



## Safer City Partnership Strategy Group

**Date:** WEDNESDAY, 21 FEBRUARY 2018

**Time:** 11.00 am

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

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

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**Next Meetings:** 31 May 2018      27 Sep 2018      29 Nov 2018

Lunch will be served in Guildhall Club at 1PM  
NB: Part of this meeting could be the subject of audio or video recording

John Barradell  
Town Clerk and Chief Executive

## AGENDA

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**  
Minutes of the last meeting, held on 3 November 2017  
  
**For Decision**  
(Pages 1 - 12)
4. **OUTSTANDING REFERENCES**  
Report of the Town Clerk  
  
**For Information**  
(Pages 13 - 18)
5. **CITY OF LONDON POLICE UPDATE**  
Report of the Commissioner of Police  
  
**For Information**  
(Supplement)
6. **SERIOUS AND ORGANISED CRIME BOARD UPDATE**  
Report of the Chairman of the Serious and Organised Crime Board  
  
**For Information**  
(Pages 19 - 26)
7. **COMMUNITY SAFETY TEAM UPDATE**  
Report of the Community Safety Manager  
  
**For Information**  
(Pages 27 - 34)
8. **PREVENT PRESENTATION**  
The Community Safety Manager to be heard.  
  
**For Information**
9. **ANTISOCIAL BEHAVIOUR**  
Report of the Community Safety Manager  
  
**For Information**  
(Pages 35 - 42)
10. **HEALTH AND WELLBEING UPDATE**  
Report of the Health and Wellbeing Team  
  
**For Information**  
(Pages 43 - 46)

11. **DRUGS AND ALCOHOL MISUSE SERVICES**  
Report of the Health & Wellbeing Team, Community & Children's Services  

**For Decision**  
(Pages 47 - 52)
12. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**  
Report of the Port Health & Public Protection Director  

**For Information**  
(Pages 53 - 64)
13. **LONDON FIRE BRIGADE - VERBAL UPDATE**  
The Borough Commander of the London Fire Brigade to be heard  

**For Information**
14. **QUESTIONS RELATING TO THE WORK OF THE GROUP**
15. **ANY OTHER BUSINESS**

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## SAFER CITY PARTNERSHIP STRATEGY GROUP

Friday, 3 November 2017

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

### Present

#### Members:

Jon Averbs  
John Simpson  
Andrew Carter  
Don Randall

Peter Dunphy  
Lucy Sandford  
Eric Beckford

#### Officers:

Sufina Ahmad	-	Corporate Strategy Manager
George Fraser	-	Town Clerk's Department
Alex Orme	-	Town Clerk's Department
Louise Ratcliffe	-	Senior Analyst, CoLP
Inspector Hector McKoy	-	City of London Police
Pauline Weaver	-	Head of Change Portfolio Office, CoLP
Xenia Koumi	-	Health and Wellbeing Team
David MacKintosh	-	Community Safety Manager
Chris Pelham	-	Asst. Dir. Community and Children's Services

### 1. **APOLOGIES**

Apologies were received from Deputy Doug Barrow and Bob Benton.

The Deputy Chairman agreed to Chair the meeting in place of Deputy Doug Barrow.

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

Lucy Sandford declared that, whilst she was attending this meeting in her capacity as a representative of the Partnership for Young London, she is also a Member of the Police Committee.

There were no further declarations.

### 3. **MINUTES**

The Group considered the minutes from the previous meeting, held on 15 September 2017.

**RESOLVED** – That the minutes be approved.

4. **OUTSTANDING ACTIONS**

The Committee received a report of the Town Clerk that summarised the outstanding references from previous meetings.

**OR 3 – Health & Wellbeing Update**

It was confirmed by the Health and Wellbeing Team that an update focusing on Drug & Alcohol would be submitted to the next meeting, on 21 February 2018.  
(1)

**OR 4 – Information Sharing Protocol**

The Chairman asked who was leading on the production of the draft information sharing protocol. The Head of Change Portfolio Office explained that she would follow this up and provide feedback over the coming days. The Town Clerk agreed to keep Members updated on progress, and circulate the draft document when it is made available. (2)

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

5. **HEALTH AND WELLBEING UPDATE**

The Group received a report of the Health and Wellbeing Team that provided Members with an update on recent work carried out.

The Health & Wellbeing Team representative apologised to Members for the long period since the last update, owing to staff shortages at previous meetings.

The Health & Wellbeing Team representative explained that officers from the Department of Community and Children’s Services, City of London Police and Trading Standards had been in cooperation on a Financial Abuse Task and Finish Group.

The Health & Wellbeing Team representative explained that suicide prevention signage had now been implemented on Tower Bridge, and was in the process of being approved for Southwark Bridge.

The Health & Wellbeing Team representative explained that the team were more than happy to take requests for update reports on any particular area of their work for the Safer City Partnership in future.

The Chairman asked for clarification on what “*Section 136*” referred to. The Health & Wellbeing Team representative explained that this was a section of the Mental Health Act 2007 that gives powers to detain those perceived to be a threat to personal or public safety. The Commissioner of Police explained that the Street Triage operation was working well to prevent situations in which this is resorted to as far as possible. The Chairman stated his approval at this. The CoLP Senior Intelligence Analyst explained that based on information gathered through reporting, the presence of a trained mental-health professional alongside Police Officers has been significantly beneficial. The Chairman queried the degree to which Street Triage operation overlapped with work on Rough Sleepers. The Assistant Director of Community and Children’s Services

approved of the Chairman's comments and explained that, although Rough sleepers were a wider issue and not an explicit focus of the Street Triage, they would look to consider this aspect within its operation. The Chairman asked that discussion on this be undertaken to ensure it is given consideration. (3)

The Chairman queried the progress of the Christmas Alcohol Campaign for 2017. The Health & Wellbeing Team representative confirmed that work on this was currently ongoing, with the tagline not yet confirmed, but with a general message around enjoying alcohol responsibly. They are currently looking at approaches both within the City and in cooperation with boroughs across London. The Community Safety Team Manager explained that funding was predominantly from the Greater London Authority (GLA), so there was a strong emphasis on cooperation with other London boroughs. He explained that they were using methods applied in the Release the Pressure Campaign, where technology distributes messages to users based on their current location. This is a cost-effective option of promoting messages, and allows greater targeting accuracy and tracking. It has also enabled the analysis of pan-London data on the categories of citizens at greatest risk. The Town Clerk queried the timeline on implementation of the campaign. The Community Safety Manager confirmed that although the work was live, there was no concrete deadline. The Chairman of the Licensing Committee explained that the London Ambulance Service was also involved.

**RESOLLVED** – That the report be received.

**6. CORPORATE PLAN UPDATE 2018-23**

The Group received a report of the Head of Corporate Strategy & Performance that provided Members with an update on progress with the development of the Corporate Plan, including the consultation and engagement activities that have been organised between September and November 2017.

The Corporate Strategy Manager explained that the Corporate Strategy was open for comments until 8 November 2017, at which point the redrafting process would take place, leading to a final version being proposed to Summit Group in November, and to Chief Officers' Group in December. A Members' Breakfast has also been arranged for 7 November 2017 to gather feedback.

The corporate Strategy Manager explained that the Strategy focused on three key objectives:

- Grow the economy
- Shape the City of the future
- Contribute to a flourishing society

The representative for the Partnership for Young London illustrated their approval of the inclusion of the voluntary sector in the strategy. She asked when further work to engage on the ground with charities would take place. The Corporate Strategy Manager explained that at the current time, they had been predominantly focused on internal engagement, utilising the Corporate Strategy Network. However, she confirmed that they had contacted the Partnership for young London. She also explained that within the relatively

short three-month timescale for drafting the strategy, it has not been possible to engage all internal and external parties. She explained that they have 10-15 external partners within their network, through which they aim to cover a broad range of interests and expertise.

The Corporate Strategy Manager explained that there was a great emphasis on working with Communities, and that they are looking forward to working with communities to define the aims and indicators of success after the launch.

The Director of Markets and Consumer Protection illustrated his approval of the Draft Corporate Plan, noting that it captured the Safer City Partnership Strategy Group's motives very well. He explained that this was highlighted in paragraphs 9-12 of the document, which addressed "*How we contribute to a flourishing society*". He noted that some areas featured overlaps that could be reduced, and that Community Safety warranted additional inclusion.

The Corporate Strategy Manager thanked Members for their comments and invited further feedback to the Corporate Strategy team.

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

#### 7. **SAFER COMMUNITIES PROJECT - OUTCOMES REVIEW**

The Group received a joint report of the Commissioner and the Town Clerk that provided a summary to Members of the work completed on the Safer Communities Project.

The Head of Change Portfolio Office explained that two workshops had been undertaken since the last meeting of the Safer City Partnership with follow up meetings to further solidify the understanding, and a lessons-learned workshop planned.

The representative for the Partnership for Young London requested paperwork from Work Stream 11 – *Housing ASB Process*. The Head of Change Portfolio Office agreed to circulate this. (4)

The Chairman queried the developments in Anti-Social Behaviour (ASB) recording methods. The Community Safety Manager explained that an IT solution was possible, and that Corporately dramatic improvements to recording standards have been achieved. However, he also noted that systems that would make yet further improvements were currently in existence. The Director of Community & Children's Services confirmed that it had been progressing well; although there had been a significant spike in numbers, most of these appeared to be due to low-level incidents involving youths. He explained that it required some further fine-tuning to ensure effectiveness. The Senior Intelligence Analyst explained that they had been looking specifically at the occurrence of "harm" in involved in recorded ASB cases.

The Director of Markets & Consumer Protection illustrated his disappointment at the outcomes considering the significant resource and time expended on the Safer Communities Project. He explained that the workshop needed to be very



well thought through in order to ensure its effectiveness. He asked what the total cost of the Project was, and the Town Clerk confirmed that it was approximately £350,000. The Director of Markets & Consumer Protection noted that, when considering some of the Work Streams individually, it seemed that significant sums had been expended on very minor work. The Chairman agreed, citing the mistake of allowing the project to be consultant-led rather than business-driven. He noted that now these lessons had been taken on board, minor changes needed to be noticed and maintained. He also explained that siloed working needed to be avoided.

The Head of Change Portfolio Office confirmed that the Change Portfolio Manager would circulate the findings from the workshop. (5)

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

**8. SAFER CITY PARTNERSHIP STRATEGIC ASSESSMENT 2016/17**

The Group received a report of the Community Safety Manager that provided the annual assessment of the Safer City Partnership Plan 2016-17.

The Community Safety Manager reiterated that there was an expectation that all partners contribute to the Safer City Partnership Strategy, and wanted to ensure that this was recognised.

The representative for the Partnership for Young London queried the outlook of future funding. The Community Safety Manager explained that the Safer City did not have a significant budget of its own to manage, but rather relied on contribution of work from partners. He explained that the majority of the Plan was “business as usual”, though care has been taken to ensure its alignment with Corporation, and to raise awareness of partnership opportunities.

The Chairman queried the allocation of funds from POCA. The Town Clerk confirmed that discussion with CoLP was ongoing in this regard, with a bidding process expected to take place before the next meeting. He explained that the sums had not yet been confirmed. Members agreed that discussion of this funding stream should be able to take place with CoLP as a partner of the Safer City Partnership. The Community Safety Manager explained that funding had been received from POCA in the past, and had been utilised for achievement of beneficial work.

The Director of Community and Children’s Services noted that the processes seemed to be robust, but queried the lack of outcomes. The Community Safety Manager explained that there had been a significant period of unsupported Safer City Partnership, so it had been difficult to confirm impacts of work, nevertheless, improvements had been made from the previous year. The Chairman explained that partners were expected to self-appraise their activities, actively report opportunities for contribution to Safer City Partnership and to provide outcomes.

The Chairman asked for clarification of the method of measurement employed in the successful testing of the noise app referenced in paragraph 20 of the

report. The Director of Markets and Consumer Protection confirmed that they were able to quantitatively prove its effectiveness. The Chairman reiterated that partners should be providing not just raw data, but also meaningful analysis of their data. The London Fire Brigade Borough Commander confirmed that it was easy to quantify outputs, but much more difficult to prove real results.

**RESOLVED** – That the report be received and the strategic assessment be approved for 2016-17

9. **SAFER CITY PARTNERSHIP STRATEGY 2017-2020**

The Group considered a report of the Community Safety Manager that provided Members with the opportunity to consider a draft of a new Safer City Partnership Strategy.

