

# A REVIEW BY THE CORPORATE SERVICES, COMMERCE AND COMMUNITIES POLICY OVERVIEW COMMITTEE: *COMMUNITY SAFETY & NEW POLICING STRUCTURES IN HILLINGDON*

<b>Cabinet Member(s)</b>	Councillor Douglas Mills
<b>Cabinet Portfolio(s)</b>	Community, Commerce and Regeneration
<b>Officer Contact(s)</b>	Luke Taylor, Democratic Services
<b>Papers with report</b>	Appendix A - Corporate Services, Commerce & Communities Policy Overview Committee Review of “ <i>Community Safety and New Policing Structures in Hillingdon</i> ”

## HEADLINES

<b>Summary</b>	To receive the Corporate Services, Commerce and Communities Policy Overview Committee’s review into Community Safety and New Policing Structures in Hillingdon and to give consideration to the recommendations of the review.
<b>Putting our Residents First</b>	This report supports the following Council objectives of: <i>Our People</i>
<b>Financial Cost</b>	There are no new financial implications arising from the recommendations set out in this report.
<b>Relevant Policy Overview Committee</b>	Corporate Services, Commerce & Communities
<b>Relevant Ward(s)</b>	All

## RECOMMENDATIONS

That the Cabinet:

- 1. Welcomes the Committee’s findings from the Committee’s review into Community Safety and New Policing Structures in Hillingdon, particularly noting the success of the Council’s new state-of-the art CCTV system; and,**
- 2. Agrees the recommendations from the Committee for implementation by officers, in consultation with the Cabinet Member for Community, Commerce and Regeneration and Leader of the Council as required:**

## Policy Overview Committee Findings and Recommendations

1. That the Council recognise the significant improvement in performance by the Community Safety Team over the past year, and ensure that the department remains adequately resourced to continue to carry out its work.
2. That Hillingdon's Community Safety Team continues to share best practice and remain in constant communication with the other boroughs that make up the West London Basic Command Unit (BCU).
3. That regular and improved communication takes place between the Anti-Social Behaviour Team and the Community Safety Team with Housing Associations, in order to pro-actively share video evidence of anti-social or criminal behaviour that may be carried out on housing estates.
4. That the current CCTV upgrade programme is considered a success to date, and that the ongoing roll-out is continued, as planned, with confirmation provided to the Committee upon completion. Upon conclusion of the roll-out, it is requested that officers return to the Committee, in a sensible timeframe, to provide quantitative analysis to show the impact the CCTV Programme has had on Hillingdon.
5. That Council Officers are congratulated on their impressive upgrade of the CCTV Control Room, and that the Council continues to work in partnership with the Police, and allow access to Members of the Police Force who may not be able to operate in active duty.
6. That consideration is given to extending the hours of operation when the Control Room is manned, in order to achieve the maximum possible results of identifying crime and anti-social behaviour when it is happening.
7. That the Out-of-Hours Team, rather than being based at a desk during night shifts, are located in the CCTV Control Room to alert operators to any issues that are being reported.
8. That Cabinet is requested to agree officers undertake a study into the use of facial recognition CCTV software to enhance community safety, including action to find missing children and vulnerable adults, and to ensure compliance with Data Protection requirements, reporting back to the Cabinet Member for Communities, Commerce and Regeneration on the way forward, and thereafter, the Committee for information.
9. Where possible, Hillingdon Council continues to fund additional officers who form the Borough's Tasking Teams, who receive instruction from the Community Safety Team on where to target, and focus efforts based on local knowledge and priorities; and,
10. That the Cabinet Member for Community, Commerce and Regeneration be requested to submit the Council's comments to the Mayor of London and MOPAC's review of the possible withdrawal of match funding previously given to Tasking Teams, supporting the continuation of this scheme to provide additional officers for our Borough.

## Reasons for recommendations

The recommendations from the review will help the Council maintain and improve the already successful partnership with the Metropolitan Police, and in turn, ensure the safety of local residents across the Borough.

## Alternative options considered / risk management

The Cabinet could decide to reject some, or all, of the Committee's recommendations.

## SUPPORTING INFORMATION

1. Within the Committee's Terms of Reference is the responsibility for the overview of the Council's Community Safety function, as well as public safety and civil protection. As such, it was considered that a review into the Metropolitan Police's new structure and its working relationship with the Council be considered for a review.
2. In February 2018, the Metropolitan Police Service (MPS) announced major changes to the way local policing was to be delivered in London, through the introduction of Basic Command Units (BCUs). This new policing structure would lead to the replacement of single borough command units with operational structures that covered between two and four local authorities across London. This new system would replace the MPS's old 32-borough model that was directly aligned with the boundaries of the 32 London Local Authorities, and redesign it to merge 32 units to form 12 larger BCUs.
3. On 6 June 2018, Hillingdon became an operational BCU, when it joined the London Boroughs of Ealing and Hounslow to form the West Area Basic Command Unit.
4. In addition to considering the new policing structure and its working relationship with the Council, the review also considered the roles of the Community Safety Team, and Anti-Social Behaviour and Housing Teams, alongside the new West Area BCU, and sought to better understand how the Council uses CCTV to tackle crime, particularly following investment in an upgraded CCTV system. Finally, the review also looked in-depth at how Council concerns were passed on to the Police, and whether the Council was receiving value for money through the funding itself provides for Police Officers to support local community safety priorities.
5. During the review, evidence was received from a number of different witnesses, including Council Officers from the Community Safety Team, Anti-Social Behaviour and Environment Team, and the Programme and Asset Management Team, as well as Inspectors from the West Area BCU and the Council's Director of Housing, Environment, Education, Performance, Health and Wellbeing.
6. The Terms of Reference of the review were as follows:
  - I. To understand the role played by, and, if required, what changes are necessary for the Community Safety Team to work alongside the new, emerging West Area Basic Command Unit for the Metropolitan Police;

