



## Safer City Partnership Strategy Group

**Date:** THURSDAY, 29 NOVEMBER 2018

**Time:** 11.00 am

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

**Members:** Douglas Barrow (Chairman)  
Peter Lisley (Deputy Chairman)  
Jon Averbs  
Bob Benton  
Andrew Carter  
Paul Haigh  
Don Randall  
Peter Dunphy  
Mark Scott  
Eric Beckford  
Tijs Broeke  
Jim Flin  
Tim Wiseman  
Alex Wrigley

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tel.no.: 020 7332 1405  
[christopher.rumbles@cityoflondon.gov.uk](mailto:christopher.rumbles@cityoflondon.gov.uk)

Lunch will be served in the Guildhall Club at 1pm

**John Barradell**  
Town Clerk and Chief Executive

## **AGENDA**

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

3. **MINUTES**

To agree the minutes of the last meeting, held on 27<sup>th</sup> September 2018.

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

4. **OUTSTANDING ACTIONS - VERBAL UPDATE**

Report of the Town Clerk.

**For Information**  
(Pages 9 - 10)

5. **CITY OF LONDON POLICE UPDATE**

Report of the City of London Police.

**For Information**  
(Pages 11 - 28)

6. **COMMUNITY SAFETY TEAM UPDATE**

Report of the Community Safety Team Manager.

**For Information**  
(Pages 29 - 32)

7. **SERIOUS AND ORGANISED CRIME BOARD - ANNUAL REVIEW**

Report of the Community Safety Team.

**For Information**  
(Pages 33 - 40)

8. **COMMUNITY SAFETY TEAM UPDATE - ANTI SOCIAL BEHAVIOUR**

Report of the Community Safety Officer.

**For Information**  
(Pages 41 - 44)

9. **CHRISTMAS CAMPAIGN 2018**

Report of the Community Safety Team Manager.

**For Information**  
(Pages 45 - 46)

10. **COMMUNITY AND CHILDREN'S SERVICES UPDATE**

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

**For Information**  
(Pages 47 - 54)

11. **THE CITY AND HACKNEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2017/18**

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

**For Information**  
(Pages 55 - 58)

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

Report of the Director of Markets & Consumer Protection

**For Information**  
(Pages 59 - 68)

13. **LONDON FIRE BRIGADE**

Verbal update of the Borough Commander, London Fire Brigade

14. **ANY OTHER BUSINESS**

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## **SAFER CITY PARTNERSHIP STRATEGY GROUP**

**Thursday, 27 September 2018**

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

### **Present**

#### **Attendees:**

Jon Averbs  
John Simpson  
Bob Benton

Andrew Carter  
Don Randall

|                  |  |
|------------------|--|
| Alex Orme        | - Town Clerk's Department                      |
| Craig Spencer    | - Town Clerk's Department                      |
| Jaysen Sharp     | - Remembrancer's Department                    |
| David MacKintosh | - Community Safety Manager                     |
| Farrah Hart      | - Health and Wellbeing Team                    |
| Andrew Carter    | - Dir. Community and Children's Services       |
| Chris Pelham     | - Asst. Dir. Community and Children's Services |
| Marcus Roberts   | - Community and Children's Services            |
| Lee Presland     | - City of London Police                        |
| Rosalind Ellis   | - City of London Police                        |
| Stuart Webber    | - City Probation Service                       |
| Alex Wrigley     | - Guinness Partnership                         |

#### **1. APOLOGIES**

Apologies were received from Doug Barrow, Peter Dunphy and Peter Lisley.

In the absence of the Chairman and the Deputy Chairman, the Borough Commander of the London Fire Brigade and Chairman of the Serious and Organised Crime Board agreed to take the chair for this meeting.

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

There were no declarations of interest.

#### **3. MINUTES**

The Group considered the minutes from the last meeting, held on 31 May 2018.

RESOLVED – That the minutes be approved.

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

The Group received a report of the Town Clerk that provided Members with a summary of the outstanding actions from previous meetings.

#### **OR4 – Information Sharing Agreement**

The Community Safety Manager noted that the information sharing agreement had been presented to Members as a headline at the last meeting.

**OR5 – ASB Strategy Update**

This update was provided under Item 9.

**OR6 – SOS Bus**

The Community Safety Manager confirmed that this was in place for Christmas 2018.

RESOLVED – That the report be received.

**5. COMMUNITY SAFETY TEAM UPDATE**

The Group received a report of the Community Safety Manager that provided partners with an update on activity of the Community Safety Team since the last meeting.

The Community Safety Manager explained that the Strategic Plan required updating soon and therefore he would be in contact with partners to request an update at the next meeting on 29 November 2018. The Borough Commander requested that all partners think about items they would like to propose for inclusion ahead of the next meeting.

The Director of Community and Children's Services asked for assurance that we were satisfied with the current level of expertise and knowledge to implement Prevent. The Community Safety Manager explained that, following the completion of useful training, he was now satisfied. The Borough Commander asked if there was data supporting this. The Community Safety Manager commented that data was usually only measurable when there were failures.

RESOLVED – That the report be received.

**6. CITY OF LONDON POLICE UPDATE**

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

The Director of Port Health and Public Protection queried the progress on the appointment of an inspector post by the licensing team. The Commissioner explained that the Commander of Operations and Security had spoken with stakeholders following the decision to remove the inspector post and the decision was now being reviewed. An update would be provided at the November meeting.

The Commissioner commented that that they were looking at a multi-agency to tackle the drivers of drug misuse. He explained that he was working closely with the Community Safety Manager on this. A Partner commented that there was a perception of increased begging within the City of London, the Commissioner noted this and agreed to feed back with a confirmation of the figures. The Director of Community and Children's Services explained that

data had shown there was a reduction in begging and emphasised the importance of being careful not to refer to rough sleeping and begging interchangeably.

The representative of the Guinness Partnership asked if it was possible to identify the number of Community Protection Notices issued and the Commissioner agreed to feed back.

The Director of Community and Children's Services asked when Operation Gondola had begun. The Commissioner explained that it was a Metropolitan Police Service led operation that had been running since at least early 2018 and had evolved over time. Members noted the importance of multi-agency planning for the Christmas period.

RESOLVED – That the report be received.

## **7. DRUG MISUSE RISK REDUCTION VERBAL UPDATE**

The Group heard a verbal update from the Commissioner of Police on drug misuse reduction activity of the City of London Police.

The Commissioner of Police explained that 91% of all offences were linked to either cocaine or cannabis. It was explained that there was a link to acquisitive crime, with around two thirds of all thefts attributed to drug misuse.

The Commissioner explained that the needle exchange had been relocated from Cheapside to Bishopsgate which was viewed as more relevant.

The Commissioner invited all partners to support the City of London Drugs Risk Reduction Strategy. They explained that the priority was to raise the profile and create a diverse multi-agency approach. The representative of the Crown Prosecution Service explained that they would commit to the initiative and look to see what information-sharing they can offer.

The Director of Community and Children's Services asked what the City of London Police were doing to address the issue of demand for cocaine, noting that many users would not rely on the same channels. The Commissioner explained that there was a 27-point plan to tackle drug misuse, citing the examples of potential employer monitoring and promoting the moral arguments.

The City's Business representative suggested potential publicised use of police dogs in offices. He also noted that there was increased use of cocaine by female individuals.

The City Business representative asked if companies were authorised to have random drug testing policies. The Community Safety Manager confirmed that they were permitted though very expensive to administer. The London Fire Brigade (LFB) Borough Commander explained that these were used within the LFB.

The representative of the Health and Wellbeing Team explained that they were in communication with employers to determine how drug use was affecting their businesses.

The London Borough Commander asked when the first meeting of the working group would take place and the Commissioner explained that the date would depend on attendees though would likely be within the next 6 weeks following the meeting.

The Commissioner noted that the full Drugs Risk Reduction Strategy report was available on request.

RESOLVED – That the report be received.

8. **SERIOUS AND ORGANISED CRIME BOARD UPDATE**

The Group received a report of the Chairman of the Serious and Organised Crime Board that provided Partners with an update on activities of the Board since the last meeting.

The Director of Port Health and Public Protection explained that they were focused on three main areas: Drugs, Modern Slavery and Fraud and would revisit these on a quarterly basis.

The Director noted that the Chairman of the Serious and Organised Crime Board was retiring and they were therefore seeking his successor. The Group thanked the Chairman for his contribution and wished him well in his retirement.

The Director of Community and Children's Services noted the reference to sexual exploitation in paragraph 12, noting that it appeared to be a major issue. He queried whether the definition of the three main areas therefore required reconsideration. The Director of Port Health and Public Protection explained that these definitions were routinely revisited, though they were awaiting a Home Office update before doing so in this regard. The Chairman of the Serious and Organised Crime Board explained that from sight of early drafting of the new strategy from the Home Office that was currently delayed, they were confident the Board's priorities were in line.

RESOLVED – That the report be received.

9. **ANTI-SOCIAL BEHAVIOUR STRATEGY PROGRESS**

The Group received a report of the Community Safety Manager that provided Members with an update on the progress in development of the City of London's Anti-Social Behaviour Strategy.

The Community Safety Lead for ASB explained that the City Corporation had been working in collaboration with many agencies, including the Guinness Partnership, in many areas.

The Community Safety Lead for ASB explained that Information-sharing was seen as the major priority and they had now purchased the ECINS tool which



was voluntary and provided free of charge to agencies to enable this to occur more freely, particularly in cases that do not fall within traditional policing. The Commissioner illustrated his support of the system.

The occurrence of ASB in public places was seen as a primary focus, with the accurate identification of the activities (e.g. rough sleeping vs begging) forming a key aspect of the challenge.

The Community Safety Lead for ASB noted that the population of the City of London had undergone a transformation, with many of those engaging in ASB now not residents of the City's estates. She noted that they were awaiting a response from the Comptrollers and City Solicitors on the legal aspects of the strategy's proposed aims.

The Chairman of the Serious and Organised Crime Board noted that, in reference to paragraph 11, it stated that there was no clearly defined multi-agency approach to enforcing against ASB. The Community Safety Manager explained that whilst there was generally a good multi-agency response, there was still lacking clearly and explicitly defined formal procedures. The Lead for ASB noted that the current approach consisted of favours unsupported by any paperwork. The Community Safety Manager assured Partners that this would form a considerable element of the 2019 Safer City Partnership Strategy.

The Head of the Police Authority asked how the draft would be formulated and the Community Safety Manager confirmed that it would need to approval of a number of committees.

The Director of Community and Children's Services questioned whether begging was justifiable as a top priority.

RESOLVED – That the report be received.

**10. MODERN SLAVERY STATEMENT**

The Group received a report of the Chamberlain that provided Partners with an update on the City of London Corporation's Modern Slavery Statement produced in response to the passing of the Modern Slavery Act 2015.

The Assistant Director of Community and Children's Services explained that this report had come Summit Group where it was approved with a sight to strengthening some of the areas around safeguarding.

RESOLVED – That the report be received.

**11. THE COUNTER-TERRORISM AND BORDER SECURITY BILL**

The Group received a report of the Remembrancer that updated Partners on the new changes that would come into effect as a result of the passing of the Counter-Terrorism and Border Security Bill.

The Remembrancer noted that there was no guaranteed conclusion on the passing of the Bill.

**12. THE OFFENSIVE WEAPONS BILL**

The Group received a report of the Remembrancer that provided Members with an update on the proposed Offensive Weapons Bill which sought to criminalise the sale of “corrosive products” to persons under the age of 18.

The Director of Community and Children’s Services noted that special considerations would need to be taken for under-18s living independently that may need to buy such products for legitimate use in cleaning. The Remembrancer noted that there would likely be great challenges in clarifying the details and interpreting such an Act of Parliament, citing parallels with the Psychoactive Substances Act 2016 which attempted to impose a similar prohibition on the sale of “legal highs”.

**13. ROUGH SLEEPING UPDATE**

The Group received a report of the Director of Community and Children’s Services that updated Partners on the work done with homeless and rough sleeping individuals in order to fulfil the City’s local authority function.

The Assistant Director of Community and Children’s Services explained that the number of rough sleepers had reduced within the City of London. He explained that they were working around the hotspots to address issues such as drug paraphernalia.

The Assistant Director of Community and Children’s Services noted that there had been a successful bid for additional funding for project costs to the end of the 2018/19 financial year and a similar bid had been submitted for 2019/20 for which the results would be expected in due course.

The Assistant Director of Community and Children’s Services noted that work had been done in collaboration with TAP London who have experience in utilising contactless payment systems to promote alternative methods of giving. The City’s Business representative noted that many of the rough sleeping locations had moved from office blocks to locations such as the entrance to Tesco. The Assistant Director of Community and Children’s Services explained that this was very challenging for a local authority who would receive interest if there is a perception that rough sleepers are being made to move.

RESOLVED – That the report be received.

**14. COMMUNITY AND CHILDREN'S SERVICES UPDATE**

The Group received a report of the Director of Community and Children’s Services that updated Partners on activity carried out by the department since the last meeting.

The Head of Strategy and Performance for the Department of Community and Children’s Services explained that there was a link between the Drug Misuse Strategy and the Mental Health Strategy.

The Head of Strategy and Performance explained that the City Bridge Cameras issue was being looked at by the Health and Wellbeing Board as well as the Police Committee. Partners requested that the River Cameras report be circulated.

The Head of Strategy and Performance explained that Domestic abuse was requested as a category by the Group at their previous meeting, though he also commented that Financial Abuse was a key issue worthy of note also.

The Community Safety Lead for ASB asked if ASB was represented in the plan. The Assistant Director of community and Children's Services explained that ASB was a risk factor within the wider scope of Safeguarding. He explained that it would be useful to have a map of all the areas of multi-agency activity around ASB.

The Director of Community and Children's Services explained that the plan had been co-produced with youths, and there was an emphasis on the fact that young people were also commonly victims as well as perpetrators.

RESOLVED – That the report be received.

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

The Group received a report of the Director of Port Health and Public Protection that updated Partners on the Public Protection Service.

The Director of Port Health and Public Protection noted that good work continued in collaboration with surrounding boroughs to tackle the issue of illegal street trading on bridges over the Thames.

The Director of Port Health and Public Protection noted that there had been two appeals against licensing hearing outcomes recently which was unusual. He confirmed that these were due to reach outcomes in November.

The Director of Port Health and Public Protection explained that the deployment of Late Night Levy funds was being monitored closely with the CoLP.

RESOLVED – That the report be received.

16. **SAFER CITY PARTNERSHIP PERFORMANCE DASHBOARD**

The Group received a report of the Community Safety Manager that provided a performance overview of all the areas of work covered by the Safer City Partnership.

The Community Safety Manager requested that Partners contact him if they felt an area of their work had been omitted from the dashboard.

The Director of Port Health and Public Protection asked for an update on the Joint Contact and Control Room (JCCR). The Town Clerk explained that the current move-in date estimation had been delayed until 2019.

The Director of Community and Children's Services noted that engagement with Business Communities was marked as AMBER and illustrated his concern. The Community Safety Manager explained that this classification was a result of events being planned in this regard, though not yet progressed.

RESOLVED – That the report be received.

**17. LONDON FIRE BRIGADE UPDATE**

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

The Borough Commander explained that accidental dwelling fires and serious incidents remained low within the City of London.

The Borough Commander explained that he would retire after 7 years in his current role. He thanked the Safer City Partnership for its effective cooperation and noted that having access to such a benefit was unusual.

RESOLVED – That the Borough Commander be heard.

**18. ANY OTHER BUSINESS**

The Community Safety Team's ASB lead explained that Modern Slavery Day would take place on 24 October at 16:00. She invited all corporation staff to attend.

