

<b>Committee:</b> Police	<b>Date:</b> 25 <sup>th</sup> September 2015
<b>Subject:</b> Quarterly Community Engagement Update	<b>Public</b>
<b>Report of:</b> Commissioner of Police Pol 43-15	<b>For Information</b>

### **Summary**

This report contains details of issues raised by the community and the force response, since the last Community Engagement report was presented to the Committee in June 2015. It also details a number of other engagements in which the team has been involved.

The team has dealt with a number of issues affecting the community that are detailed in the main report. These include closing a brothel, reports of anti-social behaviour, involvement in community events and the recent tube strikes.

Operation Fennel continues to target aggressive begging and three intelligence-led proactive operations targeting anti-social behaviour have been run since the last report, resulting in various arrests, summons, tickets and dispersals.

The 'We Stand Together' community cohesion campaign continues nationally, with the message delivered at various events over the period.

The Prevent Engagement Team continue to develop their engagement with the community, with information and awareness about preventing people from becoming involved in radicalisation.

Operation Atrium and Exchanging Places continue to target cycling offences and educate cyclists, with a large number of attendees at the recent road-show. PCSOs have recently been designated with additional powers by the Commissioner, allowing them to deal with an increased number of offences, including cycling offences and those involving anti-social behaviour.

The Street Intervention team has recently moved into the Guildhall to locate with the Safer City Partnership team as part of the Community Safety project, which aims to improve partnership working.

### **Recommendations**

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

## **Main Report**

### **Section A – Intervention**

#### **1. Anti-Social Behaviour – monthly operations**

Community Policing has an enhanced presence on the last Friday of every month, working on crime prevention through early intervention and supporting response teams. Communities work a late shift and link with the Special Constabulary to deal with an increase in anti-social behaviour often seen at the end of the month, linked to the City's pay day and licensed premises.

#### **2. Anti-Social Behaviour - Queenhithe**

Residents complained of an aggressive and swearing homeless male on a ledge where construction was taking place. This male was aggressive to the community and caused ASB issues over an extended period. The team worked with the construction company and partners to design out the crime. Patrols were enhanced and communication maintained whilst structural environmental improvements were made to the site. Community Policing worked with the building company, the residential community, the Corporation and partner agencies to achieve a successful resolution of the matter.

#### **3. Anti-Social Behaviour – Swedeland Court**

Local businesses were concerned by a male's behaviour and associated mess left outside licensed premises. Community policing responded and coordinated engagement with licensees, the Corporation's Street Cleansing and the male concerned. This united approach resolved the issue to Swedeland Court. Community Policing are working with Housing and other agencies to provide suitable options to address the male's complex needs.

#### **4. Brothel in Bishopsgate**

The residential community reported a brothel at flats in Bishopsgate. The team responded after liaising with the Public Protection Unit, Force Intelligence Bureau, Source Handling Unit and other agencies, visiting the premises and serving a notice under the Sexual Offences Act on the female occupier as well as locating the landlord. This coordinated response resolved the issue to the satisfaction of residents and the continued safety of the community.

#### **5. Distraction Thief Imprisoned**

Community Policing continue to work to protect the most vulnerable. In one recent case, PC Christine Phillips demonstrated this commitment within Cripplegate Ward, being nominated for formal recognition for her dedication to the investigation of a distraction theft from an elderly lady around the

Whitecross Street and Golden Lane area. PC Phillips' proactive enquiries led to the identification of the suspect, who was charged with 31 offences of distraction theft against elderly victims. A significant custodial sentence secured the detention of this male, who plagued Tudor Rose Court and the Golden Lane Estate. PC Phillips' efforts were praised by grateful residents at the recent annual Central Residents' meeting at the Guildhall.

## 6. Crime Prevention

There has been an increase in the number of trained Crime Prevention Officers on the team which has led to enhanced problem solving on specific crime trends. Crime Prevention Officers have been assigned responsibilities on the force's SARA<sup>1</sup> problem solving groups.

