

Executive Member for Community Safety

Annual Presentation to Policy and Performance Scrutiny Committee

March 23

Executive Member Overview

- The following report seeks to offer a detailed overview of the work occurring within my portfolio: community safety, anti-social behaviour (ASB), violence against women and girls (VAWG), public protection, licensing and prevent.
- Although this is a comprehensive report, it is not exhaustive.
- I have now been in the role now for around ten months and am thrilled that, since joining the executive, we have:
 - Launched a five-year Violence Reduction Strategy
 - Introduced a Young Woman's Worker to tackle gang-related harm or exploitation
 - Expanded our network of Violence Reduction Unit parent champions
 - Achieved impressive results in our seasonal violence reduction strategies
 - Expanded our Safe Havens across the borough
 - Rewritten, consulted and approved our new robust Licensing and Gambling Policies
 - Initiated a new Cuckooing Panel for vulnerable households
 - Ran a successful VAWG conference with partners

Executive Member Overview Contin.

- Held and supported women's safety walks and training
- Supported hundreds of survivors through our VAWG Services
- Introduced a new Perpetrators Panel
- Introduced the Early Intervention Panel to proactively address crime and ASB
- Begun upgrading our CCTV network
- Reviewed and refreshed our approach to the Safer Islington Partnership
- Reformed our formal structures for effective partnership working with the Police
- Tackled hotspot locations with our partners
- Improved hotspot tasking with weekly meetings involving a range of new partners
- Introduced a new dashboard to improve tracking and monitoring of hotspots
- Begun the process of improving our response and approach to ASB with an ambitious ASB Transformation Programme
- Created two new internal posts to oversee Community Safety and Civil Protection- with a whole new department that largely corresponds with my portfolio
- Focused on raising awareness of hate crime with a range of partners, including the implementation of a whole new scheme

Executive Member Overview Contin.

- Developed relationships with key stakeholders including partners from Pentonville, Probation and the LFB
- Worked with and scrutinised the police on their Ward Improvement Plan, Turnaround Plan and other policing and political priorities
- Undertaken a series of roundtables across council departments to tackle silo working
- Launched the next round of Safer Spaces Conversations
- Improved and reviewed our processes for critical incidents, including a new Fatal Incident Response Policy and Communications Protocol
- Developed workstreams that are within the Fairer Together orbit but sit at the heart of my approach to violence reduction
- Formalised a working relationship with Emily Thornberry MP and Jeremy Corbyn MP, so they are firmly within the work of community safety
- Introduced the new Community Safety Briefing meetings
- Introduced the new Community Safety Bulletin
- Formalised a working relationship with my counterparts in Haringey, Hackney and Camden, and other London Labour Community Safety leads, as crime knows no boundaries
- I genuinely could go on...
- and there is still so much more to do...

Community Safety

- Work closely with partners and other council services to ensure everyone who needs to be involved are joined up when responding to ASB and crime issues
- Co-ordinate partnership action around emerging hotspots, conducting environmental visual audits to support both crime reduction and deliver other improvements to quality-of-life issues via partnership working
- Co-ordinate weekly hotspot tasking meeting with Emergency Planning, Community Safety, ASB team, police, Targeted Youth Support and street population teams by using a **problem-solving approach**



Community Safety Team

- Utilising the **Early Intervention process** to offer support early to deter behaviours and escalating to enforcement and support
- Provide **intelligence and analysis** which supports an evidence based approach to target recourses where they are needed to tackle the causes of crime and ASB and prevent escalation
- Support vulnerable victims of ASB through multiagency panels aimed at early intervention, risk management and action planning to reduce further harm and escalation. These panels include; Community MARAC, Community Trigger, Repeat Callers, and Cuckooing.

Community Safety

Responsibilities



ASB
Warnings
Process

Community
Trigger

Environmental
Visual Audits
EVA

Community
Engagement
Events

Management of
Knife surrender
bins

Daily violence
briefings

Crime
Prevention
Events &
Advice

Women's
Safety

● ASB Response

- Taking ASB reports via telephone or online
- Providing initial ASB response
- Log ASB calls and filter to housing providers
- Assign incidents to greenspace, Parkguard & Housing providers
- Statutory noise nuisance
- Manage Parkguard contracted services



● Housing Tenancy

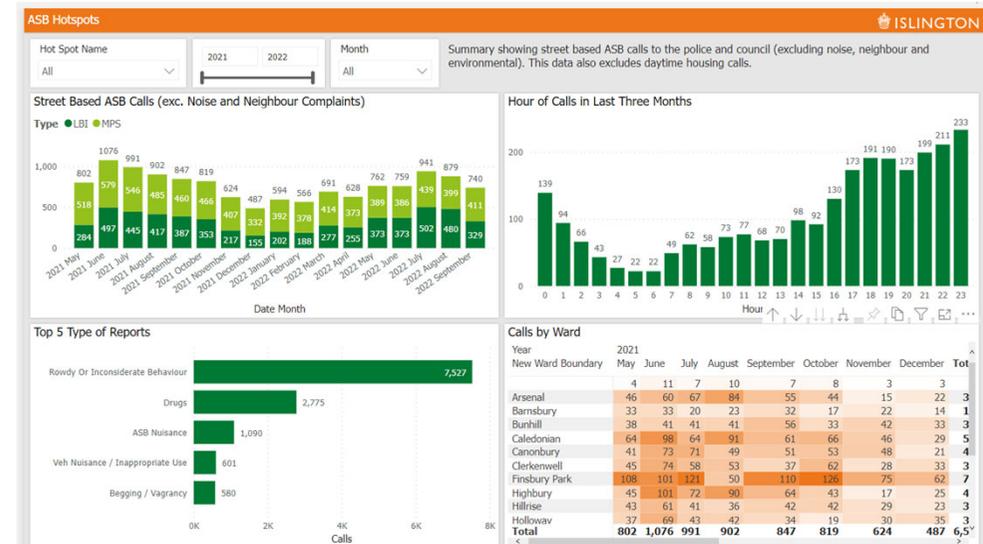
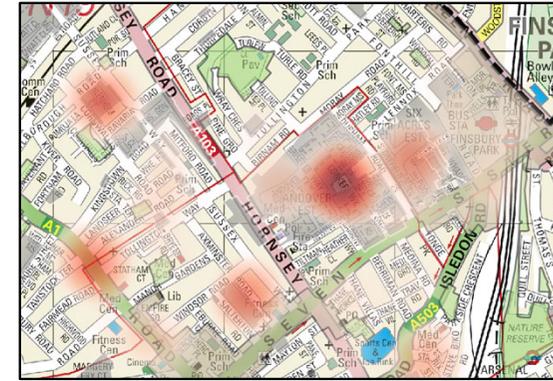
- Manage all LBI housing ASB cases
- Intensive tenancy support & case management
- Tenancy sustainment
- LBI neighbour disputes
- Referrals to support services
- Housing related domestic violence

● Community Safety

- Co-ordinating partnership responses
- Environmental Visual Audits
- ASB Hotspot location management
- Develop intelligence & analysis
- Hate Crime
- Rough sleeping & street population
- Vulnerable victims and perpetrators
- Enhanced partnership response

Hot Spot Process

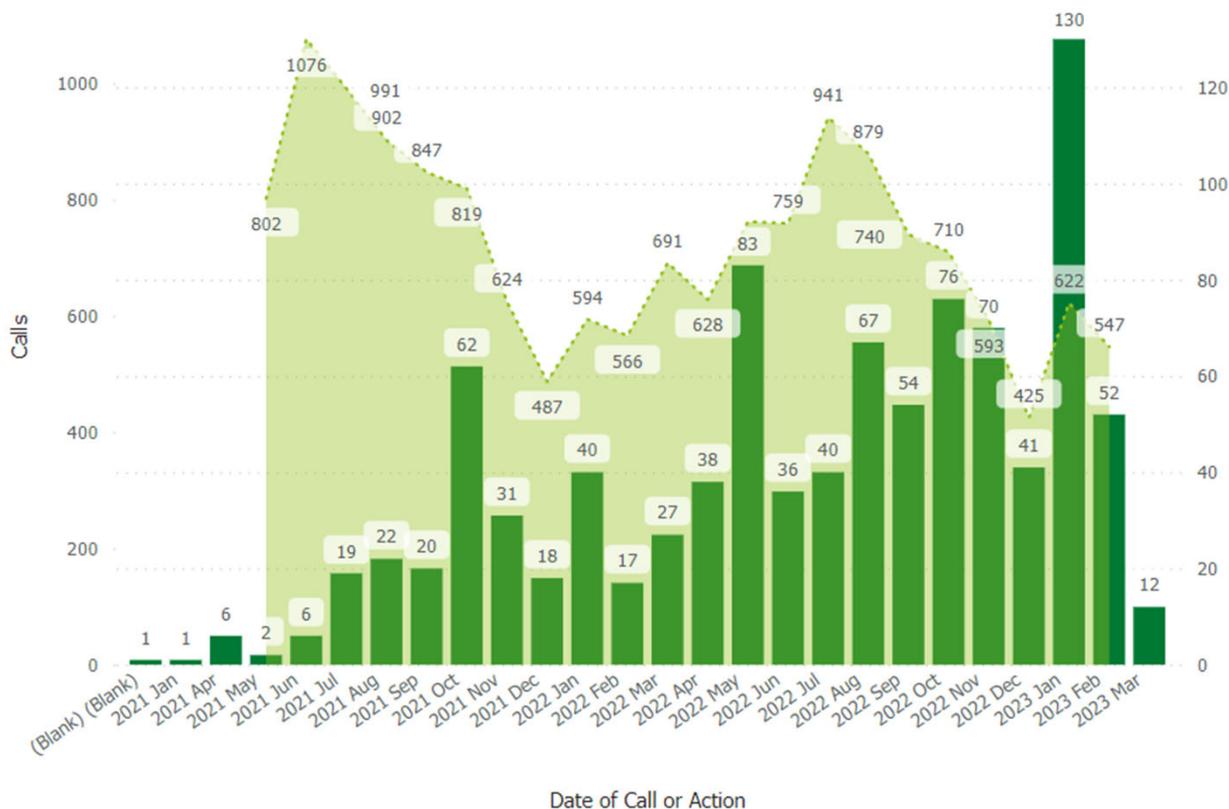
- **Weekly intelligence product**, feeds into weekly tasking meeting with Emergency Planning, Community Safety, ASB team, police, TYS, street population team.
- Using a **problem solving approach** to understand who, what, when, why, who and how
- Utilising the **Early Intervention process** to offer 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.



Tackling Anti-Social Behaviour

Calls and Actions

● Num of Actions ● Calls

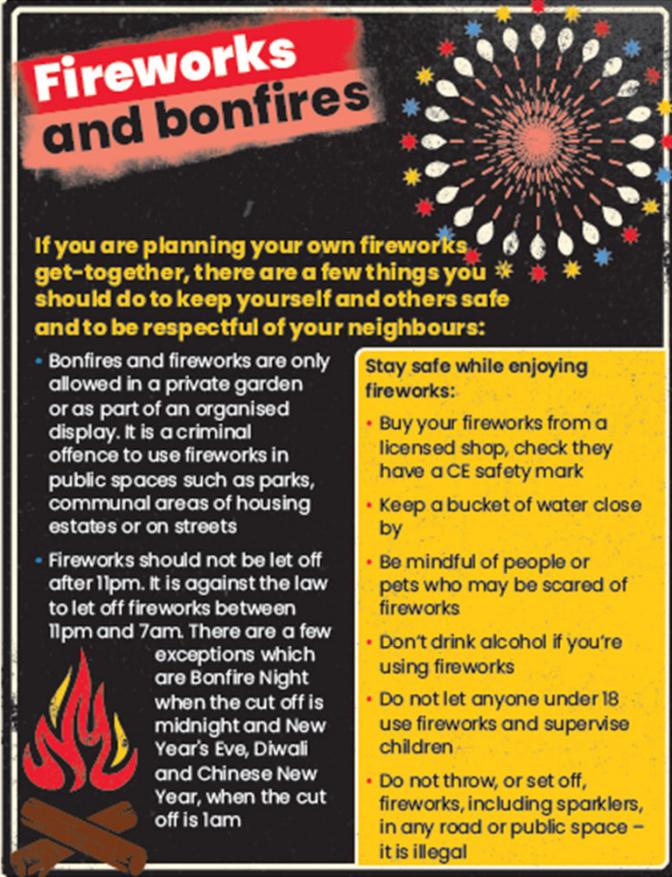


Outputs/Outcomes

- We have seen an 17% reduction in Public Space ASB Reports in 2022 compared to the same period in 2021
- There have been 525 actions taken by the team to tackle 44 different ASB Hot Spots in 2022.
- The team have been involved in 324 engagement events across the borough in 2022
- 906 ASB Warnings have been issued by police and Parkguard for perpetrators of Anti-Social Behaviour. 24 cases where we moved to more robust enforcement measures (CPW/CPN/CBO)

Cyclical Issues (Proactivity)

- Developing partnership plans to address cyclical issues.
- The partnership plan sets out how Islington Council, the police and other relevant partners should prepare for an increase in crime and ASB.
- The cyclical issues we are currently focusing on are:
 - Burglary
 - Firework misuse (Halloween and Bonfire Night)
 - Summer violence
 - Crimes perpetrated by- and affecting university students
 - Street drinking
 - Ramadan



Fireworks and bonfires

If you are planning your own fireworks get-together, there are a few things you should do to keep yourself and others safe and to be respectful of your neighbours:

- Bonfires and fireworks are only allowed in a private garden or as part of an organised display. It is a criminal offence to use fireworks in public spaces such as parks, communal areas of housing estates or on streets
- Fireworks should not be let off after 11pm. It is against the law to let off fireworks between 11pm and 7am. There are a few exceptions which are Bonfire Night when the cut off is midnight and New Year's Eve, Diwali and Chinese New Year, when the cut off is 1am

Stay safe while enjoying fireworks:

- Buy your fireworks from a licensed shop, check they have a CE safety mark
- Keep a bucket of water close by
- Be mindful of people or pets who may be scared of fireworks
- Don't drink alcohol if you're using fireworks
- Do not let anyone under 18 use fireworks and supervise children
- Do not throw, or set off, fireworks, including sparklers, in any road or public space – it is illegal

Get safety tips from the London Fire Brigade
www.london-fire.gov.uk/safety/fireworks/

ISLINGTON
For a more equal future

Safe Havens

- Safe havens are a practical way of helping everyone in Islington enjoy their community knowing that support is easily available if they need help. Places where people can go if they feel in danger, if they are lost, if they need someone to call their emergency contact, the police or ambulance or just need a place to rest for a moment.