The Community Safety Manager thanked partners for their contributions, and explained that the report title should read “2017-2020” rather than “2017-2018”. He explained that last year’s strategy document, even given any errors, provided very useful spark for discussion/concrete aims. He asked that partners offer their criticisms.

The representative for the Partnership for Young London asked if the document could be shared publicly at this stage. The Community Safety Manager explained that, although the draft document has been published in the public domain as part of this agenda, it would be more useful to come to an agreement on the draft, before actively sharing it. He explained that the general priorities were agreed at the beginning of 2017.

The Chairman asked if there were now any significant disagreements to note. It would be expected that suggestions for incremental improvements be taken into account for 2018. The Town Clerk requested that a list of potential sources of funding be included. (6)

**RESOLVED** – That the report be received and Members agree:

1. To consider the draft strategy
2. The principle of a return to a three-year rolling strategy
3. Where appropriate, begin work towards the 2018 refresh.

10. **CITY & HACKNEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2016-17**

The Group received a report of the City & Hackney Safeguarding Adults Board Manager that provided Members with an update on the achievements of the Board during 2016-17.

The Assistant Director of Community and Children’s Services passed on apologies from the chair of the City and Hackney Safeguarding Adults Board who was unable to attend.

The Assistant Director of Community and Children's Services explained that the Board had now gained statutory status. He explained that the Safeguarding Adult Reviews was a key area that had been brought in, and it ensured that any learning was brought back to the City of London Corporation, and scrutiny of work within the City was occurring.

The Assistant Director of Community and Children's Services explained that the Neglect and Mismanagement panel was now in place.

The Chairman noted that the report was very thorough, though queried whether there was confidence that adults are safe within the City. The Assistant Director of Community and Children's Services explained that work had gone into raising awareness about various important issues, and positive work had been achieved. He explained however, that modern slavery was still an issue of concern alongside domestic violence.

The Director of Community & Children's Services explained that some really good work had been achieved, but there is still a desire for increased contributions of peoples' concerns so that attempts can be made to address any other issues.

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

#### 11. **REVIEW OF THE SERIOUS AND ORGANISED CRIME BOARD**

The Group received a report of the Chairman of the Serious and Organised Crime Board that reviewed the work of the Board and outlined details of the Board's strategy, activities, governance arrangements, roles and responsibilities.

The Chairman of the Serious and Organised Crime Board explained that work had begun from understanding government strategy. He explained that there had been a review of 8 areas in monthly meetings, as summarised by paragraph 7 in the report. He explained that the strategy focus was on the importance of partnership working, and it was identified that improvements were needed at a local level, as highlighted within paragraph 11 of the report.

The Chairman of the Serious and Organised Crime Board explained that data sharing was a key issue, something that all partners recognise as an area that needs improvement. The Senior Analyst explained that information sharing was integral to all areas, and in contrast to Westminster where it is not an issue. The Chairman stated that information sharing should be viewed as the default position, and questioned whether a written agreement would be the solution to overcoming a culture of siloed working. The Chairman of the Serious and Organised Crime Board agreed that there was a cultural problem that needed to be tackled. The Director of Community & Children's Services explained that although the "mesh" was not employed by the City of London Corporation, partners need to be ensuring that they are constantly checking their legal right to share information in any instance. The Chairman gave an example of NHS restricting sharing of patient statistical information over

Christmas, an issue that the Community Safety Manager then confirmed had been resolved.

The representative for the City of London Crime Prevention Association noted that there were no private sector representatives on the Serious and Organised Crime Board, but only those from authoritative bodies. He queried whether one could be added. The Chairman of the Serious and Organised Crime Board explained that there was always difficulty in defining the Board's motives, but once this had been solidified, then they could consider this. The representative for the City of London Crime Prevention Association highlighted the importance of effective sharing, and avoiding saturation of information through sharing a large volume of data.

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

**12. FINANCIAL ABUSE IN THE CITY OF LONDON**

The Group received a report of the Director of Community and Children's Services that presented an update on the work undertaken by the Financial Abuse Task and Finish Group.

The Assistant Director of Community and Children's Services explained that the Financial Abuse Task and Finish Group was a strategic priority for the City and Hackney Safeguarding Adults Board (CHSAB).

The Assistant Director of Community and Children's Services explained that an event was scheduled for 4 December in the Livery Hall, open to both practitioners and the public., to coincide with Scams Awareness Month.

The Director of Markets & Consumer Protection illustrated his approval, and explained that the feedback from trading standards was positive.

The Assistant Director of Community and Children's Services highlighted the importance of raising awareness, and explained that Corporate Communications would be best placed to advise on this. The Director of Communications agreed that discussion should take place over the best use of social media to do so. (7)

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

**13. COMMUNITY SAFETY TEAM UPDATE**

The Group received a report of the Community Safety Manager that updated Members on the activities of the Community Safety Team.

The Community Safety Manager explained that significant WRAP (Workshop to raise awareness of Prevent) training was being carried out.

The Community Safety Manager explained that referrals during the last period of MARAC had changed, from predominantly rough sleepers to predominantly old age pensioners.

The Community Safety Manager explained that there had been an issue with the Community Trigger function on the website which meant that it was not accessible.

The Community Safety Manager explained that newly produced Safer City Z-cards had proved popular. He also confirmed that a new Community Safety employee was in post, allowing the team to run at full strength following a period of limited capacity.

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

**14. CITY OF LONDON POLICE UPDATE**

The Group received a report of the Commissioner of Police that provided an update on the activities of the City of London Police since the last meeting.

The Commissioner of Police noted to Members that violent crime had increased over the last period. The Senior Analyst explained that the distinction between violence with and without injury was crucial and an analysis of low-level violence was necessary to provide a more contextual perspective of the issues. It was confirmed that this would be included in future CoLP updates. (8)

The Commissioner of Police confirmed that alcohol recovery centres would be set up over the Christmas period, working in conjunction with the Communications team to campaign.

The Commissioner of Police explained that violent crime was categorised as one of the Force's "control measures", essentially designating it as a priority area. The responsible officer for tackling this is Superintendent Bill Duffy, who is operating with the target of improving on the figures for the previous Christmas.

The Commissioner of Police explained that there had been a decrease in acquisitive crime in the last quarter, and this area would be addressed as part of the Christmas Communications campaign.

The Senior Analyst explained that ASB was being given a more detailed analysis, particularly with the identification of the relationship between rough sleepers and homeless. She explained that they had been drawing a comparison between begging and rough sleeping locations as part of this analysis. She explained that their analysis was currently limited to that of data Force data, and it would be beneficial to have access to that of partners in addition. The Commissioner of Police explained that although ASB was not a Force priority, it was however, viewed as a local priority.

The Chairman noted that trends were not evident from the way data had been presented in the report, and requested that figures be given context to aid Members in drawing any conclusions from reports. (9) He asked if the number of rough sleepers was increasing, and the Commissioner of Police confirmed that it was, and that this was in line with a wider European increase.

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

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

The Group received a report of the Department of Markets and Consumer Protection that contributed to the work of the Safer City Partnership through its Public Protection Service.

The Director of Markets & Consumer Protection explained that tackling of illegal street trading had been a success.

The Director of Markets & Consumer Protection explained that the spend of the Late Night Levy was being reviewed, with feedback to come to the Group in due course.

The Chairman asked whether the Safety Thirst scheme was targeted, and The Director of Markets & Consumer Protection explained that they were working in cooperation with the CoLP to improve management of the scheme. The Chairman asked if certain sites were being targeted, and this was also confirmed. The Chairman of the Licensing Committee explained that the number of award recipients was the same as in the previous year, though with a higher attendance. He noted that the issue was one of significant importance to attendees. He also explained that premises receiving the best awards had been identified in the past by the traffic light scheme, illustrating that there has been very good progress.

The Director of Community & Children's Services asked whether small instances such as the selling of cigarettes to youths were being picked up. The Director of Markets and Consumer Protection confirmed that any intelligence received was followed up on, and asked partners to please make these cases be known when they arise.

The Chairman noted that noise complaints had been reduced, and asked if there was any understanding of why this was the case. The Director of Markets and Consumer Protection explained that effective work had been carried out to reduce noise complaints, and a significant number of those enduring were related to construction projects, for which they were currently looking into resolutions for. The Chairman of Licensing Committee agreed that construction projects were significant contributors, but also explained that approximately 20% of complaints were in relation to licenced premises. He explained that many of those such complaints were associated with promoted events at licenced premises, the number of which taking place has now been reduced.

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

16. **LONDON FIRE BRIGADE UPDATE**

The Group heard a verbal update from the Borough Commander of the London Fire Brigade.

The Borough Commander explained that figures of fires in the City of London were very low, and that the main area of concern was due to automatic fire alarms being set off with increasing frequency. He explained that the approach to this system would likely need addressing.

The Borough Commander confirmed that the total number of recorded fires in dwellings last year was just 6. The Director of Community & Children's Services asked if any of these fires had taken place in a tower block, and the Borough Commander agreed to check this. (10) The Chairman asked if there had been a change of methods since the Grenfell Tower incident. The Borough Commander confirmed that there had been significant changes in the response protocol for high-rise buildings, and particularly for those with cladding in their construction. The Chairman asked if there was accessible data on the locations of cladded buildings, to which the Borough Commander confirmed that they relied on government data which was not exhaustive. The Borough Commander explained that a particular issue arising post-Grenfell was that many private properties had adapted to an "everybody out" policy over one that favoured remaining inside. This change has raised the concern of fire access pathways being blocked by evacuating civilians

**RESOLVED** – That the Borough Commander be heard.

17. **ANY OTHER BUSINESS**

There was no further business.

**The meeting closed at 12.50 pm**

**Next Meeting: 21 February 2018 @ 11:00 am**

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Chairman

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## SAFER CITY PARTNERSHIP GROUP

21 February 2018

### OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
1.	<b>03/11/17</b> Item 4 – <i>Outstanding References</i>  <b>Drug &amp; Alcohol Update</b>	It was confirmed by the Health and Wellbeing Team that an update focusing on Drug & Alcohol would be submitted to the next meeting, on 21 February 2018.	Health & Wellbeing Team	<b>COMPLETE – On the Agenda</b>
2.	<b>03/11/17</b> Item 5 - <i>Case Review Following Serious Incident</i>  <b>15/09/17</b> Item 5 - <i>Case Review Following Serious Incident</i>  <b>Information Sharing Protocol</b>	In reference to Item 11 within the action plan, the Director of Port Health and Public Protection requested that a draft copy of the Information Sharing Protocol, which had previously been made available to other groups, to be circulated to the Safer City Partnership Strategy Group.  <b>Update 12-02-18:</b> The Community Safety manager confirmed that this had been circulated to Members.	Community Safety Team	<b>COMPLETE – Circulated to Members</b>
3.	<b>03/11/17</b> Item 5 – <i>Health and Wellbeing Update</i>  <b>Street Triage Rough Sleepers</b>	The Chairman queried the degree to which Street Triage operation overlapped with work on Rough Sleepers. The Assistant Director of Community and Children’s Services approved of the Chairman’s comments and explained that, although Rough sleepers were a wider issue and not an explicit focus of the Street Triage, they would look to consider this aspect within its operation. The Chairman asked that discussion on this be undertaken to ensure it is given consideration.	Community and Children’s Services	<b>OUTSTANDING</b>

4.	<b>03/11/17</b> Item 7 - <i>Safer Communities Project – Outcomes Review</i>  <b>Housing ASB Process Documents</b>	The representative for the Partnership for Young London requested paperwork from Work Stream 11 – <i>Housing ASB Process</i> . The Head of Change Portfolio Office, CoLP agreed to circulate this.	CoLP	<b>COMPLETE –</b>  <b>Flow process diagrams and info provided to Member on 17/11/17</b>
5.	<b>03/11/17</b> Item 7 - <i>Safer Communities Project – Outcomes Review</i>  <b>Workshop Findings</b>	The Head of Change Portfolio Office, CoLP confirmed that the Change Portfolio Manager would circulate the findings from the workshop.	CoLP	<b>OUTSTANDING</b>
6.	<b>03/11/17</b> Item 9 - <i>Safer City Partnership Strategy 2017-2020</i>  <b>Funding Sources</b>	The Chairman asked if there were now any significant disagreements to note. It would be expected that suggestions for incremental improvements be taken into account for 2018. The Town Clerk requested that a list of potential sources of funding be included.  <b>Update 12-02-18:</b> Relevant information to be tabled at meeting by Community Safety Manager	Community Safety Team	<b>OUTSTANDING</b>

