

Committee(s): Police Committee	Date: 18 th May 2017
Subject: Quarterly Community Engagement Activity Update	Public
Report of: Commissioner of Police Pol 19-17	For Information
Report author: Superintendent Helen Isaac, Supt Communities and Partnerships	

Summary

This report provides an update on engagement activities across four main areas: (1) Counter Terrorism (CT) and communications; (2) Safeguarding the Vulnerable; (3) Anti-Social Behaviour (ASB); (4) Policing the Roads.

Counter-terrorism and Communications: The Force has completed the pilot phase of REAct¹ to Servator training for 70 security professionals from a number of key premises in the City. A new business forum leads meeting took place to provide another route of engagement into large business and SMEs² across all the City business forums. Extensive engagement and community reassurance took place following the Westminster terrorist attack in March, with no increased community tensions reported in the City.

Safeguarding and Vulnerability: To raise awareness of Child Sexual Exploitation (CSE) for staff working in hotels, licensed premises and in the taxi industry, Operation Makesafe is being rolled out across City and Metropolitan Police Service (MPS) areas. An initial trial of mental health street triage is underway between the force and the East London Foundation Trust's home treatment team and a fully funded six month pilot has now been agreed by the Trust.

ASB: We have continued to work with the City of London Corporation to achieve results in enforcement activities around begging and vagrancy and ASB around licensed premises. A new licensing operators forum commenced in February to improve communication between larger venues and the force. We have worked with the University College London (UCL) Jill Dando Institute to analyse the issue of begging and agree a response.

Policing the Roads: The Transport and Highways Operations Group (THOG) continue to carry out cycle marking, 'Exchanging Places' events and operations to check compliance of hackney carriages, private hire vehicles and heavy good vehicles. These initiatives have yielded some excellent results.

Recommendation

It is recommended that Members note the Report.

¹ REAct - Recognise, React, Engage training in disruptive effects for security personnel

² SME- Small and medium enterprises

Main Report

1. Counter-terrorism and Communications

- 1.1 The Force has completed the pilot phase of REAct to Servator training for 70 security professionals from a number of key premises in the City. The first phase of evaluation on the operational effectiveness of the training will be completed in late April. There is increasing interest and demand for this training from both City businesses and other UK forces and although still within the research and development phase, a plan is being developed with National Counter Terrorism Policing Headquarters (NCTPHQ) and Centre for the Protection of National Infrastructure (CPNI) to propose how this could be delivered on a wider, national scale. Feedback from the training sessions has been very positive and staff from Corporation of London sites such as The Old Bailey, Barbican Centre, Guildhall and Mansion House have also recently received the input.
- 1.2 A community engagement study took place in Paternoster Square, using a market research company to assess the nature and value of engagement taking place, focused particularly around the CT risk and knowledge of Project Servator. Engagement through researchers took place with eighteen premises around the Paternoster area, a mixture of large companies and smaller businesses such as cafes, shops, bars and hotels. Reactions to Project Servator were positive and supportive, but those surveyed requested more information on suspicious behaviour and reporting any suspicions to police. The larger businesses were more aware of the risks from terrorism than the retailers due to security being an important part of their role and they agreed that more information on the nature and severity of the risk from the police would help to ensure their tenants were better informed and take security issues seriously. As a result contact has been made with the Paternoster business forum to address this feedback through Communities and Partnerships and the Counter Terrorism Security Advisors (CTSAs).
- 1.3 A new Protective Security Office (PSO) London Region Protect newsletter is being compiled to demonstrate the joined up working and messaging around CT between the Metropolitan Police, City of London Police and British Transport Police. The bulletin will be distributed monthly through the existing Cross-Sector Safety & Security Communications (CSSC) network and will complement the existing CT engagement with City businesses that CoLP already does.
- 1.4 The Counter Terrorism Security Advisors (CTSA) office was invited to take part in a table top exercise at St Helen's on 24th March at the premises of United Services Automobile Association (USAA). The exercise involved their London and international offices and provided us with an opportunity to update on the current threat and improve their awareness of the police approach and response in London. As a result the premises have an improved knowledge and are now linked into the wider St Helen's business forum.
- 1.5 Several postal awareness sessions have been held with post room staff from key sites at the Bank of England, One New Change and premises in Fenchurch Street. These are run by the CTSAs and use dummy devices to help to increase staff vigilance and awareness around the risks of devices or other harmful materials being sent by post to premises.