Crime Prevention Officers have used their skills further to provide input to local premises, coffee shop area managers and staff as part of Operation Equilibrium. This is helping to reduce a spate of distraction thefts being suffered from people within those premises as part of a holistic approach.

## 7. Crime Prevention – Vehicle Crime

Community officers have been involved in the Operation Wisbech initiative run by the Major Investigation Team. This operation has worked to reduce motorbike theft and subsequent enabled crime by advising the public on crime prevention and detection should they have their motorcycle stolen. Community Policing have assisted this operation on the ground, surveying bike bays, coordinating with leaflets and street briefings to ensure motorbikes are data-tagged and riders offered comprehensive crime prevention advice.

## 8. Crime Prevention – Cycle Crime

Community Policing have led on the prevention of bike theft and set Smartwater "trap bike" signs around the hot spot cycle bays to deter cycle thieves and detect offenders. This has attracted considerable media attention and helped to raise the profile of the force's efforts to prevent cycle theft taking place and encourage cycle owners to take more responsibility for the way they lock their cycles. New innovations of cycle marking for are being considered to detect theft.

During the week of 7<sup>th</sup> September the Community Policing cycle lead is coordinating a community policing-led operation with the Crime Squad, division and the support group to target cycle theft, conduct free cycle marking each day, increase patrols at theft hotspots, and tag cycles for the free lock giveaway along with giving crime prevention advice.

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<sup>1</sup> SARA- Scan Analyse Respond Assess- This is a methodology used to respond to community policing problems identified.

#### 9. Community Safety Project

As part of the Community Safety project, the Street Intervention team has recently moved into the Guildhall in the first stage of increasing the opportunities for working together between the force and the Corporation of London. The team, led by Sergeant Mark Montgomery, is made up of a sergeant, two police constables and two PCSOs, who are focused on preventing and dealing with anti-social behaviour and running our begging and rough sleeping operations. Officers are based with the Safer City Partnership team and the closer working relationship is already starting to show some benefits.

#### 10. PCSO Powers

Work has taken place to review the powers given to our PCSOs, following the introduction of new discretionary powers under the Anti-Social Behaviour Crime and Policing Act 2014. Current powers were reviewed to ensure they are still relevant for our policing needs and the new range of powers were also considered, prior to a report going to the force's senior decision making board, which was chaired by the Commissioner in July. The recommendations were agreed, which means the PCSOs have an enhanced range of powers to deal with a variety of issues such as;

- Stopping and issuing fixed penalty notices to cyclists for failing to comply with a traffic direction or cycling without lights
- The power to disperse people from a specified area
- The power to issue a fixed penalty notice for failing to comply with a Public Space Protection Order
- The power to seize and retain items when lawfully on premises

With six new PCSOs recently joining the team and the new powers to deal with cycling offences, there has already been a noticeable impact in the number of tickets being given out and the excellent attendance seen at the recent Exchanging Places road-show.

#### 11. Smithfield Meat Market Christmas Campaign

Planning has commenced for this year's Christmas campaign, with a meeting between Community Policing and market management held to discuss plans based on the successful operation in 2014.

#### 12. Squats

The Community Policing team identified squats developing in the City within this year quarter. Officers engaged with the squatters and owners of premises resulting in peaceful exits and evictions.

13. Tube Strikes

Community Policing assisted with policing the tube strikes, resulting in positive feedback from the community. The team provided high visibility reassurance and guidance to ease passage of people and minimise community disruption. Additional patrols of cycle and motorcycle bays were also carried out due to the increased number of pedal cycles and motorbikes being used for transport.

14. Public Protection

Community Policing assisted in the apprehension of a male who had assaulted a female school child from a local school. PCSOs successfully deterred the male toward plain clothes officers which led to his arrest. This male had plagued the Barbican area and two of the PCSO team were instrumental in his arrest via their intelligence-led patrols to locate him.

Community Policing attended a call of a suspicious male at the Barbican nursery school and coordinated a response over the following days to locate the male as a priority. This male was located and the subsequent crime prevention response enhanced the future safety of the community.