7.	<p><b>03/11/17</b> Item 12 - <i>Financial Abuse in the City of London</i></p> <p><b>Financial Abuse Task and Finish Group</b></p>	<p>The Assistant Director of Community and Children’s Services highlighted the importance of raising awareness of the Financial Abuse Task and Finish Group, and explained that Corporate Communications would be best placed to advise on this. The Director of Communications agreed that discussion should take place over the best use of social media to do so.</p> <p><b>Update 12-02-18:</b> As part of the preventative agenda on financial abuse and scams, the City of London Corporation, the City of London Police, City Advice and Trading Standards held an event on 4 December at the Livery Hall at Guildhall.</p> <p>Over 70 local community figures from a diverse range of organisations, including UK Finance, Victim Support, the Fraud Advisory Panel, various housing associations, Metropolitan Police and the Financial Conduct Authority, participated in the half day event. Professor Keith Brown, Age UK, Trading Standards/Friends against Scams and Action Fraud attended as speakers.</p> <p>The aims of the event were to raise awareness of the signs of financial abuse, fraud and scams, how they can be avoided and what someone can do if they think they have fallen prey to a scammer. It also provided a platform to share practical tips for people to take away and promote via their networks.</p> <p>All attendees were surveyed after the event. One hundred per cent of respondents said they felt more confident in sharing prevention messages with those in the local community and in signposting those in the local community to appropriate partner organisations.</p>	Community Safety Team/  Corporate Communications	<b>COMPLETE</b>
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8.	<b>03/11/17</b> Item 14 - <i>City of London Police Update</i>  <b>Analysis of instances of low-level violence</b>	The Commissioner of Police noted to Members that violent crime had increased over the last period. The Senior Analyst explained that the distinction between violence with and without injury was crucial and an analysis of low-level violence was necessary to provide a more contextual perspective of the issues. It was confirmed that this would be included in future CoLP updates.	CoLP	<b>OUTSTANDING</b>
9.	<b>03/11/17</b> Item 14 - <i>City of London Police Update</i>  <b>Meaningful data trends</b>	The Chairman noted that trends were not evident from the way data had been presented in the report, and requested that figures be given context to aid Members in drawing any conclusions from reports.	CoLP	<b>COMPLETE –</b>  <b>On the Agenda</b>
10.	<b>03/11/17</b> Item 16 - <i>London Fire Brigade Update</i>  <b>Number of tower fires in 2016</b>	The Borough Commander confirmed that the total number of recorded fires in City dwellings last year was just 6. The Director of Community & Children's Services asked if any of these fires had taken place in a tower block, and the Borough Commander agreed to check this.	London Fire Brigade	<b>OUTSTANDING</b>
11.	<b>15/09/17 (6)</b> Item 15 - <i>CoLP Update</i>  <b>Annual Stats as Percentage Comparisons</b>	The Chairman requested that in future Police updates, year-on-year statistics be provided with percentage comparisons.	CoLP	<b>COMPLETE –</b>  <b>On the Agenda</b>

12.	<b>23/09/16 (9)</b>  <b>Tackling Violent Crime – Late Night Parking Enforcement</b>	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.	Director of Markets & Consumer Protection (Kay English – Dept. Built Environment)	<b>ONGOING</b>  - <b>Update from DBE circulated to Members on 07/09/17</b>
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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	21 February 2018
<b>Subject:</b> <b>Serious and Organised Crime Board - update</b>	<b>Public</b>
<b>Report of:</b> John Simpson Borough Commander, LFB	<b>For Information</b>
<p><b>Summary</b></p> <p>This report provides an update on the work of the Serious and Organised Crime Board. It provides a brief account of its review of the eight priority areas and its considerations for the next stage i.e. what are the main priorities for the City; the importance of collaboration between partners to deal with those main priorities and information sharing particularly in respect of the new data protection regulations that will soon be coming into force.</p>	

## Main report

### Background

1. Tackling the threat of serious and organised crime largely depends on collaboration with partner agencies. By working together, the City of London can build a full intelligence picture of organised crime impacting on the square mile. The purpose of this intelligence picture is to help us to understand the threat of organised crime and decide how best to respond to it.
2. The Serious and Organised Crime Board, chaired by John Simpson, was set up in 2016 to provide an advisory function; setting a strategic and business direction for the City of London Corporation and the CoLP. The aim of the Board was to bring together a full range of powers to bear against serious organised crime and reduce its impact on the City.
3. The Board recognises that the impact of serious and organised crime is often felt by local communities in the City. Not only does it harm residents and individuals who visit and work in the City, but it also has a big impact on the business community. Therefore, it is important to understand the role that the City must play in tackling serious and organised crime so that communities are safe, and the most vulnerable members of our communities are protected.
4. The activities of organised criminals have become increasingly global and sophisticated. They operate in many different countries and their inter-relationship between crimes has increased as many of these criminal

networks now deal in many commodities, whether it is drugs, contraband or people. It is therefore no longer possible to think of these criminals as drug dealers or tobacco smugglers. Organised crime groups adapt quickly and relatively easily with whatever commodity is the most lucrative at any given time. For example, human trafficking has become a valuable commodity with the potential of people being sold for different purposes multiple times.

5. With that in mind we need to understand the City's vulnerabilities to serious and organised crime and address them through integrated multi-agency action plans. Over the past year, the Board has been understanding the current prevalence and nature of serious crime in the City. This has been achieved with the help of the City of London Police with their assessment of local serious and organised crime profiles and multi-agency plans. The Board has been looking at how to establish collaborative local partnerships to share intelligence and disrupt organised criminal groups. The Board has also discussed sharing best practice, data sharing and engaging with other partnership organisations that prevent communities from being drawn into organised crime.
6. Regarding data sharing, this is one area that has raised concerns with some of our partners who claim to have had requests for information refused due to data protection issues. This could become even more of an issue when new General Data Protection Regulations (GDPRs) are implemented across all EU Member States on 25 May 2018. There are expected to be a swathe of changes to the new data regulations. Therefore, it is important that the GDPRs are understood by and involve all partners especially when Information sharing protocols are developed.
7. To reduce the level of serious and organised crime the Board has been looking at what steps are being taken to strengthen the four Ps approach: Pursue, Prevent, Protect and Prepare. Those steps include developing a common understanding among local partners about the threats, vulnerabilities and risks related to serious and organised crime. The key crime areas that the Board has been discussing include:

- Modern slavery
- Child sexual exploitation
- Black mail and kidnap
- Intellectual property
- Organised acquisitive crime
- Financial crime and money laundering
- Fraud and cyber enabled crime
- Cyber-attack

### **Current position**

Having completed a review of all the City's eight priority areas it was decided to look at:

- the scale of the problem,



- how the partnerships are working
  - whether there was sufficient information about the problem
  - and how confident partner agencies were in dealing with the problem.
8. Initially, the Board wanted some ideas around how partners may score, other than the scoring of the current SOC priority area from a police perspective. One idea was to use the National Thematic Risk Model – a partner version of a risk model that the police analysts use to score against. An example of this scoring was taken from Devon and Cornwall who have progressed the use of risk scoring across their large number of community safety teams. However, it soon became apparent that the City’s experience of serious and organised crime did not reflect the experience of many local authorities. After a meeting with the Chairman and Vice Chairman with City Police analysts it was decided to email four questions to all partner agencies who sit on the Board requesting the information in time for the next Board meeting on 14 February.

The questions included:

- On what priority do you have an impact on and why?
  - How confident are you that each risk area you manage is clearly understood and managed?
  - How would you know if any of those areas were becoming more of a problem?
  - Are there other issues/priorities in your area which we may be able to tackle in partnership (with partners engaged now, or could be in the future) – do they relate to Serious and Organised crime, if not we can still feed them into our quarterly safer city partnership meetings.
9. From this information we aim to reduce the number of priorities to three or four so that we can ensure that intelligence is shared effectively among partners to maximise a collective response.
10. It is also our intention to revisit all eight priorities in 6 to 12 months to see if anything had changed. The Board would also look for and share examples of partnership working around the country to see if anything similar could be used to model on.

**Responses so far (6/2/18)**

1. Modern slavery – health and police comments
2. Child sexual exploitation – health and police comments
3. Black mail and kidnap – no comments so far
4. Intellectual property – trading standards comment
5. Organised acquisitive crime- police comments
6. Financial crime and money laundering – trading standards comments
7. Fraud and cyber enabled crime – no comments so far
8. Cyber-attack – trading standards comments

The questions were posed to the following partnership agencies:

- Health
- Fire
- Trading standards
- Community and Children's Services

Police:

- Public Protection Unit
- Acquisitive crime
- Intellectual property and fraud
- Modern Slavery
- Blackmail and Kidnapping

Findings

Trading Standards has identified an issue which could be tackled in partnership. City businesses engaged in the unregulated cryptocurrencies sector.

Partners are confident that they clearly understand and manage their priority area(s)

Partners had a system in place to identify any problems in their priority area(s).

Recommendations

1. Add any outstanding responses from partner agencies.
2. Are there any partnership agencies that the SCP would like to see engaged in priority areas other than those listed above?

**John Simpson**

Borough Commander

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Partnership agencies – table of responses

	Confidence levels	Modern slavery	Child sexual exploitation	Intellectual property	Organised acquisitive	Financial crime & Money laundering	Cyber enabled
From the list of priority areas listed which ones do you have an impact on and why		Health- we commission a health service for sex workers; however, it is unlikely to reach victims of modern slavery	Health - Yes: we commission sexual health services which are required to monitor attendances by under 18s and identify and report safeguarding concerns.	Trading standards - we have powers under the Trade Marks Act to investigate criminal offences involving IP. However, no intelligence of problems within the City.		Trading standards - role in Operation Broadway to disrupt investment fraud operating in the Square Mile.	Trading standards - role in Operation Broadway to disrupt investment fraud operating in the Square Mile
How confident are you that each risk area you manage is clearly understood and resourced?	Health - highly probable/very likely  Trading Standards highly probable/very likely - YES – Trading Standards are a small service (4.6FTE) but have an ability to work well in partnerships and contribute to initiatives in a positive way.				Police - I am very confident that I understand and can manage my area of risk. However, it should be noted that a lot of crime in the City is preventable by the public themselves. A proportion of the crimes the City suffer are through carelessness and leave no evidential capture. This can be problematic.		
How would you know if any of your priority areas were	Health - It would be identified as part of our	PPU - For both MS and CSE we would see	PPU - For both MS and CSE we would see		Police - this is managed via the daily crime meeting where every		

<p>becoming more of a problem</p>	<p>monthly monitoring meetings.</p> <p>Trading standards - Intelligence from CitACS or via London Trading Standards Intel Team</p>	<p>increase in demand in relation to victims reporting crime, identification of online offenders, referrals from NCA and safeguarding referrals from adult and children's social care and other partners. Additionally, there would likely be more calls to service for vulnerable adults and children who may be at risk of these crime types. For example, increase calls to service by schools, hotels, community in general.</p>	<p>increase in demand in relation to victims reporting crime, identification of online offenders, referrals from NCA and safeguarding referrals from adult and children's social care and other partners. Additionally, there would likely be more calls to service for vulnerable adults and children who may be at risk of these crime types. For example, increase calls to service by schools, hotels, community in general.</p>		<p>crime is discussed. This provides the daily snapshot which then feeds the monthly tactical, tasking and coordinating meeting.</p>		
<p>Are there other issues/priorities in your area which we may be able to tackle in partnership</p>					<p>DI Acquisitive Crime - this is managed via the daily crime meeting where every crime is discussed. This provides the daily snapshot which then feeds the</p>	<p>Trading standards- Currently making plans to look at businesses with a City footprint that are engaged in the unregulated</p>	

					<b>monthly tactical, tasking and coordinating meeting.</b>	<b>cryptocurrencies sector – possible links to SOC</b>	
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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	21 February 2018
<b>Subject:</b> Community Safety Team Update	
<b>Report of:</b> Manager, 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 report.	

