

Committee(s): Police Authority Board - For information	Date(s): 29 th July 2020
Subject: Quarterly Community Engagement Update	Public
Report of: Commissioner of Police Pol 53-20	For Information
Report author: Supt Helen Isaac, Communities and Partnerships	

Summary

This report provides an update on the engagement taking place during the COVID-19 lockdown period, as usual activities in these areas have been impacted: (1) Counter Terrorism (CT) and Prevent; (2) Safe-guarding the Vulnerable; (3) PREVENTion of Fraud and Cyber Crime; (4) Anti-Social Behaviour (ASB); (5) Engagement with the Independent Advisory and Scrutiny Group (IASG)

1. **Counter-terrorism and Prevent:** Work within CT continues with Prevent activities adapted around the lockdown restrictions and the Counter Terrorism Security Advisor (CTSA) team supporting the City of London Corporation in the development of plans to close roads and widen footpaths to facilitate a return to the City as the lockdown further eases.
2. **Safeguarding and Vulnerability:** The Public Protection Unit (PPU) has ensured appropriate messaging has gone out in an attempt to engage with those who may be trapped at home in abusive relationships during lockdown. Key safeguarding and investigative functions have been maintained throughout this period.
3. **PREVENTion of Fraud and Cyber Crime:** The aim of Cyber Griffin over this period has been to produce digital versions of existing services and to run new online services, detailed in this report. Officers in Economic Crime have also been working hard throughout the period to highlight COVID-19 related fraud types, with national media appearances and proactive investigations taking place to highlight and combat this.
4. **ASB:** Work is ongoing to reduce instances of ASB and the end of year ASB report is provided in this report, showing a decrease in incidents reported for 2019/20. This is particularly marked during the period of lockdown which saw a sharp decline in reported ASB in April 2020.
5. **Independent Advisory Scrutiny Group (IASG) Engagement:** Engagement with the IASG has been continued through their representation at the COVID-19 Gold Group meetings and via video conference meetings.

Recommendation

It is recommended that Members receive the report and note its contents.

Main Report

Counter Terrorism

PREVENT: April - June 2020

Referrals

The Prevent team has received 1 Prevent referral over this period which concluded in a Prevent referral being sent to the MPS.

Low referrals due to COVID-19 as most businesses are either closed or working from home and educational establishments have been closed.

Prevent team delivering WRAP sessions, meetings / Media and Prevent stalls:

Since March the Prevent team has been unable to deliver any face to face Prevent training sessions due to COVID-19.

The Prevent team are in contact with

- the Counter Terrorism Policing HQ National Prevent team via conference calls and emails
- Universities and schools during this period.

The Prevent induction session was delivered via zoom to transferees to the force x 2 days

The Prevent coordinator attends a virtual London Prevent Network meeting bi-weekly.

The Prevent coordinator is delivering a virtual session to Department for Children and Community Services (DCCS) in August.

A support and guidance document is being circulated via Corporate Communications Department on Twitter, via CoL Corporate Communications Dept, education forums and Prevent lead for universities to signpost them to the "LETS TALK ABOUT IT WEBSITE" to obtain support and report.

A press release on 1st May in Evening Standard was released by the MPS directly to Parents and carers asking for their support on PREVENT.

A video which was launched in January 2020; some secondary schools in London were shown the video which has been advised to continue in order to encourage people to watch the video. (The 'Hate' film is available to view on YouTube at: <https://youtu.be/3ppFEyjwPsA>).

A COVID-19 Prevent Information Pack has been designed by the CoL Prevent Team which has been circulated to education forums and universities.

Stalls/Engagement

All stalls have been cancelled for this period due to COVID-19.

Internal Women's Network/Islamic Women's Network

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

Officer attends on a weekly basis the Islamic Women's group, and has a good rapport with them, however the team has been making contact with the Islamic Women's group team leader via the mobile during this time.

Practical Training Package

The Prevent team has produced a practical training package to identify signs of radicalisation and 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 in the Force. This work will be ongoing in the force to provide guidance and understanding to officers around Prevent.

