



## Safer City Partnership Strategy Group

**Date:** FRIDAY, 15 SEPTEMBER 2017

**Time:** 11.00 am

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

**Members:** Deputy Douglas Barrow (Chairman)  
Peter Lisley (Deputy Chairman)  
Jon Averbs  
Eric Beckford  
Bob Benton  
Jeff Boothe  
Peter Dunphy  
Jocelyn Griffith  
Paul Haigh  
Don Randall  
Lucy Sandford  
Mark Scott  
John Simpson  
Richard Woolford

**Enquiries:** George Fraser  
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Lunch will be served in the Guildhall Club at 1pm

**John Barradell**  
Town Clerk and Chief Executive

# AGENDA

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**  
To agree the minutes of the meeting held on 12 June 2017  

(Pages 1 - 8)
4. **OUTSTANDING REFERENCES**  
Report of the Town Clerk.  

(Pages 9 - 12)
5. **CASE REVIEW FOLLOWING A SERIOUS INCIDENT**  
Report of the Head of Community Safety Team  

**For Decision**  
(Pages 13 - 22)
6. **PREVENT**  
Report of the Head of Community Safety Team  

**For Information**  
(Pages 23 - 36)
7. **SAFER CITY PARTNERSHIP STRATEGY & ASSESSMENT**  
Report of the Community Safety Manager.  

*[This report was unavailable at the time of agenda publication, and will be circulated separately.]*

**For Information**
8. **COMMUNITY SAFETY TEAM UPDATE**  
Report of the Community Safety Manager  

**For Information**  
(Pages 37 - 40)
9. **CITY OF LONDON POLICE UPDATE**  
Report of the City of London Police  

**For Information**  
(Pages 41 - 50)
10. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**  
Report of the Director of Markets & Consumer Protection

**For Information**  
(Pages 51 - 62)

11. **CCM AND TRAINING UPDATE**  
Report of the Community Safety Manager

**For Information**  
(Pages 63 - 68)

12. **HEALTH AND WELLBEING VERBAL UPDATE**  
Director of Community & Children's Services to be Heard

**For Information**

13. **ONE SAFE CITY VERBAL UPDATE**  
The Commissioner of Police to be heard

**For Information**

14. **LONDON FIRE BRIGADE VERBAL UPDATE**  
The Borough Commander to be heard

**For Information**

15. **SERIOUS ORGANISED CRIME BOARD VERBAL UPDATE**  
The Chairman of the Serious Organised Crime Board to be heard

**For Information**

16. **CITY PROBATION VERBAL UPDATE**  
The Senior City Probation Officer to be Heard

**For Information**

17. **ANY OTHER BUSINESS**

**For Information**

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## SAFER CITY PARTNERSHIP STRATEGY GROUP

Monday, 12 June 2017

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

### Present

#### Officers:

Jon Averbs	-	Markets & Consumer Protection Department
Bob Benton	-	City Business Representative
Eric Beckford	-	City Probation Service
Andrew Carter	-	Director of Community and Children's Services
George Fraser	-	Town Clerk's Department
Gary Griffin	-	Chamberlain's Department
Jane Gyford	-	City of London Police
Carl Locsin	-	Public Relations Office
David MacKintosh	-	Town Clerk's Department
Inspector Hector McKoy	-	City of London Police
David Maher	-	NHS City and Hackney CCG
Alex Orme	-	Town Clerk's Department
Chris Pelham	-	Community and Children's Services
Louise Ratcliffe	-	City of London Police
Lucy Sandford	-	Partnership for Young London

#### 1. **APOLOGIES**

Apologies were received from the Chairman, Deputy Chairman, Steve Presland, Peter Dunphy and Don Randall.

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

Lucy Sandford declared to the Group her involvement as the Police Committee lead for the Community Engagement and Anti-Social Behaviour Special Interest Groups.

#### 3. **MINUTES**

[RESOLVED] – That the minutes of the last meeting be approved as an accurate record.

#### 4. **OUTSTANDING ACTIONS**

The Group received a report of the Town Clerk summarising actions outstanding from previous meetings. The following update was noted:

- Street Pastors: Was now being developed under the “Street Angels” banner and would be launching training in July. The CST manager was supporting the training process. An update on this would be provided at the next meeting in September.

[RESOLVED] - That the report be received and all outstanding actions be discussed.

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

The Group received a report of the Assistant Director of Community & Children's Services summarising the activities of the Domestic Abuse & Sexual Violence Forum with particular focus upon the new 2017-2019 Action Plan.

The Director of Community & Children's Services highlighted the recent work carried out on Domestic abuse.

The Director of Community & Children's Services explained that the Domestic Abuse & Sexual Violence Forum is currently in an interim period, and there hasn't been a MARAC over the last 6 month period. A directory of all services is currently being compiled, and is expected to be ready by the next meeting of the Group in September. (1)

[RESOLVED] – That the report be received.

6. **ONE SAFE CITY UPDATE**

The Group received a verbal update from T/Commander Gyford on the One Safe City Programme.

The Commissioner explained that previously there had been three projects: Joint Contact and Control Room (JCCR), Ring of Steel and Safer Communities Project. However, as there were gaps between these three individual projects the scope of the programme was adapted to cover the following five projects:

1. Digital Ring of Steel
2. Joint Contact and Control Room
3. Safer Communities – CCTV Hardware
4. Future technology (Facial Recognition etc.)
5. Physical Infrastructure

The T/Commander Gyford explained that a clear and robust business case had been commissioned for each project that would cover HR and costings etc., and in each case a project executive would be appointed. The *One Safe City* working party would now need to be consulted, the *One Safe City* programme would be officially closed and all relevant action taken up within the *Secure City Programme*. The Commissioner advised that the Force were planning to bring a full report on the Programme to the Police Committee in September.

The Director of Port Health raised concerns over the lack of feedback from work achieved under the previous regime of the *One Safe City* programme, and highlighted the importance of updates on the programme and its outcomes. T/commander Gyford explained that there is a closedown report on the Safer Communities project due to be submitted to the September meeting of the Police Committee (2) , but no others; Programmes such as the JCCR had many dependencies that need to be mapped out so that these projects can be taken forward effectively. The Commissioner explained that due to the lack of

clarity over the issues within the *One Safe City* programme the workload had become unstructured.

The Commissioner explained that under the new programme proposal requirements have been laid out and a project report will be produced. There is a need for a documented business case “as is” for each project, with performance measures clearly defined. There will then need to be very strict governance in place.

[RESOLVED] – That the Commissioner be heard.

## 7. **OUTCOME OF INFORMATION SHARING WORKSHOPS**

The Group received a report from Gary Griffin detailing the outcomes of Information Sharing Workshops in reference to the sharing of information within the City of London Corporation’s internal departments, with its external partners, and also with the City of London Police.

He explained that the key areas of focus at the last workshop were vulnerability and anti-social behaviour. It was explained to the Group that the topics were deemed too wide ranging, and that the workshops developed into a format of one-on-ones as a result, which proved significantly more productive. It was explained that the topic of anti-social behaviour and its relationship with issues surrounding housing provided noteworthy discussion points. It was also explained that crimes such as shoplifting were linked to vulnerability through patterns of behaviour.

It was also explained that one of the perceived lessons learned from the workshop was that the use of “scenarios” format led to a relatively narrow focus, producing a limited range of practical solutions.

The Chairman asked if there was an information sharing protocol currently in place. The Safer Communities Project Manager explained that although there was a protocol in place, though this does not necessarily confirm that information gets shared. It was explained that there is an initial difficulty in identifying the information that needs to be requested, which in turn leads to a lack of information sharing even if there is nothing explicitly prohibiting it. The Safer Communities Project Manager explained that there was currently an information sharing agreement that has been drawn up and sent to solicitors for editing. Once this has taken place, the agreement will provide the necessary mandate to question any refusal to share information that takes place.

A member of the Group asked for confirmation of who had been assigned to complete the recommendations as mentioned within the report. The Safer Communities Project Manager explained that they were currently going through the list closing down recommendations and confirming in each case with the relevant team being notified. The Safer City Partnership Group would be updated on the progress of this. (2)

[RESOLVED] – That the report be received.

**8. PREVENT STRATEGY 2017**

Members considered a report of the Community Safety Team Manager that provided an update on multiple issues that had not been previously addressed.

The Community Safety Team Manager alerted Members to an error within the cover sheet of the report stating that this was submitted to the Group “For Information”. It was confirmed that the report, in terms of the Prevent strategy for 2017/18, was in fact due for decision by the Group.

The Community Safety Team Manager explained that recent events had seen a significant increase in workload around monitoring community tensions and concerns. This was an area of work unlikely to diminish in the short term and that required some additional development.

The Chairman referenced LFBs “visual audits” in which those working within communities identify visual causes for concern, which could include graffiti or stickers inciting hatred. The Chairman highlighted the importance of such information being fed back to Prevent/CST Manager. This highlighted the relevance of issues previously discussed with regards to information-sharing. The Chairman then asked if there had been an increase in information fed back in the light of recent events such as the numerous indiscriminate acts of violence in public spaces across the UK. The Community Safety Team Manager confirmed that there had been an increase in reporting. Members agreed that there needed to be a more robust and accessible system for reporting and sharing these kind of issues. It was suggested that there be a central hub within the City of London Corporation that records these findings from each of the partners within the Group. The Community Safety Team Manager confirmed that at the current time, this would effectively be the role carried out by them, but would place a considerable additional burden on the team given its current capacity.

A member asked if there was a workshop available to teach individuals the correct methods for feeding back and contacting Prevent, as well as looking out for signs in public spaces. The Community Safety Manager explained that there had been a lot of work in this area with WRAP (Workshops Raising Awareness of Prevent) training available to staff, local education establishments and businesses within the City of London. The Community Safety Team Manager explained however, that there was still a lot more work needed to be done with businesses and that there are plans to develop e-training materials.

With respect to the draft Prevent strategy presented for approval the Director of Community & Children's Services raised a concern about the omission of explicit references to health bodies. The Community Safety Team Manager acknowledged the value of including a section setting out links to health and this would be included in a revised version of the document (3).

[RESOVLED] – That the report be received.

**9. CITY OF LONDON POLICE UPDATE**



The Group received a report of the Commissioner of Police updating them on the City of London Police's activities in the period between 1<sup>st</sup> January and 31<sup>st</sup> March 2017.

The Commissioner explained that had been a decrease in violent crime since last year, and as this is in contrast to the overall trend for London, this was very positive. However, the Commissioner explained that there was a significant increase in Acquisitive crime since last year, and this was attributed in part to an increase in thefts by those on stolen mopeds. The Chairman asked for reassurance that these specific crimes are being targeted with a response from the CoLP.

The Commissioner explained that perpetrators who act in gangs were acquiring mopeds in surrounding London boroughs and entering the City perimeters to commit theft. Collaboration with the Metropolitan Police Service (MPS) in order to acquire information about where these individuals are living or are based has therefore been of central importance when tackling this issue, and is set to increase following a further report. The Commissioner also explained that measures such as increased lighting, studying technology timelines (e.g. release dates of new iPhones etc.) and raising awareness of those being targeted (e.g. taking your phone out in key target areas) have been taken in response to the issue.

