

Committee: Police	Date: 16 th January 2015	
Subject: Community Engagement Update		Public
Report of: Commissioner of Police Pol 01/15		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.

The Residential Team have dealt with a number of issues that are detailed in the main report. These include courier bank scams, criminal damage on the estates, thefts and work to support vulnerable residents.

The Business Team have been working with coffee shops and now have a co-ordinator for this. Several Business Community Road Shows have taken place in the run up to the Christmas period. A new Crime Prevention Team is being formed and staff will be going on a course in early 2015 to give them a nationally recognised qualification. The Counter Terrorism Team continue to deliver a large number of briefings and awareness days to the community, encouraging vigilance and reporting of suspicious activity.

For the Street Intervention Team Operation Fennel continues to target aggressive begging resulting in 25 ASBOs and over 400 tickets. A cross-border working partnership has been set up with the Metropolitan Police Service (MPS) targeting rough sleepers. In November an intelligence-led Anti-Social Behaviour operation ran for two days, resulting in 4 arrests for breach of ASBOs along with other offences being dealt with.

The Cadets have been busy assisting with The Lord Mayor's Show, Operation Wisbech¹ and the Christmas Campaign along with volunteer work.

The Public Protection Unit ran a successful event in partnership with Safer City Partnerships, Victim Support & Paladin² raising awareness of domestic abuse and stalking. They have also run a campaign in the community raising awareness on a number of issues such as honour based violence.

Engagement with the Jewish community continues and work is being done with their Community Security Trust to promote good working relationships.

The Prevent Engagement Team continue to deliver training to the community about preventing people from becoming involved in terrorism.

Partnership work is being planned in response to a pilot the MPS will be running around suicide prevention/intervention on the river bridges.

Recommendations

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

¹ A police operation targeting theft of and from, motor vehicles.

² <http://paladinservice.co.uk/>- National Stalking Advocacy Service CIC

Main Report

Section A – Residential Engagement

1. Ward meetings

There were two residential Community Partnership Meetings in this reporting period. The Barbican and Golden Lane Estates meeting thanked the police for their efforts with regards to the issue of drug taking on the Golden Lane Estate and requested that it be kept as a priority for the current period to deter any reoccurrence. The Middlesex Street and Mansell Street Estates requested the police to respond to Anti-Social Behaviour (ASB) issues around Guinness Court during the next period.

2. Project Servator

Police Community Support Officers (PCSOs) were assigned throughout the reporting period to Project Servator deployments. These have included deployments on the National Counter Terrorism week and during the week of resilience testing carried out by the Home Office. They were singled out by the team leader for their professionalism and ability to carry out hostile reconnaissance during the testing stage.

3. Drug taking on Golden Lane Estate

Drug taking on the Golden Lane Estate has reduced considerably. One of the two main offenders has been found a place on a 16 week residential detox programme. The other individual who has been sleeping rough in the area, has a heroin addiction. The individual arrested for arson, included in the last report, returned to the estate following his release from prison with another individual. Residential officers patrolled the estate and spoke to both individuals. Since this time, they have not been seen on the estate again.

4. Courier Bank Scams

A flat in Andrews House, Barbican had been identified by the National Fraud Intelligence Bureau (NFIB) as being used to register fraudulent websites. Residential Team officers attended the address and discovered the owners were vulnerable residents. Residential Officers have acted as liaison between NFIB and the residents to try to identify the owners of the sites and to provide re-assurance to the residents.

There were attempted courier banks scams at Defoe House and Speed House. Both were unsuccessful as the residents were aware of the scams through the face to face engagement and the notices placed by the Residential Team.

5. Sir John Cass School Visit

Following the television reports of radicalisation linked to the Sir John Cass Foundation Red Coat School in Stepney (which is not connected to the Primary School), community officers attended Sir John Cass Primary School to see if the school had any concerns regarding the reports and to offer training to the school with regard to identifying radicalisation issues. The Prevent Team have subsequently delivered WRAP³ training to all senior staff and the school is looking to role this out to the other staff members.