Mobile networking group

A Prevent referral document has been uploaded onto the portable mobile working devices. This work has now been completed meaning that officers can fill out Prevent referrals whilst on mobile patrol.

Regional Meeting/Training

The Prevent team is continuing to work with the Prevent teams from around the country looking at the best ways for improving professional and best practice.

CT Local Profile (CTLP)

The CTLP has been completed and will be launched in the near future.

PREPARE & PROTECT:

Counter Terrorism Security Adviser (CTSA) team:

The CTSA team proactively support the Protect and Prepare elements of the national CONTEST Strategy, delivering on protective security advice, CT awareness, both physical and people security measures and ensuring our community is prepared as possible in dealing with a terrorist attack. A fundamental part of the CTSA role is face to face engagement, assessment and product delivery. The unprecedented situation created by COVID 19 has meant that around 95% of the City's transient population

has vacated offices and buildings, which has significantly changed the profile of the City in terms of threat.

The CTSA team has had to shift their approach to adapt to this situation to ensure that we understand the new profile, what are the new vulnerabilities created by this situation and also thinking of different ways to engage with our community. To achieve this the team has in this period:

- Set up a three tier engagement strategy. Tier one businesses are those that have the highest profile in the City and largest populations. These contacts benefitted from a regular telephone conference with the on duty Silver Commander. Tier two are the remaining key contacts and businesses that we engage with as part of business as usual. These contacts receive regular email communication and updates from the Silver meetings. Tier three are those smaller businesses and shops that we do not ordinarily engage with regularly in terms of CT. The Project Servator team has been tasked to engage on the ground, and update on whether these places are open or closed and engage with any security on site. This tiered system has helped ensure good coverage on engagement through this testing period.
- We have established a new application through ESRI (Geographical information system mapping) which allows businesses to update directly their current occupancy and on site security provision. Servator officers are also able to input the tier three information and crowded places surveys. This application was an innovative solution to an emerging issue and nothing like this has been replicated elsewhere in the country that we know of. The result has been a dashboard that gives us situational awareness of busy areas, those buildings that may be more vulnerable or supermarkets or shops that are open or closed. We continue to develop this application with a view to ensuring its longevity beyond COVID 19.

The team has continued to support the City of London Corporation through the Public Realm Security Advisory Board (PRSAB) and has successfully adapted to online meetings to ensure that where possible the positive work around crowded places and changes in planning has continued. The team has also continued with the crowded places assessments although this has been hampered by the current situation. The team has supported national Counter Terrorism Policing to address emerging threats because of COVID 19 and we have several officers as national SPOCS.

The team has supported the City of London Corporation on the development of plans to close roads and widen footpaths to facilitate a return to work as the lockdown further eases. We stand by to support the implementation of this, both by giving protective security advice, but also supporting with enhanced police patrols if they are required through CT tasking. We are also working with TfL on their plans.

On the horizon the team is ready to adapt to what will be a dynamic picture in terms of threat and vulnerability. The return of people to the City is unpredictable, but through the work completed so far we are in a good position to maintain oversight on what is happening and (with our partners in TfL and City of London Corporation) react accordingly.

Safeguarding and Vulnerability

The Public Protection Unit (PPU) has worked with Corporate Communications to ensure appropriate messaging has been circulated via the website, social media and Skyline publication in an attempt to engage with those who may be isolated at home in abusive relationships. This includes links to support agencies and resources. PPU is preparing an updated version of the Domestic Abuse Spotting the Signs Toolkit for employers, to include information around managing staff who are working from home and may be at risk. Posters have been circulated to City estates relating to child protection and domestic abuse encouraging residents and the public to encourage people to raise concerns for welfare of neighbours or others in the community.

CoLP has concentrated on ensuring key safeguarding and investigative functions have been maintained, working closely with partners through the Local Safeguarding Boards to ensure communication is maintained and the sharing of information continues. Multiagency meetings such as MARAC and child protection meetings continue to be serviced and attended virtually. PPU has minimum staff actually physically within the office on a daily basis to manage investigations, enquiries and victim/suspect meetings with remainder working on investigations from home. As anticipated there has been a reduction in the number of vulnerable adult and children coming to notice reports (PPN) due to fewer people on the streets. Additionally, there have been fewer abuse crimes recorded for the same reason.