### Summary

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

#### **Three Wise Things – Eat, Pace, Plan – Christmas Alcohol Campaign 2017**

1. For the Christmas 2017 party period the Community Safety Team, London Drug and Alcohol Policy Forum and City Public Health Team worked with the GLA to deliver:
  - Advice to employers and their staff in the Christmas period in terms of sensible drinking and planning advice (via an electronic toolkit).
  - Digital messaging aimed at the public (with a specific focus on central London “hot spots”)
  - Providing supporting materials and messages to London Boroughs, NHS bodies and other relevant partners.
  - Providing a tool (developed by GLA SafeStats) to help local public health agencies and others to accurately target specific audiences with relevant messages.

The campaign ran from 30 November 2017 to 1 January 2018 across the Christmas and New Year peak party season.

2. The campaign focussed on a number of key messages:

- The GLA and City of London with the support of local authorities and the NHS across London encouraged Londoners to plan safe and enjoyable nights out during the festive party season through the key message of eat, pace, plan.
- Wanted Londoners to have a good time, eat drink and be merry but avoid A&E and get home well and safely.
- By doing a little extra planning for festive parties with friends and colleagues everyone can have a safer and better night out, encouraging Londoners to think about the time after the party is over and how their friends and colleagues will get home safely.

### **Budget**

3. £20k from the GLA, additional contributions from the City of London of £2k plus a dedicated staff resource for the period.

### **Engagement & Outputs**

4. Website: The news release 'Three Wise Things – Eat, Pace, Plan, launched on the website on 30 November. Between this date and 1 January, there were 5,436 unique page views of the news release. The webpage contained the downloadable toolkit and further advice (employer focussed).
5. Twitter: used the hashtag #eatpaceplan. Over the period of the campaign the tweets received 112,763 impressions. The single most popular tweet "The party season is upon us and we know London is one of the best places in the world to have a good night out but check out Three Wise Things – Eat, Pace, Plan for our top tips on staying safe #eatpaceplan" received 18,531 impressions and over 1,072 engagements.
6. Tweets over the campaign period were well received, retweets coming from the Mayor of London, Amy Lane – Night Czar, BTP, City of London Police, and various alcohol related organisations such as Club Soda and Safe Sociable London. The tweets with the highest engagement were ones that encouraged pacing drinks, trying non-alcoholic drinks and not feeling pressured to drink in rounds. Also tweets which celebrate London and its status as one of the best places in the world were favoured.
7. Facebook: This element of the campaign received 320,264 impressions and the first post received 107 engagements. Of those who engaged 50.47% men and 47.04% women.



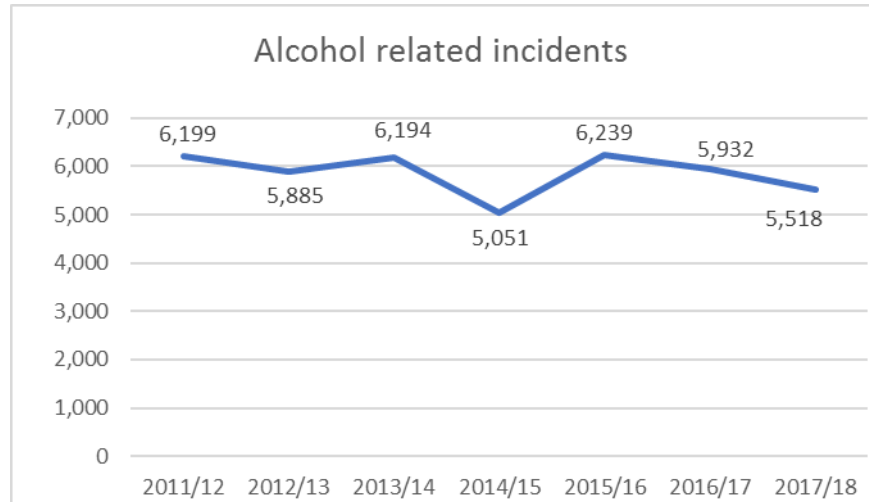
8. Xads: Delivered in hotspot areas in the City, London Bridge and West End on key dates. 263,297 impressions were delivered. Considered particularly useful in engaging a younger cohort.
9. Snapchat: geo filters were live on the 15 and 16 of December in certain City hotspots and had over 737 views.
10. Metro: online metro adverts ran on the 1 and 4 December and over two days received 100,029 impressions.
11. Digital app: advert ran on the 14, 15, 18 and 19 December with over 124,260 impressions (and 2,525 clicks to the website giving a click through rate of 2.03% which is considered an above average rate).
12. Ambulance call outs: While causation cannot be claimed there was a reduction (6.97%) in alcohol related incidents dealt with by the LAS over the period of the campaign compared to the previous year.

## **Results & Conclusion**

13. All feedback received has been positive. The main product of the campaign was the communications toolkit. It was distributed to all London local authorities and to the LAS, MPS, CoLP, BTP, CCGs and City Businesses. It was distributed via a number of networks including Square Mile Health, the Healthy Workplace Charter and the Association of Directors of Public Health. Employers such as Global Aerospace and Moorfields Eye Hospital registered their interest prior to the campaign demonstrating the appetite for a campaign of this nature. Royal Bank of Scotland also ran the campaign internally on their digital screens.
14. For a modestly funded campaign the reach of Three Wise Things was impressive. This reflecting its content and tone being welcomed by a range of employers, networks and members of the public.
15. It confirmed the cost effectiveness of digital platforms to reach significant numbers of Londoners.
16. While causation can clearly not be claimed there was a welcome reduction (6.97%) in alcohol related incidents dealt with by the LAS over the period of the campaign compared to the previous year.

## Total figures for alcohol related incidents in December

2011/12: 6,199  
2012/13: 5,885  
2013/14: 6,194  
2014/15: 5,051  
2015/16: 6,239  
2016/17: 5,932  
2017/18: 5,518



### PREVENT Update

17. There have been no Channel referrals relating to City residents this period. Work is ongoing in relation to a case raised with our Prevent officers. Additional details are included within the report from City of London Police.
18. An active programme of community engagement has been undertaken at a range of locations including the local hospital, libraries, and businesses. Further work has also been undertaken with the Faith sector and local community groups. In all cases the response from the public and partner agencies has been positive.
19. We have developed links with the voluntary sector which have assisted in the production of literature in Bengali, Urdu and Arabic.
20. We remain closely engaged with the London Prevent Network. Current discussions centre on the increasing expectations placed on local authorities in terms of delivering the Prevent agenda.
21. Prevent awareness sessions have been delivered to new entrants to the City of London Corporation and City of London Police.
22. A new on-line module is currently in the final stages of agreement with Corporate HR and will be rolled out as a mandatory course in March (bespoke and face to face sessions will still be available). To support its implementation, we will be producing internal materials for staff (posters and table talkers). There will also be an event for staff allowing them to raise any questions they may have about the Prevent duty and the processes we have in the City.

23. The Prevent for Business product is currently being piloted with a number of City employers. It is intended to review its progress and feedback at the end of March.

### **City Community MARAC**

24. The Community MARAC remains a live vehicle for raising issues of vulnerability and repeat offences/offenders. It provides an important mechanism for protecting City residents experiencing ASB or other crime and we encourage referrals.

### **Domestic Abuse**

25. For the reporting period November 2017 to January 2018 inclusive the City of London received five MARAC referrals. Of those five referrals 2 were heard by the CoL MARAC and managed in accordance with protocol whilst the other three referrals were reported and documented within the CoL area they were then referred to the appropriate areas of residence to be progressed, in accordance with policy.

### **Recent & Forthcoming Events and Activity**

26. Sexual Abuse and Sexual Violence Awareness Week 5-11 February. The CST helped hand out information at a number of locations and supported the Light up the Night event on 5 February.

27. Hate Crime Seminar, 22 February, with Capsticks, Basinghall Suite.

28. 9 March International Women's Day event – Guildhall. We are supporting with materials and preparation.

29. 16 March - Child Sexual Exploitation conference, Livery Hall, in partnership with CoLP and Metropolitan Police Service. The City of London Multi Agency Risk Assessment Conference (MARAC) meetings are scheduled every month in accordance with best practice with invitations sent to a dedicated pre-identified circulation list by a specific City of London coordinator.

30. 16 March - Suicide Prevention Training (Business Healthy with the Samaritans)

## Current and Emerging Issues

31. **Short -term lets** and the nuisance and crime which can be associated with these has emerged as an issue in parts of the City. Some of the issues overlap with problems that can be linked to serviced apartments. City of London Police and Corporation officers have both been involved in responding to these problems and these have resulted in improvements for residents.
32. The Community Safety Team is working with partners from Planning, Environmental Enforcement and City of London Police to improve the response to such issues in the City. This will include improving the provision of advice to those affected. In terms of enforcement this can be a highly complex area depending on the nature of each complaint, ranging across criminal law, Anti-Social Behaviour legislation and into planning and environmental regulation.
33. Planning colleagues are looking to learn from the experience of other local authorities and we will collectively be working to tackle this problem in the coming months.
34. **Mass ride outs** involving youths on bicycles (in excess of 100) has caused a number of problems in parts of the City. This issue has been recurring over a number of months and we have recently brought together key partners to discuss potential responses.
35. CoLP have now put in place the option to use Section 35 dispersal orders. However, additional options are being explored, including with our legal team. If there are significant developments in this respect, we will notify SCP members at the first opportunity.

## Performance Dashboard/Monitoring Tool

36. Members will recall that we developed a monitoring tool to provide an overview of progress against the priorities for the previous strategy. Now a new strategy has been agreed we have developed a dashboard which we hope will facilitate Members in overseeing the work of the partnership and being able to rapidly identify areas needing further attention. The draft dashboard will be sent to all SCP members at least one week in advance of the meeting and will also be tabled for comments.
37. Once agreed we hope in future iterations to ensure we capture all partners contributing to delivery of activities under the agreed priorities and develop a clear indication of the resources, financial and other, available to deliver these.

## **Staff and Resources**

38. For the financial year 2017/18 the Community Safety Team and the Safer City Partnership have enjoyed dedicated analyst support. This has proved invaluable in helping improve our understanding of complex issues as well as supporting the work of the Serious and Organised Crime Board. The current arrangement will come to an end in March.
  
39. In October the CST was successful in attracting a Graduate Trainee to join us. This has supported a wide range of work, including the Prevent on line module, improving our communication materials and supporting community engagement. The period of attachment has now been extended into the summer.
  
40. To support further specialist work around domestic abuse and other areas of vulnerability City of London Police, Department of Community and Children Services and Town Clerks have agreed to co-fund a new post. A Job Description has been developed and is currently with HR colleagues.

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	21 February 2018
<b>Subject:</b> Anti-Social Behaviour 1. New Statutory Guidance for Practitioners, December 2017 - Crime and Policing Act 2014 2. City Anti-Social Behaviour Strategy and areas for improvement	<b>Public</b>
<b>Report of:</b> Community Safety Team	<b>For Information</b>
<b>Summary</b>	
<p>To advise SCP members on the new Statutory Guidance for practitioners updated in December 2017 – from the Anti-Social Behaviour, Crime and Policing Act 2014.</p> <p>To advise members of ongoing work to develop an Anti-social behaviour strategy for the City of London</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note this report.</p>	

**Update on the Anti-Social Behaviour, Crime and Policing Act 2014 - Statutory guidance for frontline practitioners, December 2017**

1. On 24th December 2017, the Home Office published a long awaited updated statutory guidance on the use of anti-social behaviour powers for frontline professionals. This report is to update all members on the new guidance drawing attention to the new or amended sections. The full text of the guidance can be found at <http://bit.ly/2DZjii6>
2. A new introduction has been written for the guidance to which the Home Office has added the following statements:

- a. 'The changes will help to ensure that there is greater focus on the impact of anti-social behaviour on victims and on their needs, ensuring that the relevant legal tests are met before the powers are used, underlining the importance of ensuring that the use of the powers are focused on specific behaviour that is anti-social or causing nuisance, and ensuring that the issues of local consultation, accountability and transparency are addressed'.
  - b. 'This updated guidance emphasises the importance of ensuring that the powers are used appropriately to provide a proportionate response to the specific behaviour that is causing harm or nuisance without impacting adversely on behaviour that is neither unlawful or anti-social'.
3. The introduction to Part 2: More effective powers (page 17) has two sections added:
4. Vulnerability - This section reminds practitioners that the needs and circumstances of the most vulnerable must be considered when applying the powers and that any use of the powers must be compliant with the Human Rights Act 1998 and Equality Act 2010
5. Assessing the risk to victims - This section focuses on the need to assess the risk of harm to the victim and their potential vulnerability reminding practitioners that this risk assessment should be continuous and organised
6. For clarity, there are no changes made to the Community Remedy and Closure Power sections.

