

Community Safety Partnership
Wednesday, 13 December 2017, 1:00 pm
Conference Centre, Barking Learning Centre, Town Square, Barking

Attendees: (Chair); Rita Chadha, Matthew Cole, Sharon Morrow, Stephen Norman, Steve Thompson, Jonathon Toy, Anne Bristow, Cllr Laila M. Butt, Sonia Drozd, Katherine Gilcreest BEM and Lucy Satchell-Day

A G E N D A

	Presented by	Time	Pages
1. Introductions and Apologies for Absence	Chair	2 minutes	
2. Declaration of Interests	Chair	2 minutes	
Members of the Board are asked to declare any personal or prejudicial interest they may have in any matter which is to be considered at this meeting.			
3. Minutes - To confirm as correct the minutes of the	Chair	5 minutes	1 - 13
4. Restore: London Presentation - Michael Fajobi			15 - 24
5. Joint Strategic Assessment	Daniel James		25 - 70
6. Performance	Daniel James		71 - 101
7. Sub Group Updates			103
(a) Safer Borough Board			105 - 108
(b) Managing Offenders Group (Greg Tillet)			109 - 117
(c) Children's and Young People	Angie Fuller		119 - 126
(d) VAWG	Melody Williams		127 - 142
(e) Hate, Intolerance & Extremism	Rita Chadha		143 - 145

8.	MPS Public Access Strategy			147 - 210
9.	Fire Safety Update			
10.	Gang & Knife Crime Action Plan - Neil Matthews			211 - 222
11.	PSPO Consultation			223
	(a) Broad Street			225
	(b) Barking Town Centre			227 - 238
12.	Community Safety Partnership Terms of Reference			239 - 244
13.	Safer Neighbourhood Board Chair's Report			245 - 252
14.	Chairs Report			253 - 261
15.	Forward Plan		10 minutes	263
16.	Any Other Business	Chair	5 minutes	
17.	Date of Next Meeting	Chair	2 minutes	

Community Safety Partnership

MINUTES

Tuesday 12 September 2017
 Conference Room, Barking Learning Centre
 14:00-17:00

Members Present: Anne Bristow (Chair), Matthew Cole, Greg Tillett, Hazel North-Stephens, Dan James, Sharon Morrow, Rita Chadha, Jane Scotchbrook, Tim Barfoot, Tara Poore, Jonathan Toy, Stephen Norman, Stephen Thompson, Angie Fuller, Melody Williams, Penny Pyke, Cllr. Laila Butt and Val Marling

Apologies: Katherine Gilcreest, David Murray, Sarah D’Souza, Mark Gilbey-Cross

Note-taker: Pauline Corsan

1. Introductions and Apologies for Absence

Introductions were made and apologies noted as above.

2. Declarations of Interests, Previous Minutes and Action Log

No declarations of interests were noted.

3. Fire safety post Grenfell Tower

The Chair asked Stephen Norman to give an update on Grenfell Tower. Stephen handed over to Jonathan Toy. Jonathan gave background information to Grenfell. The fire spread across 24 floors in 18 minutes over 127 flats and 364 households were put into emergency accommodation.

This highlighted issues within the borough as to why it spread, the cause of the fire and the reasons. Locally we ensured that buildings in the borough do not have the ACM external cladding. There are 2 blocks that are having the facades removed in Dagenham, they are safe in the way they are fitted but have material that contains Polyethylene and the decision has been taken to remove them even though it is not considered they pose a risk.

In Grenfell Tower there were flats that were being sub-let and households within households. This Council will be checking every property to ensure that we know who are behind its doors. All buildings will be checked that are over 9 floors. An example was given which was a recent fatal flat fire which was found that had been split into two and made into 4 separate flats. There are 227 leasehold properties and 39 tall towers within the borough.

The Council are looking at issues with white goods as the fire at Grenfell was started by a fridge/freezer. Trading Standards are looking at reconditioned white goods being sold in the borough.

We are working with Stephen Norman on retro-fitting sprinklers but the Fire Brigade do not like drilling holes into old pipework. The final work will be to look at fire doors, opening and closure of doors to

Action by

ensure they are sound. A number of blocks have been visited and the programme is accelerating. Further work around risk assessments will take place and a paper is due to go to Cabinet later this month.

Stephen Norman reported that as he is leading the investigation on Grenfell he is unable to talk about it. A lot of educational work is taking place and looking into vulnerable people who may be living in tower blocks so that individual systems can be put in. Stephen advised that we should wait for the outcomes from Sir Ken Knight's report before doing anything individually.

Tennant's Forums are being held next week for reassurance.

There are 5 sheltered housing units in the borough which will be protected first with Telecare systems. 120 people have been identified. LFB have provided funding to support Canary Systems and Pebbles for vulnerable people in their own Homes.

Stephen informed members that since Grenfell 800 inspections have taken place in London and the LFB have looked back at 100. 1 premises which was a private operation had failed the second test as it had a small amount of ACM and LFB are working with the company to rectify the problem.

It was noted that checks had taken place in schools over the summer break and endless templates had been received from the DfE for completion as part of the government data collection exercise.

Sharon Morrow reported that the CCG does not own any estates but would check and feedback to the Chair.

Melody Williams reported that NELFT have a mixture of tenants and have gone through the same compliance as the Council ensuring that fire risk assessments completed to date. Concerns around how vulnerable adults are identified and how this information is shared about those that cannot leave their buildings by their own accord.

Stephen Norman advised that access for fire-fighters should be looked at, at the planning stage when building new homes within the borough. The LFB are holding a talk on Friday on education for vulnerable people.

ACTION: To keep track on Grenfell and keep on the agenda for the next few meetings.

Jonathan Toy reported that there would be issues if there was a fire in one of the blocks due to sub-tenants and undocumented tenants i.e. cash being paid to landlords. In terms of volume it is not high in the borough but we need to find a way around how properties are let in the borough.

Rita Chadha reported that voluntary groups can do messaging. There has been criticism around resources for the fire service.

Q from Rita Chadha – Does the borough have enough resource?

A: Stephen Norman: Yes there are enough resources locally. We cannot change everything because of a one-off incident. An aerial fleet review is taking place.

The Chair advised the members that everyone in sheltered housing needs an emergency personal evacuation plan in place. Melody Williams/Tudur Williams to discuss. The Chair also reported that there is a “Grab Bag” on site which would be handed to the Fire Officer and vulnerable persons lists can be pulled from the systems. New staff are being employed as there are 1300 people needing emergency evacuation plans. We need to secure the basics first.

Discussion took place around Girder boxes and access and how data would be kept up to date. Telecare centres could hold better information and monitoring. The Chair responded by advising that data is updated yearly and some lists more frequently. This needs to be worked through as a Group.

Stephen Norman advised that a lot had already been done and an e-learning package is available from the Telecare Association Website and can be accessed via this link: <https://www.tsa-voice.org.uk/e-learning>. A certificate is awarded for this training.

Melody Williams responded around sub-letting within the borough and suggested that staff who are home visiting, such as midwives, health visitors, community services, Fire Brigade and Local Authority leads and if any homes identified establish a way of reporting.

ACTION: Jonathan Toy to write protocol on HMO’s and potential displacement of vulnerable people to be signed off as a partnership and brought back to December meeting for endorsement.

Jonathan Toy

4. Policing Update

Supt Scotchbrook advised of recent changes to the Basic Command Unit (BCU) and reported that a fifth superintendent will be employed as a deputy for Jason Gwillam and responsible for running HQ functions.

Supt Scotchbrook reported that they are reintroducing Chief Inspectors as a new structure across the three boroughs. There will be one in the immediate response strand, and other strands including neighbourhood should also get a Chief Inspector.

The members were advised that Immediate Response has been a challenge across the three boroughs, with three different radio channels which did not work well.

Supt Scotchbrook informed members that the unit had been divided into sectors which are along borough boundary lines as follows:

Redbridge

West

Barking and Dagenham South
 Havering East

Each sector has an individual radio channel with an Inspector and Sargeant on site and this makes for easier governance. Supt Scotchbrook reported that performance is now hitting 80-90%.

Discussion ensued around dedicated Ward Officers and Supt Scotchbrook advised that they needed to have them support emergency teams but they are now being brought back to Wards.

Q: Steve Thompson – so we will have dedicated ward officers back?

A: Supt Scotchbrook - Yes - they will be brought back as soon as possible, 2 officers per ward.

Q: Steve Thompson - There is a question around getting information out, no-one knows that the ward officers will be returning.

A: Supt Scotchbrook Agreed that communications do not go out widely enough.

Steve Thompson stated that he is still awaiting a reply to his letter.

Supt Scotchbrook told the members that the command was beginning to settle. Officers are waiting for tablets which are due at the end of this month which should make a difference.

Supt Scotchbrook also advised that the missing persons policy has changed and those regular missing persons are now deemed absent. This information is given by the care home and the Met then do not have to attend.

The Chair requested assurance that if we are taking the word of the Care Home whether this poses a risk. Supt Scotchbrook assured the Chair that no risk was being taken out.

The Chair stated that in the light of the damning response to the risk of missing children where HMIC was not satisfied and child protection arrangements are coming back for re-assessment resource is needed. Supt Scotchbrook re-affirmed that they are not pulling resources from this strand. The Chair informed members that the Quarter 3 report from HMIC is awaited.

Supt Scotchbrook informed members that the next phase is “business as usual”.

ACTION: Supt Scotchbrook to establish where the funding for additional resource is coming from.

Steve Thompson informed members that the Ward Panel Chairs are advising that dedicated police officers are missing which is of grave concern and residents see this as an indictment on the BCU model. Steve Thompson also reported that the present model of BCU is therefore not working and he is awaiting a response on how this will be reviewed with consultation with residents.

Steve Thompson had also heard that the IT tablets for police officers were unlikely to be ready this year.

Supt Scotchbrook responded by saying that she agreed parts of the model had not worked for cross-strand working, but this is being resolved and it is the biggest change in the Met for several years. Other parts of the model have worked well.

ACTION: Supt Scotchbrook to take back BCU consultation with residents.

The Chair stated that it is important to have the confidence of the partnership and residents that this model works for us. The pulling of dedicated schools officers to response units has worried the secondary heads. The partnership is working to make it a success but this is affecting resident's confidence and we do not want this to dip. Channels of communication should come via the CSP and Safer Neighbourhood Boards.

Supt Scotchbrook responded by advising that in respect of the schools' issue messages had gone out before the programme had been ratified and a meeting is being held tomorrow with Matthew Cole and the schools. Supt Scotchbrook is confident around schools.

It was noted that communications have always been a problem and were not written into the design of the BCU model and this is being looked at for the longer term. The Council is keen to explore the opportunity for a joint communications officer.

Supt Scotchbrook briefed the members on the 'Trend Crimes' within the borough as follows:

Prostitution – Ilford Lane

This raised concerns with B&D and operation bearing took place. A phased approach was taken with both males and females. The operation ran from 24th July with the following results in August:

	July	August
sex worker cautioned	2	1
Arrests	1	3
Stop and Search	30	26
Incidents	40	14

The numbers are going down and the operation is seen as a success and is ongoing. The mosque and residents are happy with the results.

Matthew Cole informed members that the demand for the sex trade is still there it has been removed from the streets but has gone into housing around Ilford Lane so there is still work to be done.

Moped Crime

Operation Venice was across strand and was seen as a success. The CID was involved with special assistance from traffic. Other days are planned. Operation Dragoon will look to see if offenders have insurance and will then liaise with their insurance companies. A lot of work has gone on in the community. As at 24 August there had been 10 offences of theft of mopeds and 2 offences where mopeds were used in a crime.

Acid Attacks

There have been 37 attacks in Barking and Dagenham which is an increase of 4 from last year.

Body Worn Cameras Update

This was rolled out across the Pathfinder on 20th March 2017. There are 774 cameras in the unit. They help improve the criminal justice system as they can encourage an early guilty plea. 48% with body worn camera evidence and 17% without. They also ensure that the police are acting correctly.

Steve Thompson said that under the stop and search protocol we can view the camera work. We were the first borough to have sessions but there are limitations that we cannot take notes and you have to be vetted. 4 or 5 cases are randomly selected. There are not many stop and searches carried out, approximately 100 per month. It was noted that personnel are impressed with the professionalism of the officers. Steve Thompson also advised that if you recognise a person you cannot continue to view the footage. There are still problems with officers actually switching the camera on. Supt Scotchbrook advised that there are performance measures against this.

The Chair asked whether there was any impact on the probation service. Greg Tillett advised no impact at present.

The Chair asked whether there were any questions for Supt. Scotchbrook. Steve Norman asked whether there were any protocols in place that could be shared.

ACTION: Supt Scotchbrook to check with Insp John Cooze and the Met lead to see whether there are any protocols in place regarding body worn cameras that can be shared.

It was noted that the Hate Crime Group had different figures given to them and we need to be consistent with data. It was agreed that a written report from the BCU will be sent so that figures can be looked at before the meeting.

ACTION: Supt Scotchbrook to provide a written report containing crime figures before the meeting.

5. CSP Sub Groups – 12-month plans

a) Safer Borough – Tim Barfoot

Forward plans were submitted early and finalised with help. Key targets are violence with injury; anti-social behaviour around Barking Town Hall. Key actions to focus on VOLT meeting with key partners, repeat victims of ASB and working with partners referred to moped crime initiative of getting them off the streets and looking at where the activity is happening.

A burglary initiative is planned across the 3 boroughs identifying where burglaries are taking place. Promoting property marking and visiting neighbours where a burglary has taken place.

School delivery team looking at crime prevention and enforcement of public areas and PSPO for Barking Town Centre. Focus will be on street beggars, street drinkers and drug users. There will be a consultation on public space protection orders in October this year for the next phase. Looking at Broad Street ASB and the PSPO is out for consultation.

The issue of “drifting” (road track racing) on the South A13 with young men. First operation took place on 11 August and 26 people were fined £100 each on the spot. A second operation took place last Friday where 23 people were again fined on the spot.

We are supporting work on gangs concerning youth violence and are working with partners.

The Chair stated that we need to be clear on what sub groups are focusing on what so there is no cross-over. Once plans are in this should become obvious. The Chair requested that work plans for each sub-group need to deal with activity.

ACTION: Work plans for each sub group to be sorted between now and end of month and the end report to contain activity.

Discussion took place around the community trigger process when residents are not happy with way things are being dealt with. The Chair has concerns around this and said “yes” if we are doing it and it will make a difference. It is not for statutory partners to trigger the process.

Jonathan Toy asked whether dates had been set for the Ward Panel Chair meetings?

ACTION: Penny Pyke to set up meeting dates for the rest of the year. Dates to be run past Steve Thompson before being sent out.

Stephen Norman also stated that he is not aware that the fire safety group under the Safer Borough sub group has met.

The Chair reported that VOLT is the operational mechanism for this and not the CSP partnership group. The Safer Borough

Group should be meeting separately and this should be discussed outside of this meeting.

ACTION: Matthew Cole to discuss membership with Penny Pyke and Tim Barfoot outside of the meeting for handover. Stephen Norman to be involved in the Group.

b) Children and Young People – Angie Fuller

The Youth Offenders Management Group has been extended to incorporate targets and the first meeting is being held in October. Targets covered include reducing first time offenders, reducing knife crime, reducing first time entrants and to develop a matrix within the borough. Rob Harris is dealing with recruitment of support workers.

- Maintaining monitoring decrease in trends.
- Mentoring schemes
- Put prevention packages in place earlier
- Re-offending mentoring ongoing
- Serious Youth Violence Group has been reinstated

There are ongoing projects around knife crime and more educational work with schools. CSE linked in with co-ordinator across the borough.

The Chair advised that there is a new group supporting safeguarding. Contact Erik Stein as the target has not been set and could add in what the young people want. We need to rationalise the groups that people go to.

Supt Scotchbrook reported that it is a fact that under 25 year olds knife crime over a rolling 12 month period is down 23%.

c) Managing Offenders – Greg Tillett

- Focus is on victims at the centre of what tackles re-offending and supporting re-offenders back into the community.
- Looking at information and intelligence sharing on how we track offenders
- Supporting offender's objectives re drug, alcohol and housing and the impact this has on the borough i.e. universal credit
- Enforcement and communication – how we work with the police and how we work with non-engagement and where to prioritise
- Supporting victims – this is not fully developed
- Review statutory support for victims (non-duplication of service).

Three meetings have been held of the sub group and these have been well attended.

The risks include lack of data and analyst support; there has been no representative from CLC. Rita Chadha advised it would be helpful if an independent advice sector representative attended this group.

ACTION: Rita Chadha to facilitate an independent advice sector representative to attend the managing offenders sub group.

d) Hate, Intolerance & Extremism – Rita Chadha

Rita Chadha reported that the Hate Crime Strategy had expired in March 2017.

Looking at tension monitoring and prevention, raising awareness. Strategic work will be bounced off Hate Crime week and we are testing the ground from areas to be put into the strategy. Thanks were given to MPS for providing the data sets at the last meeting. Attendance from NELFT is needed. It was noted that schools do attend these meetings.

Clarity was sought on tension monitoring meetings. Rita Chadha reported that Brexit was on the agenda as this will have a huge impact on workload. Cohesion is being kept separate. Community Solutions is a big part of the discussion area. BeFirst has inputted already. There is a draft Plan in place which amendments are being made to.

The Chair returned to tension monitoring meeting and reported that some routine meetings should be put into diaries otherwise there is a risk of losing control. Members agreed that tension monitoring meetings should be reinstated.

ACTION: 6-weekly tension monitoring meetings to be put into diaries. Matthew Cole will chair these meetings going forward.

e) Violence against Women and Girls – Melody Williams

This is a new sub group and the inaugural meeting was held in July. The TORs have been shaped and Membership agreed. Working through how to bring data together to support the commissioning process.

A plan has been developed virtually and the final version is not in the pack. The next meeting is being held on the 3rd October to ratify the plan. There are a number of actions which may be streamlined, and a strategy developed. It was agreed that this should wait until completion of VAWG needs assessment.

Training is being developed through the LSCB and plans are being made for White Ribbon Day. It was noted that buy-in is necessary from all agencies.

The Chair proposed that a format is developed for updated progress reports and only products come to CSP.

Discussion took place on data analysis and the Chair advised that there would be other analysts to help on data other than Dan James.

ACTION: Dan James to liaise with Vikki Rix around data resources.

6. MOPAC Consultation Presentation

Matthew Cole reported that the Mayor, MOPAC and MPS are consulting on how the public access and engage with the police going forward. We are moving away from counters to digital with a channel shift from buildings to on-line.

Discussion took place around the closure of buildings and a letter from the Leader to the Mayor had been circulated together with the Mayor's response.

There is an ongoing campaign not to close Dagenham Police Station or any of the 3 counters. Barking Police Station is the only station proposed to be open 24/7 in the borough. Fresh Wharf is not a police station or a counter. Dagenham will lose the front counter. Cllr. Cruddas has launched an online petition and the Council is campaigning with him on this point.

An event is being held on Thursday at Dagenham and Redbridge Football Club Deputy Mayor Linden will be attending. Steve Thompson reported that this conflicts with a labour party candidate selection.

There are over 2,500 signatures on the petition. It was noted that the consultation closes on the 6th October.

Q: What is the Council's position in relation to the closure of Dagenham Police Station and Partner's views?

A: The Chair stated that it should be remembered that Barking Police Station closed and this should influence MOPAC views that Dagenham Police Station should therefore be kept open.

It was noted that the police could not contribute to this discussion.

It was agreed that the CSP should respond to the closure as a whole and individual agencies should also respond separately.

Rita Chadha indicated that CVS would be sending their own submission and legal advice is being taken. Rita also reported that the Consultation Institute had reported that this was possibly the worst consultation this year.

ACTION: Rita Chadha to send link to members of the Consultation Institute website.

Discussion ensued around the closures and Steve Thompson advised that there is a question around vulnerable people as there are always people in the station. It was noted that Dagenham Police Station has one of the highest footfalls.

MPS are retaining 43 stations and Members agreed that Barking and Dagenham need one of them. Contact counters do not work unless

they have regular presence. Discussion ensued around the estates police being based at Dagenham and the Chair recommended that we could strengthen our response with the fact that the Estates police are based there.

Angie Fuller indicated that the closure would pose a risk as we utilise Dagenham Police Station for youth offenders and for sex offenders to report to.

ACTION: Event to be pushed out through our communications channels. Residents are needed to attend. Matthew Cole to ensure that a communications officer attends. Council Officers, Councillors to tweet from meeting using #SOS Dagenham.

Melody Williams indicated that we should focus on the function to be retained rather than the building with the rationale to keep the service close to residents.

7. Performance Report

Matthew Cole gave a quick overview of overall performance. ASB is amber, criminal damage down. Burglary has gone up across the BSU and is rated Red for us. The figures are not good for first time entrants into the Youth Justice System compared to London. Another area of concern is with MARAC and the number of repeat referrals.

The Chair asked for any comments or questions from Members.

Stephen Norman advised that the probable number of repeat referrals that come in should be around 26% dropped from 23% to 17.1%. There is a risk that people become the victims again and we are not identifying this.

Hazel North-Stephens informed members that a fair bit of work is being done using the data from Central Police so that it can be married up against MARAC and we can look at other agencies by flagging and tagging.

The Chair advised that we need to think about those people affected and ensure that they are signposted to the relevant services. Hazel North-Stephens reported that RFG data enables us to see this information and examine every single name. This is new to us over the last two weeks.

ACTION: Melody Williams to pick up RFG data with Hazel North-Stephens

8. Safer Neighbourhood Board – Chair’s report

Steve Thompson reported that there are 4 meetings held per year two of which are Board meetings and two open meetings. The next meeting is being held at Barking Learning Centre on the 28th September at 18:30. Posters have been displayed in libraries and

the Council is using social media to promote the meeting. **Note for CSP Members: The SNB meetings will be held before the CSP meetings so that it can dovetail in.**

9. Chair's Report

Chair's Report for noting and was circulated with the agenda.

10. Forward Plan

The Chair reported that there appears to be only one item "Restore London Presentation" that is not a standard item. We need major discussion topics to go on as agenda items.

ACTION: Matthew Cole to send email requesting discussion topics for future CSP meetings.

11. Any Other Business

- **Membership:** Stephen Norman queried the membership of the group as circulated with the agenda. It was noted that an old list had been attached and a new one was circulated at the meeting.

The Chair advised that she was proposing to invite Anne Graham to future meetings as she will be the Operational Director for YOS when the services moves over to her. Members agreed.

The Chair agreed to write to CRC to see if Lucy Satchell-Day wishes to attend CSP or Managing Offenders Sub-Group or if a representative can be nominated.

12. Date of Next Meeting

Wednesday 13th December

13:00-16:00

Barking Learning Centre, Conference Room 1

M E E T I N G C L O S E D

CSP Board Action Plan

12th September 2017

No.	Action	Lead	Others	Start Date	Target Completion	Update	Status	Open/ Closed
1	Jonathan Toy to write protocol on HMO's and potential displacement of vulnerable people to be signed off as a partnership	Jonathan Toy		12/09/2017	13/12/2017		R	
2	Supt. Scotchbrook to establish where the funding for additional resource for chief inspectors is coming from	Supt. Scotchbrook		12/09/2017	13/12/2017		R	
3	Jonathan Toy to write protocol on HMO's and potential displacement of vulnerable people to be signed off as a partnership	Jonathan Toy		12/09/2017	13/12/2017		R	
4	Jonathan Toy to write protocol on HMO's and potential displacement of vulnerable people to be signed off as a partnership and brought back to December meeting for endorsement.	Jonathan Toy		12/09/2017	13/12/2017		R	
6	Supt Scotchbrook to establish where the funding for additional resource is coming from.	Supt. Scotchbrook		12/09/2017	13/12/2017		R	
7	Supt Scotchbrook to check with Insp John Cooze and the Met lead to see whether there are any protocols in place regarding body worn cameras that can be shared.	Supt. Scotchbrook		12/09/2017	13/12/2017		R	
8	Supt Scotchbrook to provide a written report containing crime figures before the meeting.	Supt. Scotchbrook		12/09/2017			R	
9	Work plans for each sub group to be sorted between now and end of month and the end report to contain activity.	Chairs of sub-groups		12/09/2017	13/12/2017		R	
10	Ward Panel Chair meetings - Penny Pyke to set up meeting dates for the rest of the year. Dates to be run past Steve Thompson before being sent out.	Penny Pyke		12/09/2017	13/12/2017		R	
11	Matthew Cole to discuss membership with Penny Pyke and Tim Barfoot outside of the meeting for handover. Stephen Norman to be involved in the Group.	Matthew Cole		12/09/2017	13/12/2017		R	
12	Rita Chadha to facilitate an independent advice sector representative to attend the managing offenders sub group.	Rita Chadha		12/09/2017	13/12/2017		R	
13	6-weekly tension monitoring meetings to be put into diaries. Matthew Cole will chair these meetings going forward.			12/09/2017			R	
14	Rita Chadha to send link to members of the Consultation Institute website.	Rita Chadha		12/09/2017	13/12/2017		R	
15	Events to be pushed out through our communications channels. Residents are needed to attend. Matthew Cole to ensure that a communications officer attends. Council Officers, Councillors to tweet from meeting using #SOS Dagenham.	Matthew Cole		12/09/2017	13/12/2017		R	
16	Melody Williams to pick up RFG data with Hazel North-Stephens	Melody Williams		12/09/2017	13/12/2017		R	
17	Matthew Cole to send email requesting discussion topics for future CSP meetings.	Matthew Cole		12/09/2017	13/12/2017		R	

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Restore: London Presentation

Date: Wednesday 13th December 2017

Author: Michael Fajobi and Carol Beckford, Restorative Justice Co-Ordinator's - Justice Directorate

Contact: Michael.Fajobi@catch-22.org.uk

Security: [UNPROTECTED]

1. Purpose of Presenting the Report

- 1.1 Please see the attached introduction to Restore: London presentation, this presentation is A Pan-London victim focussed restorative justice service.

2. Recommendation(s)

- 2.1 Note the content of the presentation (Appendix 1)

List of Appendices:

Appendix 1: Restore: London Presentation

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Introduction to Restore:London
A Pan-London victim focussed
restorative justice service

Definition of Restorative Justice

Restorative Justice bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. (RJC 2012)

Benefits to Victim

- Opportunity to be heard
 - Opportunity to have questions answered about the crime
- Increases the likelihood of receiving an apology

Page 19



- Opportunity to express how the offence has affected them
- More able to cope and recover
- To feel empowered/acknowledged

- Opportunity to tell their story
- Evidence of reduced feelings of anxiety and Post Traumatic Stress (Sherman 2014)

- Contribute to a sense of closure
 - To be listened to
 - To better understand why

Benefits to Offender

- Opportunity to accept responsibility for and acknowledge the harm caused.

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- To hear how their behaviour has affected others



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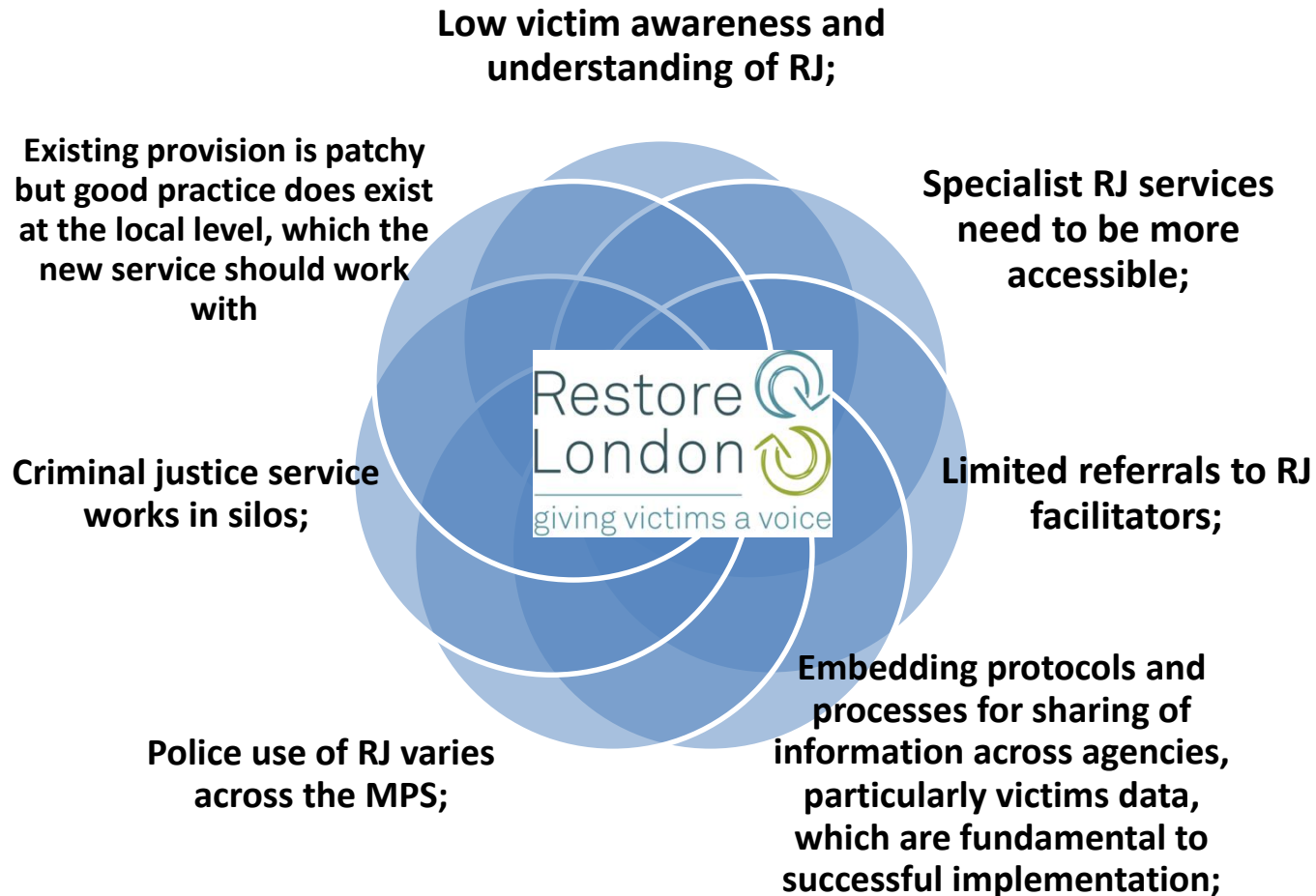
- To discover what needs to change and to understand their part in the process, essential for reintegration back in to the community.

- An opportunity to make some form of retributive acknowledgement



The need for a new approach – Mayor's Office for Policing and Crime

Page 21





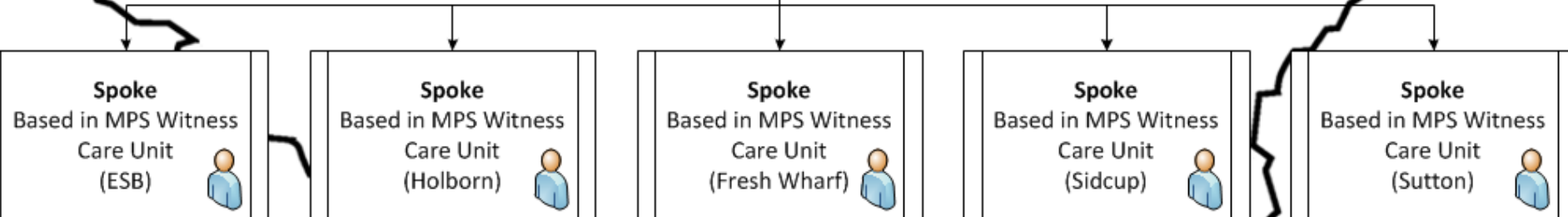
Victim of crime in London

*Restorative Justice Sector
(Network)*



Wider Community

Hub



Underpinned by

Restore:London Values

Policies

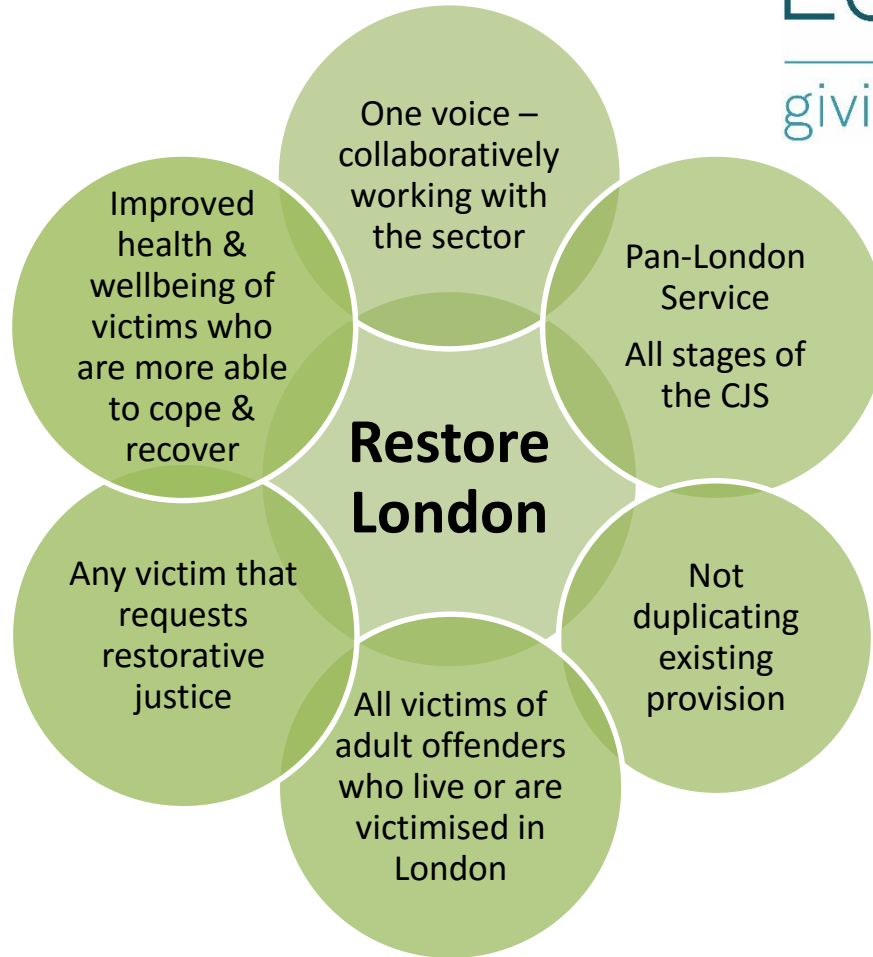
Volunteers

Practitioners

Service Standards

Stakeholders

The Vision



Contact Us



- Carol Beckford RJ Coordinator
- Michael Fajobi RJ Coordinator

info@restorelondon.org.uk

www.restorelondon.org.uk

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Subgroup update reports

Date: Wednesday 13th December 2017

Author: Jade Hodgson, Partnership Boards Business Manager,
London Borough of Barking and Dagenham

Contact: Jade.hodgson@lbbd.gov.uk, 0208 227 5784

Security: [UNPROTECTED]

1. Purpose of Presenting the Report and Decisions Required

- 1.1 At each meeting of the Community Safety Partnership Board each sub-group produces and update report highlighting their progress and performance since the last meeting of the Board.

