

# Overview and Scrutiny Committee

## AGENDA

**DATE:** Tuesday 16 March 2010

**TIME:** 7.30 pm

**VENUE:** Committee Rooms 1 & 2,  
Harrow Civic Centre

**MEMBERSHIP** (Quorum 4)

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**Chairman:** Councillor Stanley Sheinwald

**Councillors:**

Mrs Vina Mithani  
Janet Mote  
Anthony Seymour  
Dinesh Solanki  
Yogesh Teli  
Mark Versallion

Mrs Margaret Davine  
B E Gate  
Mitzi Green (VC)  
Jerry Miles  
Mrs Rekha Shah

Christopher Noyce

**Representatives of Voluntary Aided Sector:** Mrs J Rammelt/Reverend P Reece  
**Representatives of Parent Governors:** Mrs Despo Speel/Mr Ramji Chauhan

(Note: Where there is a matter relating to the Council's education functions, the "church" and parent governor representatives have attendance, speaking and voting rights. They are entitled to speak but not vote on any other matter.)

**Reserve Members:**

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1. John Cowan  
2. Mrs Camilla Bath  
3. Ashok Kulkarni  
4. Manji Kara  
5. Narinder Singh Mudhar  
6. Don Billson  
7. G Chowdhury

1. Krishna James  
2. Phillip O'Dell  
3. Ms Nana Asante  
4. Asad Omar  
5. Graham Henson

1. Paul Scott

**Contact:** Damian Markland, Acting Senior Democratic Services Officer  
Tel: 020 8424 1785 E-mail: [damian.markland@harrow.gov.uk](mailto:damian.markland@harrow.gov.uk)

# **AGENDA - PART I**

## **1. ATTENDANCE BY RESERVE MEMBERS**

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

## **2. DECLARATIONS OF INTEREST**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

## **3. MINUTES (Pages 1 - 10)**

That the minutes of the meeting held on 23 February 2010 be taken as read and signed as a correct record.

## **4. PUBLIC QUESTIONS**

To receive questions (if any) from local residents/organisations under the provisions of Overview and Scrutiny Procedure Rule 8.

## **5. PETITIONS**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Overview and Scrutiny Procedure Rule 9.

## **6. DEPUTATIONS**

To receive deputations (if any) under the provisions of Overview and Scrutiny Procedure Rule 10.

## **7. REFERENCES FROM COUNCIL/CABINET**

(if any).

**8. SAFER HARROW ANNUAL STRATEGIC ASSESSMENT 2009** (Pages 11 - 116)

Report of the Divisional Director Partnership, Policy and Performance.

(The Borough Commander, Metropolitan Police Authority Link Member and the Portfolio Holder for Environment and Community Safety will be in attendance for this item)

**9. WINTER LEAF FALL - IMPACT ON ENVIRONMENTAL SERVICES** (Pages 117 - 120)

Report of the Divisional Director Environmental Services.

**10. ANY OTHER BUSINESS**

Which the Chairman has decided is urgent and cannot otherwise be dealt with.

**AGENDA - PART II - NIL**

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# OVERVIEW AND SCRUTINY COMMITTEE MINUTES

## 23 FEBRUARY 2010

**Chairman:** \* Councillor Stanley Sheinwald

**Councillors:**

* Mrs Margaret Davine	* Paul Scott (1)
* B E Gate	* Anthony Seymour
* Mitzi Green	* Mrs Rekha Shah
* Jerry Miles	* Dinesh Solanki
* Mrs Vina Mithani	* Yogesh Teli
* Janet Mote	* Mark Versallion

**Voting Co-opted:** (Voluntary Aided) (Parent Governors)

† Mrs J Rammelt	* Mr R Chauhan
Reverend P Reece	† Mrs D Speel

**In attendance: (Councillors)** \* Councillor Paul Osborn Minute number: 687 and 688  
 \* Councillor Eileen Kinnear Minute number: 690

- \* Denotes Member present
- (1) Denote category of Reserve Members
- † Denotes apologies received

### 680. Attendance by Reserve Members

**RESOLVED:** To note the attendance at this meeting of the following duly appointed Reserve Members:-

Ordinary Member

Councillor Christopher Noyce

Reserve Member

Councillor Paul Scott

## 681. Declarations of Interest

**RESOLVED:** To note that the following interests were declared:

Agenda Item 10 – Final Report of Sustainability Review

Councillor Brian Gate declared a personal interest in that he was a Member of the Citizen Advice Bureau Management Board. He would remain in the room during the discussion and decision making on this item.

Agenda Item 12 - Scrutiny Response to NHS Harrow's "Better Care, Closer to Home - A Consultation on the Development of Accessible, Modern, High Quality Health and Social Care Services in East Harrow"

Agenda Item 13 - North West London Acute Services Review - Scrutiny response to NHS Consultation "Better Services for Local Children - A Public Consultation for Brent and Harrow"

Councillor Stanley Sheinwald declared a personal interest in that he was currently the Chair of the Carers' Partnership Group. He would remain in the room during the discussion and decision making on these item.

Councillor Vina Mithani declared a personal interest in that she currently worked for the Health Protection Agency. She would remain in the room during the discussion and decision making on these items.

Councillor Mark Versallion declared a personal interest in that he was currently a Non-Executive Director of North West London Hospitals NHS Trust. He would remain in the room during the discussion and decision making on these items.

Councillor Brian Gate declared a personal interest in that he was married to a health professional based at St Peter's Medical Centre. His daughter also currently worked part-time at two medical centres. He would remain in the room during the discussion and decision making on these items.

Councillor Rekha Shah declared a personal interest in that she was currently employed by Brent Council in the Community Health Team. She was also a patient at Northwick Park Hospital. She would remain in the room during the discussion and decision making on these items.

Councillor Janet Mote declared a personal interest in that her mother currently lived in East Harrow and her daughter currently worked as a pediatric nurse at Northwick Park Hospital. She would remain in the room during the discussion and decision making on these items.

## 682. Minutes

**RESOLVED:** That the minutes of the meeting held on 23 February 2010 be taken as read and signed as a correct record.

**683. Public Questions**

**RESOLVED:** To note that no public questions were put.

**684. Petitions**

**RESOLVED:** To note that no petitions were received.

**685. Deputations**

**RESOLVED:** To note that no deputations were received.

**686. References from Council/Cabinet**

**RESOLVED:** To note that there were no references.

**RESOLVED ITEMS**

**687. Communications Plan 2010/11**

The Committee received a report which outlined the proposed Communications Plan for 2010/11, due to be considered by Cabinet on 18 March 2010.

The Portfolio Holder for Performance, Communication and Corporate Services, the Assistant Chief Executive and the Head of Communications introduced the Plan. The Committee were informed that:

- Since May 2007 the Communications Plan had contributed to an increase in net resident satisfaction of 18%. Staff satisfaction had also improved. Cohesion indicators had however suffered as a result of the mosque protests in late 2009;
- The number of residents that felt informed about Council services and benefits had increased since May 2007, as had perceptions of value for money. The latest data had been gathered prior to the announcement of the Council tax freeze;
- Overall it was felt that the Council was improving steadily and was focused on the most appropriate drivers of satisfaction for both residents and staff;
- The Council's Communications Plan was operating in the context of delivering better services, learning from complaints and giving better customer service;
- Overall the objectives of the new Communications Plan would remain largely unchanged, although there would be an increased emphasis on targeting specific segments of the community. In particular, the Council would aim to improve communication with residents who felt

moderately dissatisfied, disagreed that the Council provided good value for money or felt that they receive only limited information;

- The Council would develop and improve both new and existing forms of external and internal communication. In particular, the Council was looking to develop and expand the services it offered on its website;
- The Communications department did not operate in isolation and was working increasingly closely with the Chief Executive's Department, Partnership Development and Performance, Access Harrow and Human Resources;
- The data indicated that there was a strong correlation between resident satisfaction and staff satisfaction.

Following questions, the Portfolio Holder and officers stated that:

- In order to target young people, the Council was considering a range of options including the use of social networking websites. However, it was important that the Council utilised these new forms of communication appropriately;
- The Council would progressively invite residents to provide their e-mail addresses so that they could be contacted if necessary. As the Council's online services were expanded, this form of communication would become increasingly commonplace;
- It was accepted that demonstrating causality between communication activity and resident satisfaction was not straight forward due to the number of variables involved. However, cross tabulation and other advanced statistical analysis did allow the Council to demonstrate a certain degree of association between its communication activities and overall resident satisfaction. In addition, the Council regularly utilised the work of MORI, a leading market research company, to gauge the impact of its communications;
- The Council was increasingly engaging in collaborative projects with the Primary Care Trust. This included joint articles in Harrow People, joint research and joint branding. Such collaboration acknowledged that much of the work carried out by local public bodies was interconnected;
- The concept of a Media Score was used to measure the performance of a media team. Each media story relating to the Council was given a point score based upon a number of factors including level of exposure, the popularity of the media carrying the story and the overall tone. The Council actively pushed news stories based upon relevant national issues;
- Positive communication was never used as an alternative to providing good services. It was however used to publicise positive work;



- There remained a certain degree of uncertainty amongst residents as to which services the Council was responsible for. As a result, the Council was often criticised for poor services it did not control and, conversely, not credited for good services that it did. However, it was accepted that most residents were not interested in who provided public services, provided they were of a high quality. This was reflected in the Council's desire to engage in collaborative projects with other local public bodies. It was added that perceptions of the Council often lagged behind performance;
- During the purdah period the Communications Department would continue to adhere to Local Government guidelines. During this period the Communications Department would ensure that potentially sensitive information, especially concerning prospective candidates, was not published;
- Littering was a significant problem for most authorities and it was hoped that the problem could be eased by educating residents about the issue. The Council was continuing to run articles about littering in Harrow People and had encouraged local schools to discuss the topic with students;
- The Council did not provide free publicity to local businesses in the Harrow People magazine as there was a danger that residents would think that the Council was endorsing specific businesses. However, the Council had reviewed its procurement processes to allow local businesses to better compete and had also produced a guide for local businesses to help them deal with the financial uncertainty that the recession had caused;
- There were occasions when media outlets would not run Harrow related stories, despite the Communication Team's best efforts.

A Member of the Committee stated that many young people did not engage with the mainstream media and the Council would need to consider utilising alternative forms of communication if it was to successfully target specific groups.

Another Member stated that the report used the wording "focus on neutralising critics" and queried what this meant. The Head of Communication explained that the purpose of the Communications Plan was not to neutralise critics, but to listen to concerns and take appropriate action. He stated that the choice of wording in the report was confusing and would be changed.

The Chairman stated that he would like to see the Communications team publicising the work of the Council's Committees as good work often went unnoticed. He stated that the Overview and Scrutiny Committee had played a key role in the commissioning of an acute stroke unit at Northwick Park Hospital but that little publicity had been received. Another Member added that he recalled a media protocol being agreed by the Committee and queried whether this was still being adhered to. The Head of Communication stated

that the Communications Department was expected to monitor Committee agendas to pick out any potential stories and that he would ensure this continued to take place.

**RESOLVED:** That

(1) the Communications Plan be noted;

(2) the comments of the Overview and Scrutiny Committee be referred to the meeting of Cabinet on 18 March 2010.

## **688. Comprehensive Area Assessment**

The Committee received a report which set out the Council's results for the First Comprehensive Area Assessment (CAA), published on 9 December 2009 by the Audit Commission. The report also detailed the follow-up actions that the Council intended to take.

The Portfolio Holder for Performance, Communication and Corporate Services and the Divisional Director of Partnership Development and Performance introduced the report, during which the Committee were informed that:

- The CAA had replaced the Comprehensive Performance Assessment (CPA). Under the new CAA regime, Harrow had moved up to an overall score of 3 out of 4 for the Organisation Assessment. This was the highest score the Council had achieved under CAA or CPA;
- The results of the final CPA had been published in March 2009 and, whilst the Audit Commission had stated that the Council was improving well with noticeable improvements across directorates, the Council's overall rating had remained 2 stars. However, in the same year PricewaterhouseCoopers had named Harrow as the second most improved Council in London and sixth best performing;
- The improved score had been achieved through good leadership, improved understanding of residents' needs, better performance across a number of services and a strengthened financial position;
- The key strengths identified in the CAA had been the Council's approach to economic issues, good educational achievement, good recycling rates, the use of a multi-agency approach to improving the environment, low crime levels and good community safety;
- The key challenges identified in the CAA had been the need to narrow the gap in respect of educational and health inequalities, the need to tackle climate change and congestion and the need to improve skills and learning opportunities for adults. The Council was looking at the work required to achieve 4 stars, with action plans being drawn up to address the challenges identified.

Following questions, the Portfolio Holder and officer stated that:

- Challenges identified in the Area Assessment had been forwarded to the appropriate directorate or organisation. The Harrow Chief Executive Group would monitor progress whilst the Harrow Strategic Partnership Board maintained overall responsibility;
- The Audit Commission could apply red or green flags to particular elements in the Area Assessment. The Council intended to learn from authorities that had achieved green flags and were in dialogue with the Audit Commission to ascertain what would be expected of Harrow;
- It was felt that the Audit Commission were tightening the criteria by which green flags were awarded and that achieving one would become increasingly difficult.

The Chairman stated that he would be interested in receiving further information on how Camden Council had achieved a green flag for improving the quality of life for older people and how Harrow might emulate this success.

A Member stated that she was disappointed that Ofsted had not appreciated the positive work that had been achieved in Childrens' Services through the Coram partnership. She stated that the partnership was unique in the way it operated and that it had proved very successful.

**RESOLVED:** That

- (1) the outcome of Harrow's first Comprehensive Area Assessment be noted;
- (2) the proposed actions to address issues highlighted in the Comprehensive Area Assessment be noted and endorsed;
- (3) the Performance and Finance Scrutiny Sub-Committee receive a report at a future meeting to review the detailed improvement plans.

## **689. Final Report of Sustainability Review**

The Committee received a report which set out the recommendations of the Sustainability Review which were due to be referred to Cabinet. It was explained that the review had been commissioned by the Overview and Scrutiny to explore how far the Council had progressed with incorporating sustainability into its objectives and priorities.

The Chairman queried how the Council and the Citizens Advice Bureau may be able to assist individuals that were struggling to pay their Council tax. A Member of the Review Group explained that when collecting Council tax, the Council had to adhere to statutory guidance and, to some extent, this limited the assistance the authority could provide. The biggest challenge facing Harrow's Citizens Advice Bureau was that its grant had been reduced at a time when its services were in high demand due to the recession.

**RESOLVED:** That

- (1) the observations of the Scrutiny Review Group be noted;
- (2) the recommendations of the Scrutiny Review Group be noted and endorsed;
- (3) the report of the Scrutiny Review Group be referred to the meeting of Cabinet on 18 March 2010;
- (4) the Overview and Scrutiny Committee continue the work of the sustainability review in the next municipal year by monitoring the effectiveness of current projects, plans and the longer-term impact of the recession.

**690. Neighbourhood Champions Challenge Panel Final Report**

The Chairman stated that some Members of the Review Group felt that the report being presented to the Committee did not accurately reflect their views. The Chairman proposed that the report be referred back to the Review Group for reconsideration and resubmitted to the Committee at a future meeting.

In response, the Chairman of the Review Group stated that the report had previously been sent out in draft form and that all Members of the Challenge Panel had had the opportunity to provide comments, although none had been received. She added that, if the report was sent back to the Challenge Panel for reconsideration, the document would not be considered by Cabinet before the end of the municipal year and would subsequently lose its relevance. She also stated that the Committee had not previously been given the opportunity to consider the Neighbourhood Champions Scheme before it was implemented and that it was important that Scrutiny Members were given the opportunity to make their views known.

Following discussion on the matter, a vote took place on whether the report should be referred back to the Challenge Panel.

**RESOLVED:** That

- (1) the report be referred back to the Challenge Panel in light of Members of the Challenge Panel not being able to reach a consensus;
- (2) a further final report be referred back to the Committee after further consideration by the Challenge Panel.

**691. Scrutiny Response to NHS Harrow's "Better Care, Closer to Home - A Consultation on the Development of Accessible, Modern, High Quality Health and Social Care Services in East Harrow"**

The Committee received a report which set out a draft response from the Overview and Scrutiny Committee to the consultation by NHS Harrow on a polysystem of primary care for East Harrow. An officer explained that the consultation had commenced on 9 December 2009 and was expected to close on 17 March 2010. Representatives of NHS Harrow had previously

attended meetings of the Committee to discuss the proposals. The response had been compiled taking into account these previous discussions and evidence gathered outside of the Committee by the Scrutiny Lead Members for Adult Health and Social Care. The Committee was requested to agree the proposed response so that a written submission could be provided to NHS Harrow ahead of the 17 March 2010 deadline.

A Member stated that, whilst she was happy to endorse the response, she wanted it noted that Kenmore Clinic remained in a poor state of repair and that she and many residents would like to see the site reinstated as a health care related development. A number of other Members supported the request.

**RESOLVED:** That

(1) the scrutiny response to NHS Harrow be noted and approved for submission;

(2) the Council's Chief Executive be asked to write to the Primary Care Trust's Chief Executive to ensure that the Committee's concerns were made clear.

**692. North West London Acute Services Review - Scrutiny response to NHS Consultation "Better Services for Local Children - A Public Consultation for Brent and Harrow"**

Members received a report which set out the draft response from the Overview and Scrutiny Committee to the consultation by NHS Brent, NHS Harrow and Northwest London Hospitals Trust on local paediatric services.

An officer explained that Scrutiny Members from both Harrow and Brent had come together to hold a joint Challenge Panel to question NHS colleagues on the proposals and the consultation process. The Challenge Panel had been held on 10 February 2010 and consisted of 8 Members, four representing Brent and four representing Harrow. The Committee were requested to agree the Challenge Panel's response to the NHS so that a written submission could be provided ahead of the 4 April 2010 deadline.

**RESOLVED:** That the draft response be noted and approved for submission to NHS Brent, NHS Harrow and Northwest London Hospitals Trust.

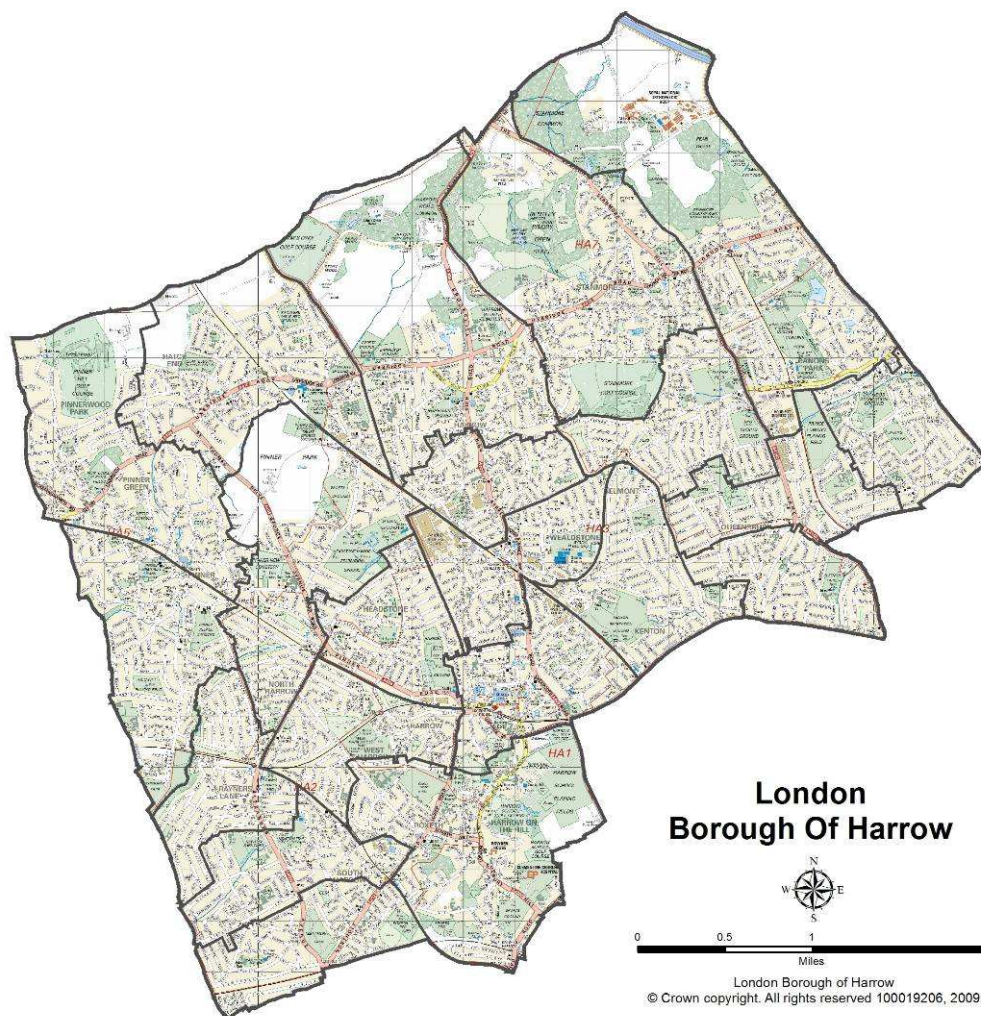
(Note: The meeting, having commenced at 7.30 pm, closed at 11.29 pm).

(Signed) COUNCILLOR STANLEY SHEINWALD  
Chairman

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# Harrow Strategic Assessment 2009

A Summary Analysis of Harrow's Crime and Disorder Problems



**Produced by:**  
Joint Analytical Group (JAG)

# HARROW BOROUGH STRATEGIC ASSESSMENT

Planning for financial year 2010 – 2011

<b>Title:</b>	Harrow Strategic Assessment
<b>Authors:</b>	Patrick Murphy (Harrow Council) Allen Lambier (Harrow Council)  Higher Analyst HEO: (MPS)  Jacquie Fowler (MPS)  And Joint Analytical Group, acknowledged below.
<b>Date Created:</b>	January 2010
<b>Review Date:</b>	6 months with full review January 2011

Many thanks to those that contributed / assisted:

- ❖ Borough Intelligence Unit
- ❖ Senior Leadership Team
- ❖ Joint Agency Tasking and Co-ordination Group (JATCG) - Partnership Tasking Group
- ❖ Joint Analytical Group (JAG) - Futures Group



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## Purpose of the Strategic Assessment

This report summarises the crime, disorder and anti-social behaviour (ASB) problems in the London Borough of Harrow. The main purpose of this report is to aid the Borough in setting its Control Strategy and Intelligence Requirement for the financial year 2010 /2011.