**Section B – Engagement**

15. Operation Kindfor – People’s March Against Austerity

Community Policing worked as part of the large pan-London operation on public engagement prior to the People’s Assembly End Austerity Now protest on the 20/06/15. The event organisers worked with police and a large scale engagement process took place with business and residential communities within the City footprint, involving personal visits from officers and formal briefing events. Numerous messages of thanks were received and a satisfaction rate in excess of 90% was achieved for the level and quality of engagement.

16. The Battle of Waterloo 200 year commemoration

Community Policing led on the engagement for the St Paul’s Cathedral Service on 18/06/15 commemorating the two hundred year anniversary of the Battle of Waterloo. Community Policing worked together with event organisers and the community to ensure the event went without incident.

17. Smithfield Nocturne

Community Policing policed the Smithfield Nocturne cycle racing event on 6th June, using the event as an opportunity to engage with cyclists with bike marking, crime prevention advice and road safety advice, along with partners including TFL.

18. Business Continuity Planning

Community Policing have continued to engage and develop with premises management across the City, keen to provide support in the event of a major incident. Key premises across the City are now equipped as Survivors Reception Centres with a range of equipment and resources available ensuring capability in the case of a major incident.

19. Business Forums

Community Policing has increased Business Forums across the City, facilitating communication of premises security and estates managers working together in an area on crime prevention and target hardening. An input was presented to the Crime Prevention Association (CPA) Sister Banks on this as part of a focused drive to enhance our engagement with the CPA.

The team has developed Forums across the City including a cross-borough example, the Chancery Lane Forum in collaboration with the Metropolitan Police. This has involved meetings to develop a multi-agency forum to improve coordinated crime prevention in the area across our boundary.

The Forums are led by the businesses and supported by Community Policing, and allow interactive engagement on all aspects of security life within the forum area, including crime prevention, road safety, economic crime and counter terrorism. We now have Forums in place, developed geographically at Bank, Threadneedle Street, Chancery Lane, New Change and Paternoster Square, with new ones such as Broadgate currently in development.

20. Hotel Toolkit launch

The team has worked further promoting the Hotel toolkits developed by the Safer City Partnership in collaboration with the force. The toolkit provides practical advice and guidance for hotel staff on a wide range of crime types, such as child sexual exploitation, fraud and violent crime. An official launch took place in August, with speakers such as Henry Pollard and Susan Attard addressing hotel managers on the importance of the toolkit for their staff and residents. Community Officers visited all hotels personally and are subsequently developing a Hotel Forum with interested Hotel Security managers.

21. Operation Big Wing

On 16<sup>th</sup> June the team took part in a day of engagement in partnership with the Metropolitan Police. Operation Big Wing Engagement involved numerous Community Engagement and Intervention events across London. In the City the team arranged:

- A multi faith meeting 'We Stand Together' campaign held at Artizan Library bringing different cross-sections of the community together to discuss Prevent.
- Phone snatch crime prevention education and leafleting at key vulnerable areas across the City
- Cycle theft prevention and safety awareness
- Enforcement of ASB as a priority issue. A section 35 dispersal order around Bishopsgate and Aldgate encompassing the NE Sector of the City was put in place, and resources allocated, along with COL enforcement teams, Broadway and the substance misuse team to tackle nuisance begging, homelessness and ASB in the Bishopsgate corridor
- Road Safety enforcement under Op Atrium linked in with Big Wing, targeting road users contravening red Automated Traffic Signals.

## 22. Annual Central Residents' Meeting at the Guildhall

Along with community officers, the Commissioner attended the lunch time and evening meetings with City residents as part of the panel. He provided an update on force activities, priorities and the challenges ahead, taking questions from residents on police matters, alongside panellists from other areas of the City of London Corporation. Issues of particular concern for residents continue to be those involving bad cycling, homelessness and begging and the Commissioner provided an update on how the force is targeting these issues via targeted operations such as Atrium (cycling), Fennel (begging) and Acton (homelessness).

