

Lambeth Town Hall at 6:00 pm

For attendance, see end of minutes.

Apologies: Chief Supt Nick Ephgrave, Canon Ivelaw Bowman, George Marshman, Patricia Moberly, Cllr Shirley Cosgrave, Val Shawcross AM. Doye Akinlade.

* Minutes in ***bold italic*** indicate action points

- 1 Jim Toohill (Honorary Comptroller, chairing the meeting) welcomed all to the meeting, especially newcomers.

Minutes of the Meeting 5 October 2010

- 2 The minutes were accepted subject to minor amendments to attendance.

Matters Arising

- 3 John Howard noted an article in the Evening Standard which suggested that there was to be a change in Government policy in respect to requirements for CRB checks. This he contrasted with the decision at the CPCG's recent AGM that CRB checks would be a requirement for CPCG Board membership. [Minute 16, 5/10/2010]
- 4 Stuart Horwood said that he had yet to hear back from George Marshman re the proposals for the ice-rink. He also requested formally that CPCG would include the issue as an agenda item at some point in the near future. Jim Toohill agreed that CPCG should seek to accommodate the issue, perhaps as a one-off meeting, since it would be seen to be very much a Brixton issue. [Minute 11, 5/10/2010]
- 5 Arulini Velmurugu raised again the issue of flagging offences against disabled people. John Corrigan explained that it was an issue taken seriously in the borough but also some of the technical constraints involved, including the form in which information is recorded about offences by individual officers. [Minute 10, 5/10/2010].

Lambeth Police Report [tag as heading 1]

- 6 At the chair's suggestion, Supt John Corrigan gave an abbreviated presentation of the Police Report, drawing attention to the highlights, in

order to allow sufficient time for the main presentations of the evening. (The Powerpoint Presentation is attached to these minutes and the monthly statistical report was tabled and had been distributed beforehand).

- 7 Richard Dutton sought explanation of those elements of the Satisfaction Survey where Lambeth appeared to be performing worse than MPS overall – time taken to respond to voicemails and proportion of respondents who knew of their Safer Neighbourhood Team
- 8 *Response:* The drop in response to voicemails was due to a glitch in the phone system in consequence of a move of CID from Kennington to Brixton; it was believed that this had now been addressed, something which John Corrigan checked every morning. The relatively low number of respondents to the survey (32%) who were aware of their Safer Neighbourhood Team was surprising and was being further addressed, with more information being distributed.
- 9 Rod Brown asked for further explanation of a comment in respect of the impact of the weather on crime rates.
- 10 *Response:* Supt Corrigan explained that the severe weather in the early part of 2010 had suppressed some types of crime (particularly those on the streets) and this now fed through to a relative increase.
- 11 Lloyd Leon said he felt that there were now fewer visible police officers in Brixton Market, a situation he felt could only be exacerbated by the cessation of recruitment by the MPS. Stuart Horwood (Brixton Market Traders) agreed with this and reiterated his concerns regarding the proposal for a temporary ice-rink in Brixton. At the same time, Stuart attested to the professionalism of officers working in the Market which contrasted with some of the 'horror stories' which he heard reported at CPCG meetings. He felt that there were lessons to be learned.
- 12 *Response:* John Corrigan said he was confident that there were sufficient officers in the Market but it was an issue he would revisit at the daily tasking the next day. With regard to professionalism on the part of officers, Supt Corrigan said unprofessional behaviour by police officers should always be reported and would be addressed seriously. He also pointed

