



City of London Police Authority Board

Date: WEDNESDAY, 25 OCTOBER 2023
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Deputy James Thomson (Chair)	Deborah Oliver
Tijs Broeke (Deputy Chair)	Dawn Wright
Munsur Ali	Melissa Collett (External Member)
Nicholas Bensted-Smith	Andrew Lentin (External Member)
Alderman Professor Emma Edhem	Sir Craig Mackey (External Member)
Helen Fentimen	Michael Mitchell (External Member)
Alderman Timothy Hailes	Jason Groves
Graham Packham	

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES**

To approve the public minutes and non-public summary of the meeting held on 20th September 2023.

For Decision
(Pages 7 - 16)

4. **OUTSTANDING REFERENCES**

Joint report of the Town Clerk and Commissioner, City of London Police.

For Discussion
(Pages 17 - 18)

5. **MINUTES FROM RECENT COMMITTEES**

To receive the public minutes and non-public summary of the following Committees:

For Information

a) **Strategic Planning and Performance - 5th September 2023** (Pages 19 - 26)

b) **Resource Risk and Estates - 6th September 2023** (Pages 27 - 32)

c) **Economic and Cyber Crime - 8th September 2023** (Pages 33 - 36)

d) **Professional Standards and Integrity Committee - 15th September 2023**
(Pages 37 - 44)

6. **APPOINTMENT TO THE PROFESSIONAL STANDARDS AND INTEGRITY COMMITTEE**

Town Clerk to be heard.

For Decision

7. **CHAIR'S PUBLIC UPDATE**

Report of the Chair of the Police Authority Board.

For Discussion
(Pages 45 - 48)

8. **COMMISSIONER'S UPDATE**
Report of the Commissioner, City of London Police.
For Discussion
(Pages 49 - 52)
9. **EDUCATIONAL CAMPAIGN TACKLING VIOLENCE AGAINST WOMEN AND GIRLS**
Report of the Executive Director, Community and Children's Services.
For Decision
(Pages 53 - 60)
10. **NATIONAL BUSINESS CRIME PORTFOLIO- NATIONAL BUSINESS CRIME CENTRE**
Report of the Commissioner, City of London Police.
For Discussion
(Pages 61 - 78)
11. **NEIGHBOURHOOD POLICING STRATEGY**
Report of the Commissioner, City of London Police.
For Discussion
(Pages 79 - 104)
12. **INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT**
Report of the Town Clerk.
For Discussion
(Pages 105 - 118)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
14. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**
15. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.
For Decision

Part 2 - Non-Public Agenda

16. NON-PUBLIC MINUTES

To approve the non-public minutes of the meeting held on 20th September 2023.

For Decision
(Pages 119 - 122)

17. NON-PUBLIC OUTSTANDING REFERENCES

Joint Report of the Town Clerk and Commissioner.

For Discussion
(Pages 123 - 124)

18. NON-PUBLIC MINUTES FROM RECENT COMMITTEES

To receive the non-public minutes of the following Committees:

For Information

- a) **Strategic Planning and Performance - 5th September 2023** (Pages 125 - 126)
- b) **Resource Risk and Estates - 6th September 2023** (Pages 127 - 130)
- c) **Economic and Cyber Crime - 8th September 2023** (Pages 131 - 134)
- d) **Professional Standards and Integrity Committee - 15th September 2023** (Pages 135 - 138)

19. MIDDLESEX STREET, CAR PARK, MIDDLESEX STREET, E1 7AD

Report of the City Surveyor.

For Discussion
(Pages 139 - 154)

20. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD

21. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE BOARD AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

Part 3 - Confidential

22. **MINUTES**

To approve the confidential minutes of the meeting held on 20th September 2023.

For Decision

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CITY OF LONDON POLICE AUTHORITY BOARD
Wednesday, 20 September 2023

Minutes of the meeting held at Guildhall at 11.00 am

Present

Members:

Deputy James Thomson (Chair)
Tijs Broeke (Deputy Chair)
Nicholas Bensted-Smith
Alderman Emma Edhem
Helen Fentimen
Jason Groves
Alderman Timothy Hailes
Graham Packham
Deborah Oliver
Dawn Wright
Melissa Collett
Andrew Lentin
Sir Craig Mackey
Michael Mitchell

Officers:

Ian Thomas	- Town Clerk
Polly Dunn	- Town Clerk's Department
Caroline Al-Beyerty	- Chamberlain
Richard Riley	- Director of the City of London Police Authority
Katie Foster	- Remembrancer's Department
Aga Watt	- Chief Operating Officer's Department
Frank Marchione	- Comptroller & City Solicitor's Department
Simon Cribbens	- Community & Children's Services Department
Ola Obadara	- City Surveyor's Department
Ian Hughes	- Environment Department

City of London Police:

Peter O'Doherty	- Assistant Commissioner
Paul Betts	- Assistant Commissioner
Umer Khan	- City of London Police
Alistair Cook	- City of London Police
Alix Newbold	- City of London Police
Chris Bell	- City of London Police
Martin O'Regan	- City of London Police
Kate McLeod	- City of London Police
Gary Brailsford-Hart	- City of London Police
Hayley Williams	- City of London Police

1. **APOLOGIES**

There were no apologies.

The Chair welcomed Jason Groves to his first meeting as a Member of the Board.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were none.

3. **MINUTES**

RESOLVED – That the minutes of the meeting held on 19 July 2023 are approved as an accurate record.

4. **OUTSTANDING REFERENCES**

The Committee considered a report of the Town Clerk which set out Outstanding References from previous meetings of the Committee.

In addition to the updates provided in the report, the following comments were made:-

- 6/2023/P – Members of the Board expressed a keen desire to see the work on the review of bylaws brought forward as soon as possible.
- 8/2023/P – the update on post-implementation review of the Special Constabulary would not come later than March 2024.

RESOLVED – That the report be noted.

5. **APPOINTMENT OF A BOARD MEMBER TO THE PROFESSIONAL STANDARDS AND INTEGRITY COMMITTEE AND THE STRATEGIC PLANNING AND PERFORMANCE COMMITTEE**

Members considered appointments to the Professional Standards and Integrity Committee (PSIC) and the Strategic Planning and Performance Committee (SPPC).

No nominations had been received by the Town Clerk in advance of the meeting.

Following his recent appointment to the Board, the Chair proposed that Jason Groves take the position on both Sub-Committees.

As Mr Groves was already a Member of PSIC as Co-Opted Member of the Court, the Board agreed that this vacancy should be released back to the Court. The Town Clerk was to advertise the vacancy which would then be considered at the next meeting of the Board (October 2023).

The Town Clerk noted that there was still a City of London Police Authority Board vacancy on the Homelessness and Rough Sleeping Sub (Community & Children's Services) Committee. Helen Fentimen noted she was already on the

Sub-Committee in another capacity and, with the Board's consent, agreed to represent the Board, too.

RESOLVED, That Members:-

- Appoint Jason Groves to the Professional Standards and Integrity Committee for the remainder of the year ensuing;
- Appoint Jason Groves to the Strategic Planning and Performance Committee for the remainder of the year ensuing;
- Instruct the Town Clerk to advertise the Co-Opted Court of Common Council vacancy on Professional Standards and Integrity Committee, for appointment by the Board at its next meeting; and
- Appoint Helen Fentimen to the outstanding Board vacancy on the Homelessness and Rough Sleeping Sub (Community & Children's Services) Committee, for the year ensuing.

6. CHAIR'S PUBLIC UPDATE

Members received the public update of the Chair of the City of London Police Authority Board.

RESOLVED, that the report be noted.

7. COMMISSIONER'S UPDATE

Members received the public update of the Commissioner.

Shoplifting

A question was raised on the recently published figure that suggested the City of London had seen an 85.7% increase in incidents of shoplifting against the previous year.

The Commissioner confirmed that the City of London Police was not invited to comment on this before publication and would challenge whether it was correct. It was suggested that there had been an increase of approximately 12% (22 more offences) when compared to the previous year.

The City of London Police used the THRIVE model to assess response (Threat, Harm, Risk, Investigation, Vulnerability and Engagement). Retail units had been providing positive feedback on the proactive approach and responses received by the City of London Police, despite the overall increase in cases.

It was noted that the confidence in the response could have, in turn, lead to increased reporting. This metric was therefore not necessarily fair measuring the effectiveness of the Force.

Strategic Planning and Performance Committee would continue to monitor rates of shoplifting.

Fraud and Cyber Crime Reporting and Analysis Procurement

In opening remarks, the Commissioner noted that work was underway to streamline the 60 categories of crime that victims had to pick from on Action Fraud. In response to this, the Board sought assurance that this was being done in such a way that ensured the Force's ability to benchmark new data against old data.

Testing was ongoing and consideration would be given to the use of data for benchmarking. It was also noted that thought was being given to linked crimes (for example: Crypto-crime can lead to sextortion and extortion.)

RESOLVED, that the report be noted.

8. **COMMUNITY SAFETY PATROLLING AND DELEGATION OF COMMUNITY SAFETY ACCREDITATION SCHEME POWERS**

Following discussion on this matter at the recent Strategic Planning and Performance Committee meeting, the Chair and Executive Director of Community and Children's Services agreed to withdraw the report.

There was some member support for the proposal to extend Community Safety Accreditation Scheme (CSAS) powers as the paper proposed. The City of London Police supported the proposal. But other Members expressed concerns about the process for extending the Parkguard contract and whether the money would be better invested in the Force; oversight of the use of CSAS powers; the use of handcuffs by private companies; and the lack of clarity generally about the powers of Parkguard.

The Police Authority Director and Executive Director of Community & Children's Services agreed to address these in a re-draft of the report. It was also proposed that Parkguard be invited to the relevant meeting.

9. **CYCLIST/ E-SCOOTERS- UPDATE ON CITY OF LONDON POLICE RESPONSE**

Members received a report of the Commissioner regarding an update on the City of London Police's response to anti-social behaviour and offences perpetrated by cyclists and e-scooter riders in the City.

The Board congratulated the Force and welcomed the success of the trial cycle squad. The Commissioner explained that there was a need to formally evaluate the trial and, whilst they were not seeking to stop the initiative, there may be a challenge in finding the posts permanently. The Chair asked that when the evaluation came forward, that thought be given to scale and other opportunities.

It was suggested that thought be given to promote the Cycle Squad on Social Media.

Whilst understanding of the need to educate ahead of enforcement and that response must be proportionate, a question was raised on the issuing of on-the-spot fines and other deterrents to ensure the success of Vision Zero by 2041 (ensuring that all deaths and serious injuries will be eliminated from

London's transport network). The Force confirmed the details of a recent, proactive Operation held at Bank Junction on 11-15 September, during which nine private e-scooters were seized and 77 Fixed Penalty Notices issued.

A holistic approach would continue to be taken, engaging with relevant partner organisations such as the ambulance service, to ensure the Force was doing all it can in this sphere. It was suggested that, included within this, the Force look to work with cycling groups.

The relevance of sustainability and the continued increase national interest for climate-friendly travel, was highlighted.

RESOLVED, that the report be noted.

10. **QUARTERLY COMMUNITY ENGAGEMENT UPDATE**

Members received a report of the Commissioner concerning the Quarterly Community Engagement Update.

The Deputy Chair (also the Chair of Strategic Planning and Performance Committee) noted that this report had been considered at their recent meeting. It was suggested that the ongoing work was positive and that more substance on outcomes was sought for future.

RESOLVED, that the report be noted.

11. **QUARTERLY EQUALITY AND INCLUSION UPDATE**

Members received a report of the Commissioner regarding a quarterly update on Equality and Inclusion.

It was noted this report had already been discussed at the Professional Standards and Integrity Committee. Debate focussed on the City of London Corporation and City of London Police achieving White Ribbon status. It was agreed that the Town Clerk would liaise with the Commissioner and relevant colleagues to ensure that the Force, if not the whole Corporation, achieves this accredited status ahead of White Ribbon Day (25 November).

With regard to Active Bystander Training, it was explained that the programme would be rolled out more widely from October 2023 onwards.

It was suggested that the City of London Police engage with Staff Resource/Networking Groups of businesses within the Square Mile through the City Belonging Project.

Violence Against Women and Girls remained a Strategic Policing Priority. The Safer City Partnership and Crime and Disorder Scrutiny Committee would look at this in coming days.

RESOLVED, that the update be noted.

12. **HMICFRS INSPECTIONS UPDATE- VETTING, MISCONDUCT, AND MISOGYNY IN THE POLICE AND COLP COUNTER CORRUPTION AND VETTING INSPECTION**

Members received a report of the Commissioner regarding an update on the HMICFRS Inspection, concerning vetting, misconduct, and misogyny in the police and City of London Police Counter Corruption and Vetting.

The Commissioner confirmed there was no risk of missing deadlines on areas listed for improvement.

The Chair of Professional Standards and Integrity Committee briefly highlighted the discussion had on this report at its recent meeting. He concurred with the Commissioner and was satisfied the deadlines would be met. A question was raised about how best to present this data via some form of dashboard. There was also a need to consider resourcing around vetting.

The Commissioner agreed that resourcing in vetting was a challenge, but the recent uplift in the Force had provided a greater understanding of the real demand. There were pressures within the National Agency Vetting that the City of London Police was not responsible for.

RESOLVED, that the update be noted.

13. **CITY OF LONDON POLICE MENTAL HEALTH RESPONSE- UPDATE**

Members received a report of the Commissioner regarding the City of London Police's Mental Health Response. The following matters were raised in discussion:

- Members requested an update on Mental Health Triage.
- A Member highlighted the City Wellbeing Centre on Middlesex Street, where individuals could pay as much as they could afford (i.e. no fixed fee) for mental health services.
- Members suggested that the Police needed to involve schools within their partnerships.
- Members asked what does the City of London do and what could it do for those people employed by a City of London business, but are working at home, elsewhere in the country?

The Commissioner explained that the Force was taking the National Right Care, Right Person approach and adopting national best practice. Significant efforts were going into partnership building and this was feeding into the Safer City Partnership.

RESOLVED, that the update be noted.

14. **Q1 REVENUE AND CAPITAL MONITORING UPDATE - 2023/24**

Members received a report of the Commissioner concerning the Quarter 1 revenue and capital monitoring update for the 2023/24 financial year.

Whilst the recent 7% National Pay award was welcomed by the Board, it did generate pressures elsewhere.

The Chair reflected on City of London being disproportionately disadvantaged by core grant from the Government, which was based on the number of local policing officers, rather than National Lead Force officers. The Chair had written to the Home Office on the matter. It was unlikely to get back dated but it was hoped that a change would be included for future years.

Whilst current reserves seemed disproportionately high, it was likely that further consideration would be given to using this toward balancing loans from the City of London Corporation. The Chamberlain was supportive of this approach.

Confidence in the forecasting procedures had grown as a result of improved control over financing procedures and increased discipline.

The realignment of the budgeting process was caused by significant grant allocations being announced within the financial year.

In the next report, further information and analysis would be provided on mitigations and cost recovery for funded work.

Proceeds of Crime Act (POCA) funding was currently uncharacteristically high following a huge receipt as a result of Operation Neutron (£6-7m). This would be spent slowly on appropriate projects as expenditure will be greater than intake in coming years. POCA should not be used to fund core functions. Whilst asset recovery for POCA use was a focus for the Force, support for victims and the repatriation of their funds remained a priority.

RESOLVED, that the report be noted.

15. CITY OF LONDON POLICE - RISK REGISTER UPDATE

Members received a report of the Commissioner regarding a regular risk register update. Questions were raised on the following areas:

- Following recent personal data breaches in other Forces, assurances were sought on whether this risk had been appropriately mitigated for City Police.
- Having reviewed the risks for the delivery of the Fraud and Cyber Crime Reporting and Analysis Service, the risk was not as binary as it presents. The concern was not that the Service would be delivered or not, but rather whether it would be delivered on time, with the expected capabilities, within budget.
- What actions, if any, were required for risks that appear red-rated, even after mitigations.

In discussing the above, the Board agreed that there were always going to be some risks that remained red despite all mitigations. There was, however, a question as to whether the generic Corporation risk template was appropriate

for the Police and whether a more tailored or different approach should be used to better reflect the nature and probability of certain risks.

With regard to data security, there had been no attacks of this nature on the City of London Police. In regard to Freedom of Information Requests specifically, a second layer of assurance had been built into the process to ensure total preventability. A new Digital Data Technology Committee had been established within the Force and an update on this would be going to the next Resource Risk and Estates Committee.

RESOLVED, that the report be noted.

16. NATIONAL SECURITY ACT 2023

Members received a report of the Remembrancer regarding the National Security Act 2023.

It was suggested that the City of London Corporation was naïve to the risks of potential foreign interest. Examples of inappropriate, clearly fraudulent, social media connections were cited.

The Town Clerk committed to work with the Authority Team and Security experts within the organisation to take this forward.

RESOLVED, that the report be noted.

17. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD

There were no questions.

18. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were no items of urgent business.

19. EXCLUSION OF THE PUBLIC

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

20. NON-PUBLIC MINUTES

RESOLVED, that the non-public minutes of the meeting held on 19 July 2023, be approved as an accurate record.

21. CHAIR'S NON-PUBLIC UPDATE

There was no update.

12.55 - Pursuant to Standing Order 40, the Board agreed to extend the meeting until such at time that the business on the agenda had been considered and concluded.

22. COMMISSIONER'S UPDATES

Members received a verbal update of the Commissioner.

23. **SAFER CITY PROGRAMME: ISSUES REPORT**
Members considered a Joint Report of the Commissioner and Executive Director Environment, regarding the Secure City Programme.
24. **THE NPCC CYBERCRIME PROGRAMME NATIONAL FRAMEWORK AGREEMENT FOR THE PROVISION OF CRYPTOCURRENCY STORAGE AND REALISATION SERVICES - EXTENSION OF CONTRACT TERM**
Members considered a report of the Commissioner regarding the NPCC Cybercrime Programme National Framework Agreement for the Provision of Cryptocurrency Storage and Realisation Services and extension of contract term.
25. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - PROGRAMME PROGRESS REPORT**
Members received a report of the Commissioner regarding progress of the Fraud and Cyber Crime Reporting and Analysis Service procurement programme.
26. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICES PROCUREMENT - IBM SERVICE CONTRACT EXTENSION OPTION**
Members received a report of the Commissioner regarding progress of the Fraud and Cyber Crime Reporting and Analysis Service procurement IBM Service Contract Extension Option.
27. **MIDDLESEX STREET, CAR PARK, MIDDLESEX STREET, E1 7AD**
Members received a report of the City Surveyor regarding proposals for development at Middlesex Street Car Park.
28. **SALISBURY SQUARE DEVELOPMENT – RIBA STAGE 5 UPDATE**
Members received a report of the City Surveyor regarding a RIBA Stage 5 update on the Salisbury Square Development.
29. **NON-PUBLIC APPENDICES: ITEM 16 - RISK REGISTER UPDATE**
Members received the non-public appendix to the Risk Register update at Item 16.
30. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
There were no questions.
31. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE BOARD AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There were no items of urgent business.