It is a statutory requirement for every Crime and Disorder Reduction Partnership to produce a joint Strategic Assessment (SA) and to make a summary of this available to the public. The previous SA is published on both the Harrow Council and Harrow Police intranet. It is also available on request from the Crime Reduction Unit at Harrow Council / Borough Intelligence Unit at Harrow Police.

### **Related Documents**

The Strategic Assessment is an annual summary of crime and disorder in Harrow. Detailed and up-to-date analysis is provided by the Harrow Borough Intelligence Unit (BIU), the Crime Reduction Unit (CRU) and Harrow Drug Action Team (DAT). Examples of related reports are contained in the table below.

Team	Report	Content
Drug Action Team	Adult Treatment Needs Assessment	Analysis of Drug and Alcohol problems in Harrow and treatment
Youth Offending Team	Integrated Document	Outlines plans for reducing youth offending
Children and Young People's Strategic Partnership	Children and Young People's Plan	Sets priorities for local children's partnership under five every child matters outcomes
Anti-Social Behaviour Team	Anti-Social Behaviour Environmental and Criminal Damage Action Plan	Outlines ASB problems and how this will be tackled in the year ahead
Crime Reduction Unit	Domestic Violence	Outlines strategies for tackling Domestic Violence

### **Data Sources for the Strategic Assessment 2009 / 2010**

The report makes use of a wider variety of data sources to help describe Harrow's crime and disorder problems. These data sets include:

- CRIS - Crime Reporting Information System (crime data)
- CAD - Control and Dispatch (calls to Harrow Police)
- MVM / M3 - Harrow Council Database (include graffiti and noise etc)
- LASS - London Analyst Support Site (include ambulance and fire service data)
- Data from various surveys – including the Place Survey
- Data from central government sources

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## Executive Summary / Recommended Control Strategy

### Harrow's overall crime performance

- There were 15297 total notifiable offences (TNO) in Harrow in 2009; this represents an approximate increase of 4% compared to 2008<sup>1</sup>
- Over the same period, TNO fell in London as a whole by 2%
- There were substantial increases in several categories of offences:
  - Domestic violence: 13%
  - Residential burglary: 11%
  - Criminal damage: 6%
  - Racist offences: 20%
- There were substantial reductions in the following offences:
  - Theft of vehicle: 31%
  - Robbery of the person and commercial robbery: 18% and 12% respectively
  - Possession of drugs: 13%

### Residential burglary

- There were 1738 residential burglaries in Harrow in 2009, an increase of 11% on 2008
- Although residential burglary is less likely than many other crime types to be concentrated in particular areas, the dominant hotspots were:
  - The border of Roxeth and Roxbourne
  - Wealdstone
  - The border of Queensbury and Kenton East
- Approximate 50% of those arrested for burglary were not from Harrow
- Burglaries were spread evenly over days, with 14:00 to 19:00 being the peak time period
- The most common item to be stolen was cash, followed by necklaces and laptops

### Domestic violence

- There were 1247 domestic violence offences in 2009, a 13% increase from 2008, which in turn increased by 26% from 2007
- Three quarters of victims were female, with 20-29 the peak age of victim closely followed by 30-39 year olds
- There were relatively few offences reported by victims under 20; this might be due to under-reporting in this age group
- The ethnicities of reported victims were representative of the borough as a whole
- About 90% of suspects were male, with a disproportionately high number of Black suspects

<sup>1</sup> Changes in recording of some assault offences means that this comparison is an estimate

## **Theft from vehicles**

- There were 1623 theft from vehicles in 2009 an increase of 3% from 2008
- There were two main hotspots: Stanmore Park and the south end of Hatch End ward on the border of Wealdstone ward
- Almost 2/3 of theft from vehicles took place on streets, with theft from vehicles on driveways the second highest category
- Number plates were the item most frequently stolen, followed by satellite navigation systems then cash
- Suspects were typically male, under 30 with half of suspects described as White and approximately a quarter each were Black and Asian

## **Theft of vehicles**

- There were 335 vehicle thefts in 2009 a decrease of 31% from 2008
- In approximately 75% of cases, the vehicles were stolen from the street, compared to 4% from ground level car parks
- One quarter of vehicles were recovered intact and a further 20% recovered in a damaged state

## **Alcohol related crime and disorder**

- During the SA time period there were 660 alcohol related calls to the London Ambulance Service (LAS)
- Alcohol related calls to the LAS have increased markedly in recent years and have also spread geographically from Harrow Town Centre to surrounding areas including the Wealdstone corridor
- Top three incidents requiring assistance in relation to alcohol were: unconscious/fainting, overdose/poisoning and sick person
- Top three wards for alcohol calls were; Greenhill (108 incidents), Harrow Weald (53 Incidents) and Marlborough (51 Incidents)
- It is not possible to say authoritatively what proportion of offences in Harrow are alcohol related, but other national estimates indicate the nearly half of violent offences are alcohol related, with 37% of domestic violence and 58% of stranger violence<sup>2</sup>

## **Drug offences and related offending**

- There were 838 possess offences in 2009 a 12% decrease from 2008.
- There were 71 supply offences in 2009 compared to 62 in 2008
- Cannabis was by a substantial margin the most commonly detected drug, followed by Cocaine then Heroin
- During the SA time period there were 329 calls for drug related incidents to LAS

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<sup>2</sup> British Crime Survey

- Top three incidents requiring assistance in relation to drugs were: overdose/poisoning, unconscious/fainting and psychological/abnormal behaviour/suicide attempt
- Top three wards for drug calls were: Greenhill (30 incidents), Harrow Weald (30 incidents) and Stanmore Park (29 incidents)

### **Offending on buses and at bus stations**

- Between August 2008 and July 2009 there were 1121 incidents reported on buses or bus stations in Harrow
- The 140 route (222 incidents) and H12 route (199 incidents) were the routes on which the most incidents were recorded
- The top locations of concern were College Road, Northholt Road and Station Road

### **Hate crime**

- There were 279 racist offences in 2009 an increase of 20% on 2008
- Comparatively higher levels of racist offences are recorded in Harrow. Of 15 boroughs which comprise Harrow's Family Group, Harrow recorded the third highest number of racist offences
- Greenhill ward recorded the most racist offences followed by Wealdstone
- Victims of racist offences covered a broad age range from 20 to 49
- Asians and females made up a disproportionate share of victims
- Suspects cover a broad age range with over 2/3 of offences committed by White suspects

### **Offences on trains and train and underground stations**

- Between October 2008 and September 2009 there were 788 incidents reported on train and train stations in Harrow
- The top three stations reporting the most crime were Harrow on the Hill (336 incidents), Harrow & Wealdstone (97 incidents) and South Harrow (86 incidents)
- 24% or 189 incidents comprised fraud or fare disputes
- Top three incidents reported were; travel fraud, graffiti and possession of cannabis

### **Fire service related reports**

- The top three wards with the most calls to the fire brigade were: Greenhill 10.9% (252 incidents), Canons 8.7% (203 incidents) and Stanmore Park 7.6% (177 incidents)
- There were 153 recorded arson offences in 2008/09
- Peak times for the Fire Brigade were typically around 18:00 and 19:00 on Fridays and Saturdays
- Top three calls for the Fire Brigade were; Fire 54% (1250 Incidents), AFA (Automatic Fire Alarm) 13% (301 Incidents) and lift persons shut in 5% (118 Incidents)

## **Business crime**

- 2001 business crimes<sup>3</sup> were recorded in Harrow in 2009 a decrease of 1% on 2008. Business offences in London as whole increased by 1% in 2009 compared to 2008
- The number of Harrows' business crimes per 1000 population places it the third lowest in London

## **Offending by young people**

- Harrow has the third lowest violent youth offending of London's 33 boroughs
- 590 young people were arrested in Harrow in 2008/09. This in an 11% increase on 2007/08, but slightly lower than the number of arrests for 2006/07
- There were 183 arrests for first time entrants in 2008/09, compared to 164 in 2007/08 and 145 in 2006/07
- Offences for which young people were disproportionately likely to be suspects include robbery and arson
- Young people were most likely to be arrested for theft and handling offences
- Young people hanging round was most likely to be seen as a problem in Wealdstone ward, where 83% perceived this to be a problem
- Young Black offenders are strongly over-represented and young Asian offenders were strongly under-represented in offending in Harrow

## **Assault**

- There were 1622 assaults between April 2009 and December 2009, an increase of 7% over the same period in 2008. (Counting changes make it difficult to compile reliable figures before this time)
- In ascending order of seriousness there were 669 common assaults, 817 assaults with injury and 196 grievous bodily harm offences (GBH)
- Common assaults increased by 25%, assault with injury fell 4% and GBH increased by 10%
- ABH and common assault take place most frequently in the Town Centre
- Greenhill ward recorded approximately twice as many offences as the ward with the second highest number offences
- Offences often take place in and around public houses. Alcohol is believed to be a factor in most assault cases
- GBH has a more even geographical distribution
- Both suspects and victims have a peak age of 20-29, with males comprising 80% of suspects, but relatively even number of male and female victims
- There was a disproportionately high level of Black suspects and a disproportionately low level of Asian suspects

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<sup>3</sup> This comprises commercial robbery and burglary, fraud and theft from shop offences. Many other offences which impact on businesses such as criminal damage and assault are not included here.

## **Robbery of the person & snatch**

- There were 404 robberies against the person in 2009 a decrease of 18% on 2008
- Greenhill ward was the dominant hotspot with 17% of all offences, followed by Queensbury and Harrow on the Hill
- The peak victim age group was 10-19 closely followed by 20-29
- Asians were the largest victim groups closely followed by Whites
- Black suspects account for about half of suspects, followed by White suspects.

## **Anti-social behaviour**

There was an increase in the number of recorded incidents of main categories of ASB recorded by the Council: noise, fly-tipping, graffiti and abandoned vehicles. A total of 13789 incidents (Last year: 10022) were recorded in Harrow for the Strategic Assessment resulting in an increase of 37.6%. This increase, however, reflects an increase in the proactivity of the Council rather than an increase in reported incidents.

### ➤ **Vehicle reports**

- 1401 incidents were reported, an increase of 8.6% against the previous 12 months
- Reported hotspots include Kenton East, Edgware and Canons
- 3.6% or 50 vehicles were confirmed as untaxed, nuisance or an abandoned

### ➤ **Graffiti**

- 2864 incidents were recorded, an increase of 132.2% on the previous 12 months
- The main hotspots include Greenhill, Wealdstone and Harrow Weald
- Only 9% of all graffiti reports were made by the public
- Station Road, Rayners Lane and Cannon Lane were the top three streets for graffiti

### ➤ **Fly-tipping**

- 7773 incidents were recorded, an increase of 31.1% on the previous 12 months
- Hotspots include Edgware, Canons and Greenhill
- The top three streets were Kenton Lane, High Street, and Kenton Road. These streets account for 8.5% of all incidents reported

### ➤ **Noise**

- 1751 incidents were reported representing an increase of 19.2% from the previous 12 months
- Almost all noise complaints were made by the public
- The most common complaints were loud music / party, alarms and dog(s) barking
- Hotspots include Greenhill and Edgware

## **Perceptions of ASB**

- Perceptions of ASB improved in all measured areas comparing 2009 with 2006
  - Noisy neighbours or loud parties
  - Teenagers hanging around on the streets
  - Rubbish and litter lying around
  - Vandalism, graffiti and other deliberate damage to property or vehicles
  - People using or dealing drugs
  - People being drunk or rowdy in public places
  - Abandoned or burnt out cars

## **Emerging issues**

- Neighbourhood champions. This is a scheme which enables trained residents to report crime and disorder problem in their area. Reports to Harrow Council started in January 2010
- While the recession has technically finished, unemployment and other consequences of the recession are likely to impact on offending in Harrow
- Over the next year Harrow Council is rolling out on an extensive scale a high-tech scheme, Smartwater, designed to reduce burglary and some other offence types

## ***Recommended control strategy:***

**ASB**

***Perception/ satisfactions / confidence***

***Risk / harm***



# Safer Harrow's Crime Performance and Performance Framework

## Introduction:

Safer Harrow is subject to a number of crime and disorder targets. A full list of performance indicators in Safer Harrow is included in the appendix.

Safer Harrow is subject to two types of performance indicators:














- National Indicators: these are national indicators, defined by central government, which Safer Harrow along with every Crime and Disorder Reduction Partnership are measured by
- Local Area Agreements (LAA). LAA are three-year action plans for achieving better outcomes agreed by the Council and its partners. Harrow's LAA has been negotiated with the Government Office for London and includes six community safety indicators.

The period covered by this report, October 2008 to September 2009, does not coincide with any of Harrow's crime and disorder targets measurement periods, which cover financial years. For this reason, many of the outcome figures for 2009/10 are projected and will be updated during the year. It is believed that this approach will make the performance section more useful.

## National Indicators:

- A selection of the key community safety National Indicators is shown in the table below.







**National Indicators 2009 - 2010**

National Indicator	Title	Target for 2009/10	Performance 2009/10	Performance Against Target	Commentary
15	Serious violent crime	181	183 (projected)		
16	Serious acquisitive crime	4104	4139 (projected)		
21	Dealing with local concerns about anti-social behaviour and crime by council and police	31%	33%		
27	Understanding of local concerns about anti-social behaviour	30%	31%		
28	Serious knife crime	217	175		
29	Gun crime	47	52 (projected)		
33	Arson incidents deliberate primary and secondary fires	153	92 (projected)		
34	Domestic violence	1	1 (projected)		
41	Perceptions of drunk or rowdy behaviour as a problem	32%	27%		
42	Perception of drug use or drug dealing as problem	32%	33%		
49(i)	Number of primary fires	(i) 230	(i) 240		
49(iii)	Number of primary fire related and non-fatal casualties	(iii) 22	(iii) 11		
196	Improved street and environmental cleanliness – fly-tipping	Very effective	Very effective		

## New Local Area Agreement: Community safety targets





- Six indicators from the new LAA related to community safety - shown below:

### Community safety indicators which form part of the new LAA

LAA Indicator	Target 2009/10 (Intermediate Target)	Performance 2009/10	Performance Against Target	2010/11 final target
Perceptions of anti-social behaviour (NI 17)	21.5%	18%		20.5%
Repeat incidents of domestic violence (NI 32)	12.5%	9%		25%
Building resilience to violent extremism (NI 35)	2	2		2.5
Number of drug users recorded as being in effective treatment (NI 40) *	435	435 (projected)		452
Substance misuse by young people (NI 115)	10%	9%		9%
Improved street cleanliness (NI 195) [a] litter [b] detritus [c] graffiti [d] fly posting	13% 16% 4% 1%	4% 9% 4% 1%		12% 12% 3% 1%

### Previous LAA: Community safety indicators

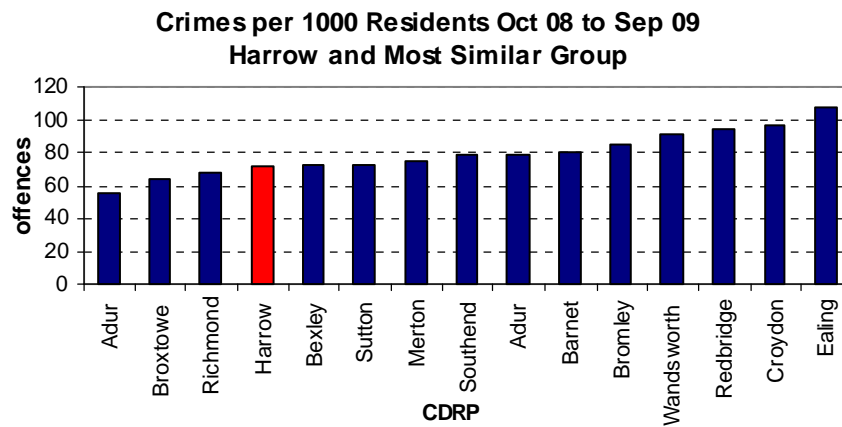
The table below shows the targets and outcomes for the previous LAA which ended in March 2008. Two of the indicators for the old LAA, fear of crime and perception of ASB were measured in special additional Quality of Life Survey, which took place in October 09 to December 09. Harrow met three of the four targets and a consequence is expected to receive a substantial reward grant of approximately £800,000.

LAA Indicator	Baseline	Final Target 2008/09	Performance 2008/09	Performance Against Target
Proportion of adults saying they are in fear of being a victim of crime	41%	33%	33% *	
Number of residential burglary where victim is over 75 years	389	180 *	164	
Reduction in the number of non-residential burglary in the borough	749	601	732	
Perception of anti-social behaviour *	49.9%	41.9%	28.6% *	

\* Both these indicators were measured in October to December 2009.

## Overall level of crime in Harrow compared to other Crime and Disorder Reduction Partnerships:

The chart below show Harrow's level of crime in relation to 14 other boroughs which have been selected by the Home Office as being similar in socio-economic and demographic terms. It indicates that Harrow's level of crime is comparative low, with only three other Crime and Disorder Reduction Partnerships (CDRP) showing lower levels of crime.



## Performance on Major Crime Categories

15294 offences were recorded in Harrow in 2009. It is not straightforward to make comparisons with 2008 as there were problems with the process of recording violent crime in the Metropolitan Police and 17 other forces. For this reason, wounding and assault with intent figures are available from April 2008. Comparison has therefore been made with wounding and assault with intent excluded.

Harrow's total crime increased by 4% comparing 2008 with 2009 compared to a 2% reduction in the Metropolitan Police area as a whole. Some of the crime types are shown below:

### Offences in Harrow by Crime Type 2008 and 2009

Year	2008	2009	Change
Offensive Weapon	99	79	-20%
Total Violence Against the Person	2971	3291	11%
Total Sexual	148	196	32%
Personal Property	492	404	-18%
Business Property	58	51	-12%
Total Robbery	550	455	-17%
Burglary in a Dwelling	1571	1738	11%
Burglary in a Non-Dwelling	743	608	-18%
Theft / Taking of Motor Vehicle	485	337	-31%
Theft from Motor Vehicle	1570	1623	3%
Total Criminal Damage	1783	1890	6%
Total Drugs	1010	894	-11%
Total Offences	13109	13601	4%

Source: Metropolitan Police

# Offending and ASB by Young People

## Introduction

Reducing offending committed by young people is a high priority for Safer Harrow. Young people often have a higher tendency to commit many offences and it is possible that early offending can become persistent. Offending can also damage the young person's future prospects leading to increased risk of further offending. For this reason extensive efforts are made by agencies to prevent young people from offending and provide them with support when they have offended

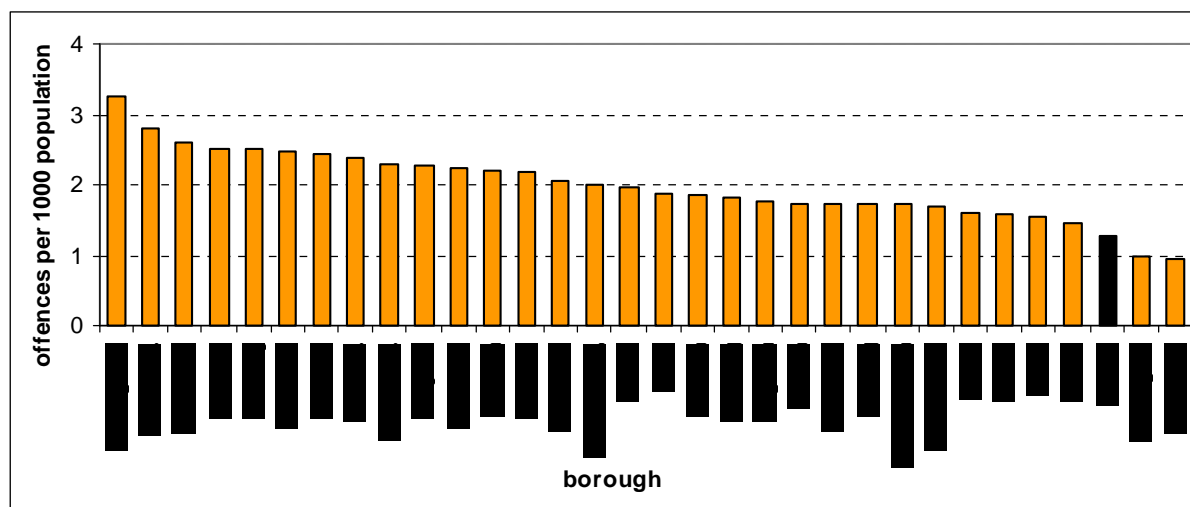
This section provides a brief overview of:

- Harrow's youth offending problem in comparison with other boroughs
- Changes in the level of offences over time
- Offences: their types, locations and times of offences
- Offenders: their age, ethnicity, sex and areas where they live

## Harrow's youth offending compared to other boroughs

The charts below shows violent offences committed by young people in Harrow in comparison to other London boroughs. Violent offending by young people in Harrow is comparatively low reflecting the general level of offending in Harrow, where Harrow records the second fewest offences of London's boroughs.

**Violent Offences Committed by Young People: Apr 09 - Dec 09**



Source: Metropolitan Police

## Changes in level of youth offending

Two of the most widely used measures of youth offending are shown in the table below. Over the last three years, there has been a substantial increase in offending by young people.

### Arrests of young people and arrests of first time offenders

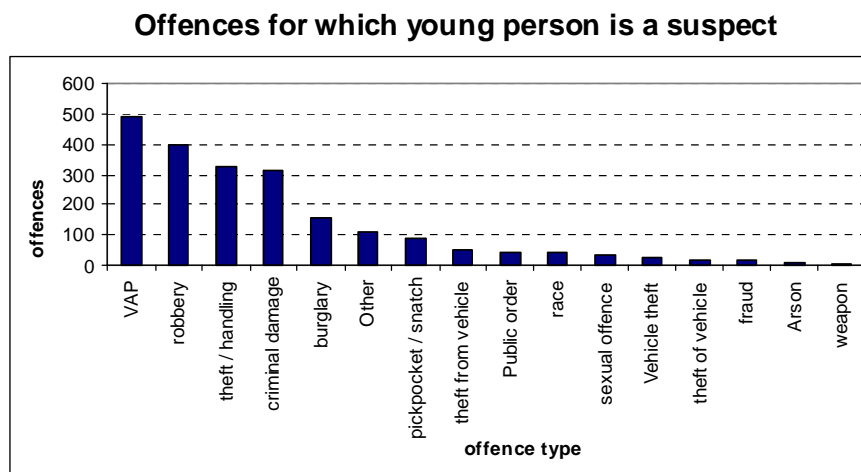
	2005/06	2006/07	2007/08	2008/09
Total Offences	459	594	529	590
First Time Entrants	n/a	145	164	183

## Analysis of Offences Committed by Young People in Harrow

### Types of offences:

There are two main ways of finding out which offences young people have committed in Harrow: arrest data and crime reports where the victim is able to assess the age of the suspect. Both of these methods are limited, but both help to paint a picture of what sort of offences young people are involved in.