Prevention of Fraud and Cyber Crime

Immediately before the pandemic Cyber Griffin was running at capacity with services fully booked approximately 3 months in advance; as a result COVID 19 engagements dropped dramatically. The team anticipate that it will not be able to return to pre-COVID delivery model for some considerable time, so detailed below are the changes Cyber Griffin has made to meet its objectives in the very different environment.

Cyber Griffin's new digital services:

Our aim over this period has been to produce digital versions of our existing services and to run new online services where there is a meaningful opportunity to do so.

- **Home working series** – In the first weeks of the lockdown we recorded and released a 'Home Working Video Series'. These bite-size videos are designed to walk homeworkers through keeping themselves safe online using simple practical examples. The series is available both on the Cyber Griffin website and YouTube. At time of writing the series has had thousands of views and has been adopted by various companies as part of their awareness campaigns.

Home working series: <https://www.youtube.com/watch?v=uyKPDIPxrTY>

- **National webinar series** – Also in the first weeks of the lockdown we created a webinar platform and coordinated with protect teams from around the country to

produce the National Policing Protect Network Webinar Series. This 14 part Cyber Griffin hosted series has been running two (nationally available) webinars a week since late April. There have been an average of 150 attendees per webinar on our platform which can facilitate up to 500 per session. Most policing regions have now appeared in the series which (at time of writing) has five events left to run. The series feedback has been recorded and is very positive to date.

National webinar series:

<https://www.eventbrite.co.uk/o/national-policing-protect-network-30099872466>

- **Digital Griffin** – Over this period we prepared online versions of our original services which went live in May. Cyber Griffin now offers incident response training, Cyber Capability assessments and briefings digitally on request. Regarding Baseline Briefings specifically, the unit ran two open attendance digital briefings weekly. The Cyber Griffin website has been updated with all of these changes and now has live signup enabled.

Cyber Griffin Website:

<https://www.Cybergriffin.police.uk>

In summary, the unit has now completed setup of the digital services we plan to run over the coming months. The earliest of these have now met with success. The digital versions of Cyber Griffin's original services however are still establishing themselves. We have not yet seen a return to the attendance we had prior to COVID 19 and in the coming quarter we aim to address this. We have been collecting both quantitative and qualitative data on these new deliveries, but it is not well established enough to be used as a demonstration of service performance yet.

Fraud

The Economic Crime Directorate has continued to work on investigations throughout this period, with a focus on the increase in fraud linked to COVID 19. This includes counterfeit masks and test kits, also phishing & smishing using COVID as the pretext (such as acquiring victims' personal data using bogus email, or text messages particularly using reputable HM Government organisation such as HMRC). Data captured is then used to carry out frauds.