At this point in the meeting, all officers except those from the Force and Authority Team, departed the meeting.

32. **CONFIDENTIAL MINUTES**
RESOLVED, that the confidential minutes of the meeting held on 19 July 2023, be approved as an accurate record.
33. **REPORT OF ACTION TAKEN BETWEEN MEETINGS**
Members received a report of the Town Clerk regarding actions taken between meetings under urgency procedures.

The meeting ended at 1.31 pm

Chairman

Contact Officer: Polly Dunn
Polly.Dunn@cityoflondon.gov.uk

City of London Police Authority Board – Public Outstanding References

2/2023/P	Item 4 Outstanding References	The Chair of PAB asked for clarity on the process to be followed for reviewing whether an extension of CCTV on the Barbican residential estate was appropriate.	Director of the Police Authority	In Progress- a CoLP assessment of crime and ASB on the Barbican Estate has now been completed and submitted to the City Corporation (Police Authority Team).. A verbal update will be given at the Committee with a note to Members to follow.
4/2023/P	Item 16 Protect Duty (Martyn's Law) Update	It was confirmed that a once full details of the Force and Corporation's responsibilities under Protect Duty were confirmed a detailed plan would be provided on how best to resource and delivery these responsibilities.	Commissioner/ Director of Police Authority	In Progress- At 24 th May PAB the PA Director assured the Board that preparatory work is in progress and an update will follow later in the year. On Tuesday 2 May 2023, the Government published the draft Terrorism (Protection of Premises) Bill , also known as Martyn's Law, for pre-legislative scrutiny by the Home Affairs Select Committee.
6/2023/P	Item 10 Independent Advisory Scrutiny Group- Review of Arrangements	Chair of PAB asked to have an update back later in the year (November/December) to see what has worked and what has not worked, with the new arrangements with IASG and Professionalism and Trust	Commissioner	Completion date: November 2023 In Progress- An update report will be submitted to the November PSIC and PAB.
7/2023/P	Item 10 Vision Zero Plan 2023 – 2028	Following the Board's discussion on the importance of education on traffic regulation the Chair requested that Officers complete the review of relevant byelaws	Police Authority/ Comptroller and City Solicitor	The September Police Authority Board commissioned a report on the bylaw review to be delivered in December. It is being

		and how they were enforced in practice.		undertaken by the Corporation's Environment Directorate.
To be delivered 8/2023/P	Item 7 Commissioner's Update	The Chair requested that once the Force had conducted any post implementation review of the special constabulary in the autumn, an update be provided to a future meeting of the Board to assess the impact of the reorganisation.	Commissioner	In Progress -Agreed at September PAB that this review will be brought back to PAB no later than March 2024.
10/2023/P	Item 8 Public Order Act	The Deputy Chair requested that the Force update on the impact of the Public Order Act in the autumn	Commissioner/ Remembrancer	In Progress - A Member Briefing session on Public Order Policing is scheduled for 31 st October- invites have been issued to Members of CoCo
11/2023/P	20 September- Item 8 Community safety patrolling and delegation of CSAS powers	The Police Authority Director and Executive Director of Community & Children's Services agreed to address issues raised by some Members regarding the Parkguard contract and clarity on powers in a re-draft of the report.	Police Authority Director and Executive Director of Community & Children's Services	Corporation officials have produced responses to questions raised at September's PAB meeting and will be circulating these to Members shortly

STRATEGIC PLANNING & PERFORMANCE (POLICE) COMMITTEE

Tuesday, 5 September 2023

Minutes of the meeting held at Guildhall at 11.00 am

Present

Members:

Tijs Broeke (Chair)
Andrew Lentin (Deputy Chair)
Deborah Oliver
Deputy James Thomson
Helen Fentimen
Melissa Collett
Moawia Bin-Sufyan (External Member)
Adrian Hanstock (External Member)
Michael Mitchell (External Member)
John Griffiths
Paul Singh

Officers:

Richard Riley	- Police Authority Director
Paul Betts	- Assistant Commissioner, City of London Police
Umer Khan	- Commander City of London Police
Alix Newbold	- City of London Police
Hayley Williams	- City of London Police
Chris Bell	- City of London Police
Claire Flinter	- City of London Police
Mark Folan	- City of London Police
Brett McKenna	- City of London Police
Matthew Ebbs	- City of London Police
Julie Mayer	- Town Clerks

1. **APOLOGIES**

Apologies were received from Alderman Tim Hailes.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations

3. **MINUTES**

RESOLVED, that – the minutes of the meeting held on Wednesday, 3rd May 2023 be approved as a correct record.

Matters arising

The request for a report on Community Reassurance and Support was noted. A Member advised that Parkguard had been discussed at recent Middlesex Street resident meetings and suggested contacting the Estate Officers. There

was a further request for the Committee to consider the relevant Byelaws and their effectiveness. The Chair asked if these items could be added to the outstanding references list.

4. **PUBLIC OUTSTANDING REFERENCES (OR)**

The Committee received the outstanding references list and noted the following:

- a) Annual Policing Plan Refresh - this can be closed down.
- b) Child Protection Deep Dive. An analysis had been undertaken across 20 committees with a potential interest, all of which now have coverage either from a City of London Police (CoLP) or City of London Corporation (COLP) perspective, including a Police representative on the Safeguarding Sub Committee. PA Director agreed to share the results of the analysis with Members of the Committee.
- c) Public ORs and PEEL Inspection can be closed.
- d) Power Bi is a Microsoft application to drive data. The Chair asked if a demonstration could be added to a future agenda.
- e) Community engagement can be closed, noting its links to items 7 and 8 on this agenda. The Chair of the Police Authority Board (PAB) suggested that outreach activity and use of social media could improve but commended the good work on ward policing. The Assistant Commissioner confirmed the Force's commitment to engage and advised that a Chief Inspector would be chairing the Cluster meetings. A Member suggested that the Small Business Research Centre could be helpful in neighbourhood work.
- f) Responses to residents' main concerns; i.e. public urination and the behaviour of cyclists could be more pro-active in terms of how they are received and the resolutions sought.
- g) The Chair of the Police Authority Board (PAB) suggested that the Crime and Disorder Scrutiny Group should consider into the above suggestions. The Committee noted that behaviour of cyclists was discussed at the SCP quarterly meeting the previous day.

In concluding the Chair quoted Baroness Casey; i.e. - '*the Local Police Authority must understand the public it serves*' and asked for a separate conversation with the Town Clerk in terms of taking points (e) – (g) forward.

5. **Q1 POLICING PLAN PERFORMANCE 23-24**

The Committee received a report of the Commissioner, which provided a performance assessment against the measures in the Policing Plan for Q1 2023-24 (1 April to 30th June 2023).

The Chair commended the helpful presentation of the report and during the discussion and questions, the following points were noted:

- a) The positive outcomes, the low and improving anti-social behaviour (ASB) levels in the square mile and the opportunity to sustain and improve on this.
- b) Officers will work with the Comms Team to ensure data and results are shared, particularly the proactive work around cycle squads, noting that it is difficult to measure preventative work.
- c) A working group is in place to deliver the Victim Strategy and a draft will be produced by the end of this calendar year, for publication at the end of the financial year. The Chair stressed that this must not slip. HMIC have highlighted how victims often feel disengaged and this has been raised with the Crown Prosecution Service (CPS).
- d) There had been a modest improvement in workforce diversity but Members would like to see more of a step change, given the geographical location of the City of London Police. The recent uplift sought to address this, noting the challenges in bringing in a large number of new officers very quickly.
- e) Neighbourhood crime levels are often driven by theft but the COLP know where to target resources; i.e. – via the pro-active crime team and cycle squad. Burglaries and robbery levels are lower and the response rate is good.
- f) Violence against Women and Girls can be a difficult category to define, as it covers a range of offences but officers will seek to separate this data from other violent crime for the next update. There was a request for more detail behind the violent crime figures, which are below the national average but stabilising at 20%. The responses to serious knife assaults have been one of the best nationally and this has sent a strong message.
- g) Volume crime reduction is a focus across all forces. This is being aligned with specialist operations and closer working with CID, which is being led by the new Detective Chief Superintendent.
- h) A Member hoped to see a complete victim satisfaction survey at the next meeting noting this was subject to timing of the survey.
- i) The Walk and Talk initiative has been well received and will be promoted again in September, as the darker nights draw in.
- j) The performance framework is being developed further through improving internal governance.
- k) The Home Secretary's announcement to pursue all reasonable lines of enquiry in respect of thefts was noted. The Chair asked if the Committee could do anything to assist and if there are any joint initiatives with the

Metropolitan Police. Theft prevention will need further conversations with service providers; i.e. rendering mobile phones useless once they have been stolen.

- l) The Force will need a happy and healthy workforce to achieve these ambitions and some concern was expressed at the response to the staff survey. The force has taken a mature and transparent approach, with a new Wellbeing Board and lead officer, and provided all staff with fitness trackers. The survey software allows detailed, targeted and anonymous data to be produced. The majority of negative comments were from teams undergoing change and the recent pay increase had not been implemented at the time of the survey.

RESOLVED, That – the report be noted.

6. **CYCLIST/ E-SCOOTERS- UPDATE ON CITY OF LONDON POLICE RESPONSE**

The Committee received a report of the Commissioner, following a request at the last meeting. The report would also be submitted to the Police Authority Board on 20th September 2023.

The Chair of the PAB commended a good report and had received positive comments about the cycle squads. Whilst this would be a Chief Officer/Operational Decision, the PAB would receive an update at its next meeting.

During the discussion and questions, the following points were noted:

- a) The definition of '*positive outcome*' could be clearer and the social media coverage stronger.
- b) The pilot is currently in week 7 and, by week 12, it will include feedback from communities, officers and committees. Given its success, it is very likely to continue. The project is currently unfunded, so some posts will need to be re-deployed and made Full Time Establishment if the Squad is to continue, the Chair accepted this would have a funding impact for the Force.
- c) The use of GPS trackers is being looked at but the geography of the City makes it difficult to track individual officers owing to signal difficulties.
- d) A meeting had been scheduled by the Cripplegate Ward Members, to enable them to raise concerns about e-bikes and the various hire companies are engaging. Any further Member support would be gratefully received and the Safer City Partnership (SCP) are supporting this work.

RESOLVED, that – the report be noted.

7. **NEIGHBOURHOOD POLICING STRATEGY**

The Committee received a report of the Commissioner, following the request from the HMICFRS PEEL inspection. Members noted that the Strategy is

currently in draft and the CoLP has sought feedback from stakeholders, including HMICFRS, which will be incorporated into the final version. It was noted that the report referenced that the final Strategy would be submitted to Police Authority Board in September, however, Members felt this might be premature and suggested further consultation be undertaken. It was noted that having a final Strategy was a recommendation from the HMICFRS PEEL inspection so the Force did not want to delay it for too long.

During the discussion, the following points were noted:

- a) Recently improved data showed the impact on officer hours and budgets. Members asked for more context and separation in respect of Destination City/weekend crime/the night-time economy and the impact on police resources.
- b) The format of the Strategy is a little generic but it is in line with national best practice, as prescribed by the College of Policing. There will be a delivery group, chaired by a Superintendent, and a clear performance framework around neighbourhood engagement and improvements. The delivery plan will be shared with this Committee and PAB.
- c) A Ward Member had noticed some disconnect between the senior and lower graded officers and low participation in surveys can be indicative of low expectation of outcomes. Portsoken is very different to other wards in the City, as there are pockets of poverty and groups without English as their first language. There are a number of new officers (currently 10 – 15%) and their induction will include neighbourhood policing and working with Designated Ward Officers (DWOs). Improvements to survey software are also underway.
- d) Whilst this is a Police strategy, as prescribed by HMIC, the delivery will be a partnership responsibility, via the Prevention Partnership Hub. Its presentation to the PAB can be slightly delayed, to give more quality assurance on feedback.
- e) During an average 12 month period, there are some 17,000 calls, with 7,000 criminalised. Operation Luscombe, Mental Health Services and the SCP are helping to understand this data, which will be the subject of a future report to the PAB.
- f) If the report is intended for a public audience, then it might benefit from a different presentation style. It will be a 3-Year Strategy, which will be reviewed annually, enabling community feedback to shape and strengthen it, thereby promoting trust and confidence.
- g) Communities exist across the whole City and are not just place based, so there might be a better fit between wards and clusters. The 'City Belonging' Project might provide a helpful interface.

- h) Could future iterations include a sense check with the Business Community, whilst avoiding overlap and duplication of effort with the various other forums and clusters.

In concluding, the Chair asked to meet with the relevant chairs ahead of the next C&D Scrutiny to discuss the above comments and suggestions.

RESOLVED, that – the report be noted.

8. QUARTERLY COMMUNITY ENGAGEMENT UPDATE

The Committee received a report of the Commissioner, which provided a quarterly update on community engagement. The Chair asked if the presentation of future reports could be in a more user friendly format. Members would like to participate in the various initiatives but asked for more specifics as to how and when. The Committee asked for an update on Youth ISAG at a future Committee meeting.

RESOLVED, that – the report be noted.

9. HMICFRS DEEP DIVE - FORCE AREAS 'REQUIRING IMPROVEMENT'

The Committee received a report of the Commissioner, which provided an overview of progress on areas for improvement. Members noted that a number of actions had been implemented, or were in progress, and good practice by other Forces was also being identified in key areas.

During the discussion and questions, the following points were noted:

- a) There are some quick wins re software and structural changes but some will take longer.
- b) There is a large area of focus on workforce corruption, locally and nationally, which is very relevant to the work of the Professional Standards and Integrity Committee.
- c) HMIC are very engaged and the Force are being very transparent. The next meeting of the Committee will see progress on the improvement plan. Officers were asked to contact the relevant Chairs in respect of any areas where the Corporation can assist further.
- d) The Chair offered to write to the Home Secretary setting out concerns about the intensive inspection regime, and the perceived political agenda behind this, given the considerable pressures on Police Forces, particularly for a small one like the COLP.
- e) Key milestones have been set for monitoring progress. There will be a full review of each outstanding action at next month's Operational Improvement Board, and a new Superintendent is leading the operational work. The September Board will seek to close historic actions by February 2024 but, if this is not possible, the PAB might be asked to look at resourcing implications.

- f) The ongoing work with the Probation Lead at Hackney will be reported to the Crime and Disorder Scrutiny Committee.

At 12.55, Members agreed to extend meeting to conclude the business on the agenda.

RESOLVED, that – the report be noted.

10. QUARTERLY HMICFRS INSPECTIONS UPDATE

The Committee received a report of the Commissioner in respect of (HMICFRS) related activity over the last quarter. Members noted an error in the report; i.e. – there are 130 actions in progress, 27 awaiting allocation, 20 have been closed and 17 pending sign off. Whilst there is soon to be a new custody facility as part of the new police estate, operations are working within the confines of the existing accommodation which is being maintained.

RESOLVED, that – the report be noted.

11. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

12. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were no items.

13. EXCLUSION OF THE PUBLIC

RESOLVED – That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act as follows

Item no	para no
14-15	7

14. COUNTER TERRORISM DEEP DIVE

The Committee received a report of the Commissioner

15. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

16. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There were no items.

The meeting ended at 1.20 pm

Chairman

Contact Officer: julie.mayer@cityoflondon.gov.uk

RESOURCE, RISK & ESTATES (POLICE) COMMITTEE

Wednesday, 6 September 2023

Minutes of the meeting held at Guildhall at 11.00 am

Present

Members:

Alderman Timothy Hailes (Chair)
Deputy James Thomson
Helen Fentimen
Michael Landau (External Member)
Paul Singh

Officers:

Blair Stringman	- Town Clerk's Department
Richard Riley	- Police Authority Director
Alistair Cook	- City of London Police Chief Finance Officer and Police Authority Treasurer
Alix Newbold	- City of London Police
Paul Betts	- Assistant Commissioner City of London Police
Kelly Glazebrook	- City of London Police
Martin O' Regan	- City of London Police
Steven Reynolds	- City of London Police
Mark Paddon	- City of London Police
Hayley Williams	- City of London Police

1. APOLOGIES

Apologies were received from Randall Anderson and Dawn Wright.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED – That, the public and non-public summary of the minutes of the meeting held on 22 May 2023 be agreed as a correct record.

4. PUBLIC OUTSTANDING REFERENCES

The Committee received a report of the Commissioner and Town Clerk on the outstanding references from the previous meeting.

RESOLVED – That, the report be noted.

5. CHIEF FINANCIAL OFFICER UPDATE

The Committee received a report of the Commissioner which provided the Chief Finance Officer update.

Officers noted that the Home Office had pledged extra funding to support policing nationally and make certain awards more manageable. However, officers explained that the plan to distribute this funding for 2023-2024 seemed to put cities at a disadvantage, as it is based on core funding, causing concern among national policing stakeholders. Officers noted the main issue over the past three months for the organisation was the significant number of job vacancies, however, it was noted that at steps were being taken towards filling these positions.

Members noted that the Committee had previously had presentations before this about the complex nature of the funding sources. Members were informed of traditional funding through the precept. However, due to the City of London Police's role as a national lead force (NLF) and the various responsibilities the organisation hold as a police force, the Corporation also has significant dependencies on funding from the Home Office and central government.

In response to a question raised by a Member, officers noted the demand placed on finance and other corporate functions due to NLF activities is disproportionately high. This is partly due to the complexity of funding related to NLF work. Officers added that capacity building was needed to manage the high number of exceptions in transactional work effectively. Members were informed a cultural shift towards getting things right the first time was essential to avoid inefficiencies in the finance function dealing with numerous exceptions. Building capacity in these areas is crucial, especially concerning the successful implementation of the ERP system.

RESOLVED – That, the report be noted.

6. Q1 REVENUE AND CAPITAL MONITORING UPDATE -2023/24

The Committee received a report of the Commissioner of Police concerning the City of London Police's revenue and capital monitoring position at quarter one for 2023/24.

In response to a question raised by a Member, officers emphasised the need to manage officer numbers carefully and maintain a tight control on headcount. They also addressed the issue of overtime, acknowledging its historical challenges in police budgets noting that scrutiny and focus on day-to-day overtime management is essential.

In relation to a discussion on workforce forecasting, officers informed Members that they review the outturn forecast monthly to adapt to changes in workforce numbers and ensure they operate within available funding. They also referred to a table on page 36 in the report that listed mitigations with RAG ratings. It was noted that most of the mitigations are expected to be achieved by the end of the financial year, but a couple, such as the reduction in action fraud exceptional costs and the officer rank ratio saving, are marked as amber and require finalisation and further examination.

In response to a Member officers clarified that the Q1 spending on page 42 and represents cash expenditure as it is happening, but it does not necessarily reflect the final expected position for the year. It was noted that some spending is not yet reflected in the Q1 figures.

RESOLVED – That, the report be noted.

