

Appendix 2

Safer City Partnership Draft Strategy 2025–2029: Consultation Feedback Report

Introduction

1. This report summarises the feedback received through the public and stakeholder consultation on the draft Safer City Partnership (SCP) Strategy 2025–2029. The consultation aimed to gather views from a broad cross-section of the community—including residents, workers, businesses, and voluntary and community sector (VCS) organisations—on the proposed strategic priorities and actions set out in the draft strategy.
2. The SCP strategy outlines a multi-agency approach to tackling crime, anti-social behaviour, and vulnerabilities in the City of London, and is aligned with the City of London Police’s Policing Plan 2025–2029. Recognising the importance of community insight, the consultation was designed to test whether the strategy’s priorities resonated with local experiences, and to identify opportunities for further alignment, clarity, and action.
3. This report presents the key themes that emerged from the consultation, including both city-wide priorities—such as the need for more visible policing, improved lighting, and clearer communication—and group-specific concerns from residents, workers, and business representatives. It also outlines how the SCP will respond to the feedback, ensuring the final strategy is shaped by those who live, work, and operate in the Square Mile.

Consultation Approach

4. The SCP public consultation launched on **13th March 2025** via an online engagement page. Feedback was sought from residents, workers, businesses, and voluntary and community sector (VCS) organisations. The consultation was promoted through a wide range of channels—including direct emails, drop-in events, and public information points—to ensure broad accessibility and engagement. While the response rate was low, with only 12 online submissions and no in-person contributions, this is not considered reflective of the consultation method itself, which was robust. The reasons for low participation may warrant further exploration ahead of future strategy consultations. Consultation included:

- **Businesses:** Shared with Safer Business Network, BIDs (through Primera) and Don Randall Associates.
- **Residents:** Consultation link shared through a resident email mailout on **1st and 2nd April**. This included invitations to attend two resident drop-in sessions:
 - Golden Lane Community Centre: 17th April 2025, 10:00 – 12:00
 - Portsoken Community Centre: 24th April 2025, 10:00 – 12:00
- **VCS Groups:** Consultation shared via Hackney CVS's VCSquared bulletin, with additional drop-in sessions promoted:
 - Portsoken: Tuesday 1st April, 10:00 – 12:00
 - Golden Lane: Wednesday 16th April, 10:00 – 12:00
- **Flyers with QR Codes** to the consultation page were distributed at:
 - City Information Centre
 - Guildhall Art Gallery
 - Billingsgate Roman House & Baths

Summary of Feedback Received

5. Feedback was collected from three key groups: residents, workers, and business representatives. (See a fuller breakdown on the feedback with quotes at the bottom of this report). The main themes raised were:

6. **Residents:**
 - Requests for **more visible policing**, especially in estates and areas affected by nightlife.
 - Concerns about **reduced feelings of safety**, with specific examples of break-ins and theft.
 - Calls for **better engagement with residents not part of formal associations**.
 - Support for **CCTV expansion and improved lighting**.
 - Desire for **clearer communication** and ongoing updates from SCP and City Police.

7. Workers:

- Emphasis on **transport safety**, especially during evening commutes.
- Support for **awareness campaigns** and visible signage about where to get help.
- Requests for better coordination between **Police, SCP, and businesses**.
- Interest in **crime prevention training** for workers in hospitality and retail.
- Suggestions including **broken windows theory** to address visible disorder early.

8. Businesses:

- Support for a **more visible policing presence**.
- Call for **business inclusion in city-wide prevention efforts**.
- Requests for a **city-wide Business Crime Reduction Partnership (BCRP)**.
- Support for use of **CSAS accredited wardens**.
- Need for **better communication about crime trends and SCP initiatives**.
- Appreciation for SCP's efforts to tackle shoplifting and fraud.

9. These themes reflect a city-wide desire for greater visibility, transparency, and community-centred safety planning. They also highlight the role of the SCP in filling gaps not covered directly by the Police Plan, particularly around **engagement, inclusion, and messaging**.

How the Consultation Feedback Has Been Used

Clarified Roles: SCP vs. Police Plan vs. Joint Work

10. The table below has been used to understand what actions are currently being undertaken, or could be undertaken as part of the SCP Strategy.

Feedback Theme	Lead Responsibility	Joint Working	Related Action/Notes
Visible police presence and patrols	City of London Police	SCP supports with community priorities	Expanding via hotspot policing and additional government funding for neighbourhood police officers.
CCTV and improved lighting	City of London Corporation	Police support through hotspot analysis	Measure in Serious Violence Strategy refresh to review CCTV coverage across identified crime hotspots. Includes recommendations to the Destination City Programme on incorporating safety considerations—such as lighting and CCTV—into the design of new pedestrian walkways. In parallel, the Corporation recently invested £16 million in a new CCTV network as part of the Secure City Programme
CSAS-accredited wardens	SCP/City of London Police	SCP evaluates Parkguard service	CSAS accreditation secured for Parkguard, expanded patrols under hotspot policing grant already in train
BCRP coordination and support	City of London Police	To be included within SCP approach	City Police already developing plans for a City-wide BCRP with City BIDs
Broken Windows Theory¹ (situational prevention)	SCP	Police endorse where relevant	SCP integrates into environmental strategy (e.g. CPTED); Police to identify disorder trends for targeted action
Public communication	SCP	Police assist with amplification	SCP leads on content, branding and scheduling; Police distribute through

