

Committee: Police Committee	Date: 18 January 2017
Subject: Community Engagement Update	Public
Report of: Commissioner of Police Pol 07-17	For Information
Report Author: Superintendent Helen Isaac (Communities and Partnerships)	

Summary

This report provides an update on engagement and activities across four main areas, linked to the Force's strategic priorities: (1) Counter Terrorism (CT) and communications; (2) Safeguarding the Vulnerable; (3) Anti-Social Behaviour (ASB) and (4) Road Safety.

1. **Counter-terrorism and Communications:** The Force took part in the National Counter Terrorism Awareness Week from 28th November, delivering briefings and communications throughout the week on a number of specific themes such as Prevent, vigilance, Heavy Good Vehicles, Christmas shopping/crowded places and the link between fraud and terrorism.
2. **Safeguarding and Vulnerability:** The Force has recently decided to adopt Operation Signature to identify and respond to vulnerable victims of fraud within the City of London, which will see victims over 65 years of age receive a personal visit from a Communities and Partnerships Officer. Increased patrols of the City's bridges continue as part of the effort to reduce the number of people committing or attempting to commit suicide in the River Thames. The number of instances has recently fallen and joint work to share good practice continues with partners including other London forces, healthcare professionals and the Marine Support Unit and Coastguard.
3. **ASB:** We have continued to work with the City of London Corporation to achieve results in our enforcement activities around begging and vagrancy and ASB around licensed premises. The Christmas campaign for 2016 has provided significantly increased resources throughout December funded by the Late Night Levy and has seen joint patrols between a CoLP cycle officer and London Ambulance Service (LAS) cycle paramedic dramatically reduce the need for ambulances and police resources in response to alcohol related incidents during a very busy time of year.
4. **Road Safety:** The Transport and Highways Operations Group in partnership with the Corporation continue to promote road safety awareness and enforce road traffic law, with a cycle light give away and free bike marking providing good on-going opportunities for engagement with the growing cycle community.

Recommendations

It is recommended that this report be received and its contents noted.

Main Report

1. Counter-Terrorism (CT) and Communications

Engagement and Action

- 1.1 National Counter Terrorism Awareness Week took place the week commencing 28th November 2016. Throughout the week the City of London Special Branch (SB) and Counter Terrorism Section (CTS) led the force in its drive to reinforce the CT messaging to our community and staff around 'stay safe', vigilance and hostile reconnaissance. The activity and messaging was delivered in collaboration with Corporate Communications, Economic Crime (NFIB), Uniformed Policing, the Prevent team and the Transport and Highways Operations Group (THOG). The local media messaging was consistent with the Contest Strategy for CT and in line with the national media lines from the National Counter Terrorism Policing Headquarters (NCTPHQ).
- 1.2 Each day during the week, all forces nationally focused on a particular subject such as Prevent, vigilance, ports, Heavy Good Vehicles, Christmas shopping/crowded places and stadiums. Due to the fact that the City of London has no ports or stadiums, we used these days to reinforce extra messaging and proactive activity around HGVs and fraud links to funding terrorism.
- 1.3 Throughout the week the SB and CTS teams delivered 25 briefings in person to the business community over 7 days. These briefings were tailored specifically around hostile reconnaissance, vigilance and Unmanned Aerial Vehicles (Drones). The team also delivered a number of briefings to City of London Corporation (CoL) staff from departments including Cleansing, Outside Spaces and Markets.
- 1.4 Also during this week our Counter Terrorism Security Advisors organised and presented to two 'Lunch and Learn' sessions at a City investment bank, reaching around 200 people. They delivered a Project Griffin session to an audience of 80 security professionals and a table top exercise to a large City insurance firm. The office also provided threat and vigilance messaging in person to the Barbican and Paternoster Security Forums, reaching 20 representatives from City businesses and around 100 people at the Business Continuity Institute meeting hosted by Lloyds of London.
- 1.5 On the evening of 28th November, the Prevent Team delivered a bespoke workshop for the Charity and Voluntary Sector. This was attended by several large charities such as The Red Cross and The Prince's Trust. The NFIB gave an input on fraud awareness and terrorist financing using charities and the SB team provided an updated threat overview. This was attended by around 30 representatives from the sector and the subject matter was well received.
- 1.6 On the nights of 30th November and 1st December the Transport Highways Operations Group (THOG) and SB staff ran a proactive operation in Smithfield Market, which is serviced by HGVs from across the whole of Europe. The objective of this operation was to raise awareness of terrorism, deliver the message that the UK police target HGVs, to identify those persons that may

