



City of Westminster

# Committee Agenda

Title:

**Communities, City Management and Air Quality Policy and Scrutiny Committee**

Meeting Date:

**Monday 31st October, 2022**

Time:

**6.30 pm**

Venue:

**Rooms 18.01 & 18.03, 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members:

**Councillors:**

Jason Williams (Chair)  
Melvyn Caplan  
Laila Cunningham  
Iman Less

Mark Shearer  
James Small-Edwards  
Judith Southern



**Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda**

**Admission to the public gallery is by ticket, issued from the ground floor reception. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.**

**If you require any further information, please contact the Committee Officer, Francis Dwan.**

**Email: [fdwan@westminster.gov.uk](mailto:fdwan@westminster.gov.uk)  
Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Governance and Councillor Liaison in advance of the meeting please.

## **AGENDA**

### **PART 1 (IN PUBLIC)**

**1. MEMBERSHIP**

To note any changes to the membership.

**2. DECLARATIONS OF INTEREST**

To receive declarations by Members and Officers of the existence and nature of any pecuniary interests or any other significant interest in matters on this agenda.

**3. MINUTES**

To approve the minutes of the previous meeting.

**(Pages 3 - 8)**

**4. PORTFOLIO UPDATE - CABINET MEMBER FOR COMMUNITIES AND PUBLIC PROTECTION**

**(Pages 9 - 14)**

**5. PORTFOLIO UPDATE - CABINET MEMBER FOR CITY MANAGEMENT AND AIR QUALITY**

**(Pages 15 - 20)**

**6. POLICING IN THE CITY OF WESTMINSTER**

**(Pages 21 - 48)**

**7. ANTI-SOCIAL BEHAVIOUR STRATEGY CONSULTATION**

**(Pages 49 - 114)**

**8. WORK PROGRAMME**

**(Pages 115 - 126)**

**Stuart Love  
Chief Executive  
21 October 2022**



**CITY OF WESTMINSTER**

## **MINUTES**

**Communities, City Management and Air Quality Policy & Scrutiny Committee  
13 SEPTEMBER 2022**

### **MINUTES OF PROCEEDINGS**

Minutes of a meeting of the **Communities, City Management and Air Quality Policy and Scrutiny Committee** held at **6:30pm** on **Tuesday 13<sup>th</sup> September** at Westminster City Hall, Room 18.01 - 03, 18th Floor, 64 Victoria Street, London, SW1E 6QP.

**Members Present:** Councillor Jason Williams (Chair), Councillor Melvyn Caplan, Councillor Laila Dupuy, Councillor Iman Less, Councillor Mark Shearer, Councillor Maggie Carman, Councillor Judith Southern

**Also present:** Councillor Aicha Less (Deputy Leader and Cabinet Member for Communities and Public Protection), Councillor Paul Dimoldenberg (Cabinet Member for City Management and Air Quality).

#### **Apologies for Absence:**

Cllr James Small-Edwards

#### **1. MEMBERSHIP**

1.1 Cllr Maggie Carman substituted for Cllr Small-Edwards

#### **2. DECLARATIONS OF INTEREST**

2.1 There were no declarations of interest.

#### **3. MINUTES**

3.1 The Minutes from 23<sup>rd</sup> June 2022 were agreed with no amendments.

#### **4. Portfolio Update – Cabinet Member for Communities and Public Protection**

4.1 The Cabinet Member provided a written update of work within her portfolio including its service areas, priorities for the year ahead and key service updates/issues. This was taken as read and the Cabinet Member opened the floor for questions. She then responded to questions on the following topics:

- Cllr Shearer asked about plans for busking particularly in Covent Garden. In response Cllr Less told the committee that engagement with local residents is upcoming as part of a consultation to form a strategy to find a solution.
- Cllr Dupuy asked about details of the ASB strategy. In response Cllr Aicha Less noted that it was in draft stage but is sitting with the PPL - community safety team awaiting informal partner engagement and will be ready for Members after this has done. Perhaps in the next four weeks. Rough sleeping will be a part of this.
- Cllr Caplan asked about graffiti and 'NOS Bullets' and what the plans are to tackle these issues. Cllr Aicha Less described the response is to engage with community groups, educate people of the dangers, secondary school engagement visits with the police and the work of the council's integrated gangs unit. Graffiti should be reported via the council website and is dealt with subsequently.
- Following ASB associated with the recent Notting Hill Carnival Cllr Carman and Cllr Iman Less asked questions about the feedback follow up event and 'NOS balloon' licensing respectively. In response Cllr Aicha Less noted comments and explained the difficulty given large volumes are bought online.

#### 4.2 **ACTIONS:**

1. Update to be provided on a timeline for busking events and information on non-compliance and enforcement.
2. Data on Westminster Connects traffic to be distributed to members (Cllr Less)
3. Committee members to send any 'warm spaces' that might be available within respective Cllr's wards.

### 5. **Portfolio Update – Cabinet Member for City Management and Air Quality**

- 5.1 The Cabinet Member provided a written overview of his portfolio including its service areas, priorities for the year ahead and key service updates/issues. The Cabinet Member highlighted cycling as a particular priority and mentioned progress had been made. He then responded to questions on the following topics:
  - Cllr Williams started by asking that, given the transient population, would educational efforts to reduce fly-tipping be a viable long-term strategy. Cllr Dimoldenberg said that efforts will be site-by-site area specific and solutions/strategies will be devised accordingly.

- Cllr Iman Less asked on the rollout of food wastage bins particularly in mansion blocks who are not enthusiastic about the scheme. Cllr Dimoldenberg highlighted education and those who are enthusiastic spreading the word are key to greater adaption. It cannot be imposed, but there are ways to encourage take-up. Cllr Southern asked how one would obtain a food waste bin, Cllr Dimoldenberg explained that residents are informed and reached out to directly, they do not need to seek it out themselves.
- Cllr Iman Less then asked how the £700,000 that is available to schools for air quality improvement schemes. In response Cllr Dimoldenberg told the committee that schools make applications, there are few limits on what these applications can be. He also revealed that they are trying to provide advice to schools to make this process simpler.
- Cllr Carman asked on public conveniences about how the staffing and security is going to work. In response Cllr Dimoldenberg told the committee that attendants will be in place, on review. Some full time during open hours, others will be staffed intermittently. In follow up, Cllr Dupuy asked how the council was going to ensure the safety of staff working in public conveniences. Officers informed the committee that they are externally hired and their employee should take reasonable steps to ensure safety as well as CCTV being around the sites and designs that can discourage anti-social behaviour.
- Cllr Caplan asked for additional information on cycle routes 40, 43 and 51. He then referenced that TfL have a 'tendency' in the past to fund in year one, schemes that extend over multiple years, with no future funding guaranteed. He asked what the approach of the council will be in future to this issue. In response Cllr Dimoldenberg introduced Phil Robson – Head of Operations who told the committee that there are a couple of ways to protect from this, including drawing on other reserves and accepting funding at different stages of developments.
- Cllr Caplan asked about the problem of dockless-bikes being left out on the streets. He asked whether bike companies had to pay to get back the bikes that the council has had to move and whether the council is considering rolling out 'dockless parking bays'. In reply Cllr Dimoldenberg told the committee that at this time the council does not charge dockless bike companies the costs associated with removal, but that it is can be factored in for future discussions who the council shares a good relationship with. Parking bays for dockless bikes are being considered. Cllr Shearer suggested that some users could be banned after a number of instances. In response Cllr Dimoldenberg told the committee that they do already have this in place and that a number of users were permanently banned recently. This is something we work with them on.
- Cllr Caplan asked how much money was being spent on public conveniences and how it is being funded – he had not seen any Cabinet Member reports on this, so asked who approved the spend. In response Cllr Dimoldenberg told the committee that it had come out of current existing budget. Then there is an additional £4 million capital budget for the 8/9 west end conveniences. Cllr

Caplan requested additional information be provided on revenue costs after the meeting.

- Cllr Caplan asked on SMS parking, how the decision was made and how much money it was forecast to raise and whether this was greater than the amounts previously collected.
- Cllr Dupuy asked about the '100 hotspots' for waste/fly-tipping. She asked what strategies and actions will be taken now that the hotspots have been identified. In response Cllr Dimoldenberg, informed the committee that the list was not necessarily final and members are welcome to identify more. Inspectors are aware of these sites and public realm improvements can be considered.
- Cllr Shearer asked why some EV charging points had been placed in front of listed assets in Westminster, some metres from where they necessarily could be. In response Phil Robson said he would take a look at the specific locations referenced but that they are only installed when they have been requested in that particular area.
- Cllr Shearer asked for the Cabinet Member's view on the 'Park Lane Cycle Lane'. Cllr Dimoldenberg said that this is joint work with TfL. Personally, as a regular bus user, he had not noticed significant delays or tailbacks to his journey times. In response Cllr Shearer identified that it was a particular problem for car users. To which, Cllr Dimoldenberg said that he would be guided by the statistics that come out of the consultation before making a decision.
- Cllr Shearer then asked whether the scheme to convert Bin Lorries to EV vehicles was still going ahead. To which the cabinet member and officers confirmed it was, with a hope for roll-out in the new year but a precise launch time cannot be confirmed yet.

## 5.2 **ACTIONS:**

1. Responses to be given to Cllr Caplan's unanswered questions on the cycle routes, TfL, public conveniences, SMS parking and projected revenue gains from SMS Parking.

## 6. **Waste Management**

- 6.1 Nicky Crouch, Director of PPL introduced the paper and the reasoning behind the approach as set out in the report. Following this the floor was opened to questions from the committee.

- Cllr Williams asked about signage around bins to discourage fly-tipping. In response Nicky Crouch said that designs were being drawn up with the aim to roll-these out on the 26<sup>th</sup> September or perhaps the week after including the particular area mentioned. Signage would feature things that aren't acceptable.
- Cllr Iman Less and Cllr Carmen asked about community 'bulky waste' collections, given the current cost of requesting bulky waste collection (£32 for up to six items). In response Nicky Crouch told the committee that the cost of request is free for certain residents on housing benefits for example. Cllr Dimoldenberg mentioned that a community skip is being considered, as in Wandsworth, but there are associated risks with cross-contamination of waste (asbestos, gas canisters and hazardous waste) as well as the cost. Cllr Caplan suggested making use of the Warwick Avenue skip in the recycling centre that used to run. Cllr Dimoldenberg said it would be looked into.
- Cllr Caplan suggested a change in rota hours for city inspectors to prevent the current situation were some people/businesses are taking advantage of knowing when city inspectors won't be there – evenings and Sundays. Cllr Dimoldenberg noted that he had not been aware of that, but something that he would like to look into. Officers told the committee that it was being reviewed but understandably there is a finite amount of staffing resource.

## 6.2 ACTIONS:

1. Officers to consider staff resourcing and a variation to rota hours of City Inspectors in order to prevent offending which may be happening outside of traditional working hours - evenings/Sundays etc.
2. Officers to consider making use of the Warwick Avenue skip that previously operated out of the Warwick Avenue recycling centre.

## 7. WORK PROGRAMME

### 7.1 The Chair welcomed comments on the work programme:

- Cllr Iman Less asked if Air Quality as an agenda item could be swapped with Flooding. So that Flooding was brought as a substantive item sooner. Due to the impending Thames Water Report and the S19 Report which is due for Cabinet Member approval soon there is substantive works that it would be beneficial to have completed before Flooding is brought to the committee.
- Cllr Caplan asked if some items could be combined for example Policing and ASB. The Chair said that he was willing to consider this if officers felt they were able to report on both in time for the next meeting.

### Actions:

1. Within the Cabinet Member update to include an update on flooding and the associated timelines that are likely for the papers mentioned.
2. A clear timeline of when flooding papers can be ready, to be provided to the Committee.

**9. TERMINATION OF MEETING**

9.1 The meeting ended at 8.26pm.

CHAIR \_\_\_\_\_

DATE \_\_\_\_\_





City of Westminster

## Communities, City Management and Air Quality Policy and Scrutiny Committee

<b>Date:</b>	31 October 2022
<b>Portfolio:</b>	Communities and Public Protection
<b>The Report of:</b>	Councillor Aicha Less, Cabinet Member for Communities and Public Protection
<b>Report Author and Contact Details:</b>	Patrick Ryan pryan@westminster.gov.uk

- 1. Key decisions made in the preceding period since my last Policy & Scrutiny report dated 13 September 2022:**
  - No key decisions were made.
- 2. The following report includes my priorities and delivery progress to date of the new administration:**

### **2.1 Public Protection**

#### Anti-Social Behaviour (ASB)

We have developed the new 5-year ASB strategy. The strategy went live on 17 October and is out for public consultation which ends on 12 December. Consultation will include face-to-face meetings, group sessions with professionals, residents, and other communities as well as an on-line survey.

#### Waste Action Squad

Plans for the Waste Action Squad trial are currently in progress for our October launch, and we aim to tackle the challenge of dumped waste and littering through a multi-agency approach across Westminster. The Cabinet Member for City Management and Air Quality is leading this initiative.

The Waste Action Squad will be a multi-agency team working with the community to identify effective solutions to address dumping hotspots through a trial programme, taking place in key hotspot locations across Westminster starting on Monday 10th October 2022.

This trial will commence with hotspots around the North of the borough and the Waste Action Squad will be ready to engage, enforce, and educate our residents and businesses. Our partners at Veolia will be able to help make immediate improvements to street scenes during walkabouts and with extra deep-cleansing resources whilst half the team engage with residents at the Waste Action Squad base hotspot area.

We will be sharing more communications via emails with Councillors and social media closer to the launch. We look forward to developing long-term solutions to the insights we gain from our communities and promote and educate also about the good work being done across Westminster so that together we can keep our streets clean.

### City Inspectors

In conjunction with the Cabinet Member for City Management & Air Quality I am responsible for deploying all regulatory enforcement activities (licensing, street based anti-social behaviour activities which are community protection related) as well as noise enforcement.

### Food Safety

The Food Standards Agency Road Map is in place which gives local authorities deadlines for completing inspections arising from the period of Covid-19. The Food Team has met all previous deadlines and are now in line to meet the end of September deadline. There have been four business closures by Hygiene Emergency Prohibition Notice (HEPN) recently due to poor food hygiene, serious risk of contamination and serious risk to health relating to pest infestations.

Officers detained some Egyptian Cheese at a supermarket on the Edgware due to lack of traceability, labelling and not coming from an approved premises in Egypt. The business has since been unable to provide suitable evidence of the source of the cheese and therefore it will be seized and destroyed using the provisions of the Trade in Animal Related Products (TARP) legislation.

There are 2 high profile prosecutions for food offences relating to allergen management being pursued by the team. One has a court date to be heard and the second is being submitted to our legal department for progression.

### Her Late Majesty the Queen, Elizabeth II activities

During the 11-day period following the sad announcement of the death of Her Majesty the Queen, council officers supported the delivery of Operation London Bridge (OLB). Many officers across Public Protection and Licensing (PPL) played a role in helping to prepare the city for the main ceremonial days including City Inspectors, EHOs, Licensing Officers, officers from Emergency Planning and the wider PPL team. Officers supported the Borough Operational Control Room (BOCC), ensuring the city looked its best for the State Funeral and managed hazards, abandoned waste and illegal street traders. While some officers were concentrating on OLB, many others were making sure that the overall impact was minimised and our business as usual continued as normal.

## **2.2 Communities**

### Community Investment Strategy

Work is developing on the different elements – consistent processes across the council on contracts and grants, VCS (Voluntary and Community Sector) property strategy, and consultation around grants for different sized organisations. A presentation was shared with the Future of Westminster Equalities group under their Cost-of-Living review session.

### Westminster Connects

Westminster Connects was initially set up as an emergency response programme at the start of the Covid-19 pandemic in March 2020 to co-ordinate volunteers to support vulnerable residents in the community with vaccine support and food and wellbeing needs.

Westminster Connects has since transitioned into a volunteer brokerage service, connecting volunteers with residents in need, VCS organisations and businesses to support recovery in the community, and facilitating residents in taking ownership of their neighbourhoods. In addition, we set

up and directly manage 5 core volunteering services, including a shopping service, walking companions, dog walking, dog fostering and gardening. Another is in development in partnership with Adult Social Care to provide low-level home care support.

Westminster Connects have developed a systematic process to induct and connect with new volunteers and have taken part in many community events over the summer recruiting new volunteers across Westminster. Additional safeguarding training will also be given to volunteers who do home visits with shopping and walking, as they have raised concerns about vulnerable residents. We have a referral system in place and are working to make sure everyone involved with Connects knows what to do in any circumstance.

Promoting volunteer opportunities across the VCS is working well, with multiple opportunities shared and filled every fortnight. Work has been undertaken with the police and with community event organisers to make sure they are involved in all the events taking place in Westminster, including some of the arrangements for the Queen's funeral, the mini marathon, and the Westminster Dog Show.

We are planning for a relaunch of Westminster Connects when the new volunteering platform goes live. The new platform will allow VCS organisations to upload and manage their opportunities with volunteers being able to sign up directly and manage their profiles. The planned go live date is January 2023.

#### VCS contracts

New Healthwatch and VCS infrastructure contracts began on 1 July and are performing well. The new contracts include:

- A Bi-borough Healthwatch service that protects the health and social care provision of residents across both boroughs.
- Core infrastructure support for VCS to build capacity and systemic change in the sector.
- Volunteer outreach development that creates new and additional volunteering opportunities.

The Westminster Advice Services Partnership is under review and consultation has started with advice services across Westminster to inform service specification for a new contract from September 2023. The new service specification will be developed with key partners to respond to current need for advice services. The services will be designed to be accessible and to meet specialist needs given there is widespread concern that we do not have enough advice available for the level of demand now on benefits, debt, energy, food poverty, mental health, and complex needs.

#### VCS networks

The Food Network was set up at start of the pandemic in April 2020 to convene a network of food banks, community food projects, The Felix Project (Food supplier, part of the London Food Alliance) and council officers in Public Health, Housing, Children's services, Adult Social Care and Economy to help co-ordinate and manage work across Westminster to ensure people in need had access to food. The network is well attended by 15 community organisations working in advice, food, and fuel poverty services.

The network has helped shape the Cost-of-Living Strategy and highlight priorities for those most in need. For example, the North Paddington Food Bank reported to the Future of Westminster Commission on the impact of the cost of living on service users, food banks and community pantries. We also co-designed the *Westminster Worrying About Money?* leaflet with the Independent Food Aid Network in Arabic, Bengali and English, flagged the need to extend and expand the WCC Green

Doctors commissioned service, and the supported residents to complete the Winter in the City survey.

#### Engagement Deep Dive

The engagement deep dive has now completed, and work is underway to bring together the new offer from Communities. The work identified many different departments doing engagement work with varying levels of quality and no consistency. There is a need for guidance, agreement over key principles, co-ordination, and facilitation of a more collaborative approach. This will be delivered through bringing departments together to collaborate, creating visibility of the different workstreams, and providing guidance and training.

#### Approach to equalities

The Equality Objectives are now agreed, and work is underway to develop work and monitoring of those outcomes, and to scope a wider equalities strategy to deliver section 4 of the strategy.

- Staff will represent the demographic of our communities at all levels of the organisation.
- Understand our diverse communities and embed that understanding in how we shape all that we do across the Council.
- Support Westminster's communities to be sustainable, socially inclusive and empowered to act, when they are best placed to do so.
- Demonstrate inclusive leadership, strategic partnership, and a clear organisational commitment to be a leader in equality, diversity, and inclusion in the city.

We will be procuring some work around developing our approach to including the socioeconomic duty into our work.

#### #2035

#2035 is a collaborative approach to responding to community need and improving health outcomes. We are scoping priorities for delivery where the impact on health will be biggest. To inform this, we are working with Public Health over the scope of the new Joint Strategic Needs Assessment on inequalities. We are also speaking to Bloomberg about their support with strategies to increase employment opportunities for local people and learn from the work they did in New York to reduce health inequalities.

The programme will work across partners from Health, different departments of the Council, the police and the Department for Work and Pensions to address the wider determinants of health (housing, neighbourhoods, crime, health and wellbeing, employment skills and money, racism discrimination and digital exclusion) in North Westminster to halve the 14-year life expectancy gap between our communities in Westminster. Data on health inequalities show a clear link between deprivation and health inequality. Maps of key health conditions overlap in many cases with these maps of deprivation. The wards particularly impacted are in the North of Westminster, e.g., Westbourne, Harrow Road, Queens Park, and Church Street.

We will work collaboratively across teams and partners to embed health thinking and improve health outcomes influenced by what communities are telling us they need. We have completed mapping to

understand work that is already happening against community priorities. We are now understanding the areas which have a high impact on health outcomes and will develop these projects.

#### Maida Hill Market: strategic leadership support

Starting with a comprehensive stakeholder map which outlines all the existing involved stakeholders and their current roles and responsibilities, we aim to establish the gaps and duplications. Through discussions with key partners, such as Bloomberg Associates, Walterton and Elgin Community homes and St Peter's Church, we aim to offer creative and successful options, which ensure the council improves its relations and build greater trust with Harrow Road communities. Another starting point will be determining how best to offer a consistent and supportive council presence and establish better partnerships with the anchored institutions.

#### Additional support during the Cost-of-Living Crisis

Recently, we agreed funding for four additional Westminster citizens advice workers to answer phones due to the increasing demand for their service. They help low-income people with debt and financial advice and administer our local hardship fund. Two have been recruited so far, and recruitment is ongoing for the remaining two positions.

There are two additional food pantries being set up. One is the HAFS Academy Pantry in Church Street and the other is Emmanuel Pantry in Harrow Road. The funding grants were agreed in August, and they should be in operation by the end of the year. The pantry model is where members pay a weekly subscription of £4.50/£5.00 in exchange for around three times the value of food goods, making it a more affordable place for food shopping. Both pantries are looking to have advice services, such as Citizens Advice Bureau Westminster. The HAFS Academy Pantry are also looking to run drop-in surgeries on health and wellbeing, financial and money matters, entrepreneurship, and employment.

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City of Westminster

## Communities, City Management and Air Quality Policy and Scrutiny Committee

<b>Date:</b>	31 October 2022
<b>Portfolio:</b>	City Management & Air Quality
<b>The Report of:</b>	Councillor Paul Dimoldenberg
<b>Report Author and Contact Details:</b>	Alexandra Deolinda Severino <a href="mailto:adseverino@westminster.gov.uk">adseverino@westminster.gov.uk</a>

- 1. Key decisions made in the preceding period since my last Policy & Scrutiny report dated 13 September:**
  - 27/09/2022 – PSSP Concept Design
- 2. The following report includes my priorities and delivery progress to date of the new administration.**

### 2.1 City Management

#### **Operation London Bridge (Cleansing)**

Immediately after the announcement of HM Queen Elizabeth II death on 8 September we deployed an additional 10-15 sweepers per day to increase cleansing in the St James's area. The Mall and area immediately outside Buckingham Palace was cleaned by Royal Parks (the Council focussing on routes from Victoria/Green Park Stations) An additional 30 Veolia staff also worked on the full-dress rehearsal day.

We received very positive feedback from the military on the preparations (sanding to stop horses slipping etc) and clean up afterwards. The route used for the funeral procession, and the path for the hearse (travelling to the Palace of Westminster) was thoroughly cleaned and cleansing vehicles followed behind the journey to clean up the carriageway. Outside of the actual event days, we provided intensive cleansing for the large crowds queuing to see the Queen lying in state and for those camping out in the area for the funeral on 19 Sept. I would like to thank all our staff who carried out these activities and our contractors Veolia and FMConway for all their help and support during this time.

#### **Public Conveniences – During Mourning Period**

From 9 September – 19 September Parliament Street public toilets were open 24/7 free of charge due to crowds travelling to Westminster. Additional temporary toilets were also deployed at 4 locations around the Millbank area (organised by the DCMS) with further temporary toilets in the Royal Parks. In anticipation of large crowds from 17 – 19 September we made all Westminster public toilets free entry. On that weekend (17 – 19 Sept) the Council did not deploy the usual weekend temporary urinals/portaloos across the West End as we would not be able to service/empty them

due to a potential health hazards. A large numbers of litter bins etc were also removed around the wider event area to remove obstructions for visitors.

### **Public Conveniences Update**

From 6 October Weekend urinals and portaloos in the West End will be deployed from Thursday afternoons through to Monday mornings. High visibility lamp-post signs will be printed to highlight these facilities. The Council website will also be updated in the upcoming weeks. The complete refurbishment of the Broadwick Street Auto Toilet is also nearly completed and is scheduled to re-open on 17 October.

### **Dumping Hotspots in Westminster – Waste Action Squad**

Plans for our Waste Action Squad trial are currently in progress for our October launch due to delays from the Queen’s funeral preparations. The trial will begin with hotspots located in the North of the Borough. Our partners at Veolia will be able to help make immediate improvements to street scenes during walkabouts and with extra deep-cleansing resources whilst half the team engage with residents. We will be sharing more communications via email with Ward Councillors and social media closer to the launch.

The key objectives for the multi-agency team are: To provide a highly visible operation that shows this is an area of focus and that we are acting against persistent problems. To engage residents in a meaningful conversation about waste problems in their neighbourhood and gather insight into how they think these could be tackled together and educate on the best ways of disposing of their waste to keep their streets clean and tidy, and to create an action plan following this engagement to tackle these issues.

### **Food Waste Roll-out in Westminster**

Food Waste Roll-out continues at place throughout the City. Due to delays caused by funeral preparations, roll-out in Maida Vale recommenced on 21 September. Roll-out in Little Venice ward will begin in mid-October after engagement with Ward Councillors, media announcements and distribution of caddies etc.

### **City Inspectors**

In conjunction with the Cabinet Member for Communities & Public Protection, I am responsible for the deployment of City Inspectors for all non-regulatory enforcement activities (illegal dumping of waste, littering and other street based anti-social behaviour issues such as dangerously placed dockless bikes).

### **Edgware Road Strategy Group**

On 29 September I met with officers and stakeholders to discuss the issues that matter the most to our residents including highways work, public realm improvements, licensing for tables and chairs, tackling noisy vehicles, and enforcement for fly-tipping. In addition to wider group meetings set quarterly fortnightly operational meetings have been established. These include officers from a range of services and is aimed at focusing activity on the ground. We continue to work collectively with our partners to revitalize our highstreets and make Westminster a clean, safe and welcoming place for all.



## **Queensway Strategy Group**

On 13 October the inaugural session of Queensway Strategy Group was held with Lancaster Gate and Bayswater Ward Councillors along with Officers and stakeholders. The group confirmed the boundary area of focus, updated on activity currently in progress in the area and identified / agreed priorities. We plan to meet quarterly and will share updates with this Committee after every session.

## **Dockless Bikes in Westminster**

The Council continues to remove and seize dockless bikes left in a hazardous or obstructive way both on the street and on the pavement. We encourage operators to remind users to park bikes in a safe, designated location, cap the number of bikes in the City and increase fines for dangerous parking. Discussions are ongoing and a more substantial update will be available for the next meeting of this Committee.

## **Tree Pits and Guerrilla Gardening in Westminster**

Community gardening in tree pits, also known as “guerrilla gardening”, can be defined as the introduction of planting such as flowers, grasses, or shrubs to existing tree pits on the public highway by individual residents or groups of residents. In line with our commitment of creating a greener City officers are currently working on guidance for interested parties to ensure gardening practises are safe, and without hazard for those travelling on the pavement, as well as gardening advice for plants and shrubs.

## **St John’s Wood High Street – Public Realm Improvements**

The public consultation on public realm improvements to St John’s Wood High Street will begin on 28 September and run through 29 October following informal consultation with Ward Councillors and the St John’s Wood High Street Society. Proposals include more opportunities for alfresco dining, junction improvements, new informal crossing points, trees, benches, and traffic calming measures while increasing the levels of accessibility and ease of pedestrian movement.

In addition to a new website created for the scheme ([www.sjwhighstreet.co.uk](http://www.sjwhighstreet.co.uk)) with visualisations, and a link to the on-line survey, officers plan to drop c.3600 letters to addresses in the vicinity of the scheme, hand out flyers, place statutory notices on lamp columns, more social media announcements, and pending approval use a shopfront on the High Street for display of scheme boards.

## **Westminster’s Gas Lamps**

Due to a delay caused by HM Queen Elizabeth II funeral and mourning period our planned engagement of residents, stakeholders and interested parties will now commence from 20 October – 20 November. As part of the review the Council would like to hear views on how the new upgraded lights maintain the heritage look and feel as accurately as possible.