Residents also raised on-going concerns about the force's use of sirens at night, which they believe has increased after improving following previous reminders to police drivers about the disruption this can cause. As a result, an additional reminder to all drivers has been sent out to ensure they consider the necessity and proportionality prior to using sirens out of hours. It has however been made clear that the ultimate decision to use sirens has to be that of the police driver, as the risks involved to the public and to officers of responding to incidents at speed are clear.

## 23. We Stand Together Community Cohesion Campaign

Community Policing have continued to engage on the We Stand Together campaign and have been recognised nationally as a major force on the use the social media hashtag. The team have conducted #We Stand Together meetings at schools and on residential estates, at sporting events, and during the hosting of a national Prevent meeting. Community Policing were also invited to the National Muslim Police Association dinner at Guildhall where the banner was displayed.

## **Section C – Hard to reach groups**

### **24. Operation Fennel (begging) and Operation Acton (rough sleeping)**

Op Fennel continues to target aggressive begging and has now resulted in 25 ASBOs and a Criminal Behaviour Order within the City boundary for persistent offenders. Three further CBOs are pending. In excess of 500 tickets have now been issued to over 200 different individuals. This operation continues to gather momentum with other forces seeking involvement and advice on how to implement similar initiatives.

Operation Fennel has been evaluated by University College London (UCL). An independent evaluation has been completed by UCL after fresh analysis of new data. The findings and conclusions are consistently good and will provide an informed platform on how we can make appropriate developments to this operation.

We have now set up contacts with neighbouring boroughs to establish cross border working and information sharing partnership working in this way enables us to build better case evidence against persistent beggars and entrenched rough sleepers who continue to refuse to engage with our services.

Operation Acton works closely with UK Border Agency and Broadway Homeless Services and targets persistent rough sleepers who refuse to engage and take accommodation that is offered. Those persons who refuse to engage are in the process of being targeted for arrest under the Vagrancy Act 1824.

Since the last report, Community Policing has run three proactive operations directly targeting Anti-Social Behaviour (ASB). These were intelligence-led operations in areas known for increased levels of ASB.

Results have been:

- 1 arrest for Breach of Anti Social Behaviour Orders
- 4 persons summoned to court for Begging Offences
- 56 Op Fennel tickets given for Begging offences
- 8 persons dispersed using new Anti-Social Behaviour Powers under Section 35 of the new Anti-Social Behaviour Crime and Policing Act 2014.

A Homeless 'Pop Up' Hub will run from the 4<sup>th</sup> Oct to 09<sup>th</sup> Oct 2015. Police along with UK Border Agency, Corporation Substance Misuse Team and Broadway Homeless services will engage with the homeless community. All those attending are provided with assistance and information as to their individual needs.



25. Dementia Information Session

Community Policing held a vulnerable persons/dementia day at Artisan Library on the Middlesex Street Estate. The event was highly successful attracting a good turnout of adults and providing information on dementia and other types of vulnerability. Crime prevention advice was given, plus an awareness of criminal scams, improving personal safety and life skills.

26. Mental Health

A Mental Health Liaison Officer has been appointed and mental health liaison will continue with the Corporation of London. This includes attendance at the Corporation's monthly Mental Health meeting, the Pan London Mental Health Partnership Board and Working Group, also recently the Corporation Safeguarding meeting.

In the last couple of weeks enquiries with other forces and Mental Health Board Practitioners has been ongoing to ascertain if the City of London would benefit from a Street Triage service. This service can take many forms' these ongoing enquiries will determine the best type of service for the City of London Police to adopt should we choose to use such a system.

Quarterly Section 136 Mental Health Act detentions statistics were collated and submitted to the regional coordinator for the last period. The City Police again fared very favourably in the performance tables in relation to adherence to working protocols. However all Section 136 Mental Health Act detentions for the last six months are currently being looked at to further enhance performance in this area where pathways for improvement can be identified. Ongoing work with the Homerton Hospital and Hackney and east London Mental Health Teams has led to an easier transition of S136 detentions into places of safety. The Mental Health Partnership Board for London has set clear and defined protocols that have been cascaded down into our control room and to front line officers; the path of S136 detentions should now be much smoother for the Police. Section 2 Mental Health Assessments in the Community continue to be resourced by Community Engagement officers, of which there have been three this quarter.