wish to use them as a terrorist weapon and identify road traffic offences. During the two nights SB staff and traffic officers stopped a total of 22 HGVs. CT advice was delivered, 27 drivers were given verbal warnings for traffic matters and £2,350 in fines for traffic infringements were handed out.

1.7 The Prevent Team has provided an input to Project Griffin training sessions each first Thursday of the month. Inputs have also been provided to the Crime Prevention Association (CPA) on Prevent and national Prevent campaigns.

1.8 With the approach of a new academic year and a turnaround of teaching staff within City schools the Prevent team has approached the schools and delivered workshops to the following establishments:

- City of London School for Boys
- St Paul's Choir School
- Governors of the Guildhall School of Music
- Sir John Cass
- City of London School for Girls
- East West Community Nursery
- Smithfield House Nursery

1.9 These sessions have been very well received and feedback has been positive, with the Prevent team receiving several emails of appreciation for the training and work being done with schools and youth organisations as below:

Thank you very much for delivering the Prevent training to us in school yesterday. It is important for all staff to be well versed in Prevent and Channel and we are very grateful for your time.

Thank you for all the work you do for the community working and living in the community.

Thanks so much for today, it went really well. Excellent feedback on the evaluation forms attached.

I just wanted to say thank you for the really excellent training you provided on Friday. It was engaging, informative and has left us feeling more confident in dealing with these issues. I must also say just how much we value our relationship with the City of London Police. You are nothing but helpful and supportive.

1.10 As part of the community's crucial involvement in Project Servator, the Force has piloted ReACT training for security personnel, a natural lead on from the Project Griffin training most guards in the City undertake. The training concentrates on preparing specialist guards in key businesses and areas around the City to work jointly with the Project Servator team, including the following subject matter:

- Understanding the current threat
- Understanding hostile reconnaissance

- Recognising suspicious activity
- Situational awareness
- Motivating and de-motivating behaviour and impact on the hostile
- Project Servator messaging
- Supporting police deployments

The first session received excellent feedback from attendees and further sessions for the first quarter of 2017 are almost full. All training is delivered by experienced Project Servator officers and involves a deployment with officers as part of the course.

2. Safeguarding and Vulnerability

- 2.1 Vulnerability has now been agreed as an addition to the Force's control strategy priorities. Community Policing representatives attend both the Vulnerability Working Group and quarterly Vulnerability Steering Group meetings, reporting engagement and actions into these forums. Superintendent Isaac from Communities and Partnerships is the lead for this control strategy area, working closely with the Detective Inspector from the Public Protection Unit as her deputy. This is a wide remit covering many areas and problem profiles are being produced by the Force Intelligence Bureau to direct activity in areas for particular focus over the coming months.

Engagement and Action

- 2.2 On the 27th September a Supervisor from Community Policing attended the AGE UK event in the City to engage with elderly support charities and City of London Partnerships. This has opened opportunities to engage with elderly and isolated people in the City of London in partnership with the Corporation of London, Age Concern and Age UK. Particularly of interest were the COL Befriending Buddy scheme and the COL City Walks tailored to isolated and elderly people. Community Supervisors will progress this with those agencies as additional ways to engage with elderly vulnerable isolated people and offer reassurance and crime prevention.
- 2.3 It has been agreed by the Force Vulnerability Steering Group that The City of London Police will adopt Operation Signature as our response to vulnerable victims of fraud. Operation Signature is a standardised reporting and recording process, introduced by Sussex Police, to identify and support vulnerable victims of fraud. The process provides preventative and support measures intended to protect victims and safeguard them from further targeting. An important strand of Operation Signature is its wider messaging and prevention advice, and working with statutory and voluntary agencies both locally and nationally to influence change.
- 2.4 Victim information will come from a range of potential sources, but also from the NFIB Victim Fraud data that is sent to Forces on a six weekly

