

Public Document Pack

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SAFER NEIGHBOURHOODS BOARD

**Thursday, 21st May, 2015 at 7.00 pm in the Room 1, Civic Centre,
Silver Street, Enfield, EN1 3XA**

Membership: Please see attached list

Councillors: *(To be decided at Council Meeting of 13 May 2015)*

AGENDA – PART 1

1. WELCOME AND INTRODUCTION

Introduction from the current Chairman, Adrian Bishop-Laggett.

2. APOLOGIES FOR ABSENCE

3. ELECTION OF CHAIRMAN AND VICE CHAIRMAN

To appoint a Chairman and Vice-Chairman for 2015/16.

4. MINUTES OF THE MEETING HELD ON THE 5 FEBRUARY 2015 (Pages 1 - 8)

To agree the minutes of the meeting held on the 5 February 2015.

5. EXAMINATION OF CRIME STATISTICS (Pages 9 - 30)

Examination of crime statistics received from MOPAC to include:

- a) Recorded Crime
- b) Anti-Social Behaviour (ASB)
- c) Public Confidence & Victim Satisfaction

- d) Complaints against Borough Officers/ Staff
- e) Stop and Search

6. TARGET ESTABLISHMENT

To receive an update from Chief Inspector Ian Kibblewhite

7. UPDATE ON CURRENT POLICE OPERATIONS

To receive an update on current Police operations from Chief Inspector Ian Kibblewhite.

8. SNB FUNDING APPLICATIONS

9. ANY OTHER BUSINESS

If you wish to raise a matter of urgent business, please send full details to Elaine.huckell@enfield.gov.uk to arrive no later than Monday 18 May 2015.

10. DATES OF FUTURE MEETINGS

Meeting dates for 2015/16 will be agreed at the Annual Council meeting on Wednesday 13 May 2015.

MINUTES OF THE MEETING OF THE SAFER NEIGHBOURHOODS BOARD HELD ON THURSDAY, 5TH FEBRUARY, 2015

Attendance

Safer Neighbourhood Board Members

*Adrian Bishop-Laggett (SNB Chair)
Cape Chairs - *Alok Agrawal (Southgate Green, Bowes, Palmers Green)
*Harry Landsman (Cockfosters, Southgate, Highlands CAPE)
*Janet Marshall (Edmonton Green, Upper Edmonton)
*Eddie Fraser (Haselbury, Lower Edmonton)
*Brian Waters (Town, Grange, Chase)
*Ruth Ward (Enfield Highway, Enfield Lock)
Councillors *Andy Milne
*Bernie Lappage
LGBT: *Tim Fellows
Enfield Racial Equality Council: *Vicky Dungate
Business Representative (EBRA): *Mark Rudling
PEP Member (Parent Champion): *Askin Erozkal
EYP representative: - vacant position
Stop & Search Community Monitoring Group – vacant position
Independent Custody Visitors Panel (ICV): Peter Waterhouse and Lorna Logan
Victim Support Representative: Andrew Francalanza

Also Attending:

Chief Inspector Ian Kibblewhite
Superintendent Carl Robinson
Andrea Clemons (Head of Community Safety)
Derek Jay (Highlands Cape)
Jon Appleby (Winchmore Hill CAPE)
(* - Parties with voting rights. Please note support officers and advisors do not hold voting rights)

1. INTRODUCTION

The Chairman, Adrian Bishop-Laggett welcomed everyone to this public meeting of the Safer Neighbourhood Board.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Pat Jackson (Jubilee, Ponders End), Glenn Breslin (Bush Hill Park, Winchmore Hill CAPE), Carol Shuttle (Southbury, Turkey Street), Jane Richards (MPS Disability Steering Group), Rasheed Sadegh-Zadeh (Independent Advisory Group (IAG), Sheila Stacey (Enfield Lock CAPE), Bradley Few (MOPAC), David Cockle (Highlands CAPE), Gillian Yeung (Bowes CAPE), Irene Wilson (Willow Road residents).

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3. MINUTES OF THE MEETING HELD ON THE 11 NOVEMBER 2014

AGREED that the minutes of the 11 November 2014 be confirmed as a correct record.

Matters Arising – At the last meeting concerns were raised about the possible closure of the Edmonton custody suite, Chief Inspector Kibblewhite said that there are no plans at present to close this suite now or in the future.

SNB/IAG Relationship – MOPAC agreed that the use of the word ‘oversee’ in the SNB Guidance (‘Oversee the borough Independent Advisory Groups’) was misleading and they confirmed that the intention was that the two bodies co-operate to avoid duplication. Accordingly the IAG representative is now accorded voting rights.

4. EXAMINATION OF CRIME STATISTICS

Before looking at Crime Statistics, Andrew Francalanza gave a presentation on the work of Victim Support Services. He highlighted the following

- Victim Support has been delivering services to victims of crime for more than 40 years and providing support for witnesses when attending court for more than 25 years. Until last year this had been supported by the Ministry of Justice but was now funded by MOPAC
- Grants had been given to the Victim Support service for the 12 month period from October 2014. This is for a revised service. There is now a new process for enhanced priority referrals, and for standard referrals with a focus on vulnerable and repeat victims. New services have been introduced for children and young people and also for international visitors. All victims of crime are referred to the victim support service, which now also includes victims of business crime and motor vehicle theft. There is a strong focus on partnership working with the use of specialist services.
- There are two strands of referral - either ‘enhanced priority’ or ‘standard’ referrals. For standard referrals an option is given to victims that they can contact the team. A needs assessment is undertaken for victims who are then supported by volunteers who have specialised training.
- A new enhanced service is now provided to young people. Also support and advocacy is provided to international visitors who become victims of crime in London. The support provided for young people is shaped by the risk level, where a victim is under 18 years, work is also undertaken with their parents/ carers.
- The main office for the service is based in Old Street but a number of outreach sites are also used across Enfield and they work in partnership with other services. They provide emotional and practical support such as help with the completion of forms, accompanying the person to Court and cover safeguarding issues. They do not, however, provide a counselling service.

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The team raise awareness and promotes their work at events particularly at schools.

The following issues were raised

- Each borough has a victim support team. In Enfield there is a service delivery manager and assistant together with approximately 12 volunteers covering the borough. They have a support line which is open 24 hours a day all year excepting Christmas and New Year's day. The office is open Monday to Friday 9am to 5pm and volunteers are available all week until 8pm.
- Victims of domestic violence are supported by 'Solace' however work is undertaken in partnership with them and with Enfield's Women's Centre.
- Under the Ministry of Justice reforms there is the potential to have more than one service provider in future. Andrea Clemons reminded the meeting that there was also a victim support worker currently working in LBE's Community Safety team.
- It was confirmed that money donated for the Enfield area could be ringfenced solely for victims in Enfield.
- The support provision for small local business victims of crime was welcomed.

Andrew Francalanza was thanked for his presentation.

Contact details for Victim support are:

Victim Support, 50 Banner Street, Octavia House, London EC1Y 8ST 020

7268 0200 - website www.victimsupport.org.uk

Facebook – www.facebook.com/victimsupport

CRIME STATISTICS

Chief Inspector Ian Kibblewhite and Sergeant Carl Robinson presented the MOPAC and Police data on the following:

- Recorded Crime.
- Anti-Social Behaviour
- Public Confidence & Victim Satisfaction
- Complaints against Borough Officers /Staff
- Stop and Search

They highlighted key issues and the group raised a number of points as follows –

Recorded Crime. Using the Borough police data (scorecard). The total offences, for Enfield is generally showing decreases against the rolling 12 month figures and also a reduction against the MOPAC challenge of sustained 20% reduction by March 2016. This applies to Burglary-

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(-3.6%), Robbery (-14.8%), Theft from Motor vehicle (-37%) Theft of Motor Vehicle (-10.5%), and theft from person (-20.4%). The two crime types that show an increase are Criminal damage (+3.5%) and Violence with Injury (+25.8%). Domestic Abuse cases are up 24% which indicates an increase in the number and confidence of people coming forward to report incidents. There was an increase in the number of homophobic crimes reported and it was thought this also was mainly as a result of greater confidence in reporting incidents.

The following issues were raised –

- It was confirmed that the MOPAC figure given for ‘violence against the person’ includes domestic abuse cases. It was thought that the way the data was shown in MOPAC tables was somewhat misleading. The figures provided by Ian Kibblewhite gave ‘percentages’ data. For the next meeting data from the Borough ‘scorecard’ would be given which would show actual numbers as well as percentages. It was hoped that this would allow a clearer understanding of the information provided.
- It was asked if the increased reporting of racist and religious hate crimes was also thought to result from more people being confident in the reporting systems and Ian Kibblewhite thought that this was so. However it was commented that it helped for people to be able to have face to face interaction with the police and there were concerns that this was not always possible in light of police station closures.
- Andrea Clemons stated that the MOPAC data shows Enfield has shown greater improvements than many other boroughs in the number of recorded incidents for many crime types. Although there remained issues of concern, the borough had benefitted from additional officers being positioned here and it was thought we were moving in the right direction. She pointed out however, that violent crime had shown an increase in all London boroughs and Enfield does have a high rate for this crime.
- Ian Kibblewhite referred to a change in the recording of ‘Violence against the person’ crime. Formerly, where police had been called to a fight and a victim did not wish to report a crime then it would not be recorded. This no longer applies, and the crime will be recorded. It has resulted in almost twice as many incidents of this nature being recorded compared with previous years. By April the same method of recording incidents will be shown for the 12 month period and therefore comparisons can be made on a like for like basis.
- It was expected that Bradley Few (MOPAC) would attend the next meeting of the Safer Neighbourhoods Board. Councillor Lappage would raise the issue of attendance by the MOPAC representative at SNB meetings with Joanne McCartney (GLA Member).

