the outcome of the 20mph speed limit scheme. The Group noted that casualty numbers have increased 9% in the two years pre implementation and two years post implementation. The number of people employed in the City broadly increase by 5% each year with the majority being pedestrians and cyclists which would suggest these numbers are actually falling in real terms.

Crucially, KSI numbers in the same period have decreased from 120 to 94, a reduction of 22%. This provides evidence that the streets in the City have become safer for users since the implementation of the City's 20mph scheme.

The small increase in total casualties over the period studied is accounted by an increase in slight injuries (*An injury of a minor character such as a sprain, cut or bruise*). The reduction in the severity of injury is one of the objectives of the Road Danger Reduction plan is in-line with expected outcomes resulting from slower moving traffic.

Awareness of the speed limit is also high with drivers, although the low awareness of motor cyclists is something that should be addressed in light of the danger posed to them and by them to other road users. The City will update this note once the in depth collision data has been assessed. In addition to this work, further study and monitoring is recommended, initial results show substantial benefits from the scheme to the safety of the City community and in particular vulnerable road users.

Officers agreed to submit any update reports regarding the scheme to this Group when they were due to be considered by the Planning and Transportation Committee.

**RESOLVED** – That the report be noted.

6. **SAFER COMMUNITIES PROJECT UPDATE**

The Committee received a presentation and verbal update from the Manager of the One Safe City Programme concerning the progress of the Safer Communities project.

The Group noted that the scope for Tranche 1 running from June to December 2016 was as follows:

- Information Sharing:
  - Workshops Vulnerable People and Domestic Violence
  - Recommendations documented and agreed from workshops
  - Property Risk Tool
  - Information Sharing Agreement information repository
- Community Safety:
  - Recommendations on operating model
  - Community Safety Accreditation Scheme
- Messaging:

- Resolve procurement issues for ECD and CoLP critical messaging
- Road Danger Reduction:
  - Recommendations on joint working and operating model

The Group noted that the scope for Tranche 2 due to run January to March 2017 was as follows:

- Community Engagement:
  - Recommendations and improvements particularly around hard to reach groups
- Overarching Information Sharing agreement:
  - Safer City Partnership and Health and Wellbeing (replaces Crime and Disorder ISA from 2008)
- JCCR recommendations:
  - Related to information sharing / joint working
- Closing off recommendations from tranche 1

Discussions ensued regarding the need for a culture of good information sharing to be implemented. Members agreed that sharing information remained a massive issue and all organisations would benefit from an over-arching policy regarding the matter. Officers agreed to circulate timescale projections to Members of the Board.

## **RECEIVED.**

### **7. LONDON FIRE BRIGADE**

The Group considered a report from the London Fire Brigade outlining the monthly statistical bulleting and enforcement notice statistics.

## **RECEIVED.**

### **8. COMMUNITY SAFETY TEAM UPDATE**

The Group received a report of the Community Safety Manager detailing activity undertaken since the last meeting. The following points were noted:

- The Group noted that due to a number of factors external to the City there was in fact no pan-London Christmas alcohol campaign led by the London Ambulance Service and the GLA, for us to work with this year. There was also no Alcohol Recovery Centre. Hopefully the issues that led to these situations will be resolved for Christmas 2017. Officers were drafting a letter due to be sent from the Town Clerk to the Chief Executive of the London Ambulance Service regarding the matter.
- Officers informed Members that the experimental service of a Police Officer accompanying a member of the London Ambulance Service on cycles at night time in the City over the Christmas period had worked extremely well with a huge reduction in referrals to hospital and Officer time spent taking care of minor incidents.

- The Serious and Organised Crime Board Chairman, John Simpson, and Deputy Chairman of the Board, Jon Avern, met with Detective Chief Superintendent Jane Gyford on 6 December to discuss progress and seek advice about how best to take things further forward. After helpful discussions from both sides it was decided that the next meeting of the SOC Board on 22 December would include a useful explanation of the Four P's Framework (Prevent, Prepare, Pursue, and Protect) so that members of the Board understood the methodology of the Framework and how it can be utilised to tackle various forms of crime. It was agreed that each key crime area identified by the City of London Police would be discussed by the Serious and Organised Crime Board. Monthly dates have been scheduled up to the end of June and the next two meetings will be looking at Fraud and Cyber Enabled Crime on 27 January and Financial Crime on 28 February.

**RESOLVED** – That the report be noted.

**9. PROGRESS MONITORING TOOL**

The Committee received the progress monitoring tool for the Partnership, which had been updated since the last meeting.

**RECEIVED.**

**10. DOMESTIC ABUSE AND SEXUAL VIOLENCE QUARTERLY REPORT**

The Group received a report of the Director of Community and Children's Services updating them on the recent work of the Domestic Abuse and Sexual Violence Forum. The following points were noted:

- The City VAWG Strategy (in addition to the more detailed paper for decision by Committee) being completed and setting the priorities for the next City Domestic Abuse and Sexual Violence Strategic Action Plan, to be finalised in March 2017.
- Vulnerable Victim Advocate re-commissioning in-line with the needs of victims in the City and supporting the strategic aims of the Domestic Abuse & Sexual Violence Forum.
- Training and making sure a formal process exists for a consistent and clear response for repair staff in the City Housing Department, in line with the existing strategic plan and lessons learned from the Case Review of a Serious Incident, which concluded in August 2016.
- Safeguarding Children from the Experience of Domestic Abuse Policy, detailing how the City will support children and young people witnessing and experiencing domestic abuse.
- Update on the Domestic Abuse Profile for the City including work that will be taking place in the early part of 2017 to enable a holistic collection of data.
- MARAC update, noting how the City continues to strengthen its response to high risk cases of domestic abuse.
- Directory of Domestic Abuse & Sexual Violence Services to help professionals and members of the public to access services in the City, pan-London and nationally.



- City workers domestic abuse awareness training pilot with Lloyds Banking Group, highlighting how participants evaluated the training.
- Training on engaging with perpetrators of domestic abuse, to strengthen access to programmes that facilitate understanding in perpetrators of the harmful impacts of their abusive and controlling behaviour.

**RESOLVED** – That the report be noted.

**11. CITY OF LONDON VIOLENCE AGAINST WOMEN AND GIRLS STRATEGY**

The Group considered a report of the Director of Community and Children's Services presenting the City of London Violence against Women and Girls (VaWG) Strategy.

The Strategy was created in consultation with local statutory and community and voluntary sector services, in addition to supporting the vision and principles set out in the Government's Strategy on Ending Violence Against Women and Girls and the pan-London response set out by the Mayor's Office of Police & Crime (MOPAC).

Additional to the experiences of women and girls the strategy, and its actions, will be applicable to men and boys who have experienced or been affected by harmful and exploitative behaviour.

**RESOLVED** – That the City of London Violence against Women and Girls Strategy be approved.

**12. HEALTH AND WELLBEING UPDATE - TO FOLLOW**

The Group received a report of the Director of Community and Children's Services updating them on the last meeting of the Health and Wellbeing Board.

The Group noted that a recent mapping exercise undertaken by members of the Health and Wellbeing Advisory Group highlighted that whilst there is a great deal of valuable work taking place across the City to tackle alcohol harm, there is also potential for greater collaboration between partners, underpinned by a common vision. We are therefore proposing the development of a Corporate Alcohol Strategy to address this and develop a Corporation wide approach to safe, responsible drinking.

The strategy will provide an overview of alcohol harm in the City, covering both the impact on individual health and the wider community in terms of crime and safety. It will describe what needs to be done to create a culture of safe and responsible drinking in the City, prevent a further increase in ill health caused by alcohol, improve the health of problem drinkers and tackle alcohol-related crime and anti-social behaviour. The Public Health Team will lead on the strategy, working in partnership with departments across the City Of London Corporation, City Of London Police and City and Hackney CCG.

**RESOLVED** – That the report be noted.

### 13. **CITY OF LONDON POLICE UPDATE**

Members discussed a report of the City of London Police detailing recent operational activity. In response to a query from Members, Officers agreed to provide statistics regarding the effects of fraud on City residents. It was also noted that data regarding cybercrime had been included in the update as per the request of the group.

The Group noted that acquisitive crime, although is showing an increase in reporting during this period, it should be noted that the increase is attributed to peaks which are isolated trends. The exception to this trend is non-dwelling burglaries. This area of crime is illustrating an upward trend since September 2016 in comparison to the same period last year and the previous four month period May to August 2016.

CID/Crime Squad are currently running a proactive operation to target burglaries with some significant arrests already made, and some offenders identified and currently wanted. Other Thefts is showing an upward trend but this was due to increased reporting in November 2016. The remaining months reported figures do not significantly differ from previous month or last year.

Vehicle offences have reported higher figures since April 2016 in comparison to last year, but December 2016 is showing the lowest figures to-date with only 5 offences reported. Average offences reported per month have been 16 offences per month. This crime area is being closely monitored with the release of prolific offenders being briefed to officers and CID/Crime Squad considering a Analysis/Response/Assessment (SARA) ahead of a potential expected rise in this crime area as warmer months approach.

**RESOLVED** – That the report be noted.

### 14. **PUBLIC PROTECTION SERVICE UPDATE**

The Group received a report of the Director of Port Health and Public Protection which provided an update on recent operational activity. The following points were noted:

The Department of Markets & 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 relation to the following priorities:

- Acquisitive Crime: Investment Fraud – the Trading Standards continues to collaborate with the City of London Police over Operation Broadway, now extended across London.
- Anti-Social Behaviour: Illegal street trading – persistent action has virtually eliminated this from the Square Mile.
- Noise complaints service – a 14/7 service is provided and response times are good.
- Night Time Economy Crime and Nuisance: Late Night Levy – this has generated approximately £445K and is the subject of a separate report.

- Safety Thirst – a complete review has been undertaken and some changes will be made to the scheme.
- Licensing controls and enforcement – Enforcement activities and use of the Late Night Levy have kept the number of licence reviews and suspension notices at a low level.

**RESOLVED** – That the report be noted.

**15. LATE NIGHT LEVY REVIEW**

Members received a report of the Director of Markets and Consumer Protection informing them of Late Night Levy spend and activity over the past 12 months. It was noted that the recommendations had been approved by the Licensing Committee at their last meeting.

A Late Night Levy has been operating within the City of London since 1 October 2014. This report looks at the second year of operation and details the number of premises that are paying the Levy, the income collected and how that money has been spent to date.

The evidence shows that almost as many premises at the beginning of the second Levy year were liable to pay the Levy due to their terminal hour for selling alcohol being after midnight, as at the beginning of the first Levy year. The income collected has enabled the licensing service to continue with operating its unique risk scheme combined with Safety Thirst, a best practice scheme. The Police and cleansing service 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.

Although the Levy would need to operate for a minimum of a further year before the effects can be fully examined, the decrease in licensing hearings or reviews during the past twelve months is significant.

**RESOLVED** – That the report be noted.

**16. ANY OTHER BUSINESS**

There was no other business.

**The meeting closed at 1.00 pm**

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Chairman

**Contact Officer: Fern Aldous**  
**tel.no.: 020 7332 1410**  
**fern.aldous@cityoflondon.gov.uk**

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## Safer City Partnership (SCP) Group – Outstanding Actions – June 2017 update

Item	Date added	Action	Officer responsible	Progress Update
1.	3 March 2015	<b>To provide a report on whether the 20MPH zone had improved safety since it was introduced.</b>	Iain Simmons	Statistics in relation to the casualty figures (including data on accidents between cyclists and pedestrians) were presented in a report of the Director of the Built Environment at the February meeting.
2.	6 June 2016	<b>Safety Thirst Scheme</b>	Jon Avern	An update is included in the Public Protection Update.
3.	23 September 2016	<b>St Mungo's Telephone Line</b>	Chris Pelham	New telephone number was added to the cards. Community and Children's Services have since confirmed that the option to leave a voicemail could be made part of the new telephone service.
4.	23 September 2016	<b>Tackling Violent Crime – Late Night Parking Enforcement</b>	Jon Avern (Kay English, DBE)	The Director of Public Protection and CoLP have liaised with the Department of Built Environment to progress the introducing of greater late night parking enforcement and evaluate current situation.
5.	23 September 2016	<b>Street Pastors</b>	City of London Police – Hector McKoy	It was anticipated that a scheme would be in place by the end of the year. A meeting with local churches was due to take place on the 23 November 2016 after which the scheme would be finalised.
6.	14 November 2016	<b>One Safe City Member Working Party</b>	Chris Butler	An update from the group is included in the agenda and will be a recurring item going forward.  Engagement with Members

Item	Date added	Action	Officer responsible	Progress Update
				regarding the Working Party would take place following the Common Council Elections on 23 March 2017.
7.	14 November 2016	<b>Health and Wellbeing Update</b>	Tirza Keller/Sarah Thomas/Town Clerk	Written report from November meeting has been circulated. Links to the City Living Wise and Business Healthy schemes and the Joint Health and Wellbeing Strategy requested at the last meeting are included in the January HWB update (in the supplementary agenda).
8.	14 November 2016	<b>Resident Engagement</b>	David Mackintosh	Officers to engage with the relevant ward members to increase engagement in the sessions. A verbal update will be provided at the meeting.
9.	14 November 2016	<b>Serious Organised Crime Board</b>	Jon Avern	Regular updates to be brought to the Committee.
10.	14 November 2016	<b>Community Safety Monitoring</b>	David Mackintosh	Completed actions from the progress monitoring tool to be retained for re-evaluation in future years. The monitoring tool is included in this agenda.
11.	14 November 2016	<b>Cybercrime Statistics</b>	City of London Police – Hector McKoy	Inclusion of statistics and analysis for cybercrime that affected victims is included in the CoLP update.

**Safer City Partnership meeting dates for 2017**

**all dates at 11am**

12 June 2017

15 September 2017

3 November 2017

<b>Committee(s)</b>	<b>Dated:</b> 30/05/17
<b>Safer City Partnership Committee</b>	
<b>Subject:</b>  Domestic Abuse & Sexual Violence Forum Quarterly Report	<b>Public</b>
<b>Report of:</b>  Chris Pelham Assistant Director (People) Department of Community and Children's Services	<b>For information</b>

## Summary

This summary report details the quarterly update of the activities of the Domestic Abuse & Sexual Violence Forum with particular focus upon the new 2017-2019 Domestic Abuse and Sexual Violence Forum Action Plan.

Members are asked to note the following updates;

- The previous Domestic Abuse Coordinator left their position in March 2017. Recruitment to replace this person has been completed and a new Community Safety Officer will be starting in the summer. The post holder will provide support for the MARAC and this general area of work alongside their broader role.
- The Domestic Abuse and Sexual Violence Forum (DASV) has met on 1 occasion since the last SCP. The Terms of Reference for the Forum were reviewed and revised. Please see Appendix 1.
- Safeguarding Children from the Experience of Domestic Abuse Policy has now been signed off at the DASV and presented to the City and Hackney Safeguarding Children Board. This had previously been presented to the SCP.
- Additional intelligence gathering capacity has been added to the SCP, which will assist in the emerging Domestic Abuse problem profile. The CoLP have developed their MARAC Dashboard which will be reviewed by the DASV Forum. An updated profile will be presented to the next SCP.
- The Directory of Domestic Abuse & Sexual Violence Services to help professionals and members of the public to access services in the City is in final stages of drafting. This will be finalised and disseminated to partners by next DASV.
- Training on engaging with perpetrators of domestic abuse, to strengthen access to programmes that facilitate understanding in perpetrators of the harmful impacts of their abusive and controlling behaviour took place over 2 days in May. A evaluation report will be submitted to the DASV Forum. This was one of the actions identified in the Action Plan, see next para.

## **The DASV Action Plan**

The DASV Forum went through the new Action Plan in detail. The Action Plan is made up of 9 overarching thematic areas and essentially serves as the work plan for the Forum.

- Access to support
- Raising awareness of ending VAWG
- Ending harmful practice
- Holding perpetrators to account
- Responding to trafficking, prostitution and sexual exploitation
- Addressing harmful attitudes and behavior at an early age
- Understanding and responding to the health impact of VAWG
- Improving women's safety on public transport
- Learning from Domestic Violence Homicide Reviews and specialist service providers

All actions have been given leads and timescales for completion. Given the Domestic Abuse Coordinator was not in post at the time of the Forum, the membership reviewed the actions, leads and timelines across all thematic areas. A detailed progress report will be made available to the next SCP following the arrival of the new DA Coordinator.

The full updated Action Plan can be found at Appendix 2.

Chris Pelham  
Assistant Director, People  
[Chris.Pelham@cityoflondon.gov.uk](mailto:Chris.Pelham@cityoflondon.gov.uk)

David Mackintosh  
Head of Community Safety  
[David.mackintosh@cityoflondon.gov.uk](mailto:David.mackintosh@cityoflondon.gov.uk)



## Appendix 1

# City of London Domestic Abuse & Sexual Violence Forum

## Terms of Reference

### Introduction

The Domestic Abuse & Sexual Violence Forum is held quarterly and is Chaired by the Assistant Director for People in the Department of Community and Children Services and facilitated by the Domestic Abuse Co-ordinator in the Community Safety Team.

