

Committee(s): Police Authority Board	Date: 29 th July 2020
Subject: Special Interest Area Scheme 2020-21	Public
Report of: Town Clerk	For Decision
Report author: Alex Orme	

Summary

This report sets out arrangements for the Police Authority Board Special Interest Area (SIA) Scheme for 2020/21 and requests Members to confirm appointments to each of the areas. The Scheme (attached at Appendix A) informs of key developments in each of the areas over the past year, highlighting where Member involvement has made a difference. It also gives an overview of the priorities for each special interest area over the next twelve months to assist the individual Lead Members to better scrutinise progress and measure success.

Recommendations

It is recommended that-

- (a) the Special Interest Area Scheme 2020/21 (attached at Appendix A) be agreed, noting in particular:
 - (i) the achievements in the year 2019/20; and
 - (ii) the key priorities identified for the year 2020/21.
- (b) Lead Members be appointed for each area in the Scheme.

Main Report

Background

1. The Police Authority Board has operated a Specialist Interest Area (SIA) Scheme since 2007 in accordance with the terms set out in Appendix A (page 1). The purpose of the Scheme is for Members of the Board to have oversight of specific areas of City of London Police work, to provide focused scrutiny on key areas of Force business and gain specialist knowledge and expertise, thus enhancing the Committee's scrutiny and performance management role.
2. The Scheme operates through a direct liaison between lead officers at Force and Members. A contact in the relevant area of business is tasked to make regular contact with their respective SIA Lead Members, keeping them informed of developments or issues which may arise throughout the year.
3. Lead Members are also expected to oversee the work that takes place, challenging and following up issues where necessary. Lead Members are encouraged to raise issues at the Police Authority Board where necessary to

ensure that appropriate action is taken. The objective of the Scheme is not to give an 'operational' role to Members; instead, it is intended to boost the level of scrutiny and challenge which the Police Authority Board provides to the Force.

4. The SIA scheme has been recognised as notable practice by the HMI as it provides more informed oversight and scrutiny of the Force. It is also, regarded by the Force as an important aspect of the Police Authority Board's oversight and scrutiny of Police business.

Current Position

5. Members have maintained a significant interest in their areas over the past year and the feedback received on the operation of the Scheme in 2019/20 was very positive. Members have good working relationships with their Force contacts and are developing greater technical knowledge and expertise in their respective areas as well as following issues more closely. Key achievements for each of the areas along with the priorities for 2020/21 have been highlighted in the respective reports of the Scheme attached at Appendix A.
6. As it is customary every year, Members are asked to review the operation of the Scheme to ensure that the areas are appropriate for the Board's business. Following a comprehensive review in June and July of 2020, the following changes are recommended for the 2020/21 scheme:

- a) The removal of the SIA for Business Improvement, Performance and Risk Management. The oversight and scrutiny functions will be performed by the Performance and Resource Management Committee – which is to be split into two strands – the first looking at the Policing Plan and Performance, and the second at Finance, Asset Management and Change. The two strands will ensure that the Police Authority Board has a comprehensive understanding of the Force's business management processes, performance and resources. This will mean that the Committee will provide more robust and informed oversight.

The Policing Plan and Performance strand will include oversight of the delivery of the COLP Corporate Plan and the Strategic Policing Requirement. The Finance, Asset Management and Change Strand will include oversight of the Force's Commercial Projects, Police Accommodation, Risk and Transform.

The Force will continue to provide an annual update on performance and resource management - which will be included in the SIA scheme report.

- b) The SIA for Professional Standards and Integrity (and Human Resources) will be discontinued because the appropriate level of oversight and scrutiny for this area of business can be provided by the Professional Standards & Integrity Chairman and the Committee. Human Resources (HR) will be moved to create a new SIA for HR, Equality and Inclusion to provide a better fit.
- c) The SIA for Equality, Diversity and Human Rights will continue but will be renamed as it will include Human Resources (see paragraph above). The SIA

will be Human Resources, Equality and Inclusion. These are all critical areas of police business that require enhanced oversight and scrutiny by the Board.

The SIA Lead will continue to have oversight of diversity and human rights.

Please note that the SIA Lead role is in addition to the oversight and scrutiny of Human Resources already provided by Performance & Resources Management Committee and the oversight of diversity, inclusivity and unconscious bias provided by the Professional Standards and Integrity Committee.

- d) The Strategic Policing Requirement Overview SIA will be discontinued. The scrutiny and oversight of the Strategic Policing Requirement will be provided by the new Policing Plan and Performance strand of the Performance & Resources Management Committee.
- e) The SIA for Economic Crime/Fraud and Cyber-Crime will be discontinued because the appropriate level of oversight and scrutiny for this area of business can be provided by the Economic Crime Committee, Performance and Resource Management Committee and the Police Authority Board.

The Force will continue to provide an annual update on economic crime/fraud & cyber-crime - which will be included in the SIA scheme annual report.

- f) The SIA for Community Engagement and ASB and the SIA for Public Order will be discontinued. The two special interest areas will be replaced by a SIA for Neighbourhood Policing. The new SIA has been formed in response to the Force's new sector policing model, which is to be implemented in September 2020.

The Force's new sector policing leads will be responsible for community engagement, preventing and tackling ASB and maintaining public order. The oversight and scrutiny of these important areas of police business will therefore be covered by this SIA.

- g) That an SIA for Transform will be established. This role will provide oversight of the Force's transform programme and the review of shared services. This will give the Police Authority Board a greater understanding of the Force's modernisation agenda. This will mean that the Board will provide more robust and informed oversight.
7. There will be a review of the specialist advice and technical support provided to SIA Lead Members during 2020/21 – which will be used to refresh the SIA arrangements for 2021/22. However, as an interim measure for the 2020/21 scheme, it is proposed that the appropriate Corporation Link Officers will provide professional advice and guidance to SIA Lead Members, when required. This is in addition, to the support already provided to Lead Members by the Police Authority Team and Committee and Member Services.
 8. Members please note that the Force key contacts and Corporation link officers/teams that support, advise and guide the Chairman of the Economic

Crime Committee, Professional Standards Committee and the Performance and Resource Management Committee are set out in Appendix 3 of the City of London Police Authority Board and its Committees 2020/21 paper that is also on this agenda.

Consultees

Officers of the City of London Police have been consulted in the preparation of this report and their comments are contained within.

Conclusion

9. The Police Authority Board operates a Special Interest Area Scheme whereby one or more Lead Members are appointed to each of the various special interest areas. The Scheme aims to improve the Police Authority Board's scrutiny and performance management function. The purpose of the report is for the Board to agree arrangements of the Scheme for the ensuing year. The Scheme (attached at Appendix A) informs of key developments in each of the areas over the past year and gives an overview of the priorities the next twelve months to assist the individual Lead Members to better scrutinise progress and measure success.

Appendices

Appendix A – Special Interest Area Scheme 2020/21

Alex Orme

Police Authority Team
Town Clerk's

T: 020 7332 1397

E: alex.orme@cityoflondon.gov.uk



APPENDIX A

City of London Police Authority Board

Special Interest Area Scheme

2020/21

INTRODUCTION

Aims & Objectives

1. The objective of the SIA Scheme is to improve knowledge on the part of Members about key areas of national and local policing and essential activities of the City Police.
2. It operates by the Police Authority Board nominating one or more Lead Members to each of the various special interest areas. The Police Commissioner determines a 'Contact Officer' to act a liaison with each of the Lead Members.
3. The Scheme aims to improve the Police Authority Board's scrutiny function when making decisions on complex issues at each meeting. It is intended that Lead Members acquire the necessary expertise by being more actively appraised of key developments in their respective areas. The objective of the Scheme is not to give an operational role to Members in their respective areas or responsibility for delivery; instead, it is intended to enhance the level of scrutiny and challenge the Police Authority Board provides to the Force.
4. Preparation and publishing of the Policing Plan each year involves a significant element of local consultation, in which respect, Members are well placed to reflect the views of their electorates. In order, to assist in that process – and to make consultation into a two-way process, it is desirable for Members to be acquainted at first hand with how the force works, its problems, successes, etc. In this connection the SIA Scheme aims to assist both Members and the Force to deliver the level of policing service which the City community wishes to have but taking account of the constraints which may be placed upon the ability to provide that, e.g. financial.

How the Scheme will work

5. The Force Contact Officers (key contacts) are responsible for keeping Members appraised of developments and ensuring that they are reasonably involved in meetings/discussions where general strategic direction in each of the areas is being considered. Parties are requested to keep in touch on a quarterly basis (more often if you wish or feel it to be necessary).
6. Corporation Link Officers will provide professional advice and guidance to SIA Lead Members, when required. This is in addition, to the support provided to Lead Members by the Police Authority Team and Committee and Member Services
7. It is quite possible that, as a result of these discussions, Members could put forward suggestions for improving the way in which certain things are done in the Force. Members' business/professional skills could be a real benefit. Both Members and Contact Officers are encouraged to speak freely to each other, keeping the Clerk to the Police Authority Board & the Police Authority Team informed where relevant.

8. Members are encouraged to keep the Police Authority Board informed of contacts made/information obtained/any potential problems, etc.
7. Any questions from Members about the SIA Scheme should be addressed to the Police Authority Board Clerk or the Police Authority Team.

THE 2020/21 SCHEME

Proposed changes

8. The areas below take account of the policing plan priorities for 2020/21, removes the current duplication of the role with the main Committees and are designed to provide additional oversight and scrutiny of critical areas of policing business. The proposed six SIA's for 2020/21 are in **(bold)**.

