

Committee: Police	Date: 14 th September 2012
Subject: Community Engagement Update	Public
Report of: Commissioner of Police POL 60/12	For Information
<p style="text-align: center;"><u>Summary</u></p> <p>This report is a regular update to your Committee on Community Engagement. Members will be aware that the format of this paper has been problematic previously in addressing the needs and interests of all Members and this report outlines steps that are being taken to present data on engagement activity in a manner that meets Members needs and also reflects future legislative requirements.</p> <p>In order to comply with the legal obligations of the Police Reform and Social Responsibility Act 2011, and in response to actions within the force Quality of Service and EDHR Action Plan, this report will identify engagement undertaken within defined communities under the headings of a) Residents, b) Businesses (including Small and Medium Enterprises SMEs), c) hard to reach groups and d) Transient/visiting community.</p> <p>The Superintendent responsible for Community Engagement is currently implementing a system to enable engagement across the force to be recorded centrally under these four core headings above. Policing activity is focused on the issues raised and new systems will specifically record action taken and outcomes achieved.</p> <p>This report details specific engagement with residents and the IAG around the City First Change Programme; an update on engagement re: licensed premises; engagement that took place as a result of a recent murder in the Smithfield area; and an update on satisfaction levels with engagement during the Diamond Jubilee. Wards concerns are detailed at Appendix A and upcoming engagement meetings are listed at Appendix B. The Business Engagement section focuses on details of the Cross-sector Safety and Security Communications partnership (CSSC) and how this acted as a bridge between the police, business and industry during the Olympics.</p>	

The force has undertaken considerable engagement with harder to reach groups throughout Ramadan and crime prevention advice has been given to vulnerable residents regarding bank card scams.

Officers from the Roads Policing Unit were involved in an awareness campaign, advising foreign visitors and tourists to the City of road safety issues particularly during the Olympic Games.

Recommendations

It is recommended that

- i) This report be received and its contents noted.
- ii) Your committee note and agree the proposed changes to future reporting format.

Main Report

Introduction

1. In order to meet the legal obligations of the Police Reform and Social Responsibility Act 2011, and in response to actions within the force Quality of Service and EDHR Action Plan, this report will identify engagement undertaken within defined communities under the headings of a) Residents, b) Businesses (including Small and Medium Enterprises SMEs), c) hard to reach groups and d) Transient/visiting community.
2. The above groups are also defined within the joint City of London Corporation and City of London Police Community Engagement Strategy 2012-2015.
3. The Superintendent responsible for Community Engagement is currently implementing a system to enable engagement across the force to be recorded centrally under these four core headings above. Policing activity is focused on the issues raised and new systems will specifically record action taken and outcomes achieved. It is intended that this will provide a detailed report to your committee in the future and identify how the Force is delivering against its published Engagement Strategy.
4. Notwithstanding the need to reduce staff numbers in some departments, the complementary challenge that the Commissioner has set all Directorates as part of the City First Change Programme, is to deliver policing services in a 'smarter' intelligence led and focused manner.

5. The Wards Policing team as redefined within the City First Change Programme will have three teams dedicated to Residential Engagement, Business Engagement and Intervention, the latter being responsible for working with partners to identify and engage with hard to reach groups and deal with issues raised at Ward level in respect of anti-social behaviour, begging, rough sleeping and other priority issues. This new structure will enable the Force to meet the Legal obligations above and the responsibilities identified within the Engagement Strategy. It is therefore proposed to report to your Committee using this format as set out below.
6. The engagement element for the Economic Crime Directorate largely comprises the relationships developed with the private sector and government departments. Within this specialist area, the engagement necessary to meet stakeholder expectations and enhance the reputation of the force is wide ranging. It is therefore proposed to report this more comprehensively through your Economic Crime Board