However, it was explained by the Commissioner that prevention remains the imperative, and the gang element is a cause of significant concern as it demands more substantial knowledge. It was explained that there is a weekly briefing of the CoLP that includes the faces of the top ten "known nominals" who are thought to be involved. A Member asks for clarification in reference to the issue of premise licence holder responsibility surrounding installation of CCTV to prevent these thefts. The Commissioner explains that although this could be feasible for premises with large customer numbers and revenue, for smaller premises this is just not practical financially. The Director of Community and Children's Services asked for information on what in terms of engagement is occurring with "known nominals", as is able to pass this information on to C&CS to increase cooperation. The Commissioner agreed to feed this information back to the Group. (4).

The chair asked for an explanation of the causes behind a rise that has occurred in anti-social behaviour (ASB). The Commissioner explains that there has been a significant change in the methods used to report ASB which has led to a rise in the figures. The chair asks if there is a problem with ASB itself, or rather with the perception of ASB. The Community Safety Team Manager explained that standardised reporting methods are an immediate imperative in order to get a better picture of ASB.

[RESOLVED] – That the report be received.

10. **LONDON FIRE BRIGADE UPDATE**

The Group heard a verbal update from the Borough Commander of the London Fire Brigade on its recent notable activity.

The Commander explained that everything was currently as expected, with reported fire incidents at normal levels.

[RESOLVED] That the Borough Commander be heard.

11. **COMMUNITY SAFETY TEAM UPDATE**

The Group received a report of the Community Safety Team Manager providing an update on activity by the Community Safety Team.

The Community Safety Team Manager explained that rising acquisitive crime figures were a particular concern. This may be an area where the perceived safety of the City is a contributory factor. Given the high volume of acquisitive crimes it plays a significant role in the City's overall crime figures.

The Director of Port Health and Public Protection provided an update from the last Serious and Organised Crime Board meeting to the Group. He explained that acquisitive crime had been a significant topic of discussion. On the topic of the Serious and Organised Crime Board the Chairman explained that the national strategy sets out priority areas for work, and that we in the process of discussing these at monthly meetings. Once each area had been considered the City of London would be able to determine which areas it should focus on/

On staffing the Community Safety Team Manager explained that one of the two Community Safety Team Officer posts within the Team has been vacant since February, and this has put additional pressure on the output of the team. It was hoped this situation would be resolved shortly.

The Commissioner of Police explained to the Group the work on suicide prevention in the form of a "street triage" in which nurses come out to carry out short assessments on individuals had been very positively received. The chairman asked who was funding this initiative. The Commissioner confirmed that this was funded primarily by the CoLP with support from Clinical Commissioning Groups (CCGs). This followed on from the successful trialling of a combination of a bicycle paramedic alongside a bicycle police officer over the Christmas period.

[RESOLVED] – That the report be received.

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

The Group received a report of the Director of Markets and Consumer Protection updating Members on recent activities of the Public Protection Service.

The Director of Markets and Consumer Protection explained to the group that work is ongoing to deter illegal street sellers, with ice cream vans virtually eliminated from the Square Mile through persistent action, though nut sellers remain in some locations, as do map sellers on the Millennium Bridge.

It is also noted that within the report summary, the text should read “24/7” when referring to the Noise complaints service working hours.

[RESOLVED] – That the report be received.

13. **SAFER CITY PARTNERSHIP STRATEGY 2017-18 [TO FOLLOW]**

*This report was unavailable at the time of publication and was due to be circulated separately.*

The Community Safety Team Leader explained that this report would be completed and circulated as soon as possible prior to the next meeting of the Group (5). He outlined the proposed priorities for the year ahead as being:

- **Supporting the Counter Terrorism Strategy Through Delivery of the Prevent Strategy** - to challenge radicalisation of vulnerable people and reduce the threat posed to the City and more closely support our communities.
- **Violence Against the Person** – to protect those who work, live or visit the City from crimes of violence.
- **Acquisitive Crime** – we will work to protect our residents, workers, businesses and visitors from theft and fraud.
- **Night Time Economy Crime and Nuisance** – to ensure the City remains a safe place to socialise.
- **Anti-Social Behaviour** – to respond effectively to behaviour that makes the City a less pleasant place.

These built on the previous year’s work, reflected current concerns and also demonstrated the potential to benefit from partnership approaches.

[RESOLVED] – That the Community Safety Team Leader be heard.

14. **SAFER CITY PARTNERSHIP ANNUAL ASSESSMENT 2016-17 [TO FOLLOW]**

*This report was unavailable at the time of publication and was due to be circulated separately.*

The Group agreed that this report needed to be delivered as soon as possible. (6)

[RESOLVED] - That the Safer City Partnership Annual Assessment be delivered as soon as possible.

15. **ANY OTHER BUSINESS**

A question was raised about the funding allocation of the “Security Levy”, which had been identified within the One Safe City work. It was agreed for this information to be sought and fed back following the meeting. (7)

16. **EXCLUSION OF THE PUBLIC**

[RESOLVED] – That Item 17 does not meet the requirements to be marked as non-public, and therefore can be received as part of the public agenda for this meeting.

**17. CITY COMMUNITY MULTI-AGENCY RISK ASSESSMENT CONFERENCE (CCM) REVIEW**

The Group received a report of the Community Safety Team Manager that reviewed the first year of the City Community Multi-Agency Risk Assessment Conference (CCM).

The Community Safety Team Manager explained that as information sharing is an issue, the CCM is useful in providing a platform for this. However, it should also be noted that there is not sufficient IT infrastructure to best facilitate information storage and sharing.

The Chairman explained that there had been discussions about combining the CCM with the Domestic violence MARAC, though it was decided that this would not be useful or relevant. A Member raised concern over the importance of having effective information sharing protocols and processes.

A Member questioned whether those making repeated suicide attempts were being monitored appropriately, and asked for an explanation of how data on this is stored. The issue of the careful use of terminology in respect to those attempting or threatening suicide was also raised. The Community Safety Team Manager agreed with this point and provided assurance that wherever possible there were links to individual's mental health providers. It was an area which would continue to develop and be regularly reported back on. (8)

[RESOLVED] – That the report be received.

**The meeting closed at 1.07 pm**

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Chairman

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**george.fraser@cityoflondon.gov.uk**

## SAFER CITY PARTNERSHIP GROUP

15<sup>th</sup> September 2017

### OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
1.	<b>12/06/17</b> Item 5 - <i>Domestic Abuse &amp; Sexual Violence Forum Quarterly Report</i>  Directory of Services	A directory of all the services provided by the Domestic Abuse & Sexual Violence Forum to be compiled and completed.	Director of Community & Children's Services	<b>DUE</b>  - <b>Draft to be tabled at September meeting</b>
2.	<b>12/06/17</b> Item 6 - <i>One Safe City Update</i> Item 7 - <i>Outcome of Information Sharing Workshops</i>  Safer Communities Project Recommendations	To ensure that the recommendations from the Safer Communities Project are all completed or assigned appropriately, and the Safer City Partnership group is updated on this.  A closedown report to be submitted to the next meeting.	Safer Communities Project	<b>DUE</b>  - <b>Report due September 2017</b>
3.	<b>12/06/17</b> Item 8 - <i>Prevent Strategy</i>  References to Health in Strategy	To include a section highlighting links to health in the revised version of the Prevent Strategy 2017.	Community Safety Team Manager	<b>COMPLETE</b>  - <b>Report submitted to 15/09/17</b>
4.	<b>12/06/17</b> Item 9 - <i>City of London Police Update</i>	CoLP to feedback information to Group on work done on engagement with "known nominals" in reference to rise in acquisitive crime.	CoLP	<b>COMPLETE</b>  - <b>Information circulated to members</b>

No.	Meeting Date & Reference	Action	Owner	Status
	Engagement with "known nominals"			on 31/07/17
5.	<b>12/06/17</b> Item 13 - <i>Safer City Partnership Strategy 2017-18</i>  Safer City Partnership Strategy Report	To produce and circulate Safer City Partnership Strategy 2017-18 report to Group.	Community Safety Team Manager	<b>DUE</b>  - <b>David Mackintosh report to follow</b>
6.	<b>12/06/17</b> Item 14 - <i>Safer City Partnership Annual Assessment 2016-17</i>  Safer City Partnership Annual Assessment Report	To produce and circulate Safer City Partnership Annual Assessment Report 2017-18 to Group.	Community Safety Team Manager	<b>DUE</b>  - <b>David Mackintosh report to follow</b>
7.	<b>12/06/17</b> Item 15 - <i>Any Other Business</i>  "Late Night Levy" and "Security Levy" clarification	To clarify to Member on the allocation of funds to community policing/safety/prevent/ wider community initiatives.	Chamberlain	<b>COMPLETE</b>  - <b>Information sent to member on 22/08/17</b>
8.	<b>12/06/17</b> Item 17 - <i>CCM Review</i>  Monitoring of individuals repeatedly attempting suicide	To provide updates on developments in monitoring of individuals that have been known to attempt suicide on repeat occasions	Community Safety Team Manager	<b>COMPLETE</b>  - <b>Report submitted to September meeting</b>

No.	Meeting Date & Reference	Action	Owner	Status
9.	<b>23/09/16</b>  Tackling Violent Crime – Late Night Parking Enforcement	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.	Jon Avern (Kay English – Dept. Built Environment)	<b>ONGOING</b>  - Update from DBE circulated to Members on 07/09/17
10.	<b>23/09/16</b>  Street Pastors (“Street Angels”)	The scheme is now live and has been renamed “Street Angels”.  Training is set to launch on 14 <sup>th</sup> July 2017.	City of London Police – Hector McKoy	<b>COMPLETE</b>
11.	<b>14/11/16</b>  Health and Wellbeing Update	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).  The next update would focus on Drug & Alcohol.	Jeanne Barnard/Sarah Thomas	<b>DUE</b>  - Report due 05/09/17
12.	<b>14/11/16</b>  Resident Engagement	Officers to engage with the relevant ward members to increase engagement in the sessions. A verbal update will be provided at the meeting.	David Mackintosh	<b>ONGOING</b>
13.	<b>14/11/16</b>  Serious Organised Crime Board	To provide regular updates at the Group meeting.	John Simpson	<b>ONGOING</b>
14.	<b>14/11/16</b>  Community Safety Monitoring	To update on Community Safety Monitoring via work plan	David Mackintosh	<b>OUTSTANDING</b>

**Safer City Partnership meeting dates for 2017**

**all meetings at 11am**

15 September 2017

3 November 2017



<b>Committee(s)</b> Safer City Partnership	<b>Dated:</b> 15 September 2017
<b>Subject:</b> Case Review Following a Serious Incident: Home Office response and final outcome	<b>Public</b>
<b>Report of:</b> David MacKintosh Head of Community Safety	<b>For Decision</b>

## Summary

In October 2015 a City resident died whilst in a relationship. City of London Police launched an investigation due to the nature of the incident.

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

A Domestic Homicide Review Panel commenced however the protocol for a DHR ceased to apply in June 2016 and the name of the Panel changed the name of the review to 'Case Review Following a Serious Incident'.

The Panel produced a report outlining learning for the Corporation, signed off by the SCP in September 2016 and sent it to the Home Office for review by their Quality Assurance Panel.

On 23 May 2017, the Home Office Quality Assurance Panel met. This report details the response from their review and actions for the SCP.