2. Recommendation(s)

- 2.1 The Board is recommended to note and discuss the contents of the appended sub-group reports.

List of Appendices:

Appendix 1: Safer Borough Board

Appendix 2: Managing Offenders

Appendix 3: Childrens' and Young People

Appendix 4: Violence against Women and Girls

Appendix 5: Hate, Intolerance and Extremism

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Safer Borough Board Sub-group Update

Date: Wednesday 13th December 2017

Author: Jonathon Toy, Operational Director Enforcement Services

Contact: Jonathon.toy@lbbd.gov.uk, 0203 281 3686

Security: [UNPROTECTED]

1. Introduction

- 1.1 The Safer Borough Board Sub-group will be convening on Monday 11th December therefore there are no written updates to be reported to the CSP at this time. The board have drafted the Terms of Reference and Action plan and the action plan has been attached for your information.
- 1.2 A verbal update from the Chair of the sub-group will be given at the Board.

2. Recommendation(s)

- 2.1 Note the updated Safer Borough Board Work Plan

List of Appendices:

Appendix A: Safer Borough Board Work Plan

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Safer Borough – Forward Plan – September 2017

Actions	Project / Action	Outcomes	Due Date	Lead Agency/individual	Quarter Updates
<p>Aim: - Effectively addressing the issues of greatest concern to our communities</p> <p>Areas of responsibility: -</p> <p>Performance Intelligence products Operational outputs and outcomes Preventative interventions –Arson reduction and fire investigation</p> <p>Key Targets: To reduce:</p> <ul style="list-style-type: none"> • Violence with injury • Burglary and criminal damage • Anti-social behaviour • Arson • Reduce Repeat Victimisation (ASB) – vulnerable victims 					
1. Information and intelligence development	Clear information sharing agreement for Safer Borough Board	<ul style="list-style-type: none"> • Free flowing information exchange between partnerships 	February 2018		
	Review data submitted to VOLT regarding crime and arson hotspots	<ul style="list-style-type: none"> • To assure targeted action is planned, implemented and reviewed. 	March 2018		

	Ensure information sharing between SBB, VOLT and weekly tasking meetings	<ul style="list-style-type: none"> • Overview to assure formal pathway for information flow are effective • Key officer responsible for communication between the two meetings • Review joint tasking outcomes 	March 2018		
2. Crime specific	Identification of key local crimes hot-spot	<ul style="list-style-type: none"> • Map crime data • Agree key priorities • Agree key performance data • Quarterly monitoring agreed 	March 2018		
		<ul style="list-style-type: none"> • Planned action for each area to be developed and reviewed. 	December 2017		
4. Local enforcement	To identify areas in need of additional enforcement	<ul style="list-style-type: none"> • To review the number of cases open to each service • Joint area specific intelligence to provide basis for joint tasking 	March 2018		
	Addressing issues identified by Ward Panel meetings and other community forums	<ul style="list-style-type: none"> • Successful problem solving • Oversight maintained via the Ward Panel Chairs' meeting 	March 2018		
6. Increase public confidence	To ensure positive communications to residents	<ul style="list-style-type: none"> • Timely communication of local success stories to press and social media forums • Effective management of customer complaints 	December 2017		

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Managing Offenders Sub-group Update

Date: Wednesday 13th December 2017

Author: Greg Tillett, Head of Barking and Dagenham, Havering and Newham London Division National Probation Service

Contact: Greg.Tillett@probation.gsi.gov.uk, 0203 281 6280

Security: [UNPROTECTED]

1. Introduction

- 1.1 The Managing Offenders Sub-group have not met since the last Community Safety Partnership (CSP) Board, therefore there are no updates to be reported to the CSP.

2. Recommendation(s)

- 2.1 Note the updated Barking and Dagenham Managing Offenders Sub-group delivery plan.

List of Appendices:

Appendix A: Barking and Dagenham Managing Offenders Sub-group delivery plan

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Managing Offenders – 2017/18 forward plan (1st Draft)

Greg Tillett August 2017

Page 111

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
Information and intelligence development	Clear information sharing agreement for Managing Offenders Group 1. Review current agreement 2. Add/ remove members 3. Agree frequency of renewal	Free flowing information exchange between partnerships	February 2018	1. LBBB Community Safety and Police 2. LBBB Community Safety 3. Managing Offenders Group decision	
	Agreed Data Analysis 1. What offences will be monitored 2. What data needs to be collected 3. Agree which organisations need to provide data and single points of contact to liaise with 4. Frequency of the data sharing	Data available to inform the partnership on performance and monitoring of offending within the borough	October 2017	Decision to be made at the Managing Offenders Group meeting and action to be followed through by LBBB Community Safety	
	Develop a sub group to focus on data analysis 1. Key stakeholders and representatives to be identified 2. Frequency of data analysis group to be determined 3. Develop a process for the group to feed back into the managing offenders group	Multi-agency sub group informing the managing offenders group about <ul style="list-style-type: none"> Developing trends Areas of concern Linking work between IOM/SGV/DIP/MAPPA & ASB Where to focus our limited resources 	October 2017	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBBB Community Safety	
	Cohort monitoring and information sharing 1. All risk management panels to have live trackers in place 2. Regular monitoring and cross referencing of those on risk management lists	<ul style="list-style-type: none"> Instant updates and snapshots of all offenders on risk management panels (IOM, SGV, MAPPA, DIP) along with their current case progress. Reduction in duplication of offenders being discussed at more than 1 risk management panel Safer and more secure way of sharing information 	October 2017	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBBB Community Safety	<ul style="list-style-type: none"> All risk management panels have cohort lists kept up to date on a monthly basis. IOM nominals are regularly cross referenced with the MAPPA team

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
		<ul style="list-style-type: none"> Reduction in the number of pre and post meeting emails. 			<p>to make sure no duplication is taking place.</p> <ul style="list-style-type: none"> All partnerships signed up to the Info. Sharing Agreement are being encouraged to have secure email addresses or sign up to the free CJSM accounts. IOM and SGV will no longer send encrypted emails, only emails through a secure source.
<p>Supporting Offenders</p> <ul style="list-style-type: none"> Accommodation, Education, Training and Employment Finance and Debt Drugs and Alcohol 	<p>Supporting offenders with accommodation needs</p> <ol style="list-style-type: none"> Progress the emergency accommodation spaces option for IOM/ MAPPA Offenders being released from prison with genuinely nowhere to go Linking Offenders in with the Homeless Persons Unit / CRISIS Support from Citizens Advice regarding mortgage/ rent arrears Identify and prioritise available interventions and partnership schemes. Review co-commissioning opportunities. 	<p>Increased number of individuals in safe and stable accommodation</p> <p>Improved partnership working</p>	February 2018	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBB Community Safety	
	<p>Supporting offenders with education, training and employment needs</p> <ol style="list-style-type: none"> Jobcentre Plus Drop- in session at Probation Probation based Education/ Training / Employment workshops to take place 	<p>Improved employability</p> <p>Increased number of offenders in employment and training</p> <p>Improved ability to fund lifestyle through</p>	February 2018	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBB	There are a number of ETE providers working out of the Probation Centre

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
	3. Probation based CV writing workshops including the focus on disclosure of offences 4. New Jobcentre contracts to contain an element of equal opportunities for ex-offenders seeking employment. 6. Identify and prioritise available interventions and partnership schemes. 5. Review co-commissioning opportunities. For offenders who are unable to use computers, develop a sensitive disclosure pathway for benefits application. (For offenders who are A) Sex offences B) literacy issue)	legitimate income More positive use of offenders' time Health and Economic wellbeing of the offender		Community Safety	
	Supporting offenders with finance, benefits and / or debt issues. 1. Run advice and support sessions on benefits at the Probation Centre. 2. Regular Jobcentre liaison between Probation, IOM and the Managing Offenders Group 3. Debt advice and signposting to be carried out in one-to-one Offender Manager Sessions. 4. Debt advice training for frontline staff working with offenders. (To be aware of how to do a basic budgeting form and to be aware of the allocated limit/ trigger marks) 5. Explore the possibility of Citizens Advice running debt advice sessions within the Probation Centre (With focus upon Universal Credit) 6. Develop a clear benefits pathway for Joint claimants: A) Victims of Domestic Violence B) Perpetrators of Domestic violence	Improved ability to budget realistically and legitimately More positive use of time Improved Partnership working Avoiding eviction or repossession Practical financial support information for victims of domestic violence	February 2018	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBB Community Safety	

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
	Supporting offenders with drugs and alcohol issues 1. Information and advice to be made readily available to offenders within Probation 2. Information and Advice sheet to be compiled by WDP and made available to all frontline workers working with adult substance misusers. 3. Increased number of drop in sessions to be offered by WDP to Offenders 4. Emergency referrals from risk management panels to be seen within a 24hours by WDP	Improved knowledge and awareness of the consequences of drug and alcohol misuse Improved confidence from partners referring into WDP Decreased drug and alcohol misuse Improved take up of health services.	October 2017	1. WDP 2. WDP 3. WDP 4. WDP	Taken from LDH action plan - To be verified/approved by senior Commissioner for LBBD.
	Offenders who have difficulties with accommodation, education/ training/ employment, finances and substance misuse may find themselves to be part of the troubled families list. 1. Develop a coordinated approach for risk management panels to refer into troubled families 2. Regularly refresh risk management lists with troubled families 3. Agree how payment by results (PBR) income should be disseminated when adopting a multi-agency approach	Vulnerable families receiving extra help and funding. Smooth working relationship between partnerships and Troubled Families. Maximisation of Payment by Results claims Agreed process where PBR is distributed fairly amongst the partnership	October 2017	Decision to made at the Managing Offenders Group meeting and action to be followed through by LBBD Community Safety	Taken from LBH action plan – to be considered by CSP.
	Addressing the mental health needs of offenders 1. Ensure that offenders have access to primary care services in order to be referred on to mental health services 2. The multi-agency self-assessment of suicide prevention arrangements to take into account the higher risk of suicide amongst offenders and ex-offenders	A process established whereby homeless ex-offenders may register with a GP Suicide prevention approach in Havering to include consideration of suicide among offenders and ex-offenders	February 2018	1. Clinical Commissioning Group 2. LBBD Public Health	3. Offenders who are classed as NFA may use their Probation Office or Drugs Service Office as their Proxy address in order to enable them to sign up to a GP service. This in turn will

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
					enable ex-offenders to access a variety of health services including mental health referrals.
<p>Enforcement & Compliance This is a joint operation between London Probation and the IOM Police Team, predominantly focusing on offenders released on licence, suspended sentence order or community payback orders. Exceptions to this will be offenders convicted of domestic abuse offences or those presenting public protection concerns / imminent risk of serious harm to others.</p>	<p>Tasking borough resources to target offenders who are not engaging, who continue to commit crime or who are not complying with their licence or court conditions.</p> <ol style="list-style-type: none"> 1. Increased police monitoring and targeting of offenders on a RAG status of red or showing no sign of engagement/ compliance 2. Increased number of Probation appointments, extra licence conditions for offenders on order/ licence (proportionate to concerns/ risk) 3. For IOM offenders who fail to engage for 3+ months, an intensive background check to be carried out (For example contacting HMRC, Benefits withdrawal checks, Housing checks, GB Accelerator checks etc...) as a form of locating the individual 4. For IOM offenders who fail to engage and cannot be located for 6+ months the use of the media (newspapers, internet, etc...) will be considered as a form of locating the individual. 	<p>Tougher monitoring and policing on offenders who don't engage and offend</p>	<p>February 2018</p>	<ol style="list-style-type: none"> 1. Police 2. CRC/ NPS 3. Police 4. Police 	<ol style="list-style-type: none"> 5. Nominals who are at a RAG Status of Red and not engaging are targeted according to intel which comes through. If intelligence suggests that they may be committing offences, extra police visits are arranged and local SNTs included in their targeting. 6. Constantly reviewed and adjusted on a case by case basis. 7. In Place – non engaging offenders who go off radar/ wanted/ fail to engage will have checks

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
					carried out on them after 3 months (unless required earlier) In Place - the use of Media to locate offenders who go off radar/ wanted/ fail to engage for +6months
	The IOM Police Team will visit offenders to: <ol style="list-style-type: none"> 1. Verify they live at the address given 2. Encourage them to comply with the conditions of their order or licence 3. Make them aware that their conditions are being jointly monitored 4. Enhance intelligence and information sharing between the MPS, London Probation and CRC. 	Targeted and coordinated approach to monitoring offenders	February 2018	<ol style="list-style-type: none"> 1. Police 2. Police 3. Police 4. Police/ NPS/ CRC 	<ol style="list-style-type: none"> 5. Home visits constantly carried out. 6. Compliance always encouraged. Offenders made fully aware that information is shared on a daily basis and cases are jointly monitored.
	Offender Managers will take enforcement actions if the offender does not comply with their licence or order. This will include:, <ul style="list-style-type: none"> • Warning letters • Breaches / recalls • Extra licence conditions and alternatives to recall 	Effective and pro-active management of non-compliant offenders.	February 2018	<ol style="list-style-type: none"> 1. NPS/ CRC 	
	For non-statutory cases the IOM single points of contact will support the IOM partnership with any necessary information in order to use civil enforcement powers. This will include: <ul style="list-style-type: none"> • Criminal Behaviour Orders (Injunctions) • Dispersal Orders. 	Effective and pro-active management of non-compliant offenders.	February 2018	<ol style="list-style-type: none"> 1. All Partners 	<ol style="list-style-type: none"> 2. Information is regularly shared amongst partners, however not many civil enforcement powers are

Strategy Objective	Project / Action	Outcomes	Timescale	Responsible Service / Lead Person	Progress to date
					currently in use against the IOM nominals.
	Regular running of multi-agency risk management panels <ol style="list-style-type: none"> 1. Facilitate and coordinate the IOM main panel meeting on a monthly basis 2. Facilitate and coordinate the IOM mid-month panel meeting on a monthly basis 3. Facilitate and coordinate the MAPPA panel meeting on a monthly basis 4. Facilitate and coordinate the SGV panel meeting on a monthly basis 5. Facilitate and coordinate the DIP panel meeting on a monthly basis 6. Facilitate and coordinate the ASB & Community MARAC panel to take place monthly 	Coordination, targeting and monitoring of resources to offenders causing the greatest amount of harm to the borough, resulting in all offenders being kept in scope and making communities safer.	October 2017	<ol style="list-style-type: none"> 1. LBBB Community Safety 2. LBBB Community Safety 3. NPS 4. LBBB Community Safety 5. LBBB Community Safety 6. LBBB Community Safety 	
Supporting Victims To develop a strategic plan on behalf of the CSP which addresses the aims of putting victims at the centre of our work.	Better Services for Victims <ol style="list-style-type: none"> 1. VCOP compliance 2. Improving victim satisfaction with the service they receive 3. Monitoring number of victim referrals across the borough 	Coordination and monitoring of resources to ensure victims are receiving adequate support and access to relevant services across the borough.	February 2018	<ol style="list-style-type: none"> 1. Victim Support 2. Victim Support 3. Victim Support 	

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Update on Children and Young People's sub group

Date: 29th November 2017

Author: Angie fuller, Youth Offending Service manager

Contact: Angie.fuller@lbbd.gov.uk 020 8227 5202

Security: Unprotected

1. Purpose of Presenting the Report and Decisions Required

- 1.1 Oversight and monitoring of the action plan for the Children and Young People sub group of the CSP.
 - 1.2 It is recommended that the Community Safety Partnership Board:
 - Agree the current updates on the plan and progress this quarter
-

2. Overview

- 2.1 The plan agreed by the CSP is progressing well and most are on target. There has been some delay in the recruitment of the support workers for the youth matrix, but it is hoped that these will be in place by the end of January 2018.
- 2.2 It is concerning that the first-time entrants into the criminal justice system remain high in Barking and Dagenham and this has been an area of focus and discussion for the group. An in-depth analysis of this cohort is scheduled to be presented at the January board to offer further detail regarding areas where we might be able to focus our efforts to have maximum impact on this issue.
- 2.3 The Children and Young People's Sub Group of the CSP has recently been extended to not only act as the Youth Offending management board but also to offer oversight to the wider issues of Children and young people with regard to community safety issues. The action plan will begin to incorporate these wider issues as this group develops.

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Children and Young People 12 Month Plan August 2017

Actions	Outcomes	Due Date	Lead Agency/Individual	Quarter Updates
<p><i>Key Targets:</i></p> <ul style="list-style-type: none"> ▪ <i>Reduce the number of first time entrants into the criminal justice system</i> ▪ <i>Reduce the use of custody for children and young people</i> ▪ <i>Reduce re-offending by children and young people</i> ▪ <i>Reduce the number of knife crimes – by volume and numbers of repeat victims</i> ▪ <i>Reduce the levels of Serious Youth Violence by volume and numbers of repeat victims</i> ▪ <i>Encourage more victims of Child Sexual Exploitation to come forward and report</i> 				
<p>1. Develop a youth matrix that identifies those young people at an earlier age that are on the edge of becoming engaged in criminal activity.</p>	<p>Young people identified and diverted at a lower level, which will in turn reduce the number of young people entering the criminal justice arena.</p>	<p>Dec 2017</p>	<p>YOS Operational Manager Robert Harris</p>	<p>The matrix has been developed and shared with heads of schools and other key partners. This will be utilised once the support workers are in post</p>
<p>2. Recruit two support workers to provide ongoing support and intervention primarily to those young people in Year 6 and 7 to divert young people away from criminal activity.</p>	<ul style="list-style-type: none"> ➤ Young people receive an intervention at an earlier stage in their life to divert them away from becoming engaged in criminal activity and therefore not entering the criminal justice system. ➤ Young people who are victims of crime and potentially involved in group activities do not become perpetrators of crime. 	<p>Dec 2017 Ongoing quarterly updates</p>	<p>YOS Operational Manager Robert Harris</p>	<p>Recruitment for the two support workers has started and interviews scheduled for Dec 5th and 6th. It is hoped that both workers will be in place by the end of January.</p>
<p>3. Ongoing monitoring of first time entrants into the system to continue to identify themes and trends that will inform future service developments.</p>	<ul style="list-style-type: none"> ➤ Group are aware of and clear about those young people entering the youth justice system, and able to effectively target and manage any areas identified through this process. 	<p>Quarterly performance reports</p>	<p>YOS Performance Officer Mary Osho</p>	<p>First time entrants report was presented to the group on October 30th. It was agreed that an in depth analysis of this cohort would be helpful to understand the issues regarding the increase in</p>

				this cohort. This report will be completed and presented to the group in January 2018
4. Offer good diversionary projects that engage young people in a range of activities.	<ul style="list-style-type: none"> ➤ Good quality diversionary services are commissioned with a range of diversionary activities that meet the needs of young people on the peripheries of offending. ➤ Engagement of young people in these projects remains high 	Ongoing	<p>YOS Manager Angie Fuller</p> <p>Commissioned services Box Up Crime Steve Addison Spark 2 Life Dez Brown Studio 3 arts Liza Vallance</p>	All services have been commissioned and are working well. Young people engaged to date are 305 through Studio 3 Arts in dance and drama sessions 200 through Box Up Crime in sporting sessions 20 through Spark 2 life in music programmes
5. Develop mapping events that build understanding of the links and networks between young people that impacts the nature and seriousness of their potential offending.	<ul style="list-style-type: none"> ➤ Agencies work closely together to share information effectively to understand and manage the connections and risks may exist between young people, particularly identified groups of young people that may be shaping and influencing their behaviours. 	Twice yearly	YOS Manager Angie Fuller	The first mapping event occurred on November 28 th which included YOS, police, gangs unit, MAP services, youth service, probation, education providers and ASB professionals.
6. Develop the multi-agency Serious Youth Violence group within the borough to ensure that those highlighted as being involved in serious group violence are targeted and managed effectively	<ul style="list-style-type: none"> ➤ The borough is aware of its most risky individuals and able to put multi agency plans in place to manage this risk. ➤ Information from this group feeds into the tri borough gangs tactical meeting to ensure links with neighbouring boroughs are also monitored. ➤ Better understanding of the links between individuals and groups that are involved in serious youth violence that informs ongoing service development. 	Ongoing	YOS Manager and Chair of Serious Youth Violence Group Angie Fuller	The single borough meetings have been occurring on a monthly basis. The first three meetings have been instrumental in reviewing the process and the cases that need to be discussed. This has been linked in with the mapping event

				and those attending the single borough meeting attended the mapping event.
7. Development of work with victims and offenders at an early stage to reduce potential of further victimisation or offending through the understanding of victim impact work.	<ul style="list-style-type: none"> ➤ Young people engaged at triage and out of court disposal stage to better understand the impact of offending on victims and communities. ➤ Young people who are the victims of crime do not become perpetrators of crime. 	Ongoing	YOS Victim Worker Tolu Williams	The victim worker within the YOS engages perpetrators of crime at the earliest opportunity when they come to the team on an out of court disposal. Sessions are completed with young people and their parents to understand the impact of crime on victims. Young people who are the victims of crime committed by other young people will be identified by the tracking system once it is completed
8. Development of effective monitoring system to track and identify knife related offences.	<ul style="list-style-type: none"> ➤ Repeat victims and perpetrators identified and offered services. ➤ System informs targeted police operations ➤ Reduction in the volume and numbers of repeat victims 	Mar 2018	YOS Performance Officer Mary Osho Police sergeant Brian Smith	This piece of work is still in progress and Mary working on parameters and how victims are identified.
9. Offer intervention for those young people identified as victims or perpetrators of knife offences through the monitoring system or self-reporting.	<ul style="list-style-type: none"> ➤ Young people less likely to become repeat victims of knife offences ➤ Victims of knife offences less likely to become perpetrators of knife offences. 	Quarterly Updates	YOS operational manager Robert Harris	This intervention for victims of knife offences will begin once the two support workers are in place at the end of January. Perpetrators of knife offences are offered

				specific interventions regarding weapons and knife crime within the work they complete with the YOS
10. Develop awareness of knife crime and its impacts with young people at an early stage through engagement with schools	<ul style="list-style-type: none"> ➤ Work with families impacted by knife crime to develop a programme of work that can be delivered in schools to raise awareness of knife crime and its impacts on children, young people and their families. 	January 2018	<p>YOS Manager Angie Fuller</p> <p>Social Inclusion Manager Sharon White</p> <p>Community Solutions Lifecycle Lead Kathrine Gilcreest</p>	<p>An initial meeting has been conducted, work planned with mother of a stabbing fatality who has agreed to record her experiences in order to share this with schools and other partners working with young people. A media piece will be created that will be utilised within schools and partner agencies.</p>
<p>11. Ensure identification of early referrals where CSE is a factor.</p> <ul style="list-style-type: none"> ➤ Staff working with young people attend regular training and are encouraged to attend multi agency training offer 	<ul style="list-style-type: none"> ➤ Increase in staff confidence when identifying and responding to disclosures of CSE. ➤ High risk and repeat victims of CSE identified will receive a multi-agency response that involves safeguarding, whole family interventions and addressing perpetrator behaviour. 	Ongoing	CSE Lead Linda Helliar	<p>The Cohort of CSE Champions has been reviewed and refreshed. We now have over 60 Champions from across the multi-agency partnership in LBBD. During 2017 three CSE Champions Forums were held. These will be held quarterly in 2018 at Champion's request. Two Advanced CSE Trainings for social workers have been commissioned through</p>

				<p>NWG. These took place in September and November and were fully booked.</p> <p>Harmful Sexual Behaviour training has been commissioned through Safer London and will take place in December.</p> <p>In August 2017 all parks and green space staff received CSE awareness training through the police.</p> <p>In November 2017, 42 Foster carers received CSE training through the Police.</p> <p>The LSCB has Gold (unlimited licence) membership of the NWG through which on-line CSE training can be accessed.</p> <p>In November 2017 the police and CSE coordinator jointly delivered CSE awareness training to parents of young people who are working with the YOS.</p>
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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Violence Against Women and Girls (VAWG) 12 month Forward Plan and progress update

Date: Wednesday 13 December 2017

Author: Hazel North Stephens, Domestic Abuse Commissioner on behalf of Melody Williams ICD NELFT

Contact: Melody.williams@nelft.nhs.uk hazel.northstephens@lbbd.gov.uk

Security: [Unprotected]

1. Purpose of Presenting the Report and Decisions Required

1.1 It is recommended that the Community Safety Partnership Board:

- Note the contents of this report
 - Note the 12-month forward action plan
-


2. Progress Update

- 2.1 VAWG Group met on the 3rd October 2017. The group was well represented from across a range of partners involved in VAWG.
- 2.2 VAWG Group identified a range of indicators by which the VAWG action plan can be monitored against and reported through to the CSP and partner agencies as required.
- 2.3 VAWG Group set action for all agencies to feed into the forward plan and an action to plan a VAWG/Domestic and Sexual Abuse Strategy consultation workshop for January.
- 2.4 Group established draft 12-month forward plan through virtual submission, the plan has been updated to reflect work taken place since the September 2017 CSP. Key Headlines include:
- i) A MARAC Self-Assessment has taken place which has identified learning outcomes and actions to improve the effectiveness of the service
 - ii) A multi-agency training offer has been set up with LSCB learning and development manager and is being provided by Victim Support.

- iii) A full programme of training, community engagement and communications are planned around White Ribbon Day. Program is embedded into the VAWG forward plan.
- iv) A VAWG dataset has been collated and continues to be developed. Dataset is embedded into VAWG forward plan.
- v) The Delivery Unit is undertaking a Priority Review on domestic abuse.
- vi) Data analysis is being completed specifically looking at MARAC indicators around equality, diversity, and inclusion.
- vii) A VAWG newsletter is being developed and should be released in December
- viii) VAWG Group representatives have represented the borough at Mayoral VAWG consultation workshops
- ix) VAWG Group representatives are supporting several bids to the MOPAC Co-Commissioning London Crime Prevention Fund including a VAWG prevention programme in schools focussed on the whole school approach model.

VAWG 12 Month Plan November 2017 Update



Actions	Outcomes	Due Date	Lead Agency/Individual	Quarter Updates (version updated 13 th November 2017 in preparation for CSP in December 2017)
<p><i>Key Targets:</i></p> <ul style="list-style-type: none"> ▪ <i>Increased number of victims of domestic abuse to come forward and a reduction in the number of repeat victims</i> ▪ <i>Increased reporting of sexual violence</i> ▪ <i>Increased reporting of harmful practices including female genital mutilation, honour based violence, and forced marriage</i> ▪ <i>Increased reporting of Modern Slavery offences including sex trafficking and exploitation, domestic servitude, and labour exploitation</i> ▪ <i>Reduce the rates of attrition in VAWG cases as they progress through the criminal justice process</i> ▪ <i>Work towards an improved local understanding of VAWG and the need for a multi-agency approach to tackling VAWG</i> ▪ <i>Work towards an improved local understanding of Modern Slavery and the need for a multi-agency approach to tackling it</i> ▪ <i>Effective support services and interventions in place for victim/survivors and their children</i> ▪ <i>Effective interventions in place to bring perpetrators to justice, and to challenge their offending behaviour</i> 				
<p>1. Develop a 5-year VAWG Strategy & Action Plan that will encompass and build on the work set out in this plan</p>	<p>Improved local understanding and response to all strands of VAWG, reduced repeat victimisation and reduced repeat offending.</p>	<p>July 2018</p>	<p>Domestic Abuse Commissioner: Hazel North Stephens</p>	<p>The Mayoral VAWG strategy refresh is due at the end of November 2017. VAWG/DSA strategy workshops are planned for January 2017. First draft should be available in April 2018.</p> <p>The Delivery Unit are undertaking a Priority Review on domestic abuse. Preliminary work will inform strategy development through data analysis and stakeholder engagement.</p>
<p>2. Increase awareness of VAWG among agencies and residents through service mapping and a communications plan.</p> <ul style="list-style-type: none"> ➤ Plan a programme of VAWG publicity and communication events with partnership support 	<ul style="list-style-type: none"> ➤ Improved awareness amongst professionals and public of all forms of VAWG ➤ Increased reporting of crimes and uptake of VAWG services within the borough ➤ Improved confidence of victims who are encouraged to report abuse to services. 	<p>WRD, November 2017</p>	<p>Domestic Abuse Commissioner: Hazel North Stephens</p> <p>MARAC Coordinator: Sasha Timmermans</p> <p>DV Forum</p>	<p>There is a directory available online which has been updated with local services and regional services accessible by our residents. The following link takes you to the directory: https://www.lbbd.gov.uk/residents/community-safety-and-crime/dv/getting-help/</p>

				<p>White ribbon day plan has had a real focus on upskilling the workforce through a robust training offer:</p> <p style="text-align: center;">  White Ribbon Campaign Programm </p> <p>The DV Forum and recent training events highlighted appetite for a newsletter to be provided. This is being developed by the domestic abuse commissioner and MARAC coordinator with the plan for the first newsletter to be circulated on the 1st December. Going forwards it will be opened up to the DV Forum to provide information and articles of interest. Distribution will be through DV Forum, VAWG membership, MARAC representatives and will be requested to be shared via service managers across the workforce.</p>
3. Develop a multi-agency VAWG training offer	<ul style="list-style-type: none"> ➤ Increase in staff confidence when identifying and responding to disclosures of VAWG. ➤ Understanding VAWG is integrated into all relevant service areas to ensure effective inter-agency co-ordination. ➤ Early identification will ensure that victims and their children are supported and safeguarded appropriately 	WRD, November 2017	VAWG Strategy Sub- group Domestic Abuse Commissioner: Hazel North Stephens DV Forum	Victim Support have provided a full days training to 35 delegates in October 2017. Preliminary feedback was good and formal feedback identified a number of learning outcomes. Three more dates have been agreed for quarter 4, all of which are already full. White Ribbon day training is wide ranging and there is a training event being planned for women's empowerment month too.
4. Develop a multi-agency Modern Slavery training offer, including the dissemination of learning through SARS	<ul style="list-style-type: none"> ➤ Increase in staff confidence when identifying and responding to Modern Slavery. 	October 2017	Safeguarding Adults Board	A working group of people keen to see the role out of Modern Slavery training have come together regularly since August 2017.