Anti-Social Behaviour

ASB is continuing to show a big reduction against the previous 12 months, down by 28%, repeat callers down by 10.2%. The ASBAG (Anti-Social Behaviour Action Group) meets every month and Ian Kibblewhite described the objectives/ purpose of the group which includes the identification of individuals at risk of harm, reviewing and monitoring the multi-agency

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response to cases and ensuring an action plan is in place to provide support to the victim and to tackle the reported ASB. The purpose of the group is to ensure that the seriousness of a case is not lost and that the issue can be dealt with collectively.

The following points were raised

- The aim was to ensure that ASB issues were dealt with effectively without having to resort to the Court system.
- Noise nuisance issues would be recorded, and ASB calls are logged. Members of staff now contact informers to check that they are happy with any action taken.
- Representatives from the Mental Health Trust take part in the ASBAG group, and it is hoped that this would be a formalised arrangement for the future. Reference was made to the problem of inappropriate discharge of 'at risk' individuals which is time consuming for police officers to deal with. In a case of this nature a formal letter would be sent to appropriate hospital doctor/ specialist stating their concerns.

Public Confidence & Victim Satisfaction

Superintendent Carl Robinson updated the meeting on public confidence and victim satisfaction in Enfield, which overall is given as 77.4% compared with 78.8% for previous year 13/14. He referred to areas where they were hoping to improve public confidence by updating public on 'twitter' and having regular meetings with CAPES. Also by providing information to victims of crime, explaining what is happening and managing expectations.

The following points were raised

- That it would be difficult to provide updates on a Ward basis because of the small numbers involved.
- It was thought the accessibility for public to speak to officers at police stations is a factor in improving public confidence, although it was accepted that police officers needed to be 'on the street'
- In answer to concerns raised about people reporting crimes at a police station where perpetrators are also present, Carl Robinson spoke of the use of appointment cards. He said members of the public are encouraged to make an appointment when a police officer would come and visit you in your home.
- The MOPAC data up to September 14/15 shows there is a 1% point gap in satisfaction levels of white and Black and Minority Ethnic (BME) victims in Enfield (white 78%, BME 77%) which is lower than the MPS average of 6% points.

Complaints against Police

Enfield has 24 open cases and the average time to deal with a case is 60 days. This compares with Haringey (154 days), Hackney (108 days) and Waltham Forest (147 days). There have been 123 cases in the last 12 months, with 12 appeals of which 5 were upheld (4%). If a complaint has been upheld and if an officer has been found to have done something wrong there can be a criminal investigation, internal investigation, or it can result in some officers leaving or training undertaken. Reference was made to the use of

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body cameras mainly for frontline officers which has proved very effective as information can be downloaded for evidence in Court cases. It also reduces the possibility of complaints being made against officers.

e) Stop & Search

It was requested that a representative be included on SNB to take the place of Caroline Berry (Stop and Search Community Monitoring Group). The success rate for December shows that 24% of searches in Enfield resulted in an arrest, with 36% of searches for stolen property successful, and 12% of 155 drug searches, 80% of 5 firearm searches, 33% of 9 weapon searches were successful. The aim is to concentrate searches on the right people, and the importance of building up trust in the community was stressed.

f) Independent Custody Visitor Scheme

Peter Waterhouse, from the Independent Custody Visitors Panel spoke of the work of the Panel at the last meeting.

5. TARGET ESTABLISHMENT

The current target strength for police officers is 566, the actual number is 557. The numbers have been reduced since the last meeting and this is largely as a result of officers working on centralised issues such as Counter Terrorism. However it was pointed out that the emphasis on this work was still for the borough. New probationary officers are working in the borough and we are up to target on police officers although, currently under strength on higher graded posts. Three inspector and eleven sergeant posts have transferred from the boroughs' target strength. It was confirmed that every borough has to provide additional resources and that there is a proportional formula for supplying central aid. It was requested that additional information be supplied regarding where additional police officers were coming from to Enfield.

It was confirmed that the Council-funded parks police team will continue to be funded from April. A concern was raised that there was not a sufficient police presence in the town and it was hoped that the amalgamation of wards would provide more officers in this area, which should help to deter crime. It was mentioned that it also provides a useful means for the community to raise local issues with police officers especially in light of police station closures.

6. UPDATE ON CURRENT POLICE OPERATIONS

An update was given on Police Operations as follows:

- Operation Equinox targeting 'violence with injury' in open spaces with Edmonton Green as one of the top 30 wards in London. There have been 341 arrests under this operation since October, with 76 arrests for assaults in Edmonton Green ward, 48 weapons sweeps and 11 weapons recovered. This applies to fights in streets and other locations such as hospitals and near licensed premises, although there appear to be fewer incidents in clubs/pubs. This often happens where groups of friends meet and then lead on to fighting. Officers concentrate on hotspots in the area.
- Operation Spyder targeting those involved in theft from motor vehicles.

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- Safe as houses. This targets areas affected by burglary and motor vehicle crime offering crime prevention advice.
- Operation Bumble Bee, targeting burglars and target hardening properties.
- Operation Endeavour - targets keyless car crime such as the cloning of keys
- Operation Neptune – looking for stolen property involves visits to places such as 'Cash Converters'

7. ANY OTHER BUSINESS

MPS Disability Steering Group At the last meeting Jane Richards raised the fact that this group had not been operational. It had been dormant for 18 months, as a result of police officers moving on to other areas. Inspector Carl Silcock will now be overseeing this group and Councillor Lappage would contact Jane Richards to discuss this issue further.

CAPES – Partnership working An issue had been raised about Ward targets/promises by one of the CAPE chairs and Chief Inspector Ian Kibblewhite would speak to Councillor Lappage about this further.

Projects accepted for SNB funding from MOPAC The Chairman referred to the three bids that had been accepted for SNB funding which total £10,100 as follows:

- St Giles Trust SOS Knife Project and Leaflet. This is for sessions in secondary schools aimed at Year 7 children to look at young peoples' attitudes to gangs and knife crime and to link this with the fear of crime, territoriality and gangs.
- Parenting Workshops – to commission two workshops for the purpose of promoting better parental understanding of gangs and serious youth violence.
- Visits to Ben Kinsella Exhibition. – this is an opportunity for 500 people to attend the Ben Kinsella exhibition in Islington to understand about the consequences of knife crime and how they can stay safe.

Community Payback scheme Tim Fellows had received information from the Chairman on the scheme and he would look into this issue further and may have discussions about it before the next meeting.

CCTV Monitoring -It was asked which body is now charged with inspections. It was thought this should be done by the IAG (Independent Advisory Group) however, members were concerned that this was not taking place.

Post Meeting note Andrea Clemons has received a reply from Community Safety & Environment to say that "the IAG are used to do ad-hoc inspections although they do not do many of these. However an annual DPA audit by an external contractor is carried out who gives assurances of compliance to DPA processes and advice on changes required to improve procedures etc."

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8. DATES OF FUTURE MEETINGS

The date of the next Safer Neighbourhood Board meeting is:

Thursday 21 May 2015 at 7:00pm

(Please note the change of date; the original date was 7 May but this clashes with the date of the general election.)

ENFIELD SAFER NEIGHBOURHOOD BOARD PERFORMANCE SUMMARY

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For further information on this document please see the ‘Understanding and Using Data’ products at <https://www.london.gov.uk/priorities/policing-crime/our-work/community-engagement/safer-neighbourhood-boards>

RECORDED CRIME (DATA TO MARCH 2015)

Data is for rolling year to date (March 2015) compared to the same 12-month period last year.

Figure 1: MPS recorded crime in Enfield (March 2015)¹

APR - MAR	2013/14	2014/15	% change	MPS % change
Total Notifiable Offences (TNOs) ²	22,631	22,236	-1.7%	0.9%
MOPAC 7 Crime				
Violence with Injury	1,883	2,397	27.3%	18.9%
Robbery (Total)	918	833	-9.3%	-22.5%
Burglary (Total)	3,454	2,952	-14.5%	-13.6%
Theft From Person Offences	580	449	-22.6%	-26.4%
Theft/Taking Of MV Offences	874	720	-17.6%	6.6%
Theft From MV Offences	3,204	1,963	-38.7%	-19.8%
Criminal Damage Offences	2,035	2,108	3.6%	7.4%
MOPAC 7	12,948	11,422	-11.8%	-7.0%
Other Crime				
Violence Against the Person	4,764	6,273	31.7%	28.1%
Assault with Injury	1,331	1,716	28.9%	19.2%
Homicide	5	7	40.0%	-9.8%
Burglary (res)	2,379	2,160	-9.2%	-13.3%
Burglary (non-res)	1,075	792	-26.3%	-14.2%
Robbery (Personal)	858	788	-8.2%	-23.1%
Robbery (Business)	60	45	-25.0%	-13.5%
Motor Vehicle Crime	4,078	2,683	-34.2%	-13.2%
Rape	162	172	6.2%	20.4%
Serious Sexual Offences	307	379	23.5%	28.9%
Youth Violence	524	680	29.8%	16.5%
Serious Youth Violence	240	287	19.6%	2.6%
Gun Crime	65	72	10.8%	1.7%
Knife Crime	380	459	20.8%	-3.9%
Knife Crime with Injury	121	142	17.4%	11.7%
Domestic Abuse	1,968	2,614	32.8%	20.4%
Homophobic Crime	11	23	109.1%	32.5%
Racist & Religious Hate Crime	232	304	31.0%	25.7%
Disability Hate Crime	7	4	-42.9%	100.0%
Transgender Hate Crime	2	1	-50.0%	36.7%
Faith Hate Crime	20	22	10.0%	49.5%

Source: Metropolitan Police Service (MPS)

Year on year decrease

Year on year increase

¹ The MOPAC Police and Crime Plan 2013-2016 sets a target to reduce key neighbourhood (or 'MOPAC 7') crimes by 20 per cent. The key neighbourhood or 'MOPAC 7' crime types are: violence with injury, robbery, burglary, theft from person, theft/taking of motor vehicle, theft from motor vehicle and vandalism (criminal damage). These seven crime types have been selected by MOPAC as they are: high volume, have a sizeable impact on Londoners and are clearly understood by the public. These crime types are also all victim-based offences and make up around half of all Total Notifiable Offences. These are not the only mayoral crime reduction priorities. See the MOPAC Police and Crime Plan (<http://www.london.gov.uk/sites/default/files/PoliceCrimePlan%202013-16.pdf>) for details of all MOPAC priority areas.