- 1.6 An inaugural business forum leads meeting was held on 24th March, chaired by the Detective Superintendent Head of Special Branch and Counter Terrorism. This was attended by ten forum leads and representatives from Contingency Planning, Communities and Partnerships and the CTSA office. The meeting agreed a terms of reference and future standing agenda and officers took the opportunity to provide information on the Westminster terrorist attack for the leads to feed back to their business area forums.
- 1.7 Personal contact was made by the CTSA office with a number of key Critical National Infrastructure (CNI) sites following the Westminster attack to provide bespoke information and reassurance regarding the increased police presence in areas of the City in the following days. This was in addition to the considerable community reassurance patrols and communications that took place following the incident, where staff from across the force were involved in enhanced deployments. A comprehensive Community Impact Assessment was undertaken as a result of the incident which was used to inform the policing plan and monitor any potential tensions arising. The general feedback on the force's response and the increased officer presence was very positive and no increased community tensions were reported.
- 1.8 A Project Griffin³ test call out was carried out at the end of March to assess effectiveness of the procedure and gain an idea of the number of guards that would be available for immediate deployment should this be necessary. There was a positive response which will assist in our future planning and some changes will be made to the procedures as a result of the testing.
- 1.9 On 11th July 2017 an evening engagement event will take place with Barbican residents to provide an update on the latest public CT advice and information on the threat. This has been arranged through their Residents' Association and will also include an update on fraud prevention advice and seek their views on our engagement with residents and their issues. It is our intention to replicate this event in our other residential areas so that content and discussion is bespoke and local to each area.
- 1.10 Both the Counter Terrorism Local Profile (CTLP) and Prevent Strategy are in the process of being updated. To assist in this a series of consultation meetings were held with different sectors of the City community. These included educational establishments (nursery through to higher/further institutions), businesses and Corporation Prevent leads. This provided an opportunity to establish any threat and risks they perceived in their areas of expertise which would impact on the content of the documents.
- 1.11 Following the attack at Westminster the Prevent Team engaged with the City Sikh Network, City Hindus Network, Squaremile Muslims, Halls 4 Jummah and all the Universities based in the City of London to provide reassurance and identify any possible community tensions. Community officers were deployed to a Community event on the Mansell Street Estate on Saturday 25th March for the same purpose. No increased tensions in the community were identified.

³ Project Griffin- this utilises Security personnel based in City Businesses to support and assist with Counter Terrorism initiatives and recognise hostile reconnaissance/ behaviours.

- 1.12 A meeting was undertaken with the Bank of England concerning their responsibilities around Prevent as they run apprenticeships and offer internships to young people during the summer. At the meeting it was agreed that the Prevent Team would provide Prevent training and advice to Bank staff. The first Prevent awareness package was delivered during this period and was well received.
- 1.13 Prevent training continues to be provided in support of the Corporation of London and during this period we have delivered this package to 60 Threadneedle St, the Paternoster Business Forum, Sir John Cass School and Smithfield Barber School.