Section A – Residential Engagement

7. Specific engagement has taken place regarding the City First Change Programme. The Commander, together with the Chief Superintendent of Uniformed Policing Directorate and the Superintendent responsible for Community Engagement met with the Alderman and Deputy for Portsoken Ward to discuss their concerns regarding the future staffing levels within Wards Policing after the implementation of the Change Programme. Reassurance was given that all residential areas would continue to have dedicated named Police Officers and PCSOs in the new structure.
8. The Commander together with the Superintendent responsible for Community Engagement attended the Independent Advisory Group (IAG) meeting at the Guildhall to discuss their concerns regarding the impact on the residential community of the City First Change Programme and the delivery of services to vulnerable groups with reduced staff. A number of issues were raised and have not yet been resolved. A further meeting with the Chair and Deputy Chair of the IAG together with the Commander and Superintendent responsible for Community Engagement is scheduled for 31st August 2012 to further address these concerns.
9. The IAG have also been a member of the Olympic Strategic Group and have been kept up to date in relation to the policing of the Olympics by the Chief Superintendent Uniformed Policing.

10. Members of the Police Licensing team together with the Director and Assistant Director of the Environmental Health and Public Protection Department met with residents in Carter Lane to hear their concerns in relation to a series of issues arising from night time activity in the vicinity of licensed premises. Residents were informed of the process required for reviews of licensed premises and how they could contribute to building up evidence. The residents were also reassured in relation to the work being undertaken by both the Police and the Environmental Health Department in relation to the premises in question. There was very positive feedback in relation to this meeting and the situation is being monitored and consideration being given to imposing Early Morning Restriction Orders in the area under new powers available from October if the relevant criteria are met.
11. In response to a Murder within the environs of Smithfield Market, and a stabbing in Gresham Street, comprehensive community impact assessments were completed in consultation with the IAG. Communication strategies identified appropriate information to be communicated in relation to the incidents and the impact upon local residents, in accordance with the operational requirements of the Senior Investigating Officer. Ward Policing officers worked closely with key stakeholders within the affected Wards to ensure minimal disruption to businesses and local residents as a result of Police Investigations, and to provide visible reassurance.
12. City of London businesses and residents were surveyed to ascertain the level of satisfaction with Force communications relating to the Queens Diamond Jubilee arrangements. 37 responses were received from residents and 181 from businesses. 91.2% of residents answered that they were either satisfied or very satisfied with the information sent to them around the jubilee celebrations, and 95.1% of business respondents answered that they were either satisfied or very satisfied in response to the same question.
13. Owing to the Olympic period there have been no Ward Panel meetings during this reporting period. However, the Force has continued to address those priorities identified at the previous meetings under local level 1 tasking (National Intelligence Model Level 1 relates to local issues). These include anti social /rowdy behaviour and begging / rough sleeping (Operation Poncho which runs in partnership with the City of London Corporation's preferred charity –Broadway). Numbers of incidents for these and other issues raised at ward level are appended to this report. (See Appendix A for full Ward breakdown for April, May and June 2012. Upcoming engagement meetings are listed at Appendix B).

Section B – Business Engagement

14. During the Olympic Games, the City of London Police have worked closely with the Metropolitan Police and Business community as part of our commitment to engaging with the community during this period where the attention of the world is on the UK, leading to unprecedented levels of demands on policing.
15. The engagement has been multi-layered, servicing the needs of the residential and business communities within the Square Mile, building upon the pre-Olympic engagement work with the community undertaken by various areas across the organisation.
16. Officers have been deployed to the MPS Special Operations Room in Lambeth and the Cross Sector Safety and Security (CSSC) Hub at Palestra House, Blackfriars Road under Bronze Community. This has enabled the Force to disseminate fast-time, accurate information to residents and businesses through various means including, daily bridge calls with Industry Sector Leads, providing bespoke safety and security messaging through community email and, providing general travel and transport advice through our internet site and social media feeds.
17. The close working relationship between the Metropolitan Police and business sector, has served to facilitate a more rapid exchange of information in a formalised, audited and managed way. It has also served to ensure that City priorities were raised through the MPS command structure and appropriate support and resources secured. This was evidenced when a large quantity of counterfeit cash was found close to the marathon route in the City of London, suspected to have the aim of disrupting the event and also, in the lead up to and during the Games, when several protests were planned to occur in the City. During the Paralympic Games, this close working partnership will continue, ensuring the City's' residents and businesses are fully engaged and its interests protected.
18. The Counter Terrorism security Advisors (CTSA's) continue to run Project Griffin days for company Security Staff on the first day of every month. This involves giving a security briefing and input on dealing with suspect packages and cordons. The July event had 75 attendees. The section has also conducted 8 Op. Argus tabletop exercises during this period, 7 being to retail premises and 1 to a Hotel. There have also been 51 separate briefings to 25 businesses.