Glossary of crime definitions	
Home Office Counting Rules (HOCR) which are applied across the categories of recorded crime are available at https://www.gov.uk/government/publications/counting-rules-for-recorded-crime	
Total Notifiable Offences (TNOs)	A count of all offences which are statutorily notifiable to the Home Office. See HOCR 'notifiable offences list'
Violence with Injury	See HOCR 'violence against the person'
Robbery(Total/Personal/Business)	See HOCR 'robbery'
Burglary(Total/Residential/non-residential)	See HOCR 'burglary'
Theft From Person	See HOCR 'theft'
Theft/taking of Motor Vehicle/Theft From Motor Vehicle	See HOCR 'vehicle offences'
Criminal Damage	See HOCR 'criminal damage'
Violence Against the Person	See HOCR 'violence against the person'
Assault with Injury	See HOCR 'violence against the person'
Homicide	See HOCR 'violence against the person'
Motor Vehicle Crime	Includes theft of and from vehicles.
Rape	See HOCR 'sexual offences'
Serious Sexual Offences	Offences of rape of a female or male, sexual assault on a female or male, sexual activity involving a child, sexual activity without consent, sexual activity with a person with a mental disorder, abuse of children through prostitution and pornography, trafficking for sexual exploitation.
Youth Violence/Serious Youth Violence	Offences of Most Serious Violence, Gun Crime or Knife Crime, where the victim is aged 1-19. Youth Violence is defined in the same way, but also includes Assault with Injury offences. The measure counts the number of victims (aged 1-19) of offences, rather than the number of offences.
Gun Crime	Offences (Violence Against the Person, robbery, burglary and sexual offences) in which guns are used (i.e. fired, used as a blunt instrument to cause injury to a person, or used as a threat). Where the victim is convinced of the presence of a firearm, even if it is concealed, and there is evidence of the suspect's intention to create this impression, then the incident counts. Both real, and fake firearms, and air weapons are counted within this category.
Knife Crime	Offences of murder, attempted murder, threats to kill, manslaughter, infanticide, wounding or carrying out an act endangering life, wounding or inflicting grievous bodily harm without intent, actual bodily harm, sexual assault, rape or robbery where a feature code identifying weapon usage (countable as knife crime) has been added to the crime report.
Knife Crime with Injury	Offences of knife crime where a knife or sharp instrument is used to injure.
Domestic Abuse	Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 16* and over, who are or have been intimate partners or family members, regardless of gender and sexuality *Before April 2013 the minimum age was 18.

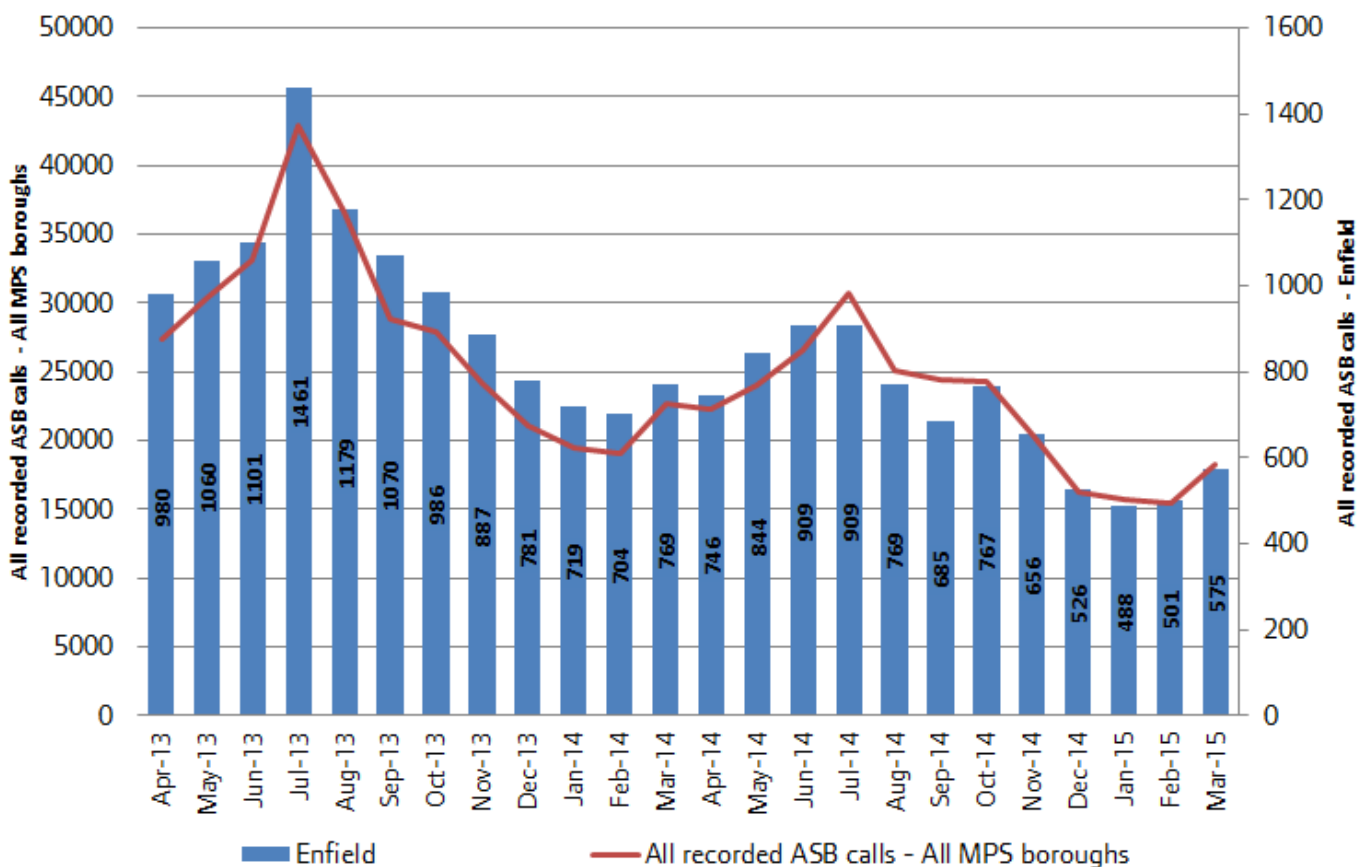
Hate crimes are offences which are flagged as having a hate element when recorded by police. A crime can have more than one hate flag attached to it. For example, an assault could have both a homophobic and disability element. This crime would be included in the homophobic offence count as well as in the disability offence count. Therefore, adding up all the hate crime categories may result in multiple counting of a single offence.

Homophobic Hate Crime	Any incident which is perceived to be homophobic by the victim or any other person, that is intended to impact upon those known or perceived to be lesbian, gay, or bisexual and that constitutes a criminal offence.
Racist & Religious Hate Crime	Any incident which is perceived by the victim or any other person to be racist, or due to the victim's religion or beliefs. A Racist and Religious Hate Crime is a Racist and Religious Hate Incident that constitutes a criminal offence.
Disability Hate Crime	A Disability Hate Crime is any incident that is perceived by the victim or any other person to be due to the person's disability and that constitutes a criminal offence.
Transgender Hate Crime	Transgender Hate Crime is any incident that is perceived by the victim or any other person to be due to the person being transgender and that constitutes a criminal offence.
Faith Hate Crime	<p>Faith Hate crime encompasses aspects of crime motivated by religion and can be an aggravator or aggravating feature of any other crime. If <i>one</i> of the following criteria regarding religiously aggravated crimes is satisfied then it is a Faith Hate Crime:</p> <ol style="list-style-type: none"> a. at the time of committing the offence, or immediately before or after doing so, the offender demonstrates towards the victim of the offence hostility based on the victim's membership (or presumed membership) of a religious group; OR b. the offence is motivated (wholly or partly) by hostility towards members of a religious group based on their membership of that group.