6. Criminal damage Golden Lane Estate

The Residential Team responded to a report of criminal damage at Great Arthur House. The offender was identified and arrested. The matter was disposed of by way of restorative justice. The offender agreed to repay the cost of the damage and an extra 10% for estate funds.

7. Criminal damage Middlesex St Estate

Following reports of criminal damage on the Middlesex Street Estate Residential officers identified the person involved and he was arrested. In their enquiries, a persistent rough sleeper in the estate car park was also arrested and recalled to prison.

8. Theft of pedal cycle Golden Lane estate

Residential Officers responded to the theft of a pedal cycle on the Golden Lane Estate. The officers located the bike and another believed also to be stolen and returned the bike to the owner. Enquiries are still ongoing to trace the person who took them and locate the owner of the second bicycle.

9. Theft of pedal cycles Middlesex Street Estate

Two pedal cycles were stolen from the bike racks on Middlesex Street estate. They were stolen by unscrewing the racks and sliding the locks off. Residential officers have liaised with the estate management and local councillors to have the nuts securing the bike racks welded on to prevent further thefts.

10. Distraction theft from vulnerable resident

A 90 year old resident was followed from Waitrose, Whitecross Street to the Barbican where she had money stolen by using distraction. The Residential Team have visited the victim to ensure her welfare and have identified a possible suspect on CCTV. Attempts at this time are ongoing to identify the male.

³ WRAP- Workshop to raise awareness of Prevent- which is 1 of the 4 elements of CONTEST , the government's counter-terrorism strategy.

11. Theft of hand held scanner from Iveagh Court

Residential Officers responded to reports of the theft of a hand held scanner from the lift in Iveagh Court. The suspect was identified and arrested and the scanner recovered.

12. Rough Sleepers

The Residential Team has throughout this reporting period monitored rough sleepers on the estates. There has been a particular issue on the Middlesex Street estate due to the car park being insecure whilst building works continue. The Residential Team have arrested two rough sleepers, one for criminal damage to a door and the other for breach of his prison release conditions. Patrols of the car park are undertaken daily by the team as well as joint patrols with Broadway and UKBA.

Complaints were received of rough sleepers in the subway next to Sir John Cass School. Residential officers attended and one of the rough sleepers was arrested for breach of his ASB order. The team arranged for the subway to be cleaned by Corporation Cleansing. Regular patrols have seen a significant reduction of people trying to sleep in the tunnel.

13. School Issues

The Residential Team received a report of a male loitering around a school playground. He was taking photos of and trying to engage the children through the railings. The school was just outside the City boundary and although the area was searched, the male was not found. The MPS were informed and the description of the male circulated to the schools in the City.

14. Events

Residential officers attended the first City Induction day for staff working with children and families. This provided an opportunity for the team to meet other organisations and learn about the procedures and support available from them.

Residential officers attended a Community Day at Shoe Lane Library providing crime prevention advice. The team also arranged a raffle prize of a visit to the Stables and Museum at Wood Street. This prize was won by a family resident in the City. The Residential Team received an email of praise from the organisers for their efforts.

The Residential Team arranged a visit to Snow Hill Police Station for the Lord Mayor's Beaver Troop. They were shown around the station and given the opportunity to try on police equipment. They were shown the police vehicles and whilst this was taking place a number of local residents came out and were included in the visit with positive feedback. This was the third

visit from the different age groups of the troop and they have requested further visits.

The team attended Smithfield Day Nursery for their children's Christmas Party. The Residential Sergeant was persuaded to perform the role of Father Christmas with a positive response from the children, parents and nursery.

The Residential Team attended the St Paul's Cathedral School Christmas Fete providing assistance and advice to a number of issues raised by parents.

15. Recognising the importance of protecting the whole City community, the Counter Terrorism Team is taking its programme of briefings and exercises for nurseries forward, and developing this into a wider programme for primary and secondary schools in the City, with plans to work closely with other City Corporation stakeholders and partners in the New Year.