- to the Public Attitude Survey where confidence in Lambeth (in the police and local authority) was higher than the MPS average. (61% vs 49%).
- 13 Lloyd Leon also described his experience of having been mugged in Camberwell and the difficulty in reporting the crime at the police station in Camberwell.
- 14 *Response:* Supt Corrigan said he would speak with Lloyd after the meeting about his experience, which he regretted, but pointed out that a crime can be reported at any police station, regardless of where it occurred.
- 15 Lee Jasper pointed to the upward trend, in Serious Violent Crime particularly, and other crime types. and queried how impending spending cuts would impact on this. He asked what strategy was being devised to address this. Would Operation Hannah help?
- 16 *Response:* It was equally an issue of concern for MPS Lambeth who were doing all they could. Hannah may have some benefits in this respect and in addition specialist units were being called on to help.
- 17 Paul Andell queried the increase in Serious Violent Crime, and its relationship to gang activity. He asked if it was possible to unpack this in terms of reporting artefact, gang conflicts within the borough as against between boroughs and how this compared with the rest of London.
- 18 *Response:* Gang tensions were endemic to the borough, and manifest themselves on the streets and following particular incidents. These tensions were often territorial. The MPS responds with resources and tactics (eg s60) as intelligence directs and engages with the community (including CPCG) accordingly.
- 19 Richard Moore asked it was possible to see greater detail of the geographical distribution of crime. He made reference to the Partnership and Tasking Meeting Report (PTAC) which he receives from his local Neighbourhood Watch coordinator. He said this would demonstrate the level of serious crime outside of Brixton. He also suggested that a similar report might be broadcast on Community Safe [\[www.communitysafe.gov.uk\]](http://www.communitysafe.gov.uk), which was gaining a growing number of subscribers.
- 20 *Response:* Lambeth MPS addressed crime issues across the borough and not just in Brixton. (The chair pointed out that similarly CPCG meetings had devoted time to policing in many other areas of the borough, in addition to Brixton, and to generic issues across the borough).
- 21 Anne Corbett (Asst Director Community Safety, LBL) explained that the PTAC was a cross Partnership problem solving meeting which sought to coordinate the deployment of both Council and Police resources in response to an ongoing analysis of patterns of crime eg hot-spots and hot-times. She said it was possible for members to visit the meetings as observers, should they wish.
- 22 Rosemarie Fellay asked whether the decline in gun crime was a reflection of reporting rates and asked to be reassured that West Norwood was within the Lambeth boundary and that crimes in that area were included.
- 23 *Response:* The fall in gun crime was thought to be due to a reduction in cash in transit robbery, which had shown a spike last year. Supt Corrigan added that since 1 April 67 firearms had been taken off the streets, including 3 Mach 10s, which raised some consternation in the meeting.
- 24 Clarence Thompson asked what steps were being undertaken to stem the supply of firearms. He also asked to what extent the rise in violent crime was being driven by repeat offenders.
- 25 *Response:* The majority of guns retrieved were imitation guns or modified imitation guns. The Serious Organised Crime Agency addressed the import of guns into the country, which may be in parts for subsequent reassembly. With regard to re-offenders versus new-entrants, Supt Corrigan said that when significant offenders were arrested, this created a vacuum which the Partnership sought to address, but this in turn would draw in new entrants.
- 26 Mr Thompson also asked whether the Home Secretary was aware of the rising crime figures John Corrigan had set out, what was her attitude and how the community could ensure that she (and the Government) are aware of the local deep concern.
- 27 *Response:* Supt Corrigan pointed out that the bad start to the year should be seen against a

reduction of 50% in notified crime over the past ten years, and that there will be times when crime rises.

- 28 Fernando Senior asked Cllr Rachel Heywood (Cabinet Member, Communities and Community Safety, LBL) for further information about the restructuring of the Youth Service, which he felt had a direct impact on gang violence. *Response:* Cllr Heywood explained that the restructuring of the Youth Service was an ongoing process in which she was not directly involved, and which was yet to conclude. She did, however, chair the Corporate Equalities Impact Panel which involved Councillors, representatives of the Unions and others and that the impact of the restructuring of the Youth Service would be one of the Equalities Impact Assessments which the Panel would be undertaking.
- 29 She went on to describe the scale of cuts in Government funding, which had started sometime ago, particularly in the Area Based Grant which had a big impact on Children and Young People's Services. The Comprehensive Spending Review had compounded this and whereas priorly LBL had been looking at £60m savings over four years, with £20m in the first year, there was now a requirement to make £40m savings in the first year (2011/12).
- 30 She said that whilst everything was being done to protect services to the most vulnerable, undoubtedly some would have to go. She cited as an example the Ethnic Minorities Achievements Teams, which she hoped that schools would nonetheless continue to commission. However, she said that Young and Safe was a targeted service for young people at risk, which the Council (and the police) wanted to protect at all costs. The challenge was that of the £1.5m cost, half was funded from the Council, half from central government grants – the latter had been cut entirely.
- 31 On a positive note, Cllr Heywood commended the Black Families Forum, whose launch she had attended and which she saw very much as an important part of the way forward. She said she would be happy to come back to CPCG to report how attempts to mitigate the damage developed.
- 32 John Wainwright felt that there was a significant change happening in the local gang environment and asked if the police had any

awareness of this. He set this against his experience with the Youth Offending Service where he was increasingly having to visit young people in their homes because they were fearful of visiting the Service's offices – this was a new development.

