

Committee(s): Strategic Planning and Performance Committee Police Authority Board	Dated: 13 November 2023 22 November 2023
Subject: Quarterly Community Engagement Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police Pol 129-23	For discussion
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Summary

This report aligns with our strategic priorities set out in our Policing Plan 2022-2025 and will report on how we are engaging and working with our communities to understand their concerns and keep those who live, work and visit the city safe and feeling safe. The report also reflects the engagement plans that will be delivered, in particular through our new Neighbourhood Strategy and new innovative digital engagement instruments.

Recommendation

Members are asked to note the report.

Main Report

1. City of London Police is launching a new Community Feedback Platform which will provide a digital pathway to hear from residents, workers and visitors to the City. This is part of a longer-term community engagement strategy to collect feedback regarding our service more generally, as well as victims of crime in the City of London.
2. The Community Feedback Platform will not only be used to inform how we adjust our policing service to respond to the needs of our communities but will help shape the future direction of our Policing Plan and inform our regular community updates, such as through our new Neighbourhood Newsletter (Appendix 1).
3. The Neighbourhood Newsletter is aimed at residents and businesses and provides a detailed update on all of the community engagement initiatives which have taken place and those planned for the next month. The newsletter also provides crime prevention advice and the dates of future Cluster Panels.

4. In October 2023, a Community Feedback Survey (Appendix 2) went live on our internet and across social media platforms to gather opinions on what matters most to our communities. This will inform Policing Plan performance measures for 2024-25.
5. Other methods of community engagement continue through our neighbourhood policing team. These include our Cluster Panel meetings, targeted community events and holding high visibility days with the City Security Council throughout the year to provide reassurance to our communities, demonstrate partnership working and actively engage with our residents and more general footfall within the City. The officers undertake joint high visibility patrols around premises and building footprints to provide a visible deterrent, build positive relationships between the private and public sector, and improve understanding on local concerns. These patrols are supplemented by Hubs offering crime prevention materials, bicycle/property marking and community engagement.
6. We are currently working with the Police Authority to explore how we can integrate these Cluster Panels with other Corporation departments and expect to pilot a joint Panel in early 2024.

What are our communities telling us and how are we responding?

7. The Community Feedback Platform and Survey has just launched and themes from these initiatives will be reported to the next Committee. Themes and remedial actions will be monitored internally through the new Victims Board.
8. Through our existing community engagement mechanisms, the following thematic areas have been raised as issues:
9. This quarter across our Dedicated Ward Panels, many residents raised concerns about general anti-social behaviour and the ***anti-social behaviour and bicycle-enabled crime***, particularly phone snatches.
10. In response, our re-launched Police Cycle team has been focusing on hotspot priority crime areas, to improve our local response and interception capability. We are also publicising our work across multiple social media platforms to maximise our community reach of successful interventions and security reassurance.
11. An 'Anti-Social Behaviour Strategic Group' has been formed which brings together departmental leads across the City of London Corporation and Police. There has been an overall reduction in anti-social behaviour year-on-year, however by bringing partners together and reviewing data, this helps us to better understand issues, hotspots and trends, to be able to focus local resources more effectively.
12. The proactive crime team continue to work closely with licensed premises within our community, targeting distraction and bag thieves with some excellent results in recent months including numerous convictions for multiple offences.

The introduction of the new CCTV system is vital in identifying linked crimes due to the quality of the footage. The CCTV system is also used to ensure that it covers known routes of suspects where possible to maximise investigative and preventative opportunities. Outcomes are reported as part of the reporting on the Policing Plan Measures report also on this agenda.

13. Our licensing communities have also raised concerns regarding offending within licensed premises, particularly **bag thefts and violence against security personnel**.
14. Premises have told us they believe that the increase in assaults against staff is linked to 'rejection/no entry' policy due to intoxication levels. The customers then try gaining entry to another premises and when they are again refused, this can increase levels of violence towards security personnel. Our licensing engagement officer is working closely with the Premium Security Operations Director to brief the security teams on how best to respond to these incidents.
15. In response to a national increase in **retail crime**, we have worked collaboratively with local partners to deliver targeted business and retail crime prevention initiatives during our Safer Business Action (SaBA) week (16-22 October). This week saw increased levels of police engagement with our retail communities and security partners with joint high-visibility patrols.
16. SaBA week ran alongside the national 'ShopKind' campaign to encourage positive behaviours in shops, raising awareness of the scale and impact of violence and abuse against shopworkers. A huge benefit across both initiatives has been the support and guidance to retail workers and retail security specifically to increase their personal safety and reduce opportunities for thefts.
17. Our community engagement to improve feelings of **safety across the City, particularly for women and girls** continues. Working with our community partners and the Corporation we continue to deliver Operation Reframe, designed to create safer spaces across our night-time economy and prevent criminality. More recently we have introduced our 'Walk & Talk', a scheme whereby women visiting, working or living in the city can walk and talk with police officers, to share their thoughts on safety to bring about positive change.

Conclusion

18. We continue to work in partnership with the City of London Corporation to enhance the City of London's engagement with our communities. This report has highlighted some of the new and innovative initiatives which have taken place to support this partnership and also our wider national partnerships to protect our local communities.

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Appendices:

Appendix 1: [NHP Newsletter October 2023.pdf](#)

Appendix 2 (web link): [Community feedback | City of London Police](#)