Section B – Business Engagement

16. The Business Engagement Team has conducted a 'Team Session' where the vision for 2015 has been agreed. They have been bolstered with resources and the possibility of additional officers. This will allow the initiatives from the last quarter to be enhanced.
17. The recently established Business Forum at the Royal Exchange has proven very successful. Here businesses can exchange information with each other and the Business Team. They are now facilitating their own forum meetings and relying on police input only where necessary. It is intended to replicate this model in chosen areas/buildings elsewhere in the City. Threadneedle Street Forum is in the process of being established with significant positive responses and participation thus far. The next quarterly report may indicate the scope of how much can be achieved with this initiative, but early signs are good.
18. After the re-establishment of Policing links with Smithfield Market in the last quarter, there is now regular communication with security and the Market Superintendent, the Community Engagement Inspector is now having regular meetings with the Supt. Officers continue with regular patrols. The Christmas meat market campaign was resourced by the Community Team.
19. Significant progress has been made with the resurrected Hotelwatch Scheme in the City. A Constable has been assigned as owner of this initiative. All 18 hotels in the City have now been contacted and contacts at most of these have been seen personally. Huge interest has been expressed with regard to what the Community Business Team can offer as well as promoting other CoLP services such as Prevent work and Special Branch input. The target for next quarter is to service requests as much as resources will allow and help the hotels establish their own security forum.

20. The coordinated and documented increased coffee shop patrols have continued apace. A Constable has been assigned as Coffee shop co-ordinator. We now have a significant data base of coffee shops and contacts. Community Policing has assigned significant resources to assist with Counter Terrorism Awareness week. This has been mutually beneficial as we have been able to provide assistance that has had added value to our own Coffee Shop watch. Both operations have proved successful and the Community Business Team has received appreciation for participation in the planning and execution.
21. We continue to carry out both residential and business related crime reduction surveys week to week. This is linked to wider proactive crime reduction and detection initiatives aimed at reducing volume crime. Many referrals come from CID. Crime Prevention advice has been given to Retailers, Gyms and miscellaneous businesses.
22. It has been a very busy quarter for the Crime Reduction Officer. In support of Operation Wisbech (targeting theft of and from motor vehicles), crime reduction surveys have been completed on all City car parks and liaison has been affected with the Corporation and NCP. In addition, surveys have also been conducted on the top 10 motorcycle bays. These surveys are all documented.
23. It has been agreed that all Community Business Team members will receive WRAP training to supplement the 'Prevent' work but also to allow members to be multi skilled in what they can offer businesses in terms of CoLP input and support.
24. Many CoLP business community road shows have taken place with particular emphasis on the run up to Christmas period. The Communities Christmas Road show campaign is currently running on a busy schedule.
25. As with other areas of the Community Team, the Business Team has contributed almost daily PCSO resources to Operation Servator.
26. As stated in the last quarterly report, 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.
27. Part of the vision for 2015 is to enhance the community link on the CoLP website to advertise the re-shaped services that we are developing. We have also been in discussions with other CoLP departments and the Corporation to try to develop a more joined up approach to target businesses and create databases that both inform and supplement each other in terms of business liaison. This is in its embryonic stage but an update can be expected in the next update to your Committee in April 2015.

28. A presentation was conducted by one of the Fraud Teams to the Institute of Chartered Accountants, located within Moorgate, in relation to “current fraud trends”. The presentation provided awareness of how stakeholders can protect and prevent themselves from certain types of fraud.
29. Operation Broadway is an initiative led by the Economic Crime Department, working in collaboration with regulatory and law enforcement agencies (City of London Trading Standards, Scam Busters, Her Majesty’s Revenue & Customs, Financial Conduct Authority and the Metropolitan Police Service) aimed at tackling criminals committing investment fraud (boiler rooms), operating within the City of London. A number of Op Broadway related presentations and stakeholder engagements were conducted during the last quarter providing both prevention and protection awareness against these type of frauds. Those that were specific to the City include;
- 5 joint presentations with Trading Standards to sales staff and managers (82 people in total);
 - 2 to Directors of companies who provide serviced and virtual office facilities that could potentially be utilised by fraudsters involved in boiler rooms;
 - To London Trading Standards (LOTSAs) Managers (32 London boroughs).