- II. Consider how the interface works on a daily basis, how contact takes places at a strategic level, and what synergy comes from the Council's investment in upgraded CCTV, in particular, the use of town centre Automatic Number Plate Recognition (ANPR) cameras by the Police;
- III. Confirming links to the Anti-Social Behaviour and Housing Teams, and defining clear lines of responsibility for the Police, Registered Social Landlords, and other external bodies from issues arising;
- IV. How can the Council-funded Tasking teams, both north and south of the A40, be managed going forward, and what good news results can be expected to reassure residents that Hillingdon is safe?; and,
- V. Confirming that the Council is receiving value for money for its contributions to the West Area Basic Command Unit, and ensuring that money is not redirected away from Hillingdon to the other neighbouring Boroughs.

### Consideration of and implementation of the Committee's recommendations

Whilst the attached report from the Committee sets out the review in detail, officers advise Cabinet that the Committee has made some positive findings and recommendations to take forward and support the work of the Council and Police. Officers' comments on them and, where required, their implementation, are set out below. Subject to Cabinet approval of these, the Committee will monitor their progress at suitable times as part of its multi-year work programme.

Finding / recommendation	Officer Comments
<p><b>Recommendation 1:</b> <i>That the Council recognise the significant improvement in performance by the Community Safety Team over the past year, and ensure that the department remains adequately resourced to continue to carry out its work.</i></p>	<p>Officers continue to work closely with partners across the Borough, including the Metropolitan Police Service to take practical action to reduce crime and anti-social behaviour, to put residents first.</p> <p>In the 2019/20 budget agreed by Cabinet and Council in February 2019, there was an increase in the level of resources in the Community Safety Team to support this priority area.</p>
<p><b>Recommendation 2:</b> <i>That Hillingdon's Community Safety Team continues to share best practice and remain in constant communication with the other boroughs that make up the West London Basic Command Unit (BCU).</i></p>	<p>The Community Safety Team have and continue to build positive working relationships with the other two Boroughs in the West Area, working closely with the West Area Basic Command Unit, to share best practice and ensure coordination of efforts and resources to tackle cross cutting issues.</p>

<p><b>Recommendation 3:</b> <i>That regular and improved communication takes place between the Anti-Social Behaviour Team and the Community Safety Team with Housing Associations, in order to pro-actively share video evidence of anti-social or criminal behaviour that may be carried out on housing estates.</i></p>	<p>Officers welcome this recommendation. A task and finish partnership ASB group exists, linked to the Safer Hillingdon Partnership, to actively use reports of ASB to set up and coordinate programmes of practical action across Hillingdon. This includes action to direct the council funded Police Tasking Team to priority ‘hot spots’ to tackle and prevent issues of ASB.</p> <p>In addition, officers are contacting all housing associations in Hillingdon to discuss their management of ASB concerns where this relates to their tenants. Officers will actively review individual cases with landlords and will challenge where necessary, to ensure ASB concerns are effectively managed for residents.</p>
<p><b>Recommendation 4:</b> <i>That the current CCTV upgrade programme is considered a success to date, and that ongoing roll-out is continued, as planned, with confirmation provided to the Committee upon completion. Upon conclusion of the roll-out, it is requested that the officers return to the Committee, in a sensible timeframe, to provide quantitative analysis to show the impact of CCTV Programme has had on Hillingdon.</i></p>	<p>The current CCTV upgrade programme has been very successful to date, and has resulted in a number of prosecution and evictions.</p> <p>For example, between the 6th May 2019 and the 12th June 2019, 203 incidents were reported to the police by the CCTV Control Room Staff, for further investigation. Recordings that have been downloaded and passed to the police include offences of Robbery, a Stabbing, Theft, Arson, Criminal Damage, Serious Sexual Assault and Actual Bodily Harm. In addition, 6 incidents of Fly Tipping have been handed to the ASBET Team for further investigation.</p> <p>The CCTV improvement priorities for this financial year are installing 16 No. Automatic Number Plate Recognition (ANPR) across the Borough, continuing to build on the WiFi infrastructure across the Borough, installation of Body Worn Cameras to assist Council officers, and installing the Genetec Cloud Based Storage System software in the Control Room which will enable the CCTV operators to download images and provide a cost saving to the Council. Officers are also continuing to undertake surveys of Council owned buildings across the Borough.</p>

