



Adults, Health and Public Protection Policy and Scrutiny Committee Briefing

Date: Wednesday 25th June

Briefing of: Head of Cabinet Secretariat

Portfolio: Cabinet Member for Public Protection

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1. Transforming Rehabilitation

- 1.1 On Monday 2 June 2014, the London Probation Trust was split into the London Community Rehabilitation Company (LCRC), which will be sold to a private bidder later this year, and the National Probation Service (NPS).
- 1.2 The new LCRC will manage low and medium-risk offenders – the group most likely to reoffend. Meanwhile, the NPS will supervise high-risk offenders. These two new organisations have been operating in shadow form since April and we have been trialling the new ways of working before the Ministry of Justice formally completes the transfer to the new governance arrangements. The Mayor’s Office for Policing & Crime (MOPAC) have established a Gold Group to monitor transition and raise any concerns.
- 1.3 Bidders have until 30 June to finish the current bidding round for the LCRC. This remains in line with the Department's plans to implement the reforms by 2015. Through our reducing reoffending community budget programme with Hammersmith and Kensington (see more below) Westminster has been heavily involved in market engagement with regional bidders.

2. Reducing Reoffending Community Budget Programme

- 2.1 Male and female ‘reducing reoffending services’ have been in place for eight and five months respectively and we are approaching a critical period with the publication of two independent evaluations, early reoffending outcomes, and the announcement of a preferred bidder for the LCRC contract.

- 2.2 The evaluations are being conducted by Revolving Doors to gauge stakeholders' views of the implementation of the services and whether they are meeting our critical success factors, and User Voice who will be carrying out customer journey mapping with offenders to determine whether the services have improved offenders' resettlement journeys. Reoffending performance will be assessed by our own analysts and will eventually include comparison against a matched sample from the Ministry of Justice's Data Hub.
- 2.3 A summit is being held between MOPAC, Public Health, Police, Community Safety, and the Westminster NPS and CRC Chief Officers in early-August to discuss recommendations for the second year of the pilot.

3. Female Reducing Reoffending Service – Minerva

- 3.1 We are working closely with the Metropolitan Police to establish the Tri-Borough area as a pilot site for management and diversion of female offenders. Advance Minerva, who were awarded a contract in December 2013 to run the female reducing reoffending service for the Tri-Borough Councils, are also engaged with the LCRC to work with statutory offenders (currently those sentenced to more than 12 months), and the Transition to Adulthood Alliance to provide a triage service linked to police custody. The MPS wishes to extend this provision to work with all female offenders across the Tri-Borough and as the lead borough, Westminster officers are developing proposals to take to the Reducing Reoffending Board in July 2014.

4. Gangs & Serious Youth Violence

- 4.1 After MOPAC's launch of the new London Crime Reduction Board Gang and Serious Youth Violence Strategy on 2 June 2014, and the successful Operation ACCOMAC the previous week, we are conducting a short review of our Integrated Gangs Unit (IGU) to ensure it continues to be fit for purpose.

5. Violence Against Women & Girls (VAWG)

- 5.1 A refreshed VAWG Strategy for Westminster has been drafted and will be circulated to reflect changes to the Mayor's Strategy, and priorities being developed across the Tri-Borough. The new strategy builds on *Breaking the Silence* to include all forms of violence against women, to place greater emphasis on early help for victims and their families, joining up with public health to develop a model PSHE curriculum for schools and provide enhanced support through the Healthy Schools Partnership, and further develop the Co-ordinated Community Response.

6. Safer Neighbourhood Board

- 6.1 As a key election pledge, Westminster has been working with MOPAC to establish a Safer Neighbourhood Board in the Borough, replacing the previous Community Policing Engagement Group (CPEG), and providing an opportunity for the local community to hold the borough police accountable for performance. We have

appointed Anthony Wills, formerly an MPS Senior Officer and Chief Executive of Standing Together, to be our independent chair with the first meeting to be held on 16 July 2014. The SNB will meet four times per year with an additional Annual General Meeting held in public. Under the MOPAC guidance, elected members should form part of the board with Westminster choosing to give the Cabinet Member for Public Protection the option of selecting one member, and the Chair of the relevant Scrutiny Committee the other.