Progress made so far

- We have planned and delivered dedicated sign-up days for local businesses and we have received the support from police partners who are also signing-up safe havens in our borough as part of their winter nights programme.
- We have developed an App using Glide to facilitate visiting businesses – co-ordinating visits across services and updating business data at the same time.
- We have now trebled the number of Safe Havens signed up across the borough reaching the target set in the Labour manifesto pledge of 300 by March 2023



What Next?

- As part of the Labour Manifesto pledge we are committed to signing up 15 Safe Havens per ward. We're not quite there yet. We are planning a number of Safe Haven sign ups to meet this target– **We would love your support in this!**
- In the next phase we will focus on an engagement improvement plan, aimed at building even stronger relationships with existing safe havens and developing the scheme further.
- We will develop an engagement calendar for businesses throughout the year
- We will develop closer communication with our business partners to ensure they are supported
- A dedicated webpage for Safe Haven businesses to find out what support is available to them

WARD	No SAFE HAVENS
Arsenal	16
Barnsbury	10
Bunhill	26
Caledonian	21
Canonbury	13
Clerkenwell	11
Finsbury Park	34
Highbury	14
Hillrise	12
Holloway	6
Junction	33
Laycock	16
Mildmay	36
St Mary's & St James	12
St Peter's & Canalside	14
Tollington	18
Tufnell Park	9

Multi Agency Approach

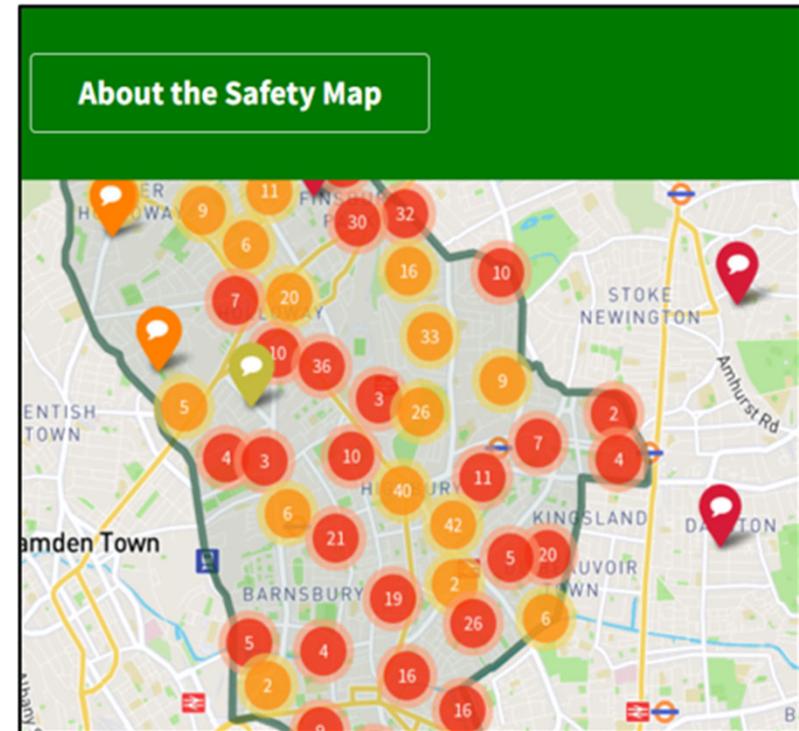
- **Community MARAC** is a multi-agency meeting that sets an action plan for vulnerable victims/perpetrators of ASB. Cases need to meet 3 key criteria around Vulnerability, Risk and ASB.
- Chaired by community safety and attended by core partners including local authority officers, police, mental health and substance use services, housing practitioners (LBI and RSL), safeguarding advisors, Out-of-Hours ASB/Noise team, London Fire Brigade, Victim support, Galop, GP's, the wider NHS trust as well others attached to the case.
- 2022-2023 – We had 81 Cases, all of which received actions to reduce the risk. We successfully closed 56 cases with 25 cases ongoing.
- The **Community Trigger** is a statutory provision introduced in the antisocial behaviour, crime and policing act 2014.
- It is the victims right to demand a review of their case where further actions can be taken by agencies to resolve it.
- If the threshold for Community Trigger is met (3 reports in 6 months with the last report in the last month), it will be heard at the ASB review panel, consisting of relevant agencies to consider what action has previously been taken and decide whether there are additional actions that can be taken to reduce the ASB.
- This year we heard 44 cases at the ASB review panel

Multi Agency Approach

- **Cuckooing Panel**, A new panel meeting was set up in July 2022 to focus purely on addresses with concerns of cuckooing.
 - The panel consists of colleagues from, LBI housing (intensive team), RSL's, NHS mental health services, Police, LBI community safety, LBI complex needs workers and any others that are relevant to the case being discussed.
 - The format will be similar to that of the CMARAC where cases of concern are discussed, and an action plan drawn up to be reviewed at the next meeting.
 - Addresses will be monitored on a tracker system with any old addresses of concern archived to be re-opened again if concerns resurface.
 - Since July we have 18 cases with 12 successfully closed as the risk was reduced. The tracker currently has 38 addresses on it which has been reduced from 90 a year ago.
- **Repeat Callers**, this process allows us to recognise any emerging issues and to ensure no reports have fallen between services.
 - Repeat callers will have made at least:
 - 10 calls to the ASB out of hours line within the last three months with at least two of those in the last month.
- Or
- 20 calls to the police within the last month.
- Cases identified will:
 - Be triaged for a multi-agency response where vulnerability and risk is identified

Safer Spaces Campaign

- In 2021 we launched the Safer Spaces campaign.
- We sent a letter to every household in Islington, asking residents to tell us where they felt safe or unsafe in the borough.
- The outcomes of this campaign are helping us to direct our resources to areas where people told us they feel most unsafe.
- We want to continue to engage with our communities and deliver outcomes they directly address the issues they've told us about.



What did you say?

Archway

What were your concerns?

- Lack of visible police
- Anti-Social Behaviour
- Drug dealing/open drug use
- Street population issues
- Groups of men/intimidation

Finsbury Park

What were your concerns?

- Lack of visible police
- Anti-Social Behaviour
- Drug dealing/open drug use
- Women's Safety/LGBTQ Safety
- Groups of men/intimidation
- Robbery/theft

Nags Head

What were your concerns?

- Lack of visible police
- Anti-Social Behaviour
- Drug dealing/open drug use
- Street population issues
- Women's Safety/LGBTQ Safety
- Cycles/E-Scooters on the pavement
- Previous experiences of crime
- Lighting
- Fly-tipping /area looking run down

Highbury Corner

What were your concerns?

- Anti-Social Behaviour
- Drug dealing/open drug use
- Street population issues
- Groups of men/intimidation
- Women's Safety
- Youth Crime/ASB
- Cycles/E-Scooters on the pavement
- Safety within LTN
- Previous experiences of crime

Bunhill

What were your concerns?

- Anti-Social Behaviour
- Drug dealing/open drug use
- Previous experiences of crime
- Robbery/theft



What have we done?

Archway

- 137 actions taken to tackle ASB Hot Spot
- 38 Engagement activities & events within this area

Finsbury Park

- 131 actions taken to tackle ASB Hot Spots
- Police led PAI March 22
- EPR Nov 22 and March 23
- 37 Engagement activities & events within this area

Nags Head

- 47 actions taken to tackle ASB Hot Spot in and around the town centre
- Police led PAI in March 2023
- 20 Engagement activities & events within this area

Highbury Corner

- 70 actions taken to tackle ASB Hot Spots within the Highbury Corner area
- EPR Feb 22
- 19 Engagement activities & events within this area

Bunhill

- 60 actions taken to tackle ASB Hot Spots within the Highbury Corner area
- Police led PAI in Nov 22
- 35 Engagement activities & events within this area



What Next?

Islington Community Conversations

We are holding six Safer Spaces Community Conversations from the 20th of March to the 4th of April to engage with communities and get their thoughts about how the council, police and partners should be working to improve safety and feelings of safety in Islington. The feedback we gather from the Community Conversations will inform our community safety planning for the borough as well as specific projects to address local issues.

We need you...

To come to the Safer Spaces Community conversations and tell us how you feel and what you would like to see change. We want to know how communities think we should be improving safety and community confidence, how we can better involve and engage communities in our work and how our residents would like us to communicate with them.

Looking Forward

We hope to use what we have learned from these events to inform action plans across the borough to address the issues identified. We will be building on our existing relationships with residents to generate ideas and support for these plans and communicating the outcomes as widely as we can.

Safer Spaces Events Calendar

6-7pm Monday 20th March - Central Cluster - <https://www.eventbrite.co.uk/e/556691829247>

Wards - Arsenal, Canonbury, Finsbury Park, Highbury, Mildmay

6-7pm 22nd Wednesday March – North Cluster - <https://www.eventbrite.co.uk/e/556663855577>

Wards - Hillrise, Holloway, Laycock, Junction, Tollington, Tufnell Park

6-7pm Friday 24th March– South Cluster - <https://www.eventbrite.co.uk/e/556692441077>

Wards- Barnsbury, Bunhill, Caledonian, Clerkenwell, St Mary's & St James, St Peters & Canalside

We will be holding three further events that have a borough wide overview but will be an opportunity to focus on issues that affect failed to reach groups. These will be:

6-7pm Monday 27th of March – Women and LGBTQ+ groups - <https://www.eventbrite.co.uk/e/556693534347>

6-7pm Thursday 30th of March – Black Asian and ethnic minority groups -<https://www.eventbrite.co.uk/e/556698388867>

6-7pm Tuesday 4th of April – Young People and Parents - <https://www.eventbrite.co.uk/e/556706111967>

Please contact CommunitySafety@islington.gov.uk for further information or visit www.islington.gov.uk/saferspaces.

These events will be recorded as webinars. As an audience member you will be able to view the speakers and post questions in the chat. Neither you or your question will be visible to others. This recording will be used to keep a record of the communication we have had around Safer Spaces and to support further actions we take to address your concerns.

Hate crime

- We are committed to working with community organisations and individual members of our community through the Islington Hate Crime Forum to:
 - ❑ reduce the risk of becoming the victim of hate crime in Islington
 - ❑ improve the identification and reporting of hate crimes
 - ❑ support victims and those who fear being victims of hate crime
 - ❑ challenge the police to ensure quality investigations are carried out and improve the outcomes for victims who report a hate crime
- We have produced guidance on how to report hate crime
- We encourage individuals and organisations to sign the Islington Hate Crime Pledge with over 300 people who have signed so far.
- We support National Hate Crime Awareness Week
 - 6 awareness stalls across the borough
 - One online Hate Crime public event
 - Hate crime vigil at Finsbury Park Mosque
 - Poster competition for schools – winners to be announced shortly!

What happens when you report a hate crime

Hate is not welcome in Islington.

We believe everyone deserves to live free of fear and abuse but to act against those responsible, the police rely on reports from the public. This is the first step towards ensuring that the offender is caught and stopped from committing a crime again.

Unfortunately, many hate crimes are not reported. If more people make reports, we can gain a better understanding of the problem and how we can prevent it.

And by reporting a hate crime, you can access support to help you to recover from the experience. You can also report a hate crime as a witness, even if you do not know the victim.