The Forum reports directly to the Safer City Partnership through a quarterly report detailing the work that has taken place over four months with particular attention to strategic developments, updates from subgroups and outcome of engagement work.

This quarterly report will additionally go to the City & Hackney Children's Safeguarding Board, City & Hackney Adult's Safeguarding Board and the City Health & Wellbeing Board for information.

### Aims

- To formulate an action plan for activities to support the City of London community, in particular victims of domestic abuse and sexual violence and to raise awareness of related issues
- To establish a core membership from the statutory and community and voluntary sector services to oversee developments in how the City of London respond to domestic abuse and VAWG
- To steer strategic progress in delivering a consistent response to the support we offer people experiencing domestic abuse and sexual violence and their children as well as programmes to reduce offending by perpetrators

### Attendees

Members of the Domestic Abuse & Sexual Violence Forum will be expected to be the strategic lead for their organisation, or a delegated authority, with the responsibility for domestic abuse and VAWG.

### Members of the Forum are:

- Victim Support
- Toynbee Hall
- Westminster Drug Project
- St Mungos Broadway
- Solace Women's Aid
- Nia (Iris Project and East London Rape Crisis)
- NHS City & Hackney CCG
- Latin American Women's Right's Service (LAWRS)
- IMECE Women's Centre



Let's work together for a safer City

- Iranian & Kurdish Women's Rights Organisation (IKWRO)
- City of London Police (FIB)
- City of London Corporation: Community Safety Team
- City of London Corporation: Children's Social Services
- City of London Corporation: Adult Social Services
- City of London Corporation: Housing
- City Gateway (information sharing)
- Probation Service
- City & Hackney Safeguarding Children Board (CHSCB)
- City & Hackney Safeguarding Adult Board (CHSAB)

### **Standard Agenda**

- Introductions and apologies
- Minutes of the last meeting
- Incident statistics
- Action plan update
- Domestic Abuse & Sexual Violence Subgroup updates
- Updates from Forum members
- AOB
- Date of next meeting

In addition to standard agenda items there will be areas of business that arise to be discussed by the Forum.

### **Meeting Dates**

Meetings are held quarterly and the dates are circulated at the beginning of the calendar year.

## Appendix 2

### City of London DRAFT Domestic Abuse and Sexual Violence Strategic Action Plan

**April 2017 to March 2019 (updated May 2017)**

Those marked in **red** are from the previous action plan (2015-17)

Those marked in **blue** are from Case Review of Serious Incident (August 2016)

#### 1. Access to support

Ensuring the safety and effective protection of women and girls is paramount. Integral to this is service users being aware of how to engage with services and for the City to be clear its support services are accessible and people know what they are going to get when they do.

Key actions	Deadline	Responsibility/Lead	Notes
1.0 Develop a detailed City Profile, analysing data from all agencies including health services, police, social care and community and voluntary services to inform the future strategic and operational approach and community and voluntary sector services.	October 2017	Louise Ratcliffe, City of London Police Force Intelligence Bureau;  Simon Cribbens, Department of Community and Children's Services	Depends on information/formatting being available. However it should be possible if information sharing system is in place.
1.1 City of London Police to do a dip sample audit of withdrawal statements to ensure that they have all been taken by PPU Officers where this was practical and possible.	June 2017	Anna Rice, City of London Police	Report back at July Forum

1.2 To identify what action is (or should be) taken when PPU Officers have concerns over a victim's safety when withdrawal statements are made.	June 2017	Ayesha Fordham, Victim Support	Quarterly report from VVC into Forum and SCP
1.3 Design and deliver a third party reporting mechanism for the City for people who have experienced domestic abuse and sexual violence	December 2017	Domestic Abuse Coordinator;  Ayesha Fordham, Victim Support; Anna Rice, City of London Police	
1.4 Embed a third party reporting mechanism for people experiencing domestic abuse and sexual violence to get help and for the Corporation to be aware of numbers of those accessing third party reporting support.	June 2018	Domestic Abuse Coordinator;  Ayesha Fordham, Victim Support;  Anna Rice, City of London Police	Report on progress at Forum meetings
1.5 Develop a protocol of 'routine enquiry' by key agencies to encourage disclosures of domestic abuse and VAWG.	December 2017	Ayesha Fordham, Victim Support	Sample questions – Ayesha to take to agencies and deliver with DASH
1.6 Housing, Estates and Environmental Health to create a reporting process of what to do when staff are witnessing domestic abuse and/or VAWG or have concerns.	July 2017	Igho Bayo, City of London Housing;  Rachel Sambles, Environmental	Report on impact of training

		Health;  Domestic Abuse Coordinator	
1.7 Develop guidance of 'routine enquiry' by key agencies to encourage disclosures of domestic abuse and VAWG'.	October 2017	Ayesha Fordham, Victim Support;  Jo Henderson, Department of Community and Children's Services  Domestic Abuse Coordinator;	
1.8 Managers in all services will make sure that their systems can record issues relating to domestic abuse and sexual violence	November 2017	Chris Pelham, Department of Community and Children's Services  Domestic Abuse Coordinator	Report at Forum meeting
1.9 Members of the Forum to provide information every six-months to the City of London Community Safety Team regarding the number of cases they have related to domestic abuse, sexual violence, forced marriage, FGM and honour-based violence in the City.	December 2017	Chris Pelham, Department of Community and Children's Services  Louise Radcliffe and Simon Cribbens	Use standard data set for the profile (ISA)  (Third sector service – next challenge)

1.10 Communications – looking at the dissemination of information/data from Adult Social Care, Housing and Social Care. Not all information is being captured	July 2017	Simon Cribbens and Sukhjot Gill	Data trends
1.11 MARAC subgroup to conduct 20% of MARAC case reviews per year and share findings with the DA & SV Forum, reporting to the Safer City Partnership	December 2017	Anna Rice, City of London Police; Domestic Abuse Coordinator	
1.12 MARAC data to be shared with the Safer City Partnership on a quarterly basis	September 2017	Domestic Abuse Coordinator	

## 2. Raising awareness of ending VAWG

Internal and external communication campaigns will be used throughout the year to raise awareness of prevention and support around VAWG with an emphasis on four key themes:

- Residents
- Children and young people
- City workers
- Partnerships and service providers

All plans will be developed in consultation with different departments in the Corporation and Police along with community and voluntary sector specialist providers to allow clarity on messages and ensuring they are applicable and accessible to our community audiences.

Key actions	Deadline	Responsibility/Lead	Notes
2.0 Designate named lead officers and elected members as champions for domestic abuse and VAWG strands from all	March 2018	Chris Pelham, Department of Community and	Leave for time being –  Domestic Abuse Coordinator

agencies and City business networks.		Children's Services;  David MackIntosh, Community Safety Team	for further discussion
2.1 Produce materials, in consultation with Forum partners, to raise awareness identifying what domestic and sexual abuse is along with HBV, FGM and Forced Marriage.	December 2017	Domestic Abuse Coordinator; Rachel Morrison (oversight), Department of Community and Children's Services	Issues re resourcing a coms strategy. Rachel and Police coms leads to attend Forum and discuss how much it would cost. Map activities over the next two months and invite Rachel Morrison and John Aellul (check spelling)
2.2 Deliver a directory of services for people who have experienced domestic abuse and sexual violence detailing support on offer and access points.	August 2017	Domestic Abuse Coordinator  Rachel Morrison, Department of Community and Children's Services	
2.3 Promote the directory on the City website and print form for clients using City services.	September 2017	Domestic Abuse Coordinator;  Rachel Morrison, Department of Community and Children's Services  Xenia Koumi,	

		Department of Community and Children's Services	
2.4 Drawing on Hackney's model, develop a Community Response Model to domestic abuse and sexual violence in the City of London linking in services who work with under-represented communities	June 2018	Domestic Abuse Coordinator	For review and explore in more detail
2.5 Once established, organisations involved in the model, along with the Corporation, will deliver a comprehensive engagement plan for communicating with City residents, workers and visitors.	June 2018	Rachel Morrison, Department of Community and Children's Services	
2.6 Community Safety Team to promote training delivered by the City & Hackney Safeguarding Boards and community and voluntary sector partners related to domestic abuse and VAWG ensure all front-line staff are able to identify and respond appropriately and consistently.	Ongoing	Community Safety Team;	Measure input of training. Invite Adult and Childrens Board to the next meeting  (Include theme on training and development)
2.7 City of London Domestic Abuse & Sexual Violence Forum to review membership of the Forum and Terms of Reference.	June 2017	Chris Pelham, Department of Community and Children's Services	
2.8 All City of London Police front line officers will be trained in identifying domestic abuse and understanding the impact on children	March 2018	Anna Rice, City of London Police	
2.9 MARAC representatives to undergo training from SafeLives	December 2017	Anna Rice, City of London Police;	



		Domestic Abuse Coordinator	
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### 3. Ending harmful practice

The City will embed robust risk assessments for identifying harmful practice along with a clear process for ensuring they are offered specialist support and protection. Training on understanding the law around harmful practice will be offered to all staff in the City, with a focus on police, advocacy services, youth services, social care and health and professionals who are more likely to come in to contact with those affected.

We will also work strategically and operationally with specialist services to embed awareness of harmful practice in policy and in the delivery of our work, through having a greater understanding of the law, how to ask questions relating to harmful practice and awareness of services who can help.

Staff will also be aware that men and boys can experience forced marriage and honour based violence and the role they play in ending FGM.

Key actions	Deadline	Responsibility/Lead	Notes
3.0 Building on the introduction of the domestic abuse disclosure referral pathway, develop and embed in operational practice, a referral pathway detailing how to respond to a disclosure of: <ul style="list-style-type: none"> <li>- Honour based violence</li> <li>- Forced Marriage</li> <li>- Female Genital Mutilation</li> <li>- Sexual violence</li> </ul>	November 2017	Domestic Abuse Coordinator	
3.1 Promote and raise awareness of training on FGM, Forced	February 2018	Community Safety Team	Add Rory's comment **

Marriage, Honour Based Violence the law to give practitioners the awareness to respond appropriately		SGC Board CHA Board	
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#### 4. Holding perpetrators to account

Making sure those that cause harm understand the impacts and implications on victims, their children and themselves is an important step forward in ending violence.

Services will be identified to support people and specialist training will be offered to service providers who work with perpetrators in order to be skilled and confident to engage and champion the positive outcomes of perpetrator programmes.

Key actions	Deadline	Responsibility/Lead	Notes
4.1 Review the current housing tenancy leases and policy to ensure there is a clause to evict perpetrators under the Housing Act legislation using demoted tenancy powers.	July 2017	Bayo Igoh, City of London Housing Department	
4.2 Design and embed a process and protocol for engaging with perpetrators and supporting their involvement with specialist programmes.	September 2017	Domestic Abuse Coordinator	
4.3 Deliver training to staff to make them aware of how to engage with perpetrators and support choices about perpetrator programmes to end abusive and	August 2017	Jo Henderson, Department of Community and Children's Services	22 and 23 May 2 days training costs £70 pp. Rachel to send out details  (may re commission at a future

controlling behaviours.			time)
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## 5. Responding to trafficking, prostitution and sexual exploitation

Working with a range of services we will develop a holistic programme to supporting those involved in trafficking, prostitution and sexual exploitation to address physical, sexual and mental health needs along with other needs such as substance use and housing.

Those who perpetrate exploitation will be brought to justice using criminal and civil remedies whilst maintaining protection and support for those who have been harmed.

Instilling third party reporting and working with services such Open Doors, Terrence Higgins Trust and Ugly Mugs in the City will make sure those at risk have access to support and help based on their needs.

Key actions	Deadline	Responsibility/Lead	Notes
5.1 Improve understanding of how the Corporation responds to those who have been trafficked into the City.	July 2017	Community Safety Team	Louise to add Modern Slavery to profile
5.2 Protocol to be agreed outlining pathways for women and men to be enabled to exit sexual exploitation	September 2017	Domestic Abuse Coordinator	
5.3 Create and embed a robust third party reporting mechanism for sex workers into reporting structures	March 2018	Domestic Abuse Coordinator	

## 6. Addressing harmful attitudes and behavior at an early age

Education with young people will focus on schools and the City's youth provision encompassing a range of subjects such as gender awareness, gender-based violence and what this means.

Healthy relationships work will give emphasis to coercion, abuse and consent in addition to raising awareness of specialist support for help whether someone is a victim or causing harm.

Key actions	Deadline	Responsibility/Lead	Notes
6.1 Explore prevention models via the Safeguarding Education Forum on how City schools and academies respond to domestic abuse and sexual violence.	February 2018	Domestic Abuse Coordinator	
6.2 Produce a children and young people's programme to instil awareness of healthy relationships and consent.	September 2017	Rachel Green; Jo Henderson, Department of Community and Children's Services	City Gateway?
6.3 Deliver awareness sessions in all schools and youth groups.	May 2018	Ayesha Fordham, Victim Support; Sharon Herbet, City of London Police	
6.4 CAFCASS to assure they identify and refer all cases to Children's Social Care and the Vulnerable Victim Advocate where they are aware domestic abuse is occurring	December 2017	Rachel Green, Department of Community and Children's Services;  Ayesha Fordham, Victim Support	
6.5 Children who have experienced, or witnessed, domestic abuse or sexual	March 2018	Rachel Green, Department of Community and Children's	On service improvement plan. Anne to report and demonstrate

violence will be offered comprehensive therapeutic support in accordance with their needs		Services	impact.
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### 7. Understanding and responding to the health impact of VAWG

Working with health partners we will raise awareness and embed a clear understanding of the long term consequences of violence for women and girls, helping practitioners to identify violence and respond appropriately.

Services will be commissioned to support the ending of violence and enable those affected to obtain services in line with their needs.

Use of commissioned services will be reported into the Domestic Abuse & Sexual Violence Forum who will make sure they are governed with a robust and sustainable methodology.

Key actions	Deadline	Responsibility/Lead	Notes
7.1 Incorporate a more in-depth profile of domestic abuse and VAWG strands in the City and Hackney Joint Strategic Needs Assessment and City Supplement.	March 2018	Simon Cribbens, Department of Community and Children's Services	
7.2 Iris Project at Nia reports on number of referrals from Neaman Practice quarterly to the DA & SV Forum	September 2017	Priya Shastri, Nia Project	Add details from email **  No information from BARTS

### 8. Improving women's safety on public transport

The City will continue to operate the pan-London Safer Travel at Night (STAN) campaign, with particular attention on key times of the year such as the festive season.

City of London Police Licensing will continue its oversight of licensed mini-cabs in ensuring the staff have DBS clearance.

City of London Police will work alongside Transport for London and British Transport Police to ensure robust action is taken against perpetrators and allow victims to have full access to appropriate services.

Key actions	Deadline	Responsibility/Lead	Notes
8.1 Identify a lead in British Transport Police for all matters relating to domestic abuse and sexual violence.	July 2017	Anna Rice, City of London Police	Ongoing
8.2 British Transport Police to share statistical information relating to sexual assaults and domestic abuse on public transport in the City.	July 2017	Tbc, British Transport Police	
8.3 Safer Travel at Night information will be promoted through the Community Safety website.	July 2017	Community Safety Team	

### 9. Learning from Domestic Violence Homicide Reviews and specialist service providers

To ensure the City of London learns from tragic cases of domestic violence homicide and improves its services accordingly, we will always conduct a Domestic Violence Homicide Review. This will be delivered by an independent Chair who will lead senior managers from the statutory and community and voluntary sector to understand the learning outcomes.

All outcomes will be published and learning reviews will be conducted with staff. An action plan to implement recommendations from the review will be developed and will be the responsibility of the Safer City Partnership.

A toolkit on how to respond to a Domestic Violence Homicide will be developed by the Community Safety Team for all staff and service providers on the City of London.