ANTI SOCIAL BEHAVIOUR (ASB) (DATA TO MARCH 2015)

- ASB data is the total number of calls received from the public recorded as ASB, rather than number of ASB incidents recorded by police which is not available. This adheres to the national Home Office counting standards.
- The graph below includes calls recorded on the MPS Computer Aided Dispatch (CAD) system or Contact Handling System (CHS) classified as ASB, excluding duplicate reports (where more than one person reports the same incident).
- ASB may be reported via a number of channels at borough level including to Safer Neighbourhoods Teams (SNT), local authorities or Registered Social Landlords, some of which may not be captured on CAD or CHS, therefore the data below may not reflect the whole picture of ASB.

Figure 2: MPS recorded ASB calls in Enfield and the MPS as a whole (data to March 2015)



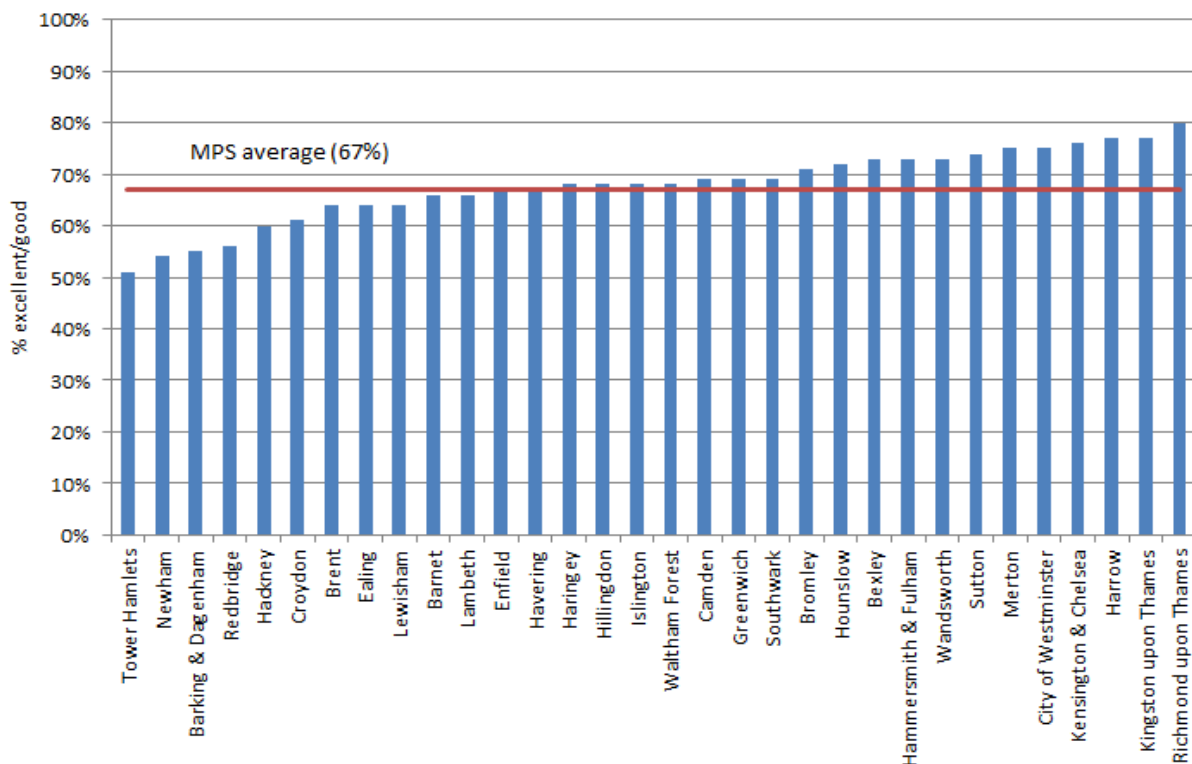
Source: MPS/London Datastore

PUBLIC CONFIDENCE & VICTIM SATISFACTION (DATA TO QUARTER 3 (DECEMBER) 2014/15)

Confidence in borough policing is measured via the percentage of respondents answering 'excellent' or 'good' to the question in the Public Attitude Survey (PAS)³: "Taking everything into account how good a job do you think the police in this area are doing?"

Most recent (rolling 12 months to quarter 3 (December) 2014/15) PAS results in Borough show confidence currently at 67%. This is the same as the MPS average (67%). The graph below shows the Enfield position compared to other MPS boroughs.

Figure 3: Public confidence by borough, rolling 12 months to quarter 3 2014/15



Source: PAS

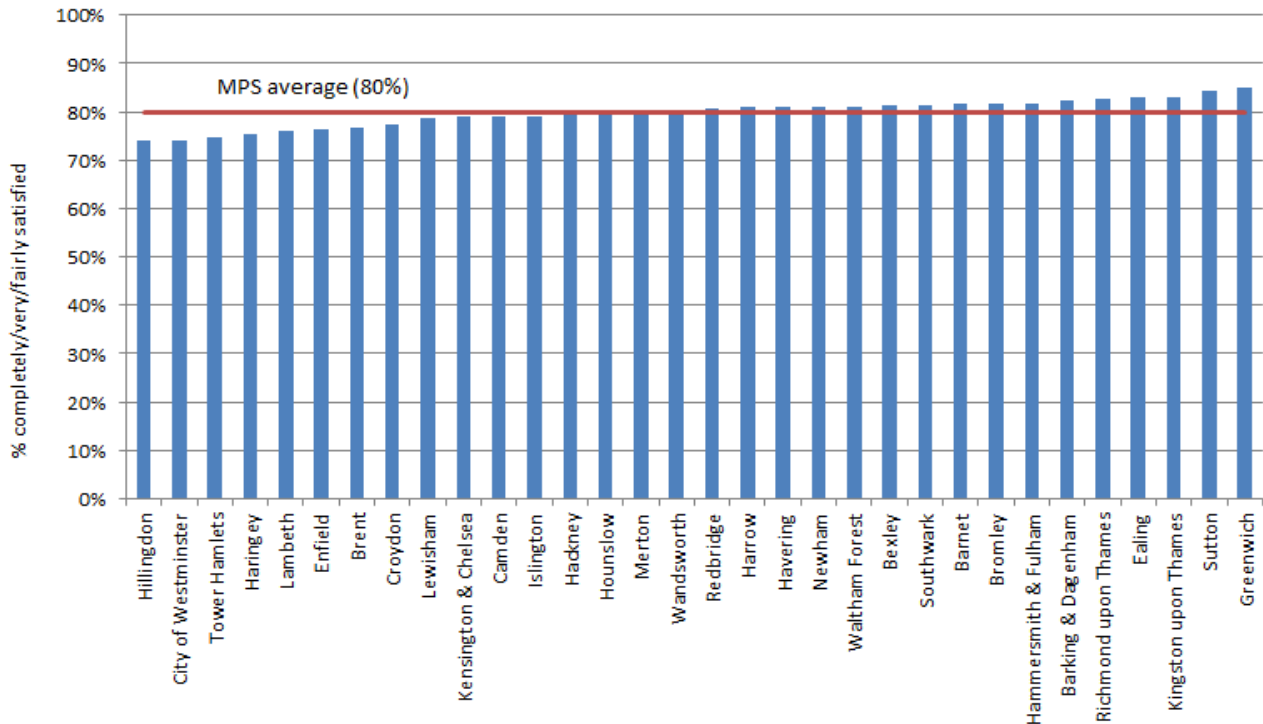
Satisfaction with borough policing is measured via the percentage of respondents answering 'completely', 'very' or 'fairly' to the question in the User Satisfaction Survey (USS)⁴: "Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?"

³ The PAS explores the views of residents across London around crime, ASB and policing issues via face to face interviews with over 12,800 respondents per year. More information about public confidence in the MPS including the MPS Confidence Model detailing the drivers of confidence is available at <http://www.met.police.uk/about/performance/confidence.htm>.

⁴ The USS measures crime victims' satisfaction with a specific instance of their contact with the MPS via telephone interviews with approximately 16,500 victims per year.

Most recent (rolling 12 months to quarter 3 (December) 2014/15) USS results in Enfield show overall satisfaction currently at 77%. This is below the MPS average (80%). The graph below shows the Enfield position compared to other MPS boroughs.