The Committee are asked to:

- a) Read the comments and considerations from the Home Office Quality Assurance Panel and agree the response;
- b) Agree to publish the outcomes of the Case Review Following a Serious Incident, via the Safer City Partnership papers, on the City of London Corporation website;
- c) Review the progress of the action plan for implementing the learning recommendations created by the Case Review Following a Serious Incident Panel, found in Appendix 1.

## Main Report

1. On 23 May 2017, the Home Office Quality Assurance Panel met and reviewed the report sent by the Safer City Partnership.
2. The Panel concluded the report was well written, clear and good practice was identified. In particular, the Panel commended the Corporation's decision to continue the review despite the verdict concluded by the Coroner.
3. The Panel stated some aspects of the report could benefit from more analysis and suggested the following considerations for the Safer City Partnership:
  - a. Given there was no evidence of foul play in relation to the death, the Panel felt it may help to contextualise the review if there was a brief explanation at the beginning of the report of why the Domestic Homicide Review was converted into a Case Review Following a Serious Incident;
  - b. The structure of the report does not adhere to the format suggested in the statutory guidance and this made the narrative difficult to follow. Combining the chronology rather than repeating events through the agency would have allowed the reader to more easily follow the sequence of events;
  - c. The Panel felt that the section in the report which considers barriers to accessing services could have been wider in scope than just language. For example, discussion on cultural issues affecting immigrants perceptions of, and access to, services could have identified additional learning and may have highlighted additional risk factors associated with these barriers;
  - d. It may assist the readers' understanding if there was more analysis on the risk assessments undertaken by the police which identified the deceased as standard risk on three separate occasions;
  - e. Please review the recommendations as the report contains 11 whereas the plan lists 12.
4. The Community Safety Team liaised with Standing Together Against Domestic Violence and the Chair who conducted Review Panel and authored the report to the Home Office.
5. The following table details the Community Safety Teams response to the Home Office considerations:

Home Office consideration	Lead Agency	Response from the Corporation
Contextualise the review producing a brief explanation at the beginning of the report of why the Domestic	Standing Together Against	A concern was raised by the Case Review Panel Chair that to take this consideration

<p>Homicide Review was converted into a Case Review Following a Serious Incident.</p>	<p>Domestic Violence</p>	<p>forwards could potentially identify the parties involved and the case under review was not a homicide.</p> <p>For this reason the text in the report will remain as it is written.</p>
<p>Consider changing the structure of the report to the format suggested in the statutory guidance.</p>	<p>Standing Together Against Domestic Violence</p>	<p>The structure of the report that was used followed the same layout as previous reports authored by the Chair.</p> <p>This consideration will be noted as a learning point for future reference.</p>
<p>The section on barriers to accessing services could have been wider in scope than just language. For example, discussion on cultural issues affecting immigrants' perceptions of, and access to, services could have identified additional learning and may have highlighted additional risk factors associated with these barriers.</p>	<p>Standing Together Against Domestic Violence</p> <p>Domestic Abuse &amp; Sexual Violence Forum</p>	<p>This was addressed in sections 3.7.2 and 4.1.3 of the Panel report.</p> <p>This consideration will be taken forward by the City of London Domestic Abuse and Sexual Violence Forum who will be reviewing text to be inserted in all domestic abuse policies at its meeting on 22 September.</p>
<p>To assist the readers' understanding, offer more analysis on the risk assessments undertaken by the police which identified the deceased as standard risk on three separate occasions</p>	<p>Standing Together Against Domestic Violence</p>	<p>The risk assessments relating to this case were all standard risk which means, at the time, the individual and their information would not have been shared with other agencies.</p> <p>Since the time when those risk assessments were conducted, the City of London Corporation and City of London Police have reviewed the processes and thresholds in relation to the Multi-Agency Risk Assessment Conference (MARAC). Under the current protocol, a MARAC referral would be made based on the individual being a</p>

		repeat victim.  The MARAC Operating Protocol has been communicated to all MARAC members.
Review the recommendations as the report contains 11 whereas the plan lists 12	Community Safety Team	This was a clerical error where recommendation 4 (which has two parts) was separated for clarity to the reader however a formatting oversight allowed the creation of two recommendations (4 and 5) where there should have been just one.

### Next steps

6. This paper detailing the outcome of the Case Review Following a Serious Incident will be published on the City of London website and a copy of the URL will be sent to the Home Office.
7. The Domestic Abuse & Sexual Violence Forum will deliver the remainder of the Safer City Partnership Case Review Action Plan through its Forum meeting on 22 September.
8. All Corporation and Police policies relating to domestic abuse will have clear advice included in them on how to provide accessible services. This advice will be reviewed and signed off at the September Forum.

### Decisions

9. The Committee are asked to:
  - a) Read the comments and considerations from the Home Office Quality Assurance Panel and agree the response;
  - b) Agree to publish the outcomes of the Case Review Following a Serious Incident, via the Safer City Partnership papers, on the City of London Corporation website;
  - c) Review the progress of the action plan for implementing the learning recommendations created by the Case Review Following a Serious Incident Panel, found in Appendix 1.

For more information on any matters in this paper contact:

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

Appendix 1: Safer City Partnership Case Review Action Plan – **SEPTEMBER 2017** update

Recommendation	Lead Agency	Work to date	Target date	Status
<p>1. Victim Support, City of London Police and the City of London Corporation Domestic Abuse Coordinator to agree a process for domestic abuse referrals from Police to Victim Support.</p>	<p>Victim Support, City of London Police</p>	<p>Victim Support reviewed all cases that had come from City of London Police to their main service rather than to the Vulnerable Victim Advocate. There was one case that was identified and they have been offered the support of the VVA.</p> <p>In order to refer a case from City of London Police to the VVA, consent is required. For those cases where consent is not given by victims then a list of pan-London and national support services are provided.</p>	<p>February 2017</p>	<p>Complete</p>
<p>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.</p> <p>To identify what action is (or should be) taken when PPU Officers have concerns over a victim's safety when withdrawal statements are made.</p> <p>To make a report on</p>		<p>This information will come to the Domestic Abuse and Sexual Violence Forum from March 2017, along with data from other departments and services to provide a holistic view of victims and their needs in the City.</p>	<p>March 2017</p>	<p>Complete</p>

<p>the findings to the Safer City Partnership, via the Domestic Abuse &amp; Sexual Violence Forum.</p>				
<p>3. When Victim Support report to the Safer City Partnership on the progress of their recommendations, to include in those reports the outcomes of the recommendations and their effectiveness (or what further action is being taken if not effective).</p>	<p>Victim Support</p>	<p>The method for capturing and delivering this information has already been created by Victim Support.</p> <p>This information will start to come to the Domestic Abuse and Sexual Violence Forum from March 2017, along with data from other departments and services to provide a holistic view of victims and their needs in the City.</p>	<p>February 2017</p>	<p>Complete</p>
<p>4. Domestic Abuse &amp; Sexual Violence Forum to hold a discussion on which agencies collect, and use, individual's email addresses when they are known to be victims/survivors of domestic abuse.</p> <p>To agree a common, safe approach to the use of a victim's email</p>	<p>City of London Domestic Abuse &amp; Sexual Violence Forum</p>	<p>This will be delivered as part of a safer communication workshop at the City of London Domestic Abuse &amp; Sexual Violence Forum on 22 September 2017.</p> <p>A good practice brief will be developed using the expertise of our membership and be distributed to service providers in the City.</p> <p>The outcome of this workshop will be reported to the SCP at the December Committee.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

addresses for contact.				
<p>5. Homelessness and rough sleeping team to share the learning from this Review (anonymously) that, where the team becomes aware an individual is at risk from a perpetrator of domestic abuse that staff take action in relation to that individuals safety; through contact with the Police, other Corporation departments, or the Corporation Domestic Abuse Coordinator.</p>	<p>Department of Community and Children's Services</p>	<p>This has been achieved with the delivery of the City of London domestic abuse referral pathway which is used by staff in the Homelessness and Rough Sleeping Team.</p>	<p>January 2017</p>	<p>Complete</p>
<p>6. Domestic Abuse Forum 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</p>	<p>City of London Domestic Abuse &amp; Sexual Violence Forum</p>	<p>This will be delivered as part of a safer communication workshop at the City of London Domestic Abuse &amp; Sexual Violence Forum on 22 September 2017.</p> <p>A good practice brief will be developed using the expertise of our membership and be distributed to service providers in the City.</p> <p>The outcome of this workshop will be reported to the SCP at the December Committee.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

result of the review.				
7. Safer City Partnership to ensure that the planned work to engage local businesses on their response to domestic abuse incorporate the learning from the review in relation to need for specific domestic abuse HR policies that also include responses to agency staff.	City of London Domestic Abuse & Sexual Violence Forum	In order to progress this, the action has been included in the City of London Domestic Abuse & Sexual Violence Action Plan and will be taken forward using DCCS and Police Communications Teams.	January 2017	Complete
Safer City Partnership to establish the demographics of the resident population and review planned communications material and messages to ensure that messages are developed that are inclusive of the perspectives and needs of minority ethnic populations.	Community Safety Team	Local demographic data has been included in the City of London Violence Against Women and Girls strategy. This will be used when developing all campaign material linked to VAWG in the City.	March 2017	Complete



<p>To utilise existing research, and specialist service expertise, to support this.</p>				
<p>9. 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.</p> <p>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 departments to report to the Safer City Partnership on how their policies cover this.</p>	<p>City of London Domestic Abuse &amp; Sexual Violence Forum</p>	<p>This has been included in the Domestic Abuse &amp; Sexual Violence Strategic Action Plan 2017-19.</p> <p>Text has been drafted and will be reviewed by the City of London Domestic Abuse and Sexual Violence Forum before being inserted in all City of London Corporation and Police domestic abuse policies with an explanation to staff to its relevance and impact.</p> <p>The finalised text will be reported to the SCP at the December Committee through the Forum quarterly report.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

<p>10. Domestic Abuse and Sexual Violence Forum will provide an update 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/O's.</p>	<p>Community Safety Team, City of London Police</p>	<p>Training on DIY injunctions have been organised within the Department of Housing for staff to attend. This training will commence in December 2017.</p> <p>The Forum will continue to provide updates on training to the Safer City Partnership via its quarterly report.</p> <p>The Head of Public Protection carries out an analysis of Domestic Violence Protection Notices/Orders on a quarterly basis as part of their regular reporting to the Domestic Abuse and Sexual Violence Forum.</p>	<p>March 2017</p>	<p>With existing reporting mechanism in place from the Forum to the SCP Committee - this action is complete</p>
<p>11. 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.</p>	<p>Community Safety Team</p>	<p>The Information Sharing Protocol used by the Safer City Partnership is currently under development with the City of London Comptrollers.</p> <p>A verbal update will be given at the Committee meeting on 15 September.</p>	<p>March 2017</p>	<p>Completion date outstanding</p>

# Agenda Item 6

<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	September 2017
<b>Subject:</b> Prevent	<b>Public</b>
<b>Report of:</b> Head of Community Safety	<b>For Information</b>
<p><b>Summary</b></p> <p>This report informs members of the newly developed Prevent product for the business community and explains why it was needed and its development</p> <p>It also set outs planned activity in relation to City of London Corporation staff.</p> <p>Attached is the finalised Prevent Strategy for 2017/18, agreed (subject to amendments) at the meeting of 12 June.</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 help promote awareness of the Prevent activity.</li></ol>	

## Main Report

### **Prevent for Business**

1. In accordance with the City of London Prevent Strategy, the Community Safety Team with the support of the City of London Police has been working with public and partner agencies to prevent terrorism and violent extremism from taking root in the City's communities. It is our aim to safeguard individuals and institutions from all forms of terrorist ideology and work closely with partner agencies such as

schools, universities and health institutions to ensure they have the confidence and knowledge to report and respond to terrorist related concerns.