www.islington.gov.uk/hatecrime



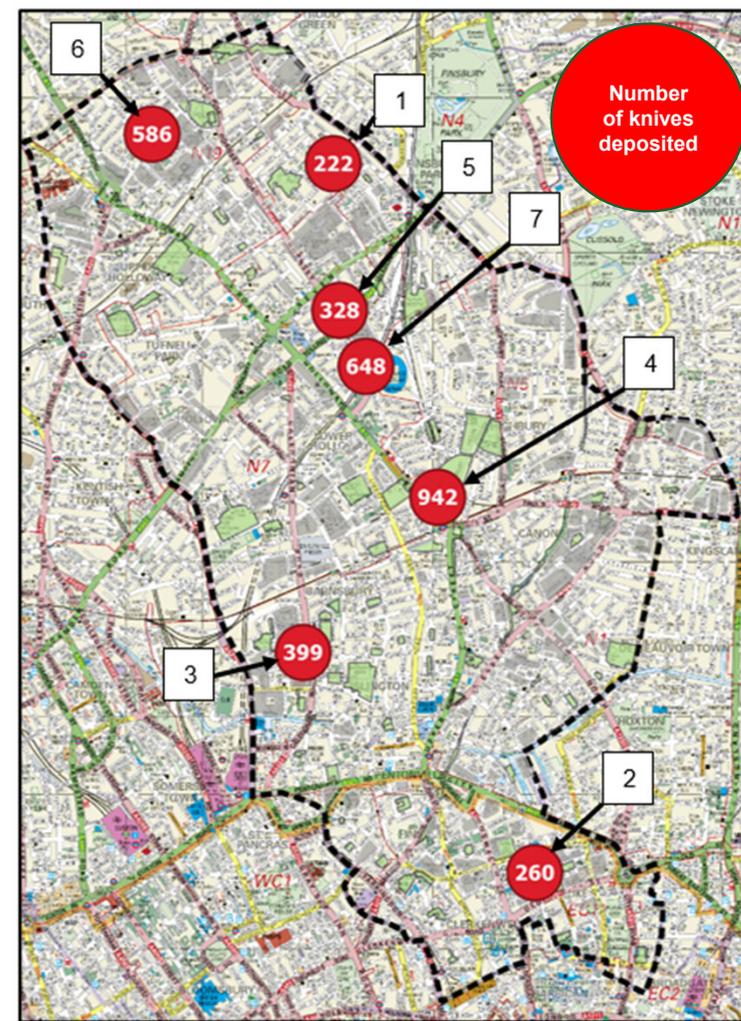
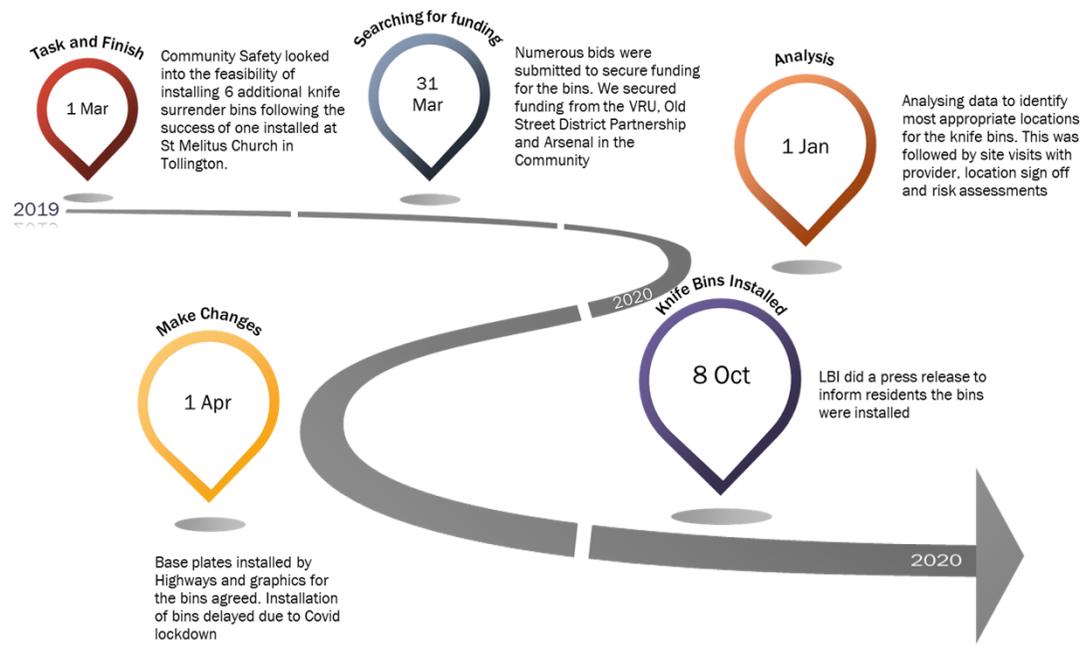
 ISLINGTON

 **ISLINGTON**
For a more equal future

Hate Crime – Partnership response



Islington 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 two times (April 2022 and November 2022) and have collected a total of **3,385 knives or other bladed items**.

1. Outside 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 J/W Citizen Road

What Next?

- After very positive results we will review current access to knife bins across the borough and consider additional installations
- We have received suggestions from Cllrs about areas that may benefit from a bin and will review these against crime data including :
 - Mildmay
 - Tufnell Park/Holloway area
 - St Mary's
- Renew the servicing and emptying contract for current sites, which is shortly due to end
- Continue to promote the knife bins through communications and engagement activities to make sure that they are utilised

Your new **knife bin can be found by Caxton House Community Centre.**



You can safely dispose of a knife or blade in this bin.

Please remember

-  Never hold a knife by the blade
-  Wrap the knife in cardboard
-  Secure with a strong tape
-  Plan your route to the knife bin

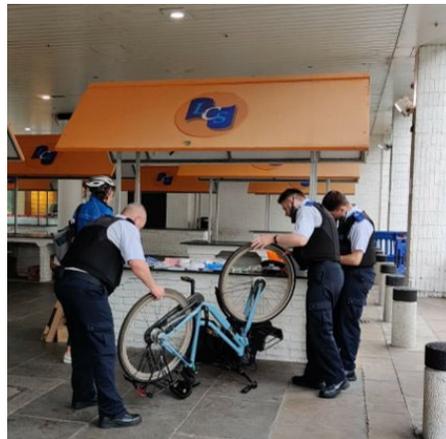
Call **Victim Support** on **0808 168 9291** free, 24 hours a day, or visit www.victimsupport.org.uk for free, confidential support if you have been affected by crime or a traumatic incident

Worried about knife crime, you can make an anonymous report or pass on intelligence anonymously to **Crimestoppers** on **0800 555 111**

CrimeStoppers. Speak up. Stay safe. **VS VICTIM SUPPORT**  **ISLINGTON**

Preventing Robbery/Theft

- **Operation Acorn** – Tackling residential burglary
- Bespoke robbery police operations in hotspot areas – Highbury and Finsbury
- **Bike marking, registration and cycle safety**
- **Tackling Catalytic Converter theft**
- **Blue Badge Theft Operation**
- **Look Up Look Out Campaign** – Archway/Highbury
- **Safe Haven Video for Young People**



WATCH OUT Report online at www.met.police.uk or call 101. In emergencies call 999

CATALYTIC CONVERTER THEFT

Catalytic converter theft happens on busy streets, in car parks, and residential areas at any time of day or night. Protect your catalytic converter by following our advice.

METROPOLITAN POLICE BE SAFE ISLINGTON

How to keep your Blue Badge safe

Blue Badges are the most stolen items from vehicles in Islington

What are we doing about this?

- Islington Council has a team focussing on Blue Badge fraud and theft, who regularly patrol theft hot spots looking for stolen badges.
- Islington Council have powers under the Fraud Act and the Road Traffic Regulation Act to prosecute Blue Badge cheats, which may lead to substantial fines and even imprisonment.
- Your Neighbourhood Policing Team regularly patrol theft hot spots. The police and designated council officers have the power to seize a badge they believe to be fraudulently used and will investigate those suspected of stealing or handling a stolen badge.

Keeping your Blue Badge safe

- We recommend that a Blue Badge Protector is purchased from a reputable supplier
- Blue Badge holders may be entitled to a free resident parking permit. This allows you to park in your controlled parking zone without the need to display the badge, reducing the risk of theft. You can apply on our website at: www.islington.gov.uk/parking/parking-permits/blue-badge-holder-permits
- To report suspected Blue Badge fraud, call us on 020 7527 2000 or email parkingfraud@islington.gov.uk
- Further crime prevention advice can be found at: www.met.police.uk/cp/crime-prevention/keeping-vehicles-safe

METROPOLITAN POLICE ISLINGTON

Tackling Drug Related Crime

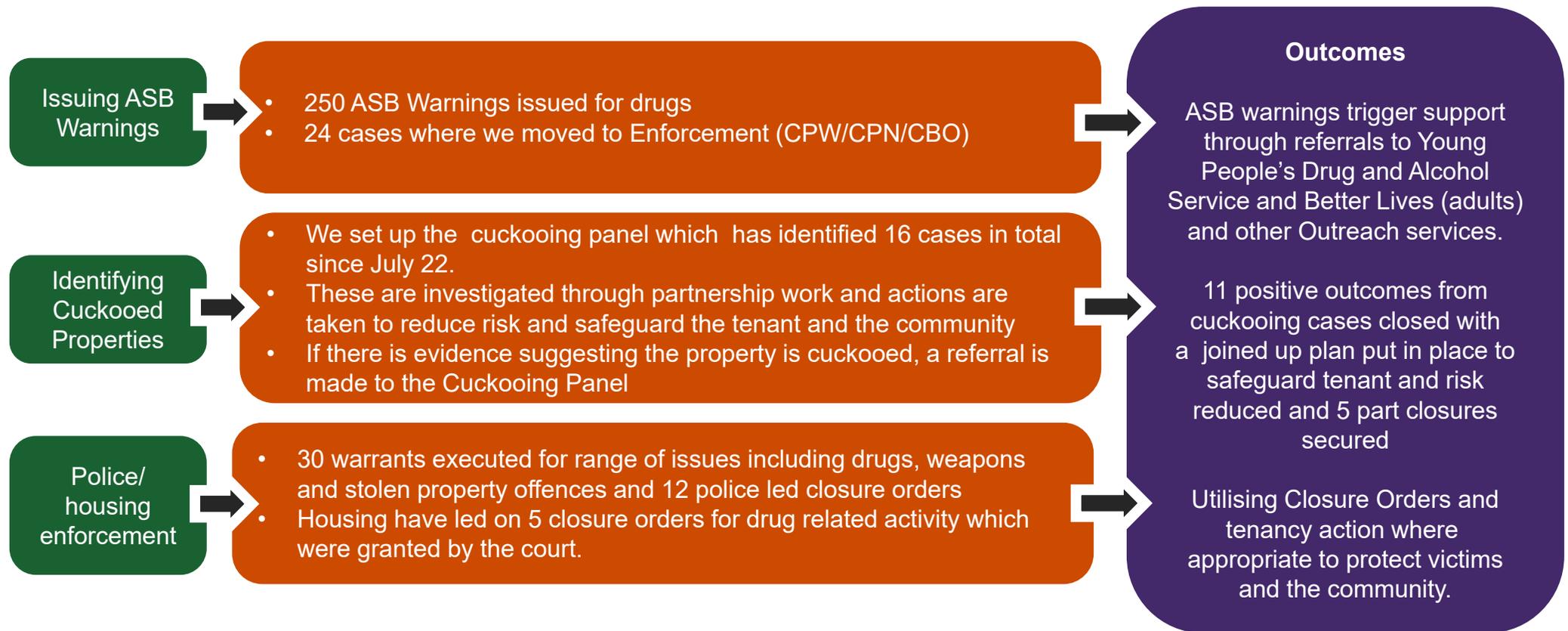
- Police are supported by specialist organised crime and drugs teams to explore covert and overt tactics for intelligence gathering developing investigations for specialist crime escalation
- New fund has been set up to support the reduction in drug crime it will be launched in April 23
- Additional police resources are provided through other police teams such as the Violence Suppression Unit.
- Regular patrols are carried out by officers gathering evidence for warrants. Utilising dispersal powers and Stop & Search.
- Partnership work to tackle/disrupt gang and county lines activity (including new Combating Drugs Partnership)
- Op Yamata a met wide operation reduces violence and homicide by dismantling drug supply networks



Met outcomes last 6 months

- 92 Lines closed
- 236 Trafficking Charges
- 21 weapons seized
- 52 People Safeguarded

Tackling Drug Related Anti-Social Behaviour



Preventing Violent Extremism



Responsibilities

- Develop a multi-agency risk reduction panel with police for those vulnerable to radicalisation or exploitation (Channel)
- Deliver training to schools, colleges, universities and other safeguarding leads on the signs of vulnerability as well as the referral pathways
- Develop strong community relationships to identify the risks associated with radicalisation and support our communities

Preventing Violent Extremism



Outcomes

- 34 enquiries received for Channel process with 8 complex cases reviewed and exited since April 22
- 20 education providers engaged and trained since April 22 reaching hundreds of children and young people
- 8 Community events and training sessions delivered within our community sector
- Co-ordination of a borough-wide programme for National Hate Crime Awareness Week in October 22

ASB Programme

ASB Programme - History

- Lets Talk Islington – ASB second highest priority for Islington residents
- Feedback from Councillors consistently suggests residents are not receiving a good service or resolution to issues of ASB
- Independent review commissioned (HQN). Report made 37 recommendations around a broad range of issues.
- Quick Wins were identified by service areas:
 - Broadening Teams who input into weekly tasking
 - Improvements to reporting and data that drives the weekly tasking meeting
 - Revised call routing for daytime callers to the ASB Reporting Line

ASB Programme - Overview

- ASB Programme Manager brought in to work with Director of Public Protection and Director of Community Safety, Security and Resilience
 - Review the recommendations in the HQN ASB review report
 - Use these as a 'foot in the door' to work with all services who are involved in tackling ASB to support the development and improvement of our service offer
- This is being done in a structured way, following project management principles
- We have a project structure, with working groups, project group and steering board, chaired by the Chief Executive and overseen by the Executive Member for Community Safety

