

Committee: Police Safer City Partnership Strategy Group	Date: 21 st January 2016 2 nd March 2016
Subject: Community Engagement Update	Public
Report of: Commissioner of Police Report Author: Helen Isaac - Superintendent, Uniformed Policing Directorate	For Information
<p style="text-align: center;"><u>Summary</u></p> <p>This report details issues raised by the community and the police response to them since the last report presented in September 2015.</p> <p>The Community Team’s activities have included addressing concerns across the policing spectrum, from anti-social behaviour and community events to crime prevention, education and reassurance.</p> <p>Operation Fennel and Operation Acton continue to address the issue of begging and problems associated with homelessness respectively. There have been several intelligence-led initiatives in relation to these areas of concern and our ever-closer working with partners has secured a number of street interventions, street warnings, tickets to disperse individuals/groups and subsequent court prosecutions to robustly reinforce our message.</p> <p>The, “We Stand Together” community cohesion campaign continues nationally, with its important message reaffirmed at various events over the reporting period. This included a visit on the national day of action for the campaign at the St Stephen’s Walbrook harvest service. The Prevent Engagement Team continues to develop their relationship with the community, raising awareness around individuals that may be vulnerable to radicalisation and strategies for identifying and preventing this.</p> <p>Operation Atrium and the Exchanging Places programme continue to identify and refer cyclists found committing road traffic offences. A large number of cyclists have also had their bikes marked as a preventative measure to prevent cycle theft within the City.</p> <p>The Street Intervention Team is now fully embedded within the Guildhall. This co-location with our partners, The Community Safety Team, will build on our shared approach to addressing the concerns of our City community.</p> <p>Recommendations It is recommended that this report be received and its contents noted.</p>	

Main Report

Section A – Intervention

1. Anti-Social Behaviour – Mansion House and Angel Court

Information was received regarding rough sleepers at Mansion and Angel Court, including the often unsettling issue of individuals leaving their items unattended. This can cause great concern to the community when items are left unattended in the street – concerns range from belongings being a health hazard to a perceived terrorist incident. Officers attended and relevant police and immigration checks were conducted, with guidance given regarding unattended items and details shared with our homeless agency partners.

2. Anti-Social Behaviour – Devonshire Square

A number of complaints were received by police in relation to males sleeping rough (and the negative impact of this) in the Devonshire Square and Holborn areas. Officers located the males at the given locations and information and intelligence were obtained and shared with our partners in the Outreach Team to resolve the issue.

3. Crime Prevention – Cycle theft/cycle enabled crime

Community policing continues to lead the response to cycle crime and cycle enabled crime (phone snatches committed by persons on a pedal cycle). Pedal cycle theft has reduced by 27% (85 offences) against 2014/15 and is the focus of a crime prevention problem solving group.

Cycle Crime Week, a week of action against cycle crime, took place from the 7th of September. Working with our partners from the Safer City Partnership, Metropolitan Police, British Transport Police and Transport for London – a number of activities took place. The aim of this operation, led by PC Stuart Ford and Pat Mathiot, was to reduce cycle and cycle component theft and to emphasise the work done by police to address this pan-London problem.

Bike marking events were conducted on a daily basis across the City at various times and locations to maximise the involvement of the City community. Reaching out to as many members of our cycling community as possible will enhance the benefits of the bike marking scheme – this scheme can reduce the likelihood of a bike theft and increase the chances of a stolen cycle recovery. The initiative included attending businesses at lunchtimes for their convenience.

Free cycle locks were given to cyclists who met the set criteria and high visibility patrols by cycle officers visiting various cycle bays helped identify those who were most in need to upgrade to their cycle security and reinforced the message around keeping their bike safe and taking responsibility for security of their own property.

4. Crime prevention – Smash and grab

Crime prevention officers attended the Stop Smash and Grab event at Canary Wharf along with City Jewellers and following this, delivered crime prevention messages to premises targeted previously or susceptible to this type of crime.

5. Cycle Super Highway

A small stretch of the highway opened in the City in early December between Great Tower Street and Fish Street Hill running west to east. Enforcement, education and initial teething problems with the route were policed by community team cycle officers.

6. Crime Prevention – Youth Hostel in Carter Lane, Operation Makesafe

Operation Makesafe continues to be shared with our partners within the City. It addresses the potential for vulnerable people, notably children at risk of Child Sexual Exploitation (CSE), to become victims of crime in premises contained within the City such as hotels and hostels. Working with those in the industry is a key component in our fight against CSE.

Officers have attended the Youth Hostel in Carter Lane to engage with the management team. Staff there are to be trained using Operation Makesafe to help identify any young person at risk of CSE.