Key actions	Deadline	Responsibility/Lead	Notes
9.1 Domestic Abuse and Sexual Violence Forum to the Safer City Partnership on the implementation and outcome of the training for staff on 'do it yourself' injunctions and for the Forum to receive updates on the use of DVPN/Os.	June 2017	Domestic Abuse Coordinator	
9.2 Existing and new City of London Corporation domestic abuse policies to include information on the barriers many people face in reporting domestic abuse, including not speaking English as a first language.	December 2017	Domestic Abuse Coordinator Moushumi Bhadra, Department of Community and Children's Services Chris Pelham, Department of Community and Children's Services	
9.3 To highlight to all practitioners that even if an individual appears to speak English well, they may still feel language as a barrier to access all services and that translation services should be offered. For all	December 2017	Domestic Abuse Coordinator Moushumi Bhadra, Department of Community and Children's Services Chris Pelham, Department of	

departments to report to the Safer City Partnership on how their policies cover this.		Community and Children's Services	
9.4 Safer City Partnership to ensure that the new Information Sharing Protocol covers the need for information sharing to be purposeful, documented and for all those involved in a specific incident of information sharing to be clear on their role and what actions they are expected to complete following the information being shared.	December 2017	David MackIntosh, Community Safety Team	
9.5 Domestic Abuse Forum & Sexual Violence to review the ways in which its members can identify, 'flag' (i.e. mark on their systems) and respond to repeat victims; and to report to the Safer City Partnership on any actions taken as a result of the review.	September 2017	Chris Pelham, Department of Community and Children's Services	



9.6 City of London Police to report any learning to the Domestic Abuse & Sexual Violence Forum from quality assurance dip sampling of risk assessments and cases	March 2018	Anna Rice, City of London Police	
9.7 Deliver a programme aimed at all City workers to raise awareness of domestic abuse and sexual violence and how to get support, paying particular attention to 'hidden' workers such as contract staff.	December 2017	Rachel Morrison, Department of Community and Children's Services;  City of London Police Communications;	
9.8 Have clear, accessible information on the Corporation and Police website on domestic abuse and sexual violence and on how to access support (including reporting and third party reporting)	December 2017	Rachel Morrison, Department of Community and Children's Services;  City of London Police Communications Team	
9.9 Domestic Abuse & Sexual Violence Forum to deliver a Safer Communications workshop.	May 2017	Chris Pelham, Department of Community and Children's Services	
9.10 To agree a common, safe approach to the use of a victim's contact details when they engage with services who are supporting them.	June 2017	Domestic Abuse Coordinator	

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<b>Committee(s)</b>	<b>Dated:</b>
SAFER CITY PARTNERSHIP STRATEGY GROUP – For information	June 2017
<b>Subject:</b> Outcome of Information Sharing Workshops	<b>Public</b>
<b>Report of:</b> Peter Lisley, Assistant Town Clerk	<b>For Information</b>
<b>Report author:</b> Gary Griffin, Safer Communities Project Manager, One Safe City Programme	

## Summary

Better Information Sharing is a key theme and outcome of the Safer Communities project. This paper refers to information sharing not only between the Corporation and City Police, but also internally within City departments and externally between the Corporation and its partners.

Part of the work to look at information sharing between the Corporation, City Police and partners was to run a number of workshops with scenarios to test out how well information was shared and look at deficiencies. This was followed up with extensive engagement with Corporation staff, City Police and partners.

## Recommendation(s)

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. The Safer Communities project has existed in various guises since at least 2014. The original outcomes were suggested to be cashable savings by co-locating staff and putting in place joint teams with single management structures.
2. Revised outcomes dropped the outcome of co-location and joining together teams and instead looked at closer working and information sharing.
3. To this end a number of workshops were run which looked at the following issues:
  - a. Vulnerability
  - b. Domestic Violence
  - c. Anti-social behaviour

### **Current Position**

4. The first workshop on vulnerability was attended by around 20 people from a number of services and partners across the City. It ran through 6 scenarios and covered issues such as shoplifting, substance misuse and rough sleeping.
  - a. Although the intention was to make recommendations in the workshop, prioritise them and allocate them out to people to implement, there was just enough time to get through the scenarios.
  - b. A lessons learned discussion after the event identified a number of areas for improvement of the running of the workshop.
    - i. Some of the attendees were too senior to give operation level discussions of information sharing.
    - ii. Having Police in the room tended to mean that they were either the focus of the questions or the expected answerers, although their attendance was necessary.
    - iii. The number of scenarios meant there was not sufficient time allocated to discuss each of them fully and some of the attendees did not participate until later in the workshop because only the later scenarios referred to their service.

Follow up 121 meetings were held to close off information around the recommendations, the last of these being held in December 2016.

- c. 33 recommendations emerged from this workshop, which were refined with follow up 121s. There were a number of attempts to prioritise and grade the recommendations for ease of implementation by the owning services. This was attempted at first via email and via the 121 meetings, but due to a general lack of response it was conducted as a workshop.
- d. The recommendations were grouped as systems and process issues. Only one recommendation looked at the need for an information sharing agreement, which is being investigated in line with anti-social behaviour.
- e. Issues with some existing systems were investigated and discounted due to misunderstandings as part of the workshop process.

- i. An example is an issue highlighted around problems accessing the social care system out of hours by the Emergency Duty Team. This subsequently turned out to be a one off incident and the service department confirmed access was not an issue.
    - ii. A further example is access to the Chain database used by St Mungo's. This data is confidential and cannot be accessed outside of the St Mungo's network. However St Mungo's were clear that as deemed necessary, they share information with Social Care and City Police. Giving the City and Police direct access to Chain may result in their clients not wanting to share information with them, which would be counter-productive.
  - f. Wider system issues are being examined as part of the corporate CRM solution and have also been covered in the anti-social behaviour workshop and subsequent work.
  - g. In terms of processes, a large number of the recommendations were closed based on issues raised at the workshop which following investigation turned out to be inaccurate.
    - i. An example was an understanding that trigger-offences for drug testing differed between Square Mile Health and the City Police. Upon investigation. This turned out to be based on SMH using a subset of the trigger-offences for brevity.
  - h. One of the scenarios used the example of shoplifting by a vulnerable person, this led to discussions about whether all shoplifting was reported to Police. The theory being that the type of items taken may point to financial hardships and need (e.g. nappies).
    - i. The discussions and subsequent follow up meeting identified that it is very unlikely that shops report all instances of shoplifting, however local recognition in terms of sharing information with shops is happening. This led to the investigation around the Facewatch tool which was and still is being looked at as a pilot by the Cheapside Business Alliance. The project is liaising with CBA and Intelligence and Information to see if there can be wider usage of the system.
  - i. Of the 33 recommendations, there are 6 outstanding. Processes are in place to either complete them or hand them over to current service delivery.
5. The next workshop centred on domestic violence. This was attended by 5 people from Community Safety, Communities and Children's Services - Housing and City Police.
- a. The scenarios focussed on the identification of domestic violence through managed process where at the outset the domestic violence may not have been immediately apparent, particularly relating to public health and education.

- b. At the workshop it was identified that information from Markets and Consumer protection would be useful as part of the Multi Agency Risk Assessment Conference and this is now requested and included. This means that noise nuisance, graffiti etc. can be taken into account.
  - c. Further training on how to identify signs of domestic violence and abuse was the basis of a number of recommendations. This training is being pursued for external contractors, e.g. through the City Safe Considerate Contractor scheme and also for internal staff via City Procurement and Victim Support.
  - d. 21 recommendations emerged from this workshop. 9 of these are still in progress.
6. A further workshop around anti-social behaviour was carried out on 20 February 2017, attended by DCCS – Housing, Barbican Estates, Markets and Consumer Protection and Street Enforcement, Built Environment.
- a. Using the lessons learned from previous workshops, rather than produce recommendations, the output from this workshop has gone into informing the work with Housing on their anti-social behaviour process and procurement / commissioning of an anti-social behaviour platform as well as feeding into the corporate CRM requirements.
  - b. To summarise the following things were found:
    - i. Occurrences of ASB were low across the City in comparison to other authorities, but are being under reported. This would be helped by a central system and also some analytical capability to bring things together
    - ii. However in some parts of the City, there is a lower tolerance of things which leads to higher levels of ASB being reported
    - iii. There is no a corporate ASB process or a champion or lead for ASB

## **Implications**

- 7. The outcomes of the workshops identified that at operational level, information is being shared and this benefits the vulnerable. They also identified that this was in line with legal frameworks, including Data Protection Act.
- 8. This is also due to the unusually small numbers of cases within the City, which means that staff have personal knowledge of individual vulnerable people .
- 9. It is apparent that a general lack of direction exists with regard to information sharing.
  - a. Departments such as DCCS already make good use of information sharing agreements where they require long term arrangements; examples are particularly around sharing information with public health.
  - b. This approach to sharing is not, however, the case for the majority of the Corporation.

- c. The new Information Board, with representation from Legal, IT and Information Security covering the Corporation and City Police, will help to shape how information sharing operates in the future and also provide some administrative resource to ensure that accurate records are kept of information sharing.
10. Creating scenarios in the workshops was helpful, especially as the project was not given a specific problem to solve other than a general 'deal with information sharing' brief; the workshops helped to start conversations. However this tended to lead people into cul-de-sacs and discussions around the scenarios themselves instead of where information sharing was not as effective as it could be.
11. In the case of domestic violence, the scenarios prevented discussion rather than encouraged, despite them being created with the support of the Community Safety DV representative and Children's Social Care.

## **Conclusion**

12. Overall the project identified that information sharing does take place between services involved in supporting vulnerable people. These are in line with legal frameworks.
13. The project has put recommendations around commissioned services and improvements to information sharing to be built into future commissioning.
14. The Multi Agency Risk Assessment Conference allows sensitive information to be shared about cases. This now includes information from Street Enforcement, such as noise complaints.

## **Appendices**

- Current list of outstanding recommendations

### **Gary Griffin**

Safer Communities Project Manager, One Safe City

T: 020 7332 3484

E: [gary.griffin@cityoflondon.gov.uk](mailto:gary.griffin@cityoflondon.gov.uk)

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Appendix A – Current list of outstanding recommendations as at XX/XX/XXXX

No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
2	Vulnerable Person	There is an unofficial arrangement between PC/PCSO and Estate Officer(s) where the need is encountered. Not known where information is recorded - there is an action in terms of who collects this information, and how is it's disseminated?	1. Formalise the capturing and sharing of information currently held by individuals. If necessary look to create an Information Sharing Agreement / MOU or OLA/SOP between the PSCOs and the Estate Officers.	DCCS Housing City Police	Yes, this is being followed up with Housing and City Police.	Pending
11	Vulnerable Person	There is not enough sharing of information between St Mungo's and DCCS Housing with regards to rough sleepers or persons at risk.	Every time St Mungo's is aware of a new rough sleeper they inform Housing with the name of the person.	DCCS Commissioning	Yes, DCCS Commissioning is looking at how to extend information sharing as part of contract renewals or a new contract. To extend beyond headline figures	Pending

**NOT PROTECTIVELY MARKED**

No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
17	Vulnerable Person	Reporting by the Public for rough sleepers is currently reported through the StreetLink website and via the telephone. There is a delay between that report being made and it reaching the outreach service. There is no feedback to the reporter on the progress of the issue, for most people this is acceptable, for Members etc. this isn't. A rough sleeper is a member of the ward community and therefore some kind of two way information exchange is required.	To allow JCCR contact centre agents taking calls for St Mungos for rough sleepers and how this would fit into the new JCCR. The agent logs the call on behalf of the member of public, with Streetlink. Ensure that future Outreach service contracts include response and using JCCR as first point of call where possible, so JCCR have access to out of hours Outreach services.	DCCS Commissioning	Yes, awaiting policy decision from DCCS Commissioning prior to discussing with JCCR	Pending

**NOT PROTECTIVELY MARKED**

No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
19	Vulnerable Person	Shop lifter may not be reported to police by retailer. Therefore not knowing if there is a 1st offence or 3rd etc... there is an opportunity to explore with City retailers vulnerability of individuals who are found to be shoplifting to resolve a lack of community intelligence linking to the trigger offences. This is dependent on officer taking the information down in terms of understanding background (there are pro-formas).	<del>1. Recommendation is that they should contact the Police in all instances where a Shoplifter has been caught</del> 2. Guidance for shops from Community Policing etc. should ensure that shoplifting is recorded as a crime, even if the Police are not called. <del>3. We still won't have a name, so this won't cover off this issue completely.</del> 4. There are options around Face watch, which is a tool for loading CCTV footage etc. to recognise persistent offenders.	FIB -	Yes, still waiting for CBA update on Facewatch implementation. This could be handed over to Doug Blackwood, who is also interested in Facewatch to ensure that people on Facewatch can be reviewed in line with vulnerability requirements.	Pending

**NOT PROTECTIVELY MARKED**

No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
21	Vulnerable Person	<p>What happens when someone is taken to a place of safety if they fall under Section 136 – what information is taken, what are the next steps, who gets informed?</p> <p>The problem is they are unlikely to be a City resident, so there is an issue about information sharing with DCCS, if they are the responsibility of another Social Care dept?</p>	<p>To have a method of communication from the 'place of safety' to the Police and/or the Corporation. Does the individual require any further assistance? Has this happened before, had they been seen before.</p> <p>To share information with Police and/or the Corporation.</p> <p>To discuss with ELFT mental health trust. On release to inform XX. (CoLP Control Room, DCCS (EDT out of hours))</p>	City Police - Custody DCCS Adults and Children	Yes, awaiting a meeting with ELFT in June. This meeting was due to take place in April, but was cancelled. The issue is complex and there are concerns that just knowing that someone has been released doesn't actually provide any actionable intelligence for City Police.	In Progress

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No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
39	Domestic Abuse/Violence	Housing may have a record of previous addresses for individuals. How do people such as DCCS and/or CoLP get access to this to see if a potential abuser has been at another authority and may have had a history of DA/DV there? If this didn't reach a caution or prosecution, this might not be held on PND etc. so we might miss a trigger to previous behaviour.	Identify if this is being done at the moment through the CS DA/DV adviser as part of MARAC process.  If not put process in place to confirm previous addresses of alleged perpetrator, if a Housing tenant. (Would anyone know the tenancy type? I seem to remember at the workshop this was based on location and local knowledge?)	Community Safety	Yes, awaiting information about MARAC process and capturing of previous addresses	In Progress
40	Domestic Abuse/Violence	If someone isn't a Housing tenant, we might not know any previous addresses, which means we won't know other local authorities to contact about previous records?	Investigate how MARAC gathers information from other systems including previous addresses. Identify any gaps in that, e.g. electoral register and look at ways to plug those gaps.	Community Safety	Yes, awaiting information about MARAC process and capturing of previous addresses	In Progress

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No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
41	Domestic Abuse/Violence	<p>There is an Information Barrier where there could be an issue where the perpetrator may be in a room with their victim.</p> <p>Would they be moved to a more discreet location where a conversation could be had?</p>	No recommendation without speaking to Health first.		Yes, to be discussed at ELFT meeting on 1 June.	Pending
46	Domestic Abuse/Violence	Local knowledge around individuals is not stored in business systems and documents and therefore is not always known. This causes problems with single points of failure, and any proper succession planning.	To create a handover process that sufficiently transfers detail of local knowledge to the best of someone's ability and to capture this detail more formally so it is retained for a future time as and when required.	DCCS Housing	Yes, being looked at as part of Housing anti-social behaviour work as well as wider Community Safety system access and CRM.	In Progress

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No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
49	Domestic Abuse/Violence	Would make a difference if CoLP knew property ownership when they went to visit.	Ensure JCCR can have access to property records that show ownership status of the property. This could already be in place within their case / custody system. Look at extracts into CCCI in the future about property ownership status. This would also help when attempting to gain entry to a premises	JCCR	Yes, being looked at as part of Housing anti-social behaviour work as well as wider Community Safety system access and CRM.	Pending
51	Domestic Abuse/Violence	There is a lack of understanding around the meaning of coercive control behaviour and what the signs of it are in both children and adults.	To implement training that helps staff identify signs of coercive or controlling behaviour.	Community Safety	Yes, has been discussed with Community Safety around the training that takes place around recognising domestic violence. This needs to be explored further to ensure it includes coercive control before this can be closed. A meeting has been arranged with Victim Support to look at the training offer for Corporation staff.	In Progress

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No.	Workshop	Deficiencies	Recommendation	Handed over to/To be handed over to	Anything still unassigned	Current Status
53	Domestic Abuse/Violence	There is an issue with language as a barrier and cultural / honour based violence. For example: Victims might not want parents to know they are in a relationship or know there are problems.	To explore this further, appreciating that this is an area of sensitivity and complexity.	Community Safety	Yes, has been discussed with Community Safety around the training that takes place around recognising domestic violence. This needs to be explored further to ensure it includes cultural issues before this can be closed. A meeting has been arranged with Victim Support to look at the training offer for Corporation staff.	In Progress
54	Domestic Abuse/Violence	There may be circumstances where a victim of domestic abuse or violence does not want to prosecute the perpetrator as there could be financial dependence on them.	To explore this further, appreciating that this is an area of sensitivity and complexity.	Community Safety	Yes, has been discussed with Community Safety around the training that takes place around recognising domestic violence. This needs to be explored further to ensure it includes identifying financial control before this can be closed. A meeting has been arranged with Victim Support to look at the training offer for Corporation staff.	In Progress

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	May 2017
<b>Subject:</b> <b>Prevent Strategy 2017</b>	<b>Public</b>
<b>Report of:</b> David MacKintosh Manager, Community Safety Team	<b>For Information</b>
<p style="text-align: center;"><b>Summary</b></p> <p>To update SCP members on activity by the Community Safety Team not otherwise addressed</p> <p><b>Recommendation(s)</b></p> <p>At the SCP Committee meeting in February it was announced that the Prevent Strategy, one of the SCP's priorities, would be refreshed for Members' input. In this Strategy Members are asked to note updates related to:</p> <ul style="list-style-type: none"> <li>• Terrorism in the UK context</li> <li>• Management of the risk of preventing terrorist related activities</li> <li>• Training Corporate staff and making them aware of Prevent, what it means for the work environment and how they can ensure that the statutory duty placed on local authorities is met</li> <li>• How we are continuing to engage with the resident, business, education, faith and voluntary sectors</li> </ul>	

## Main Report

1. The City of London Prevent Strategy has been refreshed by the Community Safety Team and the City of London Police and the Department of Community and Children Services.
2. It explains the Prevent strand, one of the four key elements of the CONTEST strategy aimed at reducing the risk to the UK from international terrorism.