### **ASB CASE REVIEW/COMMUNITY TRIGGER**

7. Page 5. In discussing the role of Police and Crime Commissioners, the guidance now reminds readers that the PCC has responsibility for commissioning services for victims' services and they may want to ensure that local agencies consider how the victim is supported as part of the process.
8. Page 7. The updated guidance includes a new section, Setting the threshold: additional considerations, which focuses on the vulnerability of victims. It suggests that areas might use their risk assessment procedures as part of the decision on whether the threshold has been met. It also suggests that it might be beneficial for relevant bodies to adopt a common risk assessment matrix, or to have an agreed matrix for the purposes of ASB Case Review/Community Trigger.



9. The guidance also draws attention to the fact that repeated applications might be indicative of underlying vulnerability or unmet need and therefore where the threshold is not met, local agencies may wish to consider the possibility of hidden needs or risks which may require a response.
10. Page 8. In the section that deals with publicising the Community Trigger process, the guidance now says that areas should consider where the information is published and how accessible it is. It suggests that the title 'Community Trigger' in isolation may not be sufficient to alert victims to the purpose of the procedures. It makes recommendations about how this might be done more effectively.
11. Page 10. In a completely new section dealing with Sharing information, the guidance addresses the need for relevant bodies to share information for the purposes of carrying out a review. The section reminds local areas that a person who exercises a public function and possesses information must share it. The guidance sets out the only exceptions to this requirement. The issue of housing providers sharing information is addressed in this section.

### **Civil Injunction**

12. A new paragraph has been added to the section about when an injunction can be used to emphasise the use of Civil Injunctions in the cases of gang related activity.
13. In this same section, a paragraph has been added to advise practitioners that they should consider consulting with the local authority before making an application as they may hold information that is relevant and gives examples.

### **CRIMINAL BEHAVIOUR ORDER (CBO)**

14. Page 30. A new paragraph has been added to describe when a CBO can be used and draws attention to the use of CBO for gang members. It goes on to remind practitioners that the CBO does not require a link between the criminal behaviour that led to the offence and the anti-social behaviour to be addressed.
15. It goes on to say that, 'Agencies must make proportionate and reasonable judgements before applying for a CBO, and conditions of an order should not be designed to stop reasonable, trivial or benign behaviour that has not caused, or is unlikely to cause, harassment, alarm or distress to victims or communities.'
16. Page 31. A new paragraph has been added to draw attention to a guide published by the Crown Prosecution Service to assist police and local councils in

preparing CBO applications setting out the general principles to consider. The guidance goes onto to stress that evidence must be provided in support of any positive requirements proposed including details the information that is needed about courses to be attended.

## **COMMUNITY PROTECTION NOTICE (CPN)**

17. Page 40. A new sentence is included - 'Agencies should have sufficient evidence to satisfy themselves that the behaviour in question is genuinely having a detrimental effect on others' quality of life, in terms of the nuisance and harm that is being caused to others, rather than being a behaviour that others may just find annoying'.
18. A further new sentence added states, 'There is significant merit in involving the local council, who will have many years of experience in tackling environmental issues, when deciding whether or not to serve a Community Protection Notice. In addition, the issuing body should be satisfied that it has sufficient evidence that the activity in question is having a detrimental effect on others' quality of life, is persistent or continuing and is unreasonable.'
19. At the end of the paragraph about issuing CPNs it's a reminder about the need to have due regard to the Equality Act 2010.

## **PUBLIC SPACES PROTECTION ORDER (PSPO)**

20. Page 48. The following paragraph has been added to the purpose 'Given that these orders can restrict what people can do and how they behave in public spaces, it is important that the restrictions imposed are focused on specific behaviours and are proportionate to the detrimental effect that the behaviour is causing or can cause, and are necessary to prevent it from continuing, occurring or recurring.'
21. The section that previously said the council must consult with whatever community representatives they think appropriate has been expanded to say that it is strongly recommended that the council engages in an open and public consultation to give the users of the public space the opportunity to comment on whether the proposed restriction or restrictions are appropriate, proportionate or needed at all.
22. Page 49. This is a new section that has been added to the updated guidance and states that, before an order is made, the council must publish the draft order in

accordance with the regulations published by the Secretary of State and ensure that the draft order is available on its website.

23. It also goes on to say that as the effect of PSPOs is to restrict the behaviour of everybody using the public place, the close or direct involvement of elected members will help to ensure openness and accountability. This will be achieved, for example, where the decision is put to the Cabinet or Full Council.
24. Page 51. A new paragraph has been added which concentrates on the need for proportionality and suggests that the question to be asked is: is the restriction proposed proportionate to the specific harm or nuisance that is being caused? It goes on to make suggestions about the issues that councils should consider when making an order.
25. A new section has been added which discusses the appropriateness of a PSPO to address issues caused by those who are homeless and rough sleeping.
26. Page 52. The section that deals with responsible dog ownership has been expanded to discuss the issues that a council needs to consider and to suggest prohibitions and requirements that might be used to address this matter. There is also new reference to Parish and Town Councils and their role in dog control.
27. Page 53. This new section reminds councils that they should be careful not to inadvertently restrict everyday sociability in public spaces. It reminds councils that in placing restrictions on those activities that young people may engage in too restrictively may force young people into spaces that are more likely to put them at risk. It finally reminds councils that those living in temporary accommodation may not be able to stay in their accommodation during the day and therefore might find themselves in public spaces for a more extended time.
28. Page 54. There is a final sentence in this section which reminds councils that any changes to an existing PSPO requires the council to undertake the necessary consultation.
29. Appeals. A new sentence has been added to this section that makes it clear that, as with all orders and powers, the making of a PSPO can be challenged by judicial review on public law grounds within three months of the decision or action subject to challenge. This is in addition to the right of appeal of an interested party to the High Court.

## **ABSOLUTE GROUND FOR POSSESSION**

30. Page 65/66. Notice requirements. This section has been expanded to provide more detail about the notice required to the tenant with three new paragraphs included at the top of page 66 which refer to secure or assured tenancies.

### **Anti-Social Behaviour City Strategy**

31. Anti-social behaviour (ASB) has been changing nationally since it was first mentioned in legislation. It used to be looked as minor problems that people find annoying and after the Pilkington case and other cases it changed to emphasize agencies response towards vulnerability and the impact to the victim.

32. With the changes and developments in crime now the government understand that ASB sometimes is the beginning of bigger crimes about to be committed or very often just what we can see as part of bigger crimes being committed, such is the case of modern slavery and child sexual exploitation.

33. With this in mind the Corporation's Community Safety Team is starting the work of writing a City Strategy that is up to date, relevant and takes into account the work of all the different agencies to stop and prevent ASB in the City.

### **Coordinating partnership tools and powers**

34. The 2014 Act gave the community safety partner agencies a new set of tools and powers that requires a good, timely flow of information from agency to agency in order to avoid duplication. The Community Safety Team in it's role of coordinating the work of the partners have seen the need to emphasize more partnership approaches, promote a wide problem-solving work rather than silo work and highlighting the need for agencies to share information.

35. Since the 2014 Act came into force there is a greater need for a more coordinated approach and clarity into everyone's duty's and responsibilities with regards to ASB. Where and how tools and power are recorded have been a concern that affects how all agencies in the City work.

36. For example, the Community Protection Notice (CPN) is a new provision given in the 2014 act to stop unreasonable behaviour affecting community's quality of life. This can be used to deal with ongoing problems or nuisances by targeting those responsible.

37. This tool can be used by local authorities (Environmental team, housing, street enforcement, rough sleepers services), the police and social landlords, either simultaneously or individually but advice is given to be careful in not to issue more than one CPN at the time, that means that all behaviours to be stopped need to be in one CPN issued to an individual or organisation.

38. All agencies need to have clear sight of an individual or business when they issue a CPN in order to stop duplication. This means that all agencies need to know

when an individual has been given a warning or agencies are preparing to issue a CPN.

39. We currently lack partnership information systems that allow us to share information in real time and effectively support agencies work. There are multiple teams in the City that can issue this notice however if one of them issues a notice the other agencies might not even be aware that this has been done.
40. In the interim, to help with this situation the Community Safety Team has offered to keep a record of this notices, so all teams can feed into one source, but this have proved not to be adequate. With the changes in technology, we can see that a better way to do this is through an I.T based solution in which we can input information from all the different teams to work more effectively.

### **Vulnerability**

41. In the city we welcome the new guidance greater emphasis in vulnerability and how we assess it, so agencies can work swiftly to reduce the risk from escalating and help the most vulnerable.
42. We have already started this work last year with all different partners and it has been welcome by all of them, but we will carry on with it. The community safety team arranged multi-agency training as well as setting up the City Community MARAC (CCM) to look at high risk cases and vulnerable people. The CCM has been highlighted as a good practice in the new 2014 act guidance and by the GLA.
43. Sharing and managing information is a sensitive matter for all agencies working with vulnerable people, therefore having the right technology that can allow us not only to share but to feel confident that we are doing it in the right way without putting someone at risk could make a big difference to the way we work.
44. With the new changes in legislation and Data protection we also need an up to date partnership information sharing protocol that allows all our teams to feel confident to share information to protect individuals specially when it comes to vulnerable people.

### **Analytical needs for strategy and information sharing obligations**

45. To understand, plan and identify optimum solutions to problems a good analytical support is required. When dealing with anti-social behaviour we are also talking about multiple sources of information from different agencies being pulled together to understand the bigger picture and find solutions that are meaningful in the long term.
46. This information as it comes from many different sources, such as different teams in the police, many teams at the corporation and other housing landlords such as Guinness needs to have ownership from an agency and the commitment of work from an analyst.

47. This is a very important resource into the planning and tackling ASB but the line of work of police analyst is to work with police issues as it is from corporation agencies looking at their own lines of work. An analyst that can collect that information from everyone and make it into one is an essential piece of work that no teams at this present time have capacity to do so.
48. The community Safety team it's the most suitable agency to do this type of work but doesn't have a permanent analyst who can carry out that duty. Having ownership of this type of work is difficult for any other agency as most of them need to have a reason why to collect information that is not for their teams to act.
49. In order for a Community Safety Partnership to operate successfully on an evidence-led basis, it is vital that data flows between agencies and is used to drive activity. This data is undoubtedly produced by analyst with a good understanding of crime and ASB is normally found in the police but as resources are scarce we need more clarity on who can carry out that work.
50. It's important to consider the work that underpins the City Police Plan as the legislation emphasize that due regard of the Community Safety Partnership priorities should be given within the police plan, some of the work done by an analyst would be used by the police and local authority.

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## Summary report from Health and Wellbeing Board, 2<sup>nd</sup> February 2018

### Summary

This report is intended to update any interested groups on the work of the Health and Wellbeing Board. It includes information on items considered by the Board at their latest meeting on 2<sup>nd</sup> February 2018. Details on where to find further information or contact details for the relevant officer are included for each item.

Full minutes and reports are available at:

<http://democracy.cityoflondon.gov.uk/ieListMeetings.aspx?CId=994>

- 1. Joint Health and Wellbeing Strategy Action Plan Progress Report**
- 2. Local Government Declaration on Sugar Reduction and Healthier Food**
- 3. Preventing Drug Use Among Workers in the City of London**
- 4. Mental Health Training for Corporation Staff**
- 5. Barbican and Community Libraries Support for Health and Wellbeing**

### **1. Joint Health and Wellbeing Strategy Action Plan Progress Report**

1.1 The Board received a progress update on the action plan which underpins the City of London Joint Health and Wellbeing Strategy.

1.2 The action plan sets out how the City of London Health and Wellbeing Board will deliver the Joint Health and Wellbeing Strategy in order to improve the health of City residents, workers and rough sleepers. It sets out five key priorities:

- Good mental health for all
- A healthy urban environment
- Effective health and social care integration
- Children have the best start in life
- Promoting healthy behaviours

1.3 The majority of actions on the Joint Health and Wellbeing Strategy are on-track and progressing.

1.4 The Joint Health and Wellbeing Strategy can be viewed here:

<https://www.cityoflondon.gov.uk/services/health-and-wellbeing/Documents/joint-health-and-wellbeing-strategy.pdf>. For more information or to review the action plan, contact Tizzy Keller ([tizzy.keller@cityoflondon.gov.uk](mailto:tizzy.keller@cityoflondon.gov.uk))

### **2. Local Government Declaration on Sugar Reduction and Healthier Food**

2.1 The Local Government Declaration on Sugar Reduction and Healthier Food was launched by the charity Sustain in November 2016 as an initiative to help local authorities in London tackle the proliferation and marketing of unhealthy food and drink. Several London boroughs have already signed up, and many more are in the process of doing so.