The Group thanked both the Borough Commander and the Town Clerk for their contribution as this would be their last meeting.

**The meeting closed at 12.50 pm**

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Chairman

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

## SAFER CITY PARTNERSHIP GROUP

29 November 2018

### OUTSTANDING REFERENCES

| No. | Meeting Date & Reference                                | Action  | Owner        | Status                                   |
|-----|---|---|--------------|--|
| 1.  | <b>27/09/18</b><br><b>SCP Strategic Plan</b>            | The Borough Commander requested that all partners think about items they would like to propose for inclusion in the Strategic Plan ahead of the next meeting on 29 November 2018.   | All Partners | <b>Complete – On agenda.</b>             |
| 2.  | <b>27/09/18</b><br><b>Licensing Team Inspector Post</b> | The Director of Port Health and Public Protection queried the progress on the appointment of an inspector post by the licensing team. The Commissioner explained that the Commander of Operations and Security had spoken with stakeholders following the decision to remove the inspector post and the decision was now being reviewed. An update would be provided at the November meeting. | CoLP         | <b>OUTSTANDING</b>                       |
| 3.  | <b>27/09/18</b><br><b>CPN Stats</b>                     | The representative of the Guinness Partnership asked if it was possible to identify the number of Community Protection Notices issued and the Commissioner agreed to feed back.   | CoLP         | <b>OUTSTANDING</b>                       |
| 4.  | <b>27/09/18</b><br><b>River Cameras Report</b>          | The Head of Strategy and Performance explained that the City Bridge Cameras issue was being looked at by the Health and Wellbeing Board as well as the Police Committee. Partners requested that the River Cameras report be circulated.  | Town Clerk   | <b>COMPLETE – Circulated on 27/09/18</b> |
| 5.  | <b>31/05/18</b><br><b>Attempted Suicides Figure</b>     | The Chairman noted this and asked if attempted suicides were measured and found to be decreasing. The Health and Wellbeing Team representative explained that significant work was being done by Hackney Council which could provide a good idea of this. She explained that it would be known by the next Suicide Prevention Strategy meeting in 6 months.                                   | DCCS         | <b>OUTSTANDING</b>                       |

| No. | Meeting Date & Reference                                | Action   | Owner                                  | Status                        |
|-----|---|--|--|-------------------------------|
|     |   | The Chairman suggested that it would be useful to have an update on the progress of this at the next meeting.  |  |                               |
| 6.  | <b>31/05/18</b><br><b>Information sharing Agreement</b> | The Chairman requested that the Information-Sharing agreement be forwarded to those partners not present at the meeting.   | Community Safety Team                  | <b>Complete – Circulated.</b> |
| 7.  | <b>31/05/18</b><br><b>ASB Strategy Update</b>           | The Chairman requested that if all the meetings with departments to gather information on ASB work had taken place prior to the next meeting of the Group on 27 September, then an update on progress be provided at that meeting.   | Community Safety Team                  | <b>Complete – On agenda.</b>  |
| 8.  | <b>21/02/18</b><br><b>SOS Bus</b>                       | The Deputy Chairman asked if the proposed “SOS Bus” would be deployed by Christmas 2018. The Chairman asked who was responsible for actioning this. The Head of Community Safety explained that a private company was sourced for the provision of the service, but that the responsibility for handling of the contract needed to be confirmed. The Chairman requested that this be recorded as an action to implement by Christmas 2018. | Community Safety Team/<br>SCP Partners | <b>DUE DECEMBER 2018</b>      |

**NOT PROTECTIVELY MARKED**

# **Safer City Partnership Strategy Group**

## **Review Period**

### **July - October 2018**

City of London Police Update  
T/Chief Inspector Jesse Wynne  
City of London Police (Communities & Partnerships)  
November 2018

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

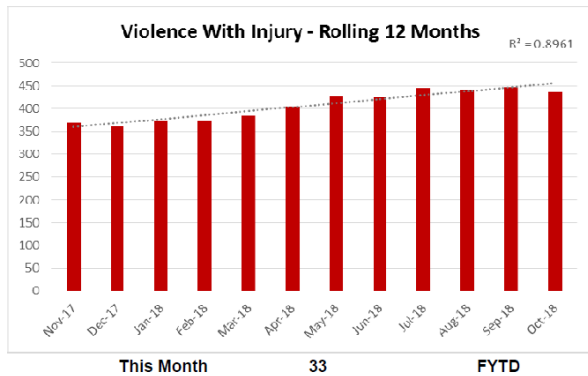
This report identifies five main priorities, linked to the Safer City Partnership Strategic Plan:

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

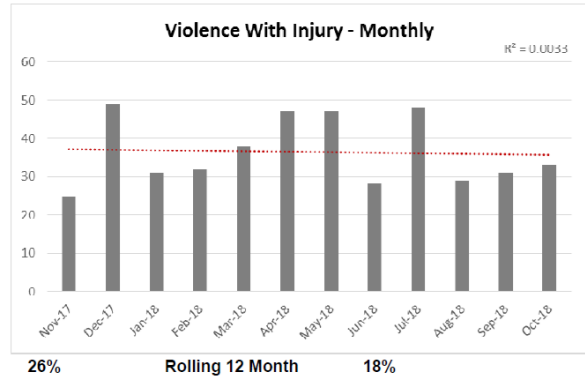


## Violence Against the Person

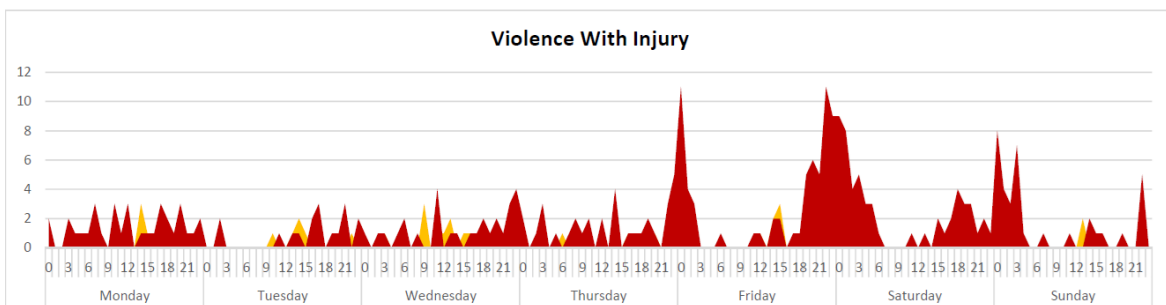
### Violence with Injury



Detection Rate FYTD: 24%  
Positive Outcome Rate FYTD: 26%



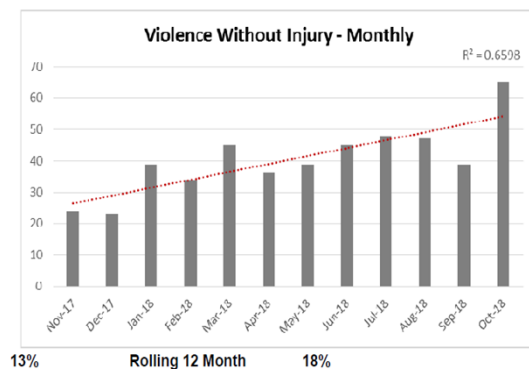
National Position: 38



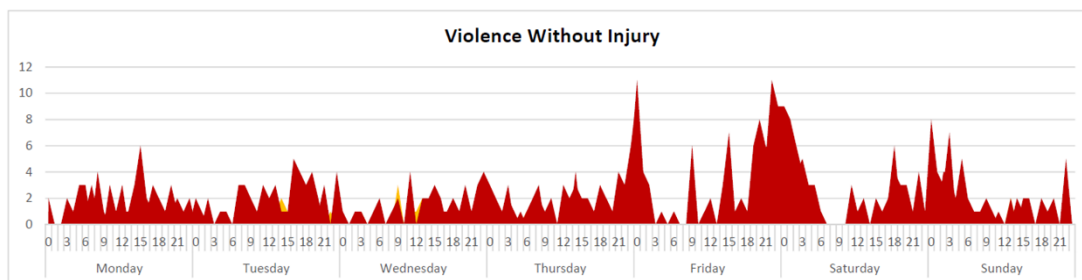
### Violence Without Injury



Detection Rate FYTD: 13%  
Positive Outcome Rate FYTD: 18%



National Position: 19



## **Violence with Injury**

The 12 months graph still demonstrates a strong increasing trend for this crime type however, the reduction experienced over the last 3 months has started to impact the rolling 12 month graph for this month. If levels continue at this lower level over the next couple of months it could start to reverse this upward trend. This month there were 33 violence with injury crimes and 29 of these were under the stats classification of 'Assault - S47 - AOABH assault occasioning actual bodily harm' which has accounted for 83% of violence with injury crimes since April 2018.

The temporal analysis demonstrates that violence with injury crimes occur during Thursday, Friday and Saturday from 21:00 to 06:00 which is during night time economy hours. Of the 480 violence with injury crimes that have occurred over the rolling 12 months 158 of them had an alcohol qualifier added to them suggesting this may have influenced these crimes.

Localities of note by FIB over the last 90 days are;

1. Leadenhall/Gracechurch Street/Eastcheap
2. Liverpool Street/Bishopsgate
3. Bread Street/Watling Street/Cheapside
4. Minories/Crutch Friars

There has been a number of targeted patrols by officers directed by FIB and this also includes licensed premises checks where officers ensure they use Body Worn Cameras for all checks they complete. The Patrol Sergeant is also expected to visit the top 3 licensed premises where offences occur on a Thursday, Friday and Saturday.

## **Violence without Injury**

The rolling 12 months graph demonstrates that there is still a strong increasing trend for violence without injury. Similarly to violence with injury this was beginning to be effected by decreased levels over the previous months, however there has been a spike in violence without injury in October. This is in contrast to the reduction in violence with Injury crimes experienced this month suggesting that the violent crimes experienced in the City were lower level violent crimes.

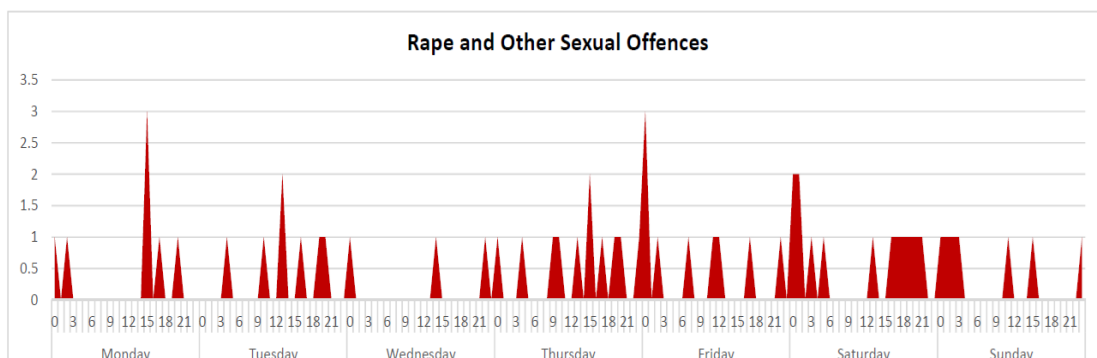
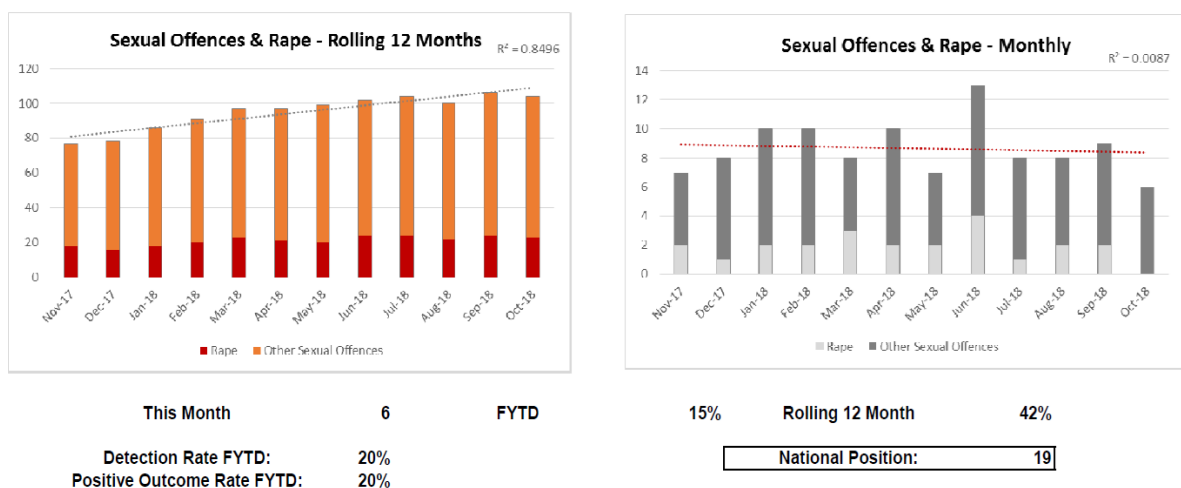
Of the violence without injury crimes for October 97% of the crimes (63 out of 65) were classified as 'Assault - S39 - Common assault'. There was an additional crime with a classification of 'Assault a constable in the execution of his / her duty' and 'Racially / religiously aggravated common assault'. 26 if all violence without Injury crimes in October had an alcohol qualifier added to it.

Nationally, there has been an increase experienced for 'Violence without Injury' crimes and this could be due to genuine increases experienced in this category or better crime recording (due to the potential link with the reduction in ASB incidents and crimes). Figures demonstrate that there has been a large increase in footfall in the City over the last couple of years which will continue to rise over the coming months and years due to crossrail, new buildings etc. and this is likely to impact crime levels. As there is a unique night time economy in the City this is likely to also increase and therefore a focus on alcohol related crimes would be recommended. Being able to compare to a similar comparable area to the City would be useful to check these increase were also being experienced there. Finding a force/ borough there is comparable would be able to explore this further this would require a similar makeup of the City around demographics, footfall, night time economy etc.

Recommendation- That a piece of work is completed looking for a similar comparison such as Westminster to see if they are also experiencing similar increases for violent crime.

## Sexual Offences

### Sexual Offences Rape



## Sexual Offences and Rape

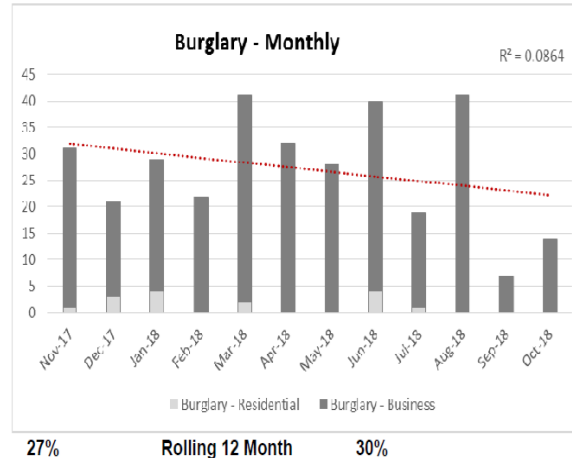
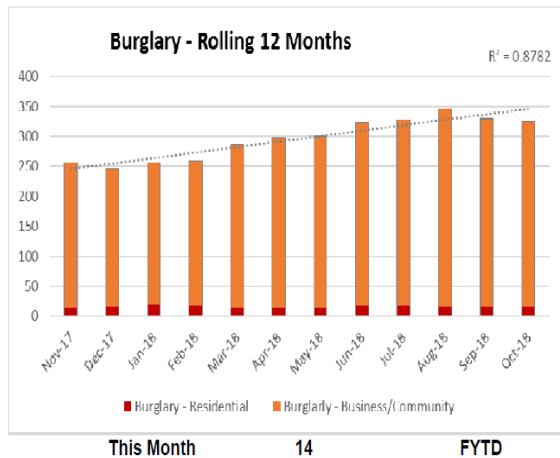
There is an increasing trend for sexual offences for the rolling 12 months which in October 2018 is starting to show signs of becoming a strong increasing trend. This is likely to be due to crimes recorded in the last 12 months rather than currently as the last four months is showing decreases in sexual offences with a very low volume of 6 being recorded for October and 0 rapes. This will likely start impacting the rolling 12 month figures in the next couple of months which should start to decrease the trend if this remains consistent.