Areas	Recommendation
Business Improvement, Performance & Risk Management	To discontinue. The oversight and scrutiny function are now performed by the Performance & Resource Management Committee. The Force will provide an annual update on performance and resource management – which will be included in the SIA scheme annual report.
Strategic Policing Requirement Overview	To discontinue. The oversight and scrutiny function are now performed by the Performance & Resource Management Committee.
Professional Standards and Integrity (& Human Resources)	To discontinue. The oversight and scrutiny function are performed by the Professional Standards and Integrity Committee. Human Resources will become part of the new Human Resources, Equality & Inclusion SIA.
Equality, Diversity & Human Rights	To continue. The SIA will include oversight & scrutiny of Human Resources and will therefore become the SIA for Human Resources, Equality & Inclusion.
Counter Terrorism	To continue
Economic Crime and Fraud & Cyber Crime	To discontinue. The oversight and scrutiny function will be performed by the Economic Crime Committee, Performance and Resource Management Committee and Police Authority Board. The Force will continue to provide an annual update for this area – which will be included in the SIA scheme annual report.
Community Engagement & ASB	To discontinue. The oversight and scrutiny function will be covered by a new SIA for Neighbourhood Policing
Public Order	To discontinue. The oversight and scrutiny function will be covered by a new SIA for Neighbourhood Policing
Road Safety (& Casualty Reduction)	To continue
Safeguarding & Public Protection (Vulnerability & ICV Scheme)	To continue.
Transform	To create a new SIA Area, reflecting the increased interest in the Force's modernisation agenda. This role will provide oversight of the Force's transform programme and the review of shared services

The proposed Special Interest Area's for 2020/21, the Force key contacts and the Corporation's Link Officers/Service

9. The recommended five Special Interest Area's for 2020/21 along with the Force key contacts and the proposed Corporation's link officers/service (*in italics*) are set out in the table below: *Please note, support is provided to SIA Lead Members from the Police Authority Team (PAT) and Committee and Member Services, when appropriate – these are also included in the table below (please see column 4 of the table)*

SIA Areas	COLP Key Contact	COL Link Officers or Service (Proposed)	Police Authority Team (Proposed)
Human Resources, Equality & Inclusion	HR Director	<i>Corporate HR & Business Services</i>	<i>Head of Police Authority Team (PAT)</i>
Counter Terrorism	Detective Superintendent, Crime Directorate	<i>Director of Security – Town Clerks</i>	<i>Deputy Chief Executive - Police Authority (PA)</i>
Neighbourhood Policing	TBA	<i>Head of Community Safety</i>	<i>Deputy Chief Executive (PA), Head of PAT</i>
Road Safety (& Casualty Reduction)	Superintendent, Uniformed Policing	<i>Strategic Transportation Officer (DBE)</i>	<i>Deputy Head of PAT</i>
Safeguarding & Public Protection (Vulnerability & ICV Scheme)	Detective Chief Inspector, Public Protection Unit	<i>Social Care Service (CCS)</i>	<i>Head of PAT & the PA Compliance Lead</i>
Transform	Detective Superintendent, Transform Programme	<i>Deputy Chief Executive (PA)</i>	<i>Head of PA Finance</i>

Business Improvement, Performance & Risk Management

Lead Member for 2019/20

Deputy James Thomson/Andrew Lentin (Risk)

Officer contact

Stuart Phoenix, Head of Strategic Development 0207 601 2213

Business Improvement

Implementing the recommendations made by Her Majesty's Inspector of Constabulary, Fire and Rescue Services (HMICFRS) remains a key component of business improvement. In common with recent years, 2019/20 has been a busy year from an HMICFRS perspective, conducting 2 Force-specific inspections (Crime Data Integrity and the Integrated PEEL Assessment) and publishing 12 other national reports that the Force must comply and respond to. The Police Authority Board Lead, Deputy James Thomson continues to play a key role in the refinement of Force processes relating to this area.

All HMICFRS report findings and recommendations made over the year continue to be entered onto a Force database, where the actions necessary for their implementation are also recorded. That information forms the basis of reports to Performance Management Group and thereafter quarterly reports to the Police Performance and Resource Management Committee. Deputy Thomson and other Members on that Committee have provided valuable challenge and scrutiny in the areas reported on, and have played an important role in representing the Police Authority in meetings with HMICFRS where they have balanced championing the Force in numerous areas whilst providing reassurance to HMICFRS of the independent oversight provided.

During 2019/20 the Force was inspected under the 'Integrated PEEL Assessment' (IPA) process, which has replaced the separate Efficiency, Effective and Legitimacy inspections, even though each of those areas continue to be assessed within the IPA. Whilst there was no 'field work' involved in the actual inspection, HMICFRS have observed key Force meetings and reviewed processes and documentation.

Preparations for these inspections and the Force's response to previous ones has resulted in a number of business improvements, including a reformed Independent Community Scrutiny Group, and implementation of enhanced stop and search processes and monitoring. The Force continues to refine its approach to preparing for and responding to HMICFRS inspections. The delivery of an enhanced "HQ Function" as part of Transform will facilitate a more joined up and proactive approach to business improvement across the Force.

Performance Management

As with Business Improvement, Deputy Thomson has been a key individual in shaping how the Force reports on its delivery of Policing Plan Priorities for 2019/20 and has been a key contributor to how those priorities are expressed in the revised policing plan for 2020-2023.

Performance against those measures is reported to Performance Management Group, chaired by the Assistant Commissioner and of which Deputy Thomson is a member. Performance is thereafter reported quarterly to the Performance and Resource Management Committee, whose challenge and scrutiny role helps to ensure Force measures remain effective; their role can and does directly impact on policing activity.

Over the course of the current year, the Force will be implementing its HQ function that will, supported by new technology, incorporate an enhanced Business Information team. In so doing, the

Force will continue to refine its approach to reporting performance so that it meets the needs of the Committee, and evidences more effectively the impact its activities are having on all areas of Force activity.

Risk Management:

Over the past year the Force has continued to develop its Risk Management processes to ensure it remains fit for purpose and supports the delivery of front line policing services. A key development has been a revision of the risk template used by the Force to link risk identification more tacitly with the Force's 'business as usual'. Oversight of the Force Risk Management Process is submitted to the Police Authority Board on a bi-annual basis. This allows members to oversee the risk profile of the Force, conduct scrutiny into the control measures put into place to mitigate risks as well as challenge Force risk assessments.

Andrew Lentin is the Lead Member for risk providing scrutiny to the risk assessment process, ensuring it is robust and the risk scoring can be justified. The lead member is invited to meet with the Assistant Commissioner on a bi-annual basis before formal submission of the risk register to the wider Police Authority Board.

Minutes of the quarterly Risk & Business Continuity meeting are provided to the Lead Member prior to any meeting with the Assistant Commissioner so that they are aware of the full discussion around Force risks and is able to question information contained within the register. At the Risk & Business Continuity Group the Assistant Commissioner challenges risk scorings and assumptions made by risk owners to ensure that the risk register reflects a true and accurate position. This provides confidence that the risk position reported to Senior Managers and the Board. It additionally allows the Assistant Commissioner to effectively brief the Police Authority risk lead as part of their one to one meeting agenda.

The Force risk position is formally agreed at the Senior Management Board (SMB) where amendments to the risk register proposed by the Risk & Business Continuity Group are ratified. SMB receive a bi-monthly risk position and confirm the Force strategic risk profile ensuring the Commissioner and other senior managers are able to input into the Force strategic risk register following the work of the Risk & Business Continuity Group in providing scrutiny into the document.

A recent Peer Review of the Force's risk arrangements, conducted by Kent Police, found the Force risk process is very well evolved, and continues to develop utilising feedback from end users as well as advice given by Members on how risks should be presented for discussion at the Police Authority Board.

Strategic Policing Requirement Overview

Lead Member for 2019/20	Deputy Henry Pollard
Officer contact	Stuart Phoenix, Head of Strategic Development 0207 601 223

Background

The Strategic Policing Requirement (SPR) is now in its seventh year of operation. It was introduced in 2012 to articulate those threats that in the Home Secretary's view are so serious and transcend force boundaries that they require a coordinated regional or national response. The national threats articulated in the SPR remain Counter Terrorism, Serious and Organised Crime, Public Order, Civil Emergencies, Large Scale Cyber Attacks and Child Sexual Abuse, which was added in 2014/15. Police and Crime Commissioners and Chief Constables are required to have regard to these threats developing their plans and ensure they have the capacity, capability, connectivity and consistency to contribute to countering the threats.

2018/19

As last year, an element of HMICFRS's Integrated PEEL Assessment included assessing the extent to which the Force was meeting its obligations to support the SPR, with a continued specific focus on protective services. The SPR has become 'business as usual' to such an extent (it is an intrinsic element of the Strategic Threat and Risk Assessment (STRA) and features prominently in the Policing Plan priorities) that HMICFRS found the Force has good specialist capabilities and effective arrangements in place to ensure it can fulfil its national responsibilities. This area is not graded due to the sensitive nature of the area being assessed and HMICFRS not wanting to place vulnerabilities in this area in the public arena. If HMICFRS had any issues with specific concerns around a force's ability to fulfil its obligations in this area, they undertook to write to the Chief Constable and Police and Crime Commissioner to detail those issues. City of London Police has not received any such letter. None of the areas for further improvement cited in the report relate to SPR areas.

City of London Police's commitment to supporting the SPR has been retained in the revised policing plan (2017-2020), which has been updated for the 2019/20 financial year.

Deputy Pollard has met with the Head of Strategic Development to review the work that has been completed to ensure the Force continues to fulfil its SPR obligations.

2019/20

It is likely that the SPR will continue to feature in the Integrated PEEL Inspection under the guise of 'specialist capabilities'. It will also continue to feature prominently in the Force's Strategic Threat and Risk Assessment (STRA).

The national agenda for specialist capabilities, and the role played by individual forces in the delivery of those specialist capabilities is still being scoped by the National Police Chiefs' Council.

Professional Standards, Integrity (and Human Resources)

Lead Member for 2020/21	Alderman Alison Gowman (Professional Standards & Integrity only)
Officer contact	D/Supt. Angela Rogers, Head of PSD 020 7601 2203 HR Director, Julia Perera 020 7601 2230 Head of Strategic Development, Stuart Phoenix 0207 601 2213

Professional Standards and Integrity

Alderman Alison Gowman continues to maintain responsibility for The Professional Standards and Integrity Committee. This committee provides detailed oversight of professional standards in the City of London Police. During 2019/20, it received statistical updates on complaint cases and trends relating to the nature of allegations in complaints, and the means by which those allegations are resolved. The Sub-Committee continues to perform a highly detailed scrutiny function to examine the casework of every complaint recorded by the Force – this is unique among all Offices of Policing and Crime Commissioners and local policing bodies.