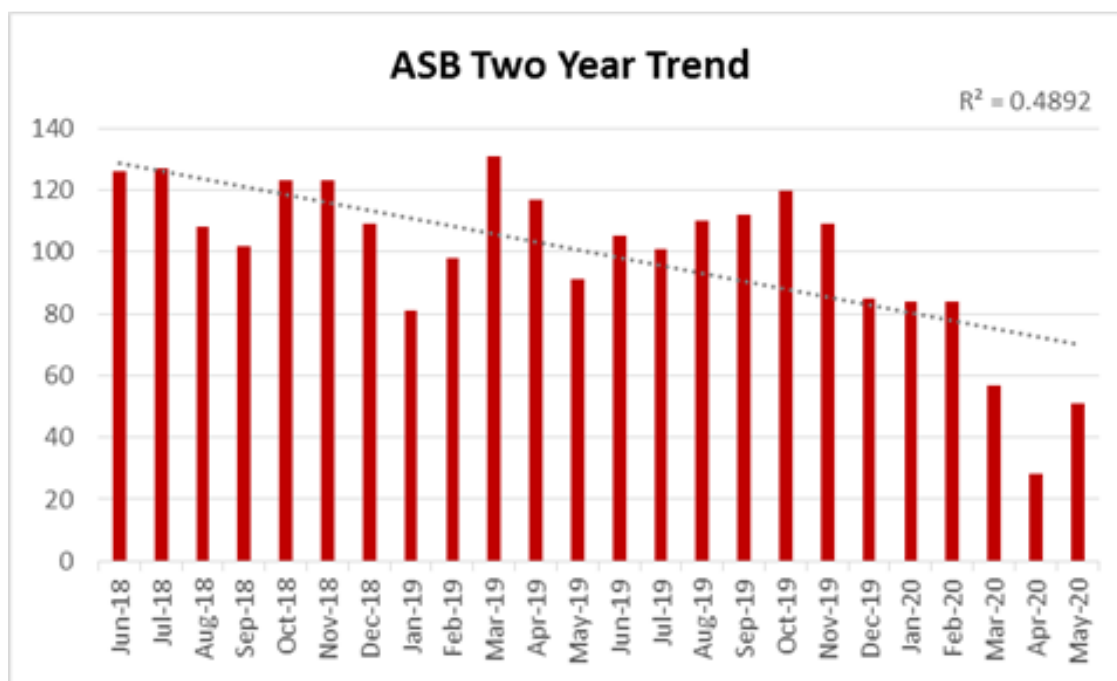
There were around 20 operational deployments to tackle this fraud to the end of June 2020 and considerable communications going out in the media and on other channels to warn potential victims and highlight the problem. A number of TV and radio interviews have also been undertaken featuring Cmdr Baxter and DCS Blackburn, to raise awareness.

Coordination intelligence related to economic crime and linked to COVID 19 is feeding into the National Economic Crime Centre. The National Fraud Intelligence Bureau (NFIB) has disseminated daily and weekly briefing documents to partners identifying threats and trends. NFIB has put out alerts to the public via social media and online to raise public awareness of fraud risks linked to COVID 19

Tackling and Preventing Anti-Social Behaviour (ASB)

Anti-Social Behaviour (ASB)

The chart below shows the 2 year trend for ASB, with a fall from December 2019 onwards and noticeably sharp fall in April 2020 during the lockdown.

