

Annual Presentation

Cllr John Woolf - Executive Member for Community Safety

Executive Member Overview

Central North – Local Action Plan

<p>Action 1</p> <p>Strengthening Neighbourhood Policing</p> <p>MORE TRUST LESS CRIME</p>	<p>Action 2</p> <p>Enhancing our Professionalism</p> <p>MORE TRUST HIGH STANDARDS</p>	<p>Action 3</p> <p>Greater involvement of Citizens in Policing</p> <p>MORE TRUST</p>	<p>Action 4</p> <p>Delivering Coordinated Crime Fighting</p> <p>LESS CRIME</p>	<p>Action 5</p> <p>Developing and supporting our people</p> <p>HIGH STANDARDS</p>
<p>Action 6</p> <p>Improving our Communication</p> <p>MORE TRUST</p>	<p>Action 7</p> <p>Taking a Trauma Informed Approach to Policing</p> <p>MORE TRUST HIGH STANDARDS</p>	<p>Action 8</p> <p>Strengthening Public Protection</p> <p>LESS CRIME</p>	<p>Action 9</p> <p>Protecting the most vulnerable in Islington</p> <p>MORE TRUST</p>	<p>Action 10</p> <p>Delivering high quality investigations</p> <p>MORE TRUST LESS CRIME</p>

 METROPOLITAN POLICE

MORE TRUST | LESS CRIME | HIGH STANDARDS

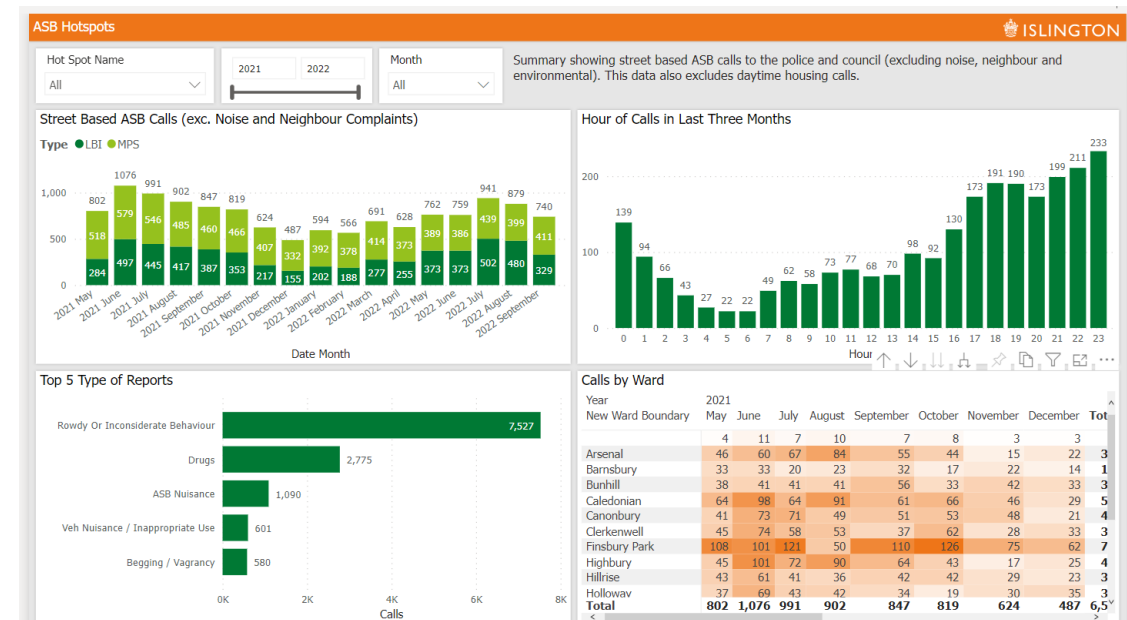
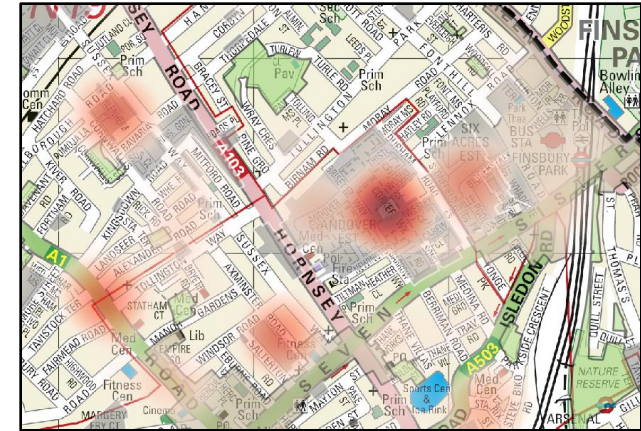
Police Overview 2023 / 24

- Only BCU to have a 10-point action plan, which includes:
 - A Central Professionalism Board
 - Work with Islington's Young Black Men and Mental Health
 - Cultural Competency Training
 - Training on Trauma-informed Policing
- Memorandum of Understanding
- Stop and Search Charter
- Uplift in police numbers: double the number of Neighbourhood Inspectors and ward Sgts and PCSOs
- Aligning locality of police teams to LBI North, South, Central Clusters
- Ward Panel review
- Governance review
- Critical Incident Checklist established

Community Safety

Hot Spot Process

- **Weekly intelligence product**, feeds into the weekly tasking meeting with Emergency Planning, Community Safety, ASB team, police, TYS, street population team.
- Using a **problem solving approach** to understand who, what, when, why, who and how
- Utilising the **Early Intervention process** to offer support early to deter behaviours and escalating to enforcement and support.
- Monitoring hot spot locations through our **dashboard**.
- Utilising the teams specialism in designing out crime through organising **Environmental Visual Audits**
- Working closely with concierge, Estate Services, Parkguard among other partners.



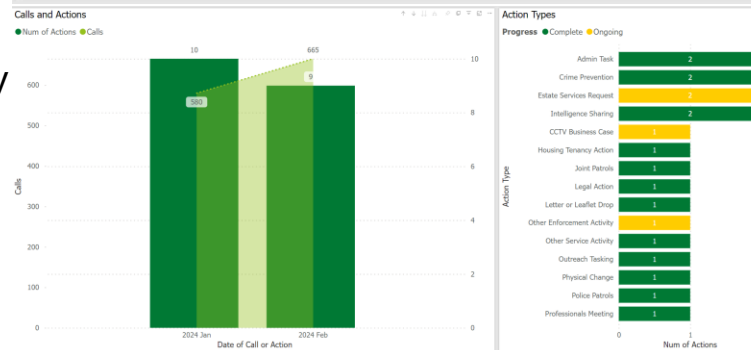
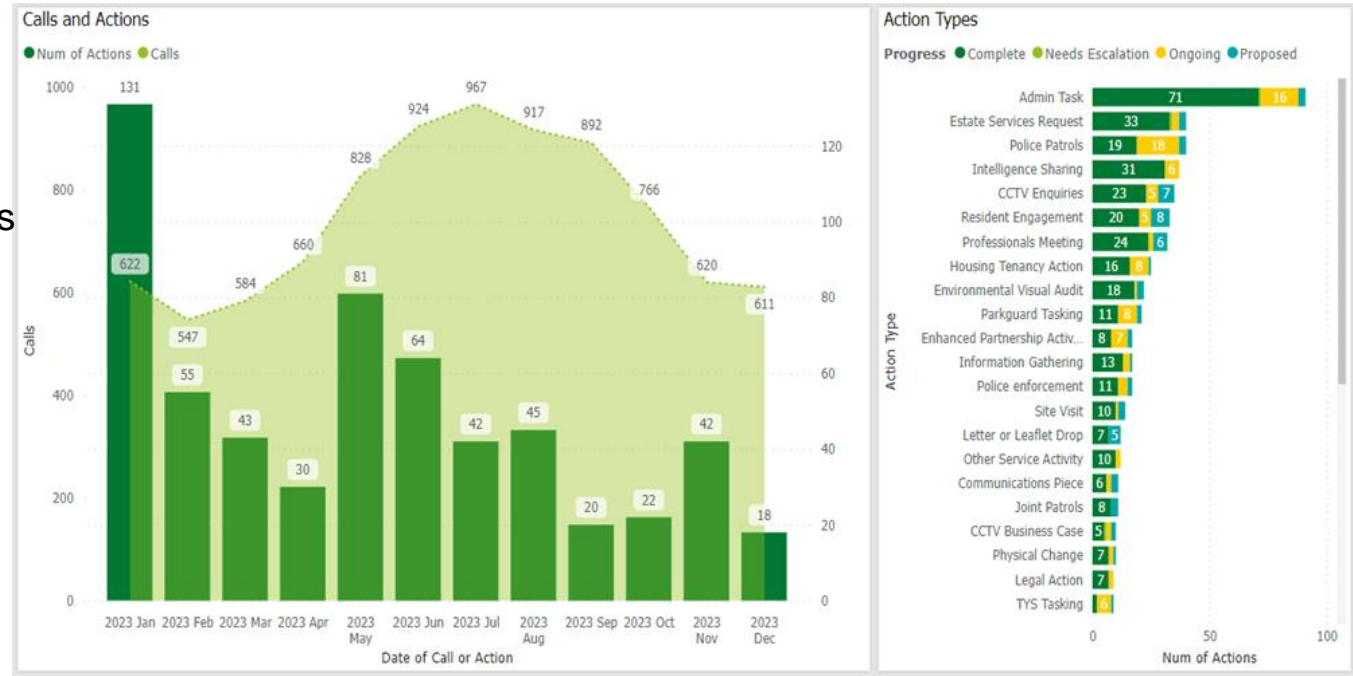
Community Safety Team (April 2023 – March 2024) KPIs

A hotspot is defined by us as a segmented geographical location, usually ranging from 50m - 250m in size, where persistent ASB is occurring. A hotspot usually has a focal point of a town centre, residential estate, train station, greenspace or a similar area. If a location receives 6 or more external ASB calls within a 2-week period, it is flagged as a hotspot and discussed at a weekly multi-agency tasking meeting.

There were 60 individual hotspot locations identified in the financial year of 2023-2024.

Within the past 12 months (April 2023 – March 2024), the average weekly hotspot count was 7.65 per week compared to 10.25 in 2022/23, demonstrating the benefit of acting quickly to co-ordinate responses early before ASB issues take root.

This trend has continued so far in 2024, where between January – March the weekly hotspot average is 4.6.