7. **Q1 WORKFORCE MONITORING REPORT- 2023-24**

The Committee received a report of the Commissioner of Police concerning the City of London Police Human Resources Monitoring Data for quarter one 2023/24 between April 2023-June 2023.

In response to questions raised by Members officers explained that owing to the intake of probationer constables in 2022-23, some departments, like local policing, have more officers than needed as they go through their probationer training, while others are understaffed. The challenge they face is that many of the new recruits lack experience and need training, which is primarily within the local policing arena. They have enough officers for all posts but cannot fill all vacancies due to this experience gap. Officers reassured Members that they thoroughly assess these operational risks through tactical and strategic policing boards. Specific roles and skill sets causing operational risks are identified, influencing priority postings.

Regarding a query raised by a Member on Health and Safety, it was noted by officers that this is currently managed by HR and biannual reviews are conducted of certain data and presented to the Police Authority Board. It was noted that the head of health and safety reports to an internal City of London Police board. Members requested specific aspects of health and safety information such as Near Misses and RIDDOR in future be included in the report, with a suggestion to provide more details about injuries and their impact on sickness.

RESOLVED – That, the report be noted.

8. **CITY OF LONDON POLICE RISK REGISTER UPDATE**

The Committee received a report of the Commissioner of Police concerning current profile of force risks.

RESOLVED – That, the report be noted.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There were no items of urgent business.

11. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

12. **NON-PUBLIC MINUTES**

RESOLVED – That, the non-public minutes of the meeting held on 22 May 2023 be agreed as a correct record.

13. **NON-PUBLIC OUTSTANDING REFERENCES**

The Board received a joint report of the Commissioner and Town Clerk on the non-public outstanding references from the previous meeting of the Committee.

14. **PACCTS AND NPCC BUDGET SURVEYS, 2023/24**

The Committee received a joint report of the Commissioner of Police & Police Authority Treasurer.

15. **NON-PUBLIC APPENDICES**

The Committee received non-public appendices from item 8.

16. **MIDDLESEX STREET, CAR PARK, MIDDLESEX STREET, E1 7AD**

The Committee received a report of the City Surveyor.

17. **FUTURE POLICE ESTATE- UPDATE DASHBOARD**

The Committee received a joint report of the Commissioner of Police & City Surveyor.

18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

19. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no items of urgent business.

20. **CONFIDENTIAL MINUTES**

RESOLVED – That, the confidential minutes of the meeting held on 22 May be agreed as a correct record.

21. **CORPORATE SERVICES REVIEW UPDATE**

The Committee received a report of the Interim Director HQ Services.

The meeting ended at 1.40pm

Chairman

Contact Officer: Blair Stringman
Blair.Stringman@cityoflondon.gov.uk

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ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON POLICE AUTHORITY BOARD

Friday, 8 September 2023

Minutes of the meeting held at Guildhall at 11.00 am

Present

Members:

Deputy James Thomson (Chair)
Deputy Graham Packham
Nicholas Bensted-Smith
Jason Groves
Deputy Madush Gupta
Naresh Hari Sonpar
Michael Landau

Officers:

Jayne Moore	Town Clerk's Department
Oliver Bolton	Police Authority
Richard Riley	Police Authority
Josef Shadwell	Police Authority
Peter O'Doherty	City of London Police
Chris Bell	City of London Police
Lucy Cumming	City of London Police

1. APOLOGIES

Apologies were received from Tijs Broeke.

These Members observed the meeting online: Alderman Prof. Emma Edhem, and James Tumbridge.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

Deputy Madush Gupta stated that he is an employee of the Lloyds Banking Group that has a significant partnership with the City of London Police related to economic crime.

3. MINUTES

RESOLVED, That the public minutes of the meeting of 11 May 2023 be approved as an accurate record of the proceedings.

4. PUBLIC OUTSTANDING REFERENCES

The Committee noted the outstanding references.

5. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**

The Committee noted the report of the Executive Director Innovation and Growth (IG) summarising the activity taking place across IG in relation to cyber and economic crime, as well as cross-team working between IG and the City of London Police (CoLP) since the Committee last convened in May 2023.

Members expressed support for the activity, and congratulated IG and the executive on the progress made.

A Member commented that the quality of the panel discussion would benefit from some improvement. In response to a question on how many companies were taking part in the next showcase, the meeting heard that two companies would be describing their journey with two further companies on the panel, and that pre-meetings were scheduled in order to manage the events.

In response to a question on what communication was planned to highlight the outcomes of the exercise, the meeting heard that a range of channels would be used to highlight outcomes.

6. **Q1 NATIONAL LEAD FORCE PERFORMANCE 2023-24**

The Committee noted the report of the Commissioner for April to June 2023 setting out the assessment of the City of London Police (CoLP) against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan).

On Outcome 1: Members noted improvements in headcount and call-answering times, and commented on the apparent discrepancy between a call abandonment rate of 33% (which had improved) and a satisfaction rate of 96% that clearly did not take into account those who had abandoned the call. The meeting heard that the satisfaction rate did not reflect the fact that cases were not necessarily subsequently investigated and that there was merit in developing a different metric to reflect the overall trajectory of the experience (in response to a question on the development of better measurement strategies). A Member commented that the Monday to Friday service of operation for telephone advice was sub-optimal, and the meeting heard that the aim was to expand the provision, thereby improving the user experience.

On Outcome 3: A Member sought clarification on whether the bottleneck could be attributed to the judiciary. The Committee noted that capacity was one of the many considerations on whether to progress a situation to the court, noting also that in many cases junior barristers were tasked with assessing cases for prosecution - and that there was merit in providing training on evidence for police officers. The meeting heard that three bottlenecks existed: police forces screening out crime (work is ongoing to improve prioritisation activity); disclosure challenges; and pressures on the CPS generally. The Committee noted recent investments in the new City of London law courts at Salisbury Square (see action point 5/2023/P). On Covid-related loan fraud: the meeting heard that these are public sector fraud incidents (rather than fraud against business/people which is the remit of the CoLP) though the CoLP has a

supporting role in handling Covid-related loan crimes. In response to a question on asset recovery progress, the meeting heard that the CoLP was expecting to receive 100+ additional financial investigators alongside other resources to enhance asset recovery.

On Outcome 5: Members commented that further Economic and Cybercrime Academy training was helpful in raising the profile of the CoLP as well as enhancing capabilities.

7. NATIONAL LEAD FORCE AND CYBER UPDATE

The Committee noted the report of the Commissioner providing information on key activities delivered as part of the National Lead Force Plan.

In response to a question on inter-operability progress (particularly with Police Scotland), the meeting heard that all relevant partners were enthusiastic about signing up to an overarching communications fraud protection to be delivered in 2024. The meeting noted that Police Scotland are currently working towards being involved in a national campaign.

8. Q1 CYBER GRIFFIN PERFORMANCE UPDATE 2023-24

The Committee noted the report of the Commissioner updating the Committee on the progress of the Cyber Griffin programme.

Members expressed strong support for Cyber Griffin, noting its role in ensuring that London is a safe custodian of money and noting also its importance in protecting London's financial services, particularly given increased threats of hostile state action that could destabilise the UK economy – as well as the potential 'soft power' synergies. A Member asked whether there was any scope for the growth of Cyber Griffin at international level and for the development of commercial opportunities, and the meeting heard that consideration was being given to expanding overseas (particularly in Australia) in the wake of phase 2.

A Member commented that the targets might benefit from being more ambitious, and the meeting noted that a proposal would be brought to revise those targets.

In response to a question on whether there was a role for the cyber resilience centres to support, promote and deliver some of the services set out, the meeting heard that the centres would be used to help deliver the services using the Griffin brand at national level.

A Member asked whether the role of Cyber Griffin had been communicated to the Corporation, the meeting heard that training dates would be scheduled (see action point 6/2023/P) as well as raising the programme at Common Council level, noting the challenges of commercialisation as part of the Corporation's work.

A Member asked whether cyber capability assessments were on track to be revived during 2023 following software issues. The meeting heard that clarification would be provided on that shortly.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

11. **EXCLUSION OF THE PUBLIC**

RESOLVED, That under section 100(A) of the Local Government Act 1972, the public be excluded from the remainder of the meeting on the grounds that the remaining items involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972.

PROFESSIONAL STANDARDS & INTEGRITY (POLICE) COMMITTEE

Friday, 15 September 2023

Minutes of the meeting held at Guildhall at 11.00 am.

Present:

Michael Mitchell (Chair)
Deputy James Thomson
Deborah Oliver
Nicholas Bensted-Smith

In attendance virtually:

Jason Groves

Officers:

Raquel Pinto	- Town Clerk's Department
Richard Riley	- Police Authority Director
Charles Smart	- Police Authority Team
Paul Betts	- Assistant Commissioner. City of London Police
Kate MacLeod	- Det. Supt City of London Police
Sanjay Anderson	- T/DCS City of London Police
Claire Cresswell	- Det. Supt City of London Police
Amanda Lowe	- DCI City of London Police
Neal Donohoe	- T/Supt City of London Police
Hayley Williams	- City of London Police

1. APOLOGIES

Apologies were received from Aldermen Professor Emma Edhem, and Ms Helen Fentimen.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED- That the public minutes of the Professional Standards & Integrity (Police) Committee meeting on held on 9th May 2023 be approved as an accurate record.

4. PUBLIC OUTSTANDING REFERENCES

The Committee received a joint report of the Commissioner and Town Clerk on the public outstanding actions from the previous meeting of the Committee.

The Chairman of the Police Authority Board asked for a date against item six. Officers noted this and this would be provided at the next meeting.

RESOLVED- That the report be noted.

5. Q1 Action Fraud complaints statistics 2023-2024

The Committee received a report of the Commissioner on Action Fraud complaints and dissatisfaction data for the first quarter of 2023/24 (April - June).

A Member observed that although it was positive to see a general drop on the quarter-on-quarter data, looking at data on page 18, directionally it was not clear it was an improvement. Officers explained that they had seen an increase since regulations had changed. One of the new requirements was to record every impression of dissatisfaction, whereas prior to 2020 this was not a requirement. There had been some system issues which explained the lag in increasing numbers, but the overall percentage of complaints remained low.

The Chair enquired as to whether Action Fraud should be heard at this Committee or whether there were more appropriate committees this should be taken into. The Assistant Commissioner shared this view and believed that this would sit more appropriately under economic crime and would support its move. A Member pointed out that one of its aspects was reporting on the processes regarding complaining, as well as how these complaints were managed in the past, which was appropriate for this Committee. However, they shared the view that the Economic and Cyber Crime Committee should have overview. Members agreed this should be a conversation that was to be taken away and discussed further with officers, as there were concerns that this would disaggregate complaints. This Committee looked at complaints against City Police and believed that taking this item away altogether would be wrong. However, Economic and Cyber Crime Committee looked at Action Fraud performance which relates back to poor handling and how complaints were responded to, which members agreed may risk duplication of work. The Committee agreed that officers would take this issue away and look at what this Committee should be receiving with regards to this topic, and report back at a later stage.

The Chair also wanted to note that the quality of reporting was improving consistently.

RESOLVED- That the report be noted.

6. COMMUNICATING MISCONDUCT

The Committee received a report of the Commissioner on the City of London Police protocol for communicating misconduct information publicly.

Officers introduced the report which noted the protocol and gave a clear understanding of the process to stakeholders (reaching as far as journalists), understand of how the force communicated misconduct, like upcoming hearings and outcomes. This was done in conjunction with Professional Standards colleagues and was worked closely alongside the regulations. This also further cemented the protocol surrounding upcoming misconduct cases

which were published a minimum of five working days ahead of the hearing date.

In response to a member's question regarding proactively publicising an upcoming hearing, it was noted that all RSS feeds which publish this information goes to journalists. It was also noted that when the upcoming hearings were published, journalists called ahead for comments. On the relationship with London media, they receive regular contact and were aware of this protocol. One of the reasons this was produced was due to criticism the City Police received last year. This protocol was produced to combat misunderstanding, and relationships have since improved as well as understanding.

The Chair enquired regarding how public engagement was measured with regards to misconduct cases, and whether this has been tested either publicly or internally. Furthermore, the Chair also enquired how the City Police compare to other forces with regards to how they communicate. The Committee noted that there was a drive from the National Police Chief Council looking at this issue and this was a key element, which was to ensure policy was fit for purpose and used consistently. There was a varying level of information provided by different forces, and this work was a part of a national coordinating group.

With regards to engagement, internally, the Intranet site was clear on engagement levels. There were reports that were sent around consistently when communicating hearings. The interaction of views and engagement with comments was high and presented a clear picture. On external engagement, they had not yet tested this element on the website. The emphasis was more on media coverage and how this was reported and the level of interest from journalists. It was enquired if there were future plans to engage with the public on this matter and officers agreed to take this point away.

RESOLVED- That the report be noted.

7. QUARTERLY EQUALITY AND INCLUSION UPDATE

The Committee received a report of the Commissioner on the Equality & Inclusion(E&I) activity within the Force from a national and local perspective since the last report to the Committee in May 2023.

Members commended officers on this report. They had a number of queries regarding how attendance at internal events was measured and tracked (including officers and staff), when the City Police were likely to get accreditation for the White Ribbon and how the City could assist with unlocking this. Members also wanted to know how success was measured in general, what could be done as a follow up event post Steven Lawrence's Day and finally how they could raise more awareness amongst residents and city workers, on these issues and on operations. The Chair also wanted to get an understanding on what were the top three challenges officers were facing in this remit and how these were shaping their strategies going forward.

In response to these Member's questions, it was noted that:

- Evaluation was important; however, they were not as good promoting upcoming sessions as well as they should be, and this was something they would be looking into, alongside officers from the Corporation on how to better this.
- The inclusivity programme produced an evaluation strategy, in which officers write up what they have done and note what behaviours changed as a result of attending these sessions. There was cross-departmental work ongoing as to see how this data could be captured.
- On the White Ribbon accreditation, there was ongoing work on this, but the Police were considering progressing their own application separately from the City of London Corporation. They would follow up with officers separately to discuss next steps.
- On engaging with residents and city workers, this was a key area that needed to be tapped into, and they had a new action plan with a whole pillar dedicated to this.
- On the top three challenges the Committee heard from various teams the following:
 - These were around the rationalising of various activities whilst trying to deliver against them (including operational delivery). The key challenges and ambitions were around engagement across partners and across CoLP to ensure things were delivered and to avoid duplication.
 - Another challenge was around dynamic demand, as the nature of their portfolio needed to answer to current issues and resources need to be moved and allocated accordingly. The team were equipping themselves to be proactive, and an update on this would come to the Committee in November as part of the next quarter update.
 - On the engagement and evaluation piece, evaluation needed to be evolved and linked with other colleagues across the police force. Nevertheless, the ambition of the City Police is to be the most inclusive police orientated force in the country. They want to see the force deliver at pace as well as distinguish itself as the place to work.

Members enquired if there was a budget cut, what were the three priority pieces that would continue to be worked on. Officers explained that conduct was one as there was good ongoing work with professional standards with the race action plan, which was looking at the disproportionality of outcomes for black and ethnic minority officers, as well as supporting inclusion. Another piece would be the national workshops for police race action plan and Violence against Women and Girls (VAWG), which reputationally were being recognised nationally. Another area was around the community, and how they were engaged as well as understanding people's journeys, as the Steven Lawrence day highlighted the impact of this. Lastly the relationship with the internal support networks as they were the route into the workforce, and having this connection and free flowing conversation was important in driving forward.

The Chair thanked all for the report and hoped to see this continue to come to the committee quarterly.

RESOLVED- That the report be noted.

8. Q1 STOP AND SEARCH AND USE OF FORCE

The Committee received a report of the Commissioner on the Q1 Stop and Search and Use of Force 2023-24.

The Assistant Commissioner introduced the reported and noted that the significant impact stop and search had on communities. There was an element which was being internally questioned as well as ongoing work on the disproportionality of stop and search. There was awareness that the likelihood of black members of communities being stopped and search in the City as lower, however, they were still two times more likely to be stopped and searched. The numbers of Asian individuals being stopped and searched had also dropped.

Members wanted to express their thanks to the independent Advisory and Scrutiny Group (IASG) as they understood they were under-resourced. Members wanted assurances regarding the dip sampling and that this was done appropriately, and further enquired as to whether the Independent Advisory and Scrutiny Group (IASG) sampling was done in the same way. Officers explained that there had been an internal stop and search group meeting which reviewed how the dip samples were done. On the dip samples, the protocol was that they would randomly dip into reports and review the footage from the body worn video and identify any learning. This included how the search was conducted and then feedback was given to officer. The Chief Superintendent and Inspectors would then investigate the samples to make sure there was a second layer of governance. The IASG looked at a separate piece which they review and feedback on. Alongside this the University of East London were collaborating with the City of London Police by looking into their samples and providing feedback. Members enquired regarding the role of the youth IASG and how they differed from IASG and wanted clarity as to how the force used both groups. The Committee was advised that a report regarding this was due to come to the next meeting. Members also asked that a graph was introduced in the reporting so they could track progress over time and see scores, as this would be helpful in seeing where improvements could be made.

RESOLVED- That the report be noted.

9. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

Members enquired with regards to agenda item four regarding Notifiable Associations Policy, as to whether police staff and officers were covered by the policy. The Committee noted that a separate policy covered police civilian staff as well as the Corporation staff, which officers would cover in their report to the next Committee.

It was noted by the Chair of PAB that he was looking to co-opt another Member from Court of Common Council onto the Professional Standards and Integrity Committee.

10. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no other business.

11. EXCLUSION OF THE PUBLIC

RESOLVED – that under Section 100 (A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

The Committee adjourned for five minutes.

12. NON-PUBLIC MINUTES

RESOLVED- That the non- public minutes of the Professional Standards & Integrity (Police) Committee meeting on held on 9th May 2023 be approved as an accurate record.

13. HMICFRS INSPECTIONS UPDATE- VETTING, MISCONDUCT, AND MISOGYNY IN THE POLICE AND COLP COUNTER CORRUPTION AND VETTING INSPECTION

The Committee received a report of the Commissioner on the HMICFRS Inspections Update on vetting, misconduct, and misogyny in the police and COLP Counter Corruption and vetting inspection.

RESOLVED- That the report be noted.

14. Q1 PSD STATISTICS 2023-24

The Committee received a report of the Commissioner on the Professional Standards Statistics Quarter 1, 1st April 2023 – 30th June 2023.

RESOLVED- That the report be noted.

15. MISCONDUCT CASES -DIP SAMPLES

The Committee received a report of the Commissioner on samples of misconduct cases for scrutiny by the Professional Standards and Integrity Committee Report of the Commissioner.

RESOLVED- That the report be noted.

16. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

Members enquired if there was a policy on dealing with trans individuals as victims and perpetrators and whether there were statistics on crime numbers regarding this group.

17. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There was no urgent business.