3. It establishes the mechanisms for understanding the risk of radicalisation by providing awareness training for staff
4. Builds capabilities to deal with it i.e. working in partnership.
5. Uses counter terrorism local profiles to assess risk
6. It provides a short overview of the City of London, including its physical position, transport infrastructure, resident, business and education sectors and the number of people living, working and visiting the City
7. The City of London Police has provided details of the current threat level from international terrorism, the emerging threat from individuals returning from areas of conflict. This also includes the threat from political, religious and domestic forms of extremism as well as the threat from extremist material on the internet.

#### Management of the risk

8. The report considers the risk posed to the City and how it uses the CTLP to manage that risk and engage with key partners to prevent terrorism taking root in the community.
9. Going forward into 2017, there will be further work with our partners to strengthen engagement and make it more meaningful.
10. We will continue to:
11. Provide WRAP training for staff including e-learning module so that all staff will be able to access the training.
12. Develop strong and constructive relationships with the resident community to counter extremism.
13. Work closely with the City Police to ensure educational establishments are provided with support and that all parties are understand the need to comply with the duty of Prevent.
14. Engage with the business community despite the fact that they do not have a duty to actively prevent people from being drawn into terrorism it is understood that Prevent is a safeguarding issue and therefore affects all who live, work and visit the City.
15. As part of the resident, business and visiting community we will look at ways to improve engagement with faith communities and build on our current partnership ties with religious groups.
16. We will also continue to engage with voluntary organisations, including Livery Companies and their charitable arms and highlight the need to remain alert to

cyber threats and possible exploitation from terrorist groups.

17. The report states the importance of safeguarding and that radicalisation has elements in common with other hazards afflicting the young, from gang recruitment to mental illness.
18. The report provides a diagram of the Channel Panel process that works to ensure that individuals of any age at risk of radicalisation receive appropriate support.

**David MacKintosh**

Community Safety Manager

T: 020 7332 3084

E: [david.mackintosh@cityoflondon.gov.uk](mailto:david.mackintosh@cityoflondon.gov.uk)

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# Prevent Strategy

**Prevent** is about protecting our communities and vulnerable individuals from the threat posed by violent extremists. To help achieve this goal the City of London Corporation will continue to work closely with the City of London Police (CoLP) our communities and other partners to reduce the risk of individuals being drawn into extremism or acts of terrorism. This is part of our commitment to delivering CONTEST, the national counter terrorism strategy, and demonstrates how we meet our duty<sup>1</sup> to work with local partners to reduce support for terrorism of all kinds, challenging extremists whose views are shared by terrorist organisations and isolating those promoting extremist ideologies.

For the coming year one of the Safer City Partnership's (SCP) priorities<sup>2</sup> is to actively prevent people from being drawn into terrorism. We will do this by:

- promoting understanding of the risks associated with radicalisation
- ensuring that staff understand the risk and know how to deal with concerns
- communicate and promote the value of Prevent to our communities
- support our resident and business communities in relation to Prevent.

This work builds upon the Government's Prevent Strategy published in 2011 with further changes to the Strategy with the introduction of The Counter Terrorism and Security Act 2015, which saw Prevent activity become part of the mainstream work of all local authority and other public bodies. The success of this strategy in the City of London will be dependent on effective partnership working.

## The CONTEST strategy

CONTEST, aims to reduce the risk to the United Kingdom from international terrorism 'so that people can go about their lives freely and with confidence'.

The four key elements of CONTEST are as follows:

- Pursue: to detect and disrupt the threat of terrorism
- Protect: to strengthen infrastructure from attack
- Prepare: to reduce the impact of an attack by ensuring an effective response
- Prevent: to tackle radicalisation and stop people becoming terrorists

<sup>1</sup>Section 26 of the counter Terrorism and Security Act 2015 places a duty upon local authorities to have 'due regard to the need to prevent people from being drawn into terrorism.'

<sup>2</sup> Safer City Partnership Strategic Plan 2017-18 Priority 1 Supporting the Counter Terrorism Strategy Through the Delivery of the Prevent Strategy TBC XXXXX

CONTEST seeks to deal with threats that arise from all forms of extremism:

- Political – whether from the Far Right or Far Left
- Religious
- International
- Domestic – including environmental or animal rights where violence is involved.

## **The Prevent strand**

The focus of Prevent lies primarily on early intervention before any illegal activity takes place and hence operates in the pre-criminal space – stopping individuals from supporting or taking part in terrorist activities. The related National Prevent Strategy outlines three main objectives:

1. respond to the ideological challenge of terrorism and the threat we face from those who promote it;
2. prevent people from being drawn into terrorism and ensure they are given appropriate advice and support; and
3. work with sectors and institutions where there are risks of radicalisation that we need to address.

As stated above, the Prevent Strategy places an emphasis on local delivery in collaboration with its partnerships. While the role of policing is important, Prevent is not solely a policing programme. It requires a multi-agency response – key partners include Local Authorities, Schools, Higher Education, Further Education, the Health Sector, Prisons and Probation. Therefore it is the responsibility of all Safer City Partnership agencies to ensure that, where relevant, their policies, procedures and processes reflect this Strategy and its accompanying Action Plan.

## **City of London context**

The City of London, also known as the Square Mile, is located within the centre of London and is surrounded by a number of London Boroughs: Westminster, Camden, Islington, Hackney and Tower Hamlets as well as Southwark to the south side of the River Thames. It is a major transport destination and hub with a number of train line services running through the City, six major rail stations, and a number of tube stations. The City has good transport links to all major south eastern airports and ferry terminals.

The majority of the properties within the City are commercial properties comprising nearly 18,000 businesses providing the highest density of jobs in London – 455,600 jobs. There is also residential

housing with a total population of nearly 9,000 (including second home owners) across 4,385 households. According to the last census data in 2011, 79 percent of the residential population gave their ethnicity as white, 13 percent as Asian and 3 percent as Black. However, these statistics disguise a significant contrast between residential areas. For example, on the Barbican Estate 85 percent of residents are White whereas on the Mansell Street Estate 47 percent of residents describes themselves as Asian. Conversely only 5 percent of residents on the Barbican Estate are in social housing compared to 95 percent of residents on the Mansell Street Estate, where the Index of Multiple Deprivation 2010 ranked it as in the 40 percent most deprived areas in the country.

Due to its iconic attractions, the City of London also welcomes large numbers of visitors daily and following the completion of Crossrail these numbers are likely to rise significantly in the coming decade. It is estimated that Crossrail will bring an additional 320,000 people within a 30 minute commute of the City.

## **Terrorism in the UK context**

The terror threat to the UK continues to be dominated by the ongoing conflict in Syria and Iraq and the ability of terror groups to inspire, incite, enable and direct British and other Islamist extremists to conduct attacks in Western countries including the UK, with the London region being subject to a high share of the national threat from international terrorism. The City remains a prime target due to its international reputation and the impact attacks could have on the economy and international confidence.

There are risks to the UK from returning fighters who have trained with Islamist extremists groups in areas of conflict. There is also a risk from individuals returning from areas of conflict who have been traumatised by events they have witnessed.

A number of Extreme Right Wing groups continue to be active throughout the UK. While the nature of the threat they pose is different their ability to inspire or motivate individuals or lone actors has been evidenced by a number of cases including the murder of Jo Cox MP. The government has taken action against one of these groups with the proscribing of National Action. The role which local government can take is highlighted by the injunction obtained by Bedfordshire Council against Britain First.

The internet supports the radicalisation process but has not entirely replaced traditional methods such as the influence of key radicalisers. It can facilitate access to and aid the distribution of extremist material which can further extremist ideology and provide operational guidance. The internet has featured heavily in national Counter Terrorism investigations. The proliferation of extremist media poses an ongoing threat.

## **Management of the risk**

On the basis of risk, the City of London has been designated by the Home Office as a non-priority area. However, a number of our neighbouring boroughs are priority areas and it is acknowledged

that no area can be assumed to be free of risk. Nor can we forget about our day time population and issues that may arise within it.

The Counter Terrorism Local Profile (CTLP) produced by CoLP helps us to identify the risk of radicalisation and take necessary measures to understand and manage the risk. We have been following the Prevent duty guidance to agree risk and coordinate prevent activity.

Using the headline #Preventtragedies we have been engaging with our key partners to prevent terrorism and violent extremism from taking root in our communities. Our aim has been to safeguard individuals and institutions from all forms of terrorist ideology and working closely with partner agencies including the business community to ensure that they are placed to report and respond to terrorist related concerns.

### **Engaging with Corporate staff**

We asked Prevent leads for their views on the risk of radicalisation in the City of London and what could be done about it. In response, they said that there was a potential risk of radicalisation from all areas in and around the City - those living, working and visiting the City and also the threat of radicalisation through the internet and social media. However education and training, especially with the aid of relevant case studies, would help to raise awareness and provide a better understanding of the reporting process. Asked what they thought discouraged people from finding out about Prevent, it was suggested that some members of staff struggled to find the time to participate or did not think it was relevant to them or their area of work.

#### **What we are planning to do**

Having run monthly WRAP sessions for members of staff, including departmental and bespoke sessions, we will continue to run face to face Prevent training on a quarterly basis. We will also be launching an e-learning module so that all staff will be able to access the training as well as refresh their understanding of Prevent. We will also consider the use of screen savers, posters, and table talkers in key locations. We will also run insight lunch discussion sessions on the subject of Prevent.

We will also build on the progress made in establishing a Prevent network across the organisation to help us promote a better understanding of this work and relating it to individual departments.

### **Engaging with the resident community**

We recognise the importance of engaging with the local community groups as they can be invaluable in providing a wealth of knowledge and expertise. We can also gain an insight and learn to understand the most effective messages and approaches to take.

#### **What we are going to do**

We are developing strong and constructive relationships with our resident and community interest groups to encourage the sharing of information and to work against the distribution of extremist ideology. We will continue to engage with the Mansell Street Islamic Woman's Group who welcome



the opportunity to share their thoughts and aspirations about their community as well as attending Mansell Street and Middlesex Street residents meetings. We will continue to utilise these existing relations and structures within our communities to counter extremism and radicalisation.

## **Engaging with nurseries, schools, colleges and universities**

With the ongoing risk to children and young people of being influenced and radicalised, we must work to ensure that we have clear channels of communication with all our education establishments and their designated prevent coordinators. There are a wide range of facilities within the City and we will work to build effective working relationships with them all.

There are five schools within the City providing education from primary level up to sixth form. There are also two higher education facilities, one dedicated to Music and Drama and another which provides a range of courses for various subjects. There are six universities with offices based in the City of London and four Universities based on its borders. It is also worth noting that the City of London has an interest beyond its borders in respect of students who attend schools in neighbouring boroughs and also the schools it supports outside of the City.

### **What we are continuing to do**

We will continue to ensure that nurseries, schools, higher and further education establishments are provided with the support they need to comply with their duties under Prevent.

We will continue to provide WRAP sessions and support for higher education staff based in and around the borders of the City. We will also continue to facilitate dialogue to ensure that policies and procedures are in place for the management of events on campus and the use of all university premises.

While continuing to hold regular meetings with designated Prevent Coordinators we shall also seek to expand the network where appropriate. We shall continue to help provide advice on producing robust safeguarding policies.

We will continue to assist Prevent Coordinators in providing training to all staff, providing them with the knowledge and confidence to identify children and young people at risk of being drawn to terrorism, challenge extremist ideas and ensure that they know how to refer children and young people for further help.

## **Engaging with the business community**

The Government's overall counter-terrorism strategy does not place a duty on businesses to focus on stopping people becoming radicalised. However, managing the risks and safeguarding vulnerable people working as well as living in the City plays an important role in reducing risk.

Following meetings with representatives from the business community we have found that many had some understanding of the Prevent Duty, but there was also a clear appetite for more information and support. Businesses were clearly concerned about potential reputational damage

but also keen to play a role in helping tackle extremism and recognised this could relate to both business premises and individuals.

### **What we are going to do**

We will be applying a carefully tailored approach in our engagement with the business community making full use of networks, such as the City of London Crime Prevention Association and the Livery Companies.

Existing WRAP training materials are, understandably, focussed very much at public services. Our intention is to produce more business friendly materials and run specific training aimed at those working in the City's private sector. We recognise that need will vary from sector to sector and will work with businesses representatives to produce appropriate materials and tools that can be shared and delivered at scale.

## **Engaging with the Voluntary Sector**

A charity's funds, facilities and name are precious assets and can be vulnerable to exploitation for terrorist purposes. Those who seek to abuse charities may see them as vulnerable targets because of the high level of public trust and confidence there is in the charitable sector. In November 2016 we ran a specialist workshop designed to provide an understanding of the Prevent Strategy in the voluntary sector. We also arranged for the City of London Police's National Fraud Intelligence Bureau to provide guidance and advice on how to protect an organisation from the threat of terrorism and the current cyber threats circulating in the charitable sector.

### **What we are going to do**

We will continue to engage with the Voluntary sector with the help of the City of London Voluntary Sector Forum whose members include registered charities, trusts, foundations, community interest companies and social enterprises who are based or deliver services in the City. We will also explore the demand for specific materials to support this sector in tackling extremism.

## **Engaging with faith communities**

There are a large number of places of worship in the City of London in addition to services for members of faith groups and support facilities that meet the needs of the local community. These include voluntary and charitable groups, local churches, a synagogue, and prayer rooms.

Over the last year there has been additional engagement with our Faith communities to establish a Faith Network, this being one of the recommendations contained within Lord Toby Harris's report *London's preparedness to respond to a major terrorist incident*. We have been grateful for the support and input we have received and have used it to shape our engagement strategy going

forward. We will work to engage more consistently across a range of issues and improve our two way communication. This is essential for two reasons, to ensure we can provide advice and guidance in the event of a terrorist attack or major incident, and also to allow faith groups to have the confidence to report concerns and issues to us.

### **What we are going to do**

Attend and support events and meetings throughout the year. We will include our faith group network as part of our general communication work. Ensure that representatives know who to contact over concerns linked to community concerns and tensions.

We will also be working with faith and community leaders to ensure that where appropriate they have access and knowledge to Argus and Griffin training packages as well as providing them with up to date intelligence and warning of emerging threats.

### **Safeguarding vulnerable people**

It is vital that we have clear and robust safeguarding arrangements in place if we are to identify and support those at risk of radicalisation. The evidence available clearly shows that many of those that come to notice are faced with a number of vulnerability issues. Within the City of London Corporation the Prevent duty is well embedded within our current safeguarding processes. However, we need to work to maintain this situation and adapt as new challenges emerge.