Community Engagement

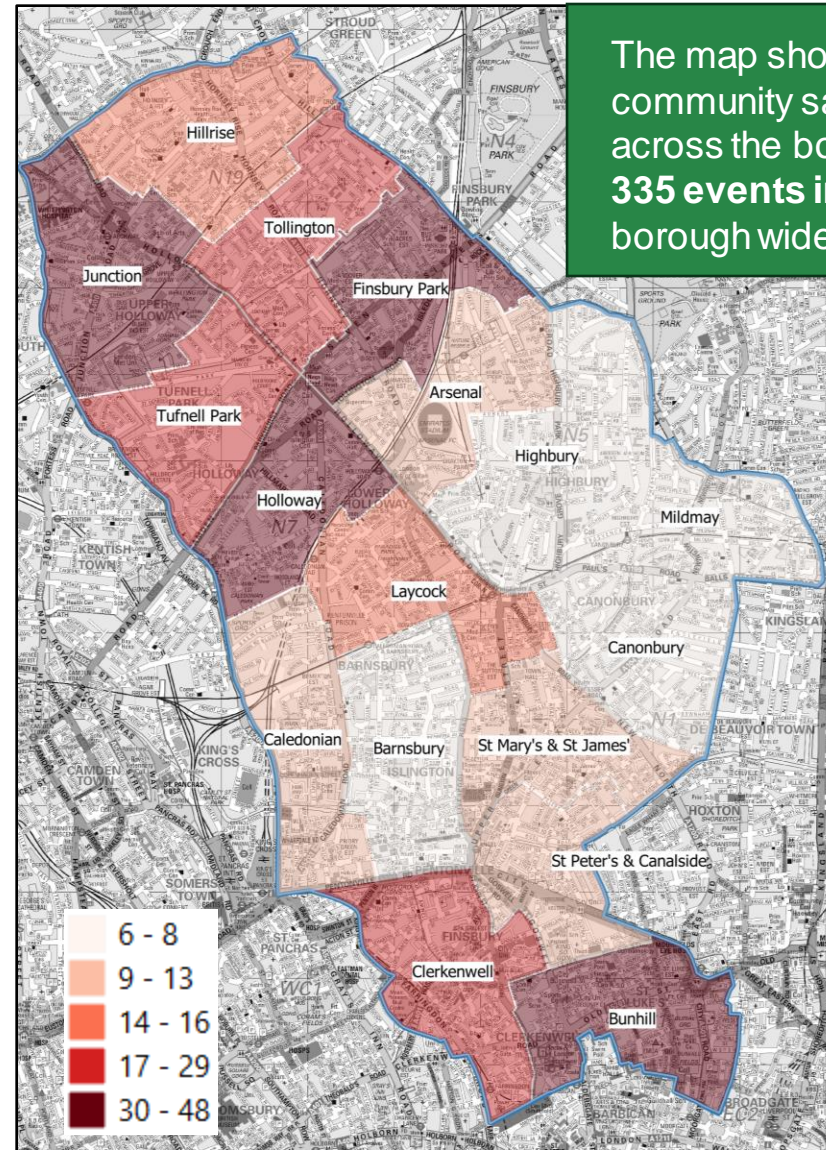
In the last year, the Community Safety Team have facilitated 23 EVAs with a total of 148 recommendations. Of these approximately half have been successfully completed. Many outstanding recommendations are awaiting funding.

Number of Recommendations



Action Progress

Progress ● 1 Checking Feasibility ● 2 In progress ● 3 Action Complete ● 4 Not Feasible



The map shows the number of community safety engagement events across the borough. **There have been 335 events in total**, including 33 borough wide events.

This includes:

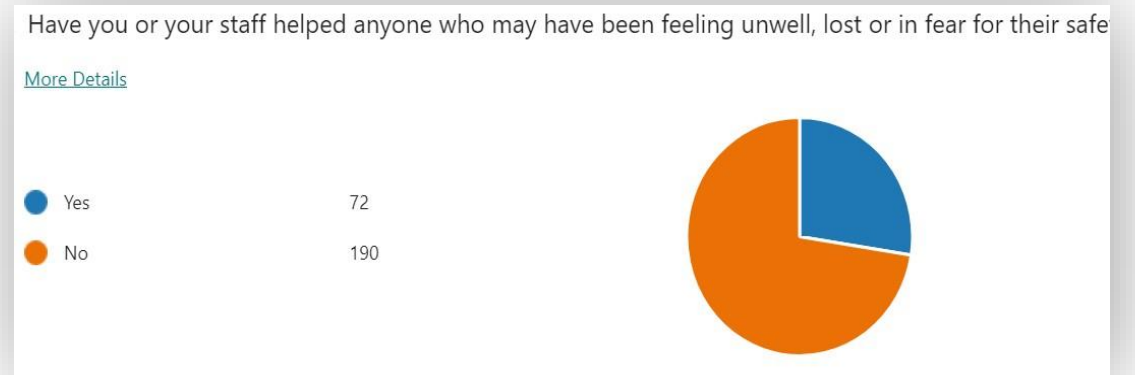
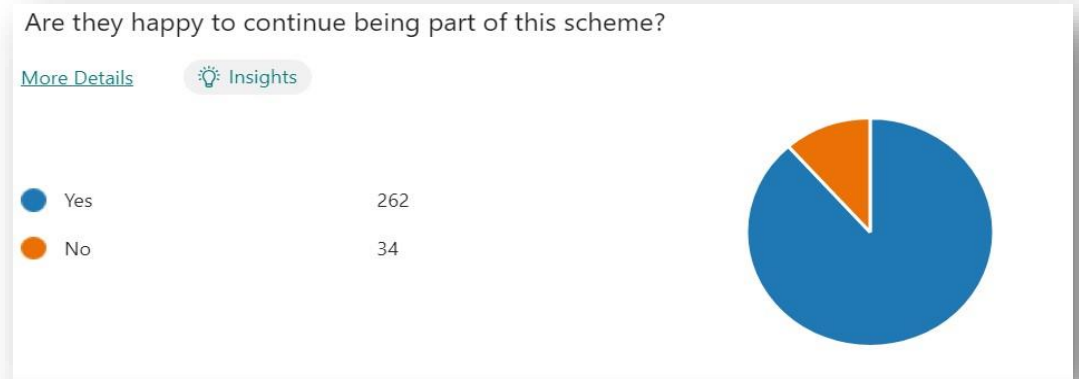
- ❖ 22 Events for young people and parents
- ❖ 23 Hate crime events
- ❖ 14 Business engagement events
- ❖ 25 Ward panel meetings
- ❖ Other community meetings, street briefings, community weapon sweeps and EVA's

Safe Havens – What have we achieved in 2023/24

- For the year 23/24 we carried out over 12 Safe Haven sign up events and exceeded our target of 300 premises signed up across the borough.
- We then focused on building stronger relationships with existing Safe Havens and developing the scheme further.
- We worked with the legal team to refine our definition of a Safe Haven and ensure expectations were clearly set out and reviewed our webpages and comms accordingly
- Created a bespoke interactive map of Safe Haven sites in Islington to be updated and added to the webpage following the Safe Haven audit.
- Have met with several other London Boroughs to share our knowledge and experience of setting up the scheme and offering advice, guidance and our learning.
- We communicated with all Safe Haven sites through monthly newsletters reminding them of their commitment, signposting them to support and training opportunities and raising awareness of community safety initiatives.
- We commissioned an independent audit of all Safe Havens to ensure those that were listed (some had been signed up over 5 years ago) were still operating, were aware they were Safe Havens, were committed to the scheme and had briefed their staff on the expectations.
- Of the initial 300 we have 262 Safe Haven sites who are still actively committed to the scheme.

Safe Haven Review

- An overwhelming majority confirmed they were happy to remain Safe Havens, 262 out of 300 confirmed.
- Almost 75% staff asked knew they were a Safe Haven
- 72 premises report having helped someone
- Examples of Safe Havens assisting the public include:
 - Calling an ambulance
 - Supporting people after phone theft
 - Helping young people being chased / bullied
 - Giving women a safe space who feel uncomfortable or are being harassed
 - Giving directions
 - Supporting people with dementia



Safe Havens - Looking forward

Aims 2024 / 25:

- Clearly define the role and purpose of the Safe Havens so that we can fully utilise their potential to reduce crime and the fear of crime and better meet the objectives of the serious violence reduction plan
- We recognise that we are limited in what we can ask of Safe Havens, for those that want to be more involved around issues of safety. We will improve our offer to them to include training and other opportunities.
- We will demonstrate the efficacy of the scheme and measure the impact that it has on people's feelings of safety.
- We broaden the governance for the scheme to embed this in ways of working for internal Council teams as well as community stakeholders such as businesses and the VCS

Objectives 2024 / 25:

- Produce quarterly newsletters to those confirmed Safe Havens – continue to build strong relationships and provide opportunities for feedback
- Identify training opportunities for local businesses that support and compliment the role of a Safe Haven
- Increase number of Safe Havens from 262 to 300 and ensure there are 15 in each ward.
- Work with UCL to co-produce a development project plan that will help us fully understand and realise the project
- Produce a policy document that incorporates the outcomes of this project and sets governance and processes in place

Safer Spaces – Walk and talks

- Councillor John Woolf, Superintendent Jack May-Robinson and Besserat Atsebaha, invited residents to walk with us during weekly events in each ward
- This gave residents an opportunity to talk to leaders in the council and the police service about how we can improve safety in our borough.
- We created a video with Cllr Woolf which we shared on social media posts and these posts attracted positive engagement.
- The Walk and Talks featured in the Islington Tribune as well as numerous local e-bulletins.
- In the coming year we will target our walk and talk events where we identify locations with persistent ASB and crime concerns.
- We will include Walk and Talk events in our enhanced partnership response, engaging residents through Newsletters and using Lets Talk Islington where they can use an interactive map to identify problem locations directing our route.



Love Finsbury Park (Clear Hold Build)



Targets, relentlessly disrupts and removes criminal groups and their business model

- Relentless disruption
- Targeting organised crime
- Use of all powers & levers
- Create safer space and restore community confidence

Clear



Consolidate and stabilise to avoid vacuum

- Interventions and counter measures
- Contingency planning
- Spaces remain safe for prolonged period
- Highly visible reassurance patrols ongoing

Hold



Whole system approach to strengthen community resilience

- Improved environment
- Effective community engagement
- Interventions based on community need
- Empowering stakeholders

Build



ISLINGTON

For a more equal future

Safer EC1 Project- MOPAC Violence Reduction Unit

We secured Community Capacity Building fund from MOPAC Violence Reduction Unit to deliver a project to tackle crime in EC1 area of Islington between April 2023- March 2024. We worked with a range of partners including police, voluntary sector organisations and residents. We coordinated number of projects aimed crime prevention and reducing violence.

- **Resident Engagement-** We attended monthly 34 resident engagement events and interacted with 314 people who had local crime and ASB concerns.
- **Enhanced Contextual Safeguarding Training** - We worked with Abianda, a social enterprise that works with young women affected by criminal exploitation/violence and Islington Council Exploitation & Missing Safeguarding Team to create training for professionals and community members to empower them to spot the signs of exploitation and feel confident reporting issues. The training will be available for the next 3 years and 29 people signed up for it so far.
- **First Aid Trainings-** Street Doctors delivered 24 first aid training sessions and provided additional resources to young people and professionals, community leads and residents.



**Virtual Training offer:
Contextual Safeguarding
in the Community**



Community Safety Team worked with Abianda, a social enterprise that works with young women affected by criminal exploitation/violence and Islington Council Exploitation & Missing Safeguarding Team to create a specialist training for our professionals and community members.



ISLINGTON
For a more equal future

Safer EC1 Project- MOPAC Violence Reduction Unit

- **Bike mentoring maintenance courses-** Provided 6 weeks bike mentoring courses and worked with 72 young people. Young people learned new skills while spending time with peers opening up new job opportunities for their future as well as empowering them to develop a connection with core services. There was also 18 young people took bike maintenance mentoring course.
- **Bleed Control Kit-** 5 bleed control cabinets installed, and 30 bleed control kits distributed to the community organisations. We provided bleed control kit training to 30 professionals and residents.
- **Early Intervention Programme-**The Ben Kinsella Trust provided 38 choices and consequences workshops to 380 young people. The Trust provided 3 anti-knife crime parents workshops.