2. Given the City's unique relationship with businesses and being aware of concerns within that community we have provided a number of WRAP (Workshops to raise awareness about Prevent) to this sector. Although businesses are not subject to the same legal duty to prevent people from being drawn into terrorism as public bodies the reality is that a majority of our referrals are from this group.
3. The City of London has over 16,000 businesses operating within the Square Mile. City businesses continue to flourish and we are seeing firms from a wider range of professional, scientific and technical services establishing themselves in the City. There has also been a significant increase in the hospitality sector with a rapid growth in hotels and the emergence of a significant night time economy. There has been a steady increase in enquiries and referrals concerning Prevent from the business community.
4. Some businesses expressed concern about making referrals and how it could damage their reputation. From a business perspective they want to know how best to communicate the importance of the statutory Prevent duty to staff, train staff to understand radicalisation, as well as manage risk and offer support to demonstrate their duty of care.
5. Without Prevent awareness training, businesses may fail to identify radicalisation which in turn could lead to fewer referrals and so increase risk.
6. Whilst the current Home Office produced WRAP product provides useful information about the referral process it is very much aimed at local authorities and public bodies. Conversation with representatives from a number of companies indicated a clear desire to engage with Prevent but also a wish for something more orientated towards the business environment.
7. In response to this feedback we have, with the support of City of London Police, developed a bespoke product to help promote awareness of Prevent amongst the City business community and help them to train their staff to understand and recognise extremism and know how to respond.

### **Designing the product**

8. A bespoke product that meets the needs of the business community would provide:
  - An understanding of Prevent and referral pathways.

- Be able to explore practical ways of implementing Prevent in the business community.
  - Increased awareness of the Prevent strategy and positive engagement with the business community.
9. A workshop was held involving a range of business representatives from HR and Security departments to discuss their needs in this area. At the same time existing good practice around Prevent was shared. This event gave us an insight into need and the growing demand.
  10. As a result this product has been developed that looks at the range of extremist threats in a way we hope businesses can relate to. It makes use of a range of eight quality case studies which we have had scripted and filmed. The product is provided on USB flash drive and accompanied by a trainer's handbook to help support the films.
  11. The product is being launched on 19 September where we will be running a 'train the trainer' workshop for business facilitators. Our intention is to trial the product for six months. The purpose of this workshop will be to launch the new product and demonstrate its use so that it can be trialled by business trainers for six months. In addition to gathering feedback to help improve the product we will also be exploring options to retain some level of control over its use, not least to ensure we know how many people are utilising it.

### **City of London Corporation Staff Training**

12. In the coming months we will deliver four separate, face to face, WRAP sessions for all City of London Corporation HR staff. The sessions will be taking place on 23 and 30 October and 3 and 27 November.
13. Over the autumn we will update the on line WRAP training resource for Corporation staff. This should allow us to move towards a process where not only all staff are aware of WRAP but we are able to audit and demonstrate this. Face to face training will still be provided for key departments and upon request. These sessions will also be available to our local education institutions.

### **Prevent Strategy 2017/18**

14. Members will recall that the strategy for the coming year was agreed at the last meeting subject to specific amendments. These have been made and the strategy is attached for information. The strategy has been sent to Corporate Prevent leads and is now being shared with other relevant colleagues. A work

plan to support monitoring of progress is under development and will come to the next meeting

**David MacKintosh**

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# City Prevent Strategy

2017 - 18



# 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



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 aid 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 'Safeguarding in the City' 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.

We shall also continue to identify opportunities to disrupting individuals or organisations who are seeking to promote extremism, for example by making it harder for them to access and book meeting venues.

### **Engaging with Corporate staff**

All departments within the City of London Corporation have a role in helping deliver or support the Prevent agenda. It is for this reason we have developed a network where each department has a designated Prevent lead.

We asked these 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 Workshops Raising Awareness of Prevent (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. Feedback clearly shows

communities want to work with us across a range of issues and there are obvious benefits in improving two way communications.

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

We are developing strong and constructive relationships with our resident and community 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 Women'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.

These links will also help ensure we can provide appropriate advice and guidance during periods of heightened concern or following a major incident and strengthen communities' confidence in terms of reporting concerns and issues to us.

### **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 health providers

People vulnerable to being radicalised will often come to the attention of services and agencies providing health care. They will also have an important role in helping address an individual's vulnerability. This is especially the case with regard to mental health services. NHS Trusts and NHS Foundation Trusts are specified authorities under the Counter-Terrorism and Security Act 2015 and have their own systems by which Prevent is incorporated within their safeguarding structures and training. However, while we enjoy links to our main NHS partners we recognise there is more we can do to support and complement each other's work.

### What we are going to do

We will establish a network of our key NHS based Prevent contacts to allow for joint working. We will also seek to extend our reach out into the broader health field, including voluntary and community organisations, to ensure that practitioners and other staff know how to act upon concerns and are kept informed of developments within the City of London.

## 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

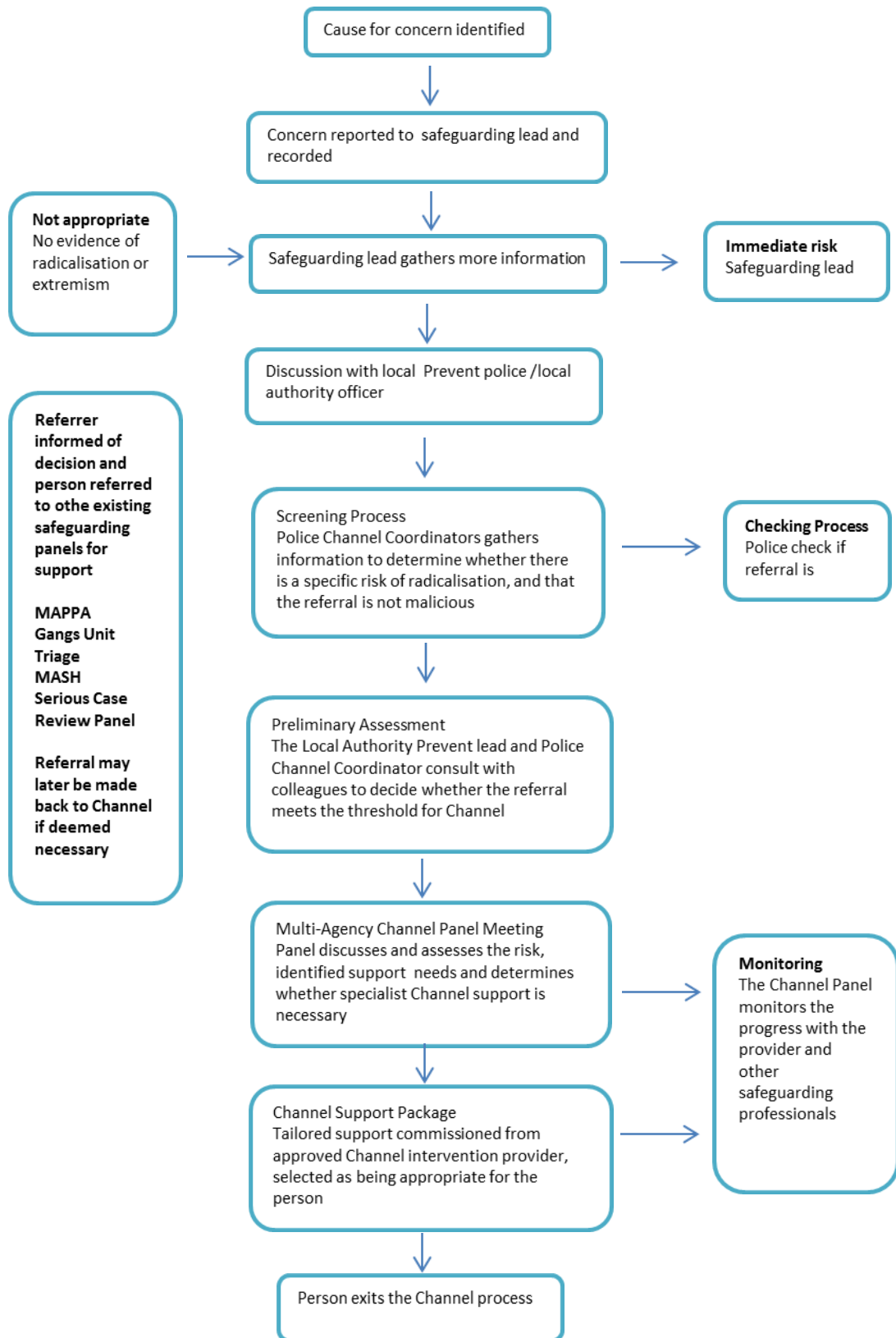
Channel is an early intervention multi-agency panel designed to safeguard vulnerable individuals from being drawn into extremist or terrorist behaviour. The Panel works with local partners to ensure that individuals of any age at risk of extremism receive appropriate support. Channel is a voluntary process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

(See flow chart on page 9)

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

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

# The Channel Process flow chart





<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	15 September 2017
<b>Subject:</b> Community Safety Team Update	<b>Public</b>
<b>Report of:</b> Head of Community Safety Team	<b>For Information</b>
<b>Summary</b>	
To update SCP members on activity by the Community Safety Team not otherwise addressed	
<b>Recommendation(s)</b>	
Members are asked to note the following contained within this report.	
Community Safety Team Staffing	
City Community Multi- Agency Risk Assessment Conference (CCM)	
Prevent	
Serious and Organised Crime Board	
Forthcoming Activity	

### **Community Safety Team Staffing**

1. The Community Safety Team is now at full complement. For the last six months we have been operating a post down. However, we now have a new team member in post who brings considerable relevant experience. We have also been successful in attracting a graduate placement for six months (from 2 October) which will allow us to make progress on some of the communications and development work we have been planning for some time.

## **City Community Multi-Agency Risk Assessment Conference (CCM)**

2. For this period there is a substantive report on the City's Community Multi-Agency Risk Assessment Conference (CCM). It remains an important vehicle for managing risk and complex problems within the City. The CCM can only function effectively with the active support of all concerned partners and is often resource intensive (especially for the CST). However, it is a model which has supported the resolution of a number of long standing and persistent cases.

## **Prevent**

3. There is a substantive Prevent agenda item focussing on the new tool being developed for our business community and containing the new Prevent strategy.
4. There has only been one Prevent referral in this period.
5. FOI interest in Prevent remains significant.
6. The role of Prevent has developed. There is now a distinct expectation around community tension monitoring following major incidents or periods of heightened tension. Nationally the government is piloting an approach which significantly increases the role of local authorities. So far this has been limited to those areas where the Home Office provide grant funding.