- 33 *Response:* Supt Corrigan said that he would follow up this contribution, which he felt to be significant, after the meeting.

Operation Hannah

- 34 Chief Supt Ian Wheeler, who has been with Lambeth MPS since May 2010, introduced Project Hannah.
- 35 He set out the current configuration of uniformed policing in the borough with the main distinction being between Patrol Response Officers and Partnership Officers, albeit with teams and units underlying each structure.
- 36 There are three police divisions (each with a separate radio channel), two control rooms and some pan-borough units.
- 37 In Patrol Policing there are 270 officers whose original role was to deal with emergency calls. Over time, this has evolved to include less pressing calls, appointments, providing cover for other functions eg front desk.
- 38 The Hannah proposal is to re-focus Patrol Policing on response and to move 40% of the Patrol Response Officers (approximately 100 officers) over to Local Policing Teams, augmenting the existing Safer Neighbourhood Teams.
- 39 This transferred resource will not be added directly to Safer Neighbourhood Teams, but will be assigned to clusters of wards (there will be six such clusters in the borough)
- 40 Each cluster will be headed by an Inspector to whom the existing Safer Neighbourhood Sergeant will report as well as the (transferred) officers in the Local Policing Team for that cluster.
- 41 The allocation of officers to each cluster will not be uniform across the borough but will be in response to need.
- 42 Hannah itself forms part of a Territorial Policing MPS Development programme.

- 43 Ann Corbett (Asst Director, Community Safety LBL) presented the Community Safety response to Operation Hannah, of which she said the Council was fully supportive. (Powerpoint presentation attached). This she addressed under two main headings:
- 44 **The Neighbourhood Crime Agenda:** This element focussed on what were seen to be the key issues in Neighbourhoods, encompassing both 'hard crime' hotspots (drug dealing, burglary, robbery) and lower level Anti-Social Behaviour (ASB, harassment, victimisation, hate crime, youth on estates). These were aligned with the relevant services in the Partnership which might be directed to address them. Specifically, for example, a review of ASB related services demonstrated opportunities for both improvement and efficiency gains by identifying gaps and overlaps.
- 45 The scale of ASB in the borough is substantial – around 19,000 calls relating to ASB (to Lambeth MPS) each year, whilst the Council's ASB Coordinators carry a case load of around 2,000 live cases. Approximately £9m pa is committed by LBL to dealing with ASB.
- 46 Ann compared the outcome of this work with the recommendations of the Whose Shout? Report, noting the convergences eg single phone line point of contact, tenure blind-ASB service.
- 47 **Operation Hannah** : Reorganisation of the Community Safety Division is currently under consultation with staff. The proposal is to reconfigure the service into Area Based Crime Reduction Teams, each with a single point of contact Area Manager who will work with the Cluster MPS Inspectors.
- 48 The establishment of Area Issue Groups to problem solve around the issue of ASB. Where possible, there should be opportunities for co-locating functions to support the reorganisation, together with geographical realignment of enforcement functions within the Council to this model.
- 49 The expectation that both Hannah and the reorganisation of Community Safety would both be going ahead in their main elements in January 2011.
- 50 Cllr Mike Smith (Knight's Hill) asked if there was any precedent of cluster working elsewhere which might give confidence of success? Or were there other reasons to be confident? Clarence Thompson and Ros Griffiths also asked what explicit benefits were expected
- 51 *Response:* There will be benefits from other changes which were implicit in Hannah. Examples were changing shift patterns, which currently are invariant, so that resources will more closely match demand. In addition, a greater number of officers will be gaining local, in depth knowledge (currently a response officer may visit a particular street in the borough only once in their career). But success could not be guaranteed. (IW)
- 52 Belinda Washington queried where the resources were coming from, referring back to Cllr Heywood's account of impending cuts. Ms Washington also asked if there were discussions of clustering across borough boundaries.
- 53 *Response:* Hannah is not predicated on losing any officers (IW). There is no intention to cluster boroughs – Lambeth is already as big as some police services. (JC)
- 54 Cllr Marcia Williams (Tulse Hill) asked if the officers transferred from Patrol Policing would receive training to bring them up to the standard of Safer Neighbourhood officers (which she felt to be 'brilliant' in her ward) in terms of local knowledge and types of crime. She also asked if local police stations would be retained.
- 55 *Response:* The Local Policing Teams will be doing a slightly different job, bringing different skills to the Neighbourhood. However, reorganisation will inevitably have some retraining involved. (IW)
- 56 Ros Monday said that, as a Safer Neighbourhood Panel Chair, she had already learned of Hannah. She said that the reaction of SNPs was generally favourable but that they had flagged up training needs (above). She pointed out that there was already cross-borough working between her SNT and the neighbouring borough (Wandsworth).
- 57 John Howard asked if there was a Plan B, should Operation Hannah fail? (He related this to the reorganisation of the Youth Service in the 1990's for which - it had been stated at the time - there hadn't been a Plan B, and which John and others judged to have been a failure with