The main drawback of using the victim's identification of the suspect's age is that offences are limited to where there is contact between the victim and the suspect. There is contact between victim and suspect in almost all violent crime but contact is rare for offences such as burglary. It is also likely that victims, particularly male victims, overstate the age of the suspect, leading to an undercounting of youth offending. The chart below shows a breakdown of offences using victim reports.



Using information about suspects from victim reports it is possible to gauge which offences young people are more likely to be involved in:

### Offences with a high proportion of young people

- 32% of robberies
- 33% of arson offences
- 27% of criminal damage offences

### Offences with a low proportion of young people

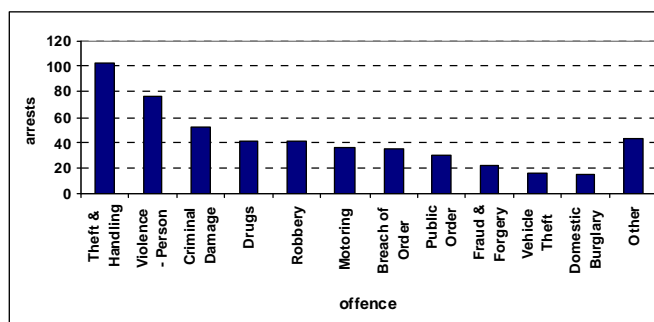
- 6% of fraud
- 15% of violence against the person
- 15.5% of burglaries

### Types of offences using arrest data

Only a small proportion of offences result in arrest<sup>4</sup> and rates of arrest vary by offence type. So a breakdown of arrests by type of offence is likely to provide a distorted picture of the pattern of young people's offending. As the table below shows, young people were most likely to be arrested for theft and handling offences, followed by violence against the person. The table below shows offences for which young people were arrested.

<sup>4</sup> In 2006/07 there were 1,480,000 arrests for notifiable offences. The British Crime Survey estimated that there were over 11 million crimes excluding a whole range of offences include drug offences and criminal damage.

## Offence for which young people were arrested

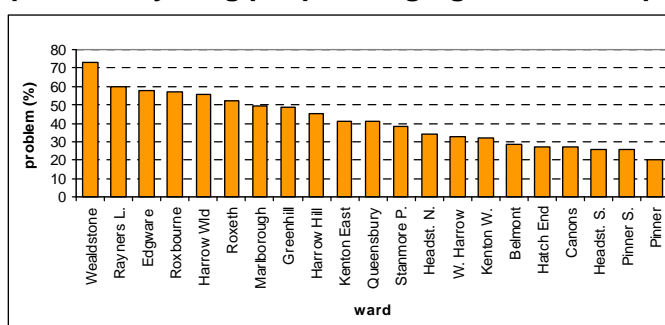


The most recent Tellus Survey (Tellus3), which is a national survey of 8-16 year olds carried out annually across England and Wales, includes a question on drug use. 11% of respondents said that they had taken a drug before. This is likely to be an underestimate as 4% preferred not to answer and many respondents who did not admit drug use are likely to be concealing their drug use. However, there is no indication of an upward trend. In Tellus3, 9% of respondents admitted to taking cannabis in the last four weeks compared to 6% in the previous Tellus Survey.

### **Non-criminal behaviour**

Some of the behaviour of young people which troubles residents in Harrow is not criminal. This includes young people “hanging around” and behaviour thought to be intimidating. Recent surveys of Harrow residents have asked residents if they think young people hanging around in their area is a problem. The chart below shows a breakdown of responses by ward. Wealdstone ward reported by a substantial margin, that young hanging around are a problem.

### Perception that young people hanging round are a problem



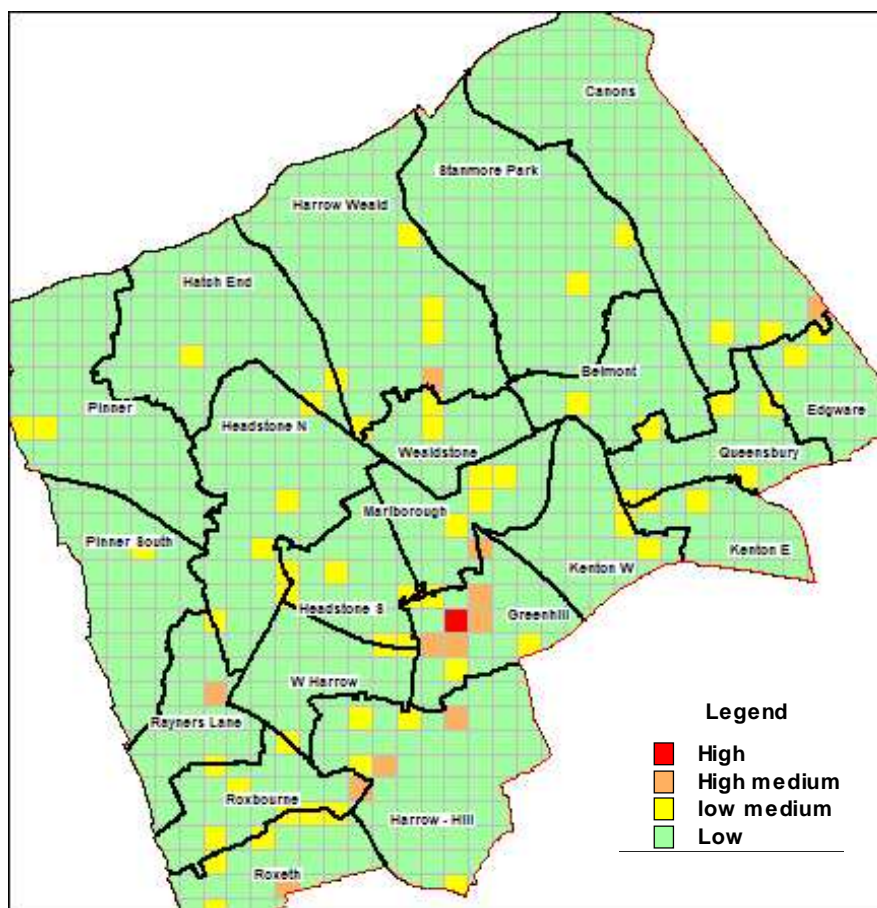
### **Where offences took place**

The map below shows the location of offences where the suspect was identified as being under 18.

Several areas stand out for relatively high levels of youth offending:

- Harrow Town Centre – by far the dominant hotspot in Harrow.
- North of Harrow and Wealdstone Station in and around the Wealdstone corridor – stretching for 1km along George Gange Way and the High Street
- Harrow on the Hill – in and around Church Hill, Grove Hill and the High Street
- South Harrow – around Northolt Road, near Waitrose Superstore.
- Rayners Lane – around the tube station area

## Reported offences where the suspect was identified as under 18.



Source: Metropolitan Police, CRIS

### **Seasonal patterns of youth offending**

Most data point to youth offending as occurring more frequently in the summer months. The identification of young suspects was highest in June and July.

### **Characteristics of Young Offenders in Harrow**

#### **Ethnicity**

The chart below shows the ethnicity of arrested young offenders from Harrow as well as the ethnicity of the suspect where the victim is able to indicate the suspect's ethnicity. The orange column on the right indicates the size of the ethnic groups as proportion of the borough's population.

The chart shows once the size of the population of ethnic groups is taken into account:

- Young White offenders are slightly over-represented
- Young Black offenders are strongly over-represented
- Young Asian people are strongly under-represented

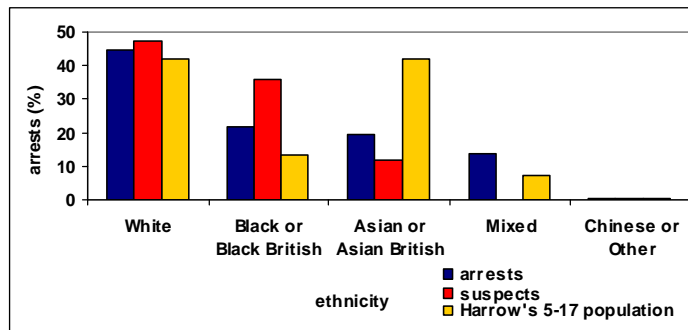
There are relatively similar levels of Asian and Black offending adults, but there are three times more young Black suspects than Asian suspects.



**Sex or gender:**

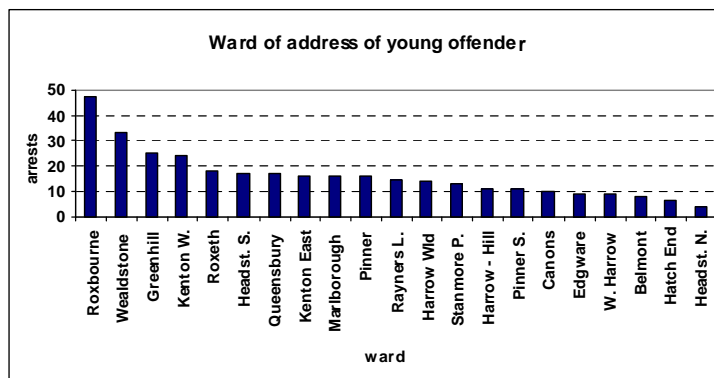
- Over 80% of suspects are male, a similar proportion to adult suspects.

**Ethnicity of young offender compared to Harrow's young population**



**Where offenders are from:**

The chart below shows the ward of the offender's home address. Roxbourne is the ward with the highest number of offenders, with significantly more offenders than the next high ward, Wealdstone.



**Anti-Social Behaviour**

**Anti-Social Behaviour (ASB)**

ASB has moved up the public's and government's agenda as a major priority.

**ASB in Harrow**

In recent years the Harrow has regularly recorded some of the lowest levels of crime in Greater London, yet the public perception of ASB and fear of crime is relatively high.

ASB can fuel fear of crime, even more than more serious crime. Unlike many crime types, ASB is typically visible to the whole community which can lead to increase perceptions of crime and disorder as a problem. Many types of ASB can also lead to further ASB – the so called broken windows theory.

There is a case for saying that the Harrow's relatively high level of ASB compared to more serious crime should be reflected in a crime and disorder strategy which puts relatively more weight on ASB than in some other higher crime boroughs in Greater London.

The next sections focus on the main categories of ASB reported and dealt with by Harrow Council.



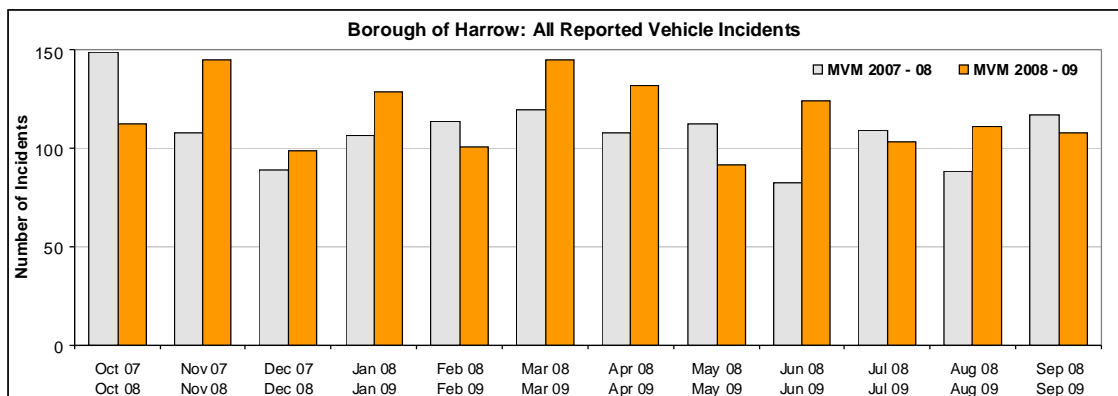
## Abandoned Vehicle Reports in Harrow

### Why it's a problem:

Nuisance vehicles indicate a decline / disorder in an area that contributes to anxiety about crime and ASB .

### Overview of the problem:

- There were 1401 recorded incidents of abandoned vehicles between October 2008 and September 2009, an increase of 8.6% over the previous Strategic Assessment period
- 24.5% (344) of all incidents reported, the vehicle was not considered abandoned
- 17.2% (242) of all incidents reported, there was no trace of the vehicle
- 5.2% (66) of all incidents the vehicle was not abandoned or was on private land
  
- 3.6% (50) of all incidents reported were confirmed as:
  - Untaxed                    23 Incidents
  - Nuisance                    21 Incidents
  - Abandoned                6 Incidents



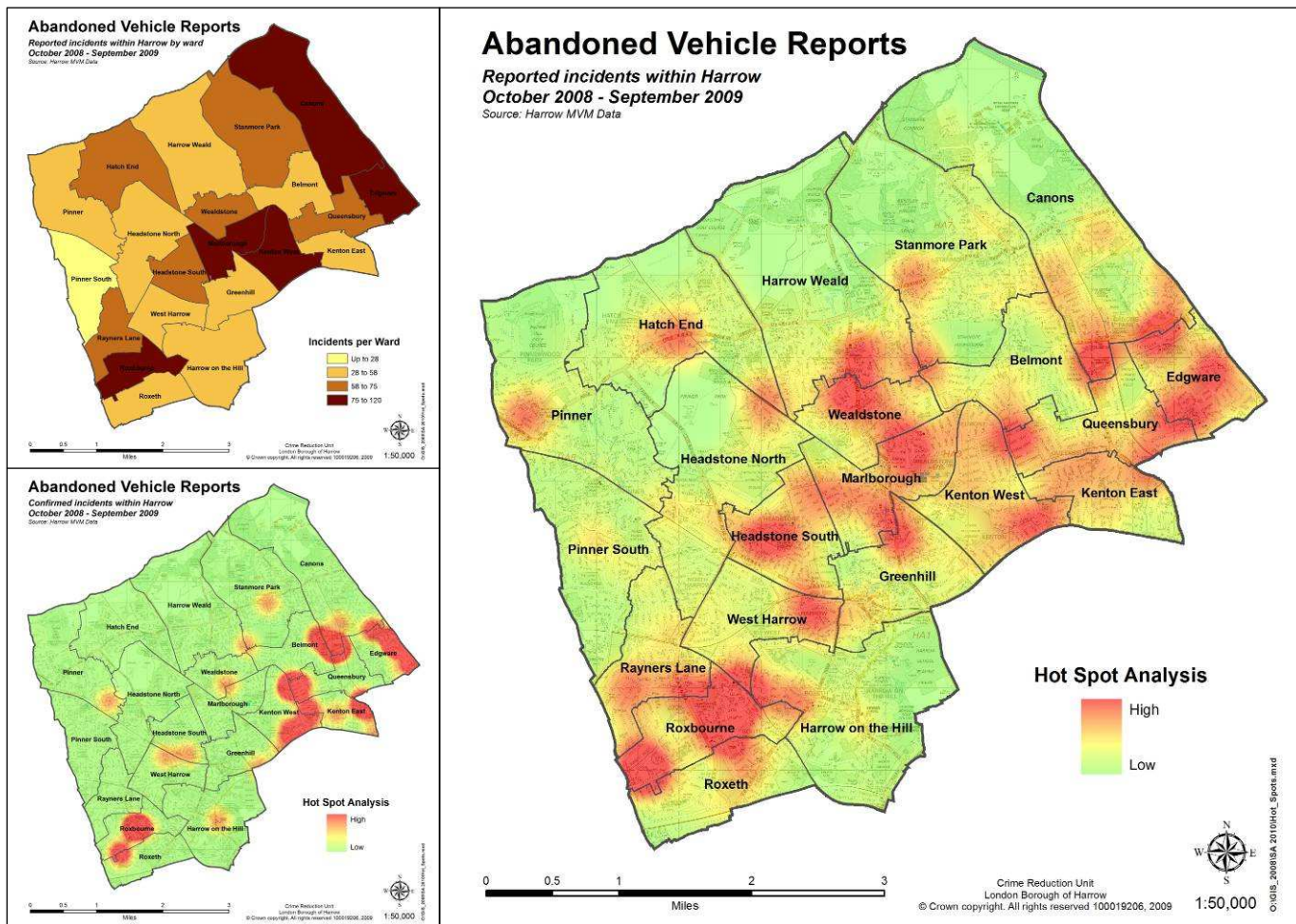
This chart shows a monthly total of all incidents reported to Harrow Council for the current SA and the previous SA.  
Source: Harrow MVM Data

### Current methods of tackling the problem:

- Abandoned vehicles get a notice put on them requiring the owner/keeper to remove it.
- If the vehicle is on the public highway and not dangerous, the owner or keeper is given seven days to remove or claim it.
- If the vehicle is on the public highway and is in a dangerous condition then the owner or keeper is given 24 hours to remove it.
- If the vehicle is on private land and does not pose a danger, the council must obtain the landowner's consent before giving the owner or keeper 15 days to remove it.

**Location of problem:**

The map below, right illustrates all of the abandoned vehicle incident hot spots in Harrow. These hot spots are the total accumulation of all incidents reported to the council during the SA time period. The first of the maps above top-left illustrates a count of all abandoned vehicle incidents during the SA period for all wards. The lower left map shows hot spots in areas where a vehicle was confirmed untaxed, abandoned or a nuisance.



➤ The top five wards when all incidents are taken into consideration.

1. Roxbourne	120
2. Canons	97
3. Edgware	92
4. Kenton West	88
5. Marlborough	83

➤ Comparing confirmed incidents to reported incidents suggest that confirmed incidents are low and do not reflect the levels of reporting. The figures below show rates of confirmed incidents per 100 reports:

1. Kenton East	13.0
2. Edgware	8.7
3. Canons	7.2
4. Kenton West	6.8
5. Queensbury	4.8

# Graffiti in Harrow

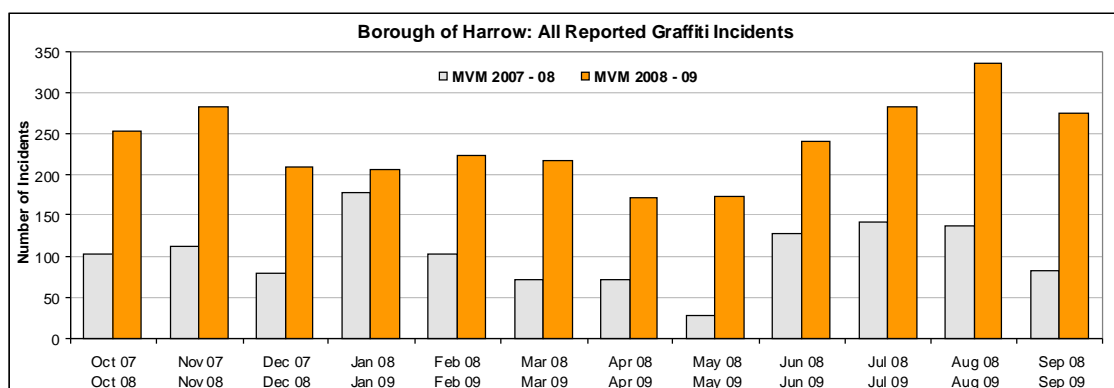
## Why it's a problem:

- Graffiti may decrease an individual's feeling of safety in the community
- Areas containing graffiti may experience:
  - Reduction in property values
  - Loss of business growth
  - Reduction in visitors
- Graffiti sends a signal that nobody cares, which may attract other forms of crime and disorder.

## Overview of the problem:

- There were 2864 recorded incidents of graffiti between October 2008 and September 2009, an increase of 132.2% over the previous Strategic Assessment period.
- There were four ways graffiti was reported in Harrow:
  - Council Staff (54%)
  - Assistant Operating Manager (36%)
  - Public (9%)
  - Other (1%)
- The top five streets with the most incidents of graffiti:

- 1) Station Road                      61 Incidents
- 2) Rayners Lane                    60 Incidents
- 3) Cannon Lane                    59 Incidents
- 4) Pinner Road                      54 Incidents
- 5) Alexandra Avenue              51 Incidents



This chart shows a monthly total of all incidents reported to Harrow Council for the current SA and the previous SA  
Source: Harrow MVM Data

## Current methods of tackling the problem:

- Encourage the public to get involved in the community and report graffiti
- Prosecutions for graffiti are brought under the Criminal Damage Act 1971

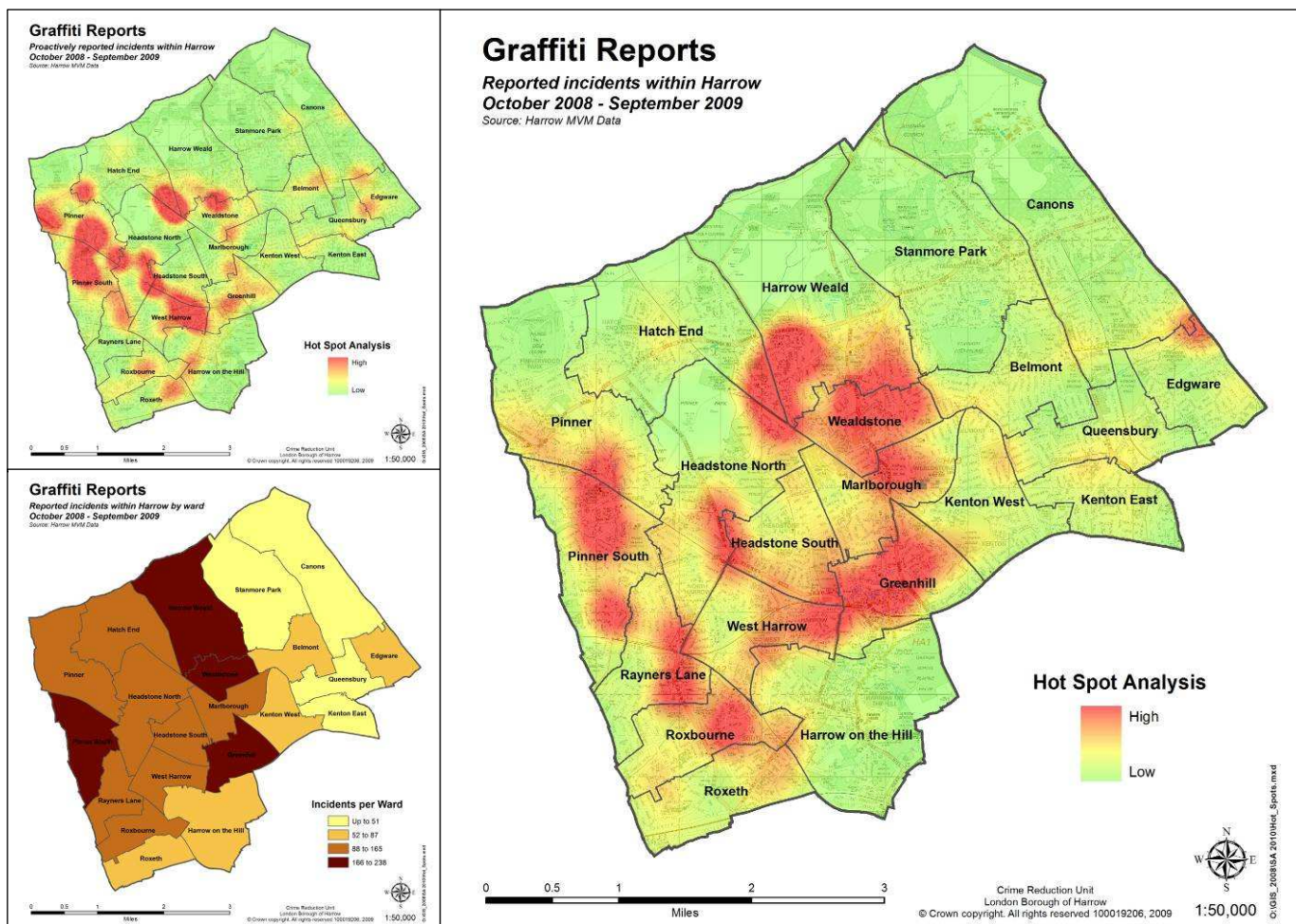


- Some recent cases resulted in substantial fines of hundreds of pounds and young offenders can be given a community service order
- Harrow's current policy is to remove graffiti on public or council property free of charge. It removes graffiti from private residences for a nominal fee
- Provide graffiti kits for the public to purchase to clean graffiti from private properties
- Make reports available to the general public when graffiti was reported and when it was removed/cleaned

### Location of problem

- Most of the reported graffiti is located within Greenhill, Wealdstone, Harrow Weald and Pinner South
- When only comparing publicly reported incidents, Pinner was the most active ward reporting graffiti

The large map below illustrates the various graffiti hot spots in Harrow. The large map below on the right illustrates a total count of all graffiti incidents during the SA period for all wards. The second map (top left) shows hot spots only in areas where graffiti was reported by the public. The final map bottom left shows the total of all proactively reported graffiti within each ward.