The proposed evening site visits for interested stakeholders to view our proposed Gas effect LED lanterns on Queen Anne’s Gate are on 25 October, 2 November and 10 November. Here officers will discuss the extensive works undertaken to date in developing the gas mimics, gain feedback and see first-hand the gas effect LED lanterns in operation.

## 2.2 Update on Air Quality in Westminster

### **Engine Idling**

The demand for local authorities to enforce against vehicles unnecessarily engine idling has become increasingly necessary due to concerns regarding air quality. Currently there are two avenues to enforce idling. The most common via Fixed Penalty Notice (FPN) under The Road Traffic Regulations 2002. The level of fine officers' currently issue is £20, increasing to £40 after 28 days of issue and can be challenged via the Magistrates' Court. No signage is required to enable enforcement, but in order for an FPN to be issued, the driver must volunteer their name and address to the authorised officer.

We are currently seeking renewed legal advice on how to enforce engine idling throughout the borough and are looking to increase communications about these restrictions which will include possible Marshal leafletting and more widespread signage.

### **Schools Clean Air Fund (SCAF)**

Schools' Clean Air Fund relaunch (previously set for late September) has been postponed due to the mourning period for HM Queen Elizabeth II. Over £700k still available to schools across the borough to undertake air quality improvements.

### **Defra Air Quality Grant Programme 2022/23**

We have recently submitted three bids to the Defra Air Quality Grant Programme 2022/23. More details and updates on this (including on whether we were successful) will be brought to this Committee once available.

- a) **Bid title:** Clean Air Walking Routes  
**Bid type:** Solo application by Westminster (Funding of £75k requested)  
**Summary:** The Clean Air Walking route tool is an enhanced navigation tool to support users in reducing their exposure to air pollution in central London. Building on previous clean air walking route projects, we aim to utilise hyperlocal air quality data sets from air quality monitoring sensors installed across the borough, in addition to linking to mapping applications already installed on mobile devices, to simplify the user experience and increase trust and engagement in the tool.
  
- b) **Bid title:** Smarter Greener Logistics  
**Bid type:** Cross River Partnership led bid, Westminster lead partner. 14 boroughs involved (Funding of £1m requested)  
**Summary:** If successful, this project will reduce harmful NO2 emissions from freight movements in central London. SGL will support a network of Mini-Freight Hubs that are serviced by Zero Emission Last Mile Deliveries. Westminster has chosen the Victoria area (specifically the GLA designated Victoria Air Quality Focus Area) as our strategic location to be the focus of this project.
  
- c) **Bid title:** AirTEXT update/replacement  
**Bid type:** Partnership bid led by Merton, pan London. Funding requested TBC  
**Summary:** This project is looking for funding for a new health messaging scheme to update/replace airText (airText is a free text message alert scheme for air pollution). This

funding bid will look at options to make air pollution forecasting services more accurate, targeted, and more useful for residents across London.

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## Committee Report

**Meeting or Decision Maker:** Communities, City Management and Air Quality  
Policy and Scrutiny Committee

**Date:** 31 October 2022

**Title:** Policing in the City of Westminster

**Wards Affected:** All

**Policy Context:**

**Cabinet Member:** N/A

**Key Decision:** N/A

**Financial Summary:** N/A

**Report of:** N/A

Temporary Chief Inspector Simon Crew

Metropolitan Police Service

Westminster Neighbourhood Policing

This report is submitted to provide an overview of policing in the City of Westminster to the Communities, City Management and Air Quality Policy and Scrutiny Committee. It will be presented along with commentary at the committee meeting on Monday 31<sup>st</sup> October 2022 and covers the following areas;

- Police Operating Model
- Resourcing
- Stop and Search
- Section 60 Criminal Justice and Public Order Act 1994
- Anti-social Behaviour, Crime and Policing Act 2014
- Crime

## **1. Operating model**

In 2019, as part of a larger restructuring of policing across London, the individual Borough Operational Control Units of Hammersmith & Fulham, Kensington & Chelsea and Westminster merged together to become the Central West Basic Command Unit (AW BCU).

BCU Commander Detective Chief Superintendent Owain Richards leads a team of five Superintendents who each take responsibility for one of the following strands;

### **Emergency Response Policing Team**

Emergency response policing provide 24 hour emergency and non-emergency response to operational incidents. The officers retain investigations of non-complex/non-serious crimes.

**Neighbourhood Policing Team-** *Dedicated Ward Officers, West End Proactive Policing Team, Partnership & Prevention Hub, Safer Schools, Youth Engagement & Diversion, Street Engagement Team*

Neighbourhood policing is designed to make the police more visible, reduce fear and increase interaction between the public and the police.

**Investigation-** *CID, Violence Suppression, Gangs, Robbery, Burglary*

The investigation strand deals with complex and/or serious offences.

**Public Protection-** *Child Abuse Investigation, Sexual Offences, Missing Persons, Mental Health, Predatory Offender Unit, Multi-Agency Support Hub*

The Public Protection Unit investigates serious sexual offences, child abuse and missing people as well as partnership arrangements for victims, suspects and vulnerable people.

**Headquarters-** *Operations Room, Operations & Events, Professional Standards, Business Support, Criminal Justice, Learning and Development*

The HQ strand ensures joined up command & control of the BCU.

## **2. Resourcing**

In Westminster, all of the five strands are based within Charing Cross Police Station. Emergency response and neighbourhood teams with responsibility for the north of the borough parade out of Kilburn Police Station and there are additional neighbourhood team bases at Church Street and Buckingham Palace Road.

The current resourcing model dictates a specified number of officers that are required for each emergency response team shift based on assessments of demand and risk during the relevant times.

Westminster has retained a minimum of two Dedicated Ward Officers (DWO) and a Police Community Support Officer (PCSO) per ward following the changes to electoral boundaries in May 2022, with officer numbers on several wards exceeding the minimum.

The West End Proactive Policing Team consists of 180 officers dedicated to the West End, providing high visibility policing 24 hours a day. The team focuses on a number of key strategic priorities such as reducing violence and robbery and improving trust and confidence.

### 3. Stop & Search

Stop and search data has been provided in the attached appendix. This has been taken from the Stop and Search dashboard that is publicly available at [Stop and search dashboard | Metropolitan Police](#).

The following data cover the period from 1<sup>st</sup> September 2021 to 31<sup>st</sup> August 2022

#### *Search Volume*

- Highest in MPS- 16,690 (8.3% of MPS volume)
- Lowest volume- September 2021- 1,105
- Highest volume January 2022- 1,838

#### *Reason*

Search Reason	Number of Searches	% of total searches
Stolen Property (s1 PACE)	3,644	21.8%
Drugs (s23 Misuse of Drugs Act)	8,782	52.6%
Firearms (s47 Firearms Act)	113	0.7%
Weapons, Points & Blades (S1 PACE, s139 CJ Act)	2,626	15.7%
Going Equipped (s1 PACE)	422	2.5%
s60 CJPO Weapons	101	0.6%
Articles to cause Criminal Damage (s1 PACE)	165	1%
Other	156	0.9%
Psychoactive Substances	551	3.3%
Fireworks (s1 PACE)	130	0.8%

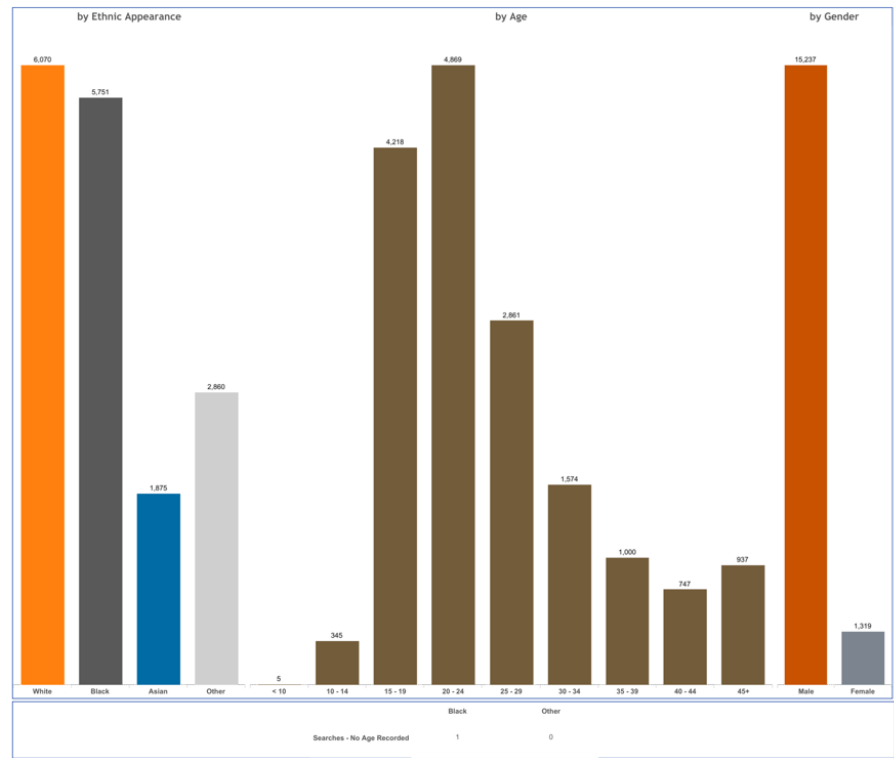
#### **Demographics**

During this reporting period, slightly more searches were conducted on those of white ethnicity in comparison to black, Asian or other ethnic groups. Those aged 20-24 were searched more than any other age group and considerably more males were searched compared to females.

Publication of the most recent census is awaited to provide a comparison of how this data reflects the demographics of Westminster's residential community.

It is known that individuals attend the borough from other areas in order to commit crime and this is likely to be a reason as to why stop and search demographic trends differ from other areas of London.





## Governance

- Each stop and search is reviewed and supervised by the officer's line manager to ensure search powers have been used lawfully and proportionality.
- Line managers are directed to dip sample one search per officer per month by reviewing the Body Worn Video footage with the officer to discuss good practice and/or development areas.
- Community Monitoring Group (CMG) meetings are held quarterly to scrutinise the use of stop and search.
- CMG members attend Body Worn Video viewing sessions of randomly selected stop and search encounters. Viewings must be held at least quarterly and can not be conducted more than once per month.
- Superintendent lead for stop and search conducts a monthly meeting with Chief Inspectors to review performance including supervision rates and use of Body Worn Video.
- MPS quarterly stop and search gold group chaired by Commander.

## Community Resolution

A Community Resolution is an out of court disposal, used throughout England and Wales since 2013 and the Met since Aug 2017. It is a victim-focused outcome, allowing the victim to be both part of the decision making process and involved in the resolution of the crime. Victims must be consulted about the outcome and have the process explained to them.

A community resolution involves the offender accepting responsibility for the crime. For this to be a suitable and recordable outcome, the offender has to offer an act of reparation; e.g. an apology, repair or financial remuneration.

The use of community resolution is monitored via crime investigation supervision as it is an outcome to an investigation in the same way as a caution, charge or penalty notice. As well as the factors already mentioned, officers will take other aggravating factors into consideration such as the nature of the offence, previous offending history and community impact.

#### **4. Section 60 Criminal Justice and Public Order Act 1994**

##### What is it?

*If a police officer of or above the rank of inspector reasonably believes—*

*(a) that incidents involving serious violence may take place in any locality in his police area, and that it is expedient to give an authorisation under this section to prevent their occurrence, that—*

*(i) an incident involving serious violence has taken place in England and Wales in his police area;*

*(ii) a dangerous instrument or offensive weapon used in the incident is being carried in any locality in his police area by a person; and*

*(iii) it is expedient to give an authorisation under this section to find the instrument or weapon; or*

*(b) that persons are carrying dangerous instruments or offensive weapons in any locality in his police area without good reason, he may give an authorisation that the powers conferred by this section are to be exercisable at any place within that locality for a specified period not exceeding 24 hours.*

*This section confers on any constable in uniform power—*

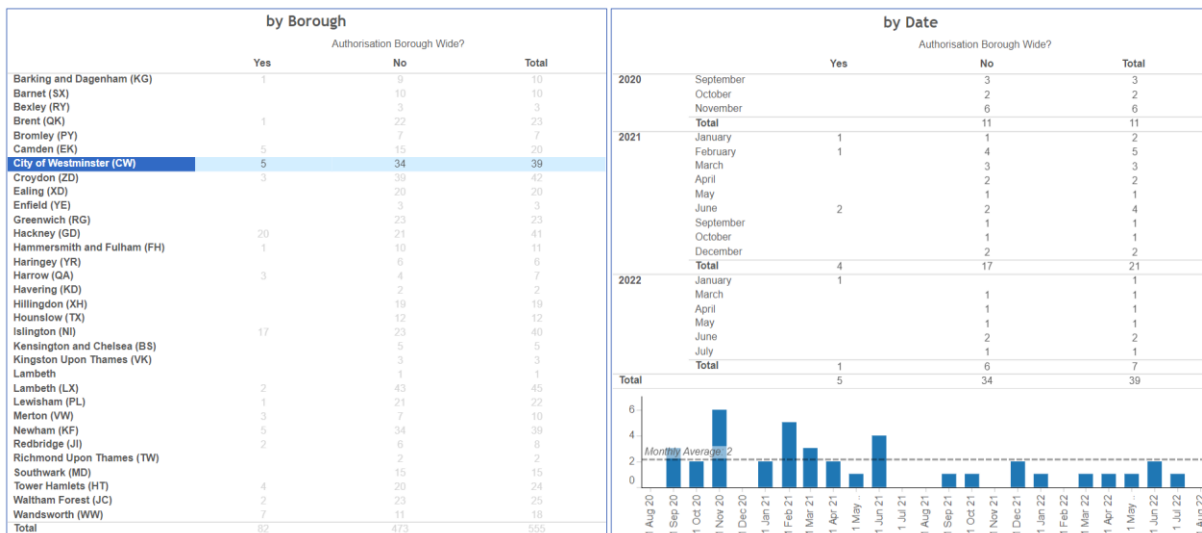
*(a) to stop any pedestrian and search him or anything carried by him for offensive weapons or dangerous instruments;*

*(b) to stop any vehicle and search the vehicle, its driver and any passenger for offensive weapons or dangerous instruments.*

##### How is it used in Westminster?

During the reporting period this authority was granted within Westminster on eleven (11) occasions. In total, 101 searches were conducted utilising section 60 and there were no incidents of significant violence reported after the powers were enabled.

The “by Borough” data set below can not be narrowed down to the reporting period and shows the number of Section 60 authorisations during the past two years across London. This shows Westminster to have had the joint fourth highest number of authorisations. The “by Date” data is Westminster specific and shows the number of authorisations per month.



## 5. Anti-social Behaviour, Crime and Policing Act 2014

### What is it?

#### Section 34- Authorisations to use powers under section 35

A police officer of at least the rank of inspector may authorise the use in a specified locality, during a specified period of not more than 48 hours, of the powers given by section 35, if satisfied on reasonable grounds that the use of those powers in the locality during that period may be necessary for the purpose of removing or reducing the likelihood of—

- (a) members of the public in the locality being harassed, alarmed or distressed, or
- (b) the occurrence in the locality of crime or disorder.

#### Section 35- Directions excluding a person from an area

A constable in uniform may direct a person who is in a public place in the locality specified in the authorisation—

- (a) to leave the locality (or part of the locality), and
- (b) not to return to the locality (or part of the locality) for the period specified in the
  - (2) The first condition is that the constable has reasonable grounds to suspect that the behaviour of the person in the locality has contributed or is likely to contribute to—
    - (a) members of the public in the locality being harassed, alarmed or distressed, or
    - (b) the occurrence in the locality of crime or disorder.
  - (3) The second condition is that the constable considers that giving a direction to the person is necessary for the purpose of removing or reducing the likelihood of the events mentioned in subsection (2)(a) or (b).

- (4) The exclusion period may not exceed 48 hours.

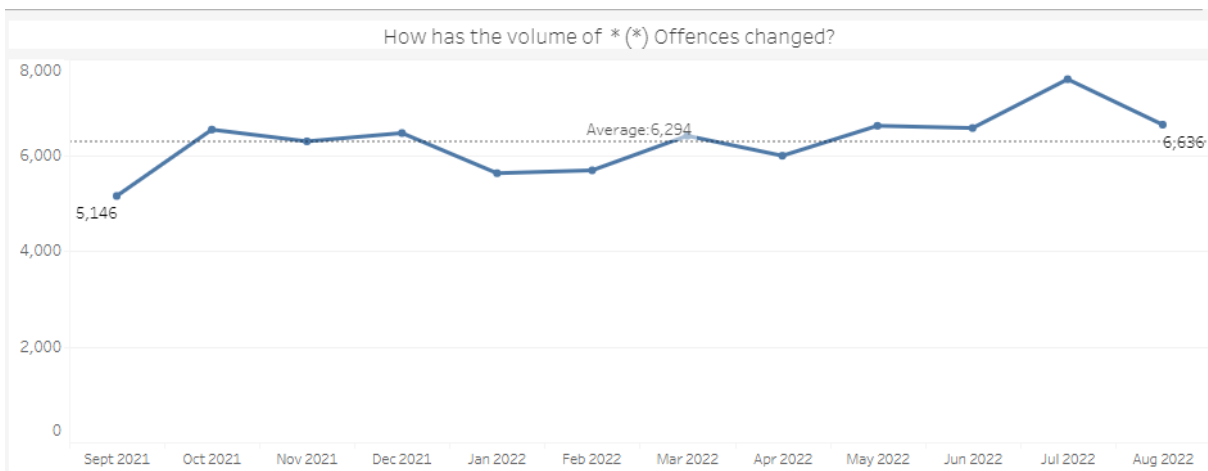
## How is it used in Westminster?

The authority to use section 35 dispersal powers is regularly granted, particularly within the West End as a proportionate method of interrupting anti-social behaviour before it develops into criminality.

## 6. Crime Performance

### Total Notifiable Offences

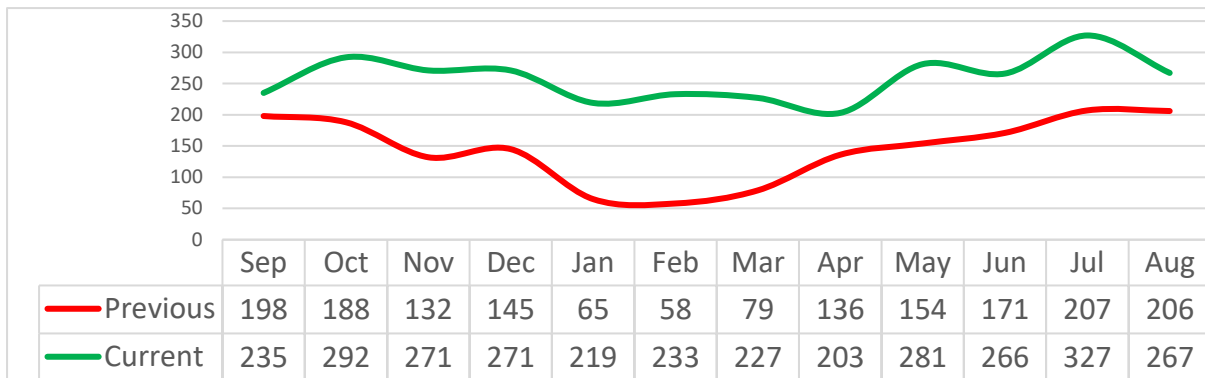
<b>Offence Count:</b> <b>75,524</b>	<b>Offences per 1,000 pop.</b> <b>299.3</b>	12 months (ending August 2022) compared to previous 12 months (ending August 2021): <b>▲60.0%</b>	August 2022 compared to July 2022: <b>▼12.5%</b>
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What are the volumes by Offence Type? *click on the Offence Name to drill down to subgroup*

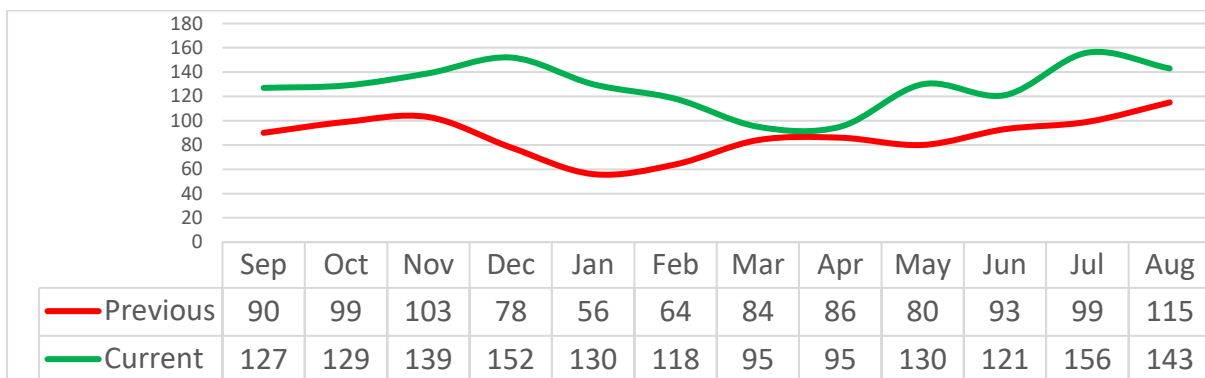
Offence Type	Volume
Theft	37,008
Violence Against the Person	11,870
Vehicle Offences	4,334
Other Accepted Crime	4,322
Public Order Offences	3,800
Drug Offences	3,370
Robbery	3,228
Burglary	2,680
Arson and Criminal Damage	2,301
Sexual Offences	1,773
Miscellaneous Crimes Against Society	434
Possession of Weapons	404
Historical Sexual Offences	0

Robbery



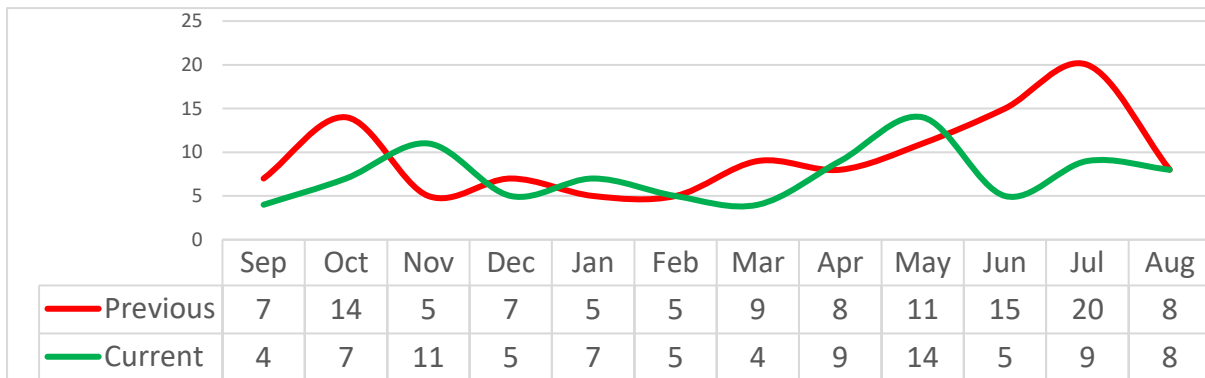
- During August there were 267 offences, this is an increase of 29.61% compared to last year's 206 offences and a decrease of 18.35% compared to July's 327 offences.
- Over previous rolling 12 months there were 3,092 offences, this is an increase of 77.80% compared to last year's 1,739 offences.

Knife Crime



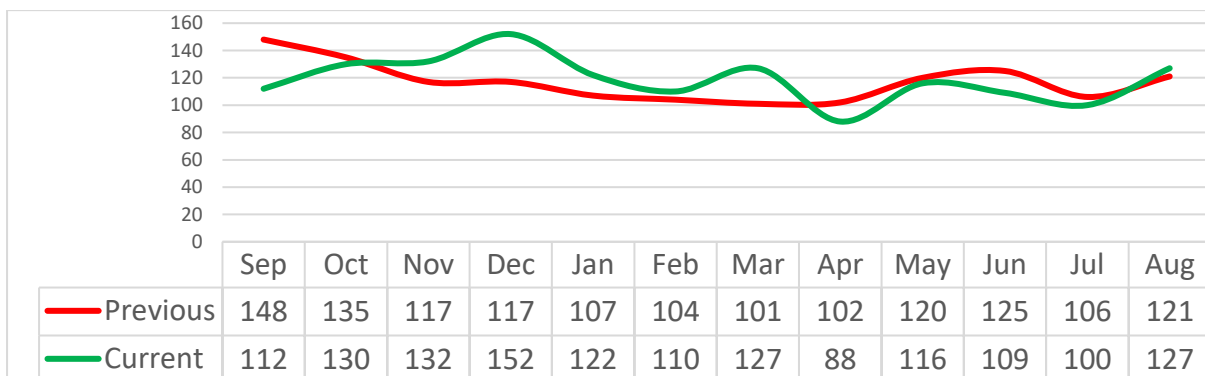
- During August there were 143 offences, this is an increase of 24.35% compared to last year's 115 offences and a decrease of 8.33% compared to July's 156 offences.
- Over previous rolling 12 months there were 1,535 offences, this is an increase of 46.61% compared to last year's 1,047 offences.

Serious Youth Violence



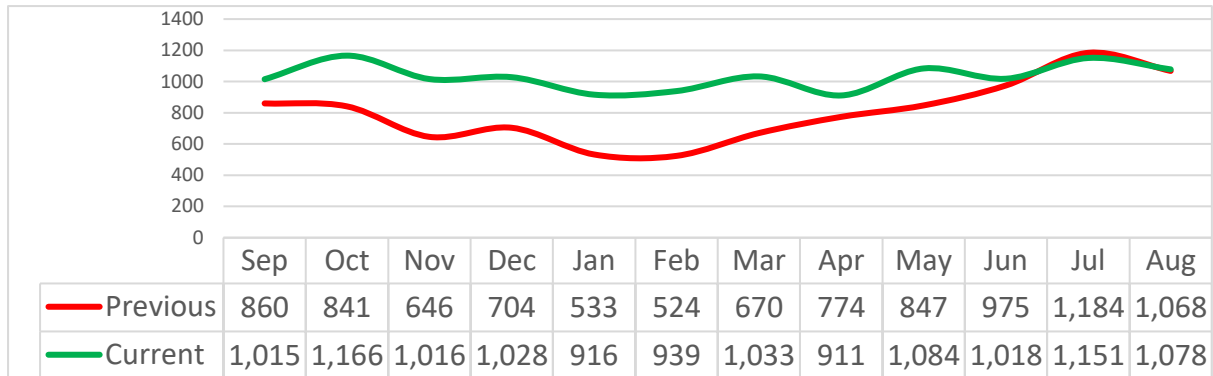
- During August there were 8 offences, this is no change compared to last year. and a decrease of 11.11% compared to July's 9 offences.
- Over previous rolling 12 months there were 88 offences, this is a decrease of 22.81% compared to last year's 114 offences.

Residential Burglary



- During August there were 127 offences, this is an increase of 4.96% compared to last year's 121 offences and an increase of 27.00% compared to July's 100 offences
- Over previous rolling 12 months there were 1,425 offences, this is an increase of 1.57% compared to last year's 1,403 offences.