Community Safety Residents Engagement Event- We partnered with Vibast Community Centre to deliver a community fun day on 27th April to engage with the residents in EC1 area with Community Safety theme to provide crime prevention advice and literature.

Archway and Nags Head - Business Crime Reduction Partnership

- We have secured funding from City University for a 12-month project to create a Business Crime Reduction Partnership in Archway and Nags Head (including Holloway Road which links the two).
- A BCRP is partnership-based approach to preventing crime and disorder. It is a subscription based, business-led, action group working with police and the local authority to tackle and reduce crime and disorder affecting businesses and the wider community. Membership to the BCRP will be free for businesses for the first 12 months.
- We are working with the Safer Business Network who will help us engage with businesses and provide them regular updates
- A PCSO and Safer Business Network Officer will be dedicated to the project and will be responsible for keeping businesses up-to-date with the outcome of their reports.

Community Safety Panels

- 85 **CMARAC** referrals in 2023/24, (MOPAC target 36 a year) 51 cases were accepted, 34 rejected (All cases rejected are given actions) 58 cases have been successfully exited Community Risk MARAC with positive outcomes, 27 cases remain open.
- **Vulnerabilities presenting** -unmet mental health needs, substance misuse, housing issues, victim of crime, harassment, and issues related to poverty.
- **Challenges** - High number of referrals received/lack of case management system
- **Successes** – Low levels of repeat referrals and given the complexity of the case load this is a success.
- **Positive outcomes** include - Reduction in ASB. Referred to other agency. Risk reduced. Moved out of borough. Case more suited to another panel (DSM/MH Interface/EIP(PLM) etc) . Improved health (including MH and substance use). Enforcement action taken. Joined up action plans in place.
- 60 **ASB review** (Community Trigger) referrals received and 36 accepted - 22% increase on last year
- **Vulnerabilities presenting** - Unmet mental health needs and unrealistic expectations of services.
- **Challenges** - High number of referrals (data shows increased significantly since Covid) capacity to gather extensive information from partners and managing resident expectations.
- 23 cases accepted to the **Cuckooing Panel – 128 address' of concern investigated.**
- **Outcomes** - 9 closure orders – both part and full, 6 police warrants, 4 long term hospital admissions under section. One inpatient rehab for alcohol, 19 cases offered Navigator support, 10 cases referred to VIA (formerly Westminster Drugs Project)



Hate Crime - Key themes

- Overall hate crime in Islington decreased by 2.1% from 2022-2023, this is in stark comparison to the 11.9% increase seen across the whole of London.
- Anti-Semitic hate crimes rose by 444% from 2022 to 2023, with rises attributed to the middle eastern conflict. However, offences dropped significantly from Dec 2023 to Jan 2024.
- Islamophobic hate crimes rose by 70.8% from 2022 to 2023, with rises attributed to the middle eastern conflict. However, offences dropped significantly from Dec 2023 to Jan 2024.
- Islington ranks 1st out of 32 boroughs for Disability hate crime, however the number of offences across the year is low (32 offences).
- Islington ranks 3rd out of 32 boroughs for homophobic hate crime. The ward with the highest number of offences is Junction.
- Islington ranks 6th out of 32 boroughs for transgender hate crime, however offences across the year were low (18).

Become a Hate Crime Prevention Champion!

Training Champions
is our priority for this
year

Hate Crime Prevention Champions

- We have recruited 70 Hate Crime Prevention Champions so far, including representatives from Registered Social Landlords and LBI Housing.
- We are hosting more sessions throughout the year for community groups.

Single Points of Contact in our Mosques

- We are working with our Mosques in the borough to establish a single point of contact in each, whom victims of hate crime can approach if they are concerned about reporting or would like to access support. We hope to address the significant underreporting of Islamophobia.
- This workstream stems from the Let's Talk Islington campaign where we identified that Muslim women feel unsafe in the borough.



**I am proud to
be a Hate Crime
Prevention
Champion**

trained by Islington Hate
Crime Forum

To find out more visit
www.islington.gov.uk/hatecrime

Hate crime – What else?

- Working across council departments to create strategies and organise events.
- Working with community partners to raise awareness of hate crime.
- Working with the specialist Faith Police Officer to engage with communities.
- Organising competitions in schools to raise awareness of hate crime.
- Monitoring community tensions and supporting community leaders when a serious incident occurs.
- Meeting with Muslim women to discuss their experiences of hate crime.
- We will reach out to more community groups to host awareness sessions for their service users during Hate crime Awareness Week

Hate crime – What next?

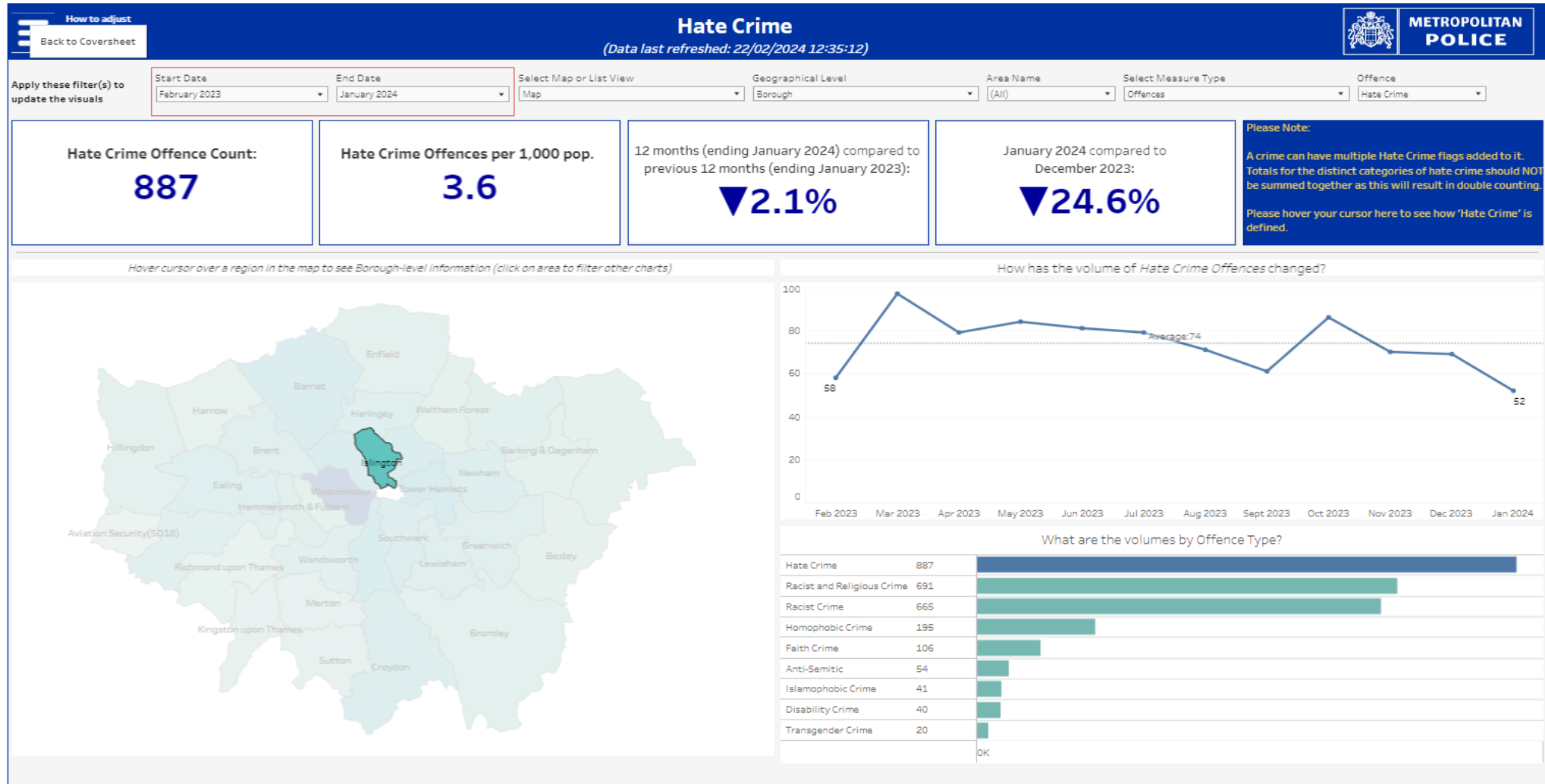
Hate crime data

- We have asked the police to provide us with more detailed hate crime data, so we can understand the nature of hate crime in the borough. This will help us to identify how many repeat offenders and repeat victims we have, and crucially ensure repeat victims have appropriate support.
- We will also be able to identify why a particular location is a hate crime hotspot and work with partners to address this.

E-Learning

- We are adding hate crime e-learning to the Council's e-learning site, so this is accessible to colleagues.
- We are continuing to offer the free hate crime e-learning to our communities.

Hate Crime Overview - Islington



- Overall hate crime in Islington decreased by 2.1% from 2022-2023, this is in stark comparison to the 11.9% increase seen across the whole of London.

Hate Crime - Victim Demographics – 2023

Faith Hate Crime	Anti-Semitic Hate Crime	Islamophobia Hate Crime	Disability Hate Crime	Homophobic Hate Crime	Racist Hate Crime	Transgender Hate Crime
<ul style="list-style-type: none"> ❑ Of the 76 offences where the victim's profile was captured, 29 of the victims were female, and 47 were male. ❑ 19 of the victims were of Asian ethnicity, 2 were of black ethnicity, 24 were white, and 10 were classed as "other" ethnicity. ❑ 42 of the victims were between 18-39 years old. 	<ul style="list-style-type: none"> ❑ Of the 29 offences where the victim's gender was captured, 9 of the victims were female, and 20 were male. ❑ 16 of the victims were of White ethnicity. ❑ 24 of the victims were between 30-54 years old 	<ul style="list-style-type: none"> ❑ Of the 35 offences where the victim's profile was captured, 17 of the victims were female, and 18 were male. ❑ 17 of the victims were of Asian ethnicity, 1 was of black ethnicity, 5 were white, and 7 were classed as "other" ethnicity. ❑ There were no real trends with age profiles 	<ul style="list-style-type: none"> ❑ Of the 32 offences where the victim's gender was captured, 24 of the victims were female, and 8 were male. ❑ 18 of the victims were of White ethnicity, 2 were of Black ethnicity, and 12 were unknown. ❑ 14 of the victims were between 45-54 years old. 	<ul style="list-style-type: none"> ❑ Of the 185 offences where the victim's gender was captured, 44 of the victims were female, and 141 were male. ❑ 107 of the victims were of White ethnicity, 27 were of Black ethnicity, 17 were of Asian origin ❑ 29 Victims were between the ages of 18-24, 35 were between the ages of 25-29, 34 were between 30-34 and 29 were between 35-29 years old. 	<ul style="list-style-type: none"> ❑ Of the 659 offences where the victim's gender was captured, 259 of the victims were female, and 334 were male. ❑ 121 of the victims were of Asian ethnicity, 195 were of Black ethnicity, 161 were White. ❑ 271 Victims were between the ages of 18-34 while 238 of the victims were between the ages of 35-54 	<ul style="list-style-type: none"> ❑ Of the 24 offences where the victim's ethnicity was captured, 13 were of white origin, 4 were of Black origin and 7 were unknown. ❑ 6 victims were between 18 -24 years old and 6 were between 40-44 years old

Trauma and Bleed Control Strategy

- ❖ The aim of the strategy is to reduce the number of deaths in Islington due to **catastrophic bleeding** by increasing public awareness of and confidence in using bleed control kits.
- ❖ A **catastrophic bleed** is where there is extreme bleeding that is likely to cause death in minutes.
- ❖ **Catastrophic bleeds** can be caused by many different things, including road traffic accidents, accidents in the workplace, falls.
- ❖ As with a lot of the work in Community Safety, we want to **create a culture of care**.

