

Appendix 1

City of London Reducing neighbourhood crime and Anti-social Behaviour (ASB) Strategic Implementation Action Plan 2023

Safer City Partnership

This action plan has been developed in line with the City of London Anti-social Behaviour Strategy.

KEY:

- CoLC City of London Corporation
- CoLP City of London Police
- SCP Safer City Partnership
- CCS City of London Corporation, Department of Community and Childrens Services
- CO City of London Corporation, Environment Department, City Operations Division
- PP City of London Corporation, Environment Department, Public Protection Division
- TC City of London Corporation, Department of the Town Clerk
- BE City of London Corporation, Barbican Estates – Community and Children services

Action	Owner	Red (not Complete) Amber (in progress) Green (Complete)	Impact and Outcome
<p>Comms</p> <p>1. Raise awareness of personal safety issues & acceptable behaviour</p>	CoLP	<p>CoLP local policing communications team and CoLC communications team have been running communications streams on ASB. This is predominantly through social media, such as ASB Week and Hate Crime Week. Or when there is advice to be given to the public, and press releases after operational successes.</p> <p>There are currently no metrics to measure this as it is seen as a continuous workstream.</p> <p>CoLP communications raised the possibility of working with the SCP board to raise five ASB issues and report on these over a set period.</p>	<p>Communication is seen as continuous; however, consideration is to be given to an analytical review being obtained from social media to assess as a measure of successful engagement for future intensification weeks.</p>
<p>2. Raise awareness of theft techniques in hotspot areas</p>	CoLP	<p>An Acquisitive Crime Subgroup will commence in quarter one 2024 being led by a Superintendent of the CoLP.</p> <p>The narrowing down of acquisitive crime data to theft subject areas (phones, bags, etc) is to be considered by the Acquisitive Crime Subgroup to identify trends and increase public awareness and confidence in reporting these incidents.</p> <p>CoLP local policing communications team have run communications streams on theft through social media and press releases after operational successes.</p>	<p>We are keeping our communities aware of the latest trends and engaging with businesses and the public to reduce and prevent acquisitive crime.</p>
<p>3. Engage with the business population to understand their ASB issues</p>	CoLC CCS & CoLP	<p>Safer Business Action Day occurred in Oct 2023 by the CoLP & CoLC.</p> <p>CoLP planning further days of action for business-focused crime and ASB initiatives, throughout 2024.</p> <p>The Night Time Economy Group (NTE) formed by officers from the Corporation and Police meet each Monday to discuss incidents of crime and ASB in the Square Mile over the previous weekend, this include public concerns.</p>	<p>Our work is guided by data and voice of our communities.</p>

4. Advertise ASB Case Review formally known as the Community Trigger	CoLC CCS	<p>The ASB Case Review is a process for victims of persistent antisocial behaviour to request a multi-agency case review where the SCP threshold is met. Details about the ASB Case Review are available on the CoLC website at Community Trigger in the City - City of London as well as an application form.</p> <p>The webpage has been updated to use the most up-to-date terminology and process. The name 'Community Trigger' was changed to 'ASB Case Review' in the latest legislation.</p>	Our communities are aware of escalation processes if they need to escalate any problems.
5. Raise awareness of acceptable behaviour in the NTE ASB including urination and noise	CoLP & CoLC CO	<p>Campaigns about public urination took place during 2023 led by City operations.</p> <p>Proposal for permanent Urilift toilets is being consulted with Corporation elected members.</p>	We are working with our communities to tackle ASB.
Reporting 6. Improve resident's understanding of how to report ASB	CoLC CCS	<p>A new structure of the Community Safety web pages has been developed, work is being undertaken regarding content and updated information on how to report issues.</p> <p>ASB is under-reported to the police and local authorities nationally and statistics for the Square Mile are monitored by the CoLP and discussed within the Safer City Partnership.</p>	We are working to reduce and tackling harmful behaviour by making sure our residents are aware of how to contact us.
7. Develop co-ordinated reporting function for ASB to the Corporation	CoLC CCS	We have developed a map of CoLC services that respond to ASB, so we can capture all the data from all the different departments that respond to ASB complaints. The map is included in our ASB policy that will be public in 2024.	Our communities have a good understanding of how to report issues.
8. Develop CoLP / CoL joint command and control room to bring together telephone reporting	CoLC CO	Due to the cost of resources and equipment to facilitate this action, discussions have been moved to later in 2024.	To be moved to 2024 plan
9. Develop community clusters in partnership to enable residents to flag emerging issues of concern	CoLP	<p>Cluster Panels have been rolled out in all wards.</p> <p>Calendar for quarterly Cluster Panels published, supplemented by localised engagement activities and surgeries.</p>	We are engaging with our communities.