<p><b>Recommendation 5:</b> <i>That Council Officers are congratulated on their impressive upgrade of the CCTV Control Room, and that the Council continues to work in partnership with the Police, and allow access to Members of the Public Force who may not be able to operate in active duty.</i></p>	<p>Through sound financial management, it has been possible to deliver an ambitious programme to modernise the CCTV infrastructure in Hillingdon, including the CCTV control room. Hillingdon's CCTV arrangements are now the best in London, with further improvements planned to be delivered this year.</p> <p>Officers of the Council and the Police are impressed with the ability of the new CCTV system and Control Room to assist in tackling crime and ASB, to keep residents safe.</p> <p>The Council is already seeing the benefits around safety and prosecutions, as detailed above.</p>
<p><b>Recommendation 6:</b> <i>That consideration is given to extending the hours of operation when the Control Room is manned, in order to achieve the maximum possible results of identifying crime and anti-social behaviour when it is happening.</i></p>	<p>In the 2019/20 budget agreed by Cabinet and Council in February 2019, there was an increase in the level of resources in the Community Safety Team to deliver a CCTV service delivering a 24 hours a day, 7 days a week operation during the year 2019/20. The new service commenced mobilisation from 1st July and is building up staffing levels to full operation. The manager for the new service has been appointed and will commence in post in August 2019.</p>
<p><b>Recommendation 7:</b> <i>That the Out-of-Hours Team, rather than being based at a desk during night shifts, are located in the CCTV Control Room to alert operators to any issues that are being reported.</i></p>	<p>This is a welcome and positive recommendation and will be actively progressed.</p>
<p><b>Recommendation 8:</b> <i>That Cabinet is requested to agree officers undertake a study into the use of facial recognition CCTV software to enhance community safety, including action to find missing children and vulnerable adults, and to ensure compliance with Data Protection requirements, reporting back to the Cabinet Member for Communities, Commerce and Regeneration on the way forward, and thereafter, the Committee for information.</i></p>	<p>The review's recommendations relate to use of this emerging technology for tackling crime and helping to find missing and vulnerable persons.</p> <p>A trial demonstration for the facial recognition software will be scheduled to take place and feedback will be provided to the Cabinet Member and the Committee, in particular to ensure that the Council complies with its legal and privacy obligations.</p>

<p><b>Recommendation 9:</b> <i>Where possible, Hillingdon Council continues to fund additional officers who form the Borough's Tasking Teams, who receive instruction from the Community Safety Team on where to target, and focus efforts based on local knowledge and priorities.</i></p>	<p>The current arrangements for the Council to fund additional Police officers for Hillingdon continue until the end of March 2020.</p> <p>Officers will present a proposal to the Leader of the Council and the Cabinet Member for Communities, Commerce and Regeneration for the funding of additional Police officers in Hillingdon from 1st April 2020.</p> <p>As set out above, the additional Police Officers for Hillingdon funded by the Council are tasked by Council Officers to address local priorities.</p>
<p><b>Recommendation 10:</b> <i>That the Cabinet Member for Community, Commerce and Regeneration be requested to submit the Council's comments to the Mayor of London and MOPAC's review of the possible withdrawal of match funding previously given to Tasking Teams, supporting the continuation of this scheme to provide additional officers for our Borough.</i></p>	<p>The new arrangements for the funding of additional Police officers across London (PartnershipPlus Scheme) were confirmed in February 2019 by the Mayor's Office, effective for 2019/20.</p>

## Financial Implications

The recommendations set out in this report are fully funded from within the existing Council budget. Cabinet and Council agreed in February 2019 to increase the level of resources for the Community Safety Team, including £188k priority growth towards an enhanced CCTV/Community Safety offer to extend the hours of the CCTV operation to a 24 hour a day, 7 day a week operation during 2019/20. In addition, there is a budget of £1,153k, for the period 2019/2023 within the Council's Capital Programme to enhance the CCTV programme in order to reduce both crime and the fear of crime.

## RESIDENT BENEFIT & CONSULTATION

### The benefit or impact upon Hillingdon residents, service users and communities?

The Committee's recommendations, if approved, will strengthen the good partnerships with the police at all levels and enhance community safety for residents in the Borough.

## **Consultation carried out or required**

The Committee sought a wide range of external witness testimony and evidence, as set out in the report, in order to propose its findings and recommendations to the Cabinet.

## **CORPORATE CONSIDERATIONS**

### **Corporate Finance**

Corporate Finance has reviewed the report and concur with the financial implications set out above, noting additional funding for Community Safety has been built into the 2019/20 revenue budget to fund the recommended initiatives, together with Capital Programme funding to enhance the CCTV coverage within the Borough.

### **Legal**

The Borough Solicitor confirms that there are no specific legal implications arising from this report. Further legal advice will be given as necessary when the recommendations are implemented, particularly in relation to recommendation 8 (introduction of facial recognition software) to ensure that the Council complies with its legal obligations.

## **BACKGROUND PAPERS**

NIL.