7. West End Partnership: Improving the quality of the Evening and Night-time Experience

- 7.1 I attended the West End Partnership: Improving the quality of the Evening and Night-time Experience group on 9 June to discuss crime and anti-social behaviour. Following a presentation from the Metropolitan Police on challenges and policing models, the group discussed a range of issues and challenges which may require a more partnership based approach to management.
- 7.2 These included a more comprehensive approach to managing street entertainment in cooperation with the Mayor of London, CCTV funding, the role of the West End Business Crime Reduction Partnership and how 'smart lighting' could deter crime and better manage major incidents.
- 7.3 The group will receive a study into the costs and benefits of the evening and night-time economy in the Autumn and will make recommendations to the West End Partnership Board in January 2015 on a range of issues including, but not limited to, crime and anti-social behaviour.

8. Anti-social Behaviour, Crime and Policing Act 2014

- 8.1 The Anti Social Behaviour, Crime and Policing Act 2014 was enacted on the 14 March 2014 and certain parts have received commencement with effect 13 May 2014. This new act will repeal powers provided from the previous principal acts such as the Anti Social Behaviour Act, Police Reform Act, Housing Act, City of Westminster Act and Environmental Protection Act.
- 8.2 Westminster Council's Community Protection Service has been working since December 2013 to prepare the City Council and its key affected partners in order that upon whole commencement, expected 1 October 2014, that we have undertaken the necessary consultation, operational services delivery review and training implementation for all the City Council's affected services. Where practicable that we have also involved and highlighted to key partners what will be expected of them to deliver the changes to the City's residents, businesses and visitors.
- 8.2 Preparation & Planning:

Elements of the preparation and planning were postponed until after the recent local elections. Now this has taken place, we are ready to progress with the planning and preparations necessary to deliver an integrated service for the City Council that can

be mutually beneficial to all parties for the effective case management of perpetrators and supporting the victims of Crime and ASB in accordance with the new act.

8.3 Revised milestones:

In order to meet the implementation of the act there will need to be set milestones built around the introduction of new or amended powers and any training needs that are identified:

Immediate (by 20 June 2014)

1. Completion of the legal impact assessment for all 9 new powers by WCC legal Services for the City

Short Term (14 July 2014 – 31 August 2014)

1. Identification of training needs and provider for Westminster Council officers and local social housing provider's officers
2. Commission relevant training package
3. Ensure that all partners are working in Westminster to the revised ASB Triage model
4. Routine involvement of CPS in all local ASB cases where a post conviction ASBO is necessary to be sought

Medium Term (1 September – 30 September 2014)

1. Delivery of training to all Westminster Council officers and linked social housing providers officers
2. Amendments to the Westminster recording and reporting mechanisms for EPA powers
3. Testing of the Westminster Community Trigger Process
4. Identification of those parties suitable for consideration of application by CPS for Criminal Behaviour Orders
5. Identification of those parties suitable for consideration of application by housing providers for absolute possession order applications

Long Term (1 October 2014 – 31 March 2017)

1. Delivery of case management referrals through ASB triage using the new powers such as Criminal Behaviour Orders and possession proceedings linked to such offending and ASB
2. Delivery of local tools and powers such as Public Space Protection Orders and CPNs by the Westminster Warden Service and accredited housing officers
3. Go live for the Westminster Community Trigger Process
4. Identification of those parties suitable for consideration of application by housing providers for absolute possession order applications

8.4 These new powers if successfully implemented will facilitate:

1. Higher levels of customer and victim satisfaction over a three year period

2. Better quality of victim care especially in first contact situations
3. Speedier resolution of local cases using the tested Triage Case and Problem Person protocol
4. Aligned service delivery and expectations, irrespective of the home borough affected for social housing provider units
5. Consistent case management, reducing the displacement without effective control of those responsible for anti social behaviour in our communities
6. Reduction in operating costs in case management due to the effective and robust partnership working especially in crime related behaviours
7. Better use and more direct access to combined services such as Troubled Families; Mental Health and safeguarding