7. Operation Tinsel (force Christmas Campaign)

Operation Tinsel is the force wide Christmas Campaign and officers have supported an enhanced Licensing Team by participating in night time patrols in and around licensed premises, providing a visible presence for members of the public and staff at locations. Since the tragic events in Paris, the campaign has focused on counter terrorism in crowded places as well as the prevention of violent and acquisitive crime.

On the run up to Christmas, community officers carried out a programme of engagement with local businesses, churches, hotels, serviced apartments and other venues, conducting briefings to raise awareness of crime, child sexual exploitation and alcohol and drug abuse. These briefings were carried out along with colleagues from the CoLP Public Protection Unit and also the Counter Terrorism Department.

8. Community Safety Project

The Street Intervention Team is now co-located within the Guildhall with the Community Safety Team. This co-location provides a platform for the sharing of ideas, resources and initiatives to work towards a safer City environment for all. The teams have recently moved within the Guildhall to be nearer the Homelessness and Housing Options Team and the St Mungo's Broadway homelessness charity is also considering the possibility of co-location with them, which would provide a complete partnership approach from one location.

This team continues to focus on the issues of begging, homelessness and anti-social behaviour. Recently– the project team lead - has met with other areas of the force to review processes and recording of anti-social behaviour. This will lead to more effective officer tasking, increased intelligence harnessing and faster partnership solutions to concerns raised by the City community.

9. Squats

Intelligence continues to build on the number of premises in danger of unlawful use and occupation, commonly referred to as squatting. The Community Policing Team engages where it can with squatters and land owners to ensure peaceful solutions to this ever-complex, often civil dispute. We are increasing our efforts to concentrate on those who endeavour to target City premises for their illegal activities, especially rave activities where large disruption and serious damage and disorder can occur.

10. Anti-Social Behaviour – 65 Holborn and Fenchurch Street

Police received a large number of calls to noise and serious disruption at 65 Holborn during the weekend of 17/18th of October. Officers attended and found a crowd of people, in their hundreds, had entered and set up an illegal rave. Due to the numbers in the crowd and the dangers associated with law enforcement entering and removing large numbers of illegal persons occupying a premise, police reached agreement with the organisers to curtail their activities as early as possible. As an emerging trend, activists and illegal rave organisers continue to target a number of properties across London.

Police had on the same night prevented another large occupation in Fenchurch Street by seizing a sound system from a vehicle, as those responsible for the illegal rave in 65 Holborn were setting up their rave. We continue to work hard to identify those attempting to set up illegal raves using social media monitoring, interception of vehicles used to carry equipment and prosecution of those identified committing offences.

11. Architectural Liaison

Community Policing specialist Architectural Liaison Officers continue to advise on how best to design out crime in accordance with approved principles – the current developments of One Undershaft and 22 Bishopsgate in the east City cluster have involved significant work and liaison with Counter Terrorist Security Officers and other specialist departments, in planning for the safety of the future City landscape and environment.

12. Operation Broadway – Economic Crime Department

Operation Broadway is an initiative led by the Economic Crime Department working in collaboration with regulatory and law enforcement agencies (City of London Trading Standards, Scam Busters, HMRC, Financial Conduct Authority and the Metropolitan Police Service) and is aimed at tackling criminals committing fraud (boiler rooms), operating within the City of London. Community Policing officers continue to support this with the allocation of resources.

Section B – Engagement

13. Project Griffin and Argus

Throughout this quarter, the Community Team has continued its support for the vital Project Griffin, the City initiative that engages all business working together for a safer City. Officers took part in a Griffin event, attended by 60 delegates, where ideas and methodology continue to evolve, as do closer working relationships.

Operation Argus, a table top planning exercise, reinforces the ideals of Griffin and puts theory into practice. These operations complement each other and are always attended by community officers.

14. Cycling community – Exchanging Places at Crossrail

In an important month for highlighting the issues surrounding cycle safety through the cycle crime initiative, officers attended the Crossrail site on London Wall. With the Crossrail project starting to enter its final phases, this was a great opportunity to promote cycle safety with those building the site(s) and using heavy machinery, as well as those who will ultimately share our roads when Crossrail is complete.

15. Women’s Safety Cycling Day – Guildhall

Officers attended the Guildhall event to provide crime prevention advice, the Exchanging Places programme and bike marking. This is a joint project with the City of London Road Safety Team.

Following these events, an officer presented the work undertaken by police and partners in tackling cycle crime and cycle safety, on the London Live TV Channel to raise awareness of the issues and how people can take steps to avoid becoming a victim.