30. Mental Health

The Communities Business Sergeant also carries out Mental Health Liaison with the Corporation of London. This includes attendance at the Corporation monthly Mental Health Meeting, the Pan London Mental Health Partnership Board and Working Group, also recently the Corporation Safeguarding meeting.

Quarterly Section 136 stats were collated and submitted to the regional coordinator for the period up to September 2014. The City Police fared very favourably in the performance tables in relation to adherence to working protocols. However we are currently researching all Section 136 Mental Health Act detentions for the last 6 months to further enhance performance in this area where pathways for improvement can be identified. The Communities Business Sergeant also assists and resources Section 2 Mental Health Assessments in the Community of which there have been several this quarter.

31. Counter Terrorism Work

As part of national Counter Terrorism Awareness Week, Special Branch (SB) / Counter Terrorism (CT) spearheaded City of London Police’s efforts to raise awareness both of the current terrorist threat, and of ways businesses and the wider City community can help combat it. As well as our very strong regular programme of table top exercises and briefings, Special Branch / Counter Terrorism conducted street leaflet distributions

under the 'Stay Safe' banner – how to plan for and respond to weapons attacks. City Counter Terrorism Security Advisers (CTSAs) delivered 13 Project ARGUS table-top exercises, including seven in and around CT Awareness Week. This is a record number for City of London Police and has placed us as one of the leading forces in the UK in our response to the CT Awareness Week programme. Promoting awareness of current threats from terrorism and domestic extremism, and protective security measures to mitigate these threats; SB/CT delivered 102 briefings to the City community. Around 1202 people received these briefings.

32. Continuing to encourage vigilance in City front-line security staff, another three Project Griffin awareness days were hosted attracting around 170 people who received inputs on threat, explosive and weapons attack, hostile reconnaissance, the Prevent programme, and cordon procedures.
33. Reaching out to human resources and recruitment functions in City businesses, CT/SB has rolled out a ground-breaking programme of briefings on document scrutiny and recognition, to combat the insider threat within business, and to give those functions greater understanding of their role in keeping their businesses safe.
34. Recognising the important role that City of London open spaces staff have in maintaining safety and reporting suspicious activity at the Corporation's many large open spaces throughout Greater London, SB/CT is working with the Corporation to run an awareness briefing programme to go to all such staff.
35. In a drive for ever-closer working with the City of London Corporation and other stakeholders, the first CONTEST steering group met this quarter. This group, comprising representatives from the Town Clerk's Department, Contingency Planning, Safer City Partnership and City of London Police will take a holistic view of the City's counter terrorism response, coordinating our work and sharing best practice. The Protect/Prepare/Prevent Working Group, made up of practitioners from those bodies, will work together to execute that combined effort.
36. Internal participants took part in Exercise Bladon, a table-top exercise based on a suspicious incident and the emergency response required. The success of the exercise, and the learning identified from it, will lead to further development of this work, and its wider distribution, in the coming year.

Section C – Hard to reach groups

37. Op Fennel continues to target aggressive begging and has now resulted in 25 ASBOs within the City boundary for persistent offenders. In excess of 400 tickets have been issued to over 160 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 result of an independent evaluation of Op Fennel by the University College London (UCL) 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'. The independent evaluation has been completed by the UCL and will be with us in the New Year after fresh analysis of new data, this will determine conclusions and any change to methodology.