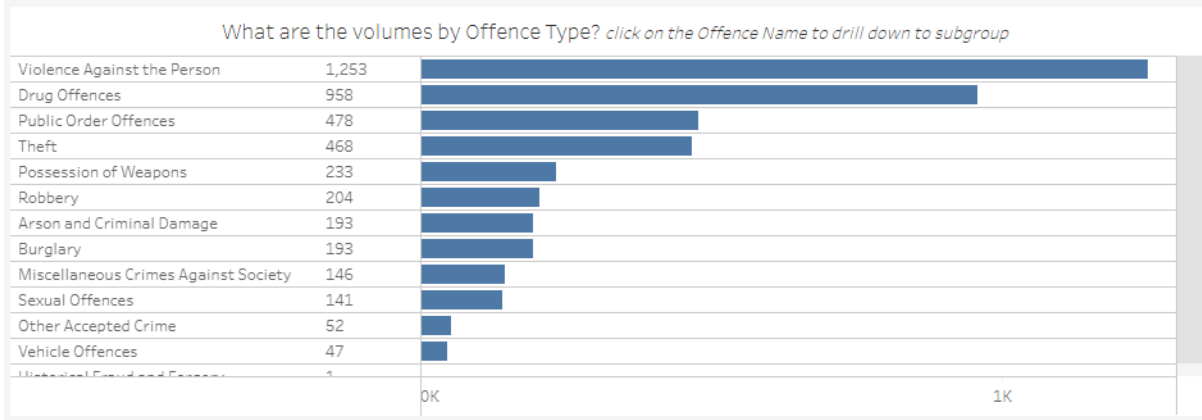
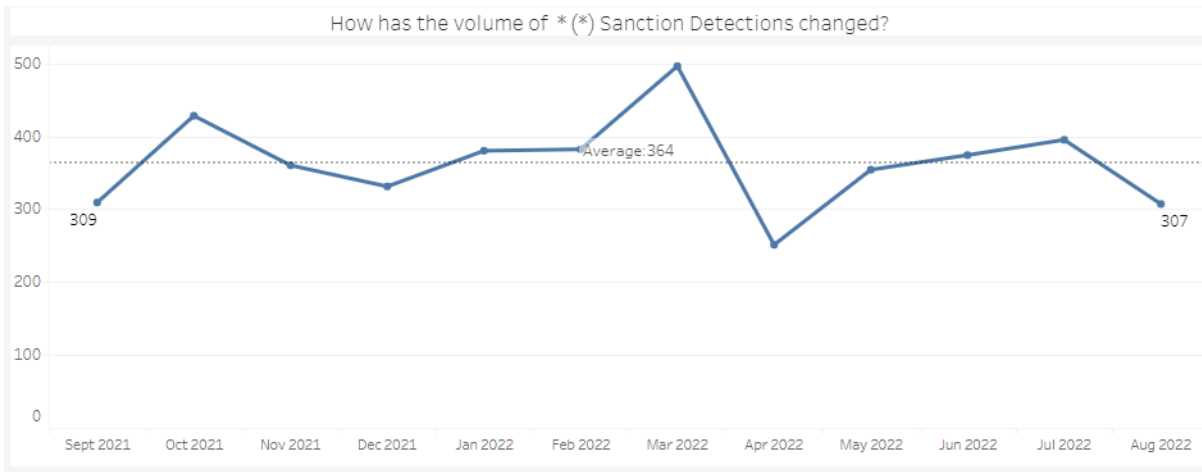
Violence Against the Person (Excluding Domestic Incidents)



- During August there were 1,078 offences, this is an increase of 0.94% compared to last year's 1,068 offences and a decrease of 6.34% compared to July's 1,151 offences.
- Over previous rolling 12 months there were 12,355 offences, this is an increase of 28.35% compared to last year's 9,626 offences.

Sanctioned Detections

Sanction Detection Count: <b>4,367</b>	Sanction Detections per 1,000 pop. <b>17.3</b>	12 months (ending August 2022) compared to previous 12 months (ending August 2021): <b>▲12.5%</b>	August 2022 compared to July 2022: <b>▼22.3%</b>
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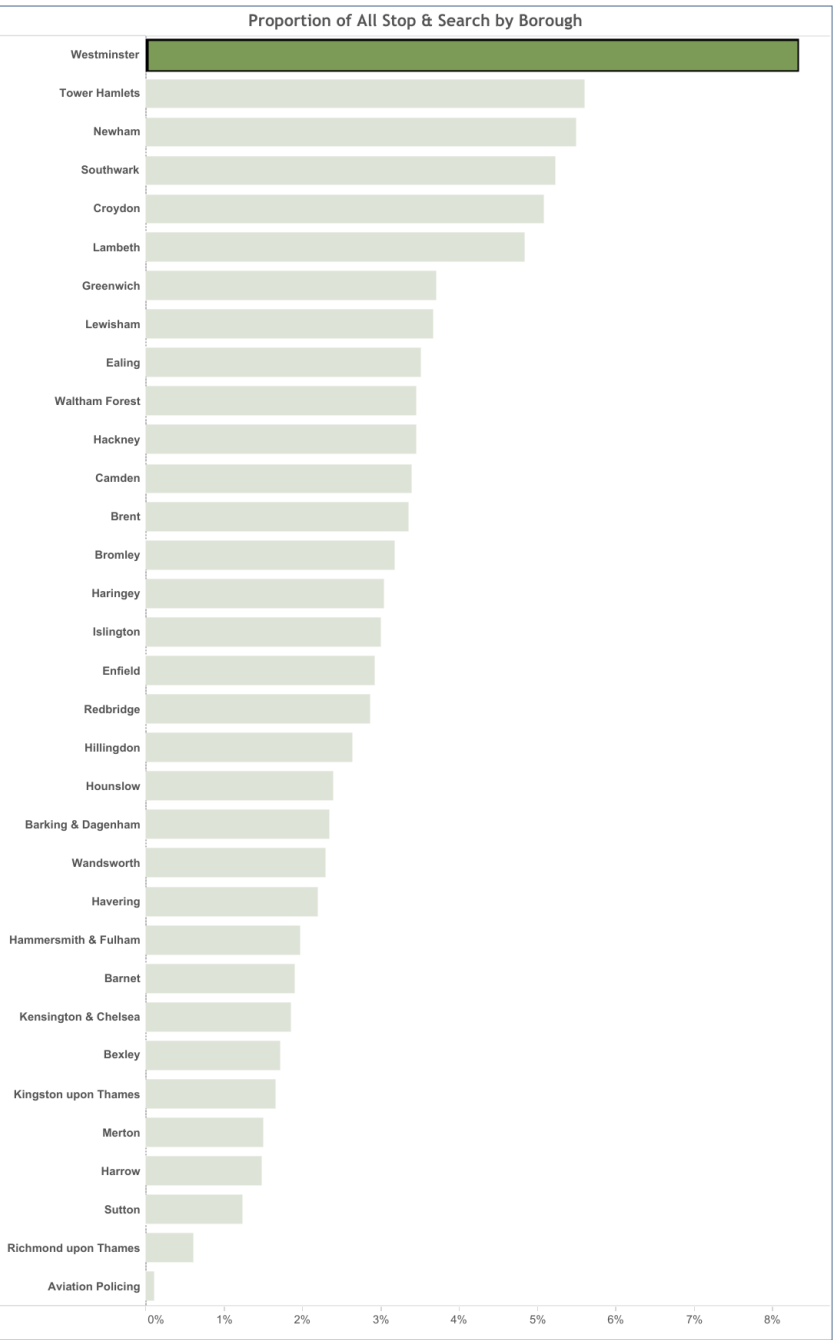
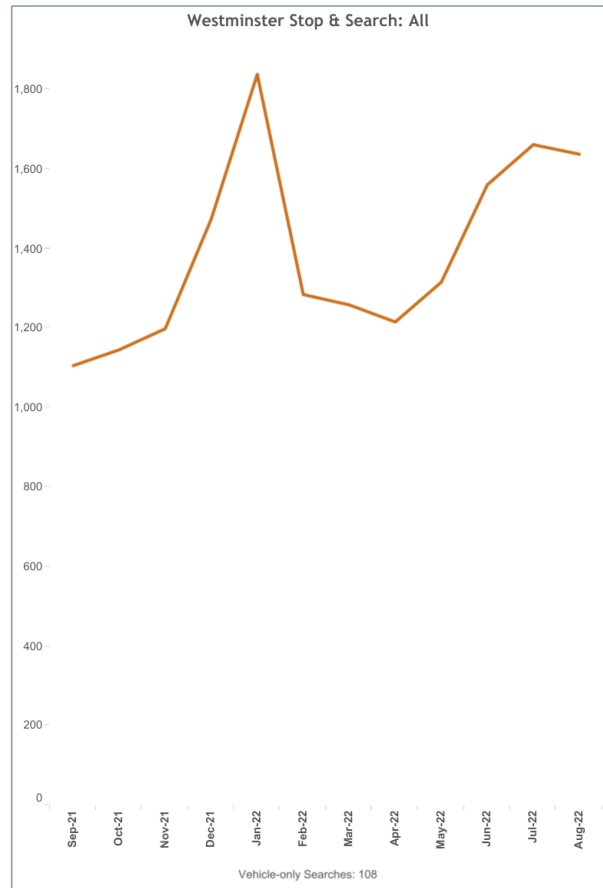


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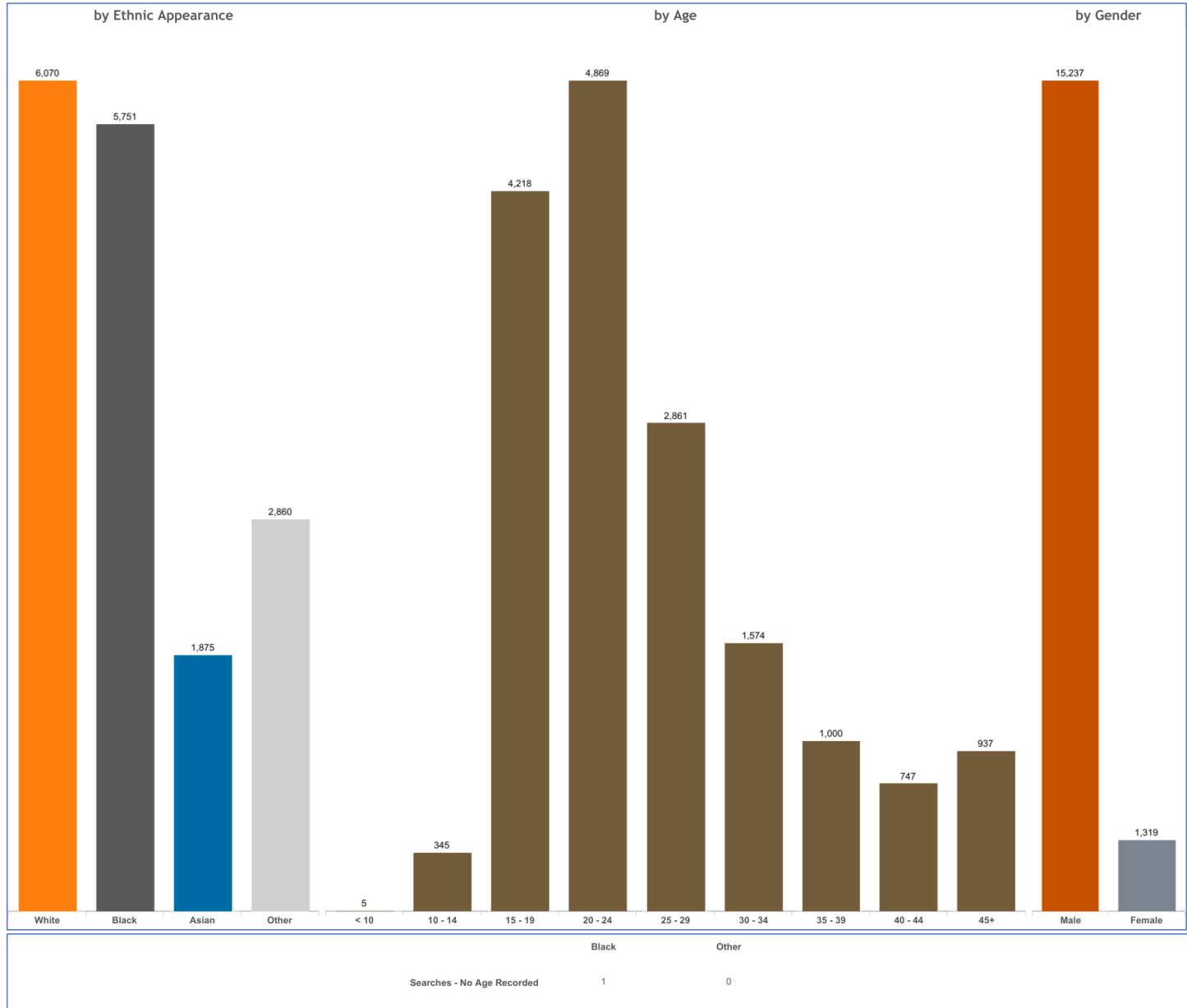


# MPS Stop and Search Monthly Report

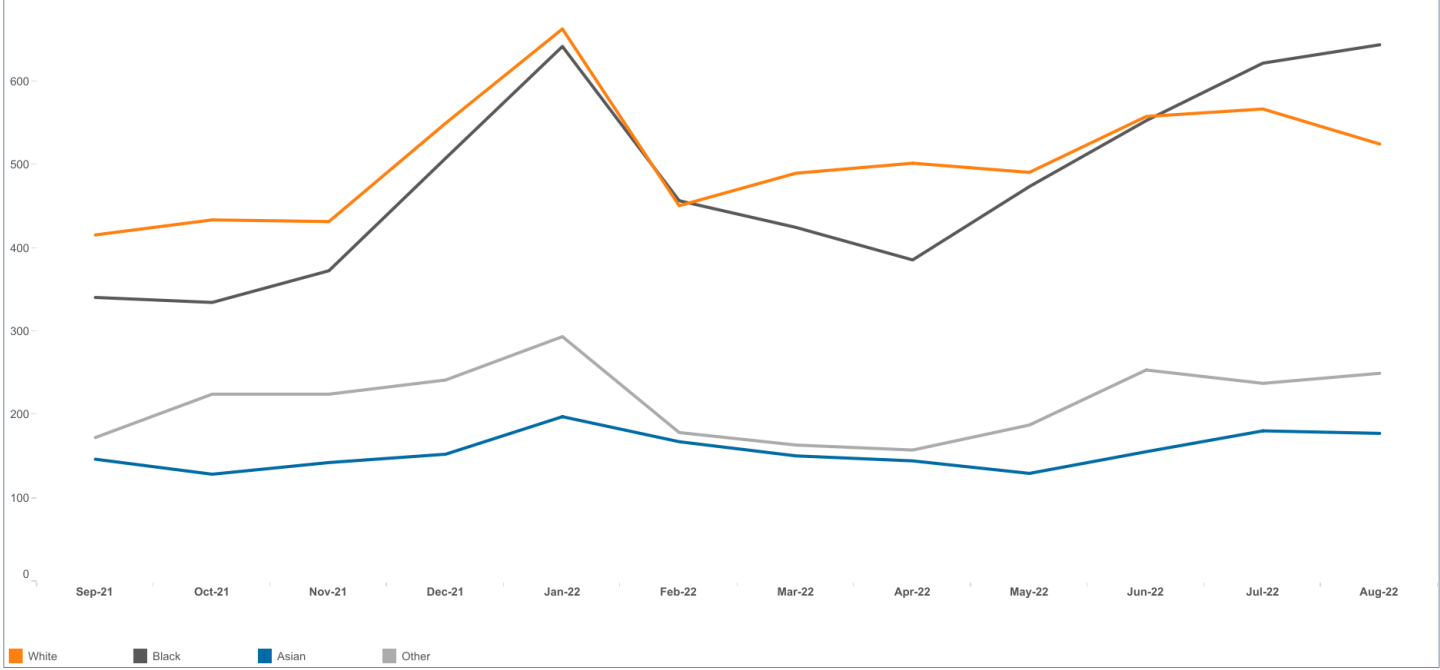
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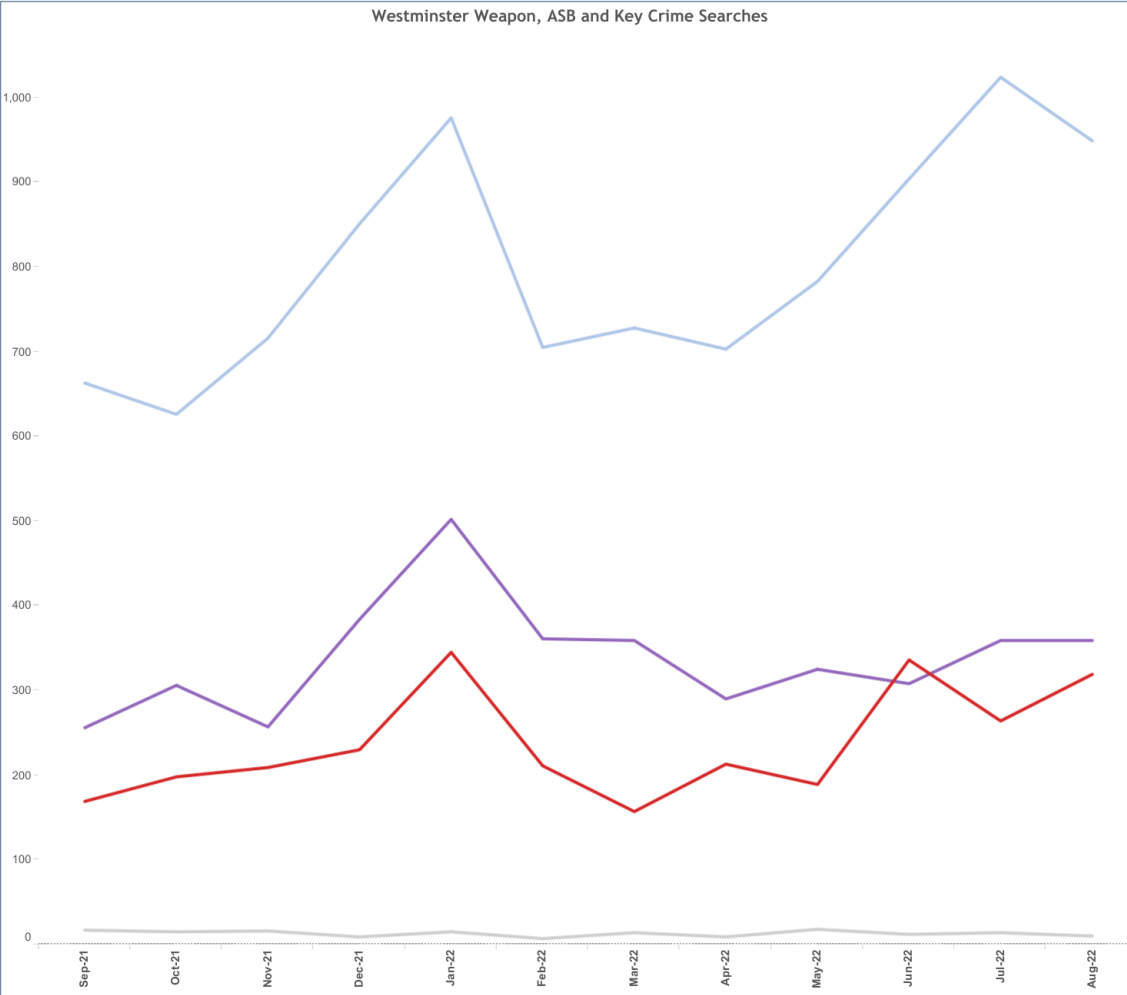
Search Volumes for the 12 Months: September 2021 to end August 2022



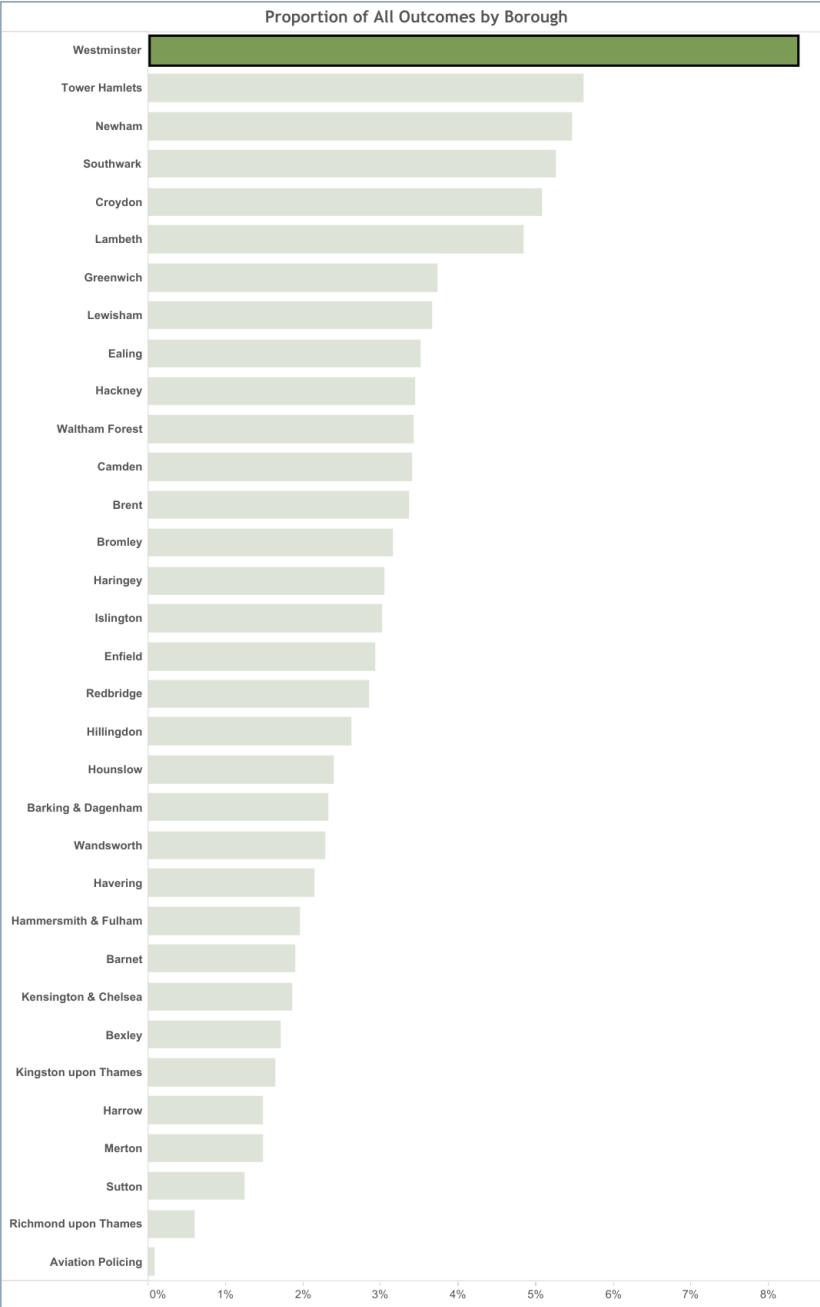
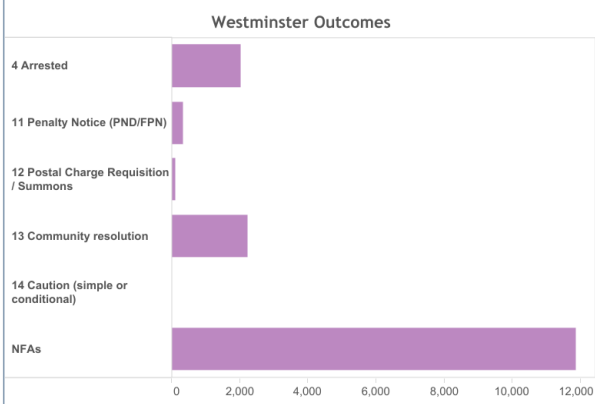
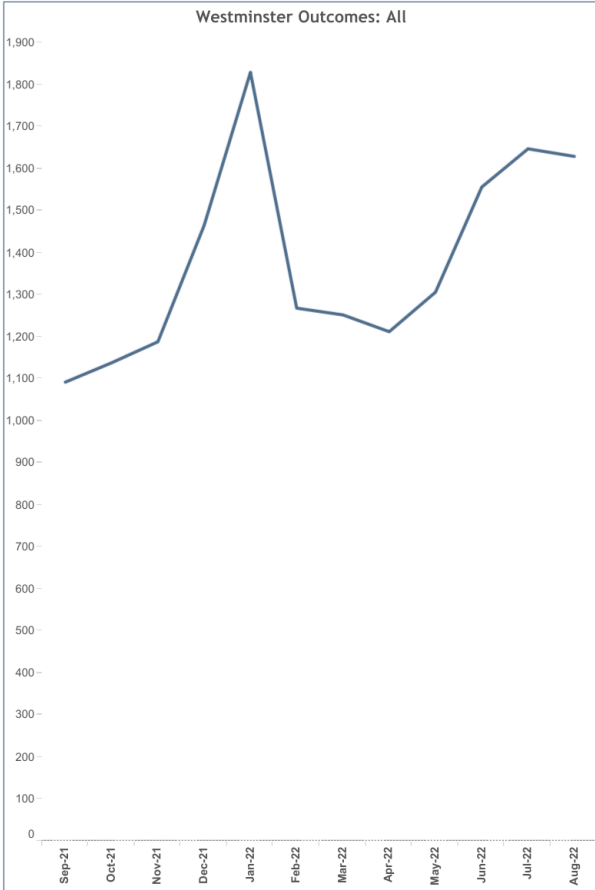
Ethnic Appearance of People Searched under All

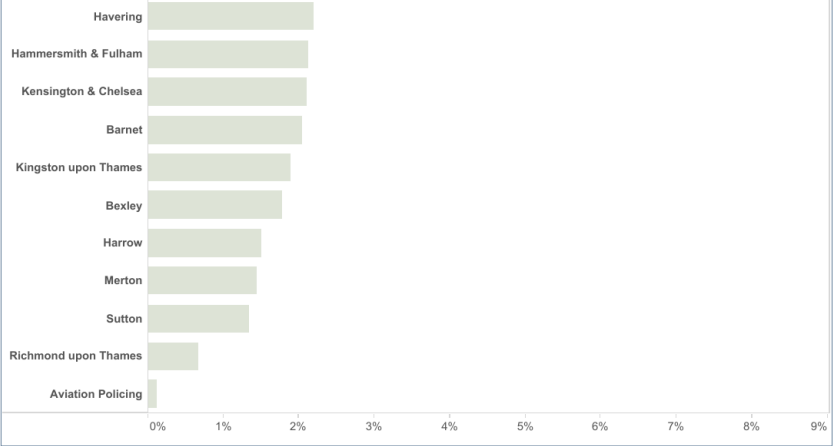
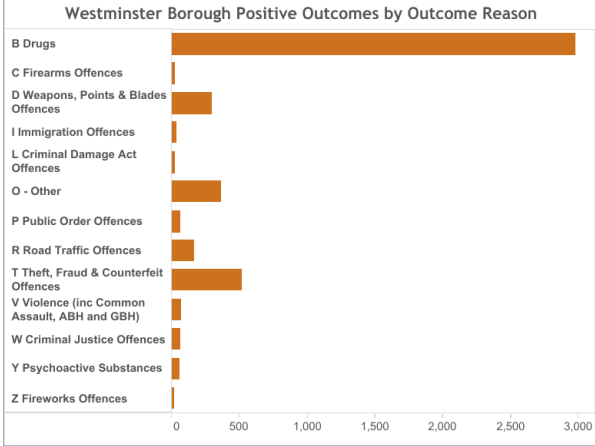
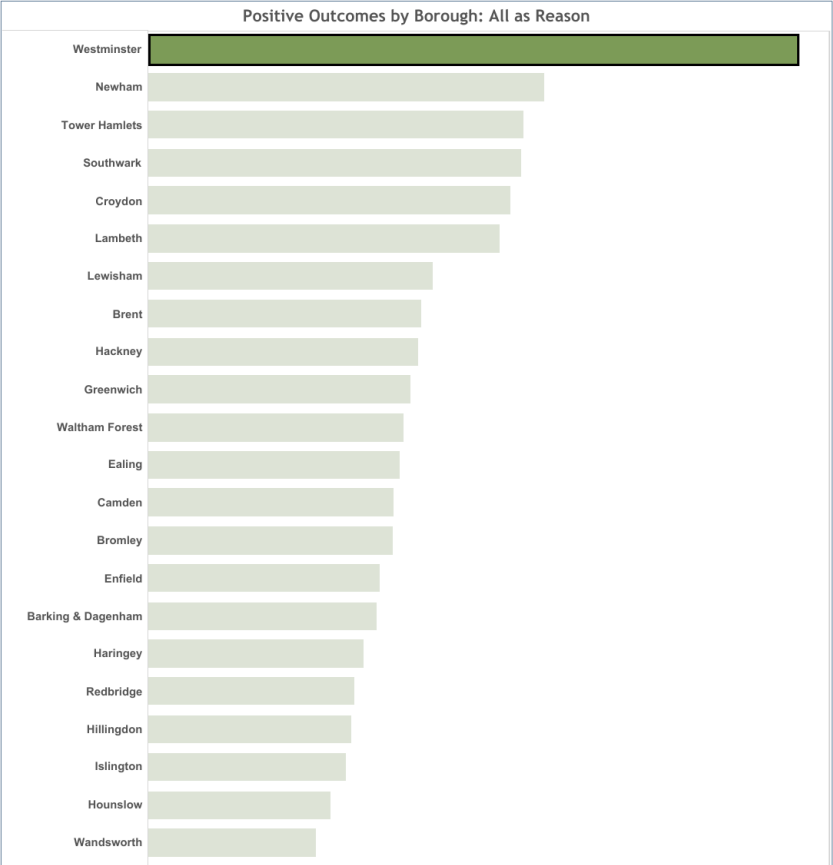
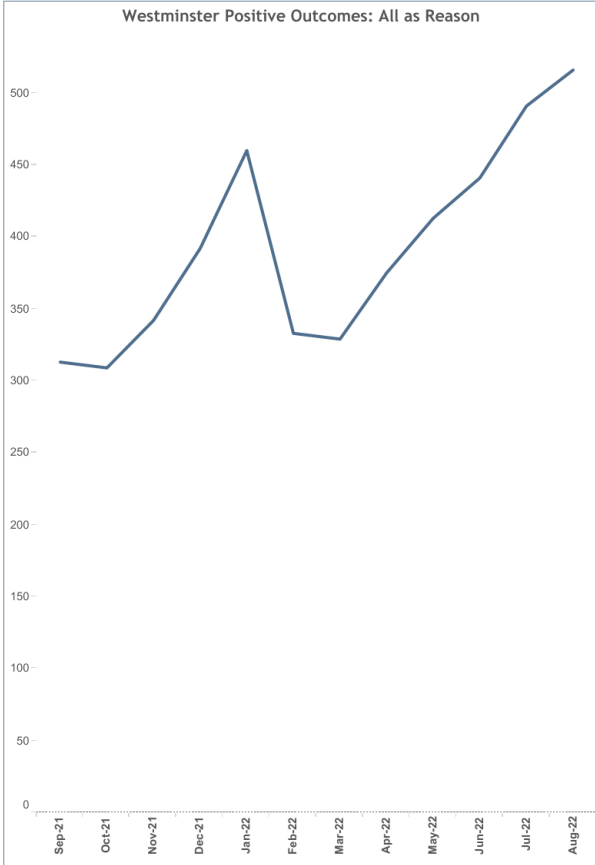