The Committee has worked with the Director of the Professional Standards Department (PSD) to ensure that the papers reviewed by Members contain sufficient information to be able to assess whether an appropriate outcome was reached, while not unnecessarily revealing personal details of individuals involved or creating extra workload.

In 2019/20 the Committee continued to look at matters of conduct; it received updates on all misconduct meetings and hearings which had been dealt with by the Force. The Committee receives updates on Unsatisfactory Performance Procedures (UPP), which concern performance or attendance issues (as opposed to misconduct). It continues to receive updates on Employment Tribunal cases concerning police officers and police staff. These outlined the nature of claims and the outcome of cases. A report from the Integrity Standards Board (ISB) and integrity dashboard are also scrutinised. This includes the gifts & hospitality received by the Chief Officer team.

During the reporting year the members visited the PSD department and met with the Director of PSD Angie Rogers, and the Senior Management Team – they also were provided a number of inputs from the areas within the PSD department to gain a valuable insight of the investigation standards. Members reflected that the experience had been worthwhile.

The Committee continues to support the Force in ensuring themes identified in complaint or conduct cases are progressed as issues of Organisational Learning. This is done through the PSD Working Group (PSDWG). The Force's Organisational Learning Forum (OLF), chaired by the Assistant Commissioner, includes representation from all Force Directorates and has a series of working groups focusing on specific areas of organisational learning, including PSD, Custody and Public Order. The Committee is represented by Oliver Bolton, from the Town Clerk's Department, who attended meetings of the PSDWG in 2019/20, and the Sub-Committee received a digest of highlighted areas/themes of learning at every meeting.

Integrity and Ethics

During 2019/20 the Force also underwent a peer review of its arrangements supporting the Police Code of Ethics and ethical decision making. The review was conducted by a Professor of Criminology and Ethics (Bath Spa University) and Chief Superintendent from Devon and Cornwall Police. The review was broadly complimentary of the Force's arrangements. Observations made in the review have informed the revised Integrity and Code of Ethics development plan.

HMICFRS

In September 2019 HMICFRS published “Shining a light on betrayal (abuse of position for sexual purpose)”. This was a national report that focused on one aspect of the PEEL Legitimacy criteria covering abuse of position for sexual purposes. It considered the progress forces have made tackling this issue following previous reports on the subject dating back to 2015. The report and its findings were submitted to both your Police Performance and Resources Committee and Professional Standards and Integrity Committee.

Organisational Learning

Learning issues are central to the work of PSD. Complainants often express that they want the officer/organisation to acknowledge what went wrong and understand how the Force will ensure that similar issues will not happen again. The Organisational Learning Forum (OLF) chaired by AC Sutherland, is well established, has been operating for several years and meets on a quarterly basis.

The work of the OLF cuts across the organisation, it is a decision making forum and if necessary, issues are escalated to the Force’s Strategic Management Board (SMB). The OLF has the responsibility for the strategic overview of learning across all Directorates. It is supported by tactical groups focusing on Custody, Public Order, Stop and Search and Professional Standards, to tackle learning on a local level.

PSD and Human Resources (HR) meet monthly to discuss the outcomes of misconduct proceedings to ensure parity between police officers and police staff.

PSD team updates

The Team have settled into their offices within the New Street building. There has been a high level of staff turnover in the past year and staffing levels have often been below the recognised levels within the department. In addition, business cases have been put forward and authorised for new roles within the Counter Corruption unit, Vetting and Complaints. An increase in the level of recruitment has occurred to fill these new roles and vacancies. There is currently only one vacant position within vetting which is due to be filled in July. August 2020.

CoLP PSD is continuing to develop its collaboration agreement with the British Transport Police CCU PSD. The teams are co-located, and internal works are being planned to allow the teams to work in a more effective office environment to support collaborative working in the future.

The changes to the Police Regulations since 1st February 2020 has made the emphasis on learning both as an Organisation and Individual level the core focus. This can only enhance and reinforce the steps that PSD have already taken in this direction. PSD has experienced more proactive interactions with local uniform supervisors who are managing more effectively and have confidence to deal with underperformance effectively.

Following on from the success of internal communications and PSD training inputs, PSD have recruited an Engagement Officer. The Engagement officer is working extensively across the force to promulgate learning, provide training, education and advice to support our officers and staff in maintaining the highest standards of professional behaviour. PSD has seen an increase in internally referred conduct matters and requests for advice. There has been an increase in the quantity and quality of confidential anonymous reports of wrongdoing to the two way reporting system ‘Bad Apple’, and the use of Safecall.

Complaints

Complaints have reduced year on year since 2017. It is hoped that this trend will continue into 2020 and beyond with increased use of practice requiring improvement. This moves away from a culture of blame for low level complaints and conduct to an environment of learning and improvement. It is known to promote better working practices and increase motivation in staff.

The number of complaints against police officers remains relatively low given the high numbers of interactions with members of the public, often in challenging circumstances. A number of terrorist incidents and the perception of policing has an impact towards complaints. Covid19 will likely have an impact on the public perception on the whole of British Policing. Subsequent complaints that are received either during or after this period, however, are unlikely to be reflected in the complaint data for some time.

CoLP have introduced Single Online Home which signposts users to a 'one stop shop' to report matters either positive/negative thus making reporting easier. Covid19 restrictions and forced increased time at home will undoubtedly have an impact on whether individuals have time to chase investigations or matters, and where they may not have complained prior to this unprecedented period.

The number of complex and multiple complaints and conduct matters has increased over the last number of years. There are more investigations where the IOPC are involved, (this may reflect their increase in staff levels to accept a higher case load). This IOPC involvement has an impact on the PSD investigation team. There is an early trend being experience whereby the IOPC are sending more investigations back for local investigations than previously. If this trend continues it may require a future uplift in resourcing to support its maintenance.

PSD record/log complaints recorded against Action Fraud – a National service - where complainants are often only seeking an update. This early resolution will not only increase confidence in the City of London Police but assist in lowering further the number of complaints recorded against the Force. However the intervention of Members of Parliament writing into the CoLP on behalf of constituents has increased dramatically over the last year and PSD recording these in an attempt to show the workload that they are generating, a further post has been created to deal with the increase workload that the Action Fraud creates.

Whilst the number of complaints against City of London officers is relatively low compared to the national statistics, PSD continue to look for smarter working practices to assist in dealing with complaints and conduct matters concisely, impartially and ensuring that the City of London continues to deliver an exceptional policing service

PSD Priorities for 2020-2021

- Vetting – Efficiently and effectively support the timely recruitment of police officers through the National Uplift Programme and other recruitment programmes for the maintenance of existing staffing levels through the introduction of a new vetting system and SLAs.
- Complaints – Effective implementation of the 2020 complaint and misconduct regulations and the culture of performance and learning through, for example, the use Practice Requiring Improvement, while addressing the timeliness handling of low level expressions of dissatisfaction particularly in the area of Action Fraud complaints.
- Counter Corruption Unit- to ensure full integration of the Control Strategy and associated PIEE's. These products will drive all activity of the department alongside tasking.
- Robust plans to address those with repeat incidences of complaints through several avenues such as ensuring all organisational and individual learning is identified within public complaints and disseminated appropriately through the Organisational Learning Forum, PSD Working Group and other communication tools. Increasing the use of practice requiring improvement as an outcome from complaints. It assists officers in identifying areas for personal improvement and provides space to self-reflect on

incidents. This will have more beneficial outcomes for officers and the organisation through creating a culture of learning and self-improvement where staff are supported.

- Maintain low levels of misconduct through the Engagement officer working extensively across the force to promulgate learning, provide training, education and advice to support our officers and staff in maintaining the highest standards of professional behaviour. In addition, the Counter corruption unit will continue to conduct extensive prevention tactics to stop corrupt activity before it occurs. This includes creating a culture that adopts and understands the ethos or practice requiring improvement. PSD will continue to support line managers through PSD training at all management events as well as new joiner and transferees.

Human Resources

Workforce Management

The City of London Police has a five year Workforce Plan which was introduced in December 2018. It is closely linked with the Strategic Threat and Risk Assessment (STRA) process and focuses on recruitment, progression and retention as well as skills the force require immediately and, in the future, and is supported by a 5 year recruitment plan. The Workforce plan is updated twice yearly to ensure that as a force we have an understanding of our current priorities, demands and threats, mapped against our workforce numbers, skills and demographics, the latest version due for publication in July 2020.

The Workforce Plan brings together the BAME and attraction action plans, and through the Strategic Workforce Planning Meeting we monitor delivery of these plans.

Recruitment

During the first half of 2019 we undertook limited recruitment due to the recruitment freeze that was put in place, as well as holding around 80 vacancies at any one time, but due to increases both from City of London Corporation & The National Police Officer Uplift funding, we are now on an upward trajectory with a high volume of recruitment campaigns taking place as well as changes into how we advertise which will improve our force's representation.

Following the decision to recruit again after a significant period of austerity and recruitment freeze, HR has undertaken the following campaigns in this reporting period:

- 3 Student Officer Campaigns
- Promotion Boards for Commander, Chief Superintendent, Chief Inspectors and Sergeants
- 107 Police Officer campaigns
- 5 Police Officer Transferee Campaigns
- Fast Track Constable – Inspector process
- 102 Police Staff Campaigns
- Specials Intakes

PSD / HR Collaborative Working

PSD and HR meet on a monthly basis to ensure consistency in approach to cases, both teams share their expertise and experience to ensure the speedy resolution of cases.

Case Management

The following table outlines the number of cases that have been managed from 1st April 2019 – 31st March 2020. Some of the cases indicate began prior to 1 April 2019 however have been managed in this reporting period.

Case Type	ECD	BSD	UPD	I&I	Crime	Total
Grievance	5	4	6	2	2	19
Disciplinary	0	0	1	1	1	3
Capability	0	1	0	0	0	1
Employment Tribunal	0	0	3	0	3	6
Appeals Against Dismissal	1	0	0	1	0	2
Other	1	0	0	0	0	1

Equality and Diversity

When compared nationally CoLP is ranked as second highest among all forces nationally (excluding BTP who are non HO force) for BAME Staff representation rates and fifth highest for officer representation (excluding BTP).