basis detailing the victims within the Square Mile - this is a response for individual victims rather than corporate ones. Any victim in the City identified as being vulnerable by way of age (over 65) will receive a visit from an officer from Community Policing. This will both support our vulnerable victims of fraud and also allow us to improve our understanding of the scale and nature of the issue in our community.

- 2.5 A Brokers' Chief Risk Officer Forum took place on 3rd November 2016, where Neil Taylor and DCI Ollie Little from the Economic Crime Directorate provided updates on insurance fraud and other current trends. This forum is attended by the top risk officers from 15-20 of the City's largest firms and as a result of the increased engagement, more information is now being passed to us by companies.
- 2.7 A Cyber Security Breakfast took place at Barclay's in Fenchurch Street on 10th November and officers from Economic Crime were invited to attend. This was an event for high net worth clients and officers were provided with an opportunity to present updates on cyber crime trends and also the risks of using public wifi. The relationship with Barclays through continued engagement is very positive and opportunities to present to forums such as this are an excellent way of getting key crime prevention messages over to larger groups of people, with invites to individual premises often following on as a result.
- 2.8 The Communities and Partnerships Crime Prevention Sergeant has commenced a regular community email for business forums, to increase awareness in the community of current issues, scams and ways of protecting against certain crime types. Circulations are themed, with burglary, theft and fraud covered during December. This included advice on physical security, tailgating and phone snatching, along with telephone, cyber and recovery fraud prevention. Crime prevention presentations were also provided by the team at key City businesses as part of the Christmas campaign, where our 'stay safe' message was given to large groups of staff members, followed by an opportunity for questions and answers on any aspects of personal safety.

Suicide Prevention

- 2.9 As part of the work on vulnerability, a problem profile has been completed on the issue of suicide and attempted suicide. As reported to Police Committee in September, the City of London has seen a significant increase in the number of people attempting or committing suicide from our bridges. Since the summer, we have deployed additional resources to patrol bridges during the time periods where these incidents are more common. The number of incidents has reduced from 23 attempts and 1 suicide in May to 10 attempts and 1 suicide in October, although it is difficult to attribute this to the increased patrols and awareness alone, as other variables and seasonal influences are all likely to have an impact.
- 2.10 It has been agreed at the Vulnerability Steering Group, pending sign off at the Health and Wellbeing Board in January that the CoLP and CoL will have a joint strategy and action plan for suicide prevention. Following the

inaugural meeting of the partnership Bridges Working Group in June, this group met again in December to share best practice and discuss current issues. The group has agreed to extend the terms of reference to become the Suicide Prevention Working Group, as whilst bridges are currently a particular issue, this should not detract attention to other locations should they require increased focus.

- 2.11 The impact of the bridges pilot around London Bridge will be evaluated from April 2017, a year after implementation. The pilot has included signage with contact details for the Samaritans attached to the bridge and training for businesses around the London Bridge area being provided jointly by CoL, CoLP and the Samaritans. Training equips staff in local businesses to spot those who may be experiencing or are more likely to experience a mental health crisis and how to approach someone in need. Feedback on the training has been very positive and the joint action plan will include an objective to roll this out to more businesses.

3. Tackling and Preventing Anti-Social Behaviour (ASB)

- 3.1 ASB levels continue to remain low in the City, although following an audit in September by the Force Crime Registrar, the number of incidents classed as ASB has risen considerably. This is due to an increased number of reports received in the Force Control Room being closed with ASB related codes to ensure compliance with national standards of recording, rather than an increase in the number of incidents occurring. The majority of the ASB reports continue to be complaints about alcohol related rowdiness, begging and vagrancy.