	<ul style="list-style-type: none"> ➤ Understanding Modern Slavery is integrated into all relevant service areas to ensure effective inter-agency co-ordination. ➤ Early identification will ensure that victims are supported and safeguarded appropriately 			<p>There was hope to use the sign off of the current SAR as a springboard to launch training etc. This has not yet been signed off, and the group identified a lack of clear pathway for responding to potential victims. The group are developing a pathway with much support and assistance from the Human Trafficking foundation.</p> <p>The Home office ran a pilot in early 2017 focusing on Nigeria diaspora communities and domestic servitude, a project that ran in LBBD and Manchester. Further funding has been identified, the evaluation showed real progress. The project will run for 6 months starting in January 2018. There is scope for joining works by ensuring a multi-agency approach to the rollout of the train the trainer SPoC training (single point of contact) provided by ADASS and IOM, and ensuring community and faith leaders are part of the ongoing dialogue.</p>
5. Implement a Modern Slavery Working Group to coordinate training offers and develop responses, and ensuring expert advice is taken on board.	<ul style="list-style-type: none"> ➤ Improved awareness across agencies and in the community of Modern Slavery and a strategic, targeted approach to improving identification and response for victims. ➤ Use of expert advice will improve evidence base for strategic development 	September 2017	Safeguarding Adults Board	See above
6. Work with children and young people to raise awareness of VAWG	<ul style="list-style-type: none"> ➤ Social inequalities and attitudes impacting on the lives of women and girls are challenged ➤ Young people are aware of services for their families and themselves ➤ Young people and professionals are better informed about VAWG 	Ongoing	<p>Arc Theatre: Nita Bocking</p> <p>Tender: Mary Mobbs-Beal</p>	<p>Arc Theatre have been commissioned to work with girls and young women in schools.</p> <p>Tender: A healthy relationships workshop was delivered over two days in August 2017. There were 26 referrals from various areas,</p>

	<ul style="list-style-type: none"> ➤ Increased uptake of young people's services and victims identified 		<p>CSE Lead: Linda Hellier</p> <p>Domestic Abuse Commissioner – Hazel North Stephens</p>	<p>particularly targeted the Vibe, Flipside and PSGs.</p> <p>The domestic abuse commissioner, with support from Director of Public Health is working with a number of other boroughs to access MOPAC Co-Commissioning funding for a Whole School Approach to VAWG. We find out if we are successful in February 2018 with the first 2 LBBD schools to start the project in September 2018</p> <p>LH is working with Barnardo's on a bid to the MOPAC Co-Commissioning budget to bring in specialist workers to challenge harmful sexual behaviour in young people.</p>
7. Develop a VAWG data set for performance monitoring and outcome measures	<ul style="list-style-type: none"> ➤ Performance is monitored against key targets ➤ Allocation of resources is efficient and provides an evidence base to support funding opportunities and future commissioning of services. ➤ Gaps and needs are identified 	Q2 meeting	Awaiting confirmation from Vikki Rix, Head of Performance and Intelligence	This work is currently being developed. The start of the Priority Review from the Delivery Unit is likely to assist in the ongoing development and understanding of this dataset. Discussions with hospital safeguarding leads are being had to explore data sharing around FGM. Example – 49 ADULT cases of FGM were identified in Q2 2017/18 across the two hospitals.
8. Commissioning & Resources <ul style="list-style-type: none"> ➤ Contracts for commissioned services are in place ➤ Gaps and opportunities to be identified including exploring joint 	<ul style="list-style-type: none"> ➤ Commissioning is evidence led ➤ Commissioned projects are sustainable ➤ Projects are commissioned in line with the Council Commissioning strategy, measuring short, medium and long-term outcomes for survivors ensuring value for money and wider social value ➤ Commissioning works to a whole system approach, to ensure the best use of all 	Up to date. Gaps to be identified in needs assessment	Adult Commissioning Senior Commissioner: Sonia Drozd / Domestic Abuse Commissioner: Hazel North Stephens	<p>Contracts include the LBBD IDSVA Service (provided by Victim Support), Refuge accommodation (provided by Hestia), Empowering Young Women (Arc Theatre) and an uplift to reduce counselling wait times has been commissioned (Ashiana Network)</p> <p>Frequently highlighted gaps include specialist psychotherapy for children experiencing DV,</p>


<p>commissioning, pooled budgets etc.</p>	<p>resources in a local area through joint approaches with the public, voluntary and private sectors to improve outcomes for the local population.</p>			<p>perpetrators programmes, targeted work around lesser supported forms of VAWG</p> <p>There are a number of projects being supported through the MOPAC Co-Commissioning opportunity, several focus on CSE. LBBDD are supporting the Whole School Approach as mention above, a number of CSE and youth offending bids as well as a bid with Advance Minerva to provide a holistic, gender and trauma informed approach to working with female offenders.</p>
<p>9. Develop an effective mechanism through which the views and experiences of those with lived experiences of VAWG will be incorporated into strategic plans and development of services.</p>	<ul style="list-style-type: none"> ➤ Service user engagement to assist in reducing social inequalities associated with VAWG ➤ Increased uptake of services, and improved outcomes for service users ➤ Victims and children have access to a variety of support services ➤ Needs led commissioning emphasises value for money. 	<p>Quarterly Updates</p>	<p>Domestic Abuse Commissioner: Hazel North Stephens</p> <p>DV Forum</p>	<p>HNS has met with service users from various projects. There is appetite for a focus group and for service users to be able to feed in their experiences, particularly of accessing services.</p> <p>Ongoing work includes setting up a focus group (which is likely to now coincide with and complement work happening with the Delivery Unit Priority Review), exploring ways of using online resources to encourage feedback and consultation, and exploring a service users regular group.</p>
<p>10. Complete a VAWG needs assessment – looking at data as well as encouraging significant involvement of both specialist providers and community groups</p>	<ul style="list-style-type: none"> ➤ Inform future commissioning and delivery, assisting in highlighting gaps and opportunities for improved partnership working ➤ Ensures that commissioning and strategic delivery will be based on local evidence and need ➤ Highlight areas of improvement e.g. access to regular training, ➤ Inform the development of operational processes 	<p>January 2018</p>	<p>Domestic Abuse Commissioner: Hazel North Stephens with assistance from Performance & Intelligence team, commissioned services etc.</p>	<p>A VAWG needs assessment has been discussed briefly with Public Health Commissioning Manager.</p> <p>As a result of the Delivery Unit taking a Priority Review into domestic abuse (but not specifically looking at other VAWG strands) there is room for this to inform a local simple needs assessment. A large part of the work being undertaken is focused around analysing current</p>


				data and working with stakeholders, including victims/survivors.
11. Development of an LBBD employee VAWG HR staff policy	<ul style="list-style-type: none"> ➤ Increase in staff confidence when identifying and responding to disclosures of VAWG and an understanding that it can impact colleagues ➤ Better understanding of the impacts domestic violence and abuse can have on employees and colleagues 	Seeking guidance	HR: Domestic Abuse Commissioner: Hazel North Stephens	No work undertaken as yet. HNS to take forwards in Q4 2017/18
12. Work to improve the efficiency and effectiveness of the MARAC <ul style="list-style-type: none"> ➤ Complete a SafeLives self-assessment and peer review, ➤ Development of extended information sharing protocols, toolkit/induction packs for referrers and representatives ➤ Conduct an Equalities Impact Assessment to develop a plan to address local diversity needs 	<ul style="list-style-type: none"> ➤ High risk and repeat victims of domestic violence identified will receive a multi-agency response that involves safeguarding, whole family interventions and addressing perpetrator behaviour. ➤ Reduced risk of Domestic Homicide ➤ Reduction in repeat victimisation ➤ Better outcomes for victims and their children ➤ Increased confidence in reporting crimes. ➤ Reduced risk of escalation ➤ Increased engagement across the partnership with victims 	Q2	MARAC Chair: Ronan McManus MARAC Coordinator: Sasha Timmermans Domestic Abuse Commissioner: Hazel North Stephens	Self-Assessment of MARAC took place on the 14 th September 2017. There were many learning outcomes, including highlighting the need for local MARAC training for referrers which has been built into White Ribbon Day events. Finding from the review can be found in the attached from SafeLives:  Barking and Dagenham Marac Rev A more in depth look at findings can be found in the attached document:  MARAC Self Assessment Report 2017
13. LBBD IDSVVA Service to identify and support VAWG cases, ensuring all agencies are aware of the service provision, and improving interagency	<ul style="list-style-type: none"> ➤ Reduced risk of Domestic Homicide ➤ Reduction in repeat victimisation ➤ Better outcomes for victims and their children ➤ Increased confidence in reporting crimes. 	Quarterly updates	LBBD IDSVVA Service Manager: Natasha Chopra	Service is fully recruited to and working to capacity. The service attends regular team meetings, workshops etc. across the partnership and has committed to providing training through the LSCB and at WRD events. Victim Support are keen to develop stronger pathways

partnership working to support victims and children	<ul style="list-style-type: none"> ➤ Reduced risk of escalation ➤ Increased engagement across the partnership with victims 			across services and are meeting with the LifeCycle lead for Triage to explore drop ins in the MASH team.
<p>14. Offer safe and secure housing options for families affected by VAWG</p> <ul style="list-style-type: none"> ➤ Review of options in line with recommendations from the Pan London Domestic Violence Needs Assessment (Summer 2016) from Safer London. ➤ Develop public Housing/Community Solutions specific Domestic Abuse policy setting out priorities and commitments ➤ Commit to all Housing Advice and Property Services Officers to attending regular training ➤ Commit to developing relationships with specialist support services 	<ul style="list-style-type: none"> ➤ Staff are supported to be able to meet their statutory duties and to provide appropriate signposting and support. ➤ Consistent data is captured from housing teams to understand the movement of victims/survivors applying as homeless due to domestic violence, domestic violence is appropriately captured as a priority need. ➤ Domestic violence is consistently addressed throughout local authority housing and homelessness strategies, including specific actions to address homelessness due to domestic violence 	Quarterly Updates	<p>Housing Service Group Manager: Terrie Handley</p> <p>Housing Strategy Manager: James Goddard</p> <p>Property Services: Akin Otitoju</p> <p>Head of Service Development: Damien Cole</p>	<p>There are no public documents or policies setting out specific commitments or managing expectations for victims/survivors. This was discussed at a meeting with Community Solutions Leads and work to improve partnership working with the IDSVVA service and Housing Advice will be undertaken via a skills sharing and partnership building workshop which is being planned.</p> <p>Open conversations are being had with the refuge service and housing advice/options around move on from refuge. Conversations have been positive with the two agencies working closely to ensure women who are ready to move on from refuge are supported around their choices and have expectations managed around the challenges faced nationally by the housing sector.</p> <p>Several housing officers were noted as attending the LSCB/Victim Support training event and several have signed up for white ribbon day training events.</p>
<p>15. Ensure identification of early child protection referrals where VAWG is a factor</p> <ul style="list-style-type: none"> ➤ Commit to all new Social Workers to attending regular training and all existing 	<ul style="list-style-type: none"> ➤ Children coming to notice of Children's Services and Social Care, Education and Support Team, Early Help Services etc. are safeguarded from further harm, and vulnerable victims protected 	Quarterly VAWG dataset, Annual LSCB report,	<p>Vikki Rix, Head of Performance and Intelligence</p> <p>Ann Graham, Operational Director Children's Social Care</p>	<p>The LSCB training was predominantly attended by social workers across children's and adult services.</p> <p>The IDSVVA service has worked closely with NRPF/IH team in community solutions. The</p>

<p>Social Workers to be encouraged to attend multi agency training offer</p> <ul style="list-style-type: none"> ➤ Commit to developing relationships with specialist support services 	<ul style="list-style-type: none"> ➤ Staff are aware of the dynamics of VAWG, services available and how to refer ➤ Increased caseload identified and referred to services for appropriate intervention. 			<p>NRPF team will provide simple print-outs for the IDSVSA service to discuss.</p> <p>Discussions are taking place for the IDSVSA service to provide drop ins with the MASH team</p> <p>The Children's domestic abuse caseworkers continue to collocate with Children's social care on Wednesdays</p> <p>The IDSVSA service have redesigned their referral forms to make it easier for social workers to navigate. Forms have been shared and have been uploaded to the LBBB website. In Q2 14.4% of referrals to the IDSVSA service came from Children's Social Care. Children's Social Care made 1.8% of MARAC referrals in Q2.</p>
<p>16. Ensure early identification of VAWG by A&E, health care professionals and supervisors</p>	<ul style="list-style-type: none"> ➤ Victims who access health-based services can access immediate and appropriate VAWG support ➤ Increased caseload identified and referred to services for appropriate intervention. ➤ Staff are aware of the dynamics of VAWG, services available and how to refer 	<p>Quarterly Updates</p>	<p>Integrated Care Director NELFT: Melody Williams</p> <p>DA&HP Lead: Ann Kavanagh</p>	<p>The BHRUT safeguarding Lead for domestic abuse and harmful practices has taken over the quarterly FGM/CSE (and potentially going forwards also Modern Slavery) strategy leads meetings. There is a keen appetite to provide training, with FGM training currently being planned for hospital staff. A CSE toolkit has been developed and is being built into safeguarding pathways. A domestic abuse leaflet has been produced for staff and for the public. There are two MOPAC funded IDVAs working in the hospitals – they are specifically for Havering and Redbridge but there are strong pathways with the LBBB IDSVSA service.</p>
<p>17. Empower female offenders experiencing VAWG</p>	<ul style="list-style-type: none"> ➤ Female Offenders experiencing VAWG can access immediate and appropriate support 	<p>Quarterly Update</p>	<p>IOM Pathways Coordinator: Susan Cade</p>	<p>SC has been working with third sector organisations to submit bids to the MOPAC LCPF fund for more holistic, trauma informed resources at designated women's centres across</p>

	<ul style="list-style-type: none"> ➤ Increased victim safety and reduction in further harm and repeat victimisation. ➤ Reduction in offending as women are able to access support for complex needs 			London. We should have confirmation in February 2018 as to the success of the bid.
18. Engage General Practitioners, nurses and support workers in the co-ordinated response to VAWG, making use of protected training time where possible	<ul style="list-style-type: none"> ➤ Increased caseload identified and referred to services for appropriate intervention. ➤ Increased victim safety and reduction in further harm and repeat victimisation. ➤ Increased uptake of specialist services ➤ GPs supported to understand VAWG, interventions available and how to refer 	Quarterly Update	Hazel North Stephens, Domestic Abuse Commissioner	HNS has requested space at the PTI meeting in January 2018, awaiting response.
19. LBBD Police to monitor the impact of the new pathfinder tri-borough BCU on VAWG crimes and reporting, seeking to improve the response to victims and focus on repeat offenders. <ul style="list-style-type: none"> ➤ Monitor impact of pathfinder East Basic Command Unit (EA BCU) on VAWG ➤ Ensure best practice use of bodycams across EA BCU, consider impact on VAWG cases ➤ Encourage a higher number of Victim Personal Statements be used at court ➤ Revive Dauntless and Dauntless + meetings in 	<ul style="list-style-type: none"> ➤ Increased victim safety and reduction in further harm and repeat victimisation. ➤ Improved access to services for victims. ➤ Improved understanding of VAWG and local interventions and services among police response teams ➤ Increased referrals to MARAC ➤ Increased uptake of specialist support services ➤ Increased confidence in reporting ➤ Improved evidence gathering and outcomes at court ➤ Increased use and understanding of police tools: DVPN/Os, DVDS, etc. ➤ Improved understanding of perpetrator movements and behaviour across the borough ➤ Increased caseload identified and referred to services for appropriate intervention. 	Quarterly updates and data report	Ronan McManus, DCI for Safeguarding DI John Arnold, MARAC Chair and DI for Safeguarding DSU Neil Matthews has been listed as the point of contact for Modern Slavery Tony Morgan, Witness Service	<p>The implementation of the EAST BCU in April 2017 led to bedding in issues. Several issues were raised around a decrease in MARAC referrals, a particularly steep decrease in MARAC repeat cases as well as concerns around response times etc. Police have made several commitments to improve the experience of victims.</p> <p>DI Arnold is exploring whether the MARAC Officers can return to the CSU at Romford, raising the profile of MARAC among the CSU officers or whether Safeguarding may move to Fresh Wharf in Barking. Expectation has been set for officers to increase referrals to MARAC and for support.</p> <p>DI Arnold sits on the MOPAC Enforcement Strategy group for VAWG and has fed into the Mayoral VAWG strategy consultations.</p>

<p>the borough or across the EA BCU</p> <ul style="list-style-type: none"> ➤ Continue to Chair and monitor MARAC ➤ Work in partnership with specialist IDSVAs service ➤ Engage with local training offers ➤ Monitor the use of conditional cautioning, DVPN/Os, DVDS disclosures and their impacts on VAWG locally 	<ul style="list-style-type: none"> ➤ Improved understanding from frontline officers of services available to victim/survivors and perpetrators ➤ 			<p>Discussions are being had around how Dauntless and Dauntless plus meetings might be revived locally which focusses on tackling high harm persistent offenders</p> <p>DI Arnold is MARAC chair and has requested a template Information Sharing Protocol to roll out across the three boroughs for MARAC.</p> <p>There is a need for more analysis of NFA calls, to see if appropriate evidence has been gathered, what tools may be available where evidence is limited etc.</p>
<p>20. Monitor CPS conviction rates and support victims through the criminal justice process. Promote the use of Victim Personal Statements.</p>	<ul style="list-style-type: none"> ➤ Victims feel that they are part of the criminal justice process and are not disempowered. ➤ Best possible outcomes achieved at court ➤ Increased confidence in reporting ➤ Increased numbers of evidential prosecutions 	<p>Quarterly updates</p>	<p>Ronan McManus, DI for Safeguarding</p> <p>Tony Morgan, Witness Service</p>	<p>The collated data is being pulled into the VAWG data set in order to monitor more closely. VPS use was particularly high in September but decreased in October. This is something that will be discussed at VAWG meeting in January. Simple visual breakdown of trial data:</p> <div style="text-align: center;">  <p>VAWG Q2 Update.pdf</p> </div>
<p>21. National Probation Service and Community Rehabilitation Company to manage perpetrators effectively, ensuring strict licence and order conditions are in place to protect victims.</p>	<ul style="list-style-type: none"> ➤ Improved management of offenders and reduction in repeat perpetrators ➤ Increased caseload identified and referred to services for appropriate intervention. ➤ Increased attendance/information provision at multi-agency interventions such as MARAC, CPC, MAP, etc. 	<p>Quarterly updates</p>	<p>London CRC: Steven Calder</p> <p>NPS: Anita Dobson</p>	<p>A named point of contact, Steven Calder who will be managing partnerships and commissioning within CRC has met with HNS.</p> <p>SC is unable to attend quarterly VAWG or CSP meetings but is willing to feed in where possible and work towards tackling VAWG through partnership working. SC is looking to provide some data around the numbers of identified domestic abuse cases known to CRC.</p>

				SC and HNS are also exploring ways to strengthen the pathways between CRC and MARAC.
22. Ensure that both victims and perpetrators have access to substance misuse intervention services and improve links between substance misuse and VAWG services	<ul style="list-style-type: none"> ➤ Reduced risk of VAWG heightened because of substance misuse ➤ Better understanding across services of the links between alcohol use and VAWG – particularly intimate partner violence ➤ Victims have choice as to how they access services ➤ Improved interagency working to tackle VAWG where there is also substance misuse 	Quarterly Updates	Senior Commissioner, Sonia Drozd	<p>Currently commissioning 2018 services – VAWG (specifically DA, female offending etc.) have been written into specifications and statements with a focus on services being trauma informed.</p> <p>Current Substance Misuse services work in partnership with IDSVAs services, engage with MARAC and MASE and other multi-agency partnerships.</p>
23. Explore potential for perpetrator programmes, mapping regional services and seeking funding to challenge violent behaviour	<ul style="list-style-type: none"> ➤ Reduced repeat offending and reduced repeat victimisation ➤ Emphasis moved from the victim being required to make all changes to the perpetrator being required to change their behaviour, therefore challenging social inequalities associated with VAWG ➤ Expanded ‘space for action’ for women which restores their voice and ability to make choices ➤ Enhanced awareness of self and others for men, including an understanding of the impact that VAWG has on their partner and children ➤ Safer, healthier childhoods for children ➤ Reduction in the cycle of intergenerational violence 	As part of the Needs Assessment: January 2018	Hazel North Stephens, Domestic Abuse Commissioner	<p>Caring Dads (not specifically a perpetrator programme but it does challenge abusive behaviour) has now started in the borough with the second group starting mid-September. Evaluation report has been completed:</p> <div style="text-align: center;">  CARING DADS EVALUATION REPORT </div> <p>An opportunity has come up through the Mayoral VAWG Strategy workshops. Barking and Dagenham has been identified as a priority borough as a result for our high prevalence rate for domestic abuse (currently 25 per 1000 population). 7 priority boroughs were identified in total. MOPAC and SafeLives through the use of the Police Transformation Fund are looking to expand the DRIVE project into one of the Priority boroughs. HNS will be seeking local support for putting LBB forward as the borough for the pilot. The DRIVE project</p>

<p>24. Specific targeted work to assess needs and improve access to services for women engaged in prostitution:</p> <ul style="list-style-type: none"> ➤ Improve knowledge of and access to services for women exiting prostitution ➤ Men who buy sex are targeted with police actions them from the East BCU area. ➤ 	<ul style="list-style-type: none"> ➤ Agencies across Barking and Dagenham feel supported to support women engaged in prostitution ➤ Reduction in criminal justice involvement ➤ Women engaged in prostitution are offered holistic support across health, housing, education and criminal justice 	<p>To be discussed at Q2 meeting</p>	<p>Hazel North Stephens, Domestic Abuse Commissioner</p> <p>Ronan McManus, DI for Safeguarding</p>	<p>An EOI was submitted by Hounslow to the MOPAC LCPF for expansion to the Rape Crisis Centres with more targeted work around prostitution. This was not successful in moving through to development.</p> <p>Work undertaken across the borough boundary with Redbridge, led to several arrests (35?) but did not appear to lead to women being supported to exit prostitution.</p> <p>The Q2 VAWG meeting set an action for mental health/BHRUT lead to link in with the Huggett Centre and the Lea Project</p>
<p>25. Specific targeted work to assess needs and improve access to services for women and girls at risk of or who have been victims of Female Genital Mutilation</p> <ul style="list-style-type: none"> ➤ Increase awareness of FGM and services available through training ➤ Work with specialist organisations and the CVS to engage with more families at risk ➤ Data collected by health? Realistic prevalence figures to be established 	<ul style="list-style-type: none"> ➤ Women and girls have access to adequate support services ➤ Prevalence data informs future work ➤ Faith and Community Leaders are supported to engage their communities on FGM ➤ Professionals are supported to recognise and respond to potential FGM cases 	<p>To be discussed at Q2 meeting</p>	<p>Health Lead – Ann Kavanagh, DA and HP Lead?</p>	<p>ST contacted Leyla Hussein (a prominent anti-FGM activist) to provide two workshops for WRD. The workshops will explore identification and response to FGM.</p> <p>AK will be chairing a quarterly meeting for FGM and CSE (and once agreed in the ToR, Modern Slavery) Queens Hospital. There were 49 cases of FGM (adult) in Q2 51 cases in Q1. Emergency department are identifying VAWG strands as a result of work being undertaken around training and awareness raising. There is work being undertaken to better understand data available, and potentially space for sharing to update the VAWG LBBB datasets.</p>
<p>26. Women and girls who have experienced or who are at risk of so called ‘Honour’ Based violence and/or Forced</p>	<ul style="list-style-type: none"> ➤ Victim/survivors have access to adequate support services ➤ Prevalence data informs future work 	<p>To be discussed at Q2 meeting</p>	<p>Domestic Abuse Commissioner – training</p>	<p>WRD training will include HBV and FM includes VAWG awareness which includes all VAWG strands.</p>

<p>Marriage are provided with appropriate support.</p> <ul style="list-style-type: none"> ➤ Increase awareness of HBV/FM and the tools and services available through training ➤ Local data built into VAWG datasets 	<ul style="list-style-type: none"> ➤ Faith and Community Leaders are supported to engage their communities on Harmful Practices ➤ Professionals are supported to recognise and respond to potential HBV/FM cases 		<p>Head of Performance and Intelligence – Prevalence figures</p> <p>TBC</p>	<p>Commissioned support services sees low numbers of HBV/FM which suggests this need more awareness raising locally. This is not measured as an indicator by MARAC currently although police data will inform the VAWG data set.</p>
<p>27. Work to raise the profile of how VAWG is experienced by people differently, for example people who have a disability or who identify as LGBT.</p> <ul style="list-style-type: none"> ➤ Raise awareness of the way different groups experience VAWG and particularly in the ways people from often intersecting backgrounds and experiences are impacted by VAWG ➤ Work with specialist organisations 	<ul style="list-style-type: none"> ➤ Increased local understanding of how VAWG impacts all communities ➤ Improved local response to people experiencing VAWG, and improved confidence in coming forwards for support ➤ Services are accessible and mindful of the needs of survivors ➤ Increased uptake of support and intervention 		<p>DA Forum</p> <p>Domestic Abuse Commissioner</p>	<p>There is a training workshop planned as part of the White Ribbon Day events specific to the experiences of people who are LGBT. The session is being provided by Galop, the LGBT anti-violence charity.</p> <p>HNS is supporting the development of a bid to the MOPAC Co-Commissioning fund for a pan London ISVA service for people who are LGBT and men. To support the bid, and if it is successful to draw specialist resources towards Barking and Dagenham, Victim Support have offered to provide full time space and a committed point of contact to the service.</p> <p>HNS met with the lead for the local LGBT Community Forum. The group is likely to expand a little as they are exploring venue changes etc. and the forum is being relaunched on the 15th November 2017. The group has been linked in with ELOP who have been commissioned locally to provide a broad range LGBT Needs Assessment. HNS has offered to provide training/workshops focussing on how to identify and respond to domestic abuse, and to go over services available. The commissioner has also</p>

				offered support around identifying potential funders to apply for funding for community projects, and support around the bid process.
<p>28. Fire Services to be included as a key agency in the objective to tackle VAWG. Commitments include:</p> <ul style="list-style-type: none"> ➤ The Dagenham Fire Station has a Community Safety Room that is open for use for community groups and is free. This can be arranged through the Borough Commander directly or with the Station Manager, Rob Greed ➤ Increase the knowledge and use of arson proof letterboxes ➤ Fire safety checks can be referred for victim/survivors ➤ Open to further discussions around support/prevention work with victim/survivors and their children. 	<ul style="list-style-type: none"> ➤ Space is made available that is a neutral safe space for support groups, survivors etc. ➤ Fire Service staff are trained to identify and respond to domestic abuse and other VAWG strands. ➤ Fire Service Staff are trained to identify and respond to Modern Slavery strands ➤ Better use of arson proof letterboxes will reduce risk for victim/survivors who experience threats of arson 		LFB Borough Commander, Stephen Norman	<p>Dagenham Fire station is currently risk assessing the potential for NHS staff to do vaccinations and blood donations at the station</p> <p>Arson Proof letterboxes can be requested on line for non-urgent cases. Urgent cases can be requested directly to the Borough Commander via the police. Must identify if the letterbox is horizontal or vertical on request.</p> <p>Fire retardant bedding is available for vulnerable people</p> <p>There is scope to discuss the potential for a program similar to FIRST – HNS to bring details for discussion to VAWG meeting Q3</p> <p>Leaflets will be provided for the community room specifying local VAWG support services</p> <p>Fire safety checks referral packs shared with services. HNS to send details of training opportunities, SN to explore the use of protected time to ensure officers are able to attend.</p>

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Hate Crime, Intolerance and Extremism (HIE) Sub-Group

Date: 13th December 2017

Author: Rita Chadha, BDCVS, Chair

Contact: Rita.chadha@bdcvs.org.uk 07714 774 569

Security: [UNPROTECTED]

1. Purpose of Presenting the Report and Decisions Required

1.1 For information only

1.2 It is recommended that the Community Safety Partnership Board:

- note the contents of this report
-

2. Main Heading

2.1 The HIE Group has continued to meet monthly (with the exception of December, where there were multiple apologies). Membership and attendance has been consistent, and all partners have continued to actively engage. It is to be noted that there has also been particular active engagement from the MPS Faith Officer

2.2 As per the last CSP meeting, Tension Monitoring meetings are now convened by LBBD and HIE will scrutinise developments from such meetings

Work programme updates

2.3 Updates

- A work programme for the group has been agreed
- Data sharing sets have been agreed
- A key event was hosted for Hate Crime Week on how to challenge hate crime as a witness. A further training and engagement programme on the issue is currently being planned for 2018
- Members of the group have also met with Stop Hate UK to look at the roll out of publicity for reporting
- Training on PREVENT for both the council and community partners has been convened. To date individuals from the community have been trained,

[Unprotected]

with a further 15 to be trained before the end of December. There is currently a waiting list of 41 individuals for next year who have also expressed an interest in receiving training.

- An agreement has also been developed as to how new organisations working within a PREVENT framework should be supported when entering the borough
- A meeting has also been convened by LBBD and hosted by BDCVS to support local organisations wishing to apply for funding and support from the Home Office's Building Stronger Communities Together Fund

3. Future plans

- The group is on target to develop a first draft strategy by the end of March 2018

3.1

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: MPS Public Access Strategy

Date: Wednesday 13th December 2017

Author: Hamera-Asfa Davey, MOPAC Link Officer

Contact: Hamera-asfa.davey@mopac.london.gov.uk

Security: [RESTRICTED]

1. Purpose of Presenting the Report and Decisions Required

- 1.1 The MOPAC Public Access Strategy for London was published in draft form on the 14 July 2017 setting out several questions around the proposed changes to policing throughout London Boroughs. The document offered a 12-week consultation period for the residents of London Boroughs to respond.
- 1.2 The Public Access Strategy published in November 2017 outlines to agreed changes to policing across London Boroughs to drive the £400 million savings target.
- 1.3 Please see attached MPS Public Access Strategy for your information.

2. Recommendation(s)

- 2.1 The Board is recommended to note the agreed changes to London's Public Access Strategy.

List of Appendices:

Appendix A: MPS Public Access Strategy

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The Mayor's Office for Policing and Crime and Metropolitan Police Service

Public Access Strategy

November 2017

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME



**METROPOLITAN
POLICE**

TOTAL POLICING

Foreword

Our first priority is keeping Londoners safe. That means tackling the things that matter most to communities - terrorism, knife and gun crime, hate crime, anti-social behaviour, sexual offending, domestic violence, as well as and protecting vulnerable people from predatory behaviour.

We can have more impact on keeping people safe if we mobilise communities and involve local people in improving public safety and preventing crime. That means improving the way we engage with London's communities and changing the ways people can access our services to meet changes in the public's expectations.

The backdrop to these ambitions is a prolonged period of reductions in national Government funding for policing in London. On top of the £600 million saved from the MPS budget between 2012 and 2016, London's police now need to deliver a further £400 million of savings over the next four years. £200 million of these have been identified, but a further £200 million still need to be found. Tackling this financial challenge forces us to make some tough choices, some of which are set out in this document.

We are determined that choices made to deliver savings will, wherever possible, protect the front line and improve our response to the public, and that is the intention behind the plans set out in this document. In fact, in many cases, we believe we can replace a current offer which does not meet Londoners' needs with a new one which is more suited to the way they want to engage with their public services. This includes boosting our online offer for those people who prefer this method of contact.

Our investment in front line policing, and the equipment needed for a 21st century police force, is made possible by selling expensive to run buildings – many of which only support 'back-office' activity – which are underused or no longer needed. This investment will equip officers with the technology they need to spend more time out in the communities they serve.

But as well as this specific pressure to make savings, we will always have a duty to direct resources to those things that matter most to Londoners. With new emerging crime types to respond to, such as cyber-crime, child sexual exploitation, rape and domestic abuse; and violent crime, particularly involving knives, rising, we must target our resources where they can do the most good. Only by diverting resources from places where they are no longer needed or used can we protect the front line in this way and deliver the best policing service we can with the resources available.

We are grateful to the large number of Londoners who responded to the consultation. We have listened to the concerns raised, and this strategy seeks to

allay fears about the impact these changes will have. We know that our proposals, particularly around front counters and police buildings, are not universally popular. But we are clear that, given the financial situation the MPS faces, these decisions represent the best option for keeping officer numbers as high as possible and keeping Londoners safe.

Sophie Linden, Deputy Mayor for Policing and Crime
Cressida Dick, Commissioner of the Metropolitan Police Service

Introduction

The way that the public access services is changing. From shopping to banking through to booking NHS appointments or engaging with council services, people expect convenience and choice. Yet, as society has digitised, policing has continued to rely heavily on analogue ways to access services and engage with the officers who keep us safe.

The police have a long history of embracing new technology to improve the service they provide. From the telephone to the handheld radio, from cars to the latest body worn video technology, policing has innovated effectively to take advantage of new technology and respond to the changes in the society they serve, but the pace of that innovation needs to increase so that we are offering the best service to Londoners in the fast-moving digital age.

This strategy sets out the current state of public access and where we want to get to. Our public access offer to Londoners brings together the existing telephone contact methods, which accounts for the majority of police contact, with new online ways of reporting; at least two Dedicated Ward Officers in every community, based closer to their wards and equipped to work and engage with the public on the go and at notified times and places; and one 24/7 front counter in every borough.