EA	Sep 2021		Oct 2021		Nov 2021		Dec 2021		Jan 2022		Feb 2022		Mar 2022		Apr 2022		May 2022		Jun 2022		Jul 2022		Aug 2022	
	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.	Search Volume	Search per 1000 pop.
White	416	3.1	434	3.2	432	3.2	550	4.1	663	4.9	451	3.3	490	3.6	502	3.7	491	3.6	558	4.1	567	4.2	525	3.9
Black	341	16.8	335	16.5	373	18.4	508	25.1	642	31.7	457	22.5	425	21	386	19	474	23.4	553	27.3	622	30.7	644	31.8
Asian	147	5	129	4.4	143	4.8	153	5.2	198	6.7	168	5.7	151	5.1	145	4.9	130	4.4	156	5.3	181	6.1	178	6
Other	173	5	225	6.6	225	6.6	242	7.1	294	8.6	179	5.2	164	4.8	158	4.6	188	5.5	254	7.4	238	6.9	250	7.3
All	1,077	4.9	1,123	5.1	1,173	5.3	1,453	6.6	1,797	8.2	1,255	5.7	1,230	5.6	1,191	5.4	1,283	5.8	1,521	6.9	1,608	7.3	1,597	7.3
	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS	Search Volume	% S&S EA NS
NS	15	1.4%	15	1.3%	15	1.3%	12	0.8%	32	1.7%	13	1.0%	22	1.8%	21	1.7%	23	1.8%	35	2.2%	39	2.4%	32	2.0%

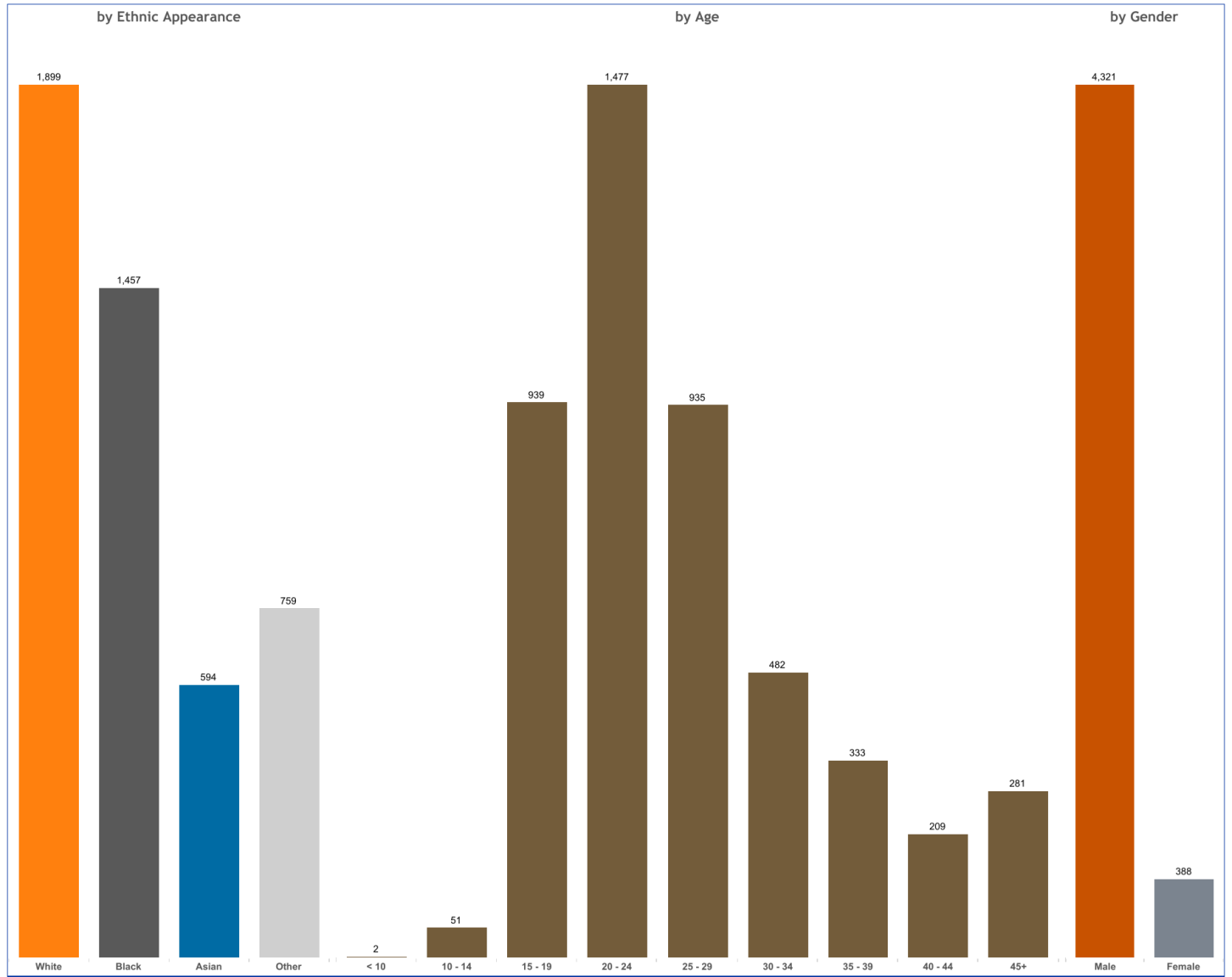


	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
<b>Search Volume</b>	1,105	1,145	1,198	1,474	1,838	1,284	1,258	1,215	1,315	1,560	1,661	1,637
<b>% Weapons Searches</b>	15.3%	17.3%	17.4%	15.6%	18.8%	16.4%	12.5%	17.5%	14.4%	21.5%	15.9%	19.5%
<b>% ASB Searches</b>	60.0%	54.7%	59.8%	57.7%	53.1%	54.9%	57.9%	57.9%	59.5%	57.9%	61.6%	58.0%
<b>% Key Crimes Searches</b>	23.2%	26.7%	21.5%	26.1%	27.3%	28.1%	28.5%	23.9%	24.7%	19.7%	21.6%	21.9%
<b>% Other Searches</b>	1.5%	1.3%	1.3%	0.6%	0.8%	0.5%	1.1%	0.7%	1.4%	0.8%	0.8%	0.6%



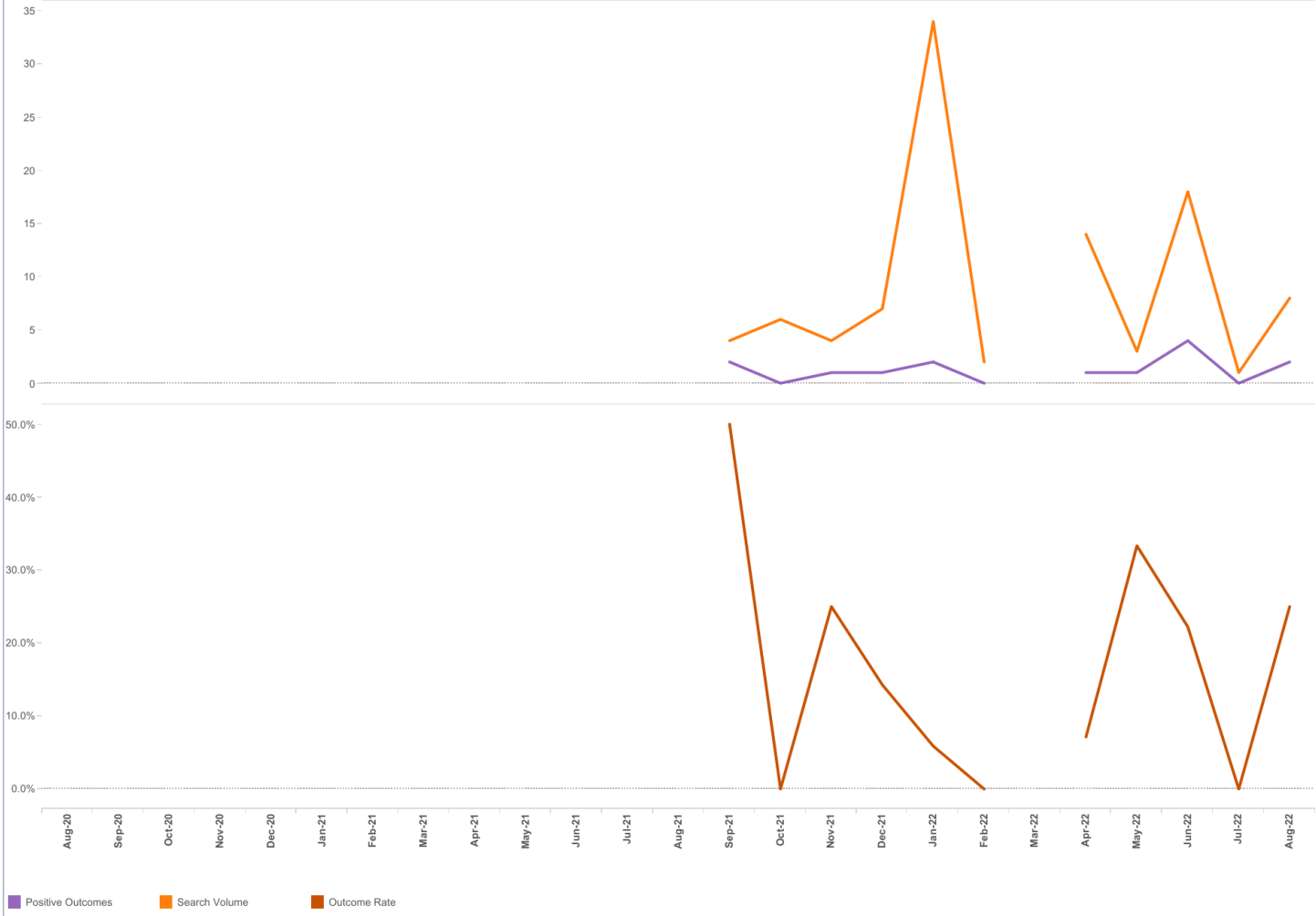


Search Volumes for the 12 Months: September 2021 to end August 2022





K s.60 CJPO Weapons Positive Outcomes from Searches (excl. vehicle searches)



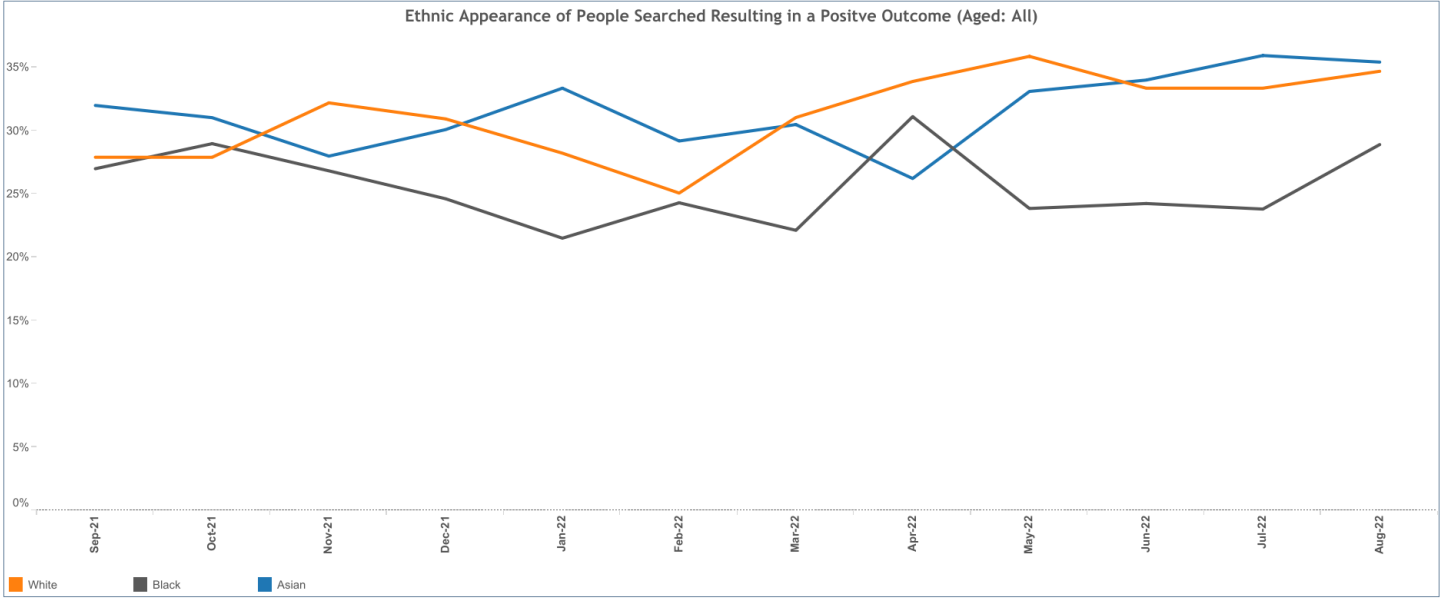
K s.60 CJPO Weapons Positive Outcomes from Searches

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
Positive Outcomes	2	0	1	1	2	0	1	1	4	0	2
Search Volume	4	6	4	7	34	2	14	3	18	1	8
Outcome Rate	50.0%	0.0%	25.0%	14.3%	5.9%	0.0%	7.1%	33.3%	22.2%	0.0%	25.0%

K s.60 CJPO Weapons NFAs from Searches

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
NFA	2	6	3	6	32	2	13	2	14	1	6

Aug 2021 to Aug 2022	BCU or Borough Borough	BOCU Westminster	Stop Reasons All	Gender All	Age Group All
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	Sep 2021		Oct 2021		Nov 2021		Dec 2021		Jan 2022		Feb 2022		Mar 2022		Apr 2022		May 2022		Jun 2022		Jul 2022		Aug 2022	
	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes	Search Volume	Positive Outcomes
White	416	116	434	121	432	139	550	170	663	187	451	113	490	152	502	170	491	176	558	186	567	189	525	182
Black	341	92	335	97	373	100	508	125	642	138	457	111	425	94	386	120	474	113	553	134	622	148	644	186
Asian	147	47	129	40	143	40	153	46	198	66	168	49	151	46	145	38	130	43	156	53	181	65	178	63
Other	173	54	225	48	225	60	242	48	294	63	179	56	164	36	158	38	188	70	254	63	238	75	250	73
NS	15	4	15	3	15	3	12	3	32	6	13	4	22	1	21	9	23	11	35	5	39	14	32	12
Total	1,092	313	1,138	309	1,188	342	1,465	392	1,829	460	1,268	333	1,252	329	1,212	375	1,306	413	1,556	441	1,647	491	1,629	516

Positive Outcome Rate												
	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
White	27.9%	27.9%	32.2%	30.9%	28.2%	25.1%	31.0%	33.9%	35.8%	33.3%	33.3%	34.7%
Black	27.0%	29.0%	26.8%	24.6%	21.5%	24.3%	22.1%	31.1%	23.8%	24.2%	23.8%	28.9%
Asian	32.0%	31.0%	28.0%	30.1%	33.3%	29.2%	30.5%	26.2%	33.1%	34.0%	35.9%	35.4%
Other	31.2%	21.3%	26.7%	19.8%	21.4%	31.3%	22.0%	24.1%	37.2%	24.8%	31.5%	29.2%
NS	26.7%	20.0%	20.0%	25.0%	18.8%	30.8%	4.5%	42.9%	47.8%	14.3%	35.9%	37.5%
Total	28.7%	27.2%	28.8%	26.8%	25.2%	26.3%	26.3%	30.9%	31.6%	28.3%	29.8%	31.7%

Aug 2022 to Aug 2022	BCU or Borough Borough	BOCU Westminster	Ethnic Appearance All	Gender All	Age Group All
If no data is showing, change the range of the 'Date Period' filter					

Comparison from start August 2022 to end August 2022

Outcome	Searches and Subsequent Outcomes				Total
	Weapons Searches	ASB Searches	Key Crimes Searches	Other	
4 Arrested	59	110	58	1	228
11 Penalty Notice (PND/FPN)	4	25	5		34
12 Postal Charge Requisition / Summons	3	15	1		19
13 Community resolution	7	211	19	1	238
All Outcomes	73	361	83	2	519

	Searches and Subsequent Outcome Reasons				Total
	Weapons Searches	ASB Searches	Key Crimes Searches	Other	
B Drugs	20	288	14	2	324
C Firearms Offences	1	1	1		3
D Weapons, Points & Blades Offences	18	17	2		37
L Criminal Damage Act Offences			2		2
O - Other	18	27	12		57
P Public Order Offences	1	1	2		4
R Road Traffic Offences	1	9	1		11
T Theft, Fraud & Counterfeit Offences	8	4	47		59
V Violence (inc Common Assault, ABH and GBH)	3	1	1		5
W Criminal Justice Offences	2	3	1		6
Y Psychoactive Substances	1	10			11
All Outcome Reasons	73	361	83	2	519

	Weapons Searches	ASB Searches	Key Crimes Searches	Other	Null	Total
NFAs	246	588	276	8		1,118

Aug 2022 to Aug 2022

BCU or Borough  
Borough

Stop Reasons  
All

Ethnic Appearance  
All

Gender  
All

Age Group  
All

If no data is showing, change the range of the 'Date Period' filter

MPS Comparison from start August 2022 to end August 2022

	Search Volume	% Weapons Searches	% ASB Searches	% Key Crimes Searches	Outcome Rate	Arrest Rate
Barking & Dagenham	291	17.9%	68.4%	13.4%	42.3%	12.4%
Barnet	209	18.2%	62.2%	19.1%	27.3%	12.4%
Bexley	250	7.2%	76.8%	16.0%	31.6%	14.4%
Brent	507	24.3%	57.4%	15.0%	30.2%	14.2%
Bromley	439	11.4%	64.2%	24.4%	32.1%	14.1%
Camden	572	15.2%	69.8%	14.5%	28.0%	18.2%
Croydon	593	25.5%	59.2%	15.2%	28.2%	14.2%
Ealing	552	15.2%	68.8%	15.8%	25.4%	14.1%
Enfield	379	21.4%	56.7%	20.3%	31.9%	18.5%
Greenwich	477	14.0%	73.2%	12.2%	29.6%	11.1%
Hackney	647	25.7%	57.3%	17.0%	29.1%	17.3%
Hammersmith & Fulham	321	23.1%	56.4%	19.6%	32.7%	17.4%
Haringey	606	23.8%	60.7%	15.3%	29.4%	17.5%
Harrow	185	5.9%	74.1%	18.9%	30.3%	8.6%
Havering	319	15.7%	66.5%	17.2%	31.3%	17.6%
Hillingdon	369	17.3%	61.2%	21.4%	29.8%	14.6%
Hounslow	300	9.0%	68.7%	22.3%	35.3%	18.0%
Islington	516	13.8%	64.0%	21.9%	26.4%	15.1%
Kensington & Chelsea	590	35.9%	52.0%	11.5%	28.3%	13.7%
Kingston upon Thames	203	11.8%	70.4%	16.7%	28.1%	13.3%
Lambeth	602	36.2%	46.0%	17.3%	29.4%	20.6%
Lewisham	530	18.7%	62.8%	18.1%	33.8%	22.6%
Merton	177	17.5%	61.0%	21.5%	28.2%	15.3%
Newham	966	15.3%	73.3%	11.3%	28.5%	11.4%
Redbridge	358	10.9%	69.8%	18.7%	30.2%	12.6%
Richmond upon Thames	79	6.3%	72.2%	21.5%	30.4%	13.9%
Southwark	908	27.9%	42.8%	28.9%	20.3%	11.6%
Sutton	141	11.3%	68.8%	19.1%	36.2%	10.6%
Tower Hamlets	698	15.2%	75.8%	8.5%	28.9%	15.2%
Waltham Forest	615	24.2%	62.9%	12.7%	30.9%	11.5%
Wandsworth	403	18.9%	65.0%	14.9%	26.3%	14.6%
<b>Westminster</b>	<b>1,637</b>	<b>19.5%</b>	<b>58.0%</b>	<b>21.9%</b>	<b>31.7%</b>	<b>13.9%</b>
Aviation Policing	27	29.6%	40.7%	29.6%	29.6%	22.2%
<b>Grand Total</b>	<b>15,466</b>	<b>19.8%</b>	<b>62.2%</b>	<b>17.4%</b>	<b>29.5%</b>	<b>14.8%</b>

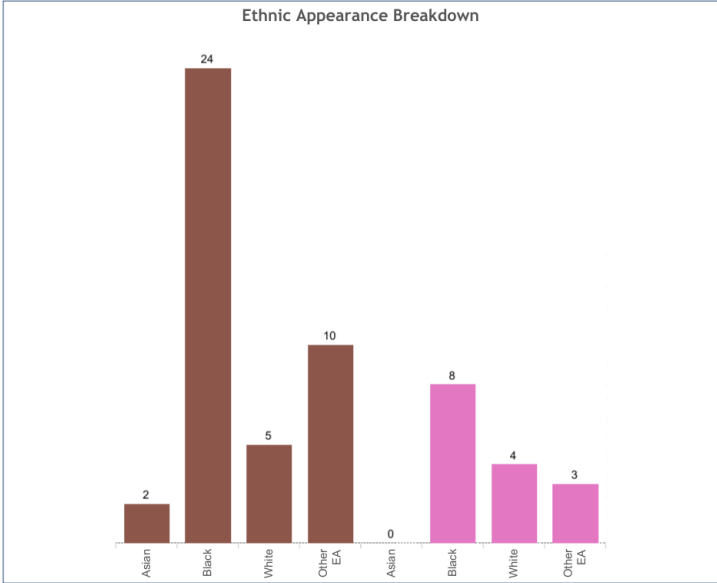
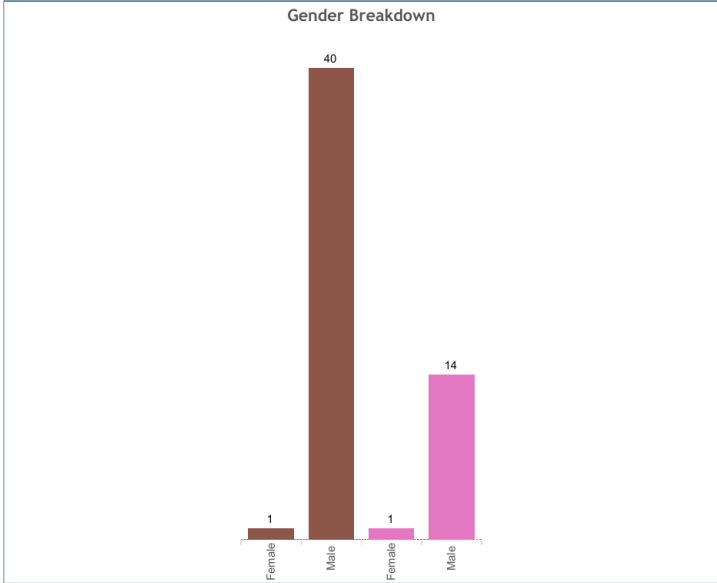
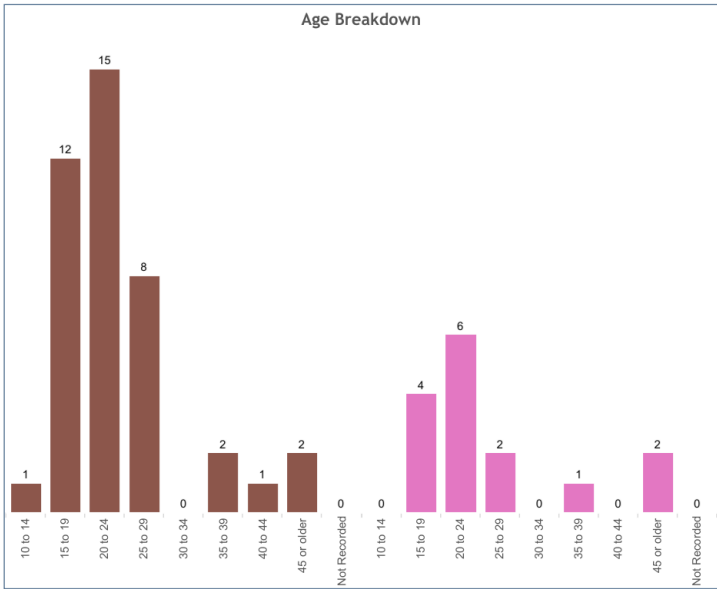
OCU of Stop Officer

SO18 - Aviation Security

SO6 - DPG	18	5.6%	61.1%	33.3%	44.4%	5.6%
TP \ Other	1,619	19.6%	57.9%	21.8%	31.6%	14.0%
<b>Grand Total</b>	<b>1,637</b>	<b>19.5%</b>	<b>58.0%</b>	<b>21.9%</b>	<b>31.7%</b>	<b>13.9%</b>

More Thorough Searches for July 2022

More Thorough Searches	More Thorough Searches where Intimate Parts Exposed
All More Thorough Searches	41
Positive Outcomes	23
Positive Outcome Rate	56%
Arrests	20
Arrest Rate	49%

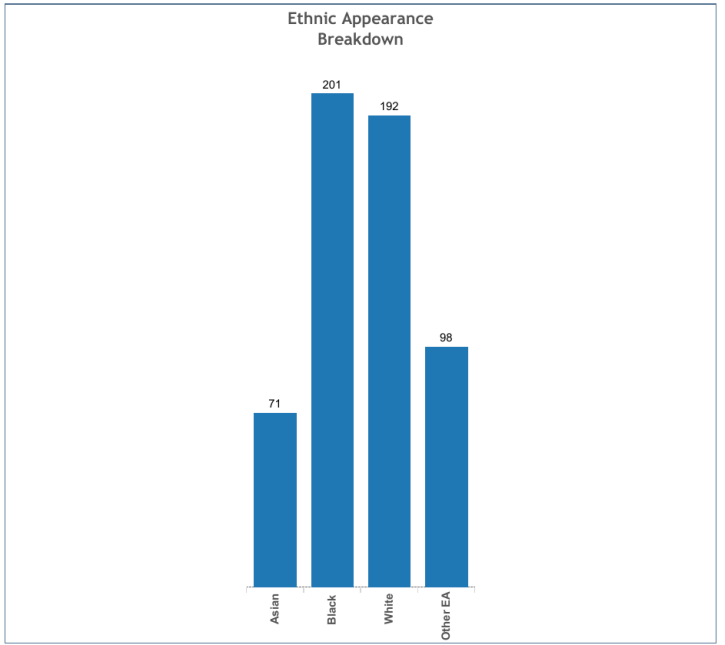
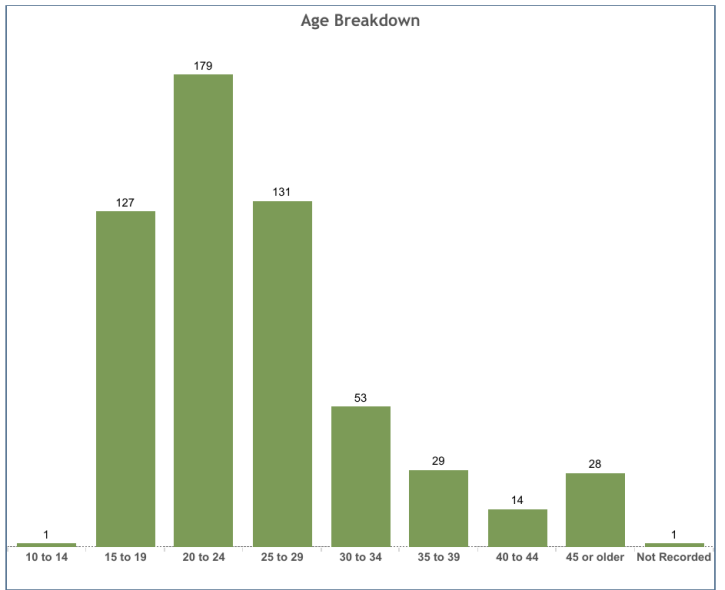


■ More Thorough Searches      ■ More Thorough Searches where Intimate Parts Exposed

Object Searches for July 2022

Search Type	Object of Search Found	% of All Searches	Other Object Found	% of All Searches	Any Object Found	% of All Searches	All Searches
Person	463	32%	0	0%	494	34%	1,440
Person and Vehicle	63	31%	0	0%	68	34%	202
Vehicle	7	50%	0	0%	7	50%	14
<b>Grand Total</b>	<b>533</b>	<b>32%</b>	<b>0</b>	<b>0%</b>	<b>569</b>	<b>34%</b>	<b>1,656</b>

Note: The 'All Searches' totals above may not exactly match those quoted elsewhere in the report due to different extract dates.