The force continues to review its BAME Action Plan, which is based on the national NPCC Workforce Representation, Attraction, Recruitment, Progression & Retention Delivery plan, which will drive further changes in this area. As a force we are undertaking a number of different initiatives to ensure we attract a diverse range of applicants.

An example of this is the student officer intake in March 2020 which was 30% BAME. Across the force our BAME representation for officers grew from 6.9% in December 2019 to 8% at the end of May 2020. With further intakes planned this year this is positive step forward.

We are currently working with 'Police Now' to utilise a direct entry detective route for January 2021. This will bring in high calibre graduate candidates through an agreed national process directly to our Crime Directorate. This will help improve numbers and also adopt this innovative and culturally changing approach to becoming a detective within policing. Previous Police Now and Direct Detective recruitment campaigns have received a high level of BAME and female applicants. As a force we are also supporting our internal officers and staff through application writing and interview workshops as well as developing a senior BAME and Gender progression programme which will look to improve the representation across the force for both BAME and females. The force's Equality & Inclusion Board continues to oversee the work on these plans and how BAME representation can be encouraged further in the force.

Projects Update

During 2019/20 the HR Team supported a number of different project initiatives which included:

- Development and implementation of a new HR System and new servers
- Launch of the new recruitment system and careers website
- Launch of a book on – book off (BOBO) system for the force using HR Self Service
- The automation of overtime via the BOBO system
- Detailed planning and preparation for a skills audit across all staff & officers
- A College of Police programme to produce national standards for PDRs across policing
- A 3 Tier mentoring programme
- Plans for the introduction of reverse mentoring
- A process of 360 degree feedback for certain staff & officers
- The introduction of new promotion courses for officers promoted to Sergeant & Inspector.
- The introduction of the Police Visual Handbook

- The development of the HR self-service system to all self-declaration of protected diversity information (i.e. sexual orientation)
- The planning for an electronic DSE Management System launching later this year

Priorities for 2020/21

Projects

The Projects that the team will focus on delivery during 20/21 are:

- Developing our attraction strategy to continue and further improve the diverse makeup of probationer student intakes and the workforce generally.
- Working with Police Now to bring in a direct entry detectives
- Introduction of a senior BAME and Gender progression programme
- Introduction of a new reporting tool (Orbit) providing far better management information for use both strategically and by local managers.
- Further interfaces between core HR systems and national police systems such as Chronicle and NPOCC (the National Police Coordinating Centre who deal with requests for mutual aid and national mobilisation).
- Development and launch of the new qualifications framework (PEQF) in conjunction with Coventry University.

Reward and Recognition

The Reward and recognition panel meets on a quarterly basis to recognise achievements by staff and members of the public. Commendation ceremonies are held throughout the year and supported by the Chairman of Police Committee in recognising the contributions made throughout the year of those nominated.

Equality, Diversity and Human Rights (EDHR)

Lead Member for 2019/20

Tijs Broeke

Officer contact

Kam Dhaliwal Equality & Inclusion Manager 0207 164 8212

Overview 2019/2020

The year has been productive with some notable highlights, detailed within this summary. Work has continued with key stakeholders and harder to reach groups to understand better the community and its policing needs. Staff surveys, equality data and staff feedback are used to understand how we can make the Force more efficient, effective and representative for the future.

The Force

The current establishment of the City of London Police allows for 728 officers and 468 staff, and we currently employ 759 officers and 460 staff. Approximately 57% of our staff are female and one in four officers is female, which is consistent with the Metropolitan Police Service (MPS). Approximately, 6.6% of officers and at least 21% of our staff come from a BAME background which is higher when compared to most police forces, but lower than the MPS, where 15% of officers and 25% of staff come from a BAME background¹.

- New Terms of Reference for the Equality & Inclusion Board have been developed, whilst the Board itself is now supported by an E&I Operational Delivery Group chaired by a Chief Superintendent. This Group will drive improvements across the Force and report into the E&I Board.
- The Work Experience programme has continued supporting positive action. A 38 students have now undertaken work experience with the Force from a variety of Black, Asian, Minority Ethnic (BAME) backgrounds.
- The Equality & Inclusion Manager has taken part in peer reviews of other forces using the NPCC Equality Plan and HMICFRS inspection criteria. This engagement with other police forces and organisations has been invaluable in bringing organisational learning into the Force.
- The Force published its Gender Pay gap data on time and was broadly consistent with the previous year's data. There was an increase in the Mean Hourly rate, where overall, women earned 1.5% more than men and in the Mean Bonus, where overall, women earned 16.7% more than men.
- The Equality & Inclusion Manager was instrumental in recruiting and thereafter providing awareness training to new members of a reformed Independent Community Scrutiny Group.
- The Forces Staff Support Network² continue to be active and contribute to Force business in addition to supporting their membership. The Health and Wellbeing Network has been particularly active in promoting good physical and mental health. Other networks have supported staff empowerment and developmental courses, provided mentoring programmes, and provided input into recruitment campaigns and training (e.g. transgender awareness is now part of the Custody Management training course).
- BPA & AMP are working closely with Race Champion to increase numbers and retention.
- One of the Force's Chief Superintendents has become joint Chair of the National LGBT Group and hosted a national conference for all forces' LGBT networks.

- The Force's BAME Action Plan continues to be led by the Force Race Champion who works very closely with the Black Police Association, the Head of HR and the Head of Organisational Learning.
- Various dashboards now routinely reflect equality data, particularly in the areas of stop & search, use of force and vulnerability.
- Unconscious bias training has now been delivered to all frontline staff to help them to understand better the impact of their actions and decisions.
- A major piece of work is now underway to fundamentally review the Equality and Inclusion function of the Force, which will lead to a new overarching strategy to be presented to the September Senior Management Board.
- The Force will continue to monitor any changes and recommendations to Equality, Diversity and Inclusion legislation.

1 Source: Police workforce, England and Wales, 31 March 2019 second edition; City of London Police Public Sector Equality Duty Report 2019 and MPS Workforce Data Report June 2019.

2 Black Police Association; Association of Muslim Police, Women's Network, LGBT+ Network, Health & Well-being Network, Christian Police Association & Disability Enabling Network.

Counter-terrorism

Lead Member for 2019/20	Deputy James Thomson
Officer contact	Detective Superintendent Dermont Robinson, Crime Directorate

The threat to the UK from International Terrorism is currently SUBSTANTIAL, indicating 'an attack is likely'. The threat level was reduced from SEVERE ('an attack is highly likely') in November 2019. The threat to Great Britain from Northern Ireland Related Terrorism continues unchanged, assessed as being MODERATE ('an attack is possible but not likely'), reflecting the ongoing aspiration to commit attacks on the British mainland. The level been MODERATE since March 2018.

CoLP Special Branch continues to lead on the collation and development of intelligence related to terrorism and domestic extremism and investigates all instances of potential terrorist activity in the City of London. Counter Terrorist Security Advisors (CTSAs) continue to provide expert advice to enhance the protective security of the City.

During November 2019, the UK witnessed its first terror attack since September 2017, when Usman KHAN killed two people while attending an event hosted by Cambridge University at Fishmongers Hall in the City of London. KHAN, a British national, had previously been convicted in 2012 for planning terror attacks including the targeting of the London Stock Exchange and the Dean of St Pauls Cathedral. KHAN was known to have been a supporter of both Al-Qaeda and Al-Muhajiroun, but is understood to have participated in various disengagement and rehabilitation programmes both within prison and on his release.

The City of London will continue to remain an attractive target for terrorists and in February 2020 ISIS supporter Safiyya Shaikh pleaded guilty to a charge of planning a terror attack at St Paul's Cathedral in 2019.

The threat from Right Wing (RW) terrorism remains high and is considered the fastest growing terror threat to the UK. In London, and in particular within the City of London, this threat most commonly presents itself as public disorder. During the summer of 2019 the appearance of Stephen YAXLEY-LENNON (aka Tommy ROBINSON) at the Old Bailey attracted in excess of 200 supporters, illustrating that the Right Wing community still has the ability to organise and mobilise large numbers of supporters at short notice. CoLP Special Branch provided support in response to both this incident and the investigation into Fishmongers Hall attack.

CoLP is fully integrated into National and London structures and has attended all scheduled and extraordinary Security Review Committee (SRC) meetings throughout 2019 and into 2020. These meetings, led by the MPS and National Counter Terrorism Policing leads, comprise national membership and take place at least fortnightly. Information from these meetings is cascaded within CoLP through fortnightly Contest¹ Steering Group meetings, thus ensuring coordinated police deployments and appropriate information sharing.

During 2020 CoLP undertook a comprehensive review of its existing Counter Terrorism and Protective Security meetings. This resulted in the introduction of a Contest Steering Group, chaired by the force Commander (Operations), replacing the previous Security Group, and providing a more

¹ Contest is the UK Government's Counter Terrorism Strategy comprising four key strands; Prevent, Protect, Prepare and Pursue

holistic approach across the four strands of Contest. This group is supported by a Contest Working Group and both meetings include membership from the City of London Corporation.

During 2019 the Special Branch Fixed Intelligence Management Unit (FIMU), the single point of entry into CoLP for all Counter Terrorism / Domestic Extremism matters, received 4653 separate items - an increase of 27% from the total received in 2018. 270 of the items received during 2019 were further developed into intelligence or investigations by Special Branch. These reports originated from a variety of sources and included intelligence received from other police forces, the Security Service and other intelligence partners, the general public and security personnel, as well as from other CoLP departments arising from their investigations.

CoLP Special Branch operates an 'on call' structure for enquiries or advice out of office hours. This was utilised 58 times during 2019 in response to, for example, reports of potential hostile reconnaissance and people of interest arrested within the City. The Special Branch team has three accredited Financial Investigators who support financial enquiries from our own force Economic Crime Directorate, with whom they liaise regularly, and from Counter Terrorism Finance units across the UK.