Leadership Group

ASB Steering Board

Cllr Woolf
Executive member for community safety

ASB Project Group

HMT

Housing Delivery Board

Strategy, Policy and Service Overview Working Group

Task & Finish Group
ASB DEFINITION

Process & Procedure Working Group

Task & Finish Group
PATROLLING SERVICES

Task & Finish Group
ASB CASE MANAGEMENT

Task & Finish Group
NOISE

Stakeholder Engagement & Partnership working

System Implementation & Data Management

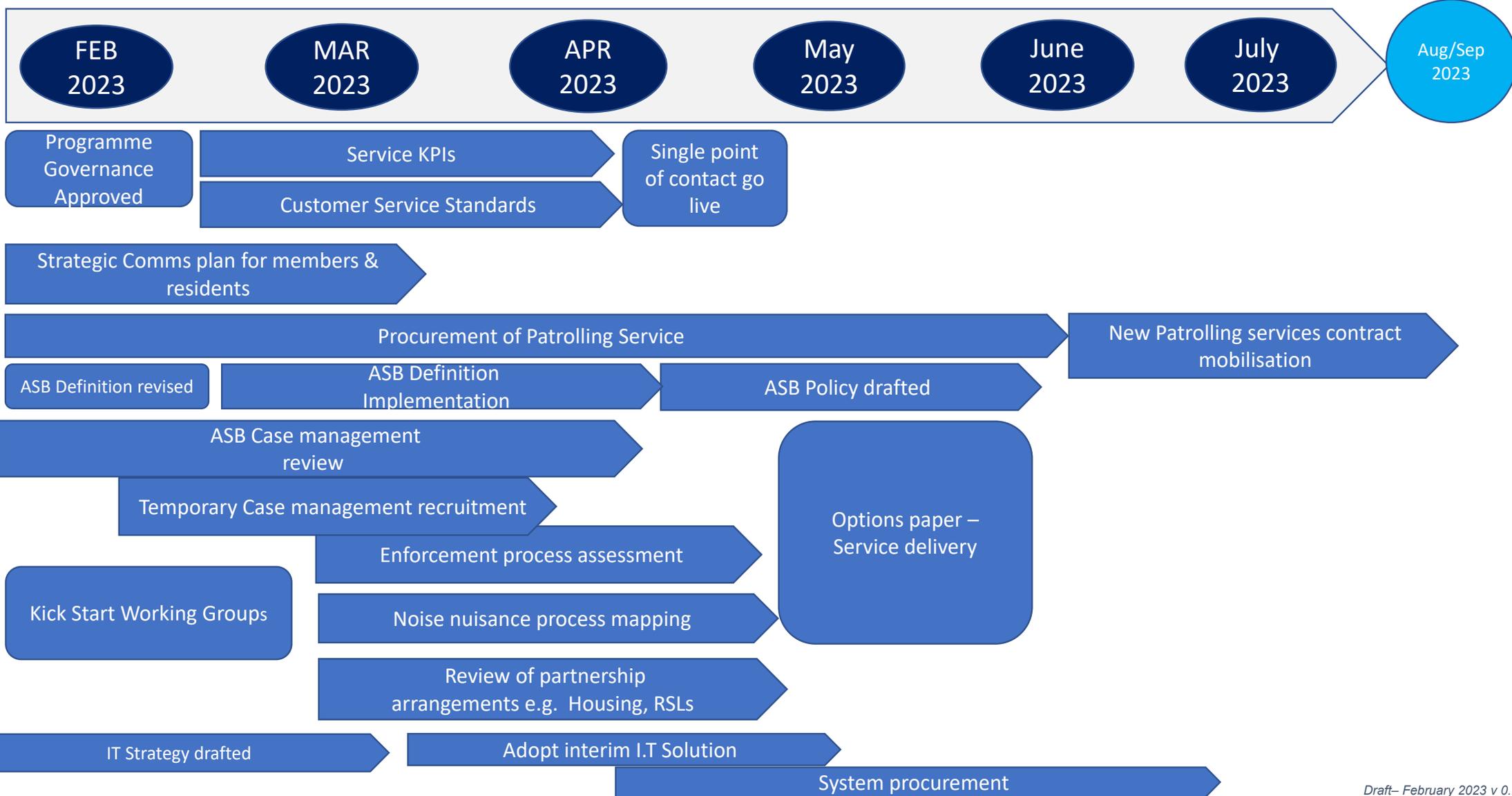
Task & Finish Group
I.T STRATEGY

Task & Finish Group
DATA MANAGEMENT

Formal reporting/recommendations 

Updates 

ASB PROGRAMME HIGH LEVEL TIME-LINE



ASB Programme Workstreams & Deliverables

STRATEGY, POLICY AND SERVICE OVERVIEW ANDY OPIE

- ASB policy
- ASB definition revised and implemented
- Customer service standards clearly defined and communicated
- One main reporting route for customers established with regular feedback points
- Service KPIs and regular monitoring established
- ASB Programme Communication plan

PROCESSES & PROCEDURES DAN LAWSON

- Re-procurement of Patrolling Services Contract, performance monitoring established
- Business case for pilot ASB case management solution
- Review of enforcement decision making process.
- Establish clear roles & responsibilities in Enforcement
- Resources and Process mapping for noise nuisance.
- Options paper for and changes to service delivery

STAKEHOLDER ENGAGEMENT & PARTNERSHIP WORKING JOHNATHON GALLAGHER

- Review ASB case management internally; roles and responsibilities and a focus on effective solutions
- Clearly defined roles and responsibilities with all external partners, including review of information sharing
- Establishment of formal arrangements with external partners where gaps currently exist (e.g. RSLs)
- Review of existing multi agency partnership meetings maximise use of resources to ensure effective decision making

SYSTEM IMPLEMENTATION AND DATA MANAGEMENT DAN LAWSON / JOHNATHON GALLAGHER

- IT Strategy based on user needs analysis
- Costed plan IT plan
- Adopting IT Solution
- Review of data collection and management across the service
- Development of principles for data collection and management

ASB Programme Current Priorities

Patrolling Services re-procurement

- Re-procurement of Patrolling Services contract - current contract expires July 2023

ASB definition

- To give us a 'one council' approach
- It will guide the work of all the services who tackle ASB across the Council and our work in partnership with other agencies.

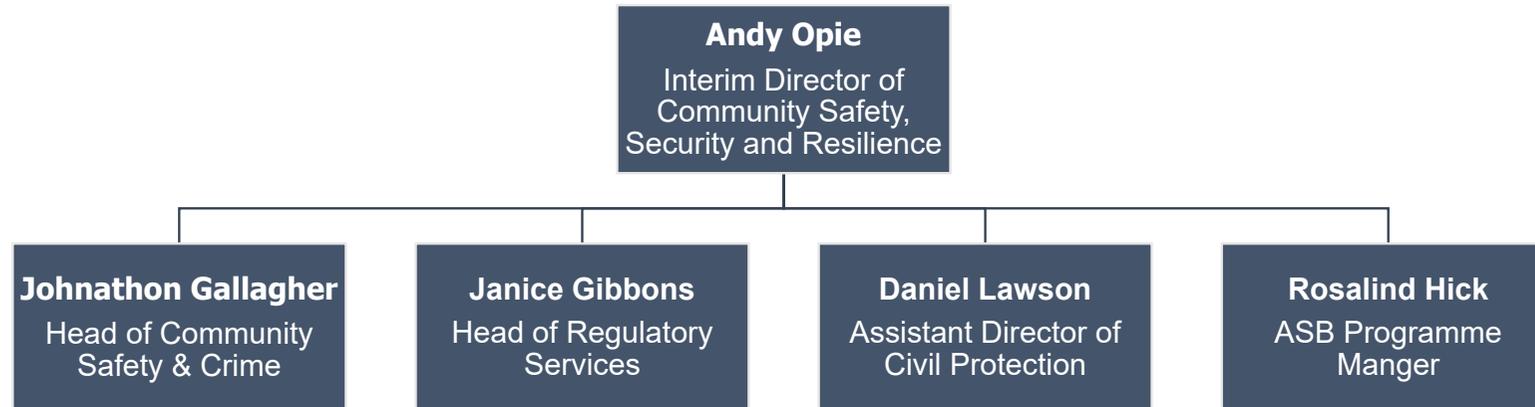
Case Management Pilot

- A pilot to establish a case management team; to test if this is an effective way of managing ASB across the council

Communications Plan

- covering internal and external communication

Community Safety, Security and Resilience Restructure



Regulatory Services

- Private Sector Housing Regulation to improve safety and living conditions
- Licensing
- Trading Standards
- Food Safety
- Workplace Health and Safety



Licensing

- Management of statutory process including the committee and applications, reviews, appeals and enforcement
- Work in partnership and police licensing officers based in 222 Upper Street with council team
- Late night levy applied to whole borough enables additional resources from police and Parkguard to support Night Time Economy
- Team also responsible for event safety including Arsenal FC match days and other local events such as festivals and concerts

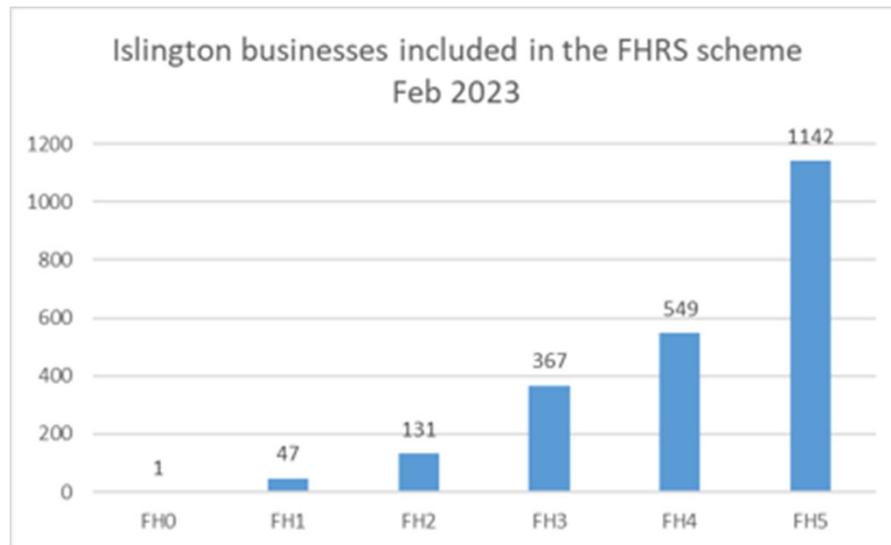
Commercial Environmental Health (Food Safety)

Current business compliance rate of 2237 business 92.0 %

Total number of food safety inspections since **April 2022: 1246**, including 181 businesses due but had closed on inspection (FHNF).

Total number of food standards inspections since **April 2022: 996**

Estimated annual inspection target at start of year: 1400



- Existing business due an inspection 1/4/2022 and 31/3/2023
- New catering and other high-risk businesses within 1 month of registration
- New retail and other medium low risk businesses within 2 months of registration
- Existing and new premises requiring a food standards inspection (authenticity, labelling, composition, traceability – mostly manufacturers, packers and importers)

Trading Standards

- Investigating, regulating and prosecuting for a variety of offences related to scams, doorstep crimes, fraud, illegal products and underage sales. Specific cases include
 - Unsafe E scooters
 - Sale of a knife to a 14 year old
 - Scam where a letter is sent as if by the Trading Standards Institute claiming that victim is persuaded to pay to release the funds – one person lost £15,000
 - Dodgy roofers and builders with one person overcharged by £100k
 - A housing management company suspected of illegal evictions of tenants
 - Seizure of illegal vapes and cigarettes

Civil Protection

- CCTV Control Room including £3.5m upgrade
- ASB Out of Hours Team including noise and Parkguard contract
- Compliance Team – environmental enforcement and street based regulation
- Emergency Planning and Business Continuity

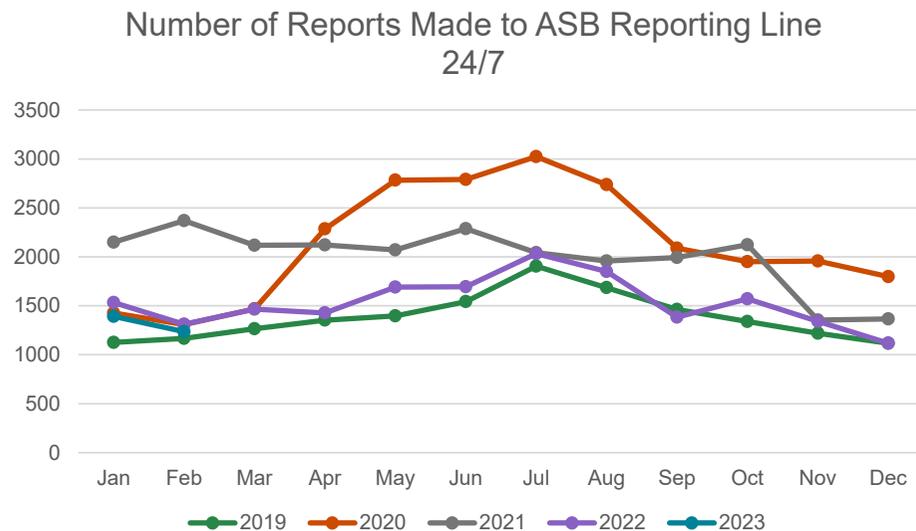


CCTV

- The CCTV control room dealt with 4390 incidents during 2022 including:
 - releasing 507 pieces of evidence to police and agencies
 - 109 Insurance/Solicitor enquiries
 - 619 Road Traffic Collision enquiries for the police.
- £3.5m upgrade project is underway which will see:
 - A wireless system being installed across the borough which will provide greater flexibility with camera installations and improve connectivity to the control room
 - All on street cameras upgraded
 - Improvements to infrastructure on housing estates
 - Improvements to other council buildings

Out of Hours ASB

A total of 1235 reports of ASB and noise were made to the ASB Reporting Line in February. This is an 6% decrease from February 2022, and 6% less than February 2020 prior to Covid-19.



- Witness nuisance in the evening and early hours
- Issue Community Protection Warnings, ASB warnings and noise abatement notices for a variety of issues related to noise and ASB
- Work with Police, Parkguard and other partners to problem solve issues

Compliance Team

The compliance team enforce a range of environmental breaches such as fly-tipping, commercial waste, littering and highways obstructions. They issue around 150 fixed penalty notices a month.

The compliance team are involved in a range of other activities including:

- Supporting the investigation of noise complaints
- Angel BID fund a post to support compliance issues in the area
- Monitoring street trading compliance, including markets
- Working on Arsenal FC match days to monitor illegal traders
- Work closely with Public Realm to support environmental improvements and problem solve ward based issues

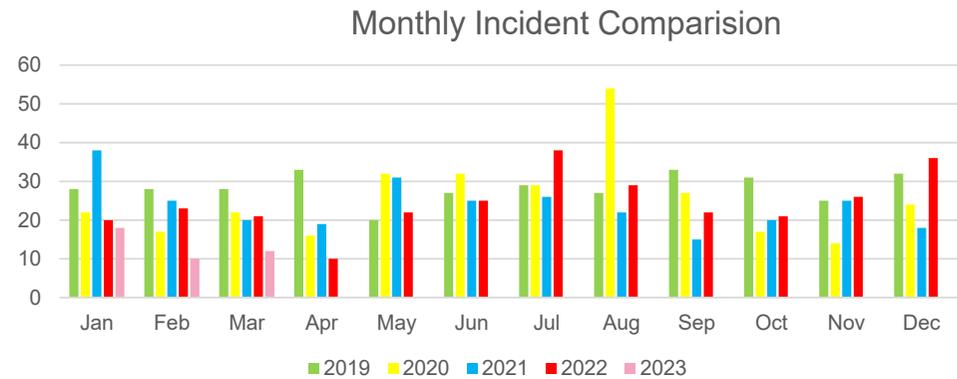
Emergency Planning – Incidents

The Emergency Planning Team have responded to 10 incidents in February, consisting of:

- 1 Fires
- 3 Crime related
- 2 uncategorised incidents
- 2 RTC
- 1 Business Continuity
- 1 Severe Weather Warning

February previous years comparison:

February	2016	2017	2018	2019	2020	2021	2022	2023
	5	16	23	28	17	25	23	10



- February saw a decrease in incidents.
- No incidents were attended during January, by the crisis response team.