- ❖ Bleed Control kits contain special dressings and bandages, which have been designed to seal wounds and control serious bleeding, as well as basic instructions which could be used to save a life whilst an ambulance is on its way.



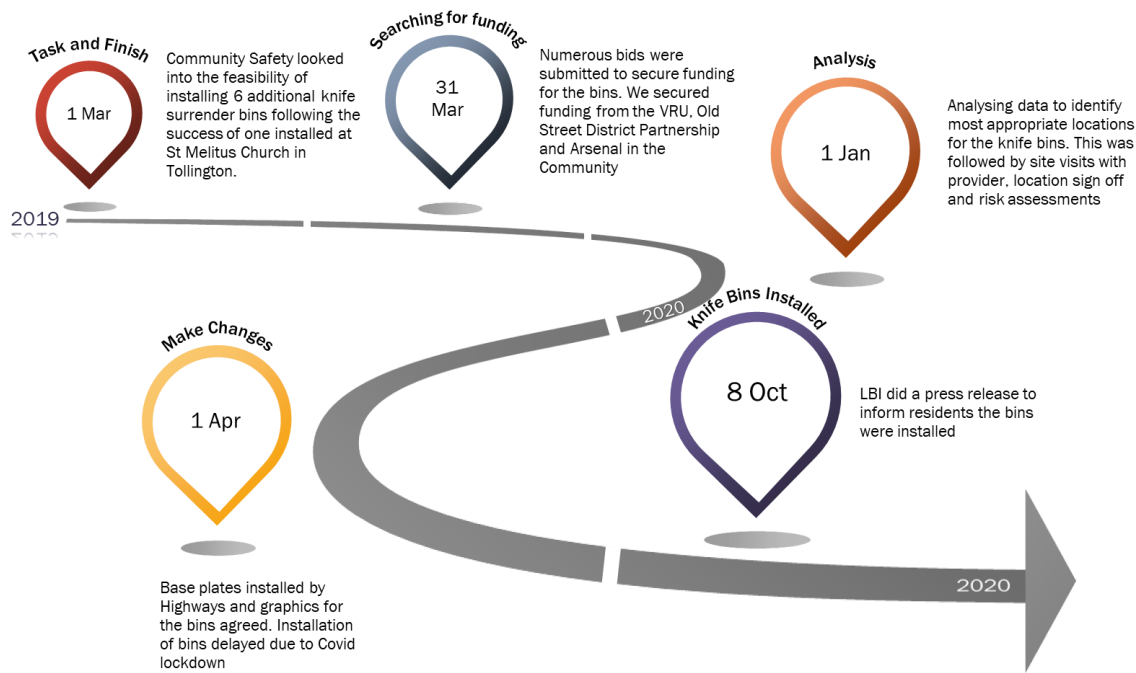
Timeline

- ❖ **April 2022:** Pilot rollout of bleed control kits and cabinets in Hillrise as part of a VRU funded project. Received positive feedback from community members and key stakeholders. Community members in other areas of Islington keen to roll out kits.
- ❖ **May 2023:** Review of Safer Hillrise project. Agreed next step to develop a borough wide 'Trauma and Bleed Control Strategy' with Public Health. A draft strategy was written.
- ❖ **Autumn 2023:** Consultation with senior managers/ councillors at Islington Council, key partners and some community members. Feedback incorporated into the strategy.
- ❖ **January 2024:** The draft strategy was shared with legal services for feedback. An agreement for community held kits was developed.
- ❖ **March 2024:** The strategy to be taken to HMT before being taken to the Political Leadership Team.

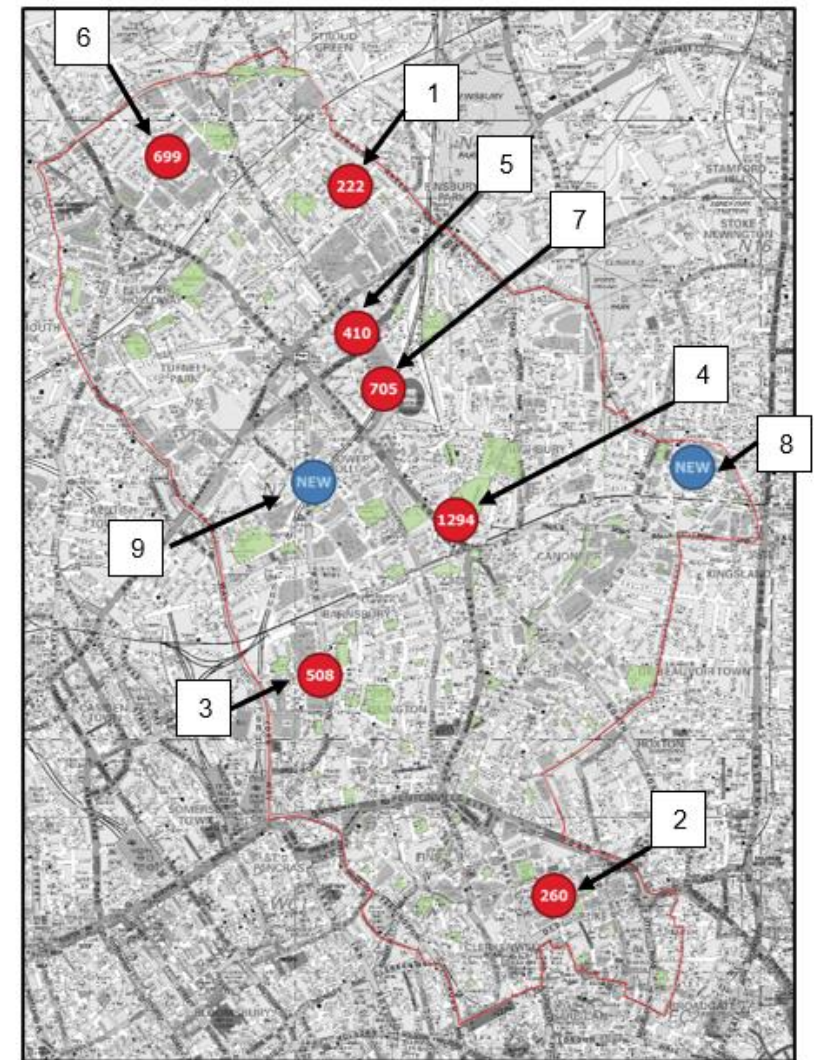
Next Steps

- ❖ Strategy sign-off.
- ❖ Set up of a working group with LBI, LFB, MPS, LAS, Community Safety, Public Health, Emergency Planning.
- ❖ Roll out of kits and cabinets within other key hot spot locations. This includes Bunhill and Angel Town Centre and Finsbury Park. Funding has already been secured for this and cabinets being installed imminently. Create a database of where kits/cabinets are located.
- ❖ Training rolled out to relevant people. Possibly develop an in-house training video as currently we use the manufacturers vide for refresh training.
- ❖ Develop a comprehensive Communications Strategy to promote the kits.

Knife Surrender Bins



The knife bins were first emptied in July 2021, where **1,011 knives and other bladed items** were collected along with other objects such as scissors, building tools and kitchen utensils. They have since been emptied a further three times (April 2022, November 2022 and June 2023) and have collected a total of 4,098 knives or other bladed items. **Bins are due to be emptied again in April 2024.**



1. St Melitus Church
2. Outside Finsbury Leisure Centre
3. Outside Cally Pool and Gym
4. Outside Highbury Leisure Centre
5. Outside the Sobell Leisure Centre
6. Outside Caxton House
7. By the Bridge on Hornsey Road
8. Outside Mayville Estate
9. Cally Rd J/W North Rd

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Civil Protection

Dan Lawson – Assistant Director Civil Protection

*ASB, Case Management, CCTV, Compliance,
Emergency Planning, Business Continuity*

Hotspot Meeting

- Chaired by AD Civil Protection
- Combines data from Police and Council so that however residents report, it forms part of decision on resource deployment.
- Group now has representatives from ASB, CCTV, Compliance, Housing, TYS, Police, Community Safety, YOS

Success

- Identification of grooming, vulnerable adults, children
- Reduction from average of 10 hotspots to average of 5 hotspots per week

Next Steps

- Develop adult social care involvement within ASB process
- Include partners with resident officer to enable continuous offer of assistance to residents

Civic Pride

- September 2023 week of action in Nags Head as a pilot for wider use across the borough.
- Led by Civil Protection, the week of action included teams from community Safety, Street Trading, Compliance, Street Environment Services, Anti-Social Behaviour, Parkguard and Metropolitan Police.
- Activities throughout the week were to include tackling littering, waste/recycling bags left outside hours, fly tipping, illegal street trading, graffiti and fly posters, gas cannisters (Windsor Rd) and begging.
- Patrols each day of the week at various times by Compliance and Police officers during the day
 - Patrols each evening by ASB and Parkguard
 - Checks across street furniture license breaches
 - Targeting of fly-tipping and dumped waste in Bowman's Mews
 - Visited shops in relation to their commercial waste to ensure they were legally compliant.
 - Joint Compliance and Police patrol to monitor the illegal street trading activities over the weekend
 - Outreach team visit on Sunday to see what support could be offered to those illegally street trading

Reporting

- Adoption of 8x8 call handling system which provides an accurate data picture of busy periods, which means resources can be better deployed.
- Council-wide analysis shows that 60% of all ASB calls coming into the council are coming into Civil Protection, with 40% going into housing.
- A new reporting form for ASB (Granicus) has been designed to provide residents with a much better reporting experience; it will enable reports to get to the right team quicker and therefore enable faster responses and action where required.

Operational changes

- Following feedback from residents, we have changed our response of witnessing requirements for noise; these will now not require attendance into a property if it is audible outside; this means we are able to stop large disruptive parties quicker.

Compliance

Fly-tipping

- Recent publication
- Adopted enforcement for fly-tipping on estates
- New joined up enforcement with CCTV providing 100% conviction

Street Trading

- Set up London wide group on illegal street trading at football stadiums

Operational

- Took part in Cleaner-Greener-Safer week of action
- Led for civil protection on spring clean action week.

CCTV

Police operations

- Worked with Police to set up operation resulting in arrest and seizure of 30kilo's Class A.
- Provided a joint first of kind operation to stop a county lines drug operation responsible for deaths; resulting in arrests and seizure

Grant funding

- Obtained £990,000 grant for dark fibre to include opening up fibre to community centres, libraries, schools – lowering technology poverty.

Temporary cameras

- Installed temporary cameras outside Elthorne Estate following murder
- Following destruction of permanent camera pole; 2 temporary HD cameras were installed in Finsbury Park

Case Management

New team to focus on individuals

- Adopted links to RSL's for wider span of oversight on ASB.