Sexual assault on a female remains the largest volume of offences. A sexual offences profile from FIB (September 16 to Aug 18) outline that sexual assaults are mainly of a lower level- such as touching through clothing. There were no repeat victims or no repeat suspects although offenders are male, an average age of 34 year's old, nationality is United Kingdom/England, and offenders are from Enfield, City of London, Haringey and Essex.

The decreases in sexual offences and rape over the last four months could be due to the work that the Public Protection Unit (PPU) and Crime have been completing as a week of action took place in October as part of Operation Makesafe to raise awareness for hotel staff on prevention techniques for hotel staff. None of the sexual offences that occurred in October took place in a hotel and the next couple of months of figures and analysis should see if this decrease is sustained.

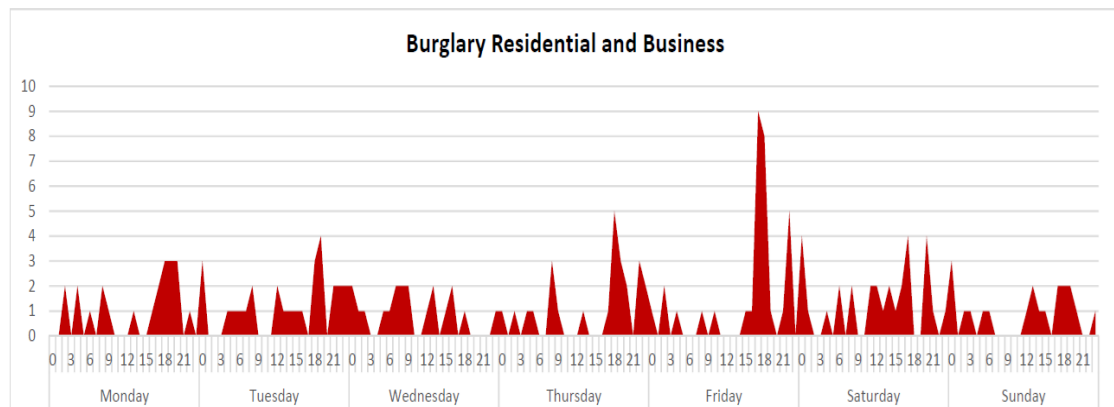
With the national movement of #metoo campaign there could be an increased confidence in reporting crimes of this nature to the police. Analysis of the crime survey of England and Wales provide a national overview of confidence but responses for the City are grouped with the Metropolitan Police. This can still be used as a good indicator as not all members of the public know the difference between the two. Corporate Communications have also commissioned a community survey which will also address the public (people who specifically work or live in the City) and ask them about their confidence in reporting to specifically City of London Police and also how safe they feel in the City. This survey is currently running.

## Acquisitive Crime



Detection Rate FYTD: 19%  
Positive Outcome Rate FYTD: 19%

National Position: 43

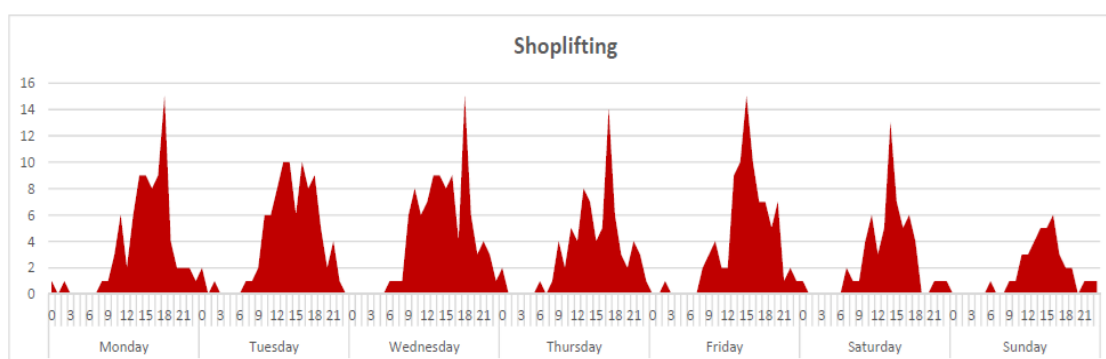
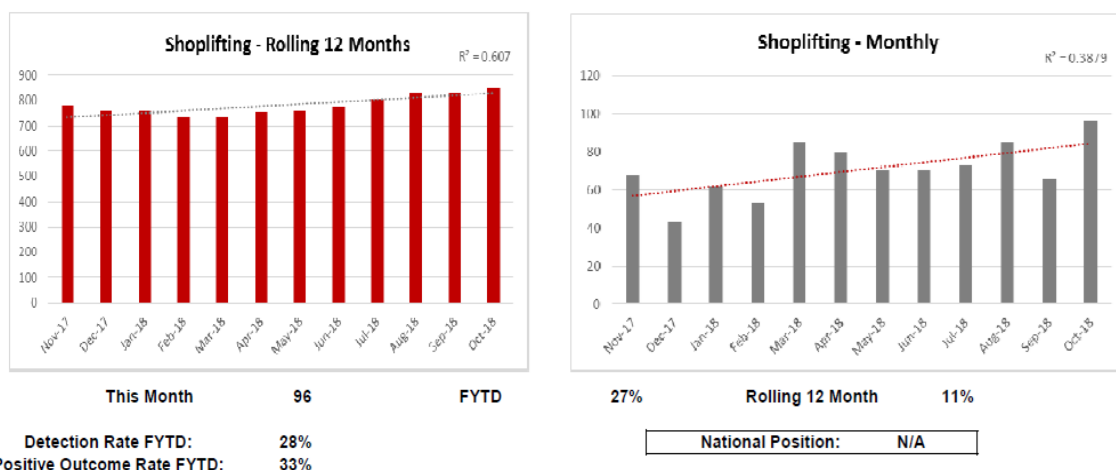


## Burglary

There is still strong increases demonstrated for 'burglary business/community' when looking at the rolling 12 months. However, after a decrease the last two months this is starting to impact the rolling 12 month to make the trend by starting to reduce it.

There was a very low drop in both burglary types for September which has only slightly increases in October with 0 residential burglaries and 14 business/community. The percentage increases for rolling 12 month does show an increase of 30% for business and community compared to the rolling 12 months previously and 25% for residential burglary when comparing the same time frames. There has been a lot of proactive work on three outstanding subjects and a structured approach to managing the known main nominal has been undertaken.

## Shoplifting



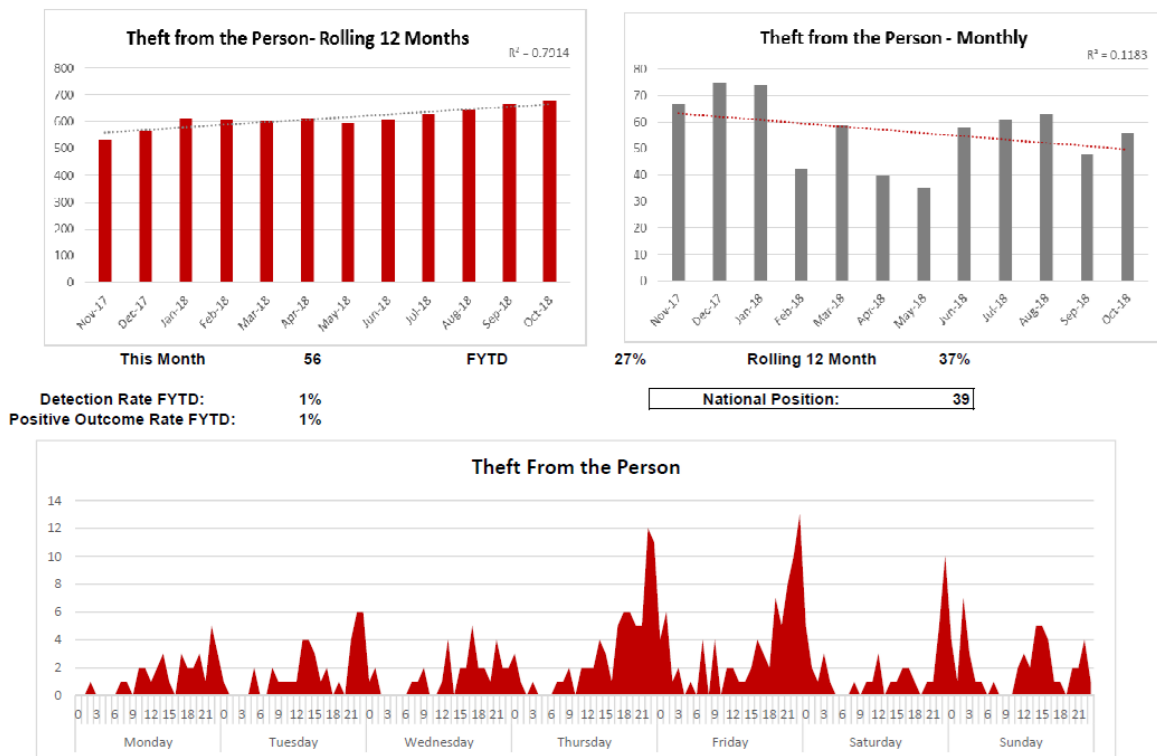
## Shoplifting

There is an increasing trend experienced over the rolling 12 months but this is quite a small increase. This is also demonstrated in the monthly breakdown chart. The rolling 12 month percentage increase demonstrates an increase of 11% and an additional 86 offences.

This increase could be due to the work undertaken by Crime to improve the reporting of shoplifting offences from local businesses as well as encouraging local businesses to take ownership of security measures such as security guards.

The temporal charts indicate that Wednesday and Friday are the peak days for shoplifting offences to occur. On a Wednesday this is mainly between 9am and 11.59, on a Thursday consistently throughout 09.00-20.59 and Friday between 12.00- 17.59.

## Theft from the Person

Theft from the Person

The rolling 12 months month graph demonstrates an increasing trend in theft from the person which is contradictory to the monthly breakdown graph which is demonstrating a decrease. This is likely to be due to the spikes over November, December and January impacting on the rolling 12 months figures and also impacting the percentage increase experienced (37%).

The peak times for theft from the person to occur is Thursday and Friday evening between 21.00-23.59. This is likely to be due to victims experiencing the NTE and having things such as handbags, laptops and phones being stolen from licensed premises. With the Christmas period coming up raising the awareness of people in the city would be worthwhile especially considering the large spike in December last year.

As with robbery the trend identified around pedal cycles being used rather than mopeds for snatches would impact this category also (depending on the nature of the offence). The robbery SARA is focusing on snatches using a pedal cycle should impact on theft from the person figures if new tactics are put into place.

## Bicycle Cycle Theft



## Pedal Cycle Theft

There is an increasing trend for Bicycle theft experienced in both the rolling 12 month graph and the monthly breakdown graph. There have been quite low levels of bicycle thefts except for a large spike in July and larger increases then the rest of the year in September and October.

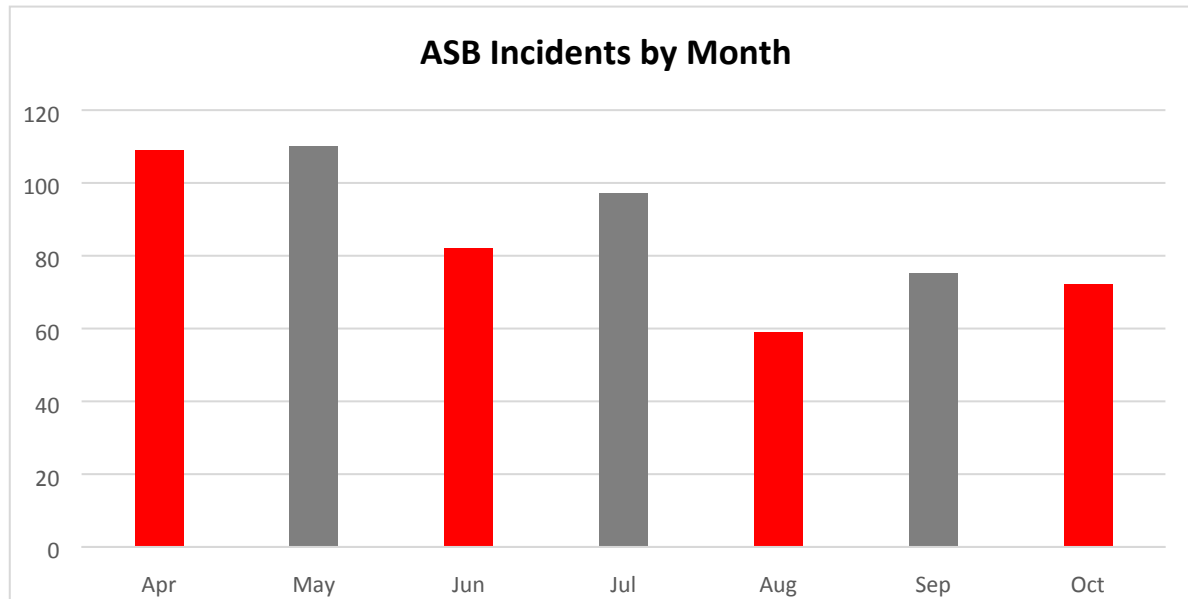
There has been a lot of ongoing work as part of Op CICLEY that continues including plain clothes patrols around areas with bike racks and a prevent campaign with Communities. Activity is set to increase at the end of this month with D-Locks being distributed to those cyclists with poor locks. A prolific City nominal has been charged and appeared in court this month. Pro-active operation targeting against one persistent offender is underway.



### Anti-Social Behaviour

- ASB for October has continued to decrease
- The three drivers for ASB in this reporting period continue to be inconsiderate behaviour, begging/vagrancy and drunken behaviour.
- Incidents this month occurred more frequently on a Tuesday and Wednesday.

