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SAFER NEIGHBOURHOOD BOARD

Thursday, 16th January, 2020 at 6.30 pm in Room 1, Civic Centre, Silver Street, Enfield, EN1 3XA

Membership:

(Please see attached list)

AGENDA - PART 1

- 1. WELCOME & INTRODUCTIONS
- 2. APOLOGIES
- 3. CHAIRS FEEDBACK

Tim Fellows (Chair) to present.

Feedback also to be provided by:

- Stop & Search monitoring group
- CCTV Monitoring group
- **4. MINUTES OF PREVIOUS MEETING** (Pages 1 8)

To agree the minutes from the meeting 10 October 2019.

5. **CYBER CRIME AWARENESS** (Pages 9 - 10)

PC Tom Lee from MPS Cyber Crime unit will be speaking about online fraud, cyber crime, and how to stay safe online.

6. EXAMINATION OF CRIME STATISTICS (Pages 11 - 40)

Examination of crime statistics received:

Current and planned police operations

- Confidence and satisfaction
- Target establishment on CAPE's (including staff changes, vacant posts, anticipated timelines for replacement, etc)
- Response Times, both I & S calls in Enfield and Haringey

7. ANY OTHER BUSINESS

8. DATES OF FUTURE MEETINGS

To note the date of the next meeting as follows:

• Thursday 23 April 2020, 6:30pm

Members of Safer Neighbourhood Board

*SNB Chair - Tim Fellows

CAPE Chairs

- *Alok Agrawal SNB Secretary
- *Harry Landsman -SNB Vice-Chair
- *Janet Marshall -SNB Vice-Chair
- *Sheila Stacey SNB Treasurer
- *Glenn Breslin
- *Pat Jackson
- *Eddie Fraser
- *Carole Shuttle
- *Adrian Bishop-Laggett (FERAA)
- *Vicky Dungate (Enfield Racial Equality Council)
- *Tracey Anang (Disability Representative)
- *Vacancy (Business Representative)
- *Leena Parkar (PEP Member) Parent Champion
- *(EYP Representatives)
- *Rasheed Sadegh-Zadeh (Independent Advisory Group (IAG))

Vicky Dungate (Stop and Search Community Monitoring Group)

Lorna Logan (Independent Custody Visitors Panel (ICV))

Kelly Brown (Victim Support Representative)

Councillors: Saray Karakus and Stephanos Ioannou

Other Interested Parties: - (including CAPE Chairs who are not SNB Elected Members)

Borough Commander Treena Fleming

Superintendent Chris Jones

Chief Inspector Alex Kay

Inspector Imran Asghar

Havana Wellings-Longmore (MOPAC)

Simone Strauss (Cockfosters CAPE)

Jon Appleby (Winchmore Hill CAPE)

Janet Billingsley (Upper Edmonton CAPE)

David Cockle (Highlands CAPE)

Maria Acivan (Ponders End CAPE)

Jany Badoye (Lower Edmonton CAPE)

Revd Ian Gallagher (Enfield Highway CAPE)

Irene Wilson (Willow Road Residents)

Peter Claxton (Grange CAPE))

Gillian Yeung (Bowes CAPE)

Pravin Varsani (Turkey Street CAPE)

Dionne John (Southgate CAPE)

Andrea Clemons (Head of Community Safety)

Councillor Nneka Keazor (Cabinet Member Community Safety and Cohesion)

Councillor Guney Dogan (Cabinet Member for Environment & Sustainability)

*=Parties with voting rights. Please note support officers and advisors do not hold voting rights.



MINUTES OF THE MEETING OF THE SAFER NEIGHBOURHOOD BOARD HELD ON THURSDAY, 10TH OCTOBER, 2019

MEMBERS: Tim Fellows, Janet Marshall, Carole Shuttle, Sheila Stacey, Adrian Bishop-Laggett, Pat Jackson, Lorna Logan, Vicky Dungate, Tracey Anang and Councillor Saray Karakus

Officers: Sandra Francis, Operation Manager, Community Team One, Acting Superintendent Alex Kay, Inspector Paul Dwyer and Susan O'Connell (Governance & Scrutiny Officer)

Also Attending: approximately 7 members of the public

239. WELCOME & INTRODUCTIONS

The Chair welcomed everyone to the meeting.

Discussions regarding item:7-Examination of Crime Statistics, were taken first on the agenda but for the interests of clarity the minutes are shown in the agenda order.

240. APOLOGIES

Apologies were received from Eddie Fraser, Harry Landsman and Alok Agrawal. Apologies for lateness from Adrian Bishop-Laggett.

241. CHAIRS FEEDBACK

This has been a quiet quarter for meetings as the summer always is.

The meetings that the Chair has participated in this period are: Safer & Stronger Communities Board, Chaired the Hate Crime Case Management Panel twice and attended the Hate Crime Executive meeting.

The Chair is chasing an update on the part time police post to engage and develop the Neighbourhood Watch across the borough. The police were unable to confirm at the meeting whether this post had been recruited to.

The Safer Neighbourhood Funding Applications were submitted to MOPAC and all but one of the projects was agreed by them at the end of August. However, MOPAC have requested a contract is signed for this funding, including insurance for project failure. SNB's across London have not been prepared to sign this. MOPAC are currently looking for a way forward consequently no funding has been received at this stage.

The Stop & Search group provided feedback, there are 7/8 members meeting every 6 weeks at Edmonton police station. Two members meet at 6:30 with 2 officers to go through footage from the body worn cameras. At 7:30 they are joined by the remaining members to go through police reports chosen randomly by them. The group provide a critical friend approach.

The CCTV Monitoring Station Group has not been able to undertake any visits during the summer period.

242. MINUTES OF PREVIOUS MEETING

The minutes from the meeting 24 July 2019 were agreed.