Operation Lightning is the response to and the investigation of potential terrorist hostile reconnaissance. During 2019 CoLP Special Branch received and investigated 121 Operation Lightning reports: a figure on a par with the previous year. Unlike previous years when a UK or overseas terrorist attack generated a higher level of reporting of potential hostile reconnaissance, the Fishmongers Hall terrorist attack in November 2019 appears to have had little impact upon the level of reporting, with reporting during the remainder of 2019 being at its lowest level since 2013. The majority of reporting continued to be from security personnel (51% of reports in total with 31% being from ACT² trained security staff). Members of the public submitted 28% of all 2019 reports. During the first four months of 2020, 26 Operation Lightning reports were received by CoLP Special Branch representing a decrease when compared to the same period in previous years, predominately due to the Covid19 pandemic and the UK 'lockdown'. Reporting of potential hostile reconnaissance is expected to increase during 2020 in line with increased footfall as Covid19 restrictions are lessened.

Of those reports submitted at the start of 2020, a similar trend continues with security staff and members of the public reporting the highest numbers (42% and 23% respectively).

As part of the community's crucial involvement in Project Servator, the Force leads on SCaN (See, Check and Notify)³ training for businesses across the City and leads the national co-ordination and delivery of SCaN courses in partnership with the National Counter Terrorism Security Office (NACTSO). ScaN is becoming increasingly popular and its effectiveness was highlighted when a ScaN trained member of staff identified unusual behaviour by a man male who produced an imitation handgun inside St Paul's. The incident was quickly resolved, and the man arrested.

CoLP continues to deliver Project Servator training and support to Forces nationwide through the National Project Servator Team and has also significantly increased the posts assigned to deliver Project Servator deployments in the City of London as part of the uplift agreed for 2019/20.

The Prevent strand of Contest aims to stop people becoming terrorists or supporting terrorism and addresses all forms of terrorism and extremism. CoLP has an officer dedicated to the delivery of Prevent locally and they maintain strong engagement with City communities.

² ACT (Action Counters Terrorism) is a range of guidance and training products intended to raise awareness and encourage reporting and is delivered locally by CoLP Counter Terrorism Security Advisors

³ ScaN aims to help businesses and organisations maximise safety and security using their existing resources and is delivered by Counter Terrorism Security Advisors with a range of modules available

Delivery of Prevent had previously been within Community Policing but has now been restructured to become an integrated part of the CoLP Protective Security Office, working alongside Counter Terrorism Security Advisors. This ensures a more effective and inclusive approach and creates additional opportunities for engagement.

During the period April 2019 to April 2020 CoLP received 13 Prevent referrals. Of those only one related to a City resident (referrals are shared with, and subsequent assessments are led by, the force in which the subject resides), which was an 8 year old child who had raised concerns following comments made within their school. This case was managed effectively and proportionally, and the child received suitable support.

Five of the referrals related to students and one was a worker in the City. In many cases mental health was a factor in the behaviours that caused concerns.

Engagement is undertaken in partnership with the City of London Corporation Prevent team with whom CoLP has a very strong relationship with effective joint working and we remain grateful for this ongoing support and commitment.

CoLP Counter Terrorism Security Advisors (CTSAs) continued to experience the same high demand for security advice that was seen during the previous year. CoLP recruited an additional police officer and the CTSA team is now fully staffed. Newer members of the CTSA team continue to work towards their accreditation through the national training programme comprising courses, ongoing Continuous Professional Development and assessed work. CTSAs continue to support our business community maintaining an excellent reputation and delivering against all priorities set by the National Counter Terrorism Security Office who routinely approach the CoLP team to lead on national initiatives.

The CTSA team is within the same management structure as the tasking and coordination of all CoLP Counter Terrorism activities, including the coordination of the dedicated Project Servator team. This integration of protective security advice and the coordination of operational policing deployments is unique to CoLP and provides a very effective Counter Terrorism policing model. CTSAs have an excellent relationship with the City of London Corporation, Department of Built Environment, creating seamless processes and building in security to all public realm sites and new developments. The relationship is acknowledged as being an exemplar of good practice.

The CTSA team continues to deliver all of the modular elements of the ACT range of products as well as bespoke training and awareness sessions to meet the specific needs of the City of London. This includes the delivery of postal security awareness training, identity document awareness and the various (SCaN) modules.

During the past reporting period CTSAs have delivered the following;

- Project ARGUS – 19 sessions to 553 attendees.
 - A three hour exercise to test organisational preparedness for a terrorist attack.
- ACT 'Awareness' that includes SCaN for all – 42 sessions to 979 attendees
 - These are two hour long courses delivered to industry
- ACT 'Operational' – 3 sessions to 65 attendees
 - These are two hours long to test ground level preparedness during a terrorist attack
- ACT 'Strategic' – 7 sessions to 91 attendees
 - This is a two hour long session aimed at senior management aimed to instil CT measures within the company.

- SCaN ‘Decision Makers’ – 11 sessions to 36 attendees
 - This is a half hour session to explain the purpose and benefits of SCaN
- SCaN ‘for all’ – 76 sessions to 1188 attendees
 - Half hour session on See Check and Notify
- SCaN ‘Customer Facing’ – 101 sessions to 735 attendees
 - Two and half hour session for customer facing staff on See Check and Notify
- SCaN for ‘Communications professionals’ – 4 sessions to 36 attendees
 - This two hour session provides an overview on how online messaging can deter hostiles from attack planning
- Document Awareness – 9 sessions to 79 attendees
 - These raise awareness of the use of false documentation by extremists.
- Postal security awareness – 12 sessions to 107 attendees
 - These raise awareness of and test postal screening and security protocols.
- Telephone threat – 3 sessions to 15 attendees
 - These raise awareness of how to deal with a telephone / email threat
- CT briefings / Threat update – 10 sessions to 133 attendees
- Bespoke Table Top exercises 2 for 24 people

The CTSA team continues to advise businesses on security improvements and works with the tiered Protective Security Improvement Activity (PSIA)⁴ sites as set by the Office for Security & Counter Terrorism (OSCT) within the Home Office as well as our Critical National Infrastructure (CNI) sites.

In July 2019, the National Counter Terrorism Security Office released revised Crowded Places guidance and CoLP CTAs continue to develop this and to work with the City of London Corporation to provide appropriate governance structures to drive this important work. The City of London Corporation Public Realm Board and Senior Security Boards provide welcome oversight and support. This collaborative approach is recognised nationally as best practice.

Looking ahead

The terrorist threat to the UK is becoming more diverse and multi-dimensional with a growing threat from right wing extremism which is likely to continue throughout 2020. Although in recent months right wing extremist activity across the UK has been low, there is the potential for this to increase in response to the Covid19 pandemic, over claims of its origin. Sinophobia may manifest itself in community tensions with Chinese and South-East Asian communities which has the potential for exploitation by right wing groups to push their narrative and garner new support. The end of the transition period of the UK leaving the EU at the end of 2020 may also contribute to a rise in activity. Lone actors inspired by ISIS will continue to remain the greatest threat to the UK. Returnees from Syria are deemed to pose a long-term security threat due to the training some have received, and the mind set and ideologies they hold.

With the introduction of restrictions in relation to foreign travel as part of the containment of the spread of Covid19, the potential for greater border controls and a slow return to regular international travel, it is possible that individuals with a terrorist motivation could seek to enter Europe and the UK illegally and exploit existing migrant methodologies. Clandestine entry in vehicles / containers with the assistance of criminal facilitators or the use of small maritime crafts could be exploited. Travel restrictions may also have an impact on UK individuals wishing to travel to the Middle East region for terrorist training.

⁴ PSIA is the mechanism used to ensure a consistent, national and auditable approach to the security of crowded places

The Government is undertaking public consultation during 2020 in respect of proposed legislation to introduce a 'Protect Duty' on organisations, and owners & operators of events. This proposal gathered momentum following pressure from families of some of the victims of the 2017 Manchester Arena terrorist attack and could create a legal duty to provide protection from terrorism. It is unclear what impact any legislation will have on businesses, local authorities or policing but it is likely to increase demand for CTSA advice and require a review of existing governance structures.

The need for a 'whole society' response to countering extremism continues to be imperative and CoLP's joined-up approach with industry and the City of London communities will become even more important. The process of compiling the Counter Terrorism Local Profile by the CoLP Prevent team was rejuvenated in 2019. This seeks to identify local threat and vulnerability relating to terrorism and helps police and local partners to prioritise activities. This will inform our engagement and ensure a common understanding of the issues impacting upon the local community.

We look forward to the continued support of the City of London Police Authority Board

Economic Crime / Fraud / Cyber Crime

Lead Member for 2019/20

Nick Bensted-Smith

Officer contact

Commander Karen Baxter 0207 699 4781

Developments in 2019/20

In April 2019, HMICFRS published a thematic inspection on fraud. The report supported the model having a National Lead Force role held by City of London Police. It also identified services to victims across the country were inconsistent and, in some circumstances, inadequate. The report identified 21 recommendations and areas for improvement. A majority were for COLP to deliver. All but one of the recommendations have been delivered to date, including the publication of the first national fraud policing strategy endorsed by National Police Chiefs' Council.

An undercover investigation into Action Fraud in 2019 identified inappropriate behaviour by some call handlers resulting in a lowering of public confidence in the service. Immediate action was taken to address this. It included disciplinary action against 6 individuals, and implementation of an improvement plan addressing contact centre culture, supervision and training. The Corporation commissioned an independent review by Sir Craig Mackey.

The Mackey review recognised the challenges faced by the Action Fraud/ National Fraud Intelligence Bureau (NFIB) service including a mismatch between capacity and demand and an ICT system that is not fully functional. It made 15 recommendations for improvement which are being implemented. This included an increase in Action Fraud contact centre capacity which has now been implemented through the creation of a second site in Newcastle. The Corporation has provided substantial contractual and commercial support for COLP in relation to its current supplier and the future strategy for contract.

A new intelligence capability was created to develop a more proactive approach to tackling fraud and support cross-force working on high harm threats. This was supported by a new COLP/National Crime Agency proactive taskforce hosted in the City to respond to actionable intelligence. Regional fraud development officers were established across the country to improve COLP's reach and coordination across local and regional policing.

In late 2019 the Home Secretary issued a directive for law enforcement to "step up" the response to fraud. Working with the National Economic Crime Centre, COLP developed an operational plan under the project name Otello. This resulted in the first national strategic tasking issued for fraud to mobilise a multi-agency law enforcement response.