# Fly-tipping in Harrow

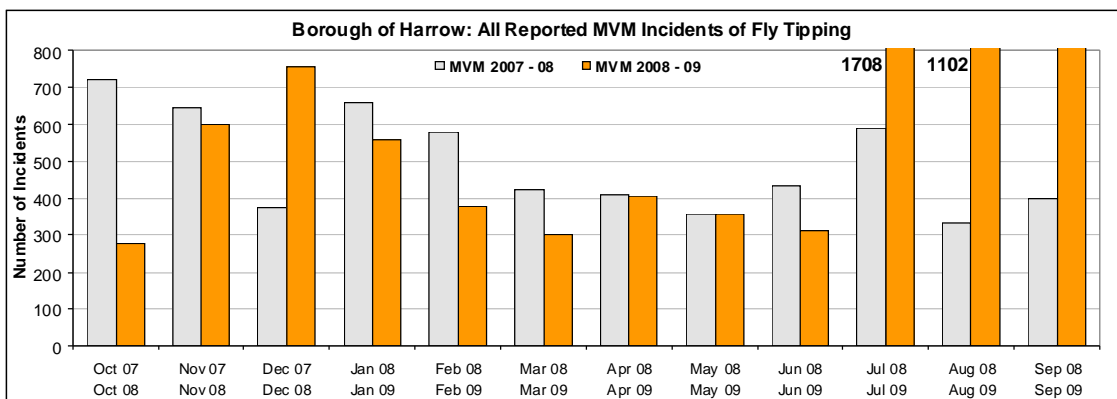
## Why it's a problem

- Fly-tipping poses a threat to humans and wildlife, damages our environment, and spoils residents' enjoyment of an area.
- Fly-tipping undermines legitimate waste businesses where illegal operators undercut those operating within the law
- As with other problems that affect local environment quality, areas subject to repeated fly-tipping may suffer declining property prices and local businesses may suffer as people stay away
- Fly-tipping can increase other types of crime and ASB in the area
- It costs Harrow a considerable amount every year to investigate and clear up fly-tipping. The cost falls on Harrow Council and private landowners

## Overview of fly-tipping problem in Harrow

- There were 7773 incidents of fly-tipping recorded to Harrow Council between October 2008 and September 2009, an increase of 31.1% over the previous period and an increase of 16.9% over the 2006/07 period
- There were several ways that fly tipping was recorded:
  - Operations managers (44%)
  - Public reports (30%)
  - Council staff (18%)
  - Others – e.g. police (8%)
- The top five streets with the most incidents of fly tipping: these streets represent 13.1% of all incidents during the Assessment Period

- 1) Kenton Lane: 241 Incidents
- 2) High Street: 230 Incidents
- 3) Kenton Road: 192 Incidents
- 4) Honeypot Lane: 180 Incidents
- 5) Mollison Way: 173 Incidents



Entry errors regarding dates occurred during July, August and September with MVM for 2009, but do not affect total figures.  
 This chart shows a monthly total of all incidents reported to Harrow Council for the current SA and the previous SA  
 Source: Harrow MVM Data

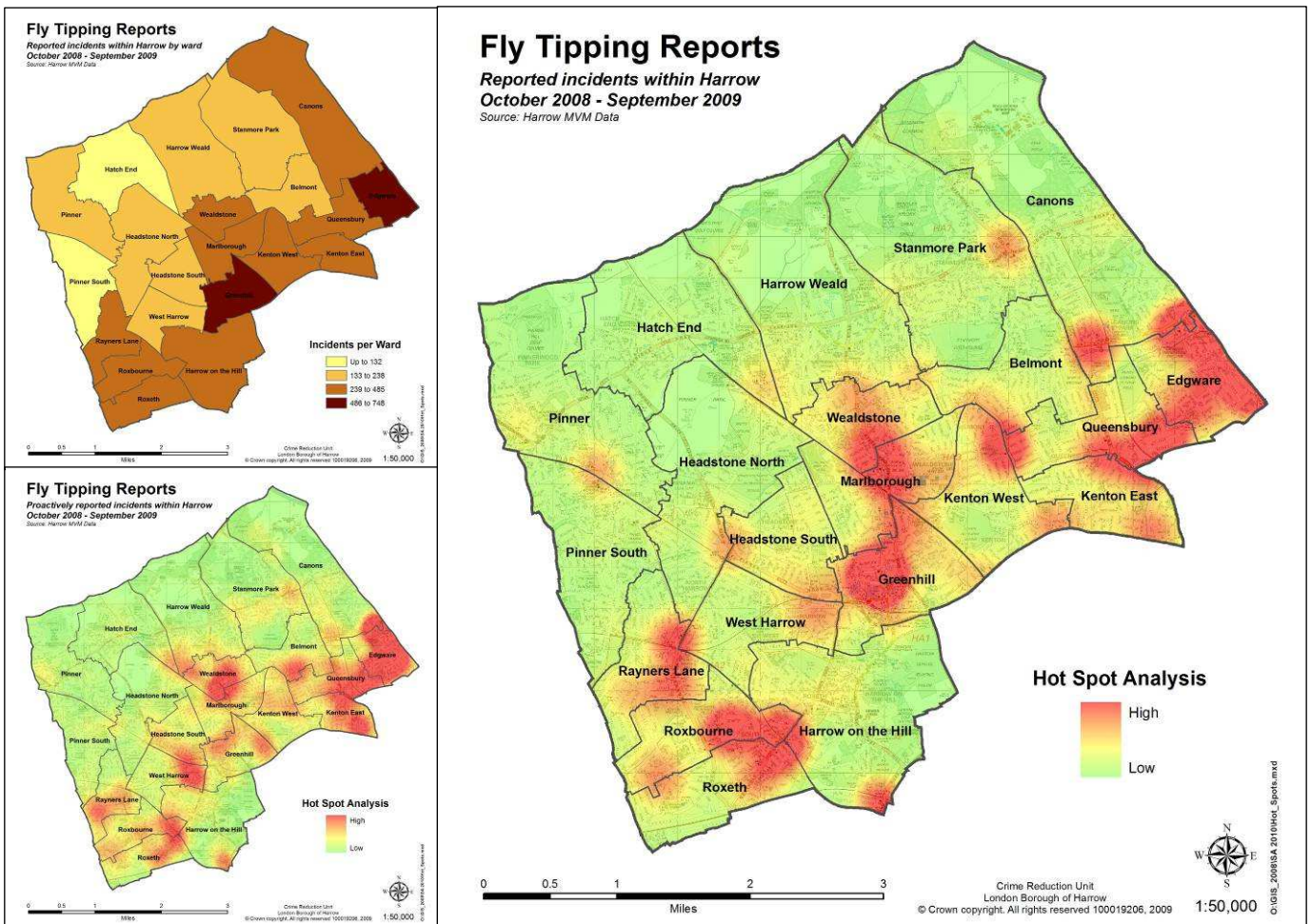
**Current methods of tackling the problem:**

- Alley Gates. There has been good evidence that alley-gating has reduced fly tipping
- Fly tips are usually removed from public land within 24 hours of being reported
- Where possible, perpetrators are prosecuted

**Location of the problem**

- Most of the reported fly tipping is located within; Edgware, Greenhill, Queensbury, Roxbourne and Kenton West
- When analysing the publicly reported incidents, Edgware remained the top ward followed by Queensbury, Canons, Greenhill and Kenton East

The large map below on the right illustrates the various fly-tipping hot spots in Harrow. The top left map shows a count of all fly tipping incidents during the SA period for each ward. The bottom left map shows hot spots where the fly-tip has been reported by members of the public.





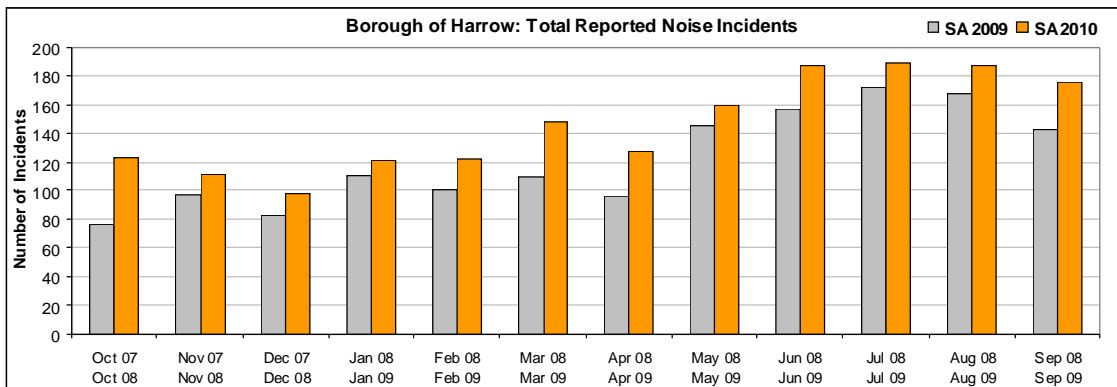
## Noise in Harrow

### Why it's a problem:

- Noise reduces the quality of life for the affected residents
- Excessive noise can damage ones health and hearing permanently
- Noise can make people more aggressive
- Noise can frustrate neighbours into taking the law into their own hands

### Overview of noise problems in Harrow

- There were 1751 incidents of noise recorded to Harrow Council between October 2008 and September 2009, an increase of 19.2% over the previous Strategic Assessment period and a 36.5% decrease over the 2007/08 period
- Loud music or loud party is the main noise complaint followed by alarms and dog(s) barking
- Almost all noise incidents have been reported by the public
- Noise complaints usually occur during after hours (after 17:00 weekdays) and on weekends
- The usual pattern of noise complaints increase during the summer months and decrease over the winter months
- 



Entry errors regarding dates occurred during July, August and September with MVM for 2009, but do not affect total figures.  
 This chart shows a monthly total of all incidents reported to Harrow Council for the current SA and the previous SA  
 Source: Harrow MVM Data

### Current methods of tackling the problem:

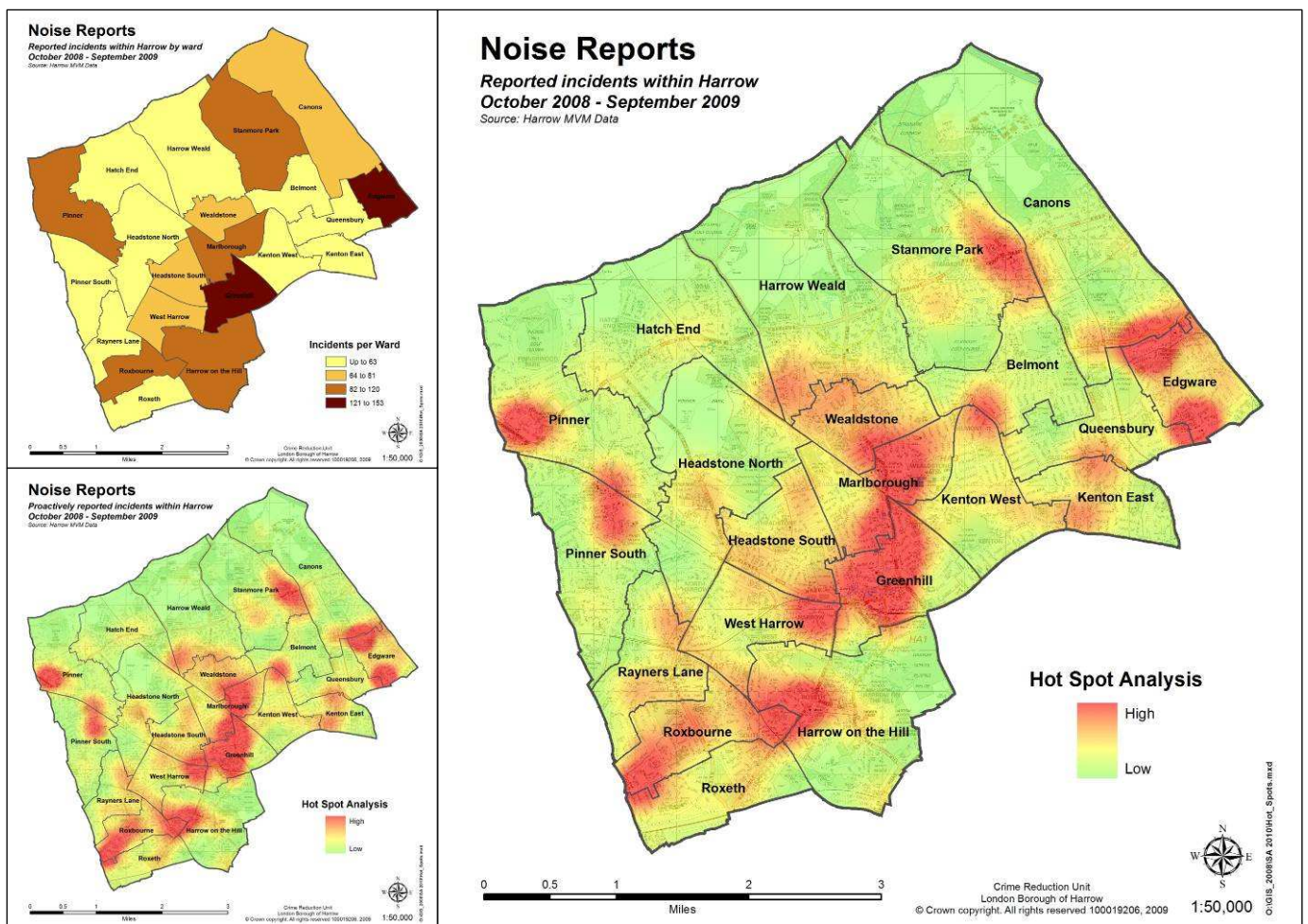
- Noise nuisance is covered by the Environmental Protection Act 1990.
- This law empowers local authorities to deal with noise with fixed penalties once the noise has been identified as a 'statutory nuisance'
- In the majority of cases, problems are dealt with informally, but there are a small number of prosecutions

## Location of the problem

- Greenhill and Edgware wards are ranked as the top noise complaint areas
- The top five streets with the most reports are as follows:

1. Station Road	45 Incidents
2. Buckingham Road	38 Incidents
3. Mollison way	37 Incidents
4. High Street	33 Incidents
5. Kenton Lane	29 Incidents

The large map below on the right illustrates the noise hot spots in Harrow. The map on the top left shows a count of all reported noise incidents within each ward. The second map on the bottom left shows the hot spots for areas where noise was reported.





# Incidents on Buses & at Bus Stations

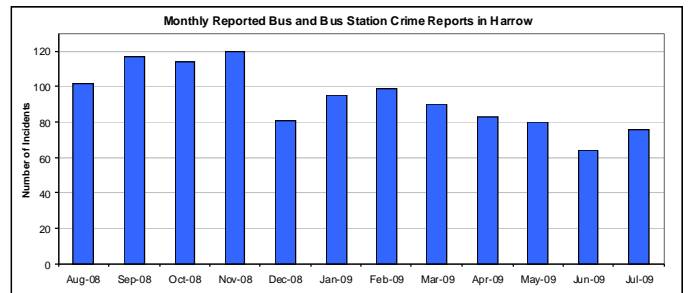
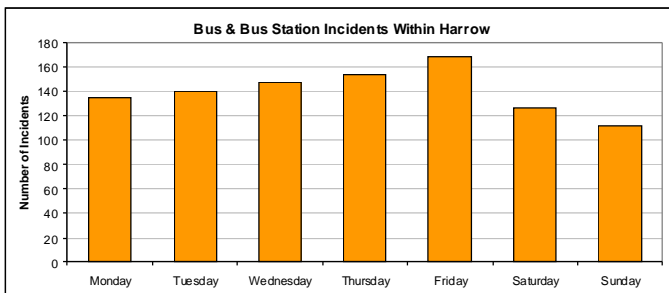
## Overview of crime on buses and at bus stations:

There were a total of 1121 reports made regarding crime on buses or bus stations during the time period of August 2008 to July 2009. The five areas in which the most incidents took place are shown below:

- College Road            144 Incidents
- Northholt Road        80 Incidents
- Station Road            78 Incidents
- High Street             72 Incidents
- High Road                76 Incidents

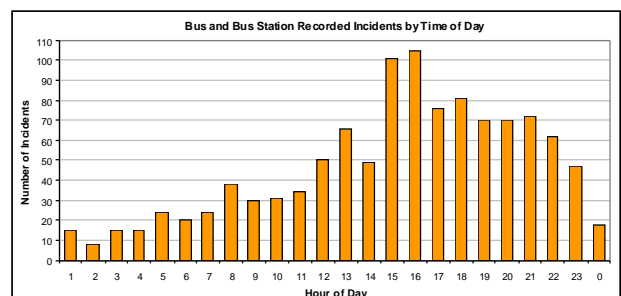
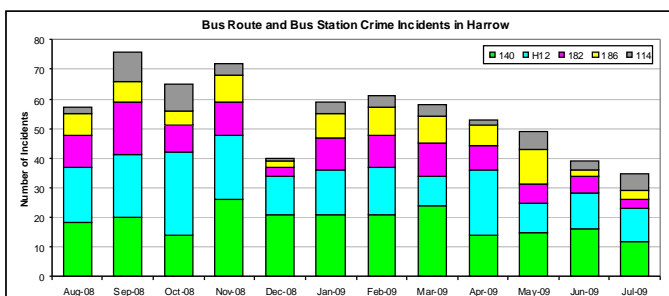
Further analysis involving days of week, time, and months are as follows:

- Fridays have been shown to be the day of the week that shows the most activity
- There were peaks in September, October and November



The above left chart shows the day of the week where crimes on buses and bus stations were reported. The chart above on the right is a total of crimes on buses and bus stations for each month during the SA period. Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)

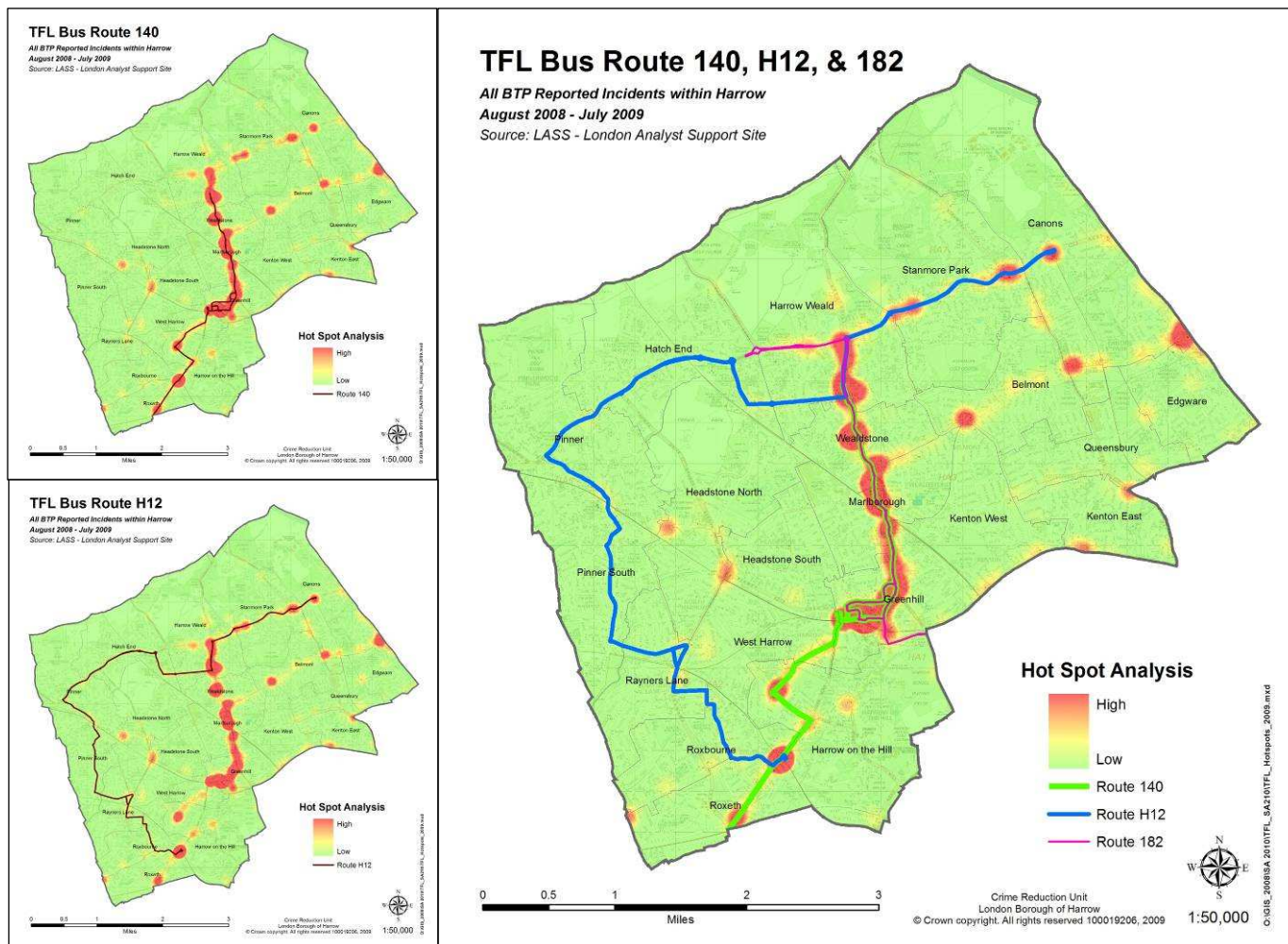
- Bus route numbers 140 and H12 were the routes on which most incidents were recorded
- The top five routes were:
  1. Route 140        222 Incidents
  2. Route H12       199 Incidents
  3. Route 182       108 Incidents
  4. Route 186       80 Incidents
  5. Route 114       55 Incidents
- Peak times for incidents on buses or bus stations appear around 15:00 and 16:00



The above left chart shows the top five bus routes in Harrow where crimes have been reported for each month of the SA period. The chart above on the right shows when crimes have been reported during the SA period. Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)

## Location of incidents

From the maps above there are many concentrations of reported incidents along the main arterial road (High Street, Station Road and Harrow on the Hill Bus Station) with the largest concentration of incidents appearing at the town centre. The two maps above on the left show the top two routes with the most recorded incidents (140 & H12).