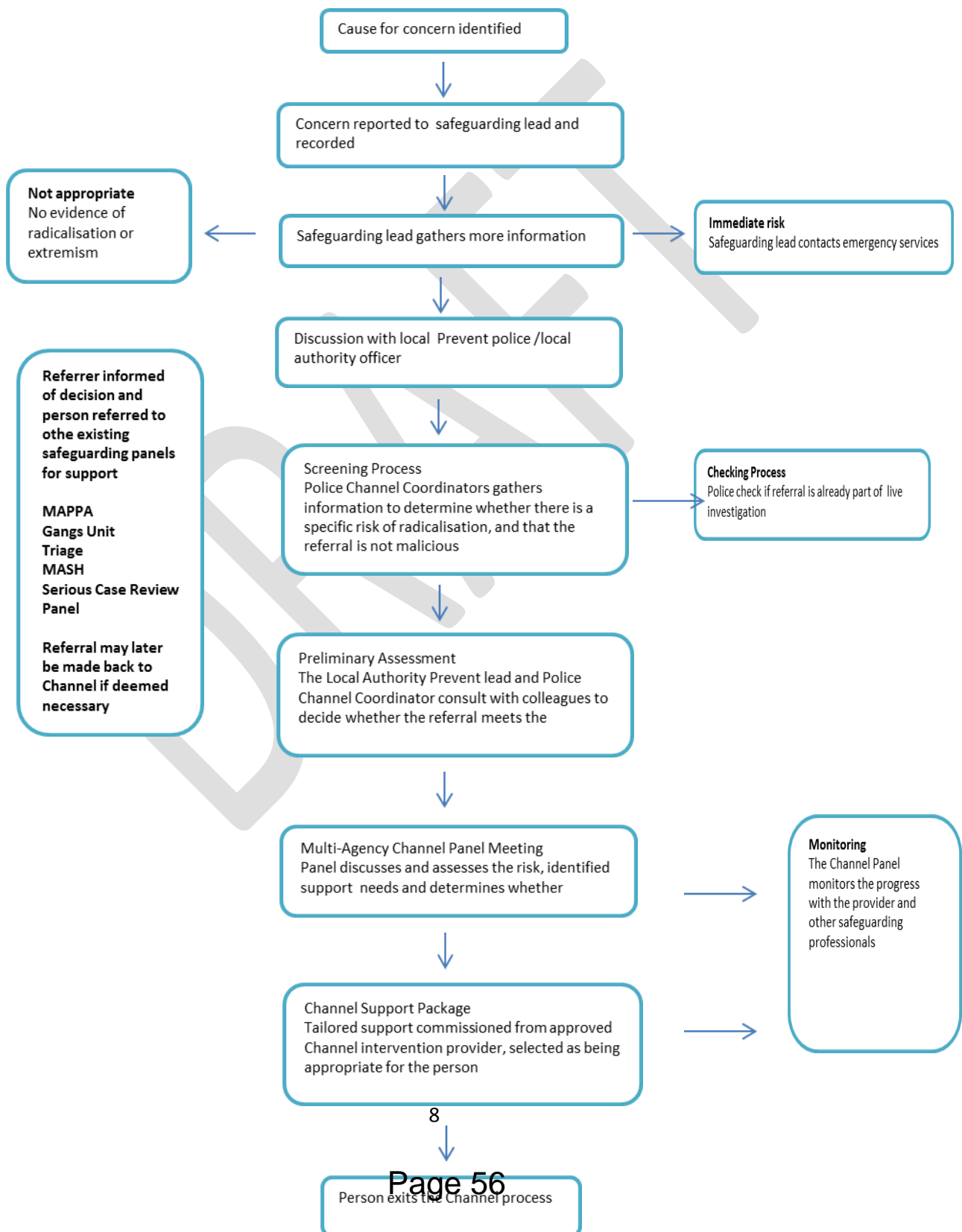
### **What we are going to do**

Adult and children's services will continue to work in partnership with the City of London Police and colleagues across our community services to identify and manage risk. We will continue to report all Channel Panel activity into the City and Hackney Safeguarding Boards as well as the CONTEST steering group.

We will actively promote WRAP training to all colleagues with the provision of bespoke training upon request for colleagues working in safeguarding environments.

# The Channel Process

Channel is an early intervention multi-agency panel designed to safeguard vulnerable individuals from being drawn into extremist or terrorist behaviour. The Panel works with local partners to ensure that individuals of any age at risk of extremism receive appropriate support. Channel is a voluntary process allowing individuals to withdraw from the programme at any time.



Further information about the Home Office Prevent Duty can be found at:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

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# **Safer City Partnership Strategy Group Review Period January to March 31<sup>st</sup> 2017**

**City of London Police Update**

**Supt. Helen Isaac**

**City of London Police (Communities & Partnerships)**

**12<sup>th</sup> June 2017**

The City of London experiences low levels of crime, disorder and anti-social behaviour. This reflects the efforts of the City of London Police, the City of London Corporation and many other partners. Working together we contribute to maintaining the City as the world's leading financial and business centre as well as being an attractive place to live socialise and visit. Since its establishment the Safer City Partnership has played a key role in reducing crime and other harm.

This report identifies five main priorities, linked to the Safer City Partnership Strategic Plan 2016-2017

- **Violence Against the Person** – to protect those who work, live or visit the City from crimes of violence.
- **Night Time Economy Crime and Nuisance** – to promote the City as a safe place to socialise.
- **Acquisitive Crime** – we will work to protect our businesses, workers, residents and visitors from theft and fraud with an emphasis on cyber-crime.
- **Anti-Social Behaviour** – To respond effectively to behaviour that makes the City a less pleasant place.
- **Supporting the Counter Terrorism Strategy Through Delivery of the Prevent Strategy** - To challenge radicalisation and reduce the threat posed to the City.



Violence against the Person

**Victim Based Violence**

**Figure 1: Crime Statistic**

Victim Based violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	61	67	96	77	66	72	80	78	101	64	70	71
2016-17 (month)	78	72	78	73	84	75	92	77	116	49	63	68

**Current Trend**

**March 2017 reported 68 offences**, an increase of 5 offences from **February 2017 with 63 offences reported** (+5, +7.9%). **January reported 49 offences.**

Last year: **March 2016 reported 71 offences** which was also an increase from **February 2016 with 70 offences** (+1, +1.4%) **January reported 64 offences.**

**There were 49 reported violent offences in January 2017**, that is a reduction of 57 (58%) compared to 116 offences committed in December 2016. It is also a reduction of 15 (23%) compared to the 64 offences committed in January 2016. However late reporting has to be taken into consideration when figures are used for comparison and offences such as Harassment can be committed over a period of months.

**Violence with Injury**

There were 18 violence with injury offences in January 2017, that is a reduction of 32 (64%) compared to the 50 offences in December 2016. It is also a reduction of 11 (37%) compared to the 29 offences in January 2016.

**Violence without Injury**

There were 28 violence without injury offences in January 2017, that is a reduction of 30 (52%) compared to the 58 offences in December 2016. it is also a decrease of 4 (12.5%) compared to the 32 offences in January 2016.

**Rape/Other Sexual Offences**

There was 1 allegation of rape in January 2017. That is 2 less allegations than in December 2016 and same total as January 2016.

There were 2 allegations of sexual assault in January 2017. That is a reduction of 3 compared to December 2016 and the same total as January 2016.

### **Licensed Premises**

There were 8 offences took place at 7 licensed premises which represents 16% of the total. The only venue that had 2 offences was the Pitcher & Piano, however they were part of the same incident. Night Time Economy (NTE) Day Time Economy (DTE): Information from Info view shows that 22 (45%) of offences occurred in the NTE, whilst 27 (55%) within the DTE.

The increase in reported offences from February to March can be attributed to increased reports of Violence without Injury.

### **Seasonally**

March is a month where a slight increase in offending (when the last 6 years of offending is analysed) would be expected. However April and May predict a slight decrease before the traditionally average summer months. Numerically the additional 3 days in March, also historically contribute towards the slight increase from February.

### **Areas of concern**

The increase in Violence Without Injury in the FYTD to 31/03/2017 from 410 to 481 (+71, +17.3%) has pushed the combined FYTD figures slightly into the red, even though both Violence With Injury and Sexual Offences are down compared to the previous year. Ease of reporting by telephone and through officers on patrol seem to be the main reason for this increase.

### **Comparison to other areas**

Apart from Violence Without Injury, (+17.3 % for CoLP, compared to the MPS +2.7% for Common Assaults) we are performing better than the MPS in the area of Sexual Assaults (-34.1% COLP, +14.5% for Rapes and +6.2% in other Sexual Offences for the MPS) and Violence with Injury (-7.1% COLP, + 3.56% MPS).

### **Violent Crime Assaults against Retail Staff**

Nationally there has been a 40% increase in violence against retail staff from 2014/15 to 2015/16. This breaks down to abusive or aggressive behaviour (54%), violence without injury (39%) and violence with injury (5%).

In the City we have seen a less of an increase, from 22 offences during the year 2015, to 28 offences during the year 2016 (27% increase). This breaks down to an increase in Violence Without injury from 17 in 2015 to 24 in 2016 (41% increase) and a decrease in Violence With Injury from 5 in 2015 to 4 in 2016 (-20%)

Reporting by 999 telephone increased from:

- 1071 in 2015/16 to 1356 reports in 2016/17 (+285, +26.6%)

Of these, Common Assault and Harassments increased from

- 111 in 2015/16 to 145 in 2016/17 (+31, + 30.6%)

Reports to officers on patrol increased from 170 in 2015/16 to 293 in 2016/17 (+123, +72.3%)

Of these Common assaults/Harassments increased from

- 11 to 22 (+11, +100%)

### Night Time Economy Crime and Nuisance

#### **Licencing Activity**

In the period January to April 2017 the Police Licensing Team have been very proactive pursuing good governance within the licensed premise community and the night time economy.

The team have conducted a total of **305** visits spread throughout the period of Jan – April this includes a combination of following up on crimes and incidents through to proactive licensing inspections.

Across this period the team conducted 3 – **Alcohol Day of Action** visits on the Friday 27<sup>th</sup> January, Friday 24<sup>th</sup> February and Friday 31<sup>st</sup> March. The aim of the Alcohol Day of Action was to provide a high profile presence at licence premises in order to reduce the likelihood of violent crime offending at the busy peak nights of trade.

#### **Joint Partnership Visits**

The team joined forces with officers from the Security Industry Authority on Friday 10<sup>th</sup> March, the aim of this was to ensure that professional door staff are employed at our busiest venues and are operating in accordance with the law in order to reduce the likelihood of violent crime and deal effectively with any incidents should they arise.

The team also deployed with the London Fire Brigade on Saturday 18<sup>th</sup> March carrying out joint fire safety and licensing inspections across many of the venues in the City.

The Licensing Team, working together with the COL, took a large premises to a review hearing in January due to the number of crime and ASB issues which could be attributed to the venue. Due to the evidence presented the hearing resulted in changes to the license being agreed and the premises is now working closely with the team to implement noticeable improvements under new management.

### Community Reassurance Visits

In the wake of the Westminster terror attack, the team deployed on Friday 24<sup>th</sup> and Saturday 25<sup>th</sup> March to conduct visits at licences premises in order to provide reassurance to premises and their customers. The visits were well received from venue managers and their customers.

**Football Preparation** – Preparatory work around 2 high profile football matches was undertaken. Tottenham v Millwall and West Ham v Tottenham rivalled supporters will visit bars in the City before and after the matches so steps are taken to ensure that licensed premises are provided with information to enable them to re-visit their security plans.

### Acquisitive Crime

Victim Based Acquisitive Crime

**Figure 2: Crime Statistics**

Victim Based acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	285	285	263	296	247	263	261	272	299	215	245	251
2016-17 (month)	276	257	286	291	315	314	276	315	309	242	298	382

### Current Trend

FYTD total 3,545, increase of 351 offences on FY 2015/16 with 3,194 offences (+351, +11.0%). **Mar 2017 reported 382 offences**, which is an increase (+84, 28.1%) of offences from **Feb 2017 with 298 offences reported**.

Last year: Mar 2016 reported 251 offences which was also an increase (+6, 2.5%) from Feb 2016 with 245 offences.

### Increase

The increase in reported offences from February to March is attributed to a significant increase in Other Thefts, Theft from the Person, and Shoplifting. Dwelling burglaries have also shown a slight increase from 2 in February to 6 in March 2017.

### Seasonally

The increase in reported offences from January to February 2017 can be attributed to increased reports of **Theft from the Person offences and Other Thefts**. Vehicle Crime reports, Theft of Pedal Cycles and Burglary Non-Dwelling have remained almost consistent with January 2017 reported figures. **Other Thefts - Upward trend**. January to February showing an increase from 92 to 128(+36). This trend was also illustrated in previous years where Theft offences increased from January to March, followed by a slight reduction in April.

**There were 4 reports of thefts from licensed premises which have been recorded as Theft from the Person. These are thefts of bags left on the floor area. For the purposes of studying trends and MOs these 4 offences will be included in the analysis but not performance figures.** The locations

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showing the most thefts remain consistent to January, in the following descending order: Licensed Premises; Commercial premises; Cafe/Restaurants; and Street. Locations showing a slight increase in reporting compared to January are: Retail premises (9); Gyms (7) and Building Sites (5). The prevalent MO as per previous trends is thefts of bags/laptops from licensed premises, **which have been placed on the floor or left unattended** –

Licensed premises which have reported more than 3 offences in February are Rack and Tenter, Moorfields, The Phoenix PH Throgmorton Street, The Salt Point Bar Exchange Square, and Corney and Barrow Primrose Street. Thefts in licensed premises peaks on Thursday and Fridays, from 20:00 to 23:00 hours. Theft from Gyms totalled 7 in February and 5 reported in January. Of the 7 reported in February, 4 were in Fitness First gyms across the City (3 high value watch thefts). Tuesday and Wednesday from 20:00 to 23:00 hours were peak hours. Thefts from Building Sites totalled 5 offences compared to 1 in January. The offences in February were of tools, multiple personal items and one of copper cabling. The only repeat area is 125/130 London Wall. Thefts from Hotels could also potentially be on an upward trend with 3 reported in January and 5 in February. Repeat locations are Novotel and Doubletree by Hilton on Pepys Street. The MO ranges from theft of personal items in public/lobby areas, with one theft from within a customers' room.

### Areas of concern

Emerging trends which require some consideration are thefts from **building sites (copper cabling)**, **thefts from hotels** particularly where offenders are gaining access to rooms/secure areas, **thefts from gym lockers**, and theft of items **within licensed premises and retail premises where belongings are left unattended or insecure**. The latter is not a new finding but is the main attributing factor to the upward trend in Other Thefts performance figures.

Theft from Person offences have increased from 28 In January to 49 in February (+21, +75%). Of the 49 offences, 27 have occurred on the Street and 10 in licensed premises. Two reports of Police Impersonators have also been recorded.

**There were 18 Moped and/or pedal cycle enabled snatches reported in February which is only a slight increase from 15 in January.** Predominant locations are north of the City (Fetter Lane/Aldersgate Street). A trend not familiar to the City is of phone snatches on the Street by an offender on foot. Of the 6 reported in February, the locations were 2x Aldersgate and 2x Bishopsgate, with times varying from 03:00 hours to 23:00 hours. Offender description is also variable where the information is available. The victim has not often been able to provide a detailed description. This could be an emerging series which requires monitoring.

Other thefts are increasing however the trend is in line with what happened in previous years. Locations of note appear to be: Licensed Premises, Commercial Premises and Cafes/restaurants. Crime areas which are not parallel to the February to March 2016 trend are thefts of pedal cycles are showing an upward trend since April 2016 to-date, with recent weeks reporting thefts of saddles from pedal cycles. Shoplifting offences have also increased in the current reporting period, as has vehicle crime (theft of motorcycles).

### Comparison to other areas

Theft of Motorcycles is a prevalent trend in the City at the current time with at least one offence reported per week.

An upward trend in motor vehicle theft, often as a precursor for other criminality, has been observed in the majority of regions. (NCA)

### Cyber Crime

- Tackling Cyber Crime is now a National Policing Priority
- Cyber Crime has been identified as one of the top 5 threats on the national threat assessment for serious organised crime
- Cyber-crime is a CoLP policing priority
- It is estimated that Fraud and Cyber-Crime costs the UK economy £11bn annually
- Last year there were 16,000 reports of cyber-crime
- City of London's global position as premier finance hub, means our communities and businesses make particularly attractive targets

The most prominent attacks reported are:

- **HACKING** – unauthorised access to systems or networks
- **DISTRIBUTED DENIAL of SERVICE** DDoS disabling websites by overwhelming it with data/requests
- **MALWARE** – malicious software designed to gain unauthorised access to systems/networks

Cyber-crime is hugely under-reported, much in the same way that fraud was 10-15 years ago.

Last year's CRIME SURVEY of ENGLAND and WALES presented a truer picture of the threat, estimating 2.11 million people had been a victim of CYBER CRIME.

All fraud and Cyber-crime is now reported to ACTION FRAUD, hosted by City of London Police.

Cyber-crime is not like other crimes, clear jurisdiction – often attacks originate from outside of the United Kingdom.

Within this national landscape, whilst the National Crime Agency lead on Cyber the CoLP has clearly defined local operational responsibility:

- respond to local reports and
- local victims within the square mile

## **Cyber Crib Sheet**

### 1) Cyber-Dependant Crime (Pure Cyber)

- Computer is both the means and the target of the offence
- Can only be committed using computers

e.g.

*Hacking*

*Denial of Service*

*Malware, Ransomware, Viruses and Trojans*

*PBX Fraud*

*Any Computer Misuse Act 1990 Offence*

### 2) Cyber-Enabled Crime

- 'Traditional' crimes committed using computers
- Offences could be committed without computers

e.g.

Mandate Fraud (change of Account details via email)

Theft and/or deletion of data

Abusive emails, messages over all media platforms i.e. Messenger, WhatsApp, Kik, Instagram

Blackmail & Extortion by email, messages etc.

Indecent Images of Children

## **January 2017**

- 6 City of London reports of pure Cyber crime
- 1 DDOS extortion
- 1 Hacking Social Media
- 2 Hacking PBX
- 2 Hacking Server

Of note was the defacement of the Website of a sensitive City Institution. Theft of data was also an underlying issue in this case. A quick response by the Cyber Crime Unit (CCU) alongside a prepared protect strategy helped to give confidence to this City business.

