

Committee: Police	Date: 31 st October 2014	
Subject: Community Engagement Update		Public
Report of: Commissioner of Police		For Information

Summary

This report contains details of issues raised at Ward Level and the Force response since the last Community Engagement report was presented to the Committee. It also details a number of other engagements.

A number of issues have been dealt with by the Residential Team which have been raised by residents by calls to police or at Ward meetings within the last quarter. These are outlined in the report, including drug taking, criminal damage, noise complaints, riding scooters on the pavement and other incidents of Anti Social Behaviour (ASB). The Business Engagement Team has initiated a Business Forum at Royal Exchange and re-established links with Smithfield Market. They have also given crime prevention advice to retailers, gyms and car parks. The Street Intervention Team has been working closely in partnership with City of London Corporation (CoL) to deal with rough sleeping and begging. The anti-begging operation Op Fennel is continuing to provide results with 23 Anti-Social Behaviour Orders (ASBOs) now having been granted by Magistrates for persistent beggars who fail to engage with support programmes offered. 55 Anti-Social Behaviour (ASB) incidents were recorded in this reporting period; a 30% drop on the last reporting period.

The Cadets continue to provide a channel through which to engage with City residents and workers giving out crime prevention advice leaflets. Much work has been undertaken in the last quarter around hard to reach groups including Mansell Street Women's Group where a 12 week course has concluded with an emphasis on tolerance within Islamic belief; the Prevent¹ Engagement Officer has also delivered the Home Office approved Workshop training to raise awareness to over 70 institutions with in the City of the issues around terrorism and radicalisation.

The Force continues to engage with the transient community and visitors with the Safer City partnership through schemes such as Hotelwatch.

Recommendations

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

^{1 1} **Prevent** is 1 of the 4 elements of CONTEST, the government's counter-terrorism strategy.

Main Report

Section A – Residential Engagement

1. Ward meetings

In the last quarter, the community have raised a number of issues at Ward level. The main issues are those of Vagrancy and Begging for which we have operations in place to effectively deal with both. Op Fennel (begging) and Op Acton (vagrancy) are producing good results that have seen good feedback from all our communities and partner agencies. Further detail on these two operations is at Section C Street Intervention. The community raise noise issues regularly, noise issues raised are passed via our Licensing Department to the City of London Corporation Built Environment Team. All issues raised to date in this quarter have had positive outcomes and satisfied complainants. Specific incidents are included below. At present we have no community priority crime that has been raised at Ward meetings that is not being dealt with, all Anti Social Behaviour (ASB) CADS (computer aided dispatch) are dealt with appropriately and within time limits. Again, more detail on ASB is within section C.

2. Drug taking on Golden Lane Estate

On 3rd July 2014 the Barbican and Golden Lane Community Partnership Meeting requested that the police respond to the issue of two males injecting drugs and discarding needles and other drug paraphernalia on the Golden Lane Estate.

The Residential Team, by patrolling the estate and speaking to residents, identified the two males responsible. It was discovered that they were ordering their drugs from a phone box in Fann Street, collecting them in Islington and returning to the City to inject them. Observations identified a number of vehicles that were being used to supply the drugs and details of these were passed to the MPS.

The Residential Team worked with Corporation Cleansing and the estate management to ensure any needles and paraphernalia were quickly cleaned up. British Telecom was contacted and arrangements made with them to remove the advertising wrap from around the phone box and to clear graffiti. This was intended to reduce the fear of crime and make it harder for the drugs users to use.

The Residential Team requested the Drug Action Team and Broadway speak to the males in order to assist them in their rehabilitation from drugs and to find them accommodation. Both males initially refused all approaches. Through continual engagement one of the males is now engaging with drug workers and has been prescribed methadone. He has also spoken with Broadway with a view to moving into accommodation.

Through the stops on the males and the recording of their clothing the Residential Team were able to identify that one of them had also been responsible for two bin fires on the Golden Lane Estate. He was arrested by the Resident Team, subsequently being found guilty of two counts of arson.

He received a three month prison sentence. He has been released but has not re-attended the Golden Lane Estate. Patrols of the estate are continuing as a deterrent.

3. Bank Courier Scams

In June and July there were a number of residents on the Barbican and Golden Lane Estates subject to thefts or attempted thefts as a result of bank courier scams. One resident lost £16,000 as a result. All victims of these crimes were visited and given advice, which included assisting one victim with contacting his bank to ensure no further money was taken.