#### ASB Incident Data by Month



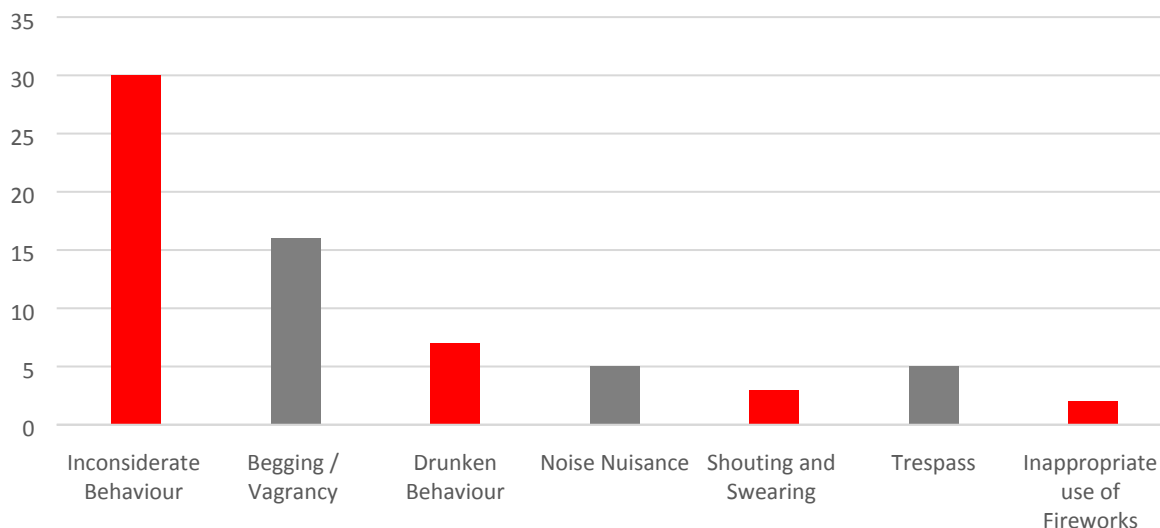
| Month (2018) | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--------------|-----|-----|-----|-----|-----|-----|-----|
| Incidents    | 109 | 110 | 82  | 97  | 59  | 75  | 72  |

The number of ASB incidents recorded in October have dropped this month slightly from 75 incidents to 72.

## Data Breakdown October 2018

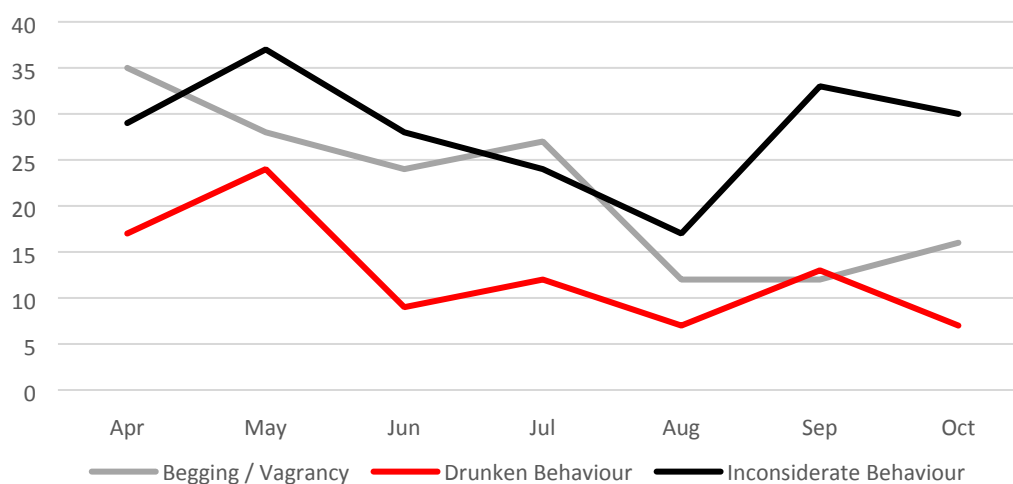
### ASB by Category

#### ASB Incidents by Category



The above graph demonstrates that **Inconsiderate Behaviour** and **Begging/ Vagrancy** are the categories with the highest number of ASB incidents recorded. There were 16 incidents for **Begging/ Vagrancy** and 30 related to **Inconsiderate Behaviour**. The third most recorded ASB incidents are for **Drunken Behaviour**; closely followed by **Trespass**.

#### Top 3 ASB Incident Types April-October 2018

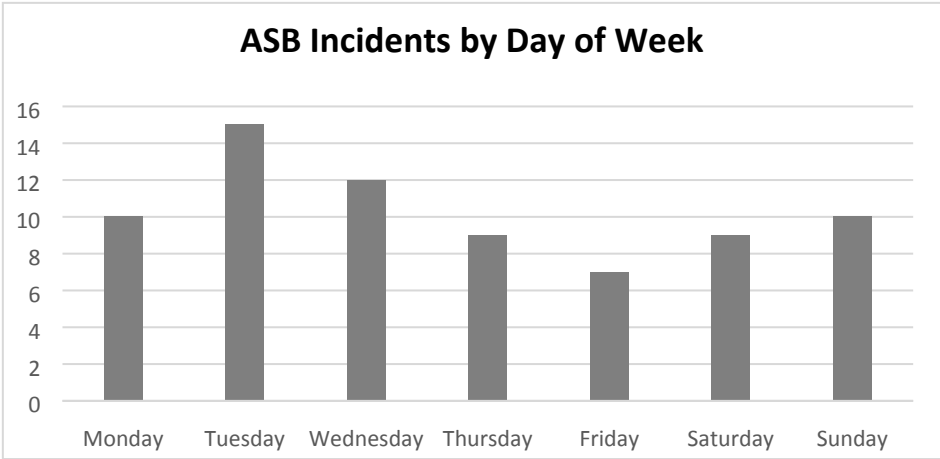


#### Inconsiderate Behaviour

The graph above shows the trend of ASB incidents financial year to date. Reporting for Inconsiderate Behaviour saw a peak in May and again in September with this slightly decreasing in October. This month begging and vagrancy has increased slightly and drunken behaviour has also decreased.

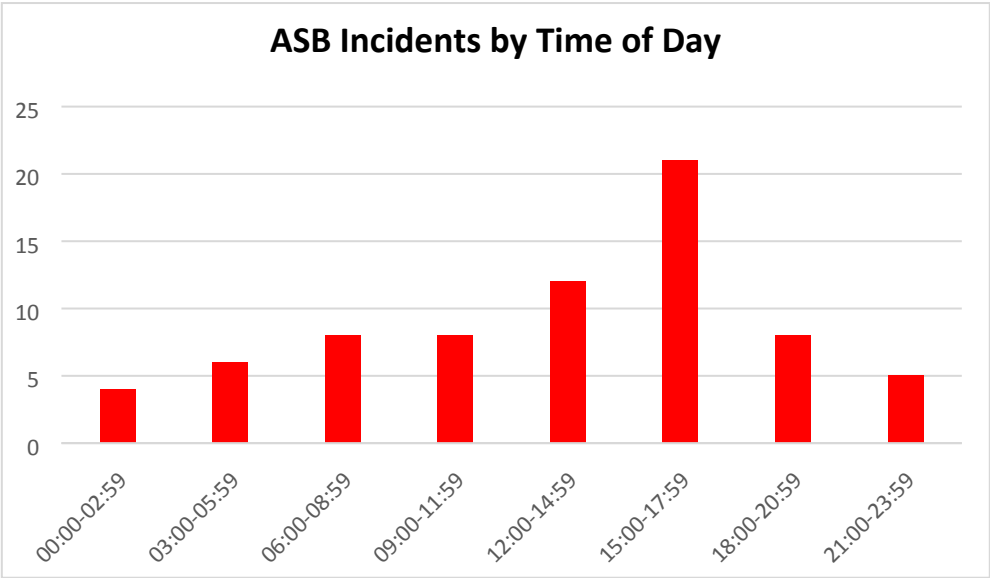
Days of Week

Data for all types of ASB incidents show that in October incidents commonly occurred on Tuesdays, the trough days are Friday and Saturday where the number of incidents occurring was much lower than on other days. This is likely to be due to these types of crimes being more serious and recorded as public disorder, violence without injury as these times are when these crimes types are experiencing increases.



Time of Day

Again all ASB incident types in the month are included and broken down by three hour periods throughout the day. Incidents occur most frequently in the late afternoon and evening between 15:00-18:00.



## Further Work

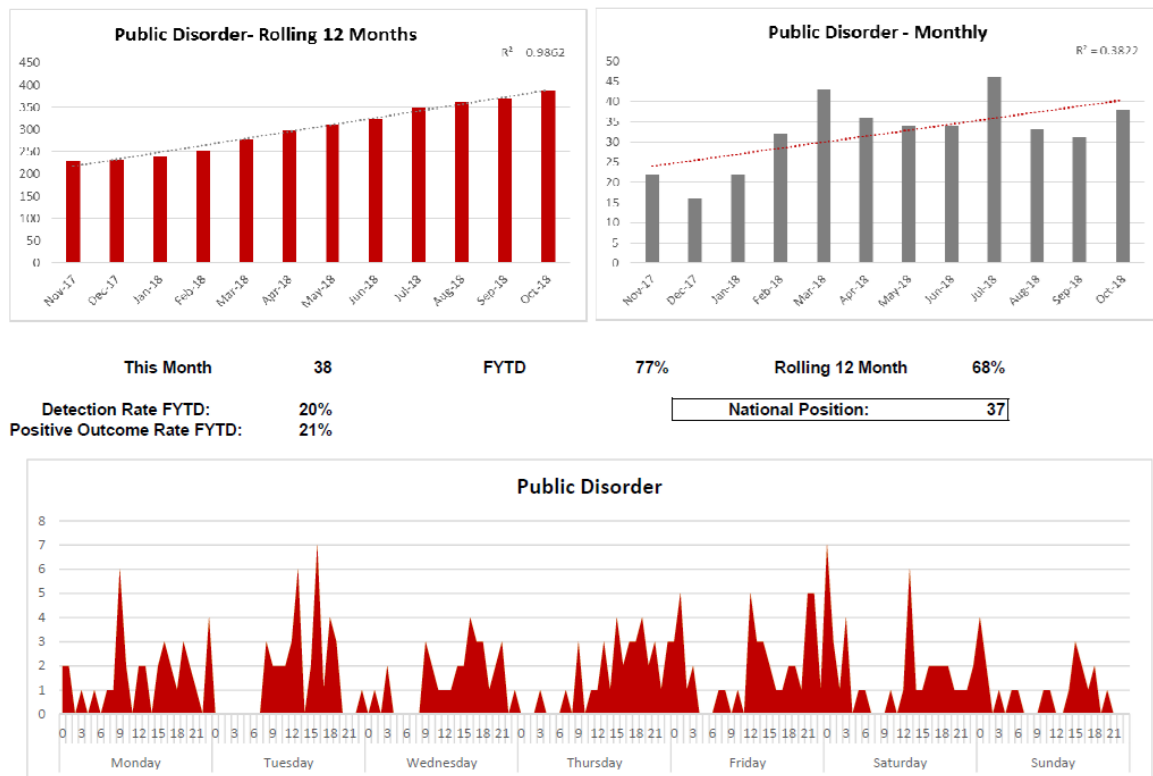
Exploring the link between ASB, public disorder and violence with injury as nationally there has been an association acknowledged that the decrease in ASB incidents could be due to the increase in these type of crimes being recorded as public disorder or violence without injury. This could be due to a genuine increase in the escalation of ASB incidents so that they are becoming more serious or could be due to an increase in crime recording standards.

### How the Report Data was obtained

The data obtained in this report was completed using SAP Business Objects and extracting the information from RMS Niche. The search has been built on the criteria provided as a result of the ASB audit – it includes all occurrences where the local qualifier and stats classification are set to ASB.

## Public Disorder

### Public Disorder



There is a clear increasing trend for public disorder crimes in the City. However when looking at the monthly breakdown crime volumes are much more sporadic. There were large spikes experienced in July which could to be due to the exceptionally warm weather that month and more people experiencing the night time economy in the City. When comparing the rolling 12 months there has been a 68% increase compared to 2016/17 this is an increase of 156 crimes.

The Strategic Intelligence Team completed a full report of analysis on the figures from 01/04/2017 and 30/07/2018 and provides a comprehensive review of public disorder crimes during this period. Key findings from the report include;

**Homelessness:**

Homeless individuals are identified as a suspect frequently (10%) – this includes suspects perceived as being homeless due to their appearance.

There are also been an occasion where a homeless individual has been the victim and have had abuse directed at them – this is likely an underreported aspect of this type of offence.

Media and anecdotal evidence indicates homelessness in the UK and London is likely to increase – as the City attracts more people, these interactions are likely to increase leading to further offences.

**Drugs/Alcohol:**

The City has a high volume of licensed premises.

22.5% of occurrences are linked to alcohol with a further 9.6% linked to drugs – these are also likely to be underestimates.

Further development planned in the City with more licensed premises opening could lead to more public order offences.

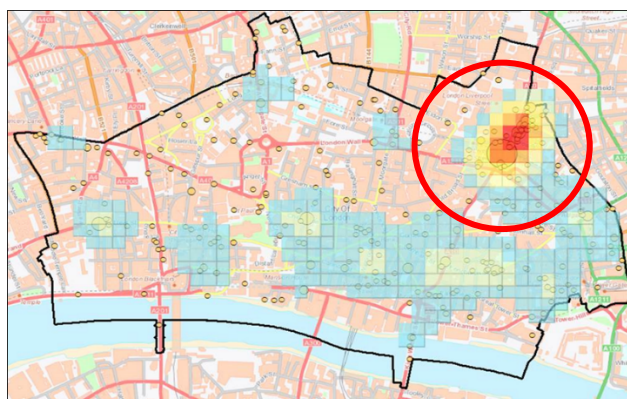
**Employment Related:**

A large proportion (34%) of incidents have some association to employment.

This can be between employees who are in dispute regarding an aspect of their working environment or a personal dispute (civil) that have escalated.

Incidents occur between staff and customers where expected service is not received e.g. refusal of a refund/request, shoplifters stopped by security.

Other job roles that have an increased level of interaction with potential volatile individuals include police officers, (parking) enforcement officers, bus drivers and taxi/Uber drivers. These roles seem have an increased level of exposure to confrontation.



Bishopsgate – clear hotspot which also corresponds with hotspot location of violent crime in NTE.

Having identified that Bishopsgate is hotspot location for public disorder there have been a number of patrols in this area by crime squad during the most frequent times that public disorder crimes occur which is mainly during the NTE hours of a Thursday late evening and early hours of the morning and on Friday during the same times.

The Office of National Statistics demonstrate that nationally there has been a 30% increase in police recorded public order offences. They outline that a large part of this increase is likely to reflect improvements and changes to recording practices. However, it is possible that genuine increases in public disorder may have contributed to this rise. They have summarised previously that the increases experienced in this category could also be linked to the reduction of ASB recorded incidents. Locally as a force we have experienced this but it is unclear currently if this is due to more consistent crime recording or to a genuine escalation of ASB incidents into more violent crimes.

## **PREVENT**

### **1. Delivering Prevent information to Security Company (Smartsec)**

By training security officers it is expected that they will gain the knowledge and confidence to identify and potentially report any suspicious behaviour.

### **2. WRAP to site managers at Skanska Building**

Training building managers who have a duty of care to their staff/potentially more reports of suspicious behaviour

### **3. Delivering Prevent information to fresher's fairs at the Metropolitan and Coventry University along with victim support and Insurance fraud.**

Working with students who are new to the country and the City on a multi-information event.

### **4. National Hate Crime Week**

The Prevent team assisted with the organising and staffing of the 7 locations across the City and assisted on staffing the Stalls in partnership with Communities and PPU.

### **5. Internal Women's Network/Islamic Women's Network**

Prevent officers supporting some of the various networks to understand the role of Prevent and have the knowledge and confidence to come forward with any concerns.

### **6. Face to Face Meeting**

The Prevent Team have conducted a number of face to face meeting with staff and officers to introduce the Prevent team and give a brief understanding of what is required if they have any questions or concerns regarding a potential Prevent referral. The Prevent team have already been contacted this month and assisted community staff which has resulted in an intel report to Special Branch.

### **7. Prevent Practical Training Package**

The Prevent team has produced a practical training package to identify signs of radicalisation and know what to do when this occurs. The package is complete and includes a case study,

the definition of radicalisation, the aim of the Contest strategy and understanding of the 4 P's and where Prevent sits.

