

Committee: Police – For information	Date: 22 nd September 2016
Subject: Community Engagement Update- activities and outcomes	Public
Report of: Commissioner of Police Pol 43-16	For Information
Author: Superintendent Paul Clements (Communities and Partnerships)	

Summary

This report outlines the issues that communities have highlighted to us during our engagement activities since April 2016 and how the Communities and Partnerships teams have responded.

This report has four broad themes, linked to the Force's strategic priorities: (1) Counter Terrorism (CT) and communications; (2) Safeguarding the Vulnerable; (3) addressing Anti-Social Behaviour ("ASB") and (4) Road Safety.

(1) Counter-terrorism and Communications: We have held a series of engagements with the business community to update them on our CT preparation and activities and to listen to their concerns and feedback. We also discussed the joint work between businesses, the Corporation and the Police including Project Griffin. We heard from businesses about the additional assistance they needed on PREVENT, the Government strategy to counter radicalisation. We also responded to business feedback about communications and engagement.

(2) Safeguarding and Vulnerability: The Force has worked with partners across London to begin to tackle the significant increase in suicides and attempted suicides on our bridges. A Central London Bridges Working Group, chaired by the City of London Police, has been established. Additionally, acting on residents' complaints, from April 2016 we have shut down seven brothels, intervening to reduce ASB but principally to safeguard the welfare of potentially vulnerable women.

(3) ASB: Responding to residents' concerns, via our engagement that included the City-wide residents meeting (May 2016) and our new Street Briefings, we have continued to achieve results in our enforcement activities around begging and vagrancy; ASB around licensed premises; and cycling offences.

(4) Road Safety: Transport and Highways Operations Group with the Corporation continue to promote road safety awareness and enforce road traffic law. Since April 2016 we have increased our capability to address drug driving, by training our officers to use the recently introduced drug wipe kits.

Recommendations

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

Main Report

1. Counter-terrorism and Communications

Engagement

1. Commissioner Dyson held breakfast meetings with Heads of Security from businesses in June 2016. The aim was to update businesses on the current terrorism threat level and current Police preparedness and activities. Communities and Partnerships officers were present to listen to business concerns regarding terrorism.
2. Following the Islamist extremist killing of a priest in France, Communities and Partnerships officers have been working closely with our places of worship in the City to engage and reassure. As part of the Home Office Hate Crime action plan, the Government has launched the 'Places of worship: security funding scheme'. The scheme invites those responsible for the safety and security of places of worship that have been subject to hate crime to bid for a share of a limited fund. To date, seven places of worship have signed up for the scheme in the City following engagement with the City of London Police Architectural Liaison Officer.

Issues & Performance

3. At the breakfast meetings, certain businesses asked for advice on how to address the potential radicalisation of staff (especially those on temporary placements or on internships) and asked us about what training in PREVENT their staff should receive. We have responded directly to those organisations and have designed bespoke training for larger employers.

Engaging and reassuring our communities

4. City of London Police officers in partnership with the City of London Community Safety Team delivered a bespoke PREVENT Workshop to representatives of the business community on Wednesday 20th July 2016. Fifty delegates from Human Resources, Security and Building Managers and Front of House Managers from the City attended the workshop. The objective was to increase awareness and understanding of PREVENT, their role within it, and the safeguarding and referral mechanisms within the City of London. The feedback from the business community to date has been very positive. Our officers provided an input into the OFSTED inspection of the Corporations' Adult Skills and Community Learning Department. In the final report PC Sadik Miah was singled out for praise for the work he has done with City apprentices.
5. The launch of the PREVENT Contact Officer film 'Left Behind' took place at the City of London Crime Prevention Association. This film highlighted the impact on families when someone travels to a conflict zone and to encourage members of the public to contact Police if they suspect anyone planning to travel from the UK to areas of conflict. Following the launch we have received an increase in requests for further information and training.

6. The Corporation have worked in partnership with City of London Police officers in rolling out a PREVENT awareness training package to its staff. This will be an ongoing process with the intention to ensure all staff receives the input. To date training has been given to Social Services, Education, Early Years Service including Sir John Cass Primary School and the Remembrancer's Department. In addition our PREVENT officers continue to work with the Corporation to develop a Higher/Further Education Forum which meets twice a year (last meeting April 2016). This forum provides a platform for the Corporation, Police and Universities to discuss emerging issues within this sector and ensuring that they recognise and understand and are able to fulfil their statutory duties associated with the PREVENT agenda.
7. Work has continued with our residential communities. Officers attended a Community Day with the residents of the Mansell Street and Middlesex Street estates in August 2016. This was an opportunity for our PREVENT officers to continue to build bridges with our communities in an informal setting. During the day, discussions about how vulnerable people were being affected by radicalisation were undertaken. The residents did not raise any concerns around radicalisation, however there were concerns about generic policing matters raised and these have been fed back to our relevant departments.

