

Committee: Police	Date: 4 th July 2014
Subject: Community Engagement Quarterly Update	Public
Report of: Commissioner of Police Pol 47/14	For Information

Summary

This report contains details of issues raised at Ward Level at Panel Meetings and the Force response since the last Community Engagement report was presented to your Committee in April 2014.

The Residential Engagement team have continued high visibility patrols of the City's residential estates and work closely in partnership with City of London Corporation and partners to deal with rough sleeping and begging. The anti-begging operation, Op Fennel, is continuing to provide results with 15 Anti-social behaviour orders now having been granted by Magistrates for persistent beggars who fail to engage with support programmes offered. A further 20 beggars are now engaging with substance misuse teams to address offending behaviour.

Other work includes working with residents on the estates on a number of other issues of concern including courier scams and drug abuse and a project to ensure that robust evacuation plans are in place in City based schools and nurseries in the event of a major incident (influenced by events surrounding the Lee Rigby murder in Woolwich last year).

Business engagement continues with a number of table top exercises taking place with other forces and partners at Canary Wharf for key industry sector leads and response organisations. The recent security at Bank Junction provided an opportunity to put operational plans into practice with messaging going out to the community via imodus iwth positive feedback from the public. Areas for development have been identified from the debrief and are being taken forward.

A number of initiatives are taking place with hard to reach groups including the Force's Economic Crime Directorate continuing to raise awareness of Hajj Fraud and together with the Community Policing Team they are engaging with other Forces to ensure the campaign is nationwide. In addition to this the Diversity Team Sergeant is working proactively to improve understanding of certain areas of policing with a highlight being an open day for a 'mothers from the black community' group to visit the Firearms department to gain a better understanding of the training and types of incidents and responses from firearms officers. This received positive feedback from the group.

The Force is the first in the country working with the Business Disability

Forum (BDF) to assess its policies and services against the National Disability Standard. A self assessment is underway which will be reviewed by the BDF and a report will highlight good practice and make recommendations for improvement. Further details of this will be reported more fully to your Committee in a separate report.

Transient community initiatives have included a day of action around cycle theft and working with the Safer City Partnership on giving crime prevention advice to those frequenting City Hotels.

Recommendations

It is recommended that this report be received and its contents noted.

Main Report

Section A – Residential Engagement

All the issues highlighted below in relation to residential engagement have been raised at Ward panel Meetings.

1. A complaint was received from a nursery that a rough sleeper was blocking the emergency exit of their premises in Bunyan Court. This was causing a concern to staff over possible obstruction of an evacuation and concern for the children's welfare. Residential team officers worked with the Immigration Department and Social Services and the male has now been successfully moved.
2. Following complaints from residents including children, that two males were openly injecting heroin on the Golden Lane Estate, officers undertook additional patrols on the estate at relevant times. The Community team identified the males and they were arrested for possession of heroin. High visibility patrols have continued as a deterrent to others. Officers met with BT to ensure the nearby phone box which was identified as being used to call drug dealers was cleaned up and graffiti removed. They also agreed to remove an advertising transfer so that the phone box was more transparent, providing reassurance to residents.
3. An elderly Barbican resident was victim of a new version of courier scams where he was asked to withdraw money from his account to handover believing that he was assisting police investigating corruption inside banks. Community teams spoke to the victim and took him to meet his bank manager. Officers viewed available CCTV and obtained images of the suspect, passing them on to the investigating officer. To ensure that other residents did not become victims of the same scam community messages were sent warning residents and providing crime prevention advice whilst highlighting a segment on BBC Watchdog of the same week which covered the issue.