Figure 4: Satisfaction by borough, rolling 12 months to quarter 3 2014/15



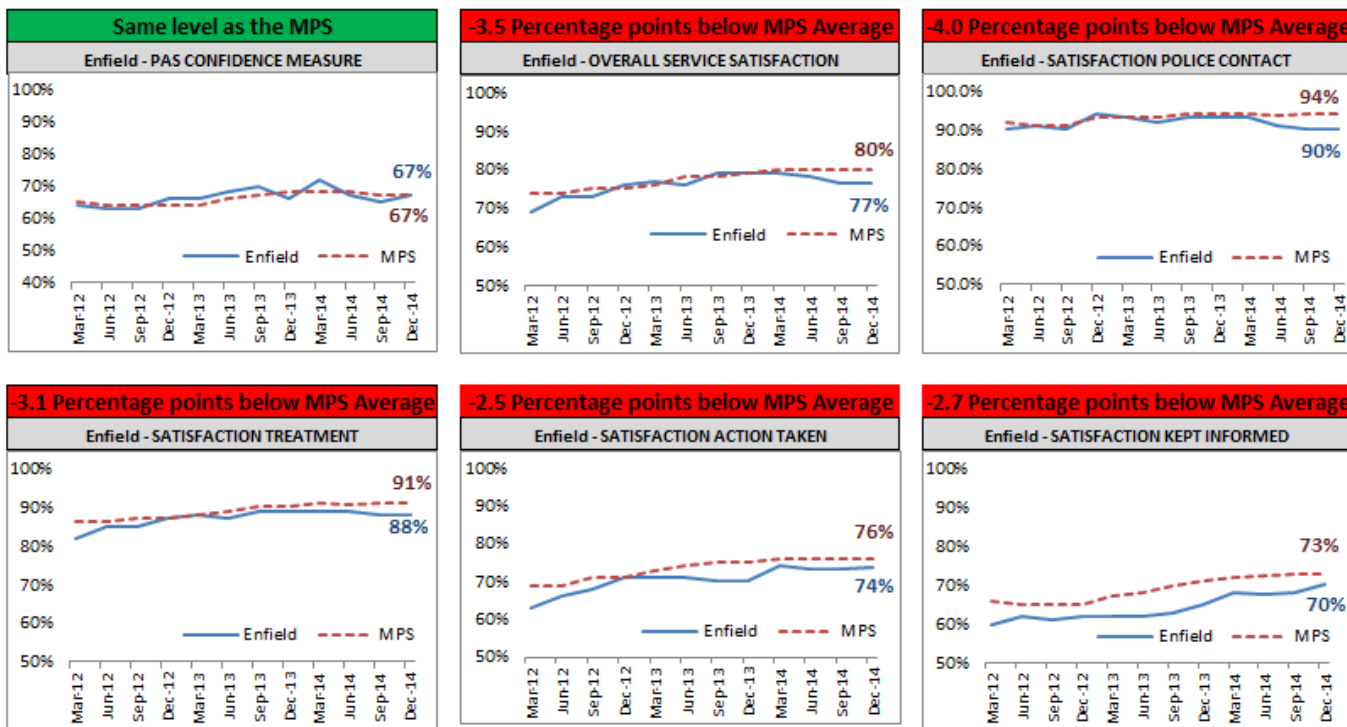
Source: USS

There is a 2 percentage point gap in satisfaction levels of white and Black and Minority Ethnic (BME) victims in Enfield (white 78%, BME 76%). The MPS average is 7 percentage points.

The USS is the most reliable indicator of victim satisfaction with different aspects of service received during contact with the police.

Figure 5 below sets out public confidence and victim satisfaction overall, and satisfaction with ease of contact, police actions, treatment, and follow up in Enfield since March 2012.

Figure 5: Public confidence and victim satisfaction in Enfield



Source: PAS & USS

COMPLAINTS AGAINST BOROUGH OFFICERS/STAFF (DATA TO MARCH 2015)

Public complaints officer/staff allegations (March 2015)

Allegations are an interpretation of officer/staff behaviour at the incident. Officer/staff allegation measure counts the total allegations against each officer/staff involved (for example one complainant could make one allegation involving two different officers. This would be counted as two officer allegations).

Enfield recorded a total of 447 public complaint allegations over the last 12 months. The graph below shows the Enfield position compared to other MPS boroughs.

Figure 6

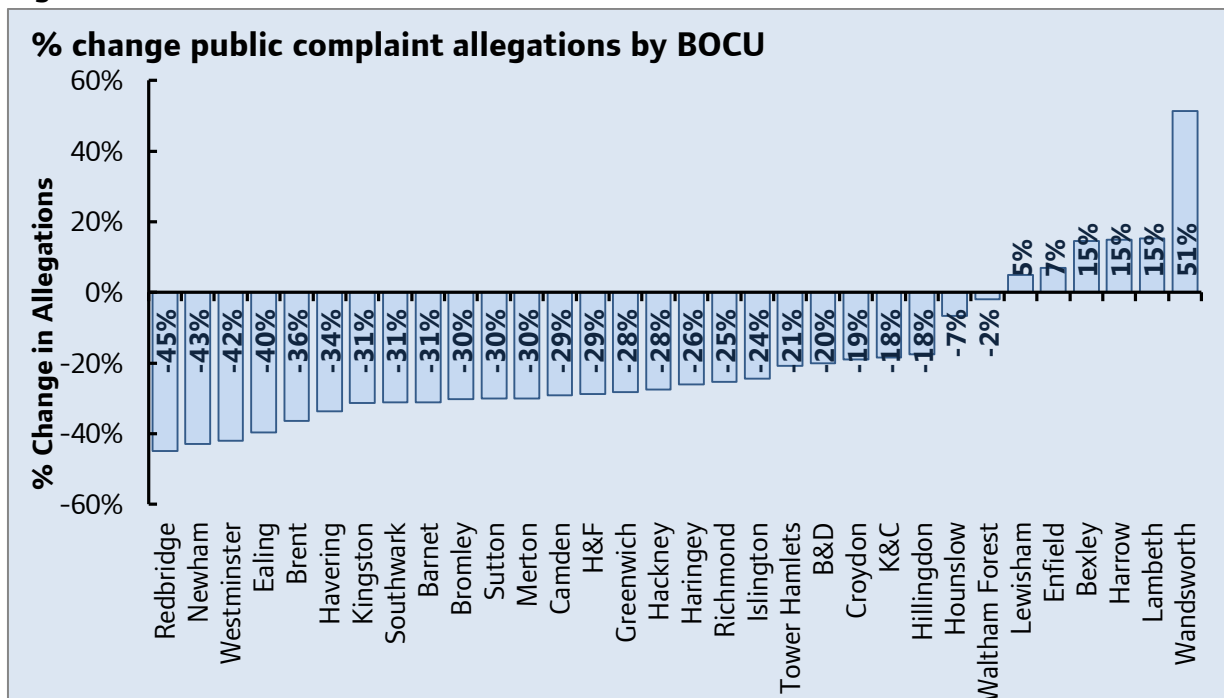


Source: MPS Borough Support Management Information (BSMI)

The graph below illustrates the percentage change in the number of allegations recorded over the last 12 months (April 2014 – March 2015) as compared with the same 12 month period last year. As can be seen, 6 boroughs have recorded an increase in the number of complaints in the last 12 months.

Enfield recorded an increase of 7% in the number of recorded complaint allegations.

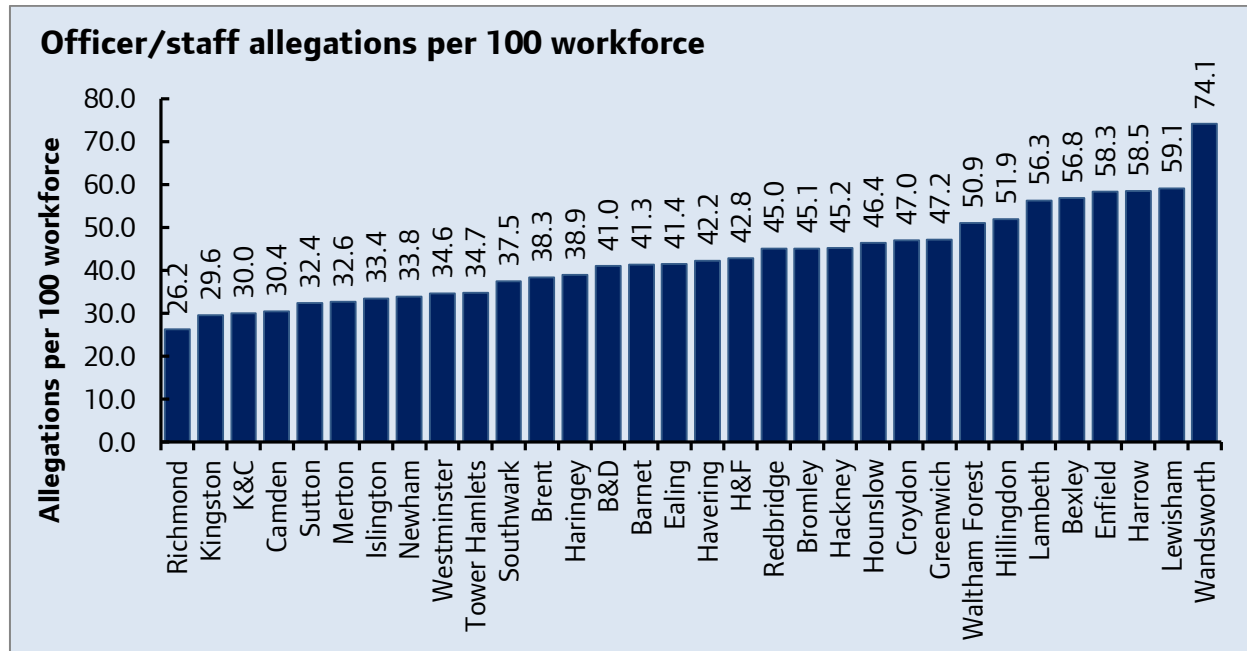
Figure 7



Source: MPS Borough Support Management Information (BSMI)

The graph below shows the average number of officer/staff allegations per 100 workforce. This calculation is used to allow even comparison between those boroughs with a large/small workforce. As can be seen, Enfield recorded a rate of 58.3 allegations per 100 workforce. The graph below shows the Enfield position compared to other MPS boroughs.