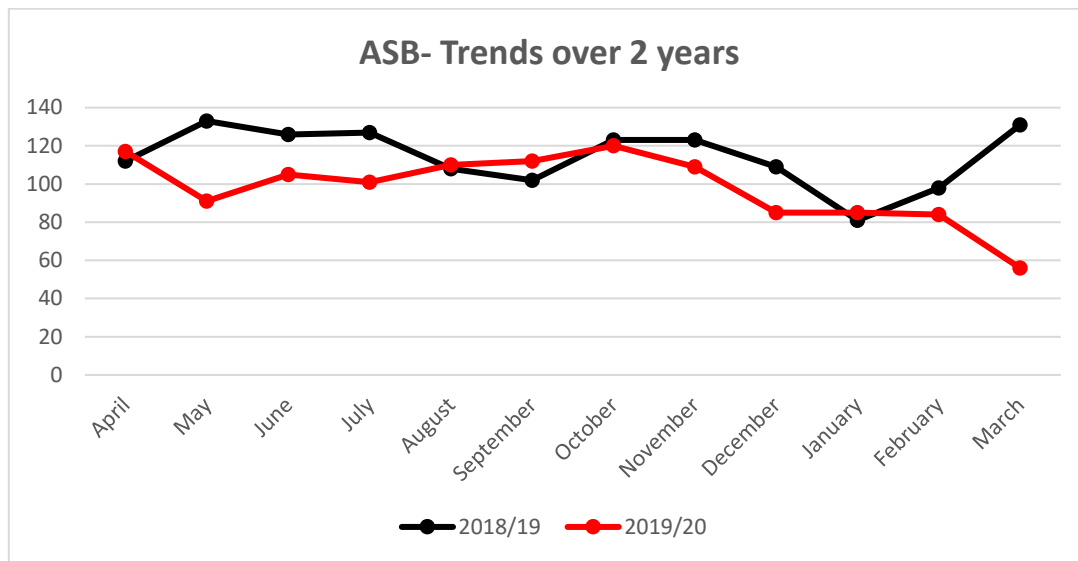


Data Highlight Review of ASB in 2019/20

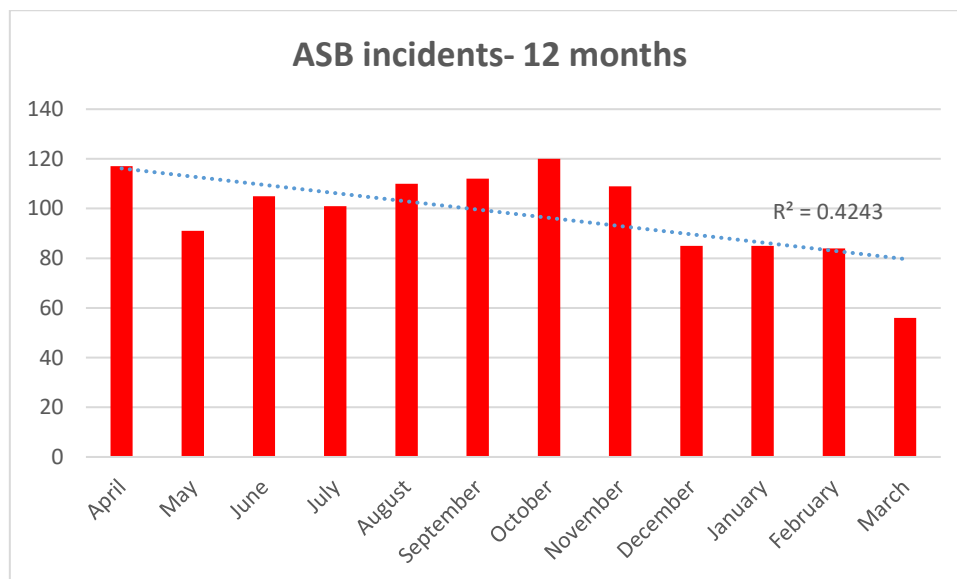
a. Key Findings

- There has been a decrease in ASB incidents in 2019/20 compared to 2018/19.
- The decrease is particularly evident in March where there has been a very large decrease most likely due to COVID 19.
- The most common issues raised were classified as Inconsiderate Behaviour, and many also featured drunken behaviour and/or begging and vagrancy- these were also the top 3 ASB incident categories in 2018/19 so ASB trends have remained the same.

b. ASB Incident Data Overview



The graph above compares trends for ASB incidents over the last two years. Despite similar levels for August-October to 2018/19 there have been lower levels of ASB incidents in 2019/20. This is particularly evident in March where the variance is greatest. From the graph above it would be expected that an increase would be experienced in March however this is the lowest it has been all year. This trend is likely to continue with much lower levels of ASB due to the reduced footfall and impact of COVID19. All licensed premises in the City were closed as well as any shops and premises that are not considered essential.