2.2 The City of London Corporation currently ranks in the bottom third compared with other local authorities in the capital regarding the promotion of healthy eating (Good Food for London rankings, 2016). Tackling obesity among adults and children features prominently within the priorities of the Joint Health and Wellbeing Strategy and this presents a framework within which the City Corporation can take action.

2.3 The Health and Wellbeing Advisory Group (HWAG) has agreed that the Declaration would be a valuable initiative for the City Corporation to sign up to and the Director of Public Health, Dr Penny Bevan, has offered to champion it. This paper outlines the nature of the Declaration and the commitment required from the City Corporation, notably members of the Health and Wellbeing Board.

2.4 The Board endorsed this proposal and committed to action across six key areas:

- Tackling advertising and sponsorship
- Improving the food controlled or influenced by the local authority and supporting the public and voluntary sectors to improve their food offer
- Reduce the prominence of sugary drinks and actively promote free drinking water
- Support businesses and organisations to improve their food offer
- Public events
- Raising public awareness

2.5 Officers will present an annual update report on progress of the Declaration to the Health and Wellbeing Board and Port Health & Environmental Services Committee, with more regular updates presented to the Health and Wellbeing Advisory Group.

2.6 Contact: Xenia Koumi ([xenia.koumi@cityoflondon.gov.uk](mailto:xenia.koumi@cityoflondon.gov.uk)).

### **3. Preventing Drug Use Among Workers in the City of London**

3.1 Recent media coverage<sup>1</sup> has suggested that cocaine use among City workers is pervasive, but that the local culture “turns a blind eye” to this issue. Officers were asked by the Health and Wellbeing Board to explore the accuracy of these claims and to provide insight into the work that the City of London Corporation is doing to address drug-taking behaviours among the Square Mile’s working population.

3.2 Powder cocaine use is more common in young males, is more common in London, and is linked to higher drinking levels. Within the City of London, the worker population is predominantly young and male with a high disposable income, and this demographic is also more likely to drink more alcohol than the general population. For these reasons, powder cocaine use is likely to be higher amongst City workers than amongst the general population.

3.3 The City of London Corporation undertakes specific work to prevent drug use among its worker population and also to tackle existing issues. The Corporation has a close working relationship with the City of London Police. This work is carried out across the following key areas:

- WDP’s Square Mile Health
- Business Healthy and the Public Health team

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<sup>1</sup> GuardianWitness article, “Confessions from the City: why firms are failing to tackle the cocaine crisis” (Ben Quinn, 10 September 2017) <https://www.theguardian.com/society/2017/sep/09/city-firms-failing-to-tackle-cocaine-crisis>



- Safer City Partnership and the City of London Police

3.4 In addition, the Safer City Partnership intends to establish a new multi-agency partnership group, informed by a current health needs assessment, which will enable the City of London Corporation and partners to determine the real extent of the issue of City workers using illicit substances, particularly powder cocaine, and to inform the most effective strategies to tackle it.

3.5 Contact: Xenia Koumi ([xenia.koumi@cityoflondon.gov.uk](mailto:xenia.koumi@cityoflondon.gov.uk))

#### **4. Mental Health Training for Corporation Staff**

4.1 A key theme of the City of London Corporation's Health Safety and Wellbeing Strategy (2018 - 2023) is tackling work-related ill health, including:

- Developing the wellbeing of our workforce
- Reducing the stigma around mental ill health
- Providing a safe and healthy working environment.

4.2 The Corporation is therefore embedding mandatory mental health learning and development training for all managers and supervisors. This helps to create a healthy working environment for all, breaks down the stigma often associated with mental ill health and trains line managers in mental health awareness so that they feel equipped to have conversations with staff about their mental health and confidently signpost them to services.

4.3 Thus far the programme has delivered:

- Training for two accredited Mental Health First Aid Instructors, who can then go on to train others in the Corporation.
- Mental Health First Aid Training and Mental Health Awareness training for managers, with 75 managers trained to date including 2 Chief Officers.
- Line Managers Guide to Mental Health, a bespoke e-learning course on City Learning which 150 managers have successfully completed, including 2 Chief Officers.
- A CityWell Ambassadors Network is now being developed and consideration is being given to having a lead ambassador for mental health.
- Agreement has been reached with Mental Health First Aid (England) to hold a joint mental health conference / seminar at Guildhall on 18 May 2018.

4.4 The Health and Wellbeing Board agreed to continue to champion mental health training and development, and to encourage the engagement of Chief Officers and Senior Management Teams in promoting the mental health training within their departments.

4.5 Contact: Justin Tyas ([justin.tyas@cityoflondon.gov.uk](mailto:justin.tyas@cityoflondon.gov.uk))

#### **5. Barbican and Community Libraries Support for Health and Wellbeing**

5.1 Barbican and Community Libraries provide a range of services which promote and support the health and wellbeing of customers of all ages including City residents, City workers, students and regular visitors to the City of London. Support and

information are provided in a range of ways: the provision of safe, welcoming, neutral community spaces; an expert enquiries service; a comprehensive range of resources (physical and digital) for reference and loan; and a wide range of library-based activities and events that promote good physical and mental health and a better sense of wellbeing. In the latest library general customer user survey, 34% of respondents stated that the libraries had helped with their health and wellbeing.

5.2 Barbican and Community Libraries has worked closely with public health on the launch of the Dragon Café in the City. This is a pilot project testing out new ways of working with City workers to create a “mental wellbeing sanctuary” in the City, for which the library has obtained a £15,000 grant from the Carnegie Enterprising Libraries Fund, one of only 14 successful applications from a field of 120.

5.3 The Dragon Café in the City is a collaboration between the City of London Corporation, Mental Fight Club, Shoe Lane Library and Output Arts. It aims to promote good mental wellbeing through a bi-weekly programme of activities including tai chi, chess, art workshops, talks and film screenings. For more information visit: [www.dragoncafeinthecity.com](http://www.dragoncafeinthecity.com)

5.4 Contact: Geraldine Pote ([geraldine.pote@cityoflondon.gov.uk](mailto:geraldine.pote@cityoflondon.gov.uk))

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<b>Committee(s):</b>	<b>Dated:</b>
Safer City Partnership	21 February 2018
<b>Subject:</b> Drugs and Alcohol Misuse Services	<b>Non-Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Decision</b>
<b>Report author:</b> Xenia Koumi, Project Officer – Business Healthy	

## Summary

The City of London Corporation, City of London Police, WDP’s Square Mile Health<sup>®</sup> and other partners, are taking an active approach to addressing alcohol- and drug-related issues in the Square Mile. This work involves scoping the extent of the issues, delivering frontline services and developing stronger ties to facilitate partnership working and information-sharing. This paper outlines the current approach and provides suggestions to expand and deepen the focus of this work, in a sustainable manner, to ensure it continues to be effective.

## Recommendations

Members are asked to:

- Note the report.
- Support ongoing work to prevent and tackle drug and alcohol misuse among workers in the City of London, through key channels such as the Safer City Partnership, Business Healthy and WDP’s Square Mile Health<sup>®</sup>.
- Endorse the proposal to establish a multiagency partnership group to look at this issue in more detail, and gather further evidence about drug use in the City.

## Main Report

### Background

1. There is no accurate data relating to drug use, and specifically cocaine use among City workers, as typical collection methods relate only to resident populations. People do not self-report, given the illicit classification of cocaine. Taking national and London-specific trends and comparing them with the profile of the average City worker<sup>1</sup> helps to give us an indication of the prevalence of cocaine use among the local worker (non-resident) population.

<sup>1</sup> <https://www.hackney.gov.uk/media/8238/JSNA-City-Supplement/pdf/JSNA-City-Supplement>

2. There is a strong link between binge drinking and cocaine use. Anecdotal information suggests that very few individuals use cocaine on its own: cocaine (an “upper”) is usually consumed alongside alcohol (a “downer”) as a way of prolonging its effects<sup>2</sup>. Research on a limited sample of cocaine users has shown that cocaine powder users report more frequent heavy drinking than users of crack cocaine<sup>3</sup>. Last year, use of powder cocaine was around 11 times higher among those who had visited a pub or wine bar nine or more times in the past month (8.1%), compared with those who had not visited a pub or wine bar in the past month (0.7%)<sup>4</sup>. The same data shows that in 2016 use of powder cocaine was over ten times higher among those who had visited a nightclub at least four times in the past month compared with those who had not visited a nightclub in the past month. According to the City and Hackney Joint Strategic Needs Assessment City Supplement (2014), alcohol misuse among both male and female City workers is considerably higher than the national average, with young, white males as the predominant users of alcohol<sup>5</sup>. The fact that the vast majority of City workers do not drive to and from the Square Mile is also an important element when considering the likelihood to undertake risky behaviours.
3. Powder cocaine use is more common in young males, is more common in London, and is linked to higher drinking levels. Within the City of London, the worker population is predominantly young and male with a high disposable income, and this demographic is also more likely to drink more alcohol than the general population. For these reasons, powder cocaine use is likely to be higher amongst City workers than amongst the general population. Powder cocaine use is just one element of substance misuse, however.
4. The City of London has a large Night Time Economy relative to its size and compared to other inner London boroughs. It is the capital’s smallest local authority by area and resident population, though joint sixth in terms of the number of pubs and bars it contains. The Night Time Economy in the City is generally acknowledged to be well managed, this being largely due to the work of the City of London Corporation Licensing Team and City of London Police (plus other partners). This work is supported by funding raised via the Late Night Levy.

## Resident Population

5. As of the start of 2018, 28 City residents were accessing treatment services from WDP’s Square Mile Health<sup>®</sup>. Among the rough sleeper population, the picture is chaotic, with those in treatment experiencing both heroin and crack cocaine addictions. Two-thirds of those currently in treatment present with an alcohol addiction and over half of the total don’t present with a secondary addiction. The profile of City residents (including the rough sleeper population) presenting for treatment is predominantly white British and male, aged between 30 and 40 years. It should be noted that drug and alcohol misuse among the rough sleeper population and LGBT population in the City is not accurately represented in

<sup>2</sup> <https://academic.oup.com/alcalc/article/41/2/121/135052>

<sup>3</sup> <https://academic.oup.com/alcalc/article/41/2/121/135052>

<sup>4</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/642738/drug-misuse-2017-hosb1117.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/642738/drug-misuse-2017-hosb1117.pdf)

<sup>5</sup> <https://www.hackney.gov.uk/media/8238/JSNA-City-Supplement/pdf/JSNA-City-Supplement>

treatment data, as many of them face stigma relating to substance misuse and/or their sexuality and may not access services.

## Current Position

6. The City of London Corporation undertakes specific work to prevent drug and alcohol misuse among its populations and also to tackle existing issues. In the latter, there is a close working relationship with the City of London Police. This work is carried out across the following key areas:
  - WDP's Square Mile Health®
  - Business Healthy and the Public Health team
  - Safer City Partnership (SCP) and the City of London Police
  
7. The contract for the Provision of Public Health Services: Integrated Substance Misuse and Tobacco Control was awarded to WDP following a tender process in 2015. The contract commenced in October 2015. The service was set up under the delivery name of 'WDP Square Mile Health' whose services include:
  - a. *Police custody suite drug and alcohol assessments and brief interventions*

WDP has introduced new measures to target and intervene with detainees who may have issue with drugs and/or alcohol. WDP ensure that all clients who are assessed in custody are routinely referred to substance misuse services in their borough of residence, and thus there has been an increase in these referrals, despite an overall reduction of tests and positive tests within custody. WDP continue to work closely with the City of London Police, including providing training for Inspectors, to further increase testing.
  