The meeting ended at 12:35pm

Chair

**Contact Officer: Raquel Pinto
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Committee(s): Police Authority Board	Dated: October 2023
Subject: Chair's Update	Public
Report of: James Thomson	For discussion

Middle East Conflict

I am saddened by the tragic events in Israel. The conflict in the region has resulted in community tensions and protests in London principally outside the City of London. The City Police has increased visible policing and has been undertaking work to reassure affected communities. Richard Riley has been coordinating between the Corporation and City Police with regards to recent events and has been invited onto the City Police Gold Group. There will be a longer update at the Board.

Economic Crime Briefing

I am pleased to be opening the annual Economic Crime Briefing hosted by the City Police on 19 October. This brings together strategic economic crime leads from each force and region to hear the latest policy updates, share learning and understand the operational forward look.

This event this year is significant as the City Police launches its economic crime and fraud strategy to implement the policing objectives from the Government's Economic Crime Plan 2 and Fraud Strategy, both published earlier this year. This is also the first year that Police and Crime Commissioners have been invited to the event, to help build the linkages for local accountability and raise fraud up the local political agenda. This is particularly relevant in light of the increased focus on fraud in the Government's revisions to the Strategic Policing Requirement, which now places greater emphasis on fraud capabilities that local forces are required to have.

Speakers at the event include Anthony Browne MP (the Prime Minister's Anti-Fraud Champion) and Sophie Linden (Deputy Mayor for Policing in London and APCC joint lead for victims).

This year it has been opened to PCCs and we are expecting some 10 to 12 PCCs to attend.

Independent Review into Disclosure Regime and Fraud Offences

I am pleased to note that on 16 October the Government announced the independent review into the disclosure regime and fraud offences to be led by Jonthan Fisher KC. Members will recall that we hosted a disclosure roundtable that resulted in a letter from myself, City Police, HMRC, CPS, FCA, SFO and others to Ministers advocating for and supporting a review in this area together with some specific ideas of focus.

Party conference contacts

The Deputy Chair and I attended a number of events at the recent party conferences, building links with relevant individuals, promoting the City and the work of the City of London Police, and emphasising the point that the City (and UK)'s prosperity and security are mutually reinforcing. I spoke on a panel hosted by Lloyds Bank at the Conservative Conference. These contacts are feeding into planning for a number of direct meetings back in the City over the coming weeks with Government Ministers and their Shadow counterparts.

Business crime week

The National Business Crime Centre, hosted by the City Police, has coordinated efforts across the country to promote National Safer Business Action Week (16 – 22 October). The campaign involves Business Reductions Partnerships, Business Improvement Districts and the private security industry working with local police forces to deliver a focussed operation with joint patrols, the targeted intervention of offenders and a range of crime prevention activity including raising awareness of the local issues with the general public. The Deputy Chair and I are scheduled to join a City Police patrol around the City during the week.

Safer City Partnership

I am pleased to see that the City's Safer City Partnership (SCP) Strategy Board has agreed to fund a range of initiatives to help prevent and reduce crime in the City, using Proceeds of Crime Act (POCA) monies. They include the reintroduction of a taxi marshalling scheme, support to projects being undertaken under the guise of the Safer Business Network including work to prevent violence against women and girls, and support to the City Police's Op LEWIS, a dedicated operation to tackle users of cycles, e-scooters and e-bikes who commit road traffic offences and anti-social behaviour in the City. I look forward to seeing the results of these initiatives, and hope that the SCP will make further progress in using available POCA funding to support crime prevention and reduction projects.

Members of the recently re-established Crime and Disorder Scrutiny Committee received a training session on 5 October about the role of scrutiny in relation to Community Safety Partnerships, with practical pointers about making such scrutiny effective and efficient. The session was well received.

Serious Violence Duty strategy and victims strategy

The Police Authority Team continues to develop both these strategies in conjunction with the City Police and partners. A comprehensive 'needs assessment' analysis of serious violence in the City has now been produced in draft and is being finalised with partners; a draft strategy is also soon to be shared for finalisation. An initial draft victims strategy is with the City Police for input.

The plan is for both strategies to be published early in the New Year, following consideration by PAB Members.

Police Authority Board Dinner

The City of London Police Authority Board saw just shy of 140 guests at Grocers' Hall. Lindy Cameron from the NCSC was guest speaker stepping in at short notice. There was significant positive feedback from the event despite the interval during my speech caused by a fire alarm evacuation. Fortunately we had the Borough Commander of London Fire Brigade amongst the guests who was able to facilitate a rapid inspection of the premises with the crew from Dowgate Fire Station.

Passing Out Parade – Orange Cohort

On 30 September, I attended the passing out parade for the Orange Cohort. The format was the best ever and was well received by the officers, their families and friends.

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Agenda Item 8

Committee(s): Police Authority Board	Dated: 25 October 2023
Subject: Commissioner's Update	Public
Which outcomes in the <i>City Corporation's Corporate Plan</i> does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police Pol 108-23	For discussion
Report author: Angela McLaren, Commissioner	

Summary

At the April 2022 Police Authority Board, it was agreed that the Commissioner's verbal updates would now be presented to the Board as formal written updates.

The *public* updates for Operations and Security and Economic and Cyber Crime are attached.

Recommendation(s)

Members are asked to note the report.

Operations and Security

Passing out Parade

On Saturday 30th September 2023, Orange cohort who were part of the Police Uplift Program were recognised and awarded having achieved Independent Patrol Status (IPS). The event was led by Assistant Commissioner Paul Betts and well attended by dignitaries, friends and families, some travelling from across the United Kingdom and Europe to enjoy this special day.

Neighbourhood Policing Newsletter

The monthly Neighbourhood Policing Newsletter has been revamped and will be launched on Friday 6th October circulating to City residents, businesses and elected members.

Cycle Squad

Following community concerns reporting cyclists running red lights and near misses between road users and pedestrians around Bank Junction, cycle squad led a successful police operation between 11th – 15th September 2023 leading to

- 77 fixed penalty notices issued to cyclists. This was either to enrol on a cycle safety course or a fine of £50.
- 94 traffic offence warnings given.
- Nine illegal e-cycles or e-scooters seized for destruction.
- Around 150 crime prevention messages given to members of the public about phone snatching and cycle theft.

Burglary

Officers on enquiries at Guildhall recognised 3 males who were suspected of a burglary a few days earlier. The eagle eye and diligent actions of officers supported by Corporation colleagues located and detained the males. Enquires continue with suspects believed to have been involved in other burglaries in the City.

Phone Theft

A victim had their phone stolen and via location services was traced to a well-known address to police for similar thefts. Officers attended and arrested the suspect which matched images from CCTV. During the search of the address, further stolen phones were recovered, tracing the victims and repatriating them with their property.

Walk and Talk

On 14th September officers hosted the first pop-up stand at Paternoster Square promoting ‘Walk and Talk’, with women signing up to partake in the program. The next pop up stand is scheduled for October/November and requests to join the initiative continue to be received.

National Lead Force

National lead Force Operations

The positive outcomes are consistent;

A management delegation attended the offices of the Fraud Policy Team at the Home Office on 3rd October to speak about fraud investigations, police powers and legislation in an operational context. They presented on the lifecycle of a fraud investigation from reporting and triage, through investigation, strategies and decision making to post trial and asset recovery. They also discussed challenges in combating fraud and potential solutions and some of the work CoLP are doing in this space and the role as National Lead. This was a fantastic opportunity to give national fraud policy makers at the home office an insight into some of the successes and hurdles faced on the front line and it was extremely well received.

Police Intellectual Property Crime Unit (PIPCU)

The Unit celebrated their 10 year anniversary with press releases and social media updates.

National Coordinators Office (NCO)

September saw the launch of National Economic Crime Policing Strategy with in-person events on Tuesday 26th September in the East Midlands Region, Friday 29th September in the Northeast Region, Thurs 5th October for the Eastern Region and Friday 6th October in the South East Region.

Action Fraud/Fraud and Cyber Crime Reporting and Analysis Service (FCCRAS)

The second meeting of a joint Home Office / NLF Home Office Crime Counting Rules group took place. Changes to simplify the existing Home Office counting rules for fraud and cybercrime are being explored. This will necessitate National Police Chiefs Council (NPCC) support and facilitation.

Good progress is being made on the review of NFIB’s assessment criteria for reported fraud and cybercrime (following the NPCC announcement on investigating all solvable cases). Early indications are positive – suggesting NFIB’s crime disseminations are compliant with the new policy / approach.

Dedicated Card and Plastic Crime Unit (DCPCU)

A high profile conviction for a bank insider who enabled millions of pounds of loss from his employing bank led to a 5 year 6 month sentence.

Economic Crime Academy (ECCA)

Senior Leaders from Ghanaian Law Enforcement, led by their Commissioner, attended ECCA’s “Senior Leader Fraud Investigators Workshop”. The ECCA and Ghanaian Law Enforcement have built strong working relationships and more workshops/training courses are anticipated going forward with 84 police officers/police staff across the force enrolled on forthcoming cyber related Courses.

Campaigns

Corporate Communications ran a romance fraud awareness campaign on social media. D/Supt Gary Miles carried out a media interview with LBC Radio on the topic of romance fraud. D/Supt Miles also appeared on ITV’s Tonight programme for a background research chat on the most prevalent types of fraud reported to Action Fraud. An on-camera interview is likely to happen in the next few weeks for the programme which is due to air in November.

ITV regional news ran a thematic story on the government’s new cold calling legislation. This included a pre-filmed piece with NECVCU and an interview with the head of Action Fraud. The piece was positive in tone and showcased NLF’s focus on supporting victims of fraud and cyber-crime.

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Committee(s): Police Authority Board – For Decision Community & Children Services – For Decision	Dated: 25 October 2023 1 November 2023
Subject: Educational Campaign Tackling Violence Against Women and Girls	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Director of Communities and Children’s Services	For Decision
Report author: Valeria Cadena, Community Safety Manager, Department of Communities and Children’s Services	

Summary

The purpose of this report is to ask member support to launch a Violence Against Women and Gils campaign developed by the City of London Corporation Community Safety Team, alongside London Borough of Hackney and London Borough of Tower Hamlets.

The three local authorities would like to create a long-lasting educational campaign focused on perpetrator negative behaviours and misconceptions that affect women and girls and lead to gender-based violence. The campaign is directed at 18–30-year-old men as well as core consumers of the night-time economy, including both residents and visitors. The campaign aims to spread key messages through a series of communication channels, including digital advertising opportunities and social media.

Recommendations

Members are asked to:

- Note this report.
- Approve the commissioning of the campaign proposed.

Main Report

Background

1. In May 2023, the City of London Corporation, alongside the London Borough of Hackney and London Borough of Tower Hamlets, identified a need for doing something different to prevent and tackle Violence Against Women and girls (VAWG) in the entertainment/Night Time Economy (NTE) in public spaces. As reports and incidents of VAWG have been on the rise, the three local authorities would like to work together to develop a campaign to tackle misogynistic behaviours and raise awareness of misogynistic unwanted behaviours which can ultimately lead to sexual crimes/incidents.
2. The main objectives and measurables of the campaign are to educate and reduce the range of sexual harassment - from low level incidents to severe crimes; to send a message of a 'Zero tolerance' across the three local authorities in terms of sexual harassment and misogynistic behaviours in the nighttime economy; and to influence positive behaviour change over time.
3. While the campaign aims to directly reach a primary audience of 18-30 year old men and be perpetrator focused, it has a secondary audience, including businesses in and around the nighttime economy, as well as the general public across the local authority (LA) areas, where the LA partners want to increase awareness of what is not acceptable behaviour and how to report incidents.
4. The Mayor of London Sadiq Khan in 2022 Launched the campaign 'Have A Word' calling on men to reflect on our own attitudes and to say something when our friends behave inappropriately towards women. Then again try to expand and reinforce the message in 2023 in his 'Mate' campaign [Say Maaate to a Mate | London City Hall](#).
5. VAWG campaigns in the past have been victim focused, and around support rather than actually name and describe perpetrator behaviours that are not acceptable. That's why the LA partners want to change the message into something they hope it will be more effective and will highlight what behaviours are not acceptable.
6. In September 2023 the new Protection from Sex-based Harassment in Public Act has become a new law, this is a step forward in our journey to make the streets safer for women and girls.

Current Position

7. Engagement has been led by the London Borough of Hackney, which held two working groups with the target audience, groups of males aged 18-30 to identify key messages. These sessions highlighted a lack of understanding of which behaviours are and are not criminal, as well as the meaning of the term 'misogyny'.

8. The campaign will aim to focus on identifying and calling out the behaviours which are and can lead to sexual harassment. This strongly ties into the insight received from our target audience which outlines that many don't actually know these behaviours are a crime and that you can be arrested for them. Consequently, a text-based approach for the artwork will be used which lists these behaviours alongside the campaign.
9. Hackney has started phase 1 of the campaign by advertising the messages tackling themes identified with the tagline #DontCrossTheLine (see appendix). This is proposed to be the title of the wider campaign and the results of the trial in September will feed into the future messaging to be shared with the public in the City and Tower Hamlets in time for the Christmas parties that start in November.
10. The three local authorities wish to ensure longevity for the campaign, so that the digital and physical assets produced can be used beyond the initial launch month. Licensed premises will be requested to continue using and promoting the merchandise and campaign pieces throughout the year, for example using social media assets, posters, beer mats, napkins and entry stamps and in Hackney the enforcement officers will have campaign branding on their uniform.
11. After the initial launch by London Borough of Hackney, it is proposed that the three respective Communication representatives of the partner LAs will come together to evaluate the success and impact of the initial launch before the City of London and London Borough of Tower Hamlets. As the campaign evolves, the messaging will be monitored to understand what is going well and what is not and where there should be changes made.
12. The drive for the City Corporation to work with the two other local authorities reflects an increase in incidents. A tactical assessment by City of London Police in May 2023 identified an increase in the number of Rape offences, Sexual offences, and Domestic Abuse offences.
13. By tackling misogynistic behaviours displayed on a day-to-day basis that are often presumed as normal, we can prevent these developing into sexual crimes and violence against women and girls.

Proposal

14. A campaign to raise awareness of inappropriate behaviours and prevent such behaviours is proposed as set out above. If approved, the City Corporation will work with its LA partners in Hackney and Tower Hamlets to commission the design and delivery of the campaign. The delivery of a campaign in partnership, increases the reach and value that can be achieved by acting in isolation.
15. The campaign will complement the work to deliver advice and services to support victims and reduce the incidence of domestic abuse and violence against women and girls.

Corporate & Strategic Implications –

This campaign aims to contribute to our corporate aim to 'contribute to a flourishing society where people are safe and feel safe'. It's also in line with the City of London Safer City partnership strategic aim to Reduce and prevent Violence against Women and Girls.

Financial implications

The three Local Authorities are contributing £5k towards this campaign, as an initial contribution to start with the design and message. The City of London Community and Children's services will contribute further £5k to commission the design of the message.

The Aldgate Business Crime Reduction Partnership has offered to contribute towards the message to be distributed in their area.

If further financial resources are necessary, the Community and Children's department will be asking for funding resources to the SCP POCA funding.

Resource implications

We are working closely with the City Police and other interested parties such as the Business Improvement Districts to amplify the distribution of the message and resources.

Legal implications - none

Risk implications - none

Equalities implications – none

Climate implications - none

Security implications - none

Conclusion

16. VAWG is an ongoing problem. Addressing the underlying behaviours that can lead to offences is part of the wider commitment to eliminate gender based violence.

Appendices

- Appendix 1 – Hackney Campaign (Phase 1)

Valeria Cadena

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Appendix 1

Hackney Campaigning (Phase 1)

Primary messaging: calling out behaviour (QR codes on everything)

Variation 1: General Design

REJECTION IS NORMAL, HARASSMENT IS NOT

UNWANTED

Touching
Kissing
Groping
Grabbing
Following
Verbal aggression

Is a CRIME

Any act that violates dignity or creates an intimidating, hostile, degrading or humiliating environment is an offence.

#dontcrosstheline

Variation 2: Touching Version

REJECTION IS NORMAL, HARASSMENT IS NOT

UNWANTED

Touching, groping or grabbing

Is a CRIME

Touching women anywhere, like their waist, hips, buttock or breast, while they are out enjoying themselves in a club or bar or anywhere without their consent is a crime.

#DONTCROSSTHELINE

Variation 3: Kissing

REJECTION IS NORMAL, HARASSMENT IS NOT

UNWANTED

Kissing
Is a CRIME

When a person has made it clear they are not interested, forcing a kiss or hug on them is a crime.

#DONTCROSSTHELINE

Variation 4: Following

REJECTION IS NORMAL, HARASSMENT IS NOT

UNWANTED

Following

Is a CRIME

To follow someone, when they have made it clear they are not interested, is an offence.

#DONTCROSSTHELINE

Variation 5: Verbal aggression

REJECTION IS NORMAL, HARASSMENT IS NOT

UNWANTED

Verbal aggression

Is a CRIME

Sexual comments, jokes or gestures, using names like 'slut' or 'whore' or pressuring someone to do sexual things or offering them something in exchange for sex is sexual harassment.

#DONTCROSSTHELINE

Committee(s): Police Authority Board	Dated: 25 October 2023
Subject: National Business Crime Portfolio- National Business Crime Centre	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Commissioner of Police Pol 109-23	For Discussion
Report author: Supt Patrick Holdaway, National Business Crime Portfolio	

Summary

The City of London Police (CoLP) has held the responsibility for the National Police Chief’s Council (NPCC) Business Crime Portfolio since January 2020. Assistant Commissioner Paul Betts is the NPCC Lead and the National Business Crime Centre (NBCC) falls under his portfolio.

In September 2023 a new NPCC lead for shop theft was appointed, T/ACC Alex Goss from North Wales Police, to recognise the particular challenges around retail crime; the NBCC will support T/ACC Goss with his portfolio.

The National Business Crime Centre (NBCC) represents UK policing when engaging with business. Its primary purpose is:

1. Partnership – Improve partnership with business and Police nationally
2. Intelligence – Improve business crime intelligence and information exchange
3. Prevention – Assist business to protect themselves from crime

The purpose of this report is to provide Members with an update of the work of the NBCC since its last paper in June 2023.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. The City of London Police (CoLP) has held the responsibility for the National Police Chief's Council (NPCC) Business Crime Portfolio since January 2020. Under the portfolio, the National Business Crime Centre (NBCC) was launched in October 2017. The National Business Crime Centre (NBCC) represents UK policing when engaging with business
2. The NBCC update was last provided to Members at the June 2023 Police Authority Board.