## **Serious and Organised Crime Board**

7. The next meeting of the Serious and Organised Crime Board is scheduled to take place on 7 September and will mark the end of the process where we have examined a range of threats identified in the national strategy (including ; the supply and distribution of drugs, sophisticated theft and robbery, organised child sexual exploitation, including the sharing of indecent images of children online, human trafficking and modern slavery, fraud and other forms of financial crime, the supply of firearms or other weapons and counterfeit goods, cyber- crime and cyber-enabled crime, including on line grooming, harassment and stalking).
8. The Board will meet again in October to review all key crime areas that have been presented and rank the impact of each crime area on the City – including a gap analysis. From this we will identify a number of priority areas which will be presented to the next SCP meeting. Once agreed this will provide the basis for a programme of work which will ensure we make best use of all available intelligence and powers to tackle organised crime.
9. Members will already be aware of Operation Broadway, which sees Trading Standards and City of London Police combine to tackle investment fraud. The

intention of national government is to drive this kind of approach and extend it to other areas of criminality.

10. While the process of examining each subject area has required a considerable amount of resource it has proved a useful vehicle in developing a common understanding on a range of issues and identifying areas for partnership action.

### **Forthcoming Activity**

11. A new Z Card leaflet for the general public containing advice on personal safety, beating terrorism together, cyber- crime and other issues will be available in October. Although on line resources and apps are increasingly important it remains true that in many settings, including community engagement, physical media remains in demand.
12. The Community Safety website will be refreshed over October to maximise its functionality for people seeking advice or wishing to report issues.
13. We will be supporting Hate Crime week 14-21 October including promotion of the national vigil at Trafalgar Square and the service to be held at St Pauls (15 October). Posters and information will also be promoted in libraries and other public spaces.
14. There are three more ASB training sessions (of the seven the CST have commissioned) to run. 27 September – Courtroom Experience, 24 October – Safeguarding the Community, protecting the vulnerable, 22 November - ASB and the community. To date some 70 colleagues (from across the Partnership) have attended the sessions. They have helped support demonstrable improvements in terms of response to problems.
15. Christmas campaign. We are discussing with Public Health and City of London Police colleagues how we can support activity over the coming festive period. Discussion is ongoing with the Greater London Authority and the London Ambulance Service on involvement with any campaign they may develop.

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## **Safer City Partnership Strategy Group Review Period April – June 2017**

**City of London Police Update**

**A/Supt. Hector McKoy**

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

**31<sup>ST</sup> August 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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2015-16 (month)	77	66	72	80	78	101	64	70	71	61	67	96
2016-17 (month)	73	84	75	92	77	116	49	63	68	72	76	94

### Current Trend

#### April – June 2017, compared to Jan – March 2017

Violence with Injury Offence, Violence without Injury Offences, and Sexual Offences all experienced higher levels of offending compared to the previous quarter and compared to the same reporting period in 2016.

The highest noticeable increase is of 18 offences (+23.68%) from May 2017 to June 2017.

#### Violence with Injury

This area experienced a higher level of offending compared to the previous quarter and compared to the same reporting period in 2016.

The increase in reported offences in June 2017 can in part be attributed to the 7 Attempted Murder crimes raised as a result of the London Bridge Attack, which contributed to an increase of Violence With Injury Offence (+5 offences, +20% compared to May 2017).

#### Violence without Injury

This area experienced a higher level of offending compared to the previous quarter and compared to the same reporting period in 2016.

#### Rape/Other Sexual Offences

This area experienced a higher level of offending compared to the previous quarter and compared to the same reporting period in 2016.

There was a significant increase in sexual offences with June 2017 reporting 10 offences in comparison to May 2017 reporting 5 offences (+ 5 offences, +100%). This is the highest level of sexual offending reporting in a single month over the last year

## Licensed Premises

### Seasonally

It would normally be expected that the level of victim-based violent crime reporting daily should continue as for July (decreasing) to also be lower for August and September, before increasing in October.

### Areas of concern

Sexual offences – a problem profile on this area is currently being written. This will include looking at the incidents reported in June to understand whether there is a link or trend in reporting or whether any of the offences could have been prevented.

## Night Time Economy Crime and Nuisance

### Licensing Activity

#### Violent Crime and Anti-Social Behaviour

During this reporting period 32 violent crimes were identified as being connected with licensed premises. All of these crimes were investigated from a licensing perspective in order to establish which measures were relevant to prevent or mitigate the likelihood of repetition. These investigations involved the team visiting and working with the premises concerned.

This process was replicated for the 84 reports flagged for the attention of the licensing team because of the association or potential association of the reports with ASB connected to licensed premises.

#### Promoted Events

There were 225 promoted events held at licensed premises in the City. All these events were subject of a risk assessment process undertaken by our licensing team.

#### Interventions/Joint Working

The Licensing Team made 13 significant interventions involving working with premises operators and legal representatives in order to positively influence the management of premises. The team deployed with London Fire Brigade in support of fire safety visits. The team have conducted a joint operation together with UKBA in order to support an investigation led by that agency regarding alleged issues at a City venue. The team were represented at a Security Industry Authority 'violent crime workshop' attended by security operators from across London aimed at driving forward standards within the industry.

#### Pro-active Deployments/Reassurance

The team have led 11 deployments/operations during Night Time Economy hours to address a range of issues. Three of these deployments were in response to the Manchester terrorist attack and three in response to the London Bridge attack providing reassurance, guidance and advice to premises and operators. In total 449 premises were visited April to June. This figure is particularly high due to the level of engagement conducted in the wake of the terrorist attacks.



## Acquisitive Crime

Victim Based Acquisitive Crime

**Figure 2: Crime Statistics**

Victim Based acquisitive	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2015-16 (month)	296	247	263	261	272	299	215	245	251	285	285	263
2016-17 (month)	291	315	314	276	315	309	242	298	382	288	406	334

### Current Trend

#### April – June 2017, compared to Jan – March 2017

The main areas of increase have been the moped-enabled phone snatches and burglaries (non - dwelling). 2 prolific burglars contributed to this increase– one committed 7 offences and one committed 5 offences.

#### Changing Trends in Offending

The phone snatches increased partly due to the increase in tourists. Between April to June, more tourists were victims of phone snatches than earlier in the year.

Offences also increased as offenders targeted Minorities and Goodman’s Yard in order to steal a large number of mopeds (rather than using pedal cycles such as in January to March). Using mopeds is a quicker and more efficient way for the offenders to get close to their victim and leave the scene quickly without detection.

#### Increase

Phone snatches, the suspects are now using extreme violence such as weapons or throwing acid over victims in London boroughs, acid was thrown over 2 Metropolitan Police officers who intervened with a moped suspect. To date, City Police Force Intelligence Bureau (FIB) are only aware of one piece of Intelligence which suggests that moped suspects have been passing bottles of acid around when out riding.

There have been no acid attacks in City grounds from April to August

- 2 offences have been linked to victim’s being threatened with machetes / knives in the City
- No incidents have been linked to Tasers in the City, but many (unknown numbers) have been threatened with Tasers in the MPS.
- In the City, there have been 5 phone snatches since April to date, which have involved a form of violence.

#### Areas of concern

Mobile phone snatch offences are a continuing trend with offenders using brute force, weapons (Tasers and machetes) as well as the threat of acid attacks in order to commit offences. A media campaign may deter tourists from using mobiles in public, this can include warning posters in newspapers and on London buses.

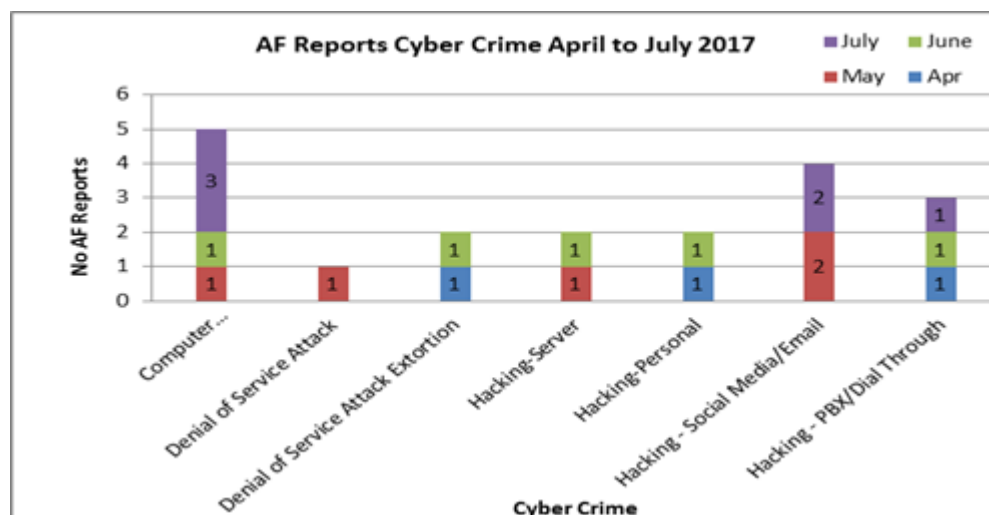
### Other areas of concern

Thefts from gyms are also a concern as two potential suspects: are currently outstanding and may be linked to the current spate of City offences 29 offences since April (to date).

### Seasonally

When the last 6 years of offending is analysed, Victim based acquisitive crime offences are expected to remain steady as a whole from August. Theft from person is predicted to reduce, however crime types such as pedal cycle thefts are predicted to increase in August. Shoplifting and other theft offences are predicted to increase over the forthcoming months.

### Cyber Crime



As can be seen from these figures, reporting of cyber-attacks remains well below the number of attacks actually occurring. These are often managed by the business themselves with IT systems able to mitigate attack attempts.

Engagement with businesses and encouragement to report is a prevention priority in this area (as well as establishing the reasons for non-reporting, aside from the reputational risk to businesses). Included is the recruitment of a new Cyber protect officer who will visit business premises.

**Increase in Reporting Trend:** We have seen reporting increase significantly over the last 3 years – the number of reports received 2016/17 was 34, increase of 13 offences compared to FY 2015/16 with 21 offences (+13, 61.9%). June and July 2017 both show 6 Action Fraud Cyber Crime reports. This is a marginal increase from 5 in May 2017 and 3 in April 2017.

Intelligence reports linked to Cyber Crime are all linked to a number of IP addresses all over UK being compromised by a cyber-attack. End of June also reported intelligence of a bank in Bishopsgate who were subjected to thousands of Distributed Denial of Service (DDoS) attacks per day. Currently their current IT security system were able to mitigate these attempts. They did not report any of these

attacks to the authorities but have expressed a willingness to produce daily or weekly summaries of the attempts for authorities to use for intelligence gathering purposes.

## Anti-Social Behaviour

### ASB figures

Anti-Social Behaviour*												
Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
2015/16	81	93	65	75	62	65	67	92	55	65	72	84
2016/17	74	97	157	173	169	159	112	136	166	130	140	139

### Proactive Operations

Operation Radstock commenced in July. This operation was based on information and intelligence from the local community in the Middlesex St. area where they raised concerns of drug dealing in the area. Communities and Partnerships Policing team investigated the concerns, running an operation taking place on Thursday 20<sup>th</sup> July targeting suspects concerned in the Possession with Intent to Supply Class A drugs.