16. Hotel Toolkit

This initiative continues to progress and has yielded positive engagement from a number of establishments. This industry and its transient population are often targets for criminals and Organised Criminal Groups, the useful tool kit provides advice around theft, drug use, fraud and Child Sexual Exploitation amongst other topics. Fifteen hotels were visited by officers in this period as we seek to increase engagement in this crucial area.

17. Restorative Justice meeting with the Ministry of Justice

Officers met with colleagues from a collective of forces including Cumbria Police, Nottinghamshire Police, Staffordshire Police and the British Transport Police. This element of our policing response impacts across all of our communities and it is crucial that we share best working practice and ideas with other forces to refine and deliver the best possible service to our City communities. Restorative

Justice can provide an alternative to the standard criminal justice system and can, on occasion, be less intrusive on victims of crime and easier to provide swift resolution to level low issues. This is a victim led programme and is in use within the City area; it will continue to evolve and improve with victims of crime at its centre.

18. National Prevent Policing Week

This is a national programme that assists 16-18 year olds with key advice on employment opportunity and education. It forms part of the Prevent strand and encompasses the use of social media as a tool in a tailored workshop that will assist this age group as they enter the workplace or further their education. CoLP Prevent Officers participated in this event and engaged with relevant local schools, universities, job centres and a Bengali girls' group on a City estate.

19. World Suicide Prevention Day

An often taboo subject that leaves many individuals feeling lost, isolated and in need of assistance, sadly the City is often a draw for those wanting to take their own life, due to our iconic sites and bridges. This day was to raise awareness nationally around these issues and was fully embraced by the Community Team using twitter and high visibility patrols of certain locations.

20. 75th Anniversary of The Battle of Britain, Lord Mayor's Show, Chinese State Visit, Remembrance Sunday, St Matthew's Day Parade,

Officers from the Community Team engaged with all parties involved in the planning of these events, including the Guildhall and St Paul's Cathedral. It is recognised that it is essential the local community are fully involved in the planning of these events and kept fully informed, so businesses can continue to operate during one of the busiest times of the year for the City of London.

Our officers complete Community Impact Assessments (CIAs) for every major event. This allows us to collate all information and gain a full understanding of the potential impact on the community so we can provide an appropriate response to any needs identified. For the St Matthew's Day parade, officers from Community Policing facilitated the progress of 300 pupils marching in the road in traditional Tudor uniform from Christ's Hospital School with a musical band to St Andrews Church for a service, whilst ensuring minimal disruption to the City community.

21. Business Forums

Our Business Forums continue, providing us with a fantastic opportunity to give a bespoke service to those communities with active forums. They provide businesses with the space in which to air their views with other like business and geographical area users.

These Forums are facilitated by the City Police and include Counter Terrorist input and crime prevention amongst other topics of interest identified by

members. We are pleased to announce a new Forum in the Paternoster Square area and look forward to working with them in the future.

22. Stakeholder Engagement Programme – Economic Crime Directorate

Organised by the Strategic Delivery Unit, staff from the Money Laundering Investigative Unit, National Fraud Intelligence Bureau and the Economic Crime Academy have undertaken a stakeholder engagement programme with large organisations within the City. The primary aim of these engagements is to raise awareness of services provided by ECD that help organisations to protect themselves from fraud. Within the last quarter some of the companies that were met with as part of this programme include, Lloyds, UBS, Prudential, Standard Chartered, AON, Western Union, Investec. More specifically some of the key objectives of the programme are defined as follows;

1. Strengthen our networks in the City
2. Increase awareness of the unique services provided by COLP and how to access them
3. Gather feedback on our service so as to identify opportunities to improve service delivery
4. Develop new opportunities for collaboration

23. City Just Giving Day – Economic Crime Directorate

Working with the Community Policing Team, the Strategic Delivery Unit along with staff from Action Fraud and the National Fraud Intelligence Bureau assisted in the “City Just Giving Day” which was organised as part of a Lord Mayor of London event, by providing fraud awareness advice to the public

24. Pilot of specialist victim support – Economic Crime Directorate

Funding from MOPAC and the Corporation of London has been given to assess the viability of a specialist victim support process. This process is being piloted on victims of economic crime pan-London who report to Action Fraud, but do not receive any mainstream victim support, or whose crime is not successfully investigated. The aim of the project is to be a single point of contact for early intervention and safe guarding for London and City -based vulnerable victims to prevent them from being repeat victims and make them feel safer. This project has commenced its second year, having been given a second tranche of funding by MOPAC to continue its work until March 2016. (CoLP is in partnership with MPS, BTP and Victim Support to support this unit.)