Emergency Planning – General work / Projects

- EPU leading on community safety and counter terrorism at all borough asylum seeker hotels; weekly liaison and strategic overview board; General security review almost complete EPU and MPS counter terrorism team following attack at asylum centre in Dover and hostile reconnaissance at hotel; training delivered to 1 hotel.
- EPU carry out regular multi agency exercises with Police, Arsenal FC and other partners
- Review of borough multi-agency flood plan incorporating environment agency changes.
- Review of borough pandemic flu plan
- Standards for London assurance process completed in January; action plan for recommendation implementation now complete.
- Ongoing internal training and exercising to ensure preparedness for emergencies and business continuity incidents EPU carried out training of 2 Gold commanders

Service review following restructure

- Opportunity to think differently about how we deliver services to residents and businesses including working more collaboratively
- Improved performance monitoring and use of data to inform service delivery including ICT improvements
- Better communications, including how we promote the work of the service.
- Budget focus including income/savings delivery
- Staff engagement and workforce development

Violence Reduction Strategy

Headline Measures

Violence Reduction Strategy

- Following extensive engagement throughout 2021 & 2022, the Violence Reduction Strategy was launched in Oct 22.
- A summary action plan has been developed by pulling actions from the VAWG, Youth Safety Strategy and the Local Vulnerability and Violence plan.
- We need to simplify the action plan moving forward, and ensure effective monitoring of outcomes, so we have identified a set number (approx. 3-5) of headline measures of success for the four key aspirations within the strategy.



Headline Measures

There is work to do to ensure that the resources and collective efforts to reduce violence in the borough align with and can be **measured over time** against our strategic objectives.

We want to be able to measure the difference we make for our communities in a way that is **manageable and consistent** across partners, as well as **clear and meaningful** across communities, while corresponding with the themes of the strategy.

It is worth noting that these are performance measures across the partnership and sit above specific strategies which correspond to specific performance measures within the areas of VAWG, Youth Safety, etc.

We have sought to rely on a range of data sources; utilise qualitative and quantitative data; and include measures around education, employment and training as part of the diversion/ early intervention focus.

Headline Measures Contin.

So, we have identified a set number of headline measures of success for the **four key** aspirations within the strategy. Our VRS strategy stipulates that through our ambition and approach we aspire to:

- **Save lives and significantly reduce serious injury**
- **Improve community resilience and cohesion**
- **Empower local people to take ownership over their neighbourhoods and communities**
- **Improve trust and confidence in public services and the police, particularly among Black and minoritised ethnic groups.**

How do we measure this? The proposal, developed with partners, council officers and Cllrs, is as follows:

Success measures

1. Save Lives and Significantly reduce injury

- Serious Youth Violence (MPS)
- Violence Against the Person (MPS)
- Knife injury victims Under 25 excluding Domestic Abuse (MPS)
- Use of knife bins (LBI)
- Divert App monitoring data (MPS)
- Sanction and detection % rates for domestic abuse incidents
- Disrupting local drugs supply

2. Improve community resilience and cohesion

- Residents agree their local area is a place where people from different backgrounds get on well together (Islington Resident Survey)
- ASB repeat callers (LBI)
- Hate Crime offences (MPS)
- Residents agree that the police treat everyone fairly regardless of who they are across demographics (MOPAC)
- Functioning and representative ward panels

3. Empower local people to take ownership over their neighbourhoods and communities

- Residents feel safer at night and during the day (Islington Resident Survey)
- Residents agree the police are dealing with the things that matter to this community (MOPAC)
- Number of community-led initiatives funded/supported around safety (LBI)
- Engagement of Safe Havens (LBI)
- Night-time Economy

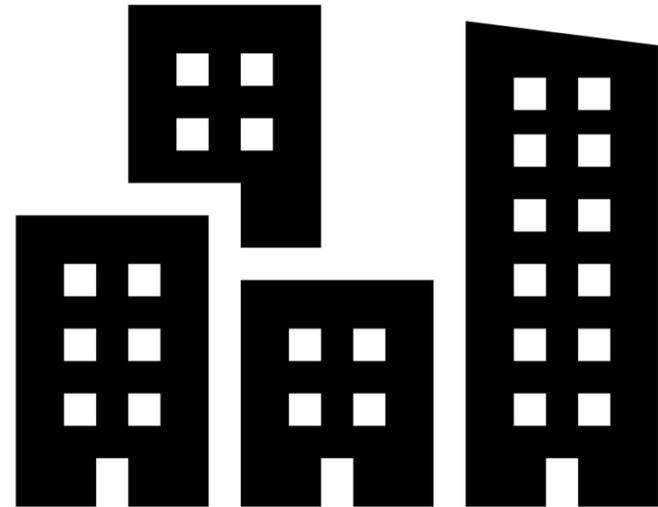
4. Improve trust and confidence in public services and the police, particularly among Black and minoritised ethnic groups.

- Disproportionality in Youth Justice System (LBI)
- Sanction detections for violence offences including domestic abuse (MPS)
- Victim satisfaction data across demographics (MOPAC)
- Stop and Search monitoring data (MPS)
- Reoffending rates (Probation)

Save Lives and Significantly reduce injury

We will check we're on track by seeing:

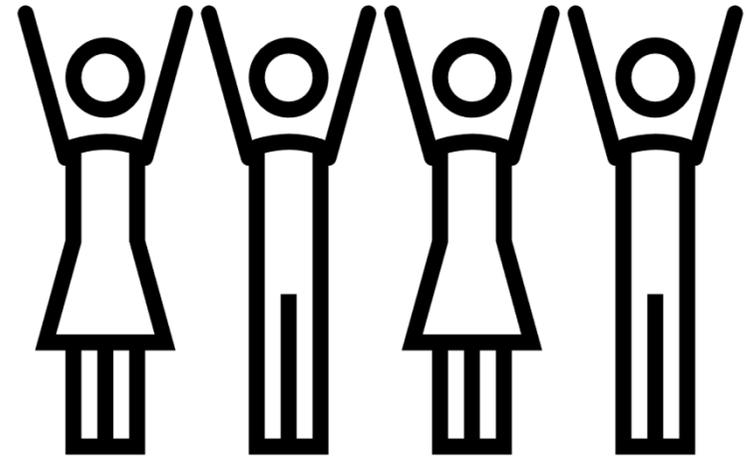
- A reduction in knife-enabled serious violence especially among victims aged under 25
- A reduction in violent offences against the person
- A reduction in serious Youth Violence
- Improved Sanction and detection % rates for domestic abuse incidents
- A reduction in reoffending for serious violence



Improve Community Resilience and Cohesion

We will check we're on track by seeing:

- Residents feel their local area is a place where people from different backgrounds get on well together
- A greater number of young people and adults benefitting from sustained participation in education, employment or training
- Increasing the number of adults helped who are identified as victims of cuckooing, modern slavery and financial abuse
- An increase in the number of reported hate crimes
- A reduction in ASB repeat callers
- Increase and establish fully functioning and better representative ward panels



Empower local people to take ownership of their neighbourhood and communities

We will check we're on track by seeing:

- Increased percentage of residents who feel safe at night and during the day
- An increased number of community-led initiatives funded/supported around safety
- Increased engagement with local and registered Safe Havens
- Night- time Economy (what do we want to achieve here)
- Broaden our early intervention offer for young people in the borough and at the earliest opportunity to prevent escalation into violence



Improve Trust and Confidence in public services and the police, particularly among Black and minoritised groups

We will check we're on track by seeing:

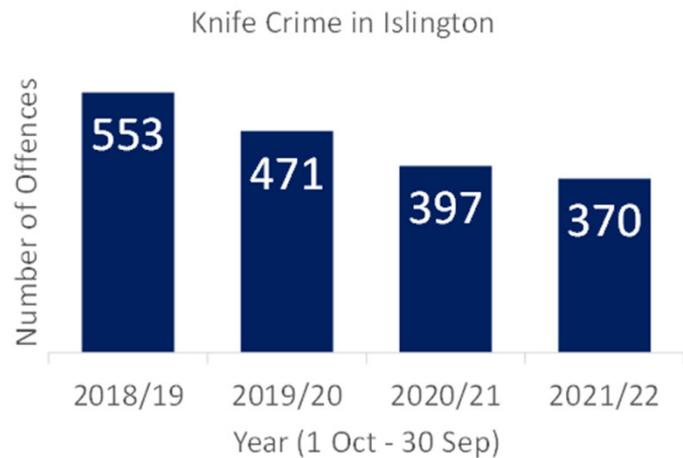
- A reduction in the levels of disproportionality in the Youth Justice System
- Increased victim satisfaction data across demographics
- Stop and Search monitoring data (how do we want to measure this)
- Residents agree that the police treat everyone fairly regardless of who they are across demographics
- Disrupt the demand for drugs by improving treatment offers when a person with substance misuse concerns comes into contact with the CJS – (this is work happening between police, probation and prisons and a part of the CDP)



This piece of work has gone to the Community Safety Policy Group, (as has the ASB programme and definition), but further thoughts and suggestions always welcome with an aim for full agreement by April's Safer Islington Partnership Meeting.

Islington Youth Safety update – 2021/22 Period

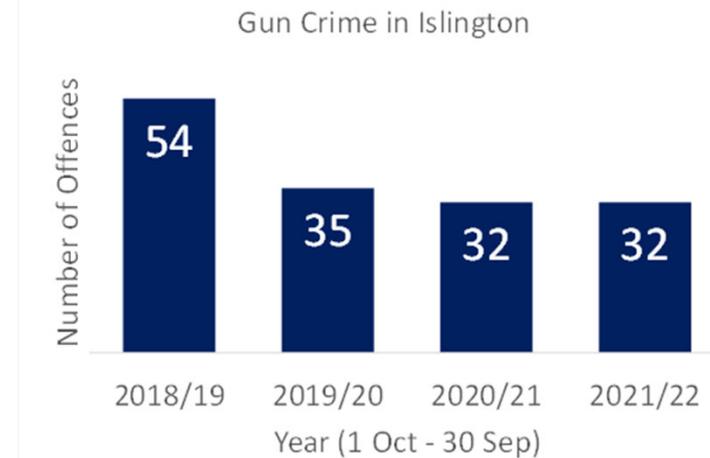
Youth Crime performance 2021/22 compared to recent years



- **33% reduction in knife crime**



- **40% reduction in knife crime injuries**



- **59% reduction in gun crime**

Youth Crime performance 2021/22 compared to previous years



While Islington has seen increases in 2021/22 both youth violence and serious youth violence have shown reductions compared to the same period in 2019/20 and 2018/19 (pre-Covid). Islington is ranked 18th out of 32 MPS boroughs for Serious Youth Violence and 24th out of 32 MPS boroughs for Youth Violence

KPI Performance

+10%

- Significant improvement in our EET figures for Youth Justice Service young people with a **10% increase** in 2021-22 (71.88%) compared to 2020-2021 (61.99%)

-12%

- Reduced the reoffending rate of young people in the Youth Justice service over the last two years with a **12% decrease** in Q1/Q2 2022/23 compared to the same period last year. This rate is lower than most of London and lower than our statistical neighbours



- Number of young people who go missing from home **reduced by 5%** and from care **by 3%** although incidents have increased

Other Highlights and Achievements

- The new young Islington universal offer is complete and includes continued high quality opportunities for young people aged 8+ across Rose Bowl, Lift and Platform plus our vibrant summer offer – Summerversity and Launch Pad with over **900** young people engaged in the summer
- The VRU Parental Support Team have offered online training and workshops with over **500** parents / carers participating to date
- **67** Somali parents and carers (including 15 Somali fathers) have completed the parent champions training since July 2021.
- **170** Somali parents / carers have been reached empowering and enabling them to have opportunities to shape their own life.
-

Other Highlights and Achievements continued

- Targeted Youth Support led Triage process exceeded the target of 80-85% with **91%** diverted from the youth justice system in 2021-2022
- **74** young people engaged in the VRU & TYS transitions project over the last 2 years. Profound difference with a positive impact on young peoples behaviour (**80%**), attendance (**85%**) and engagement (**85%**). Parents reported: Improvement in engagement with schools (**93%**) and better equipped to communicate with school staff (**80%**)
- **408** young people engaged and supported via our Commissioned services such as Abiander, Wipers and St Giles Trust with over **1,888** one to one contacts and **1,346** hours of mentoring.

Islington VAWG Services

Islington VAWG Strategy

- The Violence Against Women and Girls (VAWG) Strategy was published on 25 November coinciding with the United Nations' International Day for the Elimination of Violence against Women and Girls.
- The strategy sets out what Islington Council and partners will do over the next 5 years to ensure that Islington continues to be one of the leading and most forward-thinking areas in the country when it comes to tackling all forms of violence and abuse against women and girls.
- Visit our webpage:
<https://www.islington.gov.uk/community-safety/violence-against-woman-and-girls>



Islington VAWG Service: Delivery

In 2021/2022, over 2,008 survivors were supported by specialist VAWG services in Islington (a 29% increase from 2020-2021 and 134% more than in 2018-2019 i.e., pre the investment/VAWG transformation) actions included:

- 194 survivors supported to access safe accommodation and prevent homelessness
- 93 survivors and their families supported to improve safety of their properties and enable them to remain in their accommodation and prevent re-location
- 271 survivors supported to access welfare benefits
- 107 survivors supported to access education, employment and/or training
- 688 survivors supported to access civil and legal protection orders against their perpetrators

Islington VAWG Services: Impact

The high impact, targeted delivery of Islington specialist VAWG services combined with the well-established partnership approach means that survivors in Islington feel significantly safer after engaging with our services.