## Transport history and future outlooks:

The Following figures demonstrate how much the bus network has grown in the last few years:

- Bus usage is growing at its fastest rate since 1946
- Bus mileage in London is higher than at any time since 1957, with 450 million km operated in 2004/05
- This dramatic rate of growth is in line with Mayor's Transport Strategy, which proposes a 40 per cent growth in passenger journeys between 2001 and 2011.

Source: TFL Website. [www.tfl.gov.uk](http://www.tfl.gov.uk)

# Incidents on Trains and at Rail Stations

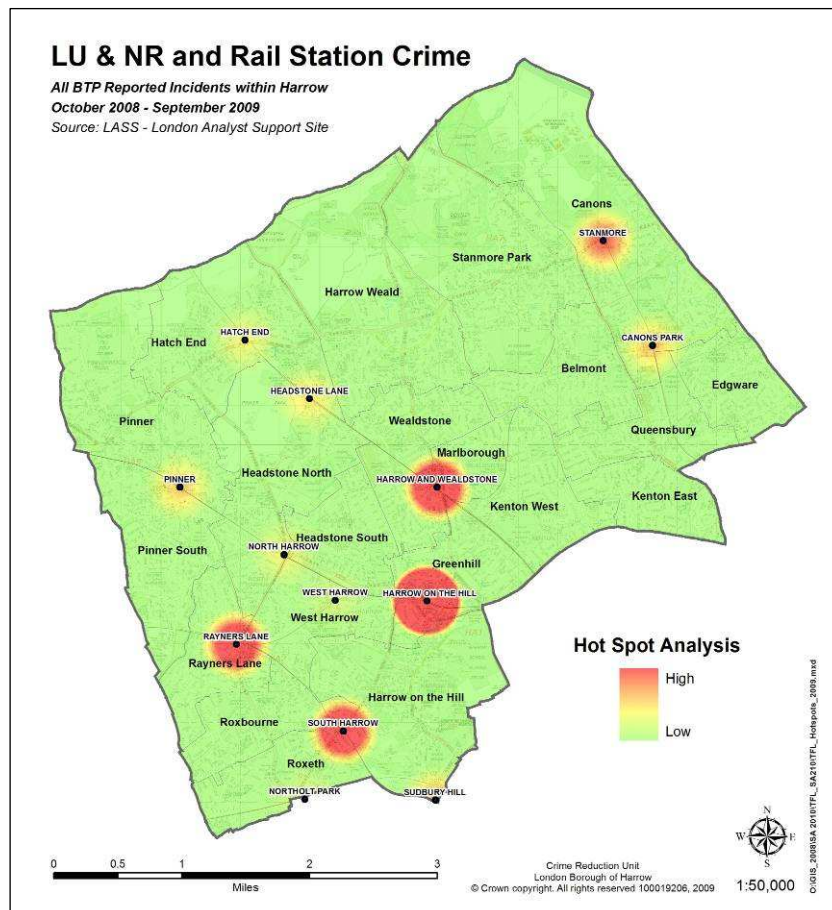
## Overview of crime on London Underground (LU), National Rail (NR) and at rail stations:

There were a total of 788 reports made regarding crime on LU, NR and at train stations during the time period of October 2008 to the end of September 2009 in Harrow. Using the chart below it the total crime incidents are show in relation to entries and exits at the various stations in Harrow.

Station	All Incidents	Entries & Exits: Millions (m) (2008)	Crimes Per 100,000 Entries & Exits	Minus Fair Disputes per 100,000 Entries & Exit
Harrow on the Hill	336	9.36	3.6	2.0
Harrow and Wealdstone	97	4.31	2.3	2.0
South Harrow	86	2.19	3.9	3.4
Rayners Lane	79	3.85	2.1	1.8
Stanmore	43	2.78	1.5	1.5
Sudbury Hill	29	2.11	1.4	1.3
Canons Park	26	1.56	1.7	1.7
Pinner	25	2.31	1.1	1.0
Headstone Lane	20	N/A	N/A	N/A
Hatch End	15	N/A	N/A	N/A
North Harrow	15	1.48	1.0	1.0
Northolt Park	9	N/A	N/A	N/A
West Harrow	8	1.19	0.7	0.7
<b>TOTAL:</b>	<b>788</b>	<b>31.14</b>	<b>2.5</b>	<b>1.9</b>

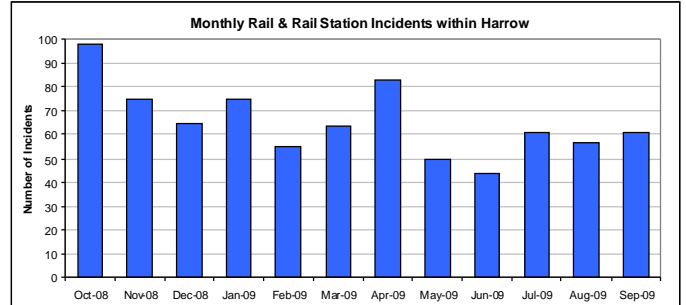
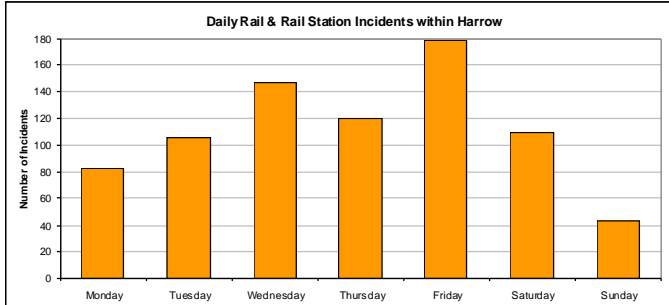
Source: Tube Performance / Transportation for London

<http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/default.asp?onload=entryexit>  
 Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)

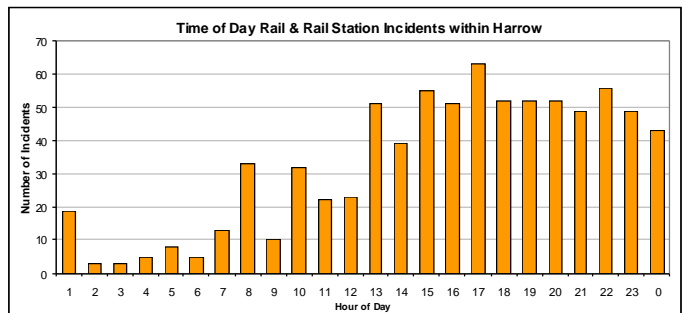
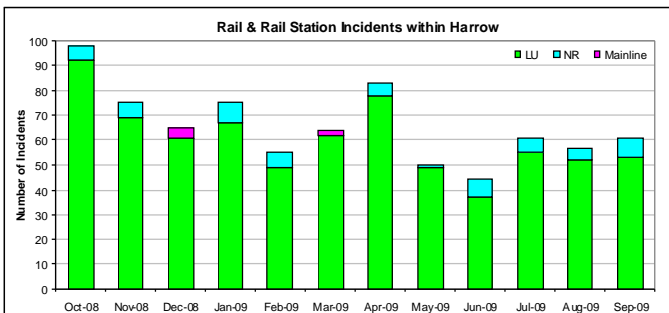


Day, time and month patterns

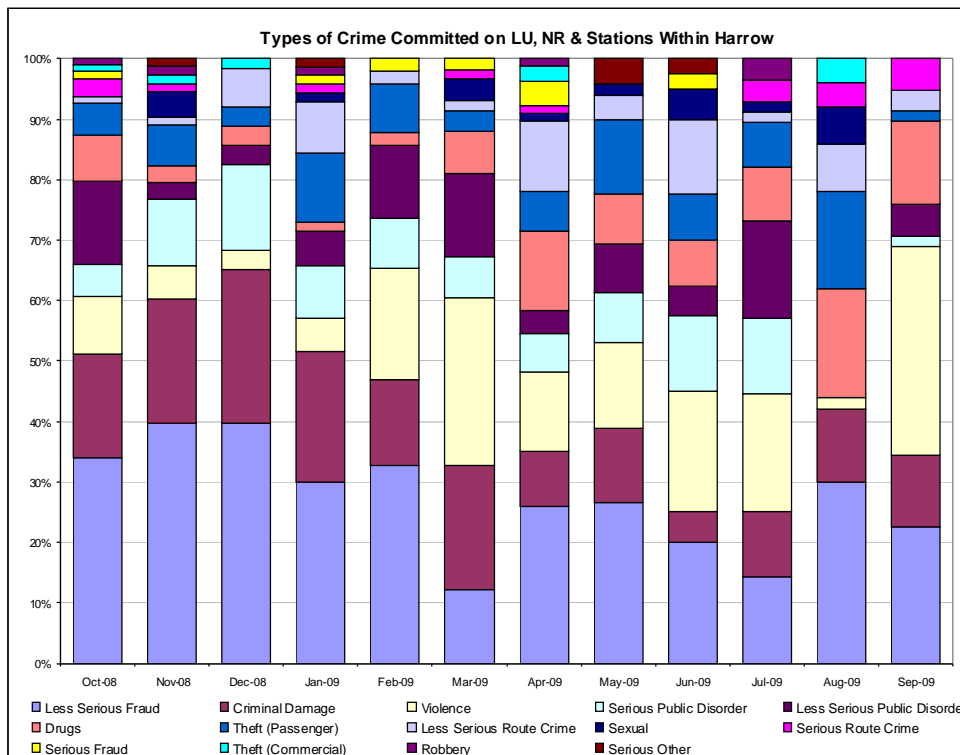
- Fridays have been shown to be the day of the week that shows the most activity
- There were peaks in October 2008, January 2009 and April 2009
- The evening hours are the most prevalent for incidents starting from 16:00 until 00:00 peaking at 17:00



The above left chart shows the day of the week where crimes on LU, NR and train stations were reported. The chart above on the right is a total count of crimes on LU, NR and train stations for each month during the SA period. Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)



The above left chart shows the three types of rail services where crimes have been reported for each month of the SA period. The chart above on the right shows the time of day when crimes have been reported for LU, NR and train stations during the SA period. Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)

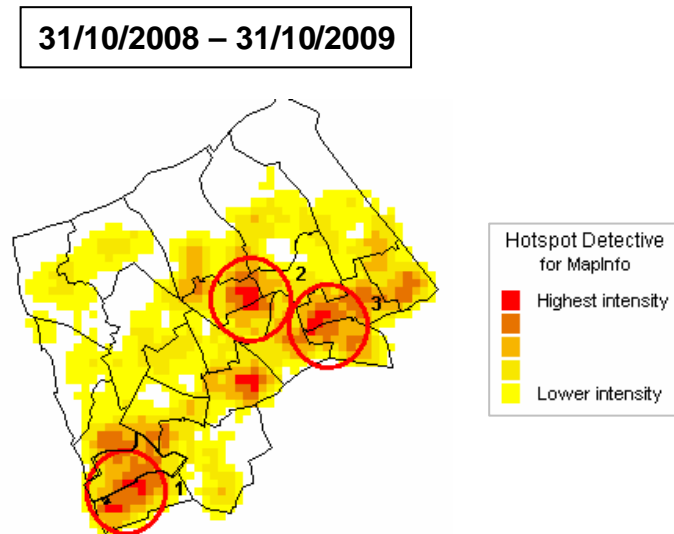


The above left chart shows the percentage and type of crime committed on rail services each month of the SA period. Source: LASS Database (London Analyst Support Site) & BTP (British Transport Police)

## Residential Burglary

In Harrow between the 31/10/2008 and 31/10/2009 there have been 1670 residential burglaries (see map below left). Between these dates, there are three specific residential burglary hotspots (see map below middle).

- Hotspot one is located on the borders of Roxeth and Roxbourne
- Hotspot two is in Wealdstone
- Hotspot three is located on the border of Queensbury and Kenton East.



In the previous strategic period (31/10/2007 – 31/10/2008) there were two hotspots.

- Hotspot one is on the border of West Harrow and Greenhill, which has now moved to the centre of Greenhill.
- Hotspot two is in Queensbury on the border with Kenton East.

Approximately 50% of those arrested in Harrow for residential burglary live outside of Harrow.

## Burglary Offences by Ward in Harrow

### Ward level burglaries:

As shown in the table below, the wards with the highest levels of residential burglaries were

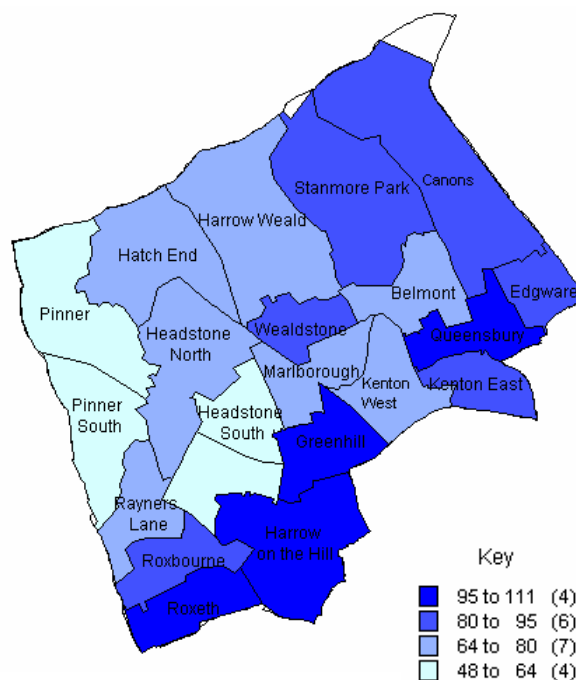
- Roxeth
- Harrow on the Hill
- Queensbury

In the previous year the peak wards were:

- Canons
- Harrow on the Hill
- Queensbury

The ward with the most significant decrease is Canons ward with 85 offences compared to the previous year of 116.

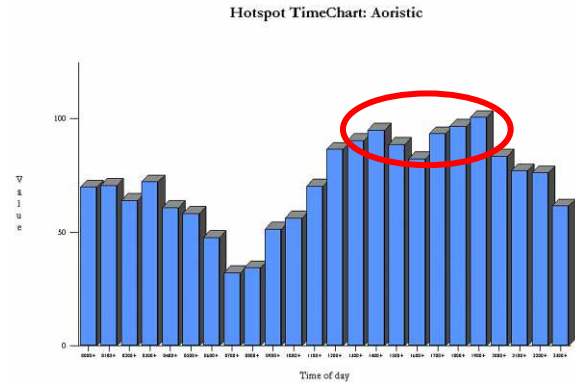
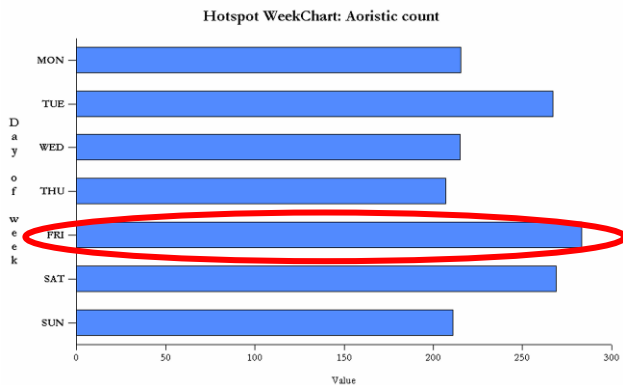
Ward	Offences	Percent
Roxeth	111	7%
Harrow on the Hill	101	6%
Queensbury	101	6%
Greenhill	99	6%
Kenton East	98	6%
Edgware	95	6%
Kenton West	89	5%
Roxbourne	89	5%
Stanmore Park	86	5%
Canons	85	5%
Belmont	81	5%
Rayners Lane	77	5%
Wealdstone	77	5%
Hatch End	73	4%
Harrow Weald	67	4%
Headstone North	64	4%
Marlborough	61	4%
Pinner	58	3%
West Harrow	55	3%
Headstone South	54	3%
Pinner South	48	3%
<b>Total</b>	<b>1670</b>	<b>100%</b>





## Days and times

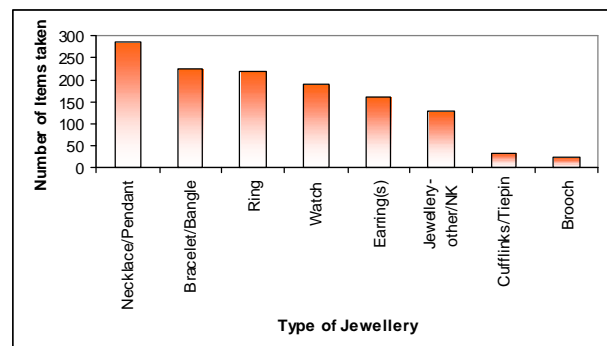
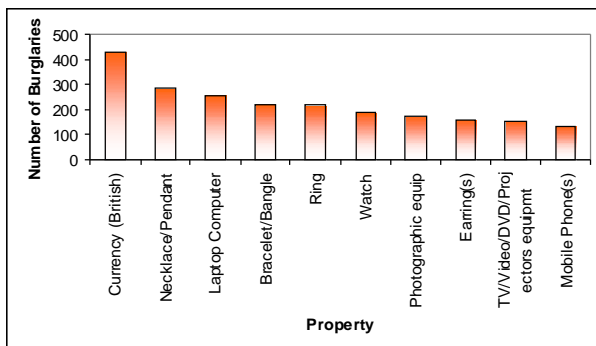
As is shown in the aoristic week and time charts below the peak day for this strategic period by a small number of offences is Friday which is the same as the previous year. The average peak times are between 14:00 and 19:00 hours.



## Top ten items from residential burglaries

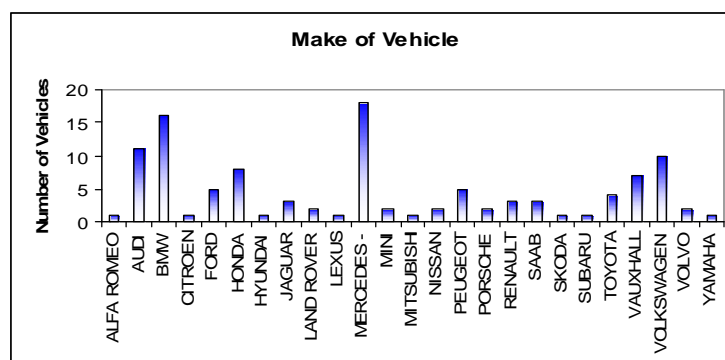
As the chart shows, the most common item to be stolen from the burglaries this year was cash, stolen 433 times, which is a 12.8% increase from last year. The next most common items to be stolen were necklaces and laptops (necklaces stolen 286 times up 24% from last year and laptops stolen 255 times). The three most common sets of property taken in the previous year were cash, necklaces and rings.

In total, 1073 pieces of jewellery were stolen during the SA period, which is a slight decrease from last year of 1088. As is shown on the graph (below left) the most popular items of jewellery taken this year were Necklaces / Pendants and Bracelet / Bangles. Over the course of this year 286 Necklaces, 224 Bracelets, 219 Rings, 188 Watches, 160 pairs of earrings, 33 Cufflinks, 24 Brooches were taken.



## Motor vehicles stolen from burglaries

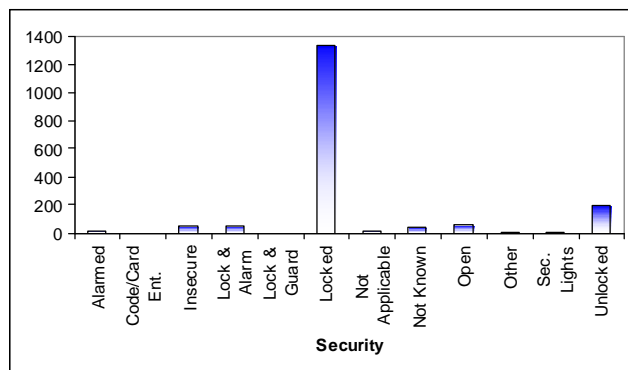
There were 100 reports where a motor vehicle was taken. As the chart shows the three most popular makes of vehicles to be taken were Mercedes-Benz, BMW and Audi.