  - b. *Prevention, harm reduction and awareness raising activities.*

The prevention part of the service has grown over the period of the contract so that it is now performing very well. The service introduced a new Corporate & Community Health & Wellbeing Coordinator post, and are now recruiting an additional training post in order to increase capacity in the service and provide a more strategic focus for prevention. The service has targets to engage with businesses, families and young people
  
  - c. *Treatment for drug and alcohol addiction (residents only)*

This is one of the more challenging areas of the service due to the low treatment population in the City. During 2017, 44 City residents had undertaken treatment for an alcohol and/ or non-opiate or opiate addiction, as offered by WDP's Square Mile Health® - 18.2% of those had successfully completed treatment, representing an increased real-term and proportionate rate of successful completions. It is expected that this trend will continue, now that a significant number of clients have been in treatment for six months or more. As of December 2017, all WDP Square Mile Health® clients are expected to reach 12 weeks in treatment.

*d. Smoking cessation services at levels 2 and 3*

The smoking cessation service has seen a great number of changes since WDP first took over as Lead Provider. Since WDP's Chief Pharmacist took on the role as Smoking Cessation Lead in Q3 (2016), the service has improved considerably, evidenced through quarter-by-quarter comparison below, and most notably the doubling of the service's quit rate since Q1 (15/16):

8. It has been suggested by the City of London Police that their funding for WDP's Square Mile Health<sup>®</sup> services may be reduced, which would have a significant impact on the specific services delivered within the policing context. No formal confirmation of this funding cut has yet been notified to the commissioner.
9. SCP's current priorities on reducing Night Time Economy crime (including drug-dealing), nuisance and anti-social behaviour contribute to the tackling of drug and alcohol misuse in the City. The City of London Corporation also provides information and guidance on addressing drug use and alcohol misuse to individuals, businesses, licensed premises and residents on its Night Time Economy webpage.
10. In addition, the City of London Police is currently developing a drug profile, detailing the nature and scope of drug use and supply within the City of London. This will also include the associated risks, effects and costs and will provide useful insight to help inform further actions. Following on from this, the City of London Police will develop a multifaceted risk reduction strategy in partnership with key stakeholders, to ensure a more comprehensive and robust approach to drug use.
11. The City of London Corporation's Health and Wellbeing Board has given approval to prevent and tackle drug use among workers in the City of London, through the key channels listed above. It has also endorsed the proposal to establish a multiagency partnership group to look at this issue in more detail and gather further evidence about drug use in the City.
12. The City Corporation's Public Health team is currently developing a Corporate Alcohol Strategy, which will bring together best practice to clearly outline a responsible approach to the sale, consumption and management of alcohol in the Square Mile and to set an example. Local employers have also been consulted as part of the development of the strategy.

## **Proposals**

13. In response to interest from Members about drug use in the City, it has been agreed that a new Task and Finish Group will be established, consisting of representatives from the City Corporation (Safer City Partnership, Public Health and Licensing), the City of London Police, WDP and the homelessness services charity St Mungo's (substance misuse is significant among those who sleep rough).
14. This group will be led by the Manager of the Community Safety Team and will focus on tackling drug use in the City. The initial aims of the Group will be to tie

into the ongoing work of the Safer City Partnership, bringing together all areas of intelligence relating to drug use in the City among different population groups and pooling expertise to ensure a joined-up and evidence-based approach to addressing this issue.

15. This group will oversee the production of a health needs assessment relating to drug use among City workers, in order to build up intelligence about the nature and extent of drug use amongst City workers, and to inform further activity in tackling this issue.
16. It is proposed that this group will report back findings to both the Health and Wellbeing Board and the Safer City Partnership.

### **Corporate & Strategic Implications**

17. The above relates to the Department of Community and Children's Services' Business Plan (2017-22) lists a priority objective as health and wellbeing, specifically that "people of all ages enjoy good health and wellbeing".
18. It also relates to the draft Corporate Plan (2018-23), where two of the 12 corporate outcomes within the strategic objective of "contributing to a flourishing society" are that "people are safe and feel safe" and that "people enjoy good health and wellbeing".

### **Conclusion**

19. The City of London Corporation, working with partners, takes a highly engaged and proactive approach in working with the local business, working, resident and visitor populations to address and reduce drug- and alcohol-related behaviour, particularly around prevention.
20. A coordinated multi-agency partnership group, informed by a current health needs assessment, will enable the City of London Corporation and partners to determine the real extent of the issue of City workers using illicit substances, particularly powder cocaine, and to inform the most effective strategies to tackle it.

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<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group – For Information	21 February 2018
<b>Subject:</b> Public Protection Service (Environmental Health, Licensing and Trading Standards) update	
<b>Report of:</b> Director of Markets & Consumer Protection	<b>For Information</b>
<b>Report author:</b> Jon Averns, 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 £454K for the third full year of the operation of the levy.
  - 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
2. The latter includes Environmental Health, Licensing and Trading Standards, all of which contribute to the work of the Safer City Partnership, specifically the 2017-20 SCP Strategic Plan priorities and objectives 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 – Respond effectively to behaviour that makes the City a less pleasant place.
  - Night Time Economy Crime and Nuisance – To ensure the City remains a safe place to socialise.
3. 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

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

***We will work to protect our residents, workers, businesses and visitors from theft and fraud.***
5. 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 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 worked with us on Operation Offspring between October 2016 and the middle of January 2018. The role of this officer was 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. We have worked with 14 London Boroughs during this initiative and have carried out 110 inspections. A report on this work has been presented to the Port Health and Public Protection Committee and also the July meeting of the Economic Crime Board. 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. He has now found a full time Trading Standards Officer role in a neighbouring authority.
- 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 provided a useful training session for our officers in October. This now makes it much easier for our intelligence to be entered onto the CoL Police database which is called 'Niche'.
- d) There is considerable activity that goes on behind the scenes in trying to tackle investment fraud:
- e) 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 are becoming more confident in spotting fraudulent businesses and closing them down before they have the opportunity to defraud consumers. This liaison paid dividends in early January 2018 when information was received about a new boiler room in the Square Mile offering high risk investments. A very early visit was made by Trading Standards Officers with support from the Police and this business has been disrupted and consumers protected.
- f) 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. A positive outcome of this group was the delivery of a Financial Abuse conference that took place on 4 December 2017 at Guildhall. Linked to this work on financial abuse is the issue of consumers being bombarded with cold calls on the telephone. Trading Standards has now installed call blocking equipment in the homes of two City residents and their feedback

shows what a big difference it has made to their lives. They no longer receive constant phone calls and they are very grateful for the intervention of Trading Standards.

- g) An emerging issue relating to the sale of binary options came under the Trading Standards microscope during 2017. 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 were identified with a potential link to the City of London and 125 visits took place last year. This work culminated with a major day of action that took place on 17 October 2017. It attracted significant media attention and Trading Standards were interviewed as part of a BBC Radio 4 programme.

<https://www.ft.com/content/f3d24bb7-385e-3b9e-a736-77ca6c2021df>

- h) 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>13</b>	<b>17</b>		<b>47</b>
<b>2. Disruptions/interventions</b>	<b>1</b>	<b>2</b>	<b>0</b>		<b>3</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>1</b>	<b>0</b>		<b>4</b>
<b>4. Investigations resulting from Op Broadway intelligence</b>	<b>13</b>	<b>11</b>	<b>3</b>		<b>27</b>
<b>5. Contacts with 'enablers' - e.g. mail forwarding businesses, serviced office providers, banks</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>7</b>
<b>6. Promotional / prevention activity - e.g. publicity campaigns, days of action, attendance at external events, press coverage</b>	<b>4</b>	<b>1</b>	<b>4</b>		<b>9</b>
<b>7. Binary options visits</b>	<b>125</b>	<b>0</b>	<b>20</b>		<b>145</b>

6. The next issue that Trading Standards want to look at in relation to investment fraud is in relation to transactions involving cryptocurrencies. This is an emerging issue and it is anticipated that a paper will be produced for the Port Health and

Environmental Services Committee.

7. 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 has carried out a project to advise retailers of their responsibilities. Test purchasing activity was carried out in late October 2017 and there were two premises that sold a knife to a person under the legal age of 18 years. These two sales are currently being investigated.

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

8. The Public Protection Teams support the SCP objectives to:
  - ***Respond effectively to behaviour that makes the City a less pleasant place***
9. The two main issues being tackled by the Public Protection Service are:
  - Illegal Street Trading
  - Noise complaints service

### **Illegal Street Trading**

10. 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 Solicitor (CS) is preparing five prosecutions of two illegal nut-sellers, with recommendations for Criminal Behaviour Orders (CBO's) to be sought post-conviction for both traders. Proceedings should be initiated within four to six weeks, but the trial date may not be for a few months.
11. The Section 101 agreements with London Borough of Southwark (LBS), to allow the City to enforce against illegal trading just over the border into Southwark, for example on the south side of Millennium Bridge, have been agreed in principle by Port Health and Environmental Services Committee (PHES) and LBS. A draft agreement to enable this arrangement has been produced by the City Solicitor and, is expected to be signed by LBS by the time Safer City Partnership meets in February. Once signed by LBS, a report will have to go to Court of Common Council seeking approval for these new powers to be delegated to the PHES Committee. The commencement date is, therefore, expected to be following the Court of Common Council on 7 March or 25 April.
12. All known hotspots are visited during the day and some evenings most week days, and ad hoc on Saturdays and/or Sundays to disrupt any attempt at trading which means illegal traders are now operating on Southwark or Tower Hamlets area and the occasions where they try and operate within the City of London they are dealt with quickly. The operation has been extended until Easter.

Because of the above and the continued on-street presence, illegal street trading has been kept to a minimum.

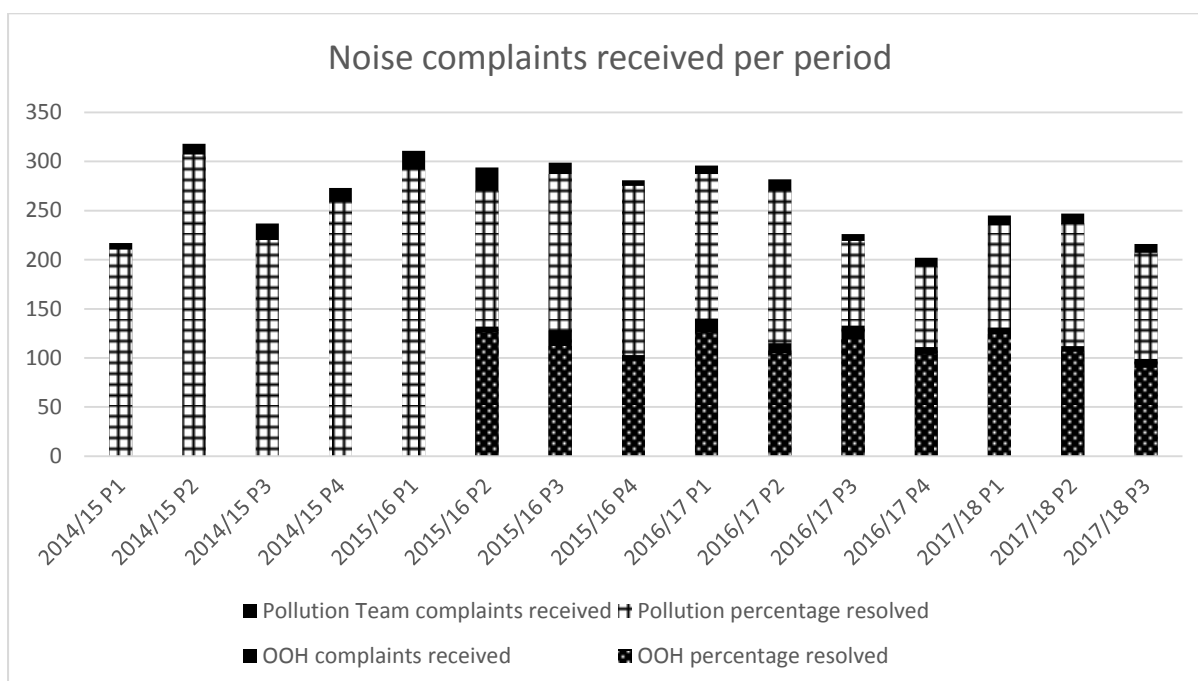
13. Officers have met with the Head of Tower Bridge regarding support for enforcement at that location, which is outside the City, and the Deputy Chairman of PHES on 26 January. We will be seeking Member agreement for funding to undertake enforcement on City Bridges via City Bridge Estate/Trust, or other appropriate accounts, rather than City Fund. Additionally, a meeting with LB Tower Hamlets (LBTH), LBS, City Police and other interested parties was held on 24 January to agree joint enforcement arrangements as LBTH are now keen help with the problems in this location. Further joint actions are to be agreed. A S 101 with LBTH will be suggested to avoid any enforcement issues once actions commence on the shared Millennium Bridge between City and LBS jurisdictions.
14. A training protocol for the London Local Authorities Act 1990 has been prepared for the bridge and other staff as this is the legislation that will be used outside the City boundary, once the commencement date for the S.101 agreement is agreed.