38. As a result of a meeting on 14th October with Camden Borough (MPS) a cross-border working partnership is now up and running. We monitor and share information with Metropolitan police officers targeting persistent rough sleepers who refuse to engage, and are entrenched on our borders. Operation 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.
39. Rowdy or Inconsiderate Behaviour accounted for 27 CADS (Computer Aided Dispatch System records) in November, 3 less than in October 2014 and a decrease of 10%. Begging/Vagrancy accounted for 28 CADS in this period, which is a decrease of 6 when compared with 34 in the last review period in October. This is a decrease of 17.6%. Noise complaints accounted for 7 CADS this month an increase of 3 from the previous month. Of the other CADS, there were 4 for alcohol, 3 for trespass and 3 for fireworks. There was also 1 each for assistance requested/rendered, repeat caller and/or victim and violence against the person. Of the 75 ASB CADS generated, 20 were during the hours of 10.00pm – 06.00am considered the Night Time Economy which is 26.6% (20/75). Although these ASB CADS were raised during those hours they are not necessarily linked to licensed premises.
40. On the 18th and 19th November, Community Policing ran an intelligence led operation to combat Anti Social Behaviour. This operation ran for two days and covered late turn shifts, the results from this operation were:
 - 4- Arrests for Breach of Anti Social Behaviour Orders
 - 4- Persons summoned to court for Begging Offences
 - 12- Op Fennel tickets given for Begging offences
 - 5- Persons dispersed using new Anti Social Behaviour Powers Under Section 35 of the new Anti Social Behaviour Crime and Policing Act 2014.
41. A Homeless 'Pop Up' Hub ran from 14th December to 18th December. Police worked with the Corporation Substance Misuse Team and Broadway Homeless services to engage with the homeless community. All those attending 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.

42. November & December have been busy months for the Volunteer Police Cadets. Although traditionally a time for Mock GCSE's and a reduced head count on a Tuesday evening, there has consistently been an excellent attendance this year.
43. A revision of activities off site at the Honorable Artillery Company (HAC) has taken place owing to the current increased threat level. This has resulted in an amendment to the uniform worn & appointments carried by Officers supervising Cadets. Revision of accommodation needs has led to a trial period of splitting the meeting space. From 2015 Cadets will use space at both the HAC & City of London Girls School. It has also been agreed by the HAC to purchase lockers for the use by the Cadets and £4000 has been donated for this purpose. A bid for further funding was accepted from the National Volunteer Police Cadets Team to further expand the City VPC or to develop a second unit to run alongside existing Youth Provision.
44. There was a Pass Out Ceremony held at the HAC for the most recent 15 Recruit Cadets. Many dignitaries and VIP's attended including the Chairman, Deputy Henry Pollard. Positive feedback was received from many different sources, including Social Care, Schools and Parents. A new cohort of cadets is being recruited now - new 'recruit cadets' have already begun with 2 specific referrals made for 2x young people with physical disabilities being signposted from Social care. One of the senior Cadets undertook the 'Special Constabulary Selection Centre' however did not proceed beyond interview - this individual is being further developed. The Jack Petchey Award was given to a Cadet for his contribution this grant period for outstanding achievement - in particular ensuring cohesion across the group. The grant of £200 will be used to further develop intergenerational opportunities.
45. The Lord Mayors Show saw 3 separate groups of Cadets – a marching squad in the show as part of the CoLP float, another group forming part of the Policing contingent along Fleet Street / Ludgate Hill and a third small group assisting with younger students participating in the DARE (Drug Abuse Resistance Education) float. Remembrance Sunday saw a large group take part in the parade held at Islington Green. Cadets have been actively involved in Operation Wisbech (targeting theft of/from motor vehicles) as well as the City of London Police Christmas Campaign, distributing material during evenings and during the days to various premises across the City. Additionally a small group supported Licensing with Age Related Test Purchases at premises previously selling alcohol to those underage.
46. A number of Cadets continue to volunteer additional hours at a Sheltered Housing Provision in the City, and as a result all Cadets have attended a workshop on being Dementia Friends to expand upon their opportunities and developing skills outside of the Policing environment.

City of London Police Charity for Children is funding an inspirational event / activity for City children and the Cadets have been assisting with developing this project and will be acting as positive role models.

47. Behind Closed Doors

This event was held on 28/11/14 at the Guildhall. It was targeted at raising awareness within Business Community of Employers' responsibility to their staff in terms of domestic abuse and stalking. The event was run in partnership with Safer City Partnership, Victim Support and Paladin and was supported and attended by the Lord Mayor and Commander Chance. The event was highly successful, with excellent feedback from attendees. It is planned to run similar events on a bi annual basis.