Since then COLP has developed its leadership role within policing to including coordination of policing operations nationally. This approach was piloted for courier fraud which was targeting the elderly and vulnerable. This resulted in over 60 arrests across forces and more than a £1m in victim monies frozen. Following the outbreak of COVID-19 this model was quickly applied for fraud linked to the pandemic resulting in over 20 arrests and 150 disruptions to websites, telephones and email accounts.

Funding from the Intellectual Property Office was secured (£0.5m) to extend the Police Intellectual Property Crime Unit into the North West offering new opportunity to disrupt organised economic crime. This funding was negotiated by COLP. It will be resourced by the North West Regional Organised Crime Unit and tasked and coordinated from the City.

In the City new processes were put in place for all City elections in partnership with the Corporation

election team. Since these processes were implemented, the general election and the Polish general election (polling station) were successfully managed without any complaints.

The Home Office has undertaken a Fraud Review and is currently considering options for transformational reform of the fraud response including the role of COLP within the law enforcement landscape. COLP worked with the Home Office and National Economic Crime Centre to influence the outcome of the review and plans for capability development. This was supported through engagement with the Home Office by the Town Clerk's department.

There continues to be substantial parliamentary attention on the police response to fraud and COLP gave evidence at the Home Affairs Select Committee on the COVID-19 response. The Remembrancer's office provided support for the preparation of written and verbal evidence related to this inquiry. Throughout the year COLP received a number of ministerial visits to its Economic Crime Directorate, which were supported and/or facilitated by Members.

Members and the Corporation continue to raise the external profile and international reach of the Academy. The roll out of the Economic Crime Victim Care Unit model, developed in London with support from MOPAC and the Town Clerk's department, has continued to be rolled out across policing and now operates in 5 forces.

Action Fraud maintains a role as the national reporting centre for cyber crime as well as the national lead role for Cyber Protect. Project Fortis, which is being led by the National Cyber Security Centre (NCSC), is a new IT solution that will provide a new platform for businesses to report and bring together all reports of cyber across the range of agencies. COLP is represented on the Project Fortis governance board.

COLP worked with the NCSC to create a new public phishing reporting tool and website disruption processes. The launch of this reporting tool was expedited to respond to COVID-19 phishing attacks and resulted in over 500,000 reports and 3,700 previously unknown malicious domains being blocked in the first 6 weeks of operations.

COLP has continued to develop its Cyber Griffin service, with funding, skills and promotional support from the Corporation. Cyber Griffin has worked with some of the largest organisations in the country facilitated by introductions from the Corporation. The Corporation also facilitated access to specialists whose advice shaped the service. Following COVID-19 social distancing restrictions, the Cyber Griffin operating model needed to change. This involved investment in new digital infrastructure. The Corporation supported this change in direction and within two weeks of the pandemic the first digital services were up and running. COLP was the first force to deliver national webinars and used its platform to support other forces in delivery of protect advice. The team also conducted a cyber maturity assessment of the British Virgin Islands.

Priorities for 2020/21

- Maintaining and redefining the NLF role including developing and evolving the strategy to tackle fraud in collaboration with the Home Office, National Economic Crime Centre, National Cyber Security Centre, policing and other partners in the public and private sectors
- Implement recommendations from the Mackey review
- Improve the Action Fraud / NFIB service, demonstrating the benefit and value of the service to Police & Crime Commissioners, Chief Constables and other stakeholders. This includes re-procurement of the managed service contract, continued roll out of the Economic Crime Victim Care Unit, and work in partnership with UK Finance to share data more dynamically
- Implement the North West IP crime unit and secure funding to expand other funded units

- Establish a fraud coordination HQ to embed the new approach to operational coordination of policing activity against high harm threats, and drive up judicial outcomes nationally
- Continue to develop the Cyber Griffin service offering both within and outside the City

Community Engagement & ASB

Lead Member for 2019/20

Tijs Broeke

Officer contact

Superintendent Helen Isaac

Achievements 2019/20

Ministry of Housing, Communities and Local Government funding

We have built a working relationship with the Ministry of Housing, Communities and Local Government (MHCLG) and secured funding for two officers (£180,000 p.a.) to embed within the Corporation of London to work specifically on vulnerable people and anti-social behaviour issues in the City of London. These officers work closely with the newly appointed ASB Co-Ordinator within the Corporation Community Safety Team and also with the Outreach teams.

A review of the initial six month pilot has recently taken place and the findings were very positive, particularly in terms of the effectiveness of the partnership working between the Force and the Corporation. The impact of COVID has however meant that funding will not now be extended until the end of 2020, as the Government has embarked on a review of all its funded projects.

Operation Luscombe

Following the success of Operation Luscombe in achieving a 49% reduction in reported begging across the City of London, the model has been adopted nationally by the National Police Chiefs Council lead for ASB (ACC Andy Prophet of Essex Constabulary) and is now seen as the preferred police response to begging, endorsed in addition by the Home Office.

Serenity Integrated Mentoring

We have rolled out Serenity Integrated Mentoring (SIM). This is an innovative mental health workforce model that brings together the police and community mental health services to better support people with complex mental health needs. SIM intervention teams slowly reduce the pattern of high risk behaviour. Every patient is different, but the best results so far nationally have seen crisis calls and demand reduced by up to 90%. We now have officers trained in SIM and will be monitoring the impact of this model in 2020/21 through a trained supervisor and as part of our mental health reporting.

Rough Sleeping and Homelessness Sub Committee

Working with the Corporation of London, we are supporting the Rough Sleeping and Homelessness Sub-Committee which works with partners across all areas of homelessness, rough sleeping and vulnerability to ensure that all partners are held to account and to ensure an appropriate response from all partners to the issue of rough sleeping and homelessness in the City of London.

Suicide Prevention Steering Group

The police continue to co-chair the Suicide Prevention Steering Group with the Corporation of London and over the last four years completed suicides in the City of London reduced from 15 in 2016 to three in 2019. We are still working hard to further reduce this figure to 0.

Mental Health Street Triage

CoLP and CoL, together with the Clinical Commissioning Group for the NHS continue to fund Street Nurses to work directly with the City of London Police to assess any members of the public within the City of London who are going through any mental health crisis. This service works in conjunction with the police and offers advice and support to people who may be experiencing mental health difficulties at the pre-arrest stage, thereby reducing the number of people detained under section 136 who are not mentally ill.

The service prevents offending and reduce re-offending by intervening at the earliest possible stage in the criminal justice pathway when someone is identified as having a mental illness, learning disability or dual diagnosis and is at risk of offending or re-offending.

The teams are able to triage and screen for assessment, support the police with any decision making and follow up plans and liaise, refer and / or signpost to other teams and organisations.

Immediate access to a trained mental health team has reduced the need for members of the public to be taken into custody or to a place of safety. Street Triage, as part of the national crisis care programme, has reduced the use of police cells nationally as a place of safety for people experiencing a mental health crisis by more than 50%. In the City of London this scheme has significantly reduced the number of people detained under section 136, providing those in crisis access to care plans or other suitable arrangements without the need to attend hospital.

Public Space Protection Order

Working with the Corporation Community Safety Team, we have successfully achieved agreement for a Public Space Protect Order to be implemented on the day of the London Marathon following years of anti-social behaviour on a particular part of the route. This is the first PSPO to be implemented in the City of London and the order will remain in place on the day of the London Marathon for three years. The order will prevent street drinking and the taking of psychoactive substances.

Office Move

The Community Team have moved out of Snow Hill police station and are now based at Bishopsgate Police Station. We have also moved out of the police office in the Barbican. We still have dedicated officers who focus on the residential areas of Barbican and Golden Lane.

Independent Community Scrutiny Group

The Independent Advisory Group has been re-launched and is now called the Independent Community Scrutiny Group. There is a new Chair of this group and terms of reference have been agreed. Membership of this group has grown significantly and there will be a focus on scrutinising stop and search and use of force activity, as well as all other areas previously focussed on by the IAG, with the following objectives:

- To critically appraise organisational policies, practices and procedures.
- To make significant contributions to both strategic and tactical considerations (which should be presented to the IASG at planning stage), particularly with reference to critical incidents.
- To make observations both within the CoLP service and in regard to the role it plays in the wider community.
- To promote just and fair relations between the CoLP service and the communities it serves.

- To provide an effective external monitoring process to ensure that the CoLP is adhering to both use of force and Best Use of Stop and Search (BUSS) principles, in particular ensuring both qualitative and quantitative data are monitored.

The IASG meets quarterly and membership is open to individuals who reside, work in or have an interest in the City of London.

Licensing

The CoLP Licensing Team continues to work closely with the CoL Licensing Team, undertaking joint licensing visits and taking a pro-active approach to addressing any issues. The police Licensing Team have moved from Walbrook Wharf to the Guildhall in conjunction with the Corporation Licensing Team.

The Late Night Levy in the City is now in its seventh year and a regular forum with premises operators ensures they have a say in how the funds are used. The Levy provided a considerable increase in resources over the busy Christmas period and in December funded a successful pilot of joint patrols between a police officer and London Ambulance Service paramedic to relieve the heavy demand on the emergency services caused by the night time economy.

The Late Night Levy will continue to contribute towards retaining an Inspector and PC post in the licensing team.

Public Order	
Lead Member for 2019/20	Emma Edhem
Officer contact	Superintendent James Morgan, Uniformed Policing Directorate. 0207 601 2102

Year in Review – 2019/20

The reporting year has been dominated by environmental protests, principally under the aegis of Extinction Rebellion (XR). This form of protest is assessed as persistent, with a highly motivated and experienced group of activists who are keen to pursue high profile activities in support of their cause. XR has now become the UK's pre-eminent environmental protest group.

Their sustained and high profile protests in April and October 2019 presented a planning, resourcing and intelligence gathering challenge for City Police and policing across London. Each period of protest lasted approximately two weeks, and placed considerable pressure on all of London policing, not just public order units and command teams. Beyond the protest period, these events have placed an enduring pressure on policing, through the Criminal Justice System.