It is because we know from recent surveys that Londoners value and prioritise local neighbourhood policing that we are diverting resources from poorly used and expensive to run facilities to support the front line. In the context of increasing demand and reducing budgets, choices like these are inevitable, but we are committed to delivering a high-quality, responsive service for Londoners. At the same time, the changes to the digital service mean a better, more convenient victim-focused service will be offered. And the existing access over the telephone is being protected and improved.

The changes we make to increase the range of opportunities to engage with the police will allow us to reinvigorate how we engage with communities. Central to this is the role of Dedicated Ward Officers, who will have a specific responsibility to engage with the community they police. The number of Dedicated Ward Officers is being increased, and new technology will make them more efficient and effective as well as - crucially - more accessible.

The local connection that new Dedicated Ward Officers will strengthen and support will allow us to close the failed Contact Points, and expensive to run safer neighbourhood bases which will be replaced with hubs much closer to the communities they police.

No change is entirely easy, or universally popular, and we heard a lot of concerns from Londoners who responded to the consultation. We have listened to this

feedback and understand the concerns that people have expressed. Where possible, we have sought to explain better our rationale through this document. Despite concerns, we believe that the totality of the offer to the public in this document represents a necessary and positive change for London and that we are right to always prioritise better equipped, mobile front line officers over expensive, underused buildings.

We are collectively committed to delivering policing where and when Londoners need it, engaging with Londoners in effective and convenient ways and giving people the opportunity to access policing services in a wide range of methods.

About this document

This strategy sets out the Metropolitan Police Service and Mayor's Office for Policing and Crime changes to public access to the police across London. It was originally published in draft form in July 2017 and was subject to a 12 week consultation process. More details about the consultation process are set out below.

As well as setting out the MOPAC/MPS strategy for public access, and confirming which police station front counters will be closed and buildings disposed of as part of the MPS drive to deliver £400 million of savings, this document also responds throughout to the key themes raised during the consultation. These are either incorporated in the revisions to the text since the draft strategy was published, or are set out in break-out boxes on specific themes.

The consultation document was published as a draft joint strategy on both public access to the police and engagement between the public and the police. This document now focuses exclusively on public access. Valuable feedback was received about public engagement throughout the consultation and this work will now be considered separately. Our approach to public engagement, building on what currently works well, will then be announced next year.

Finally, Annex 4 sets out all of the other buildings which do not house front counters which will be disposed of by the MPS, or where we intend to exit a lease. Many of these buildings are safer neighbourhood bases or are other places neighbourhood officers are based. As referenced below, we will not come out of these buildings until a suitable replacement facility – generally a new Dedicated Ward Officer Hub – is operating. In some cases, where the costs are low, we will remain in SNBs earmarked for closure if an alternative DWO Hub cannot be located or the site offers good value for money – an initial assessment of these sites is located in Annex 5. These will then become the DWO hubs from which officers will operate in close proximity to the communities they serve. However, there may be other sites we decided to retain. As such, inclusion in Annex 4 does not guarantee we will exit a site.

About the consultation

The joint MOPAC and MPS consultation document was published on 14 July and asked a series of questions of Londoners about the changes proposed. People had 12 weeks to give their views either via an online survey, by email or letter or in public meetings which were jointly held in every London borough.

In total, 1,687 people responded to the online survey, 900 written responses were received and 1,592 people attended the public access meetings, making this one of the largest consultations conducted by MOPAC – meaning over 4,000 people took the opportunity to give us their views we also received 8 petitions with over 14,500 signatures highlighting high levels of public awareness of the process.

The principal themes raised in the consultation have been drawn out throughout this document and these, along with the specific issues received which were relevant to each borough, have been placed before the Deputy Mayor as she has considered the proposals.

Most respondents expressed concern about the proposals to close police stations and front counters, although there was an understanding of the need to make savings. This was particularly the case during public meetings. When people were presented with the same choice presented to the Mayor and MPS, namely to spend our budget on police buildings or police officers, some people accepted the need to keep officer numbers as high as possible.

Where comments were made about specific buildings we took these into consideration as we made our final decisions. In three places, set out below, this has led to a change from the previous proposal, for the reasons provided.

An Equalities Impact Assessment is being published alongside this document and the issues raised in it, which were reflected in a draft EIA published alongside the consultation document, have been considered in the preparation of this strategy. Ongoing regard will be had to these obligations when considering how to implement proposals in the strategy and any impacts will be addressed at this stage.

During the consultation process it became clear that local operational police decisions had been taken to operate Ruislip and Pinner police stations as volunteer-led front counters. As such, these did not appear in our original list of front counters, we were proposing to close. Our proposal will be to close these front counters due to the reasons previously provided. Although we did receive some representations about them during the consultation process, we will re-consult locally in those communities prior to making decisions about them.

Contacting the Police

The principle reason Londoners need to contact the police is to report a crime, and the way Londoners choose to do this has changed considerably over recent years. While the 999 number – which marked 80 years of service this year – is the primary means of contact in an emergency, the ability to report other crimes and discuss issues on the phone has dramatically reduced the number of contacts taking place face to face. Regardless of the provision of different contact options, we know that people would prefer to talk to the police on the phone, or contact them online.

Over the past three years the proportions of people choosing to report crime through different methods has remained broadly static, with around 70% of crime reported on the phone, around 8% at front counters with very little reported online.

When Londoners are asked what their preferred current method of contacting the police is, well over two thirds say that they would prefer to use the telephone, followed by 15% who would prefer to contact in person. Just 10% say they would currently use the website or other digital methods. [Chart 1](#) in [Annex 1](#) provides more detail. This reflects that the limited options for digital contact that the MPS has historically provided.

However, when Londoners are asked to consider the future, and how they would ideally contact the police, the proportion wanting to use online reporting methods increases significantly to 37% across the website, social media and other digital methods (set out in [chart 2](#)). This shift comes as a consequence of both some people who would currently report over the phone and some who would prefer face to face access shifting to online methods.

The direction of travel has, in recent years, responded to the changes Londoners have made and has seen the police diverting investment to telephone reporting from more traditional forms of contact and reducing the number of front counters in London – from 149 in 2008 to 73 currently. At the same time as this change has taken place, the public's satisfaction with the ease of contacting the police has increased, to 94% satisfaction, showing that services can change to reflect the choices Londoners have already made, and that the service can be improved. [Chart 3](#) shows the trend in satisfaction.

The rest of this document sets out the current public access arrangements and the plans we have to deliver improvements whilst making savings we need to make.

On the phone

The main route for contacting police, particularly in an emergency, has long been the telephone, with the MPS receiving from four and a half to five million calls a year from the public. Most people still see the phone as their preferred channel for contacting police and other 999 services when they have an emergency.

The commitment to respond quickly in an emergency is part of the fundamental contract between the police and the public – to be there when they are needed and to be easily accessible on the telephone in an emergency.

999 calls

The current situation

In an emergency, the best way to contact the police will always be to dial 999. These calls are taken by both police staff and police officers within the First Contact team, based at a number of central locations. The MPS Contact Centre (MetCC) is staffed 24hrs a day, 365 days a year by over 1,700 members of staff, with First Contact taking the initial calls from the public and Despatch allocating the calls to officers on patrol to attend these calls.

The MPS receives on average 6,500 emergency calls per day and the current response for answering emergency calls is within 10 seconds 70% of the time. Calls are graded on a scale of how urgent they are, with targets across the MPS for how quickly they should be responded to. The MPS are keeping this commitment to meeting these response times.

Grade	Deployment target	Performance
'Immediate' grade	Attend within 15 minutes	12 months to Sept 2017: 85%
'Significant' grade	Attend within 1 hour	12 months to Sept 2017: 77.2%
'Refer' grade	No deployment target	N/A

“The main route for contacting police, particularly in an emergency, has long been the telephone, with the MPS receiving from four and a half to five million calls a year from the public. Most people still see the phone as their preferred channel for contacting police and other 999 services when they have an emergency.”

So far in 2017 the demand on 999 has increased by 14%, which has had an impact on performance of the answering system. Measures are in place to address this, including training more staff to take calls and better management of incoming demand.

There is little relationship between the location of deployment bases or police stations and the MPS' ability to respond to crimes and patrol effectively. The MPS currently has 33 bases where response officers start their shift, with officers quickly heading out on patrol and responding to incidents.

The future

As part of the plans to reduce the size of the MPS estate, allowing us to release surplus property and invest savings in front line policing, we will keep the number of police buildings and response bases across London under review. We will ensure that we provide sufficient places for officers to start their shift, before deploying out to patrol hotspots, while allowing us to dispose of property we do not need.

Where changes to the estate have an impact on patrol base locations, we have taken into account response times when making decisions.

Consultation feedback: Deployment of Response Officers

During the consultation it was clear that many people were concerned that the closure of a police station front counter or a disposal of a police building would reduce the speed of response they received from officers when they need them.

Whilst public concerns about closing front counters and police buildings is understandable, response times will not be affected by closures. Work is ongoing to ensure response times are maintained and the quality of service improved.

Although emergency response and patrol teams have specific parade sites where they start and finish their tour of duty, this does not mean that they always respond to incidents from that location.

More often than not, they respond to incidents either from the location of the previous incident they attended or while patrolling in a directed patrol zone. The rollout of mobile devices to all frontline response officers will allow them to spend more time out on patrol by removing the necessity to return to police buildings to complete reports.

In order to ensure that officers are able to deploy in a more intelligent way, so that

they are out and about in the areas where they will be most needed, we will make use of developments in predictive policing technology, which makes use of large amounts of existing MPS data to direct patrolling into the capital's crime hotspots.

101 calls

The current situation

The non-emergency 101 number was introduced in London in July 2011 and now makes up about two-thirds of the MPS' total call volume – approximately 8,500 a day. A small number of these calls are escalated to emergencies by the MPS' 1,700 call-handlers, and the rest contain a huge variety of requests for service, not all of which are police matters. With call-handlers available 24/7, 101 can sometimes be a service of last resort for people with a problem to solve. According to surveys of people accessing policing services, public satisfaction with first contact with the MPS is generally high.

The MPS has a commitment to answer 101 calls within 30 seconds 90% of the time and, as with 999 calls, the seriousness of the matter is considered before a decision is taken about how best to respond. A risk assessment framework is used to identify how best to respond. Prioritisation is based on threat, harm, risk, and vulnerability with factors such as investigative opportunities also taken into consideration.

The high increase in 999 calls this year has had a knock-on impact on 101 calls as emergency response is prioritised. This has meant that callers to 101 have waited longer than we would like them to. However, this is currently being addressed through activity to improve overall response across 999 and 101, as set out below.

101 calls cost 15p, which is a fixed price no matter how long the duration of the call or what type of device is calling. 999 calls, of course, are free and calls can be made from mobile phones which have no credit.

The future

We recognise that, for many people, using the 101 non-emergency number is their preferred way of contacting the police. Evidence in Annex 1 shows that 40% of people say they want to contact the police by telephone when they need to, and we know that 70% of all crimes are currently reported on the phone.

Given the importance of the 101 non-emergency number, the MPS is maintaining their commitment to it, along with the commitment to attend calls that require an immediate response within 15 minutes.

Consultation feedback: Performance of 101

During the consultation we heard concerns from members of the public about the performance of 101, with people reporting long waiting times when trying to speak to the MPS. Average waiting times were over three minutes (184 seconds) in September and 22% of calls were answered within 30 seconds, against a target to answer 90% of calls within 30 seconds.

The poor performance of 101 has been driven by the increasing demand for the 101 services – up 4% since July 2016. This trend has also been the case in other forces nationally. Based on current estimates, it is believed that call volumes will exceed 6 million for the year 2017/18 for the first time. The impact of this increase in demand has been exacerbated by high vacancy rates in the Met Control Centre, along with high levels of sickness.

The MPS are introducing an improvement plan to increase performance and reduce waiting times. This plan includes increasing recruitment, with new staff starting shortly; addressing the high levels of sickness; and reducing the demand on the system by exploring ways to divert those people currently using 101 for non-policing activity to other sources of information and help.

While this plan is now in place, it will take some months before the unit is up to full strength and the suite of measures have the required effect. The MPS and MOPAC will continue to monitor performance going forward.

Investigating crimes

The current situation

Prior to the consultation being launched, the MPS dealt with around 20% of crime entirely on either the phone or online and this has been the case for the last few years. There is a prescribed list of crime types that, subject to initial triage, are deemed suitable to be investigated over the phone. The victim gets called back sometimes 24 hours or more later to take full details of the crime report.

While any crime can be reported online or on the phone, current policy is that the victim will be deployed to by a police officer if the crime concerns hate, domestic abuse, victims under 18, sexual offences or other clear vulnerabilities or risk.

The future

As well as reporting crimes via the telephone, we also want to allow people to do much more during the course of an investigation on the phone. In simple cases, where the victim is happy with the approach, and are not considered vulnerable, this is much more convenient for the victim and saves valuable officer time.

Other police forces around the country currently investigate a much higher proportion of their cases on the telephone. For example, in Merseyside they are able to deal with around 40% of their crime on the telephone. We believe that in simple cases where the victim is not deemed to be vulnerable or have other accessibility needs, where they are happy to be dealt with over the telephone and where solvability does not depend on a police officer or member of police staff attending, we can bring the proportion of MPS cases dealt with in this way in line with other forces.

The Met Control Centre will ensure that the victim is transferred straight into the new Telephone & Digital Investigation Unit (TDIU) to have their report taken, significantly reducing call backs and improving the service provided to the victim. This service launched on 4 September 2017.

This means that victims of crime will now be able to provide information over the telephone, whenever it is convenient for them, without having to wait for officers to attend. Where there is evidence that is likely to support an investigation, or the victim needs an officer to attend, for example if they are vulnerable, the MPS will then be able to arrange to visit as part of the investigation and provide additional support to the victim.

This approach will never be a blanket rule for certain crimes, rather each incident is dealt with on a case-by-case basis, taking into account arrange of factors, including the vulnerability of the victim and the type of crime.

Victims of all crime types, except motor vehicle crime if the victim is not considered vulnerable, will be given a choice about whether they are visited. This includes victims of crimes like burglary and robbery. Only when it is considered appropriate will cases be dealt with over the phone.

Domestic and sexual abuse and hate crime, for example, will never be within scope for this work, other than in exceptional circumstances where a victim does not want

“The new and improved contact facilities provided through the MPS website have proven the demand for online reporting. During its initial phase, 1,200 crime reports a week were made online, a 350% increase, and this is continuing to rise.”

to see an officer. So, as well as being more convenient for victims, this approach allows us to focus officer time on those cases where a face-to-face visit is needed and extra support can be provided.

More officers have been moved from non-front line roles into the TDIU to enable them to deal with these incidents immediately. As well as being more efficient, we believe this extra investment in telephone investigation will also improve people's satisfaction with the service they receive. Since the new system went live, the proportion of crimes dealt with this way has risen to one third.

This system will be particularly be particularly valuable in cases there members of the public want quick resolutions to their cases, without repeated hand-overs to other parts of the MPS. Satisfaction will be carefully monitored as part of the existing User Satisfaction Survey carried out by MOPAC on an ongoing basis.

Online

In recent years, public expectations of the options they should have for contacting organisations have changed dramatically. The MPS conducted extensive customer research in 2015 as it developed its public access offer to Londoners. This revealed a significant appetite to use digital channels, including services accessed via a website or social media, across all demographics.

The private sector has both led and responded to this change of behaviour by the public, offering quick and easy access to services online or through social media and smartphone apps. We know that this has been extremely popular with, for example, four in five Londoners currently now banking online. Parts of the public sector have already reacted to this change with the NHS offering advice online, HMRC supporting the easier process of online tax returns and local authorities allowing people to pay their council tax online – something which the majority of Londoners now do.

There is a higher level of risk for the emergency services in dealing with public contact. A rapid response is often required to a situation where lives may be at risk. So there has naturally been a greater degree of caution in adding the option of using a digital channel. But with the public appetite now self-evident, it is right for the Metropolitan Police to offer a digital service from contact, which we aim to go all the way through to court. This will be in addition to the traditional channels available to the public, building and expanding on the Track my Crime work taking place in other forces. This will give victims a quicker, easier way to stay up to date on the progress of their case, providing more information directly to them than ever before.

Public response to the consultation showed that people agree that the MPS should

be improving their online offer to the public, albeit that they wanted this balanced with the need for face to face access to policing. This important direct contact between officers and the public is covered later in this strategy.

Making policing services available online

The current situation

Prior to the soft-launch of the new MPS website in March this year, at which point all crimes could be reported online, the online offer from the MPS was extremely limited. While some crimes could be reported online, this was a cumbersome and rarely used offer.

The future

At the core of the new digital offer is the ability for the public to access policing services online where they choose to do so. The MPS has set out the ambition to make the experience of using its online service helpful, personal and reassuring. As these systems are developed the needs and requirements of victims will be placed at the very heart of the work.

The proposition was tested further with the public through survey research in 2016. This demonstrated that that 90% of people who were already online – the vast majority of Londoners - would consider using online policing services in the right circumstances – and this figure was consistent for older citizens. Chart 4 sets this out in detail and Annex 2 sets out the principles of a new online offer.

The new online offer is built around a new web platform, using social media as a contact channel and a new service providing information to victims ultimately right from contact through to court. Taken separately, these are all significant steps forward in the way the public can engage with the MPS, offering convenient, quality interaction to everyone who needs to contact the police. They will particularly increase the ongoing support and information for victims of crime. Taken together, they represent a step-change in the MPS offer to Londoners.

It was, though, clear through the consultation that people didn't want to feel that the MPS was pursuing a strategy that emphasised online services over face-to-face or telephone services. The online offer set out in this strategy is an additional way, for Londoners who want to, to contact the police. There will always be people who do not want to, or will not be able to, use online services – just as there will always be some who will not use the telephone or want to visit front counters – but by creating as many routes as possible for people to contact the police then Londoners will be able to use the means best suited to them when they need to access the MPS.

The new web platform

The MPS went live with a new website (www.met.police.uk) in March 2017. The focus is on offering help to the public who want to access non-emergency services. It means the public in London can now report any type of crime online, and provide information relating to those crimes directly to the police. In addition, a variety of other services are now available, which may not involve a crime but make up a substantial portion of the public's requests for help. These include:

- Reporting any road traffic incident, including vehicle collisions
- Reporting suspicions about possible terrorist activity
- Informing the MPS about a public event
- Book to attend a National Safety Awareness Course (following a speeding fine)
- Freedom of Information requests
- Requesting an appointment to have your fingerprints taken
- Attending a public misconduct hearing

The online platform, which is designed specifically to be easily used on mobile devices, allows the public to access services when it is convenient for them and with more control than if they were answering questions over the phone. As a result, the MPS is receiving information that is more accurate and timely, making it easier and faster to assess the citizen's needs and demands and provide an effective and appropriate response.

It has reduced the need to call back members of the public for more details or send officers purely to find out additional information. This allows the MPS to deploy officers where they can provide the greatest value to the public but more importantly provides a better service to Londoners.

The new and improved contact facilities provided through the MPS website have proven the demand for online reporting. During its initial phase, 1,200 crime reports a week were made online, a 350% increase, and this is continuing to rise. We know that 70% of those who use the new service say that they are satisfied.

This increase has been in spite of the process being in the testing phase and with no formal launch and publicity of the site. The site will now be publicly promoted, which will likely increase uptake of the services by Londoners. We will continue to monitor performance and satisfaction with the new service to ensure it is as effective as it possibly can be.

In addition to providing services online, the MPS has also created local pages for every neighbourhood in London. These feature crime-maps so people can see where the biggest risks are in their area, and access relevant prevention advice. These 'Local Life' pages also feature content from neighbourhood officers who now use social media to engage their local communities with information about priorities and the police response. Engaging communities boosts public confidence and

attracts people to the online services available on the website, and is an important part of the public access strategy. These pages will go some way towards meeting people's views in the consultation process that they wanted information from the local police about what was happening in their communities although these are, of course, not the only way of engaging with the police. As above, we will be publishing an engagement strategy next year, which will explore these issues further.

During the consultation it was clear the public want more information, including about their Dedicated Ward Officers and activity on these pages. This is currently being explored and will also be included in the forthcoming work on engagement between the police and the public.

Social media as a contact channel

The MPS has developed an extensive range of social media channels for engaging the public. The main Twitter feed @metpoliceuk now has more than a million followers, whilst the MPS is currently ensuring that every ward has a dedicated feed of hyper-local news and information incorporated in the Local Life pages of the website. The MPS is also present on Facebook, YouTube and Instagram.

This presence has led to requests for contact and to access services through these means. As a result, the MPS has piloted a new service using Twitter where experienced call-handlers respond to public requests for help. It is currently available from 8am to 8pm. Whilst it is positioned as a non-emergency service, in fact, the public use it for a variety of reasons including reporting crimes, providing information or intelligence or requesting information.

As well as providing another alternative means to communicate with the police – particularly one that is suited to young Londoners who use social media as a default communications tool – this tool allows the MPS to respond to concerns about crime being expressed on Twitter which might not otherwise be picked up.

The online service generally, and the @MetCC service specifically, have also proved popular among d/Deaf users and those for whom English is not their first language.

Case studies: @MetCC

Stalking

A member of public contacted the MPS via @MetCC to report Anti-Social Behaviour and to ask for advice regarding her friend who was having some trouble with a man. She said her friend was nervous and was afraid to call the police. The Digital 101 operator dealt with the ASB issue and provided relevant safety advice for her friend – i.e. if she felt she was in danger to contact 999 straight away.

A few days later police received a message from the same person – again through @MetCC. She said her friend, who was afraid to call 999, was being followed and stalked by the same man and gave police his current location. The operator took down the relevant details and passed a message for officers to attend on an immediate response. Police arrived within minutes and the suspect was dealt with.

The original informant was very pleased with the service and reassurance provided.

Hate Crime

After the recent terrorist attacks, there was a rise in hate crime – including on social media. On one occasion, after responding to a victim on social media, the MPS received several messages from other victims who had seen the original posts and the police response. As @MetCC encouraged victims of crime to contact us via social media, victims were supported, the public were reassured and the impact on the MPS' phone lines was minimal – whereas in normal circumstances a rise in calls to report hate crime would have been inevitable.

From contact to court

The complete journey from initially contacting the police to report a crime or access a service, to resolving a matter can take place over many months, particularly where a case ends up at court. Policing is a complex service with investigations involving taking statements from the public, gathering and examining evidence and then preparing a case for court. The Criminal Justice Service is not yet a seamless service and this can lead to a less than satisfying experience for the public.

Introducing a digital service will allow the MPS to design an end-to-end system that is seamless and speedier from the first contact right through the conclusion of a victim's case. Enhancements planned to the digital service in the next year include

an easy-to-use function for uploading digital evidence such as images and video; a live chat facility to allow the public to chat with contact centre staff and a new digital route for reporting anti-social behaviour. Public appetite to upload video is already evident in the new vehicle-collision service, where members of the public are uploading video to social media channels and alerting the MPS to its presence to bolster allegations of unsafe or poor driving.

Another improvement planned will allow the victims to track the progress of their case or issue online, from the beginning to the end of the journey. This will deliver on the Mayor's manifesto commitment to give victims information on the progress of their case through the system.

Being a victim of crime can be a terrible experience, without the additional stress of having to navigate the various process of the criminal justice service. We believe these changes will increase the quality of interaction between the police and victims as well as satisfaction for users of the service. It will also be a more efficient way for the MPS to manage its interactions with the public. We intend to test this service across some types of crime or incident from next year.

It is our firm belief that the digital opportunities can provide benefits for the public and for the MPS. Digital services often have greater levels of public satisfaction due to their greater convenience and reduced friction. But they are also more efficient for organisations, allowing them to focus resources in the areas where they bring the greatest value.

Case study: Contact to court

A member of public wishes to report that they have been a victim of a burglary and chooses to access the MPS website to make the report. On navigating to the site they register and create an account. They submit the report which generates a reference number and expectations of service. Relevant crime prevention information and details of support services are provided for the victim to view if they wish.

The victim is then able to log back into their account at any time to view the progress of their case. Updates to the victim will generate an alert by their preferred method of contact. Appointments for services such as forensic examinations of the crime scene can be managed and arranged via the account the victim has created. This will allow the victim to arrange appointment times that are convenient to them. This ensures relevant and real-time updates and interactions for the victim through every stage of the customer journey from their initial contact with the police through to the conclusion of their case.

In person

We know that many people value the opportunity to engage with the police face-to-face and are committed to ensuring a wide range of opportunities for people to do so. From increases in Dedicated Ward Officers in all London's communities to a 24 hour, 7 day a week front counter in each borough, no community will be without the ability to talk directly to an officer when they need to.

“From increases in Dedicated Ward Officers in all London’s communities to a 24 hour, 7 day a week front counter in each borough, no community will be without the ability to talk directly to an officer when they need to.”

Dedicated Ward Officers

The current situation

The previous Local Policing Model was based on all of London's 629 wards having one PC and one PCSO dedicated to policing them. When he was elected, the Mayor committed to increasing this to at least two PCs and one PCSO, and more tightly ring-fencing their activity, reducing the times when they are abstracted to respond to issues outside their ward.

The future

Along with our new online offer, London's new Dedicated Ward Officers (DWO) will be at the forefront of our improvements and changes to public access and engagement.

We are doubling the number of named, sworn officers in every ward, so that by the end of the year there will be 1,258

Dedicated Ward Officers working across London – two per ward – with a clear commitment that they may only be abstracted for other duties outside their ward for the two high-demand events of the year: Notting Hill Carnival and New Year's Eve and, of course, any truly exceptional circumstances London faces. As well as being protected from abstraction, DWOs will not be used to backfill response teams or perform other functions across the borough, unless in these exceptional circumstances.

DWOs provide visible policing, regularly patrolling their ward on foot or bicycle, and delivering engagement and problem solving specific to the area and the community they police. They will be a source of expertise and intelligence in their community, with an understanding of hotspots, problems, prolific offenders and vulnerable victims, and any developing issues. They will be problem solvers and

crime preventers, working with the community they police, and known by them, to improve their lives.

Dedicated Ward Officers will also have access to the most up to date mobile technology, allowing them to carry out the vast majority of their activity on the go, rather than having to spend time behind a desk at a police station. The technology is already available to some officers, and as it rolls out over the coming year they will be able to take and review crime reports, allowing them to contact victims to offer crime prevention advice and monitor trends on their wards.

They will also be able to access and update reports on vulnerable adults and children, to assist with safeguarding. As well as the traditional communications work they already carry out, such as leaflets and newsletters, they will have access to email and social media accounts, allowing them to respond to enquiries from the community and partners.

At the moment, ward officers start their shifts at a police station or at one of around 100 safer neighbourhood bases around London, before travelling to the wards that they police. They also have to return to these bases to carry out administrative work, reducing the time they are available on the streets.

The new technology, outlined above, will mean that they can conduct much more of their business while on patrol, removing the need to regularly travel back to a base. This means that we can replace this relatively small number of safer neighbourhood bases with many more small Dedicated Ward Officer hubs right across the capital, much closer to where the officers police. This will mean they will get out into communities much more quickly than currently, spending more time on the beat, and less time behind a desk.

We are aiming, over the next three years, to roll out 150 of these DWO hubs across London, working on a general rule that DWOs should begin their shift no more than 20 minutes walking time away from the ward they patrol, with many much closer.

We believe we can provide around 100 of these hubs in existing police buildings or safer neighbourhood bases which we will be retaining under our estates plans, but we will be working to identify the others by liaising with partners across other emergency services and local authorities and with local communities. This means that we need to identify around 50 partner sites across the capital for these new hubs to deliver the 150 we need.

These hubs will be places for officers, who will be expected to spend the large majority of their time out in communities to start and end their shift. They will be equipped with lockers and welfare facilities available for them to prepare for their shifts and facilities for them to dock body worn video devices and access the internet on their remote devices. They will not have public access; rather officers

will be expected to get out into their communities quickly on starting their shift to meet the public face-to-face.

We have begun the process of discussing our requirements with local authorities and others to establish whether partners might be able to work with us to identify locations, including opportunities to co-locate services. These might include, for example, local authority buildings or London Fire Brigade facilities. In response to the consultation people gave their thoughts on potential locations for the DWO hubs, and these are being taken forward locally. Ward Panels and SNBs will be engaged in the process of identifying DWO Hubs, and, while hubs will not have public access, they will be able to work with the police and other partners to notify the public when they have been identified.

We expect to be able to provide these hubs at relatively low cost, meaning that we can make savings on the existing running cost of providing safer neighbourhood bases at the same time as getting officers closer to the communities they police. We expect these savings to be around £5 million a year.

A full list of the safer neighbourhood bases which will be replaced with new Dedicated Ward Officer Hubs can be found at [Annex 4](#).

In some cases, where the costs are low, we may remain in SNBs earmarked for closure if an alternative DWO Hub cannot be located or the site offers good value for money. Annex 5 provides a list of the current SNBs which we intend to keep as new DWO Hubs. If alternative, more cost-effective, sites become available then we will consider these in the future. In addition, during the consultation we heard concerns about the future of the facility on Streatham High Road. While we will continue with our plans to close the front counter, as set out below, the site will be retained until 2024 as a base for local officers.

During the consultation, it was clear that some people were concerned that a commitment was being made to come out of safer neighbourhood bases before we had identified the location of Dedicated Ward Officer Hubs. The consultation document made a commitment which is important to allay these concerns, which remains: In general, and unless the lease costs are prohibitive or suitable alternative accommodation can be found without overly impacting on travel times, safer neighbourhood bases or other buildings from which neighbourhood teams deploy, will not close before the relevant DWO Hubs have opened.

Consultation feedback: Local Police Presence

During the consultation many people expressed their concerns that the loss of a front counter or police station would equate to the loss of police presence in their community.

While there is no evidence that the presence of a police station reduces crime, we do understand that people value the reassurance offered by a police building.

Throughout our approach, however, we have prioritised the reassurance and active policing offered by police officers, who can be in more places around their communities, over buildings. However, we accept the very important need that Londoners have to be reassured.

Dedicated Ward Officers will have a critical role in reassurance policing – knowing, and being known by the communities they serve. In addition, the Community Contact Sessions they operate will allow people face to face access in many more locations than were previously available.

If DWOs are to be truly accessible to the communities they police then it is important that they are available at specified times and places in their communities. Every community is different, and so we will not prescribe from the centre when, where and how frequently these Community Contact Sessions should take place, beyond the commitment to hold at least one session in each ward per week. But they should be in convenient locations and well-advertised, including on the new ward sections of the MPS website, to enable local residents to receive crime prevention advice, report crimes or talk to officers about issues of local concern.

Safer neighbourhood boards and ward panels will be asked to take a light-touch approach to overseeing the implementation of these sessions using guidance provided by MOPAC. These Sessions have now begun and have given the public the opportunity to talk to their Dedicated Ward Officers about issues ranging from anti-social behavior and drug use in St Pancras and Somerstown Ward to providing advice to elderly people about fraud in Crofton Park.

These Sessions will be much more flexible and convenient than the current system of Contact Points which are very poorly used. Contact Points across London were designed to be open three times a week for an hour each time.

They are often in existing police buildings, such as safer neighbourhood bases, which are inconvenient or poorly located.

Consequently, and as a result of the shift to reporting on the phone or online, very few people either know about Contact Points or ever use them.

A review of Contact Points carried out in 2015 showed that they were extremely poorly used, with the majority having an average weekly attendance of just one visit or fewer, and 25 Contact Points had no visits at all. More recent dip sampling shows that this has continued to be the case.

“A review of Contact Points carried out in 2015 showed that they were extremely poorly used, with the majority having an average weekly attendance of just one visit or fewer, and 25 contact points had no visits at all.”

It is extremely inefficient having police

officers or PCSOs, who should be out in the community, sitting behind a desk three times a week with no visitors. In fact, in some parts of London operational police leaders have taken the decision not to staff Contact Points that members of the public were not using in order to bring officers out onto the streets and into communities. Across London, where this has taken place, there has been no adverse response from communities and, in fact, it seems to have gone unnoticed. This shows that we can prioritise neighbourhood policing over underused buildings without impacting on the public.

By moving from Contact Points to more flexible Community Contact Sessions we will increase the number of locations people can engage with the police from a few in each borough to one per ward, while also giving the police the flexibility to make these sessions specifically tailored to each area.

Dedicated Ward Officers know their communities best, and so it will be up to them to provide the type and frequency of contact they believe their community needs, in discussion with Safer Neighbourhood Boards and Ward Panels. Where they are currently operating, we will not close any Contact Points until the relevant Contact Sessions have been established. In those areas where Contact Points have already closed, the introduction of Community Sessions will increase the opportunities for the public to access policing.

Consultation feedback: Community Contact Sessions

Concerns were expressed during the consultation process that, while Contact Points had not been successful, it is important that the new sessions are well advertised. In fact, many respondents told us that they thought the Community Contact Sessions might not be needed at all, and that local areas should determine their own arrangements.

We believe that there is value in having designated times and places when people can meet officers face to face, if they need to, although agree that these should not be centrally dictated. That is why DWOs will determine for themselves, with the involvement of local people through Safer Neighbourhood Boards and Ward Panels, what the right arrangements are.