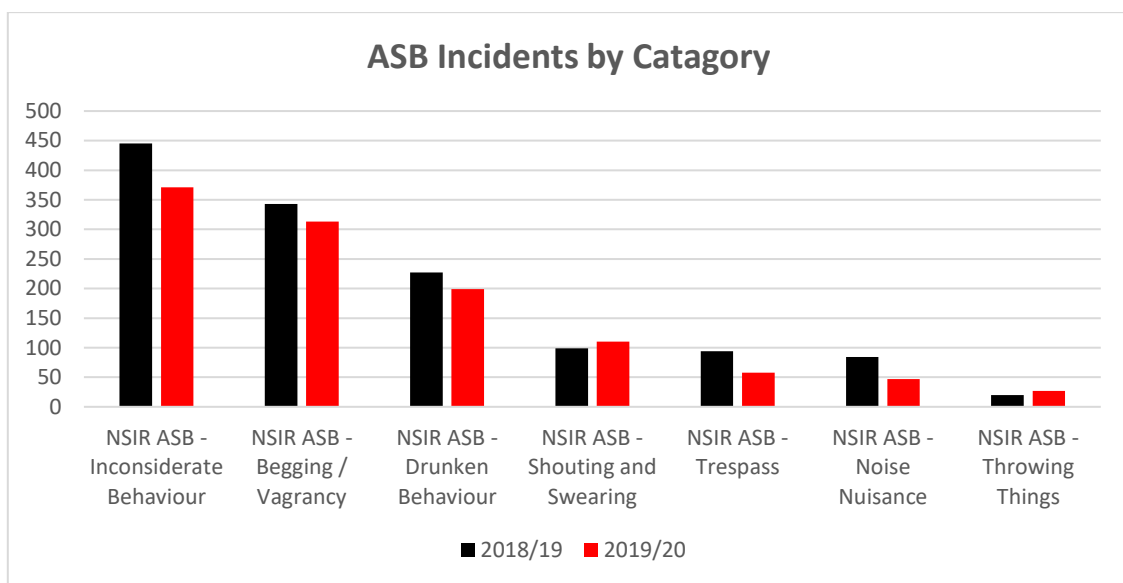
The graph above breaks the last 12 months down and it demonstrates a decreasing trend of ASB incidents throughout the year. ASB incidents peaked in October 2019 and were particularly high for the period of August-November 2019. Since December there has been a much lower volume of ASB incidents month on month with March during lockdown noticeably lower.

Month (2019-20)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Incidents	117	91	105	101	110	112	120	109	85	85	84	56

The quarterly period Jan-March 2020 recorded an average of only 75 incidents, this is compared to 92 in the previous three month period and 114 in the quarter previous to that. Although this year follows the recognised pattern where December and January has lower ASB due to the Christmas period and the spike experienced in March last year is not reflected in the data for this year. Again this is most likely due to COVID19.

c. Data Breakdown

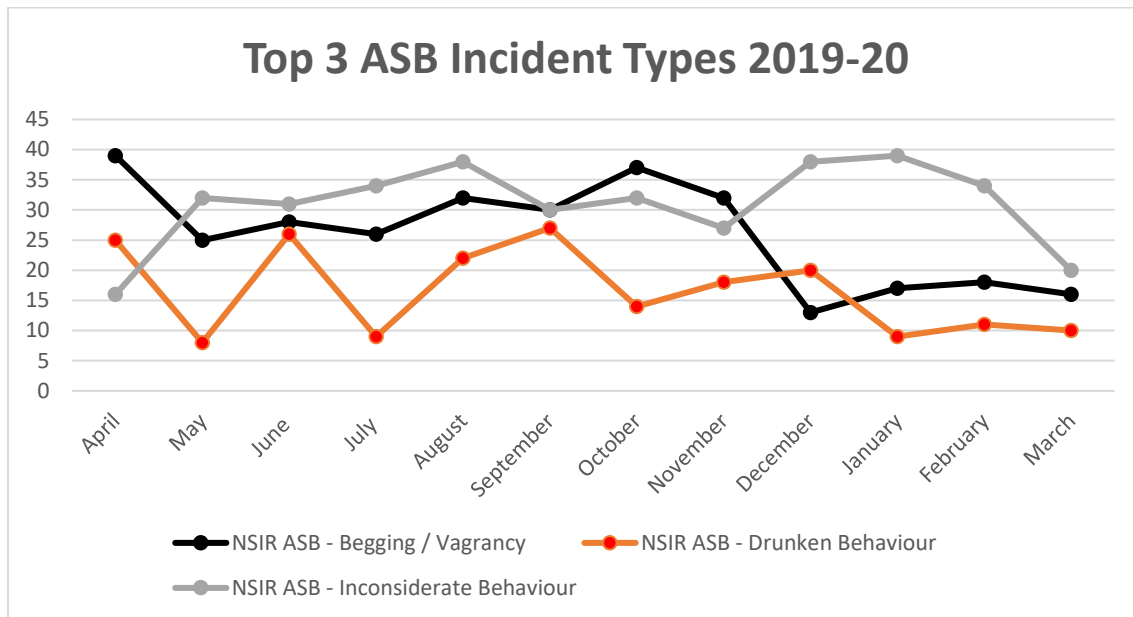
i. Highest Recorded Categories of ASB



The above graph demonstrates the most common categories of ASB incident over each year. Despite volumes being smaller in 2019/20 the same types of ASB incidents are most common.