Community Engagement have agreed to be one of the first to adopt a new National model for the collation of Mental Health Statistics, this pilot is still ongoing and has now been running since April 2015.

Officers attended a mental health event at the Mansion House focussing on how City Business leaders have overcome mental health challenges to be successful. The Rt. Hon. The Lord Mayor invited speakers and introduced a pilot programme delivered by the Bank Workers Charity and Mind to provide innovative mental health training for line managers; this is currently running in a number of major banks. Those involved will include the Mental Health Foundation, Mental Health First Aid England and the City of London Corporation.

27. Community Engagements undertaken with Economic Crime Department Teams

'Not with my name' campaign. Community Policing assisted the Economic Crime Directorate in the National Identity Crime Campaign 'Not with my name' where engagement was prioritised to the residential community to prevent victims of ID theft. Communities also assisted in the crime prevention theatrical event held at Guildhall in relation to this.

"Hang Up on Fraud" campaign. Community Policing have delivered a Crime Prevention initiative with the Economic Crime Directorate called "Hang Up on Fraud". This initiative targeted telephone scam companies and helped victims. Community Policing engaged with residents on the estates and at a branch of HSBC to give key crime prevention messages on this type of fraud. There was an interview of an elderly Barbican resident who was the victim of one of these telephone fraud crimes. The Dedicated Cheque and Credit Card Unit supported this together with Corporate Communications to broadcast the crime prevention message to a wide audience on TV.

Haji Fraud

Prior to Hajj Officers attended the East London Mosque to meet with pilgrims due to take their Hajj pilgrimage. PCSOs Murphy and Ellen assisted ECD officers in the delivery of crime prevention advice on Hajj fraud. This received extremely positive feedback from the pilgrims and the Muslim population. PCSOs delivered this input with the #We Stand Together Community banner.

28. Counter Terrorism Work

Community Policing undertook a Counter Terrorism Confidence Survey engaging across the City business and residential communities via a number of methods. Over 80% of respondents were reassured that everything is being done to protect the City from terrorism. This survey will form a regular part of our engagement, with plans to conduct an on-going assessment of perception of performance in this area.

Community Officers attended the Jewish Community Safety Trust at their Head Office in NW4 2BZ. With forthcoming Jewish Holy Days the We Stand Together campaign are at the forefront in community cohesion and preventing hate crime. Community Policing is linked into the national We Stand Together Campaign and is ensuring the force is included in plans across the country to highlight and reinforce this message at every opportunity.

29. 'Prevent' Engagement

'Prevent' is one of the four strands of the Government's CONTEST (Counter Terrorism) Strategy and aims to prevent people becoming radicalised and drawn into terrorism.

The Corporation as the local authority is required by the Counter Terrorism and Security Act to have a Prevent Action Plan. The Police Prevent team have worked with the Corporation to develop their plan and it is now in the final stages of approval.

The Prevent Team have been working with the National Counter Terrorism Policing Headquarters (NCTPHQ) in the review of Counter Terrorist and Prevent policing as part of the National Demand, Risk and Resource process. This is to ensure that the City of London's needs are factored into any report.

A Prevent workshop was developed and delivered to children in the care of the City of London Corporation. Children's Services deemed the event a success and further workshops are being planned and extended to foster parents and those wishing to become foster parents.

The Prevent Team are revising the intervention work with schools to ensure they comply with their statutory duties to embed Prevent into their protocols and allow the early identification of pupils at risk of radicalisation.

Links have been established with NHS England to develop referral pathways for hospitals, GPs and service providers located within the City and for residents who receive medical assistance in surrounding boroughs.

Partners from governmental, voluntary and statutory service providers have been identified to assist in Channel Panels. Jobcentre+ is one of the organisations currently being worked with to provide assistance in regards to financial management, available social security benefits and help in getting back into work.