Project Griffin

8. Since April to date Communities and Partnerships officers have continued to support Project ARGUS tabletop exercises and participated in Project Griffin events held at Wood St. Police Station. These are well attended with an average of 50 delegates per event.

Counter Terrorism Survey Results 2015-2016

9. This is a breakdown of responses from the City of London Police's Counter Terrorism Survey which surveyed businesses and residents in the City of London in May 2016.

The survey received 764 responses.

Q1. On a scale of 1 to 10, how confident are you that the City of London is protected from terrorism?

742 respondents gave the following answers.

- **Very Confident:** 101 (13.61%)
- **Confident:** 396 (53.37%)
- **Neither Confident or Unconfident:** 203 (27.36%)
- **Unconfident:** 39 (5.26%)
- **Totally Unconfident:** 3 (0.40%)

Q2. Do you feel reassured by the work being done by the City of London Police to protect the City of London from Terrorism?

712 respondents gave the following answers.

- **Yes:** 631 (88.62%)
- **No:** 81 (11.38%)

10. This is a breakdown of responses from the City of London Police's Counter Terrorism Survey which surveyed businesses and residents in the City of London in December 2015.

NOTE: *This survey was sent out shortly after the Paris terrorist attacks which occurred in November 2015.*

The survey received 683 respondents
656 respondents answered this question

Q1. On a scale of 1 to 10, how confident are you that the City of London is protected from terrorism?

656 respondents gave the following answers

- **Very Confident:** 76 (11.59%)
- **Confident:** 331 (50.46%)
- **Neither Confident or Unconfident:** 205 (31.25%)
- **Unconfident:** 37 (5.64%)
- **Totally Unconfident:** 7 (1.07%)

Q2. Do you feel reassured by the work being done by the City of London Police to protect the City of London from Terrorism?

641 respondents gave the following answers

- **Yes:** 573 (89.39%)
- **No:** 68 (10.61%)

Communications & Engagement

11. At the Commissioners breakfast meetings with businesses, Heads of Security asked questions about how we communicate with them, both in terms of emergencies and incidents; but also non-emergency communications.

12. We have started work to assess how the City of London Police and Corporation engage and communicate with communities (including business, residential and transient communities). There will be a consultation exercise to ascertain the needs of businesses. Several businesses offered to share their expertise with regard to communications. This will be a significant piece of work and when concluded we will have a much better understanding on how our communities want us to communicate with them.

2. Safeguarding and Vulnerability

- Engagement

13. At the residents meeting on Monday 23rd May 2016 residents asked what were the police doing to prevent suicides and there followed a broad discussion about the increasing levels of suicides and attempted suicides from bridges in the City, particularly from vulnerable people. (Often those with whom the NHS and Police have previously come into contact as a result of mental health issues).

14. During the course of routine community engagement, members of our residential community raised concern to officers about premises they believed were being used as brothels. In addition to this representing ASB and detracting from the quality of life of residents and nearby businesses, there was concern expressed with regards to the welfare and vulnerability of women using these premises.

- Issues & Performance

Suicide Prevention

15. Since April 2016 the City of London Police has seen a significant increase in the number of people completing suicide or attempting to take their own life from our bridges. We have deployed additional resources to bridges during the time periods where these incidents are more common. In addition, our CCTV controllers monitor our bridges.

16. This issue requires a partnership approach to address the problem, which is not just an issue for the City. Supt. Clements of Communities and Partnerships established a Central London Bridges Working Group and chaired the first meeting on 8 June 2016. There was a broad cross section of partners comprising:

- City of London Police
- Corporation – (Public Health; Community Safety; Bridge Engineering; London Bridge Project)
- MPS Boroughs (Lambeth; Southwark; Westminster)
- BTP Suicide Prevention & Mental Health
- MPS Marine Unit
- Maritime & Coastguard Agency
- RNLI
- East London NHS Mental Health Trust
- South London and Maudsley Foundation Trust Mental Health Triage
- Samaritans

The group covered the following:

- Understanding the problem – analysing data, sharing information, identifying trends.
- How do we currently address the risk (Prevention; powers and policies; operations)

- Options – identifying good practice; designing a framework for site specific suicide prevention.
- Actions – what shall we start doing immediately, and what are our medium term options.

17. Work is ongoing to ensure that there is standardisation and cooperation between all stakeholders. A process is being implemented within the City of London Police to ensure that if an individual attempts to take their life more than once, contact is made with their social services in the area they live and their care plan is shared with the police. Based on this information, the police are able to update their records to ensure that appropriate safeguarding can be put in place.

Brothels

18. From April 2016 seven brothels have been shut down in the City. In response to complaints in the West of the City, an operation was designed and delivered to close brothels and to ensure the safety of vulnerable women.