Current Position

3. Since the last report, the NBCC has been working to develop its second national week of action. Delivered under the heading of Safer Business Action Week, the week will run from the 16th October 2023 and will see police forces from across the country deliver a range of activities to prevent crime and target offenders.
4. Activities include police forces running Safer Business Action Days, which is a joint approach by police, business, private security, Business Crime Reduction Partnerships (BCRPs) and Business Improvement Districts (BIDs) working in partnership to focus resources into designated location to create a significant impact to reduce crime. Other activities include targeting outstanding retail crime suspects and delivering crime prevention events.
5. The week will be supported by a number of videos from senior police and retailers highlighting the importance of the week of action. The NBCC has also worked the Association of Convenience Stores to run the ShopKind campaign the same week, providing an opportunity for retailers to play a role.
6. Retail crime as a topic has featured heavily in the media with calls for a stronger police response to shop theft and violence against shopworkers. The NBCC has already designed a wide range of guidance and training to support retailers, which is freely available on our website.
7. In support of the call for action the NBCC has been involved in various meetings with the policing minister, senior retailers and police to develop solutions. The NBCC are currently working with the College of Policing to develop new guidance for both police and retailers, setting expectations, raising standards all with the aim to improve the response to business crime and protect businesses and their staff.
8. One of the other initiatives the NBCC is working on is around creating safe spaces in retail. Unlike the night time economy there is no formal safe spaces programme yet many retailers wanted to support their local communities to protect those who at times feel vulnerable.

9. The NBCC has reviewed all the various safe spaces schemes across different sectors and developed a best practice guide. The document has been peer reviewed by various business groups from frontline practitioners to health and safety groups, to create a one stop guide for retailers who wish to set up their own safe space scheme.
10. The NBCC has then worked with Tesco to develop a short video and branding under the title of 'Operation Portum – creating safe spaces in retail. The objective is to extend the initiative into other areas such hotels, hospitality, banking etc.
11. The point of Operation Portum is that the NBCC want to ensure that retailers are prepared to deal with incidents where someone feels vulnerable, it is up to the retailer if they wish to publicly declare themselves a safe space, although many wish to. By way of example, Tesco have updated the screens on their ATM machines to say that all their stores are now safe spaces.
12. In addition to Tesco Operation Portum has the support of Sainsbury's, Asda, Boots, Morrisons and Next, providing over 10,000 safe space locations across the UK. The Scheme will be officially launched in October where that number is expected to increase.
13. The guidance is attached at Appendix A and the video is available on the NBCC website - [Safe Spaces \(nbcc.police.uk\)](https://www.nbcc.police.uk)
14. Also attached at Appendix B is the September Issue of the NBCC Newsletter for Members information and interest.

Conclusion

15. The NBCC continues to demonstrate its importance in supporting the response to Business Crime nationally in what is an area of increasing threat. The City of London Police as national portfolio lead is key to promoting this asset to stakeholders in the City of London.

Appendices

Appendix A -Operation Portum Guidance
Appendix B- NBCC Newsletter

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Patrick Holdaway

Superintendent

Business Crime Lead

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Operation Portum Creating Safe Spaces in Retail



Due to the national focus around the safety of women and girls there is an appetite from the business community to create safer spaces for their employees, customers and people in the community that feel vulnerable.

It was identified that no formal safe spaces scheme existed primarily within the retail sector, however, many retailers were keen to provide this support.

Operation Portum is a initiative aimed at providing provision to vulnerable people in retail settings by offering basic support or referring to appropriate agencies.

Experience to date shows that in many instances safe spaces are used by people who feel vulnerable; so want somewhere to wait while they contact family or friends, or need somewhere to briefly charge their phone.

Aim

The main aim is to create as many safe spaces in the retail footprint as possible. Each business will own and manage their scheme in a way that suits their business and in line with their values and processes.

Operation PORTUM is an overarching scheme that businesses can sign up to and support with the objective to collectively increase safe spaces in retail premises. It does not negate businesses supporting other, local initiatives.

Framework

This document offers guidance and provides a systematic process to assist businesses in the planning, creating and implementation of a safe spaces scheme within their business.

Due to the bespoke nature of businesses and a requirement to tailor the scheme to fit existing policies and processes, a 'one size fits all' approach is not appropriate. This document does not seek to replicate or replace an internal business risk assessment or business case, but outlines factors to consider developing a scheme.

No expertise or specialist training is required; the response should provide basic support or a referral to a relevant support network or organisation.



Planning



Staff
Training



Physical
'safe space'



Response



Record and
Review



Planning

Before you launch your safe spaces scheme you need to be clear and realistic about what you want to achieve and how you are going to deliver it. It will be different for each business.

Why are you launching a safe spaces scheme? Is it to better protect your staff or is to support the public, or both?

Be clear in your approach: Is the scheme 'External' i.e. publicised to members of the public as a safe space, or 'Internal' which wouldn't provide external publicity to members of the public but staff are trained to deal with a safe spaces scenario?

Set clear expectations and parameters: What is your definition of a safe spaces scenario? What is expected from your staff i.e. the Do's and Dont's.

What is your approach? 'Proactive' e.g. staff trained and actively look to identify vulnerable people of safe spaces scenarios and offer support, or 'Reactive' with staff only dealing with a safe spaces scenario if one arises.

Who owns/manages the risk? Local store or Head Office? Store assistant or manager?

Specific vulnerability? Are you focussing on one particular area, safeguarding or abuse e.g. Ask ANI - domestic abuse in pharmacies, or is your scheme non-descript and deals with general vulnerability?



Insurance: Will it cover you to do this? Do you need to review or consult your insurer?

Manage risk: There are a number of factors that need to be considered when planning your safe spaces scheme. This includes (but not limited to) customer demographics, location of store, store opening hours (i.e. late night or 24 hours could pose more risk), resources, brand reputation...

Partners: Prior to the launch of your safe spaces scheme you should consider liaising with Local Authority community safety partnerships, charities, and local policing.



Staff Training

Your staff are at the heart of the safe spaces scheme. Have you provided them with what they need to stay safe and deal with a safe spaces scenario confidently and professionally?

Are your staff aware that your business runs a safe spaces scheme? How will you ensure your staff are aware of the safe spaces scheme and are kept updated?

Have you provided training? Will this be provided internally or externally? Does this training align with existing training?

Does your training give staff the knowledge, skills and confidence to deal with a safe spaces scenario? Can your staff identify a safe spaces scenario?

Have you trained the correct staff? Consider new staff, high turnover of staff and include part time/seasonal/agency staff. In addition, consider including franchisees and additional business services within the safe spaces e.g. car washes, dry cleaners, chemists etc.

What level of training to you give? Does everybody get the same level of training or is it bespoke to their role? How will you deliver the training e.g. in person or remotely?



Designated staff member: Do you designate a specific staff member to deal with safe spaces scenarios? Consider additional training and resilience if they are off work.

Consider additional training for staff, e.g. first aid, trauma informed support, crisis management.

Consider additional vetting/checks on staff. Your staff may be supporting vulnerable people in vulnerable situations.



Physical 'Safe Space'

Think about the suitability and practicality of the physical safe space you intend to use. Is this consistent across your estate or will it vary from store to store?

Where is the physical safe space within the premises? Do you have a designated safe space e.g. a room or is there a section of the shop floor that is suitable?

Is the safe space appropriate for the user and their vulnerability? This may vary or change depending on the user.

Can you adapt the safe space depending on the circumstances? Do you have the ability to adjust the setting according to the circumstances?

Balance the privacy of the user against the safety and security of staff. The privacy of the user will differ in importance depending on the scenario.

Is there line of sight/communication with other staff members? It is good practice to ensure you can be monitored by other staff members for confidence and security when dealing with a safe space scenario.

Are there accessible exit routes? Having an exit route is important to ensure you and the user feel like you have space and the option to leave if circumstances change.



Is the safe space covered by data protection compliant CCTV? This may be monitored by a central control room for live supervision or you may need to view the CCTV footage as part of review.

Do you have access to a first aid kit/ defibrillator? Minor first aid may be the response required for a safe space scenario. Anything more serious should be referred to professionals such as a doctor or ambulance.

Is there adequate lighting? Basics such as good lighting will enable you to see and effectively communicate with the user.

Does the safe space have a phone line/ internet connection? In order to assist the user to make a call to a family member or friend, or make a referral to another agency, an internet connection or access to a phone is key.

Is there anything contained within the space that could be used to cause harm? It is advisable to use a space that is uncluttered and free from unnecessary objects within reach of the user.



Response

The actual act of dealing with and responding to a vulnerable person. Making sure your staff behave safely and professionally and support the user the best they can. It is important to remain realistic and manage the expectations of the user.

Is there a clear and simple process for staff to refer the user to the appropriate agency if necessary? Consider contact details of emergency services, authorities, charities and support organisations.

Consider the chain of command in response to a safe spaces scenario: CCTV, manager, designated safe spaces staff, Security Operations Centre, Body Worn Video etc.

Conduct a dynamic risk assessment: Use the information you have to assess the situation. Be prepared for the unexpected and for things to change. Always think 'safety first'.

Do you need any contingency plans when dealing with safe spaces?

E.g. additional cover or leniency for roles conducted by safe spaces staff members.

Consider the diversity (cultural, racial, religious, age, sex/gender, sexual orientation, disability) of the user and the staff dealing. You may need to adapt your response accordingly, e.g. responses to a young person may be different to an elderly person and may require different processes to protect your staff.

Escalation: Do your staff know how to escalate an incident to get additional support?



Follow your business code of ethics/ expectations of behaviour. The way your staff behave in a safe spaces scenario should be in line with the minimum standards set by your business.

Consider utilising SIA accredited staff if you have them? They have basic training around vulnerability and undergo periodic vetting checks.

Is the safe spaces area going to be pre-checked prior to the user entering and again after a safe spaces scenario? Consider personal belongings and high value items.

If staff have Body Worn Video, consider using it if appropriate for the circumstance. It will give a true account of the events.

Do staff have the ability to raise an alarm/ phone for assistance? In the majority of cases this maybe all that is needed to assist a user.

Does the staff member feel safe, comfortable and appropriately trained/ resourced to respond? If not, have an exit strategy.

Be prepared for the possibility somebody may attempt to misuse the scheme
Have a plan to respond e.g. a repeat user to stay warm.



Record and Review

Ensure you have a process for recording/ auditing the use of the scheme and use that information to review and learn.

Are you recording details about the use of the scheme? Do you need them? Have you got their permission? Consider Data Protection and GDPR.

Consider the confidentiality and wishes of the user when offering support and recording details. The scenario may involve a personal matter or be of sensitive nature.

Consider recording and sharing information to appropriate agencies in the interest of safeguarding the user. You will need to exercise your discretion and keep the users welfare at the forefront of any decisions.

Consider setting formal and periodic review points of the scheme. Seek feedback from different people within the process.

What is working well? Give praise and recognition where appropriate and share best practice.



What is not working so well? Be prepared to make changes if necessary. Can any lessons be learnt and shared to improve the scheme?

Feedback to Head Office to enable a wider oversight of the scheme? You may only be aware of local feedback where as Head Office will have a holistic perspective.

Additional/ongoing support for staff: Consider regular welfare checks on safe spaces staff to ensure their continued wellbeing. People react and deal with things differently.



Operation Portum

Creating Safe Spaces in Retail

is supported by...



NATIONAL BUSINESS CRIME CENTRE

Reducing crime through partnership and prevention

An explanatory video and further information are available please contact the **National Business Crime Centre**

nbcc.police.uk/partnerships/safe-spaces

or

contact@nbcc.police.uk

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NBCC NEWS

September 2023 - Issue 11

Sign Up To Receive the NBCC Newsletter

Be the first to find out the latest news, campaigns, crime prevention guidance and support for businesses by signing up to receive the NBCC newsletter straight to your inbox.

[Click here to sign up](#)

NBCC on the road

5th September – Association of Police and Crime Commissioners (APCC) – Business Crime

Police and Crime Commissioner (PCC) Katy Bourne, APCC lead for business crime, chairs a quarterly meeting with representatives from the various PCC offices from across the country. The NBCC has standing agenda item to update the attendees on the work we are doing to support businesses, for example our national week of action and our work with Safer Business Action Days. The meeting was well attended with most if not all the PCCs represented.

PCCs play a critical role by developing Police and Crime Plans and holding forces to account to ensure they are delivered, with many PCCs including business crime as part of their plans.

6th September – All Party Parliamentary Group (APPG) on Retail Crime, Safe and Secure High Streets

The NBCC is a member of the APPG which is led by Steve McCabe MP and supported by the British Independent Retail Association. The APPG proves an opportunity to ensure that, with cross party backing, the legislation and central support is available for retailers to prevent crime and the police to target offenders.

7th September – Meeting with the policing minister (pictured)

Supt. Patrick Holdaway was invited to attend the Home Office to support a number of senior police officers and retail leads to discuss the subject of shop theft following the recent headlines. The meeting was chaired by the Policing Minister Chris Philp MP and covered a wide range of topics; a number of actions were set with a following up meeting planned. Further details to follow.



18/19th September – Serious and Organised Acquisitive Crime Conference

This is a police organised event that covers the wide range of crime that falls under the heading of acquisitive crime e.g. rural crime, metal theft, burglary, robbery as well as crime affecting businesses. At the event there was a presentation from PCC Katy Bourne on Pegasus, which is a retailer funded project designed to identify and target organised retail crime.

Force Focus - South Yorkshire Police



Doncaster's Retail Crime Team was set up within South Yorkshire Police in November 2022, and comprises of a Sergeant and two PCs that act as investigators and caseworkers.

South Yorkshire Police purchased licence agreements for both NICE Investigate (colloquially known as DAMS – Digital Asset Management System) and Adobe Acrobat Sign to speed up retail crime investigations and to reduce admin time.

Sgt Matt Mitchell explains: "Even the most basic of shopliftings can take anything up to 6 hours to complete. From the initial report, evidence gathering, including the deconfliction of schedules being shift-working response officers and 9-5 store staff, media compilations with old computers and prisoner process. The advent of both NICE and Adobe Sign meant that if all the stars aligned, we could have all the evidence within the hour, rather than the week."

South Yorkshire Police also have an agreement with the local Crown Prosecution Service (CPS) where a district sergeant can provide authority for charge providing quality evidence exists and the value within a single day amounts to less than £200. No CPS advice is required.

In addition, Criminal Behaviour

Order applications were managed by a dedicated CBO officer, who worked from the council to ensure that the mere presence of offenders in stores previously targeted would have a power of arrest attached. This was successful with a number of different offenders.

These measures saved over 2000 hours of response officer work, within the first four months alone.

Targeting prolific criminals, the team had initial success with several crime series', where serial shoplifters were causing significant loss to a particular retail chain. The gang would intimidate staff so they didn't challenge them. The losses amounted to thousands of pounds a week.

A collaboration was formed between the regional and national management of One Stop, and the Retail Crime Team's PC Hazel Smith. This work was integral in identifying the ringleader of the gang, as well as laying the groundwork for further partnership work.

The main offender and their associates were identified, but before any operation was planned, the local Offender Management Team came across a crime in progress. This led to a number of arrests, and custodial sentences.

A break off group then formed and within the space of a fortnight had escalated to committing both business burglaries (during opening hours), and several robberies, where they used force to gain entry to staff-only areas or jump the counter. Using crowbars to destroy the areas behind the tills, the offenders left with thousands of pounds of cigarettes, alcohol, and cash. This triggered further collaborative work with the already-established group.

PC Louise Green continues: "We now had offenders upping the ante, and the CCTV we collated via NICE was clear. The staff were terrified, and the offenders needed stopping. The quality of CCTV we got from those stores was the key to identifying the offenders that attempted to conceal their identities, but I established a number of items of clothing that appeared to be present at previous shopliftings where they had offended without face coverings."

PS Mitchell continues: "I set to work on identifying the offenders. Linking the clothing to previous offences was the start point, and I trawled through almost 200 investigations to see if I could find the ringleader. After a considerable amount of intelligence trawling, I was able to identify two offenders based on clothing, physical characteristics, jewellery and MO."

A number of arrests were made and items were seized from the property. Of note, a distinctive pair of trainers used by the principal offender was linked to a footwear mark at one of the robberies, with the same offender's fingerprint found on a discarded cigarette packet at another. Both suspects were charged with 11 offences, pleaded guilty and are currently awaiting sentencing. It was the first time where intelligence-led identifications were used in retail offences in Doncaster, where shoplifting was the initial offence.

All the team were awarded commendations from their work, but this latest successful case being the catalyst. Work now continues directly with store staff, who now have the confidence to report the real picture of retail crime within the city, knowing the response will be what they need.

NBCC helping businesses prepare for a 'steaming' incident

The NBCC has been working with retail stores to raise awareness of a particular type of commercial robbery which is known as 'steaming'.

The retail sector recognise steaming as three or more people entering a retail store with the intention of committing a theft by intimidating staff or customers through words or sheer volume of offenders. Violence is not the main intention, but the group use threatening behaviour to get staff and customer compliance whilst they steal often high value goods.

Retailers stocking mobile phones and tablets have become a target for steaming type offences, with more than 300 incidents in telecoms stores last year alone.

The launch of new sought after smartphones like the iPhone 15, can lead to a rise in these types of attacks and as a result the NBCC team were invited to deliver a bespoke session at the Three UK flagship store in London recently to give an input to all the London store managers and security staff about steaming offences.

NBCC's Paul Fagg also gave an interview to Sky News where he spoke about the ongoing work of the NBCC and the impact these types of crimes can have on retail staff: "You have got a group of youths, sometimes grown adults running into a store, threatening and intimidating people.



"We know first-hand the effect that leaves on the victim and staff in that store. So we are very much trying to change the message and the mentality around that business crime is a victimless crime when it clearly isn't."

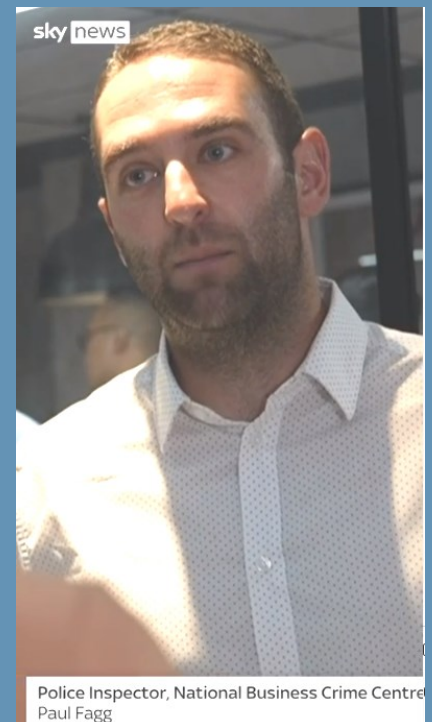
During his session Paul talked about staff and customer safety being the priority and secondary to that is considering what evidence can be preserved or collected to help with the police investigation.

CCTV is often key in these types of cases and having a CCTV system which has the ability to send police the footage using a Digital Evidence Management Systems (DEMS) provides police with quick access to the evidence allowing investigations to progress at speed.

You can find out more about DEMS on the NBCC website:

[Can your CCTV transfer digital evidence to police? \(nbcc.police.uk\)](https://nbcc.police.uk)

The NBCC is continuing to work with retailers and police forces across the country to raise awareness of the offence and provide practical guidance for retailers if they become a victim of an attack.