A number of young people from City estates are educated within Tower Hamlets. Following media reports of a number of young people travelling to Syria the Prevent Team have continued to engage with community groups to provide re-assurance and confidence to report safeguarding concerns. Part of this process was to work with the Portsoken Mohilla Group to develop a Summer Fun Day on the Mansell Street Estate to bring all communities together.

Prevent officers now contribute to all Multi Agency Public Protection Agencies (MAPPA) panels to ensure a Prevent input is considered in the providing of safeguarding measures

All police officers and police staff are currently undertaking mandatory Prevent and Channel Awareness Training. This has raised the awareness of the subject and resulted in an increase in enquiries and referrals to the Prevent Team. All these referrals are assessed by the Prevent Team and due to the national remit of the City of London Police a number of these referrals have been reassigned to other police forces.

A number of Workshops to Raise Awareness of Prevent (WRAP) have been delivered to businesses, education establishments and Corporation departments by the Prevent Engagement officers in the last quarter. The 'Conviction' presentation continues to be delivered at the Griffin Workshop on the first Thursday of each month.

Prevent awareness training has been organised for representatives who work in a safeguarding role from a number of businesses within the City. Workshops with security and HR sectors of businesses have been delivered to establish pathways for Prevent referrals of staff raising concern. The feedback has been very positive and it is planned to run more of these training sessions in the near future.

## **Section D –Safer Transport Operations**

### **30. Operation Atrium and Exchanging Places (cycle education and safety)**

Community Policing have worked on giving out Op Artrium tickets and the Exchanging Places event with the Safer Transport Operations Team and have this month secured one of the best attended sessions ever, due to the number of extra tickets given out to cyclists. Additional PCSOs are in the process of being cycle trained to work further on this successful campaign, which educates cyclists found committing offences which comprises both their safety and that of pedestrians. The team have deployed in numbers in key locations, with additional PCSOs to issue Fixed Penalty Notices. This successful result is due to PCSOs being given more powers and the team deploying together, taking ownership of the operation on the ground.

Community Cycle Officers have held 'Exchanging Places' events at the City of London School for Girls, Bank of America, Temple and other smaller businesses, giving cyclists the opportunity to see the vantage point from a heavy goods vehicle, and benefit from safety and crime prevention advice.

### **31. Fatal Collision Bank Junction**

Following the fatal collision involving a cyclist at Bank Junction on 22<sup>nd</sup> June, Community Policing assisted with cordons and went on to run a pre-planned road safety campaign Exchanging Places road-show, where cyclists and HGV drivers could swap places to assess each other's visibility and be educated in Road Safety in the Guildhall Yard. Community Policing provided a high visibility presence at Bank junction in the days after this to offer reassurance and ascertain further witnesses to this tragedy.

## **Section E – Schools and Young People**

### **32. Cycle Training**

Cycle training for children was provided at Sir John Cass School where Community Policing cycle officers taught 10 children, working in partnership with the Corporation to train them to National Cycling Standard level 2.

33. Volunteer Cadets

Cadets continue to be integral to the problem solving approach. They work across a number of areas to improve public safety and protection of property, deploying on road safety operations and giving advice to road users.

Cadets helped to provide security for the City of London Force Awards and have helped to provide security to the HAC and other key venues.

In addition, Cadets and the Cadet Leader attended the three day National Volunteer Police Cadet conference in Preston. This will assist in the further development of the cadets' scheme as an essential part of our youth engagement.

34. Youth Engagement Through Sport

The City of London Police Football Tournament took place on Sunday 7th June 2015 at the Finsbury Leisure Centre. The City of London youth boxing club continues to provide weekly boxing coaching and facilities to City youth.

35. Drug Abuse Resistance Education

Community Policing Officers trained school children in Drug Abuse Resistance Education, in City schools including Sir John Cass Primary School, St Paul's Cathedral School, English Martyrs' School and Charterhouse Primary school. The team continue to deliver DARE as a crucial initiative that equips children with decision making skills that can save lives.

**Conclusion**

36. This report informs Committee members of community engagement and intervention activity undertaken during the last quarter, highlighting some issues raised and how the force has addressed these.

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