4. Police were called to an elderly resident on the Golden Lane Estate who was thought to have collapsed behind a locked door. The resident was part of the Pegasus scheme and as such code lock key safe was outside the door for use by emergency services in such instances. Community Officers continue to work with the Social Services to assist the resident and ensure his continued safety and welfare.
5. Work has continued with the Guinness Trust to respond to issues of ASB and drug taking on the Mansell St Estate. High Visibility Patrols have continued and officers have engaged effectively with young people on the estate. As a result there have been no further reported or discovered issues of drug taking on the estate during this reporting period.
6. Following the events of last year in Woolwich with the murder of Lee Rigby, one of the Forces Counter Terrorist Security Advisors (CTSA) created a project to ensure all child care providers in the City (nurseries, primary schools, and secondary schools) had adequate procedures in place including evacuation plans.
7. Phase 1 of the project helped rewrite Project Argus specifically for nurseries. Sessions were delivered to the nurseries and the London Ambulance Service (LAS) and representatives from the City of London Corporation also attended. Two Saturday sessions were delivered on postal bomb threats, 'white powder' incidents and hostage taking to raise awareness to all staff. All 4 nurseries and a playgroup in the City are involved in the project; each nursery has had a site survey and several one to one sessions to discuss crime prevention. Test evacuations are booked in for July.
8. Phase 2 of the project has just started looking to involve primary and secondary schools. Charterhouse School and St Paul's Cathedral School have 'inset' days planned in for the next academic year to cover training for staff.
9. The City of London Boys School had an issue with two homeless males sleeping on the roof of one of their buildings. This area was private property. Community officers engaged with the males to offer them assistance into accommodation as well as working with the school to ensure the safety of their pupils and to advise them on the process that needed to be adopted for them to request the males to leave. Both males have now left the premise and signs and new fencing installed to prevent a reoccurrence.
10. Police arranged a Community Awareness Day for the community of Mansell Street Estate to highlight how members of their family may be exposed to radicalisation and/or extremism. It was run by the Residential Team in conjunction with the Corporation of London as part of the Prevent initiative. It included a number of guest speakers and workshops and was designed as a continuation of a previous day which dealt with the issues of forced marriage, domestic violence and female genital mutilation. It was well attended and received by the residents.

11. Community officers through engagement with the Mansell Street Women's group have worked closely with the Corporations time credits programme. The women give their time to their community and receive in return a credit which can be exchanged for an hour of activity at local leisure centres or trips to local attractions. The aim is to encourage the group to be involved in voluntary activities in support of the community and to engage with and support each other. They meet regularly to discuss problems and have arranged networking days with women from other estates.

Section B – Business Engagement

12. Officers have worked closely with Security Managers at number One New Change in order to reduce crime. As a result of crime prevention advice given special non reflective film has been applied to glass surfaces within the building and improved CCTV has been place outside entrances together with CCTV warning signs.
13. The Community Policing Superintendent together with colleagues from the Metropolitan Police and BTP, took part in an interactive table top exercise at Canary Wharf for key industry sector leads and response organisations. The exercise was aimed at increasing understanding and awareness of the CSSC best practice communications in the event of a major incident. Over 60 Industry sector leads attended and the feedback was very positive.
14. Community Officers represented the Police at a live exercise held by Nomura to test their front of house security and operational control room procedures. During the exercise they invoked their internal security procedures and effectively managed a serious incident in a professional manner.
15. The Community team continue to see success from the anti-begging operation Op Fennel. To date officers have had 15 Anti social behaviour orders granted by Magistrates in relation to persistent and aggressive beggars who fail to engage with the support programmes offered. In addition 20 beggars are now engaging with substance misuse teams to address offending behaviour. A number of small businesses have been involved in writing impact statements to evidence to the courts the damaging impact begging can have on their business. British Transport Police are now actively engaged in the operation dealing with those who beg on transport property.
16. As a result of the success of Operation Fennel, a similar problem solving approach is now being applied to deal with an increase in rough sleeping in the city. Operation Acton which was launched in April has already seen the successful removal of one of the City's 'entrenched' rough sleepers who is now in accommodation.
17. The Forces response to dealing with major incidents was tested recently when a vehicle was abandoned in the middle of the Bank junction at a busy lunchtime. Response officers swiftly cordoned off a large area and

Explosives officers were called to check the vehicle. Community officers engaged with businesses within the cordoned area reminding them of the procedures to adopt, and a number of advisory messages were sent via the imodus system. The Force received very positive comments from the public in relation to their handling of the incident.