Enforcement

- Team are reviewing enforcement of individuals as well as the process for issuing of ASB Warnings and follow up.

Operational

- Cross working with street population team to clear groups from Stroud Green Road Bridge, to reduce drug dealing, drug use and assist vulnerable people.

Emergency Planning

- Led on co-ordinating the response to incidents related to middle east conflict and provided advice and security support the Jewish and Muslim community.
- Set up a Community Peace Event after the October 7th attack in Israel.
- Provided security overview of the Finsbury Park Community Iftar and planning support.
- EPU continue to lead on safety and counter terrorism at all borough asylum seeker hotels; EP manager is a part of the weekly operational meeting and AD sits on the strategic overview board.
- Continued work with the GLA and community partners on community resilience projects to enhance community response and resilience to emergencies.
- Climate Resilience work alongside services internally and preparing for Climate Resilience Panel alongside members of the public.

Parkguard

New contract procured

- Governance structure in place for Parkguard contract (Civil Protection, Regulatory Services, Greenspace, Cemeteries)
- Social assistance with each officer provided with a debit card for use for street population or any other residents requiring assistance.

Finsbury Park

- Patrols as part of Clear, Hold, Build
- Ongoing joint patrols with Police
- Team spotted a male with a believed weapon; Parkguard made the stop, called Police and the male was found with 2 machete's and an axe, resulting in his arrest.

Parkguard

Use of intelligence

- Greater use of intelligence, joint patrols and proactive work has resulted in increased success in weapon sweeps and removal of crime related equipment.
- These weapons were found over a period of 48 hours when Parkguard teams highlighted an increased intelligence picture and information related to gang activity.



ASB Programme & Workshops

1. Ongoing governance of Programme and implementation of Recommendations

LBI Wide Recommendations

2. ASB Policy
3. ASB Definition and Customer Service Standards
4. The approach to Communication about ASB and the ASB Programme
5. Business Need for IT and recording ASB

Directorate wide - Homes and Neighbourhoods Recommendations

6. Service KPIs and Regular Monitoring
7. Stakeholder Engagement and Partnership Working
8. Resources and Processes for Noise Nuisance

Divisional wide - CSSR Recommendations

9. ASB Case Management
10. Patrolling Services Contract
11. Review of the Enforcement Process

ASB Programme & Workshops

Recommendations for Civil Protection:

1. Development of a Neighbourhood Engagement team that are responsive front-line roles, that will take action on issues of ASB, noise and waste.
2. Customer experience' and 'listening to communities' are fundamental concepts that are driving change and it is clear that these link to the strategic priorities of the organisation.
3. Better collection of data to enable effective communication to residents about work being done
4. Intelligent led deployment with clear outcomes.
5. Ensuring Patrolling Services and Council Services work together seamlessly and equally contribute to management of those issues that are impacting on our residents

Transformation

- Civil Protection service review to be completed in Autumn
- Aim: engaging in the neighbourhood throughout the day; proactive as well as responsive

Civil Protection

Responding to events that take place across the borough. Focus on response and safety, delivered by front line services. Responsible for strategic planning for the service, service performance and ensuring alignment with strategic priorities

Emergency
Planning &
Business
Continuity

CCTV

Neighbourhood Engagement

Patrolling
Services

Enforcement &
Compliance

ASB Case
Management

Noise

Regulatory Services

Food Safety – Planned Inspection Programme Commercial Environmental Health

* see comments in notes view

Risk Category	No. Due*	No. Planned*	No. Completed	No. outstanding
A	5	5	8	0
B	126	126	119	3*
C	401	401	298	73
D	121	121	172	0
E	120	120	108	14
Unrated/New in year (estimated)	526	370	306	42
Total	1299	1143	1011	132

Service Requests – Commercial Environmental Health

Investigations	Number
Nuisance (rubbish, odour etc)	60
Pests	57
Unsafe food /food premises	166
Health and safety at work (advice, complaints, accident investigations)	60
Smoke free premises	15
Infectious disease control	74
Total	432

Enforcement – Commercial Environmental Health

Enforcement Activity	Number
Closure unsafe food business	4
Simple caution	3
Prosecution	1
Seizure unfit food	1
Improvement Notices (Food Safety)	21
Improvement Notices (Health and Safety at Work)	5
Pest and Nuisance Notices	3
Written Warnings	132

HMO and Selective Property Licensing Residential Environmental Health

Activity	Indicator
Applications received	1394
Final licences granted	2015
Licensing Inspection Completed	824
Inspection outcome – no issues on concern	27%
Inspection outcome – minor issues of concern	60%
Inspection outcome – unsatisfactory	13%

Private Renters - Residential Environmental Health

Complaints from private renters	Number
General condition of housing	244
Damp and mould	208
Pest	35
Hording/filthy or verminous	17
ASB	5
Nuisance/Public Health	40
Harassment/eviction	3
Empty property/squatting	26
Overcrowding	5
Fire	9
Unlicenced	30

Private rented properties improved Residential Environmental Health

Complaint Investigations Concluded	Number
Properties improved	574
Advice provided	10
Licence application received	28
Referral to other service	17
No action required	92
Total	721

Rogue Trader Investigations- Trading Standards

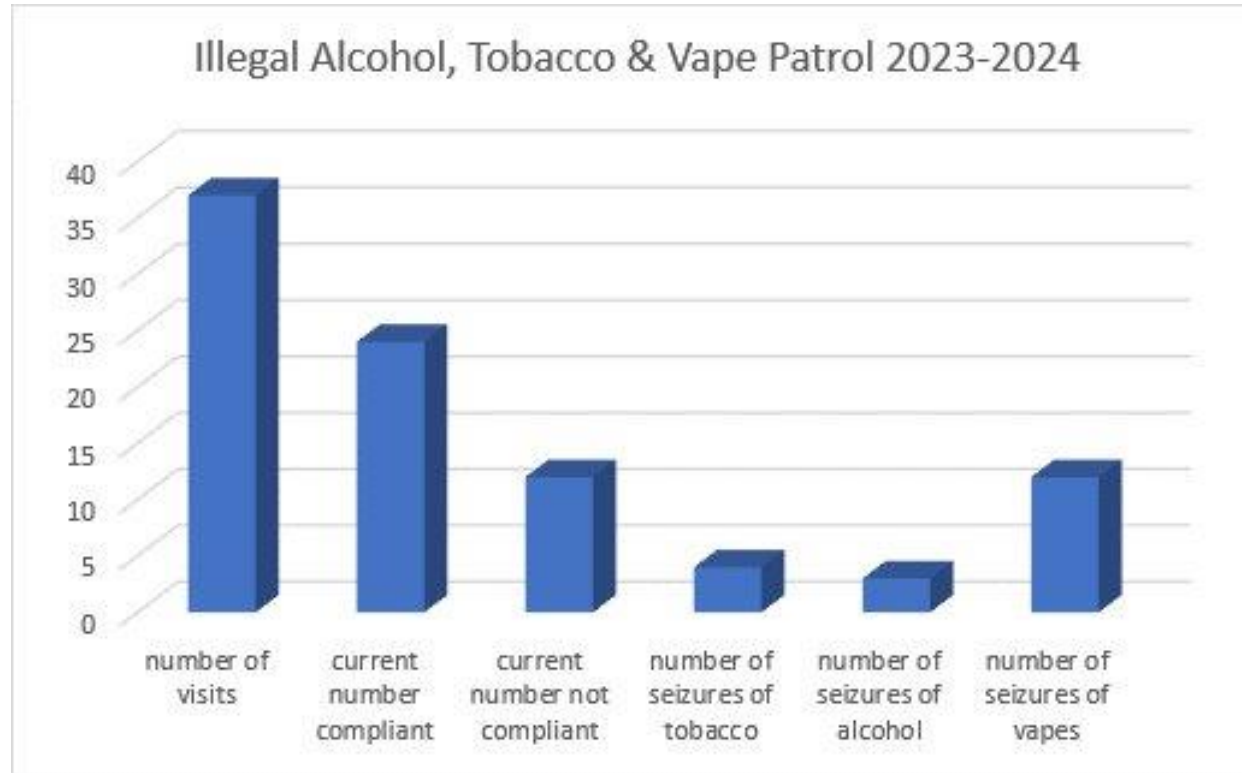
Concluded:

- [Islington Council prosecutes roofing scammer for defrauding resident of £22,000](#)
- [Garden business scammers sentenced to prison for defrauding homeowner with £128,000 bill \(islington.media\)](#)
- [Directors of rogue removal company sentenced to five years in prison after prosecution by Islington Council](#)
- [Shop ordered to pay £4050 for illegal tobacco finds and knife sale to 14-year-old \(islington.media\)](#)

In progress

- 3 under investigation & 4 awaiting trial dates
- 3 Financial Investigation (Proceeds of Crime)

Underage Sales - Trading Standards



Financial Penalties - Trading Standards

Area	Number of final Notice Issued	Financial Penalty Levied
Minimum Energy Efficiency (Domestic)	6	£14,500
Minimum Energy Efficiency (Domestic)	13	£12,500
Landlords -Client Money Protection	17	£77,000
Landlords - Redress Scheme	5	£5,700
Landlords – Tenants Fees	8	£28,900

Consumer Safety (Intel Lead) - Trading Standards

Type of Activity	Number Visits	Number requiring follow up actions
Mobile Phone Chargers	29	4
NZC – ban on single use plastic	62	11
Small measures (alcohol)	20	7
Cosmetics	28	15
Package Travel Agents	33	2

Licensing

Activity	Indicator
Alcohol related applications received (new, variation and review)	97
Applications determined by Licensing Committee	37
Number of licence holders attending the Officer Panel to review incidents and agree action plans	20
Number of inspections (out of hours, day-time , match and event days)	503
Number of complaints investigated	267

Operation Nightsafe -Parkguard Patrol Service

Supporting a safer night-time economy	Indicator
Assisted members of the public in need	200
Health and safety welfare check (due to safety concerns)	244
Medical support provided	130
Crime prevention advice to people found in a vulnerable position	121
Body worn video footage made available to police and partners to support enforcement and intel gathering	680

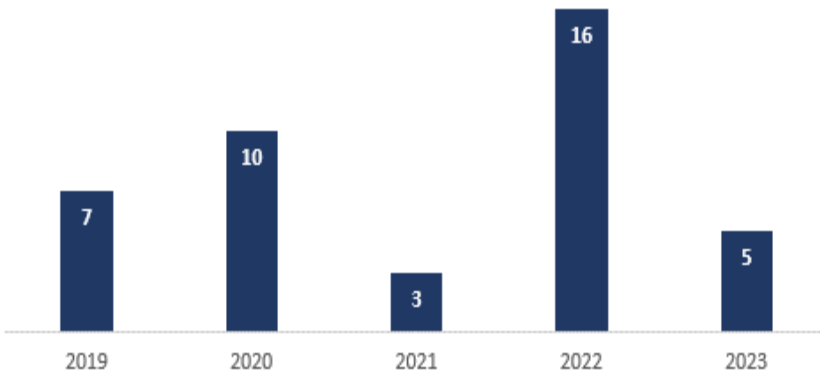
Operation Nightsafe -Parkguard Patrol Service

