

Committee(s): Strategic Planning & Performance Committee Police Authority Board	Dated: 3 rd December 2024 4 th December 2024
Subject: Community Engagement Quarterly Update & Measures of the Strategic Plan	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	CoLP impact the following Corp Plan outcomes: Vibrant Thriving Destination- (Community Safety/ CT) Dynamic Economic Growth- (National Lead Force)
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	For Discussion
Report author: Emma Cunnington, Head of Strategy & Planning	

Summary

This report outlines the progress and developments in the City of London Police and City of London Corporation’s joint strategic community engagement plan. Approved at Police Authority Board in October 2024, this plan centres on four priorities outlined in the Neighbourhood Policing Strategy: crime prevention, protection of vulnerable individuals, intelligence gathering and fostering public trust.

A new cluster panel model launches in November 2024, creating six panels with biannual meetings. The model includes inviting representatives from relevant City Corporation departments and aims to improve public attendance and address community safety concerns.

Metrics have been set to assess the effectiveness of the strategic community engagement plan. Starting from January 2024, data on engagement outcomes such as public confidence, crime reduction and demographic diversity will be reported to the Strategic Planning & Performance Committee. The report will also list various community-safety related engagement activities (across the police, police authority and Corporation) undertaken since September 2024, including public events and initiatives focused on crime prevention, inclusion and hate crime awareness.

Recommendation(s)

It is recommended that Members:

- Note the report and provide feedback on the proposed outcomes and metrics of the Community Engagement Strategic Plan (see paragraphs 4-6).

Main Report

Background

1. At the Strategic Planning & Performance Committee on 26 September 2024 and the Police Authority Board on 2 October 2024, Members received and approved a joint City Police / Police Authority and Corporation strategic community engagement plan. This plan is based on the four priority areas of the City Police's 2023 Neighbourhood Policing Strategy:
 - a. Preventing crime, disorder and anti-social behaviour
 - b. Protecting the vulnerable and repeat victimisation
 - c. Providing a flow of intelligence on a range of issues
 - d. Promoting a culture of trust and confidence.
2. Members noted in previous discussions on this topic that data on means of engagement should be improved to assess their effectiveness, as should the promotion of the meetings, as cluster panels in particular have been poorly attended, and that who engages should be addressed considering community safety issues are not solely the responsibility of the Police to respond to.
3. In particular, Members asked officers to consider how engagement could be measured and set a performance framework for engagement against the four priority areas in the Neighbourhood Policing Strategy.

Current Position

Community Engagement Strategic Plan Outcomes and Metrics

4. In line with the Neighbourhood Policing Strategy, the Community Engagement Strategic Plan seeks to achieve the following outcomes:
 - a. To improve public trust and confidence in the City of London Police
 - b. To reduce crime in hotspot areas following targeted crime prevention advice
 - c. To inform the public on how to protect themselves from crime as a result of crime prevention advice
 - d. To increase diversity in demographics of public surveys
5. By the January 2025 SPPC meeting officers will be in a position to start providing performance data for scrutiny by Members concerning metrics for the Community Engagement Strategic Plan.
6. These metrics will include:
 - a. Number of cluster panel meetings
 - b. Number of business engagements
 - c. Number of Dedicated Ward Officer (DWO) - initiated community engagement events
 - d. Time dedicated to DWO high-visibility cluster patrols
 - e. Volunteer time dedicated to community engagement (hrs)

- f. Confidence score in the [City of London Police's public confidence survey](#)
 - g. Demographic breakdown (gender, ethnicity, age) of respondents to the City of London Police's public confidence survey
 - h. DWO Nextdoor activity (no of posts)
 - i. Number of 'you said – we did' problem-solving logs for cluster panel meetings
 - j. Number of social media posts containing crime prevention messaging. Members should note that officers are bringing a specific paper on crime prevention and deterrence communications.
7. Whilst attendance at Cluster Panel meetings will not be a performance metric, officers will be monitoring this information, alongside topics raised by the public.

Cluster Panels

8. Since the previous paper in September the new cluster panel model has been launched. This new model consists of two meetings per year per six clusters (12 in total), of which the City of London Corporation (Environment and Community & Children's Services) are invited to attend all of them and have committed to six per year. In addition, the City of London Police will be organising two City-wide business meetings per year from 2025 – again with an invitation for relevant City of London Corporation departments to be present and answer queries and concerns from the business community.
9. These new cluster panel meetings have been promoted through the following channels:
- a. The Neighbourhoods Policing website has been updated with the date, time, venue and Teams link of each Cluster Panel meeting, with a questionnaire to survey potential attendees as to which topics they would wish to have discussed
 - b. Social media has been utilised (X and Meta platforms) to promote the meetings and there is a continued plan for social media engagement across November
 - c. A letter co-signed by the PAB Chair, the Lead Member for residential engagement and the Commissioner has been circulated to all Members of the Court of Common Council asking for their assistance to promote the meetings
 - d. Dedicated Ward Officers have been promoting the meetings and survey through their channels including whilst on patrol
 - e. The meetings have been advertised via the City Belonging network distribution list
 - f. The City of London Corporation have advertised the Cluster Panel meetings in residential newsletters to the Golden Lane and Middlesex Street estates (1,700) recipients and to the Barbican (2,200) recipients (1st November). In addition, the meetings were advertised in the City Resident newsletter.