19. The Force Counter Terrorism (CT) and Crime Directorate has a target to have delivered a programme to improve the quality and coverage of engagement with Small and Medium Sized Enterprises (SMEs). Work towards this target is continuing and the CT Section has liaised with the Corporation to provide greater integration between their complimentary engagement strategy. By the end of the first quarter links to 350 SMEs had been established, and a series of personal briefings and engagement with SMEs has been undertaken by the CT section. A bespoke 'business focus' newsletter has been developed, the first edition was circulated to approximately 220 businesses in May (however not exclusively SMEs). Unsolicited feedback, so far, has been positive. The third edition of the newsletter was circulated in July to an audience of approximately 370 businesses. A survey has been prepared, ready to be circulated in September which will assess engagement to date and also inform the Force of the preferred methods for future engagement. A video product to provide a briefing about hostile reconnaissance is being developed in close liaison with Corporate Communications.

Section C – Hard to reach groups

20. Throughout Ramadan Wards Police have engaged with Imams at two public prayer spaces in Tudor Street and Golden Lane to offer support in relation to the increase in people attending. A further visit to the St Bartholomew's Hospital prayer space is scheduled this week. Police have also attended pre Ramadan events at Deloittes and an event at the Inter Firm Islamic Network. All Ward Officer visits were received positively, but no specific issues were raised.
21. There have been meetings with two University campuses, the City University and London Metropolitan University in order to finalise the engagement plan for the forthcoming semester and attendance at Freshers week as part of the 'prevent' engagement programme.
22. The Youth & Schools Officer with assistance from the Volunteer Police Cadets attended a community event at Middlesex Street Estate in support of 'National Play Day'. The event was led by commissioned services on behalf of the City of London. The attendance of the Volunteer Police Cadets provided a value added resource in addition to encouraging positive leadership and good citizenship and promoted a practical interest in Policing to young people.
23. As a result of a number of crimes where elderly victims have been targeted as part of a scam by individuals posing as Banking Officials and

encouraging them to hand their bank cards to motorcycle couriers, a crime prevention message was sent to City of London residents advising them of the scam and action to take. Wards officers followed this up with visits to vulnerable residents where appropriate.

Section D – Transient Community and / Visitors

24. Officers from the Roads Policing Unit were involved in an awareness campaign, advising foreign visitors to the City of London of road safety issues and providing leaflets offering road safety advice to foreign tourists. Ongoing operations continue regarding giving advice and better awareness to cyclists under Operation Atrium. The Force has run three of these roadshows during July and August, at which cyclists who have committed an offence, attend to receive advice and awareness particularly in relation to Heavy Goods Vehicles (HGVs).
25. Wards Policing Officers gave crime prevention and reduction advice to the Visiting Olympics teams from Belgium, staying at the Middle Temple and France staying at Billingsgate. Both sites were reviewed in terms of security and advice given to reduce the risk of crime.

Consultation

26. The Lead Member for Community Engagement was consulted in the development of this report.

Conclusion

27. This report informs Committee members of residential and business community engagement activity undertaken by the Force.

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