## Venue security

According to CRIS reports, where the recording officer is only able to choose one code to remark upon the property's security;

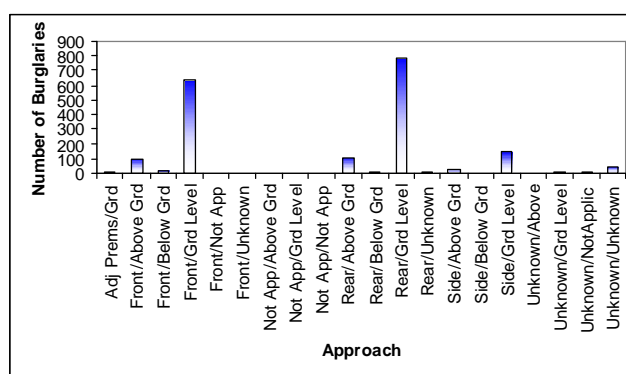
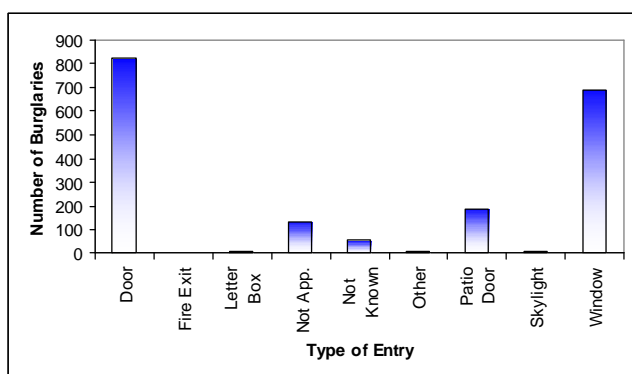
- 1340 houses were locked (this was an increase of 53 properties from last year)
- 45 were locked and alarmed
- 18 had alarms
- 7 had security lights
- 290 houses were reported to be open, unlocked or insecure
- The remainder were reported as security not known, not applicable or other.



## Entry point

The chart shows that the most common entry points are doors and windows, which are featured in 821 and 688 reports respectively. Entry by patio doors is less common although is seeing a steady increase over the last two years from 57 to 131 with 188 reports this year.

There were 781 cases where the property was approached by the rear in comparison to 633 cases where suspects approached the property from the front. Side approach was less common, cited in 141 reports.





## Suspect profile

The profile for suspects of residential burglary was:

- White male aged between 11 and 20 followed by 21-30 years.
- The youngest apparent age is 10 and the oldest apparent age is 60.
- The mode apparent age however is 20 years.

Ethnic Appearance	Number of Suspects	Suspect Age Range	Number of Suspects
Afro-Caribbean	125	0-10	1
Arabian / Egyptian	3	11-20	193
Asian	43	21-30	166
Dark European	15	31-40	60
Oriental	3	41-50	27
White European	249	51-60	7
Unknown	5	61-70	0
Unspecified	35	Unspecified	24
<b>Total</b>	<b>478</b>	<b>Total</b>	<b>478</b>

Gender	Number of Suspects
Male	441
Female	32
Not Specified	5
<b>Total</b>	<b>478</b>

## Vulnerable victims

Of a total of 1743 residential burglary victims, 250 were aged 70 or over at the time of reporting, representing 14.3% of all victims.

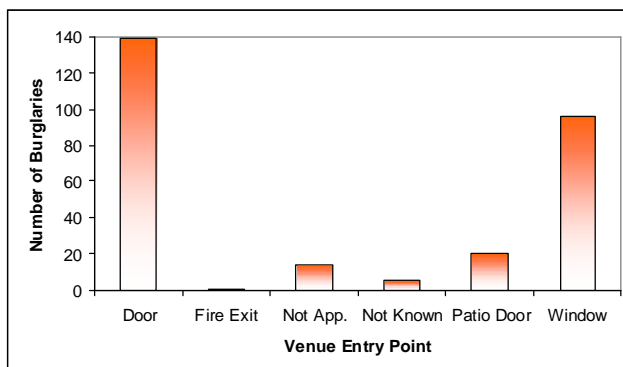
Vulnerable Victims Age



**Vulnerable victims – entry point**

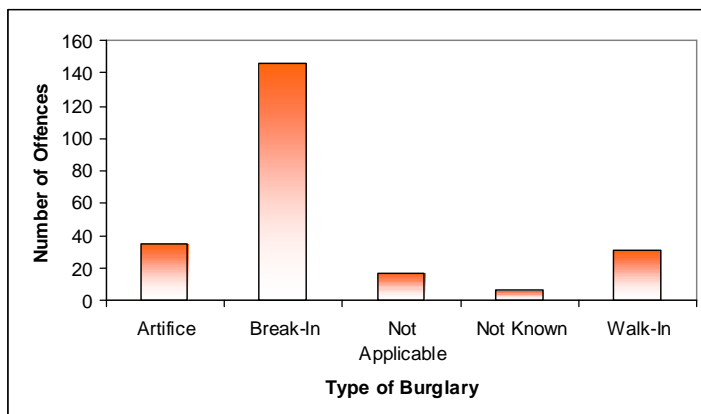
More suspects entered through a door than a window with elderly victims, which is in line with the general burglary pattern.

**Vulnerable Victims Entry Points**



**Vulnerable victims – venue entry method**

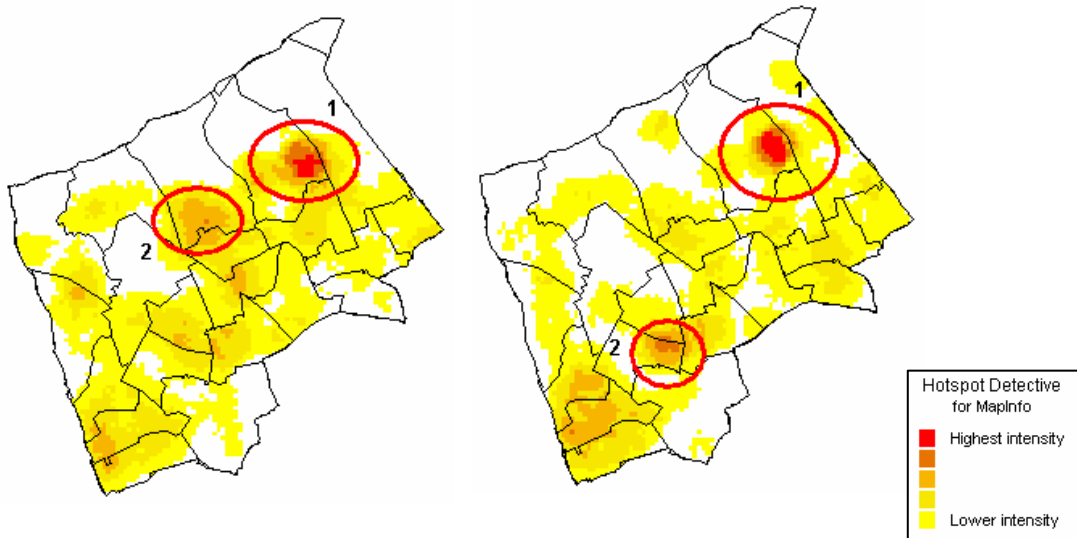
In 146 cases, the property was burgled via a break in, in comparison to 31 walk-in thefts and 35 artifice burglaries.



# Theft from Motor Vehicles

31/10/2008 – 31/10/2009

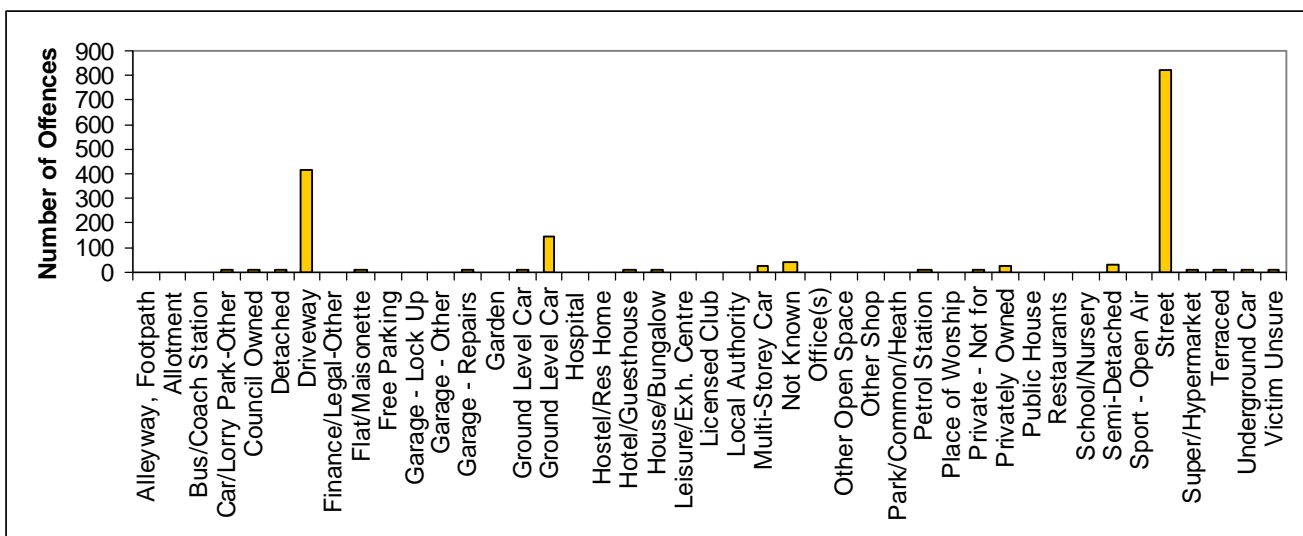
31/10/2007 – 31/10/2008



Between 31/10/2008 – 31/10/2009 there were 1597 theft from motor vehicle offences in Harrow (see map top left). As shown on the map there are two hotspots. Hotspot one is located in Stanmore Park, which was more intense during the previous year. Hotspot two is located at the south end of Hatch End ward on the border of Wealdstone ward, where as during the previous year hotspot two was located on the borders of West Harrow and Headstone South.

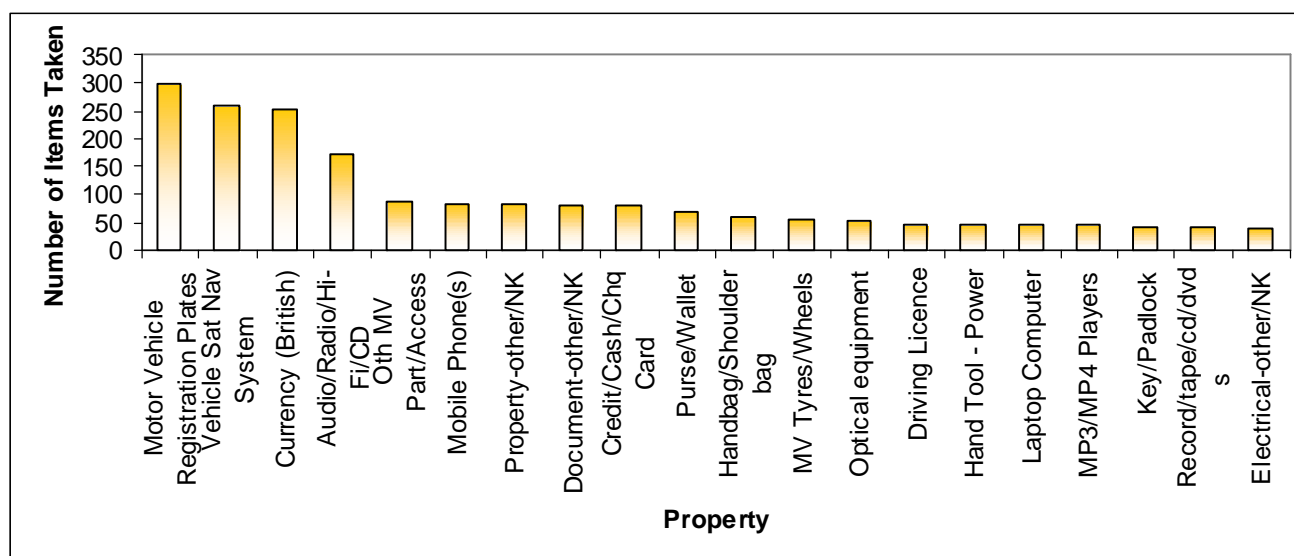
## Venue – theft from motor vehicles

The chart below clearly shows that in the majority of cases, motor vehicle crime is committed on the street (825 offences). However there are also a substantial number of cases where offences occur on driveways (414 offences), and to a lesser extent in uncovered ground level car parks (149 offences).



### Property taken – theft from motor vehicle

As the chart above clearly shows the most popular item to be taken from motor vehicles in the last year were number plates with 297 taken in the last year. This is a 26.7% decrease on last year. The next two items most likely to be taken were satellite navigation systems (taken 258 times), and cash (taken 251 times). It is likely that these items are taken, as they are small, valuable and portable.



### Suspect description – theft from motor vehicle

219 suspect descriptions were provided for 1597 offences. This signifies that in 86% of motor vehicle offences, no suspect was seen.

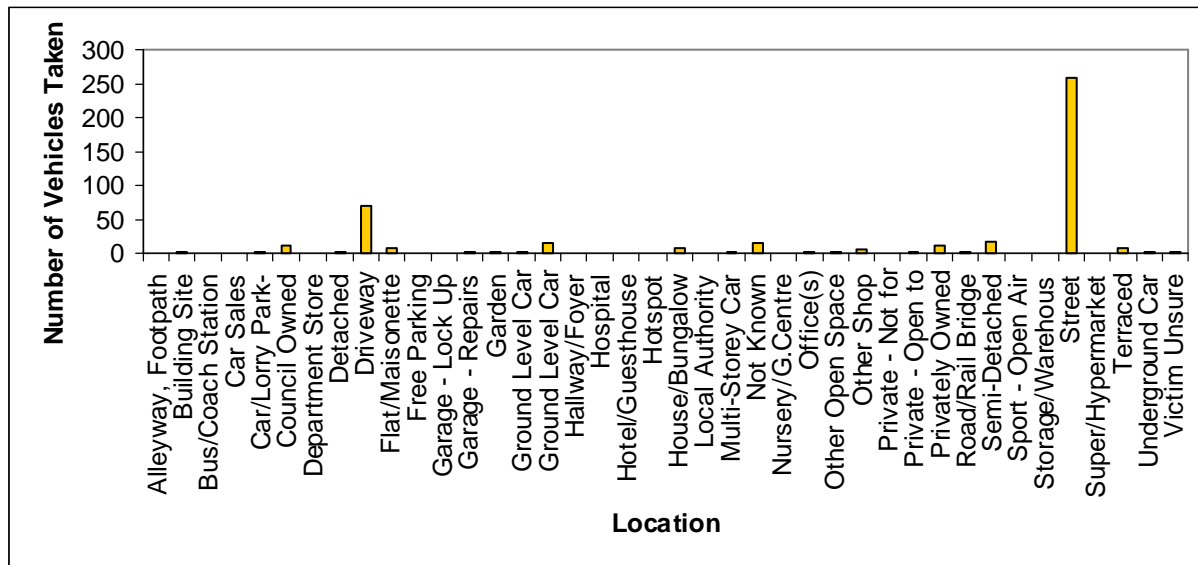
Ethnic Appearance	Number of Suspects
Afro-Caribbean	24
Asian	27
Dark European	10
Oriental	1
White European	104
Not Specified	53
<b>Total</b>	<b>219</b>

Suspect Age Range	Number of Suspects
0-10	56
11-20	88
21-30	59
31-40	9
41-50	7
51-70	0
<b>Total</b>	<b>219</b>

Gender	Number of Suspects
Male	177
Female	9
Not Specified	33
<b>Total</b>	<b>219</b>

## Theft of Motor Vehicles

The chart below clearly shows that in the majority of cases, theft of and unauthorised taking of motor vehicles was committed on the street (260 offences). However there are also a substantial number of cases where offences occur on driveways (71 offences), and to a much lesser extent in uncovered ground level car parks (14 offences).



### ***Types of motor vehicles targeted – theft of motor vehicle / unauthorised taking***

The table below shows the theft of vehicles by make.

Make of Vehicle	Stolen
Ford	58
Vauxhall	46
Nissan	36
Honda	34
Volkswagen	33
Mercedes – Benz	31
Peugeot	24
Toyota	19
BMW	16
Fiat	15
Audi	15
Renault	14
Gilera	9
Citroen	7
Suzuki	6
Rover	6

Make of Vehicle	Stolen
Mazda	6
Yamaha	5
Hyundai	5
Aprilia	4
Volvo	3
Mitsubishi	3
Chrysler	3
Piaggio	2
Mini	2
Land Rover	2
JCB	2
Jaguar	2
Direct Bikes	2
Alfa Romeo	2
Subaru	1
Other Vehicles	23
<b>Total</b>	<b>436</b>

### Recovery rate of stolen vehicles – theft of motor vehicle / unauthorised taking

During the period 31/10/2008 to 31/10/2009, there were 431 thefts of vehicles and unauthorised takings. Of the vehicles stolen:

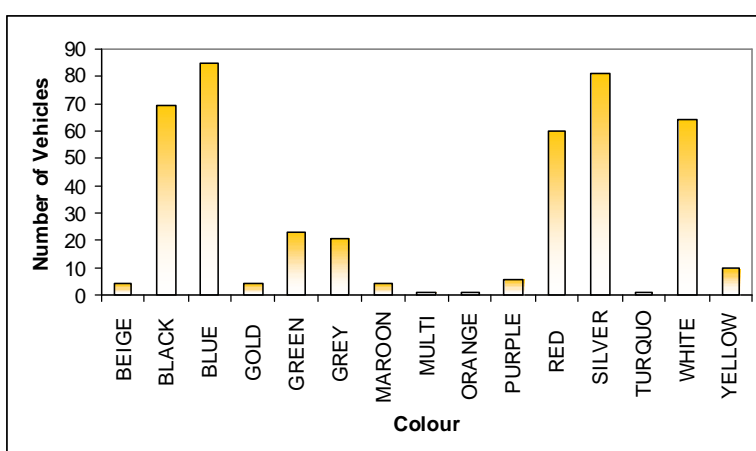
- 123 remain stolen
- 111 were recovered intact
- 86 were recovered damaged
- 2 were part recovered
- 1 was part recovered damaged

Although a significant number of vehicles were recovered in Harrow, there were vehicles found as far away as Leicester and Northampton.

### Most popular colours of vehicle taken – theft of motor vehicle / unauthorised taking

The most popular colours of vehicles taken include;

- **Blue** (85)
- **Silver** (81)
- **Black** (69)



Of the 431 offences, 58% of the vehicles were over nine years old.

### Suspect description

The ethnicities, age categories and gender of the suspects are shown in the tables below.

Ethnic Appearance	Number of Suspects
Afro-Caribbean	28
Arabian / Egyptian	1
Asian	27
Dark European	6
Oriental	2
White European	65
Not Specified	27
<b>Total</b>	<b>156</b>

Suspect Age Range	Number of Suspects
0-10	27
11-20	52
21-30	55
31-40	14
41-50	7
51-60	1
61-70	0
<b>Total</b>	<b>156</b>

Gender	Number of Suspects
Male	125
Female	12
Not Specified	19
<b>Total</b>	<b>156</b>

# Domestic Violence

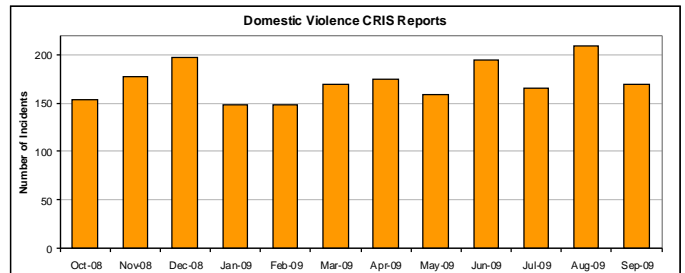
## Overview of the problem:

1247 domestic violence (DV) offences were recorded in Harrow in 2009 a 13% increase from 2008, which in turn increased by 26% from 2007.

During the SA period there were 2065 domestic violence incidents. A domestic violence incident is a broader category which can include incidents such as disputes between partners, but which might rise above a threshold of seriousness to constitute a criminal offence.

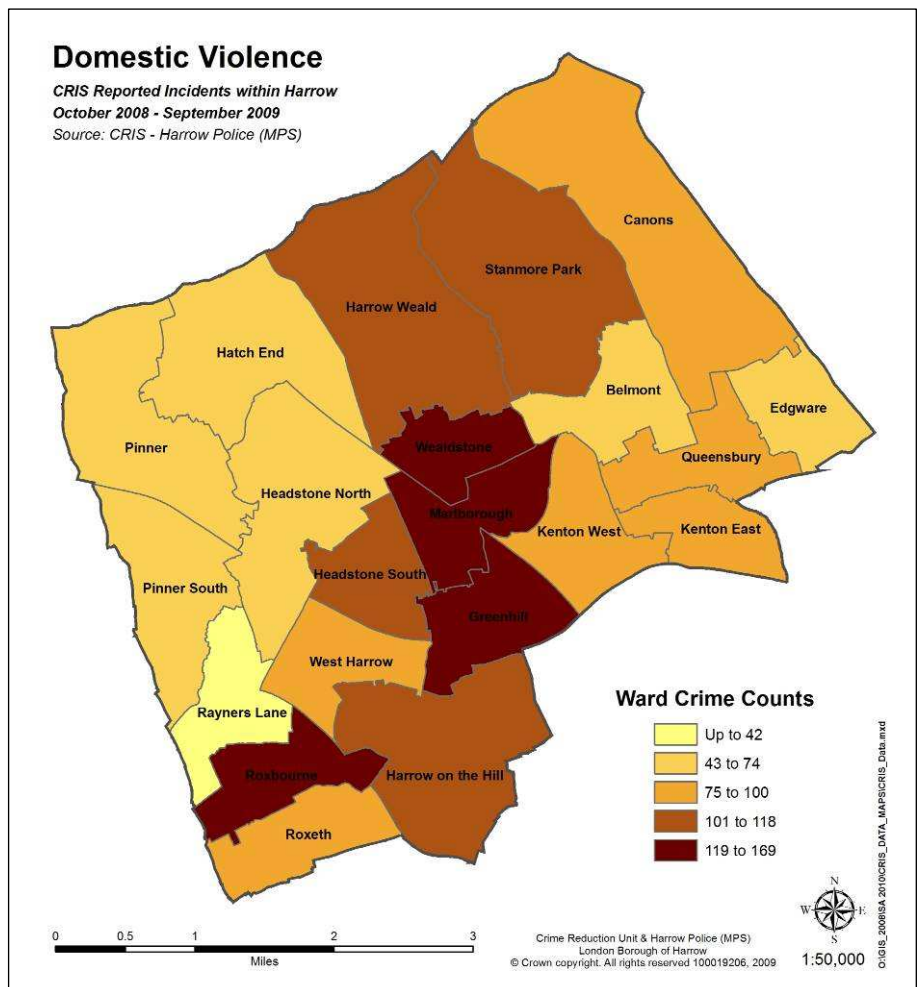
The maps and charts below include all reported incidents of domestic violence including non-criminal domestic violence incidents.