243. BRIEFING OF YOUTH OFFENDING UNIT

Sandra Francis, Operational Manager, Community Team One presented this report and highlighted the following:

- The report in the agenda pack provided an overview of the Youth Offending Unit (YOU)
- The Crime & Disorder Act, 1998 requires local authorities to set up multi agency hubs including Police, Social Services, Education and Probation as statutory within the YOU.
- The principle aim is to stop offending and reoffending by young people aged 11-17.
- There are 3 teams within the YOU they are working with young people on a range of statutory court orders and out of court disposals.
- An assessment will be made on all young people, apart from those on a Pre-court Triage this aims to identify young people in their social context, their risks and needs and concludes with an intervention plan.
- A level of risk will be made around; likelihood of reoffending; risk of serious harm to self and others and safety and wellbeing of the young person. The levels are; low; medium; high and very high.
- The YOU has challenging caseloads amongst the current themes are; violence, weapons, gang; drugs-local and county lines; and exploitation.
- They have noticed an increased in trauma and mental health issues and the numbers of girls.
- Partnership working is key to success and helping to reintegrate the young person back into the community.
- They work with the parents to both advise and support them whilst their children are known to YOU.

In response to a queries:

- If a young person were to be sentenced at 10 the YOU would work with them.
- With regards to any problems with young people not wanting to go to Claverings due to fears for their safety, if information has been recorded which shows that they have reported that this is an unsafe location for them they will be seen off site.

 There are over 100 young people on orders and the YOU monitor offender patterns over 12-month periods

Sandra was thanked for her presentation and the work the YOU do with a very difficult client group.

244. BRIEFING ON SAFER SCHOOLS

Inspector Paul Dwyer presented his report and highlighted the following:

- The report in the agenda details the MPS Safer Schools Officers objectives, the key performance indicators, the structure of a BCU Youth Team and a typical day in the life of an MPS Safer Schools Officer.
- Paul is the BCU lead for both Enfield and Haringey, there are 4 sergeants, 3 working with secondaries schools split into North, Central and South and 1 sergeant for all primary schools.
- There are 39 PC's, 2 of which are allocated to youth engagement and diversion and prevention, 2 PCs work with the volunteer Police cadets which is the main diversion for the MPS.
- The police cadets have higher than average numbers of BME and vulnerable young people.
- All secondary schools have a named PC, each PC will have around 5-6 schools assigned to them, with 1 main school. The PC will be expected to know the Head teacher, the senior leadership team and the students and be highly visible in the school.
- There is one PC allocated to the Pupil Referral Unit.
- Paul has been in post since January and has met all secondary Head teachers in Enfield
- Serious youth violence has increased, exploitation and robbery are also issues for young people. These occur across Enfield and all schools will be affected by these issues.
- Crimes tend not to occur around the school perimeter, but around where pupils congregate 30 minutes after school finishes such as transport hubs, fast food restaurants, Enfield Town and the Hertford Road corridor.
- It is a very small percentage of young people that cause issues
- Officers will encourage young people to keep safe and report crimes to the safer schools' officer, online, safeguarding or trusted leads at schools.
- They take a multi-pronged approach balancing enforcement, listening and guiding the young person.
- Exploitation is a big issue training is provided to school staff to raise awareness and know the signs to look out for.
- Drugs is another problem and lots of money can be earned and this can be a motivator for some young people
- A lot of work is done with British Transport Police around the key times
 3-6pm
- Shift patterns have changed amongst safer schools' officers some now work till 10pm

Following issues were raised:

- Concerns were raised that there had been an increase in robberies in Southgate which may be displacement from Enfield Town where there are Community Patrols. A Street watch scheme will be launched for October half term, this works in a similar way to the Community Patrol, funding has come from MOPAC and is very structured with clear guidance.
- The police confirmed that Southgate had become an emerging hotspot as had Palmers Green. There had been an arrest in Palmers Green which had reduced robberies, sometimes the arrest of one person can have a big effect.
- Paul talked about the knives and advised that the cadets regularly undertake knife sweeps on a Saturday. In addition to the work they do on crime prevention and for charity.

Paul was thanked for his presentation.

245. EXAMINATION OF CRIME STATISTICS

Acting Superintendent Alex Kay provided an update and highlighted the following:

Current and planned Operations

- There are a number of challenges to be faced; there has been an increase in the main crime types across London but more so in Enfield of some crimes.
- Their number one priority is Serious Youth Violence and keeping people safe.
- There is a North Area Violence Reduction Group used by Enfield and Haringey to problem solve and look at youth education and diversion.
- Gang Activity; there is a specialised team focussing only on robbery with specialised officers that can be deployed rapidly and undertake covet policing
- There has been funding received from the Violent Crime task force to support operations on robberies and violent crime in hotspots, this has resulted in improvements beeing seen.
- There will be a Specialised Central Crime team in November focusing on gang activity
- There have been changes to police shift patterns allowing police to be visible and in the right place at the right time. The late shift now ends at 11pm.
- There are 5 unmarked Neighbourhood vehicles which will be marked police cars increasing visible presence when out and about.
- They is a need for the police to advertise more the good work they undertake with the community, had been a whole community event in Edmonton Green which was well attended.
- Transport Police have continued operations on the A10 with specialised traffic vehicles. On the 5th October there were 79 offences

of speeding, the highest speed being 80-mph in a 40mph zone. Local people have commented that they have noticed the difference this has made.

- Prostitution and sex workers on Fore Street is a big challenge. This
 involves 2 types of worker; British daytime workers often with drug
 addiction and eastern Europeans from late afternoon onwards. These
 workers are not trafficked, motivated by economic reasons often
 earning £4-5k per month which they send home to their families
- The police have little capacity for outreach work on this issue. They hope to hold a community meeting in November.
- Support is needed from the Crown Prosecution Service and the local authority to achieve a long term solution.
- The scheme designed for kerb crawlers instead of prosecution has the problem in Enfield that many offenders do not speak English well enough to attend the course.