Inconsiderate Behaviour is the most common category of incident recorded with just over 371 incidents in 2019/20 this is a decrease of 74 (445) since 2018/19. The next most common categories of incident are **Begging/Vagrancy** with 313 and **Drunken Behaviour** with 199 incidents. These three categories are consistently the highest recorded.

After reviewing records classified as '**Inconsiderate Behaviour**' some records could have been recorded in other categories in the above table as they have referred to specific behaviours such as drunkenness, playing loud music, throwing objects etc. Categorisation is based on the recording officer or staff interpretation and where some incidents refer to multiple categories they may have been recorded against inconsiderate behaviour as a catch-all. This could explain why it is always the most prevalent category in data returns.



The above breakdown of the top three ASB categories demonstrates that the overall fall in incidents during December was driven by a dramatic fall in Begging/Vagrancy. This category was relatively stable with between 25 and 40 incidents per month throughout the year, but fell to only 13 in December 2019, with a minimal rise to 18 in January 2020 which has continued in February and March 2020.

In contrast, Drunken and Inconsiderate Behaviour both rose in December with drunken behaviour falling off in January and also remaining consistent for February and March 2020- this is likely to be due to Christmas parties etc. Inconsiderate behaviour maintained its increase in February 2020 before dropping slightly in February and eventually falling dramatically in March 2020, due to the lockdown.

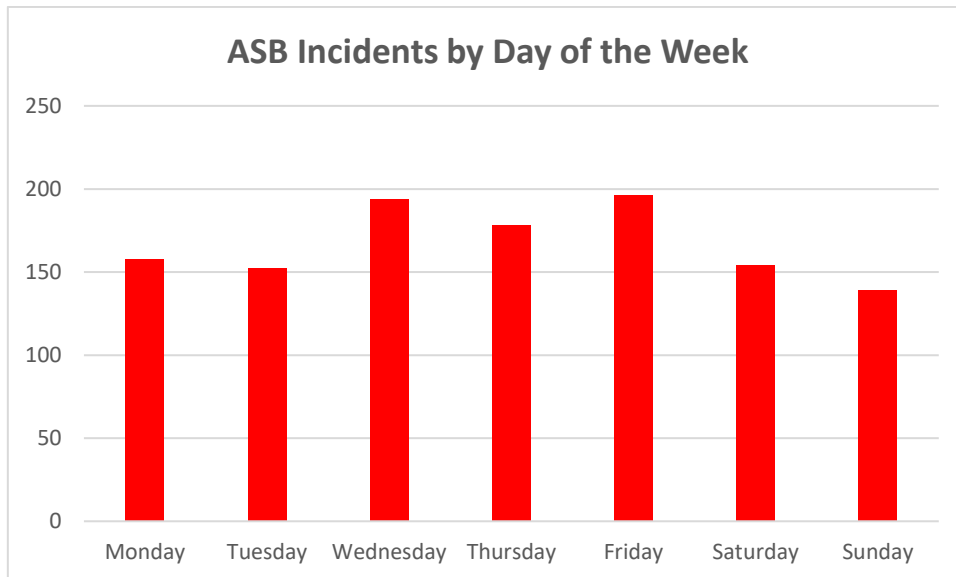
The majority of Begging/Vagrancy incidents related to rough sleepers blocking entrance points, and refusing to wake up and/or move on. There were also complaints of abusive behaviour towards passers-by or staff, busking and begging, and public urination/defecation.

Drunken behaviour issues reported in the period included people refusing to leave licenced premises, demonstrating aggressive behaviour and starting fights, and public urination. The majority involved a solo male offender, although there were similar reports featuring groups of males.

Many of the reports of Inconsiderate Behaviour could have been included under the drunken behaviour or begging/vagrancy incident types. A large proportion of the additional issues included youths gathering on private property, skateboarding and cycling without permission, and smoking cannabis. Further incidents featured people arguing and refusing to leave premises.