9. Activity in Pimlico Area

9.1 The police led Operation Accomac took place on 28 May with 21 arrested. This was the result of months of covert police work focusing on the South of the borough. The success rate then was unprecedentedly high with 18 individuals charged with the following offences:

- 11 individuals charged with supply of class A & B drugs
- Five individuals charged with supply of class B drugs
- One possession of class B drugs
- One arrested for handling stolen goods
- Six were under 18
- Gangs workers were working with 13 of the 19 young people / young adults
- Only two people were not previously known to services

All adults were remanded in custody to Wormwood Scrubs and young people were remanded in custody to Feltham with two receiving bail.

9.2 Appropriate information was shared with key individuals within relevant council services – Integrated Gangs Unit (IGU) and Community Protection - immediately prior to the arrest phase and to enable the effective communication between all partners and ensure that Children & Families colleagues were aware at a very early stage of any safeguarding and vulnerability issues. Similarly YOT and Probation were also primed and continue, alongside allocated Gangs workers from the IGU, to support those charged in court.

9.3 Arrests were made from both Ebury Street and Churchill Gardens peer groups with Officers fully briefed of the disputes between and within the groups and so able to accommodate safely whilst in custody. Post the Operation one further arrest was made on 4 June.

9.4 There are a number of different court dates and actions being taken forward with those arrested. The IGU Gangs Enforcement Officer is working alongside the IGU police and South Community Protection Officers to pursue police led post conviction ASBOs. We are working with colleagues in housing, localities and the IGU to develop

a coordinated response and a partnership action plan for the area to pull together all the relevant strands of activity being formulated.

10. Foreign National Rough Sleepers

- 10.1 Regular operations continue to take place with the Home Office Immigration Enforcement (HOIE) team, rough sleeping outreach workers and Westminster's street cleansing teams. Those not exercising their treaty rights are being removed or voluntarily returned. Any Europeans who are removed home having been found not exercising their treaty rights, are unable to re-enter the UK within 12 months of removal - if there are grounds to suspect admission will lead to an abuse of a right to reside.
- 10.2 Despite this excellent partnership work, there continues to be increased numbers on the street with 91 new non-UK rough sleepers recorded as bedded down on the streets of Westminster in May, the largest nationality were Romanian nationals with 59 individuals. We continue to see an increasing number of Romanians nationals on the street with the equivalent numbers from the start of this year broken down as follows; Jan 20, Feb 27, March 62, and April 50. A meeting has been scheduled with the Home Office, UKBA, and the police for the 4th July to discuss what more can be done across the partnership to address this issue, especially focusing on the powers in the first three months.

11. Operation Spotlight

- 11.1 Operation Spotlight is a HoLBA funded initiative aimed at deterring performers/buskers, pedicabs with amplification, persistent beggars and ticket touts. It was set up following events of last year when the North Terrace, Leicester Square through to Piccadilly experienced a sudden influx of performers, beggars, buskers.
- 11.2 There was no control process in place and the performers and buskers who often used amplified equipment late into the night often attracted 200-300 people along Cranbourn Street, NE Corner of Leicester Square, Swiss Court and Piccadilly Circus. Businesses also complained about pedicabs blocking access to Leicester Square via Charring Cross Road and also on Swiss Court. The result was that the highway became obstructed, people were unable to walk freely through Leicester Square and there was a high risk of crime.
- 11.3 The activity had a significant impact on local businesses. One complained repeatedly that their entrance and exit were continuously blocked by the crowds and another was reported to have given refunds to the value of over £10k as well as dealing with irate clients who were unable to sleep. Other businesses complained repeatedly that their clients were unable to access restaurants and when they did were subjected to noise of buskers and amplified sound through-out their stay.
- 11.4 A team was set up to deal specifically with the issues of concern in the local area and was funded by the Heart of London (HoLBA). A team of dedicated Officers was initially put together for a series of weekly operations that ran at varying times

throughout the week. The Operations commenced on April 17th with the objective of disrupting the Noise Offenders earlier in the year. The team included 1 Police Sergeant, two PC's and a WCC Noise Officer. The team used varying legislation depending on who was working and when. For example, the Noise team would use statutory noise nuisance prior to 9pm but then utilise the Control of Pollution Act after 21:00 & before 08:00 hours. When a noise officer was not available the MPS used the Metropolitan Police Act 1839.