Tackling violence and disorder in the NTE	Indicator
Incidents of violence or disorder dealt with	401
Persons requested/directed to leave area/disperse	222
Persons warned or given advice about conduct	369
Suspects/offenders/issues reported to police	81
Area search for suspect/witness	126
Patrol generated arrests	22

Islington Youth Safety Update - 2022-2023 Period

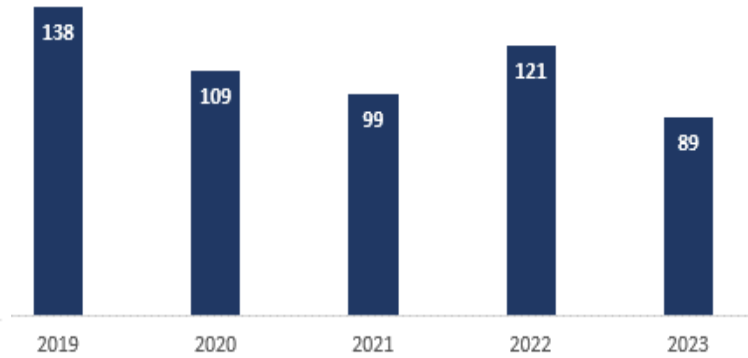
Youth Crime performance 2022/2023 (Q3) compared to recent years

Sum of Knife Crime Injury Victims 1-24 October - December Comparison (Q3)



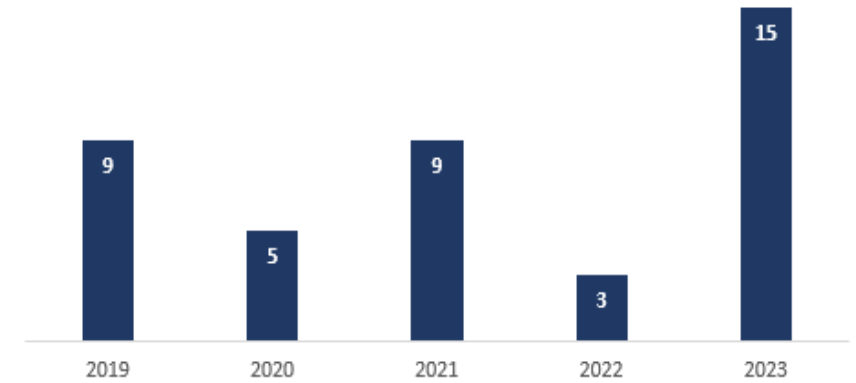
68% decrease in Knife Crime with Injury (Victims aged between 1 and 24) compared to the same period in 2022-2023. The levels are also 27% lower than they were in 2019/2020.

Knife Crime Offences October - December Comparison (Q3)



32% decrease in knife crime compared to the same period in 2022-23, and a 32% reduction when compared to October 2019- March 2020 (pre-Covid).

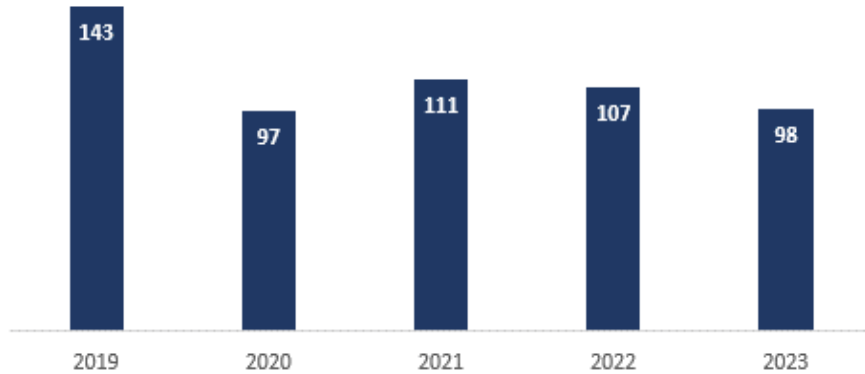
Gun Crime Offences October - December Comparison (Q3)



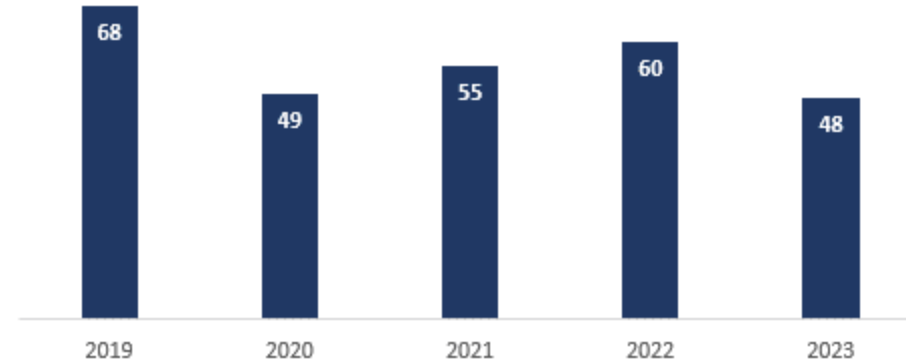
400% in Gun Crime Offences increase from the same period in 2022

Youth Crime performance 2022/2023 compared to recent years

Youth Violence October - December Comparison (Q3)



Serious Youth Violence October - December Comparison (Q3)



Youth Violence and Serious Youth Violence (Q3 Data only) Islington recorded a 8.4% decrease in Youth Violence and a 20% decrease in Serious Youth Violence between October - December (Q3) 2023 when compared to the same period in 2022. Levels remain lower than pre-covid.

KPI Performance

- Islington has continued to prevent more young people from entering the youth justice system for the first time with lower numbers in Q1-Q3 2023/24
- Continued improvement in our EET figures for Youth Justice Service Young People in 2023-2024 compared to 2022-2023.
- Reduced disproportionality in the criminal justice system amongst Black young people
- Fewer children missing from care in Q3 2023-2024 with a 13% reduction compared to same period in 2022-2023

Highlights and Achievements

- **Summerversity and Launchpad** provided 106 courses with 60 different activities, over 24 venues engaging an amazing 977 young people during the summer holidays in 2023.
- Islington's '**Standing Together**' **Fortnight** in relation to Youth Safety and Support delivered a wide range of activities and events in November 2023. Attended by 97+ professionals, 200 young people, and 190+ parents/carers and community members.
- Targeted Youth Support led **Triage** process diverted 91% of young people from the youth justice system in 2023-2024. (Target 85%)
- Islington's **Parental Support project's** online training and workshops have engaged 1597 parents / carers since the start of the project in 2021

Other Highlights and Achievements continued

- 107 Somali parents and carers (including 30 Somali fathers) have completed the parent champions training since July 2021.
- 500 Somali parents / carers have been reached empowering and enabling them to have more opportunities to shape their own life.
- 48 young people engaged in the VRU & TYS transitions project in 2023-2024). Achieving a positive impact on young people's behaviour (80%), school attendance improved (90%). Parents reported: Improvement in engagement with schools (95%) and improvement in their relationships with their children (92%)

Islington's Parental Support Project won the LGC Award for Childrens Services in 2023



‘The judges felt this was a phenomenal grassroots approach with the lived experience at the centre of the program, with a tangible impact on the most difficult and challenging life events’.

VAWG

Islington VAWG Strategy



Increasing visibility and holding perpetrators accountable

Engaging with **people who use violence and abuse** in their relationships



Impact of violence

Safety **planning, recovery and repair** for children



Believing the victims

Supporting victims and **moving away from the 'failure to protect'** narrative



Shared responsibility

Developing a **coordinated community response** to Violence Against Women and Girls



Challenging inequality and vulnerability

Challenging **inequality**, preventing **discrimination** and addressing the impacts of **intersectionality**

VAWG strategy performance measures

Performance measure	21/22	22/23	23/24	
No or reduced homicide cases	0	0	2	Increased
Increased sanction and detection % rates for domestic abuse incidents reported to the police	13%	8%	8%	No change
Increased reduction of risk for survivors accessing VAWG services and support in Islington	74%	79%	83%	Increased
Decreased the number of repeat referrals to the Daily Safeguarding Meeting	26%	31%	32%	Increased
Increased engagement of survivors in the DSM process	76%	88%	88%	No change
Increased survivor satisfaction in the DSM / risk reduced	72%	74%	78%	Increased
Increased the identification of / and support offered to young survivors of DA	31	65	69	Increased
Increased the number of Harmful Practice referrals	24	45	114	Increased
Increased engagement with other underrepresented groups: LGBTQ+ communities, older people and people with disabilities	2% - LGBTQ+ 56% - disability 4% - over 60	6% - LGBTQ+ 65% - disability 5% - over 60	6% - LGBTQ+ 73% - disability 6% - over 60	Increased

Islington VAWG Service: Delivery

In 2023/2024, **2,472 survivors** were supported by specialist VAWG services in Islington (a **23% increase** from 2022/2023) actions included:

- **490** survivors supported to access safe accommodation and prevent homelessness
- **136** survivors and their families supported to improve safety of their properties and enable them to remain in their accommodation and prevent re-location
- **160** survivors supported to access welfare benefits
- **82** survivors supported to access education, employment and/or training
- **1,086** survivors supported to access civil and legal protection orders against their perpetrators and offered Police safety measures

In addition, VAWG Workforce Development Team:

- Trained **956 professionals** to improve their awareness of supporting survivors who experienced VAWG and delivered **187 consultations** to staff including Social Workers