Community Contact Sessions will take place at least once per week for at least an hour in every ward across London starting in the New Year, although some have already begun. DWOs will recommend the dates, times and location of each Contact Session, working with Ward Panels and other partners where necessary. For example, they could hold regular events at iconic sites or those with a high footfall, in response to an increase in a particular crime type or community concern, or in conjunction with events held by partners.

The recommendations will be put before the relevant Safer Neighbourhood Board (SNB) for their scrutiny. They will be advertised on the ward Twitter and Facebook pages, as well as any local forums/media considered appropriate. Services offered will include crime prevention advice, property marking and signposting to other MPS or partner agency services, along with crime reporting.

In addition to publicised Community Contact Sessions, DWOs will be out and about in their communities, regularly publicising their activities online, on social media or through leaflets. Because of the new technology available to them they will be able to undertake over half of the activities people can currently do at a front counter while on the move, such as report crime, report road traffic incidents, give notification of processions, etc.

The range of services available digitally will be expanding in the coming months. This opens up the opportunity for much greater, and effective, interaction between neighbourhood officers and the public as more and more policing functions are put into the palm of their hand as they work in our communities.

Closing Contact Points, many of which are in safer neighbourhood bases will also support the plans set out above to close existing bases in favour of DWO hubs

which will be closer to communities.

The public can contact DWOs through various channels that will be advertised, such as email, social media, on the ward pages of the new MPS website and by phone. If a follow up appointment is deemed necessary, this can be arranged with the officer. Some consultation respondents expressed their desire for more information about their DWOs, including online. Consideration is currently underway about how best to achieve this, and this will be included in the forthcoming engagement strategy.

Safer Schools Officers

The future

As well as Dedicated Ward Officers providing visible policing in their communities, with opportunities to engage with the public, we are increasing the number of Safer Schools Officers. We currently have almost 300 Safer Schools Officers across London, some of whom are working in London's Pupil Referral Units. We have committed to increasing the number of Safer Schools Officers, ensuring that every school has access to one.

These officers will be important points of contact, not only for teachers, pupils and their parents, but also for those living around schools and other establishments who have concerns related to them. These local residents can expect to see Safer Schools Officers performing regular patrols in the vicinity around schools to deal with truancy, ASB and crime and will be able to talk to them as they are out and about in communities.

Their work with young people and schools will also include the investigation of crimes that are connected to schools, as well as working to prevent crimes involving young people from taking place.

Front counters

The current situation

We know that front counters remain an important part of the way that some members of the public want to contact the police, and this was borne out in the response to the consultation, although their use has continued to decline over recent years. Over the past ten years the number of crimes reported at front counters has fallen by three quarters and, as a proportion of all crimes reported, has fallen from 22% in 2006 to 8% in 2016 – even lower than the 12% when the last set of changes to front counters was made. These changes saw the number of front counters fall from 149 in 2008 to 73 by 2016.

As is set out in [chart 5](#) in the [Annex](#), the number of crime reports at front counters has fallen across London. In addition, the number of crime reports at specific police stations retained after the round of closures in 2013 has also reduced. This shows that the reduction in reports at front counters was not caused by the closure of front counters, but rather it is a choice being made by Londoners that they would rather use alternative methods to contact the police.

We have analysed the number of crime reports made at front counters and this shows extremely low levels of reporting (details can be found in [Annex 3](#)). Twenty front counters receive one or fewer report a day, 25 receive fewer than three reports, and only nine have five or more reports. The busiest station, Brixton, receives an average of seven reports a day. As this is a 24/7 front counter, that is one report every 3.5 hours.

Some people visit front counters for other reasons than reporting crime. In order to reflect this, a footfall survey recently took place over a two week period. This showed that a quarter of all visits by the general public to front counters are to report a crime (18%) or a traffic collision (8%), which can now be done online or the telephone or at the remaining front counters and Community Contact Sessions.

The majority of other reasons for visiting – asking for information or directions or handing in lost property – are not activities which need to take place at police station front counters. Full details can be found in [chart 6](#) in [Annex 1](#).

Twenty front counters receive one or fewer report a day, twenty five receive fewer than three reports, and only nine have five or more reports. The busiest station, Brixton, receives an average of 7 reports a day. As this is a 24/7 front counter, that is one report every 3.5 hours.

Consultation feedback: Lost Property

During the consultation, some people expressed their concerns about where lost property could be handed in if front counters close.

It is important to note that the MPS do not currently take lost property, except for in a few special circumstances, for example if the item might pose a risk to others, or if it is a quantity of cash. As such, it would be disproportionate to keep front counters open for the police to deal with property which it is not their responsibility to process.

In future, the small range of items which officers do accept can continue to be handed in at the 24/7 front counters which will be retained in each borough, or people who find property can make efforts to trace the owner themselves.

Where offenders need to report to front counters for bail or other purposes, such as when those subject to football banning orders have to surrender their passports, they will still have a 24 hour front counter in their borough to use. With the recent changes to the Bail Act currently taking hold, the number of offenders having to report for bail is reducing – prior to the legislative change a third of defendants were bailed, this has now dropped to 6%.

The future

In order to ensure that we continue to provide front counters across London for those people who chose this method of communication with officers, or for those who need to use a front counter – for example to verify their identity, make payments, or if they have a legal obligation to attend a front counter – while at the same time prioritise spending scarce resources on front line officers, we will retain one 24-hour front counter in each borough. The exceptions to this are Westminster, where we had a prior commitment to move Paddington Green to Church Street and Kensington & Chelsea where, as below, we are proposing to open a daytime front counter near the Grenfell Tower site to respond to the needs of that community. This follows similar decisions taken by many of London's local authorities to rationalise services into a single location for members of the public to visit.

The front counters being retained are, subject to a few exceptions set out below, generally London's busiest front counters, with three quarters of all of the crime reports at front counters taking place at 24/7 stations. The large majority of those which will shut have fewer than two reports every day.

By closing the front counters at the remaining police stations we will exit the majority of these buildings, raising around £165 million of capital to spend on improving the technology available to officers on the front line and enhancing the remaining estate. During the consultation on the draft strategy, some Londoners expressed concern that money raised from the sale of police buildings would be reinvested into places other than policing.

We can make a firm commitment that this is not the case. All capital receipts will go straight into policing budgets to fund the MPS' extensive capital programme to support the front line.

We will also save around £8 million on running costs alone, the equivalent of over 140 police officers, allowing us to deliver the Government's funding cuts without cutting any deeper into the front line than we will be required to. Unless MPS funding increases, officer numbers will fall, but every pound saved by closing a poorly used front counter is a pound of savings that we do not have to find by reducing officers further than this.

While the evidence shows there is no correlation between a police building and crime rates, it was clear during the consultation that some people have a perception that this is the case or that the connection between the police and the public would diminish because buildings close. But because we are moving DWOs closer to communities, and ensuring that our response teams are patrolling crime hotspots, we are confident that communities can be reassured.

£8m – the amount of running costs we would save every year by closing under-used front counters - equivalent to more than 140 police officers.

Consultation feedback: Older people

During the consultation many people expressed their concerns that closing front counters would disadvantage older people who might find it harder to access other sites.

The evidence shows that our current front counters are not well used by older people. In fact, just 7% of all crimes reported at front counters were by people over the age of 60, which is in line with the proportion of all crimes reported by people over 60 through any means, but lower than the proportion of older people in the London population which is 16%.

As with other people who need to access the police, older people will be able to make use of 999 or 101, with the commitment that people who need to see a police officer face to face, particularly if they are vulnerable, will be able to do so.

DWOs and Community Contact Session will also have an important part to play in making sure that older people can speak to officers when they want to.

As well as making savings and releasing capital, by getting out of surplus buildings we will be making available sites for development in line with Mayoral and local planning guidance. During the consultation, local people gave views about alternative uses for police buildings, particularly delivering affordable housing. We will advise all developers to have regard to local authority requirements for affordable housing and encourage them to make use of opportunities to access funding to maximise affordable housing opportunities

In general, the 24/7 front counter being retained in each borough is the current 24/7 front counter. However, there were five places where we proposed to swap the opening hours so that the retained 24/7 front counter would move to a site which currently only offers daytime access, and the current 24/7 counter would close.

The rationale for this was generally because the current 24/7 counter is in a building which we would like to dispose of in order to maximise savings and raise extra capital to reinvest in policing whilst not impacting on operational policing.

Those proposed changes are set out below:

Our original proposal: Stations where we proposed to change which front counter was retained

Barking and Dagenham

The existing 24/7 front counter is at Dagenham Police Station. We proposed moving this to Barking Learning Centre which is currently a daytime facility. Dagenham Police Station would then have been sold.

Bexley

The existing 24/7 front counter is at Bexleyheath. We proposed moving this to Marlowe House which is currently a daytime facility. Bexleyheath would then have been sold.

Hillingdon

The existing 24/7 front counter is at Uxbridge. We proposed moving this to Hayes which is currently a daytime facility. Uxbridge would then have been sold.

Kensington and Chelsea

The existing 24/7 front counter is at Notting Hill. We proposed moving this to Kensington which is currently a daytime facility. Notting Hill would then have been sold.

Merton

The existing 24/7 front counter is at Wimbledon. We proposed moving this to Mitcham which is currently a daytime facility. Wimbledon would then have been sold.

In response to the consultation we have made some amendments to these plans in Barking and Dagenham, Bexley and Kensington and Chelsea.

Consultation feedback: Barking and Dagenham

During the consultation, people expressed strong views about the closure of Dagenham Police Station and the impact that this would have on public confidence. This was compounded by the recent borough merger pathfinder which has been taking place and where implementation issues have led to a drop in victim satisfaction. While work is taking place to improve this, we accept that the loss of Dagenham Police Station risks undermining confidence still further.

In addition, the local authority has approached us with plans which would allow us to redevelop the Dagenham site – releasing capital and reducing running costs – leaving us with a 24/7 front counter and police presence, as is the status quo. We will work with the local authority to develop these proposals but can now commit that the 24/7 front counter will stay in Dagenham. As we work to develop these plans, we will also explore the overall borough position regarding front counters in Barking and Dagenham.

These plans allow us to mitigate the specific confidence issues raised in the borough by taking advantage of a proposal which was not available when we began this process, allowing us to keep the capital receipts and revenue savings as high as possible.

Consultation feedback: Bexley

During the consultation, people expressed strong views about the closure of Bexleyheath Police Station and the impact that this would have on public confidence.

In addition, new considerations were made about the operational impact of the proposal by MPS management and senior leaders in the borough. Having reviewed this again the MPS has come to the view that the police station and front counter is needed at Bexleyheath Police Station to avoid operational risk to the delivery of services in the future.

The intention now, is to retain the Bexleyheath 24/7 front counter, as is the status quo.

We will consider locally what the retention of a front counter in Bexleyheath means for the proposal to reinstate the currently closed front counter at Marlowe House.

Consultation feedback: Kensington and Chelsea

During the consultation, concerns were expressed by the local community about closing Notting Hill Police Station given the deep trauma suffered by that part of London after the tragic fire at Grenfell Tower.

In response to this trauma, we accept the need for an ongoing, accessible police presence in the north of the borough, which was set out in consultation responses which specifically referred to the changing needs of the community following the Grenfell fire. To that end, we will be working with the community to see if they support our plans to open a new front counter facility near the Grenfell site, operating during the daytime. This will allow residents to meet with officers face to face and carry out the normal services available at a front counter.

Subject to this local discussion we aim to open a front counter very near the Grenfell Tower site, and we expect to have the site ready early in 2018. While this is not a replacement for the Notting Hill front counter, and we are continuing with our plans to close this site, we will not close the existing Notting Hill Police Station until the new Grenfell counter is ready, assuming the community tell us this a facility they want. We expect the front counter to operate for at least two years while the recovery work continues, and this will be kept under review, in consultation with the local community, to ascertain whether the site is needed longer.

Once the site is open we will continue with our plans to close and dispose of Notting Hill Police Station.

While significant representation was received about the other changes taking place in Merton and Hillingdon, when assessed through our decision making process there was no compelling reason to reverse our proposal.

Consultation feedback: Merton

We received feedback through the consultation which set out the concerns of some local residents about the proposal to close Wimbledon Police Station and move the 24/7 front counter to Mitcham Police Station.

While opposition to this proposal was significant, there was no specific proposal set out by respondents which would allow us to revise our plans whilst also meeting the requirements to make significant savings across the MPS estate, and ensure capital receipts are as high as possible.

Similarly, there was no specific operational issue raised which was considered significant by the MPS operational leaders. In fact, the view of operational leaders is that moving the facilities will have no operational impact on policing in the borough.

Consultation feedback: Hillingdon

We received feedback through the consultation which set out the concerns of some local residents about the proposal to close Uxbridge Police Station and move the 24/7 front counter to Hayes Police Station.

While opposition to this proposal was significant, there was no specific proposal set out by respondents which would allow us to revise our plans whilst also meeting the requirements to make significant savings across the MPS estate, and ensure capital receipts are as high as possible.

During the consultation there was a clear view that operationally Hillingdon needed a police facility in the north of the borough. Ruislip Police Station currently operates as a volunteer-led front counter, meaning that the public can access it but cannot report crime. As with other volunteer front counters, we intend to close the front counter (subject to further local consultation here, as set out above). However, operationally we have decided that a police base in this part of the borough will continue to be needed. As such, the building will be retained.

During the consultation, we asked the public if there were other front counters where demand was sufficiently high. We said that we would consider this evidence, subject to the need to make savings, as we made our decisions. As set out above, we followed a strict process in making these decisions. While the majority of consultation respondents were opposed to front counter closures in general, no new and significant evidence (that met the criteria set out in the consultation document) was received.

There are some communities which, regardless of the presence of a front counter, require a specific approach to meet their unique needs. One such example, raised during the consultation, is Southall in Ealing, which has one of the highest concentrations of BAME Londoners anywhere in the capital. Although Southall Police Station is closing, the local police are committed to continuing to engage with the community in the way which is most appropriate to their needs and make good on our commitment articulated above that the removal of a police building does not mean the withdrawal of policing from an area.

In Southall this will mean continuing the already good work in local faith buildings which will include crime prevention visits and stalls, along with the surgeries. This type of approach will be followed in other communities around London to ensure that all Londoners, particularly in harder to reach communities, have good access to policing.

In addition, we have previously committed to moving the front counter located at Paddington Green Station to nearby Church Street. We are honouring this commitment.

Two of the 24/7 front counters which we are keeping are in buildings which are not fit for purpose – Lavender Hill and Tottenham. We are clear that we still need the front counter services these buildings provide, in these areas, and so will be locating new sites very close to the existing stations. The existing sites will not close until the new sites are open. If suitable sites cannot be found then the moves will not take place.

The changes to front counters will mean that over two thirds of Londoners will be within half an hour's travelling time by public transport to their closest 24-hour front counter, with virtually everyone able to access one within 45 minutes. It was clear during the consultation that some people believed they would only be able to visit the 24/7 station in the borough in which they live. This is not the case – Londoners can visit any front counter and in some cases the nearest one will be across borough boundaries.

Given the alternative contact opportunities on the phone, online and in person with local officers, we believe that this is an acceptable distance, which is on a par with travelling times to local authority access points across London's 32 boroughs.

In a very small number of places around London some communities are already over 60 minutes travelling time from their nearest front counter, and because of these changes a few more communities will also be up to an hour away from their nearest counter, although this will only cover 3% of the population. In order to ensure that these people have good face to face access to policing services we have considered how to provide for these areas, while still delivering the savings required.

Consultation feedback: Communities over an hour from a front counter

During the consultation we asked people whether we should consider options for communities who are over an hour away from their nearest front counter. There was clearly an appetite in those communities where changes in this document have led to this situation arising– Barnet town centre in Barnet and Enfield Chase, Cockfosters and Southgate in Enfield.

In addition, we have considered communities which were already over one hour away from their nearest front counter, and how we can support face to face contact for these residents. These communities are Coulsdon in Croydon, Stanmore in Harrow, and Harfield, Ikenham/West Ruislip and Northwood in Hillingdon, where we will be improving the contact on offer.

In order to meet these concerns, the MPS are committing to holding additional dedicated contact session in these communities. Instead of one hour per week, these communities will have sessions held twice a week at a predetermined location and time to provide a service for those members of the public requiring a face to face interaction. They will be at least an hour long and will, where possible, happen in the same locations each time.

We will trial this enhancement for six months to ascertain community interest in this form of contact.

A full list of the front counters to be closed, and the buildings to be exited or sold, can be found at annexes 3 and 4. Where front counters are closing, we expect to close them on 14 December, in line with the commitment we made in the draft

strategy to implement changes quickly in order to provide certainty and maximise savings. For those where we are committing to further local engagement – Pinner and Ruislip - front counters will stay open. Marlowe House does not currently have a front counter operating, however, we will discuss locally on the new proposals for the borough.

There are currently two Basic Command Unit (BCU) pathfinders taking place in London which test plans to strengthen local policing and aim to deliver a better service to the public, increasing the number of Dedicated Ward Officers and improving policing services to the most vulnerable. The pathfinders had initial problems with the response model, but changes have been made and performance is back up to normal levels. The MPS are learning a huge amount from these pathfinders and the evaluation will inform a final decision on the future model for the rest of London which will be made before the end of 2017. The importance of early engagement with stakeholders has influenced initial planning work that the MPS are doing over the next few months, in two other areas of London.

While victims of serious crimes should, and do, contact the police by telephone, allowing them to receive a service much more convenient and responsive to their individual needs, we want the remaining front counters to be welcoming and pleasant environments for visitors. Currently many of them are not pleasant places to visit and are in need of renovation.

Our plans for public access will see us reinvesting some receipts from buildings we no longer need into the remaining estate, making them better places to visit and work in. In investing in MPS property we will follow four key principles. We will:

- invest in, and improve the quality of, accommodation of the retained estate to support operational need;
- enhance and intensify the use of the retained estate through targeted investment to support smarter working – which, in turn, enables operational objectives to be met within a smaller estate;
- maximise the value of those assets released that are surplus to need in order to release capital for reinvestment to support operational need, underpinning the capital programme; and
- reduce the running cost of the retained estate to support the objective of reducing back office costs to a maximum of 15% of the MPS total revenue spend by 2019/20.

In terms of front counters specifically, during the consultation it was clear that people wanted more information about our plans for the remaining counters. We will be improving the environment in the front counters which we are keeping with cosmetic improvements to make them a more pleasant environment. In addition, while all of the remaining front counters are compliant with the Equality Act, we are committed to ensuring that our services are accessible to all who need them. If any

specific issues arise in relation to this we will, of course, take what action we can to address them.

During the consultation some people said that there was a need to retain front counters in order to allow vulnerable victims, particularly of sexual and domestic offences, to have a safe place to report crime. As is set out in the Equality Impact Assessment that accompanies this document, the vast majority of these victims do not currently use the front counter to report these crimes.

We are committed to providing more appropriate facilities for these victims and so are also continuing to invest in specific services for those victims of crime who need a specialist place for them to be looked after. The Mayor has made a commitment in his new Police and Crime Plan to sustain funding for the three London Sexual Assault Referral Centres (also known as the Havens) and the four London Rape Crisis Centres. In the current financial year MOPAC contributed a total of £3.5 million in funding to the two services - £1,260,000 to the Rape Crisis Centres and £2,165,000 to the London Havens. £70,000 in funding was also provided to the four Rape Crisis Centres to support the development of an interpreter service.

In 2016/17 the four London Rape Crisis Centres supported a total of 2,866 survivors of rape and sexual violence. This was through a variety of service provision including one to one counselling support, group work, telephone helpline support and long term advocacy provision. The London Havens provided Forensic Medical Examinations to approximately 1,500 survivors of sexual assault and supported 1,300 survivors accessing the service through their urgent self-referral number.

Custody Suites

The current situation

The MPS current delivers custody through a specialist Custody Command that was launched in January 2015. The Command is split into 7 geographically aligned clusters and consists of 1,500 officers and staff including police officers, civilian detention officers, and custody nurse practitioners. The Command and its staff are dedicated to custody provision and there is an HQ function that provides continual improvement and ensures consistency and standards.

In 2016 the MPS dealt with around 193,000 detainees, a number which has been steadily decreasing in recent years. This is for a range of reasons including falling crime, greater adherence to arrest legislation, and significantly reducing the use of

custody for cases involving juveniles and those with mental health conditions.

Falling detainee numbers led to under-utilisation of many suites - which had therefore become inefficient to run. This, aligned with significant challenges in recruitment and retention of civilian custody staff, has led to proposals for the custody estate to be reduced to 26 custody suites from 32.

A process of custody suite closures has been undertaken through 2016 and 2017, closing Bexley, Uxbridge, Edmonton, Belgravia and Shoreditch. The MPS currently operates at 27 suites with only Ilford remaining to be closed pending BCU pathfinder evaluation.

The closure of suites has been fully aligned to wider estates plans and key stakeholders have been engaged at local and Pan-London levels

The future

Detainee numbers have continued to decline and a further review of custody estate has been completed as part of a wider transformation of Custody & Prosecution services. Part of the review rationale is to balance the efficiency of custody suite usage and the significant custody workforce against service delivery and the broader impact on MPS staff and partners.

A preferred estate option has been approved for further development and engagement which will result in an MPS custody estate of 23 suites and 7 contingency suites. Further engagement will include local authorities, MPs, London Assembly Members, Safer Neighbourhood Boards, ICVs, and Independent Advisory Groups. The needs of legal representatives and appropriate adults will also be considered.

A consideration when planning closures is the increase in travelling times to suites for arresting officers, investigating officers, and appropriate adults and any other members of the public.

The proposed 23 suites can comfortably accommodate MPS needs for custody provision with cell utilisation still below optimum levels.

Other building changes

The future

As part of our drive to make the MPS more efficient and effective, we will be making the whole estate smaller. This means we can come out of expensive to run

buildings and raise significant capital receipts right across London. These receipts will be reinvested to support front line operational needs, such as improving remaining buildings, better IT, the roll out of body worn video and tablets and better vehicles.

These buildings support the MPS' back office and do not have public access. They include offices, stations with no public access, industrial premises, car parks and others. We expect the running cost savings alone to be around £50m a year – equivalent to almost 900 officers – which will be invested back into front line policing.

The detail about these properties can be found in [Annex 4](#).

Annex 1: Supplementary data

Chart 1: Current ways people would use to contact the MPS

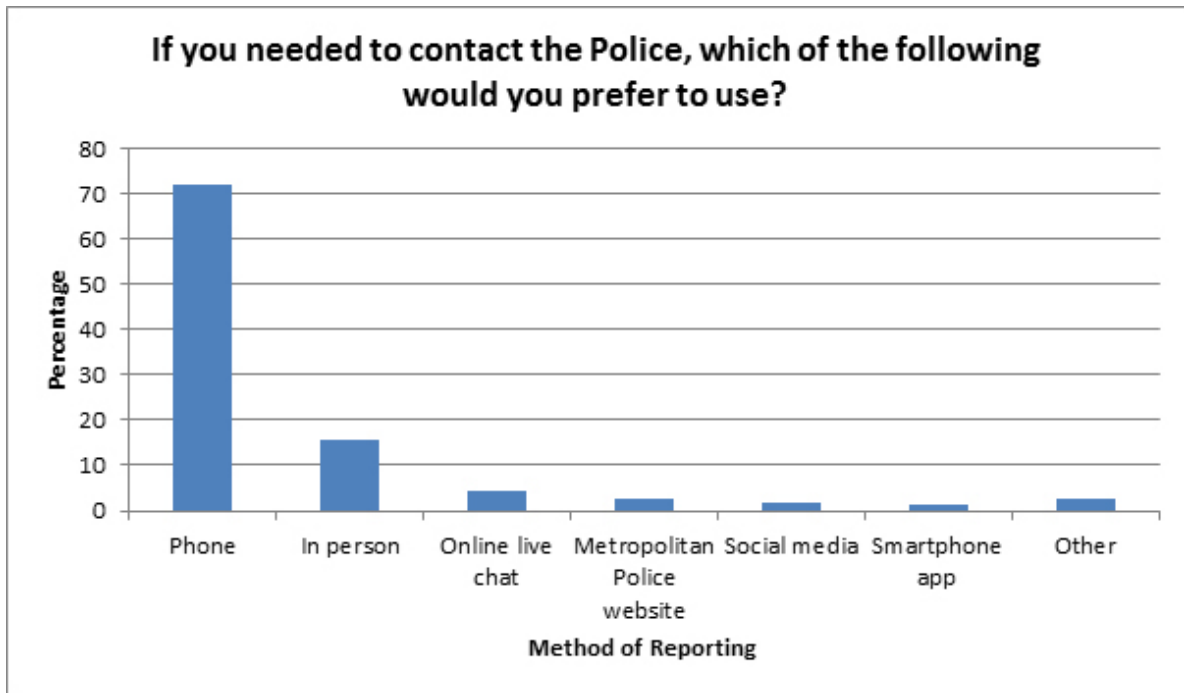


Chart 2: Ways people would like to contact the MPS in future

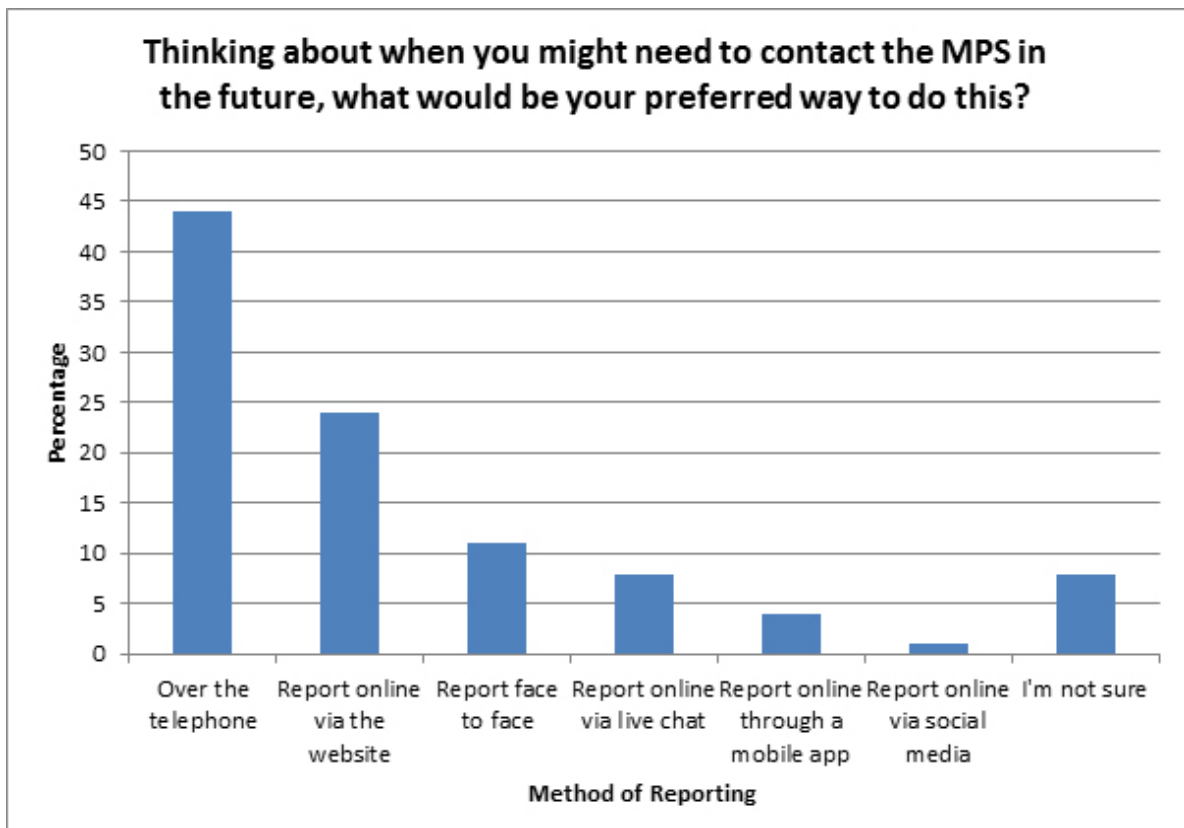


Chart 3: Satisfaction with ease of contact

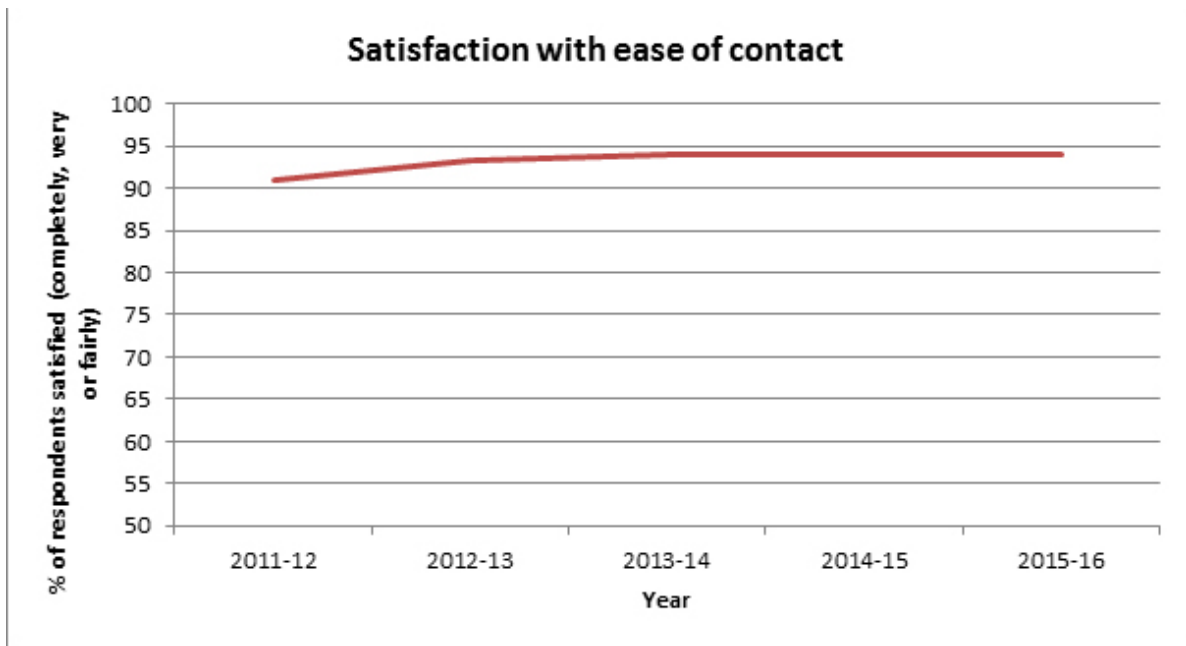
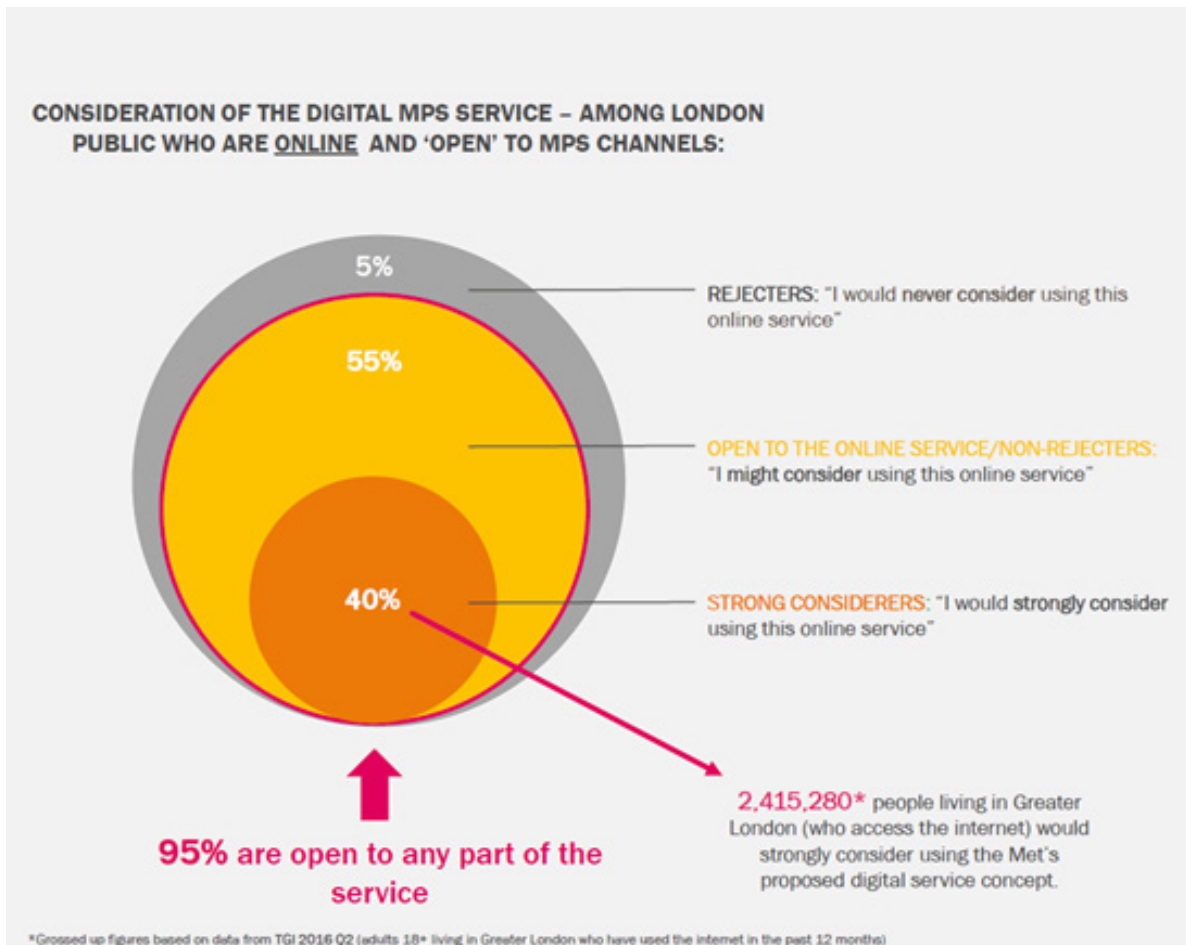