- g. The Police Authority team included an update in a Member briefing to the Court of Common Council.

10. A verbal update on the recent cycle of Cluster Panel meetings will be given at the meeting, and officers would welcome any feedback from Members who attended any of the following meetings:

Date	Cluster Panel	Location	Type	Time
06/11/24	Bank Cluster Panel	Innholders Hall, College St	Hybrid	13:00
07/11/24	Liverpool St Cluster Panel	100 Bishopsgate	Hybrid	13:00
07/11/24	Fenchurch Cluster Panel	Portsoken Community Centre (incl. Middx St and Mansel St Estate)	In-person	15:00
13/11/24	Fleet Cluster Panel	1 Mitre Court, Inner Temple	Hybrid	16:00
13/11/24	Monument Cluster Panel	Royal Society for Blind Children (RSBC), Lower Thames	Hybrid	17:00
27/11/24	Barbican Cluster Panel	Golden Lane Community Centre	Hybrid	18:30

11. For this series of meetings, and future meetings, data will be captured to provide insight and report to Strategic Planning & Performance Committee on:
- Number of attendees at Cluster Panel meetings
 - Topics raised by attendees (and whether they fall into City of London Police or City of London Corporation remit).

12. This information will provide officers evidence at the end of the Cluster Panel model pilot in December 2025 to assist with evaluation.

Wider community engagement since September 2024

13. Since the last report to the SPPC, the following Police-led engagements have taken place or are due to take place soon:

No.	Date	Engagement	Stakeholder group
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1	1 September 2024	Barbican Garden Party	Residents
2	5 September 2024	Black Apprentices Network Event (City Belonging)	Workers
3	September 2024	Engagement with Middlesex Street for new policing base	Residents
4	10 September 2024	Crime Prevention Stand at 69 Old Broad Street	Residents, Workers
5	10 September 2024	Suicide Prevention Day	Residents, Workers, Visitors
6	11 September 2024	Independent Advisory Scrutiny Group (IASG)	Residents, Workers
7	Mid-September 2024	Spiking Intensification Week	Residents, Workers, Visitors
8	23 – 29 September 2024	National Inclusion Week	Residents, Workers, Visitors
9	October 2024	Black History Month	Residents, Workers, Visitors
10	October 2024	Diwali events through City Belonging	Workers
11	3 October 2024	David Game College – staying safe in London for new students	Other (students)
12	3 October 2024	Op Reframe (Drink Spiking focus)	Residents, Workers, Visitors
13	12 – 19 October 2024	Hate Crime Awareness Week	Residents, Workers, Visitors
14	16 October 2024	Careers talk for City of London Girls School	Other (school pupils)
15	16 October 2024	Lord Mayor’s Colloquy: Global Faith Perspectives on ‘Disagreeing Agreeably’	Other (students from Goodenough College and faith leaders)
16	16 October 2024	Business webinar: Policing the Insure our Survival week of action	Workers
17	17 October 2024	Leadenhall Hate Crime Awareness Stall	Workers
18	22 October 2024	City Question Time	Residents
19	23 October 2024	Business webinar: Policing the Insure our Survival Week of Action	Workers
20	31 October	Police Race Action Plan – Black History Event (The Fierce Urgency of Now – Correcting the Impact of Racism)	Residents, Workers, Visitors
21	November 2024	Cluster Panel Meetings (Bank, Barbican, Fleet, Fenchurch Street, Liverpool Street, Monument)	Residents, Workers

22	November 2024	Islamophobia Awareness Month	Residents, Workers, Visitors
23	25 November – 10 December 2024	16 days of activism against gender-based violence	Residents, Workers, Visitors

Conclusion

14. This report provides an overview of the launch of the new Cluster Panel model as approved in the Community Engagement Strategic Plan in September 2024, an overview of outcomes and metrics that will be reported quarterly into SPPC from January 2025, and a list of engagements that have taken place since September 2024 or are due to take place soon.

Background papers

- *Strategic Community Engagement Plan: Keeping those who live, work and visit the City safe and feeling safe* – joint report of the Commissioner of Police and the Police Authority Director presented to the Strategic Planning & Performance Committee on 26 September 2024 and the Police Authority Board on 2 October 2024.

Appendices

- None

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