2. Safeguarding and Vulnerability

- 2.1 To mark Female Genital Mutilation (FGM) awareness week in February, sessions were held by the PPU, Vulnerable Victims Coordinator and Community Policing at various locations across the City, supported by a communications campaign. In particular these were very well received at St Bartholomew's Hospital and One New Change where both members of the public and the business community attended. St Bartholomew's have since asked for an additional session.
- 2.2 As of 4th February 2017, staff from East London Foundation Trust's Home Treatment Team have been shadowing City of London Police officers to see how a street triage mental health response might work should the Trust decide to fund this permanently in the future. The shifts are on an intermittent basis to begin with, mainly on a Saturday, from 1800hrs until 0300hrs, with joint police and health worker patrols supervised by the Duty Inspector.
- 2.3 These staff are able to provide assessment and treatment to people who are experiencing a mental health emergency of a nature or severity that would otherwise require admission to inpatient services. The team provide prompt, intensive support to people at the time they most need help, aiming to avoid further deterioration and alleviate distress as quickly as possible.
- 2.4 The initial feedback on this from both sides has been excellent, with officers welcoming the direct contact with a health professional and their access to patient records on the street. One Inspector reported, "We had a male detained outside Bishopsgate under Section 136, Katy (the triage representative) was able to assist with speaking direct to the Homerton senior nurse which facilitated our movement of the male to them, she was also able to assist with checking systems their end around any previous dealings / history."
- 2.5 Due to the immediate success of this initiative, the Trust has secured funding for a six month pilot to enable shifts to take place over four shifts per week, assessed as peak times for mental health calls for service. A number of objectives for the pilot have been agreed and interim shifts will continue until the pilot commences, expected as soon as the NHS internal recruitment process is complete (expected to be end of April 2017).
- 2.6 Operation Makesafe is being rolled out across the City and Metropolitan Police areas to identify potential victims of Child Sexual Exploitation (CSE) and where necessary to deploy police officers to intervene before harm occurs. The

operation originated in South Yorkshire and involves the force working with hotel staff, taxi drivers and licensed premises to identify potential victims. Staff will be provided with briefings to raise awareness of the issues, including what signs to look for and what information to give when they call the police. CSE includes not just serious sexual offences against children but also assault, child abduction and trafficking.

- 2.7 Following a report that a massage bar may be operating outside of its license and using vulnerable workers, a problem solving approach was adopted and information and intelligence gathering commenced by the Communities and Partnership Team to help inform any further action. No information could be found to support this allegation, so officers conducted an overt licensing visit to the premises along with the London Fire Brigade and licensing officers. A full inspection of the premises took place and staff and the manager were spoken to as part of this. There was no evidence to show the premises is being used for anything other than professional massage services as advertised or that staff are there under duress or are victims of human trafficking or modern slavery. A full closing report has been made and those reporting a concern have been informed of the result. Contact is currently on-going with the MPS via the Force Intelligence Bureau regarding community suspicions about other similar premises in the local area which are within their jurisdiction.
- 2.8 As agreed at the CoLP Vulnerability Steering Group (VSG) and CoL Health and Wellbeing Board (HWB), a new joint strategy and action plan for suicide prevention has now been drafted and this was presented at the VSG in April prior to final sign off by the HWB. A new force Standard Operating Procedure for responding to reports of suicide or attempted suicide has been completed in conjunction with partners including the Coastguard and Tower Bridge Security to ensure we have an agreed and joined up approach.
- 2.9 The Communities and Partnerships team continue to monitor and build up intelligence on brothels, both from reports we get from the public and from our own pro-active operations. Where human trafficking and modern slavery are suspected, intelligence packages have been passed over to the Major Incident Team to instigate an operation. The Communities and Partnerships team carries out regular visits to any suspected brothels with the charity Tamar, who work specifically to reach and support workers in the sex industry. We are also working with landlords of premises to try and prevent this activity continuing. Numbers of suspected brothels are still low in the City but this will be a continued area of focus for the team due to community concerns, the vulnerability of the workers involved and our need to fully understand the extent of the issue.
- 2.10 The Force has a new Integrated Offender Management (IOM) model in place. This brings a cross-agency response to the crime and reoffending threats faced by local communities through managing the most persistent and problematic offenders identified jointly by partner agencies working together. IOM recognises that a significant amount of crime is committed by the same small cohort of offenders; targeting such people will therefore deliver a greater reduction in crime than focusing resources across all offending groups. IOM is not only an established element of Home Office policy, it is now promoted by the College of Policing (CoP) as Authorised Professional Practice (APP).