Further comments were raised

- This is a huge issue in the area.
- Condoms are left by the kerb which is a public health hazard as well as distressing for residents.
- There is an outreach worker from the Terrance Higgins Trust who is employed to work with many different groups, sex workers being one of them. However, the emphasis of their work is on sexual health

Confidence & Satisfaction

- Alex was disappointed by the figures which were included as part of the agenda pack and there is clearly more work for the police to do. Police visibility is key and the changes to the shift patterns the neighbourhood cars and the community events held should have an impact.
- The police need to look at their use of social media and how this could be improved
- The police are keen to hold more events to promote community cohesion. Engagement is important, but resourcing is a challenge.
- Currently the future of neighbourhood bases is being looked at

Target Establishment on CAPE's

- Currently Winchmore Hill is short 1 PC and Ponders End 1 PCSO.
- There is a monthly meeting looking at all vacancies, so these should be filled shortly.

I & S Calls

- Overall these figures are good although not the 90% target. Alex advised that these figures do not specify how much outside the time frame these are, they could be 1 second over. The I calls are ones that require an immediate response (15 minutes) it could be suspect is still onsite, crime in motion or a threat to life.
- The 15 minutes start from when call is received, often the caller will be distressed so may take longer to specify location. Once the call is

completed the dispatch team assess the risk and send the response, this could be 5-6 minutes after the call.

• It is also important that the police get there safely, as quickly as possible and the quality of service the victim receives.

Following queries raised over heavily delayed response times to several recent crimes in Cockfosters. The police clarified that the response base is in Lincoln Road, they have vehicles constantly moving about the borough. This means that the response is not necessarily coming from the far end of the borough.

There had been concerns around the only Custody suite being in Wood Green and that the location would cause delays; even more so if this was full and an alternative custody suite had to be used. So far, the turnaround times have been good, and this concern has not been realised.

Alex was thanked for his presentation.

Thanks, were given for the response of the police and other emergency services on a recent murder in the borough. There had been a large attendance, in a very calm manner, an arrest had been made and the communication on this from the police had been excellent.

246. ANY OTHER BUSINESS

Dionne John, Southgate Cape Chair advised that she has recently started Business Watch in Southgate. This has now been extended to Highlands and Cockfosters Wards and has approximately 150 businesses signed up. All but 3 businesses in Southgate have signed up.

This involved use of the WhatsApp application where business post and share information on crime. Local police officers are also part of this and post on this network as are officers from the Community Safety Unit and youth services.

An example was given of success where a stolen credit card was posted on the network and when an attempt was made to use this again this was prevented, and the card retained.

The businesses that were part of this were both small and large businesses and some businesses in Southgate are already part of the Community Help Point Scheme.

This has been very good for community cohesion, has encouraged reporting and makes business feel closer to local police officers as there is daily communication.

If any other CAPE chairs are interested in rolling out this scheme please contact Dionne. A co-ordinator is needed to set up the scheme. However once this is up and running the maintenance is minimal.

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SAFER NEIGHBOURHOOD BOARD - 10.10.2019

A member of the audience expressed disappointment and frustration that problems on the A10 are regularly raised however the same instances occur on the A406(from the Great Cambridge to Pinkham Way) and Telford Road and this does not receive the same attention.

247. DATES OF FUTURE MEETINGS

Following a request from the police it was agreed that future meetings of the Safer Neighbourhood Board will commence at 6:30pm.



Online Fraud & Cyber Crime

Reporting Fraud

Fraud and Cyber crime is reported nationally to **Action fraud**.

Via phone **0300 123 2040**Or online
https://actionfraud.police.uk/

Useful Contacts

National Cyber Crime Unit 0370 496 7622 UK Finance 0207 706 3333 Citizens Advice Consumer Helpline 03454 04 05 06

Fraudster Techniques

- Spoofing: Making an email/text/call look like it's coming from someone else.
- Phishing: Fraudulent emails
- Smishing: Fraudulent text message
- Vishing: Fraudulent phone calls.

Resources & Advice

www.met.police.uk/littlemedia

Electronic copies of our leaflets and links to our animations

Email: cyberprotect@met.police.uk

https://takefive-stopfraud.org.uk

"National campaign that offers straight-forward and impartial advice to help everyone protect themselves from preventable financial fraud"

https://www.getsafeonline.org

"UK's leading source of unbiased, factual and easy-to-understand information on online safety"

www.haveibeenpwned.com

Enter your email to see if it's ever appeared in a breach.

www.turnon2fa.com

Step by step instructions on how to activate 2 factor authentication on a large number of websites.

7 Tips to avoid Cyber crime

- 1. Have a strong password
- 2. Have an (up to date) anti virus
- 3. Update software install patches
- 4. Back up your data regularly
- Don't click on links / open attachments (unless verified) in emails or texts
- 6. Set privacy settings on social media
- 7. Avoid public Wi-Fi for personal activities

Creating Strong Passwords

1. Three random words

fish boat tulip

2. Capitalise some letters

19fisHboaTtuliP95

2. Add some numbers

19 fis Hboat Tuli P95

4. Add special characters

19fisHboaTtuliP95!!



Online Shopping

Victims are convinced in to paying money for items that don't exist or are counterfeit when shopping online.

Advance Fee

Victims are encouraged to pay an advance fee with promise of a larger amount back in return. E.g. a scam email from "HMRC" requesting an admin fee for taxes owed.

Investment Fraud

Victims are pressured in to making "investments" that don't actual exist or have no chance of the financial return suggested.

Payment Fraud

(aka Mandate fraud) When transactions between genuine seller and consumer are intercepted or spoofed and payment details are altered to an account controlled by the fraudster.

Computer Software Fraud

Fraudsters pretend to be computer engineers offering to "fix" victims computer over the internet. Download software to compromise their online banking / personal data or charge extortionate amounts.

37% of all crime has a cyber element.

Office for National Statistics

UK citizens are 20 times more likely to be defrauded at their computers then held up in the street.

-National Cyber Security Centre

Over-65s are three times more likely to lose money to fraudsters than to be burgled

-Centre for Counter Fraud Studies

Courier Fraud

Victims are called by fraudsters pretending to be police, HMRC or from the victims bank and convince them to give their card details over the phone. Or in some cases, transfer money to a "safe account," buy gift vouchers or to go and withdraw money as part of an "investigation."