25. Fraud prevention advice – Dedicated Card and Payment Crime Unit

A specific request was received by the Dedicated Card and Payment Crime Unit from an employee from RBS to provide fraud prevention advice to customers. Relevant staff attended the branch setting up a stall and provided presentations and distributed information that would assist members of the public in protecting themselves from credit card fraud.

26. Horizon scanning – Economic Crime Directorate

The Strategic Delivery Unit have started to distribute their horizon scanning product, which provides awareness of current fraud trends and emerging threats (as cited within media sources) to the City business community, with a view of making this helpful and educational information available to the local residential community as well.

27. Project Servator

The Community Team continually provides resources to this ongoing operation that uses behavioural detection science to deter, detect and disrupt criminal activity and hostile reconnaissance in the City. This successful operation has yielded many excellent results and has taken a number of would-be criminals off the City streets, having notable success with drug dealers entering the City, often in possession of false documentation, along with significant amounts of drugs. Officers from the team recorded an input for the World at One news programme on Radio 4 recently, taking about the project and the importance of community involvement as our eyes and ears.

The Servator team consistently provides a stop search to outcome conversion rate of almost 70%, against a national rate of less than 20%, thanks to the enhanced skills the officers involved have developed in detecting slight changes in behaviour. Members of the Independent Advisory Group (IAG) came out with the team during the Christmas campaign to view the tactics and the way stop and search is carried out by the team. Positive feedback has been received and will be discussed further at the next IAG meeting in February.

28. LGBT awareness

In addition to the #westandtogether campaign, the City of London Police now has an LGBT twitter feed that seeks to provide further contact points and information for those that prefer to use twitter. We have moved to 580 followers and continue to grow as we expand our services and accessibility to the public.

29. Eyes and ears – City awareness programme

This programme continues to educate and use the extra resources that we have “out on the ground” across partners in the City. By working closer with our partner agencies, we can use the eyes and ears of our colleagues from the City of London to inform us when they encounter situations or incidents that may require police attendance or provide intelligence on issues. We work closely with Traffic Wardens, Street Cleansing and Cheapside Ambassadors, and this community involvement will increase in 2016.

30. Everbridge - community messaging

Following the purchase of Imodus Community Messaging by Everbridge, a contract has recently been signed to move our users across the City onto the Everbridge messaging platform. This will provide an enhanced communication service and greater opportunities and flexibility in our communications across a

range of users. The contract with Everbridge is for a year whilst we work with the City of London Procurement Service on a full procurement process in 2016, to ensure best value and service delivery.

Consultation with users of our community messaging system has commenced to ensure their views and requirements are included in future service delivery. Community Policing are also looking at the possibility of developing the use of an App called Blab which will enhance social media engagement to small and medium enterprises.

31. Pegasus scheme and the vulnerable

The Community Team are beginning a proactive engagement process with those on the Pegasus scheme. This will involve a visit to all elderly vulnerable residents listed on the scheme, where officers will deliver appropriate crime prevention advice and provide contact information in the force, whilst ensuring that residents do not feel isolated from police.

32. Satisfaction surveys

683 respondents replied to the Counter Terrorism survey for this quarter. The results show 89% have been reassured by the work the City of London Police are doing to protect them from Terrorism

A satisfaction survey was sent out following the Lord Mayor's Show with the question "were you satisfied with the policing of the Lord Mayor's Show in 2015?" Results showed 95% of 197 respondents were satisfied and the force received comments of praise for the policing of the show in difficult circumstances following the tragic events in Paris the night before.

Section C – Hard to reach groups

33. Operation Fennel (begging)

Operation Fennel continues to target aggressive begging within the City boundary for our most persistent offenders. This unique and innovative operation continues to gather momentum and status as other forces seek our advice and guidance on how to implement similar programmes.

We have established closer working relationships with neighbouring boroughs so that information sharing and partnership working seeks to identify and prosecute offenders that often will be hard to identify.

34. Operation Acton (rough sleeping)

Operation Acton was built upon the methodology and success of Operation Fennel. Its working formula provided the basis for a system to identify, engage and, where necessary, prosecute persistent offenders. Operation Acton works closely with our partners in the UK Border Agency and Broadway Homeless Services and targets persistent rough sleepers who refuse to engage with

authorities and those that bring the unfortunate side effects of rough sleeping – petty crime, defecation and anti social behaviour.

The Community Policing Team run a “hub” with partners for specified periods of time to identify those in need of assistance, ensuring we have the appropriate support services in place to provide immediate help. Those who fail to engage may face prosecution.

Since the last report there have been additional prosecutions under both Acton and Fennel.