Of particular note was the Animal Rebellion protest at Smithfield Market during October: this demonstrated good practise in preparing for, and delivering the policing of protest within the City, with learning for the future. This highlighted the partnership approach to policing public order at its best. The City of London Police worked extremely closely with key partners in the Corporation of the City of London and at Smithfield to develop contingency plans ahead of the protest. Through effective liaison with the protestors, it was possible to reach agreement on how the protest could be conducted safely and with minimal disruption, with the protestors leaving the next morning as agreed. The year has also seen protest turn into disorder at the sentencing of Stephen Yaxley-Lennon in July; and the Green Anti-Capitalist Front (GAF) protest outside the Stock Exchange in February.

Lessons

The experience of preparing for and policing Animal Rebellion demonstrated best practise in preparing for and minimising the impact of protest: close liaison between the police, the Corporation, affecting businesses and the protestor. Whilst this will not always be possible (due to lack of protestor engagement or planning time) this should be the 'gold standard' we work towards.

Horizon Scanning

Environmental protest (principally linked to XR) will continue to present a challenge for policing as a whole, not just public order policing; in particular because of the pressure their protest exerts on police resources.

Wider protest, and the associated potential for disorder, (as evidenced by the GAF protest in February) will continue to be risk we will be planning to mitigate. The economic consequences of the COVID pandemic may also influence the likelihood in the City and across London over the coming year.

Focus of 2020/21

In line with the Force's wider priorities, our focus for Public Order policing can be split into four broad areas:

- **Counter Terrorism.** Maintaining the capability to respond to a terrorist incident; to support counter terrorism preventative measures through high visibility patrolling and to sustain our CBRN response and command capabilities.
- **Policing protest and disorder.** We will ensure an appropriate and proportionate policing plan is in place to respond to protest and incidents of disorder within the City. We will continue to support pan-London policing of protest when requested to do so under Operation BENBOW.
- **Provide Specialist Public Order** capability in support of the wider Force. Our Level 1 unit will continue to provide specialist resources to allow other parts of the Force to counter crime and pursue offenders. We envisage greater demand, in particular in support of proactive work by the Economic Crime Directorate.
- **Support Local Policing to reduce and prevent crime.** We will provide skilled and experienced officers, in a targeted manner, in support of local policing prioritised to prevent crime and pursue offenders.

Resources, Capability and Capacity

Level 1 Public Order Officers					
(Projected establishment under Transform in Brackets)					
Inspector	1 (1)	Sergeants	4 (6)	PC	28 (36)
Level 2 Public Order Officers					
Inspectors	5	Sergeants	13	PCs	55

Regional/National Mobilisation Commitments. We are currently able to sustain and maintain our regional and national mobilisation commitment of 2 protected Police Support Units (PSUs).

Public Order Commanders. We currently have a cadre of 5 Gold, 6 Silver and 10 Bronze Public Order Commanders. All are nationally accredited to command Public Order operations.

Growing Level 1 Unit (Support Operations Group). Under Transform we aim to grow the strength of the Support Operations Group to allow it to provide a greater level of support across the Force. The large pool of Level 2 officers provides a fertile recruiting ground for this unit. Sustaining interest in and commitment to Public Order training at Level 2 will be key to supporting this growth. Interest in these roles remains buoyant, so attracting suitable candidates is not considered a risk; the challenge will come from the sequencing of moves across the Force.

Fleet Reliability. The reliability of our Fleet is a key concern for the generation of our Public Order capability. Our current Fleet is reaching the end of its operational service life and is due to be replaced, through the ULEZ-replacement loan provided by the Corporation. New public order carriers are on order, and we await confirmation of a delivery date from the suppliers (this has been impacted by COVID19).

Public Order Offences

The majority of Public Order Act offences recorded within the City relate to the Night Time Economy. The total offences recorded for 2019/20 showed a 12% increase against 2018/19. These offences are concentrated on Bishopsgate, Liverpool Street and London Wall.

	Total FY 2018/19 (Previous year)	Total FY 2019/20 (Current year)	Frequency Change	Percentage Change
All Public Order Offences	424	476	52 ↑	12% ↑

Road Safety and Casualty Reduction

Lead Member for 2019-20

Alderman Alison Gowman

Officer contact

Superintendent Helen Isaac

Background

The City of London has a network of roads developed over a thousand years which therefore have not always been planned with today's traffic and pedestrian flow in mind. This means that there are a large number of different road types in a confined area which inherently results in more conflict between its users than a City built with a more modern transport landscape. Work undertaken to police the roads is monitored by the force's Performance Monitoring Group and is consistent with the Mayor of London's 'Vision Zero' objective, working with the Corporation of London to reduce the number of people killed or seriously injured (KSI) on City roads and eliminate all KSIs by 2041.

Annual Statistics

From April 2019 – March 2020 there were 279 casualties from 249 personal injury road traffic collisions in the City of London. Of these, 22 casualties sustained serious injuries, and there was 1 fatality (this was not a recordable road traffic collision, but is a recorded road death). This is a decrease of 25 fatally or seriously injured casualties (52%) on the previous year.

Total Casualties from Personal Injury Collisions by Financial Year

CLASSIFICATION	TOTAL CASUALTIES FOR THE FISCAL YEAR OF:				2019 - 18				2018 - 17			
	FATAL	SER.	SLIGHT	TOTAL	FATAL	SER.	SLIGHT	TOTAL	FATAL	SER.	SLIGHT	TOTAL
PEDESTRIANS	1	9	88	98		19	77	90	2	26	80	108
PEDAL CYCLES		6	53	59		15	106	127		20	98	118
POWERED 2 WHEEL		4	24	28	1	9	69	79		11	63	74
CAR OR TAXI		2	68	70		2	39	41		1	63	64
P.C.V.		1	8	9		2	11	13		1	19	20
GOODS		0	7	7			2	2		1	2	3
OTHER		0	8	8			3	3				0
TOTAL	1	22	256	279	1	47	307	355	2	60	325	387
Total Casualties	1	22	256	279	1	47	307	355	2	60	325	387
PI Collisions	1	22	249	249	1	46	307	355	2	60	318	380

The figure in red, 68, is believed disproportionate due to ability now to report on-line. The result being someone can report themselves away from the scene as the victim in a car, with whiplash for example.

The three groups of most vulnerable road users are pedestrians, pedal cyclists and motor cyclists. These accounted for 66% of all casualties, a reduction from 2018/19 when vulnerable road users accounted for 83% of all casualties.

The number of reported personal injury collisions (for vulnerable road users who sustained any level of injury) that occurred in 2019/20 was 185, a significant reduction of 37.5% from 2018/19 when the figure was 296.

Vulnerable Road User Personal Injury Collisions by financial year

Casualties	2019/20	2018/19	2017/18
Pedestrian	98	90	108
Cyclist	59	127	118
Motor Cyclist	28	79	74
Total	185	296	300

Oversight for this Special Interest Area is conducted by Alderman Gowman. Throughout 2019/20 Alderman Gowman has worked on a variety of projects, including as the Chair of the Corporation of London's Active City Network and the City's representative on the London Road Safety Council. Alderman Gowman liaises between these organisations, the City of London Police (CoLP) and the Corporation's Road Safety Team.

The City of London Police Roads Policing Unit continues to be supported by TfL funding secured through a Special Services Agreement.

Achievements in 2019

Vision Zero remains at the very core of our work, with an overarching strategy of working together with partners to eradicate deaths and serious injuries from our roads. The 'Fatal 4' offences; excess speed, mobile phone use, failing to wear a seat belt and drink/drug driving are prioritised in all that we do to support the ambition of Vision Zero. In 2019/20, 1079 tickets for driving offences were handed to motorists by officers, with 69% of these issued by Roads Policing officers. In addition, 528 vehicles were seized for no driving license or no insurance offences.

Drug driving is now the third highest offence for which arrests are made in the City and officers from Roads Policing arrested more offenders for this crime than any other unit in the force. Nationally there was a 20% increase in the number of prosecutions for drug driving last year and research carried out by road safety charity Brake found that impairment due to drugs was officially recorded as contributing to 484 KSIs in the UK in 2018, with the true figure believed to be much higher. Whilst it is impossible to attribute a number to what we have prevented through our focus on this area, the prevalence of this offence and its contribution to KSIs means we will continue to focus on the identification and prosecution of drug drive offenders on City streets.

We continue to work with colleagues in the Corporation of London and this year attended in support of their Lunchtime Streets events with officers from their Strategic Transportation department. These events removed motor vehicles from a street over the lunchtime period so people could enjoy their lunch in a safer and more pleasant environment. Officers from the force also worked with the CoL on bike marking events set up across the City during the year.

The Transport and Highways Operations Group and Safer Transport Operations Team were re-named as the Roads Policing Unit in 2019, bringing officers together as one unit and combining skill sets. During this year we have been joined by a number of new staff and additional training has been provided across the wider team. This has strengthened the breadth and depth of the skills base on the team, allowing delivery of other services including Tactical Pursuit and Containment (TPAC). Introduction of this, and other skills onto the team has led to the development of a small roads crime

team and more collaborative work with the other London forces to deny criminals the use of the road as part of the whole force approach to addressing acquisitive and violent crime. This work has the benefit of also uncovering roads offences, as these are often committed in the execution of other criminal activity. As a result of this work the team received coverage on the BBC Crimewatch programme in March 2020. Officers working collaboratively on roads across London have recovered approximately £200,000 and made in excess of 100 arrests, 91% of which relate to high harm offenders (those with recent previous for violence, carriage of weapons and drugs trafficking offences). In addition, two viable firearms, 18 knives and 15 other offensive weapons have been recovered.

Specialist roads policing officers have also been involved in operations to tackle vehicle-enabled crime and in support of community policing operations to tackle neighbourhood issues. Operation Romsey was established to tackle youths on pedal cycles who were gathering in the City and local MPS area causing anti-social behaviour. Officers from the Roads Policing Unit, Mounted Section, Support Group and Communities all worked together, and a number of Section 35 Dispersal Orders were established to disperse the youths.

This year officers on the team have received training on use of social media platforms. This has seen a significant increase in the visibility of the department, both internally and externally. This highlights good work of the team but is also an excellent way to engage with the wider community who actively follow the department's work.