The operation resulted in the arrest of seven suspects for various drug offences including - possession with Intent to supply class A drugs; possession of class A drugs; and driving under the influence of drugs; as well as the seizure of four vehicles believed to be used in the transport of class A drugs officers also uncovered 33 wraps of Class A drugs that had been concealed inside a hollowed out section of the driver's door.

### 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. Due to the recent terrorist attacks a number of these deployments have had to be cancelled due to prioritisation and availability of resources.

Operation Alabama, (the issuing of Community Protection Notices, CPN) 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. Since January to date 11 written warnings have been issued and 2 CPNs have been given out.

Night duty operations with the UK Border Agency (UKBA) have been cancelled due to their staff being unavailable.

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.

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)?

14 rated as a 10

4 as a 9

1 as a 5 (caller security at business premises unhappy about roughsleepers)

1 N/A as ongoing

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

14 rated as a 10

5 as a 9

1 as an 8

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

16 as a 10

4 as a 9

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

18 as a 10

1 as a 9

1 as an 8

### [Supporting the Counter Terrorism Strategy through Delivery of the Prevent Strategy](#)

#### **Engaging and reassuring our communities**

A regional prevent coordinators meeting was held following the recent terror attacks. Key learning highlighted that subjects had not been reported to the police or security services previously, but that prevent resources are under considerable strain.

#### NCTPHQ Prevent Management Training Day

The City of London Prevent Team hosted the NCTPHQ Prevent Management Training Day at the Guildhall. The Prevent and Channel Co-ordinator provided an input on Prevent and business to them. This was well received and provided a number of discussion points.

The City of London Prevent Team hosted the National Counter Terrorism Police Head Quarters (NCTPHQ) Prevent Management Training Day at the Guildhall. The Prevent and Channel Co-ordinator provided input on Prevent and business. This was well received and provided a number of discussion points. The NCTPHQ were very interested in a product developed with our partnership team which is in the video production phase. Field tests are due later this year.

## Counter Terrorism Security Advisers (CTSA) Activity

Following the terrorist attacks the Counter Terrorism Security Advisers (CTSA) office have seen a significant increase in requests for support and advice from the business community.

CTSAs from both the British Transport Police (BTP) and CoLP are working closely with Network Rail, Department for Transport, and Centre for the Protection of National Infrastructure (CPNI) to establish Hostile Vehicle Mitigation (HVM) at the west entrance to Liverpool Street Station. This is in response to a vehicle being driven down the steps.

Following the recent terror attacks, we have introduced Emergency Trauma Packs. The initiative is designed to enhance preparedness for first responders and business staff to provide first aid and mitigate the impact of a terrorist attacks. ETP will offer victims of a terrorist incident increased chances of survival. Medical supplies will be closer to the scene reducing waiting time, and potentially first aid can be administered prior to London Ambulance Service (LAS) arrival. Businesses purchase the ETP and CoLP will have knowledge of their location/storage, and the contact details of the named point of contact. This will be mapped and held in our Force Control Room for ease of access. A number of ETP have already been purchased by businesses and the City of London. Training will be provided for the use of ETP. There will be a phased roll out of this, culminating with a live exercise testing ETP and partner responses. Engagement with British Transport/Metropolitan Police/LAS have been very positive. There is zero cost to CoLP as companies purchase the ETP. The ETP supports the London Resilience Board Strategy – support a safe and effective community response during emergency situations and promote community resilience (2016 -2020 Objectives).

Operation Mass is a “big wing” deployment involving both Police and partners, running for 24 hours on the 27th July. The focus was Counter Terrorism related and the purpose was to raise public awareness through national and local counter terrorism messaging, including the use of social media, business community briefings, leaflet drops and large scale deployment of SERVATOR style tactics in and around iconic sites and crowded places.

Communities and Partnership officers continue to support Project ARGUS table top exercises throughout this quarter.

### CT Events

- Project Griffin x 7 (274 people)
- Project ARGUS x 4 (132 people)
- CT Awareness and threat updates x 21 ( 1,371 people)
- Postal Awareness x 6 ( 35 people)

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

## Communications & Engagement

A Police & business forum leads meeting was held shortly after the London Bridge terrorist attack in June. The meeting Chaired by Det. Supt. Dyson brings together all the business forum chairpersons and representatives. The meeting benefitted from the CoLP sharing appropriate information key messages and providing CT advice to City businesses. The leads then return to their local forums to share the advice and information.

We engaged with the faith networks following the London Bridge attacks, providing reminders around access to policing services.

We have worked with the Bank of England, who are running apprenticeships and internships throughout the summer, providing timely PREVENT reminders.

A prevent awareness presentation was delivered to the Barbican residents association on 11th July, where views on our engagement were sought. Further presentations will be rolled out for all our residential communities.

The Bank of America have responded positively following an initial discussion around the use of PREVENT in their welfare policies.

### **Conclusion**

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

<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group – For Information	15 September 2017
<b>Subject:</b> Public Protection Service (Environmental Health, Licensing and Trading Standards) update	<b>Public</b>
<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 via Operation Offspring.
- **Anti-Social Behaviour**
  - Illegal street trading – Additional resources have been put into a campaign to eliminate ice cream vans and nut sellers from the Square Mile.
  - Noise complaints service – a 24/7 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 contributed to the One Safe City programme, and will be involved in the Secure City Programme. It is also 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, the Insolvency Service and HM Revenue and Customs.
  - a) Operation Broadway meetings take place every two weeks with partners coming together to share intelligence about possible fraudulent action taking place within the City of London. Deployments then take place the following week to inspect premises and find out exactly what is going on. This leads to the gathering of intelligence and the opportunity is also taken to disrupt the activities of businesses that may be involved in fraud. These visits are led by a Trading Standards Officer due to the excellent powers of entry afforded to us under the legislation that we enforce.



- b) As an extension of Operation Broadway, an additional Trading Standards contractor 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. By training officers from other local authorities on how to enforce the provisions of the London Local Authorities Act, it ensures a consistent approach to enforcement and also has the potential to generate more intelligence for Operation Broadway. 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. So far, we have worked with 11 London Boroughs and up until the end of August 2017 have carried out 109 inspections. Another three London Boroughs have asked for assistance and this will be provided in September and October. Survey forms have been sent to the Boroughs that we have assisted so far and the feedback has been excellent, particularly in giving officers the confidence to carry out their own inspections without our help in the future. The contractor recruited to carry out this work has contributed to the work of the Trading Standards team and has raised the profile of the City of London enormously. This work will continue until at least the end of December 2017.
- c) The use of intelligence is very important when carrying out our work with partner agencies and we use established methods recognised across the whole enforcement community. This involves the use of what are termed 3x5x2 intelligence forms. In order to improve the way that intelligence is recorded, the City of London Police is going to be training all Trading Standards staff in the coming months. This will make it easier for our intelligence to be inputted onto the Police database.
- d) There is considerable activity that goes on behind the scenes in trying to tackle investment fraud:
- Officers regularly attend a number of different meetings including the Business Centre Association (BCA) forum to engage with those involved in mail forwarding and serviced office activity. The BCA share intelligence with us and one recent example led to investigations being made by officers into an investment business based in Bishopsgate. Enquiries identified a number of consumers who were investing money into a questionable scheme and, as a direct result, one consumer desisted from investing £50,000. Other meetings include one attended by the fraud specialists from the main High Street banks and an officer also attended a meeting at the National Crime Agency about pension fraud.
  - 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 and planning is now underway for a Financial Abuse conference that is taking place in December.

- Her Majesty's Treasury recently announced plans for a complete ban on all cold calling activities relating to pension products and Trading Standards submitted a comprehensive response to their original consultation.

- An emerging issue relating to the sale of binary options has come under the Trading Standards microscope. Binary options are effectively a form of gambling but often 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. Premises promoting binary options have been identified with a potential link to the City of London and around 120 visits have taken place since April. The binary sector is very fluid and many of the businesses that claim to be associated with the Square Mile are actually just squatting. This work is ongoing.

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

<b>2017/2018</b>	<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>17</b>				<b>17</b>
<b>2. Disruptions/interventions</b>	<b>1</b>				<b>1</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>3</b>
<b>4. Investigations resulting from Op Broadway intelligence</b>	<b>14</b>				<b>14</b>
<b>5. Contacts with 'enablers' - e.g. mail forwarding businesses, serviced office providers, banks</b>	<b>2</b>				<b>2</b>
<b>6. Promotional / prevention activity - e.g. publicity campaigns, days of action, attendance at external events, press coverage</b>	<b>4</b>				<b>4</b>

5. Trading Standards recently concluded an investigation into a UK based debt collector who was chasing storage payments from vulnerable consumers who had been previously defrauded as part of a diamond investment scam. The debt collector has now signed an undertaking under the Enterprise Act to regulate his future behaviour. Police are still investigating the original sale of the diamonds and Trading Standards are working with the City of London and Metropolitan Police in trying to reunite the victims with their diamonds which are currently in the possession of the Swiss authorities.

6. Knife crime across London is now running at a very high level and is causing serious concern at the Mayor's office. London Trading Standards, the Community Interest Company that represents all 33 London Trading Standards Services, has been raising the profile of the issue and, in particular, working with retailers to prevent sales of knives taking place to the under 18s. As a result, the City Of London Trading Standards is now starting a project to advise retailers of their responsibilities and is planning to carry out some test purchasing activity in partnership with the Police.

### **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. A small amount of illegal street trading activity remains in the City and fringes with Southwark, primarily nut sellers on the south side London Bridge/Millennium Bridge. The City will seek a Criminal Behaviour Order (CBO) for the nut seller on London Bridge the next time he is prosecuted following advice from the Comptroller and City Solicitor, however since that advice, in the aftermath of the London Bridge/Borough Market terrorist attack, the trader has not returned and has taken to trading near Tower Bridge in London Borough of Tower Hamlets.
9. Illegal ice cream trading has unfortunately returned to the City although the trading visits are ad hoc and generally timed to avoid normal operating hours for enforcement officers. Following a report to Port Health and Environmental Service Committee on July 4 2017 it was agreed to apply extra resource to disrupt the ice cream and nut selling activity primarily in the vicinity of London/Millennium Bridges and St Pauls Cathedral.
10. Support has been agreed with the City Police in responding to requests for help in seizing ice cream vans as their powers are needed to stop the vehicles and then utilise the seizure powers available to authorised officers and Police. The operation has been underway at weekends since mid-August and will continue into October if this proves necessary.
11. We are continuing to seek 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. Following efforts from Members with their political counterparts in

Southwark our officers have met again with LB Southwark and they have agreed this delegation at officer level. We are awaiting the draft report to their Cabinet Members for this to be confirmed this and this is anticipated imminently. The City Solicitor's advice is that this will need to be agreed at Court of Common Council as well as through LB Southwark's legal procedures.