To try to protect vulnerable residents the Residential Team organised a Scam Awareness Presentation at Wood Street Police Station. Elderly and vulnerable residents and key carers from all the City estates were invited. The Fraud Prevention Officer was invited to provide a video and talk on the various scams and how residents could protect themselves. Presentations have subsequently been delivered to the over 50s Club and the Memory Club on the estates.

Messages were posted on the Barbican and Golden Lane websites giving details of the latest scams. Leaflets were created and distributed at the estates, GP Surgeries, banks, libraries and through Social Services.

4. Assault on an Elderly Resident in Aldersgate Street

An elderly resident was assaulted by a beggar outside Tesco's on Aldersgate Street. The Residential Team identified the suspect and enquiries are ongoing to locate him. During enquiries another beggar was arrested and has now received an Anti Social Behaviour Order banning him from begging in the area.

5. Criminal Damage Golden Lane Estate

Two glass entry doors were found damaged over a weekend. The residential team discovered a witness and through DNA identified the person responsible. The suspect is to attend the police station to be arrested for the offence.

6. Noise Complaint Baltic Street

The Residential Team received a call from a resident in Baltic Street complaining about couriers gathering in Baltic Street early evening and leaving their engines running causing a nuisance. The Residential Team attended the area and spoke to the couriers who agreed to turn their engines off. No further complaints from the residents have been received.

7. Vulnerable Residents Golden Lane

Welfare concerns were expressed by neighbours of two elderly residents. Both had a tendency to wander away from their homes and become confused. The Residential Team registered them on the Pegasus Scheme and ensured Social Services were aware of all incidents. Cards were

devised containing the City Police logo and Pegasus number and these were placed in the travel card holders of the residents. Arrangements were made for key safes to be placed outside their properties so access could be gained to their flat in case of an emergency. One of the residents wandered off and became confused and was able to be returned home through the card left in his travel card.

A further 5 residents have been signed up to the Pegasus system this reporting period.

8. Suspicious Male Barbican Highwalk

The Residents Team responded to reports that a male was taking photos of young school girls in the afternoons in the Barbican and Aldersgate St area. Patrols were carried out at the relevant times to try to identify the male and to act as reassurance to the school and pupils. A search of CCTV obtained images of the male which have been circulated.

9. Urban Explorers Barbican

Urban Explorers activated the alarm on the door leading from the tunnels into Cromwell Tower and Gilbert House. A CCTV camera was installed in the areas of Gilbert House and this captured the pictures of two males and a female. It also showed how they gained access from the tunnels and the Residents Team have worked with the Barbican Estate to have these secured with metal plates. A full access identification tour of the estate was carried out with estate management which identified a number of possible access points which have now been sealed off.

10. Cannabis Smoking on Petticoat Square

The Residential Team received a complaint from a resident that the smell of cannabis was coming through the ducting system from another flat. Police conducted enquiries with the surrounding premises and identified the flat where the smell was coming from. The occupiers were spoken to and though no cannabis was found they were given a warning about any future use. Follow up calls with the original resident have revealed there have been no further incidents.

Patrols of the estate revealed an insecure door leading to the roof of Petticoat Square. There was evidence of cannabis smoking taking place on the roof. The Resident Team arranged for the door to be properly secured by the estate office.

11. ASB Complaint Mansell Street

The Residential Team responded to a complaint from a resident that the residents living directly above them were deliberately throwing cigarette butts and rubbish into their front garden and making excessive noise. Residential Officers together with the Guinness Trust ASB officer and Estate Manager spoke to the affected resident. The residential officer contacted Environmental Services for the male and made arrangements for

noise monitoring equipment to be installed in his property. The property above was visited, the parents were away for a week and the son was living there alone. He was advised about the noise and the affect it could have on his parents' tenancy. The parents were visited when they returned. Since this there have been no further complaints.

12. Scooters Riding on the Footpaths Mansell Street Estate

A complaint received from an elderly resident that youths were riding their scooters on the estate footpaths causing a danger. Residential officers conducted patrols of the estate with the Estate management and spoke to all the residents that had scooters outside the premises. They were informed that their scooters could be seized by the police if ridden anti socially within the estate. No further complaints have been received.

13. Neighbour Dispute

There has been an ongoing dispute between residents on an estate resulting in a number of counter allegations. Residential Officers have not been able to substantiate a number of the allegations. Arrangements have been made with the estate office for the residents to go through a system of mediation to resolve their differences.