Prevention of Fraud

- 2.11 Britain Thinks - as part of a campaign to engage young people in the risks of online fraud, CIFAS- fraud prevention service, commissioned CoLP to undertake research with younger people (aged 16-18) to understand how they use the internet and the ways that they might put themselves at risk, as well as their attitudes towards the risks and consequences of being a victim of fraud. This insight went on to inform a national campaign to raise awareness and change behaviour.
- 2.12 An event took place with Santander through National Lead Force and Community Policing on 16th March 2017, combined with the 'Take Five Day' which had one simple aim: asking people to take the time to talk to five loved ones about the easy steps they can take to protect themselves from frauds and scams. People had the opportunity to visit their local branch to participate in Take Five Day sessions and we highlighted the day's activities through media and our social media channels. The Santander branch manager at Monument was impressed with the force's contribution and as a result received favourable feedback from Santander customers in terms of the protect advice given.
- 2.13 Engagement continues through Operation Arches (Joint Fraud Taskforce) with the investment banking community, with the view to improve intelligence flow, particularly around Swift (the bank transfer network), Business Email Compromise (BEC) and insider frauds. The group continues to expand with further members continuing to join up. As a direct result, reporting has increased significantly with a particular member gained "business reporting tool" and reporting high value BEC fraud online to Action Fraud. Not only were the reports disseminated to law enforcement but the intelligence has been used to identify mulling networks (apparently legitimate bank accounts used to receive funds of victims of fraud to either cash out the funds, or transfer on to further accounts).

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

- 3.1 As reported previously in the January 2017 Community Engagement report to your Committee, following an audit in September by the Force Crime Registrar, the number of incidents classed as ASB has risen considerably. This has been 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. To ensure we fully understand the type and extent of ASB incidents being reported, data has been requested for consideration at the next meeting of the Force's Performance Management Group. A breakdown and analysis of ASB was also provided to your Performance and Resource Management Sub Committee in February 2017.
- 3.2 A new forum with Operations Managers from the larger late night licensed premises commenced in February with the intention of improving the flow of information between premises and the police and to obtain and implement ideas

on the use of the Late Night Levy funding. This forum was chaired by the lead Detective Superintendent for Violent Crime and plans to meet quarterly. Outcomes included a new lost property reporting process being set up for licensees in response to feedback obtained and ideas on funding of staff training and awareness sessions and trauma packs funded by the Levy being taken away to progress by the Licensing Team. The Levy continues to help fund additional shifts by the team to carry out checks and identify and resolve issues, which forms a fundamental part of our on-going engagement with licensees.

- 3.3 The Licensing Team, working together with the City of London Corporation (CoL), took a large premises to a review hearing in January due to the number of crime and ASB issues attributed to the venue. Due to the evidence presented the hearing resulted in changes to the license being agreed and the premises is now working closely with the team to implement noticeable improvements under new management.

Begging and Vagrancy

- 3.4 Operation Acton is a joint initiative with the City of London Corporation (CoL) and St Mungo's Broadway homeless charity, designed to address homelessness and rough sleeping. Shifts with St Mungo's take place on a monthly basis, where entrenched rough sleepers are targeted who refuse to engage with services. These individuals are arrested under the Vagrancy Act if they refuse accommodation and there has been 1 arrest during the last four shifts.
- 3.5 At the Rough Sleeper Strategic Group in March, results were provided from a public-facing campaign which ran from December 2016 through to January 2017 to raise awareness of who and how to contact someone to report rough sleeping in the City. The campaign involved the Streetlink contact information being given out on posters, leaflets and wallet cards, plus details of the Streetlink app to allow quick reporting either by a concerned member of the public or by someone sleeping rough who needs help. Materials were displayed in both north and west wings of the Guildhall and digitally on display screens. The team trialled Xads, a new form of geo-targeted marketing where related campaign marketing pops up on a person's smartphone when in the location of the physical posters. During this two week campaign period, 198,128 of these digital banner adverts were sent out to members of the public. This collective activity converted into 1238 website clicks and 103 calls to Streetlink compared to 19 in the same timeframe of the previous year (December 2015-January 2016).
- 3.6 Operation Alabama, (the issuing of Community Protection Notices) continues, with officers targeting individuals who refuse to move on from areas where they are committing acts of begging and anti social behaviour. 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, using 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. 17 community protection written warnings have been given since January to date and 3 CPNs have been given out.