Chart 4: Appetite for using online services



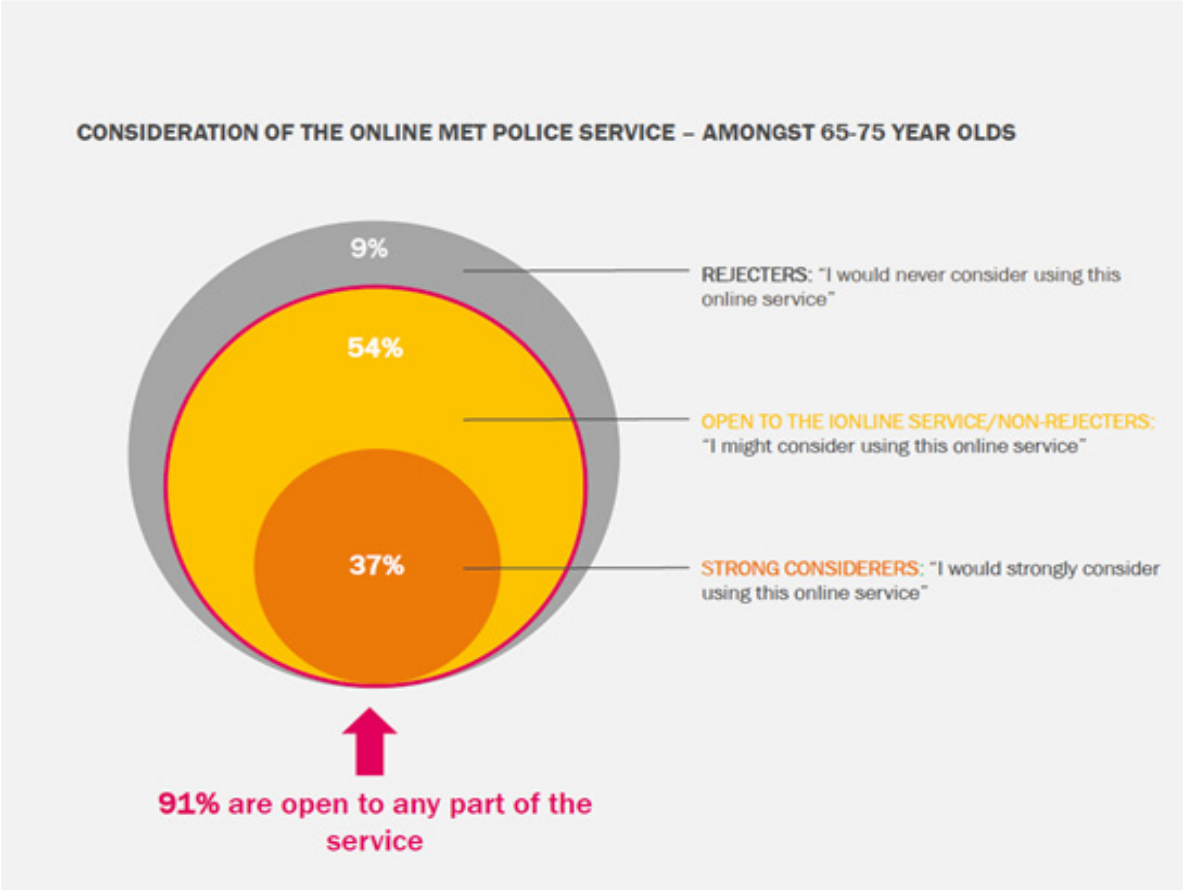


Chart 5: Changes in crime reports at front counters

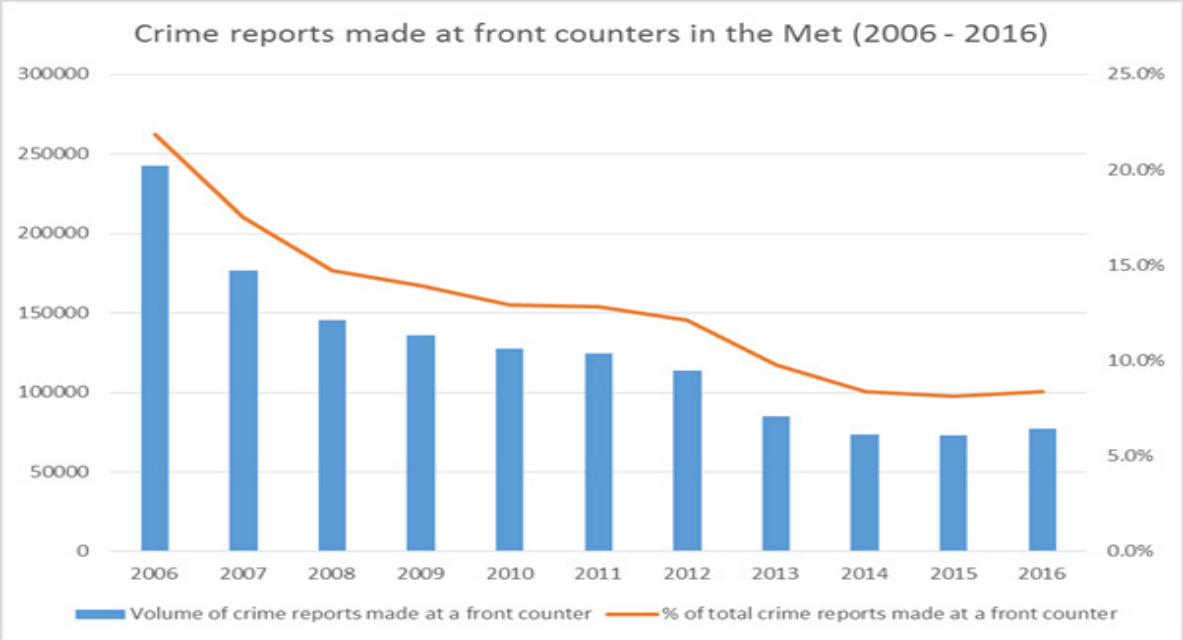
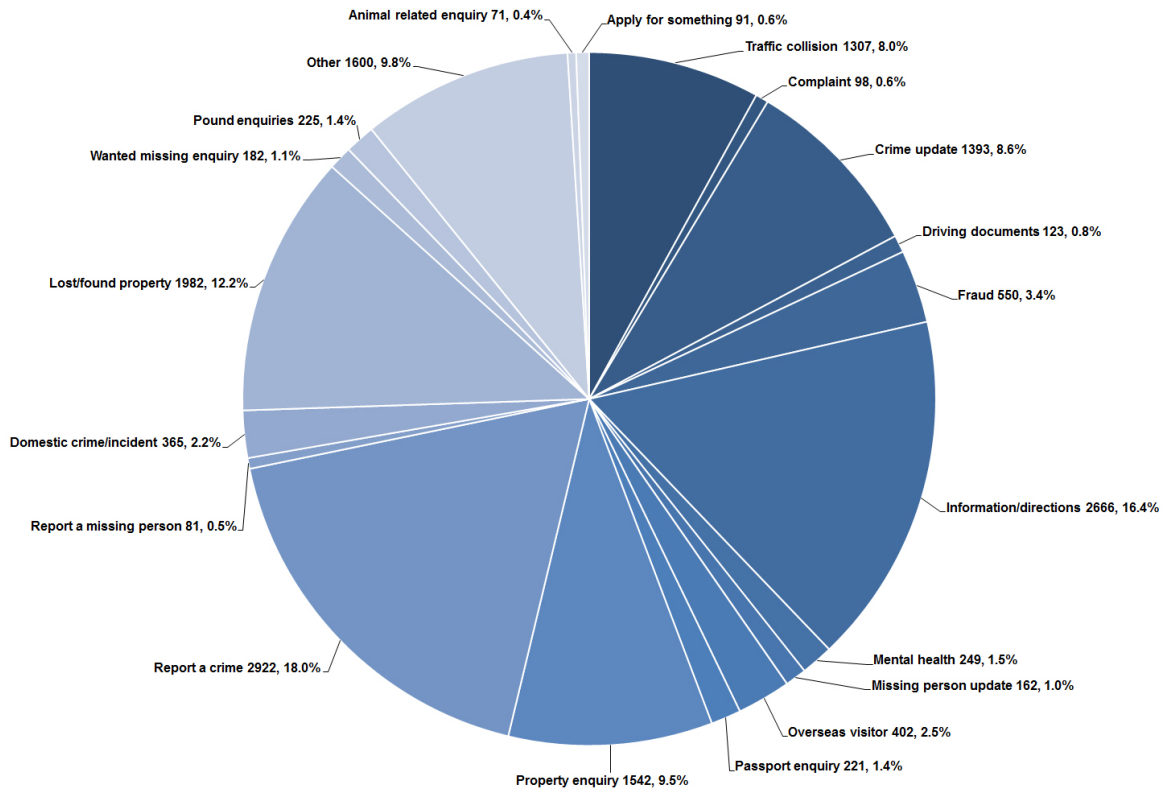


Chart 6: Reasons for visiting a front counter



Sources

Chart 1 - YouGov poll - respondents completed the survey online from an email link. Fieldwork was carried out between 24th – 27th April 2017, with a response of 1,000 London adults. The figures were weighted to be representative of all Londoners aged 18+.

Charts 2 and 4 - MediaCom RealWorld Insight poll - respondents completed a survey online Fieldwork carried out between 29th March and 7th April 2016, with a sample of 1,500 Londoners aged 18-75. Soft quotas (age, gender, social grade) were used to ensure the sample was aligned with the Greater London population. We also ensured that we surveyed a sufficient representation of BME respondents and high/low confidence boroughs, to be reflective of the diverse make-up of London

Chart 3 - MOPAC User Satisfaction Survey data – FY 11-12 to FY 15-16. This is a large scale (12800 respondents) survey of victims of domestic burglary, motor vehicle crime, violent crime and hate crime. Respondents are asked a number of questions including those about the way they contacted the police initially, and how satisfied they were with this process.

Chart 5 - MPS Reported Crime Data - 2006-2016

Chart 6 - MPS footfall survey - Public Access Officers/Station Reception Officers completed an entry for each interaction with a member of the public, including the date, time, location, and reason for the interaction. The survey ran from 7am on Monday 15th May 2017 to 6:59am on Monday 29th May 2017.

Annex 2: Objectives of a new online offer

Customer research conducted in 2015 suggested three main objectives the MPS should have when offering help online to the public:

1. Inform

“I know how and when to contact the police, and I understand what will happen when I do”

- Clear guidance on contacting police, and what will happen when contact is made
- Understand what’s happening in my area
- Global crime issues made locally and personally relevant
- Easy to understand and action crime prevention tips.

2. Reassure

“I am confident the police are tackling the issues that are important to me and my community”

- A visible police presence in digital neighbourhoods
- Real-time updates & reassurance during major events
- A human, friendly point of contact for the public, open to answer questions
- Success stories and positive news.

3. Empower

“I have a valuable role to play in keeping London safe”

- People feel confident approaching the police online, and the police have a seamless process for responding to people who choose to make first contact this way.
- People feel heard by the police and understand they are valued by a police that cares about the issues that are important to them.
- People understand they have an important role to play in keeping their neighbourhoods safe and have the information they need to do so.

Annex 3: Front counters set to close and remain, with average daily crime reports

Buildings marked + will be disposed of or where leased, the leases will be exited/ not renewed.

Front Counter	Closure Yes / No	Crimes Recorded
		Daily at Front Counter (May 2017)
<i>Barking & Dagenham - Barking Learning Centre</i>	<i>Overall borough position being explored</i>	1.2
Barking & Dagenham - Dagenham	No	4.1
Barnet - Barnet+	Yes	0.8
Barnet - Colindale	No	1.3
Bexley - Bexleyheath	No	1.8
<i>Bexley – Marlowe House</i>	<i>Overall borough position being explored</i>	<i>Front Counter not currently open</i>
Brent - Kilburn	Yes	1.4
Brent - Wembley	No	4.4
Bromley - Bromley Police Station	No	2.6
Bromley - Bromley West Wickham*+	Yes	0
Bromley - Copperfield House+	Yes	0.1
Camden - Holborn	Yes	3.3
Camden - Kentish Town	No	4.4
Croydon - Croydon	No	4.5
Croydon - Windmill Rd Custody	Yes	0.3
Ealing - Acton	No	3.2
Ealing - Ealing+	Yes	1.5
Ealing - Southall+	Yes	2.9
Enfield - Edmonton	No	6.6
Enfield - Enfield+	Yes	0.7
Greenwich - Eltham+	Yes	1
Greenwich - Plumstead	No	3.2
Hackney - Shoreditch+	Yes	1.1

Hackney - Stoke Newington	No	5
Hammersmith & Fulham - Fulham+	Yes	1.4
Hammersmith & Fulham - Hammersmith (Front Counter is currently located at Shepherd's Bush during refurbishment)	No	Not Available
Haringey - Hornsey+	Yes	1.7
Haringey - Tottenham^	No	7.1
Haringey - Wood Green / Fishmongers Arms+	Yes	1
Harrow - Harrow	No	2.7
Harrow - Pinner*	For re-consultation	-
Havering - Romford	No	3.4
Hillingdon - Hayes	No	1.3
Hillingdon - Ruislip*	For re-consultation	-
Hillingdon - Uxbridge+	Yes	2.9
Hounslow - Chiswick+	Yes	1.2
Hounslow - Hounslow	No	5.3
Islington - Holloway+	Yes	1.1
Islington - Islington	No	4.7
Kensington & Chelsea - Kensington	No	1.4
Kensington & Chelsea - Notting Hill+	Yes	4.2
Kensington & Chelsea - New Grenfell Site	To be established following local discussion	-
Kingston - Kingston	No	3.7
Kingston - New Malden*+	Yes	0
Lambeth - Brixton	No	7.3
Lambeth - Kennington+	Yes	0.8
Lambeth - Streatham+	Yes	0.8
Lewisham - Catford+	Yes	0.3
Lewisham - Deptford	Yes	0.2
Lewisham - Lewisham	No	5.1
Merton - Mitcham	No	0.7

Merton - Wimbledon+	Yes	2.6
Newham - Forest Gate	No	4.9
Newham - Plaistow+	Yes	0.6
Newham - Stratford+	Yes	1.2
Redbridge - Barkingside+	Yes	1.1
Redbridge - Ilford	No	6.5
Richmond - Sovereign Gate+	Yes	0.9
Richmond - Teddington*+	Yes	0
Richmond - Twickenham	No	2.8
Southwark - Peckham	Yes	2.1
Southwark - Southwark	Yes	1.5
Southwark - Walworth	No	3.2
Sutton – Sutton	No	3.5
Sutton - Worcester Park*+	Yes	0
Tower Hamlets - Bethnal Green	No	5.1
Tower Hamlets - Brick Lane+	Yes	0.3
Tower Hamlets - Limehouse	Yes	1.9
Waltham Forest - Chingford	No	3.2
Waltham Forest - Walthamstow Town Centre+	Yes	0
Wandsworth - Lavender Hill[^]	No	4.5
Wandsworth - Wandsworth	Yes	0.2
Westminster - Belgravia	Yes	2.6
Westminster - Charing Cross	No	7.1
Westminster - Paddington Green+	Being Replaced by Church Street	2.3
Westminster - Church Street	To be established	-
Westminster - West End Central+	Yes	4

* front counters are staffed by volunteers.

[^] [see page 28](#).

Annex 4: Full list of buildings to be disposed of or exited, by type

This annex sets out all of the other buildings which do not house front counters which will be disposed of by the MPS, or where we intend to exit a lease. Many of these buildings are safer neighbourhood bases or house neighbourhood officers. As referenced below, we will not come out of these buildings until a suitable replacement facility – generally a new Dedicated Ward Officer Hub – is operating. In some cases, where the costs are low, we will remain in SNBs earmarked for closure if an alternative DWO Hub cannot be located or the site offers good value for money – an initial assessment of these sites is located in annex 5. These will then become the DWO hubs from which officers will operate in close proximity to the communities they serve. However, there may be other sites we decided to retain, as such, inclusion in Annex 4 does not guarantee we will exit a site.

Borough	Name	Type of Facility
BARKING & DAGENHAM	RIVERGATE CENTRE BARKING	Partnership
BARKING & DAGENHAM	STATION PARADE 2 HEATHWAY	SN Base
BARKING & DAGENHAM	HEDGEMANS ROAD 442 GROUND FIRST FLOOR	SN Base
BARNET	HENDON DRIVING SCHOOL PART DISPOSAL	Other
BARNET	THE SPIRES SHOPPING CENTRE	Partnership
BARNET	GRAHAME PARK POLICE OFFICE	Police Office/Box
BARNET	BRENT CROSS POLICE OFFICE	Police Office/Box
BARNET	EDGWARE COMMUNITY HOSPITAL PART OF BLOCK 45	SN Base
BARNET	HIGH ROAD 113 BASEMENT AND GROUND FLOOR	SN Base
BARNET	DOME HOUSE HARTLEY AVE GROUND FLOOR	SN Base
BARNET	VIVIAN AVENUE 20	SN Base

BARNET	GOLDERS GREEN ROAD 61 & 61A GROUND FLOOR	SN Base
BARNET	FRIERN BARNET ROAD 29 GROUND FLOOR	SN Base
BEXLEY	MORRISONS SUPERMARKET WELLING	Partnership
BEXLEY	TESCO SUPERMARKET WELLING	Partnership
BEXLEY	BELLEGGROVE ROAD 135-137 GROUND FLOOR	SN Base
BEXLEY	PIER ROAD 28-40 GROUND FLOOR	SN Base
BEXLEY	LIMESTONE WALK 1 GROUND FLOOR	SN Base
BRENT	WEMBLEY FEEDING CENTRE CAREY WAY	Industrial
BRENT	LONDON DESIGNER CENTRE	Partnership
BRENT	HARLESDEN POLICE STATION	Police Station/Annex - With no Public Access
BRENT	WALM LANE 78 GROUND FLOOR	SN Base
BRENT	KINGSBURY TRADING ESTATE UNIT 19	SN Base
BRENT	WEMBLEY RETAIL PARK OFFICE 5	SN Base
BRENT	STATION ROAD 25	SN Base
BRENT	VALE FARM SPORTS CENTRE TENNIS PAVILION	SN Base
BRENT	KING EDWARD COURT UNIT 1 GROUND FLOOR	SN Base
BROMLEY	NEWLANDS PARK 40-42	Industrial
BROMLEY	ORPINGTON LIBRARY THE WALNUTS	Partnership
BROMLEY	CRAY POLICE OFFICE AND FLATS 43A	Police Office/Box
BROMLEY	CONEY HALL PARADE 6	SN Base

BROMLEY	MAIN ROAD 192 & 194 GRND FLOOR BIGGIN HILL	SN Base
BROMLEY	THE GLADES SHOPPING CENTRE ROOM	SN Base
BROMLEY	WALPOLE ROAD 62	SN Base
BROMLEY	CHISLEHURST SNU 1A HIGH STREET	SN Base
BROMLEY	LAIT HOUSE UNIT GO3C	SN Base
BROMLEY	BURNT ASH LANE 121-123	SN Base
BROMLEY	WIDMORE ROAD 212	SN Base
BROMLEY	HIGH STREET 49 GREEN STREET GREEN	SN Base
BROMLEY	CROYDON ROAD 80	SN Base
CAMDEN	WAC ARTS HAMPSTEAD TOWN HALL	Partnership
CAMDEN	WESTMINSTER KINGSWAY COLLEGE	Partnership
CAMDEN	ALBANY STREET POLICE STATION	Police Station/Annex - With no Public Access
CAMDEN	GREENLAND ROAD 12	SN Base
CAMDEN	HIGHGATE ROAD 105 GROUND FLOOR	SN Base
CAMDEN	KENTISH TOWN ROAD 99 BASEMENT AND GROUND FLOOR	SN Base
CAMDEN	WEST END LANE 179- 181 GROUND & LOWER GROUND FLOOR	SN Base
CITY	MINORIES CAR PARK	Car Parking
CROYDON	MAYDAY UNIVERSITY HOSPITAL	Partnership
CROYDON	ADDINGTON POLICE STATION	Police Station/Annex - With no Public Access
CROYDON	REDLANDS CENTRE UNIT 2	SN Base
CROYDON	CENTRAL HILL 19 GROUND FLOOR	SN Base

CROYDON	CHARITY HOUSE REAR OF CO-OP	SN Base
CROYDON	ADDINGTON ROAD 222C GROUND AND FIRST FLOOR	SN Base
CROYDON	WHYTECLIFFE ROAD SOUTH 9 & 11 PURLEY	SN Base
CROYDON	WICKHAM ROAD 293	SN Base
CROYDON	CENTRAL PARADE 42 GROUND FLOOR	SN Base
CROYDON	PARCHMORE ROAD 2-4 GROUND FLOOR	SN Base
CROYDON	LONDON ROAD 1342- 1344 GROUND FLOOR	SN Base
EALING	THE BILTON CENTRE (Perivale Car pound)	Industrial
EALING	ASDA PARK ROYAL	Partnership
EALING	GREENFORD POLICE STATION	Police Station/Annex - With no Public Access
EALING	EUROPA BUSINESS CENTRE PART GROUND FLOOR	SN Base
EALING	PROVIDENT HOUSE FIRST FLOOR PART	SN Base
EALING	ASHBOURNE PARADE 12 GROUND FLOOR	SN Base
EALING	ARCHES BUSINESS CENTRE UNIT 4	SN Base
EALING	SOUTH EALING ROAD 180	SN Base
ENFIELD	NORTH MIDDLESEX HOSPITAL	Partnership
ENFIELD	MORRISON SUPERMARKET PALMERS GREEN	Partnership
ENFIELD	TESCO PONDER'S END	Partnership
ENFIELD	TESCO ISLAND VILLAGE 54-62 ISLAND CENTRE WAY	Partnership
ENFIELD	SOUTHGATE POLICE STATION	Police Station/Annex - With no Public Access

ENFIELD	HERTFORD ROAD 864-866 GROUND FLOOR & PT FRONT W/HO	SN Base
EPPING	LIPPITTS HILL LOUGHTON	Mixed use
GREENWICH	TESCO EXTRA WOOLWICH GRAND DEPOT ROAD	Partnership
GREENWICH	GREENWICH MARKET 5B	Police Office/Box
GREENWICH	GREENWICH PARK POLICE OFFICE	Police Office/Box
GREENWICH	M & S STRATHENDEN PDE 19 OLD DOVER RD FIRST FLOOR	SN Base
GREENWICH	JOYCE DAWSON WAY 11 THAMESMEAD	SN Base
GREENWICH	LAKEDALE ROAD 49	SN Base
HACKNEY	HACKNEY SERVICE CENTRE	Partnership
HACKNEY	ORSMAN ROAD 8-14 GROUND FLOOR	SN Base
HACKNEY	URBAN HIVE 16A GROUND FLOOR THEYDON ROAD	SN Base
HACKNEY	SHACKLEWELL LANE 17-19 GROUND FLOOR	SN Base
HAMMERSMITH & FULHAM	EMPRESS STATE BUILDING	Mixed Use
HAMMERSMITH & FULHAM	GLENTHORNE ROAD 77	Office
HAMMERSMITH & FULHAM	WESTFIELD WHITE CITY	Office
HAMMERSMITH & FULHAM	WHITE CITY TA CENTRE	Partnership
HAMMERSMITH & FULHAM	LILLIE ROAD LEISURE CENTRE	Partnership
HAMMERSMITH & FULHAM	SHEPHERDS BUSH POLICE STATION	Police Station/Annex - With no Public Access
HARINGEY	LYMINGTON AVE THE MALL WOOD GREEN FIRST FLOOR PART	Office

HARINGEY	PLANET ORGANIC MUSWELL HILL	Partnership
HARINGEY	SAINSBURYS SUPERMARKET TOTTENHAM	Partnership
HARINGEY	COLLECTION POINT UNIT A GROUND FLOOR	SN Base
HARINGEY	THE ROUNDWAY 1 UNIT B	SN Base
HARINGEY	TURNPIKE PARADE 9/9A	SN Base
HARROW	HARROW CIVIC CENTRE	Office
HARROW	WAITROSE SUPERMARKET HARROW	Partnership
HARROW	EDGWARE POLICE STATION	Police Station/Annex - With no Public Access
HARROW	PINNER POLICE STATION	Police Station/Annex - With no Public Access
HARROW	ROOKS HEATH HIGH SCHOOL FORMER CARETAKER HOUSE	SN Base
HARROW	CHURCHILL COURT 3	SN Base
HARROW	KIRKLAND HOUSE GRND FLR PART HARROW CENTRAL	SN Base
HARROW	FOUNTAIN HOUSE UNIT 3 CHURCH ROAD 30	SN Base
HAVERING	STATION LANE 74A-74B	Office
HAVERING	ST GEORGES CHURCH ROMFORD	Partnership
HAVERING	HORNCHURCH POLICE STATION	Police Station/Annex - With no Public Access
HAVERING	RAINHAM POLICE OFFICE	Police Station/Annex - With no Public Access
HAVERING	RONEO CORNER 16 GROUND FLOOR	SN Base
HAVERING	COLLIER ROW ROAD 11 6	SN Base
HAVERING	NORTH STREET 90 GROUND FLOOR	SN Base

HAVERING	TUDOR HOUSE BALGORES SQ GRD & 1ST FLRS	SN Base
HAVERING	STRAIGHT ROAD 84-86	SN Base
HAVERING	CORBETS TEY ROAD 9 GRND FLOOR (UPMINSTER PO)	SN Base
HAVERING	STATION ROAD 11 & 11A	SN Base
HILLINGDON	BOTWELL LEISURE CENTRE	Partnership
HILLINGDON	NORTHWOOD POLICE OFFICE	Police Station/Annex - With no Public Access
HILLINGDON	RUISLIP POLICE STATION	Police Station/Annex - With no Public Access
HILLINGDON	HEATHROW POLICE CAR POUND	Police Station/Annex - With no Public Access
HILLINGDON	WELBECK COURT 15 & 16 GROUND FLOOR	SN Base
HILLINGDON	COLHAM HOUSE UNIT 1 GROUND FLOOR PART	SN Base
HOUNSLOW	BLENHEIM CENTRE CAR PARK	Car Parking
HOUNSLOW	HESTON LIBRARY	Partnership
HOUNSLOW	CORNISH HOUSE	Partnership
HOUNSLOW	CIVIC CENTRE HOUNSLOW	Partnership
HOUNSLOW	FELTHAM POLICE STATION	Police Station/Annex - With no Public Access
HOUNSLOW	HOUNSLOW BUS GARAGE PART GROUND FLOOR	SN Base
ISLINGTON	KINGS CROSS ROAD FORMER POLICE STATION	Office
ISLINGTON	WHITTINGTON HOSPITAL	Partnership
ISLINGTON	ARCHWAY LT STATION	Partnership
ISLINGTON	TUFNELL PARK LT STATION	Partnership
ISLINGTON	INTERNATIONAL HOUSE UNIT 4	SN Base

ISLINGTON	BLACKSTOCK ROAD 70	SN Base
ISLINGTON	GOSWELL ROAD 112-114 GROUND & BASEMENT	SN Base
ISLINGTON	HOLLOWAY FIRE STATION (PART) HORNSEY ROAD 262-268	SN Base
ISLINGTON	HOLLOWAY FIRE STATION (PART) HORNSEY ROAD 262-268	SN Base
KENSINGTON & CHELSEA	BROADWOOD TERRACE CAR PARK	Car Parking
KENSINGTON & CHELSEA	EARLS COURT ROAD 74	Office
KENSINGTON & CHELSEA	SIRDAR ROAD 58	Office
KENSINGTON & CHELSEA	CHELSEA OLD TOWN HALL LIBRARY	Partnership
KENSINGTON & CHELSEA	KENSINGTON CENTRAL LIBRARY	Partnership
KENSINGTON & CHELSEA	ROYALTY STUDIOS UNITS C D & E	SN Base
KENSINGTON & CHELSEA	PAVILION ROAD 77-83 GRND FLR OFFICES	SN Base
KENSINGTON & CHELSEA	KENWAY ROAD 2-4	SN Base
KINGSTON	KINGSTON BT SECTOR SWITCHING CENTRE	Car Parking
KINGSTON	KINGSTON TOURISM INFORMATION KIOSK	Partnership
KINGSTON	MALDEN ROAD 122	SN Base
KINGSTON	MILLBANK HOUSE GROUND FLOOR NORTH	SN Base
KINGSTON	COWLEAZE ROAD 5 GROUND FLOOR PART	SN Base
KINGSTON	HOOK ROAD 391	SN Base
LAMBETH	ST GEORGE WHARF	Car Parking
LAMBETH	COBALT SQUARE	Office

LAMBETH	COUNTY HALL RIVERSIDE BUILDING	Partnership
LAMBETH	LOUGHBOROUGH JUNC POLICE OFFICE COLDHARBOUR LANE	Police Office/Box
LAMBETH	CAVENDISH ROAD POLICE STATION	Police Station/Annex - With no Public Access
LAMBETH	COLDHARBOUR LANE 411	SN Base
LAMBETH	CLEMENT AVENUE 4 PART GROUND & 1ST FLOORS	SN Base
LAMBETH	NORWOOD ROAD 186	SN Base
LEWISHAM	CATFORD HILL 128	Office
LEWISHAM	WILLOW TREE HOUSE THE HERMITAGE 4	Office
LEWISHAM	SAINSBURYS SOUTHEND LANE	Partnership
LEWISHAM	POST OFFICE 189-193 TORRIDON ROAD	Partnership
LEWISHAM	BLACKHEATH RAIL STATION	Partnership
LEWISHAM	DEPTFORD LOUNGE	Partnership
LEWISHAM	LEWISHAM HOSPITAL	Partnership
LEWISHAM	LEWISHAM WAY 37-39 GROUND FLOOR	SN Base
MERTON	CAXTON ROAD 22-24	Industrial
MERTON	DEER PARK ROAD 15	Industrial
MERTON	DEER PARK ROAD 25	Industrial
MERTON	MITCHAM CLOCK TOWER	Partnership
MERTON	MORDEN POLICE OFFICE 3 CROWN PARADE	Police Office/Box
MERTON	MORDEN POLICE OFFICE 4 CROWN PARADE	Police Station/Annex - With no Public Access
MERTON	TOOTING POLICE STATION & FORMER SECTION HOUSE	Police Station/Annex - With no Public Access

MERTON	ALLIANCE HOUSE GROUND FLOOR	SN Base
MERTON	ABERCONWAY ROAD 35 UNIT 2B	SN Base
NEWHAM	WESTFIELD STRATFORD CITY LOWER GRND FLOOR	Office
NEWHAM	PARK HEAD QUARTERS QUEEN ELIZABETH OLYMPIC PARK	Office
NEWHAM	SAINSBURYS SUPERMARKET EAST HAM	Partnership
NEWHAM	CARPENTERS ROAD POLICE OFFICE	Police Office/Box
NEWHAM	EXCEL CENTRE CITY SIDE ROOMS 20, 21 & 22	SN Base
NEWHAM	WEST HAM FOOTBALL CLUB GROUND FLR PART	SN Base
NEWHAM	PARKHURST ROAD 269	SN Base
NEWHAM	BARKING ROAD 522 GROUND FLOOR & BASEMENT	SN Base
REDBRIDGE	CHADWELL HEATH TRAFFIC GARAGE	Industrial
REDBRIDGE	WANSTEAD HOUSE COMMUNITY ASSOCIATION	Partnership
REDBRIDGE	GOODMAYES COMMUNITY CENTRE	Partnership
REDBRIDGE	THE EXCHANGE SHOPPING CENTRE	Partnership
REDBRIDGE	GOODMAYES CONTACT POINT TESCOS	Partnership
REDBRIDGE	WOODFORD POLICE STATION	Police Station/Annex - With no Public Access
REDBRIDGE	FENCEPIECE ROAD 127	SN Base
RICHMOND	ST MARY'S UNIVERSITY COLLEGE	Partnership

RICHMOND	WAITROSE SUPERMARKET TWICKENHAM	Partnership
RICHMOND	BUSHY PARK POLICE OFFICE	Police Office/Box
RICHMOND	ASHBURNHAM ROAD 14	SN Base
SOUTHWARK	TOWER BRIDGE BUSINESS PARK MANDELA WAY	Industrial
SOUTHWARK	DULWICH LIBRARY	Partnership
SOUTHWARK	CANADA WATER LIBRARY	Partnership
SOUTHWARK	BUTTERFLY WALK SHOPPING CENTRE	Partnership
SOUTHWARK	CAMBERWELL POLICE STATION	Police Station/Annex - With no Public Access
SOUTHWARK	SEVEN ISLANDS LEISURE CENTRE - PART	SN Base
SOUTHWARK	BELLENDEN ROAD RETAIL PARK UNIT 1	SN Base
SUTTON	CROSSPOINT HOUSE PART GND & FIRST FLOORS	SN Base
TOWER HAMLETS	GROVE HALL GARAGE	Industrial
TOWER HAMLETS	LEMAN STREET	Office
TOWER HAMLETS	SAINSBURY'S CAMBRIDGE HEATH ROAD 1 PART GROUND FLR	Police Office/Box
TOWER HAMLETS	BOW POLICE STATION	Police Station/Annex - With no Public Access
TOWER HAMLETS	ISLE OF DOGS POLICE STATION	Police Station/Annex - With no Public Access
TOWER HAMLETS	POPLAR POLICE OFFICE	Police Station/Annex - With no Public Access
TOWER HAMLETS	QUEEN MARY CAMPUS EAST GATE SECURITY LDGE & OTHERS	SN Base
TOWER HAMLETS	THE TOBY CLUB FIRST FLOOR PART	SN Base
WALTHAM FOREST	LEYTON LIBRARY	Partnership

WALTHAM FOREST	TESCO SUPERMARKET LEYTONSTONE	Partnership
WALTHAM FOREST	UPLANDS BUSINESS PARK UNITS 6B & 7	Patrol Base
WALTHAM FOREST	FOREST ROAD 357-359	SN Base
WALTHAM FOREST	LEA BRIDGE ROAD 593 GROUND FLOOR	SN Base
WANDSWORTH	PONTON ROAD	Industrial
WANDSWORTH	ASDA SUPERMARKET ROEHAMPTON VALE 31	Partnership
WANDSWORTH	YORK GARDENS LIBRARY	Partnership
WANDSWORTH	NINE ELMS POLICE OFFICE	Police Office/Box
WANDSWORTH	ST MARY'S CHURCH CA FE	Police Office/Box
WANDSWORTH	TILDESLEY ROAD 325	SN Base
WESTMINSTER	DRUMMOND GATE COMPLEX	Office
WESTMINSTER	BUCKINGHAM GATE 4-5	Office
WESTMINSTER	VICTORIA STREET 10 PART	Office
WESTMINSTER	ST JOHNS WOOD LIBRARY	Partnership
WESTMINSTER	BEETHOVEN CENTRE	Partnership
WESTMINSTER	CHURCH STREET LIBRARY	Partnership
WESTMINSTER	ST JAMES PARK POLICE OFFICE	Police Office/Box
WESTMINSTER	REGENTS PARK POLICE OFFICE	Police Office/Box
WESTMINSTER	PETER STREET 24 BASEMENT & GROUND FLOOR	SN Base
WESTMINSTER	SAINSBURY'S GILLINGHAM ST PART GROUND FLR	SN Base

Annex 5: List of buildings we intend to keep to convert into Dedicated Ward Officer Hubs

If alternative, more cost-effective, sites become available then we will consider these in the future.