14. Vulnerable Resident Middlesex Street

Residential officers attended premises on request of the London Ambulance Service to help gain access to a flat where it was believed a male had collapsed. Access gained to the flat and the male found lying on his bed claiming he needed his medication. He had previously made numerous similar calls. The flat was in an unsanitary condition and officers liaised with Social Services and plans are in place to provide him with more suitable accommodation.

15. Crime Reduction Surveys

A member of the Residential team has conducted crime prevention surveys of all gym premises in the City following an increase in theft offences. These reports were forwarded to all the premises.

16. Engagement for Events and satisfaction

The Community Policing Team carried out engagement prior to and during three large events during this reporting period; The 350th Anniversary of the Royal Marines, The Tour De France and the Tour of Britain. Two of these, the Royal Marines and the Tour of Britain, were surveyed to gauge the level of community satisfaction with the police engagement and messaging for the events. The Royal marines Parade achieved a 94% Very satisfied or satisfied rating and the Tour of Britain achieved a 93.5% rating.

17. Nursery Project

A number of test evacuations were carried out on nursery premises to test their readiness in the event of a terrorist incident in the City. These have been well received and a number of learning outcomes have been implemented.

18. Events

The resident Team attended the Sir John Cass School summer fayre and engaged with the pupils and their parents.

Officers attended a Residents day on the Mansell St Estate and spoke to young people about the Police Cadets and answered resident's questions. Crime Prevention advice was given and there was an opportunity to have their bicycles marked.

Section B – Business Engagement

19. The Business Engagement Team have been working on a number of initiatives and projects in the last quarter which include:

- A Business Forum has been established at the Royal Exchange whereby businesses can exchange information with each other and the Business Team.
- Policing links have been re-established with Smithfield Market, with officers undertaking regular patrols and the Community Engagement Inspector having regular meetings with the Market Superintendent.
- In partnership with the Corporation Community Safety Team the Business Engagement Team are in the process of updating the Hotelwatch Scheme in the City. Meetings have already been held with several Heads of Security with more meetings planned. This is partly as a result of an increased number of domestic related incidents at a number of hotels in the City.
- To address the increase in thefts from coffee shops coordinated patrols have been undertaken by PCSOs; a contact log has been established so that the Business Team has a single point of contact at each premises.
- Linked to wider proactive crime reduction and detection initiatives aimed at reducing volume crime, Crime Prevention advice has been given to Retailers, Gyms and Car Parks.
- Project Griffin now incorporates a 'Prevent' input, which allows for potential Griffin guards to have an introduction to Prevent. They learn the basics of Prevent and have the opportunity to engage in a workshop which highlights the importance of early intervention. Over the reporting period a workshop was delivered at St Helens Security Forum on 15th July and a Prevent Engagement stand was held at the St Botolph building on 12th August. In the coming months the Business Engagement Team will be supporting the Prevent Engagement Officer by delivering Prevent briefings to businesses to complement the Counter Terrorism advice already disseminated.

20. A Business Crime Prevention Team is being formed. In the early part of 2015, 7 members of the Business Engagement Team and 2 Community Safety Staff from the Corporation will be attending the National Crime Prevention Officers course. This will give them a nationally recognised qualification and will enable them to deliver current, bespoke crime prevention advice to businesses in the City.

Section C – Street Intervention

21. Op Fennel continues to target aggressive begging and has now resulted in 23 ASBOs within the City boundary for persistent offenders. In excess of 400 tickets have been issued to over 150 different individuals. This operation continues to gather momentum with other forces seeking involvement and advice on how to implement similar initiatives. Thames Valley police have indicated an interest to replicate Op Fennel within their inner city areas. The results of an independent evaluation of Op Fennel by the University College London is expected within the next two months, and will be reported to your next Committee. The services of a student resource from the Jill Dando Institute were secured after the Lead Professor graded Op Fennel as 'excellent'.
22. As a result of a meeting on 14th October with Camden Borough (MPS) a cross-border working partnership is being drawn up. Op Acton targets persistent rough sleepers who refuse to engage and take accommodation that is offered. Those persons are in the process of being targeted for arrest under the Vagrancy Act 1824.
23. There were 55 Anti Social Behaviour (ASB) recorded incidents (via CoLP Computer Aided Despatch (CAD) system) opened in August/September 2014, which is a significant decrease of 22 CADs from July 2014 which showed 77 incidents. This is a reduction of 30%. In the previous review period, July 2014, there were 70 'Nuisance' incidents, compared to 52 in the current review period. Research shows that that recorded ASB CAD input is down by 48%. This can be attributed to the recent success of proactive operations (Op Fennel and Op Acton) where noticeable changes in the amount of reported incidences of begging and vagrancy; the priority crime response to the night time economy has also assisted in the decline in recorded incidences of ASB.
24. A Homeless 'Pop Up' Hub ran from 28th September until the 3rd October. Police worked with Corporation Substance Misuse Team and Broadway Homeless services to engage with the homeless community. An average of 8 people per night were seen over the period, which is an increase on previous operations. All those were provided with assistance and information to connect or re-engage with relevant services. Those refusing to engage were dealt with under the Vagrancy Act.