Key outcomes

- 74% of Islington survivors feel safer after engaging with IDVA services - this is 9% higher than London average and 13% higher than national average*
- 72% of Islington survivors feel more in control after engaging with IDVA services – (this is 12% higher than London average and 13% higher than national average*)

* Figures compared to performance data in the A Patchwork of Provision report ; How to meet the needs of victims and survivors across England and Wales - Domestic Abuse Commissioner's report, 2022

Daily Safeguarding Meeting

Daily Safeguarding Meeting (DSM) is a multi-agency led, fully integrated approach to needs management for survivors of domestic abuse and VAWG aiming to reduce the risk of serious harm and domestic homicide.

DSM fully replaced the Domestic Abuse Multi-Agency Risk Assessment Conference (MARAC) which previously met monthly, in January 2021 and meets each day during the working week in order to address the needs at the time the intervention will have the greatest impact and to maximise victim engagement.

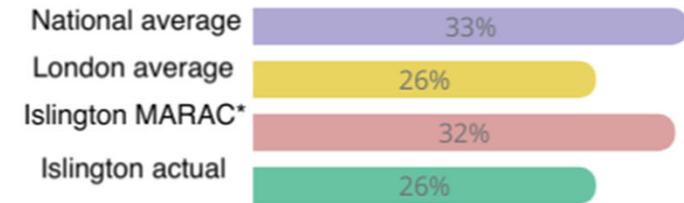
DSM core team provides a dynamic information sharing and needs management approach prior and after the daily meeting Monday to Friday 9-5pm providing wrap round support outside of the daily meeting. DSM is staffed by key agency decision makers who are able to contribute and work cohesively as a multi-agency team.

In the first 2 years of operation:



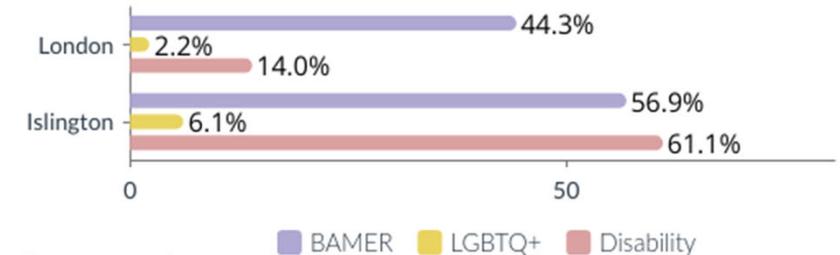
Increase in referrals

DSM heard 1336 high risk referrals and supported additional 1046 referrals at the pre-DSM



Decreased repeat rate

Despite significantly higher referral rate DSM repeat rate is equal to Pan-London repeat rate (26%) and 7% lower than national average



Supporting minoritised survivors

Comparing to London and national data DSM exceeds on supporting diverse survivors supporting 13% more Black, Asian and minorities survivors, 4% more LGBTQ+ survivors and 47% more disabled survivors than London average

IMPACT - HOW IS DSM MODEL MAKING A DIFFERENCE

"I feel much calmer and less alone. I felt that there is help available to me and my disabilities were handled with sensitivity. I felt [DSM] had full understanding of my needs"



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 **15 times quicker** when referred to the DSM comparing to MARAC



Early intervention and de-escalation

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



Reduced repeat referral rate

7% reduction in repeat referral rate since DSM commenced due to more effective management of risk and needs of survivors and better partner engagement



Reducing risk

for **74% of survivors** supported by the DSM risk of abuse **has reduces or ceased** due to dynamic review of actions and tracking outcomes

Police Ward Panels

What are Police Ward Panels

- Ward panels are the MPS mechanism to obtain community views regarding neighbourhood crime and disorder, and to provide information to communities.
- They seek to increase public trust and reduce gaps in confidence between different groups, ensuring that the MPS engages with Londoners and treats them fairly (which is why accurate representation is important).
- They ensure that key partners including the MPS, Borough Councils and Community Safety Partners respond to neighbourhood crimes such as burglary and ASB.
- Ward panels provide a key local accountability mechanism for the MPS and the Commissioner and allow scrutiny of policing at a local level.
- A group of community members/partner agencies that meets SNT every 3 months to set local ward priorities and to check progress on community issues.
- A ward panel will feed information/emerging issues directly to Police and help shape priorities. Ward Panel decisions must be evidence based and involve community & Police officers.

Ward Panels cont

Functions of a ward panel;

- Although the mechanism of ward panels is provided by the police and supported by the SNT, the ward panel should lead on fulfilling its functions.

Ward Panel Surveys;

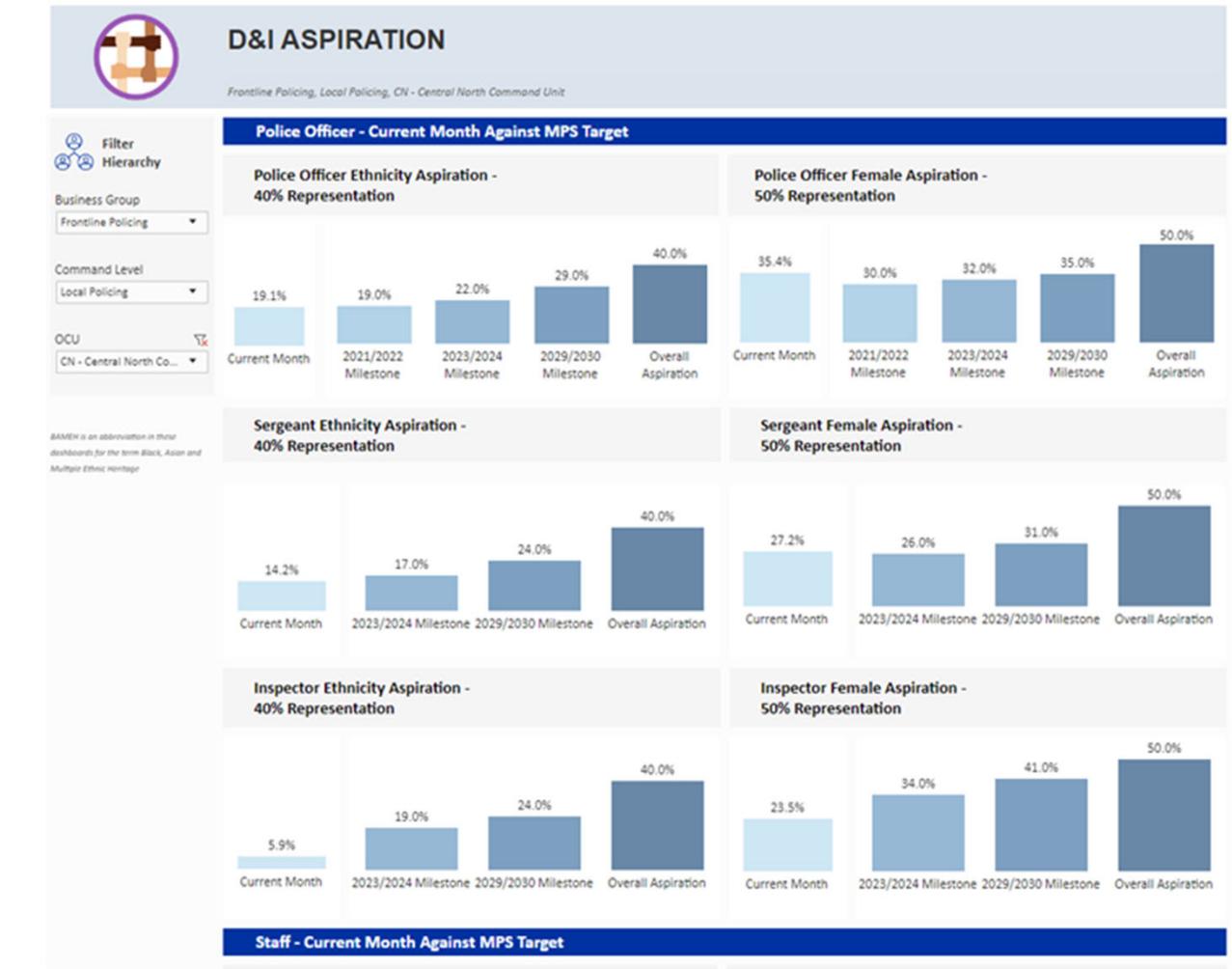
- Online surveys are created by each SNT which enables engagement with broader section of the community beyond the Panel itself.
- Survey results are fed back to the panel and assist decision making re priorities.

Setting ward priorities;

- Each SNT works towards 3 priorities; 1 violence related priority set by the SNT, and 2 others set by the ward panel.

Key to achieving an effective Ward Panel is having true representation/involvement from the community. The Central North BCU Citizens in Policing Strategy adopted end of last year, seeks to map our communities, and identify opportunities to invite representatives to be part of our engagement platforms (such as Community Reference Groups, SNB, IAG & Ward Panels).

This is equality data requested from the police at the January meeting. If it's hard to read, please let me know and I can resend



Appendix 1

North Cluster overview

Archway Town Centre

- Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers.
- Nightsafe Parkguard patrols to tackle ASB in the Night-Time Economy.
- Working with Safer Schools Officers' to share crime prevention advice with young people and to tackle youth ASB.
- Community engagement events including bike marking, catalytic converter marking and 'Look Up Look Out' robbery prevention.
- Regular street outreach patrols to support people rough sleeping.
- Business case submitted to BT to ask them to remove the phone boxes on Junction Road which attract ASB.
- Business engagement with police to increase confidence and encourage the reporting of crime, particularly shoplifting.
- Temporary CCTV tower installed on Navigator Square in summer 2022.
- Installing two bleed control cabinets with defibrillators in Spring 2023.
- Pauntley Street consultation to design out crime in problematic car park.
- Implementing a range of crime prevention measures on estates surrounding Archway Town Centre, including Girdlestone and Tremlett Grove.



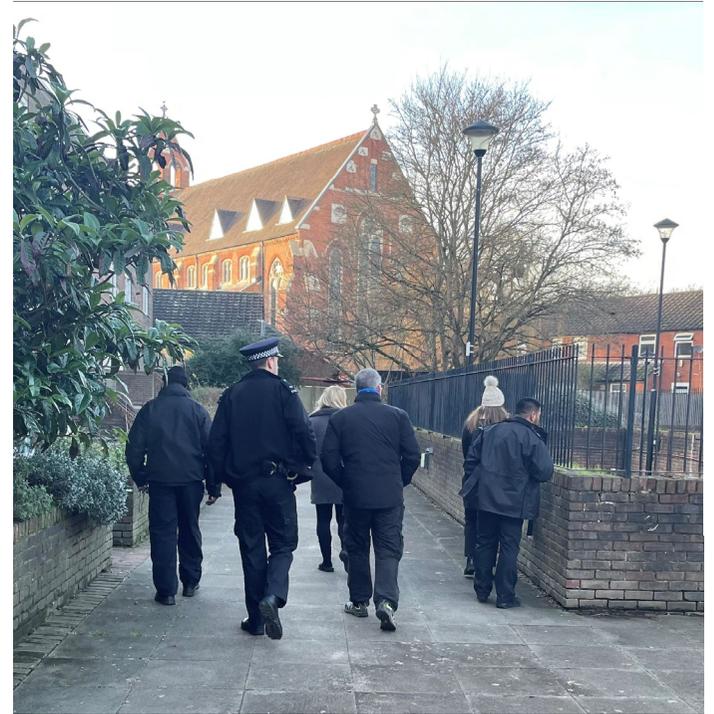
Girdlestone estate

The issues

Drug use and dealing, youth ASB

The response

- Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers.
- Encampment found in storage cupboard resulting Estate Services securing the cupboard with a Gerda lock. Follow-up work is being delivered by the Street Population Team and Estate Services to streamline how we address rough sleeping in storage/electrical cupboards on our estates.
- Weapon sweeps with the police to check bushes and electrical cupboards.
- Significant arrest of wanted offender who was causing ASB on the estate
- Regular contact with reporters to gather information
- EVA of Girdlestone Walk, problematic location
- CCTV installed in March 2022
- One vulnerable person identified through the Early Intervention Scheme, who is currently being supported by a network of professionals



Tufnell Park and Margery Fry Court

The issues

Youth related Anti-Social Behaviour and nuisance vehicles. Young people gathering within the blocks.

The response

- Regular Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers. There has been a mixture of plain clothes and high visibility patrols. Ongoing partnership work to tackle problematic vehicles on the estate.
- CCTV improvements on the estate.
- Community Safety linking in with the Concierge Team to review footage following reports and sharing with appropriate services.
- Police and Parkguard have issued Anti-Social Behaviour Warnings to young people who have been consistently causing anti-social behaviour. We are following this up with the tenancy officer and other council services.
- Targeted Youth Support regularly doing detached work on the estate, trying to engage with young people, trying to get them involved in activities, group work and where appropriate one to one work.
- Youth services, such as Access to Sport providing sessions on the estate.
- Regular joint Community Safety/Police engagement.



Nags Head

The issues

Moped delivery riders, cyclists using pavement, persistent beggars, drug dealing, drug use, public urination

The response

- Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers.
- Regular visits from Outreach Teams to address street activity within the area. Utilising the Street Users Outreach Meeting & Early Intervention process.
- Bike Safety events, enforcement and education.
- Regular crime prevention stalls including during ASB Awareness Week and Hate Crime Awareness week
- Linking in with police/tenancy around problematic addresses to ensure a robust partnership response.
- Signing up more Safe Havens in the area and ongoing business engagement
- Work on Pollard Close and the Loraine estates to tackle crime and anti-social behaviour.
- Whilst a bid into the Safer Streets Fund was unsuccessful, there is ongoing work to see what areas can be progressed through other means



Tremlett Grove Estate

The issues

Youth related ASB

The response

- Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers.
- Additional police patrols conducted by specialist team.
- Warrants executed on multiple addresses.
- Reviewing Parkguard Body Warn Video footage to identify perpetrators
- EVA of the estate in July 2022.
- Business case submitted for CCTV. Installed in November 2022.
- Door-to-door to engage with residents about ASB.
- Defensive planters planted to prevent people congregating in the area.
- Re-installed vehicle gate to prevent unlawful access

Highbury Corner

The issues

Moped delivery riders, cyclists using pavement, youth related ASB, robberies, persistent beggars, drug dealing

The response

- Police (Safer Neighbourhood Police) patrols, supported by Parkguard officers.
- Ongoing work with Islington Council Transport team and Transport for London to help design out crime.
- Utilising CCTV Control Room – there is good CCTV coverage across Highbury Corner
- Partnership work to tackle youth related ASB and robbery concerns – a mixture of support and enforcement through Targeted Youth Support, Schools Officers, Safer Neighbourhood Team, Parkguard, Violence Suppression Unit, TfL and British Transport Police
- Regular visits from Outreach Teams to address street activity within the area. Utilising the Street Users Outreach Meeting & Early Intervention process.
- Bike Safety events, enforcement and education.