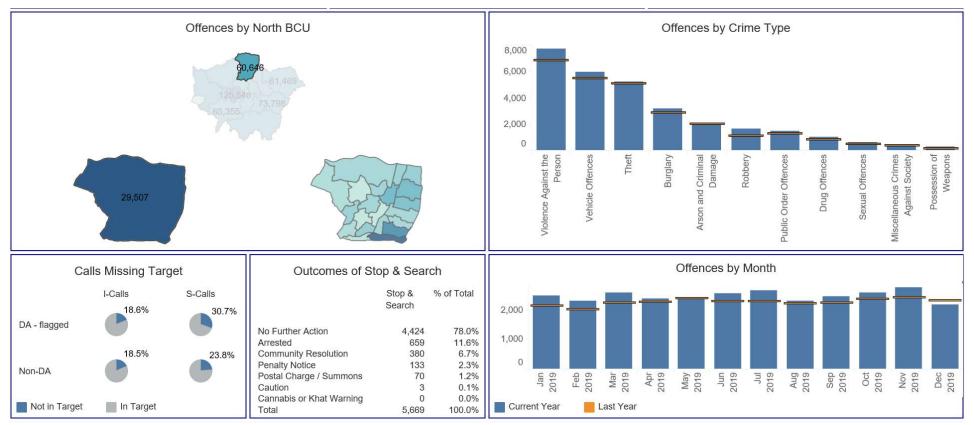
The fraudsters arrange for a courier to pick up the victims card or cash to take it away for "evidence".



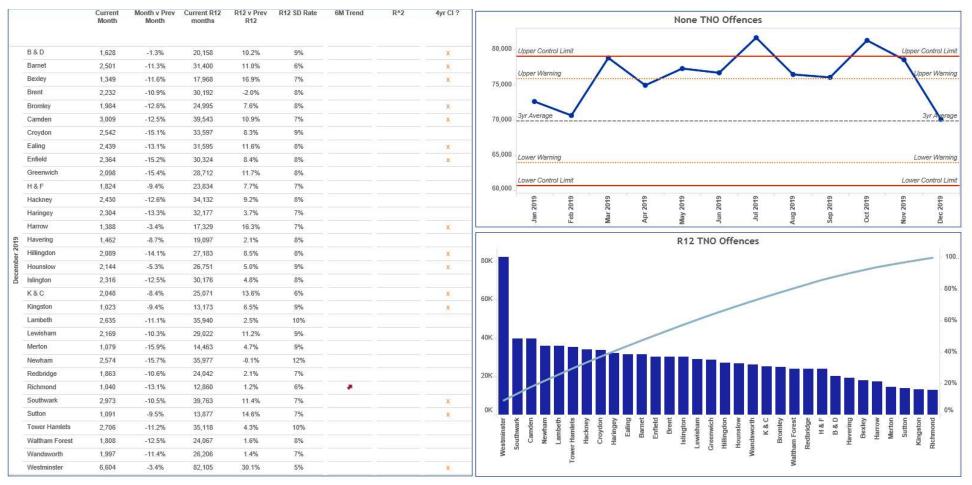
Enfield Crime and Performance January 2020



Performance overview November 2018 to December 2019



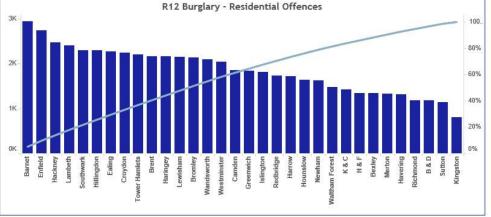
Total notifiable offences in London by borough



Residential burglary in London by borough

		Current Month	Month v Prev Month	Current R12 months	R12 v Prev R12	R12 SD Rate	6M Trend	R^2	4yr Cl ?	
	B & D	131	14.9%	1,187	-7.6%	4%		Н	X	9
	Barnet	281	3.3%	2,947	1.2%	2%		Н	×	
	Bexley	128	-12.9%	1,339	-2.9%	3%		н	x	
	Brent	210	4.5%	2,165	-13.3%	3%		Н	×	1 3
	Bromley	193	-13.5%	2,142	-2.1%	2%		н	х	
	Camden	145	0.7%	1,852	-3.0%	3%			X	4
	Croydon	162	-23.2%	2,244	-0.1%	3%				
	Ealing	245	14.0%	2,276	13.0%	3%	- A	Н	X	
	Enfield	239	-25.5%	2,741	12.1%	3%		Н	×	
	Greenwich	136	-7.5%	1,846	1.3%	5%			x	
	H&F	112	14.3%	1,344	-2.6%	3%			×	
	Hackney	164	-7.3%	2,477	5.2%	3%				
	Haringey	130	-25.3%	2,163	-17.2%	3%				
December 2019	Harrow	182	9.6%	1,726	8.2%	2%		Н	×	
	Havering	131	-20.6%	1,319	-10.5%	4%		н	X	11
	Hillingdon	214	-17.1%	2,300	41.6%	3%		Н	x	3K
	Hounslow	118	-31.4%	1,640	-3.0%	2%				
	Islington	145	13.3%	1,818	-5.6%	4%			×	
	K&C	142	11.8%	1,428	3.9%	2%			x	
	Kingston	77	-10.5%	805	4.1%	4%		M	X	
	Lambeth	164	-12.3%	2,406	1.1%	2%				
	Lewisham	164	11.6%	2,149	3.5%	2%			X	
	Merton	84	-35.9%	1,336	4.6%	9%				
	Newham	141	28.2%	1,624	-7.0%	5%			X	-1
	Redbridge	195	6.6%	1,741	-25.7%	3%		Н	×	
	Richmond	150	26.1%	1,188	-10.6%	4%		н	×	
	Southwark	206	5.1%	2,302	8.3%	2%			×	0
	Sutton	80	-34.4%	1,145	19.3%	3%			х	10%
	Tower Hamlets	229	35.5%	2,206	-5.5%	3%			X	
	Waltham Forest	129	-12.2%	1,483	-14.3%	4%		M		
	Wandsworth	151	-11.2%	2,093	-2.2%	3%				
	Westminster	153	-23.1%	2,039	13.5%	3%			×	1