18. The Community Team recently held 2 ASB days of action resulting in 8 arrests for persistent begging or breach of anti-social behaviour orders. These action days will be repeated throughout the coming months to complement the anti-begging and rough sleeping operations and to identify and prosecute those in breach of ASBOs.
19. The Forces Cadets have been operationally deployed to support officers policing the London Marathon, distributing crime prevention leaflets and security marking pedal cycles. Two Cadets have now also passed the Senior Cadet Course held by the Metropolitan Police.

Section C – Hard to reach groups.

20. The Economic Crime Directorate (ECD) will be running a national Hajj fraud campaign in June, timed to coincide with the main booking season for Muslims looking to make the pilgrimage to Mecca. It will be presented as a follow-up to last year's campaign and will be produced in partnership with West Midlands Trading Standards, Get Safe Online and the Council of British Hajjis. Additional support will be sought via Community Policing, from local forces with significant Muslim populations and key Muslim groups. The focus will be on a national programme of community engagement and online awareness with the campaign, ideally, being launched on BBC 1's The One Show.

Campaign objectives

- Raise public awareness of Hajj fraud in Muslim communities across the UK during the main Hajj booking season.
 - Circulate crime prevention advice via Muslim-focused media, community engagement, online booking platforms, the foreign office and Saudi Arabian embassy
 - Encourage victims of Hajj fraud to report to Action Fraud and seek additional support
 - Hold an event at City of London Police, inviting key stakeholders to discuss the findings and results of the current campaign and to explore options for future activity to prevent Hajj fraud
 - Form a long-term alliance with West Midlands Trading Standards and Get Safe Online to combat Hajj fraud in the future
21. Over the past 3 months, the Diversity Team Sergeant arranged a number of open meetings with City community groups from the black, LGBT, Sikh, Muslim and Hindu communities in the City of London. These meetings were arranged to provide the City of London Police with an opportunity to engage with City workers from the various groups and to listen to their concerns and

suggestions on how the City Police could improve engagement with their respective communities. It was also a great opportunity for the Police to better understand the specific issues which affect the various communities and to get feedback on what we could do better.

22. The Diversity Team arranged an open day for mothers from the black community to visit the City of London Police's firearms department to meet City Firearms officers and to go through the training that firearms officers get and how the department works. This was arranged to give the women a better understanding of the training that our officers receive and what procedures they have to follow when dealing with a firearms incident. The women were extremely grateful for the opportunity and they felt that they now better understood what processes officers have to go through during an incident.
23. The Beacon Institute will be delivering a 12 week Islamic studies package to the Mansell Street Women's group. Some of the learning outcomes of the course include an awareness of the reasons for differences in Islamic beliefs and practices among scholars, creating an understanding of the underlying reasons for differences and enabling learners to be able to respect scholarly differences and show tolerance towards the wider community.
24. The Force is working with the Business Disability Forum to assess its service delivery and internal policies against the National Disability Standard. The City of London Police is the first Police Force in the country to undertake the assessment and the BDF will provide a report highlighting the current position and making recommendations as to where improvements can be made.

Section D – Transient Community and / Visitors

25. Community engagement officers and Roads Policing trained officers will be undertaking a week of action raising awareness of the reduction in speed limit in the City to 20mph in July. Officers will be engaging with road users, providing advice and enforcing the new limit.
26. As part of the problem solving approach to reducing theft of pedal cycles, the Force held a day of action raising awareness of cycle thefts. 107 staff from across the Force were on duty and visible at 80 cycle bays across the City providing crime prevention advice and security marking bikes. The day resulted in 480 cycles being security marked and added to the cycle register.
27. Community officers together with the Safer City Partnership are continuing to engage closely with hotels. Each premise now has a folder containing crime prevention advice ranging from crime scene management, and dealing with bomb calls to dealing with Fraud and how 'action fraud' works. A smaller separate booklet containing information on a range of supportive initiatives and crime prevention advice for businesses is currently being printed and will be distributed to SMEs within the City.

Conclusion

28. This report informs Committee members of residential and business community engagement activity undertaken by the Force in the last quarter.

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