Summons applications made to Court: 18

Remand to Court: 1

CBO applications authorised: 3

CBOs granted by Court: 1

Found Guilty: 11

Summonses withdrawn due to offender being absent from the City: 2

Pending Summons processed to Court: 6

The figures listed above are a combination of both Operation Fennel and Acton results and will continue to grow as these operations develop. The Community Team will lead the rest of the City Police as we aim to employ all officers on active patrol as delegates for these operations. This will increase the knowledge and understanding in these areas and work towards a safer City.

The Community Team has led on a review of the recording and assignment of any calls to the police in relation to calls of an anti-social behaviour nature. This will lead to the refining and recording of information that will ensure a more timely response and the identification of emerging problem zones.

35. Mental Health

This area of police work continues to present a challenge in the current climate. With all emergency services facing challenges, we are continuing to identify areas for improvement and work with other agencies to try and address these. We are reviewing how patients are transported to hospitals and handover procedures at hospital and officers have provided feedback on the national consultation on the Mental Health Authorised Professional Practise, which has been produced in draft by the College of Policing.

Community Officers attended the Blue Light Peer Learning Network training to gain an increased understanding of Mental Health issues and how this can affect staff – this training will be provided force-wide. The City of London’s mental health event at Mansion House also provided an opportunity for open learning and debate on the topic of mental health in the City.

Section D – Safer Transport Operations Team

36. Operation Regina

Operation Regina is the City Police operational name for Hackney Carriage and Private Hire Vehicle enforcement with the City of London area, this is funded by Transport for London (TfL).

Operations are conducted on a day and night time basis by uniformed officers and in partnership with the taxi and Private Hire Directorate Enforcement Team and Department of Work and Pensions, examining in excess of 5300 vehicles annually and reporting drivers for offences identified within the City of London. The results of these operations are produced at a joint Metropolitan Police and Transport for London meeting, along with quarterly Taxi Trade meeting hosted by Transport for London.

1040 Operation Regina stops were carried out in October and November by officers and a variety of offences were identified and reported on.

37. Operation Port

Operation Port is the City Police operational name for taxi touting detection and enforcement within the City of London Police area. A structured plain clothes team provide weekly deployments to areas outlined and identified by the Transport for London in conjunction with the Safer Transport Operations Team, with deployments in areas of high activity at night time economy locations. In October and November, seven offenders were reported for summons and a number of intelligence reports were submitted.

Our Community Team officers were also engaged in the Transport for London Safer Travel at Night campaign, with the aim to highlight the dangers of using non-licensed vehicles for travel arrangements.

38. United Cabbies Group

The United Cabbies Group staged a protest on two dates in September, targeting Bank Junction for maximum impact. Officers produced a comprehensive Community Impact Assessment to gauge the level of disruption anticipated and ensured an engagement process with Corporate Communications to minimise disruption to the community.

Section E - Youth and Schools

39. Richard Cloudesley School

PC Stuart Ford, with assistance from PCSO's Ben Ellen and Rob Sweet, has continued to provide a Special Needs Cycle Training Programme to pupils at the school. PC Ford is currently writing a specific DARE drugs education programme for pupils, which will commence in 2016.

All three officers attended the annual awards evening again this year at the school for the 7th consecutive year, where PC Ford presented awards to students, along with a special needs bicycle purchased for the school by the CoLP Children's Charity.

40. DARE project

The DARE project continues to engage with pupils in schools across the City and on our boundaries, warning of the dangers of drug use and the destructive effects. This is always a popular presentation to schools and seeks to involve the children throughout. It continues to provide children with the decision making skills that save lives and a course for new DARE trainers will be run early in 2016 to ensure full delivery of the programme can be maintained.

41. Police Cadets

The Police Cadets have been involved in a large number of our events and operations over the last quarter and provide an essential link to the youth section of our communities. The Cadets have been involved operationally from enforcing cycling initiatives, to "age related" operations aimed at curbing the sale and consumption of alcohol to under age groups.

42. Youth Engagement

Officers from the Community Team are engaging with youth residents through sport, ensuring cohesion is enhanced and barriers decreased. PCSOs are visiting the Mansell Street Estate, developing a Football for Peace approach and enhancing the We Stand Together message.

43. School World of Work visit

Ten girls from the Mulberry School in Whitechapel spent time with the force in October, learning about the opportunities a career in policing can bring, with the aim to increase their understanding and highlight the importance for the police to represent the communities they serve.

Conclusion

This report informs Committee members of community engagement and intervention activity undertaken during the last quarter, highlighting some issues raised and how the force has addressed these.

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