¹ *The Broken Windows Theory, proposed by James Q. Wilson and George Kelling, posits that visible signs of disorder and neglect, such as broken windows, graffiti, and litter, can signal a lack of social control and encourage further crime and antisocial behaviour. The theory suggests that addressing these minor issues promptly can prevent a decline into more serious crime.*

and safety messaging			patrols, newsletters, and public engagement platforms
Victim support services	SCP	Police, Community and VCS	Police deliver direct services via Victims Strategy; SCP ensures community and VCS pathways are aligned and promoted
Engagement with 'unaffiliated' residents	City of London Police	City of London Corporation	Significant recent CoLP work on resident & community engagement involving Corporation
Transport hub and night-time economy safety	City of London Police	British Transport Police	Hotspot response grant heavily focused on NTE safety in place; transport safety should involve British Transport Police for tube/train incidents occurring in the City
Crime trend monitoring and data sharing	Joint	Joint dashboard and analysis coordination	Ideal to have shared dashboards/visualisations but analytical capacity in SCP remains a significant barrier

Actions taken forward into SCP Strategy 2025 - 2028

11. Much of the work highlighted through the consultation is already well underway, including initiatives around CCTV (via the Safe City programme), improved lighting, and community engagement. As such, the priority for the Safer City Partnership is not to introduce new actions, but to significantly enhance public awareness of these efforts. By focusing on transparent and proactive communication, we aim to ensure that the public is not only safer but also better informed about the work being done to protect and support them.

Communication and Engagement

12. These actions focus on promoting transparency, clarifying roles, and connecting people with services and events already available.

► Promote Existing Engagement Opportunities

- **Enhance promotion of current forums and include clear ways to engage** - such as *Question Time*, where the Corporation and Police take questions from the public—so residents and workers know when and how to engage.

“More meetings.”

“Attend and consult via resident association meetings.”

- **Improve visibility and accessibility of engagement routes for ‘fringe’ residents and non-traditional stakeholders**, including those outside estate structures (e.g. short-term renters, faith groups, small businesses).

“Us ‘fringe’ residents who don’t belong to a group, association or estate...”

“Just keep more in touch... and more bold moves...”

► Increase Public Awareness of Existing Initiatives

- **Publicise the Safe City CCTV programme**, a joint Corporation–Police initiative enhancing coverage in crime hotspots and provide clear messaging on what improvements are being made.

“Needs to be more CCTV in the streets...”

- **Promote appropriate Corporation feedback channels**, and share information about how lighting is being considered in pedestrian and urban design plans (e.g. via Destination City).

“Make sure all bus stops are well lit...”

- **Raise visibility of existing safety campaigns** (e.g. theft, ASB, and VAWG prevention), ensuring public messaging is clear, consistent, and well-branded.

“Make the safety initiatives prominent...”

“The sticker on Leadenhall St pavement re phone theft occurring – really good/bold.”

- **Clarify the respective roles and responsibilities of SCP, City of London Corporation, and City Police** through accessible signage, web content, and printed materials.

“Could explain what the corporation does versus the police...”

► Improve Communication around Victim and Community Services

- **Promote awareness of existing victim support services**, particularly those delivered through the community and voluntary sector, ensuring pathways for reporting and accessing help are well publicised.

“Supporting victims to report crimes and information on how to do this.”

Narrative Feedback Summaries with Quotes

Residents (3 responses)

- **Visibility and policing:** “More visible police presence (patrols on foot).” / “More policemen on the street.”
- **Decline in safety:** “Over the last couple of years [we] have felt less safe...” / “Pubs/bars on our road (Creechurch Lane) are now regularly broken into/robbed.” / “Supermarkets on Fenchurch/Houndsditch have had to install security screening...”
- **CCTV and lighting:** “Needs to be more CCTV in the streets rather than just relying on buildings’ own security systems...”
- **Communication and engagement:** “Just keep more in touch... and more bold moves...” / “More meetings.” / “Attend and consult via resident association meetings.”
- **Inclusion:** “Us ‘fringe’ residents who don’t belong to a group, association or estate... plus hotel and apart-hotel operators, Airbnb et al, churches... Lime bikes operators et al...”
- **Prevention campaigns:** “The sticker on Leadenhall St pavement re phone theft occurring – really good/bold. Should be promoted.”

Workers (8 responses)

- **Public safety and visibility:** “Make sure all bus stops are well lit...” / “As a visitor... I would not have known where to go for help if I had problems... something should have been displayed in the station on exit...”
- **Prevention campaigns and messaging:** “Make the safety initiatives prominent for people travelling into the City...”
- **Role clarity:** “Could explain what the corporation does versus the police and other organisations.” / “Better communication.”

- **Strategic suggestions:** “A city wide BCRP to coordinate activity.” / “Target hardening to prevent crime, broken windows theory.” / “Continued joint campaigns with the police.”
- **Victim support:** “Supporting victims to report crimes and information on how to do this.”

Businesses (1 response)

- **Strategy endorsement:** “Good to see continued support to prevention of violence against women and girls (Our Safer City).”
- **Awareness and communication:** “Be good to invite businesses in to share what's happening across the City as 'awareness' remains a challenge.” / “Better communication about safety trends and emerging risks.”
- **Partnerships and prevention:** “More visible police presence (patrols on foot)” / “Training and support for businesses and VCS staff on safety and crime prevention.” / “Stronger coordination between SCP, businesses, and VCS organisations.” / “A BCRP, maybe CSAS accredited wardens.”