Section D - Volunteer Cadets

25. On 16th and 17th September the Licensing team and a number of cadets attended 17 venues; with the cadets being served alcohol on a number of occasions. Those venues will be considered for prosecution; one of which was recently awarded their 'City Thirst' accreditation.
26. On the evening of 8th October, between 1830hrs - 1930hrs, 20 cadets deployed in Finsbury Square car park and environs. All vehicles exiting the car park between these times were stopped and given vehicle crime prevention advice, leaflets were left on unattended vehicles. This was part of ongoing CoLP initiative to address vehicle crime (Op Wisbech).
27. Cadets continue to deliver sessions for younger peer groups in their respective schools as part of their Duke of Edinburgh Award Scheme , there is ongoing scope to develop them as 'Champions' to address drugs/alcohol and homophobic bullying.

Section E – Hard to Reach groups.

28. A 'Remembering Srebrenica' event was held on 11th July. It was arranged by the Diversity Department to raise awareness of hate crimes and the genocide which took place in Srebrenica. The Memorial Day honoured the victims and survivors of the genocide. It offered a unique opportunity to remember the lives lost in Srebrenica, to highlight the continued consequences of genocide, and to reaffirm our own commitment to building strong community relations here in the UK. It was through these powerful messages that we were able to send out a strong message that hate will not be tolerated and we will bring perpetrators of hate crimes to justice.
29. On the evening 3rd September the Force, together with other partners including the City of London Corporation, held an Eid event at the Guildhall which was opened by Commissioner Leppard. The event was focused on community cohesion, celebrating Eid and brought together a wide range of people from various different communities and a number of prominent speakers. Members of Parliament, Police Forces, Embassies, City workers and numerous Charities were all represented. The event was a great success.
30. The Beacon Institute held an end of course event on 11th September where certificates were presented to participants from the to the Mansell Street Women's Group who had participated in a 12 week Islamic studies course. 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. They gave a commitment that these ideas and values would be communicated to younger members of their community.

31. On 25th September the Diversity Team attended a Somali Youth Engagement Summit in Camden. The event was attended by 100 Somali youths and explored the phenomenon of radicalisation and what can be done to prevent youths leaving the UK to travel to Syria.
32. The Diversity Team sergeant over the past 3 months arranged a number of open meetings with City Community groups from the black, Lesbian Gay Bi-sexual Transgender (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. Issues identified are being taken forward and will be reported on in the next update.
33. The Diversity Team delivered a training session based on 'How unconscious bias can impact on the work of the IAG' and how we view our own work in relationship to each other and our partners and stakeholders. This was delivered as it was felt that in a modern organisation such as the Police, policies and procedures exist to reduce the risk of discrimination.
34. The Prevent Engagement Officer has delivered the Home Office approved, Workshop Raising Awareness of Prevent (WRAP) training to over 70 academic and non-academic staff in the City of London. These institutions include; University of East Anglia, Middlesex Street (June and August), University of Law, Moorgate (June), Christ Church Primary School (June) and Sir John Cass School staff (May).

Section F – Transient Community and / Visitors

35. In August and September Community Engagement officers and Roads Policing trained officers were involved in a week of action to raise awareness of the reduction in speed limit in the City to 20mph. Officers engaged with road users, providing advice and enforcing the new limit. 2498 drivers were stopped, the average speed recorded was 25 mph and the highest speed recorded was 62 mph. 56 drivers were reported or issued with an EFPN for exceeding the speed limit. 3 drivers were arrested on suspicion of driving with excess alcohol and 1 person was arrested on suspicion of possession of controlled drugs. Further work is planned to involve our community in monitoring compliance with the limit (Community Speedwatch).
36. 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

37. This report informs Committee members of community engagement activity undertaken by the Force during the last quarter highlighting some issues raised and how the Force has addressed them, particularly in the Residential Team section.

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