Unusually another report of hacking was reported by a City SME to the front desk at Bishopsgate Police Station. The victim believed the offence to have been committed by a recently sacked employee. The Cyber Unit visited the victim and commenced an investigation. This matter is still ongoing but following an initial examination of the report and interview of the former employee a

far more serious Corporate Espionage matter was uncovered not involving the employee. The director of a rival company has been arrested and significant evidence obtained. Further arrests are planned following examination of computers. Important to note is that the victim company did not report other cybercrimes as they believed the police could not help and only reported this matter as they had "a suspect". What has transpired is that the previous matters were significant, their suspect was not a suspect and as a result of our investigation the offenders have been arrested and charges are expected.

#### February 2017

- 2 City Of London reports of Cyber Crime
- 2 DDOS Extortion
- No significant matters of note

#### March 2017

- 2 City Of London reports of Cyber Crime
- 1 Hacking Social Media
- 1 Cyber Triage

During this month the CCU provided proactive and technical assistance to PIPCU in relation to the Blackmail of an international Company. This was resource intensive but ground breaking tactics were developed resulting in individuals being arrested overseas. This was a good example of Cyber Crime Unit expertise being utilised for an online international crime.

The Cyber Triage matter was also of note as this initially involved a theft of data by a former employee and therefore a Cyber Enabled matter rather than pure Cyber Crime. The victim was visited by the CCU and given bespoke assistance. Upon investigation it has been established that Computer Misuse Act offences were committed and the Investigation accepted by the Cyber Crime Unit.

#### Anti-Social Behaviour

Anti-Social Behaviour (ASB)

#### ASB figures

Anti-Social Behaviour*												
Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015/16	65	72	84	81	93	65	75	62	65	67	92	55
2016/17	79	51	65	74	97	157	173	169	159	112	136	166

Following an audit in September by the Force Crime Registrar, the number of incidents classed as ASB has risen considerably. This has been due to an increased number of reports received in the Force Control Room being closed with ASB related codes to ensure compliance with national



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standards of recording, rather than an increase in the number of incidents occurring. To ensure we fully understand the type and extent of ASB incidents being reported, data has been requested for consideration at the next meeting of the Force's Performance Management Group in June.

The nature of ASB CADs recorded for CoLP has not changed significantly with the common complaints being Rowdy/Inconsiderate Behaviour and Begging.

A new forum with Operations Managers from the larger late night licensed premises commenced in February with the aim to meet quarterly with the intention of improving the flow of information between premises and the police.

For the last quarter, the CoLP conducted a dip sample survey of 20 victims of ASB.

The results are as follows:

### **How did you find our service (scale of 1-10)?**

16 rated as a 10  
3 as a 9  
1 as a 5 (suspect left at scene by officers)  
1 N/A as ongoing

### **How quickly were we able to resolve the issue (1 slow - 10 quickly)**

16 rated as a 10  
4 as a 9  
1 as an 8

### **Do you have confidence in the City of London Police (1 no confidence – 10 full confidence)**

18 as a 10  
3 as a 9

### **Do you feel safe in the City of London (1 not safe – 10 very safe)?**

17 as a 10  
2 as a 9  
1 as an 8

## **Proactive Operations**

### **Begging and Vagrancy**

Operation Acton is a joint initiative with the Corporation of London and St Mungo's Broadway homeless charity, designed to address homelessness and rough sleeping. Shifts with St Mungo's take place on a monthly basis, where entrenched rough sleepers are targeted who refuse to engage with services. These individuals are arrested under the Vagrancy Act if they refuse accommodation.

At the Rough Sleeper Strategic Group in March, results were provided from a public-facing campaign run from December 2016 through to January 2017 to raise awareness of who and how to contact

someone to report rough sleeping in the City. The campaign involved the Streetlink contact information being given out on posters, leaflets and wallet cards, plus details of the Streetlink app to allow quick reporting either by a concerned member of the public or by someone sleeping rough who needs help. Materials were displayed in both north and west wings of the Guildhall and digitally on display screens. The team trialled Xads, a new form of geo-targeted marketing where related campaign marketing pops up on a person's smartphone when in the location of the physical posters. During this two week campaign period, 198,128 of these digital banner adverts were sent out to members of the public. This collective activity converted into 1238 website clicks and 103 calls to Streetlink compared to 19 in the same timeframe of the previous year (December 2015-January 2016).

Operation Alabama, (the issuing of Community Protection Notices) continues, with officers targeting individuals who refuse to move on from areas where they are committing acts of begging and anti-social behaviour. A CPN is intended to deal with particular, ongoing problems of nuisance which negatively affect the community's quality of life by targeting the person responsible, using powers under the Crime and Police Act 2014. The offender is given a written warning with regards to their conduct and if this behaviour does not cease within a certain time period they will be issued a CPN.

- 17 x warnings have been given since January to date
- 3 x CPN's

Night duty operations continue with the UK Border Agency (UKBA) on a monthly basis

- 12 x warnings have been given since January to date
- 3 x CPNs
- 3 x arrests
- 5 x notice to remove letters to people who are not exercising their EU treaty rights in the UK (which they should do after an initial period of 90 days)

Shifts with the Westminster Drug Project (WDP) continue, with two shifts per month taking place, where we accompany WDP to assess people and give welfare advice to known addicts within our area; this is proving successful with several individuals accepting help from WDP in the last few months.

In January a concern was raised about rough sleeping in and around the Bolt Court area. A list of referrals for the location and surrounding areas was requested from St Mungo's Broadway and they reported that in the surrounding passageways they had received 11 referrals between 21<sup>st</sup> October and 28<sup>th</sup> March and in five cases the reports had resulted in their staff locating and engaging with the rough sleepers. Following the most recent instance on 28<sup>th</sup> March the dedicated ASB PCSOs paid a visit to the area and a Community Protection Notice was issued for loitering in a public place to the detriment of others and also for littering. The Head of Homelessness for the CoL reports that one of the people who had been identified in this area was subsequently sectioned, returning to his place of origin elsewhere in the UK and another two people were offered a reconnection to services in Surrey from where they had originated. Outreach services continue to pay attention to this area on their regular patrols as do our PCSOs.

### Noise and Rowdiness

We have continued to respond to ASB complaints around licensed premises/hotels and serviced apartments.

Whilst the Corporation is responsible for noise enforcement our partnership working has become more effective over the years where we have jointly looked at actual and potential noise issues when it comes to the matter of Temporary Event Notices, Grants and Variations.

The Licensing Team, working together with the COL, took a large premises to a review hearing in January due to the number of crime and ASB issues which could be attributed to the venue. Due to the evidence presented the hearing resulted in changes to the license being agreed and the premises is now working closely with the team to implement noticeable improvements under new management.

Our Licensing Team have also represented the City of London Police at a hearing into a Temporary Event Notice with regard to a Louie's Bar, Moorgate (formerly Chilli Nachos), the bar had been trying to hold promoted events in breach of their licence conditions. It transpires that the limited company that owned the premises had gone into liquidation leaving the premises with no operating licence this was only unearthed due to the diligence of our Licensing Team.

Outside of the night time economy we have assisted the COL licensing team with a number of deployments with regards to the increase in peanut sellers and illegal street traders. Some of the vendors had become aggressive towards council staff so we stepped in to ensure their safety and allow them to work unhindered.

### Supporting the Counter Terrorism Strategy through Delivery of the Prevent Strategy

#### Engaging and reassuring our communities

The Force has completed the pilot phase of REAct to Servator training for 70 security professionals from a number of key premises in the City. The first phase of evaluation on the operational effectiveness of the training was concluded in April 2017. There is increasing interest and demand for this training from both City businesses and other UK forces and although still within the research and development phase, a plan is being developed with National Counter Terrorism Policing Headquarters (NCTPHQ) and Centre for the Protection of National Infrastructure (CPNI) to propose how this could be delivered on a wider, national scale. Feedback from the training sessions has been very positive and staff from Corporation of London sites such as The Old Bailey, Barbican Centre, Guildhall and Mansion House have also recently received the input.

A community engagement study took place in Paternoster Square, using a market research company to assess the nature and value of engagement taking place, focused particularly around the CT risk and knowledge of Project Servator. Engagement through researchers took place with eighteen premises around the Paternoster area, a mixture of large companies and smaller businesses such as cafes, shops, bars and hotels. Reactions to Project Servator were positive and supportive, but they requested more information on suspicious behaviour and reporting any suspicions to police. The larger businesses were more aware of the risks from terrorism than the retailers due to security being an important part of their role and they agreed that more information on the nature and severity of the risk from the police would help to ensure their tenants were better informed and take security issues seriously. As a result contact has been made with the Paternoster business forum to address this feedback through Communities and Partnerships and the Counter Terrorism Security Advisors (CTSAs).

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A new Protective Security Office (PSO) London Region Protect newsletter is being compiled to demonstrate the joined up working and messaging around CT between the Metropolitan Police, City of London Police and British Transport Police. The bulletin will be distributed monthly through the existing Cross-Sector Safety & Security Communications (CSSC) network and will complement the existing CT engagement with City businesses that CoLP already does.

Personal contact was made by the CTSA office with a number of key CNI sites following the Westminster and Manchester attacks to provide bespoke information and reassurance regarding the increased police presence in areas of the City in the following days. This was in addition to the considerable community reassurance patrols and communications that took place following the incidents, where staff from across the force were involved in enhanced deployments. A comprehensive Community Impact Assessment was undertaken as a result of the incident which was used to inform the policing plan and monitor any potential tensions arising. The general feedback on the force's response and the increased officer presence was very positive and no increased community tensions were reported.

A Griffin test call out was carried out at the end of March to assess effectiveness of the procedure and gain an idea of the number of guards that would be available for immediate deployment should this be necessary. There was a positive response which will assist in our future planning and some changes will be made to the procedures as a result of the testing.

On 11<sup>th</sup> July an evening engagement event will take place with Barbican residents to provide an update on the latest public CT advice and information on the threat. This has been arranged through their Residents' Association and will also include an update on fraud prevention advice and seek their views on our engagement with residents and their issues. It is our intention to replicate this event in our other residential areas so that content and discussion is bespoke and local to each area.

Both the Counter Terrorism Local Profile (CTLP) and Prevent Strategy are in the process of being updated. To assist in this a series of consultation meetings were held with different sectors of the City community. These included educational establishments (nursery through to higher/further institutions), businesses and Corporation Prevent leads. This provided an opportunity to establish any threat and risks they perceived in their areas of expertise which would impact on the content of the documents.

Following the attacks in Westminster and Manchester, the Prevent Team engaged with the City Sikh Network, City Hindus Network, Squaremile Muslims, Halls 4 Jummah and all the Universities based in the City of London to provide reassurance and identify any possible community tensions. Community officers were deployed to a Community event on the Mansell Street Estate on Saturday 25<sup>th</sup> March for the same purpose. No increased tensions in the community were identified.

A meeting was undertaken with the Bank of England concerning their responsibilities around Prevent as they run apprenticeships and offer internships to young people during the summer. At the meeting it was agreed that the Prevent Team would provide Prevent training and advice to Bank staff. The first Prevent awareness package was delivered during this period and was well received.

Prevent training continues to be provided in support of the Corporation of London and during this period we have delivered this package to 60 Threadneedle St, the Paternoster Business Forum, Sir John Cass School and Smithfield Barber School.

### **Project Griffin**

Communities and Partnership officers continue to support Project ARGUS table top exercises throughout January until the end of March 2017.

In January there were 3 x Argus events, February 2 x Griffin events and 4 x Argus events and March 1 x Argus event.

These events are held at City business premises and continue to have business support

### **Communications & Engagement**

Our last report made reference to how we communicate with business/residents and our transient communities. Through the One Safe City Programme this piece of work is ongoing.

A verbal update of this will be provided on Monday 12<sup>th</sup> June 2017.

As part of ways to develop the Force's external engagement, a new initiative has been set up to bring various local businesses and CoLP together; it is a voluntary ideas-sharing forum for both parties, with the aim of being a mutually beneficial arrangement. The focus for each meeting will be on a particular issue each time, and will provide the chance to contribute and hear different suggestions on a current challenge. The next planned event will be a workshop for a City firm and CoLP officers/staff to specifically address communication with local businesses, and how this can be improved in order for CoLP to deliver the best service possible.

This piece of work is still on going.

### **Conclusion**

This report informs the Safer City Partnership members of partnership/community engagement and intervention activity undertaken since January 2017 and highlights issues raised by our communities and how the City of London Police has responded.

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	12 June 2017
<b>Subject:</b> Community Safety Team Update	<b>Public</b>
<b>Report of:</b> Manager, Community Safety Team	<b>For Information</b>
<p style="text-align: center;"><b>Summary</b></p> <p>To update SCP members on activity by the Community Safety Team not otherwise addressed</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note the following contained within this report.</p> <p>Acquisitive crime partnership approach – activity by the Community Safety Team and City of London Police colleagues</p> <p>City Community Multi- Agency Risk Assessment Conference (CCM) and Integrated Offender Management (IOM) - Integration</p> <p>Prevent – activity supporting this priority area</p> <p>Serious and Organised Crime Board - update</p> <p>Forthcoming Activity</p>	

## Acquisitive Crime Partnership Approach

1. Recent figures have shown a further rise in acquisitive crime. A considerable element of this relates to theft of bags and other personal belongings which takes place in licensed premises or similar settings. This is one of the few volume crimes experienced in the City and as such significantly impacts on overall crime levels.
2. This is an area where the public perception of the City as a safe place to work and relax increases the risk of crime with individuals often paying little heed to where their personal belongings are.

3. Working closely with City of London colleagues we intend to make acquisitive crime a major priority for the year, recognising that it is an issue where a partnership approach can make a significant contribution. We intend to utilise public information and communications approaches as well as working closely with target premises to help reduce vulnerability.
4. To help guide this work we will be establishing a problem solving forum where all partners involved in the area can come together to explore the nature of the problem and consider actions to reduce this type of crime.

### **City Community Multi- Agency Risk Assessment Conference (CCM) and Integrated Offender Management (IOM)**

5. There is a substantive item on the work of the CCM.
6. Integrated Offender Management (IOM) brings a cross-agency response to the crime and reoffending threats faced by local communities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together.
7. Local IOM models vary to reflect local circumstances and priorities, but the common elements are:
  - a. all partners manage offenders together
  - b. a local response to local problems
  - c. all offenders can potentially be included
  - d. offenders face up to their responsibility or face the consequences
  - e. best use is made of existing programmes and governance arrangements
  - f. achieving long-term desistance from crime
8. The partners that are required to attend the IOM are almost the same as the City Community Multi Agency Risk Assessment Conference (CCM), the only difference being that Probation are an essential partner in IOM.
9. Discussion has been held with CCM colleagues and the decision taken to combine with the IOM meeting.
10. In addition to very similar representation from members there are also common features relating to the cases. For example in both CCM and IOM cases most of



the individuals concerned live outside of the City. In both CCM and IOM this presents challenges in terms of securing interventions.

11. We are hopeful that the new approach for IOM will build on the success of the CCM. We will report back to Members at future meetings.

### **Prevent**

12. The draft Prevent strategy is a substantive agenda item. Below provides an update of recent activity.
13. There have been three referrals over this period. Two were referred to the Metropolitan Police; the other which involved a child was closed as a Prevent case following pre-screening. It remains a popular area for generating Freedom of Information requests.
14. On 15 March we invited Prevent leads to attend a consultation meeting on refreshing the Prevent Strategy. It proved a useful discussion about the risk of radicalisation in the City and the issues which might discourage people from engaging with Prevent and how we might overcome these.
15. There has been considerable work undertaken with faith groups in the City. This has included meetings with representatives from the Hindu, Sikh and Muslim networks to discuss how we can help faith community groups to feel safe and confidence. We also wish to utilise this network to monitor local concerns and community mood.
16. We are progressing well towards a bespoke prevent product for businesses. This model will be in the shape of a video which is more tailored to the needs of businesses in the City.

### **Serious and Organised Crime Board**

17. The Serious and Organised Crime Board has discussed the following key crime areas: Fraud and Cyber Enabled Crime (27 January), Financial Crime (28 February), Modern Slavery and Domestic Servitude (28 March), Organised acquisitive crime (28 April). The next meeting will be on 27 June to discuss vulnerable persons and child sexual exploitation but this was deferred to 27 June. The remaining priorities for discussion include blackmail, kidnap and intellectual property offences and we will be discussing these in July and September.

### **Forthcoming Activity**

18. Through the work of One Safe City and other colleagues progress is being made on bringing together a calendar setting out activity for the year.
19. Forthcoming campaigns 19 June to 17 July "Release the Pressure" suicide prevention campaign. 14 – 21 October National Hate Crime awareness week. 25 November – 10 December will be 16 Days of Action on Domestic Violence.
20. Work is also on-going to make use of data to better inform the timing of campaigns. In connection with this and due to our close working relationship with the GLA we have a tool that identifies peak periods in terms of alcohol related crime in the pre-Christmas period. We anticipate this will help in targeting messages to key groups during December 2017.
21. Effective ASB case management course on 6 & 7 July 2017(2 days).