The CoLP Commercial Vehicle Unit (CVU) has continued working as part of the pan-London Freight Compliance Unit, undertaking targeted enforcement of commercial vehicles in conjunction with the Driver and Vehicle Standards Agency and the Metropolitan Police. This has resulted in 69 operations in 2019/20 within the City of London area, with 556 commercial vehicles stopped, resulting in 439 commercial vehicles with offences (79%). In total, 612 offences were identified. There have been improvements in working relationships this year with a number of specific partner agencies. This has afforded further collaborative and cross border multiagency working, including a two week long pan London Commercial Vehicle Enforcement Operation (City of London, Essex, Metropolitan Police, and Hertfordshire). The team has developed working relationships with the Environment Agency, Department for Welfare and Pensions, HMRC and also Immigration, resulting in joint operations targeting both roads and occupational offences.

The CVU have used specialist training to increase and maintain skills expertise within the team. The team are now part of the National Carriage of Dangerous Goods (CDG) practitioners' forum which has been set up to proactively target dangerous goods being transported on the national and London's road network.

Plans for 2020/21

The Roads Policing Unit will continue to target the 'Fatal 4' offences to reduce the number of KSIs on our roads, taking part in the National Police Chiefs Council (NPCC) campaigns throughout the year. Roads Policing officers are now taking the lead within the Force for delivery of cycle training and also delivery of speed training to the wider force, to increase the opportunities for more road's engagement and enforcement. All Roads Policing officers have been trained to use the handheld speed detection devices, already leading to an increase in detections during the recent NPCC speed enforcement campaign. A number of officers on response teams have volunteered to be trained, enabling a 24/7 capability for the detection of speeding offences.

With the likely increase in cycling and a rapidly changing City environment due to COVID-19 in 2020/21, officers from across uniformed policing have been invited to volunteer for a three day cycle

course planned and delivered by Roads Policing officers, to run throughout 2020/21. Cycling will be encouraged for officers as the best way to travel around the City, increase visibility and detect and deter offences.

Roads Policing will work with the Strategic Transportation Department to address any potential issues caused by the planned changes to the City's streets, introduced to encourage social distancing measures and enable the increased use of cycling and walking for commuters. An initial street survey of the changes has been carried out by officers and any likely impact assessed, forming a starting point for the development of policing plans where necessary in 2020/21 to ensure City streets are safe for all users.

Safeguarding and Public Protection (Vulnerability & ICV Scheme)

Lead Member for 2019/20

Deputy Keith Bottomley

Officer contact

DCI Matt Mountford/DI Anna Rice (0207 601 2620)
& Rachael Waldron ICV Scheme Manager

Safeguarding and Public Protection (Vulnerability)

Developments during 2019/20

The CoLP Force Intelligence Bureau have developed and produced new vulnerability profiles, one for adults and one for juveniles, these combine previously separate areas such as DA and sex offences into one which allows trends and changes to be identified more easily. The profiles include recommendations for improvements for the force. The recommendations are reviewed at the Vulnerability Working Group to provide oversight and included in strand 4P plans for implementation.

A second phase of force wide vulnerability training was started, this was designed to capitalise on the successes of the first phase which reached all officers and staff and build on the knowledge and skill delivered. This was put on hold due to COVID 19. Public protection and CID officers joined multi-agency domestic abuse training with the MPS and CPS, covering evidence led prosecutions, stalking and harassment, changes in legislation and other key areas.

The Vulnerable Victim Advocate is a vital resource for supporting victims of the most serious and impacting crimes, offering advice, risk assessment, problem solving and links with other agencies. Police funding for this role has been secured on an ongoing basis within the Public Protection Unit. In addition, the Domestic Abuse, Vulnerability and Risk Officer role set up within the CoL to coordinate VAWG work between agencies was submitted for funding review. Police funding for this was also authorised on an ongoing basis. Additional support for high risk victims of domestic abuse has been secured through Victim Support. An additional part-time Vulnerable Victim Advocate funded from the Corporation's POCA fund will be recruited to deal with CoL referrals and provide other services for vulnerable victims.

Officers and police cadets conducted two phases of proactive tests of hotels responses to CSE scenarios. A third phase was cancelled due to COVID 19. Follow up visits and training events were conducted in both instances. In addition, a training event was conducted for hotels and licensed premises covering alcohol, vulnerability domestic abuse, sexual offences and CSE. All City hotels, and some outside have been contacted and almost all have been involved with testing or training.

Operation Encompass has been developed and put into practice this year. This is a national initiative for forces to engage with schools and form a working relationship to support children affected by domestic abuse. Although the responsibility is for forces to work with local schools, the public protection unit are also using this operation when referring cases to other forces to prompt them to initiate support.

The National County Lines Coordination Centre conducted a peer review that looked at our response to and preventative measures relating to the exploitation of children and vulnerable people by cross-

border drug gangs. The initial write up on the safeguarding element was positive, particularly praising the collaborative relationship between PPU and CSC.

A Modern Slavery and Human Trafficking training conference was organised and was well attended by officers and staff across the force as well as partner agencies. A dedicated investigator training course was also delivered to investigators and specialists.

Future Challenges 2020/21

- Adapting to and also pre-empting the changing needs of safeguarding as COVID19 conditions progress and as we look forward to the adaptations needed as lockdown conditions are relaxed.
- Continuing to improve the force's response to domestic abuse and to sexual offences through partnership initiatives involving the MPS and CPS.
- Working with the CoL to secure longer term funding for the Vulnerable Victim Advocate – which will include a review of demand and current service provision for victims of crime
- To review officer training and the provision of advice to victims around stalking and particularly cyber stalking in light of changes in social interaction.
- To refresh and roll out a domestic abuse campaign giving consideration to LGBT+ communities and spotting the signs in the community.
- To ensure COLP has the capability to complete surveys of vulnerable victims of crime in order to fulfil Home Office requirements and obtain feedback from those we protect.

Safeguarding and Public Protection (The ICV Scheme)

Background

City Visitors are volunteers who give up their free time to provide independent scrutiny of the treatment of those held in police detention and the conditions in which they are held. They play a vital role in bringing together police and communities closer together and enhancing public perception of police procedures and practice in relation to custody.

The Panel is presenting the annual report in September. The details below are a summary of the main issues dealt with in the last year.

Organisation

The City of London Independent Custody Visitor (ICV) Panel currently consists of 11 visitors who visit the custody suites at Bishopsgate Police station once a week (and other occasional visits to Brewery Road facility). Deputy Keith Bottomley attends the quarterly Panel meetings, and in addition, representatives of the Force attend for part of the Panel meetings so that any queries or problems that have arisen out of custody visits can be addressed. The meetings are supported by staff from the Town Clerk's department.

Highlights in 2019/20:

Force Response to HMICFRS custody inspection

There was an unannounced Inspection of the City of London's Custody Suite by the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in 2018. Progress against the recommendations and areas for improvement (AFIs) from the report continue to be reviewed by the SIA Lead for Safeguarding & Public Protection, the ICV Scheme Manager and the Performance and Resource Management Sub Committee.

The custody inspection report highlighted concerns about the lack of strategic oversight, the lack of exercise facilities at Bishopsgate Custody Suite and Appropriate Adult provision for vulnerable detainees and young people in custody. It should be recognised that substantial progress has been made across these key areas of concern.

Whilst improving aspects of detainee privacy and the delivery of appropriate exercise provision are still outstanding, work is now being undertaken to ensure that the exercise yard and upgrades to CCTV facilities are complete by October 2020. Further improvements have also been identified across appropriate adult service provisions for vulnerable detainees and young persons in custody, with a memorandum of understanding nearing completion. This contract has been extended to include appropriate adult cover to vulnerable adults and children across a 24/7 basis.

A review of travel assistance arrangements provided to detainees upon release has also been undertaken, with the force currently formalising arrangements to secure and supply travel warrants to cover journeys across Network Rail and TFL.

National Accreditation – The Panel has been rated as a Silver scheme by the National Association as part of their assessment framework.

Reporting Forms – ICVs have continued to monitor in detail detainee treatment following the introduction of new reporting forms last year. ICVs have continued to focus on vulnerable detainees and their treatment and have frequently noted examples of good practice in this regard, particularly in terms of detainees being provided with routine access to Health Care Professionals (HCP's) and showers. Menstrual products and female officers have also been routinely offered to women and girls during their time in custody, and arrangements for religious observance and dietary requirements have also been more widely facilitated.

The Coronavirus (COVID-19) outbreak at the end of March 2020 drew further attention to the need to ensure greater parity of care and effective oversight was in place in relation to detainee health and welfare. The CoLP Custody Team and Scheme Manager worked together to ensure electronic copies of reporting forms could be accessed across the course of the COVID-19 outbreak. This allowed for any issues relating to detainee welfare and hygiene to be identified easily, and for any corrective action required to occur in adequate time.

Panel Training – The Panel have received training on vulnerability, Use of Force and dignity in Police custody. ICVs will also be attending future refresher training delivered by MOPAC across issues relating to vulnerability and assertiveness.

Custody visit throughputs – The Panel have continued to spread visits across the week, which has enabled ICVs to continue to visit at the busiest times. The Panel continue to undertake their first visits between the hours of Midnight and 6am and have been pleased with service provided by the CoLP Custody Team.

Appropriate Adults – This service is commissioned by Community and Children’s Services (CCS). A revision of the service has been undertaken to ensure routine provision is in place for vulnerable adults across a 24-hour basis. The Scheme Manager is now being consulted on the revision to the current contract and is currently undertaking work to ensure independent assessment of the service is complete by the National Appropriate Adult Network service. ICVs will continue to monitor the service and report their findings across visits.

Priorities for 2021/22

Some of the areas that the Panel will look at in 2021/22 include:

- Promoting and raising awareness of the work of the ICV Panel and being aware of national trends.
- Working with ICVA to improve custody policy and practice.
- Further engagement with CoLP, PAB Committee and CoL Corporation Surveyors Department to ensure that exercise provision is in place at Bishopsgate Exercise Yard.
- Working with Home Office, National Police Estate Group and wider stakeholders to ensure the CoLP Custody CCTV Project upgrade occurs in line with National Standards.
- Jointly working with CoLP Custody Team to trial the introduction of Samaritans into Bishopsgate Custody Suite.