Borough	Building
Barking & Dagenham	Farr Ave
Barking & Dagenham	Marks Gate Police Office
Barnet	Broadwalk Shopping Centre
Barnet	Cat Hill
Brent	Strata House
Brent	Chalkhill Police Office
Brent	Mount Pleasant
Ealing	Northolt Leisure Centre
Ealing	Taywood Rd
Ealing	Melbourne Ave
Greenwich	William Barefoot Drive
Hackney	Homerton Hospital
Hackney	Haggerston Rd
Hackney	Well St
Harrow	Headstone Park
Harrow	Uxbridge Rd
Harrow	Centenary Drive
Havering	Tadworth Parade
Kensington & Chelsea	St John's Church
Kingston	YMCA Victoria Rd
Merton	One 'o' Clock Club
Merton	South Lodge
Newham	Beckton District Centre
Richmond	Lowther Primary School
Richmond	Centre House
Richmond	Tangley Park
Southwark	Seeley Drive
Sutton	Sutton Arena
Tower Hamlets	St George's Town Hall
Waltham Forest	Paradox Centre
Wandsworth	Holybourne Ave

Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, or if you would like a summary of this document in your language please contact us at this address:

Public Liaison Unit

Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

Telephone 020 7983 4100
Minicom 020 7983 4458
www.london.gov.uk

You will need to supply your name, your postal address and state the format and title of the publication you require.

EA BCU

Gangs and Knife Crime Action Plan



Background

- EA BCU currently have **209** gang nominals on the trident Gangs matrix.
- **142** are currently in the community.
- **7** are red nominals
- **51** are amber
- **84** are green
- **67** are in custody.
- Once individuals are placed on the gangs matrix they are scored according to violence based crimes and intelligence. Depending on their score they are then classified as Red (Score of 20+), Amber (Score of 4-19) or Green (score of -3). Red being the higher scoring members and Green being the lower scoring members.

Habitual Knife Carriers “HKC”

- HKC’s – these are individuals that have been identified at least twice as a Suspect on CRIS report for Possession of Offensive Weapon / Knife / Bladed Article, or are suspected of causing a knife injury. In the last two years AND at least one of the above offences is in the last 12 months unless this subject has been in prison for a period in the last 12 months.
- Excluding Domestic Abuse offences.

- EA BCU currently have **43** Habitual Knife Carriers in the community.
- **6** are high risk,
- **12** are medium risk
- **25** are low risk. EA BCU currently have **26** Habitual Knife Carriers in custody.
- **27** of the HKC's are gang members.
- The HKC's in the community are monitored by the gangs unit and if necessary, actions are tasked to Dedicated Ward Officers for each ward (as are the green gang nominals visits). The Op Sceptre knife activity tracker is also utilised regularly. Every individual is given a Total Score and then ranked in order of highest score first. Also includes whether they are on the gangs matrix and if so what gang they are in and what their RAG status is and if they are in Prison and any potential release date.

Prolific Firearms Offenders “PFO”

- PFO’s – these are any individual that has come up at least twice as Suspect on CRIS for Possession of a Firearm (Lethal or Non-Lethal) or a Gun Crime Discharge offence (Lethal or Non-Lethal) in the last 5 years OR Any individual that has come up once as Suspect on CRIS for Possession of a Firearm (Lethal or Non-Lethal) or a Gun Crime Discharge offence (Lethal or Non-lethal) in the last 5 years and there is recent intelligence in the last 6 months relating to firearms (this includes intelligence around having access to firearms, supplying firearms or discharging a firearm) OR any individual who has two or more recent intelligence (last 6 months) relating to having access to firearms, supplying firearms or discharging a firearm).

- EA BCU currently have **10** Prolific Firearms Offenders in the community.
- **2** are high risk,
- **2** are medium risk
- **6** are low risk.
- EA BCU currently have **10** Prolific firearms offenders in custody.
- **11** of the PFO's are gang members.
- The PFO's in the community are monitored by the gangs unit and if necessary, actions are tasked to Dedicated Ward Officers for each ward (as are the green gang nominals visits).
- Every individual is given a Total Score and then ranked in order of highest score first. Also includes whether they are on the gangs matrix and if so what gang they are in and what their RAG status is and if they are in Prison and any potential release date.

- The MPS knife crime strategy sets out the MPS response to knife enabled crime. The main strands are set out in the following slides with the intended action by EA BCU to meet the required response.



Pursue – Operations and activity to disrupt, enforce against and prosecute offenders: This comprises of the strands of Gather Intelligence, Investigate, Enforce and Prosecute (ownership by EA BCU Gangs Unit)

- Daily checks on HKC's on intelligence indices
- Gangs Unit to target and disrupt HKC's
- Arrest enquiries to be carried out by Gangs Unit for HKC's and suspects for knife enabled crime who are shown as wanted
- Wanted persons to be monitored for gun crime and knife crime month by month
- Increased volume of forensic submissions of knives recovered (not all knives can be sent up)
- Briefings have been sent out reminding officers of their stop and search options
- Knife crime impact statement to be prepared for future use
- Use Super Recognisers to assist with identifying suspects for outstanding offences
- Test purchase operations to be carried out by utilising local Volunteer Police Cadets and Trading Standards
- Utilise Achilles heel tactics to target offenders including Op Dragoon and Op Cubo
- Close scrutiny of all arrests of HKCs to ensure no opportunities missed. An all-users email has been sent requesting a positive charging policy for all knife crime

Prevent – Target hardening, weapons sweeps, placed-based interventions: This comprises of the strands of Control, Disrupt, Divert and Task (ownership by EA BCU Gangs Unit)


- Multi-agency approach to be utilised. This would include civil injunctions, eviction notices and licensing
- CBOs are to be obtained with curfew, geographic & judicial controls for HKCs. All reactive CID and Response officers to be advised that if a gang member or HKC is arrested a CBO should always be considered
- Greater focus on intervention, conflict resolution and/or mediation via local and pan London services such as London Gang Exit, Spark2Life, Box-Up Crime and St Giles Trust
- Regular home visits to known HKC's including upon release from prison
- Offer diversionary pathways by way of gang letters, gang exits, visits, etc.
- Effective use and publicity of knife arches/bins
- Weapon sweeps in known gang and HKC affected areas and other keys venues
- Hot-spot patrols to be utilised to focus on high-harm wards. Consideration to be given to greater use of dispersal powers

Protect – Awareness raising: This comprises of the strands of Educate, Communicate, Respond and Safeguard (ownership by EA BCU Partnership/NPT)

- Engagement with business community to raise awareness and encourage retailers to become responsible and target harden stores to prevent shoplifting of knives (e.g. placement within the store).
- Use intelligence to identify emerging potential HKCs for early intervention
- Safeguard repeat victims. Consider use of target hardening and special schemes. Liaison with housing authority may be required. Link in with Safeguarding hub to monitor high risk victims
- Greater use of ISTV hospital data to map knife crime hot spots (venues of incidents supplied to hospitals are often different or more enhanced than that provided to police)
- Use of social media to publicise anti-knife crime messages and good seizures (OP Sceptre)
- Ensure process is in place to identify/monitor repeat victims and repeat suspects

Prepare – reducing the impact of crime and working with partners, strengthening community relations: This comprises of the strands of Engage, Assess, Share and Plan (ownership by EA BCU Partnership/NPT)

- Enhanced programme of education and focused prevention activity within school including regular weapon sweeps, staggered starting/finishing times
- Presentations to Community IAG's and Ward Panels to reassure them in order for the wider community to be kept updated with any recent incidents. This will also gain support and buy-in from the IAG's.
- Seek political engagement and additional support via local Councillors/MP's
- Major event planning and monitoring pre-event activity on social media
- Greater performance scrutiny with regular meetings to identify best practice
- Local authority Serious Group Violence meetings to take place 10 – 14 days prior to the monthly Gangs EGYV multi-agency meeting. Intel sharing with partners and police feeding back information they have
- Focus on those looked after children who have been placed from other boroughs and the associated Care Homes

A photograph of a person lying face down on a sidewalk. A knife with a red blade and a wooden handle lies on the pavement nearby. In the background, several people are walking on the sidewalk, and a car is visible on the street. The scene is dimly lit, suggesting dusk or dawn.

**If you saw it would you ignore it?
Help make it stop.**

**#ChooseALife
NotAKnife**

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Public Spaces Protection Order (PSPO)

Date: Wednesday 13th December 2017

Author: Penny Pyke, ASB Manager,
London Borough of Barking and Dagenham

Contact: Penny.Pyke@lbbd.gov.uk, 0208 227 5292

Security: [RESTRICTED]

1. Purpose of Presenting the Report and Decisions Required

- 1.1 Following extensive consultations with residents and councillors two Public Spaces Protection Order (PSPO) have been put forward for both Broad Street and Barking Town Centre for your consideration and comments. The proposal are to address the increasing number of complaints in the two areas, the PSPO will allow Council officers and the Police additional authority to tackle ASB within the identified areas.

2. Recommendation(s)

- 2.1 Note the contents of the both PSPO
- 2.2 For the board to review and agree the PSPO

List of Appendices:

Appendix A: Broad Street PSPO Report

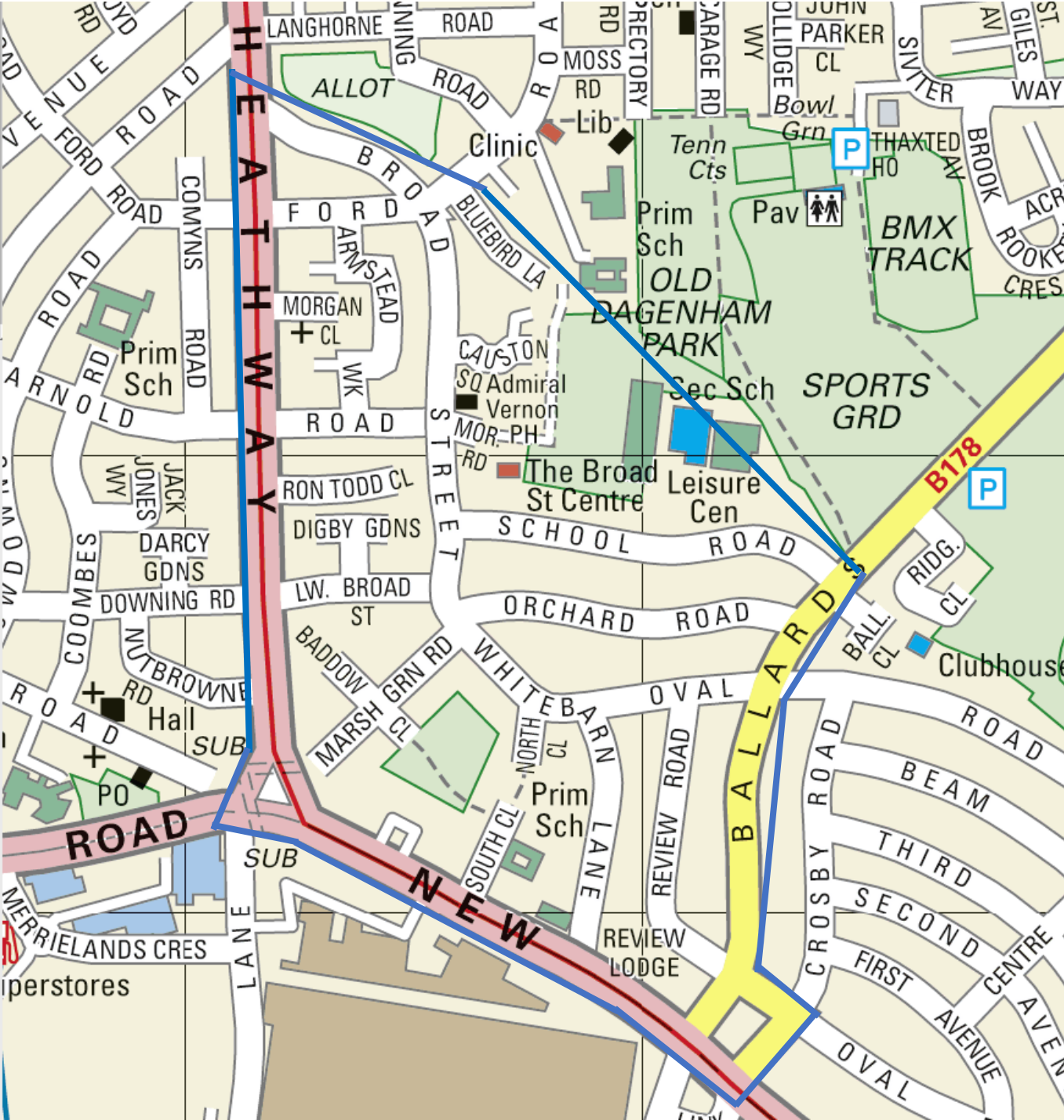
Appendix B: Broad Street Map

Appendix C: Barking Town Centre PSPO Report

Appendix D: Barking Town Centre Map

Appendix E: Barking Town Centre Draft PSPO

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COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Public Spaces Protection Order- Barking Town Centre

Date: Wednesday 13th December 2017

Author: Penny Pyke, ASB Manager
London Borough of Barking and Dagenham

Contact: Penny.pyke@lbbd.gov.uk, 0208 227 5292

Security: [UNPROTECTED]

Summary

Barking Town Centre is an area which has historically had the highest volume of complaints relating to 'antisocial behaviour'. Specifically the behaviour complained about includes street drinking, begging, spitting and urination and intimidating behaviour. Barking Town Centre is also identified in the Community Safety Strategic Assessment as a key generator of ASB complaints in the Borough.

Public Spaces Protection Orders are made under the Antisocial Behaviour Crime and Policing Act 2014 and can prohibit a wide range of behaviours. It is proposed that the Council implements a Public Spaces Protection Order which covers a wide range of behaviours. This would provide the police and Council Civil Enforcement Officers with a wider range of powers to deal with the issues reported more robustly and is part of a wider plan to make Barking Town Centre a more welcoming place to live and visit.

Recommendation(s)

The Group is asked to:

1. Consider the proposal regarding the implementation of a Public Spaces Protection Order to tackle antisocial behaviour in the Barking Town Centre.
2. Consider the issue relating to a condition around 'groups' which is discussed in section 4
3. Community Safety Partnership to discuss and take a decision regarding the terms of the proposed Public Spaces Protection Order.
4. After consideration of the comments, that the CSP Chair approves the order if agreed.

1. Public Spaces Protection Orders- The Legislation

1.1 The Antisocial Behaviour Crime and Policing Act 2014, set out several fundamental changes to the legislation related to antisocial behaviour.

1.2 In summary, the act aimed to simplify the legislation related to addressing antisocial behaviour, since the introduction of the Crime and Disorder Act 1998, by reducing the numbers of powers to just six: -

- Civil Injunctions
- Criminal Behaviour Orders
- Community Protection Notices
- Closure Orders
- Public Space Protection Orders
- Dispersal Powers

1.3 A local authority can make a Public Spaces Protection Order if it is satisfied that two conditions are met: -

- First condition – Activities carried out on a public place within the local authority's area have had a detrimental effect on the quality of life of those in the locality, or it is likely that activities will be carried on in a public place within that area and they will have such an effect.
- Second condition – That the effect of the specified activities is or is likely to be of a persistent or continuing nature, is or is likely to be unreasonable and justifies the restrictions imposed by the notice.

1.4 The order identifies the area that the restriction applies and prohibits specific things from being done, and/or requires specific things to be done by persons carrying out specified acts in that area. For example, a Public Space Protection order can include such activities as: -

- Drinking alcohol in a specified public place
- Control of dogs in a specified public place
- Playing loud music in a specified public place
- Parking inconsiderately near a school
- Persistent disturbance from motor vehicles driving inconsiderately to the detriment of local people

1.5 The breach of the order is an offence, discharged by the local authority through a fine. These will be issued through the Council's Enforcement Service and can also be issued by Police and Police Community Support Officers.

1.6 The order is for a period of no more than 3 years. However, there is provision to extend the order, both in terms of the time and the area that it covers.

1.7 Local Authorities across England and Wales have been introducing Public Spaces Protection Orders. One of the key challenges has come from human rights campaigners who argue that these types of controls impacts disproportionately on protected rights. These include Article 8, the right to a private and family life, Article 10 the right to freedom of expression and Article 11 the Freedom of assembly and association.

2. A Council Wide Framework

2.1 Barking and Dagenham is seeing significant changes socially, economically, and demographically. These changes both increase opportunity for our current and future residents and business, but also increase behaviour that can have a detrimental effect on the quality of life in our town centres and residential areas.

2.2 Public Space Protection Orders provide a valuable tool by placing a framework in an area which controls behaviour which has been evidenced as a significant nuisance to local people. As such, Public Space Protection Orders are a key part of our enforcement activity, as set out in our Enforcement Policy. They support our aim to change behaviour, increase civic pride, alongside an ability to deal with matters quickly.

2.3 Public Spaces Protection Orders are a useful tool that provide the Council with the ability to control activities that cause persistent antisocial behaviour to local communities.

2.4 Several council departments have been looking at the possibility of introducing these orders for a range of different issues, across different areas of the borough.

2.5 A formalised council approach for the introduction of Public Spaces Protection Orders was agreed by Cabinet on the 15 November 2016.

2.6 To ensure that Barking and Dagenham has a robust and responsive process that minimises delay, the following principles in relation to the Introduction of a Public Spaces Protection Order were agreed:

- Principle 1 – for an application for a Public Spaces Protection Order, there needs to be a clear evidence base that the nuisance is a persistent nuisance in the defined area. Evidence will need to be gathered through statistical data and/or resident's survey feedback to demonstrate this.
- Principle 2 – There needs to be a period of consultation of no less than one month prior to the creation of an Order. Consultation must include council and partnership services as well and the public, specific interested bodies and ward councillors. This will take place through a range of communication sources, including the

council's Community and Voluntary Sector portal, Safer Neighbourhood Ward Panels and Public Notices.

- Principle 3 – The Public Spaces Protection Order must be supported by the Police. In addition the Public Spaces Protection Order must be endorsed by the LBBDC Community Safety Partnership (CSP) Board. The membership includes the relevant Cabinet Member and senior representatives from the 6 co-operating authorities: the Local Authority, Police Service, NHS, National Probation Service, Fire Authority and Transport for London. The CSP Board meetings are open to the public, enabling public participation. The CSP Board would also be responsible for review applications.
- Principle 4 – The final report seeking formal adoption of a Public Spaces Protection Order must be signed off by the relevant Strategic Director and the Director of Law and Governance, or their authorised nominees. That final report must include consideration of the Human Rights convention in adoption and be accompanied by an Equality Impact Assessment.
- Principle 5 – Once adopted there must be signage around the area defined by the Public Spaces Protection Order, clearly identifying the order and the relevant restrictions.

3. The Evidence for a Public Spaces Protection Order in the Barking Town Centre Area

- 3.1 The area effected by antisocial behaviour is shown on the map marked as appendix 1. This area is a 'public place' as defined by the Act. It is an area to which the public have access, although the area includes shop forecourts which are owned by individuals.
- 3.2 Barking Town Centre is always the Borough's hotspot for antisocial behaviour. When analysis of 'antisocial behaviour' complaints is made in this area largely the complaints are about street drinking, begging, spitting and urination and noise by groups. There are also complaints about drug use and supply, littering and criminal acts (like robbery). Criminal matters like drug use and supply are not appropriate to deal with by way of a PSPO as they are criminal offences and should be dealt with as such. Civil enforcement officers have substantial powers to deal with issues of littering and fly-tipping and therefore it is not suggested that these issues are included in the proposed PSPO.
- 3.3 Consultation with residents who live in the area and the public more widely was undertaken between October 2017 and 13 November 2017. Five thousand, nine-hundred and ninety-five premises were written to directing them to the consultation and asking them to provide their views of the Town Centre and their experience of using this area. The results of the consultation can be found at appendix 2.
- 3.4 In summary there were 338 responses to the consultation with 317 respondents (93.79%) agreeing with the proposal to put in place a Public Spaces Protection Order. In terms of the issues which the public felt should be covered by the PSPO:

- 86.09% (291 people) felt drinking alcohol in public places should be prohibited
- 80.77% (273 people) felt urination in the street should be prohibited
- 70.11% (264 people) felt spitting in the street should be prohibited
- 79.29% (268 people) felt that begging should be prohibited

4. Proposal and Issues

4.1 That the Community Safety Partnership consider the proposed Public Spaces Protection Order a draft of which can be found at appendix 3.

4.2 The issues being proposed as being covered by the proposed Public Spaces Protection Order are:

- Consuming alcohol in the street
- Spitting
- Public urination
- Begging
- Behaviour which may cause alarm, distress or harassment
- Anti-social groups

4.3 41.42% (140 people) felt other issues should also be included in a PSPO. These issues included criminal acts and littering, but also 54 people (16% of total respondents) also mentioned intimidation or noise from groups. The police have powers to deal with public order offences and dispersal powers to deal with groups. The CSP is asked to therefore provide their views in terms of including a condition in terms of groups which would provide police additional powers in respect of these issues. This needs to be balanced against Human Rights which allow for the right of assembly.

4.4 That comments on this proposed order are made to the Community Safety Partnership Chair and that they agree the order in the terms proposed.

5. Options Appraisal

5.1 Other work to tackle the issues of antisocial behaviour have been taken. This work includes:

- Use of Acceptable Behaviour Contracts and civil injunctions against individuals involved in antisocial behaviour.
- Joint operations between the Neighbourhood Police Team and Council Enforcement Team have taken place
- Environmental measures including removal of benches, installation of additional CCTV and changes to telephone boxes have been completed
- Licensing visits and action against licensed premises

- 5.2 While the police and the Council can continue to use existing powers to deal with the issues being reported, the implementation of a Public Spaces Protection Order will allow the setting of a standard of behaviours for everyone in the area. It would also provide more robust powers for dealing with the consumption of alcohol (a fine rather than just seizure) as well as urination and large groups.
- 5.3 The public have an expectation that the Council and the police will use all the powers available to them to respond to concerns.

6. Consultation

- 6.1 Public consultation was undertaken via the Council's consultation portal. As explained in 3.3- 3.5 this consultation shows public support and support of the SSCSC for a PSPO. A full breakdown of the consultation responses can be found at appendix 1.
- 6.2 The proposal for the making of a PSPO in Barking Town Centre was taken to the Safer Stronger Select Committee on the 29 November 2017. The SSCS fully supported the making of a PSPO in the terms proposed.

7. Financial Issues

- 7.1 There are limited financial issues. The making of a Public Spaces Protection Order in this area would require the Council to erect signage to publicise the order. This work would have a cost less than £2,000.

8. Legal Issues

Details of the legislation under which Public Spaces Protection Orders are made are found in Section 1 of this report and the governance framework that the Council has adopted is found in Section 2.

9. Other Issues

Risk Management

- 9.1 The proposed Public Spaces Protection Order is to provide greater powers to deal with antisocial behaviour and therefore limit this activity and the associated risks. The making of the order carries the risk of an individual or group taking the Council to judicial review, however this risk has been mitigated by the consultation on this proposal and the opportunity given to the public to challenge this order.
- 9.2 The risk of not putting in place a Public Spaces Protection Order to deal with this issue is that the activity continues, with the associated risks to public safety, of public nuisance and a loss of confidence from the community that we effectively deal with antisocial behaviour.

Contractual Issues

- 9.3 No contractual issues.

Staffing Issues

- 9.4 No staffing issues.

Corporate Policy and Customer Impact

- 9.5 The Council has a clear vision of 'One borough; one community; London's growth opportunity'. Dealing effectively with antisocial behaviour is important part of creating a cohesive community. Therefore, the proposal of providing greater powers to deal with antisocial fits with the Council's vision and expectations of our communities.

Safeguarding Children

- 9.6 Safeguarding children is a priority throughout work to tackle crime and antisocial behaviour and has been considered throughout these proposals. Antisocial vehicle use is predominately an activity which is engaged in by adults although children and young people are attracted to this which carries significant risks. Therefore, the proposals to provide additional powers to deal with this behaviour and keep roads safe is one which would positively impact on our safeguarding duties in respect of children.

Health Issues

- 9.7 The antisocial behaviour is reported by complainants to have a negative impact on them in terms of their health and wellbeing. This would be positively impacted on by the proposals.

Crime and Disorder Issues

- 9.8 The crime and disorder issues are contained in the body of this report.

Property / Asset Issues

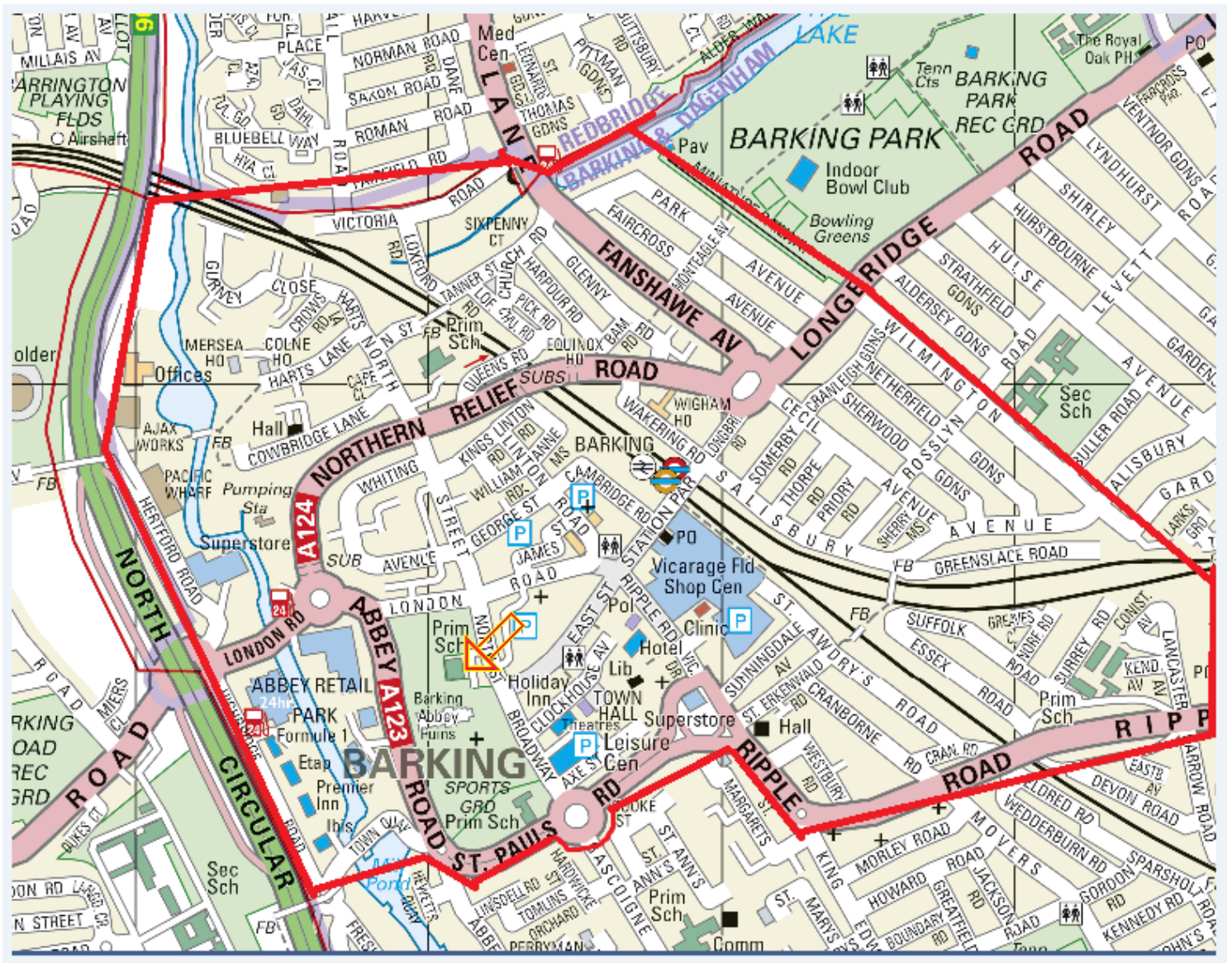
9.9 No property/asset issues

List of appendices:

9.10 Appendix 1- Consultation Summary

9.11 Appendix 2- Draft PSPO

9.12 Appendix 3- Map of area



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Barking and Dagenham Council

Anti-social Behaviour, Crime and Policing Act 2014

**BARKING AND DAGENHAM COUNCIL,
PUBLIC SPACES PROTECTION ORDER**

Barking and Dagenham Council (herein “the Council”) makes this Order under section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 (“the 2014 Act”), having consulted as required by section 72.

The order takes effect on xxx and has a duration of 36 months.

It applies to the public place: As marked in red on the attached map. This will be known as “The Restricted Area”.

The Council is satisfied that activities have been carried out in this Restricted Area which have had a detrimental effect on the quality of life of those in the locality. Further, it is satisfied that the effect of these activities is or is likely to be of a persistent or continuing nature and is or is likely to be such as to make the activities unreasonable and the effect justifies the restrictions imposed.

The activities carried out are as follows:

1. Consumption of alcohol in a public place
2. Public urination
3. Spitting
4. Groups engaging in behaviour which causes residents and other users of the area nuisance, annoyance, harassment, alarm and distress.