### **Community Safety Team Staffing**

22. Members were notified that Robin Newman one of our community safety officers resigned in February. We advertised for a replacement and interviewed on 27 March. Though we have appointed issues around security clearance mean we are still waiting on a start date. The significant reduction in staffing has had a significant impact on workload and capacity. We look forward to this situation improving.

### **Safer City Partnership Monitoring Tool**

23. We will be providing an updated and refreshed partnership monitoring tool once the new SCP strategy has been agreed. Work continues to embed and extend ownership to include all those across the Partnership who contribute to SCP priorities.

### **David MacKintosh**

Community Safety Manager

T: 020 7332 3084

E: [david.mackintosh@cityoflondon.gov.uk](mailto:david.mackintosh@cityoflondon.gov.uk)

<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group – For Information	12 June 2017
<b>Subject:</b> Public Protection Service (Environmental Health, Licensing and Trading Standards) update	
<b>Report of:</b> Director of Markets & Consumer Protection	<b>For Information</b>
<b>Report author:</b> Jon Averbs, Port Health & Public Protection Director	

## Summary

The Department of Markets & 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 relation to the following priorities:

- **Acquisitive Crime**
  - Investment Fraud – the Trading Standards continues to collaborate with the City of London Police over Operation Broadway, now extended across London.
- **Anti-Social Behaviour**
  - Illegal street trading – persistent action has virtually eliminated ice cream vans from the Square Mile, but some nut sellers remain.
  - Noise complaints service – a 14/7 service is provided and response times are good.
- **Night Time Economy Crime and Nuisance**
  - Late Night Levy – this has generated approximately £448K for the second full year of the operation of the levy with a similar amount forecast for the third levy year.
  - Safety Thirst – a complete review has been undertaken and some changes have been made to the scheme which is currently underway for this year.
  - Licensing controls and enforcement – Enforcement activities and use of the Late Night Levy have kept the number of licence reviews and suspension notices at a low level.

This report details enforcement activity and progress in the above areas.

The Service is also contributing to the One Safe City programme and is represented on other relevant Boards and Groups.

## 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, specifically the 2016/17 SCP Strategic Plan priorities of:

- Acquisitive Crime – We will work to protect our businesses, workers, residents and visitors from theft and fraud with an emphasis on cyber-crime.
- Anti-Social Behaviour – To respond effectively to behaviour that makes the City a less pleasant place.
- Night Time Economy Crime and Nuisance – To promote the City as a safe place to socialise.

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**

3. The City of London Trading Standards Service (COLTSS) primarily works in partnership with others in support of the SCP's Objective of:-

***Helping Protect the City of London's reputation as the world's leading financial centre from the impact of acquisitive crime***

4. COLTSS continues to support and actively participate in Operation Broadway, a joint project with the City of London Police, the Metropolitan Police, National Trading Standards 'Regional Investigation Team', the Financial Conduct Authority and HM Revenue and Customs.
  - a) An additional Trading Standards Officer started work on Operation Offspring in October 2016. The role of this officer is to work with other London Boroughs to offer practical support and guidance when undertaking visits to mail forwarding businesses and serviced offices. This means that any fraudulent investment businesses driven out of the Square Mile by Operation Broadway are more likely to be picked up should they try and relocate. Many other London Boroughs have made contact with this officer and extremely productive visits have been made to Southwark, Bromley, Tower Hamlets, Hackney, Croydon, Bromley, Greenwich and Islington. This has generated additional intelligence about those engaged in investment fraud, has enabled

us to share best practice around disruption tactics and has also helped to further enhance the reputation of the City of London in assisting other Local Authorities. This work will continue until at least the end of September 2017.

- b) In February 2017, a large scale inspection under Operation Broadway was coordinated by our Trading Standards Team. This involved around 40 officers from a variety of different agencies, together with uniformed Police back up, to visit a serviced office complex housing 50 or more businesses in East London. The intelligence gained will be shared and the inspection underlined the commitment to the objectives of our work to tackle investment fraud. There is considerable activity that goes on behind the scenes in trying to tackle investment fraud:

- Officers attend the Business Centre Association (BCA) forum on a regular basis to engage with those involved in mail forwarding and serviced office activity. The BCA have been compiling a best practice document for members and Trading Standards were able to feed in ideas.
- A key partner to Operation Broadway is the Financial Conduct Authority (FCA). In the last quarter, Trading Standards have made a presentation to the FCA intelligence community and have also attended a networking session at Canary Wharf to build even stronger relationships.
- Trading Standards are heavily involved in a financial abuse 'task and finish' group that has been set up by the CoL Adult Safeguarding Sub Committee. Trading Standards assisted in producing literature that has been sent out to every CoL resident through Council tax demands.
- Her Majesty's Treasury are considering a complete ban on all cold calling activities relating to pension products and Trading Standards submitted a comprehensive response to their consultation.

- c) In summary, the performance of the Operation Broadway partnership can be measured by including reference to the table below:-

	<b>Q1 Apr- Jun</b>	<b>Q2 Jul- Sep</b>	<b>Q3 Oct- Dec</b>	<b>Q4 Jan- Mar</b>	<b>Total</b>
<b>1. Op Broadway deployments</b>	<b>7</b>	<b>8</b>	<b>22</b>	<b>66</b>	<b>103</b>
<b>2. Disruptions/interventions</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>13</b>
<b>3. Referrals to other agencies for action - e.g. City of London Police, Met. Police, FCA, other TS</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>20</b>	<b>35</b>
<b>4. Contacts with 'enablers' - e.g. mail forwarding businesses, serviced office providers, banks</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>20</b>
<b>5. Promotional / prevention activity - e.g. publicity campaigns, days of action, attendance at external events, press coverage</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>14</b>
<b>6. Op Offspring Visits</b>	<b>0</b>	<b>0</b>	<b>29</b>	<b>40</b>	<b>69</b>

In addition we continue to amass, collate, analyse, share and disseminate intelligence on emerging frauds with our partners.

5. On other matters, an emerging issue relating to the sale of binary options has come under the microscope. Binary options are effectively a form of gambling but dressed up as an investment opportunity. Complaints are steadily increasing and Trading Standards was responsible for facilitating a meeting between a range of enforcement partners including Police, the Gambling Commission and the FCA. Around 100 premises promoting binary options have been identified with a potential link to the City of London and a project will be taking place in the coming months to look more deeply into this area. Consumers across the UK are being persuaded to invest money and although they initially appear to be making good returns, it is impossible for them to release their funds which are then inevitably lost forever.
6. We are currently still engaged in a piece of interesting work on the national stage with the Chartered Trading Standards Institute, the National Scams Team and Bournemouth University. One simple way of stopping vulnerable consumers making payments to fraudsters is for the banks to move bank transfers onto the slower payments system in some cases. Consumers who volunteer for this system would allow their bank to notify a trusted representative that they are attempting to make a large payment transfer which will allow an intervention to be made before any funds are transferred. Progress is being made slowly and although everyone thinks it is a good idea, actually trying to introduce it is proving difficult. The CoL Town Clerk has been briefed and he has assisted by steering us towards a banking sector contact.

### **Anti-Social Behaviour (ASB)**

7. The Public Protection Teams support the SCP objectives to:

- ***Reduce the causes and opportunities for ASB***
- ***Improve data sharing and the management of ASB issues***
- ***Improve the use of enforcement powers to tackle persistent offending behaviours***

The two main issues being tackled by the Public Protection Service are:

- Illegal Street Trading
- Noise complaints service

### **Illegal Street Trading**

8. There remains a small residual of illegal street trading activity in the City and fringes with Southwark, primarily nut sellers on the south side London Bridge/Millennium Bridge. One particular nut seller on London Bridge has been prosecuted again (following fines of nearly £1000 in total for each offence previously). Following prosecution on Friday 19 May he was witnessed trading again in the City less than three hours later. The Comptroller and City Solicitor is

seeking counsel's advice on the best and most effective route to deal with these activities generally and for this particular trader is asking counsel to seek a Criminal Behaviour Order (CBO) as a pilot to assess the value of this approach as stronger enforcement than simple prosecution of street trading offences appears necessary. Illegal ice cream trading remains effectively absent from the City since 2016.

9. Joint operations continue to be planned with Corporation/City Police officers to target nut sellers operating in the City both during the week and at weekends, and any other. This approach has shown little street trading during the week, however on Sundays spotters have been noticed warning traders of the approach of recognised officers with a consequent reduction in traders being caught. We are considering the use of other temporary staff to prevent this problem as well as re-timing activity to include Saturdays as the traders may be anticipating Sunday enforcement work.
10. We are seeking agreement from LB Southwark for joint delegation of powers so that street traders who can currently escape our enforcement by trading just onto the Southwark side of Millennium Bridge can then be dealt with by our officers although. Having met with LB Southwark our City Solicitor is working on the terms of the agreement for the City to have enforcement powers in Southwark on their side of City bridges. This may have to be agreed at Court of Common Council as well as successfully be agreed through LB Southwark legal procedures.
11. The Community Police are still carrying out regular monitoring particularly of Millennium and London Bridge but there is no evidence of displacement activity from the Public Space Protection Orders introduced by Lambeth and Westminster on Westminster Bridge for illegal gambling activity.

### **Noise Complaints Service**

12. The Pollution Team dealt with 265 noise complaints between 1 December 2016 and 31st March 2017 of which 98.4% were resolved. In addition, they also assessed and commented on 288 Planning, Licensing and construction works applications and 109 applications for variations of work outside the normal working hours. Comparatively in the same period for 15/16 the Pollution Team dealt with 410 noise complaints of which 96.8%% were resolved. In addition, they also assessed and commented on 680 Planning, Licensing and construction works applications and 380 applications for variations of work outside the normal working hours.
13. The Out of Hours Service dealt with 145 complaints between 1st December and 31st March 2017 and response (visit) times were within the target performance indicator of 60 minutes in 90% of cases, and often only 30 minutes. Comparatively, in the same period for 15/16 the Out of Hours Service dealt with 142 complaints and response (visit) times were within the target performance indicator of 60 minutes in 92.2% of cases, and often only 30 minutes.
14. The Pollution Team served 2 S.60 (Prohibition or placing restrictions on a site) Control of Pollution Act Notices, and issued eight S.61 (Prior consent) Control of

Pollution Act Notices and two S.80 between 1st December and 31<sup>st</sup> March 2017 relating to construction sites. In the same period for 2015/2016 the Pollution team served five Control of Pollution Act Notices (S.60), and issued six Control of Pollution Act Notices (s.61) relating to work at construction sites and no section 80's.

15. The trends for noise related complaints in total are set out in the tables below for information.

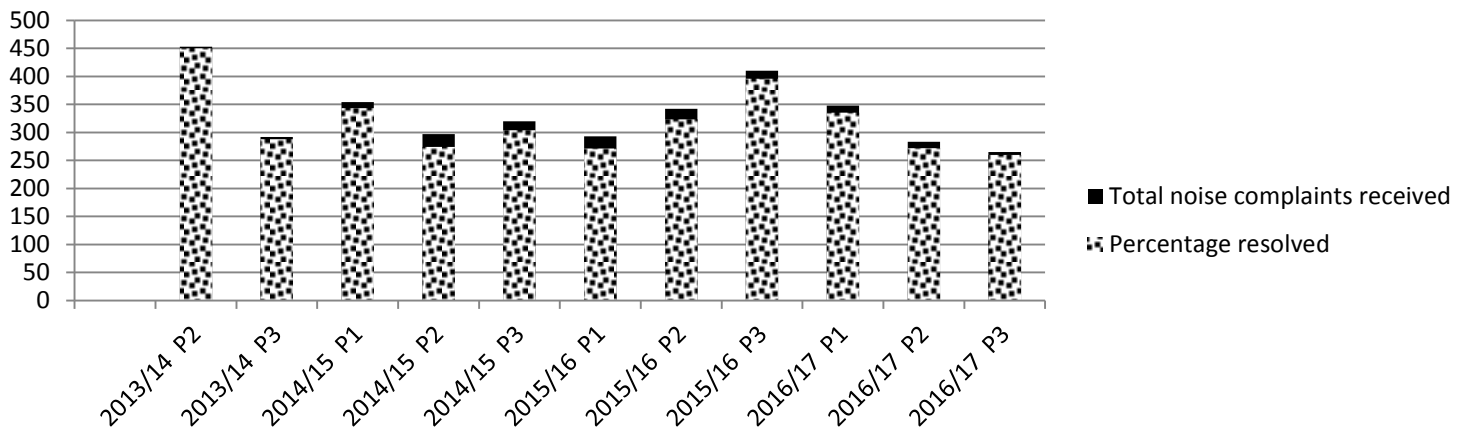
### **Noise Complaints**

<b>Year</b>	<b>Period</b>	<b>Pollution Team Noise complaints received</b>	<b>Percentage resolved</b>	<b>OOH Team Noise complaints received</b>	<b>Percentage resolved within KPI (60min)</b>
2013/14	2	453	99.5%	N/A	N/A
2013/14	3	292	98.7%	N/A	N/A
2014/15	1	354	97%	N/A	N/A
2014/15	2	297	92.3%	N/A	N/A
2014/15	3	320	95%	N/A	N/A
2015/16	1	293	92.6%	136	90.3%
2015/16	2	342	94.7%	186	92.3%
2015/16	3	410	96.8%	142	92.2%
2016/17	1	348	96.4%	196	91.8%
2016/17	2	283	96.7%	199	90%
2016/17	3	265	98.4%	145	90.74%

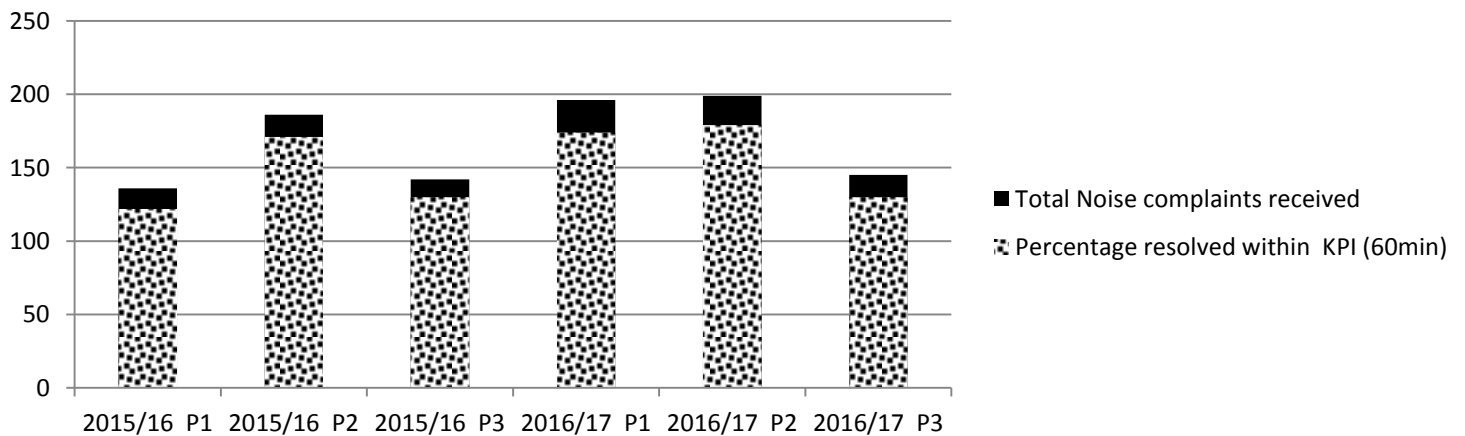
\* Please note that the reporting schedule has been amended from the beginning of 2016/17 to report April- July, August-November and December –March and from April 2017 will be reported quarterly to align with other evidence in this report