48. Female Genital Mutilation / Honour Based Violence

There has been a Communications Campaign (through posters and the internet) around raising awareness of these issues. Posters were distributed throughout the City including GP surgeries, Mansell Street Estate, Police Stations, All Hallows in the Wall, Barbican, and with Community Engagement officers to pass on to the schools. The Vulnerable Victim Coordinator (VVC) holds weekly consultation meetings on the Mansell Street Estate, Guildhall and Barbican to encourage all facets of the community to report crimes dealt with by the Public Protection Unit (particularly domestic abuse, female genital mutilation and honour based violence in the Mansell Street area). This work ties in with work by PC Sadik Miah who has worked with faith Groups and Women's Groups in the City around the same topics. Although this has not resulted in increased reporting, the VVC has reported more people engaging with her for support and advice. Additionally DC Zaman has worked with the relevant Corporation Departments assisting with inputs in the community around healthy relationships, domestic abuse, drug abuse etc.

49. Domestic Abuse & Risk Management Training

DCI Blackburn and Chris Pelham, Assistant Director of Department of Community & Children's Services, are joint funding training of 700 Police officers and 400 multi agency staff in Domestic Abuse and Risk Management. Theatre group Alta Ego will also be presenting a play based on HMIC findings which highlights the realities of abuse. The event will be managed by the Vulnerable Victims Coordinator and the Paladin. These 3 hour training sessions will take place over 5 dates in January, February and March, and will be relevant to any front line service including magistrates, teachers, NHS staff, etc . The events will cover how to identify risk and signpost local help. Further training will go out to train a small cadre as risk trainers.

50. Engagement with the Jewish Community

Following anti-Semitic literature with regards to the Israeli/Palestinian war being sent to some Synagogues and businesses in the Jewish community, Community Policing provided additional support and arranged for a security survey to be undertaken, and additional patrol resources at that time. The Jewish Police Liaison officer engaged with the Bevis Mark & Sandy Row Synagogue as part of his role and to establish if there were any issues or concerns. They said that there were not current issues, and added that they are very pleased with the service provided by CoLP.

Superintendent Collicott and the Jewish Police Liaison Officer attended the Community Security Trust which is a Jewish organisation, offering security advice to their community. Relevant literature, regarding what officers should do/not do, when dealing with the Jewish Community has been obtained and disseminated to the Diversity department, and this will be published on the Force Intranet to make all staff aware. In addition, it is being arranged for the Community Security Trust to visit CoLP in the first quarter of 2015 to give further practical advice to officers and staff on how to deal with the Jewish Community.

51. Prevent Engagement

In the last quarter the Prevent Engagement Team have delivered the Home Office approved Workshop to Raise Awareness of Prevent (WRAP) to Nursery staff, University of Coventry staff and lecturers (London Campus, Middlesex Street), various business professionals, the City of London Corporation Housing department, and the senior management team at Sir John Cass Primary School. They continue to deliver a Prevent input at the Project Griffin training days held by City of London Police on the first Thursday of each month. The Prevent Engagement Officer attends the Islamic Women's Group twice weekly and leads topical discussions about recent events. A community event at the Mumbai Square, Middlesex Street, organised by Portsoken Mohilla Group (women's group) was also attended.

Section D – Transient Community and / Visitors

52. There is a planned pilot that the Metropolitan Police Service are going to be running along with partners from The Samaritans, Marine Policing unit, Royal National Lifeboat Institute / Coastguards, British Transport Police, CALM (Campaign Against Living Miserably) Westminster and Lambeth Boroughs / local authorities and Mental Health Teams around suicide prevention / intervention on two Thames Bridges (Waterloo and Hungerford).

The City of London Police will be attending a partnership meeting at the end of January to discuss being involved and the way forward, as the highest amount of threats of suicide this year to date were from London Bride, with 52 calls relating to threats of suicide or concerns for a person's safety, and 8 persons confirmed as jumping.

Conclusion

53. 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.

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