12. Buskers

- 12.1 There has been a sharp rise in busker complaints across the City. There is usually a seasonal increase in busking complaints but this year the number of complaints are higher than normal. Since April we have received 285 compared with 159 for the same period last year. Areas where this is particularly a problem include Leicester Square, Tatchbrook Square, Covent Garden and Oxford Street.
- 12.2 We have been undertaking a busker patrol funded by HoLBA in and around Leicester Square since the beginning of May and this has had a significant effect on the number of buskers in the area.

13. Illegal Sex Shops

- 13.1 There are still four illegal sex shops in the West End. One of these has put in an application for a licence and I understand that two of the others are waiting to see the outcome of this application before they submit their own application. A Closure Notice has been served on the remaining premises.

14. Apollo Theatre Investigation

- 14.1 The Health & Safety team's investigation into the cause of the ceiling collapse in December 2013 continues. Officers have so far gathered detailed evidence on site with the assistance of structural engineers and a historic plaster expert. These investigations have pointed to deterioration of the wadding ties that hold up the ceiling. Interim advice has been issued nationally for the benefit of other regulators and owners of suspended ceilings.

The theatre industry is working to develop national guidance in conjunction with the Health and Safety Executive to ensure that a national standard is set for the inspection and maintenance of suspended ceilings.

15. High Risk Food Premises Project

- 15.1 The Food team will continue to operate their high risk project this year which aims to reduce the number of premises with a Hygiene Rating of Two or less. Those premises who have consistently achieved low scores will be targeted. This project achieves success year-on-year, with more than 75% of premises improving to a score of at least three. This year, premises that are using high risk preparation methods or foods, or who serve food predominantly to vulnerable consumers will be included.

16. Primary Authority

- 16.1 Primary Authority (PA) services continue to be in high demand. Premises management currently operate 45 PA agreements where businesses in Westminster (trading across local authority boundaries) pay for reliable regulatory advice. The Food, Health & Safety teams have added five new contracts to their portfolio already this year including: Fortnum & Mason, All Saints, Charlton House & Co. and Transport for London. The extension to the scheme in October last year now means that SMEs are now able to take advantage of the scheme (a development campaigned for by the teams) through trade and business associations. An agreement has been signed by the Propriety Association of GB (pharmaceutical industry) and negotiations are taking place with a range of others.
- 16.2 Westminster City Council has also won an award this year for its involvement and success in delivering PA. Westminster won the award in the local authority category, beating off competition from LAs up and down the country. The award will be presented at the TSi conference in Harrogate in July.

17. Westminster City Training

- 17.1 Premises Management's training centre continues to be popular amongst those wishing to gain qualifications in food hygiene, health & safety and licensing. The team are on track to meet this year's income targets and continue to work on the roll-out of the two-year marketing strategy. This has resulted in better data collection, segmentation of potential customers, a redesigned sales model and rebranding to allow more PM services to deliver training under the same brand. A recent bid has been entered for Public Health funding to provide vocational training for NEETS, joining up with workplace co-ordinators to identify those out of work and then identify suitable employment opportunities following their training.

18. Notting Hill Carnival

- 18.1 Following meetings between Officers of WCC (Special Events, Environmental Health & Licensing) and the Chairman of the British Association of Sound Systems (BASS) and sound system operators two premises licence applications have been received by the licensing service. A third application is due to be submitted this week. The applications are likely to go to Licensing Sub Committee in early August.