

Committee: Strategic Planning & Performance (Police) Committee	Dated: 3 May 2023
Subject: Community reassurance and support service	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	n/a
Report of: Clare Chamberlain, Interim Executive Director – Department of Community and Children’s Services	For Information
Report author: Simon Cribbens – Department of Community and Children’s Services	

Summary

At their February meeting the Committee requested an update on the “community reassurance and support service” – a community safety patrolling service commissioned by the Department of Community and Children’s Services and delivered by Parkguard. This report provides an overview, setting out how the service provides neighbourhood patrolling on targeted housing estates, support to street homelessness outreach services and targeted interventions directed by the Community Safety Team, and how the service is resourced.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Department of Communities and Children’s Services commissions a “community reassurance and support service” to support delivery within the department’s remit. The service also delivers some targeted activity for and funded by Open Spaces to address issues that may arise in City Gardens, open spaces and parks. The service is currently delivered under contract by the organisation Parkguard.

2. The core service has two elements – described below. The services operate at varied times however, the Service Provider is in a position to provide personnel 24 hours a day/7days a week as directed (including bank holidays) in order to cover the requirements of the two service strands and respond to demand by time and location.
3. The first element of the service provides neighbourhood patrolling service on the City Corporation’s residential social housing estates and the Guinness Trust (Mansell Street) estate. This delivers patrols designed to engender public reassurance through regular uniformed presence. It is funded by the Department’s Housing Division with a contribution from the Guinness Trust.
4. The neighbourhood patrol service’ has been operating since September 2016. The patrols were introduced to address resident concerns about low-level but persistent nuisance and anti-social behaviour on social housing estates in the Square Mile. The aim was to complement the number of City of London agencies dealing with these issues – City Police, Environmental Health, Housing Services, Homelessness Team. Feedback from stakeholders and residents is generally very positive. It was felt that the patrols provide reassurance to residents and make their estates feel safer and more secure.
5. The second element of the service supports the Department’s commissioned street homelessness outreach service to work with those homeless on the streets to encourage behaviour change, especially surrounding anti-social behaviour and begging. This element is funded from the Department’s Homelessness budget.
6. It provides proactive and responsive patrols to minimise begging on the streets, residential and business areas of the City of London including dedicated tasking by the Community Safety team. In working with those who are begging it enables the outreach service to focus on addressing vulnerability and street homelessness. The service also provides uniformed support to outreach teams to facilitate effective working in challenging situations and locations.
7. The community reassurance and support service provides flexibility to support specific targeting in locations outside of its core remit. This includes “fast time tasking” to respond to urgent or short notice ad-hoc taskings, including outside the estates or homelessness “hot spots”. The contract also allows for spot purchasing of additional support – for instance to support the work of Open Spaces.
8. The service works closely with the City’s housing, homelessness, environmental health and community safety team, and with the City of London Police. Its operational delivery is directed through task and targeting meetings with relevant partners, appropriate to the service’s remit.
9. The services is provided in such a way as to minimise the risk of injury or harm to the residents and members of the street population protecting their health and wellbeing of the local community. Safeguarding of service users is a priority for the City Corporation and there is an expectation that all commissioned services who work with children and/or adults will adhere to the safeguarding policies of

the City and Hackney Safeguarding Adults board (CHSAB) policies (and the Pan London Safeguarding Adults Multi-Agency Procedures.

10. A temporary expansion of delivery – a “City Wide” patrol – was funded using Proceeds of Crime Act funds. This expanded the coverage of the service to other areas of the City – including the Barbican and business areas – not covered within the core contract. The delivery began in October 2021. Funding provided for a 12 month delivery, but some underspend has supported continuation to the current contract end in June 2023.
11. There is no recurrent budget to provide for this delivery. The temporary expansion sought to demonstrate the need for and impact of increased patrolling in order to support a case growth funding. While patrolling activity was reported, and specific tasking action was undertaken, the impact of the patrolling element was very low in terms of encountering and or addressing anti-social behaviour. The tasking elements provided beneficial additional capacity.
12. This City Wide element is not specified or required in the service specification for delivery of the new contract (see below) from 1 July 2023. However, the scope of the contract will allow for specific tasking and targeting to respond to intelligence and evidence relating to issues that are outside of the resident reassurance or begging elements.
13. The new contract allows for the expansion of delivery should need arise and funding made available.
14. The current provider does not operate in the City using Community Safety Accreditation Scheme (CSAS) powers. Such powers allow local police commissioners to delegate some limited powers - for example issuing penalty notices for disorder or requesting a person’s name and address – to accredited local officers such as neighbourhood wardens or security staff.
15. The case for using such powers is under consideration. In addition to weighing the potential impact and outcome from their use, the Corporation must consider the resourcing of elements such as the processing and pursual of fixed penalty notices.
16. The specification for the delivery from 1 July requires the provider to be accredited for the use of CSAS powers should such powers be operated within the City during the duration of the contract.

Current Position

17. The current contract of this service ends on 30 June 2023 and is subject to a procurement process for the continued delivery. Both the existing elements have been brought into a single service specification. A new contract is expected to be awarded on 2 May 2023 will begin on 1 July 2023.
18. The contract shall run from 1st July 2023 to 30th June 2026, with an option to extend for a year to 30th June 2027 subject to funding and performance.

19. The Department has made available an annual budget for £106,000 for the delivery of the service.

Key Data

20. A summary of recent patrolling data is appended.

Corporate & Strategic Implications

Strategic implications

21. The service aligns with and supports the delivery of the Corporate Plan, the Safer City Partnership Strategy, the Department's business plan.

Financial implications

22. The service is funded by the Department of Community and Children's Services.

Resource implications

23. No further implications.

Legal implications

24. Parkguard is an approved accredited provider.

Risk implications

25. Not applicable

Equalities implications

26. The provider is required to ensure that the provision of the service meets the needs of service users from different religious, ethnic and cultural backgrounds including paying due regard to specific needs that may relate to gender, sexual orientation, disability, age, and transgendered status. 26.4. The provider will monitor activities and outcomes so as to identify and address any gaps in its delivery to any of the protected groups within the Equalities Act 2010.

Climate implications

27. Not applicable

Security implications

28. The service supports the objectives of the Safer City Partnership to make the City a safe environment for residents, workers and visitors.

Conclusion

29. The community reassurance patrol service supports the Department of Community and Children's Services deliver key services to ensure residents enjoy safe estates free from harm, and street homeless outreach services can be targeted effectively to support the most vulnerable. The new contract will provide flexibility to allow for evidence led interventions beyond the scope of the core service elements.

Appendices

- Appendix 1 – Parkguard Patrol Summary

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