Engagement and action

- 3.2 The Licensing Team organised a Licensing Forum which was held on 21st November at the Steelyard, Allhallows Lane. The event was attended by 110 individuals representing 80 of the busier venues in the City. Representatives from the various security teams also attended this event.

Attendees were addressed by a number of speakers on a range of subjects:

- Peter Davenport-The Licensing Authority
- Rachel Sambells- the Pollution Team
- John Sandlin- The Security Industry Authority
- DI Anna Rice- PPU
- PC Sadiq Miah- Prevent

This event is in addition to the very considerable contact the team have had with many of the venues and their management teams during business as usual to ensure joint working and early resolution wherever possible of any issues.

- 3.3 The Force has had recent success in working together with the CoL in resolving residents' complaints in Creechurch Lane. The team experienced problems identifying which premises customers had

emanated from but by making appropriate representations to the Managers of the licensed premises in the area, there has been a reduction in noise complaints locally. The interaction between the teams continues to be fruitful as together we meet with legal representatives of newly opening premises. Most recently there have been meetings with lawyers who represent prospective licence holders at new hotels in Dorset Rise and South Place. By taking a proactive stance in this way the Force provides pre-opening and pre-grant contact and engagement with vendors of alcohol, with the view that this builds good relationships and provides a positive stance in tackling crime and disorder and public nuisance.

Christmas Campaign 2016

- 3.4 The Gold Commanders strategic intentions for this year's campaign were:
- To work in partnership with businesses and the City of London Corporation to minimise the likelihood of violent and acquisitive crime
 - To provide reassurance to the community and minimise the likelihood of harm, of the current security situation and latest threat assessment
 - To support the national NPCC drink/drug drive campaign
 - To minimise the risk to vulnerable users of the transport system by supporting the Safer Travel at Night campaign
- 3.5 The campaign saw increased resources funded by the Late Night Levy, working through the night on Thursdays, Fridays and Saturdays from 24th November onwards. Resources were used both to prevent incidents where possible and to respond to the increased number of alcohol related calls received at this time of year. Social media was used to highlight the risks of excess drinking and the licensing team deployed each shift to engage with licensees, using their expertise in the Licensing Act and personal knowledge of premises to best effect. A report on outcomes on the campaign is to be presented to senior officers in January 2017.
- 3.6 Of particular note during the campaign was the success of the joint cycle patrols with an LAS paramedic throughout the night shifts. During recent Christmas campaigns we have found ambulance waiting times challenging and with increasing frequency found that police vehicles were either being tied up with taking people at risk to hospital themselves, or officers were waiting long periods of time with people on the street for an ambulance to arrive. This has had a considerable impact on availability of our resources, even when the Alcohol Recovery Centre was in place at Liverpool Street Station.
- 3.7 The LAS paramedic assigned to the City for these shifts assessed 90% of calls as alcohol related and together with the police officer medic from the City of London Police, they used experience and expertise to triage and use the most appropriate pathway for each patient. Outcomes ranged from friends and family coming to collect people from the scene, use of various cab services, St John's ambulances for some intoxicated and incapable patients and the few front line ambulances we had to use, were mostly for more severe injuries (not always connected with alcohol) or

mental health patients. Total patients triaged during the campaign was 92, with 73 (79%) of the ambulances called for these being cancelled by the paramedic following triage.