**Guidance Notes:**

These are the latest stops and searches figures as of the date of extract shown on cover page.

The Borough shown is location of search and not necessarily the borough of the officer conducting the search.

The ethnicity of persons stopped and searched within the central London area are unlikely to reflect the resident population due to large numbers of both British and foreign tourists in this region.

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, Chinese, Mixed White and Asian and any other Asian background.

Other = Arab, and any other Ethnic Group

	Male	Female	Total
White	2,411,433	2,470,203	4,881,636
Black	597,281	675,995	1,273,276
Asian	756,496	731,512	1,488,008
Other	263,988	259,658	523,646
Total	4,029,198	4,137,368	8,166,566

*London population by Gender and Ethnicity (2011)*

**Glossary:**

Stop and Account - When 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.

Stop and Search (S&S) - When an 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.

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)

Section 60 Criminal Justice & Public Order Act 1994 (s.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.

Search Groupings - Searches within this report are sometimes grouped as either **Weapons, ASB or Key Crime** searches. The **Weapons** group is composed of stops recorded under codes C - Firearms (s47 Firearms Act), D - Offensive Weapons (s1 PACE), K - Anticipated Violence (s60 CJPO). The **ASB** group is composed of codes B - Drugs (s23 Misuse of Drugs Act), L - Criminal Damage (s1 PACE), Y- Psychoactive Substances, Z - Fireworks (s1 PACE). The **Key Crime** Group is composed of codes A - Stolen Property (s1 PACE), F- Going Equipped (s1 PACE).

Positive Outcomes - A Positive Outcome is any outcome other than 'No Further Action (NFA)'The Positive Outcome rate is determined by dividing the number of positive outcomes by the total number of searches.

Ethnic Appearance - The ethnicity of the person stopped as perceived by the officer. For further information on the mapping of 4+1 groupings to 18+1 census data please see HO report Statistics on Race and the Criminal Justice System 2010 at <http://www.homeoffice.gov.uk/rds/pubsstatistical.html>

Self Defined Ethnicity (SDE) - The ethnic group as defined by the person stopped (National Census categories).

Please click on the link below to download the dataset from the London data Store:

<https://data.london.gov.uk/dataset/?org=db7940dd-ee1a-4a68-b874-c34151e16e82>

## MPS Stop and Search Monitoring Dashboard

Data up to end: August 2022

Title and Version: **MPS Stop and Search Monitoring Dashboard (PD822)**

Relevant To: MPS, Community Groups

Summary: Stops and Search and Arrest volumes

Government Security Classification (GSC): Official

Suitable For Publication Scheme: Yes

Creating Branch: MPS - Strategy & Governance

Date Created: 13 September 2022

Review Date: 13 October 2022







# Communities, City Management and Air Quality Policy and Scrutiny Committee

<b>Date:</b>	Monday 31st November
<b>Classification:</b>	General Release
<b>Title:</b>	Anti-social Behaviour Strategy – Consultation
<b>Report of:</b>	Director of Public Protection and Licensing
<b>Cabinet Member Portfolio</b>	Cabinet Member for Communities and Public Protection
<b>Wards Involved:</b>	All / Specific
<b>Policy Context:</b>	Fairer Communities
<b>Report Author and Contact Details:</b>	<b>Wayne Chance-McKay, Head of City Operations</b> <a href="mailto:wcmkay@westminster.gov.uk">wcmkay@westminster.gov.uk</a>

## 1. Executive Summary

- 1.1 This report outlines the work that has been done towards the development of the Anti-social Behaviour (ASB) Strategy. The strategy is now out for consultation and the engagement plan to provide details on the consultation.

## 2. Key Matters for the Committee's Consideration:

- 2.1 The committee is asked to
- provide feedback on the proposed 'Coordinated Community Response' (CCR) approach within the strategy.
  - provide feedback on the key strategic objectives
  - provide feedback on the strategy's consultation plan

## 3. Background

- 3.1 The Council has committed to develop its first full council ASB Strategy. The aims of the strategy are to:

- collate and promote all that we and our partners do in a single space
- provide a clear position statement on ASB and how it is governed/managed
- provide an opportunity for us to review all our evidence, take a fresh look at our challenges and overlaying this with the latest innovation and best practice nationally/internationally
- make clear what our key priorities are and how we will tackle them
- create a formalised action plan for improvements and a commitment to keeping this under review.

### Developing Research & Evidence Base

3.2 Officers have taken an evidence-led approach to the development of the Strategy, looking at the national, regional and local picture and trends. These insights and data have helped to understand ASB in Westminster in the context of

- wider trends across the UK
- best practice
- innovations in tackling ASB
- what matters most to our communities.

3.3 Data and research will help us to embed the Strategy and help us to communicate with and influence partners. However, this only provides part of the picture we also undertook local engagement with residents (particularly victims of ASB), professionals and partners to develop the strategy.

### Internal Engagement

3.4 ASB is managed by multiple teams across the Council and an internal workshop was held on 29<sup>th</sup> September 2021 to collate the widest range of insights, ideas, initiatives, challenges, and partnerships in preventing and delivering ASB services in the community. A core group of officers across PPL, Housing, Policy, Adults and Children's convened to attend the workshop and identified the following key objectives to help provide a framework for the strategy:

- Prevention
- Early Intervention
- Victim Support
- Bringing Perpetrators to Justice
- Community Engagement

### External Stakeholder Engagement

- 3.5 In late 2021 a series of workshops were held to gather the views of victims of ASB, as well as some individuals who had been both victims and perpetrators. Over 50 victims of ASB were engaged involved and this has enabled us to ensure that their priorities and needs are at the core of the Council's approach to tackling ASB.
- 3.6 Through targeted workshops and survey's, officers have also engaged with:
- **Residents:** Amenity Societies, Resident Associations, RSL's
  - **Young People:** Youth Hubs, Westminster Youth Council, Youth Crime Prevention Partnership
  - **Mental Health and Social Care:** Mental Health Teams, Drug and Alcohol services
  - **Police teams**
  - **Third Sector:** Age UK, Open Age, Advocacy Project, the Passage
  - **Businesses:** BIDs, SWBN, Small Businesses
- 3.7 The feedback from this engagement resonated with the results of the first officer workshop. Stakeholders would like to see in any strategy:
- increased communication and partnership working with agencies,
  - greater accountability from Registered Social Landlords,
  - increased efforts by the council to use restorative justice,
  - improved data and intelligence sharing

## 4 Strategic Objectives

- 5.1 Following the desktop research, internal engagement and stakeholder workshops, the following objectives were developed and will form the basis of the strategy
- **Objective 1: Prevention** - The strategy seeks to reinforce positive behaviours and strengthen the community by improving and investing in the built environment and creating safe places that make people feel supported and empowered to deal with ASB in their area.
  - **Objective 2: Early Intervention** – To address ASB as early as possible, a focus will be given to enhancing the collaborative work of agencies when dealing with ASB, especially on identifying root causes and the delivery of early interventions to reduce the suffering of victims.
  - **Objective 3: Victims Supported** – Victims will be provided with access to agencies that will provide a professional and empathetic service when dealing with ASB. Communities will also be given the knowledge to be able to encourage victims to report ASB to agencies who will be accountable for ensuring they follow best practice when supporting victims.

- **Objective 4: Perpetrators Brought to Justice** – Victims will be given the opportunity to choose restorative approaches to tackling ASB and deciding how the perpetrator is made accountable for their actions. The strategy also seeks to understand the root causes as to why a perpetrator engages in ASB and any underlying issues that contribute to the offending in the first place. This allows agencies to provide support to allow individuals to change their behaviour and become a positive member of society.
- **Objective 5: Engaging with our Communities** – There must be a two-way flow of information and intelligence between the Council and its communities to help build approaches that address the key concerns of local residents that allow them to see the positive differences that successful actions have achieved.

5.2 The strategy emphasises a Coordinated Community Response (CCR) to tackling ASB, which asks everyone to play their part. It requires us not only to respond appropriately within our own agencies, but also to work together with other organisations. Each objective has a CCR framework that details Westminster expectations of Individuals, Communities, Professionals and Society in achieving the objectives. The objectives also have a description, details of what the pillar looks like and the difference it will make, case studies and stakeholder feedback.

5.3 The Strategy will be underpinned by the Housing Related ASB Policy and the General ASB Policy which detail how the council will carry out its ASB related functions. The Housing Related Policy already exists, the general ASB policy is being developed alongside the strategy.

## 6.0 Consultation

6.1 There is a commitment that our residents' voices are heard as part of developing the ASB Strategy, to ensure it reflects local needs and is built up from the aspirations and experiences of local communities. However, there is also recognition that considerable work has been undertaken to inform our existing strategic priorities that feed into the strategy, and this will be reflected in the first draft of the ASB strategy being presented for consultation.

6.2 The consultation on the strategy launched on 17<sup>th</sup> October and will run for 8 weeks until the 12<sup>th</sup> December.<sup>1</sup> During the consultation period we will gather feedback through a variety of methods including workshops, surveys, market stalls and attending strategic boards.

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<sup>1</sup> <https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/anti-social-behaviour>

6.3 The table below outlines key stakeholders and how we intend to consult them on the strategy. The who have already contributed to the development of the strategy will be engaged with on a 'you said, we did' basis so they can ensure their contributions have been reflected on the draft strategy. Full details on Consultation activity can be found in Appendix 2.

<b>Method</b>	<b>Groups</b>
Workshops	<ul style="list-style-type: none"> <li>- Residents</li> <li>- Churchill Gardens Youth Club (South)</li> <li>- Church Street Library (North)</li> <li>- Westminster City Hall</li> <li>- Mental Health Services</li> <li>- Drug and alcohol services</li> <li>- Youth Council</li> <li>- Youth Hubs</li> <li>- Libraries</li> <li>- PPL/ Housing Colleagues</li> <li>- School Inclusion leads</li> </ul>
On street engagement/ Market Stalls	<ul style="list-style-type: none"> <li>- Residents</li> <li>- Maida Hill</li> <li>- Church Street</li> <li>- Berwick Street Market</li> </ul>
Survey	<ul style="list-style-type: none"> <li>- Residents</li> <li>- Victims</li> <li>- Amenity Societies</li> <li>- Safer Westend Business Network</li> <li>- Resident Associations</li> <li>- Faith Community</li> <li>- Open Age</li> <li>- Disability Rights UK</li> <li>- BIDS</li> <li>- Federation of Small Business</li> <li>- The Passage</li> <li>- Clinical Commissioning group</li> <li>- Neighbourhood Watch</li> </ul>
Presentation at Strategic Board Meetings	<ul style="list-style-type: none"> <li>- Safeguarding Adults Board</li> <li>- Safeguarding Childrens Board</li> <li>- Integrated Care Board</li> <li>- Youth Crime Prevention Board</li> <li>- Safer Westminster Partnership</li> <li>- Housing Association Chief Executives</li> <li>- Early Help Strategic Board</li> <li>- Westminster Integrated Care System</li> </ul>

## **7 Equalities Impact Assessment**

7.1 A preliminary EQIA has been completed with the final EQIA due once the final strategy is presented for approval. An additional EQIA will be completed for the action plan that will accompany the strategy.

- 7.2 Data on ASB is collected by a number of different organisations including the Council, the Police and RSLs. As a result of this, the data is often fragmented, Mismatched and incomplete. This makes demographic analysis difficult. Resolving this will likely form a key part of the ASB action plan.
- 7.3 The preliminary EIA has identified one group likely to be negatively affected by the strategy, that is perpetrators of ASB. This is due to the increased awareness from victims of the tools available to report ASB and one of the key objectives being 'being perpetrators to justice. This group is largely men (79% of cases where the gender of the alleged perpetrator is known) and contains a disproportionate number of people with mental health issues. The effect on people with mental health issues will be mitigated by improving referral pathways and coordination of services to ensure that these individuals have access to support.
- 7.4 It should be note that the victims of ASB often also have mental health issues, and ASB can cause and exacerbate mental health issues. This strategy will positively affect these residents.

**If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Wayne Chance-McKay, Head of City Operations [wcmkay@westminster.gov.uk](mailto:wcmkay@westminster.gov.uk)**

#### Appendices

- Appendix 1 – DRAFT Anti-Social Behaviour Strategy
- Appendix 2 – ASB Strategy Consultation Plan



City of Westminster

CONSULTATION  
OCTOBER – DECEMBER 2022

# WESTMINSTER CITY COUNCIL ANTI- SOCIAL BEHAVIOUR STRATEGY

OUR 5-YEAR STRATEGY FOR A  
COORDINATED COMMUNITY  
RESPONSE TO ANTI-SOCIAL  
BEHAVIOUR



## Contents

1. Introduction
2. What is Anti-social Behaviour
3. The Local Picture
4. Our Approach
5. Our Objectives
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  - 5.2 **Objective 2:** Early Intervention
  - 5.3 **Objective 3:** Victims Supported
  - 5.4 **Objective 4:** Perpetrators Brought to Justice
  - 5.5 **Objective 5:** Engaging with our Communities
6. Conclusion
7. **Appendix 1:** How to report anti-social behaviour
8. **Appendix 2:** Our Commitment
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10. **Appendix 4:** Resources
11. **Appendix 5:** Glossary
12. **Appendix 6:** Related WCC Strategies



## 1. Introduction

Anti-social Behaviour (ASB) is not trivial. It is a damaging and unacceptable set of behaviours that can have detrimental and lifelong effects on those it affects.

Westminster City Council stands against any and every form of anti-social behaviour.

No one organisation can end ASB alone. Although the Safer Westminster Partnership will take a strategic overview of ASB, we will take a place-based approach, calling on all of our partners and our communities to address ASB and its root causes.

Addressing ASB requires a multi-agency approach in order to deal with it and the council works continually with the police, housing providers, commissioned services, and communities in order to prevent, reduce and enforce against ASB.

Westminster has some of the highest levels of ASB in London. This is why we have produced this strategy alongside partners, victims, businesses, and residents to: tackle the causes of ASB, intervene in any ASB, support the victims of ASB, bring those who commit ASB to justice and involving our communities in shaping the way we tackle ASB.

This strategy has been developed with the help of partners, residents, and businesses across Westminster through a series of workshops and surveys. The feedback that these stakeholders have provided has shaped our objectives so that they reflect the desires of partners, residents, and businesses to tackle anti-social behaviour, in all its forms in Westminster.

Anyone who lives and/or works in Westminster understands that the City's vibrancy, size and dynamism inevitably leads to a certain level of noise. Westminster is undeniably busy, and people's lives are unavoidably intertwined. But the hustle and bustle does not excuse ASB in any form. Westminster City Council will continue to do everything in its power to minimise ASB.

Supporting those that have been impacted by ASB is and will always be a priority for the council.

## 2. What is anti-social behaviour?

The legal definition of anti-social behaviour is:

Acting in a manner that caused, or likely to cause **harassment**, **alarm**, or **distress** to one or more persons not in the same households (as the defendant).

*Crime and Disorder Act 1998.*

- **Harassment** is aggressive pressure or intimidation of an individual. E.g., being verbally abused
- **Alarm** is anxious awareness of danger / makes (someone) feel frightened, disturbed or in danger
- **Distress** is extreme anxiety, sorrow, or pain / causing (someone) the feelings of anxiety, sorrow, or pain

Importantly, what constitutes ASB is extremely subjective. What one person may consider anti-social another may not, which is crucial in acknowledging the way in which ASB can make the those who experience it feel.

Below are a few examples of issues that our communities have experienced and reported as ASB. Although some of these can be defined as criminal offences which should be investigated by the police, we recognise that ASB can easily escalate into criminal behaviours. We will prioritise disruption of these behaviours, collaborating with our partners to use all available tools and powers in the collective to protect our communities.

Drug misuse and dealing	Discriminative behaviour/ hostile acts	Vandalism and damage to property	Setting off fireworks late at night
Alcohol Related nuisance	Misuse of communal/ public space	Litter, Rubbish and Fly-tipping	Rowdy and noisy behaviour
Vehicle Nuisance	Public Nuisance related to licensed premises	Garden Nuisance	Pets and Animal Nuisance

Under this Strategy, Westminster City Council **prioritises** the following high-risk behaviours for immediate response:

### Definition

1. Behaviour that presents a risk of serious harm to individuals or the peace of the neighbourhood, which may include violence, serious threats of violence or other criminal activity.
2. Any complaint where there have been previous incidents and it appears to the case officer that a greater risk has developed or may be developing.

This definition includes:

- Hostility towards a person's race, sex or ethnicity, sexual orientation, disability, religion or belief, or transgender identity
- Physical violence and threats of harm, including to Council officers and contractors
- Child or adult safeguarding including modern slavery and cuckooing
- Serious harassment, intimidation, and threatening behaviour

Westminster City Council will also **prioritise** the following behaviours that may not require immediate action to be taken.

### Definition:

1. Behaviour that presents a risk to public health or nuisance.

This definition includes:

- Untidy gardens that may harbour vermin or present a public health risk.
- Litter, incorrect refuse disposal from domestic and commercial properties, fly tipping and dog fouling
- Running a business that impacts on the neighbourhood such as holiday lettings or on-street car maintenance
- Nuisance from vehicles such as pedicabs, fast food and other deliveries
- Inconveniently or illegally parked vehicles including dock less bikes and unmotorised pedicabs.

Residents hearing noise from nearby properties is inevitable, whether it is a baby crying, lawn mowing, household DIY, loud talking, flushing toilets or the occasional argument. The Council **will not** investigate reasonable everyday behaviours under this strategy.

### 3. The Local Picture

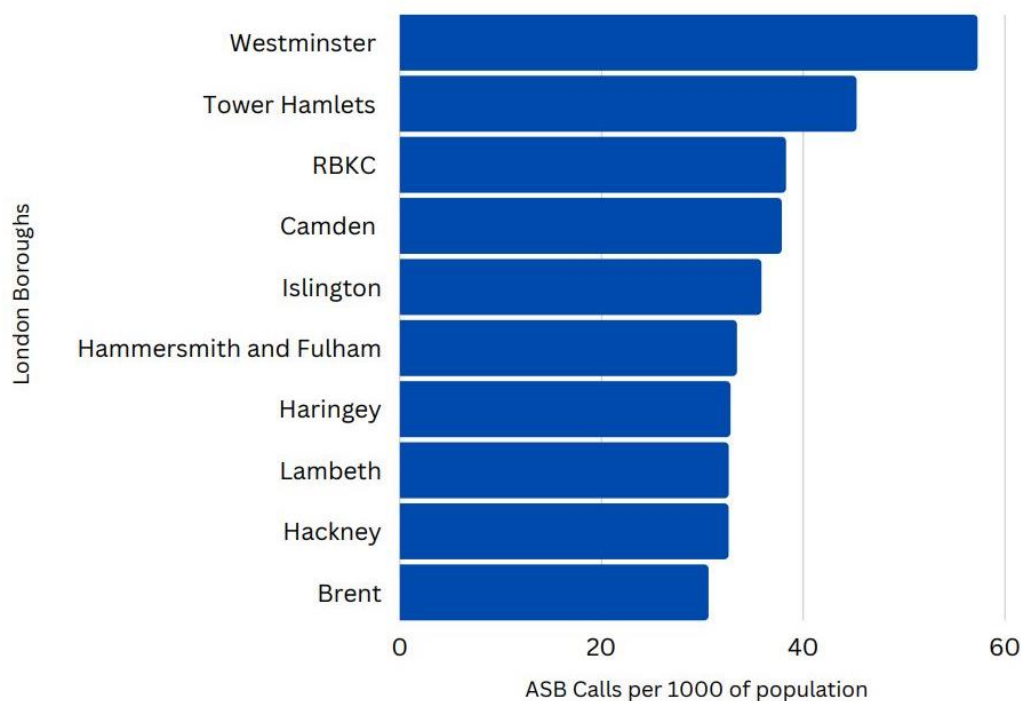
#### Summary

Recorded anti-social behaviour rose significantly during Covid-19 due to new legislation breaches. It is now returning to pre Covid levels.

It is extremely difficult to get a complete picture of ASB within the borough, due to the nature of ASB, the wide variety of issues and the mechanisms of raising and recording it.

Repeat victimisation and perpetrators are key to understanding both ASB incident volumes and in reducing the negative impact upon people's lives.

Westminster has some of the highest rates of Anti-Social Behaviour in London. This is based on data from the Mayor's Office for Crime and Policing (MOPAC) on ASB within London, which is the most consistent data set for comparison. This is demonstrated by the graph below.



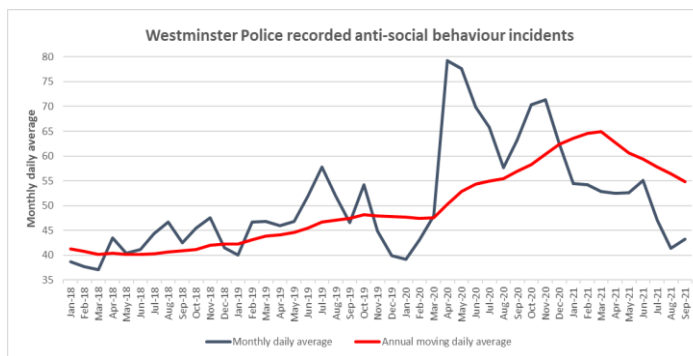
Graph A: Number of ASB calls made to the police broken down by Greater London boroughs

Data collection for ASB is recorded by different agencies and may reflect the roles and remit of the collecting organisation, ranging from incidents to ongoing case management. ASB data provided by, for example, social landlords will have differences from that derived from calls to the police in both source, capture and purpose.

Many issues raised as concerns by members of the public are not always either well reported or well captured by volume or case management ASB data systems. The picture of ASB will therefore remain questionable in relation to volumes and severity of issues across data sets and reporting mechanisms.

### Police ASB

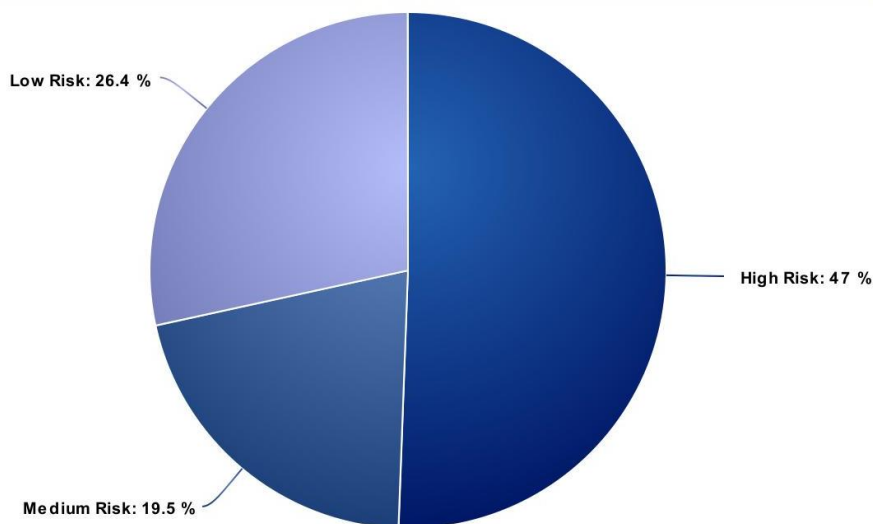
Police recorded ASB incidents increased significantly over Covid-19 mainly because of complaints related to Covid legislation. Since the easing of restrictions, ASB incidents have plummeted back towards previous levels. The 3 months post lockdown (July-Sep 21) were still lower than the same period in 2019.



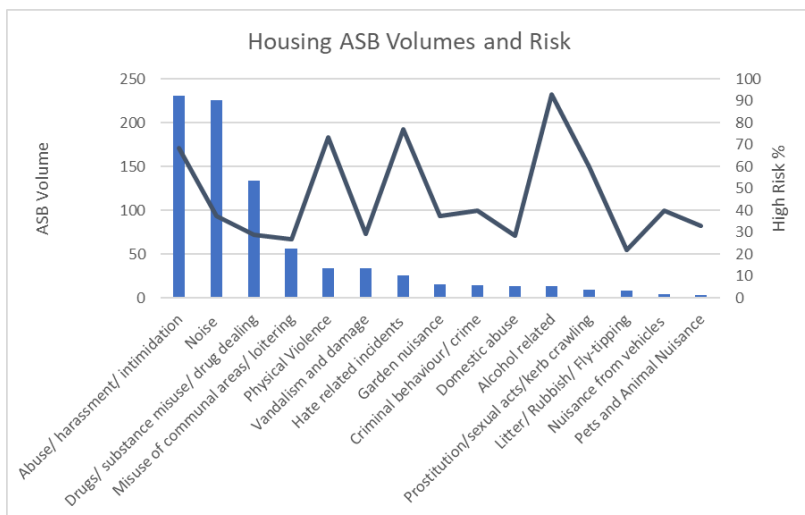
### Housing ASB

Westminster Housing, who manage Westminster Council’s housing stock, recorded 828 ASB complaints between October 2020 and September 2021. This average of 68 complaints per month is lower than during the Covid-19 lockdown period which regularly topped 100 per month.

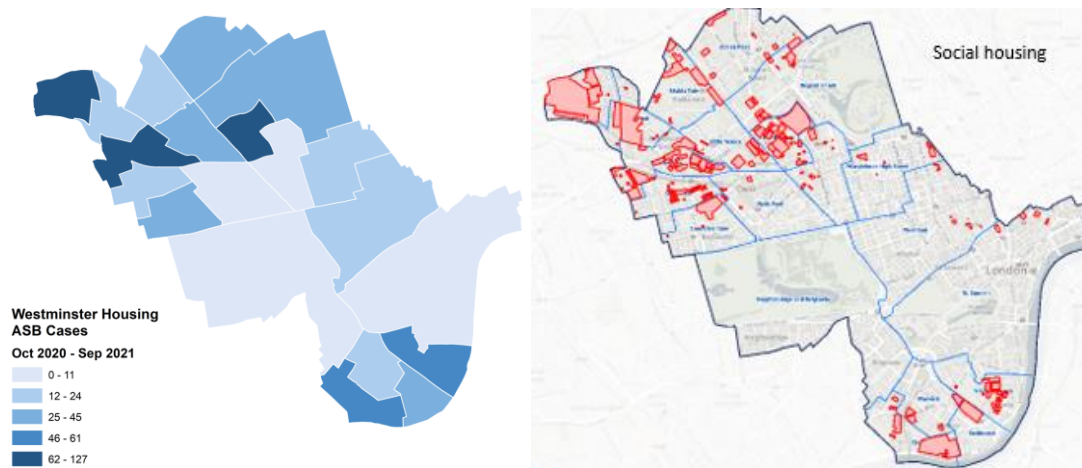
These complaints were assessed and categorised as: ‘High Risk’ (47%), ‘Medium Risk’ (19.5%), ‘Low Risk’ (26.4%) with the small remainder uncategoryed.