		Feedback mechanism to be reviewed to ensure issues are flagged into Bi-Weekly Tasking as appropriate.	
Support 10. Develop Community Multi-Agency Risk Assessment Conference to provide support to vulnerable victims of ASB	CoLC CCS	The City Community Multi-Agency Risk Assessment Conference (CCM) has been developed as a multi-agency problem-solving monthly meeting where cases can be referred and data shared with all key agencies.	The CCM is run monthly and is co-chaired by CoLP & CoLC.
Data 11. Understand and share information around premises of concern	CoLC PP	Co-located Licensing, Pollution Control, COLP Licensing, and Community Safety Teams to enable real-time information sharing. Monthly Licensing Liaison Partnership (LLP) meetings Chaired by the Licensing Manager. The information/data shared at the meetings include weekend noise / ASB complaints Weekend alcohol related crimes and Traffic Light Scheme (monthly top premises) are shared Night Time Economy Meeting takes place every Monday in which partners share data across licensing, pollution, CoLP & cleansing. It is a forum for discussing ongoing issues, progress on cases review and identify any issues that occurred over the previous week to ensure the right resources are in place.	The data shared between teams and agencies provides all partners will real-time intelligence which increases public's confidence in all services.
12. Identify repeat victims through analysis, risk assess and where appropriate manage through MARAC	CoLC PP & CCS	The CCS has produced an ASB referral form and it has been circulated to all partners. Analysis of repeat callers will be completed to understand how repeat callers can be managed at the Multi-Agency Risk Assessment Conference (MARAC). There are technical difficulties with the CoLP current command and control (CAD) system in identifying repeat callers/complainants. A new command and control system is to be introduced in Colp which will resolve this.	Our communities are safeguarded.

13. Develop process to identify repeat complainants and manage through MARAC or tasking as appropriate	CoLC CCS & CoLP	Repeat victims and persistent complain can be referred to the City Community MARAC	Our communities are safeguarded.
14. Identify data sets available from CoL	CoLC CCS	<p>Due to the nature of anti-social behaviour, reports will be investigated and recorded by different departments within the CoLC.</p> <p>The CoLC departments are:</p> <ul style="list-style-type: none"> City Operations Pollution / Noise team Licencing Team Housing Services Community Safety 	We are able to share data to understand the full picture of the issues.
15. Use analysis to identify hotspot locations of personal theft	CoLP	<p>An ASB Problem Profile via CoLP P&P Hub Analyst has been commissioned and will be enhanced as a joint product between CoLC and CoLP analysts.</p> <p>CoLP P&P Hub analyst is manually checking repeat data monthly as part of ASB problem profile, to ensure all incidents are captured which provides reassurance to the public.</p>	We are using our data and analysis to tackle problems.
<p>Tasking</p> <p>16. Establish multi-agency partnership tasking groups to identify and problem-solve emerging issues</p>	CoLC CCS	<p>The City Community MARAC monthly meeting Terms of Reference have been changed to include hot spots and emerging issues. All cases referred to the MARAC are considered and if the criteria threshold is not met, specialist advice from the Community Safety Team and police is provided to ensure the victim is supported and justice is sought against the perpetrator. We have a licensing Forum and NTE to look at ASB in those environments.</p>	We work in partnership to help our communities and residents.