Begging and Vagrancy

- 3.8 Operation Acton is a joint initiative with the Corporation of London and St Mungo's homeless charity, designed to address homelessness and rough sleeping. We have continued to hold 'pop-up' hubs using local churches within the Square Mile to accommodate rough sleepers to facilitate assessment and also provide sheltered accommodation. The most recent hub ran in November and resulted in two people receiving assessment and help from partner agencies. Nine people have now been issued with Op Acton Vouchers, two summoned for vagrancy, one arrested and one found guilty at the City of London Magistrates Court for vagrancy and urinating in a public place.
- 3.9 Joint homelessness patrols with the UK Border Agency and St. Mungo's outreach team resulted in five arrests for immigration offences and two 'mind to remove' letters served by Immigration Officers.
- 3.10 The national annual homeless count took place on 6th November 2016 and City of London Police PCSOs and PCs assisted colleagues from the Corporation of London and St Mungo's. The total of this count was 50 people found sleeping rough, a figure consistent with previous years, with 49 in 2015 and 50 in 2014.
- 3.11 Operation Alabama replaced Operation Fennel in September 2016 and is a targeted intervention and enforcement partnership between CoLP, CoL, Drugs Action Team and St Mungo's in the use of Community Protection Notices (CPNs) to tackle begging. A CPN is intended to deal with particular, ongoing problems of nuisance which negatively affect the community's quality of life by targeting the person responsible. The operation utilises the powers under the Crime and Police Act 2014. The offender is given a written warning with regards to their conduct and if this behaviour does not cease within a certain time period they will be issued a CPN. So far, 15 warning letters have been sent to offenders and 3 community protection notices have been served.
- 3.12 An example of successful engagement in this area has been with an entrenched rough sleeper and beggar in the Moorgate area, who has refused to engage in the past with police and outreach workers. PCSOs from the dedicated ASB team have worked with the individual over the past few weeks, managing to build a rapport with him through sustained efforts. As a result he is now engaging with the outreach team and St Mungo's and it is hoped that he will accept assistance to come off the street.

4. Making the City's Roads Safer

- 4.1 Cycle marking continues to be a good way of both engaging with cyclists whilst helping to protect their bikes from theft. For the period of September to December 2016 officers have security marked 345 cycles, primarily at Exchanging Places events, road safety events and at pop up sessions that are run based on current hot spots for cycle theft.
- 4.2 Exchanging Places events in this period provided 37 people with an opportunity to see road danger from another road user's perspective. Operation Atrium will continue to run in 2017 as part of our continued efforts to tackle dangerous cycling. We continue to support the road safety activities of the Corporation's Road Danger Reduction Team through cycle safety and education events.
- 4.3 The Community Policing Cycle Safety Team has led on cycle safety and security events at the following locations during September to December:
- London Wall as part of the new Crossrail site
 - Devonshire Row Road Safety event
 - Paternoster Square Cycle Safety and Crime Prevention event
 - Kings College Cycle Safety and Crime Prevention event
 - St Botolph's Cycle Safety and Crime Prevention event
 - The "Safer in the City" Active City Business Network event held at Nomura
- 4.4 The Transport and Highways Operations Group continues to undertake criminal enforcement relating to road use, and have run specific operations targeting drink and drug drivers, excess speed, seatbelts and mobile phone use. Between September and November 2016 there were 81 fixed penalty notices, Traffic Offence Reports or processes issued for excess speed. There were 26 fixed penalty notices and Traffic Offence Reports issued for seatbelt offences and 201 fixed penalty notices, Traffic Offence Reports or processes for mobile phone offences. Officers conducted 317 drug tests and 199 breath tests over the period, which resulted in 32 arrests.
- 4.5 We have worked alongside TfL's Public Carriage Office compliance staff, undertaking compliance checks on hackney carriage and private hire vehicles. Between September and November 2016 we stop checked 1959 taxis and private hire vehicles, completed 11 local operations and 16 partnership operations. A total of 224 Hackney Carriages and 332 private hire vehicles were found to be non-compliant, demonstrating the value of this work.
- 4.6 In November officers participated in a cycle safety event at Blackfriars Bridge in relation to changes to the Cycle Superhighway and continued to support educational activities to cyclists for CoL's Light Angel campaign. This has involved giving out free cycle lights to those stopped to highlight the importance of checking lights and ensuring visibility now the daylight hours are reduced.

5. Conclusion

This report informs Committee members of community engagement and intervention activity undertaken since the last report and highlights current issues and how the City of London Police has responded to them.

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