Police Inspector, National Business Crime Centre
Paul Fagg

SaBA Week - 16-22 October 2023

Plans for the newly branded Safer Business Action Week are coming together with police and partners across the country joining up to tackle business crime in their communities.

The SaBA Week, taking place from the 16-22 October, is a national initiative coordinated and managed by the team at the NBCC. It will run alongside the national ShopKind campaign to encourage positive behaviours in shops, acknowledge the important role of shopworkers and raise awareness about the scale and impact of violence and abuse against shopworkers.

Police forces from across the country are taking part in the SaBA Week including the Metropolitan Police, City of London Police, North Yorkshire, Derbyshire, Lancashire and Hampshire to name just a few. More plans are being shared with the NBCC on a daily basis.

Police teams will be supported by Business Crime Reduction Partnerships, Business Improvement Districts, private security partners and other crime prevention groups and organisations to carry out targeted activity and joint patrols in city and town centres to prevent and reduce business crime in their area.

As part of the initiative, police and partners will be holding Safer Business Action Days throughout the week and visiting local retailers and other businesses to understand more about the issues they are facing on a daily basis.

The week will also be used to target prolific offenders and focus on areas where more business is crime is being reported.

Bespoke branding has been created for police forces and partners to use to promote their involvement in the week, and the NBCC will be supporting with planning and marketing all of the various activities taking place. The Communications Toolkit and links to the branding can be downloaded here:

[Safer Business Action \(SaBA\) Week Communications Guidance](#)

[Safer Business Action Week Branding](#)

The NBCC are keen to get businesses supporting their local police force during the week and have prepared a guide to highlight the week and provide suggestions as to how they can get involved:

[Safer Business Action Week - Partner Guide](#)

NBCC Lead Supt Patrick Holdaway, said: “We have already received amazing support from police and partners for the SaBA Week. We know many retailers are suffering significant financial losses because of shoplifting and staff are being impacted by verbal and physical abuse. We continue to work with police, partners, government and industry bodies to collectively provide support and guidance to retail workers to ensure their safety and reduce opportunities for thefts.

“This is a great opportunity to shine a light on some of the current issues businesses face and also to highlight the ongoing work that police and partners are doing, supported by the NBCC, to tackle the problems that matter to local retailers and other businesses.”

Follow us on LinkedIn to keep up to date with the SaBA Week and the activity taking place: [NBCC](#)



SAFER BUSINESS
ACTION WEEK

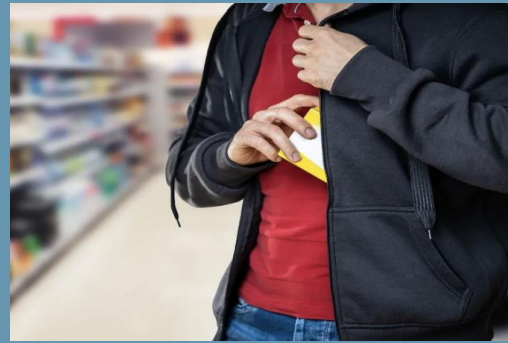
Theft from Shops - Crime Prevention Guide

Shoplifting is the theft of goods from open retail establishments. Typically this is by concealing items on their person, in pockets, under clothes or in a bag and leaving the store without paying.

Shoplifters range from amateurs acting impulsively to career criminals and organised crime groups. Individuals who are vulnerable may also be coerced by others into stealing.

Shops owners should look at ways to reduce the opportunity for theft from their premises, to protect their livelihoods

We have put together a comprehensive crime prevention guide to help retailers identify and deter shoplifters.



Click here to download the [‘Theft from Shops’](#) guide.

Working together to create a safe city centre this summer and beyond - Southend SaBA

On Wednesday 26th July, a successful Safer Business Action Day took place in Southend-on-Sea. Organised by Southend City BID in partnership with the Essex Police Community Policing and Business Crime Teams, the primary focus of this joint initiative was to proactively engage with young people to address potential issues of 'Youth Anti-Social Behaviour' (ASB) in the City Centre as school summer holidays began.

By fostering a united approach, participants which also included Total Security Services (TSS) and Local Authority Community Safety, CCTV and Youth Engagement departments, spent the day engaging with young people to understand any issues faced that could be causing ill behaviour so support could be offered whilst setting clear expectations of conduct for the summer holidays.



During this community day, the teams split to joint patrol areas including the High Street, Shopping Centres, side streets, back alleys, and Warrior Square, engaging with youths, business owners and staff to promote active reporting of such behaviour via 101 and town link radio which feeds directly to the cities' CCTV team. This proactive approach aimed to address issues immediately and maintain a safe environment for all.

The teams visited 33 businesses to discuss ASB issues they're facing and advise on how to report incidents, they also engaged with 86 young people, and found 1 individual to be carrying cannabis after a positive stop and search by police. It was a really great piece of partnership working that will continue to focus on supporting our businesses and residents.

Learn more about Southend City BID at their website www.SouthendBID.com

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Committee(s): Police Authority Board	Dated: 25 October 2023
Subject: Neighbourhood Policing Strategy	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Commissioner of Police Pol 110-23	For discussion
Report author: Superintendent Amanda Wolf / Chief Inspector Sarah Dobinson	

Summary

The HMICFRS PEEL inspection recommended City of London Police should develop a strategy for providing neighbourhood policing.

A draft Neighbourhood Policing and Engagement Strategy was presented to Members at the Strategic Planning and Performance Committee (SPPC) on 5 September 2023. Member feedback from SPPC has been noted and the Strategy was reviewed in light of this feedback and this draft is presented for final Board Member comments with a view to a final version being presented at a future PAB.

The strategy covers dedicated ward officers and the partnership and prevention hub. While its focus is on crime prevention and community engagement it is only one element of the force-wide response which seeks to achieve these aims and keep people who live, work and visit the City safe and feeling safe.

The purpose of the strategy is to provide direction to the neighbourhood policing team and provide the public with an overview of what to expect from our neighbourhood policing function. It is consistent with other neighbourhood policing strategies and aligned to the National Police Chiefs’ Council Neighbourhood Policing Guidelines.

The latest version is attached at Appendix 1.

Recommendation

Members are asked to note the report.

Appendices

Appendix 1- Neighbourhood Policing Strategy

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**CITY OF LONDON POLICE
NEIGHBOURHOOD POLICING AND ENGAGEMENT STRATEGY
2023-2025**

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INTRODUCTION

City of London Neighbourhood Policing comprises dedicated ward officers and a partnership and prevention hub. Along with other policing functions, it contributes to keeping those who live, work and visit the City safe and feeling safe by focussing on long-term problem solving, prevention, reassurance and community engagement.

What makes the City unique is its low residential and high transient community. Since the last census the residential population of the City of London has grown by 17%, the third largest increase across London. The City has 8,600 residents, and around 587,000 workers who attend the City most weekdays. This workforce is one of the youngest, most highly skilled and international in the country. The communities we police include a further 21 million visitors annually. 12% of victims of crime in the City are resident in the area. The remainder are from the large commuter workforce and number of tourists.

The City of London Corporation's planning policy is to diversify from a predominantly business-oriented economy. Its new Culture Mile and Destination City programmes aim to increase footfall by 5% on pre-pandemic levels during the day, evenings and weekends through a range of leisure and cultural attractions. Approved plans mean hotel room numbers will increase by 7% over the next 4 years. New student accommodation developments, which will be completed in the coming years, provide rooms for around 2,000 students have also recently been approved.

Our neighbourhood policing adapts to the uniqueness of the City and its changing landscape by working with many partners including the City of London Corporation, Business Improvement Districts and the third sector to understand the priorities of our communities and create a safer City for all.

**Commander Umer Khan,
Chief Officer Lead for Neighbourhood Policing**





STRATEGY

The neighbourhood policing and engagement strategy is aligned to our [Policing Plan 2022-2025](#) priority to **keep those who live, work and visit the City safe and feeling safe.**

Our aims are to work closely and engage with our communities and partners to:

- prevent crime, disorder and antisocial behaviour
- protect the vulnerable and reduce repeat victimisation
- provide a flow of community intelligence on a range of issues
- promote a culture of trust and confidence

We will achieve these aims through implementation of the [College of Policing Neighbourhood Policing Guidelines](#) of:



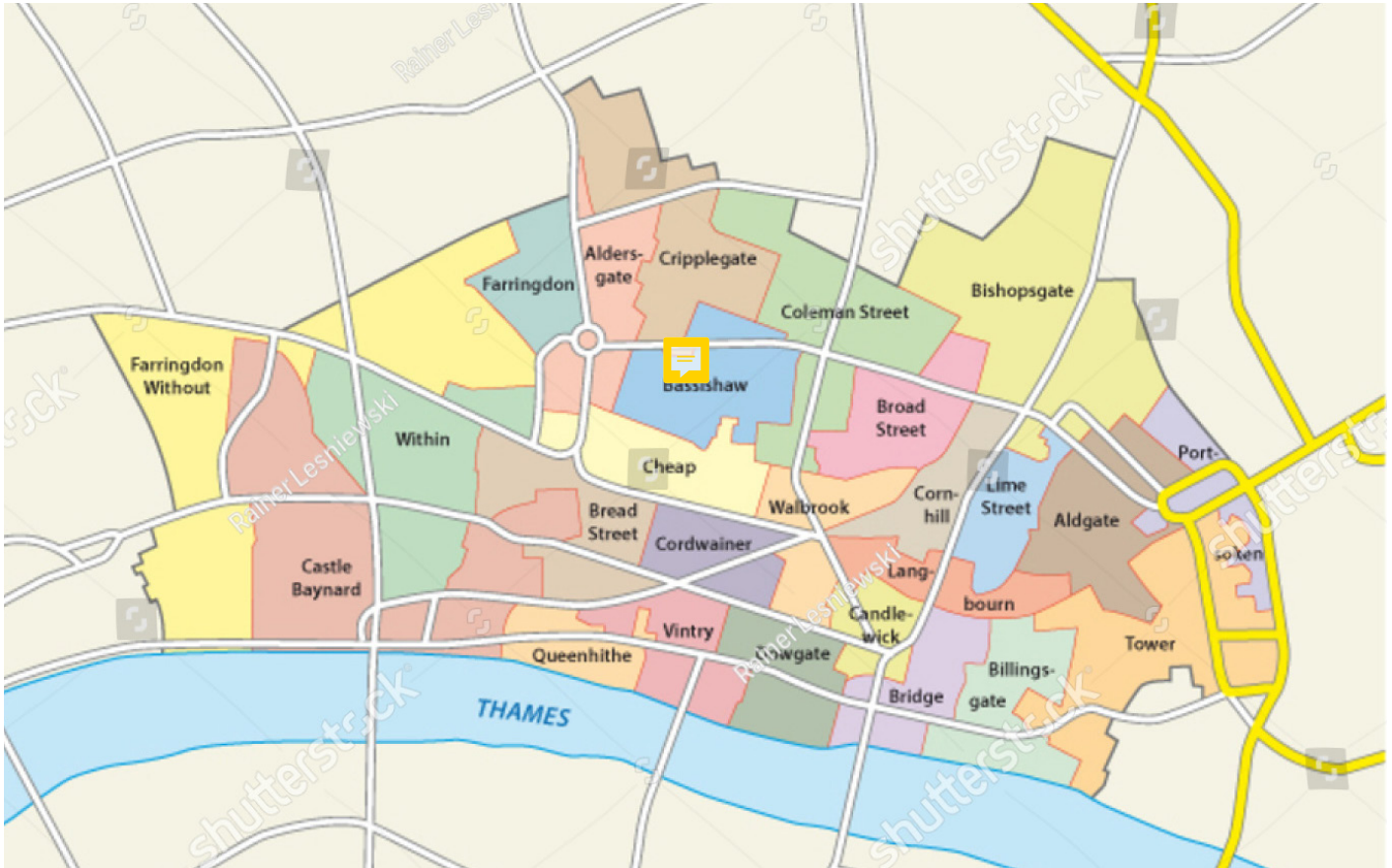
This strategy complements the City of London Policing Plan 2022-2025 and [City of London Safer City Partnership Community Safety Strategy 2022-2025](#).

The City of London is relatively small at 1.12 square miles (2.90 km) in size. Neighbourhood Policing divides this area into Sectors and Cluster of Wards to refocus resources and keep the community at the forefront of all activity, with an emphasis on problem solving, demand reduction, and close partnership working. This establishes functional and empowered leadership, with a spotlight on preventative proactive policing.

These policing areas have been modelled based on a number of datasets, including but not limited to; geography, topography, crime data, crowded spaces, and predicted future demand;

The East comprises 12 Wards across its three Clusters of Liverpool Street, Monument and Fenchurch Street – Coleman Street, Bishopsgate, Broad Street, Cornhill, Lime Street, Aldgate, Portsoken, Langbourn, Candlewick, Bridge, Tower and Billingsgate.

The West comprises 13 Wards across its three Clusters of Bank, Barbican and Fleet Street – Farringdon Without, Castle Baynard, Farringdon Within, Queenhithe, Vintry, Dowgate, Bread Street, Cordwainer, Walbrook, Cheap, Bassishaw, Aldersgate and Cripplegate.



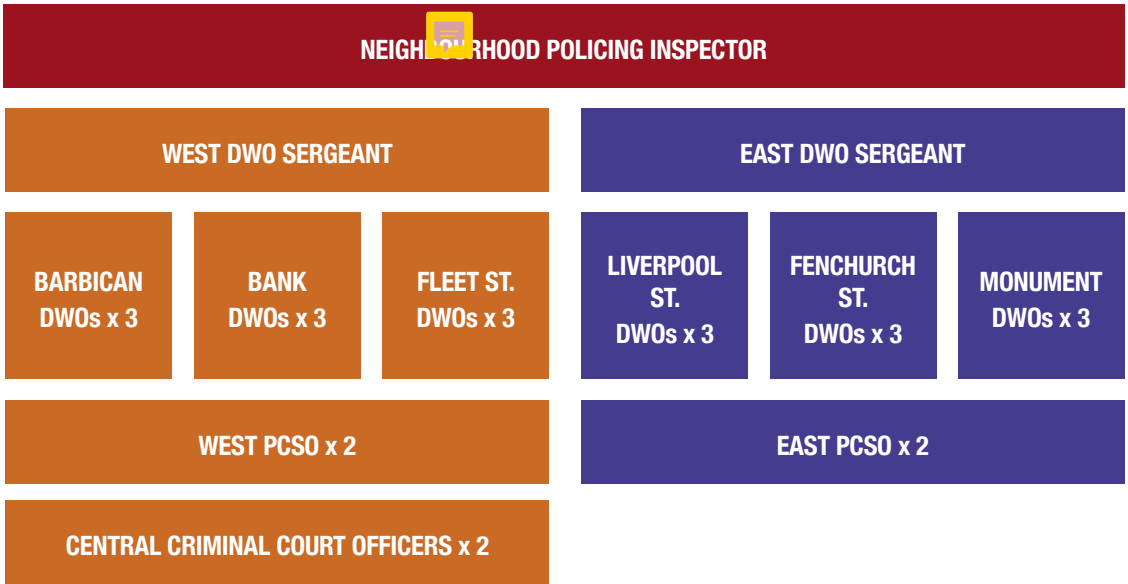
The Neighbourhood Policing Team consists of two distinct functions to deliver localised provisions and services. It is a model that focuses on long-term problem solving, prevention, reassurance and community engagement.

Visibility, accountability and area ownership is delivered by Dedicated Ward Officers (DWOs), who lead on crime and disorder within a Cluster. Following The Home Office Police Uplift Programme, the number of DWOs has increased, and working times flexed to better reflect the changing demand associated with the Night Time Economy. Consequently, there are three DWOs per Cluster, enhancing operational resilience and affording consistency in long-term problem solving. These officers are supported and work in synergy with a Partnership and Prevention Hub, that serves as a central platform where information is gathered and analysed to identify crime trends and create proactive strategies for crime prevention. By harnessing data-driven insights and fostering a deep understanding of the community's unique challenges and concerns, the Hub enables the DWOs to tailor their efforts to the specific needs of their respective areas.

Together, they engage in regular initiatives, establish meaningful connections with residents and forge partnerships with local organizations, businesses, and community leaders. This collaborative and proactive approach cultivates trust, enhances communication, and empowers communities to play an active role in keeping their neighbourhood safe.

The infographics below sets out our Neighbourhood Policing model:

DWO



P&P HUB





PREVENT CRIME, DISORDER AND ANTI-SOCIAL BEHAVIOUR

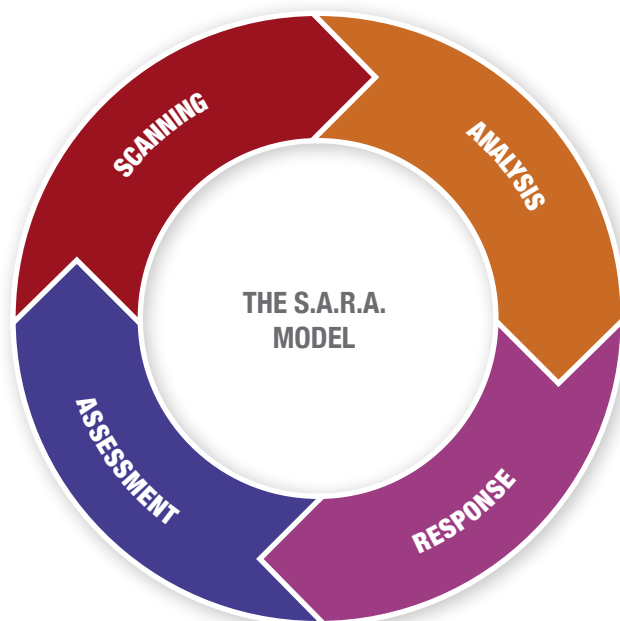
Overall, crime levels remain low and, in a survey, conducted by City of London Corporation in 2022, 88% of residents and 85% of workers agreed that the City is a safe place.

The growing number of licensed premises (over 900) including over 400 pubs, clubs and bars) has resulted in larger numbers of people visiting the City at weekends compared to pre-pandemic. This has changed the nature of our communities and crime in the City. A larger proportion of crimes are now happening at weekends and during night time economy hours. There has been a rise in almost all types of crime across the night time economy and acquisitive crime accounts for the highest volume of crime in the City.

Our priorities take into account demand, harm to the public and the concerns of our communities. Our priorities for 2023 are acquisitive crime, violence against women and girls and anti-social behaviour affecting our residents.

A problem-solving approach to policing helps to tackle the root cause of an issue. By analysing data, trends and patterns, we can create targeted, evidence-led interventions, and ensure the effective allocation and prioritisation of resources. We use the SARA model in the City; it is a well-known problem solving framework which stands for:

- **Scanning** – identifying and prioritising community issues and crime problems through data analysis, community input, and observation techniques.
- **Analysis** – gathering relevant information pertaining to the problem(s), then conducting research and analysing underlying causes and contributing factors.
- **Response** – developing and implementing interventions to address the problems effectively. This may involve collaboration with the City of London Corporation, community groups, and/or other stakeholders.
- **Assessment** – evaluating the effectiveness of the responses and interventions, i.e., did they work? Thereafter, making the necessary adjustments for continuous improvement.