Figure 8



Source: MPS Borough Support Management Information (BSMI)

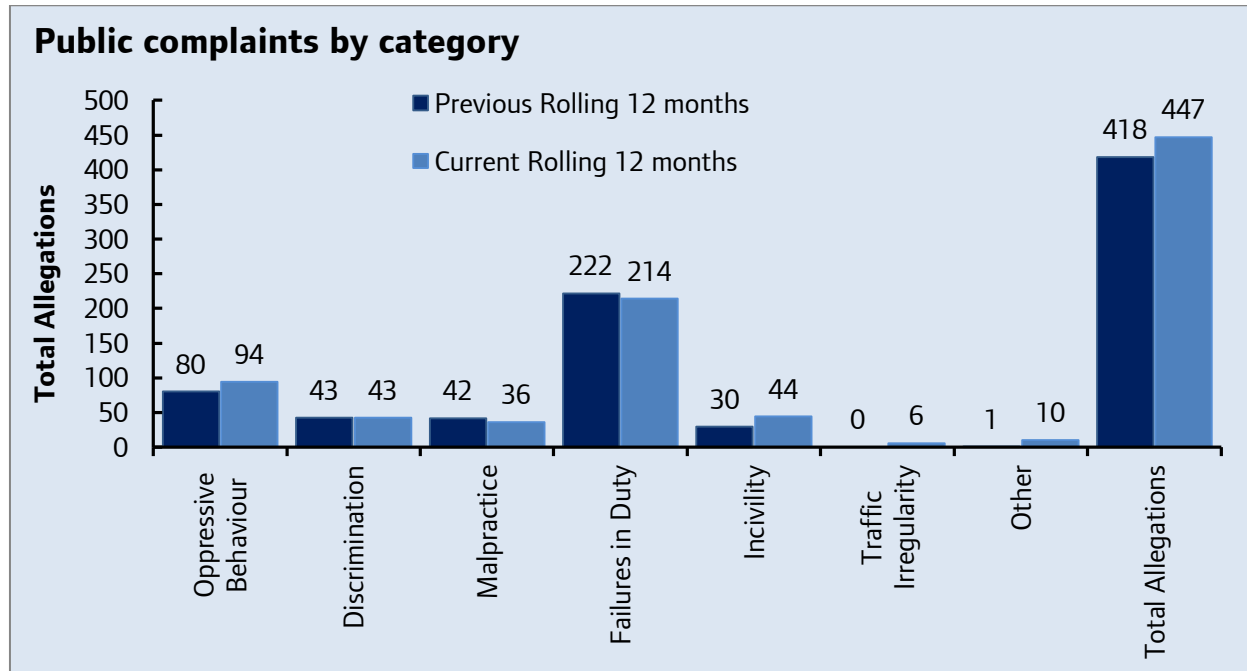
Enfield allegation type

The graph below provides a breakdown by allegation type of all complaint allegations recorded in Enfield over the last 12 months (April 2014 – March 2015).

As can be seen, Failures in Duty account for the highest proportion (48%) of total public complaints allegations. This decreased by 4% in the rolling 12 month period.

Oppressive Behaviour accounts for 21% of total public complaints allegations. Oppressive Behaviour complaint allegations have increased by 18% in the rolling 12 month period.

Figure 9



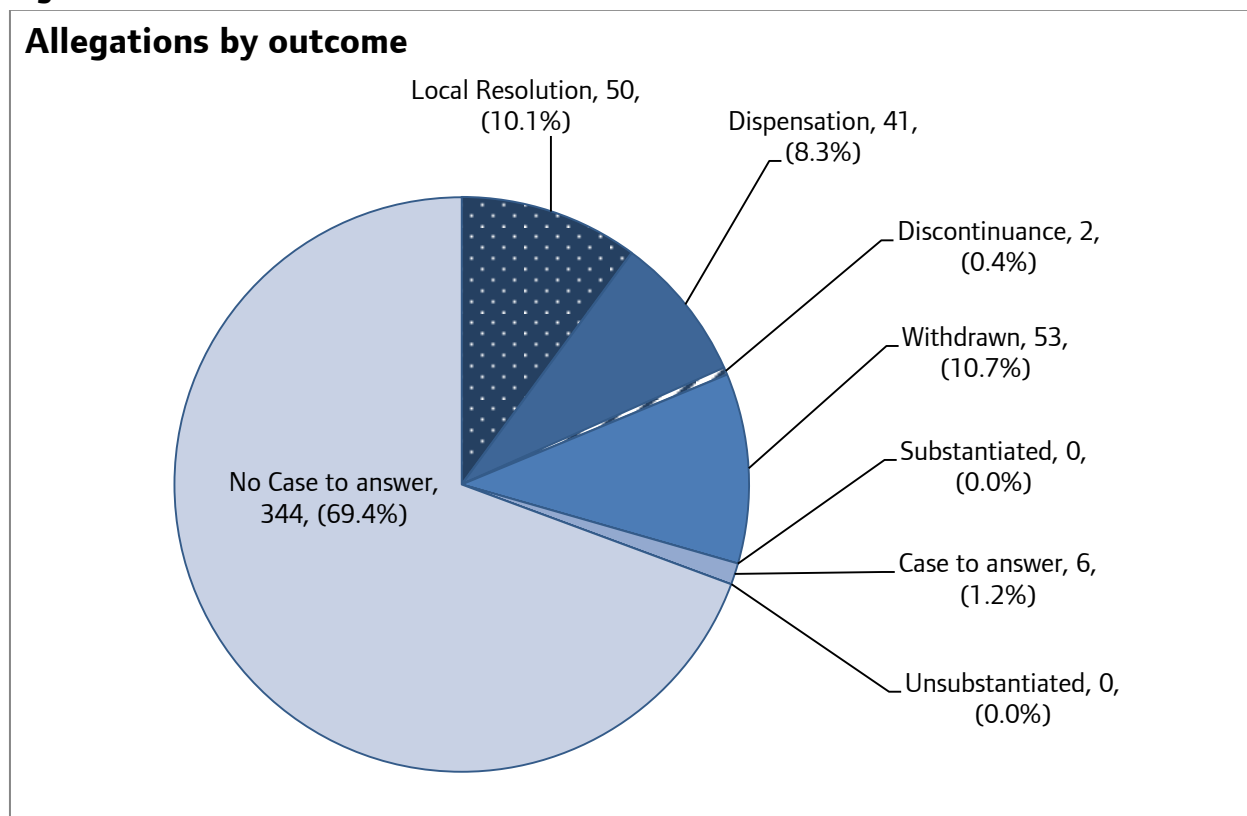
Source: MPS Borough Support Management Information (BSMI)

Glossary of complaints categories	
Oppressive Behaviour	Including serious non-sexual assault, sexual assault, other assault, oppressive conduct or harassment, unlawful/unnecessary arrest or detention, and other sexual conduct.
Discrimination	Acts towards an individual that a person serving with the police may have come into contact with whilst on or off duty, which amount to an abuse of authority or maltreatment or lack of fairness and impartiality. Includes acts committed on grounds of another person's nationality, ethnicity, sexual orientation or religion.
Malpractice	Including irregularity in relation to evidence/perjury, corrupt practice or mishandling of property.
Failures in Duty	Including breach of Code A PACE on stop and search, Code B PACE on searching of premises and seizure of property, Code C PACE on detention, treatment and questioning, Code D PACE on identification procedures and Code E PACE on tape recording, other neglect or failure in duty, improper disclosure of information, and other irregularity in procedure.
Incivility	Including incivility, impoliteness and intolerance. A person serving with the police should treat members of the public and colleagues with courtesy and respect, avoiding abusive or deriding attitudes or behaviour.
Traffic Irregularity	Complaints about the driving or use of vehicles on police business (but not about police conduct in dealing with civilian traffic).
Other	For example, criminal damage (except in connection with searches of property).

Enfield outcome type

The graph below provides a breakdown of allegation outcomes recorded in Enfield over the last 12 months (April 2014 – March 2015). The graph includes raw numbers and proportion of outcomes in brackets (the proportion refers to the total number of outcomes recorded over the last 12 months).

'No case to answer' accounts for the highest proportion (69.4% or 344), followed by local resolution (8.3% or 41). 'Case to answer' outcomes account for 1.2% (6).

Figure 10

Source: MPS Borough Support Management Information (BSMI)

Glossary of outcome categories	
Substantiated/Case to Answer	Refers to instances where, following investigation, the investigating officer determines that there is a case to answer in relation to an allegation made concerning an officer's conduct.
Unsubstantiated/No Case to Answer	Refers to instances where, following investigation, the investigating officer determines that there is not a case to answer in relation to an allegation made concerning an officer's conduct.
Local Resolution	For less serious complaints, such as rudeness or incivility, a complainant may agree to local resolution. Usually, this involves a local police supervisor handling the complaint and agreeing with the complainant a way of dealing with it. This might be: an explanation or information to clear up a misunderstanding; an apology on behalf of the police force; and/or an outline of what actions will be taken to prevent similar complaints occurring in the future. This can be done by the borough where the incident occurred/reported, or by Directorate of Professional Standards (DPS).

Dispensation	Refers to instances where a force or PCC considers that no action should be taken about a complaint. There are established grounds upon which a dispensation to investigate may be granted. These include: where more than 12 months have elapsed between the incident giving rise to the complaint and the making of the complaint, where there is no good reason for the delay or injustice would be caused; the matter is already the subject of a complaint; the complaint is anonymous; the complaint is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints; the complaint is repetitious; it is not reasonably practicable to complete the investigation of the complaint. A force or PCC must obtain Independent Police Complaints Commission (IPCC) agreement for a dispensation. If this is granted, it means that no action needs to be taken with regard to the complaint.
Discontinuance	Refers to instances where a force considers that it is no longer practical to continue with an investigation and is unable to conclude the investigation. There are established grounds upon which a discontinuance may be granted. This could occur if a complainant refuses to cooperate, if the complaint is repetitious, or if the complainant agrees to local resolution. A force or PCC must obtain IPCC agreement for a discontinuance.
Withdrawn	Refers to instances where the complainant or person acting on their behalf retracts the complaint. No further action may be taken with regard to an allegation if the complainant decides to retract the allegation(s).