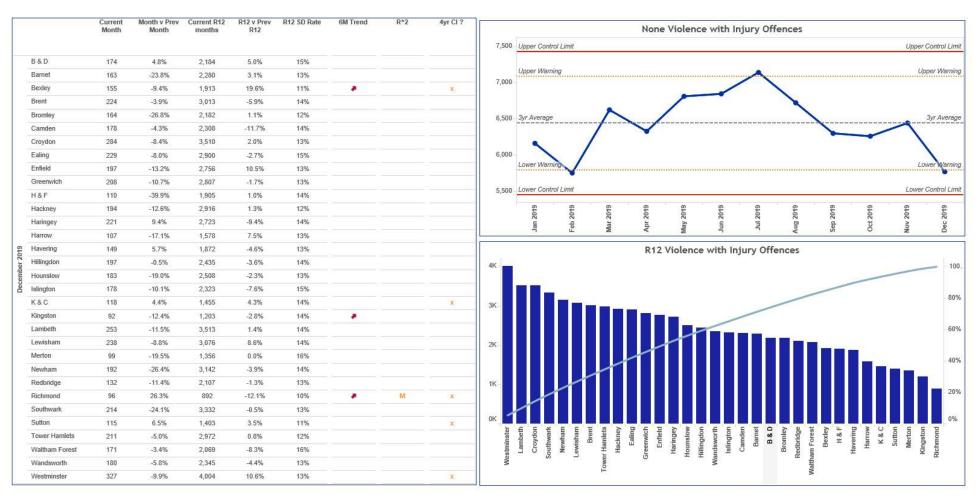




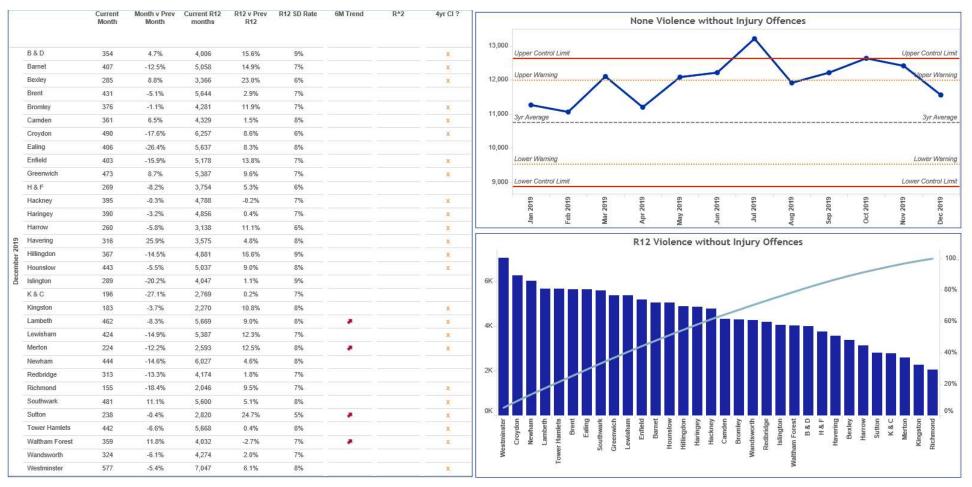
Robbery of personal property in London by borough



Violence with injury offences in London by borough



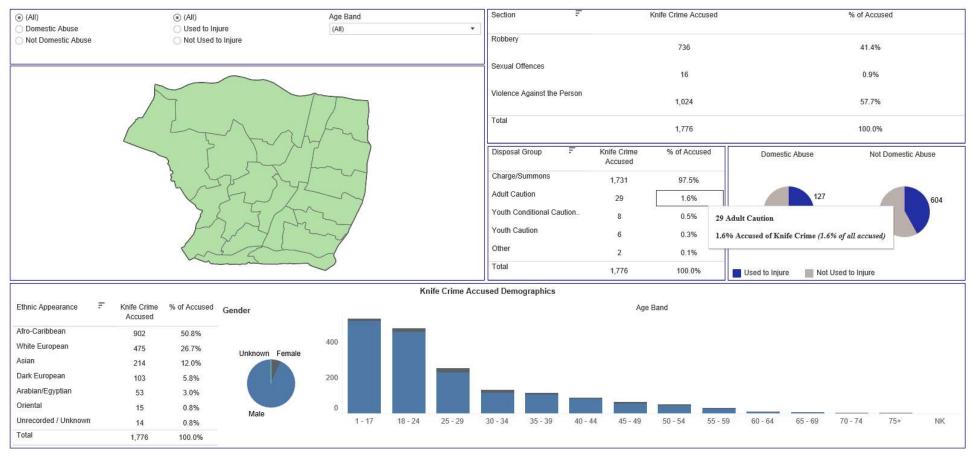
Violence without injury offences in London by borough



Knife crime offences in London by borough



Knife crime in Enfield accused demographics



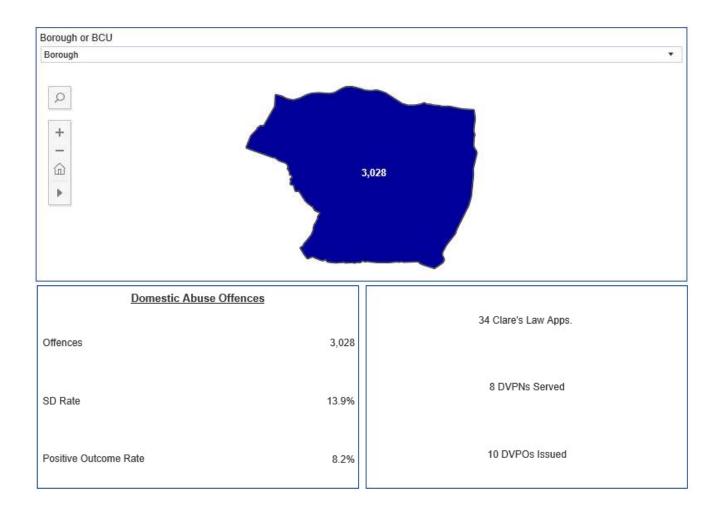
Gun crime offences in London by borough



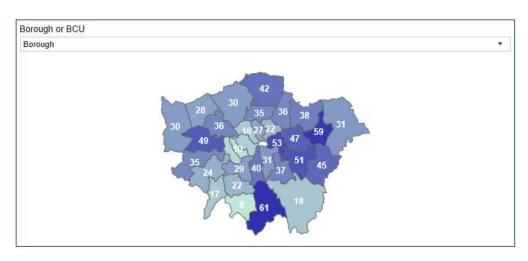
Gun crime in Enfield accused demographics