19. Communities and Partnerships officers acted on the results of a complex investigation and on the portfolio of evidence that had been gathered and assessed. Officers from Communities and Partnerships and other departments successfully raided six addresses in the City believed to be operating as 'brothels'.

20. A man aged 33, his wife aged 37, and another woman aged 19 were arrested at their home address in Hertfordshire suspected of committing offences under the Sexual Offences Act and on suspicion of money laundering. They are suspected of running five brothels in the City of London and one in Bracknell, Berkshire.

21. This operation showed that where our communities provide us with information detailing crimes in the City we will record and investigate those crimes and update our communities on the outcomes.

3. Tackling and Preventing Anti-Social Behaviour (ASB)

- Engagement

22. Officers attended the two City-wide residents meeting on 25th May 2016. Commander Woolford and Community officers attended and residents shared their priorities regarding ASB including anti social cycling.

23. Communities and Partnerships officers have introduced a new initiative - '**street briefings**', where officers answer community concerns at different locations across the City. Officers advertise the time and location of briefings on Twitter and our website. These briefings have been held across the City during the course of the last quarter including St. Paul's; Golden Lane; Mansell Street Estate etc. Issues raised included anti-social cycling, begging and theft.

24. Officers continue to engage with our communities via routine patrols and through our dedicated estates officers and PCSOs.

25. The EU Referendum took place on Thursday 23rd June 2016. Whilst there was an increase in the reporting of hate crime in London shortly after the result of the referendum, the City of London did not see an increase. Our Communities and Partnerships officers made contact with our communities who we considered could be subjected to this type of crime. A drop in session was arranged at Artizan Street Community Centre 'Tell MAMA' (an independent, non-governmental organisation which works on tackling anti-Muslim hatred) attended and gave a presentation.

- **Issues & Performance**

26. We continue our good working relationship with ParkGuard, providers of a proactive neighbourhood patrol service.

27. They have established patrols on the three social housing estates, Golden Lane/Mansell Street and Middlesex Street. The City of London Police receive detailed reports from ParkGuard outlining their patrols of those estates our officers will go through these reports for any intelligence or information and act accordingly in partnership with ParkGuard.

28. ASB levels continue to remain low in the City. Half of the ASB reports were complaints about begging and vagrancy, particularly in the Bishopsgate and Liverpool Street vicinity followed by noise and rowdiness, particularly around licensed premises and serviced apartments.

29. There were no high or medium risk instances of ASB (these are where the victim has experienced more than one instance or the victim is vulnerable).

Begging and Vagrancy

Operation Acton

30. This joint initiative with the Corporation and St. Mungo's homeless charity is designed to address homelessness and rough sleeping. We have continued to hold 'pop-up' hubs using local churches within the square mile to accommodate rough sleepers in order to facilitate assessment and also provide sheltered accommodation.

Since April 2016 we have:

- Provided temporary accommodation to 23 rough sleepers
- Working alongside the UK Border Agency (UKBA) removed 2 rough sleepers out of the country
- We have ensured that 2 of our entrenched rough sleepers are now fully engaging with drug rehabilitation and housing services.

Operation Alabama

31. Operation Alabama is a targeted intervention and enforcement strategy working in partnership with the Metropolitan Police in the use of

Community Protection Notices (CPN's). A CPN is intended to deal with particular, ongoing problems of nuisances which negatively affect the community's quality of life by targeting the person responsible. The operation utilises the powers under the Crime and Police Act 2014. The offender is given a written warning with regards to their conduct and if this behaviour does not stop within a certain time period they will be issued a CPN.

Operation Fuze

32. This is a tri-borough multi agency approach to dealing with antisocial behaviour on the bridges. Officers have worked with Tower Bridge Security to gather evidence of suspects illegal gambling and then arresting them for multiple offences. Officers have continued to conduct the operation with MPS and UKBA staff. On a pre-planned operation with the UKBA in August 2016 officers reported no instances of gambling on our bridges.

Noise and Rowdiness

33. While the Corporation is responsible for noise enforcement, we have continued to respond to ASB complaints around licensed premises/hotels and serviced apartments.

Serviced Apartments

34. Communities and Partnerships officers have responded to an increase in complaints about residents of serviced apartments, especially during weekends. Our officers have been engaging with management companies of these apartments to ensure that they have appropriate systems and processes to facilitate checks on customers and ensure accurate data are held about their identity. We will be urging management companies to manage the risk that serviced apartments can be used for large scale parties, which have recently caused ASB.

Licensed Premises

35. Since our last report the European Football Championships have taken place. A policing operation was in place for the tournament which saw extra officers used during this period resulting in the European Football Championships passing without incident.

Anti-Social Cycling

36. The principal area of concern from the residents meeting was anti-social cycling, in particular the riding of pedal cycles on pavements.