Abuse/harassment/intimidation and threatening behaviour were the most common complaint type, followed by noise and drug related problems.



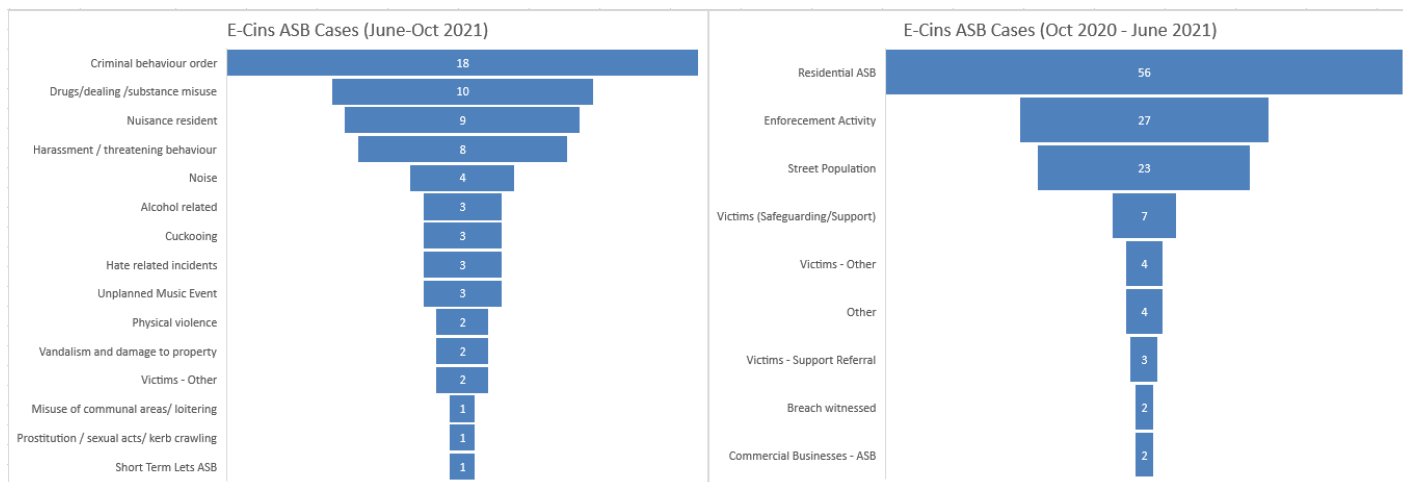
The locations of Westminster Housing ASB is clearly dependant on the location of housing stock, the wards of Westbourne, Queen’s Park and Church Street accounted for 38% of ASB complaints from Westminster Housing between October 2020 and September 2021. Geographical spread of ASB issues mirror the general volumes of wards/categories with noise and abuse/harassment/intimidation spread over the borough in similar proportions to all ASB.



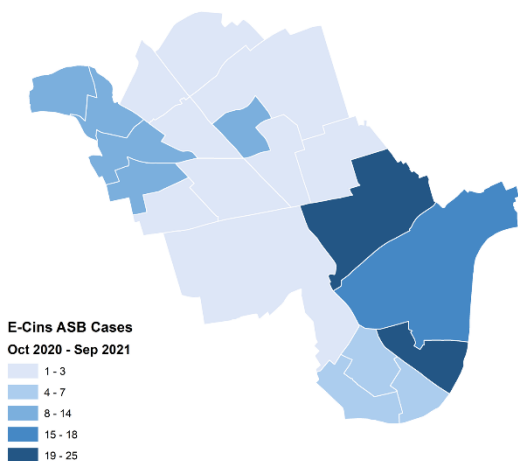
In addition to Westminster Housing there are 41 registered social landlords with 17,497 properties in Westminster. Data relating to enforcement from Peabody, Octavia, A2, Catalyst, Network Homes show generally a higher level of risk and severity such as relating to abuse, intimidation and domestic abuse as well as drugs, as it focuses on cases where enforcement has been undertaken.

### Council recorded ASB

From June 2021 the Council updated its subject categorisation making analysis of ASB categories over time difficult.



Previous categorisation of ASB was predominantly residential ASB, particularly noise and nuisance neighbours, drug related ASB and ‘cuckooing’. Additionally, enforcement activity such as injunctions and premises closures made up a significant proportion of the cases, as well as ASB related to Westminster’s street population. The more recent cases (post June 2021) have continued to highlight the prevalence of enforcement activities in support of the police as well as drugs and drug dealing, nuisance and harassment.

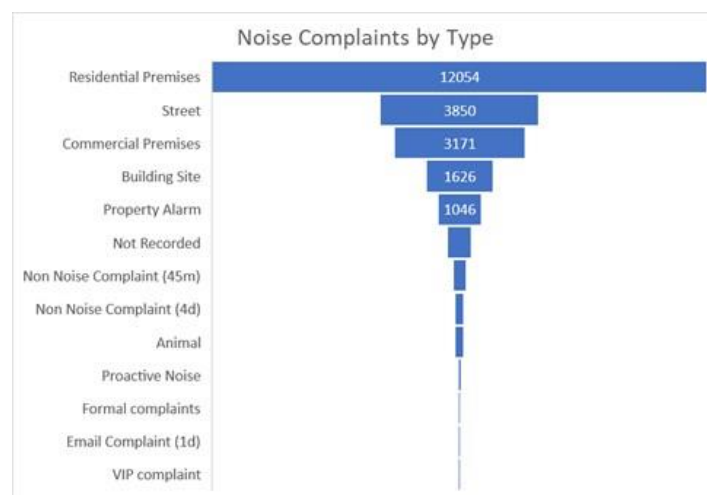


The map of Council recorded cases show that Vincent Square is the most active ward (25) with the southern areas of Tachbrook, Warwick, Churchill and Vincent Square accounting for 27% of all cases. The West End ward was the next highest (23), with St James and West End accounting for 26%. The north-west wards of Harrow Road, Westbourne and Queens Park account for another 23%. Bayswater (10) and Church Street (11) are the only wards outside these concentrations to have over 10 cases.

There are slight differences in the types of ASB recorded in these areas, with the Northern Wards (and Church Street) having more residential noise and harassment, as well as drug and gang related cases. Cases in the south, as well as housing related nuisance have more cases related to homelessness, hostels and street populations. The West End and St James’s cases have a wide variety of cases from those related to the night-time economy, drugs, housing harassment and noise, sex work, through to homelessness.

## Noise

Noise complaints pertain to a wide variety of noise related issues ranging from building sites and construction noise, deliveries and collections from commercial premises, traffic noise, domestic machinery to noisy neighbours and residential disputes. Noise complaints can and will contain complaints relating to reasonable noise and certainly not all noise reports should be considered as ASB. Over the period October 2020 to September 2021 there were approximately 23,000 noise complaints made to Westminster City Council, averaging 1,900 complaints per month and generating over 71,000 recorded actions and over 200 noise notices.



Just over half of all complaints related to residential property (52%), followed by street noise (17% and noise from commercial premises (14%).

West End (13%) and St James's (9%) wards account for the greatest volume of noise reports, followed by Bayswater (8%) and Lancaster Gate (6%). Noise complaints of all types peak at 23:00 within a key late night range of 22:00 – 01:00. Residential noise has a more pronounced overnight profile.

## Community Trigger

One of the approaches designed to deal with ongoing persistent ASB is the Community Trigger process. If someone has reported an incident three or more times within a six-month period, this could activate a Community Trigger via the Local Authority. This is a multi-agency case review, designed to ensure persistent ASB is resolved for the victim.

Over the past two years there have been 92 Community Trigger referrals in Westminster, substantially higher than other London boroughs. Two thirds of these referrals have met the threshold for the Community Trigger and all bar two of those were accepted or upheld as legitimate Community Triggers. Some referrals relate to the same identified case either through repeat referral from the same individual or multiple complainants, the 92 referrals relate to 42 unique cases.



### Individuals involved in ASB

Where the gender of the alleged perpetrator was known, the large majority (79%) were male. The age range of alleged perpetrators were split equally between those within the 26-45 age range and those over 65. Differences between the category types is limited due to the low numbers but over 65s have higher number of begging, noisy and nuisance neighbours as well as being associated with premises closures.

## 4. Our Approach

### 4.1 Coordinated Community Response

Westminster takes a Coordinated Community Response (CCR) to tackling ASB, which asks everyone to play their part. It requires us not only to respond appropriately within our own agencies, but also to work together with other organisations. During a victim of ASB's journey, the chances are high that they will encounter dozens of different agencies. Each one holds a piece of the puzzle and by responding appropriately and working together we can ensure the victim does not fall through the gaps.



Figure 1 – example showing some of the different agencies which can work together to provide support

## 4.2 – The Ecological Model

For the CCR to be successful, everyone needs to work together at an individual, community, professional and societal level. This is called the ecological model and the diagram below shows how these levels are connected and dependent on each other.

The societal level includes the wider regional, national, and international response; both to ASB itself and the laws, legislation and policies which play a part in addressing ASB. Whilst this strategy is designed for Westminster, we are aware of the influence society has on us and the influence we may be able to have on it.

For the Our Objectives section below, we've included an ecological model for each objective to show the actions individuals, communities, professionals and society can take to help reach the shared goal.



Short on time? Find out which parts are most relevant for you below!

 <p><b>Individual?</b> Resident Visitor General public</p>	 <p><b>Community?</b> Faith Groups Community and voluntary organisations Education</p>	 <p><b>Professional?</b> Business Law enforcement Healthcare Local authority Charities</p>	 <p><b>Society?</b> Local, national and international law and policy makers</p>																																																														
<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> <tr><td>How to Report ASB</td><td>35</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30	How to Report ASB	35	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>How to Report ASB</td><td>35</td></tr> <tr><td>Glossary</td><td>42</td></tr> <tr><td>Related Strategies</td><td>44</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	How to Report ASB	35	Glossary	42	Related Strategies	44	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30
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## 5. OUR OBJECTIVES

Our objectives have been designed with victims, residents and businesses through series of workshops and reflect desires of our key stakeholders to tackle anti-social behaviour, in all its forms in Westminster. This will ensure that residents, businesses, and visitors can live, work and visit feeling safe and free from the negative impacts of anti-social behaviour.



### 5.1 Objective 1: Prevention

Anti-social behaviour can affect everyone. ASB can have a devastating impact upon individuals and communities. Visible, engaged, and effective services working with empowered people and cohesive communities that promote healthy behaviours reduce opportunities for anti-social behaviour to occur.

Prevention is not solely for any one group to achieve; it is everyone's responsibility. By investing in the fabric of the community; through exercising inclusivity, inspiring communities, supporting families, and providing greater youth provision and diversionary activities through to increasing the visibility of our officers, we must all work together. Our Community Response is designed to do just that.

When discussing how we can prevent anti-social behaviour, residents felt that intergenerational integration within communities and positive role models fostered greater understanding and respect of different lifestyles. They stressed the need for agencies to take a whole-systems approach, whereby poverty, lack of activities and opportunities linked to disadvantage are tackled. Our victims of ASB also recommended increasing awareness of what anti-social behaviour is. They also recommended that there is a need to understand what services are available to them and that agencies should promote these widely as a deterrent. They also told us that it is important that communities and perpetrators need to understand the consequences of such behaviour.

Importantly, healthy communities require safe environments to flourish in. Effectively designed, considered, and managed environments will help prevent our open spaces and estates from becoming attractive places to commit anti-social behaviour.

By prioritising Prevention as a key objective, we are asking everyone to actively invest in their community to combat ASB. We need to focus on reinforcing positive behaviour and ensure that people are aware of the impact and potential consequences of being involved in anti-social behaviour. We need to work to strengthen our communities and improve the environment, creating safe places whilst also making people feel supported and empowered to deal with ASB affecting their area.

What does Prevention look like?	What difference will it make?
<p><b>Know the signs:</b> Everyone knows what ASB is and what is not acceptable within their community, knowing how to respectfully challenge, where to report and what actions could be taken</p>	<p>Unacceptable behaviour will be stopped before it can escalate.</p> <p>Perpetrators will find it harder to offend and will be held to account.</p> <p>Communities will have the strength and knowledge to support our joint efforts to reduce ASB.</p>
<p><b>Community Cohesion:</b> Everyone is treated equally with dignity and respect. Different lifestyles are respected and celebrated. Communities are invested in, and role models are championed so people feel supported throughout their lives.</p>	<p>Communities will be empowered, supporting each other and those more vulnerable than themselves.</p> <p>Role models will reinforce to communities what is and what is not acceptable behaviours.</p>
<p><b>Healthy environment:</b> Agencies will seek to do everything possible to create safe environments without compromising public amenities.</p> <p>Agencies collaborate to address and reduce concentrations of problematic Licensed premises; Licence holders are aware of their legal responsibilities to prevent crime and disorder within and around their venues.</p>	<p>It will be harder for perpetrators to find vulnerable areas within our neighbourhoods to commit ASB without being identified.</p> <p>Neighbourhoods will be safe, healthier, attractive, and enjoyable places where our communities can live, work, and relax in harmony with each other.</p>

### What our communities tell us:

- *"People being selfish and inconsiderate towards others is a real problem, plus they may be quite ignorant of what constitutes anti-social behaviour and its effects on others" (WCC resident)*

- *"People don't realise the effect they are causing on other people. Not all of this is mental health - some people just enjoy being a nuisance" (WCC resident)*
- *Awareness should begin in the family where they need to understand the needs and sensitivities to others. There may be some cultural differences and not all families are themselves functional so schools need to teach good behaviour and not tolerate bullying and bad behaviour..... Social pressure and encouraging attractive amusing signage helps discourage and encourage (Westbourne Neigh Assoc aka Notting Hill East Neigh Forum)*
- *"Dialogue between older generations and younger people. Integration, people who are in the local neighbourhood, they could reach out to residents to have dialogue, not blaming the youngsters all the time,." (Open Age workshop participant)*

## How can we all play our part in the CCR?

<p><b>Individual</b> Individuals change the dialogue of their neighbourhoods, promoting respect and dignity within their actions. Acceptable behaviour is reinforced.</p>	<ul style="list-style-type: none"> <li>• Understand what anti-social behaviour is and where to get help</li> <li>• Being mindful of the impact of behaviour on others</li> <li>• Become a role model, personify the positive behaviours expected in your neighbourhood and openly demonstrate and promote these.</li> </ul>
<p><b>Community</b> Communities are interconnected, understanding, and celebrating differences. Neighbourhoods are safe and healthy places to live within</p>	<p>In addition to the Individual recommendations:</p> <ul style="list-style-type: none"> <li>• Promote neighbourhood groups and events, making them inclusive to everyone</li> <li>• Take time to support vulnerable neighbours and friends, advocating on their behalf if required</li> <li>• Agencies will work with schools and other educational establishments to highlight the damage that ASB can cause.</li> </ul>

<p><b>Professional</b> Organisations invest in neighbourhoods. The built environment is considered and well designed.</p>	<ul style="list-style-type: none"> <li>• Promote and implement community initiatives and diversionary activities within your organisation. Recognise the importance of mentorship and role models to ensure our future generations flourish with a positive outlook, wider life skills and opportunities.</li> <li>• Licensed premises conditions are managed effectively to reduce the likelihood of ASB by ensuring that licence holders are aware of their legal responsibilities to prevent crime and disorder.</li> </ul>
<p><b>Society</b> People are considered equal; needs are met, and vulnerabilities supported. The environment is considered and well managed.</p>	<ul style="list-style-type: none"> <li>• Address long term socio-economic inequalities, ensuring a fairer distribution of opportunity.</li> <li>• Invest in social care resources, recognising the role of mental health &amp; well-being, enabling individuals' stability and growth</li> <li>• Consideration for ASB prevention is mandatory during the Planning phase of any new builds and public space developments</li> </ul>

## Case Study: Autumn Nights

Over 150 teams within Westminster including the Council, Police, Landlords, NHS, Schools, Justice services and charities regularly share intelligence and resources to help support our residents and communities in tackling anti-social behaviour.

One of the biggest joint agency action plans across the year focusses on Autumn Nights, where firework related disorder and arson can have devastating consequences. The current approach was borne from such an event, which saw between 50-100 youths congregating in a cul de sac, firing rockets at police officers, police cars, members of the public and traffic on the public highway. A total of three police officers were injured, two police cars and two civilian cars put out of service and 25 arson attacks on Westminster Housing bin chambers.

Across the following year, residential engagement groups were held within the ward; support services provided action plans for 33 identified youths, combining behavioural parameters alongside family interventions; Parenting and young person workshops were delivered in the locality; diversionary activities and youth provision were increased; schools included firework safety within their curriculums and commercial suppliers of fireworks and knives within the City were reviewed and subjected to strict monitoring and enforcement measures where appropriate.



This joint activity resulted in:

- a quiet Autumn Nights period in the locality without any notable incidents to address
- a city-wide decrease of 56% of firework related calls to the Police across the same period as the previous year
- a city-wide decrease of 9% of calls to Police relating to rowdy or inconsiderate behaviour or noise
- a decrease of 34% of reports of criminal damage in the locality

## 5.2 Objective 2: Early Intervention

We understand the importance of addressing anti-social behaviour as early as possible. On many occasions successful resolutions occur before behaviours escalates, without the need for further involvement of other agencies. It is vital that people feel empowered and supported to address their differences amicably and respectfully in the first instance. If the behaviour does continue, our communities must feel confident that when reporting it, swift action will be taken to resolve the issues.

When discussing early intervention, victims expressed concern at the perceived lack of urgency, joined up working and bureaucracy they experienced once they had reported anti-social behaviour. They wanted a better response to their reports of ASB. Often, victims shared instances where they felt that the quick, firm action taken by authorities had delivered a positive outcome and reduced the issues that they had been suffering.

Agencies must be competent in their approach and their multi-agency working. How agencies intervene, ensuring swift and effective working across boundaries to identify, assess and tackle ASB, is key in responding to the difficulties that communities and individuals face.

Referral pathways must be developed in a way that makes the experience as seamless as possible for victims and other users. It is vital that the right services are engaged in these pathways. Issues such as mental health have a significant effect on likelihood and impact of ASB, these services must be built into the prevention of ASB.

It is essential that all agency data and intelligence about ASB is effectively managed, assessed and shared so that we can recognise patterns of behaviour and repeat perpetrators. Our early interventions need to be delivered in partnership to address the root causes of the behaviour. Ultimately, agencies and communities need to hold perpetrators to account with robust enforcement when all efforts to problem solve issues are exhausted.

What does Early Intervention look like?	What difference will it make?
<p><b>Organisational Competence:</b></p> <p>All agencies work collaboratively, ensuring a model of joint case-management, shared intelligence, and best practice to resolve the issue in a timely manner before the behaviour escalates.</p>	<p>Victims will know what to report and to who, reducing the trauma they experience through re-living events that have impacted them.</p> <p>All victims are guaranteed the same level of response and support regardless of tenure or type of anti-social behaviour experienced</p> <p>The root causes of ASB will be addressed, reducing opportunities for repeat incidents to occur</p>
<p><b>Mediation:</b></p> <p>People that have tried to resolve their own conflicts without success are helped to avoid formal proceedings. Mediation gives the power to individuals to take control and resolve a situation with the support of a neutral third-party mediator.</p>	<p>Mediation is a proven, cost-effective method to resolve disputes quickly and amicably. It's particularly powerful in resolving situations early, negating the need for any formal proceedings such as civil litigation.</p> <p>Mediation can save much time, money and grief whilst significantly improving the lives of those involved. The goal is always to guide both parties to a mutually beneficial resolution rather than recommend specific courses of action. It empowers people to resolve situations themselves and come to an agreement.</p>
<p><b>Lack of Opportunity to succeed.</b></p> <p>Individuals and families are supported from a whole-family approach, whereby lack of opportunity linked to disadvantage, are tackled to prevent escalating ASB and other issues.</p>	<p>Agencies will view ASB as the result of something rather than an isolated set of behaviours.</p> <p>Families and communities are able to access the services they need and are aware of what opportunities are available.</p> <p>Children are invested in from an early age, providing youths the opportunity to do things they are passionate about to stop the cycle of unacceptable behaviour escalating and risk of exposure from Gangs or other negative influences.</p>

<p><b>Victims feel safe and supported in challenging anti-social behaviours:</b></p> <p>Reporting routes to agencies are clear and accessible, supported with readily available guidance on how to address lower-level anti-social behaviour before it escalates e.g., through the use of respectful communication and mediation.</p> <p>Agencies adhere to legislative guidance and victim's wishes for anonymity if requested. Opportunities are also provided to allow advocates to represent victims were required.</p>	<p>Agencies will provide the safest possible environment for managing anti-social behaviour, where victims are supported. Victims will feel heard, respected, and protected.</p> <p>Everyone involved feels confident in tackling and challenging the behaviours impacting upon them.</p> <p>Victims will feel safe and have the confidence that their issues are being treated seriously and effectively by statutory agencies.</p>
<p><b>Disruption:</b></p> <p>All agencies work collaboratively, prioritising the swift disruption of anti-social and criminal behaviours, using all available tools and powers in the collective to protect our communities.</p>	<p>Agencies will deliver timely disruption activities to stop unacceptable behaviour escalating into criminal behaviour.</p> <p>Perpetrators will no longer be able to commit ASB unchallenged</p> <p>Communities will feel protected, and flourish in safe neighbourhoods where families can grow without the fear of crime</p>

### What our communities have told us:

- *"ASB needs to be acted on immediately, so the person knows it's been noticed and that it is followed up with warnings. The council needs to get serious about this. . You've got to keep talking to them." (WCC resident, F 60-64, rents from council, lives alone)*
- *"Early intervention in the repeating cycles of the poverty trap is much easier said than done. However, investing in children from the early years up, ensuring, wherever possible, that no child goes hungry/ gets into gangs, drugs etc. because there's no hope at home and nothing to do outside school, (WCC resident, F 50-54, council rents, lives alone)*
- *On both occasions I called the police who responded immediately. Next day I contacted the ASB team at the councils, again quick firm action was taken against an offenders. Both were quick to respond and were supportive given I was living on my own and their concerns were noticeable. The quick action by both, I feel negated any further abuse towards me. (Resident)*

## How can we all play our part in the CCR?

<p><b>Individual</b></p> <p>Individuals can exercise their rights and seek support to challenge anti-social behaviour before it escalates</p>	<ul style="list-style-type: none"> <li>• Learn about your rights as a victim</li> <li>• Familiarise yourself with the tools available to tackle anti-social behaviour</li> <li>• Read the section on Reporting ASB</li> <li>• Call 999 in an emergency or 101 if it is not an emergency (other routes contact details can be found in Appendix 4.)</li> </ul>
<p><b>Community</b></p> <p>Anti-social behaviour is everyone's business and all members of the community know what behaviour is unacceptable and can report effectively to the appropriate agencies for intervention</p>	<p>In addition to the Individual recommendations:</p> <ul style="list-style-type: none"> <li>• Be mindful of the root causes of ASB and report welfare concerns if things do not appear right</li> </ul>
<p><b>Professional</b></p> <p>Agencies are aware of the benefits of early intervention, working together to improve data collation and analysis to identify root causes and deliver swift interventions</p> <p>Officers ensure ASB case strategies are devised in partnership, drawing on the collective tools and powers available to disrupt the unacceptable behaviour</p>	<ul style="list-style-type: none"> <li>• Arrange ASB and information sharing training</li> <li>• Review current practices and thresholds for support service access, ensuring people do not fall through the gaps</li> <li>• Understand the duties a Community Trigger places on agencies and how effective partnership working can deliver appropriate interventions and success</li> <li>• Develop referral pathways and work together with other agencies</li> <li>• Work alongside partners to disrupt ASB before it escalates.</li> </ul>
<p><b>Society</b></p> <p>Consistent and long-term support is available for all individuals. The root causes of ASB are understood and addressed.</p>	<ul style="list-style-type: none"> <li>• Remove stigma, fear, and barriers to accessing support services, ensuring everyone has access to help when they need it</li> <li>• Promote a shift in acceptance towards people with diverse backgrounds and identities, including ethnicity, gender, disability, religion and sexuality</li> </ul>

## Case Study: Covid Lockdown Youth Disorder

The Pandemic proved a challenging time for our communities, with residents forced to remain in their homes, schools closed, and our young people grew restless being isolated from their friends. Westminster City Council, our Housing colleagues, and Police worked tirelessly to reduce the negative impact of anti-social behaviour within the lockdown period.

A large group of young people started congregating on a private Estate, breaking doors to access communal areas for drug taking, damaging private property, and intimidating residents. Initial intelligence received from residents enabled Police and security teams to proactively target the area, identifying the individuals through a range of tools including ASB warnings, stop & searches and CCTV images that were shared with Police, Integrated Gangs & Exploitation officers, Schools officers and Housing staff. Security within the estate was improved with focus on weak access points, lighting, and signage.

The enhanced security measures and disruption patrols saw the group displaced to a further two Westminster Housing Estates and a Network Homes Estate across 3 neighbouring wards; the youths moving on as soon as an Estate became too 'hot' for them. Again, intelligence received from our residents through reports, street briefings and ASB questionnaires played a vital part in supporting the multi-agency response.

Disruption patrols and security improvements continued within the affected Estates, alongside weapon sweeps, warning letters and Community Protection Notice warnings to those identified. The evidential base justified the implementation of 2 civil injunctions against persons unknown, with the power of arrest attached, to protect the two Westminster Housing Estates.

Alongside the disruption work, partners created action plans for each of the individuals identified, seeing early interventions for those just coming to notice, including joint agency meetings with the youths and their families, Acceptable Behaviour Contracts agreed to improve behaviours and enhanced support to divert them away from gang influences. Stronger sanctions were applied to known individuals with named civil injunctions for 8 of the group banning them from the Network Homes / Westminster Housing Estate, and referral orders for restorative justice contracts to be agreed at a Youth offending Panel.

### 5.3 Objective 3: Victim Support

**Victims of ASB can have a range of needs. Some will be because of the impact of the actual ASB but they may also have other needs as well.** Mental health, substance misuse, housing, poverty, and other needs can seriously heighten the impact of ASB on victims. Support and therapy are often found to be vital in reducing the long-term impacts on victims especially during their recovery from incidents of ASB. Our approach needs to be wide-ranging and led both by a person's immediate and long-term needs.

Some victims told us that they also needed more individual support whilst their cases were being investigated and dealt with. They said that they needed to be listened to and wanted to receive regular updates on their case. They wanted to understand what actions could and would be taken by agencies. They also wanted to have the opportunity to give opinions and feedback on case handling. They said that this would make them feel that their concerns were being taken seriously, listened to, and engaged in their own case. They said that this would give them confidence in the agencies involved and that those that were responsible for the ASB would be held to account for it.

It is essential that victims are provided with access to better advocacy within case management and be given the opportunity to choose restorative justice measures to tackle ASB if they wish. Offers of trauma-informed help and support to support the investigation and ultimately recover from their experience will assist victims in finding emotional and physical well-being and reduce the possibility of repeat victimisation. It is important that professionals act without judgement or prejudice, are mindful of the effects of secondary trauma and seek to support and validate survivors of ASB from their first contact. Professionals must work with our victims in order to give them the outcomes that they deserve.