Domestic abuse offences in Enfield



CSE offences in London and Enfield

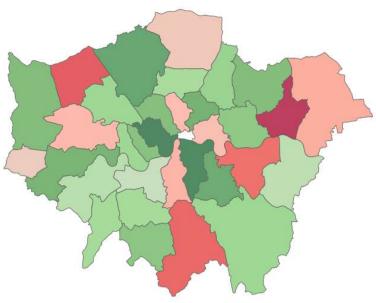




Sexual offences in London by borough

Data for 12-months ending December 31, 2019





MPS Sexual Offences: Latest 12 Months

Offences 19,957 ▼

SDs 1,322 A

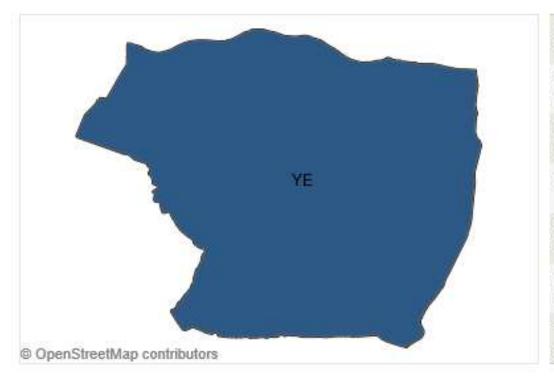
SD Rate 7% 🔺

	Sexual Offences	SDs	SD Rate
Barking & Dagenham	669 🛦	43 ▲	6% ▼
Barnet	549 ▼	37 ▼	7% ▼
Bexley	381 ▼	20 ▼	5% ▼
Brent	665 ▼	30 ▼	5% ▼
Bromley	558 ▼	44 ▲	8% 🔺
Camden	693 ▼	32 ▼	5% ▼
Croydon	1,056 🔺	58 ▼	5% ▼
Ealing	715 🔺	46 ▲	6% 🔺
Enfield	631 ▲	39 ▲	6% ▲
Greenwich	803 🛦	40 ▲	5% ▼
Hackney	705 ▼	46 ▲	7% 🔺
Hammersmith & Fulham	542 ▼	18 ▼	3% ▼
Haringey	740 ▼	33 ▼	4% ▼
Harrow	448 🔺	34 ▲	8% ▼
Havering	473 ▲	39 ▲	8% 🔺
Hillingdon	478 ▼	42 ▲	9% 🔺
Hounslow	536 ▼	37 ▼	7% ▼
Islington	639 🛦	37 ▲	6% 🔺
Kensington & Chelsea	357 ▼	33 ▲	9% 🔺
Kingston upon Thames	367 ▼	26 ▲	7% 🔺
Lambeth	1,044 🔺	87 ▲	8% 🔺
Lewisham	671 ▼	44 ▼	7% ▼
Merton	339 ▼	55 ▲	16% 🔺
Newham	901 ▼	74 🛦	8% 🔺
Redbridge	475 ▼	22 🔻	5% ▼
Richmond upon Thames	275 ▼	21 🛦	8% 🔺
Southwark	780 ▼	63 ▲	8% 🔺
Sutton	276 ▼	13 ▼	5% ▼
Tower Hamlets	790 🛦	48 ▲	6% 🔺
Waltham Forest	489 ▼	31 ▲	6% ▲
Wandsworth	702 ▼	40 ▼	6% ▲
Westminster	1,162 ▼	72 ▼	6% ▲
Aviation Policing	48 🛕	18 🛦	38% 🔺