12. The Community Police are continuing 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.

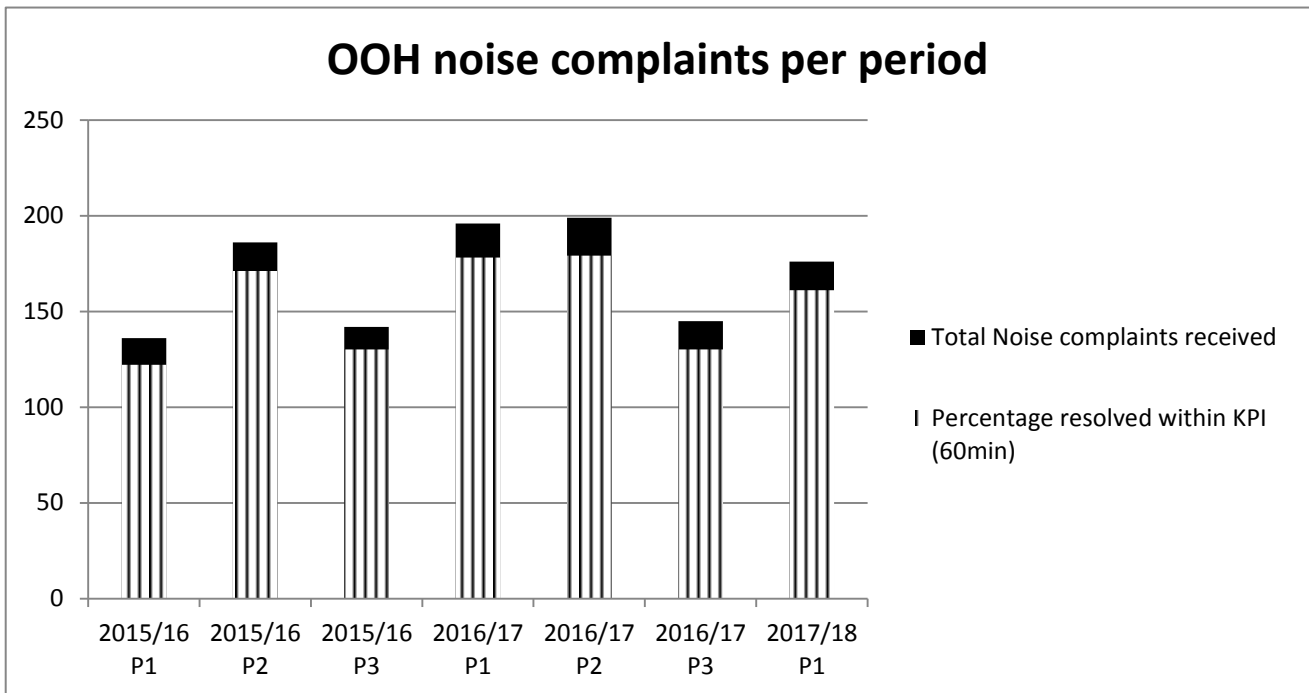
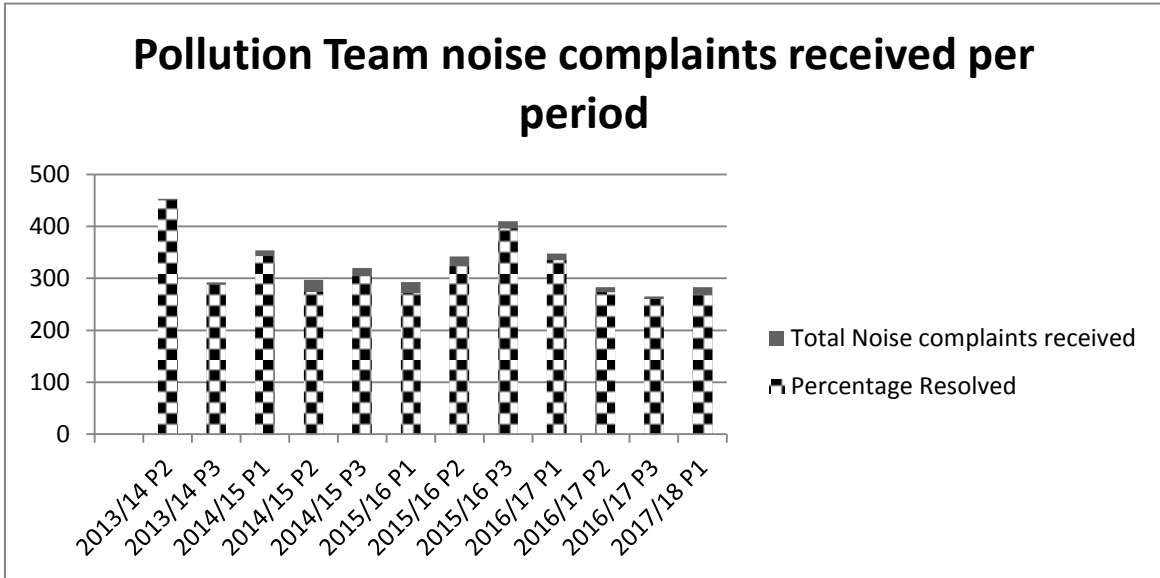
### **Noise Complaints Service**

13. The Pollution Team dealt with 313 noise complaints between 1st April 2017 and 31st July 2017 of which 95% were resolved. In addition, they also assessed and commented on 366 Planning, Licensing and construction works applications and 232 applications for variations of work outside the normal working hours. Comparatively in the same period for 16/17 the Pollution Team dealt with 348 noise complaints of which 96.4%% were resolved. In addition, they also assessed and commented on 414 Planning, Licensing and construction works applications and 322 applications for variations of work outside the normal working hours.
14. The Out of Hours Service dealt with 176 complaints between 1st April 2017 and 31st July 2017 and response (visit) times were within the target performance indicator of 60 minutes in 92% of cases, and often only 30 minutes. Comparatively, in the same period for 16/17 the Out of Hours Service dealt with 196 complaints and response (visit) times were within the target performance indicator of 60 minutes in 91% of cases, and often only 30 minutes.
15. The Pollution Team served two S.60 (Prohibition or placing restrictions on a site) Control of Pollution Act Notices, and issued 13 S.61 (Prior consent) Control of Pollution Act Notices and three consents between 1st April and 31<sup>st</sup> July 2017 relating to construction sites. In the same period for 2016/2017 the Pollution team served 5 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.
16. 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

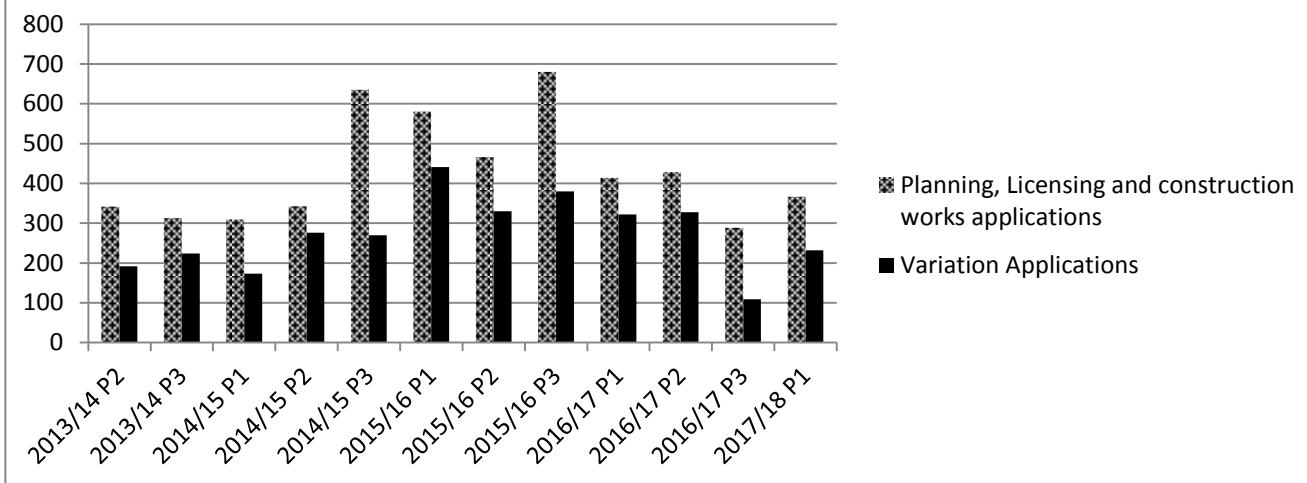
2015/16	1	293	92.6%	136	90.3%
2015/16	2	342	94.7%	186	92.3%
2015/16	3	410	96.8%	142	92.2%
2016/17	1	348	96.4%	196	91.8%
2016/17	2	283	96.7%	199	90%
2016/17	3	265	98.4%	145	90.74%
2017/18	1	283	95%	176	92%



### 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
2017/18	1	366	232	2	0	13	0

### Other Service Requests per period



17. The City Corporation's revised noise strategy has been published and a revised Code of Construction Practice Eighth Edition was out for public consultation until July 2017. The report asking for Members to agree the new edition will go to the appropriate Committees in September and October.

### Night Time Economy Crime and Nuisance

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

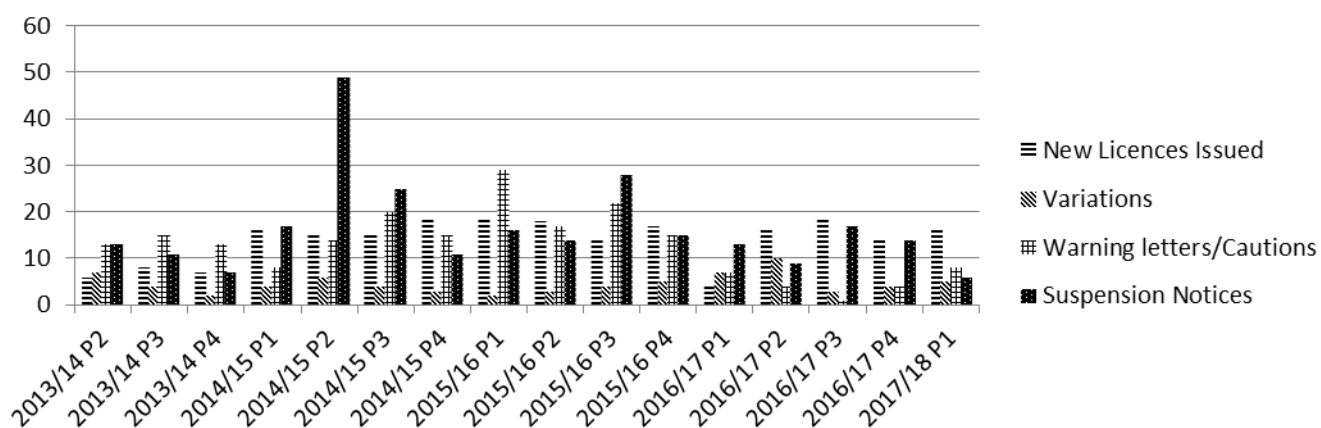
- ***Promote a City that is safe and pleasant to socialise in***
- ***Promote the Safety Thirst scheme to more premises and maximise its potential as a vehicle to promote community safety***
- ***Develop new approaches to address problems associated with our Night Time Economy during periods of peak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

### Enforcement

19. 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.