What does Victim Support look like?	What difference will it make?
<p><b>Organisations follow duties and best practice:</b> Agencies are aware of their duties in relation to ASB and respond swiftly and appropriately, often going beyond the minimum requirement to give victims the maximum support. Best practice examples are shared and adopted.</p>	<p>Victims will receive the support they deserve before the anti-social behaviour harms their emotional, mental, and physical wellbeing.</p> <p>Advocates will be able to help victims navigate and access services they may need to improve their general wellbeing and represent their best interests.</p> <p>Victims will be engaged in their case and will understand how they can support agencies in delivering the required results. They will feel that they are part of the solution.</p> <p>Victims will have the confidence that their concerns are being taken seriously and that they have the best response from agencies that is available.</p>
<p><b>Community Triggers:</b> Everyone will be aware of their legal rights as a victim and their right to activate a Community Trigger case review if the local threshold is met. <i>(3 reports of ASB within 6 months to Police, Housing or Council)</i></p>	<p>Victims will be able to have their cases reviewed swiftly and efficiently so that they no longer have to endure on-going ASB and the impacts upon them.</p>

<p><b>Continuous improvements:</b>          Agencies will continuously improve their practices, actively seeking feedback from victims on what worked well and whether they felt anything could have been improved upon. Best practice will be shared amongst agencies</p>	<p>Services will be delivered to meet the needs of the victim.</p> <p>Agencies will learn from and develop their own practice to ensure that they are meeting the needs of their victims.</p> <p>Diverse needs will be identified and responded to effectively.</p> <p>Westminster will deliver the best ASB service to its ASB victims</p>
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### What some of our victims told us:

- *"Having the ASB team updating me was so helpful. ." (Resident)*
- *I did not feel believed, I felt marginalised actually. The response felt institutionalised with no empathy in that I think Leaseholders are characterised as complainers. It was only after some months passed that I was contacted by an experienced ASB officer who listened to me. Then I felt like a proper response was being taken. (Resident)*
- *My experience of dealing with different agencies was difficult. When I reported ASB that was shared between agencies it was obvious that the information provided was not consistent.. (ASB Help)*

### How can we all play our part in the CCR?

<p><b>Individual:</b>          Victims will have access to agencies that will provide a professional and empathic service in dealing with ASB.</p> <p>Victims will need to support the agencies in providing information and support to the case.</p> <p>Victims can seek and access support in order to address the impact upon their emotional, mental and physical well-being.</p>	<ul style="list-style-type: none"> <li>• If you notice unacceptable behaviour, report it to the relevant agencies (use the guide in this strategy on p.30 <i>Reporting anti-social behaviour</i>)</li> <li>• In an emergency, call 999</li> <li>• Show empathy towards individuals you believe are ASB victims, offer support and signpost them to the Community Trigger and other services outlined in the resource guide in this strategy (page 33)</li> </ul>
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<p><b>Community:</b> Communities will have confidence that agencies are providing an effective and professional victim-focused service and will be able to support victims of ASB in their neighbourhoods.</p> <p>Communities will have the knowledge to be able to encourage victims to report ASB to agencies.</p>	<ul style="list-style-type: none"> <li>• Agencies will promote our victim services to communities (see the Resource guide within this strategy on page 33)</li> <li>• Communities will be able to use self-referral pathways into services to report ASB, considering specialist organisations which can provide support</li> <li>• Communities will be able to collectively support the victims within their neighbourhoods that are suffering ASB</li> </ul>
<p><b>Professional:</b> Agencies work together to ensure victims can access holistic wrap-around support that is trauma informed</p>	<ul style="list-style-type: none"> <li>• Agencies will approach every case by putting the victim at the centre of their case management. Victims matter and are our priority.</li> <li>• Services will provide a professional, effective, and empathic services to victims.</li> <li>• Agencies will involve and work with our victims closely to ensure successful outcomes.</li> <li>• Agencies will understand and carry out their duties in response to ASB and the Community Trigger, advising victims of their rights. They will signpost victims to resources that are available to them, e.g. Online resources such as the WCC Community Trigger Film: <a href="https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger">https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger</a></li> <li>• Services will address victim's immediate needs and allow time to discuss long-term support</li> <li>• We will develop processes and work together with other agencies to achieve outcomes that deliver for our victims.</li> <li>• Agencies will ensure that our communication with victims about their cases is regular, informative, and collaborative.</li> <li>• Agencies will ensure that services provided are fair, equitable and consider diverse and inclusivity needs.</li> <li>• Agencies will always seek feedback from victims to ensure that services are improved and evolved in order to meet need.</li> </ul>



<p><b>Society:</b> Being a victim of ASB is not acceptable to our society. No-one should have to suffer from ASB and everyone has a right to live in, work in or visit Westminster in peace and harmony. It will not be tolerated.</p> <p>Consistent and sustained support both short and long term is available for all victims.</p>	<ul style="list-style-type: none"> <li>• ASB amongst communities needs to be condemned and 'called-out' in order to support victims and reduce the incidents of victimisation.</li> <li>• Ensure language, ethnicity and status are not barriers to accessing long-term support.</li> </ul>
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## Case Study: Sarah Newton

### Sarah Newton – Westminster Housing Resident Case Study.

Sarah has lived in Westminster her whole life and lives in a flat on her own on an estate. She has experienced three separate cases of Anti-social Behaviour whilst living in her flat. Sarah felt that as a woman living alone, she was being targeted by others living on her estate. On one occasion, three people who were in a property nearby verbally abused Sarah, repeatedly asking her for her mobile phone and accused Sarah of calling the police, something she did not do. This left her feeling nervous about leaving her flat.

After this incident, Sarah called the Safer Neighbourhood team police and the Anti-social Behaviour Team in Westminster housing who assisted her with her situation. They advised what they could do to help her and provided advice on who to contact and how to keep safe. The case manager also suggested arranging for the local safer neighbourhood team to visit her. The ASB Case manager was proactive in quickly linking in with the police; expressing the seriousness of the situation and on the same day, two officers carefully visited Sarah at her flat after her agreement for this to happen with the case manager. Sarah was happy for her case manager to manage this further with the perpetrator and so alongside housing officers, he informed the perpetrator of the reports they had received and that if there was evidence to show that they or any visitors/ members of their household were causing nuisance, harassment, alarm, or distress to another resident, they could face tenancy enforcement action which could in the most serious circumstances be eviction. The behaviours stopped after this strong action was taken. The council dealt with it quickly and Sarah has felt more secure and reassured that partners work to keep people feeling safe in their homes.

## 5.4 Objective 4: Bringing Perpetrators to Justice

The impact of anti-social behaviour left unchecked can damage and even destroy lives. Our communities in Westminster want to see perpetrators brought to justice for the harm that they have caused to prevent both their behaviours from escalating and to also discourage others from doing the same.

The police are not the only service responsible for this objective - everyone has a role to play. Communities, victims, and witnesses need to speedily report ASB to services and support ongoing cases, especially when enforcement is identified as the potential solution to their problems. Wider services, such as mental health teams, housing management teams, ASB caseworkers, need to work together with victims and perpetrators to address ASB. Agencies need to deliver enforcement outcomes that not only hold those responsible for ASB to account, but also meet the needs of victims and communities and to eradicate the ASB totally. We must work together in this very important area.

Holding those responsible for their actions can have a positive impact upon perpetrators themselves by becoming real 'teachable moments' in their lives and providing them with an opportunity to turn their lives around.

Victims of ASB have told us that robust enforcement and stronger consequences are required to deter perpetrators committing ASB and provide them with satisfaction that someone has been held to account for the suffering that they have experienced. However, prosecution is only one form of justice. The opportunity for survivors to choose restorative approaches to tackling ASB is also important as it means their experiences are believed and they are being given a chance to decide how the perpetrator is made accountable for their actions. Agencies have a wide range of enforcement routes that they can take and each case must be assessed on its own merits to determine the most successful and impactful route to dealing with the ASB and perpetrator.

It is imperative that we swiftly bring perpetrators to justice, so victims do not have to suffer any longer than is absolutely necessary. Delays in delivering outcomes for victims can further traumatise them and the sooner we can engage and deter those responsible for it the better for them, and for communities as a whole.

In the case of a neighbour dispute, on occasion victims of ASB can become perpetrators if certain actions are taken in retaliation to a behaviour. We do not encourage retaliation, as this could mean action being taken against the individual. That is why if you feel you cannot resolve the situation amicably using resources such as 'dear neighbour cards,' you are able to take the appropriate actions as listed in Section 7.

It is also important that the root causes as to why a perpetrator engages in ASB are addressed. We know that lack of opportunity, boredom, peer pressure and a lack of insight into the impacts upon others can be key factors in why some people engage in behaviour that damages people and communities. Whilst holding people to account for their behaviour is vital, we also need to ensure that where appropriate we provide support to perpetrators to allow them to change their behaviour and become a positive member of society, rather than damaging it. Agencies must address any underlying issues that contribute to the offending in the first place, otherwise behaviours will continue and ASB will perpetuate.

What does Bringing Perpetrators to Justice look like?	What difference will it make?
<p><b>ASB Perpetrators identified and investigated in a swift and timely manner:</b></p> <p>All agencies are involved in sharing information to build the intelligence picture and reports are thoroughly investigated to ensure perpetrators are held to account.</p>	<p>Victims feel listened to and believed.</p> <p>Victims' confidence in and satisfaction with agencies will improve</p> <p>Perpetrators will no longer be able to commit ASB unchallenged</p>
<p><b>Victims supported to give evidence:</b></p> <p>Victims are supported throughout the criminal justice process and beyond, with their mental health at the forefront of considerations.</p>	<p>Victims will be more likely to testify, leading to more convictions of anti-social behaviour perpetrators.</p> <p>Perpetrators will know that they will be held to account.</p>
<p><b>Community Resolution / Restorative Justice:</b></p> <p>Victims are provided the opportunity to consider restorative justice approaches and decide how they want their issues to be addressed</p>	<p>Victims feel confident and in control of their case, trusting agencies to act in their best interests</p> <p>Adults and children who exhibit ASB have the opportunity to take responsibility for their behaviour and repair the harm caused by it.</p>
<p><b>Appropriate intervention is taken:</b></p> <p>Victims are placed at the heart of any action and agencies collaborate to deliver robust interventions, which may include criminal justice options incorporating behavioural restrictions and rehabilitative requirements, based on the seriousness, risks and vulnerabilities in the case.</p>	<p>Victim/ survivors will feel safe and vindicated</p> <p>ASB perpetrators will be unable to commit further anti-social behaviour</p>

## What our communities have told us:

- *"A change of people's attitude is needed.. Quick, swift action to enforce any laws broken needs to be taken.. People need to seriously be made aware that their behaviour will not be tolerated. Victims do not want potential outcomes dragged out over a long period of time." (WCC resident)*
- *No intervention of ASB at any stage only allows the problem to grow and is enabling the perpetrators. A better understanding is needed from agencies about how this is not 'low level crime' and how it does destroy lives. It does not go away - it only escalates to further criminalities with no intervention, and victims' lives suffering or are even ending. There are many serious case reviews that support this. (ASB Help)*
- *"Take swift action against prolific offenders and publicise what action has been taken." (Business Crime Reduction Partnership)*

## How can we all play our part in the CCR?

<p><b>Individual</b></p> <p>ASB is seen to damage and destroy lives, victims are treated as such and supported through any intervention</p>	<ul style="list-style-type: none"> <li>• Call 999 in an emergency or 101 if it is not an emergency (other routes contact details can be found in Appendix 4.)</li> <li>• If you witness ASB and can safely challenge it, do so; report it to the relevant authorities to intervene</li> <li>• Show empathy towards individuals you believe are ASB victims, offer support and signpost them to the services that are available to them including Community Trigger. Services are outlined in the resource guide in this strategy (page 33)</li> </ul>
<p><b>Community</b></p> <p>ASB is consistently reported by communities</p>	<ul style="list-style-type: none"> <li>• Share information with agencies (anonymously if preferred, using the reporting routes outlined in the Reporting ASB guide on page 30) to ensure agencies can work from the most comprehensive intelligence picture</li> <li>• Do not tolerate ASB within your neighbourhood, by safely challenging and reporting all incidents of ASB you witness, even if the perpetrator is known to you</li> </ul>

<p><b>Professional</b></p> <p>Agencies work in partnership, utilising all available powers to bring perpetrators to justice</p>	<ul style="list-style-type: none"> <li>• Agencies will utilise all applicable disclosure channels to access a comprehensive intelligence picture, identifying appropriate agencies to address root causes of the perpetrator's behaviour</li> <li>• Develop case strategies utilising all available powers, incorporating rehabilitative and behavioural control measures within court orders</li> <li>• Ensure victims have continued support throughout the duration of the case</li> </ul>
<p><b>Society</b></p> <p>ASB is not tolerated, and perpetrators are held to account</p>	<ul style="list-style-type: none"> <li>• Victims are given the opportunity to decide on restorative justice disposals</li> <li>• Courts consider robust sanctions against those responsible for committing and/or enabling ASB</li> </ul>

## Case Study: Criminal Behaviour Order & Community Orders

Westminster City Council received multiple reports from Westminster businesses and residents regarding a 60-year-old male's abusive behaviour towards people on the street. A multi-agency ASB case conference was held for a holistic review of the case and devise an action plan to address the ASB and its root causes. It was found that in addition to the abusive behaviour the male had a history of theft and had recently caused injury to a shop keeper when challenged. Support Services present at the case conference acknowledged that he had suffered complex trauma, significant health issues and used Class A drugs; it was also determined that he had previously suffered a serious brain injury and consistently refused to engage with specialist support services.

Partners decided a Criminal Behaviour Order with an exclusion zone, would be an appropriate preventative tool. When discussing this enforcement approach, partners held his complex needs in mind to ensure the appropriate action could be taken. Relevant assessments of his welfare, brain injury and communication needs were completed, alongside a review of a suitable neuro-rehab programme for future consideration. The case leads followed recommendations in the clinical report from the speech and language therapist on how best to communicate with him to ensure he understood the ramifications of his behaviour, what the Police were saying to him, and any documentation served.

The Court received a pre-sentencing report detailing the findings of the clinical report and other assessments. Recognising his complex needs, the Court granted the 4-year Criminal Behaviour Order and sanctioned a community order designed to ensure he accessed the Drug and Rehabilitation support services he requires to make a positive change.

## 5.5 Objective 5: Engaging the Community

The way in which we engage our communities is fundamental to the approach we take in resolving ASB. Communicating the successes, activities and actions of the Council and agencies, as well as involving our residents as partners in addressing local problems brings positive outcomes, especially in terms of community confidence in the Council and other agencies to act.

Residents often understand the local issues that affect their neighbourhoods and are best placed partners to help develop and deliver community focussed solutions.

When discussing community engagement, residents highlighted how their knowledge of what action was being taken to address the ASB in their neighbourhood contributed greatly to their feelings of safety both in their home and locality. It also increased their trust in authorities to ensure that they can safely report incidents that had impacted them without fear of reprisal.

It is vital that we guarantee a two-way flow of information and intelligence between the Council and our communities; to ensure that our residents trust the Council and agencies act in the best interests of their communities and neighbourhoods. They want to be able to contribute to locally devised strategies addressing the key concerns and see the positive differences that successful actions have achieved.

What does Engaging the Community look like?	What difference will it make?
<p><b>Promoting successes and advertising action:</b></p> <p>Communities are aware of the issues and agency responses within their neighbourhoods, clear on how they can help contribute to resolving the ASB.</p> <p>Where appropriate, and where the law allows, the council will identify individuals that have had a court sanction made against them as a result of their anti-social behaviour.</p>	<p>Community confidence in the Council and agency ability to tackle ASB will improve, seeing the positive differences of successful actions</p> <p>Communities do not tolerate ASB in any form and report through incidents and intelligence to help agencies tackle the behaviour</p> <p>ASB perpetrators will know they will be held to account</p>
<p><b>Community Solutions:</b></p> <p>Communities are engaged in ASB focus areas to ensure that key concerns are identified, and solutions are co-designed, specific to the needs of the locality</p>	<p>Communities are empowered, able to ensure the needs and issues within their neighbourhoods are addressed and victims are supported.</p>

<p><b>Visible Presence:</b></p> <p>Officers have visible presence within our neighbourhoods, ensuring a fluid flow of information between our communities and agencies</p>	<p>Agency responses are fully informed ensuring swift multi-agency early interventions</p> <p>Communities feel safe and connected, confident in their ability to help protect their neighbourhoods from ASB</p> <p>Confidence in statutory agencies will improve.</p> <p>Communities will be better informed about the ASB issues that are affecting their area.</p>
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#### What our communities tell us:

- *Business forums providing sector-specific support and advice and offering clarity on what work is being done by the Council to support businesses in relation to anti-social behaviour." (Theatre)*
- *"Stress reduction generally so social / community activities, social care support and engagement." (Resident)*
- *"More education whether at school, or advertisements on television, mobile units especially on estates, more noticeable police presence." (Resident)*
- *"I don't know where to report it, and what if any action the Council would take. I don't think is worth reporting as I don't think you would do anything about it." (Business association, West End Business Network)*
- *"Westminster council in particular do not care (in some areas) and complaining just seem to fall on 'deaf ears.'" (Resident)*
- *"Early notification to neighbours and block that an investigation was going on" (Resident)*

## How can we all play our part in the CCR?

<p><b>Individual</b></p> <p>Individuals understand the local issues within their neighbourhoods and are provided the opportunity to collaborate with agencies to resolve the ASB.</p>	<ul style="list-style-type: none"> <li>• If you witness ASB and can safely challenge it, do so; report it to the relevant authorities to intervene (use the “How to Report ASB” guide on page 30 in this strategy)</li> <li>• Familiarise yourself with the local engagement platforms, contributing information and ideas on how to resolve issues.</li> <li>• Engage with ASB questionnaires, attend local ASB forums and assist with requests for information, helping agencies evidence ASB and coordinate co-designed solutions</li> </ul>
<p><b>Community</b></p> <p>Communities are aware of the issues affecting their wider neighbourhoods and work together with agencies to address ASB.</p>	<ul style="list-style-type: none"> <li>• Share information with agencies (anonymously if preferred, using the reporting routes outlined in the Reporting ASB guide on page 30) to ensure agencies can work from the most comprehensive intelligence picture</li> <li>• Join or establish community, residential and business forums to represent the local neighbourhood in consultation and engagement by agencies</li> </ul>
<p><b>Professional</b></p> <p>Agencies engage local neighbourhoods in ASB focus areas to ensure that key concerns are identified, and solutions are co-designed, specific to the needs of the locality.</p> <p>Actions and successes are promoted; when appropriate and where the law allows, successful court sanctions are advertised.</p>	<ul style="list-style-type: none"> <li>• Utilise all methods of engagement inviting communities to co-design solutions when resolving issues, such as ASB questionnaires, door knocks and wider consultation with residential and amenity societies</li> <li>• Promote local action plans in ASB focus areas, clarifying reporting routes and how the community can assist</li> <li>• Advertise successful court sanctions where the law allows</li> </ul>



<p><b>Society</b></p> <p>ASB is not accepted in any form within our society. Everyone is informed, working together to design and implement local solutions before they escalate.</p>	<ul style="list-style-type: none"> <li>• Established community platforms provide everyone with the opportunity to understand local issues and contribute to solutions</li> <li>• Transparent and trusted information flows exist between agencies and local neighbourhoods; perpetrators understand they will be identified and held to account</li> </ul>
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## Case Study: Community Thursday's

Community Thursdays is a Westminster Housing initiative designed to provide an opportunity for teams across the housing department, at all levels, to have a local and visible presence on our estates and talk to residents about issues that matter to them, including ASB.

This initiative was instigated following the recent housing departments restructure, where there are now more officers in our teams who manage smaller patches, therefore they are able to provide greater focus on issues that affect residents. Local councillors are invited to join us on Community Thursdays, so that we can collectively work together to address wider issues, as well as provide advice and assistance on issues specific to the resident's home. Each Thursday afternoon, staff across the department visit a different housing estate to knock on the doors of our residents' homes.

Community Thursdays has provided an opportunity for officers to engage with residents, in particular those who are vulnerable, and have a face-to-face discussion about ASB or other housing related queries. Residents can report new incidents of ASB or following up on current cases with new information which act as an integral part of gathering evidence for enforcement and provides them an opportunity to collaborate with agencies to resolve the ASB. Staff can log information reported to them which is triaged to the ASB teams to add to insights on cases and provide more effective outcomes,

Westminster City Council recognises that people have personal preferences in the way they report issues to the Council. Community Thursday's provide vital face to face contact to all Westminster Housing tenants and leaseholders, which compliments the existing ASB reporting routes into Westminster Housing via the telephone or ASB reporting form.

## Section 6 – Conclusion

**ASB destroys lives. We have the power to prevent victimisation, bring perpetrators to justice and ensure victims are identified and can access meaningful support. Only by working together can this be achieved.**

Thank you for taking the time to read this strategy. This may be the conclusion, but it is the beginning of the next five years and reaching our objectives. We look forward to working with you to deliver an approach which is collaborative, coordinated, trauma-informed, Intersectional, gender-informed, and above all puts victims' voices and specialist services as its heart.

So, take another look at the diagrams on how we can all play our part and let us work together to end anti-social behaviour.

## Section 7 – Appendix 1: How to report anti-social behaviour

We know that having to continuously report anti-social behaviour can be exhausting for people trying to survive the ordeal. Here we have listed the main reporting routes for anti-social behaviour, to ensure that the correct teams are aware of the issue from the beginning.

Please note that the Council is not an emergency response service. Incidents where there is an immediate risk of harm to person or property must be reported to the police or other appropriate emergency service at 999.

### Housing Association tenants:

If you are a Housing Association tenant, it is vital that you report any anti-social behaviour you have experienced in and around your property to your Housing Provider in the first instance. This enables the first steps of tenancy enforcement action to commence, if applicable.

Please refer to your Housing Provider's website for details of their ASB policy and ASB reporting instructions.

### Westminster Housing tenants

If you are a **Westminster Housing tenant**, please visit our webpage:

<https://www.westminster.gov.uk/housing/tenants/report-anti-social-behaviour-or-tenancy-fraud-westminster-housing-residents>

Westminster Housing also has a **Residents' Portal** for their tenants – those registered can log their own ASB case and update it.

<https://www.westminster.gov.uk/news/housing-portal-makes-managing-your-home-breeze>

### Reporting to Police:

The Police have enhanced the way ASB can be reported; there is an ASB on-line form, which can be accessed at the following link:

<https://www.met.police.uk/ro/report/asb/antisocial-behaviour/>

You can still continue to report via current channels such as **101** or to your local Neighbourhood Policing Team if you prefer, as there will be no change to the current ASB process. In the case of emergency dial **999**.

### Reporting to Noise:

You can report any future incidents involving noise with Westminster City Council Noise reporting number or on-line reporting tool at the link below:

<https://www.westminster.gov.uk/report-it>

Calls to the Noise reporting number can be made 24/7 and will enable our officers to attend and witness the noise levels. They act on statutory noise nuisances. Please call: **0207 641 2000**

### **Reporting anonymously:**

You can report anonymously to the police via their online anti-social behaviour reporting form:

<https://www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

To report crime anonymously, you can also contact Crimestoppers on:

- **0800 555 111** - this number is free to call
- visit the Crimestoppers website: <https://crimestoppers-uk.org/>

### **Community Trigger:**

If you've reported 3 incidents of anti-social behaviour in the last 6 months to the police, your Housing Association or Westminster City Council, and you feel that no action has been taken, you can request a formal case review by starting a community trigger. A film on what to expect if you apply for a Community Trigger and the application form can be found here:

<https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger>

## **Section 7 – Appendix 2: Our Commitment**

### **Victim first**

We take a victim centred approach. We will support the individual/s being affected by anti-social behaviour in the way they wish to be supported and look to achieve a balanced outcome for both the victim and community, understanding that may not always be enforcement; Where possible, victims will be given the opportunity to choose restorative approaches to tackling ASB. We will build an environment where victims and witnesses feel confident and safe in coming forward to report anti-social behaviour. We will actively try to understand the victim's experience and improve our services accordingly.

### **Act in partnership**

We will draw on the resources of the wider partnership and work collaboratively to share knowledge, resources, and expertise to prevent and address ASB. Where appropriate and in line with data protection legislation, we will share information with our partners, including the police and social landlords to help us work out how best to respond.

### **Address the causes of the anti-social behaviour**

There are many factors that could influence someone's behaviour in a way that others might consider anti-social. Where issues such as drug or alcohol addiction, domestic violence or mental illness are identified we will provide support to the victim and to the perpetrator by referring to appropriate support services.

### **Legal and enforcement action where necessary**

We will take a robust approach to resolve ASB, and this will include legal action where necessary to protect victims. We will ensure that any action is a proportionate response to protect the victim or community in line with the Enforcement Concordat. We will continue to use our legal tools and powers innovatively and assess their effectiveness to inform future decision making.

### **Prevent anti-social behaviour where possible**

By using appropriate and timely interventions we aim to resolve most complaints at the earliest opportunity for example by sending warning letters, offering mediation or positive diversionary interventions, making use of Acceptable Behaviour Contracts (ABCs) and making appropriate referrals for support. We will champion the use of Community Standards to promote neighbourly behaviour and advertise the Community Trigger so everyone understands their rights as a victim of ASB.

## Section 7 – Appendix 3: Victim’s Charter

This charter does not replace any statutory rights that victims have under the Victims Code or any other codes of practice. This is Westminster City Council’s commitment towards our residents and community to deliver a victim centred response to anti-social behaviour.

We will allocate a lead ASB caseworker to be single point of contact (SPoC) through the duration of the case who will:

- Help victims understand what the options are in the case progression even if we are limited in what information we can legally disclose
- Discuss and agree the victim’s level of involvement within the case
- Advocate on behalf of the victim within any professional meetings relating to their case
- Keep victims informed about the progress of their case including any court hearings
- Discuss the court process with the victim when securing victim impact statements, discussing the special measures available to protect victims when testifying, and apply for extra help when giving evidence in court if appropriate

<https://www.victimsupport.org.uk/going-court/extra-help-court/>

- Discuss all available support services open to the victim and provide referrals to victims’ support services / other relevant support services where appropriate

## Section 7 - Appendix 4: Resources

Experiencing anti-social behaviour can be stressful and upsetting. Westminster Housing has produced a series of ASB fact sheets and FAQ to help support our tenants which can be found here: <https://www.westminster.gov.uk/housing/anti-social-behaviour>

There are national and local organisations which may be able to offer you additional support and advice. Some of them are listed here:

### General Support:

#### Victim Support

Victim Support is the independent charity for people affected by crime and traumatic events in England and Wales. They provide individual, independent, emotional, and practical help to enable people to cope and recover from the effects of crime.

Get support locally

- Contact your nearest Victim Support team: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Call the Victims' national phone line

- Call the Support line for free on [08 08 16 89 111](tel:08001689111), 24/7

Get support online

- Start a live chat, available across England and Wales, 24/7:  
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>
- Request support online:  
<https://www.victimsupport.org.uk/help-and-support/get-help/request-support/>
- Access My Support Space – a free online resource containing interactive guides and videos  
<https://www.mysupportspace.org.uk/moj>

Alternatively, you can call the Victims' Information Service for free on [08 08 16 89 293](tel:08001689293)

#### Citizens Advice Witness Service

A network of independent charities offering confidential advice online, over the phone and in person. CAB are independent, impartial and the service is free. CAB also support witnesses in every criminal court in England and Wales. Practical information about the process, as well as emotional support to help witnesses feel more confident when giving evidence.

- Address: 200 Aldersgate St, London EC1A 4HD (Main Office)
- Email: [westminster.mc@citizensadvice.org.uk](mailto:westminster.mc@citizensadvice.org.uk)
- Witness service website:

<https://www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-witness-service/>

### **Westminster Advice Services Partnership (WASP)**

Advice on a range of issues, including Benefits, Debt, Housing, Employment, Consumer, Legal, Tax, Family law, Energy suppliers and Immigration & Nationality. Service available to Westminster residents (including those who are temporarily resident, or those placed temporarily by the City Council outside of the borough), or homeless with no local connection to anywhere outside of Westminster.

- WASP can be found across Westminster, at the following locations and times:
  - Beethoven Community Centre, Third Avenue, London W10 4JL, Mondays 1:30pm to 4pm
  - WECH Community Centre, Athens Gardens, entrance via Chantry Close off Elgin Avenue, W9 3RS, Tuesdays, 3pm to 5pm
  - Citizens Advice Westminster, 21a Conduit Place, London, W2 1HS, Tuesdays 5:30pm to 7pm (for employed only) and Fridays 2pm to 4pm, every 4th Friday women only
  - Church Street Library, 67 Church Street, NW8 8EU, Wednesdays 10:30am to 12:30pm
  - South Westminster Legal Advice Centre, 246 Vauxhall Bridge Road, London SW1V 1AU, Fridays, 9:30am to midday

Telephone: 0300 330 1191

Westminster Advice Services Partnership website: <https://www.westminsteradvice.org.uk/>

## **Mental health support**

### **SPA - Single Point of Access**

The Single Point of Access provides one number and one email address for referrals to secondary mental health services and support in a mental health crisis in the Borough of Westminster.



The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year.

<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/single-point-access>

You can call us on [0800 0234 650](tel:08000234650) or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

### **The Samaritans**

The Samaritans are there for anyone who's struggling to cope, who need someone to listen without judgement or pressure. Free support on the phone, via email, letter and in person.