Sexual offences and sanctioned detections in Enfield

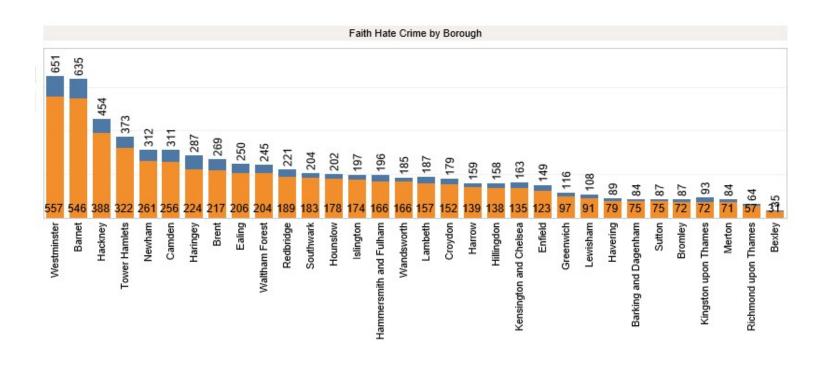


Hate crime in Enfield

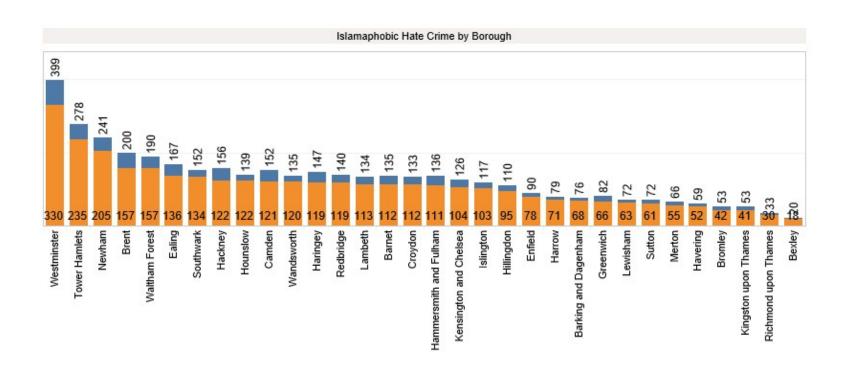


33
45
149
125
90
1,303
23

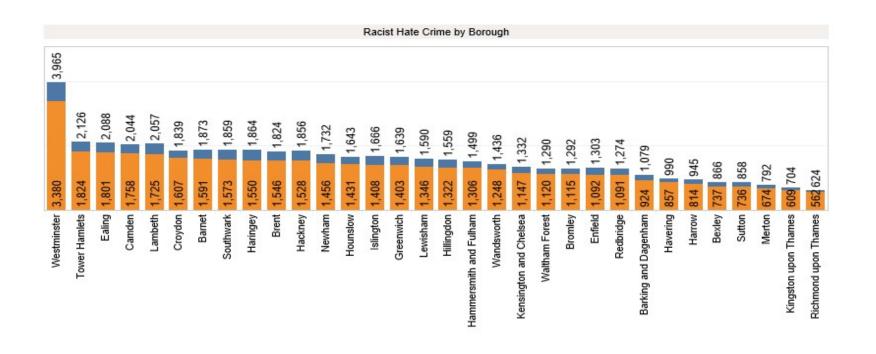
Faith hate crime in London by borough



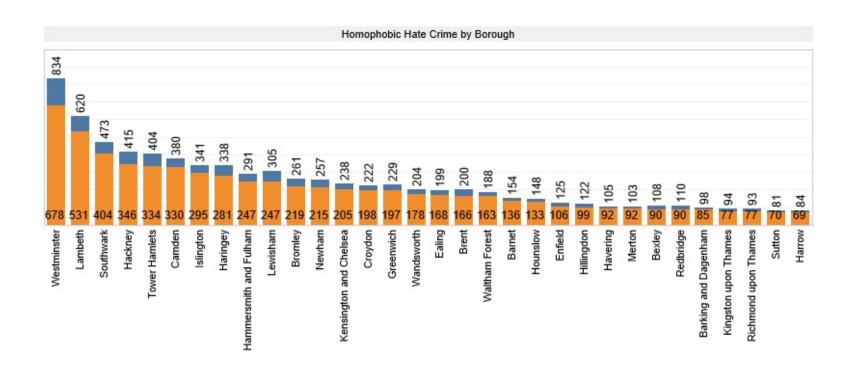
Islamaphobic hate crime in London by borough



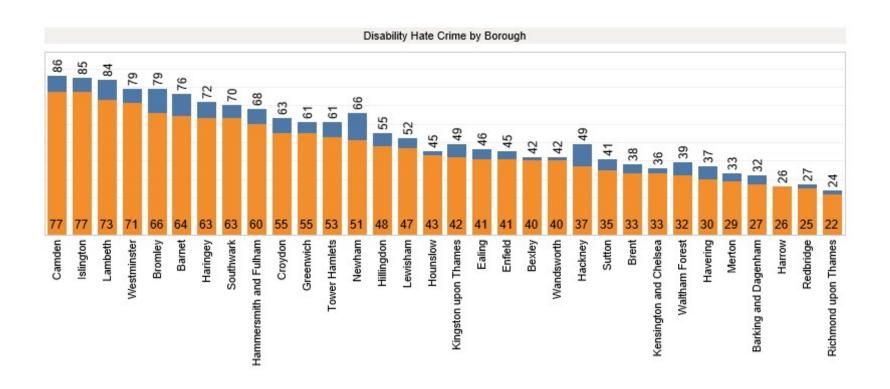
Racist hate crime in London by borough



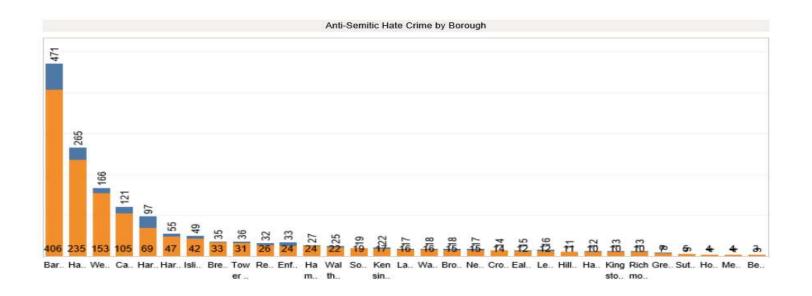
Homophobic hate crime in London by borough



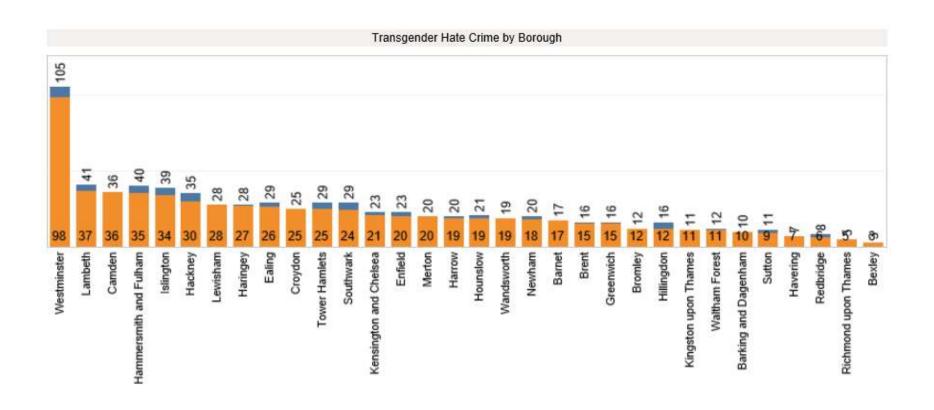
Disability hate crime in London by borough