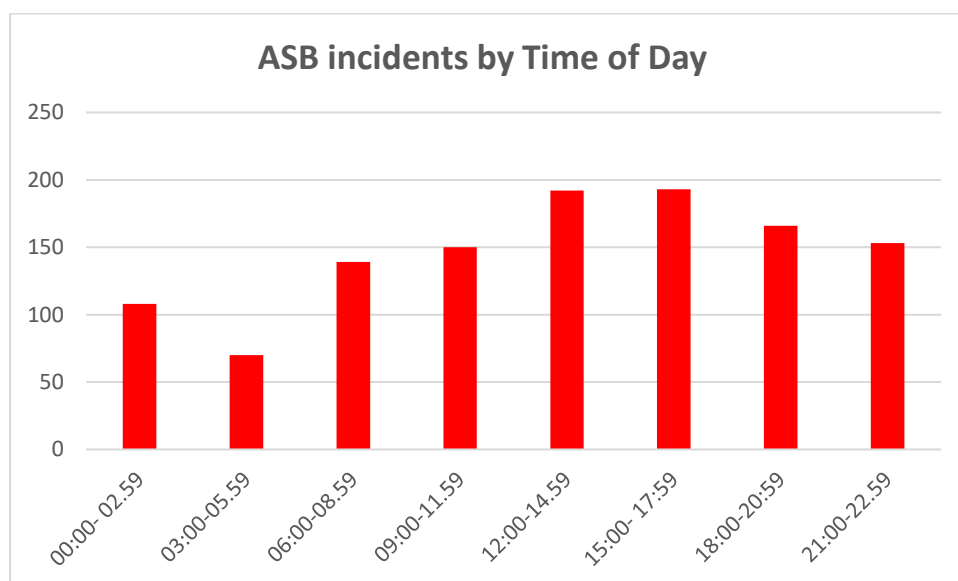
ii. Days of Week

On average there have been three ASB incidents reported per day during the current yearly period. Incidents are most commonly reported on Friday and Wednesdays. Friday has been the most common day for ASB incidents to occur when analysing by quarter with Wednesday not usually showing as a trend, however when analysing a year of data this is a clear trend. Weekends are also relatively low.



iii. Time of Day

Reporting of all ASB incidents in the current period are shown in the below graph broken down by three hour periods across the day. Incident reports tend to be lower in the early hours of the morning through to lunchtime. Occurrences then peak during the evening rush hour and from 9pm to midnight. Looking at the incident types, Begging/Vagrancy incidents are mostly recorded during the mornings from 0900 hours, while Inconsiderate Behaviour starts at midday peaking in early evening. As might be expected, Drunken Behaviour is highest during the late afternoon though to the early hours of the morning.



Offender Management

The Offender Management Team has worked hard over the lockdown period and although the hearing of Criminal Behaviour Order (CBO) applications has been delayed by COVID 19, the team has been successful this month in excluding a persistent offender well known for shoplifting and anti-social behaviour from the City for five years. A further five CBO applications are pending court hearings and another nine have been pre-written in readiness. An additional 24 CBOs are also being worked on by the team at this time, putting us in a strong position to use these robust measures to stop prolific offenders in the City of London.

Engagement with the IASG

Contact with the Independent Advisory and Scrutiny Group has been maintained during this period, with meetings taking place by video conference rather than in person. The Chair of the IASG has been a member of the COVID 19 Gold group, attending weekly meetings on the Force's response to dealing with the issues experienced during the pandemic. In May an extraordinary meeting to brief IASG members on the Force response to COVID 19 was convened via video link by T/Commander Evans as Gold Commander and Supt Isaac as Silver. T/DCI Felton also attended from ECD to provide members with an update on the work of the department in tackling the trends in fraud seen as a result of COVID 19. A further IASG meeting took place on the 10th of June via video conference for members to receive a presentation from the Independent Office for Police Complaints (IOPC) on their work and scrutinise stop and search and use of force data.

Conclusion

This report informs Members of some of the engagement activities undertaken during the COVID 19 lockdown period and provides an end of year review of ASB, showing the impact of lockdown on these issues and how the Force has adapted.

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