Year	Period	New Licences Issued	Variations	Warning letters/Cautions	Suspension Notices
<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
<u>2017/18</u>	1	16	5	8	6

## Licensing enforcement per period



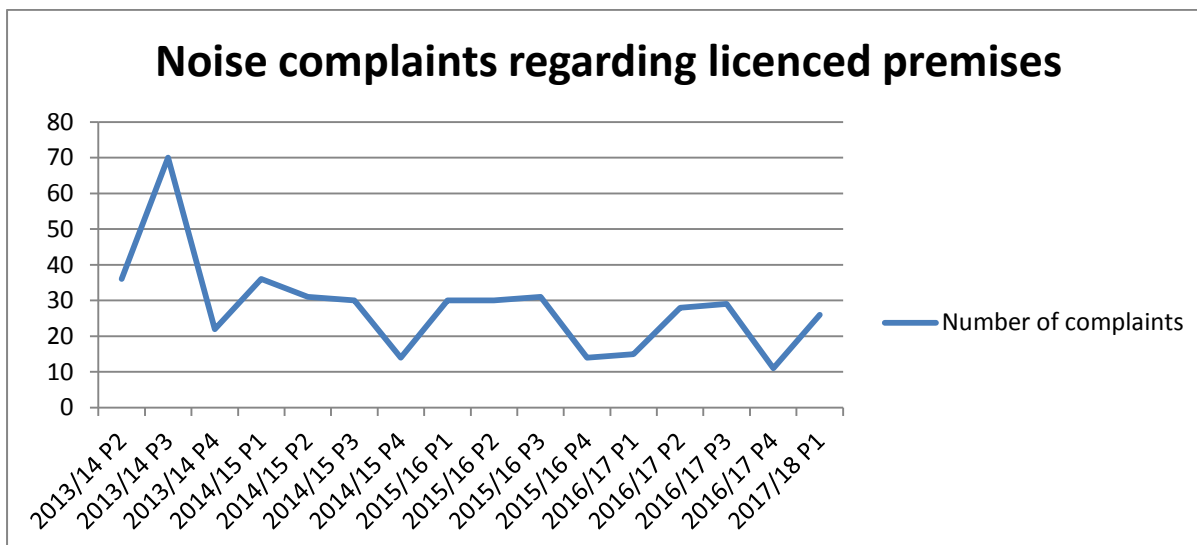
20. The number of hearings and reviews remains at very low level year on year, however since the last meeting on 12 June there have been six hearings mainly generated by residents in and around Creechurch Lane concerned about new establishments in the vicinity. There have been no reviews of premises and the 'RAG' risk assessment scheme operated by the Licensing Team with information from City Police, Licensing, Fire Brigade and Pollution Team has no premises as red risks, only two premises on amber with all the rest of the 851 licensed premises in the City on 'green'.

21. Noise matters related 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 and although the number is up for this first period compared with the same time last year there is no indication that this is likely to be an increasing trend.

### 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
2017/18	1	26





### Safety Thirst

22. The reviewed Safety Thirst Award is underway and the award ceremony will be held on 24 October this year in the Livery Hall at Guildhall. There has been a small increase in applicants and we anticipate from the assessments carried out so far that we will exceed the number of successful awards given in 2016. Following the award we intend to continue our discussions with Best Bar None, which has recently received some renewed support from the Home Office and Metropolitan Police to consider whether it is worth amalgamating our award with theirs.

### Late Night Levy

23. The amount of levy collected so far this year project a similar level of income for the third levy year October 2016/17 as previous years at £445,000, 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.

24. There is now 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 2 August. Areas of significant expenditure on the City Police portion of the levy continue to be the night time policing of licensed activities, an additional intelligence post in the City Police Licensing Team. The bid for a mobile CCTV facility to cover areas less well covered by the City CCTV network has been successful and is in the process of 'fitting out' before it becomes available for operational use. The levy continues to support the 'out of hours' noise service and additional cleansing activity. A bid from Club Soda to extend their scheme to encourage consumption of less alcoholic drinks and alcohol-free alternatives was presented to the Licensing Committee in July and is being considered at present as further information has been provided. 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. The Town Clerk has written to the London Ambulance Service seeking support for additional resource in the City over the Christmas period this year.

### **Corporate & Strategic Implications**

25. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2016/17, and its priorities and objectives.
26. The Markets and Consumer Protection Department contributed to the One Safe City Programme, was represented on the Safer Communities Board and will be part of the new arrangements for the Secure City Programme.
27. The Department is also represented on other relevant Boards and Groups, including the Serious Organised Crime Board.

### **Conclusion**

28. 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.

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	September 2017
<b>Subject:</b>	<b>Public</b>
CCM and Training Update	
<b>Report of:</b>	<b>For Information</b>
Manager Community Safety	
<p><b>Summary</b></p> <p>This report gives an update on the City Community Safety Multi- Agency Risk Assessment Conference and explains why Anti-social Behaviour training was needed, how the CST went about finding the right provider for officers and what has been achieved so far.</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</li> </ol>	

## Main Report

### **Background**

1. The City Community Multi-agency Risk Assessment Conference (CCM) panel met 3 times since May. A CCM was not held in July because the police were unavailable and a number of referrals were too late for the meeting.
2. Since May 2017, a total of 18 cases were referred to the CCM. Out of that number of referrals 11 included multiple suicide attempts; 5 were City residents and 7 were considered vulnerable. Although the main aim of the CCM is to look at high risk or persistent cases we have also looked at problem solving to reduce the risk. This has shown that the CCM has been helpful in many other ways especially highlighting areas that could be improved upon.
3. The CCM has helped agencies to communicate effectively about different cases and to understand what is available for agencies to do in specific circumstances. By sharing experiences, panel members have realised that they are faced with similar obstacles and in doing so areas for improvement and support can become much clearer.

4. The CCM has shaped a different picture of panel members' understanding of Anti-social behaviour (ASB). Traditionally in the City ASB has mainly been seen as low level incidents, linked with annoyance such as begging, urination, etc.
5. Since the Pilkington case, ASB has nationally shifted from looking at behaviour to focussing on the impact on people's lives. Many of the areas that were considered part of ASB now have their own legislation because we have seen the damaging effects and the impact it can have on society from behaviours associated with gangs and domestic abuse.
6. As the CCM receives referrals on a mixture of cases that include crime, vulnerability, risk from themselves among others the CCM focusses on the impact the situation has on that person or/and community and we refer to ASB to include all these different types of incidents. The 2014 ASB, crime and policing act defines ASB as "*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or; conduct capable of causing housing-related nuisance or annoyance to any person*".
7. The 2014 Act also gives police, local authorities and other public bodies a set of powers that can be widely used to deal with different behaviours and incidents without being prescriptive and giving more focus on how to protect people. It stops and prevents further incidents and safeguards individuals.
8. Although some agencies received ASB training when the 2014 Act first came in, it was only an overall view of the theory without the in-depth practice and or further opportunity to experience how it can be applied. The increase in night time economy, new residents, and nature of crime in the country has placed an impact on the City and posed a challenge on how to deal with it. Previously an injunction or what was once called an Anti-social Behaviour Order was never used in the City.
9. As times have changed, challenges have changed too and the CST realised that members of the panel need to be more up to date with the tools and powers available, such as safeguarding, and early intervention. We also realised that there were some areas in which the lack of experience was affecting the confidence of officers, therefore, issues that needed to be taken to court, needed to be polished to empower officers to work with confidence.
10. Early intervention tools to stop the escalation of cases and reduce the risk at later stages were new for some teams. Their wider use could improve not only the risk levels but work as evidence that the agencies have taken appropriate steps to deal with the problem before using other legal tools.

11. We had some cases in which officers could have taken earlier action to stop harm but they were not aware of the legal tools available to them. In other cases officers tried to use some legal tools but due to their lack of expertise they couldn't prepare a court bundle or build enough evidence that could be used in court.
12. In one particular case opportunities were lost after a perpetrator carried out a physical attack. The perpetrator could have been stopped from repeating such an attack if officers had been aware that they could have used an injunction even if the perpetrator had mental health problems.
13. In another case the CPS didn't support a Criminal Behaviour Order and officers were willing to give up on the case as they didn't know the effects of positive requirements in an application. They were also unaware that they could have challenged the CPS in their decision.
14. These are only a few examples of multiple experiences that made us look at how we could improve our response to the public and at the same time empower officers to be able to respond effectively to incidents. That's how we decided to look at different training sessions that would improve the knowledge of officers giving them the knowledge and tactics needed for a smoother process when new challenges arise.

## **The training**

15. ASB is a very complex issue and it was therefore important to find a style of training that would make use of case management principles developed to assist officers in making effective decisions. We appointed Capsticks, an organisation widely known for its specialist understanding of health, housing and social care. Capsticks has developed a series of training sessions to help assist officers in using the various new tools available following the ASB Crime and Policing Act 2014. They were able to offer a tailored approach towards managing ASB cases effectively and improve the chances of a successful resolution. Capsticks had also created an Advisory Service which has nationally recognised ASB experts to help guide officers through the challenges of managing ASB.
16. Another important reason for providing this training is the huge cost implication in not managing ASB effectively. For example, it can result in legal challenge which can spiral into hefty litigation fees. Therefore it was necessary for the training to focus on problem solving that could bring about swift solutions in order to reduce the need for legal action and in doing so provide a more sustainable solution and saves money on legal fees.

17. There are also reputational risks if ASB is not managed effectively. Again, the training focussed on limiting these risks through using fundamental case management principles. In addition to the training, officers received advice and expertise in relation to ASB policy and procedure as well as assistance in reviewing policy and procedure when required.

18. A series of six training courses were arranged for members of staff whose work brought them in direct contact with ASB:

- Effective ASB case management course
- ASB, Crime and Policing Act 2014
- Awareness of ASB, Crime and Mental Health
- The Courtroom Experience (Injunction and CBO's)
- Protecting Vulnerable Adults and Children
- ASB and the Community - Problem Solving

19. The aim of these courses was to put the learning into practice, enhance confidence to learn new skills and knowledge into everyday actions that the job requires. Much of the focus centred on:

- Early identification of vulnerability and risk of harm
- Managing expectations
- What is ASB and what it isn't
- Opening cases effectively
- Asking questions
- Supporting complainants
- The importance of obtaining detailed information
- Learning new interviewing skills and techniques
- Action planning – how to do this effectively
- Dealing with diary sheets
- How to prioritise the workload

20. Officers were able to learn new ways of managing ASB and obtain some top tips with regards to effective interviewing skills, listening skills, evidence gathering and more effective partnership working. These courses also aimed to give officers confidence in their approaches to case management.

21. Key learning outcomes that participants gained included the skills and knowledge they need to become effective in managing ASB. This helped to create a

consistent approach leading to more positive outcomes for residents suffering from ASB.

22. The evaluation of the courses from officers has been extremely positive. Some of the comments received from officers and managers are as follow:

- Really great, thank you. Approachable and relaxed environment created by the trainer whilst also talking about serious issues.
- Trainer was extremely knowledgeable and on topic – not boring, excellent delivery.
- Very practical, informative and very well presented. The tutor spoke very well and clearly has a wealth of knowledge to impart.
- Just right. Not too formal, tone was right for the group. Informative reminders of how to handle and manage cases well.
- Very knowledgeable trainer and a good pace for delivering the course information
- Fantastic delivery. Excellent presentation style. Trainer knows his stuff. Great interaction and a very good pace for learning – superb!!!
- I learnt a lot and I will be bringing new ideas to the organisation. Great course – complex issues explained in simple terms.

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