- Website: <https://www.samaritans.org/branches/central-london/>
- Telephone: 116 123
- Email: [jo@samaritans.org](mailto:jo@samaritans.org)
- Write to: Freepost RSRB-KKBY-CYJK, Chris, PO Box 9090, STIRLING FK8 2SA

## **For older people**

### **Age UK advice line**

Free national advice line for older people and those seeking advice for older friends or relatives. Open 8am to 7pm, 365 days a year.

- Telephone: 0800 678 1174
- Website: <https://www.ageuk.org.uk/westminster/>

## **For leaseholders**

### **The Leasehold Advisory Service**

Government funded independent advice for Residential Leaseholders

The Leasehold Advisory Service website can be found here: <https://www.lease-advice.org/>

## **Support for families in Westminster**

### **Westminster Family Information Service**

- Westminster FIS website: <https://fisd.westminster.gov.uk/kb5/westminster/fis/home.page>

To report a concern about a child, contact the Westminster Access and Assessment Team at [0207 641 4000](tel:02076414000) or e-mail [AccessToChildrensServices@westminster.gov.uk](mailto:AccessToChildrensServices@westminster.gov.uk)

## Section 7 - Appendix 5: Glossary

Term	Explanation
Safer Westminster Partnership	The Safer Westminster Partnership is our statutory Community Safety Partnership where the council works with the police, fire, health, probation and other agencies to develop strategies and policies to make Westminster safer.
Modern Slavery	Modern slavery refers to situations where an individual is deceived, coerced or forced into exploitation. Modern slavery is an umbrella term which encompasses human trafficking, servitude and forced or compulsory labour. It is outlined in the Modern Slavery Act 2015.
Cuckooing	Cuckooing is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing. It is named after the cuckoo's practice of taking over other birds' nests.
Community Trigger	The ASB Case Review, often referred to as the 'Community Trigger' is an important statutory safety net for victims of anti-social behaviour who believe they have not had a satisfactory response to their complaints about anti-social behaviour. Where a locally determined threshold is met, victims can require the relevant bodies in the local area to undertake a review of the case, and those bodies have a statutory duty to undertake that review.
Enforcement Concordat	The Enforcement Concordat: Good Practice Guide for England and Wales is a Code of Practice between Government and local councils. It sets out a range of options drawn from current good practice, which enforcers can use to help them apply the Principles of Good Enforcement.
Mediation	Mediation is <b>a way to mend relationships when there is a disagreement</b> . Mediation is held by a neutral person (a 'mediator'). The mediator is impartial. This means they do not take sides. They are there to help everyone involved find a solution they can all agree to.

Community Resolution	When dealing with anti-social behaviour or less serious offences through a community resolution, the police officer may use the Community Remedy document to engage the victim in having a say in the punishment of the perpetrator. The Community Remedy gives victims a say in the out-of-court punishment of perpetrators of less serious crime and anti-social behaviour, including allowing them to consider a restorative justice approach. The Community Remedy document is a list of actions which may be chosen by the victim for the perpetrator to undertake in consequence of their behaviour or offending.
Restorative Justice	A Restorative Justice approach is a way of working with conflict that puts the focus on repairing the harm that has been done. It is an approach to conflict resolution that includes all of the parties involved.
Registered Social Landlord	A Registered Social Landlord (RSL) is a Housing Association or other organisation registered with the Housing Corporation as a Social Landlord (Section 1 – Housing Act 1996) having a Local Management Presence.

## Section 7 - Appendix 6: Related WCC Strategies

Strategy	Prevention	Early Intervention	Supporting Victims	Bringing Perpetrators to Justice	Engaging Communities
<b>Safer Westminster Partnership Strategy (2020 - 2023)</b>	Making the West End a safer place for visitors, residents, and businesses		Protecting the most vulnerable in Westminster from becoming victims of violence or exploitation	Working with the most problematic offenders to reduce their re-offending	Focusing on what matters most to residents, businesses, and visitors
<b>Fairer Westminster Strategy (2022 - onwards)</b>	Build a City where residents, workers and visitors from all backgrounds will feel welcome and safe.	Our council services will be transparent, easily accessible and effective, ensuring people can get the support they need	Our council services will be transparent, easily accessible and effective, ensuring people are safeguarded		Communities are at the heart of decision making to build a more inclusive city that celebrates its diverse communities
<b>Westminster City Plan (2019 - 2040)</b>	Delivers a well-designed, safe and managed public realm to support community growth; ensures the evening and night-time economy is not dominated by the consumption of alcohol, which can lead to issues of anti-social behaviour.	Development and or public realm improvement proposals will be required to incorporate appropriate security measures advised by the Metropolitan Police and / or the council			Neighbourly Development principle applies to all proposals to avoid negative impacts associated with further growth of the City.

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<p><b>Private Rented Sector Housing Strategy (2021 - 2025)</b></p>	<p>Effective management of private residential properties against the Council's standards</p>	<p>Licensing of Houses in Multiple occupation to ensure Council's standards for safe and well managed homes</p>	<p>Ensure referral mechanisms to 'Safer Renting' charity and Justice for Tenants as well as Tenancy Relation Officers</p>	<p>Enforce Housing standards which may include civil or criminal action against non-compliant landlords</p>	<p>Promoting awareness around Housing issues via Landlords forums and PRS Strategy group</p>
<p><b>Mental Health Strategy (emerging) 2023 - onwards</b></p>	<p>Ensuring relevant support to address key behavioural drivers that may put tenancies at risk</p>	<p>Ensuring support is available at the earliest opportunity to address mental ill health as root causes of unacceptable behaviour</p>	<p>People are supported to look after their mental wellbeing</p>	<p>Provides intervention and support for perpetrators to change their behaviour</p>	
<p><b>CYP and Families: Drugs Strategy (emerging): Preventing and Reducing harm caused by illegal drugs on children, young people, and families (2023-2026)</b></p>	<p>Ensuring we best to support:</p> <ul style="list-style-type: none"> <li>• Children and young people (CYP) who are using illegal drugs</li> <li>• Parental Substance misuse and "hidden harm"</li> <li>• CYP who are involved (and/or exploited to be) with the supply and dealing of drugs</li> </ul>	<p>Draft recommendations relate to Education and Awareness, Stigma and Shame, Safe Spaces for Children and Young People, Support for Families and Strategic Collaboration</p>	<p>Key focus is to prevent and support CYP who are involved (and exploited to be) in the dealing and supply of drugs: this includes raising awareness amongst recreational drugs users on the impact on local CYP and communities and challenging the perceptions around involvement in drugs.</p>	<p>Combating Drugs Partnership: To ensure delivery of the 10-year National Drugs strategy in line with the National Combating Drugs Outcomes Framework: this is a national ask</p>	<p>An important overarching enabler to the recommendations is strengthening the voices of local people, especially children and young people and those with lived experiences. Addressing drugs and related issues are consistently a top priority named by residents.</p>

<b>Violence against Women &amp; Girls (VAWG) Strategy (2021 - 2026)</b>	Children and young people (CYP) who are using illegal drugs		Ensures survivors are provided the right support at the right time	Holds abusers to account and provides intervention and support for them to change their behaviour	Work preventatively with children and young people in schools and other settings to promote healthy relationships, gender equality and respect.
<b>Health and Wellbeing Strategy (emerging) (2023 - onwards)</b>	Parental Substance misuse and "hidden harm"		People are supported to look after their mental wellbeing		People and Communities work together for a fairer society
<b>Rough Sleeping Strategy (emerging) (2023 - onwards)</b>	CYP who are involved (and/or exploited to be) with the supply and dealing of drugs	Advise rough sleepers on the support that is available to them and the consequences of not engaging or behaving anti-socially	Identify where rough sleepers have been victims of crimes such as trafficking and respond appropriately	Ensure rough sleepers who refuse to engage and pose a danger to themselves, or others are subject to enforcement action with a view to changing their behaviour.	
<b>Homelessness Strategy (2019 - 2024)</b>		Ensuring relevant support and interventions to address key behavioural drivers that may put tenancies at risk	Protecting victims from non-compliant landlords	Holding non-compliant landlords to account	
<b>Statement of Gambling Policy (2022)</b>	Prevents gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	Protecting children and other vulnerable persons from being harmed or exploited by gambling.			

<b>Statement of Licensing Policy (2022)</b>	The Licensing Authority will not grant applications that do not promote the Prevention of Crime and Disorder, and Public Nuisance licensing objectives.	Implementation of Licensing conditions to control crime & disorder where appropriate		Holds Licence holders of problematic premises accountable for controlling crime & disorder issues within their venue	Encourages membership of an appropriate scheme (e.g. Pub Watch etc) where this would promote the licensing objective to control crime & disorder
<b>Busking &amp; Street Entertainment Policy (2021)</b>	Licensing scheme to control activities that may cause a nuisance in the City Centre	Code of Conduct to improve control & address the adverse impacts experienced by pedestrians, businesses, and residents		Holds buskers accountable with a self-regulating approach and licensing conditions	
<b>Early Help Strategy (2019 - 2022)</b>	Prevention of children and young people committing offences	Strengthening parents' and young people's resilience in managing their behaviour when Parenting capacity manifests itself in significant behavioural issues			
<b>Modern Day Slavery and exploitation strategy (2021 - 2026)</b>	Builds Community understanding, empathy, and resilience, where adults & children know about and can exercise their rights	Ensures communities know the signs and how to report suspicions	Protecting the most vulnerable in Westminster from becoming victims of violence or exploitation	All agencies are involved in sharing information to build the intelligence picture and allegations are investigated thoroughly	

## Need to report Anti-social Behaviour?

Find out how to report anti-social behaviour, and the best way to do it depending on your circumstances on **Page 30**

The Council is not an emergency response service. Incidents where there is an immediate risk of harm to person or property must be reported to the police or other appropriate emergency service at 999.

### References

The Mayor's Office for Crime and Policing (MOPAC) <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime-dashboard>



## Westminster City Council Anti-social Behaviour Strategy - Consultation Plan

Stakeholder Group	Participants	Date	Aims	Previously engaged (closing the loop) Y/N
Health and Social Care				
<b>Clinical Commissioning Group</b>	External <ul style="list-style-type: none"> <li>• Local GP's</li> <li>• Local Health professionals</li> <li>• Henry Leak (CCG)</li> <li>• Central Clinical Commissioning Group</li> </ul>	N/A	Gather feedback on our strategy from Clinicians in Westminster, particularly in the areas of mental health.	N
Present & Feedback ASB Strategy to <b>Safeguarding Adults Board</b>	Internal <ul style="list-style-type: none"> <li>• Children's Services</li> <li>• Adults Services</li> <li>• Community Safety team</li> <li>• Independent Chair</li> <li>• Hugh Constant</li> <li>• Delyth Shaw</li> <li>• Patricia McMahon</li> </ul> External <ul style="list-style-type: none"> <li>• Safeguarding Partners</li> </ul>	December (Date yet to be set)	Prepare and deliver presentation and gather feedback on our strategic objectives.	N

Drug & alcohol	Internal <ul style="list-style-type: none"> <li>Public Health</li> </ul> External <ul style="list-style-type: none"> <li>Turning Point</li> <li>Basis</li> </ul>	1 <sup>st</sup> December	Close the feedback loop with D & A services	Y
Mental Health Workshop	External <ul style="list-style-type: none"> <li>Mental Health Teams</li> </ul>	24 <sup>th</sup> November	Close the feedback loop with Mental Health services in the borough and gather feedback on strategy.	Y
Local Safeguarding Children's Partnership	<ul style="list-style-type: none"> <li>Family Services</li> <li>Hospital Health Representatives</li> <li>School safeguarding leads</li> <li>Standing Together</li> </ul>	ASAP	Send survey to members of the LSCP to gather feedback on strategy	N
<span style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 10</span> Young people				
Attend School Inclusion Lead group meeting and present strategy	Internal <ul style="list-style-type: none"> <li>School inclusion leads for secondary schools in Westminster</li> </ul> External <ul style="list-style-type: none"> <li>St Marylebone CE Bridge School</li> </ul>	<b>November Date yet to be Set</b>	Engage with school inclusion leads and School Safety and gather feedback on the strategy.	N
Present to the Youth Crime Prevention Board Meeting	<ul style="list-style-type: none"> <li>Met Police</li> <li>NHS</li> <li>CCG</li> <li>Youth Offending Team</li> </ul>	<b>24<sup>th</sup> November</b>	Gather feedback on the strategy by presenting strategic objectives and providing survey to partners	Y

Present strategy development to <b>Early Help Strategic Board</b>	<ul style="list-style-type: none"> <li>• CNWL/ CAMHs</li> <li>• Early Help Team</li> <li>• Westminster Young Foundation</li> </ul>	<b>Completed</b>	Present strategy and gather feedback through survey's.	N
Westminster Youth Council	External - Members of the Youth Council	<b>November 7<sup>th</sup> 6-7pm</b>	Workshop	Y
Workshop with Youth Hubs	External - Young Westminster Foundation - Future men	<b>5<sup>th</sup> December</b>	Present strategy and original feedback to Youth Hubs.	Y
Residents				
Page 107 Resident Workshops	<b>Residents (tenure neutral)</b> <ul style="list-style-type: none"> <li>• Resident Association Tenants</li> <li>• Residents with closed ASB cases in the last 12 months</li> <li>• March Consultation respondents</li> </ul>	<b>Church Street Library</b> 23 <sup>rd</sup> November  <b>Churchill Gardens</b> 9 <sup>th</sup> November	<b>Overall Aims</b>  Re engage with those residents that provided feedback.  Expand engagement to residents in areas with high ASB.  <b>Churchill Gardens Youth Club South</b>  We will host a workshop in Churchill Gardens Youth Club to close the feedback loop with residents who we have already engaged	Y/N

		<p><b>Westminster City Hall</b> 7<sup>th</sup> December</p>	<p>with, whilst gathering feedback from residents who are yet to comment on the strategy.</p> <p><b>Church Street Library - North</b></p> <p>We will host a workshop in Church Street Library to close the feedback loop with residents who we have already engaged with, whilst gathering feedback from residents who are yet to comment on the strategy.</p> <p><b>Westminster City Hall - Central</b></p> <p>We will host residents at City Hall to ensure that we offer a workshop to those that might not have access to computers/ phones.</p>	
<p><b>Westminster Faith Exchange</b> Mailout list.</p>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>Members of the Faith Exchange</li> </ul>	<p><b>20<sup>th</sup> November</b></p>	<p>Gather feedback using the WFE Event and ask faith groups to feedback using the survey.</p>	<p>Yes</p>

<b>RSL Residents</b>	<ul style="list-style-type: none"> <li>- We will share survey link with RSL operational ASB Heads to share with residents</li> </ul>	<b>ASAP</b>	RSL's.	
Send Survey link to Amenity Societies	<p>External</p> <ul style="list-style-type: none"> <li>- Fitzrovia Association</li> <li>- Hyde Park Estate Association Partners</li> <li>- Marylebone Association Partners</li> <li>- Pimlico Residents Association</li> <li>- Paddington Waterways and Maida Vale Society Partners</li> <li>- South East Bayswater Residents Association</li> <li>- St John's Wood Society</li> <li>- Soho Society</li> <li>- Thorney Island Society</li> <li>- Westminster Society Partners</li> <li>- Westbourne Neighbourhood Forum</li> <li>- Belgravia Residents Association</li> <li>- Covent Garden Community Association</li> <li>- Knightsbridge Association Partners</li> <li>- Cathedral Area Residents Association</li> <li>- St Marylebone Society</li> </ul>	<b>ASAP</b>	<p>Re-engage with Amenity Societies, thanking them for their original contribution.</p> <p>Send survey out to all.</p>	Y

Resident Associations	Members of Westminster's RA's - <a href="#">Residents Associations   Westminster Community Information.</a>	<b>ASAP</b>	Send survey to all Resident Associations to disseminate to their membership and feedback on our strategy.	Y/N
Market Stalls	<p>Berwick Street - Residents in the Soho/ Covent Garden</p> <p>Maida Hill - Residents in the North- West of the borough</p> <p>Church Street - Residents in Church Street/ North of the Borough</p>	<p><b>Berwick Street</b> <b>TBC</b></p> <p><b>Church Street</b> Sat 12<sup>th</sup> November</p> <p><b>Maida Hill</b> Wednesday 16<sup>th</sup> November</p>	Engage with those groups in deprived wards that may not have access to digital means of filling out the survey	N
Businesses				
BIDS	<p>External</p> <ul style="list-style-type: none"> <li>• North bank BID</li> <li>• Victoria BID</li> <li>• Baker Street Quarter Partnership BID</li> <li>• Heart of London Business Alliance BID</li> <li>• New West End Company BID</li> <li>• Marble Arch BID</li> </ul>	<b>ASAP</b>	Send survey to BIDS alongside early engagement feedback	Y

	<ul style="list-style-type: none"> <li>• PaddingtonNow BID</li> </ul>			
SWBN	<ul style="list-style-type: none"> <li>- Members of the Safer Westminster Business Network</li> </ul>	ASAP	Send survey to SWBN alongside early engagement feedback	Y
FSB	<ul style="list-style-type: none"> <li>• Members of the Federation of Small Business</li> </ul>	ASAP	Send survey to FSB alongside early engagement feedback	N
Registered Social Landlords				
Present strategic objectives to the ASB Housing Association Chief Executives (HACE)	<ul style="list-style-type: none"> <li>- Octavia</li> <li>- Peabody</li> <li>- WECH</li> <li>- Nothing Hill Genesis</li> <li>- Network Homes</li> <li>- Catalyst</li> <li>- A2 Dominion</li> <li>- Westminster Housing</li> <li>- Sanctuary</li> <li>- L&amp;Q</li> <li>- WECH</li> </ul>	<b>Completed 28/09</b>	Prep material for Fergus to circulate ahead of HACE meeting (1 week before)	N/A
Victims				
Victims of ASB (Provisional)	<ul style="list-style-type: none"> <li>• Pool of victims provided by ASB Help</li> <li>• ASB Help</li> <li>• Single Homelessness Project (SHP)</li> <li>• Shelter</li> </ul>	ASAP	Send Survey to Passage/ ASB Help for their original	Y/N

	<ul style="list-style-type: none"> <li>Victim Support</li> </ul>		participants to feedback on our strategy	
Third Sector				
Send to charities involved in ASB	<ul style="list-style-type: none"> <li>Open age</li> <li>Age UK</li> <li>Advocacy Project</li> </ul>	ASAP	<p>Send survey to Age UK members to gather feedback on Strategy</p> <p>Send a mixture of Easy read and whole strategy</p>	YES/ NO
Justice Teams				
WCC Core Strategy Development group - Internal	<ul style="list-style-type: none"> <li>Westminster Housing</li> <li>Mental Health Commissioner</li> <li>Integrated Gangs &amp; Exploitation Unit</li> <li>Youth Offending Team (Family Services)</li> <li>Early Help (Children's)</li> <li>Comms</li> <li>Parking</li> <li>Waste</li> <li>Community Safety Commissioners</li> <li>Legal</li> <li>Senior Practitioners – PP&amp;L</li> <li>Rough Sleeping Commissioner</li> <li>Safeguarding Commissioners (Adults / Children / MH)</li> <li>Learning Disabilities</li> <li>Modern Slavery Co-ordinator</li> </ul>	Internal workshop – December	Closing the feedback loop from initial scoping through to final product	Yes



British Transport Police	<ul style="list-style-type: none"> <li>British Transport Police</li> </ul>	November	Due to engagement authorisation requiring to be centralised, survey links and 121 consultations will occur	Y/N
Safer Westminster Partnership	<ul style="list-style-type: none"> <li>Metropolitan Police Service</li> <li>Mayor's Office for Policing and Crime (MOPAC)</li> <li>Westminster City Council</li> <li>London Fire Brigade</li> <li>Central London Commissioning Group</li> <li>National Probation Service</li> </ul>	November 9 <sup>th</sup>	Present at the SWP Meeting.	N
Neighbourhood watch	<ul style="list-style-type: none"> <li>Neighbourhood Watch teams in borough</li> </ul>	ASAP	Send survey to NHW teams to gather feedback on strategy	N
Libraries	<ul style="list-style-type: none"> <li>Offer to all libraries staff to feedback on our strategy</li> </ul>	30 <sup>th</sup> November	Re-engage with libraries staff  Allow libraries staff to feedback on the strategy.	Y
Public Protection & Licensing	<ul style="list-style-type: none"> <li>City Inspectors</li> <li>Licensing</li> <li>Environmental Health Officers</li> <li>Community Safety Commissioners</li> </ul>	1 <sup>st</sup> November	Hybrid workshop / survey ability for frontline officers not on duty.	Y

	<ul style="list-style-type: none"> <li>• ASB caseworkers</li> <li>• Trading Standards</li> <li>• Neighbourhood Coordinators</li> <li>• Pest control</li> </ul>		To land strategy & seek feedback	
Westminster Housing	<ul style="list-style-type: none"> <li>• WH ASB Team</li> <li>• WH Housing Management</li> </ul>	TBC November/December	Hybrid workshop / survey ability for frontline officers not on duty. To land strategy & seek feedback	Y



## Communities, City Management and Air Quality Policy and Scrutiny Committee

<b>Date:</b>	31 October 2022
<b>Classification:</b>	General Release
<b>Title:</b>	<b>2022/2023 Work Programme</b>
<b>Report of:</b>	Head of Governance and Councillor Liaison
<b>Cabinet Member Portfolios:</b>	Cabinet Member for Cabinet Member for Communities and Public Protection Cabinet Member for City Management and Air Quality
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	All
<b>Report Author and Contact Details:</b>	<b>Francis Dwan</b> <a href="mailto:fdwan@westminster.gov.uk">fdwan@westminster.gov.uk</a>

### 1. Executive Summary

1. This report requests the committee members to consider the work programme for the 2022/2023 municipal year.

### 2. Meeting dates for the 2022/2023 year

- 2.1 The Committee is advised that the scheduled meeting dates for the 2022/2023 year are:
  - 12 December 2022;
  - 6 March 2023; and
  - 25 April 2023.

### 3. Suggested topics

- 3.1 The Committee's agenda for the meeting on 12th December currently includes report on 'Flooding' and a report on the 'Parking Policy Review', including

emission-based parking charges. The Committee may also wish to consider other items currently listed as unallocated.

**If you have any queries about this report or wish to inspect any of the background papers, please contact Francis Dwan.**

**[fdwan@westminster.gov.uk](mailto:fdwan@westminster.gov.uk)**

Appendix 1: Terms of Reference  
Appendix 2: Work Programme  
Appendix 3: Action Tracker

## **COMMUNITIES, CITY MANAGEMENT & AIR QUALITY POLICY AND SCRUTINY COMMITTEE**

### **COMPOSITION**

7 Members of the Council (4 Majority Party Members and 3 Opposition Party Members).

### **TERMS OF REFERENCE**

- (a) To carry out the Policy and Scrutiny functions, as set out in Chapter 4 of the Constitution in respect of matters relating to all those duties within the terms of reference of the Cabinet Member for Cabinet Member for Communities and Public Protection and the Cabinet Member for City Management and Air Quality.
- (b) To carry out the Policy and Scrutiny function in respect of matters within the remit of the Council's non-executive Committees and Sub-Committees, which are within the broad remit of the Committee, in accordance with paragraphs 18.2 and 18.3 as well as section 19 of Chapter 4 of the Constitution.
- (c) Matters within the broad remit of the Cabinet Members referred to in (a) above which are the responsibility of external agencies.
- (d) Any other matter allocated by the Westminster Scrutiny Commission (WSC).
- (e) To have the power to establish ad hoc or Standing Sub-Committees as Task Groups to carry out the scrutiny of functions within these terms of reference.
- (f) To scrutinise the duties of the Lead Members which fall within the remit of the Committee or as otherwise allocated by the Westminster Scrutiny Commission.
- (g) To scrutinise any Bi-borough proposals which impact on service areas that fall within the Committee's terms of reference
- (h) To oversee any issues relating to Performance that fall within the Committee's terms of reference.
- (i) To have the power to scrutinise those partner organisations whose services fall within the Committee's terms of reference.
- (j) To consider any Councillor Calls for Action referred by a Ward Member to the Committee.
- (k) To discharge the Council's statutory responsibilities under Section 19 of the Police and Justice Act 2006, thus acting as the Council's crime and disorder committee and fulfilling all the duties that entails.

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**APPENDIX 2 – Communities, City Management and Air Quality Policy and Scrutiny Committee  
Work Programme**

<b>ROUND 1 23 June 2022</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director/senior officer</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Serena Simon, Director for Communities (on behalf of Pedro Wrobel, Executive Director of Innovation and Change)
Work programme	To consider and agree the outline work programme for the committee for the year ahead, with input from Cabinet Members, Executive Directors and other officers on how to make best use of the Committee's time and where the Committee will have the biggest impact	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

<b>ROUND 2 13 September</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Environmental enforcement	To review the council's approach to and performance on tackling street-based issues e.g. fly-tipping	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers



<b>ROUND 3 31 October</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Policing in the City of Westminster	To examine policing in the City, including resourcing, operating models, use of Stop and Search, Section 60 and other relevant notices.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management
Anti-Social Behaviour	To provide a brief update on the Council and partners' response to tackling ASB.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

<b>ROUND 4 12 December</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Parking policy review, including emission-based parking charges	To review the council's approach to parking policy, including zoning, allocation of space, pricing etc.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Flooding	To review the council's response during the flood-risk months and the report from Thames Water.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

**Budget Task Group gap – January/February**

<b>ROUND 5 6 March</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Communities – engagement and consultation	To review progress made in improving the council's approach to engagement and consultation	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Pedro Wrobel, Executive Director for Innovation and Change
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

<b>ROUND 6 25 April</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Raj Mistry, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Waste service and contract review	To review the key data which underpins the waste contract and contribute to the development of a future service	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	n/a – report of Head of Governance and Councillor Liaison, drafted in conjunction with relevant senior officers

Unallocated items – this may either be substituted in for a substantive item elsewhere in the year or may be rolled over for future municipal years

Utilities	To consider action to improve supply, security and maintenance in the city
Biodiversity strategy	To review the council's biodiversity strategy
Cycling strategy	To review the council's approach to cycling
Public conveniences	To consider the council's approach to public conveniences
Anti-social behaviour	To consider the council and partners' response to tackling ASB. This will be appropriate as a substantive item in 2023.
Air Quality Action Plan	To review the draft new Air Quality Action Plan and provide feedback on this. This will be appropriate as a substantive item in spring/ summer 2023.

**Appendix 3 - ACTION TRACKER**  
**Communities, City Management and Air Quality Policy and Scrutiny Committee**

<b>ROUND 1</b> <b>23 June 2022</b>		
Agenda Item	Action	Status/Follow Up
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Communities and Public Protection	Report to come back to the committee outlining the approach to bringing ASB perpetrators to justice.	Complete
Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for City Management and Air Quality	Councillor Dimoldenberg to meet with Thames Water if their report is not received on time and to press them to deliver the flood alleviation measures.	Complete
	The cost of gaslights to be brought back to the committee.	Complete
	The cost of CCTV to be brought back to the committee.	In progress
	Number for bulky rubbish to be passed onto the committee.	In progress
Item 6 Work Programme	Dates for additional committees to be circulated.	Complete
	Feedback on the work plan to be incorporated.	Complete

<b>ROUND 2 13 September 2022</b>		
Agenda Item	Action	Status/Follow Up
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Communities and Public Protection	<ol style="list-style-type: none"> <li>1. Update to be provided on a timeline for busking events and information on non-compliance and enforcement.</li> <li>2. Data on Westminster Connects traffic to be distributed to members (Cllr Less)</li> <li>3. Committee members to send any 'warm spaces' that might be available within respective Cllr's wards.</li> </ol>	
Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for City Management and Air Quality	<ol style="list-style-type: none"> <li>1. Responses to be given to Cllr Caplan's unanswered questions on the cycle routes, TfL, public conveniences, SMS parking and projected revenue gains from SMS Parking.</li> </ol>	
Item 6 Environmental Enforcement	<ol style="list-style-type: none"> <li>1. Officers to consider staff resourcing and a variation to rota hours of City Inspectors in order to prevent offending which may be happening outside of traditional working hours - evenings/Sundays etc.</li> <li>2. Officers to consider making use of the Warwick Avenue skip that previously operated out of the Warwick Avenue recycling centre.</li> </ol>	
Item 7 Work Programme	<ol style="list-style-type: none"> <li>1. Within the Cabinet Member update to include an update on flooding and the associated timelines that are likely for the papers mentioned.</li> <li>2. A clear timeline of when flooding papers can be ready, to be provided to the Committee.</li> </ol>	