- Non-crime (not an offence) 1038 Incidents
- Common Assault 339 Incidents
- ABH & GBH 262 Incidents
- Harassment 122 Incidents
- Threat to Kill 80 Incidents

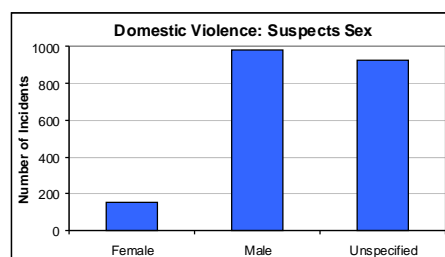
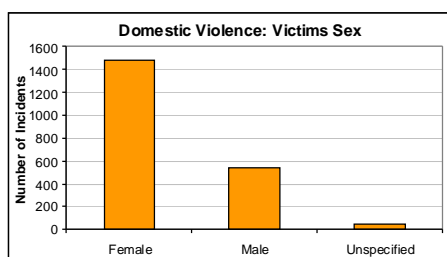
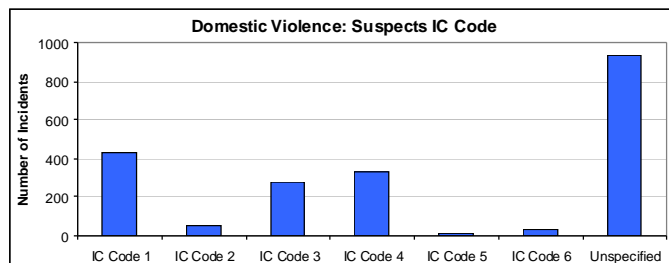
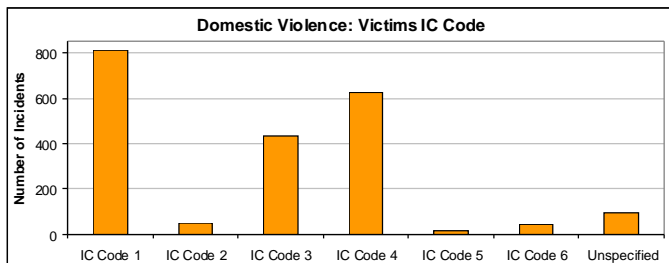
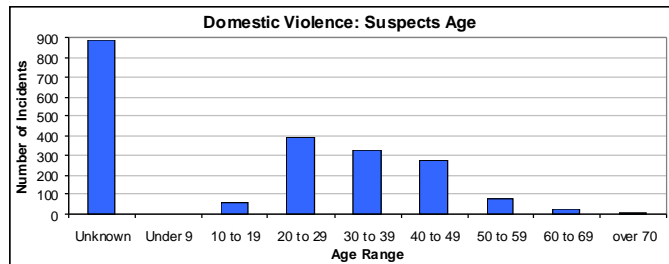
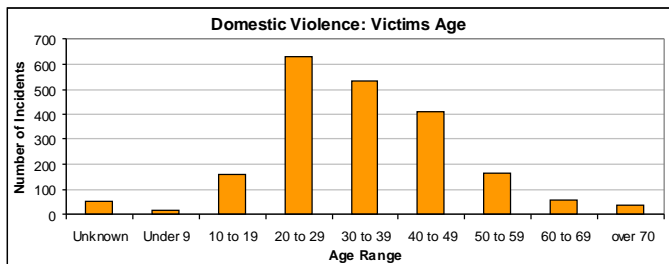


## Location of the problem:

Ward	Incidents
Roxbourne	169
Greenhill	163
Wealdstone	151
Marlborough	140
Harrow on the Hill	118
Headstone South	117
Harrow Weald	106
Stanmore Park	106
Canons	100
Roxeth	99
Kenton West	92
West Harrow	91
Kenton East	87
Queensbury	83
Pinner	74
Belmont	70
Edgware	67
Headstone North	65
Pinner South	63
Hatch End	62
Rayners Lane	42
<b>Total:</b>	<b>2065</b>



## Victims & Suspects:



## Typical Profile Overview:

### Typical Victim Profile:

- Female
- 20 to 29 years old and then 30 to 39 years old
- IC Code 1 / IC Code 4

### Typical Suspect Profile:

- Male
- 20 to 29 years old and then 30 to 39 years old
- IC Code 1 / IC Code 4

## Other key findings

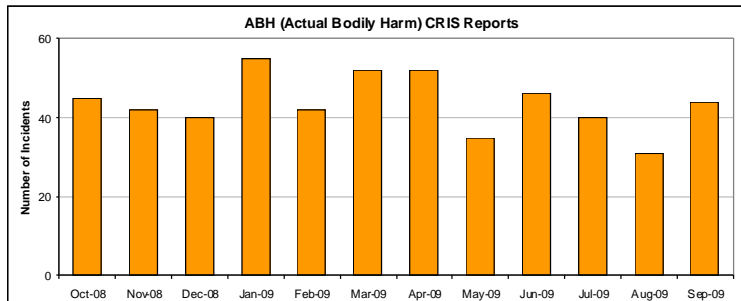
- Victims often unwilling to press charges
- The consumption of alcohol seems apparent in the majority of the GBH offences
- The ABH offences seem to be located around high streets where public houses are often located
- Top five repeat suspects of ABH appear to be offenders of other crimes including criminal damage



# Actual Bodily Harm

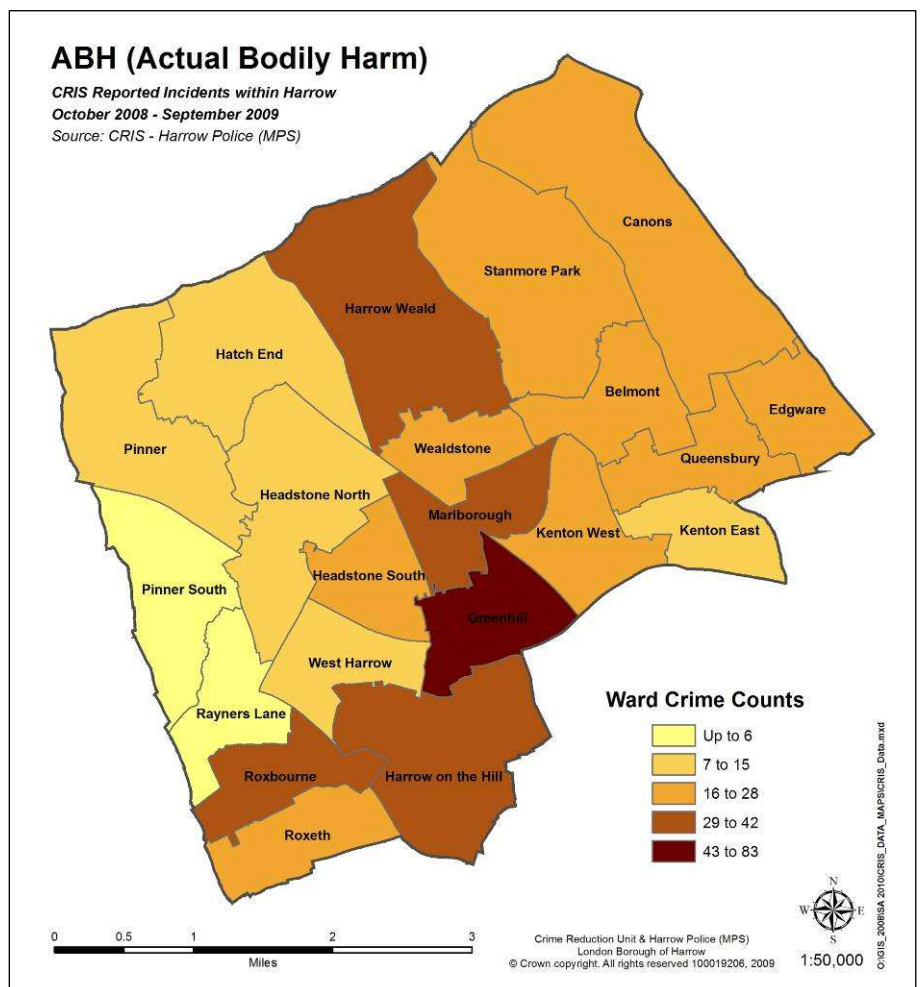
## Overview of the problem:

There were 524 ABH offences (actual bodily harm) between 01/10/08 and 30/09/09. The previous year's total of 829 incidents from 01/10/2007 – 30/09/2008 resulted in a decrease of 36.8% or 305 incidents in the current period.

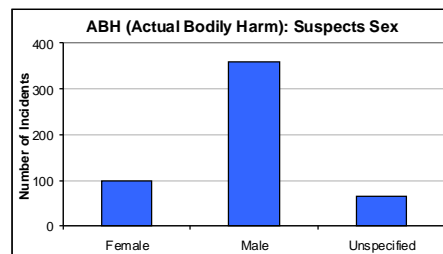
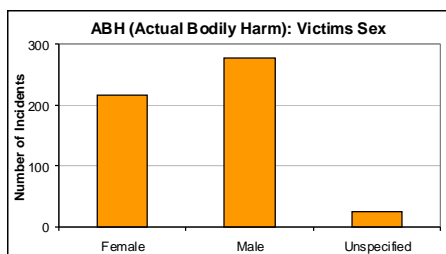
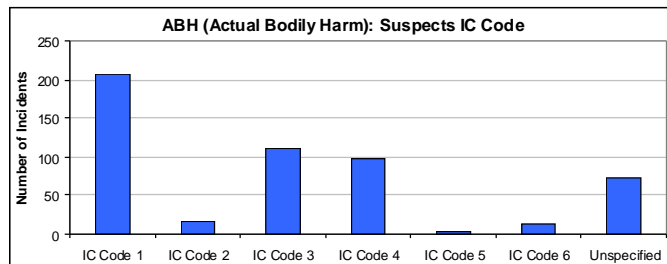
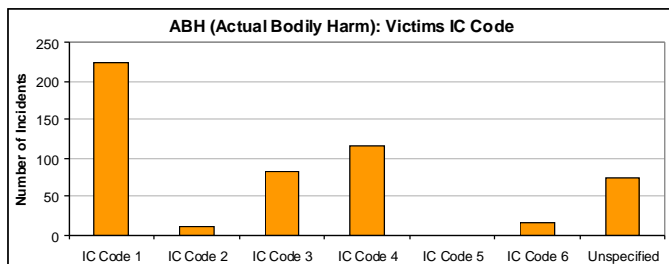
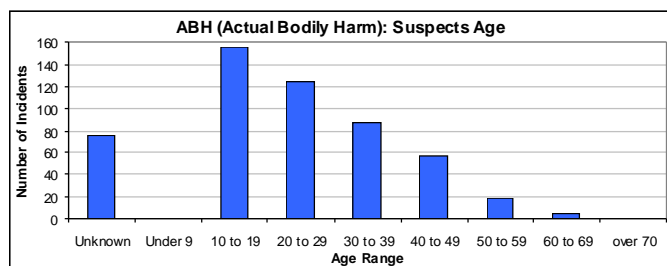
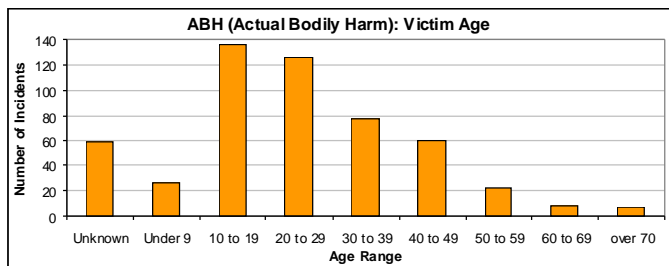


## Location of the problem:

WARD	Incidents
Greenhill	83
Roxbourne	42
Harrow Weald	36
Harrow on the Hill	35
Marlborough	32
Queensbury	28
Edgware	27
Wealdstone	26
Canons	26
Kenton West	25
Belmont	22
Headstone South	21
Roxeth	20
Stanmore Park	20
West Harrow	15
Kenton East	15
Hatch End	14
Pinner	13
Headstone North	12
Rayners Lane	6
Pinner South	6
<b>Totals:</b>	<b>524</b>



## Victims & Suspects:



## Typical Profile Overview:

### Typical **Victim** Profile:

- Female
- 10 to 19 years old and then 20 to 29 years old
- IC Code 1 and then IC Code 4

### Typical **Suspect** Profile:

- Male
- 10 to 19 years old and then 20 to 29 years old
- IC Code 1 and then IC Code 3

## Key findings from full report:

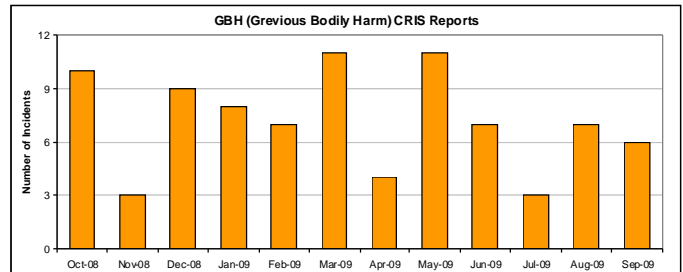
- ABH offences seem to be located around high streets where public houses are mostly located
- Restricted top ten licensed premises can be seen on request
- Top repeat suspects of ABH appear to be young IC1 males
- Alcohol consumption is a key drive

# Grievous Bodily Harm

## Overview of the problem:

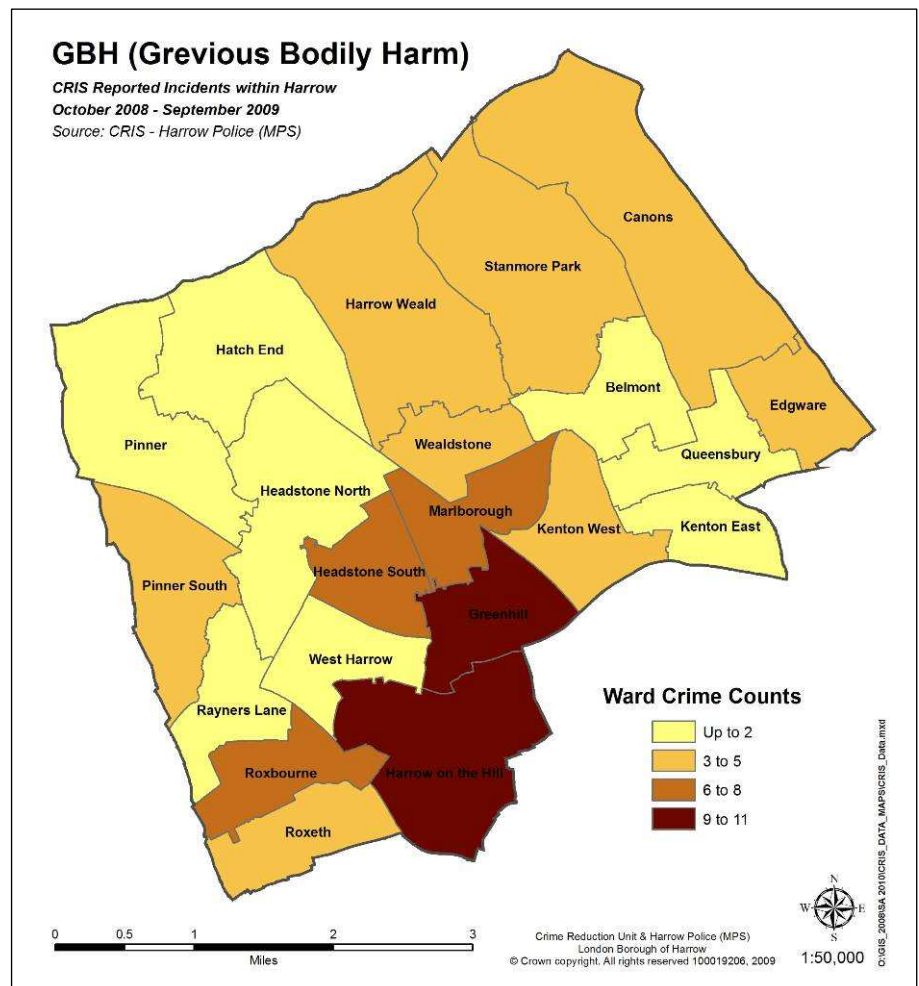
There were 86 offences GBH (grievous bodily harm) between 01/10/08 and 30/09/09. The previous year's total of 64 incidents from 01/10/2007 – 30/09/2008 resulted in an increase of 34% or 20 offences in the current period.

- Assault with intent to cause GBH: 28 incidents
- GBH wounding: 58 incidents

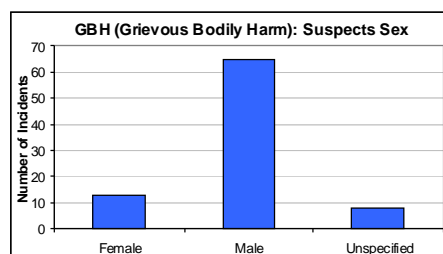
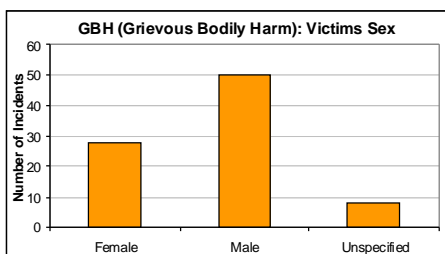
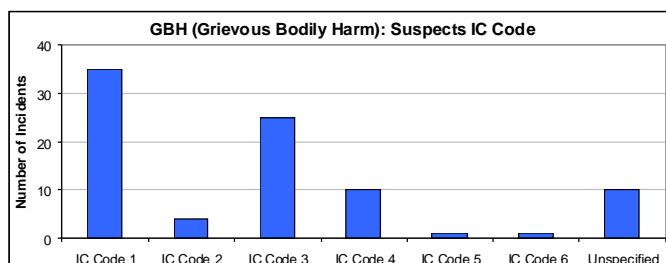
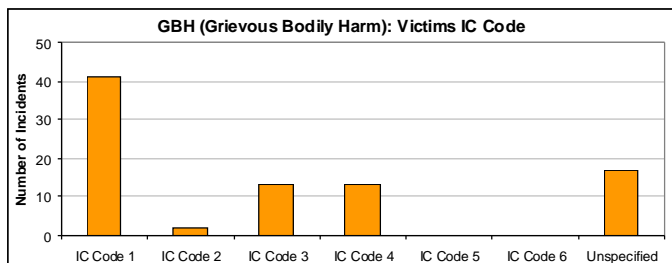
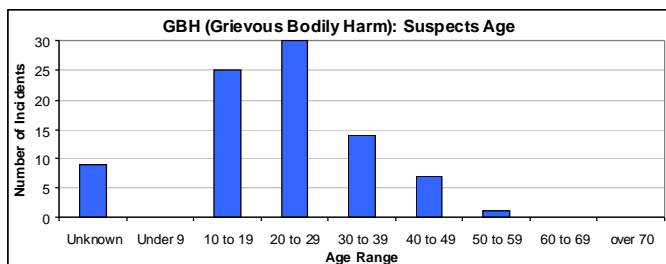
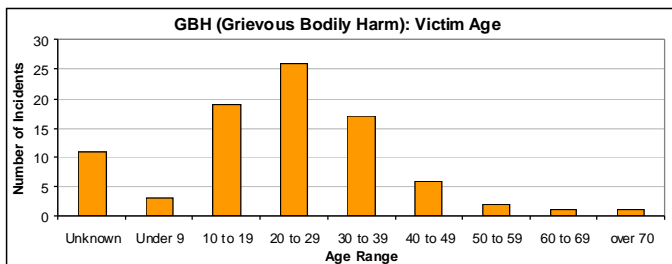


## Location of the problem:

WARD	Incidents
Greenhill	11
Harrow on the Hill	10
Headstone South	8
Marlborough	7
Roxbourne	7
Wealdstone	5
Roxeth	4
Edgware	4
Harrow Weald	4
Stanmore Park	4
Pinner South	4
Kenton West	3
Canons	3
Belmont	2
Pinner	2
Queensbury	2
Kenton East	2
Rayners Lane	2
Headstone North	1
West Harrow	1
Hatch End	0
<b>Totals:</b>	<b>86</b>



## Victims & Suspects:



## Typical Profile Overview:

### Typical **Victim** Profile:

- Male
- 20 to 29 years old and then 10 to 19 years old
- IC Code 1 and then equally IC Code 3 and 4

### Typical **Suspect** Profile:

- Male
- 20 to 29 years old and then 10 to 19 years old
- IC Code 1 and then IC Code 3

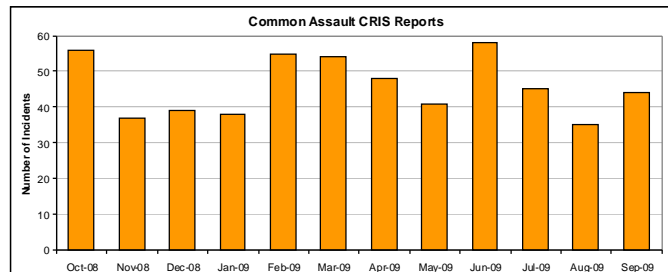
## Key findings from full report:

- The GBH offences appear to be amongst young IC4 males
- A significant number of CRIS reports refer to rival 'gangs / groups'

# Common Assault

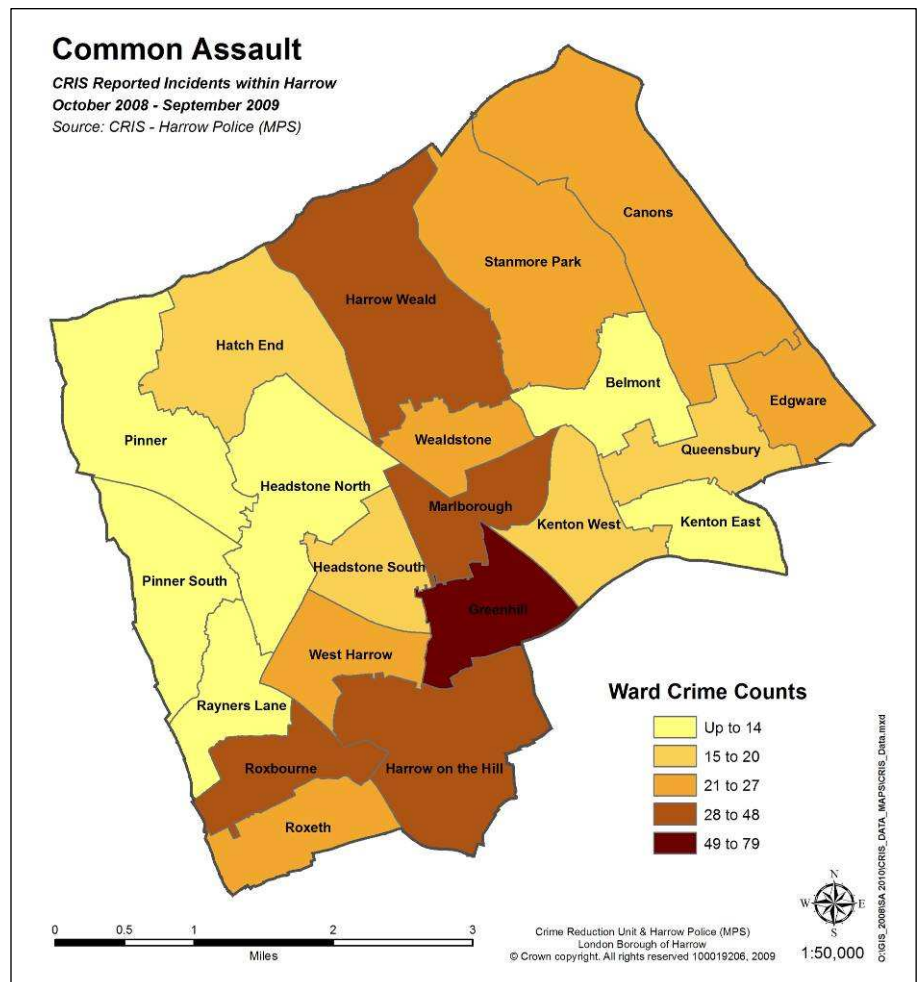
## Overview of the problem:

There were 550 common assaults between 01/10/08 and 30/09/09. The previous year's total of 770 incidents from 01/10/2007 – 30/09/2008 resulted in a decrease of 28.6% or 220 incidents in the current period.