### **Noise Complaints Service**

15. The Pollution Team dealt with 216 noise complaints between 1st October 2017 and 31st December 2017 of which 96.3% were resolved. In addition, they also assessed and commented on 415 Planning, Licensing and construction works applications and 321 applications for variations of work outside the normal working hours. Comparatively in the same period for 16/17 the Pollution Team dealt with 226 noise complaints of which 96.5%% were resolved. In addition, they also assessed and commented on 386 Planning, Licensing and construction works applications and 175 applications for variations of work outside the normal working hours.
16. The Out of Hours Service dealt with 99 complaints between 1<sup>st</sup> October 2017 and 31<sup>st</sup> December 2017 and response (visit) times were within the target performance indicator of 60 minutes in 90.9 % of cases, and often only 30 minutes. Comparatively, in the same period for 16/17 the Out of Hours Service dealt with 133 complaints and response (visit) times were within the target performance indicator of 60 minutes in 90.91% of cases, and often only 30 minutes.
17. The Pollution Team served 1 s.80 (Demolition notice), 12 S.61 (Prior consent) Control of Pollution Act Notices and 1 consent between 1st October and 31<sup>st</sup> December 2017. In the same period for 2016/2017 the Pollution team issued 9 Control of Pollution Act Notices (s.61), 1 consent and 3 S.60 (Prohibition or placing restrictions on site).
18. The trends for total noise related complaints are set out in the tables below for information.

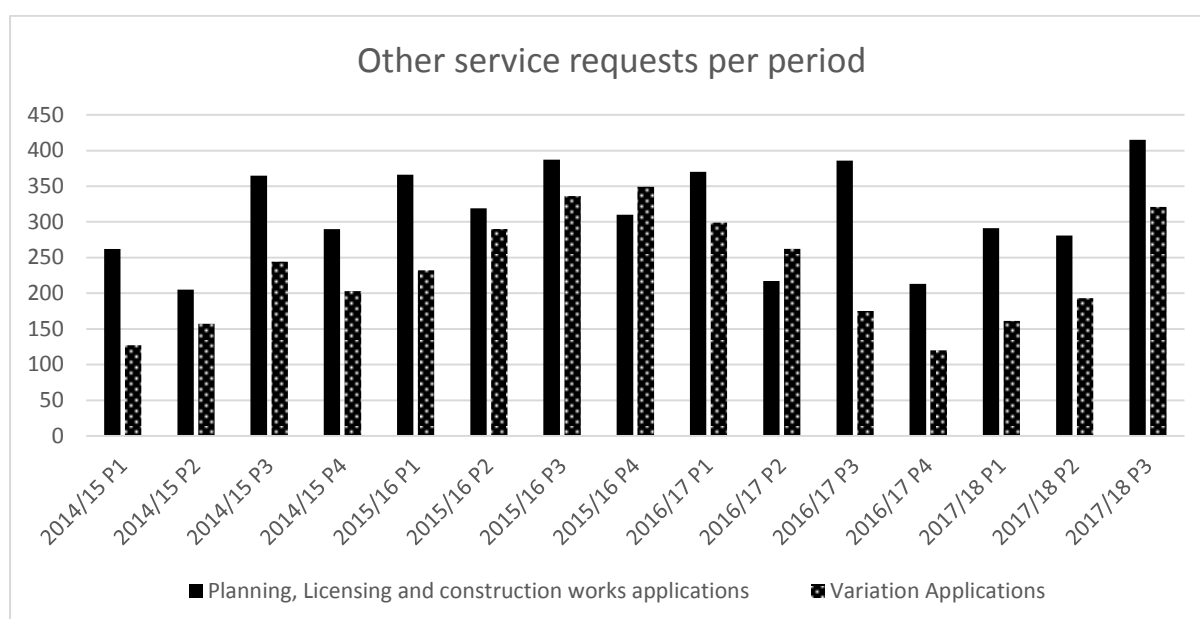
### Noise Complaints

Year	Period	Pollution Team Noise complaints received	Percentage resolved	OOH Team Noise complaints received	Percentage resolved within KPI (60min)
2014/15	1	217	97.2%	N/A	N/A
2014/15	2	318	94.7%	N/A	N/A
2014/15	3	237	93.2%	N/A	N/A
2014/15	4	273	94.5%	N/A	N/A
2015/16	1	311	93.6%	N/A	N/A
2015/16	2	294	92.2%	132	96.9%
2015/16	3	299	96.3%	128	87.85%
2015/16	4	281	97.5%	103	95.06%
2016/17	1	296	97%	140	90.3%
2016/17	2	282	95.7%	115	92.3%
2016/17	3	226	96.5%	133	90.1%
2016/17	4	202	96%	111	93.9%
2017/18	1	245	95.9%	131	94.9%
2017/18	2	247	96.4%	112	95.3%
2017/18	3	216	96.3%	99	90.9%



### Noise Service Requests

Year	Period	Planning, Licensing and construction works applications	Variation Applications	S.60 Notices Issued	S.80 EPA Notices	S.61 Notices Issued	Consent
2014/15	1	262	127	1	0	2	N/A
2014/15	2	205	157	1	1	2	N/A
2014/15	3	365	244	0	1	3	N/A
2014/15	4	290	203	2	0	2	N/A
2015/16	1	366	232	1	0	2	N/A
2015/16	2	319	290	3	0	1	N/A
2015/16	3	387	336	1	2	7	N/A
2015/16	4	310	349	4	0	2	N/A
2016/17	1	370	299	5	0	6	N/A
2016/17	2	217	262	0	1	2	N/A
2016/17	3	386	175	3	0	9	N/A
2016/17	4	213	120	0	1	4	N/A
2017/18	1	291	161	2	0	0	1
2017/18	2	281	193	4	1	5	3
2017/18	3	415	321	0	1	12	1



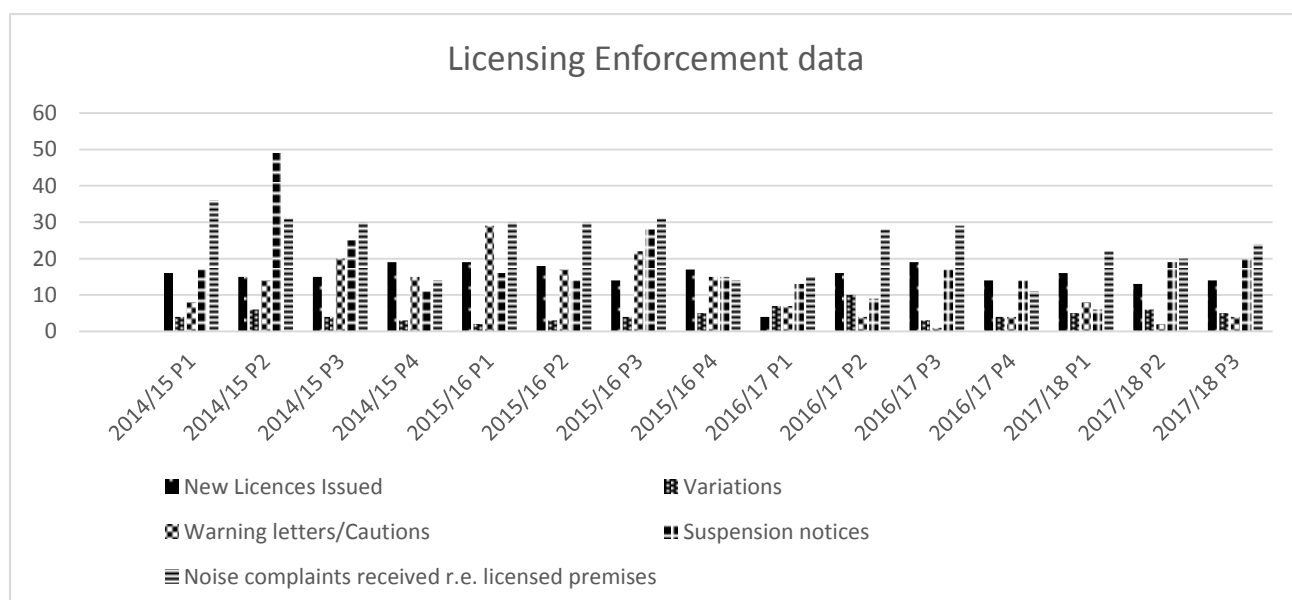
19. Further advice from counsel concerning the consultation concerning noisy works on Saturday mornings, following approval of the City Corporation's revised Code of Construction Practice Eighth Edition has been sought via the Comptroller and City Solicitor. The consultation is likely to start in spring 2018.



## Enforcement

20. 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	Noise complaints received re. licensed premises
2014/15	1	16	4	8	17	36
2014/15	2	15	6	14	49	31
2014/15	3	15	4	20	25	30
2014/15	4	19	3	15	11	14
2015/16	1	19	2	29	16	30
2015/16	2	18	3	17	14	30
2015/16	3	14	4	22	28	31
2015/16	4	17	5	15	15	14
2016/17	1	4	7	7	13	15
2016/17	2	16	10	4	9	28
2016/17	3	19	3	1	17	29
2016/17	4	14	4	4	14	11
2017/18	1	16	5	8	6	22
2017/18	2	13	6	2	19	20
2017/18	3	14	5	4	20	24



21. The number of hearings and reviews remains at a low-level year on year. Since the last meeting on 3 November there have been two hearings scheduled one in December and one in January which was not about alcohol sales but, for the first time, concerning a possible regulated entertainment event arranged by the

Barbican Centre in Beech Street Tunnel. 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 three establishments as a red, significant risk, eight establishments as amber, potential risk with the remaining 846 licensed premises in the City on green, little or no risk of undermining the licensing objectives (as at end December 2017).

22. 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 above with the Licensing Event Data to illustrate the trend over the last three years. The number is down for the third period compared with the same time last year there is no indication that of any increasing trend which supports the generally good findings of the 'RAG' assessments in the City although that has increased in the Christmas period with more premises in both red and amber than in the previous report.

### **Safety Thirst**

23. The Safety Thirst Award ceremony was held on 24 October 2017 in the Livery Hall at Guildhall. Whilst the number of awards was almost the same as the previous year with 46 awards compared to 47 in 2016, there were significantly more premises achieving the higher 'commended' award (18 compared with 7 in 2016). The Safety Thirst scheme is highly regarded by licensees in the City of London and they are always keen to participate and to improve on their level of accreditation. We will be reviewing the scheme before its 2018 launch in April, to ensure that any new initiatives, especially around the night time economy, crime reduction and vulnerability are scoped in.

### **Late Night Levy**

24. The amount of levy collected this year project provided similar level of income for the third levy year October 2016/17 £454,00, compared with £445,000 in 2014/15 in the first levy year, suggesting there is still no disincentive against trading because of the levy. 70% of levy, which provided £307,000 in 2016/17, goes to City of London Police for activities involving improving the impact of Licensing on the night time economy, and 30% to the City Corporation.
25. A report on the income and expenditure is provided annually to the Licensing Committee with latest report to be considered at their February 7 meeting. This suggests slight changes in procedure and governance to make the City Police spend both more easily accountable and to simplify the governance of the funds within the City Police. Areas of significant expenditure on the City Police portion of the levy continue to be the night time policing of licensed activities and an additional intelligence post in the City Police Licensing Team. The levy continues to support the 'out of hours' noise service and additional cleansing activity. A levy supported project from Club Soda extending their scheme to encourage consumption of less alcoholic drinks and alcohol-free alternatives continues to promote lower and non- alcoholic drinks at licensed establishments in the City. The Community Safety Team along with City Police provided for the implementation for the Christmas 2017 period of cycle paramedics 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 and received very favourable coverage in the London evening press.

### **Corporate & Strategic Implications**

26. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2017 - 20, and its priorities and objectives.

27. 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 arrangements for the Secure City Programme.

28. The Department is also represented on other relevant Boards and Groups, including the Serious Organised Crime Board.

### **Conclusion**

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

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