disastrous consequences in terms of youth crime.

58 *Response:* The underlying philosophy was that policing is more effective by getting more policing 'local'. If it doesn't deliver (which Safer Neighbourhood Policing has so far) then the option remained to revert to current arrangements or come up with a new idea (JC)

Feedback from Break-Out Groups

59 The meeting split into five break-out Groups to discuss the issues raised specifically by Hannah, but more generally the prospects going forward. It was agreed that the feedback would be written up to form the basis of a considered document to which the Partnership could respond at a future date, possibly at the January 2011 meeting.

60 Briefly, the key points of the feedback were:

61 Group 1:

- 61.1 Will Hannah really need no extra financing?
- 61.2 What assurance is there that response times to emergencies won't suffer?
- 61.3 What will be the relationship between the Local Policing Teams and the Safer Neighbourhood Panels?
- 61.4 Can the clusters be used to spread best practice between wards, both of SNTs and SNPs?
- 61.5 How will success be measured? Trends in complaints? In crime figures?

62 Group 2

- 62.1 It is a complex issue, advance papers would be appreciated.
- 62.2 Given that there has been a 50% reduction in Total Notified Crime in ten years, why change what has been successful?
- 62.3 The project can only work if all the support services from the Council (eg Youth Services) will all be there. This is unlikely – has this been factored in?

62.4 How, and by whom, will the allocation of the transferred officers be decided? How can local people influence this?

62.5 Project Hannah is predicated on the existing resources and budget, rather than any anticipation of decline. Does this mean the project has a shelf life to the end of this financial year?

62.6 Given 3 and 5 above, is the project destined to failure?

63 Group 3

- 63.1 Brigading - Is this a sensible use of declining resources. Is brigading consistent with 'going local'? Will three divisions become six?
- 63.2 Can policing be more effective with a more targeted approach, which needs more back-office functions for a more intelligence led approach rather than more visible reactive policing?
- 63.3 Are there limits to localism? How can borough wide approaches and accountabilities be protected?
- 63.4 There are advantages in local teams having local knowledge. But will the transferred Local Policing Teams and the Safer Neighbourhood Teams communicate or compete?
- 63.5 Will the demise of the Compact Unit in Central Government affect the aspirations for a local compact within boroughs?
- 63.6 Safer Lambeth Partnership – Serious Youth Violence, Hate Crimes and Community Input should be prioritised.