**8. Careers fair for Public Services students**

Prevent team attended the David Game College and spoke alongside the MOJ and the Army on careers in their respective employment. Following this there was a 2 hour surgery where the students could meet and discuss the various career paths. The Prevent team spoke to many of the students and has arranged for them to meet with a Special Supt regarding joining as special constables.

**9. Meeting with the director of Nursing at Bart's Hospital**

Prevent officer working with AMP on an initiative to provide a number of Christmas presents to the hospital.

**10. Meeting the mobile networking group**

Met with the above team to ensure that Prevent form is correct on the next roll out. At time of viewing all correct.

**11. Prevent training to Mulberry Girl School and COLP Cadets**

Working communities and Diversity to deliver WRAP to the City Cadets and a group of work experience students.

**12. Meeting with the Aldgate Partnership**

This is an organisation funded by the businesses to provide information/training to them. Prevent have already met them and will be meeting them again in November.

**13. Meeting with 45 Cannon Street**

Meeting with the new building manager and security team to discuss Prevent at future events at several building within the City. Details have also been passed to the CTSA.

**14. Safe Project at the Guildhall**

COLC and Prevent team working with the Safe Project to deliver a working lunch to members of the City community.

**15. RAG/Risk assessment**

Prevent staff have completed a RAG document to list all of the recommendations from the Parsons Green attack. This has now been completed.

**Work to be completed in November**

- Delivery of the Safe project to City Businesses
- WRAP/Prevent engagement

- Aldgate Partnership meeting/event
- Internal and external network meeting
- Continue face to face meeting
- Continue training staff and officers in the Prevent practical input
- Continue working with Barts re the Christmas initiative
- Work with L&D to provide training on the Custody course.
- Continue working on the RAG report
- Keep attending regional/local meeting
- Provide training on the Custody officers course
- Consider working on providing certificates to the community who complete Prevent training, this could (if agreed) be rolled out to all of the 4P's to encourage participation in training events.



|  |                        |
|--|------------------------|
| <b>Committee(s):</b>   | <b>Date(s):</b>        |
| Safer City Partnership   | 29 November 2018       |
| <b>Subject:</b><br>Community Safety Team Update  |                        |
| <b>Report of:</b><br>Manager, Community Safety Team  | <b>For Information</b> |
|  |                        |
| <p style="text-align: center;"><b>Summary</b></p> <p>To update SCP members on activity by the Community Safety Team not otherwise addressed</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note the report.</p> |                        |

## Summary

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

## Engagement

1. The Community Safety team attended the Licensing Forum 23 October and held a stall to engage with licensees with good engagement.
2. The Community Safety team supported the City and Hackney's Children's Safeguarding Conference 1 November and held a stall.
3. The Community Safety Team and London Drug and Alcohol Policy Forum are again being supported by the Mayor of London to deliver a pan-London Christmas period alcohol safety campaign. This will build on last year's successful work. 'Three Wise Things – Eat, Pace, Plan' will be launching on the 26 November. The campaign encourages Londoners to enjoy the party season but also to look after themselves, friends and colleagues and includes tips to help avoid help from blue light services. The campaign includes a toolkit for employers, digital messaging and a website.

## **Domestic abuse**

4. Domestic violence. Since September there has been two high risk cases referred to the City of London MARAC and four cases referred out to other boroughs. Mitigation included arrests by Police and practical matters like changing door locks and slower time assessments of the resident's premises to reassure the victim.
5. The next CoL Domestic Abuse and Sexual Violence Forum is due 10 December. Since the September meeting we have strengthened links with Hackney and are exploring closer connections in practical terms with their Violence Against Women and Girls (VAWG) lead, who manages their intervention services and perpetrator programmes.
6. From 25 November we will be looking to support activity in connection with the national campaign *16 Days of Action Against Domestic Violence*. This will include internal as well as external facing work with a key aim being to better equip people to know how to support victims and report incidents. Further information available via the website <https://16daysofaction.co.uk/the-campaign/>.

## **Hate Crime**

7. In support of National Hate Crime Awareness Week (13 – 20 October) the Community Safety Team supported by the City of London Police held two hate crime awareness stalls in the Guildhall.
8. The new hate crime module created to raise awareness of hate crime and embed a firmer understanding with the City Corporation is now live.

## **Modern Slavery**

9. An event was held on 24 October to raise awareness of modern slavery. Speakers included representatives from Human Trafficking Foundation, Hestia, Kalayaan and City of London Police.
10. The event was well attended and had a variety of different departments attend such as probation, social services and other internal services. The information and awareness provided by the event resulted in one referral.

## **Prevent**

11. There has been one referral to the City Police, which was assessed by Prevent as part of the screening process and identified as a non-extremism matter with other safeguarding concerns. It was logged and passed to the relevant Borough Social Services and Police.
12. Pro-active community engagement continues with Prevent information stands delivered between CoL staff and Police officers in public spaces, including St Pauls

Churchyard, Paternoster Square, Aldgate and Liverpool Street. Internal locations included the Bank of America and St Bart Hospital, both of which are trusted partners and the recent City and Hackney Safeguarding Children conference held at Guildhall. Additionally, we delivered Prevent stands at Coventry University and London Metropolitan University freshers' fairs.

13. A meeting took place with the new Head of Safeguarding at the Guildhall School of Drama and Music. We expect to deliver training via the manager over the coming months.
14. The full Prevent training product WRAP was delivered to 23 managers of a national restaurant chain at their offices in Holborn. This is a first for that American company.
15. The mandatory Prevent e-module has been completed by 98 CoL employees, with 12 people in the process of completion. This is disappointing regarding numbers but despite this it is a positive step forward.
16. Work continues on a new e-module specifically for City businesses to deliver Prevent for business, to be launched 2019.
17. A 'Prevent in the City, working lunch' was held on the 5 November. Attendees included education, businesses and our statutory partners. A guest speaker, from the SAFE Project, used his real-life experience during a short talk about losing his brother to extremism and the charity work he now does following his brother's death.

### **Safer City Partnership Refresh**

18. The Safer City Partnership Strategy document is currently being refreshed and a consultation is underway with partners. We aim to build on the existing strategy and ensure we have the right priorities. We also want to ensure we capture the plans and ambitions in place for the next 1-3 years from all relevant agencies. Work has also been undertaken with colleagues from City of London Corporate Strategy to explore how we can use their experience and the Corporate Plan to anchor and develop the SCP strategy.

### **Community Safety Team Staffing & Resources**

19. The Domestic Abuse, Vulnerability and Risk Policy Officer post (.6fte) has been successfully recruited to, with a start date of 4 December. Funded for one year the costs of this post have been shared between City of London Police, Department of Community and Children's Services and Town Clerks. Based within the CST, the postholder will work closely with CoLP and DCCS.
20. This post will help drive the development of policies and processes to ensure we provide victims and those at risk with the best possible service. We are expecting this post to identify areas we can improve and to suggest new approach. Updates and recommendations will be provided to the SCP.

21. In October the Community Safety Team were successful in a bid to the Priorities Investment Pot to seek additional funding to help improve the responses to Anti-Social Behaviour in the City of London.
22. This funding will be used to fund a co-ordination post to help improve our intelligence around ASB while at the same time improving our responses. SCP members will be kept informed of progress.

**David MacKintosh**

Community Safety Manager

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

|  |                        |
|--|------------------------|
| <b>Committee(s):</b>   | <b>Date(s):</b>        |
| Safer City Partnership   | 27 November 2018       |
| <b>Subject:</b><br>Serious and Organised Crime Board – Annual Review   |                        |
| <b>Report of:</b><br>Community Safety Team   | <b>For Information</b> |
| <p style="text-align: center;"><b>Summary</b></p> <p>This paper reviews the work of the Serious and Organised Crime Board and the three key crime areas identified as a threat to the City. It also touches on recent developments and future meetings. A key, immediate, priority is to identify a new chairperson for the Board.</p> |                        |

## Background

1. The Serious and Organised Crime Board first met in July 2016. The Board's functions are advisory; recommending strategic and business direction for the City of London Corporation/City of London Police. The Board's Terms of Reference are attached as an annex to this paper.
2. The Board has met four times this year under the Chairmanship of John Simpson, the LFB representative to the Safer City Partnership. He has recently stepped down from this role following retirement from the LFB. Efforts are currently underway to identify a suitable successor.

## SOC priorities and impact

3. The SOC Board was interested in finding out what impact SOC priorities had on partnership agencies i.e. how confident they were in managing the risks and what systems they had in place if the priority became problematic. Overall it was found that partnership agencies were confident in identifying, monitoring and dealing with areas that they had a responsibility for. Their responses revealed a common interest in most of the key crime areas.

## HMIC SOC Assessment

4. Earlier in the year, HMIC carried out an assessment of serious and organised crime in the City. HMIC found that the City of London Police had an effective approach to serious and organised crime coupled with a comprehensive understanding of the local community and the threats and risks it faces. Working together in partnership was found to work well but improvements were needed in the force's approach to preventing serious and organised criminals from reoffending.

5. HMIC recommended the development of lifetime offender management system for those involved with serious and organised crime. This type of offender management would require a wide range of investigative and intelligence techniques to monitor individuals as well as working closely with partners and exchanging information so that restrictions could be imposed on those individuals to prevent them from reoffending. Therefore, the City of London Police will be looking at ways of making efficient use of resources and working together in partnership to help dismantle these criminal groups.

### **Information sharing**

6. This has been a recurring issue. Despite the common interest shown in key crime areas, agencies acknowledged problems in sharing data. It was felt that concerns around data sharing regulations were inhibiting collaboration between partners and therefore helpful guidance about sharing information was required.
7. The Community Safety Team was asked to produce guidance on information sharing. This guidance would need to comply with the requirements of the new GDPR provisions which came into force on 25 May. A paper on information sharing agreement was presented and approved at the Safer City Partnership Strategy Group on 31 May 2018. The guidance aims to:
  - identify core legislation supported by effective information sharing
  - clarify GDPR principles when information sharing
  - identify why and how data should be shared and protected by those with a need to know
  - highlight considerations around information sharing
  - remind partners of the importance of the information sharing process for the purposes of safeguarding people, property and the environment, whilst working together
  - support joint understanding of risk and develop shared situational awareness.

### **Identified priorities**

8. A SOC Working Group met on 3 July to review the work of the Board and its initial scoping of serious and organised crime in the City. The meeting looked at what had been achieved and what needed to be done looking ahead. It provided a good opportunity to review the Board's Terms of Reference, partnership agencies and intelligence sharing. It was agreed to focus on the three crime areas identified by the Group as a threat to the City:
  - **Fraud and cyber enabled crime**
  - **Modern Slavery and domestic servitude**
  - **Illicit drugs (cross cutting)**
9. These three areas also fell under the categories of 'vulnerability', 'prosperity' and 'commodity'. These three broad headings are an amendment to the approach the National Crime Agency is taking to respond to the growing complexity of serious and organised crime.

10. As part of the SOC Boards progress towards developing an action plan the Head of the Home Office Serious and Organised Crime Unit, was invited to a meeting of the SOC Working Group on 5 September. The Group discussed comparisons with other local authorities and how it complied with the national SOC model so that it could be confident in addressing challenges in accordance with Home Office objectives.
11. The Home Office's new Serious and Organised Crime Strategy is expected to be available towards the end of the year. Child Sexual Exploitation and online abuse is likely to receive greater prominence in the strategy. The Home Office representative confirmed that the City's priorities were in accordance with the Government's priorities and that we should continue to:
  - align our local profile with the national strategy
  - include our operational work
  - promote the work of the partnership.
12. A performance dashboard (2017/18) on SOC has been drawn up to show the priorities in focus and current position including details of what has been discussed/agreed/actioned. The dashboard will be updated each quarter.

#### **Recent developments**

13. A working group has been set up to discuss a risk reduction strategy for drugs in the City. The strategy proposes a series of actions which will require a multi-agency approach, 'pooling expertise and resources'. It is hoped that this increased focus on drugs will lead to a positive and measurable impact and 'reduce the threat to the integrity, reputation and wellbeing of the City of London from drug supply and associated anti-social behaviour and crime'.

#### **Looking ahead**

14. The role of the Board is to seek reassurance from members of the partnership about tackling serious and organised crime. Therefore, the Board will continue to ask partnership agencies what they consider to be their emerging priorities and how they capture new information. Future Board meetings will be held quarterly to discuss each priority in turn and to provide partners with the opportunity to raise any concerns about emerging threats to the City.
15. A key priority is to appoint a new chairperson and ensure all appropriate agencies are invited to the scheduled quarterly meetings.
16. The first three meetings of 2019 will seek reassurance from partnership agencies on each of the three priorities identified as a threat to the City. The fourth meeting will review progress on all three priorities and highlight any emerging priorities.
17. This will be undertaken with the help of the national key performance questions (KPQs) and, where appropriate, we can measure how well we are responding to the threats from each of the three priorities.

KPQ1. How comprehensive is our understanding of serious and organised crime threats and vulnerabilities?

KPQ2. How effectively and efficiently are we managing our resources in countering serious and organised crime threats?

KPQ3. How effectively are we developing core capabilities to address emerging serious and organised crime threats?

KPQ4. How effectively are we pursuing serious and organised criminals in the UK, on-line and overseas?

KPQ5. How effectively are we deterring people from involvement in serious and organised crime?

KPQ6. How effectively are we building resilience in the public and private sector against serious and organised crime?

KPQ7. How effectively are we supporting those impacted by serious and organised crime?

18. We will continue to maintain contact with the Home Office SOC team, providing regular updates and seeking advice on good practice.

Community Safety Team

Annex

## **Serious Organised Crime Board Terms of Reference**

### **1. Background**

Organised crime represents a serious risk of harm to the City of London. While the overall numbers of crime in the category of serious and organised crime may be small in the City, it could have an impact on residential, business and visiting communities. Given the nature of these crimes, it could also have an impact on public confidence as well as an increase in the fear of crime.

Local authorities and the police have a duty to protect the wellbeing of their communities. Under section 17 of the Crime and Disorder Act, councils have a responsibility to do all that they reasonably can to prevent crime and disorder in their area. With support of the Community Safety Team, the Safer City Partnership will have access to intelligence, community safety and safeguarding



powers that can prevent criminal activity and minimise the impact on local communities and businesses.

## 2. Purpose

The Board's functions will be **advisory**; recommending strategic and business direction for the City of London Corporation/City of London Police.

The Board will look at tackling serious and organised crime, with the help of the following functions:

- Crime-reduction: efficient and effective activities to combat organised crime and serious crime are carried out.
- Criminal intelligence: gathering, storing, processing, analysing, and sharing information.

## 3. Terms of Reference

The Board's Terms of Reference will be in accordance with the National Strategic Assessment of Serious and Organised Crime which includes eight key priorities or risks posed by serious and organised crime impacting on the UK:

- Child sexual exploitation and abuse
- Firearms
- Organised immigration crime, human trafficking and modern slavery
- Cyber crime
- Money laundering
- Drugs
- Economic crime
- Organised acquisitive crime

The Board will follow Home Office guidance [\*Serious and organised crime local profiles: a guide\*](#) 13 November 2014 aimed at the police and local partnerships using Local Profiles to inform their action plans as stated below:

- The police will lead the partnership through the production of Local Profiles.
- Profiles should outline the threat, vulnerability and risk from serious organised crime within the force area.
- Multi-agency action plan to drive work of local partnerships.

- The effect must be to bring the full range of powers to bear against serious organised crime to reduce its impact in the local area.

The Board's activities will also:

- provide a partnership response to threat from serious and organised criminality in the City
- shape priorities for reducing this threat
- ensure that intelligence regarding organised crime is shared effectively among partners to maximise a collective response
- determine how the powers of the police and partners can be brought to bear in order to have the greatest impact on disrupting and dismantling organised crime.