### Pollution Team noise complaints received per period



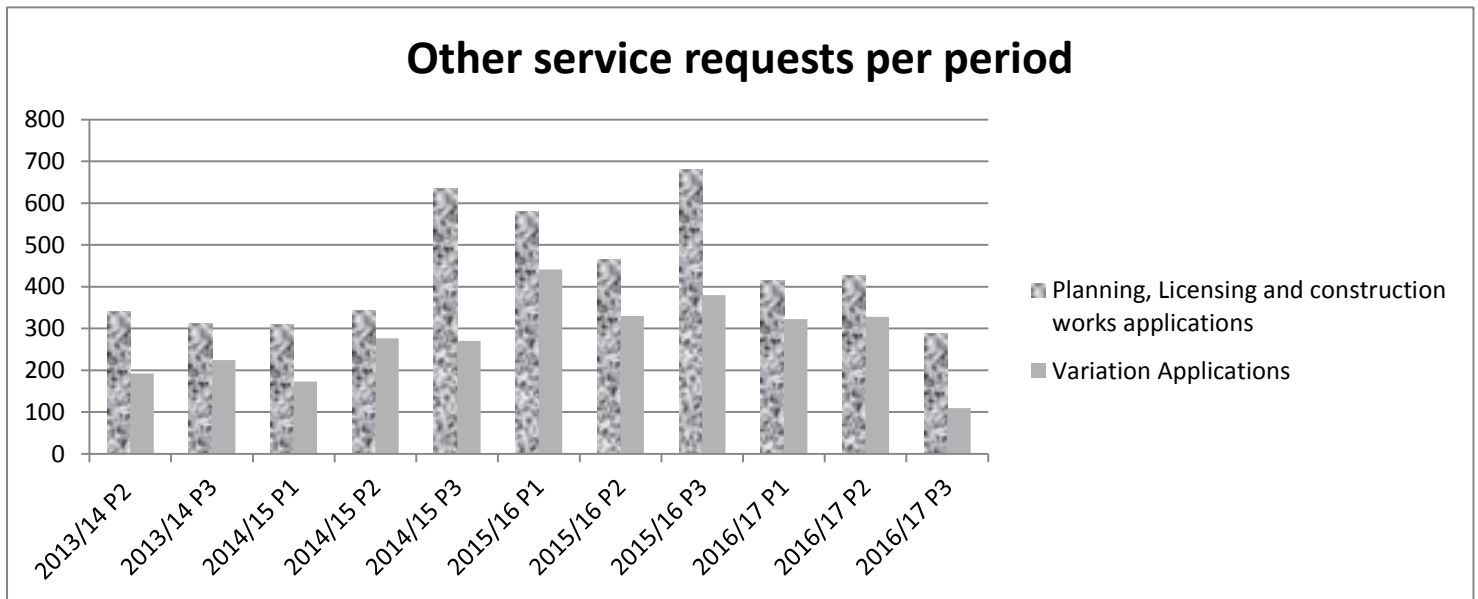
### OOH noise complaints per period



### Noise Service Requests

Year	Period	Planning, Licensing and construction works applications	Variation Applications	S.60 Notices Issued	EPA Notices	S.61 Notices Issued	CoPA
2013/14	2	341	192	0	4	0	5
2013/14	3	312	224	2	2	5	0
2014/15	1	309	173	2	1	4	0
2014/15	2	342	276	1	2	3	0
2014/15	3	635	270	2	0	0	5
2015/16	1	580	441	3	0	3	0
2015/16	2	466	330	1	2	3	0
2015/16	3	680	380	5	0	6	0
2016/17	1	414	322	5	0	6	0
2016/17	2	428	328	1	1	6	0
2016/17	3	288	109	2	2	8	0

\*Please note that the reporting schedule has been amended from the beginning of 2016/17 to report April- July, August-November and December – March and will reported on a quarterly basis to align with other statistical evidence in future.



16. The City Corporation's revised noise strategy has been published and a revised Code of Construction Practice Eighth Edition is out for public consultation until July 2017.

### **Night Time Economy Crime and Nuisance**

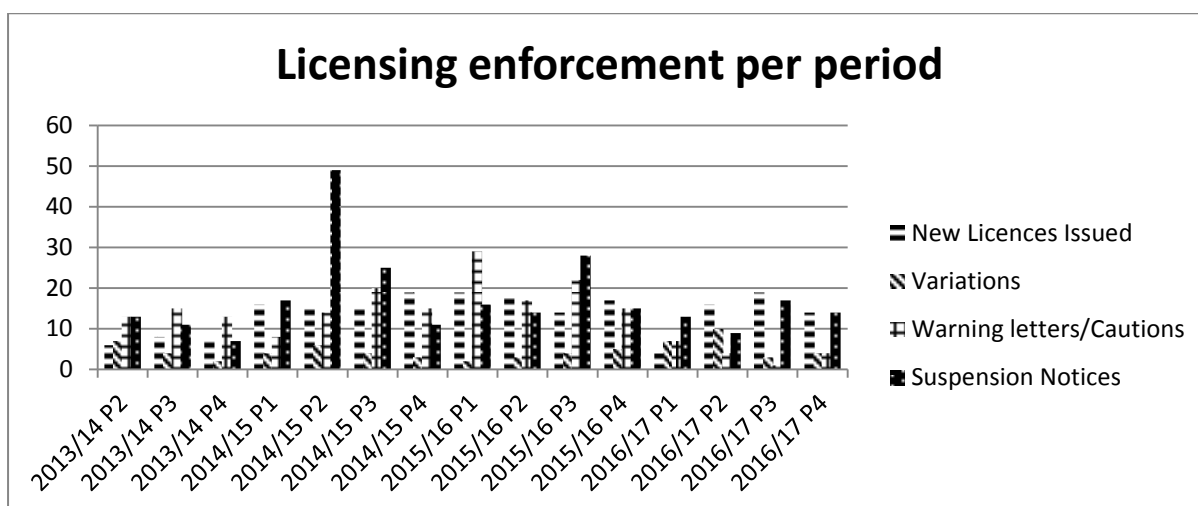
17. The Public Protection Teams support the SCP objectives to:

- ***Promote a City that is safe and pleasant to socialise in***
- ***Promote the Safety Thirst scheme to more premises and maximise its potential as a vehicle to promote community safety***
- ***Develop new approaches to address problems associated with our Night Time Economy during periods of peak demand***

### **Enforcement**

18. The Licensing Team undertakes inspections and enforcement in relation to the Licensing Act 2003 and the table below shows the action taken regarding licensed premises over the last three years.

<b>Year</b>	<b>Period</b>	<b>New Licences Issued</b>	<b>Variations</b>	<b>Warning letters/Cautions</b>	<b>Suspension Notices</b>
<u>2013/14</u>	2	6	7	13	13
<u>2013/14</u>	3	8	4	15	11
<u>2013/14</u>	4	7	2	13	7
<u>2014/15</u>	1	16	4	8	17
<u>2014/15</u>	2	15	6	14	49
<u>2014/15</u>	3	15	4	20	25
<u>2014/15</u>	4	19	3	15	11
<u>2015/16</u>	1	19	2	29	16
<u>2015/16</u>	2	18	3	17	14
<u>2015/16</u>	3	14	4	22	28
<u>2015/16</u>	4	17	5	15	15
<u>2016/17</u>	1	4	7	7	13
<u>2016/17</u>	2	16	10	4	9
<u>2016/17</u>	3	19	3	1	17
<u>2016/17</u>	4	14	4	4	14

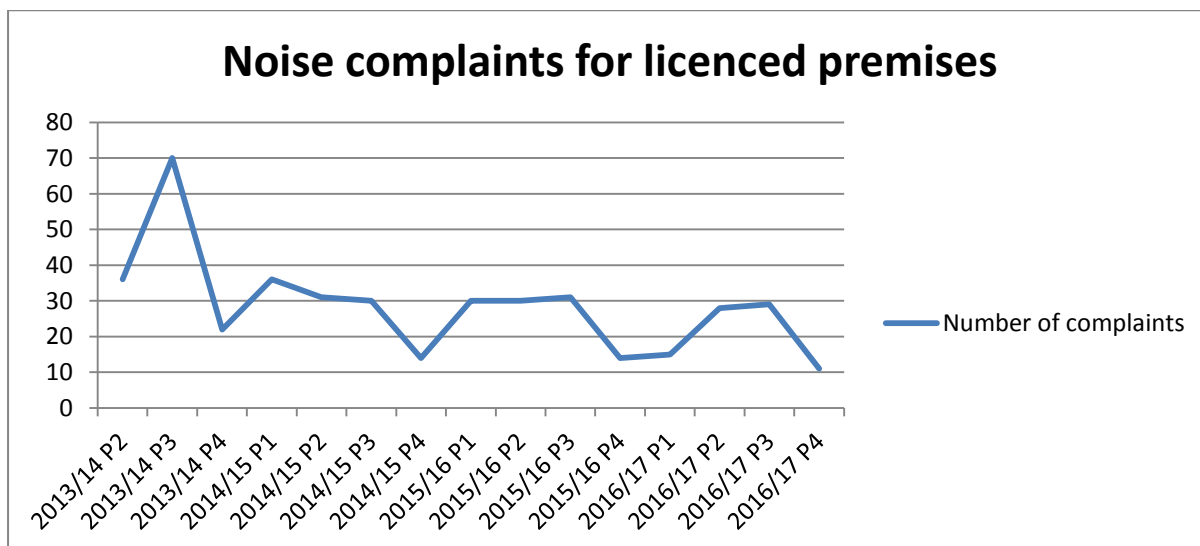


19.. The number of hearings and reviews remains at very low level year on year. There were 5 Hearings and one review in the calendar year 2016 compared with 20 hearings and 3 reviews in 2013. Since January this year there has been one review as reported previously (Madison, at roof level in One New Change). There have been two further hearings for new licences bringing the total to four so far in 2017 and one hearing which rejected an application for a Temporary Event Notice which had been challenged by the City Police.

20.Noise matters related specifically to licensed premises remain at low levels and are reported to Licensing Committee. The number of noise complaints specifically associated with licensed premises is set out below to illustrate the trend over the last three years – which indicates an overall reduction in numbers received.

#### **Noise complaints for licenced premises**

Year	Period	Number of complaints
2013/14	2	36
2013/14	3	70
2013/14	4	22
2014/15	1	36
2014/15	2	31
2014/15	3	30
2014/15	4	14
2015/16	1	30
2015/16	2	30
2015/16	3	31
2015/16	4	14
2016/17	1	15
2016/17	2	28
2016/17	3	29
2016/17	4	11



## Safety Thirst

21. The Safety Thirst Award scheme has been reviewed following the award ceremony in October with consideration being given to amending our local scheme further or joining a national scheme. The review considered other national schemes in place of Safety Thirst and took into account feedback received both during the 2016 process and at the award ceremony. It would appear that our local scheme is both popular and capable of expansion however we will continue to liaise with participants and the primary national scheme, Best Bar None to assess if there are any further changes/amendments necessary in the future.
22. The Safety Thirst scheme 2017 takes into account feedback from members of the award scheme received both before and after the award ceremony in 2016 including;
  - a) Providing clear feedback to applicants after each audit on where they are succeeding and/or there are gaps in achieving the various levels of award,
  - b) Streamlining the process where possible e.g. examination of training records and modifications to criteria, e.g. regarding protection of children from harm.
  - c) Taking the views of Safer City Partnership and all applicants, including those invited but not taking up the invitation, as to preference for staying with the local Safety Thirst Award or merging this in future years with Best Bar None scheme.
23. The scheme has been launched and the first applications have already been received. The award ceremony is anticipated to take place in October again this year. It is expected that with help from the City Police and other assessors, as well as continuing to target area managers of businesses with multiple outlets in the City, we will be able to increase the number of successful applicants again in 2017 having achieved a 50% increase in 2016.

## **Late Night Levy**

24. The levy collected for 2015/16 was £448,000 in total very similar to the level of year one (October 2014/15) which was £445,000. Amounts collected so far this year forecast a similar amount of income for the third levy year October 2016/17, suggesting there is still no disincentive against trading as a result of the levy. 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.
25. A regular meeting between City Police, Community Safety Team and Licensing Team to consider levy spending has been instigated and the most recent meeting was held on 9<sup>th</sup> May. Areas of significant expenditure on the City Police portion of the levy are the night time policing of licensed activities, an additional intelligence post in the City Police Licensing Team and potentially a bid for a mobile CCTV facility to cover areas less well covered by the City CCTV network. The levy continues to support its 'out of hours' noise service, additional cleansing activity and will be considering a bid from Club Soda to extend their scheme to encourage consumption of less alcoholic drinks and alcohol-free alternatives. The Community Safety Team are to investigate the implementation for the Christmas 2017 period of cycle paramedics along with City Police to reduce the burden on Police and London Ambulance Service dealing with those who have been over consuming alcohol in this period and may be supported by levy funding.

## **Corporate & Strategic Implications**

26. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2016/17, and its priorities and objectives.
27. 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.
28. The Department is also represented on other relevant Boards and Groups, including the Serious Organised Crime Board.

## **Conclusion**

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

**Jon Averts, Port Health & Public Protection Director, Markets & Consumer Protection**

T: 020 7332 1603

E: [jon.averns@cityoflondon.gov.uk](mailto:jon.averns@cityoflondon.gov.uk)

<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	12 June 2017
<b>Subject:</b> City Community Multi-Agency Risk Assessment Conference (CCM) Review	<b>Non-Public</b>
<b>Report of:</b> Manager Community Safety	<b>For Discussion</b>
<p style="text-align: center;"><b>Summary</b></p> <p>This report provides a review of the first full year of the City Community Multi-Agency Risk Assessment Conference (CCM). It explains its processes; the learning to date and also identifies areas for future development.</p> <p>The CCM has mainly looked at individuals involved with anti-social behaviour or crime. This is in contrast to most multi-agency meetings where the focus is on victims rather than perpetrators. The CCM looks at cases which don't reach the thresholds for other, existing, structures or those that have proved resistant to single agency interventions.</p> <p><b>Recommendation</b></p> <p>The Safer City Partnership is asked:</p> <ol style="list-style-type: none"> <li>1. to note the contents of the report and</li> <li>2. endorse the work of the CCM</li> <li>3. support efforts to address the needs identified.</li> </ol>	

## Main Report

### **Background**

1. The City Community Multi-Agency Risk Assessment Conference (CCM) brings together a range of professionals to problem solve high risk, persistent or complex cases in the City. It is coordinated by the Community Safety Team (CST) and normally takes place once a month. Where appropriate we also hold case conferences where there is a particularly high risk or the situation is complex.
2. The first CCM was held in February 2016 following discussions between the police and the CST concerning individuals whom were assessed by the police and were either high risk perpetrators or victims but didn't fall into any specific multi-agency problem solving approach.

3. The type of issues brought to the CCM include: Multiple suicide attempts/threats, multiple and persistent burglary, assault against the person, vulnerable people with either dementia, mental health or other mental health problems, harassment, aggressive behaviour, neighbour problems that escalate, hate crime, repeat drunk and disorderly, sexual assault, drug use and drug dealing.
4. Most cases involve multiple elements, the distinction between individuals being a perpetrator or victim often not being clear. A multi-agency approach helps us produce an action plan better manage risk with the view being to resolving the issue.
5. Since its inception the CCM has received 109 cases. 38 of which involved City residents. Nearly a quarter of cases involved people that are rough sleeping in the City and almost a quarter of cases were about people that have made repeated attempted or threatened suicide bids.

### **Purpose of the CCM**

6. The CCM Panel is responsible for considering individual complex and high risk cases referred by core agencies/partners to reduce and prevent crime and anti-social behaviour, and to reduce the risk of individuals to themselves and others, where the referral to the Panel is justified as being necessary and proportionate and in the overriding public interest.
7. The Panel also consider individual cases relating to perpetrators of crime, anti-social behaviour and other behaviour which are having a persistent and detrimental impact upon the community or put significant pressure on individual agencies.

### **Learning**

8. General feedback from the members of the panel has been positive and there is clear agreement that the CCM addresses a need. This is not to overlook the challenges of bringing together agencies with fundamental different ethos's and ways of working
9. Access to information and information sharing has been highlighted as a particular issue. One of the features that enables the CCM to function is that different agencies or departments have their own information to contribute. Every CCM case has enjoyed input from more than one agency. However, it has highlighted the benefits of having shared information/case management systems. This issue has been looked at as part of the One Safe City programme.



10. Legal tools and powers. There are a wide range of powers available to the various agencies and partners. Not all are aware of the breadth of tools and remedies available. There are also issues around duties and responsibilities of different agencies in relation to certain problems. The CCM has proved a useful vehicle to raise awareness and share skills. There is scope for further improvement. This should help reduce the burden of expectation and effort placed on City of London Police and/or the Community Safety Team.
11. The expertise available via the Community Safety Team, particularly in regard of the external specialist guidance we are able to access has proved invaluable.
12. Incident recording needs to be improved in a number of areas. This is necessary to support effective use of various remedies as well as indicating individuals and areas of risk.

### **CCM Achievements**

13. While there have been frustrations the CCM has helped provide effective response to a number of complex cases, some of them which had been persistent for many years. The CCM has also helped address safeguarding issues around vulnerable individuals.
14. The work around the CCM has itself helped us develop improved and, for the City, novel approaches, for example the first use of Criminal Behaviour Orders with positive requirements being granted. It has also demonstrably boosted multi- agency working.

### **Areas for Improvement and Development**

15. Information sharing systems with appropriate databases is important both in terms of business efficiency but also in terms of data handling. As noted this is being currently explored by the One Safe City Programme.
16. Training and toolkits. We need to ensure staff and partners are aware of the range of tools and powers available to deal with the issues the CCM covers. This should help improve incident reporting and recording as staff will better understand its value. We are actively pursuing various avenues to resource this area of work.
17. Build understanding of the CCM and boost the capacity to take cases forward.

**David MacKintosh**

**david.mackintosh@cityoflondon.gov.uk**

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