63.7 Hannah - will there be good communications between the newly formed teams?

64 Group 4

- 64.1 Seems messy, with internal bidding for transferred officers. Local people will have to attend their SNP (and cluster meeting?) if they want to influence the allocation?
- 64.2 Concerned about communications between teams.
- 64.3 Adapting shifting patterns to match demand is a positive gain

64.4 Measure of success should be crime trends in Lambeth relative to neighbouring boroughs.

65 Group 5

65.1 Safer Neighbour Teams need to be on estates.

65.2 Women and Children’s services need to be protected

65.3 Operation Hannah seems a reasonable approach to Community Safety – when does it start?

Paul	Dutton	London Borough of Lambeth
Cllr Rachel	Heywood	London Borough of Lambeth Council
Fay	Scott	Metropolitan Police Authority
Jude	Sequeira	Metropolitan Police Authority
Cllr Mike	Smith	London Borough of Lambeth Council
Supt John	Corrigan	MPS - Lambeth
C Insp Ian	Wheeler	MPS Lambeth
P	Horgan	MPS - Lambeth

Attendance: Visitors who signed in

Cllr Adedamola	Aminu	London Borough of Lambeth Council
Cllr Marcia	Cameron	London Borough of Lambeth Council
Terry	Curtis	Tulse Hill Ward Safer Neighbourhood Panel
Ros	Griffiths	Brixton Splash
	Lino	
Elaine	Lilley	
Cllr Matthew	Parr	London Borough of Lambeth Council
Donna	Sinclair	Options For Change
Patrick	Sullivan	
Belinda	Washington	
Michael	Watson	London Borough of Lambeth

DATE OF NEXT MEETING

6. 00 p.m. TUESDAY, 7 December 2010

**Karibu Education Centre,
7, Gresham Road, SW9 7PH**

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Attendance: Members

Hope	Barrett	
Rod	Brown	
Richard G.	Dutton	
Rosemarie	Falaiye	
John	Gordon	Brixton Market Traders Federation
Stuart	Horwood	Brixton Market Traders Federation
John	Howard	
Lee	Jasper	
Gill	Kenealy	
Veronica	Ledwith	
Lloyd	Leon	Brixton Domino Club
Anna	Long	Churches Together In Clapham
Dr Brian	Mantell	South London Synagogue
Nick	Mason	Lambeth Summer Projects Trust
Sandra	Moodie	Cressingham Gardens T.R.A.
Richard	Moore	
Clare	Moore	
Ros	Munday	Clapham Community Partnership
Rev John	Ohen	Churches Together In Clapham
Fernando	Senior	
Anna	Tapsell	
Clarence	Thompson	Queen Mother Moore School
David	Tomlinson	Stockwell Park Residents Association
Jim	Toohill	
George	Tuson	Streatham Common Southside NW
Peggy	Tyler	Clapham Town Neighbourhood Watch
Arulini	Velmurugu	Lambeth Towers And Lambeth Road TRA
John	Wainwright	Clapham Sector Working Group
Jane	Warwick	Lambeth Women's Aid
Cllr Lorna	Campbell	London Borough of Lambeth Council
Ann	Corbett	London Borough of Lambeth Council

Metropolitan Police Lambeth



Detective Superintendent John Corrigan
Lambeth CPG

Year Crime Data

Compared to previous year - to 24 Oct	(total 10-11 to date in brackets)	
Most Serious Violence	103 more offences	(448)
Robbery	194 more offences	(1527)
Burglary (residential)	353 fewer offences	(1399)
Motor vehicle crime	139 more offences	(2018)
Knife crime	58 more offences	(445)
Gun crime	25 fewer offences	(123)
Serious Youth Violence	41 more offences	(237)
Domestic Violence	17 more offences	(1124)
Racist & Religious Hate offences	16 more offences	(195)
Homophobic crime	18 more offences	(80)
Total notifiable offences	1 fewer offence	(20603)

METROPOLITAN POLICE Working together for a safer London

Confidence and Satisfaction 2010-11 Qtr 1 Figures

MPS Public Attitude Survey (PAS):	Lambeth	MPS
Confidence in Police & Local Council	61% (-1%)	49%
Police doing a good job	65% (same)	63%
Police listen to local concerns	69% (+4%)	64%
Perception of ASB (people worried)	10% (-2%)	12%
Police are helpful	72% (+2%)	70%

MPS User Satisfaction Survey (USS):	Lambeth	MPS
Satisfaction with initial action taken	70% (-2%)	76%
Satisfaction with follow-up	60% (-1%)	67%
Satisfaction with treatment	87% (-2%)	88%
Overall satisfaction	77% (same)	79%