ENGAGING COMMUNITIES

- We will ensure consistent two-way dialogue with communities through formal and informal forums such as Cluster Panel Meetings and Neighbourhood Surgeries, to understand the priorities and expectations of our communities, so we can provide a policing service that is reflective of their specific needs and concerns.
- We will establish and strengthen local partnerships with diverse community groups, such as Resident Associations, Business Improvement Districts and Licensing Forums, to work together to promote community cohesion.
- We will work with CoL Engagement Teams to enable efficient, timely and direct crime prevention messaging to specific groups within our communities as necessary.



SOLVING PROBLEMS

- We will promote a problem-solving culture across Neighbourhood Policing and the wider Force, to address the root cause(s) of crime, in line with the [College of Policing Effective implementation of problem-oriented policing Guidelines](#).
- We will use SARA-methodology to address crime and anti-social behaviour, ensuring the impact(s) of responses are evaluated. Plans will be made accessible internally for shared situational awareness.
- We will employ a systematic approach to help maintain compliance, ensure public safety, and promote responsible practices within licensed premises.



TARGETING ACTIVITY

- We will ensure the allocation of specialist local resources is evidence-based, and consider new, innovative solutions to problems, such as the new dedicated Cycle Team to address acquisitive crime and ASB.



PROMOTING THE RIGHT CULTURE

- We will encourage peer learning, support and networking by allocating time for attendance at conferences, seminars and events in this sphere.
- We will vigorously promote the highest standards of behaviour with a focus on delivering a quality community led service.



BUILDING ANALYTICAL CAPABILITY

- We will ensure officers and staff have access to and training in the use of analytical tools and products, to inform localised activity and problem solving.
- We will share data and analytical tools with the City of London Corporation and other stakeholders, including colleagues in the third sector, taking a collaborative approach to problem solving.
- We will regularly evaluate the effectiveness of policing activity, to ensure its evidence-led, and meeting the needs of all communities.



DEVELOPING OFFICERS, STAFF AND VOLUNTEERS

- We will have a continuous professional development programme to improve prevention and problem-solving skills within the workforce and professionalise the role of dedicated ward officers. This includes supporting DWOs and the P&P Hub to achieve the ProQual Level 3 Certificates in Crime Prevention and Strategic Problem Solving; with all officers expected to be qualified by the end of 2023.



DEVELOPING, SHARING AND LEARNING

- We will be open and transparent, by supporting peer reviews, proactively benchmarking with other Forces, and volunteering for pilots.
- We will work with universities, schools and other educational establishments to bring new perspectives to policing and problem solving.



PROTECT THE VULNERABLE AND REDUCE REPEAT VICTIMISATION

Neighbourhood policing has an important role in identifying and supporting vulnerable people in the community. Our focus is to build positive relationships with communities, adopting a proactive, community-centred approach which enables us to provide tailored and targeted support. Neighbourhood officers will provide immediate support to victims, facilitating access to other necessary services, and work closely with repeat victims to develop bespoke plans subject to circumstance. By understanding crime patterns and trends, neighbourhood officers can identify vulnerability and intervene proactively, collaborating with other agencies to address any underlying factors contributing to the issue.



ENGAGING COMMUNITIES

- We will actively participate in safeguarding initiatives aimed at protecting vulnerable people. The team will educate the community about recognizing signs of vulnerability, provide advice on personal safety, and raise awareness about relevant support services.
- We will work with the City of London Corporation Engagement and Community Safety Teams to enable timely communication with vulnerable groups within our communities as necessary.
- We will support Operation Reframe; a partnership approach to making the night-time economy as safe as possible, by providing a reassuring high visibility presence and early intervention.



SOLVING PROBLEMS

- We will use/develop victim and suspect typologies for domestic abuse to inform our prevention strategy.
- We will ensure repeat callers linked to anti-social behaviour are identified.



TARGETING ACTIVITY

- We will host public awareness campaigns such as [‘Ask for Angela’](#) to educate communities about what support and resources are available to vulnerable victims.



PROMOTING THE RIGHT CULTURE

- We will train officers and staff on how to interact with vulnerable victims, including de-escalation tactics. The team also learn to recognise their own biases and therefore, avoid responses that might inadvertently harm victims.



BUILDING ANALYTICAL CAPABILITY

- We will create Subject Matter Experts for several thematic areas across Neighbourhood Policing, including homelessness and hate crime.



DEVELOPING OFFICERS, STAFF AND VOLUNTEERS

- We will provide continuous professional development to ensure our people are able to identify vulnerability and crimes such as modern slavery and human trafficking and child sexual exploitation and abuse.



DEVELOPING, SHARING AND LEARNING

- We will collaborate with the City of London Corporation, and other statutory and non-statutory partners to provide coordinated support to vulnerable people through forums such as the Community MARAC.



PROVIDE A FLOW OF COMMUNITY INTELLIGENCE ON A RANGE OF ISSUES

We will engage with our communities to understand their priorities and expectations and provide a policing service that is reflecting of their specific needs and concerns. Through two-way dialogue we will gather intelligence to help identify and prevent crime and anti-social behaviour issues in the City working in collaboration with our partners.



ENGAGING COMMUNITIES

- We will develop a City of London Community Profile, refreshed annually, that brings together data from various sources to map our communities, and ensure that our engagement activities have clear purpose, are well informed, and are targeted appropriately.
- We will work with CoL Engagement and Community Safety Teams to explore all opportunities for two way dialogue with our communities.
- We will help the force to understand the drivers for the significant changes to crime trends based on local knowledge and understanding.



SOLVING PROBLEMS

- We will map demand across all of our communities including commuter and visitor populations to provide a better understanding of demand and our victimology to inform a broader prevention strategy.



TARGETING ACTIVITY

- We will work with partners to target locations, groups and individuals requiring engagement, early intervention, prevention, or enforcement.
- We will contribute intelligence on threats linked to specified offences (MSHT, CSEA) being committed in the City in hotels, construction sites and the vast hospitality industry in the next 12 months.



PROMOTING THE RIGHT CULTURE

- We will demonstrate a commitment to Neighbourhood Policing from the very top, and lead by example to promote an organisational culture of fairness, respect, and one which actively seeks public participation in local policing services.



BUILDING ANALYTICAL CAPABILITY

- Maximising opportunities to share analytical capability with the City of London Corporation and wider stakeholders, including the third sector to identify threat, harm and risk.
- We will collaborate with Parkguard Enforcement Officers on joint operations and initiatives targeting specific community issues, such as anti-social behaviour. They pass timely information and intelligence to us, contributing to overall crime prevention and detection efforts, utilising appropriate use of legislation and enforcement powers.



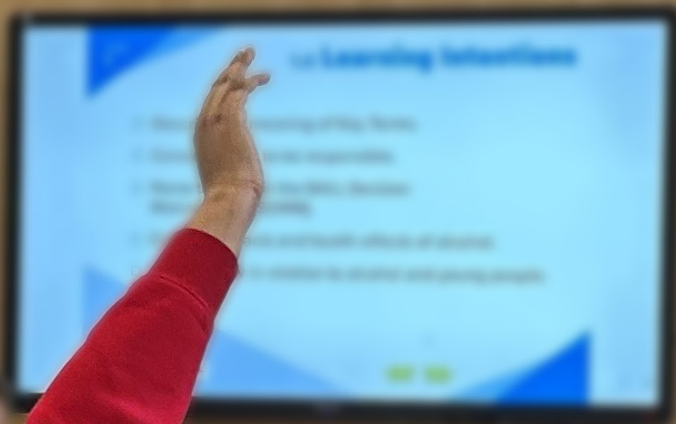
DEVELOPING OFFICERS, STAFF AND VOLUNTEERS

- We will support officers and staff with a programme of continuous professional development centred around the neighbourhood policing guidelines including the gathering and handling of community intelligence. This will involve appropriate training courses, partnership workshops and events.



DEVELOPING, SHARING AND LEARNING

- We will establish platforms to share community intelligence, ensuring relevant information reaches the right people in a timely manner. We will also consider new, innovative, technological solutions such as City INTEL, to make intelligence gathering and sharing more efficient, enhancing our operational effectiveness.



PROMOTE A CULTURE OF TRUST AND CONFIDENCE

We will build trust and confidence with our communities by operating with integrity, fairness and respect. Through our community engagement and governance structures we will be accountable and transparent in our approach to helping to make the City a safe place to live, work and visit.



ENGAGING COMMUNITIES

- We will provide named Dedicated Ward Officers across the city, who are accessible and accountable for local policing issues, who commit to an annual calendar of community events.
- We will use online engagement tools and social media to listen to, inform and understand our communities.
- We will provide platforms and forums to listen to young people and seek their views on policing provisions in the city driven by a dedicated schools officer.
- We will involve communities in our decision making through Independent Advisory and Scrutiny Groups, networks and other consultative groups.
- We will work with CoL Engagement Teams to seek opportunities to promote a sense of belonging within our communities.



SOLVING PROBLEMS

- We are investing in new software to seek feedback from our communities. This will allow us to broaden our understanding of community needs and feelings of safety.



TARGETING ACTIVITY

- We will organise Neighbourhood Policing activity with volunteers, including Special Constables and Police Cadets. A Co-ordinator will oversee all functions of the Special Constabulary and will champion the effective support and deployment of the team, with aspirations to double its size over the next 3 years.



PROMOTING THE RIGHT CULTURE

- We will embed the [Equality and Inclusion Strategy 2020-2025](#), building a diverse team reflective of our communities, and supporting local initiatives to build public trust and confidence.
- We will deliver the [NPCC: Police Race Action Plan Improving policing for Black People](#), and periodically reviewing localised engagement plans to ensure that all communities are treated fairly and with respect.
- We will support the [Violence Against Women and Girls Strategic Delivery Plan \(2022-2023\)](#) with localised initiatives and operations to build trust and confidence, pursue offenders, and make the city a safer place.

- We will demonstrate a strong commitment to Neighbourhood Policing by implementing appropriate governance structures and resourcing, and clearly defining Neighbourhood Policing in the city.
- We will create an environment where officers and staff understand the value of neighbourhood policing, and in turn the community, by limiting abstractions to focus on community needs.



BUILDING ANALYTICAL CAPABILITY

- We will reward and recognise good work both internally and externally, to highlight best practice across Neighbourhood Policing and our partners.



DEVELOPING OFFICERS, STAFF AND VOLUNTEERS

- We will aim to build a diverse Neighbourhood Team that is reflective of our communities, and through a number of mechanisms be publicly accountable for the service we provide.



DEVELOPING, SHARING AND LEARNING

- We will proactively establish, or build upon existing partnerships with city businesses, educational establishments and religious institutions to understand inhibitors, afford external scrutiny regarding local policing provisions, and work together to overcome these.



GOVERNANCE

City of London Police is overseen by the City of London Police Authority Board of the City of London Corporation. The Board’s role is to make sure the City of London Police runs an effective and efficient service and to set policing priorities taking into account the views of the community.

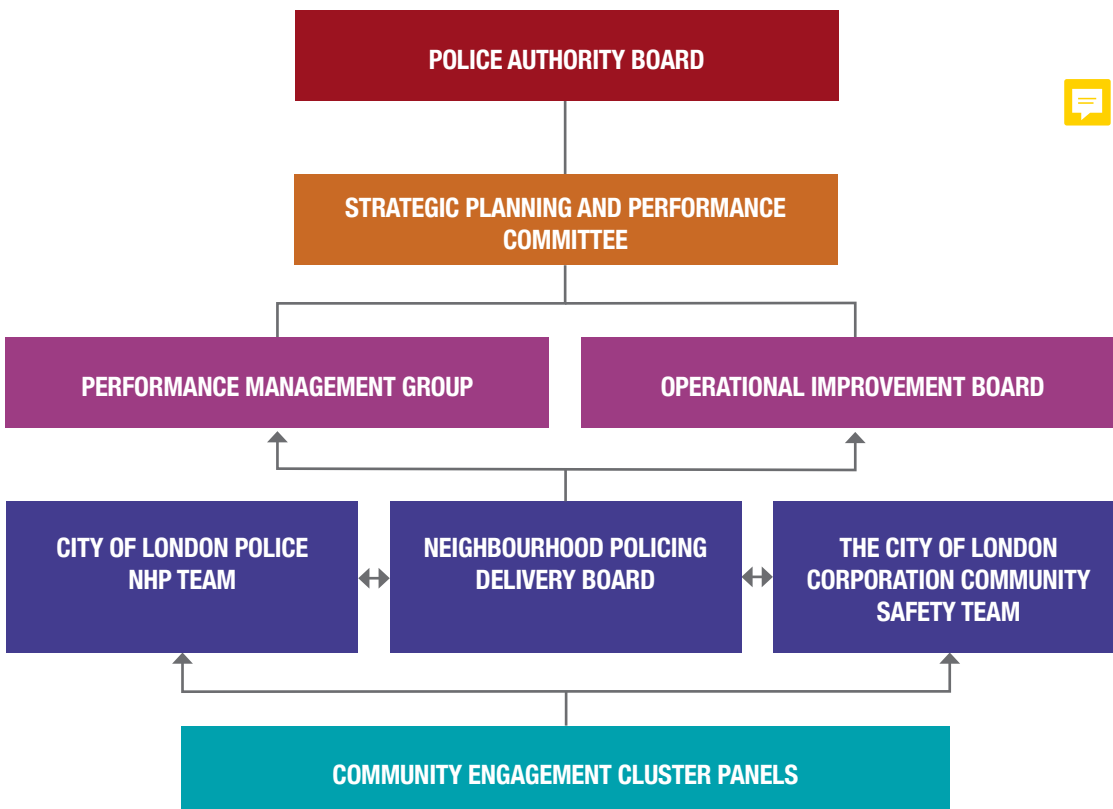
The Neighbourhood Policing Strategy is aligned to the Policing Plan. Performance against the Policing Plan is monitored by the Police Authority Board’s Strategic Planning & Performance Committee. These meetings are open to the public.

City of London Police is also monitored through His Majesty’s Inspectorate of Constabulary, Fire & Rescue Services who make recommendations on how to improve services including through its Police Efficiency Effectiveness and Legitimacy inspection framework.

We will be accountable to our communities for delivery of this strategy and resolving cluster-based crime and disorder concerns through our cluster panel meetings and surgeries. These forums will facilitate open two-way dialogue with police and partners, to align priorities and understand public concerns, and provide localised transparency, accountability and involvement in decision making.

Implementation of the strategy will be overseen by the Commander Operations & Security supported by a tactical lead (Chief Inspector) and operational lead (Inspector). Progress will be monitored through a Superintendent-chaired Neighbourhood Policing Delivery Group. A Neighbourhood Policing Performance Framework which embeds key performance indicators coupled with Neighbourhood Policing Principles will be used to monitor performance.

The organigram below illustrates internal and external governance mechanisms that are in place to ensure this strategy is delivered:







Committee(s)	Date:
Police Authority Board – for information Independent Custody Visitor Panel – for information	25 October 2023 17 January 2024
Subject: Independent Custody Visiting Scheme Annual Report 2022/23	Public
Report of: Town Clerk	For Discussion
Report author: Rachael Waldron, ICV Scheme Manager, Town Clerk's Department	

Summary

This report completes the requirement to update Members on the progress of the City of London's Independent Custody Visiting Scheme, presenting the Panel's Annual Report and informing Members of some of the recent issues raised by the ICV Panel in relation to custody provision in the City. Issues raised at the Panel meetings over the past year include reference to challenges presented to the custody environment post-pandemic recovery; and following the implementation of the Secure City Programme.

Recommendation(s)

Members are asked to note the contents of this report.

Main Report

Background

1. The Independent Custody Visiting scheme is well established and has been functioning in its current capacity since November 2007. Members of the Police Committee agreed in May 2009, that a regular report would be presented to the Committee on an annual basis.

2. Independent Custody Visitors (ICVs) conduct unannounced visits in pairs to custody suites to monitor and report upon the treatment and conditions of persons held in custody. They check that the rights and entitlements, wellbeing and dignity of detained persons are being observed; and monitor this on an entirely independent and confidential basis. ICVs undertake visits to custody in a voluntary capacity; and are there to look, listen and report on the conditions in custody at the time of their visit. They report their observations to City of London Police (COLP) and to the ICV Panel, which is made up of all the visitors. Meetings of the ICV Panel take place on a quarterly basis and are attended by all Custody Visitors, alongside the City of London Police (usually the custody manager). Issues of serious concern raised by visitors during visits were escalated to the Lead Member for Safeguarding and Public Protection via the ICV Scheme Manger.

3. The visits take place weekly, with visits occurring once a week (from April 2022 to March 2023).

Current position

4. The ICV Annual report provides a summary of key issues identified and any remedial action undertaken, along with examples of good work within custody. It also sets out the ICV Scheme objectives for the current financial year.

Legal Implications

5. In accordance with Section 51 of the Police Reform Act (2002), the City Corporation is required to have in place an Independent Visitors Scheme.

Conclusion

6. The City of London ICV Scheme provides an independent assessment across the treatment of detained persons. The commitment and dedication of volunteer visitors ensures a continued and appropriate level of scrutiny of the Force is maintained.
7. The Panel records their thanks to all ICVs. All should be commended for their steadfast commitment to independent custody during the continued recovery from the Covid-19 Pandemic.
8. Further updates on this Scheme will continue to be provided to Members on an annual basis.

Appendices

- Appendix 1 – ICV Annual Report 2022/23

Background Papers

Annual Custody Report – November 2019 Police Committee
ICV Guidelines – January 2017 Police Committee

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Annual Report
October 2023

City of London

Independent Custody Visiting Scheme

Foreword, by the Chairman of the ICV Panel, Godfrey Baillon-Bending

In the fifth year of my tenure as Chair of the independent Custody Visiting Panel (ICV), we encountered another challenging year due to concerns demonstrated by the wider public regarding trust and confidence in policing.

The City Scheme has continued to play an important role by continuing to act as critical friend to the City of London Police, ensuring that the provision of detainee's rights, welfare, and entitlements continue to be delivered throughout the custody process. It is fair and right that the City of London Police continue to take all reasonable steps to demonstrate that the needs and vulnerabilities of all detainees are met. Our City scheme has learned more about the possible needs of transgender individuals in respect of personal needs relating to health, hygiene and welfare to ensure that they are not overlooked.

All independent custody visits have continued to be carried out in person by our small and committed group of volunteers. In a somewhat similar position to that of the Appropriate Adult Service, our City Scheme has continued to experience a reduction across our volunteer cohort. I look forward to continuing to support the Scheme Manager and City of London Police with recruitment initiatives across the forthcoming year to expand the membership of the panel, and to continue the delivery of our statutory responsibilities.