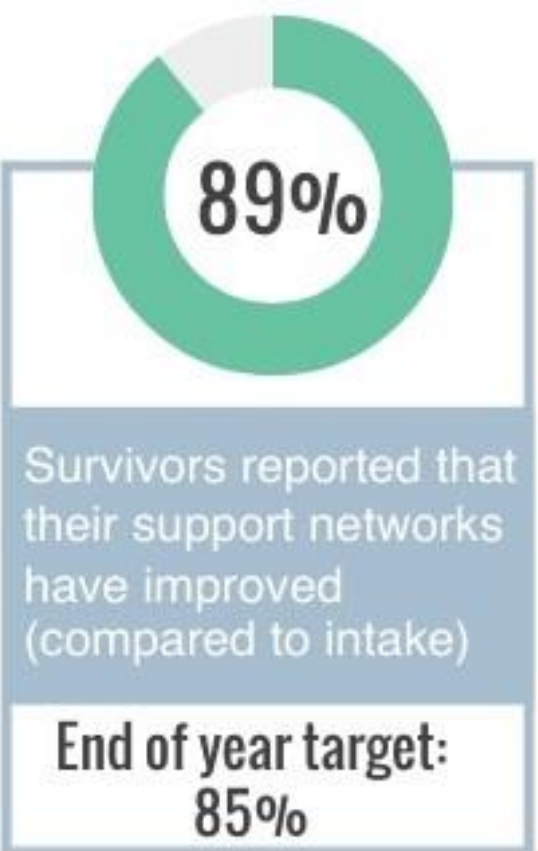
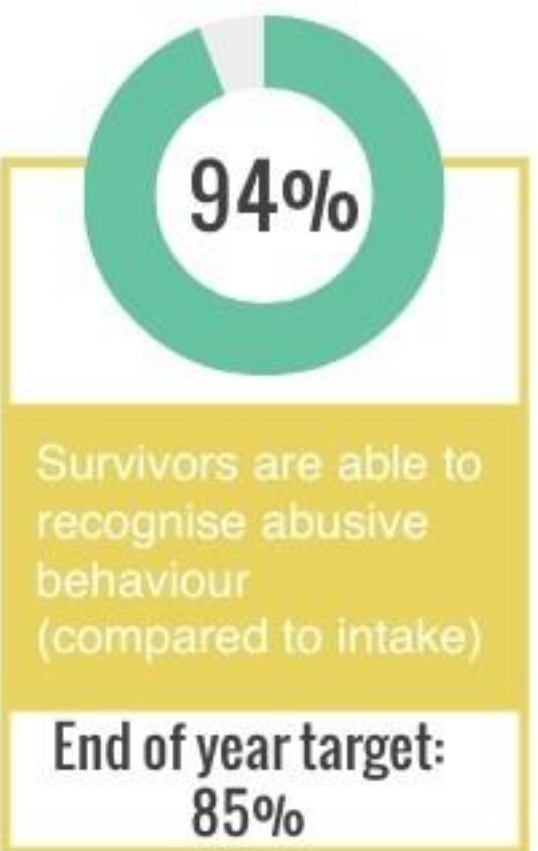
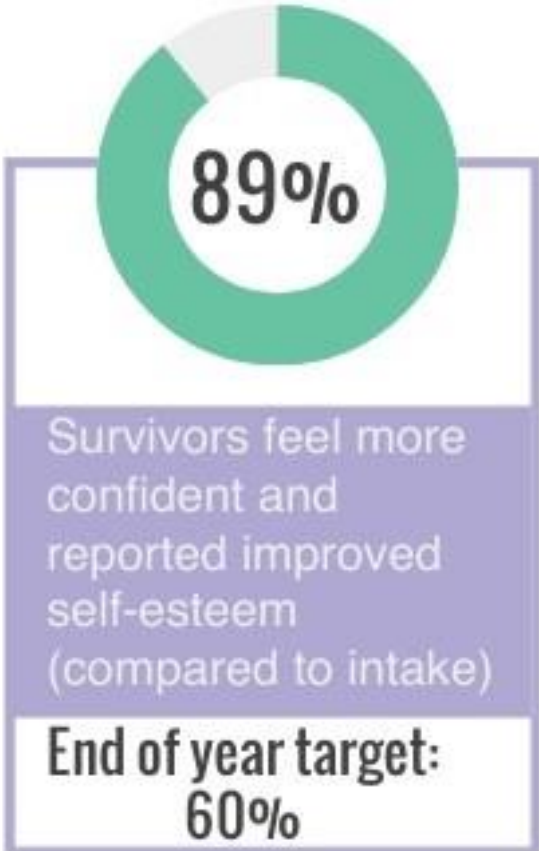
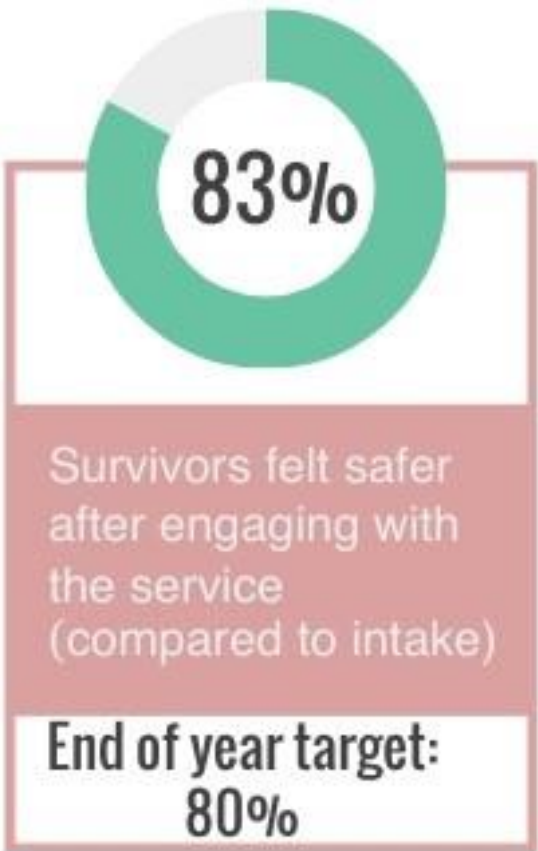
Islington VAWG Service: Highlights

- The Greater London Authority highlighted exceptional outcomes delivered by Islington projects funded by the Home Office Domestic Abuse Safe Accommodation grant and granted an extension to Islington to continue to deliver the Refuge support family work service, Refuge under 5 play therapist, Workforce Development officer post and VAWG counselling until March 2025.
- LBI VAWG and Youth Safety Commissioning Service collaboration with Central Saint Martins - University of the Arts London was displayed during June's Central St Martins Annual Degree Show exhibition attended by 26,000 visitors
- The VAWG Workforce Development Team gave advice and guidance on the policy and procedure supported to Islington Housing around managing staff who perpetrate abuse for the DAHA accreditation and provided survivor voice to inform the policy.

Islington VAWG Service: Highlights

- Following an intensive campaign across the partnership by VAWG prevention services we have seen a -68% decrease in non-consent referrals to IDVA services, significantly improving safety of survivors referred.
- Non-Fatal Strangulation and Suffocation medical referral pathway way launched between Islington Daily Safeguarding Meeting and University College London Hospital testing direct and quick referral process for survivors who have been strangled or suffocated by the violent perpetrators to access specialist medical checks including for blood clots in their brains.
- Journey to Change perpetrator programme was awarded the Respect accreditation in April and received very positive feedback from the evaluator.

Islington VAWG Services: Impact



Domestic Abuse Daily Safeguarding Meeting (DSM)

DSM is a multi-agency led, fully integrated approach to needs management for victims of Domestic Abuse across Islington Council. The DSM aims to address the needs at the time the intervention will have the greatest impact and to maximise victim engagement using service user led feedback to monitor the DSM outcomes/actions.

In 2023/2024 DSM:

- Heard **507** high risk referrals where multi-agency input was required at the DSM (**40% more** than Pan-London average)
- Heard **138** medium risk referrals where single-agency input was required at the pre-DSM to prevent escalation
- Supported **658** children residing at the household referred
- Delivered **2,394** actions supporting survivors and their families and keeping perpetrators accountable for their actions



Early intervention and de-escalation

non-core agencies (A&E, Sexual and Mental Health clinics, GPs and education) are **4 times more likely** to refer to the DSM than to MARAC



Stable repeat referral rate

Equal repeat rate to Pan-London average despite increased volume of cases (3x the referral rate) and increase in complexity of cases



Reducing risk

for **78% of survivors** supported by the DSM the risk of abuse **has reduced or ceased** due to dynamic review of actions and tracking outcomes



Better engagement with survivors

88% of survivors engaged with the DSM process to express their wishes and feelings, compared to 18% with MARAC



Managing risks from the perpetrator

over **7 times higher** number of requests for civil and legal protection orders



Quicker response

responses to high and medium referrals are over **14 times quicker** when referred to the DSM compared to MARAC



Appendicies

Finsbury Park – Community Safety

We coordinated support across the partnership to focus engagement, awareness raising, visible presence and to utilise all our ASB and enforcement tools within the Blackstock Road area. These are the outcomes from the council:

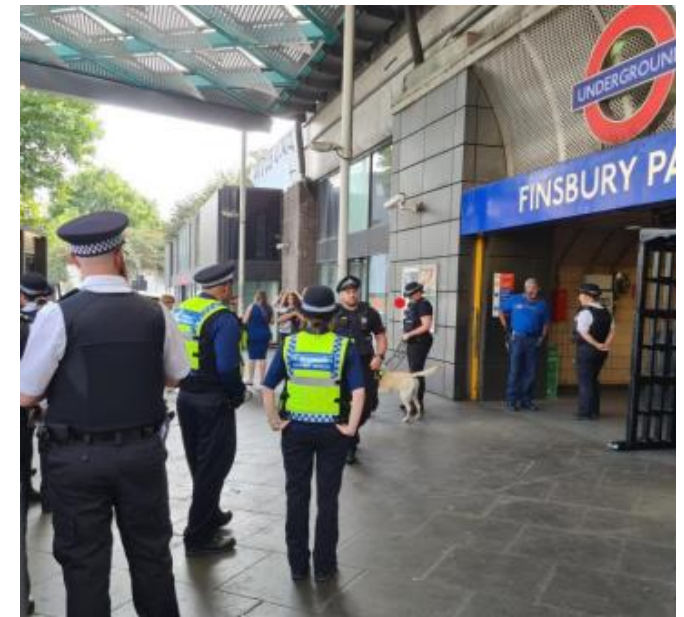
- Community Safety visited the Safe Havens on the Blackstock Road speaking with business owners about their role as a Safe Haven, informing them about our Safe Haven newsletter, raising awareness around reporting and council support.
- We have been engaging with students at the college on Blackstock Road around VAWG issues and crime prevention. As well as workshops with the students around safety and healthy relationships.
- 13 premises visited by Commercial Environmental Health.
- Trading standards visited 8 premises (1 seizure of illicit tabaco, vapes and alcohol).
- Compliance Team conducted 4 late night patrols investigating fly tipping, graffiti and obstructions (1 FPN issued).
- Targeted licencing late night patrols and engagement activities carried out.
- We have provided an additional two HD CCTV cameras on Blackstock Road
- We recently engaged with Clarion Housing Association and the William Hill Bookmakers to request they secured access to the flats and fire escape surrounding Park Gate flats on Seven Sisters Road. These works have been completed and drug use at the location has reduced



Finsbury Park - Police

Work began on Love Finsbury Park on the 6th December, with the official launch event taking place on the 22nd January. To date we have seen the following results;

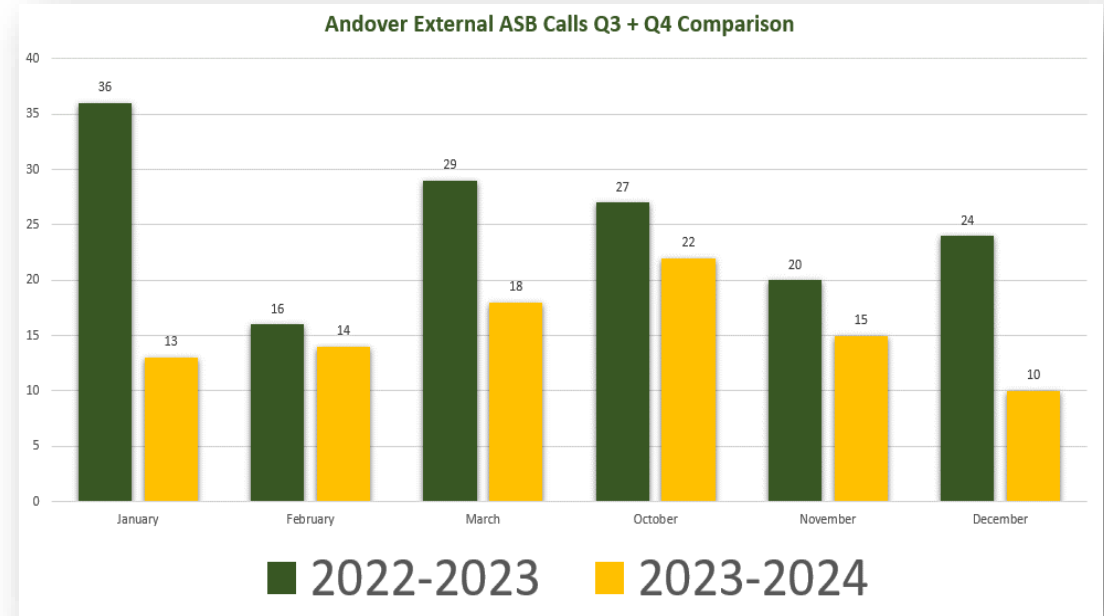
- Four warrants have been carried out on Blackstock Road, resulting in multiple arrests, including offences for Drugs supply, handling stolen goods and breach of CPN.
- There have been numerous drugs and weapons seizures, including 2 zombie knives as a result of weapon sweeps around the area.
- Community Protection Warnings have been issued to the most prominent and prolific offenders of ASB
- Various engagement events have taken place, including a VAWG event outside Finsbury Park Station.
- A Warrant was executed at an address with a Cannabis Factory found. The dismantling of this factory will make a positive reduction in the Finsbury Park drugs market.
- British Transport Police continue to carry out operations in and around the station targeting theft and robbery
- A dog operation was carried out around Blackstock Road, resulting in numerous positive stop & searches, drug seizures and Penalty Notices.
- In total there have been over 100 arrests for offences including Drug use/dealing, Robbery, violence with injury.