METROPOLITAN POLICE Working together for a safer London

Customer focus - Lambeth

Topic	Indicator	MPS score	Lambeth
Treatment and access	Satisfaction with treatment (USS)	88%	87%
"	Police would treat you with respect if you had contact (PAS)	79%	85%
"	Respond to voicemail within two working days	58%	24%
Know your SNT's	Have you heard of your local SNT (PAS)	37%	32%
"	Police dealing with things that matter to the community (PAS)	66%	73%
Emergency call response	Within 12 minutes	81%	86%
Non-emergency response	Within 60 minutes	88%	89%

Customer focus – cont'd

Topic	Indicator	MPS score	Lambeth
Keep victims informed of progress	Satisfaction with follow-up (USS)	68%	60%
"	Victim updated at least once every 28 days	92%	73%
Road Traffic Collision victims	Contact after Road Traffic Collisions within 10 days	<i>Data no longer published</i>	



Project Hannah & Community Safety
Re-organising Lambeth MPS and Council services

Ann Corbett
 Assistant Director, Lambeth Community Safety

SAFER LAMBETH
PARTNERSHIP



Project Hannah and Community Safety

This presentation covers:

- ❖ The Neighbourhood Crime Agenda
- ❖ Key conclusions of Safer Lambeth's ASB Review
- ❖ Council response to reorganisation of Lambeth MPS (Project Hannah)
- ❖ What happens next



What are the Issues?

The 'neighbourhood crime' agenda:

- ❖ ASB, harassment, victimisation, hate crime
- ❖ Local crime 'hotspots' (eg. robbery, burglary, drug dealing)
- ❖ Local environmental quality (eg. fly-tipping, litter, graffiti, noise)
- ❖ Social housing/estate related issues (eg. youth ASB)

Relevant functions/services:

- ❖ MPS Safer Neighbourhoods
- ❖ Community Safety (coordination and ASB teams)
- ❖ Public Realm (Env Health, Streetcare, Trading Standards)
- ❖ Lambeth Living (Tenancy Enforcement)
- ❖ Planning Enforcement



Safer Lambeth ASB Review

ASB: raising our game

- ❖ Lambeth has high perceptions and incidence of ASB
- ❖ Delivering improved outcomes for service users
- ❖ A priority for the Council's Administration
- ❖ Government – 'beyond the ASBO'
- ❖ Recent HMIC report – *Stop the Rot*
- ❖ Securing efficiency gains/savings



Key findings: service providers

- ❖ Investment in additional resources since 2006
- ❖ 'Toolkit' of powers now fairly complete
- ❖ Services often overlapped and poorly aligned
- ❖ Lack of 'ownership' of neighbourhood crime issues
- ❖ Gap in crime management between ward and borough levels



Key findings: service users

- ❖ Vulnerable/repeat victims – learning lessons from the Pilkington case
- ❖ Single point of contact
- ❖ 'Tenure blind' working
- ❖ Out of hours services?
- ❖ Cooperative elements?



CPCG: Whose Shout?

What needs to change?

1. Seamless service: a single Lambeth phone line
2. End the two-tier service for social housing: reintegrate social housing ASB back into the Council
3. Attendance at SNPs of all the relevant local officers
4. Neighbourhood crime/ASB 'surgeries'
5. Realignment of boundaries so all agencies are working in the same patches/areas
6. Cooption of a social landlord onto Safer Lambeth
7. Safer Lambeth Alliance: borough community safety network



Project Hannah: what can the Council contribute?

- ❖ Reorganisation of Community Safety service: new Area Crime Reduction Team
- ❖ Support for council funded PCSOs and the ASB Action Team (ASBAT)
- ❖ Support for Safer Neighbourhood Panels
- ❖ Improved Partnership Tasking & Coordination
- ❖ Focus on problem solving in each ward cluster
- ❖ Alignment of other enforcement services
- ❖ Opportunities for co-located, multi-agency teams



Project Hannah proposed ward clusters



What happens next?

- ❖ Roll out of Hannah/ward clusters – January 2011
- ❖ Reorganised Community Safety service – January 2011
- ❖ Further work ongoing on key issues:
 - aligning other services to the ward clusters
 - looking for opportunities for co-located, multi-agency teams
 - checking scope for cost savings and efficiency gains
 - developing more effective problem solving approaches
 - linkage with 'Cooperative Council' and federated services
 - focus on victims and improved user satisfaction