As expected, custody detention figures have continued to increase because of several factors which include challenges attached to the emerging cost of living crisis and a significant uplift in the number of vulnerable individuals seeking mental health support from the City of London Police's support services, such as their mental health triage team and Samaritans listening service. This service has continued to provide detainees with opportunities to receive mental health support during mental health crises. The reintroduction of Operation Safeguard is also expected to place increased pressure on the City's existing custody detention facility, due to a national requirement to house male prisoners from His Majesty's Inspectorate of Prisons (HMIP).

Protests Groups such as Just Stop Oil and Extinction Rebellion remained active across London, along with other protest groups. On the occasions where protest activity was experienced within the City and detention observed by ICVs, I am pleased to report that City of London Police officers continue to act professionally, and appropriately risk managed situations when presented with the most challenging circumstances.

Despite some delays, improvements have continued to be made across Appropriate Adult attendance times. On occasions where attendance times have fallen below the required key performance indicators, the City of London Police have worked proactively to ensure timely support can continue to be provided to all juveniles, female detainees and vulnerable individuals entering detention; whilst the Appropriate Adult service endeavours to find solutions to existing workforce challenges. This will continue to be monitored and prioritised by the City Scheme.

Further to the recommendations outlined by HMICFRS in 2018, the Panel will carry on working jointly with the City of London Police to ensure that the new custody estate developed meets the required compliance standards set out by the National Police Estates Group and continues to deliver parity of care to all.

I would like to thank all the ICVs together with the support of the Vice Chair for their dedicated and continued support and undertaking visits in another challenging year. I also extend my thanks for the City of London Police, Custody Manager, Lead ICV Scheme Sponsor Member from the Police

Authority Board and the City of London Scheme Manager for their continued cooperation and support across the smoothy running of visits.

James Thomson, Chair Police Authority Board

Deborah Oliver, ICV Scheme Sponsor, Police Authority Board

Foreword, by Independent Custody Visiting Scheme Sponsor, Police Authority Board Member Deborah Oliver:

There have been a number of events which have shaken public confidence and perceptions towards police legitimacy and procedural justice across the last year. This has extended to instrumental concerns about police behaving fairly and effectively during their daily interactions with the public, tackling increases in crime and keeping the public safe.

The continued work of the City Independent Custody Visiting Scheme has been critical in both protecting the welfare of detainees and supporting the City of London Police to deliver the best service possible in custody; and in reassuring the public through the external monitoring and scrutiny undertaken by our volunteers.

Despite these obvious challenges, City Independent Custody Visitors have remained steadfast in their commitment to provide an effective oversight function on behalf of the Police Authority. They have continued to act as a critical friend to the force by sharing their ideas and experiences from visits to enhance the conditions in custody; and pressed the force to focus on delivering parity of care for all individuals entering the detention process.

I have been pleased to see our City Independent Custody Visitors speak freely about their observations and feel empowered to bring to attention to any feelings of discomfort or practices that stand out as positive or poor across custody practice. This has been visible in the feedback provided by volunteers following visits, which have drawn attention to the dedication, care, and professional behaviour demonstrated by custody staff, while also highlighting areas of improvement. This applies to requests from the Scheme for the force to continue to deliver effective mental health provision and improve the timescales attached to the delivery of vetting procedures. I look forward to seeing the City of London Police continue to build on the improvements made to these areas across the next year.

I would like to extend my thanks to the City Independent Custody Visitors and the City of London Police Custody Team for the excellent work they continue to do.

INTRODUCTION

THE CITY OF LONDON INDEPENDENT CUSTODY VISITING SCHEME (ICV SCHEME)

The purpose of this report is to provide an overview of the City of London ICV Scheme in the period of 1 April 2022 to 31 March 2023 including:

- the Panel's performance.
- areas of good practice or issues and concerns the visits have raised; and
- objectives of the ICV Scheme for 2023/24.

The City of London Corporation, as the Police Authority for the City, is a separate body to that of the City of London Police. It has a statutory duty to ensure the delivery of the Independent Custody Visiting Scheme. Oversight of the ICV Scheme is provided by the Police Authority Board.

Independent custody visiting is governed by a range of legislation and guidance including the Police and Criminal Evidence Act (PACE) 1984 and Home Office Codes of Practice and National Standards (2013).

ICVs are members of the local and business community who volunteer to visit police stations on an unannounced basis to check on the treatment of detainees and the conditions in which they are held. To be eligible to become an ICV, individuals must:

- be over 18.
- be independent from the police force and policy authority; and
- have no direct involvement in the criminal justice system.

The City of London ICV Panel currently consists of 7 volunteers who visit the custody suite situated at Bishopsgate Police Station on an unannounced basis once a week.

The City of London ICV Panel work in close collaboration with the Mayor's Office for Policing and Crime (MOPAC).

A member of the Police Authority Board attends the quarterly Panel meetings along with a representative of the City of London Police to ensure that any questions or concerns that have surfaced from visits to custody can be adequately addressed. The quarterly Panel meetings are supported by the Police Authority ICV Scheme Manager.

THE ROLE OF INDEPENDENT CUSTODY VISITORS

To ensure the safety and wellbeing of volunteers, it is mandatory for visits to custody to be undertaken in pairs. Visits to custody are made on an unannounced basis so ICVs can look, listen, and report on conditions in custody at the time of their visit.

The primary objective of all visitors is to observe and report on the treatment and conditions of individual detainees and to check that their rights and entitlements are being observed.

ICVs are always accompanied by a custody officer throughout their visit to custody. Each detainee is provided with an opportunity to engage and speak directly to custody visitors. Circumstances may arise where detainees should not be disturbed, particularly when they are asleep during a rest period, or when specific health or safety risks have been identified which prevent an interview from taking place. Detainees may only be interviewed with their consent and may choose not to provide permission.

Visit interviews with detainees are undertaken in clear sight, but out of earshot of the escorting officer so details of what visitors see and hear remain confidential. Strict rules of confidentiality apply so detainees are identified by their custody numbers only. ICVs are independent and impartial. They do not provide advice or involve themselves in the process of investigation. In this respect, they are not

concerned with any alleged offence and cannot perform tasks on behalf of the detained person.

ICVs complete a report to record details of the visit. The information included in this report focuses on actions for City of London Police and the ICV Scheme Manager and can include:

- details of any good practice ICVs have observed during their visit;
- reference to any immediate problems encountered and resolved at the time of visiting; or
- details of any matters requiring further action.

Copies of the reports are provided to the Superintendent (if appropriate), the Custody Manager and the ICV Scheme Manager. The information provided within each report is discussed by the ICV Panel at the next review meeting. If necessary, more serious issues can be highlighted directly to the Police Authority Board or dealt with outside Panel meetings.

PANEL MEETINGS

Quarterly Panel meetings provide ICVs with an opportunity to discuss each visit and raise any issues that have arisen across the previous quarter.

Short update and information sessions are also incorporated into each agenda to ensure ICVs are kept up to date and well informed of national developments regarding the custody environment.

Topics discussed this year included:

1. Exercise Yard

The joint inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) and His Majesty's Inspectorate of Prisons (HMIP) in 2018 outlined the lack of a suitable exercise facility for detainees at Bishopsgate Custody Suite was as being a cause for concern, as detainees could be held in custody for long periods without having access to time outside or opportunities to exercise.

Outcome: The City of London Police completed the implementation of the new custody yard in June 2021, which has enabled detainees to have routine access to fresh air and helped their health and wellbeing while detained.

However, there have continued to be several challenges encountered post implementation, which have included:

- blockages to the drainage system
- intermittent flooding during periods of inclement weather

Since the publication of the last Annual Report, the City Scheme has worked closely with the City of London Police and has encouraged them to undertake necessary measures to identify remedial activity which could help to improve and de-risk the current exercise yard.

While the current drainage unit installed within the exercise yard is correctly sized according to requirements set by the National Police Chiefs' Council (NPCC) concerning requirements for exercise yards, there have continued to be occasions where blockages to the drainage system have remained.

Additionally, the City of London Police have worked closely with the City Volunteer Cadets on a project to design and paint a mural of the City Skyline in the new outside custody exercise space. This mural is a welcomed addition which has helped to improve the space generally, provide a less austere space and assist with the de-escalation of agitated and anxious detainees.

Outcome: A new cleaning contract has been implemented via the City of London Police Facilities Management Team which now includes a daily cleaning schedule for the exercise yard, which has helped to prevent some drainage issues.

2. Secure City Programme – Custody CCTV Project

The City of London Police completed the implementation of the Secure City programme,

which included allowing for the enhanced monitoring of detainees whilst held in custody.

It should be noted that internal IT infrastructure difficulties, which were experienced as a result of this installation, led to a temporary closure of the custody suite; and a short-term relocation of detainees to a neighbouring custody suite (British Transport Police).

Additionally, the City Scheme learned that the costs associated to the implementation of this programme exceeded initial projections and attracted separate running costs (linked to the maintenance of CCTV associated equipment and video management systems) which would be financed via the forces policing budget.

Outcome: The City Scheme have acknowledged the difficulties attached to the existing ageing custody estate. Whilst challenges remain, colleagues across the City of London Corporation and the City of London Police are very engaged and work closely to respond to issues quickly.

3. Final Project Plan for custody at Fleet Street

There have been several COVID-specific issues which have continued to contribute to the delayed development of the new custody provision at Fleet Street.

It is of paramount importance that the new custody facility reflects the multi-agency nature of engagement during detention. This includes providing opportunities for diversion, through access to medical, vulnerability and mental health support along with substance misuse programmes, while continuing to maintain the dignity of detained persons while in custody.

The Scheme Manager and Chair of the ICV Panel have continued to express the need for a refreshed and updated design plan which is cognisant of the developments in policing and technology while continuing to support the development and support for officers and staff working in the custody environment.

To this end, work remains ongoing with the City of London Custody Management Group to ensure that all stakeholders including The Scheme Manager and Chairman of the Independent Custody Visiting Scheme are consulted on design plans; and provided with an opportunity to provide input before plans for the new custody estate at Fleet Street are finalised.

Outcome: The Scheme Manager and Chair of the ICV Panel have continued to request that they are consulted on design plans and provided an opportunity to feed into the design process.

The Scheme Manager will continue to work closely with CoLP to ensure that options relating to medium term improvement works across the custody suite are brought to the Police Authority Board for decision.

4. Appropriate Adult Attendance

The provision of an Appropriate Adult's oversight of proceedings undertaken with juvenile and vulnerable adults held in police custody is a safeguard enshrined within the Police and Criminal Evidence ('PACE') Act (1984).

The role of the Appropriate Adult is to safeguard the interests, rights, entitlements and welfare of children and vulnerable individuals who are suspected of a criminal offence, by ensuring that they are treated in a fair and just manner and can participate effectively throughout their journey in the detention process.

The Appropriate Adult's primary role is to facilitate communication, attend police interviews alongside the vulnerable person or juvenile at other key moments during the detention process, including the obtaining of samples at the time of charging and bail.

In accordance with national standards for appropriate adult attendance, response times should not exceed 90 minutes.

Outcome: Monitoring data identified that the Appropriate Adult Service met the required response time across approximately two-thirds of calls.

While the majority of response times for Appropriate Adult attendance has occurred within a 90-minute timeframe, there have been occasions where this key performance indicator has not been achieved.

Outcome: The ICV Scheme Manager has continued to liaise directly with the City Custody Manager to ensure that each detainee receives the service of support by an appropriate adult. Quarterly contract monitoring meetings have also been arranged between the Custody Manager, City of London Corporation Commissioning Contract Officer, and Appropriate Adult Service to monitor, review and discuss key concerns.

The City of London Police have proactively taken steps to introduce an interim solution, to mitigate both the occurrence and impact of slow attendance times via the commissioning of on-the-spot purchases to the Appropriate Adult Network for their services, and allocation of a dedicated budget (£1K) for officers to draw upon to finance Appropriate Adult provision across a 24-hour period. It is important to note that the budget set aside for use is likely to exceed the original budget allocated due to demand for the service.

Any further issues arising will be escalated to Police Authority Director for early action.

It should be noted that the COVID-19 pandemic has continued to have a significant impact upon Appropriate Adults attendance times nationally.

The challenges include:

- **Increased demand for Appropriate Adults:** due to sharp upturn in arrests and detention nationally.
- **Reduced availability of Appropriate Adults due to a dramatic reduction of the AA workforce:** Volunteers constitute a significant percentage of

the Appropriate Adult workforce, with many of these individuals tending to be older and have underlying health conditions.

5. As a result, many have withdrawn from the network, leading to a reduced pool of Appropriate Adults to call upon. **Use of Force**

Scrutiny and governance of Use of Force has remained a re-occurring theme in recent HMICFRS custody inspections and has attracted wider scrutiny in relation to the case of the strip searching of Child Q, by the Metropolitan Police Service, in 2020.

One the whole, Use of Force remains low within City custody with 5.67% of detainees recorded as force used. The majority of instances using force involved detainees remaining in handcuffs while in custody.

Outside these instances, rationale for use and CCTV of Use of Force is viewed on CCTV by Custody Management. Reviews of records have highlighted:

- good and thorough rationale provided by officers in use of force reports supporting use, with detailed descriptions of detainee behaviour and risk and
- detailed explanations of officer rationale provided to the ICVs querying use of force during visits; and following review of individual detainee custody records.

City and Hackney Safeguarding Children Partnership (CHSCP) Child Q Practice Review

In March 2023, a report by the Children's Commissioner highlighted that *'strip searches of children under stop and search powers have a pronounced and deeply concerning ethnic disproportionality'* recommending that police forces commit to working with the Equality and Human Rights Commission (EHRC) in order to delivery necessary reforms.

Further to the Local Child Safeguarding Practice Review initiated by the City and Hackney Safeguarding Childre Partnership (CHSCP), the City of London Police were invited to map their safeguarding arrangements.

Outcome: Guidance has been circulated to all officers by the City of London Police to remind them of the powers and reinforce key considerations to bear in mind when undertaking searches, particularly where searches are more intimate in their nature and involve the search of juveniles.

It details the relevant legislation and provides guidance on process and recording to ensure that all officers comply with the requirements of the Police and Criminal Evidence Act 1984 and Force policies. The communication also sets out clear expectations relating to safeguarding and available resources within the Force to support officers in their decision making.

6. Mental Health Initiatives in Custody Samaritans

In June 2022, HMICFRS published *'Expectation for Police Custody'* which set out the framework and criteria used by the Inspectorate to assess police custody arrangements and the outcomes of those detained across all police forces in England and Wales. This framework placed particular focus on the treatment, conditions, and standards the Inspectorate expected services to meet.

The framework reinforced the need for police services to work with partner services to enable the diversion of vulnerable adults and children away from custody, and to protect their welfare whilst in custody.

Outcome: March 2023, marked 21 months since the Samaritans and the City of London joined in partnership to support individuals entering police custody as well as officers across the workforce. The success of this partnership has included:

- 6 forces at various stages of implementation of their own

Samaritans partnerships based on the CoLP model.

- Embedding of the Samaritans into CoLP's policing family, supporting public initiatives including Operation reframe, wellbeing events and input on learning and organisational development training sessions.
- 170 Officers and Staff receiving listening skills training from the Samaritans, including the Economic Crime Victim care unit.

7. Recruitment of New ICVs

Membership of the Panel has reduced from 9 to 7 as a result of two members withdrawing from the scheme, which has reduced the capacity of the scheme significantly.

Outcome: Further members will be recruited by the Scheme Manager as a priority to ensure that the City Scheme can continue maintain oversight and meet its statutory requirements in relation to custody visiting practices.

8. Re-introduction of Operation Safeguard

The Ministry of Justice gave notice to the National Police Chiefs' Council in February 2022, to make custody cells available to house lower risk male detainees as planned under Operation Safeguard.

Outcome: 3 custody cells have been allocated to house male defendants under Operation Safeguard at Bishopsgate custody suite. The City of London Police will continue to keep both cells available to use until they are required under Operation Safeguard. It should be noted that no cells have been required to date.

9. Priorities for 2023/24

The ICV Panel has set itself the following priorities for 2023/24:

To work with City of London Police to ensure feedback provided by ICVs regarding the custody design programme for Fleet Street is reflected in the consultation process and delivery of a code compliant custody suite.

- Strengthen the resilience of the City Scheme through the recruitment of new volunteers.
- Deliver a Silver Code Compliant Independent Custody Visiting Scheme, in accordance with the Independent Custody Visiting Association (ICVA) Quality Assessment Framework.

Conclusion

City ICVs continually report on a well-run and professional custody environment.

The commitment and dedication of volunteer visitors ensures a continued and appropriate level of scrutiny; however, opportunities and challenges continue to exist. The Scheme has suggested that the Force would benefit from a scaled-down cost analysis exercise to:

- identify any suboptimal practices, technologies, and gaps across the existing custody estate.
- ensure that any outstanding remedial work required within the custody suite is balanced against a cost effective, value for money approach, ahead of the impending move to the new custody estate.

The City of London Police have acknowledged the Schemes concerns and have committed to the commission of a Custody Gap Analysis by the National Police Estate Group. This is expected to commence in mid-2023.

Visit Statistics

	Total number of detainees in Custody at time of visit	No of detainees offered visit	No. of detainees accepted visit
Bishopsgate Q1	38	27	19
Bishopsgate Q2	24	19	19
Bishopsgate Q3	37	19	15
Bishopsgate Q4	30	18	16
Total			

ISSUES AND CONCERNS ARISING FROM VISITS

This list of issues and concerns reflects the range of issues that have been raised by detainees in the last year and other issues which have been reported by ICV Panels elsewhere for which there has been a nil return in the City of London.

	Bishopsgate
No of Total Visits	0
Report Form with no matters requiring a police response	39
Infrastructure/furnishings/fittings/out of service	18
Comments individual officers – Positive	0
Comments individual officers – negative	0
Cleaning, tidiness, and general hygiene – positive	5
Cleaning, tidiness, and general hygiene negative	3
Information Technology	3
Temperature	3
Health related matters	21
Procedures not followed	0
Rights and entitlements seemingly delayed	0
Personal hygiene requests – (showers, washing etc)	2
Requests for phone calls	4
Perceived risk to detainees	2
Periodic checks (15, 30 minutes) not maintained	0
Requests for food and drink	3
Requests for literature/documents	6

Station	Target No of Visits	Achieved	% of Target
Bishopsgate	52	50	96.15

DAYS OF VISITS

	No of Visits	% (figure expressed to two decimal place)
Monday	3	6.00%
Tuesday	15	30.00%
Wednesday	13	26.00%
Thursday	17	34.00%
Friday	2	4.00%
Saturday	0	0
Sunday	0	0
Total	50	

TIME OF VISITS

00.01-06.00	0
06.00-12.00	26
12.01-18.00	6
18.01-00.00	18

DAYS OF VISITS/TIMES – COMBINED

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00.01-06.00	0	0	0	0	0	0	0
06.00-12.00	1	7	8	8	2	0	0
12.01-18.00	0	3	1	2	0	0	0
18.01-00.00	2	5	4	7	0	0	0

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