STOP AND SEARCH (DATA TO MARCH 2015)

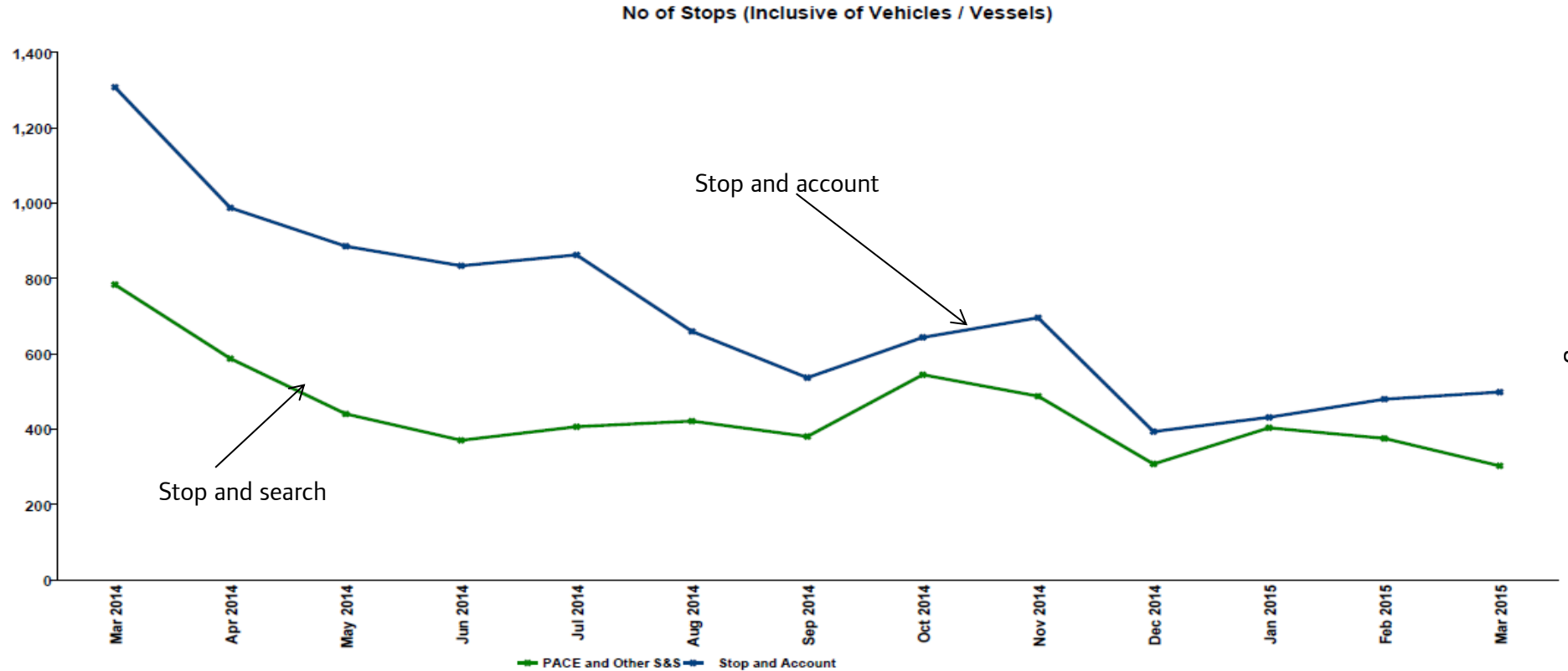
The most recent (data to March 2015) stop and search data for Enfield is in the MPS Stop and Search Monitoring Mechanism available at:

http://www.met.police.uk/foi/pdfs/priorities_and_how_we_are_doing/borough/enfield_stop_search_mon_report_march2015v1.pdf

There is a wide range of stop and search data available in the MPS Stop and Search Monitoring Mechanism. A summary of key information is provided below. The chair of your borough Stop and Search Monitoring Group will be able to provide more information about stop and search data and other stop and search issues in your borough.

Figure 11: All stop and searches and stop and accounts (excluding s60)

Enfield: All Searches & Stop and Account* excluding s.60



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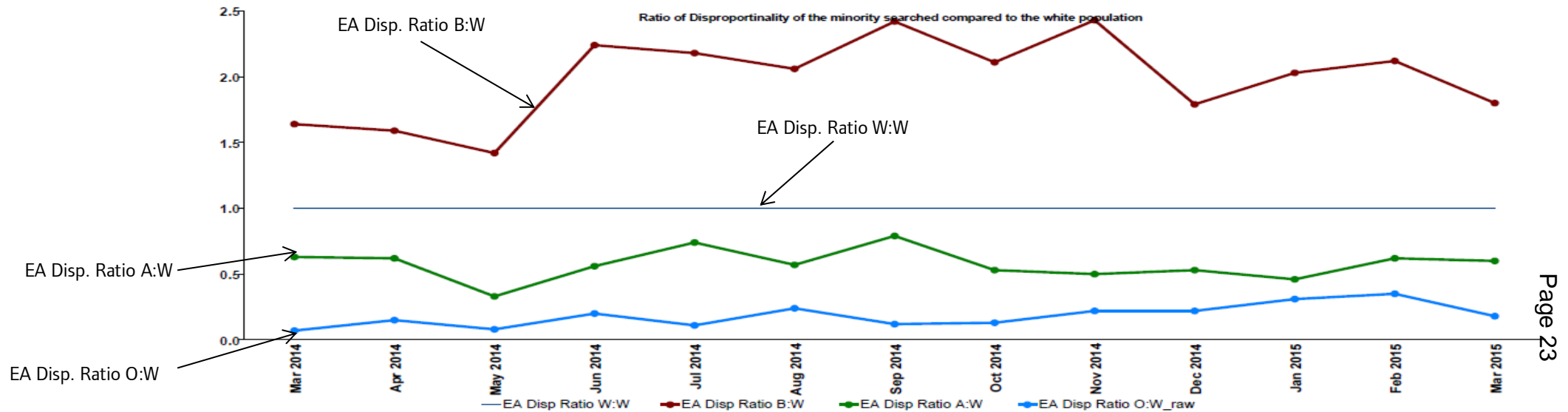
Totals include searches of unattended vehicles / vessels as well as persons

	2014										2015		
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PACE and Other S&S	784	588	441	371	407	422	381	545	488	308	404	376	303
Stop and Account	1,308	988	886	834	863	660	537	644	696	394	432	480	499

*See Glossary

Figure 12: Ethnic appearance of people searched shown as a disproportionality ratio (excluding s60)

Enfield: Ethnic Appearance of People Searched shown as a Disproportionality Ratio (2011 Census Data) excluding s.60



Excludes vehicle/vessel only searches

	2014										2015		
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
White	1.00 (470)	1.00 (354)	1.00 (285)	1.00 (196)	1.00 (218)	1.00 (229)	1.00 (191)	1.00 (296)	1.00 (250)	1.00 (178)	1.00 (225)	1.00 (201)	1.00 (174)
Black	1.64 (247)	1.59 (180)	1.42 (129)	2.24 (140)	2.18 (152)	2.06 (151)	2.42 (148)	2.11 (200)	2.43 (194)	1.79 (102)	2.03 (146)	2.12 (136)	1.80 (100)
Asian	0.63 (57)	0.62 (42)	0.33 (18)	0.56 (21)	0.74 (31)	0.57 (25)	0.79 (29)	0.53 (30)	0.5 (24)	0.53 (18)	0.46 (20)	0.62 (24)	0.6 (20)
Other	0.07 (4)	0.15 (7)	0.08 (3)	0.20 (5)	0.11 (3)	0.24 (7)	0.12 (3)	0.13 (5)	0.22 (7)	0.22 (5)	0.31 (9)	0.35 (9)	0.18 (4)
% of Searches Ethnicity not recorded	0.3% (2)	0.2% (1)	0% (0)	0.5% (2)	0.2% (1)	0% (0)	0.3% (1)	0.7% (4)	0.6% (3)	0.3% (1)	0.2% (1)	0.8% (3)	0.3% (1)

Ethnicity	Population	
White	190,640	This report uses 2011 Census data. This is held in 18+1 format and the recorded ethnic appearance of the Stop/Search (4+1) must be mapped to the appropriate 18+1 Census categories. The categories are mapped as follows: White = White British, White Irish, White Gypsy or Irish Traveller, and any other White Background. Black = Black or Black British, Caribbean, African, Mixed White and Black Caribbean, Mixed White and Black African, and any other Black Background Asian = Asian or Asian British Indian, Pakistani, Bangladeshi, Mixed White and Asian and any other Asian background. Other = Chinese, Arab, and any other Ethnic Group Note: Due to differences in the way ethnic appearance (EA) and self defined ethnicity (SDE) are recorded, groupings may differ.
Black	60,923	
Asian	36,494	
Other	24,409	
Total	312,466	

Figure 13: Arrest rates, weapons searches and key crime (MOPAC 7) searches (data for March 2015 only) (weapons search target is 20% of all searches, key crime search target is 40% of all searches)