17. Deliver CoLP / CoL joint enforcement opportunities	CoLC TC	Operation Reframe provide COLP and COLC and other partners the opportunity to work together to tackle ASB in the night time economy as well as VAWG and other arising issues	We work in partnership to help our communities and residents.
18. Tackle environmental and visible ASB / signal crimes to help improve public perception	CoLC CCS CO & CoLP	CoLP, CCS and CoLC CO have processes in place for timely reporting of environmental and visible ASB to ensure a joint response and swift removal where appropriate.	We work in partnership to help our communities and residents.
19. Utilise ASB tools and powers to dissuade ASB perpetrators from continuing to cause alarm, harassment, and distress	CoLC CCS & CoLP	Corporation and Police teams are making use of the tools and power provided by the ASB legislation and other legislations.	We work in partnership to help our communities and residents.
20. Analyse existing CCTV provision and explore options for mobile or temporary CCTV use	CoLC CO & CoLP	Secure City Programme is replacing analogue cameras with 4K digital including video analytics.	The intention is to improve CCTV use across vulnerable locations which will provide the public with reassurance.
21. Provide support and signposting for rough sleepers and homeless	CoLC CCS	Commissioned outreach services operating daily to engage and offer support and help to homeless people.	Our communities are safeguarded
22. Identify aggressive beggars and links to organised crime/modern slavery and use ASB tools and powers as appropriate	CoLC CCS & CoLP	CCSS use Parkguard as community patrolling service to support outreach teams and others working with begging. Operation Luscombe is a partnership activity whereby nuisance beggars are actively engaged with and enforcement action is taken where appropriate. The outreach teams working with homeless people and the police are aware on how to report signs of modern day slavery in this area.	Vulnerable people are safeguarded.
23. Work with licensed premises to improve practices and support them to tackle crime and disorder issues	CoLC PP & CoLP	City of London Traffic Light Scheme aims to offer advice and guidance to premises drawn from the Code of Good Practice to help them improve their operational standards, operate responsibly and in compliance with the law.	Feedback from members of the public has been positive demonstrating the Square Mile is a safe place to visit.

		The intention is to educate premises, providing support and guidance in accordance with CoLP & CoLC enforcement policy with formal action / review of licence as a last resort	
Process 24. Work with CoL street lighting team to adapt lighting to help address ASB issues	CoLC CO	Street lighting units can be individually programmed, and available to help discourage night-time ASB issues. CoLP have access via Control Room.	Greater awareness of opportunity of enhanced lighting is required.
25. Progress with adoption of CSAS powers by CoL	CoLC CCS	The Community Safety Accreditation Scheme (CSAS) provides local authorities with the ability to delegate CSAS powers to non-authority officers to deliver enforcement on the authority's behalf.	We used of all available powers and tools to tale and prevent ASB
26. Identify potential benefits & funding for ParkGuard on-street patrolling	CoLC CCS	Benefits analysis from ParkGuard's trial have shown the positive effects to have more patrols in the City. The corporation has received central government funding to enhance the patrol service offer. Parkguard will be patrolling the City Bridges and have more patrols during the Night time economy.	We are constantly seeking opportunities to improve our services.
27. Review ASB management processes & powers at the Barbican Estate	CoLC BE	Initial workshop conducted in August 2023.	Out staff have the knowledge to respond to ASB complaints.
29. Review process for amendment of City Walkway bylaws re ASB	CoLC CO	Discussions with Remembrancer confirm changes require Govt Ministerial approval & very clear justification of need & proportionality. The bylaws in the City of London can only be enforced by the City police, no other agency in the city can be responsible for enforcement of bylaws. Being the issues in the barbican of such low level, the City police have told us they would not have the resources to be able to constantly be at the Barbican to enforce	We use government legislation to respond and tackle ASB.

		the Bylaws. The only time the bylaws were changed, it required a costly and rigorous process, which ultimately included taking the changes to parliament for their approval.	
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