#### **4. Roles and Responsibilities**

The Board will be chaired by an independent chairman and a deputy chairman will be appointed to cover the chairman's absence.

While every effort should be made for senior representation on the Board, nominated representatives will be encouraged to maintain full membership at all Board meetings.

The chairman will ensure that any issues that arise that cannot be resolved are escalated to the Chairman of the Safer City Partnership.

#### **5. Governance and Structure**

The terms of reference will be reviewed and agreed by the Board on an annual basis.

The Community Safety Team to consult regularly with the Chairman to ensure scheduled agenda items are pertinent and timely.

A review of effectiveness will be conducted on an annual basis, and findings will be used to improve performance going forward.

Minutes of the Board will be circulated for approval by members. A copy of the minutes will be made available to officers upon request to the Secretariat.

A quarterly activity report will be submitted to the Safer City Partnership and to the Police Committee and Health and Wellbeing Board where appropriate.

Observers may be asked to leave the meeting for closed items. Closed items will be redacted in the version of the minutes that are published

## 6. Composition

Chairman: John Simpson MSc GFireE

Borough Commander, City of London

Members:

|                            |  |
|----------------------------|--|
| Peter Lisley               | Town Clerks Deputy Chairman of SCP, CoL                                  |
| Jane Gyford                | Commander of Operations, CoLP  |
| Esther Gerard-Stewart      | National Fraud Intelligence Bureau<br>Regional Organised Crime Units     |
| Rob Ellis                  | Intelligence and Information, CoLP                                       |
| Ade Adetosoye/Chris Pelham | Public Health, Education, Social Services, Housing, CoL                  |
| Paul Chadha                | Legal, CoL   |
| Stuart Webber              | National Probation Service<br>or Community Rehabilitation Company        |
| David MacKintosh           | Community Safety Team, CoL   |
| Alex Orme                  | CoLP Authority   |
| Jon Averbs/Steve Playle    | Trading Standards  |
|                            | <i>Law enforcement agency leads (HMRC/DWP/UKBA/NCA) - co-optees only</i> |
|                            | <i>Other members as and when required</i>                                |

Advisors:

Legal Advisor

Observers:

To be determined by the Chairman

Secretariat:

Community Safety Team

Frequency:

Quarterly meetings

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| <b>Committee(s):</b>   | <b>Date(s):</b>        |
| Safer City Partnership   | 29 November 2018       |
| <b>Subject:</b><br>Community Safety Team Update  |                        |
| <b>Report of:</b><br>Community Safety Officer  | <b>For Information</b> |
| <p style="text-align: center;"><b>Summary</b></p> <p>To update SCP members on activity by the Community Safety Team on the Progress of work in terms of responses to Anti-Social Behaviour (ASB) problems and the development of a City Strategy.</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note the report.</p> |                        |

## Summary

This report updates SCP Members on the work of the Community Safety team in developing an effective ASB strategy for the City of London.

As part of this process several challenges have been identified.

This paper looks at both current and emerging responses to ASB effecting our streets and public places.

### Current response

1. Within the City of London Corporation, we have many teams that deal with various aspects of ASB. These include the Housing team, Environmental team and Street Enforcement Officers. The City of London Police also play a significant role and have often provided a level of service not seen in other local authority areas. Different teams and agencies have different powers and tools. There are significant variations in terms of experience and understanding.
2. When talking about ASB on City streets we are not only thinking about the legal definition from the Anti-social Behaviour, Crime and Policing Act 2014, that is (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to

any person, (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or (c) conduct capable of causing housing-related nuisance or annoyance to any person, but also the broader impact it may have. This could include the detrimental effects on the local community and local businesses. In many cases it also directly impacts on staff or contractors who work to keep the City a clean, pleasant and attractive location.

3. One of the City's specific and ongoing challenges has been dealing with individuals who spend a significant part of their lives on our streets. Some of these are homeless, many are not.
4. Being homeless or rough sleeping are not crimes. The City deploys considerable resources to help people off the streets and into accommodation. However, rough sleeping, public perception and begging opportunities contribute to an environment where the City is seen by some as a desirable location to engage in behaviours that do fall within the scope of ASB.
5. A specific challenge is that many of these individuals are not City residents nor do they qualify as having a connection to the City. This significantly reduces access to a range of services (e.g. substance misuse, there are also challenges around access to mental health services).
6. Another challenge exists around agreed definitions and understanding. ASB in the streets includes issues such as drug taking, urination, defecation, littering, obstruction of the public path and begging. Often these problems are bundled together and seen as being associated by agencies and much of the public with rough sleeping. Some of our perpetrators have had housing (or offers of accommodation) in other areas and have been travelling into the City for opportunistic reasons, with many only being present during the day. Many rough sleepers do not engage in any form of ASB or nuisance. Nor should we lose sight of the fact that other groups also generate ASB concerns.
7. There are a range of tools and powers which allow local authorities to respond to ASB issues. However, their use, and application requires careful consideration. In many cases there is a need or benefit in demonstrating that suitable services and provision has been offered before a legal process can be commenced. As an example, the use of Fixed Penalty Notices for urination or defecation are clearly more reasonable in areas where there are publicly available toilets.
8. To illustrate two different scenarios of the challenge we currently face in the City we shall be tabling two case studies. These are provided to inform members of current issues and to prompt debate about improving our responses.

## **Recent Activity**

9. Over the course of this year there has been significant activity in this area. The CST has provided a series of training events for Corporation and CoLP colleagues to improve awareness of the issues around ASB and potential responses. Considerable work has gone into improving recording of incidents. There have also been a series of meetings with staff (at operational and management level) to look at current practice and explore potential ways forward.
10. To improve the management of specific cases we have also purchased the E-cins, information system. This is used in many areas around the country and supports the sharing of relevant information between key agencies. It is currently being rolled out within the teams most engaged in responses to ASB.
11. Additionally, we have secured funding to support a dedicated, specialist co-ordination post. This will help us advance the development of a City wide ASB strategy while boosting our capabilities. This post should be live from early 2019. resource.

## **Valeria Cadena-Wrigley**

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| <b>Committee(s):</b>   | <b>Date(s):</b>        |
| Safer City Partnership   | 29 November 2018       |
| <b>Subject:</b><br>Christmas Campaign 2018   |                        |
| <b>Report of:</b><br>Manager, Community Safety Team  | <b>For Information</b> |
| <b>Summary</b><br><br>The attached report relates to the planned Christmas campaign for 2018.<br><br><b>Recommendation(s)</b><br><br>Members are asked to note the report. |                        |

## Background

1. The City of London Corporation and the Greater London Authority (GLA) have been supporting London level activity around alcohol for many years. In December 2014 and 2015 the GLA and City of London both supported Christmas alcohol campaigns and the London Ambulance Service was involved in both as a major partner. In 2016 the LAS ran its own free-standing campaign.
2. Members will recall that last year the City of London Corporation supported by the Mayor of London ran a pan-London alcohol related Christmas campaign 'Three Wise Things – Eat, Pace, Plan'. The City of London Corporation, London Drug and Alcohol Policy Forum and GLA contributed to the campaign. The objective of this campaign was to encourage Londoners to make sensible choices for the benefit of their health and safety while enjoying the party season. The campaign centred around three key messages; eat before you go out, pace your drinks and plan how to get home.
3. Evaluation of the 2017 campaign shows that the campaign was well received by the public, employers and other London Boroughs. Engagement with the campaign was also positive. London Ambulance Service (LAS) data showed a 7% reduction in alcohol related calls from 2016 – 2017.
4. Following this success, it was decided to run the same campaign in 2018 with the Mayor of London again providing financial support in addition to the City Corporation and London Drug and Alcohol Policy Forum.

## **Current Situation**

5. The City of London Corporation supported by the Mayor of London will run an alcohol related Christmas campaign: Three Wise Things – Eat, Pace, Plan. The campaign will launch on 26 November and will run to 1 January 2019.
6. The campaign will serve to share the message of moderation and seek to influence behaviour so those out drinking during the festive season look after themselves and friends with the objective being a reduced call on blue light services.
7. The campaign will run digitally and consist of an electronic toolkit, social media adverts and a dedicated webpage. The e-toolkit is the main product of the campaign and will feature advice and tips to employers and the public on how to keep safe over the festive period. Social media ads will also be featured in the City through multiple mediums such as twitter and facebook.
8. In addition to the toolkit and advertising there will also be an online interactive scratch card which provides a quick way to review drinking based on the AUDIT C tool which was developed by experts and has been extensively evaluated. The tool can also provide a locality report based around people using it (asks for the first 4 digits of a postcode) which will be offered to other local authorities who sign up to the campaign.
9. Partner agencies have been approached to take part in the campaign in a supporting capacity. London Ambulance Service, London Fire Brigade, City of London Police and Metropolitan Police Service have taken up the offer and their logo will feature on the materials. They have also signed off on all the messaging and provided up to date statistics. TfL are yet to confirm but have shown keen interest. BTP are running a national campaign but will support the campaign on social media.
10. All London boroughs have been approached to be included in the campaign with the offer to add their logo to the materials. So far 5 boroughs; Brent, Southwark, Lambeth, Barking and Dagenham and Tower Hamlets have taken up the offer and will be running the campaign in their locality. The toolkit and resources are being shared with all London boroughs.
11. Greater Anglia, C2C and the Rail Delivery group have agreed to support via twitter and other social media.
12. City businesses have also been invited to register their interest through Business Healthy and the toolkit will be shared with them. The campaign will also be shared through the Crime Prevention Association.
13. A report on the campaign will be prepared for the next SCP meeting.

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| <b>Committee:</b>  | <b>Dated:</b>          |
| Safer City Partnership                                       | 29 November 2018       |
| <b>Subject:</b>  | <b>Public</b>          |
| Community and Children's Services Update                     | <b>For information</b> |
| <b>Report of:</b>  |                        |
| Andrew Carter, Director of Community and Children's Services |                        |
| <b>Report author:</b>  |                        |
| Marcus Roberts, Head of Strategy and Performance             |                        |

## Summary

This report provides an update of relevant data and activity from Community and Children's Services.

## Recommendations

Members are asked to note the report

## Main Report

1. This report summarises key developments in five areas identified by the Safer City Partnership: rough sleepers, drugs and alcohol, suicide prevention, the Children and Young People's Plan and domestic abuse.

### Rough sleepers

#### *Leadership and Governance*

2. A Homelessness and Rough Sleepers Sub Committee has been established by the Community and Children's Services Grand Committee, and held its first meeting on 6 September, followed by an Awayday on 15 October. The Awayday was an opportunity for elected members and senior officers (including the Town Clerk) to meet with stakeholders (including the police and voluntary and community sector), hear from providers and identify challenges and solutions.

#### *Strategy development and campaigning*

3. The Sub Committee is overseeing the development of a Homelessness and Rough Sleeping Strategy, with the expectation that this will be launched in Spring 2019. This is currently in the 'engagement phase' which entails working with stakeholders to establish priorities and outcomes, including people with lived experience of sleeping rough on the City of London streets, housing officers,

adult social care officers and service providers. A draft of the strategy is due for completion by 14 December and will be the basis for a consultation phase.

4. The City is supporting a campaign led by the GLA to raise awareness of rough sleeping and how members of the public can engage with Streetlink, the national referral service. This builds on two previous winter awareness campaigns, and will be launched on 17 December, with promotion of the campaign on digital screens at the City's railway stations and at kiosk sites. Consideration is also being given to the potential for a campaign in the Spring to encourage alternative giving.

#### *Data and Trends*

5. Data from the CHAIN database for Q2 (July-September 2018) records 113 rough sleepers in the City in this period. This is a reduction on the figure of 125 in Q1, and is the fourth successive quarter where we have seen a decrease.
6. Of 113 rough sleepers recorded in Q2, 30 were 'living on the streets' (four less than in Q1), while 63 were 'intermittent rough sleepers' (one up from Q1). This second group is comprised of rough sleepers who are being seen over time, and/or being seen by more than one local authority. There are challenges in planning and delivering effective interventions for this group.
7. The monthly Street Audit for October returned a count of 35 rough sleepers, an increase of 10 on the previous month. (The official Annual Street Count will take place on the nights of the 29th and 30th November.)

#### *Delivery*

8. As reported to the Safer City Partnership in September, the City was awarded £215,000 from the Ministry of Communities, Housing & Local Government Rough Sleeping Initiative Fund for project costs to the end of the financial year 2018/19. The City's proposal was for:
  - A Rough Sleeping Co-ordinator
  - Increase frequency of our pop-up hub to a monthly assessment hub
  - Extra capacity to support hub activity and No First Night Out.

The Rough Sleeping Coordinator is in post and the team have supported three pop-up assessment hubs, which have helped 26 people to exit rough sleeping.

## Drugs and Alcohol

9. The Health and Wellbeing Advisory Group met on 14<sup>th</sup> November for an in-depth look at alcohol and drug services in the City. It was agreed that interested members of the Advisory Group will join the new Drugs in the City Working Group, to ensure effective cross-departmental working on this issue.
10. The first draft of the City of London's Alcohol Strategy has been completed – it will be reviewed by officers across relevant departments before being brought to this Partnership Board for comments.
11. The City Corporation is working with colleagues at the City and Hackney CCG and LB Hackney on a joint Mental Health strategy, which is being overseen by the City and Hackney Mental Health Co-ordinating Committee as part of the Health Integration Programme. Early drafts of the strategy have identified 'substance misuse' (including 'dual diagnosis') as one of six thematic priorities. A first draft will be completed for Christmas with consultation in the new year.
12. DCCS also continues to support ongoing work to prevent and tackle drug use among workers in the City of London, and is working with the Safer City Partnership, Business Healthy and the WDP's Square Mile Health programme.
13. The Public Health team is currently undertaking research into the health and wellbeing needs of City workers, refreshing research carried out in 2012. The first phase of the research – engaging with City employers through quantitative and qualitative methods to understand their priorities with regards to the health and wellbeing of their own workforces – is complete. Mental health ranked as the predominant priority. Alcohol use/ misuse ranked eighth out of 16 priority areas and drug use/misuse ranked last.

## Suicide Prevention

14. In September, we updated SCP on the Bridge pilot work to reduce suicides on London bridges, with Samaritan signs on four City bridges. The evaluation of this project has now been completed. Key findings are:
  - The pilot has played a vital role in bringing agencies together and focussing attention on suicide prevention
  - It is not possible to assess the impact of the Bridge Pilot on suicide rates as it was conducted at the same time as two other pilots: Mental Health Street Triage and the Water Safety Project (led by the police and RNLI)
  - The colour of the Samaritan's signs was assessed to be hard to see at night, particularly as they are placed low down on the bridge. It was felt that they could be missed, particularly by someone in distress.

15. The Mental Health Street Triage project currently has funding to operate for 7 nights a week through to June 2019. Discussions on future funding are ongoing between the City of London, CCG and City Police.
16. The City Corporation's Public Health team was invited to display an e-Poster on its approach to suicide prevention at the Public Health England Annual Conference in September. The poster outlined our approach to reducing suicides and supporting the mental wellbeing of local populations. The interactive poster is available [here](#).
17. Suicide Prevention Awareness Training sessions in partnership with Samaritans and City of London Police have continued throughout 2018, with 59 HR leads from 30 different organisations receiving training in the three sessions to date.
18. An evaluation of the Dragon Cafe in the City Pilot, which is hosted in Shoe Lane Library on a fortnightly basis found that three quarters of visitors (76%) agreed or strongly agreed that attending helped to improve their mental wellbeing. The Café is a welcoming space to engage in creative activities to support mental and physical wellbeing.