Finsbury Park – Andover Estate

We have been working with our partners and Police to coordinate a robust and sustained action plan to tackle antisocial behaviour on the Andover estate.

- Our outreach teams have been visiting the estate with VIVA substance use support teams to engage with individuals on the estate.
- Street Doctors and Ben Kinsella sessions secured for Manor Gardens youth group
- Community drop in events, 2 resident newsletters and a funday. Drugs awareness session for Turkish & Kurdish women community.
- Police and Parkguard have increased patrols, utilising ASB warnings and enforcement measures and our housing teams have taken tenancy action, successfully securing two closure notices on Cuckooed properties with support offered to tenants..
- We have also progressed several environmental improvements including securing scaffolding, a deep clean and lighting improvements.
- Community safety will be working with Andover Community Centre Estate Champions to deliver a cost of living and well-being event aimed at the parents on the estate.
- We will be working with Andover Community Centre My Ends consortium and Parent Champions to deliver an eight-week programme to Parents on the estate facilitating eight work shops around themes such as grooming and exploitation, drugs and alcohol as well as targeted sessions for the Somali and Turkish communities.



The Andover in 2022 and 2023 was our most prolific ASB hotspot, with calls for this location peaking at 45 reports in July 2023. In response, an intelligence led, multi-agency taskforce the **Andover Planning Meeting** was formed. Since its inception, calls have significantly dropped in the area, with the average call tally being reduced by over 50% in the last 6 months of 2023 (22 calls in September and October, and only 15 and 10 in November and December respectively).

In 2024 we have seen a slight upscale in Andover ASB activity but monthly ASB numbers (as seen above) are lower despite this.

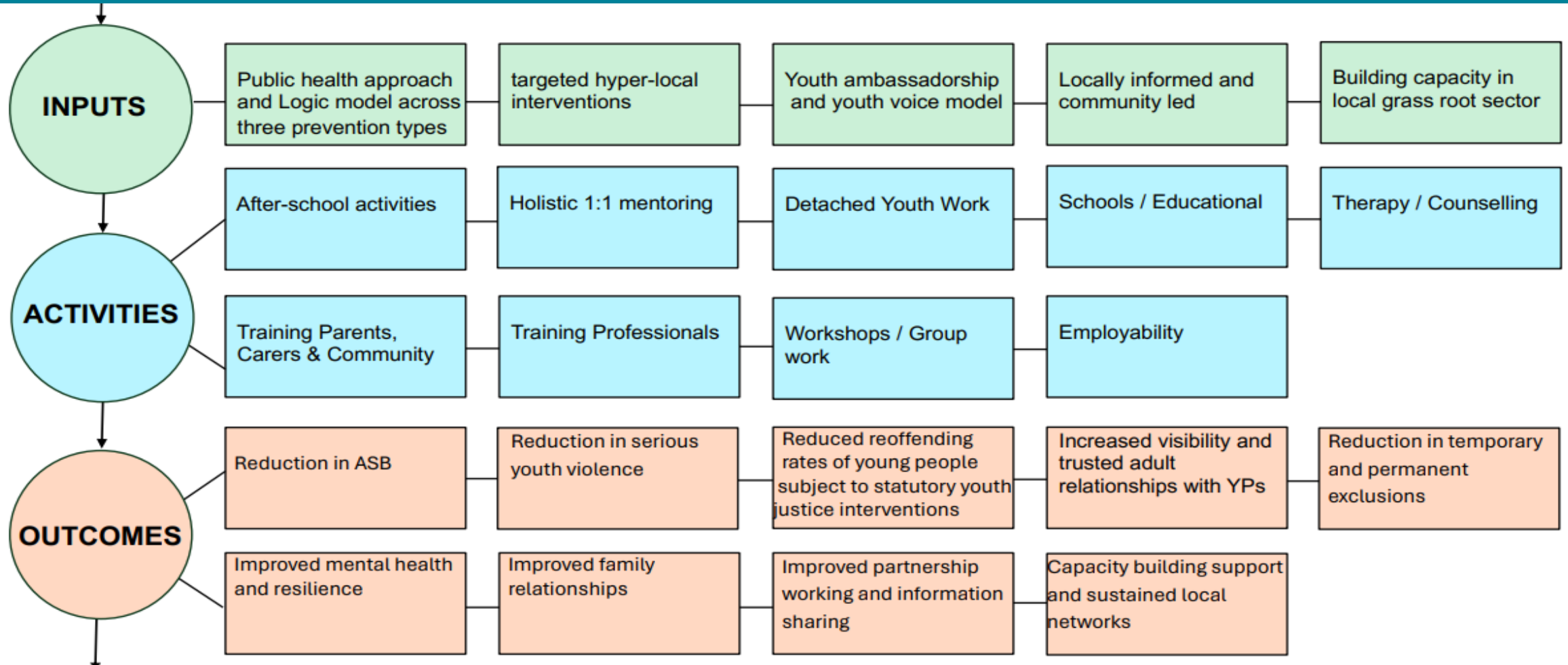
VISION

Safer neighbourhoods where children young people and communities can thrive

ETHOS

Multi systematic, trauma informed approach, targeting individuals, communities and systems

Finsbury Park Consortium



IMPACT

A reduction in violence in area affected by high and sustained levels of violence. Children and young people feel safer. Community focused partnership approach to long term violence solutions.

Community Safety

Crime Performance Table

April 2024

OVERALL CRIME PERFORMANCE SUMMARY

5-Year Trend

Crime Type	Number of Offences 1 April 2019 - 31 March 2020 (2019/20)	Number of Offences 1 April 2020 - 31 March 2021 (2020/21)	Number of Offences 1 April 2021 - 31 March 2022 (2021/22)	Number of Offences 1 April 2022 - 31 March 2023 (2022/23)	Number of Offences 1 April 2023 - 31 March 2024 (2023/24)	Percentage Change between 2022/23 and 2023/24	Percentage Change between 2019/20 and 2023/24	Borough Rank (out of 32 where 1 = Highest levels of crime)	Percentage Change between 2022/23 and 2023/24	Percentage Change between 2019/20 and 2023/24
	Islington					Islington		32 London Borough Rank	Islington	
Total Notifiable Offences										
Total Notifiable Offences	29,468	22,865	26,014	27,396	28,199	2.9%	-4.3%	14	2.9%	-4.3%
Crime Type										
Violence Against the Person	6,085	5,785	6,942	6,910	6,977	1.0%	14.7%	22	1.0%	14.7%
Sexual Offences	591	434	621	672	704	4.8%	19.1%	16	4.8%	19.1%
Robbery Offences	1,639	1,006	963	1,187	1,184	-0.3%	-27.8%	9	-0.3%	-27.8%
Burglary Offences	2,493	1,925	1,777	1,770	1,848	4.4%	-25.9%	15	4.4%	-25.9%
MV Offences	3,035	2,371	2,365	2,429	2,186	-10.0%	-28.0%	26	-10.0%	-28.0%
Theft Offences	10,537	6,228	8,195	9,118	10,160	11.4%	-3.6%	18	11.4%	-3.6%
Criminal Damage Offences	1,444	1,398	1,513	1,541	1,560	1.2%	8.0%	24	1.2%	8.0%
Drugs Offences	1,417	1,422	1,194	1,159	1,167	0.7%	-17.6%	16	0.7%	-17.6%
Possession of Weapons Offences	227	169	179	192	196	2.1%	-13.7%	14	2.1%	-13.7%
Public Order Offences	1,687	1,869	1,975	2,047	1,857	-9.3%	10.1%	16	-9.3%	10.1%
Other Offences	313	258	290	371	360	-3.0%	15.0%	23	-3.0%	15.0%
Domestic Abuse	2418	2493	2669	2729	2456	-10.0	1.6	23	-10.0	1.6

Islington Crime vs MPS London Wide (April 2023 – March 2024)

- Overall there has been a 2.9% increase in Total Notifiable Offences in Islington in the financial year of 2023 - 2024 compared to the same period in 2022-2023, ranking Islington 14th highest out of 32 London boroughs for total offences. However crime remains 4.3% lower than it was pre-covid (2019-2020).
- The overall crime increase is mainly driven by a rise in Theft offences (+11.4%). Theft offences in 2023-2024 make up 36% of all Islington crime, which means without this offence fluctuation skewing the criminal landscape, other crime types have generally decreased or stayed stagnant the past year.
- In 2023-24 (1 April – 31 March) Islington recorded 398 knife crime offences, representing a 9.7% decrease compared to 2022-23, and a 22.7% reduction from 2019-2020 (pre-Covid).
- MV Offences have seen a 10% decrease in the last 12 months (2023-24) and a 28% decrease from 2019-2020 ranking Islington 26th out of 32 London boroughs.
- There has been a minor increase in Islington violence (+1%) in 2023-24 compared to the same period in 2022-23. Violent offences have also increased since 2019-2020 by 14.7%.

Islington Crime vs MPS London Wide

- Overall levels of Burglary in Islington were higher in 2023-24 compared to 2022-23 (+4.4%) but are still significantly lower than pre-covid levels in 2019-2020 (-25.9%). In 2023-24, Islington were ranked 15th highest MPS borough for Burglary.
- There were 1,184 Robbery Offences in 2023-24 representing a slight decrease of 0.3% from 2022-23, and a significant 27.8% reduction from 2019-2020 (pre-Covid). Islington was ranked 9th out of 32 MPS boroughs in 2023-24.
- In 2023-24 Islington recorded 1857 Public Order offences, representing a 9.3% decrease from 2022-23 and a 10.1% increase from 2019-20. Islington ranked 16th for this offence out of all London boroughs between April 1st 2023 to March 31st 2024.
- Islington has recorded a 4.8% increase in Sexual Offences in 2023-24 compared to 2022-23 and a 14.7% increase since pre-Covid times, ranking LBI 16th highest borough out of 32 for sexual offences.
- Theft Offences, despite a 11.4% rise in 2023-2024 are still 3.6% lower than they were in 2019-2020. Islington is ranked 18th out of 32 London boroughs for theft in 2023-24.