	Search volume (PACE, S60, other)	Arrest rate	% weapons searches (codes C/D/E/K)	% key crime (MOPAC 7) searches (codes A/F/L)
Enfield	304	30.3%	16.8%	28.0%
MPS	12,065	21.4%	13.6%	25.0%

Source: MPS Stop and Search Monitoring Mechanism

*Glossary of stop and search terms	
Stop and search	This is when a police officer stops a member of the public and searches them. The police can only detain members of the public in order to carry out a search when certain conditions have been met. Search powers fall under different areas of legislation which include searching for: stolen property; prohibited articles namely offensive weapons or anything used for burglary, theft, deception or criminal damage; drugs; guns. Historically searches of unattended vehicles and vessels have made up a very low proportion of search activity.
Stop and account	Where an officer requests a person in a public place to account for their actions, their behaviour, their presence in an area or their possession of anything.
PACE S1	Section 1 of the Police and Criminal Evidence (PACE) Act 1984. This empowers any police officer acting with reasonable grounds for suspicion to stop, detain and search a person or vehicle for certain prohibited items. The vast majority of stops and searches are conducted under this legislation
Section 60	Where an authorising officer reasonably believes that serious violence may take place or that persons are carrying dangerous instruments or offensive weapons without good reason they may authorise powers for officers in uniform to stop and search any person or vehicles within a defined area and time period.
PACE and Other Stops and Searches	Stops and Searches under PACE (Police and Criminal Evidence Act), S23 Drugs Act, S47 Firearms Act plus a very small number not included in the other categories (e.g. S27(1) Aviation Security Act 1982 or S7 Sporting Events (Control of Alcohol) Act 1985).
Disproportionality	Disproportionality is the term used to explain the difference in the number of searches conducted on different groups, relative to the size of the respective base population. In figure 12, searches of white people are represented as '1' (straight line on the graph) to illustrate the difference in probability of a member of a different ethnic group being searched, relative to the size of the respective base population. Disproportionality is calculated from stop and search data and Census 2011 population data (please note, this is resident population which in some boroughs may not reflect 'street' population, particularly in areas which 'import' a lot of people for the purposes of schools, colleges, shopping or night-time entertainment etc.). For example, the black-white disproportionality ratio is defined as: the black stop and search rate per 1,000 black population divided by the white stop and search rate per 1,000 white population.
Arrest rate	The arrest rate percentage is determined by dividing the number of persons arrested resulting from searches by the total number of persons searched.

INDEPENDENT CUSTODY VISITOR (ICV) SCHEME (DATA PERIOD JANUARY – MARCH 2015)

Figure 14: Report from Enfield ICV Panel to the Enfield SNB

This report covers the period January – March 2015	
Custody Suites Visited	Edmonton (MPS)– weekly visits
Summary of ICV Visits	
Visits scheduled: 13	Visits conducted: 11 (84%)
Number held in detention at time of visits: 85	Number of detainees spoken to: 26 (31%)
<p>There are a number of reasons why a detainee may not be interviewed; they may be asleep or out of the cell being interviewed, booked in or released, or with a solicitor or healthcare professional; if the custody suite is full the ICVs may prioritise who they interview, selecting who they consider to be the most vulnerable detainees; custody staff may advise ICVs not to interview a detainee on health and safety grounds and a detainee may decline an interview. Visual checks can be made on those detainees in their cell but not interviewed. There were 59 (69%) detainees unavailable for a visit during this period.</p>	
General Observations	<p>Custody staff was found to be helpful to the ICVs and showed professionalism to detainees while held in custody and when responding to their requests.</p> <p>The largest majority of detainees were male adults held under PACE (96%).</p>
Issues Raised	<p>After the Panels previous concerns regarding low stocks of blankets, the Panel were pleased to hear that Edmonton now has a stock of 100 blankets to provide to detainees.</p> <p>The Panel noted that there has been a shortage of custody clothing; however the Custody Manager has confirmed that there are now full stocks of all items excluding stocks of plimsolls which are currently low.</p> <p>As the catering supplier has changed, some detainees have said they do not like the taste of the new meals. This was an operational decision by MPS Met Detention Command to change the supplier. The custody suite now has a list in the kitchen showing which microwaveable meals are suitable for kosher, halal and vegetarian diets.</p> <p>On one occasion the Panel noted that the FME cupboard was left unlocked and contained a pair of scissors. The Custody Manager has been informed and has spoken to his staff to ensure this does not happen again. The Panel will continue to monitor this.</p> <p>Three cells were out of use in this period due to faulty locks. All have now been repaired and are back in use.</p> <p>The Panel continued to raise to the attention of custody staff concerns regarding when detainees had received or been offered their rights and entitlements. This includes checking when detainees have been offered a shower or food, or received medical care or had access to a solicitor.</p>
MOPAC ICV Panel Coordinator for Enfield	<p>April May-Zubel</p> <p>April.may-zubel@mopac.london.gov.uk</p>

FURTHER SOURCES OF INFORMATION

Name	Content	Weblink
<p>MOPAC interactive dashboards</p>	<p>MOPAC interactive dashboards make it easy for users to monitor progress of the MPS against the MOPAC 20:20:20 targets which were set in the Police and Crime plan, and to explore the picture over a range of indicators in their borough. There are a number of dashboards currently available:</p> <p>Crime dashboard shows a London comparison against the national crime picture and borough performance against the MOPAC 7 crime types over the last 12 months and since the baseline year (March 2012).</p> <p>Criminal justice timeliness dashboard shows progress against MOPAC criminal justice targets, the number of cases being brought to court by area, the amount of time each is taking to proceed from arrest to completion, highlights where delays in the criminal justice system are occurring, and gives access to information about the performance of individual magistrates and Crown Courts</p> <p>Intrusive tactics dashboard includes data around stop and search, taser usage, firearms and undercover operations.</p>	<p>https://www.london.gov.uk/priorities/policing-crime/data-information</p>

	<p>Confidence dashboard and neighbourhood comparator tool which shows confidence and individual driver data at a borough level and between different social groups, and allows users to compare crime and confidence rates for their neighbourhood against other similar neighbourhoods in London.</p> <p>Gangs dashboard setting out gang crime indicator data since March 2012.</p>	
MPS Performance & Statistics	This is an interactive map of the MPS area providing crime figures by borough with a comparison with MPS totals. Data is available for month, financial year to date and rolling 12 month comparisons for different crime types. Data tables include recorded crime and sanction detection data.	http://www.met.police.uk/crimefigures/
MPS crime mapping	The Metropolitan Police's crime-mapping website allows members of the public to see offences in their local area. The thermal maps give an indication on which boroughs have the highest volume of crimes.	http://maps.met.police.uk/
MPS Publication Scheme	The MPS Publication Scheme gives access to various reports published on a regular basis on MPS performance at a corporate or borough level. Reports include the MPS stop and search report, MPS knife crime summaries and MPS dangerous dogs report.	http://www.met.police.uk/foi/index.htm
MPS Borough Support Management Information (BSMI)	The BSMI report relates to public complaints and conduct matters (previously known as internal investigations).	http://www.met.police.uk/foi/units/directorate_professional_standards.htm

London Dashboard	In his commitment to greater transparency to drive accountability and improvement in public services, the Mayor commissioned this dashboard which gives an overview on current trends in performance of public services in London including policing and crime.	http://data.london.gov.uk/london-dashboard
London Datastore	The Datastore includes data on victim-based crime, rape, knife crime, gun crime, gang violence, dog attacks, homicide, sexual offences, hate crimes, stop and search, police force strength, fear of crime, and phone calls by type (including ASB).	http://data.london.gov.uk/datastore/package/metropolitan-police-service-recorded-crime-figures-and-associated-data
London Census	Most recent Census population data by borough.	http://data.london.gov.uk/census
London borough profiles	Range of headline data by borough covering demographic, economic, social and environmental issues.	http://data.london.gov.uk/datastore/package/london-borough-profiles
National crime mapping	This site allows users to search for data and information in their area, including details of local Safer Neighbourhood Teams, beat meetings, crime advice and useful smart phone applications. This site also provides comparative data for boroughs.	http://www.police.uk/
Home Office Crime Statistics Publications	This site includes different publications from the Home Office on crime research and statistics in England and Wales. Publications include hate crimes in England and Wales, Drug Misuse Declared Funding, and Anti-Social Behaviour Orders statistics.	https://www.gov.uk/government/collections/crime-statistics

<p>Crime Survey for England and Wales (formerly called the British Crime Survey)</p>	<p>This site offers information on crime trends and statistics in England and Wales (some data is also broken down by police force area) based on police recorded crime data and a face-to-face victimisation survey.</p>	<p>http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Crime+in+England+and+Wales</p>
<p>Home Office Counting Rules</p>	<p>The Home Office Counting Rules provide a national standard for the recording and counting of 'notifiable' offences recorded by police forces in England and Wales (known as 'recorded crime') with the aim of recording crime in a more victim-focused way and maintaining greater consistency between police forces.</p>	<p>https://www.gov.uk/government/publications/counting-rules-for-recorded-crime</p>
<p>Her Majesty's Inspectorate of Constabulary (HMIC) Crime and Policing Comparator</p>	<p>The Crime and Policing Comparator compares data on recorded crime and anti-social behaviour (ASB), quality of service, finances and workforce numbers for all police forces in England and Wales. HMIC validates and publishes this data, which is submitted by police forces. There are interactive charts to choose the forces and data to generate bespoke graphs.</p>	<p>http://www.hmic.gov.uk/crime-and-policing-comparator/</p>

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