- 3.7 Night duty operations continue with the UK Border Agency (UKBA) on a monthly basis and since January we have arrested 3 individuals and given out 5 notices to remove letters to people who are not exercising their EU treaty rights in the UK (which they should do after an initial period of 90 days).
- 3.8 Shifts with the Westminster Drug Project (WDP) continue, with two shifts per month taking place, where we accompany WDP to assess people and give welfare advice to known addicts within our area; this is proving successful with several individuals accepting help from WDP in the last few months.
- 3.9 At the Police Committee meeting in January a concern was raised by a Member about rough sleeping in and around the Bolt Court area off Fleet Street and an update on this issue requested for inclusion in this report. A list of referrals for the location and surrounding areas was requested from St Mungo's Broadway and they reported that in the surrounding passageways they had received 11 referrals between 21st October 2016 and 28th March 2017 and in five cases the reports had resulted in their staff locating and engaging with the rough sleepers. Following the most recent instance on 28th March the dedicated ASB PCSOs paid a visit to the area and a Community Protection Notice was issued for loitering in a public place to the detriment of others and also for littering. The Head of Homelessness for the CoL reports that one of the people who had been identified in this area was subsequently sectioned, returning to his place of origin elsewhere in the UK and another two people were offered a reconnection to services in Surrey from where they had originated. Outreach services continue to pay attention to this area on their regular patrols as do our PCSOs.
- 3.10 Officers from Communities and Partnerships, Force Intelligence Bureau (FIB) and Learning and Development attended a two phase problem solving course with the UCL Jill Dando Institute of Crime Science in January and March 2017. This provided a detailed and practical application of the SARA⁴ problem solving approach, taking three issues we experience in the City and using the method to try and resolve them, with the support of UCL. One of the areas chosen was begging, as it continues to be a concern for the community and a PCSO took the initiative to build up a problem profile for this issue to present at phase two of the course and allow students to consider options. He also tested a number of hypotheses relating to begging and carried out research to support or disprove these, building a clearer picture of the problem and the profile of City beggars. This allowed a response to be agreed in discussion with the UCL, concentrating on the targeted use of CPNs and the capturing and monitoring of specific data to help inform future operations. UCL will be returning in June 2017 for a follow up visit to help us evaluate the impact of this approach with the officers involved.

4. Policing the Roads

- 4.1 Cycle marking continues to be a good way of both engaging with cyclists whilst also helping to protect their bikes from theft. Over the period of January to March 2017 officers have security marked 123 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 SARA- Scan, Analyse, Respond And evaluate

- 4.2 'Exchanging Places' events in this period provided 44 people with an opportunity to see road danger from another road user's perspective. 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 Transport and Highways Operations Group (THOG) continues to undertake criminal enforcement relating to road use, and has run specific operations targeting, excess speed, seatbelts, obscured vision and mobile phone use. Between January and March 2017, there were 32 fixed penalty notices (FPN) or Traffic Offence Reports (TOR) issued for careless driving, with a further 98 for excess speed, 115 for seatbelt offences and 111 for use of a mobile phone whilst driving. There were 71 pedal cyclists issued with FPNs as part of Operation Atrium and offered the opportunity to attend an Exchanging Places event.
- 4.4 We have worked alongside Transport for London's (TfL's) Public Carriage Office compliance staff, undertaking compliance checks on hackney carriage and private hire vehicles. Between January and March 2017 we stop checked 1861 taxis and private hire vehicles and completed 18 partnership operations. A total of 176 Hackney Carriages and 361 private hire vehicles were found to be non-compliant, demonstrating the value of this work.
- 4.5 Working in partnership with Driver and Vehicle Standards Agency (DVSA) and MPS, the CoLP Commercial Vehicle Unit has undertaken 56 operations, checking 262 large goods vehicles and identifying 397 offences committed.

Conclusion

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

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