The Council therefore under section 59 (4) prohibits:

1. The consumption of alcohol or being in possession of an open container of alcohol in any public place other than a place licensed for the sale and consumption of alcohol.
2. Urinating in any public place, including any park, open space, square, street, highway, court or passage, or on private property
3. Spitting saliva or any other product from the mouth onto the ground without making any attempt to collect the saliva or product.
4. Acting in a manner which causes or is likely to cause harassment, alarm or distress to any other person.
5. Refusing to disperse from a public place when directed to do so by a uniformed police officer who has reason to believe that the behaviour displayed is likely to cause harassment, alarm or distress to others

Failure without reasonable excuse, to comply with the prohibitions or requirements imposed by this Order is a summary offence under section 67 of the 2014 Act. A person guilty of an offence under section 67 is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

A constable or an authorised person may under section 68 of the 2014 Act issue a fixed penalty notice to anyone he or she has reason to believe has committed an offence under section 67 in relation to this Order.

Signed

Dated

By authority of Barking and Dagenham Council under section 101 of the Local Government Act 1972

Town Hall, 1 Town Square, IG11 7LU

THE COMMON SEAL of)
THE MAYOR AND BURGESSES)
OF THE LONDON BOROUGH OF)
BARKING AND DAGENHAM)
was hereunto affixed in the)
presence of:)

A Duly Authorised Officer

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Community Safety Partnership Membership and Terms of Reference

Date: Wednesday 13th December 2017

Author: Jade Hodgson, Partnership Boards Business Manager,
London Borough of Barking and Dagenham

Contact: Jade.hodgson@lbbd.gov.uk, 0208 227 5784

Security: [RESTRICTED]

1. Purpose of Presenting the Report and Decisions Required

1.1 Please see the updated Membership List and Terms of Reference for the Community Safety Partnership (CSP) Board.

2. Recommendation(s)

2.1 Note the updated Membership List and Terms of Reference (Appendix A)

List of Appendices:

Appendix A: CSP Membership and Terms of Reference

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COMMUNITY SAFETY PARTNERSHIP

Membership and Terms of Reference

Membership

Name	Title	Agency
Anne Bristow (Chair)	Deputy Chief Executive and Strategic Director for Service Development and Integration	London Borough of Barking and Dagenham
Matthew Cole	Director of Public Health	London Borough of Barking and Dagenham
Sean Wilson	Vice Chair	Metropolitan Police Service
Sharon Morrow	SRO Unplanned Care BHR CCGs	Barking and Dagenham CCG
Steve Thompson	Chair of Safer Neighbourhoods Board (SNB)	Barking and Dagenham SNB
Tim Barfoot	Neighbourhood Policing Inspector	Metropolitan Police Service
Rita Chada	Chair of Barking and Dagenham Council for Voluntary Service	Barking and Dagenham CVS
Tara Poore	Senior Service Delivery Manager	Barking and Dagenham Victim Support
Councillor Laila Butt	Portfolio Holder for Crime and Enforcement	London Borough of Barking and Dagenham
Greg Tillett	Head of Barking & Dagenham, Havering and Newham London Division	National Probation Service
Jonathan Toy	Operational Director Enforcement Service	London Borough of Barking and Dagenham
Stephen Norman	Borough Commander	London Fire Brigade
Lucy Satchell-Day	Head of Stakeholders and Partnerships	Community Rehabilitation Company
James Tullett	Chief Executive	Refugee and Migrant Forum of Essex and London

Non-LBBD Advisers

Hamera-Asfa Davey	MOPAC Link Officer	Mayor's Office for Policing and Crime
John Cooze	Inspector	Metropolitan Police Service
LBBB Advisers		
Katherine Gilcreest	Head of Support – Community Solutions	London Borough of Barking and Dagenham
Hazel North-Stephens	Domestic Abuse Commissioner	London Borough of Barking and Dagenham
Sonia Drozd	Senior Commissioner, Domestic Abuse and Substance Misuse	London Borough of Barking and Dagenham

Aims:

To undertake the statutory obligations in line with being the Community Safety Partnership for Barking and Dagenham and to deliver the Community Priority for 'Safe' as set out in the Community Plan and below:

Safe: A safer borough where the problems of antisocial behaviour have been tackled and all young people have a positive role to play in the community.

Under this priority our focus will be on:

- Reducing crime;
- Reducing the entry of new people to the criminal justice system;
- Minimising re-offending;
- Restoring balance of justice for victims;
- Reducing crime areas and hotspots;
- Ensuring people feel safer in their neighbourhoods (incl. Fire and Roads);
- Focusing on reducing alcohol/drugs.

To deliver the Community Priority for 'Fair and Respectful' as set out in the Community Plan and below:

Fair and respectful: a stronger and more 'together' borough so that it is a place where we all get along, and a place we feel proud of.

Under this priority our focus will be on:

- Getting local people involved in the decisions we make about public services
- Making sure everyone can access all public services
- Creating opportunities to build respect together

- Strengthening ties within our communities, for example, by increasing volunteering

Terms of Reference

To fulfil the function of the Community Safety Partnership in the Borough as set up by the duty to co-operate imposed on responsible authorities under the Crime and Disorder Act 1998, as amended by the Policing and Crime Act 2009.

To monitor quarterly and review annually the progress of the delivery of the Boroughs priorities with regard to crime and disorder, community cohesion and a thriving third sector

To report progress regularly and when requested to areas of non-achievement and ways to improve progress of the delivery of actions plans and agreed outcomes.

To commission task groups (over a specific time frame) to take up additional work on research of policies, service improvement and local needs

To support and influence service developments around reducing crime rates and building community cohesion

To ensure that all initiatives are carried out in a framework that promotes equalities and celebrates diversity

Ensure that activities promote a positive image of the borough, the Partnership and the local community

Meeting Arrangements

Attendance

Members are encouraged to attend each meeting. Dates for each municipal year will be set in sufficient time before the start of each New Year. If a member is unable to attend a meeting, then they are encouraged to submit their views to be tabled. It is suggested that substitutions are not acceptable at the Board meetings.

If a member has a continued reason for absence for two or more meetings, then (with the prior agreement of the Chair) a designated 'interim replacement' can be appointed. If a member does not attend for three meetings in a row, then that members continued involvement will be reviewed and a replacement sought if deemed necessary.

Regularity of Meetings

The Board shall meet quarterly.

Conduct of Meetings

Meetings are conducted in line with normal good practice for debate. Remarks are to be directed through the Chair. All members are given a reasonable opportunity for their views to be heard. Remarks should relate to the issues at hand and not to individuals.

Decisions and Voting

Decisions at meetings will normally be achieved by majority consensus of those present. If a decision is not possible a vote shall be taken (by a simple show of hands). In the occasion of a vote being tied, the Chair shall have the casting vote.

Urgent Decisions

If an urgent decision is required which cannot wait until the next meeting, a special meeting can be arranged. If this is not practical, then the Chair in discussion with the Vice-Chair may take a decision. The decision will be reported to the next scheduled meeting.

Quorum

It is important that sufficient members are present at all meetings so that decisions can be made, and business transacted. The quorum for the Board will comprise of one third of its total membership or four members, whichever is the greater. If a meeting has less members than this figure it will be deemed inquorate. Matters may be discussed but no decisions taken.

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Safer Neighbourhood Chair's Report

Date: Wednesday 13th December 2017

Author: Steve Thompson MBE, Chair of Safer Neighbourhood Board

Contact: Steve@daggers.co.uk

Security: [RESTRICTED]

1. Purpose of Presenting the Report and Decisions Required

- 1.1 At each meeting of the Community Safety Partnership Board the Safer Neighbourhood Board (SNB) provides the minutes of the last meeting to highlighting their progress and performance since the last meeting of the Board.
- 1.2 This is to update the Community Safety Partnership (CSP) on any issues arising from SNB meetings since the last CSP. The last SNB was held on Thursday 23rd November 2017.

2. Recommendation(s)

- 2.1 It is recommended that the Community Safety Partnership Board note the content of the update
- 2.2 Consider if there are recommendations for further work which arise from this.

List of Appendices:

Appendix A: Safer Neighbourhood Board Update

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Safer Neighbourhood Board – Closed Meeting

MINUTES

Date: Thursday 23 November 2017 **Time:** 5.00-7.30pm

Location: Dagenham and Redbridge FC

Chair: Steve Thompson, MBE

Contact Officer: Jade Hodgson, Partnership Board Business Manager
0208 227 5784, Jade.hodgson@lbbd.gov.uk

Present: Steve Thompson (Chair), Matthew Cole, Rita Giles MBE, Insp. Tim Barfoot, Insp. John Goodwin, Dan Neville, Keith Hutton, Cheryl Deane, Prince Kumar, Jade Hodgson

Apologies: Jim Campe, Councillor Butt, Diane Worby, Katherine Gilcrest, Spt.Int. Jane Scotchbrook, Louise Choppy, Rita Chadha

Minutes

1	Introductions and Apologies Steve Thompson (ST) welcomed everyone to the meeting and introductions and apologies were noted.
2	Minutes, action log and matters arising The minutes from the last open SNB meeting held in September were reviewed. It was highlighted that Cheryl Deane (CD) attended the last open board meeting however this was not recorded on the minutes.
3	Safer Neighbourhoods Board Chairs Report ST highlighted that Summer has been a challenging time, not only for the Borough but for the Basic Command Unit (BCU). Work is being carried out to address the concerns around Dedicated Ward Officers (DWO's) and it was highlighted that these are back in place. ST noted the reasoning behind the extractions of the DWO but is pleased that these are now back in place. The chair briefly discussed the Street Watch scheme and what it entails. The Safer Neighbourhood Board (SNB) would be presented on the Scheme by the Havering co-ordinator which would feed into the Community Safety Partnership (CSP) Board. It was noted this is a different process.
4	Updates on action Sunningdale Inspector Tim Barfoot (TB) noted this is a short hand for some of the issues affecting Barking Town Centre including the corner of Ripple Road. It was recorded that there are serious issues with Anti-social behaviour (ASB) including the issues with drug dealing. This issue was partly covered by a

	<p>covert operation which resulted in some individuals being arrested. This has had a positive impact on the issue however the MET Police are still aware that low level dealing is ongoing in the Borough.</p> <p>The MET Police are working with the Council and environmental issues have been identified and action has been taken, this involved work such as removing railings to reduce places for people to gather. The Board Street PSPO that has now been agreed will allow police and some council officer to take action.</p> <p>ST raised concerns around the PSPO stating there is sufficient enforcement in place once the PSPO has gone live, otherwise residents would lose faith in the scheme. The enforcement process should be multi-agency including street cleaners and Council enforcement teams. TB noted that the PSPO's are flexible and can be altered if certain parts of the order aren't working well.</p> <p>ACTION: Jade Hodgson to circulate the Broad Street PSPO street map to SNB members once agreed by Community Safety Partnership Board.</p> <p>Academy Central</p> <p>TB raised the issues with the level of ASB, serious events and robberies over a number of years. Police are aware of the issue and work is being carried out to tackle this issue. The police are working with L&Q and in discussion to increase the number of estates team on patrol. Currently they are actively drawing up a contract where residents will pay an additional charge to support the increase in estates team.</p> <p>Again, environmental issues have been raised around the gates on the edge of Mayesbrook park being left open, the Council have now locked this, and work is being look at to potentially put in a staggered gate to reduce the level of mopeds. It was noted that Dame Margaret Hodge MP has called for a street meeting.</p>
5	<p>Street Watch Presentation</p> <p>Sally Miller (SM), Havering Street Watch coordinator presented Street Watch to the SNB members. Street Watch was based on a model currently running in Bedfordshire and Suffolk and has now been running in Havering for nearly 3 years covering 9 out of 18 wards soon to be rising to 11. Havering Street Watch currently has 26 volunteers throughout the borough. There is a proposal for this to be rolled out in some wards throughout Barking and Dagenham.</p> <p>Volunteers when joining will have a PCN check completed which involves a criminal background check. An induction will be held and if successful they will be given a high vis jacket, a pocket book containing the code of conduct and useful numbers and email addresses including the DWO's and a personal attack alarm for safety.</p> <p>Safe zones have been set up in areas alongside the local police.</p> <p>Q - ST asked whether volunteers are encouraged to patrol in pairs? A – Each volunteer will do a personal risk assessment and if they feel comfortable and confident to patrol alone they can. The first time a</p>

volunteer patrols they are buddied up with a ward officer or experience volunteer.

Q – ST raised concerns around the level of checks the volunteers received, have DBS checks not been considered?

A – A PCN seems to be the right level of check for the volunteers given the work they carry out. You get a feel of why the volunteer is joining the scheme and whether they are community or vigilante minded.

SM advised that all volunteers must log onto a forum to highlight when they are patrolling, no more than 30 volunteers can be on patrol at one time. Once finished the volunteer will again log this on the forum and mark where they have patrolled.

Q – Keith Hutton (KH) asked whether Street Watch volunteers have a shortcut to report crime?

A – No, the volunteers do not have any police powers and follow the same protocol or reporting the crimes through either 999 or 101. The high vis jackets are more likely to deter the offender and offer reassurance to residents.

All volunteers are insured with public liability and personal injury.

Matthew Cole (MC) noted that this scheme could be appropriate for some areas in the borough where there is low level risk however there are some areas where this would be unsafe.

Q- MC questioned who would be accountable for the safety of the volunteers?

A – This is an independent scheme although sponsored by the Police each volunteer has a code of conduct to follow to ensure their safety.

Dan Neville (DN) raised concern around Street Watch in places such as Barking Town Centre when covert operations are in place, you wouldn't want people patrolling which could jeopardise the operation.

Q – Rita Giles (RG) asked how this scheme links with Neighbourhood Watch?

A – Street Watch work very closely with them and have a good rapport, there is a very tight link between the two.

Q – KH questioned whether there have been any major issues or complaints in the 3 years this scheme has been running?

A – No, we have only received positive feedback and thanks from residents.

ACTION: TB to link with the Safer Borough Board on 11th December to discuss who would be appropriate to pilot Street Watch in the Borough.

ST welcomed the members to submit comments to him which he can pass on to the Safer Borough Board to discuss. SNB members were also invited along to trial and meet the volunteers.

6

Performance Summary

Police representatives discussed the MOPAC crime data. There was a discussion around the current Officer Complement within the Borough. TB stated that Barking & Dagenham was currently 10% understrength. ST asked if this was on top of the 7% reduction due to the implementation of the BCU. TB thought that the 10% included this 7% but was unsure.

ACTION: JG and TB to send the exact complement numbers to ST and indicating how many we are running under levels.

JG highlighted that there are 2 DWO per ward in all 3 boroughs, Barking and Dagenham's are all in place. The SNB members highlighted concern around not being informed when the DWO's move on. There was also a discussion on the extra DWO's and when they might be deployed.

ACTION: JG to keep the SNB members informed of the new DWO's and the wards they are going into.

Recorded Crime Data

TB noted that there has been an increase in Burglary which is an expected seasonal rise. There has been a reduction in moped crime, intelligence has helped take out some main leads on moped crimes. It is apparent that crimes are changing and those committing moped crimes are turning to burglary.

ST questioned the timeline stating it seems to be incorrect. MC and JG highlighted that there have been changes to the reporting of burglary which now includes sheds and garages. Operation Be Safe is in place which has replaced operation Bumblebee. DWO's are in possession of new equipment and cocooning is still in place.

ACTION: JG to send burglary hot spots map which is published every 2-3 weeks.

MC stressed that although they are recorded as hotspots 3 crimes in one area can potentially make it a hotspot.

The SNB were informed that we are currently at a 5 year high for theft of motor vehicles, crime prevention is in place to help tackle this issue and work has been carried out with car dealerships. DN noted that there was a consultation for ANPR cameras which didn't take off. JG highlighted that although these are very useful kits there are some issues around staffing and who will be able to monitor the cameras and respond to them.

ASB Data

ASB data is running on par with last year's figures. LBBD have rag rated this as amber. It was noted this is a standard agenda item for the VOLT meeting and joint tasking takes place every Monday with Council officers and Police.

Victim Satisfaction

It was highlighted that satisfaction has not had much focus however there is a BCU meeting on Monday 27th November to identify how this operated

	<p>previously and what can be done to address this issue. Possibility to break down into three Boroughs and report back.</p> <p>Q – CD questioned what the actual targets were. Although we may be rated green compared to other boroughs this still may not be a positive figure. The question had been previously asked at other meetings however we are still unsure what the actual targets are?</p> <p>A – Currently the target is to be above the MPS average. This will be raised at Monday’s meeting</p> <p>Stop and Search Stop and search is on the increase, although from a low base, and we now have the ability to show body camera images. ST and KH review these on a quarterly basis. It was noted that Havering and Redbridge have also started reviewing the images. It was noted that most of the searches within the Borough were undertaken by the Estate Team and the extraction of DWO’s during the summer had impacted on the number. ST highlighted that with a number of young officers being recruited the importance of S&S’s being supervised by a manager, something raised by the S&S Monitoring Group.</p> <p>Independent Custody Advisers The only issue raised through the report was Fresh Wharf where there are concerns over safety whether people could get through the doors in an emergency. No other issues were raised. It was noted that they used to have a Borough Commander to report on the issues as this was an agenda item agreed by MOPAC when the SNB was set up.</p> <p>ACTION: Jade Hodgson to invite Independent Custody Advisor Report to the future SNB meetings.</p>
7	<p>Police Priorities TB noted this has been previously covered during the meeting, the main priorities for the police are burglary and ASB.</p>
8	<p>Updates on operation Be Safe As previously noted, operation Be Safe has replace operation Bumblebee. This include crime previous. The latest operation Mexico is a joint operation running with Essex and operation Neptune is running to target smaller individual second-hand shop which may be selling stolen goods.</p> <p>JG offered SNB members to join a ride along to patrol or to attend a briefing which can be arranged by the police.</p>
9	<p>Update Reports</p> <p>Community Payback CD provided the board with a written update on Community Payback and reported to the team on the work that had been undertaken by the group throughout Barking and Dagenham. No other information was added during the meeting.</p> <p>Independent Advisory Group (IAG)</p>

	<p>Keith Hutton (KH) updated the board on IAG sub-group, again no other information was added at the meeting.</p> <p>Stop and Search ST provided a written update on Stop and Search to bring the board up to date with the on the work completed by the Stop and Search sub-group.</p> <p>Neighbourhood watch TB highlighted they are unable to find a list of schemes in the borough. DN reported on behalf of the deputy chair that this has been quiet. Links need to be made with the police around Neighbourhood Watch.</p> <p>Ward Panels DN expressed concerns around the lack of communication with the council officers. It was not communicated that officers are unable to attend during the restructure. Currently no-one available to administer the meeting with minute taking and distribution or meetings and invites.</p> <p>ACTION: MC to feed concerns raised to Katherine Gilcreest (KG).</p> <p>ACTION: MC/ KG to feed back to Ward Panels once concerns around Ward Panel meetings have been discussed.</p>
10	<p>Priority Review Due to limited time at the meeting the priority review has been deferred to the following SNB.</p> <p>ACTION: Jade Hodgson to add Priority Review to the forward plan for the next meeting.</p>
11	<p>AOB No notable business.</p>
12	<p>Next Meeting Safer Neighbourhoods Board (SNB) Open Public Meeting Thursday 15th February 2018 6.30-8.30pm Dagenham and Redbridge FC</p>
MEETING CLOSED	

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Community Safety Partnership Chair's Report

Date: Wednesday 13th December 2017

Author: Jade Hodgson, Partnership Boards Business Manager,
London Borough of Barking and Dagenham

Contact: Jade.hodgson@lbbd.gov.uk, 0208 227 5784

Security: [RESTRICTED]

1. Purpose of Presenting the Report and Decisions Required

1.1 Please see the Chair's Report attached at Appendix

2. Recommendation(s)

2.1 Note the contents of the Chair's Report and comment on any item covered should they wish to do so.

List of Appendices:

Appendix A: Chair's Report

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Chair's Report



Welcome to the Community Safety Partnership Board (CSP) Chair's Report.

This Chair's report has been written to update you on positive events, good news stories and information from around the Partnership.

If you would like to see something in particular included in future editions, please contact jade.hodgson@lbbd.gov.uk

This will be my last report as in January 2018 the responsibility for the Community Safety Partnership will pass to my colleague Fiona Taylor, the Council's Director of Law and Governance.

This reflects wider changes within the Council's organisational structure. It has been a pleasure to work with you all over the last ten or so years and I will watch with interest as the partnership continues to develop and move forward.

Best wishes,
Anne Bristow, Chair of the LBBB CSP Board

Contents

Special Interest Articles

MOPAC Public Access Strategy

White Ribbon Day

Dagenham's Fire Safety Open Day

World Mental Health Day

LBBB backs Fire Brigade Campaign

Winter 2017/18 Key Events

The MOPAC changes on public access to Police across London was published in draft form on the 14 July. It set out several questions around the proposed changes to policing across London. The document offered a 12-week consultation period for the residents of London Boroughs to respond. Over 4,000 responses were received, indicating the relatively good level of public awareness of the consultation. Those who submitted responses to the consultation outlined their apprehension around some of the plans, particularly the proposal to close police stations and front counters across London Boroughs.

The Public Access Strategy was published in November 2017 outlines the MOPAC/MPS strategy for public access. It lists which police stations have been confirmed to close and which buildings will be disposed of. The plans laid out in the strategy support the saving of £400 million over the next four years.

Implications for Barking and Dagenham

The original proposal was that the existing 24/7 front counter is at Dagenham Police Station would be moved to the Barking Learning Centre which is currently a daytime facility. Dagenham Police Station would then have been sold.

In response to the consultation and the strong views expressed which would impact on public confidence and a drop already in victim satisfaction due to implementation issues from the borough merger pathfinder.

Following discussions between the Council's leadership and MPS, an alternative option was identified. This means that the plan is now to retain a 24/7 police counter and presence in Dagenham. In order to achieve this it is proposed that the site is redeveloped with mixed use (e.g. ground floor police facilities/residential above) which will reduce MPS costs and improve the area. Feasibility work is now getting underway to develop the options for the site and business case.

To access the published strategy please click here:

https://www.london.gov.uk/sites/default/files/public_access_strategy_november_2017.pdf

This year all local partners led by the Council continued to work-closely to tackle domestic violence and abuse by supporting the White Ribbon Campaign.

Staff worked hard to pull together a remarkable programme to raise awareness and to offer support to those who need it. Over the course of two weeks we held a variety of different events, workshops, training, fund raising and online campaigns. We showed our ongoing support by wearing white ribbons and raising the white ribbon flag outside the Town Hall. The events were well attended including groups of young people who were willing to engage with the conversation and who took details of services (via safe methods) back for friends and family. Over 80 people attended training from a range of agencies. The Leader of the Council ran a sponsored silence on the morning of the 24th November and then did the 'walk in her shoes.' Over £500 was raised across the campaigns, all proceeds will go to local specialist Domestic Abuse Services



The '**blooming strong**' campaign took place at the Heathway on Friday 24 November to celebrate the strength and resilience as women as survivors of domestic violence. Councillors, senior officers and people from the community and voluntary sectors presented survivors with a flower and a small card explaining why they as individuals were being celebrated and how "**blooming strong**" they are. We had an excellent response with an estimated 500-600 contacts with members of the public. We also had several disclosures and much support from survivors who identified themselves. One quote in particular: "This is the sort of thing that is needed – to tell people it is happening and let them know how to get help."



Dagenham's Fire Station Open Day



I was extremely pleased to hear that Dagenham's Fire Station Open Day event on Wednesday 22 October 2017 was a positive and well attended event. The Fire Brigade put on a wide range of activities throughout the day to keep everyone busy including face painting, demonstrations, open mic, fire cadets and much more. There were several specialist appliances in attendance including the Command Unit (CU), Aerial Ladder Platform (ALP), Fire Rescue Unit (FRU), London Ambulance HART team and the Metropolitan Safer Neighborhood Team. The ALP gave an exciting and educational demonstration, where they scaled the training mast to the top of the drill tower, lowered themselves half way down and rescuing a casualty. This demonstration was well received by the public and promoted high level skills.

Team members from different agencies worked together to support the events and managed to raise over £600! The Station were extremely happy with the turnout and the success of the open day offered families a great day full of fun.



Christmas Lunch

For the second year running the fire service are providing a very welcome Christmas lunch to 40 older people who might otherwise be spending the day alone. This is a really great initiative that merits wider recognition.



World Mental Health Day

This year the London Borough of Barking and Dagenham successfully supported the national campaign for World Mental Health Day on 10 October 2017. It is important for us as a Borough to support and encourage open discussion for members of the public, service users, professionals and carers who are interested in finding out more about mental ill health, prevention, promotion and treatment in Barking and Dagenham.

The main event in Barking and Dagenham was held in the afternoon in the Gallery at Barking Learning Centre led by Lifeline who were commissioned to organise as part of the local Healthwatch Service.

The event was very positive and well received by residents and offered around 15 stalls full of useful information and advice from a range of providers attracting over 200 residents.

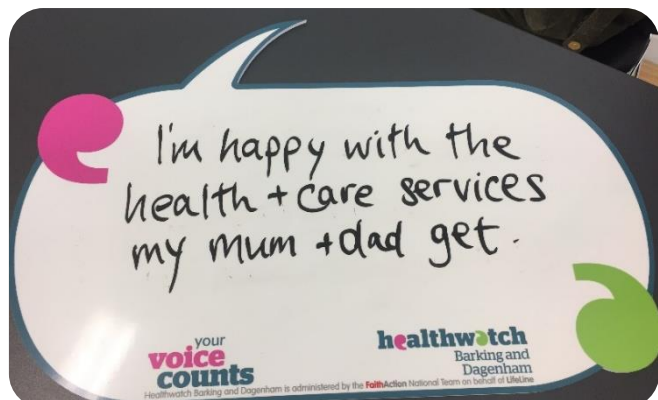
A breakfast event was held in Relish Café between 8am and 9am which was aimed at employers to help address some of the common misconceptions around mental health and to promote the steps to creating a mentally healthy workplace. The Workplace Wellbeing Toolkit was promoted which aims to achieve whole organisational change towards a mentally healthy workplace, giving guidance on talking about mental health, as well as advice on skills development and ensuring sustainability around training and awareness.

We are very pleased with the success of World Mental Health Day in Barking and Dagenham and wish to thank staff and partner organisation for their support in making this day a success for residents of Barking and Dagenham.



Thrive London #OKLDN

The Borough will be one of the first pilots for Thrive London projects. All organisations are encouraged to get involved. For more information see <http://thrivedn.co.uk/>



5 Alcohol Awareness Week

A number of events took place throughout the Borough during National Alcohol Awareness Week (13-19 November) to raise the awareness of the dangers of excessive alcohol consumption. Schools, education engagement centres, The YMCA and B&D College completed the young people's engagement programme across the borough. The total amount of young people targeted would be in the region of 2200 and 45 professionals who work with children receiving age appropriate workshops and awareness video screenings and advice.

Across the borough, 31 Pharmacies and GP surgeries, as well as the sexual health clinic, were visited by alcohol advisors during the week and a total of 54 quality engagements with residents were recorded. Queen's Hospital hosted an awareness stall throughout the week to offer advice and information to visitors, patients and staff. Literature highlighting alcohol units, current guidelines, effects of alcohol on the body, Fertility, Stress, Foetal Alcohol Syndrome, Drunkorexia and Your Kids and Alcohol and other health related issues were distributed.

A successful mocktail event at Roycraft House demonstrated that sophisticated non-alcoholic drinks are easily made for the enjoyment of adults.



6 LBBD backs Fire Brigade Campaign

In September 2017 Barking and Dagenham Council supported the London Fire Brigade's call for urgent action on faulty white goods after it was revealed there have been 61 fires in the borough involving appliances such as tumble dryers and fridge freezers since 2010. The Brigade reported that it attends on average one fire a day involving white goods and that between 2010 and 2016 there have been nine fire deaths and 298 injuries as a result of these fires in London.

Councillor Darren Rodwell, Leader of Barking and Dagenham Council, said: "While most white goods work safely without incident the figures released by London Fire Brigade clearly show more could be done to keep people safer if there is a problem. The safety of our residents is a priority and that's why we are joining the Brigade's Total Recalls campaign to make it easier for them to protect themselves from the fire risk faulty white goods can pose."

You can find more information on this matter on the Council's website by using the following link: <https://www.lbbd.gov.uk/news/council-backs-brigade-campaign-new-figures-reveal-61-white-goods-fires-borough-since-2010/>

6 Winter 2017/18 Events

London Borough of Barking & Dagenham

Barking Town Hall,
1 Town Square,
Barking,
IG11 7LU
020 8215 3000

**One borough; one community;
London's growth opportunity**

Find us on the Web:
<https://www.lbbd.gov.uk>

Key Events

- **Ongoing – Home Fire Safety Visits**
London Fire Brigade offer free home fire safety visits for people and places where there is a heightened risk of fire, such as older people or those living with mental or physical impairments.
- **01-31 December 2017 – National Christmas Drink Drive Campaign.**
- **23 December 2017 - Dagenham Fire Station Christmas**
Event held at Dagenham Fire Station for vulnerable and socially isolated people in Barking and Dagenham.
- **01-31 January 2018 – Dry January.**
LBBD will be supporting Dry January for more information click here: <https://www.alcoholconcern.org.uk/Handlers/Download.ashx?IDMF=59ec9605-1d74-41fe-9dba-7451ecc6ad37>
- **01-28 February - LGBT History Month**
LGBT History Month aims to promote equality and diversity by raising awareness
- **5-11 February 2018 - Sexual abuse & Sexual violence awareness week 2018**
This National Day is to raise awareness and work in partnership to tackle Sexual abuse & Sexual violence.
- **01-31 March 2017 – Women's Empowerment Month**

Please forward upcoming events to Jade.hodgson@lbbd.gov.uk

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Community Safety Partnership Board Forward Plan

Date of Meeting	Publication Date		Report Title	Presenter	Reason	Comments - Version control	Item Status	
Tuesday 12 September 2017	Tuesday 5th September 2017	Discussion	Community Safety Partnership Terms of Reference Review	Chair	For Discussion	Agreed at CSP Callover meeting on 29 April	Item Received	
		Business	Strategic Group Updates	Chair	For Information	Agreed at CSP meeting on 12 June	Item Received	
		Business	Body Worn Cameras	Tim Barfoot	For Decision		Item Received	
		Business	Performance	Dan James	For Decision	Standing item	Item Received	
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item	Item Received	
		Business	Chair's Report	Chair	For Information	Standing item	Item Received	
Wednesday 13th December	Wednesday 6 December	Discussion	Community Safety Partnership Terms of Reference	All	For Discussion	Agreed at CSP Callover meeting on 29 April	Item Received	
		Discussion	Grenfell Tower Update	Chair	For Discussion		Verbal	
		Business	Sub-Group Updates	Chairs of sub-groups	For Information		Item Received	
		Business	Performance (TBC)	Dan James	For Decision	Standing item	Item Received	
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item	Item Received	
		Business	MPS Public Access Strategy	Hamera-Asfa Davey	For Information		Item Received	
		Business	PSPO Consultation - Broad Street					
		Business	- Barking Town Centre	Chair	For Decision		Item Received	
		Business	Restore: London Presentation	Michael Fajobi	For Information		Item Received	
		Business	Chair's Report	Chair	For Information	Standing item	Item Received	
Restricted	Joint Strategic Assessment	Dan James/ Vikki Rix	Presentation	45 minutes	Item Received			
Business	Gang & Knife Crime Action Plan (TBC)	Neil Matthews	Presentation	20 minutes	Item Received			
Wednesday 28 March	Wednesday 21 March	Discussion	PSPO - Heathway	Katherine Gilcrest	For Discussion	10 minutes		
		Discussion	Grenfell Tower Update	Chair	For Discussion			
		Business	Sub-Group Updates	Chairs of sub-groups	For Information			
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item		
		Business	Performance	Dan James	For Decision	Standing item		
		Business	Chair's Report	Chair	For Information	Standing item		
Wednesday 27 June	Wednesday 20 June	Discussion	Grenfell Tower Update	Chair	For Discussion			
		Business	Sub-Group Updates	Chairs of sub-groups	For Information			
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item		
		Business	Performance	Dan James	For Decision	Standing item		
		Business	Chair's Report	Chair	For Information	Standing item		
Wednesday 26 September	Wednesday 19 September							
		Business	Sub-Group Updates	Chairs of sub-groups	For Information			
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item		
		Business	Performance	Dan James	For Decision	Standing item		
Business	Chair's Report	Chair	For Information	Standing item				
Wednesday 19 December	Wednesday 12 December							
		Business	Sub-Group Updates	Chairs of sub-groups	For Information			
		Business	Safer Neighbourhood Board Update	Steve Thompson	For Information	Standing item		
		Business	Performance	Dan James	For Decision	Standing item		
Business	Chair's Report	Chair	For Information	Standing item				

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