#### Children and Young People's Plan 2018-21 (CYPP)

19. Recent work on the CYPP has focussed on: (a) agreeing an Action Plan and (b) oversight and ownership of the development and delivery of the Plan.
20. Actions under the 'safe' priority in the draft Action Plan include:
  - Effective implementation of the Safer City Partnership Strategic Plan; and
  - Ensuring children and young people's safety issues are effectively highlighted in the Safer City Partnership Annual Plan 2018-19.

We are working with Community Safety colleagues to ensure 'join up' with the CYPP to deliver our shared priorities.

21. A new Children's Partnership Board (CPB) is being established, superseding the Children's Executive Board, and with a responsibility for partnership work to deliver CYPP. The first meeting will be on 28 January with a focus on mental health and well-being. Themed meetings will be quarterly and will bring together a core CPB membership with stakeholders with an interest in the thematic focus for that session. At least one meeting in 2019 will be themed around the 'safe' priority, with an opportunity for DCCS to work in partnership with SCP to deliver this meeting.

## Domestic and other abuse

22. The Community Safety Team continues to lead work on domestic violence and to support DCCS to develop appropriate safeguarding policy and procedure. The City and Hackney safeguarding boards are also actively concerned with domestic abuse. The CYPP 2018-21 includes a commitment to implement the Violence against Women and Girls Strategy by addressing issues such as female genital mutilation (FGM), parental violence, honour-based violence and forced marriage.
23. The City and Hackney Safeguarding Board continues to lead work on financial abuse. This included a campaign to raise awareness of the risk of financial abuse to coincide with International Fraud Awareness Week (11-17 November). Posters have been displayed in City estates and other relevant sites (e.g. libraries) and leaflets distributed (see attachment).

## **Appendices**

- Financial Abuse Flyer

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**KEEP SAFE FROM FINANCIAL ABUSE**

# **ALWAYS CHECK**

Most people mean well and aim to help people. The City and Hackney Safeguarding Adults Board promotes kind communities. However some people, even friends and family, can take advantage of you, so... ask a person you trust or official person to advise you.



**Struggling to manage your money?**  
Call the **Money Advice Service** on  
**0800 138 7777**.

**Need help with consumer issues?**  
Call the **Citizens Advice Consumer Service** on **0345 404 0506**.

If you are a person who is vulnerable and you have been financially abused or abused in any way, Report it!  
City Residents call **020 7332 1224** or  
Hackney Residents call **020 8356 5782**.

If a crime has been committed, in an emergency call **999**, otherwise call **101**.  
Call **Crimestoppers** on **0800 555 111**.

If someone scams you out of your money, assets or property  
call **Action Fraud** on **0300 123 2040**.



# ALWAYS CHECK!

- Don't give your pin number, bank card or personal details, in person or on the phone. End the call, wait a few minutes and ring your bank. **CHECK THEM OUT**. If you want to protect yourself, talk to your bank
- Never hand over, send money or sign anything. **CHECK IT OUT** first
- Don't answer emails from people you don't know and don't click on any links in the emails. Tell someone who knows about email scams to **CHECK THEM OUT**
- If someone from a utility company, (i.e. water, gas and electric), knocks on your door, shut the door and ring the company to **CHECK THEM OUT**. Make sure you have a door chain. If you want to protect yourself, talk to your utility company
- If someone tries to sell you something at your front door, ask them to leave a card. **CHECK THEM OUT**
- Never let strangers into your home, when you are alone, however desperate they say they are. Call your family, neighbours or the police for advice. **CHECK IT OUT**
- Never make changes to your pension or property arrangements on someone's say so! **CHECK IT OUT** – get independent advice.
- Don't believe letters or calls saying that you have won money or expensive items – unless you entered a genuine draw or lottery. Don't be frightened by threatening calls or letters. **CHECK THEM OUT**.
- Use **Mail Preference Service 020 7291 3310** to stop receiving mail you didn't ask for. Use **Telephone Preference Service 0345 070 0707** to stop receiving calls you didn't ask for
- Don't take loans from non-authorised people or firms! **CHECK THEM OUT**. Report them to **Stop Loan Sharks 0300 555 222**

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| <b>Committee(s):</b>  | <b>Dated:</b>  |
| Safeguarding Sub Committee<br>Community and Children Services<br>Safer City Partnership<br>Health and Wellbeing Board   | 19/09/2018<br>02/11/2018<br>29/11/2018<br>29/11/2018 |
| <b>Subject:</b><br>The City and Hackney Safeguarding Adults Board (CHSAB) Annual Report 2017/18<br>Presented by Dr Adi Cooper Independent chair of the CHSAB and Melba Gomes, Interim CHSAB Manager | <b>Public</b>  |
| <b>Report of:</b><br>Director of Community and Children's Services  | <b>For Information</b>                               |
| <b>Report author:</b><br>Melba Gomes, City and Hackney Safeguarding Adults Board Manager  |  |

## Summary

The City and Hackney Safeguarding Adults Board (CHSAB) is a statutory Board and it is a statutory requirement to produce an annual.

In summary during 2017/18:

- City of London partnership concluded its financial abuse awareness event. The CHSAB has taken up the mantle and is planning a follow-up campaign in 2018/19 to raise awareness among residents about how to keep safe and avoid financial abuse.
- City of London continues to build on its work with people who are socially isolated. We are involved in an initiative to address social isolation and loneliness for residents, which has the potential to reduce the likelihood of people becoming the subject of an adult safeguarding concern.
- City of London ran successful 'Rough Sleeping' event, signposting rough sleepers to appropriate services.
- City of London staff from all partner agencies attended the 'Learning from Safeguarding Adults Reviews (SARs)' workshops and have taken the learning back into their organisations.
- The Assistant Director for People and Community Services is the chair of the SARs sub-group and has led the group towards an evaluation of learning that identifies key themes to address in the strategic plan.

## Recommendation

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. The London Borough of Hackney and the City of London have diverse, vibrant communities. Many organisations and individuals provide effective adult safeguarding, and are also committed to the Safeguarding Adults Board and the partnerships it represents. The CHSAB is a multi-agency partnership of statutory and non-statutory stakeholders. This report sets out an appraisal of the safeguarding adults activity of those agencies across the City of London and Hackney boroughs in 2017/18.
2. The Care Act 2014 sets out a clear statutory framework for how local authorities and other key partners – such as care providers, health services, housing providers and criminal justice agencies – should work together to protect an adult's right to live in safety, free from abuse and neglect. It introduces new safeguarding duties for local authorities including: leading a multi-agency local adult safeguarding system; making or causing enquiries to be made where there is a safeguarding concern; carrying out SARs; arranging for the provision of independent advocates; and hosting Safeguarding Adults Boards.
3. In setting out a statutory requirement for Safeguarding Adults Boards for the first time, the Care Act establishes three core duties for those Boards. The Board must:
  - publish a strategic plan for each financial year that sets out how it will meet its main objectives and how members will achieve this
  - conduct any SARs as required
  - publish an annual report detailing what the Safeguarding Adults Board has done during the year to achieve its main objectives and implement its strategic plan.

This annual report is provided in line with this requirement.

### **Key Achievements**

4. In line with its strategy, key achievements for the Board in 2017/18 include:
  - We trained Safeguarding Champions to promote the message to the community that safeguarding is everybody's business.
  - The Chair of the Board and the Board Manager visited community groups to tell them about safeguarding and the work of the Board.
  - We responded to the views of service users and set up a User/Carer/Patient sub-group of the Board to enable us to hear the views of users and carers.
  - We reviewed our website with service users and amended the content to be clearer about safeguarding and service users' rights.

- We supported staff to develop their learning to be able to work effectively with people who use safeguarding services.
- We reviewed the information we received and sought improvements where required, for example, through audits or analysis.
- We met our legal duty to commission SARs and we considered referrals, one of which progressed to a SAR. We will report on this in the 2018/19 report.
- The City of London arranged an event on Financial Abuse which was very well received.
- We held a winter-long campaign to address the needs of rough sleepers.

## **5. What didn't we do so well?**

- Although we have raised awareness of safeguarding adults far and wide, we have not reached all groups. It has not been easy or possible to reach all groups of people from different ethnic backgrounds and faiths.
- We started hearing from adult social care and health service users through the Safeguarding Champions and the user groups, but we have not heard from people who use Safeguarding Adults services.
- We laid the foundation for a prevention strategy, but we have not been able to put anything in place to enable people to ask for early help or intervention.

## **6. What we have yet to find out**

- We have done much work to pass on the learning from the SARs and we heard from staff about what will help to improve services. However, we will not know until 2019 if this has made any difference to practice.
- City and Hackney are involved in a project on social isolation. We await its findings.
- We need to find out more about how we can work with other Boards in City and Hackney to prevent abuse and neglect.

## **Comments from Service Users and Residents on the Annual Report 2017/18**

### **7. CHSAB website:**

- "You heard us ...we said we don't understand 'abuse', you used 'harm'. That's good."
- User feedback said that the website and safeguarding should be on the front page of the Council's website. Users said it is currently hard to find, except through Google search.

### **8. People told us that they want:**

- regular communication from the Board, as there was much in the report that they could not relate to
- simple safeguarding information so they can be informal ambassadors in the community for safeguarding
- safeguarding information advertised across the boroughs
- an effective service user group to be 'critical friends' to the Board

- partners to have a better understanding of advocacy so as to improve its use in the Safeguarding Adults service.

## **2017/18 Data**

### 9. Summary data

- 32 concerns were raised
- 22 led to Section 42 enquiry
- of the 19 concluded cases, 11 expressed their desired outcomes and all were fully or partially achieved (nine were fully achieved)
- there were five repeat concerns.

## **Priorities for 2018/19**

### 10. We will:

- continue to raise awareness
- engage with service users to get feedback
- aim to make services personal
- meet our duties to commission SARs
- improve services in line with learning gained, including through commissioning relevant training
- evaluate improvements through multi-agency case file audits and self-audits
- promote advocacy to support people
- aim to devise a prevention and early intervention protocol
- gather appropriate data to provide reassurance and improve services.

## **Corporate & Strategic Implications**

11. Safeguarding is a Corporate and Departmental priority.

## **Appendices**

- None

## **Background Papers**

CHSAB Annual Report 2017/18

## **Melba Gomes**

City and Hackney Safeguarding Adults Board Manager  
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| <b>Committee(s)</b>   | <b>Dated:</b>          |
| Safer City Partnership Strategy Group – For Information   | 29 November 2018       |
| <b>Subject:</b><br>Public Protection Service (Environmental Health, Licensing and Trading Standards) update |                        |
| <b>Report of:</b><br>Director of Markets & Consumer Protection  | <b>For Information</b> |
| <b>Report author:</b><br>Jon Avern, 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 £460K 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 relatively 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, 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 activity taking place within the City of London and surrounding Boroughs. 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 investigate and 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. The success of Operation Broadway has been recognised by inclusion in the Chartered



Trading Standards Institute best practice guide that was launched at the national CTSI symposium in Nottingham.

<https://www.tradingstandards.uk/news-policy/the-value-of-trading-standards>

- b) Two recent deployments have been made to businesses based in the City offering wine investments. The marketing of these investments is not regulated by the Financial Conduct Authority and some of the claims being made by these businesses are questionable. Robust advice has been provided and changes made to websites to minimise the risk of consumers being misled. Following another deployment, officers were able to work with City of London Police to delete a fraudulent website within 24 hours that led to a problem business vacating their serviced offices.
- c) Officers continue to attend several different meetings including the Business Centre Association (BCA) forum to engage with those involved in providing mail forwarding and serviced office facilities. The BCA share intelligence with us and are becoming more confident in spotting fraudulent businesses and closing them down before they can defraud consumers.
- d) One current area of concern involves fraudulent businesses registering themselves at Companies House using City addresses that they have no connection with. The registration process is open to abuse and officers are currently looking at ways of streamlining the process whereby Companies House can correct the public register very quickly when squatting has been detected.
- e) Trading Standards remain committed to trying to find ways to prevent consumers being victims of investment fraud. We have been working for a couple of years now with Professor Keith Brown from Bournemouth University on initiatives around financial abuse. This includes being linked into the Home Office led 'Joint Fraud Taskforce' and pushing ideas to encourage the banks to offer a slower payments service to customers who want it. This would allow some breathing space for customers to reflect on unusual transactions that they have been talked into and to stop them before it is too late. Work continues with the Lord Mayor's office and a couple of influential City Corporation Members to engage with some financial institutions at Board level to explore possibilities to protect consumers. As part of this work, our Trading Standards Manager presented to the Faster Payments Service. In addition, we are responding to consultations from the Payment Systems Regulator and the Financial Conduct Authority.
- f) In summary, the performance of the Operation Broadway partnership can be measured by reference to the table below:-

| <b>2018/2019</b>  | <b>Q1<br/>Apr-<br/>Jun</b> | <b>Q2<br/>Jul-<br/>Sep</b> | <b>Q3<br/>Oct-<br/>Dec</b> | <b>Q4<br/>Jan-<br/>Mar</b> | <b>Total</b> |
|---|----------------------------|----------------------------|----------------------------|----------------------------|--------------|
| <b>1. Op Broadway deployments</b>   | <b>17</b>                  | <b>17</b>                  |                            |                            | <b>34</b>    |
| <b>2. Disruptions/interventions</b>   | <b>2</b>                   | <b>0</b>                   |                            |                            | <b>2</b>     |
| <b>3. Adopted for further action by other agencies</b>  | <b>1</b>                   | <b>4</b>                   |                            |                            | <b>5</b>     |
| <b>4. Contacts with 'enablers'</b>  | <b>6</b>                   | <b>5</b>                   |                            |                            | <b>11</b>    |
| <b>5. RP07 forms submitted to Companies House by serviced office providers</b>  | <b>6</b>                   | <b>3</b>                   |                            |                            | <b>9</b>     |
| <b>6. Website suspension requests</b>   | <b>1</b>                   | <b>4</b>                   |                            |                            | <b>5</b>     |
| <b>7. Promotional / prevention activity - e.g. publicity campaigns, days of action, attendance at external events, press coverage</b> | <b>7</b>                   | <b>1</b>                   |                            |                            | <b>8</b>     |

6. The next issue that Trading Standards is looking at in relation to investment fraud is in relation to transactions involving cryptocurrencies. This is an emerging issue and a paper was taken to the PH&PP Committee on 6 March 2018 to outline the plans for a project. This is now well underway and approximately 50 businesses with a footprint in the Square Mile have been identified as having a connection with cryptocurrencies. These are all being visited by officers and the business models are being carefully scrutinised.
7. The City of London Trading Standards is a proactive part of London Trading Standards, a community interest company that seeks to promote the work carried out right across London. In September 2018, a week of media activity took place to highlight specific issues and it was very successful. A summary of the week can be found by following this link  
<http://www.londontradingstandards.org.uk/campaigns/london-trading-standards-week-2018/>
8. The media picked up on the issues relating to the sale of knives to young people and there was widespread coverage on television, radio, print media and the internet.