Operation Atrium

37. We regularly run this operation to enforce cyclists who breach road traffic legislation or local by-laws. Cyclists receive a ticket and a fine, which is rescinded if they attend an educational event called "Exchanging Places".

38. With ongoing road works in Newgate St. we have seen an increase in the number of cyclists on the footpath. Communities and Partnerships officers

have attended the location at peak times to provide a policing presence whilst the road is closed to Westbound traffic.

Gambling and Unlicensed Street Traders

39. Businesses around Southwark and Tower Bridges described the continuing problems with regard to gambling. Since April 2016 visitors and tourists to the City of London have been victims of this activity.

40. Community and Partnership officers in partnership with the Corporation/London Borough of Southwark/Metropolitan Police/Tower Bridge Security and the UKBA designed and executed operations to address these complaints. The aim of the operation was to deter, disrupt and arrest individuals found committing these offences. Since our last report:

- 18 people arrested for illegal gambling
- 16 people charged with the above offences

Year to date CoLP has completed the following:

- 7 x Criminal Behaviour Orders
- 118 x Community Protection Notices –including 92 Warning Letters.
- 14 x Dispersal Orders were issued under the Anti-Social Behaviour Crime and Policing Act 2014

4. Making the City's Roads Safer

41. Since April 2016 we have continued to deliver operations aimed at making the City's roads safer for all road-users and pedestrians.

42. We have increased our capability to address 'drug driving', by training officers to use the recently introduced drug wipe kits.

43. Between May to date a number of planned operations involving our Communities and Partnerships officers have been held which produced the following results:

- 2 x arrest for possession with intent to supply class A drugs/possession of false identification documents /no insurance /no driving licence /immigration offences
- 1 x positive road side drug test/immigration offences/outstanding warrant for their arrest
- 2 x breach of court order/immigration offences - absconder/possession of false identification documents
- 1 x positive road side drug test/possession of class B drugs
- 4 x vehicle seizures
- 3 x no insurance/no driving licence
- 1 x no insurance

44. A Road Safety Campaign was held jointly with the Corporation and partners including Transport for London on Monday 22nd and Tuesday 23rd August 2016.
45. The aim of the campaign titled '*share the road*' was to combine engagement, education and enforcement aimed at all road users. By undertaking this campaign the City of London Police and the Corporation set out to encourage responsible road use with a focus on protecting vulnerable road users such as pedestrians, cyclists and motorcyclists.
46. Following the campaign the following outcomes were achieved:
- Approx. 220 Share the Road leaflets were given out. These were given to road users who committed minor offences, to pedal cyclists held at traffic lights (who hadn't committed offences) and some to pedestrians who walked out into the road without looking
 - Approx. 100 Cycle crime prevention and specific cycle safety leaflets were given out
 - Bike marking through Bike Register – 55 completed at Queen Street Place and 18 at St Paul's
 - 6 x Traffic Offence Reports (TOR's)
- (The above outcomes reflect planned operations by Communities and Partnerships officers and do not account our force wide prosecutions).*
47. The Corporation had their Road Safety stand at St. Paul's providing road safety advice and distributing leaflets to members of the public. PowerDay (waste management company) had a HGV present which provided an opportunity for cyclists to see what a HGV driver can see from inside their cabin.
48. The Road Safety Campaign itself attracted a wider range of people than normal, with office workers who cycle into work attending at lunchtime, people visiting central London for the day, and cycling-age children on holiday with their families. Over the two days officers received positive feedback from the members of the public who attended.
49. The level of cyclists killed or seriously injured (KSI) has decreased by approximately 50% in the City of London in 2015/2016 compared with 2014/2015.
50. There were a range of minor offences but all were deemed proportionate to receive road safety advice as an alternative to prosecution.

Community Roadwatch

51. This is a partnership campaign launched in the City in January 2016 by TfL, City of London Police and the Corporation's Road Safety Team. It aims to reduce speeding in the City and has given local residents the opportunity to work with local police teams, and use speed detection equipment to identify speeding vehicles in the City and send warning letters to their home addresses. In this reporting period the following letters were sent:

- 20 letters in May
- 20 in June
- 20 in July

20mph Zone

52. City officers continue to focus on and enforce against speeding motorists in the 20mph zone.

53. The following totals were issued:

- May – 45x TOR's, 8x Endorsable Fixed Penalty Notices (EFPN's), 7x Process (deemed not suitable to be dealt with via EFPN and will be dealt with via City of London Magistrates Court)
- June – 31x TOR's, 11x EFPN
- July – 10x TOR's, 7x EFPN

Conclusion

54. This report informs Committee members of community engagement and intervention activity undertaken since the last report and highlights issues raised by our communities and how the City of London Police have responded to them.

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