Highbury Corner continued

The issues

Moped delivery riders, cyclists using pavement, youth related ASB, robberies, persistent beggars, drug dealing

The response

- An enhanced partnership targeted 3 weeks action plan took place
- Police and LBI Traffick Enforcement officers conducted operations to target illegal parking and moped delivery drivers ASB/crime issues
- LBI Outreach Service/ St Mungo's and Westminster Drugs Project held 3 information stall to engage with the public to inform of the support services
- Licensing Police Team and LBI Officers visited the licenced premises in the vicinity and provided training about crime/ASB/Ask Angela campaign
- 3 information stall held by Community Safety Team and local SNT
- Met Police Safer Transport Team held a women safety Community engagement event at the station area
- 2 Hate Crime information sessions held by Community Safety Team

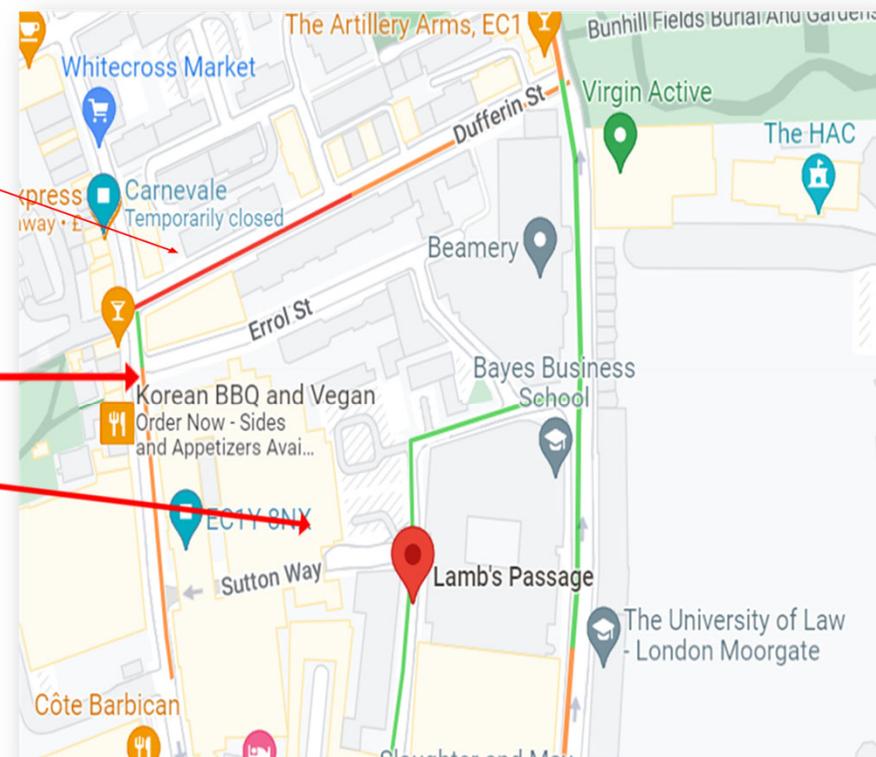


Appendix 2

South Cluster overview

South Cluster - ASB Hot Spots & Actions – Bunhill

- **1: Errol Street, Waitrose and Whitbread Estate**
- **Issues:** Drugs dealing, Using and youth gathering
- **Response:** EVA on the Whitbread estate has recommended works to prevent gathering and drug use on the communal areas on the estate.
- Liaising with YMCA has revealed that the youths were residents – Eviction notices served. Gathering have been drastically reduced.
- Liaising with One Housing to evict a drug dealers who lives close by
- **2: Seaward Street/Dance Square**
- **Issues:** Youth gathering/drug dealing/murder
- Organised TYS outreach visits, Police, Parks Service and Parkguard patrols and have ensured that the gates were closed on time.
- **SS** - Regular resident contact and sharing of intel to police. Camera applied for at location to gather intel and assist in identification. Police and Parkguard patrols. It is believed that the murder is not linked to the location.
- **DS** – Calls of ASB have dropped following an EVA and the repairs and improvements thereafter. Replaced/ fixed door entry system and installation of temporary cameras



South Cluster - ASB Hot Spots & Actions – Bunhill continued

- **3: Cope House/Bath St**
- **Issues:** Drugs dealing, Cuckooing/Drug use
- **Response:** EVA at Cope House have been done
- A multi-agency partnership meeting was set up to discuss the issues and partnership actions with housing providers, support agencies and police
- 3 partial closure orders at Cope House were granted
- Safeguarding concerns have been raised with the relevant partners
- Regular monthly meetings to monitor the actions
- **4: Old Street/ Argos**
- **Issues: Persisting and aggressive begging/rough sleeping/drug dealing**
- **Response:** The Outreach Team and St Mungo's has been providing regular visits to engage and offer support to the individuals
- A joint police and outreach visit have been arranged
- Argos has been asked to secure the alcoves to prevent bedding down
- A deadline has been given to Argos to take action in case of failing a CPW will be issued

Appendix 3

Central Cluster overview

Central Cluster - ASB Hot Spots & Actions – Andover

We received an increased number of calls about a range of anti-social behaviour on the Andover Estate including drug dealing and youth ASB

What we did:

- We carried out three weeks of action on the estate. The targeted work included:
- Staff from the council's housing team and outreach partners visiting the estate to provide support to rough sleepers
- Identifying the locations on the estate being used by drug users and visiting these areas with the local police and concierge teams
- Securing a number of electrical cupboards that had been broken into and funding applied for Gerda locks
- Set up a multiagency meeting with Estate Services Street pop and Housing to identify a risk management plan to safeguard against further misuse of electrical cupboards
- Repairing communal doors that were broken to deter entry to non-residents.
- Identifying ways to make more areas of the estate resident access only

Andover continued

- Police and Park Guard officers patrolling the estate to disrupt any Anti-Social Behaviour and identifying perpetrators so that information can be shared so that support and enforcement action can be escalated
- Targeted youth support services continue to visit the estate weekly.
- Working youth providers to support diversional activities for young people during the summer and autumn nights.
- Two young people sat on the panel to interview youth work providers in the new Andover Youth Club engaging in this process.
- Community Safety Team and police visited victims of blue badge theft to offer crime prevention advice and give them a free blue badge lock for their cars to help prevent further victimisation.
- We have identified addresses of concern and have set up a task and finish group with housing and police to take further support and tenancy action.
- Partnership working with tenancy team to take tenancy action on multiple addresses identified.
- Ben Kinsella working with youth providers on the Andover to provide bleed control kits and training.

Central Cluster - ASB Hot Spots & Actions – Six Acres

We received an increased number of calls about a range of anti-social behaviour on the Six Acres Estate including drug dealing, rough sleeping and youth ASB and have been managing the current memorial site in line with the Council's memorial management policy

What we did:

- We have estate services staff monitoring the memorial site, removing any dead flowers and checking for weapons and alcohol:
- We are working with TYS to ensure the young people and friends of the deceased are aware of the memorial policy and the timeframe for its removal
- Sharing information received from Parkguard and the concierge to identify any young people involved in ASB – the details are then shared with youth services, TYS and housing for further action.
- There is a Parkguard tasking for the area to deter ASB and reassure residents.
- We have identified a void property as a rough sleeper location – we are working with the relevant teams to engage individuals at the location, clear any belongings and secure the site

Central Cluster - ASB Hot Spots & Actions – Finsbury Park / Blackstock Road

We received an increased number of calls about a range of Anti-Social Behaviour on Blackstock Road, around FP station, FP park and surrounding streets regarding drug dealing.

What we did:

- We carried out an EVA of Blackstock Road to identify pinch points, parking issues and locations used to store drugs – We are supporting Transport planning who are assessing re-design.
- 2 x new CCTV cameras placed in key positions along Blackstock Road to gather evidence.
- Regular Task and finish meetings with the college and police to gather intelligence and review CCTV images
- Ongoing support to the Finsbury Park Operational Group and Op Taipan
- Addressing issues at Costa Coffee by requesting limited functionality of the BT Box.
- Meeting with Costa Coffee to request removal of the outside seating or other interventions to reduce gathering outside the premises.
- Raising repair issues at Vaudeville Court communal doors to address reports of rough sleepers within the blocks.
- Park guard, police and street pop continue targeted patrols of the area.

Finsbury Park Continued

- During 16 days of activism we worked with VAWG services and City Islington college Hackney council and the mosque to establish a one day event for survivors of DV which included free hair and nails treatments alongside advice, workshops, information sessions.
- We have continued to facilitate women's walks. We worked with the Ecology centre in their efforts to help change women's perception of Gillespie park, the Ecology Centre held a Muslim Women and Nature walk in the summer and we also held a women's walk in Finsbury park.
- During Islamophobia month we supported the in conversations with women event speaking to the event on issues around reporting, support available and Safe Havens
- Six weekly business engagement and contact point – 21st November 22 Working jointly with police and Hackney to provide regular points of contact for community safety
- Bleed control kits provided at the college.

Central Cluster - ASB Hot Spots & Actions – Isledon Village

We were made aware of a number of properties on Isledon Village that were involved in drug misuse and that had potentially been cuckooed – this is where drug dealers take over the property of a vulnerable resident to be used in drug supply or use. We also saw an increase in reports about drug dealing in Isledon Gardens, Isledon Village and around Stacey Street.

What we did:

- With the help of statements from neighbours we worked with the police and the registered social landlords to secure closure orders on 2 properties on Val McKenzie Avenue involved in drug supply – this means the property was secured and all individuals removed – this allows support services to work with the vulnerable tenants and to take back ownership of the flat.
- We carried out a number of environmental visual audits and drugs / weapons sweeps of Isledon Gardens, Isledon Village. This resulted in significant cutting back of bushes and overgrown shrubbery in the park increasing the lines of sight and removing potential areas for the hiding of drugs and weapons.

Isledon village continued

- We identified potential locations for temporary CCTV on Stacey Street with one camera being secured for installation December 2022
- Residents intelligence has also been used to identify and take against a problematic tenant of Stacy Street – this residents was evicted from their accommodation because of the ASB caused. Staff from Stacey Street hostel together with Parkguard enforcement officers carry out regular locality patrols in the area to deter drug dealing and drug use and to identify any residents of the hostel involved in drug misuse.
- Our outreach teams have been supporting rough sleepers and worked with partners to engage with an individual using the Sobell Centre to sleep and store belongings. Using engagement and enforcement tools they removed the individual from the location and cleared the site making it safe.

Appendix 4

Crime and ASB performance

Crime Trends

- Overall there has been a 9% increase in Total Notifiable Offences in Islington in 2022 (1 Jan – 31 Dec) compared to the same period in 2021, ranking 15 out of the 32 boroughs. However this represents a decrease from 2018 and 2019 (pre Covid). The increase is mainly driven by Violence against person (+8%) and Theft offences (+31%).
- There have been increases both in violence with injury (+16%) and violence without injury (+4%) in 2022 (1 Jan – 31 Dec) compared to the same period in 2021. However, there has been an overall reduction in Violence with Injury in 2022 compared to 2018 (-4%) (pre-Covid), whilst levels of Violence without Injury have shown increases compared to 2018 (+19%). Islington has recorded increases in Sexual Offences in 2022 compared to 2021 and also pre-Covid times in 2018 and 2019 and ranked 20th highest MPS borough out of 32.
- There were 1,109 Robbery Offences in 2022 (1 Jan – 31 Dec), representing an 11% increase from 2021, however a 27% reduction from 2018 (pre-Covid). Islington was ranked 9th out of 32 MPS boroughs in 2022.
- Overall levels of Burglary in Islington were lower in 2022 compared to 2021 (-3%) and also 2018 (-36%). In 2022, Islington were ranked 16th highest MPS borough for Burglary. Whilst levels of MV Offences and Theft Offences recorded increases in 2022 compared to 2021, levels are lower than that of pre-Covid. Islington recorded larger reductions compared to the MPS as a whole in 2022 compared to 2018.

Crime Trends

- Compared to previous years, in 2022 Islington recorded increased reports of Disability, Racial, Homophobic and Transgender Hate Crime. Islington recorded the highest volume of Disability Hate Crime reports across the MPS.
- In 2022 Islington recorded an 11% increase in Youth Violence and a 4% increase in Serious Youth Violence compared to the same period in 2021, however levels are lower than that of pre-covid. In Islington there has been a 9% reduction in Youth Violence in 2022 compared to 2018 and a 2% reduction in Serious Youth Violence. Islington was ranked 24th highest out of 32 MPS boroughs for Youth Violence in 2022 and 18th highest for Serious Youth Violence.
- In 2022 (1 Jan – 31 Dec) Islington recorded 411 knife crime offences, representing a 7% increase compared to 2021, however a 34% reduction from 2018 (pre-Covid). Compared to 2018, across the MPS there has been a 14% reduction. Islington was ranked 12th highest out of 32 MPS boroughs in 2022.
- In 2022 Islington was ranked 3rd highest for Moped Enabled Crime and 4th highest for Pedal Cycle Enabled crime out of 32 MPS boroughs. Previously Islington was ranked the 1st highest for both crime types.