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

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

## **Illegal Street Trading**

11. 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. Three ice cream vans and a number of peanut trolleys have been seized in 2018. Maximum fine, costs and a forfeiture order was awarded at City Magistrates for the ice cream van. An appeal to the forfeiture order of the ice cream van was heard at the Old Bailey and the van was subsequently returned to the owner.
12. 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 signed and work is underway. Millennium Bridge has been targeted for enforcement with Tower Bridge to follow once a new postholder is in place in November.
13. All known hotspots are visited during the day and some evenings most week days, and on Saturdays / 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 was extended over the spring and summer months and now into the autumn. Because of the foregoing and the continued on-street presence, illegal street trading has been kept to a minimum.
14. A report was presented and approved by Resource Allocation Sub and Planning and Transportation Committee's on 3<sup>rd</sup> and 8<sup>th</sup> May for funding to undertake enforcement on City Bridges via City Bridge Trust. A S 101 with LBTH is in draft and will be pursued to avoid any enforcement issues once actions commence on the shared Tower Bridge between City and LBTH jurisdictions. A joint meeting between Tower Bridge, COLP and Licensing has been held to discuss the way forward.
15. 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.

## **Noise Complaints Service**

16. The Pollution Team dealt with 278 noise complaints between 1<sup>st</sup> July 2018 and 30<sup>th</sup> September 2018 of which 93.9% were resolved. In addition, they also assessed and commented on 323 Planning, Licensing and construction works applications and 277 applications for variations of work outside the normal working hours. Comparatively in the same period for 17/18 the Pollution Team dealt with 247 noise complaints of which 96.4% were resolved. In addition, they also assessed and commented on 282 Planning, Licensing and construction works applications and 193 applications for variations of work outside the normal working hours.
17. The Out of Hours Service dealt with 169 complaints between 1<sup>st</sup> July 2018 and 30<sup>th</sup> September 2018 and response (visit) times were within the target performance indicator of 60 minutes in 96.3% of cases, and often only 30

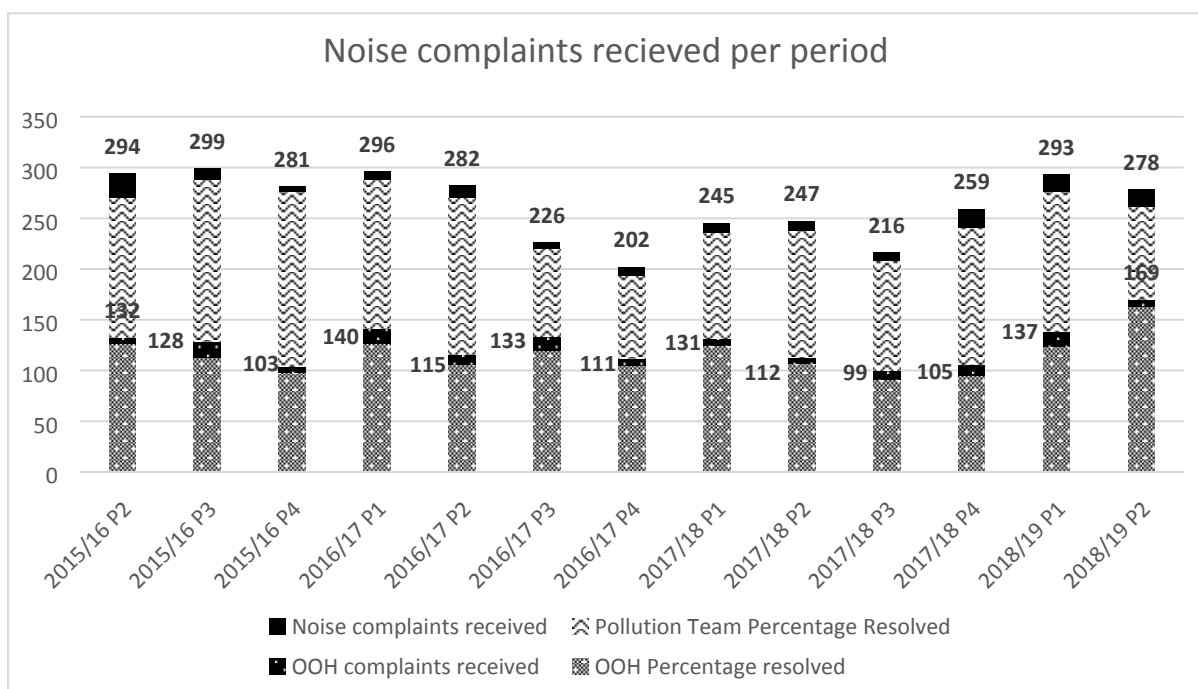
minutes. Comparatively, in the same period for 17/18 the Out of Hours Service dealt with 112 complaints and response (visit) times were within the target performance indicator of 60 minutes in 95.3% of cases, and often only 30 minutes.

18. The Pollution Team served 4 S.61 (Prior consent) Control of Pollution Act Notices and 6 S.61 Consents between 1<sup>st</sup> July and 30<sup>th</sup> September 2018. In the same period for 2017/18 the Pollution Team issued 4 S.60's, 1 S.80 and 5 S.61's and 3 consent.

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

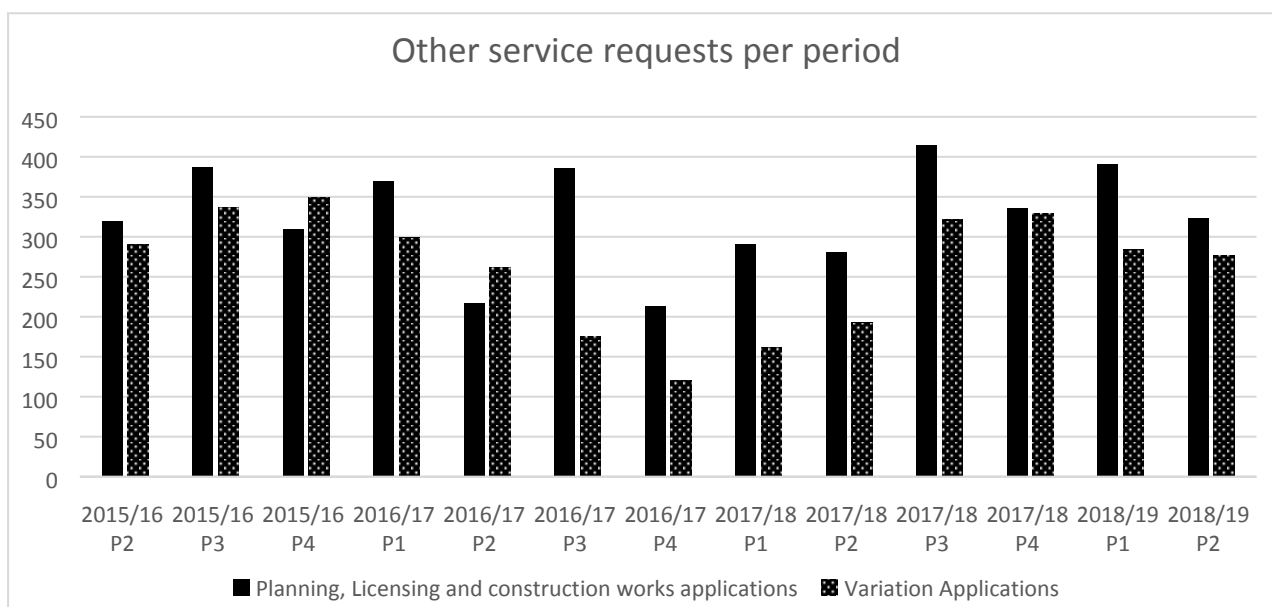
### **Noise Complaints**

| <b>Year</b> | <b>Period</b> | <b>Pollution Team<br/>Noise complaints<br/>received</b> | <b>Percentage<br/>resolved</b> | <b>OOH Team<br/>Noise<br/>complaints<br/>received</b> | <b>Percentage<br/>resolved within<br/>KPI (60min)</b> |
|-------------|---------------|---|--------------------------------|---|---|
| 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%   |
| 2017/18     | 4             | 259   | 93.8%                          | 105   | 90.1%   |
| 2018/19     | 1             | 293   | 92.8%                          | 137   | 91.5%   |
| 2018/19     | 2             | 278   | 93.9%                          | 169   | 96.3%   |



### 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 |
|---------|--------|---|------------------------|---------------------|------------------|---------------------|---------|
| 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       |
| 2017/18 | 4      | 336   | 329                    | 0                   | 1                | 7                   | 1       |
| 2018/19 | 1      | 391   | 284                    | 0                   | 0                | 5                   | 8       |
| 2018/19 | 2      | 323   | 277                    | 0                   | 0                | 4                   | 6       |

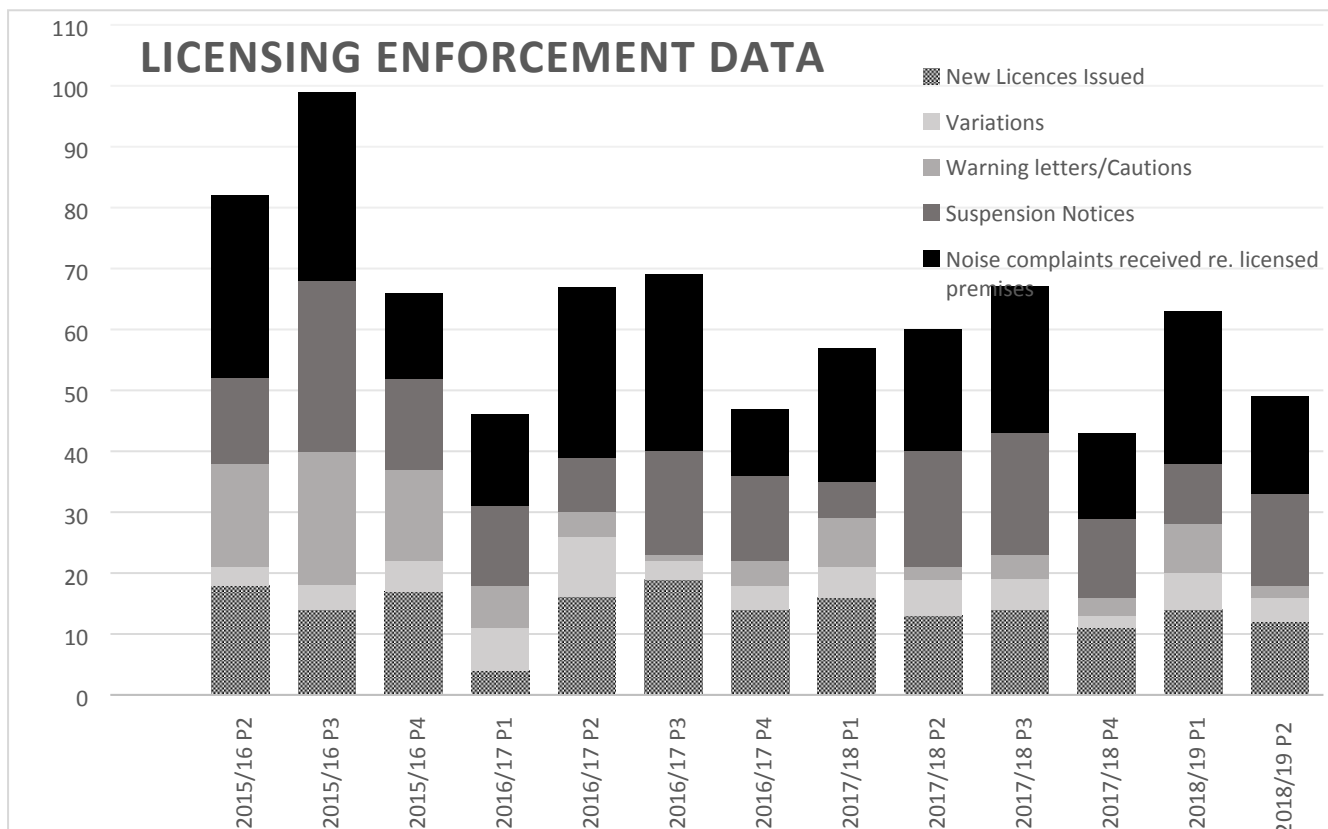


20. The consultation concerning noisy construction works on Saturday mornings is now complete and the results are being analysed. A full report will be presented to November Port Health and Environmental Services Committee.

## Enforcement

21. 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 |
|----------------|--------|---------------------|------------|--------------------------|--------------------|---|
| <u>2015/16</u> | 2      | 18                  | 3          | 17                       | 14                 | 30  |
| <u>2015/16</u> | 3      | 14                  | 4          | 22                       | 28                 | 31  |
| <u>2015/16</u> | 4      | 17                  | 5          | 15                       | 15                 | 14  |
| <u>2016/17</u> | 1      | 4                   | 7          | 7                        | 13                 | 15  |
| <u>2016/17</u> | 2      | 16                  | 10         | 4                        | 9                  | 28  |
| <u>2016/17</u> | 3      | 19                  | 3          | 1                        | 17                 | 29  |
| <u>2016/17</u> | 4      | 14                  | 4          | 4                        | 14                 | 11  |
| <u>2017/18</u> | 1      | 16                  | 5          | 8                        | 6                  | 22  |
| <u>2017/18</u> | 2      | 13                  | 6          | 2                        | 19                 | 20  |
| <u>2017/18</u> | 3      | 14                  | 5          | 4                        | 20                 | 24  |
| <u>2017/18</u> | 4      | 11                  | 2          | 3                        | 13                 | 14  |
| <u>2018/19</u> | 1      | 14                  | 6          | 8                        | 10                 | 25  |
| <u>2018/19</u> | 2      | 12                  | 4          | 2                        | 15                 | 16  |



22. The number of hearings and reviews remains at a low-level year on year, although the last two quarters did see a rise. Since 1<sup>st</sup> July 2018 there have been six hearings conducted one in relation to Dion, Gremio de London, Wright and Bell, Brewdog Retail Ltd, Stem & Glory and WW Devonshire Ltd. Two premises were scheduled for hearings which were subsequently withdrawn, Double Tree Hilton and Shree News. There has been no reviews of premises. Two appeals have been received for Brewdog and Gremio and dates set to hear these in November. The 'RAG' risk assessment scheme operated by the Licensing Team with information from City Police, Licensing, Fire Brigade and Pollution Team has two premises flagged as red, five on amber and the rest are all green in a total of 931 premises.

23. 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 consistent with previous years and there is no indication that of any increasing trend which supports the generally good findings of the 'RAG' assessments in the City, although on occasion a number of complaints are received about individual premises which receive targeted enforcement to resolve the issue.

### Safety Thirst

24. The Safety Thirst scheme is highly regarded by licensees in the City of London and many are keen to participate, and to improve on their level of accreditation. The scheme was reviewed prior to its 2018 launch in May to ensure that any new initiatives, especially around the night time economy, crime reduction and vulnerability have been scoped in. All applications have been received and

assessments completed with results being finalised and awards scheduled for November 2018.

### **Late Night Levy**

25. The amount of levy collected in 2017/18 is £460,000 and has provided a similar level of income for the third levy year to 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.
26. A report on the income and expenditure is provided annually to the Licensing Committee with the last report considered at their February 7 meeting. This suggested changes in procedure and governance to make the City Police expenditure more easily accountable and to simplify the governance of the funds within the City Police. This has now been implemented with a Late-Night Levy Board in place chaired by the Chief Superintendent with representation from the City Corporation.
27. 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. A potential future use is for the funding of the Police Licensing Inspector, this has been agreed by the Licensing Committee at its October meeting. The levy provides ongoing support for the 'out of hours' noise service and additional cleansing activity. A levy supported project from Club Soda, that extends their scheme to encourage consumption of less alcoholic drinks and alcohol-free alternatives, continues to promote lower and non-alcoholic drinks at licensed premises in the City.

### **Corporate & Strategic Implications**

28. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2017 - 20, and its priorities and objectives.
29. 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.
30. The Department is also represented on other relevant Boards and Groups, including the Serious Organised Crime Board.

### **Conclusion**

31. 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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