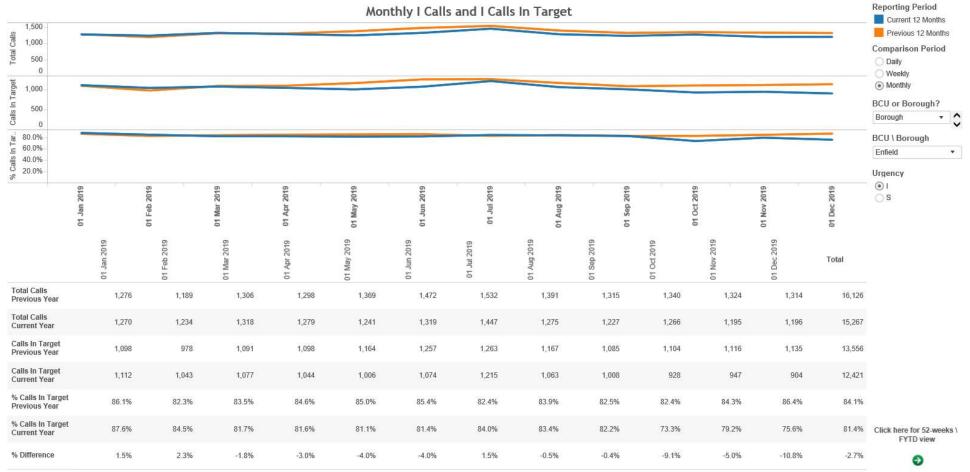


Anti-Semitic hate crime in London by borough



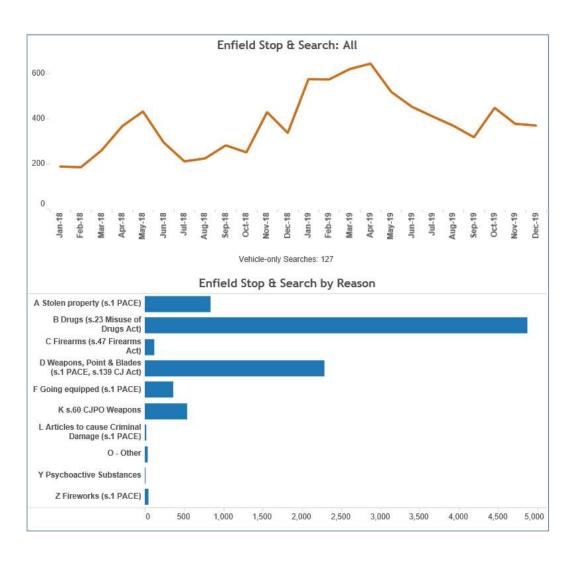
Transgender hate crime in London by borough







Stop and search in Enfield

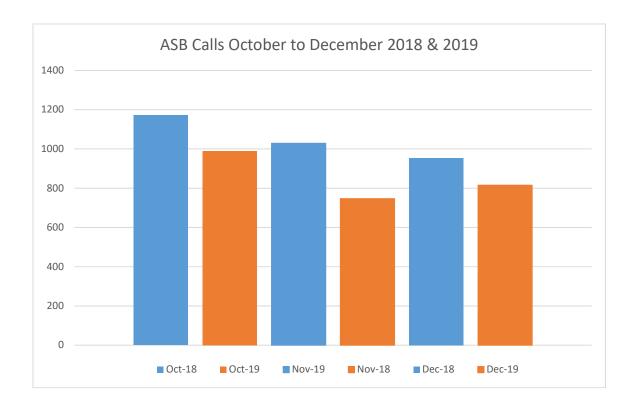


Antisocial behaviour in Enfield

Call Type	Oct-18	Nov-19	Dec-18	Oct-19	Nov-18	Dec-19
Vehicle - abandoned not stolen	26	38	23	25	29	20
Vehicle - nuisance / inappropriate use	94	73	83	90	58	82
Rowdy / inconsiderate behaviour	416	468	378	421	331	386
Rowdy / nuisance neighbours	144	101	134	117	115	109
Littering / drugs paraphernalia	11	4	8	5	6	7
Animal problems	8	9	7	10	15	0
Trespass	37	40	38	54	18	40
Street drinking	2	2	2	0	0	2
Prostitution related activity	23	25	11	25	15	13
Noise	62	55	60	60	60	49
Begging / vagrancy	29	27	44	35	32	24
Fireworks	267	170	83	110	13	11
ASB - personal	123	94	116	91	67	89
ASB - nuisance	930	829	751	792	529	671
ASB - environmental	39	27	29	29	23	22
Nuisance calls	3	4	2	1	4	0
TOTAL (excluding double counting	1172	1029	953	989	747	815

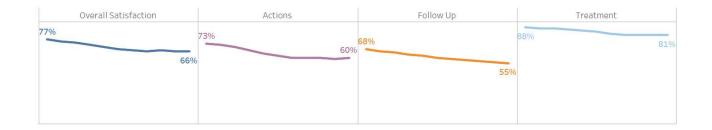
OCT - DEC 2018 TOTAL	2872
OCT - DEC 2019 TOTAL	2833
VAR	-39
% VAR	-1.36%

Antisocial behaviour in Enfield

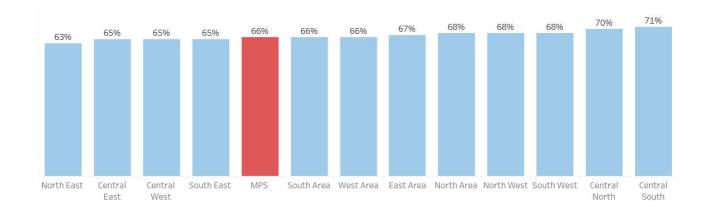


Confidence and Satisfaction October 2018 to September 2019

Victim satisfaction trends for London



Overall victim satisfaction by BCU



Public perceptions by borough

"Agree the police can be relied upon to be there when needed"