OVERALL CRIME PERFORMANCE SUMMARY

5-Year Trend

Crime Type	Number of Offences 2018	Number of Offences 2019	Number of Offences 2020	Number of Offences 2021	Number of Offences 2022	Percentage Change between 2021 and 2022	Percentage Change between 2018 and 2022	2022 Borough Rank* (out of 32 where 1 = highest levels of crime)	Percentage Change between 2021 and 2022	Percentage Change between 2018 and 2022
	Islington					Islington		Islington	MPS	
Total Notifiable Offences										
Total Notifiable Offences	28,804	30,413	25,498	24,962	28,067	12.4%	-2.6%	15	9.1%	3.1%
Crime Type										
Violence Against the Person	6,525	6,393	6,077	6,640	7,178	8.1%	10.0%	20	3.1%	14.1%
Sexual Offences	629	637	492	634	690	8.8%	9.7%	20	6.2%	22.6%
Robbery Offences	1,526	1,598	1,187	992	1,109	11.8%	-27.3%	9	21.1%	-16.9%
Burglary Offences	2,741	2,659	2,110	1,818	1,768	-2.8%	-35.5%	16	0.1%	-33.5%
MV Offences	2,854	3,194	2,626	2,313	2,585	11.8%	-9.4%	26	8.0%	-3.5%
Theft Offences	9,328	10,696	7,511	7,375	9,264	25.6%	-0.7%	7	29.7%	6.8%
Criminal Damage Offences	1,649	1,523	1,454	1,515	1,592	5.1%	-3.5%	18	1.2%	-5.8%
Drugs Offences	1,298	1,355	1,578	1,196	1,206	0.8%	-7.1%	18	-6.1%	19.7%
Possession of Weapons Offences	241	249	193	176	180	2.3%	-25.3%	16	-0.4%	-21.5%
Public Order Offences	1,678	1,777	1,979	2,019	2,160	7.0%	28.7%	10	-2.3%	21.3%
Other Offences	335	332	291	284	335	18.0%	0.0%	14	-0.5%	4.4%

OVERALL CRIME PERFORMANCE SUMMARY

Crime Type	Number of Offences 2018	Number of Offences 2019	Number of Offences 2020	Number of Offences 2021	Number of Offences 2022	Percentage Change between 2021 and 2022	Percentage Change between 2018 and 2022	2022 Borough Rank* (out of 32 where 1 = highest levels of crime)	Percentage Change between 2021 and 2022	Percentage Change between 2018 and 2022
	Islington					Islington		Islington	MPS	
Violence Breakdown										
Homicide Offs	6	4	4	4	5	25.0%	-16.7%	9	-17.2%	-19.6%
Violence with Injury	2,514	2,332	1,947	2,068	2,403	16.2%	-4.4%	15	8.1%	0.7%
Violence without Injury	4,005	4,057	4,126	4,568	4,770	4.4%	19.1%	21	0.9%	21.8%
Hate Crime										
Anti-Semitic Offs	22	13	11	30	9	-70.0%	-59.1%	14	-32.6%	1.6%
Disability Hate Crime Offs	25	28	22	24	46	91.7%	84.0%	1	0.7%	49.3%
Faith Hate Crime Offs	65	53	51	69	54	-21.7%	-16.9%	13	-12.4%	-12.0%
Homophobic Hate Crime Offs	102	125	111	135	185	37.0%	81.4%	5	-0.2%	54.6%
Racist Hate Crime Offs	548	572	663	742	725	-2.3%	32.3%	10	-6.4%	30.2%
Islamophobic Offs	34	29	28	30	27	-10.0%	-20.6%	14	-2.6%	-28.4%
Transgender Hate Offs	12	18	12	16	23	43.8%	91.7%	3	7.3%	92.5%
Other Breakdown										
Youth Violence	510	520	430	416	464	11.5%	-9.0%	24	18.5%	-3.6%
Serious Youth Violence	213	256	212	200	208	4.0%	-2.3%	18	20.1%	-11.4%
Knife Crime Offs	619	550	439	384	411	7.0%	-33.6%	12	14.8%	-14.4%
Moped Enabled Crime	1,030	745	199	333	452	35.7%	-56.1%	3	38.9%	-49.7%
Pedal Cycle Enabled Crime	1,277	1,798	1,618	1,675	1,421	-15.2%	11.3%	4	11.0%	111.4%
Domestic Abuse Offs	2,598	2,533	2,598	2,616	2,849	8.9%	9.7%	19	0.6%	12.2%
Domestic Abuse SDs (Rate)	16%	15%	18%	13%	9%	-4.7%	-7.6%		-0.5%	-8.1%

Case Studies

Bemerton Estate

The **Bemerton Estate** in the Caledonian Ward has suffered from crime and ASB often meeting the threshold for hotspot intervention complaints of noise, gathering, intimidation, smoking and drug use. In January of this year the numbers of complaints peaked at 61 for the month.

What we did

The community safety team chaired and managed weekly meetings with tenancy, concierge and estate services, the police and the councils ASB team Parkguard the director of the local youth club (Copenhagen Youth Project) TYS and the outreach team in order offer support to the meetings.

Each of the partners around the table offered resources/ activities, to address the issues being faced by the local residents. Having weekly meetings allowed the community safety team to hear about successes and also blocks to effective working.

- Police told the group that they were unable to get into the blocks on the estates due to not having fobs. We were able to respond quickly to this due to those responsible for the fobs were attending the meeting and within a short time 6 fobs arrived for officers. This meant that the officers could gain entry and address those committing ASB inside.
- TYS looked to engage with the young people and encourage them into more constructive activities.
- Copenhagen Youth Project looked to encourage participation into education and training activities such as football coaching.
- The police patrolled and changed their shifts to meet with the peak time of ASB calls to provide re-assurance and to deal with any calls.
- The police and Parkguard conducted joint patrols.
- Weapon sweeps by police and Parkguard.

Outcomes

6 people arrested for offences who had taken over an empty property – 5th January 2023

4 people arrested for offensive weapons – 20th January 2023

Working with Tenancy to serve injunctions on those arrested on the 20th January

Working with Tenancy to serve a NOSP on one person who lives on the estate and commits ASB

Ongoing work TYS and CYP working together building up relationship with those arrested.

CYP and tenancy working together to put positive activities on injunctions.

Planned communication piece to inform of good work.

Finally the number of calls to the council ASB line has plummeted from **61** in January, to **14** in February and **zero** so far in March, following the work and arrests.

Substance Misuse Awareness training for frontline officers

A substance misuse drug awareness training package was prepared for front line officers who had responsibility for drug paraphernalia collection and engaging with the drug users in public places.

We facilitated three sessions with Park rangers and Parkguard staff and are in the process of coordinating next session for the estate service staff including care takers and concierge officers.

The training program was coordinated by Community Safety Team and delivered by Better Lives Islington Drug and Alcohol Service. The training mainly focuses on;

- The type of drugs/drug use, trends and their affects
- Understanding of addiction- Why people get addicted
- What services/support available for drug and alcohol users/referral process in Islington
- Harm reduction/drug paraphernalia collection-safe practice for collection

We had total of 40 staff attended to these trainings so far from Greenspace, DART Team and Parkguard so far.

Outcomes

- Some of the issues/feedback were raised at the training session were;
- Evidence of Nitrous Oxide use is increasing. There is large amount of discarded canisters/balloons found in the parks.
- Park rangers find discarded methadone bottles at the parks the label information is shared with Substance Misuse Commissioners to be addressed by the drug services. Methadone is a substitute drug used for heroin addiction treatment and requires supervised use.
- When Park rangers find discarded and unused needles at the parks this information is passed to Commissioners to work with Pharmacies to identify the individuals who are discarding the needles and take necessary actions against them.
- We share information and access Park staff reports so we can identify the specific issues/hotspot locations relating to the drug paraphernalia/drug use in order to arrange the partnership work with the police and drug services/commissioners.
- Awareness raising around addiction – attendees reported:
 - “First time I heard about these things and never thought about it this way before about addiction”
 - I thought this was quite powerful as it showed that the training did raise some awareness about addiction and the services people can be referred for support and treatment as well as harm reduction.

CMARAC Case Study

- Mr A was referred to CMARAC by his landlord in March 2022 as the perpetrator in a neighbour dispute with the victim, Mr B.
- Mr A frequently presented to the Police as suicidal and was self-harming. He was also threatening violence towards Mr B.
- Mr B was awarded maximum points for a high risk move and moved out of the property in May 2022.
- It was discovered through the CMARAC info share/research that the incidents had increased dramatically since Mr A had changed his medication.
- As a result of the CMARAC action plan, Mr A was referred to the MH interface meeting where he was able to access the best NHS service to meet his needs. As a part of this process his medication was reviewed.
- Mr A is still accessing support services and no further reports have been received.
- The case was closed in October 2022 with reduced risk and a joint up plan in place.
- During the 7 months the case was open to CMARAC it received 19 actions.

Glossary of terms

- **ASB warning** -ASB Warning Notices can be issued to individuals linked to incidents amounting to ASB whether personal, nuisance or environmental.
- **Closure Order** - Closure powers allow the local authority or police to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.
- **Community Behaviour Order (CBO)** - a CBO is an order designed to tackle the most serious and persistent anti-social individuals where their behaviour has brought them before a criminal court. The anti-social behaviour to be addressed does not need to be connected to the criminal behaviour, or activity which led to the conviction.
- **Community Protection Warning/Notice (CPN/CPW)** - Community protection notices (CPNs) are designed to stop a person aged 16 or over, business or organisation committing antisocial behaviour (ASB) which spoils the community's quality of life. Community Protection Warnings and Notices can be used to put conditions (positive requirements /prohibitions) on the subject and is used in Islington to engage perpetrators around behaviour change.
- **Sanction detection rate** – Sanction detections are when offences have been resolved through a formal sanction, including being charged or receiving a caution.
- **Dip Sampling Panel** - The hate crime dip sampling process is an opportunity for the police to receive direct feedback from the public and council officers about their handling of hate crime cases. The process facilitates an independent review of Met Police processes and handling of individual cases. The dip sampling process is comprised of bimonthly meetings led by the Metropolitan Police, of which Hate Crime Forum members are in attendance

- **Dispersal Powers** - Dispersal orders were introduced as part of the Anti-Social Behaviour Act 2003. They provide the police with the extra powers to break up groups of two or more people, where they believe their behaviour is causing a nuisance, harassment or distress
- **Early Intervention Scheme (EIS)** - The antisocial EIS is a stepped approach to deal with people involved in ASB, potentially preventing future criminal behaviour by working with individuals that have received ASB warnings, working with services to offer support to try and enable behaviour change whilst escalating enforcement measures where appropriate alongside this offer.
- **Enhanced Partnership Response (EPR)** - An 'Enhanced Partnership Response' is a tool used by the Community Safety Team and partners to tackle persistent antisocial behaviour or crime at a location. This response is triggered if the issues are persistent and need a multi-agency effort to tackle them. The enhanced partnership response is 3 weeks of intensive action to tackle ASB and crime
- **Environmental visual Audit (EVA)** - One of the tools used to identify risk factors, vulnerabilities and insecurities is an Environmental Visual Audit (EVA). An EVA is intended to produce detailed "Community Intelligence" to support both crime reduction and deliver other improvements to quality-of-life issues via partnership working. It is used to identify both physical changes to the environment and highlight where additional resources are needed to reduce crime, fear of crime and repeat victimisation. The purpose of an EVA is to outline issues and to recommend solutions. Any recommendations in this EVA are subject to funding and planning permissions.
- **Fixed Penalty Notice (FPN)** - A Fixed Penalty Notice, or a conditional offer of fixed penalty is an administrative alternative to prosecution before the magistrates' court which includes a fine and in most cases penalty points too. You will be issued a notice on the spot or through the post from the police

- **Hate Crime Forum** - We are committed to working with community organisations and individual members of our community through the Islington Hate Crime Forum to:
 - reduce the risk of becoming the victim of hate crime in Islington
 - improve the identification and reporting of hate crimes
 - support victims and those who fear being victims of hate crime
 - challenge the police to ensure quality investigations are carried out and improve the outcomes for victims who report a hate crime
- **Hot spot** - We collate information from the police reporting systems and the out of hours reporting line on a weekly basis. A hot spot is a location in which there have been more than 6 ASB calls in the last 2 weeks
- **Positive Action initiative (PAI)** - Police led community engagement events in an area over a three-week period.
- **Penalty Charge Notice (PCN Previously called parking tickets)** - These are issued when drivers break parking rules or enter a bus lane ([external link](#)) during times of the day when restrictions are in operation. PCNs are also issued when a moving traffic rule ([external link](#)) has been broken.
- **Public Space Protection Order (PSPO)** - PSPOs give discretionary powers to deal with nuisances or problems which harm the local community's quality of life. An order is intended to ensure that people can use and enjoy public spaces, living safely from anti-social behaviour

- **Safe Haven** - Safe havens are a practical way of helping everyone in Islington enjoy their community knowing that support is easily available if they need help. Places where people can go if they feel in danger, if they are lost, if they need someone to call their emergency contact, the police or ambulance or just need a place to rest for a moment
- **SUOM (street User Outreach Meeting)** - The Islington Street Users Outreach Meeting (ISUOM) plans and coordinates treatment and support interventions alongside enforcement actions in relation to individual street users. Individuals discussed will be those who are engaging in persistent and problematic anti-social behaviour and crime, who are coming to notice of Police/ASB Team/Parkguard, but who also have multiple support needs themselves, including drug and/or alcohol support needs, which makes them vulnerable. This meeting will ensure that support needs & interventions are considered alongside any planned enforcement action
- **VAWG (Violence against women and girls)** - Our 2021 - 2026 strategy sets out how we will work with partners to eliminate all forms of violence against women and girls, support survivors, and rehabilitate perpetrators
- **Warrant** - Warrants are legal documents issued by courts authorising the police, or other permitted authority, to make an arrest, seize property, conduct a search, or execute a judgment
- **WAVE Training (Welfare And Vulnerability Engagement)** - (WAVE) training is a package developed to provide those working in the licensed industry with an awareness of vulnerability, their responsibilities it and how to deal with it. WAVE Training aims to increase the skills, knowledge and confidence of those working in licensed premises focusing on identifying vulnerability and making appropriate interventions.