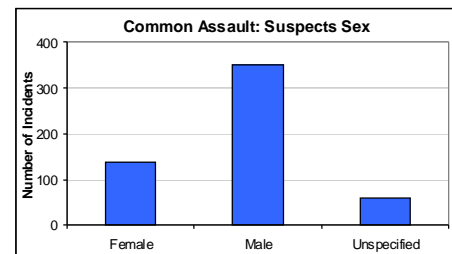
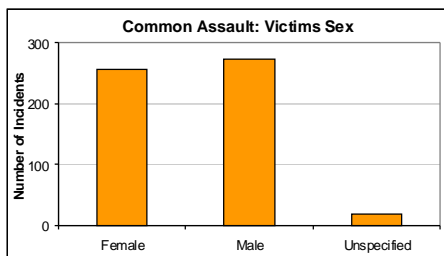
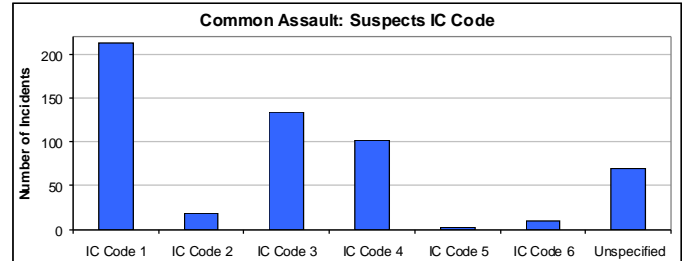
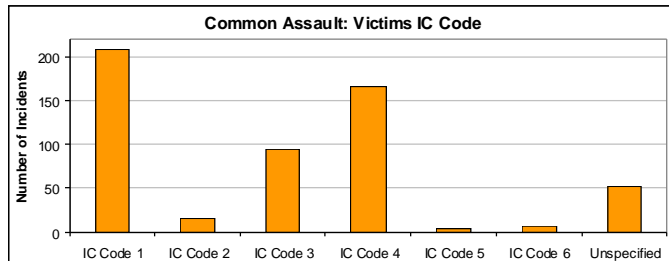
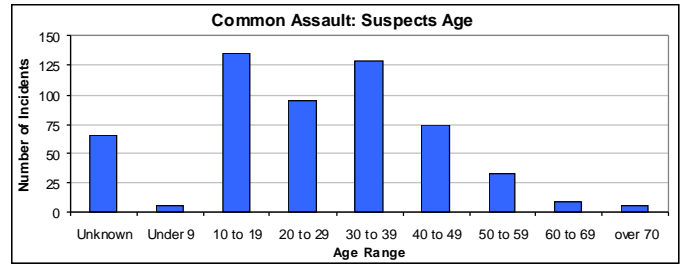
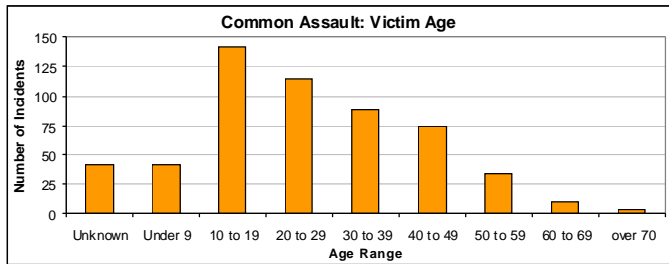


## Location of the problem:

WARD	Incidents
Greenhill	79
Harrow on the Hill	48
Roxbourne	47
Marlborough	46
Harrow Weald	38
Edgware	27
West Harrow	25
Wealdstone	24
Stanmore Park	24
Canons	24
Roxeth	23
Headstone South	20
Hatch End	20
Kenton West	19
Queensbury	17
Rayners Lane	14
Pinner South	14
Kenton East	12
Belmont	11
Headstone North	9
Pinner	9
<b>Totals:</b>	<b>550</b>



## Victims & Suspects:



## Typical Profile Overview:

### Typical **Victim** Profile:

- Male
- 10 to 19 years old and then 20 to 29 years old
- IC Code 1 and then IC Code 4 and 3

### Typical **Suspect** Profile:

- Male
- 10 to 19 years old and then 30 to 39 years old
- IC Code 1 and then IC Code 3 and 4

## Key findings

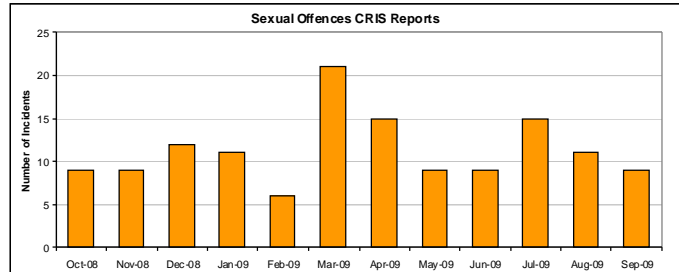
- The highest offending repeat suspects of non-DV common assaults appear to be a mix of suspects between young IC3 males and older IC1 males (alcohol again being the key driver)
- DV – unemployment, greater financial pressures and increased alcohol consumption are all believed to be involved in increased domestic violence

# Sexual Offences

## Overview of the problem:

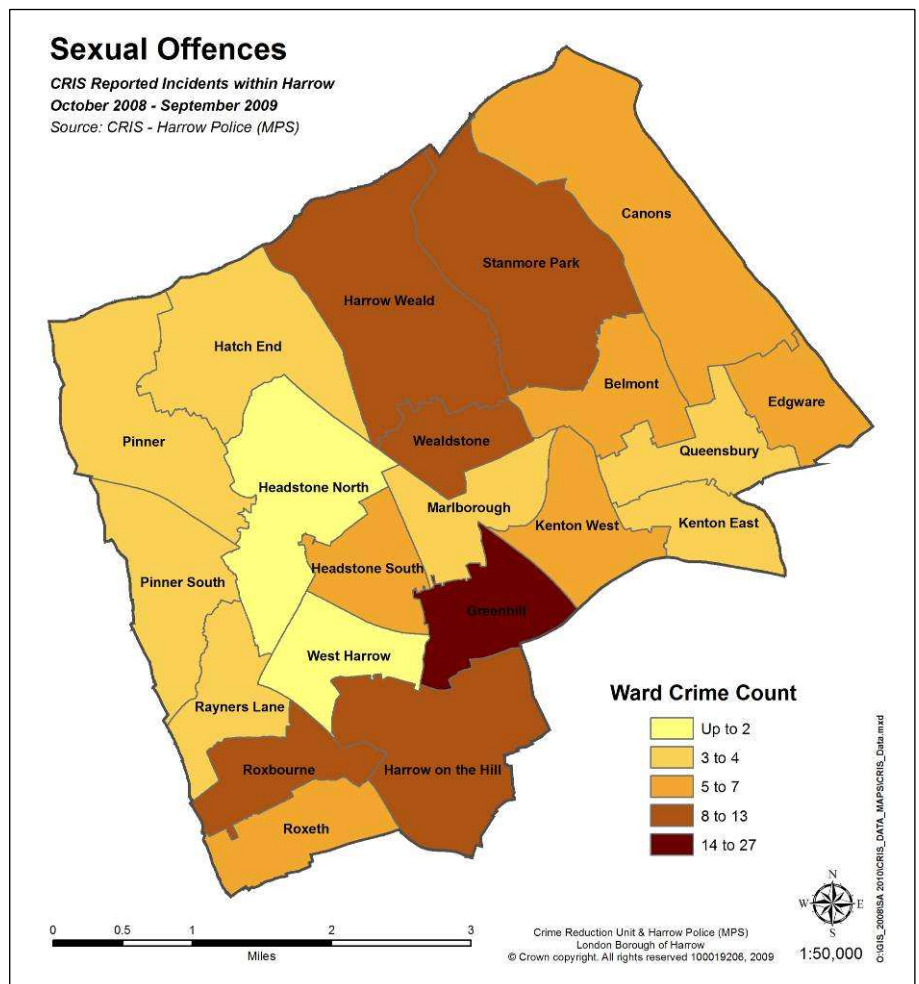
There were 136 sexual offences between 01/10/08 and 30/09/09 an increase of 33% or 34 offences on the previous year.

- Sex Ass Female 71 Incidents
- Rape F O 15 22 Incidents
- Sex Ass F U 13 17 Incidents
- Sex Ass M U 13 5 Incidents
- Other 21 Incidents



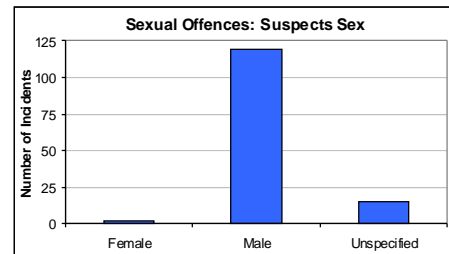
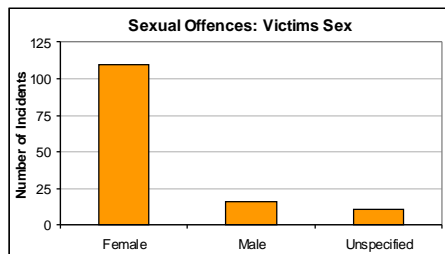
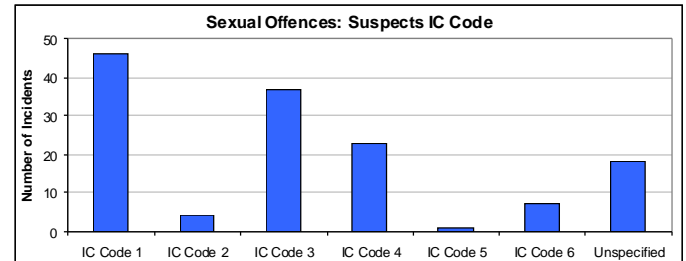
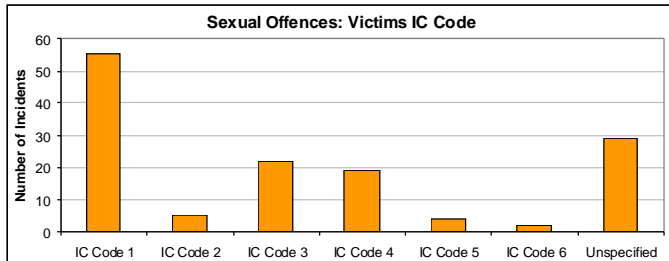
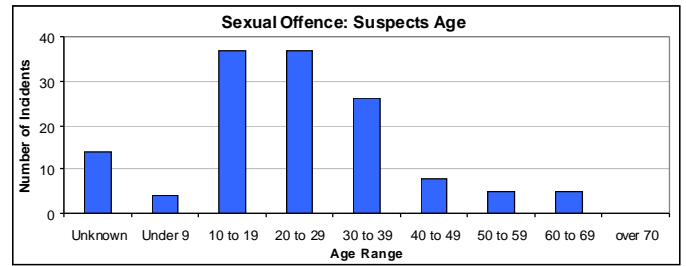
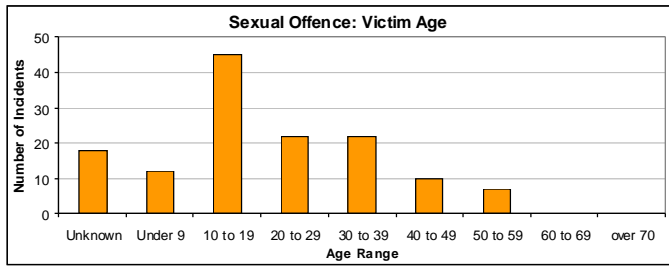
## Location of the problem:

WARD	Incidents
Greenhill	27
Harrow on the Hill	13
Harrow Weald	10
Roxbourne	9
Wealdstone	8
Stanmore Park	8
Headstone South	7
Kenton West	6
Belmont	5
Roxeth	5
Edgware	5
Canons	5
Pinner	4
Queensbury	4
Rayners Lane	4
Pinner South	4
Marlborough	3
Kenton East	3
Hatch End	3
West Harrow	2
Headstone North	1
<b>Totals:</b>	<b>136</b>





## Victims & Suspects:



## Typical Profile Overview:

### Typical Victim Profile:

- Female
- 10 to 19 years old and then 20 to 29 and 30 to 39 year olds
- IC Code 1 and then IC Code 3 and 4

### Typical Suspect Profile:

- Male
- 10 to 19 years old and then 20 to 29 and 30 to 39 year olds
- IC Code 1 and then IC Code 3 and 4



## Sexual Offences

All Higher analyst provide the Met Intelligence Bureau (MIB) on a fortnightly basis a sexual offences return. The below briefing note (from the MIB) contains a collation of information provided by the Boroughs within your cluster through the EWS process and which is complimented by the Level 2 scanning taking place within the MIB. It contains details regarding identified:

- Potential Level 2 linked series – MO, current activity taking place to address this
- Potential Level 1 linked series – MO, current activity taking place to address this where recorded
- High risk nominals – Those which have a potential level 2 element which could impact on your borough
- Locations:
  - A collated map based on the data provided for your cluster
  - Commentary around any high risk locations identified and rationale for the hotspot where identified
- Anything else of note – This includes high risk repeat victims and any information which has been identified as being potentially of interest to other central public protection teams (e.g. SCD5, Clubs and Vice, etc.)
- MIB Actions – Outline of activity and actions being undertaken on the desk following on from the above information

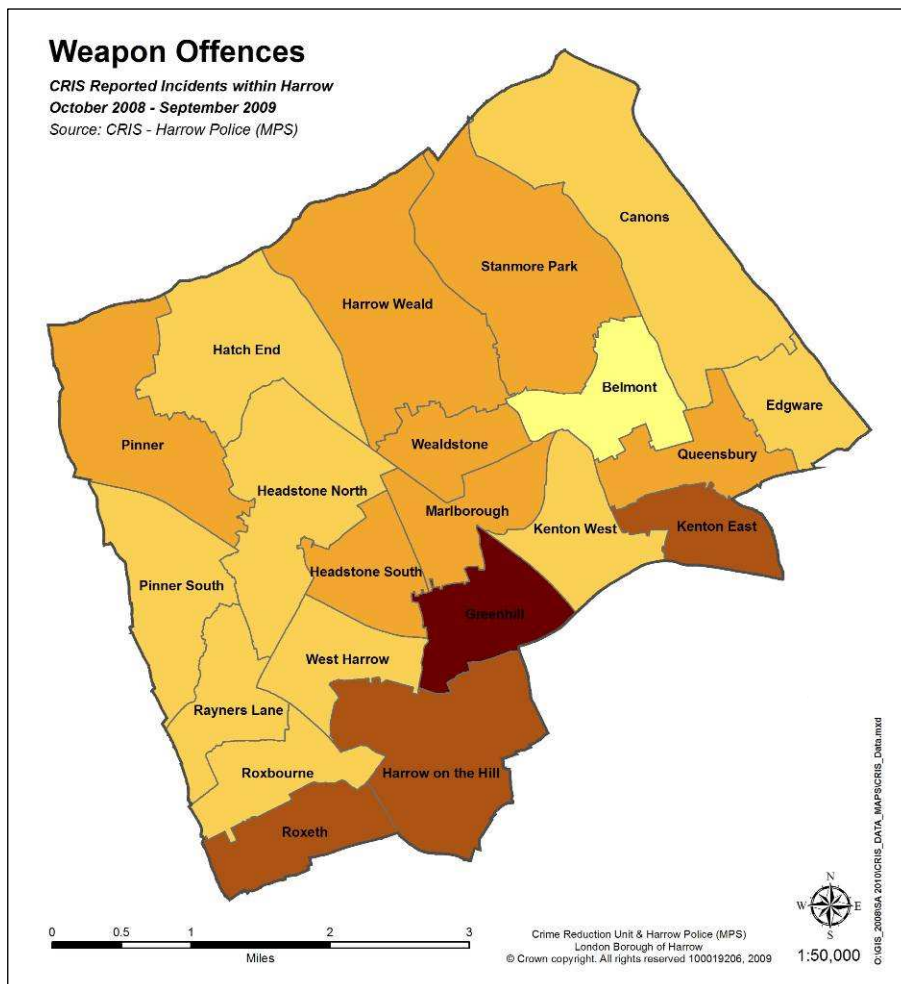
All of the cluster returns are then placed on one central criminal intelligence database each fortnight which can be accessed should you like to view the current activity going on in your surrounding clusters. This is a developing process and will evolve as the EWS process becomes more fully embedded. A collated return of all level 2 series is provided in the fortnightly corporate tasking presentation which is available on request via Adam Cox (MIB).

# Weapons

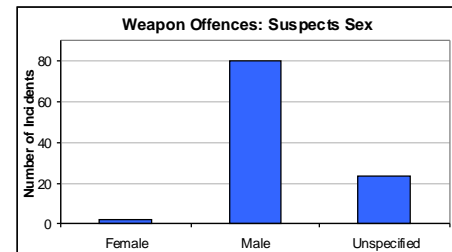
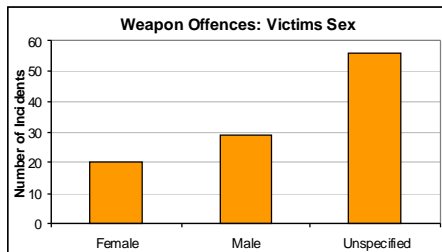
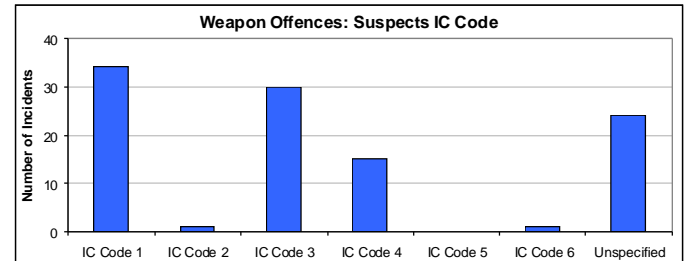
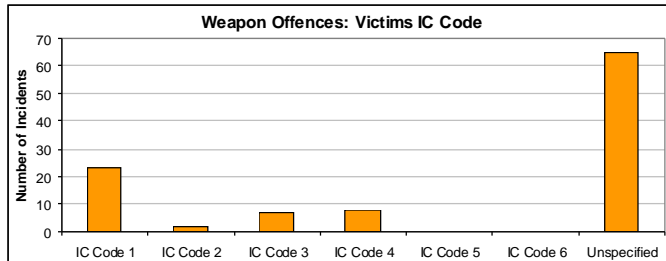
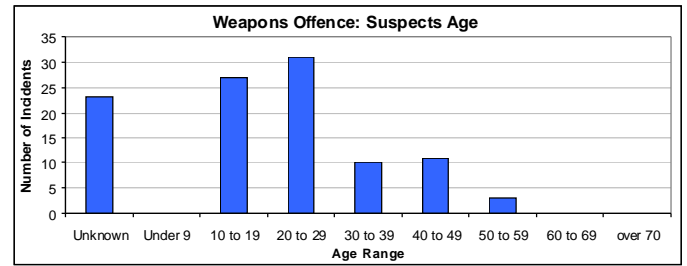
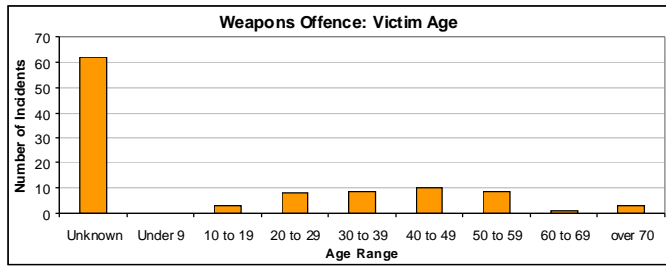
## Overview of the problem:

- There were 47 gun crimes between 1<sup>st</sup> April 2009 and 21<sup>st</sup> February 2010, a 13% decrease on the same period in 2008/09
- There were 158 knife offences between 1<sup>st</sup> April 2009 and 21<sup>st</sup> February 2010, a 19% decrease on the previous period in 2008/09
- Over the same periods, gun crime increased in London as a whole by 11% while knife crime increased by 1%

## Location of the problem:



## Victims & Suspects:



## Typical Profile Overview:

### Typical Victim Profile:

- Male
- 40 to 49 years old and then 30 to 39 and 50 to 59 years old
- IC Code 1 and then IC Code 4

### Typical Suspect Profile:

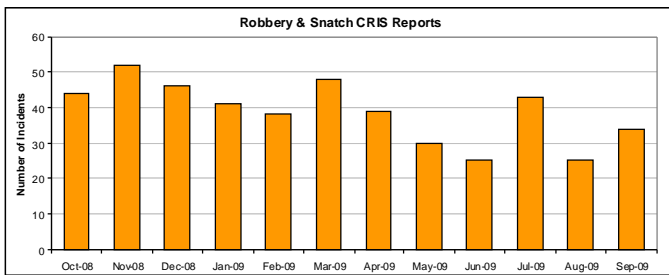
- Male
- 20 to 29 years old and then 10 to 19 years old
- IC Code 1 and then IC Code 3 and 4

# Robbery & Snatch

## Overview of the problem:

There have been 404 offences from Robbery of the Person for the calendar year 2009. This has shown a decrease of 18% from the previous calendar year of 2008.

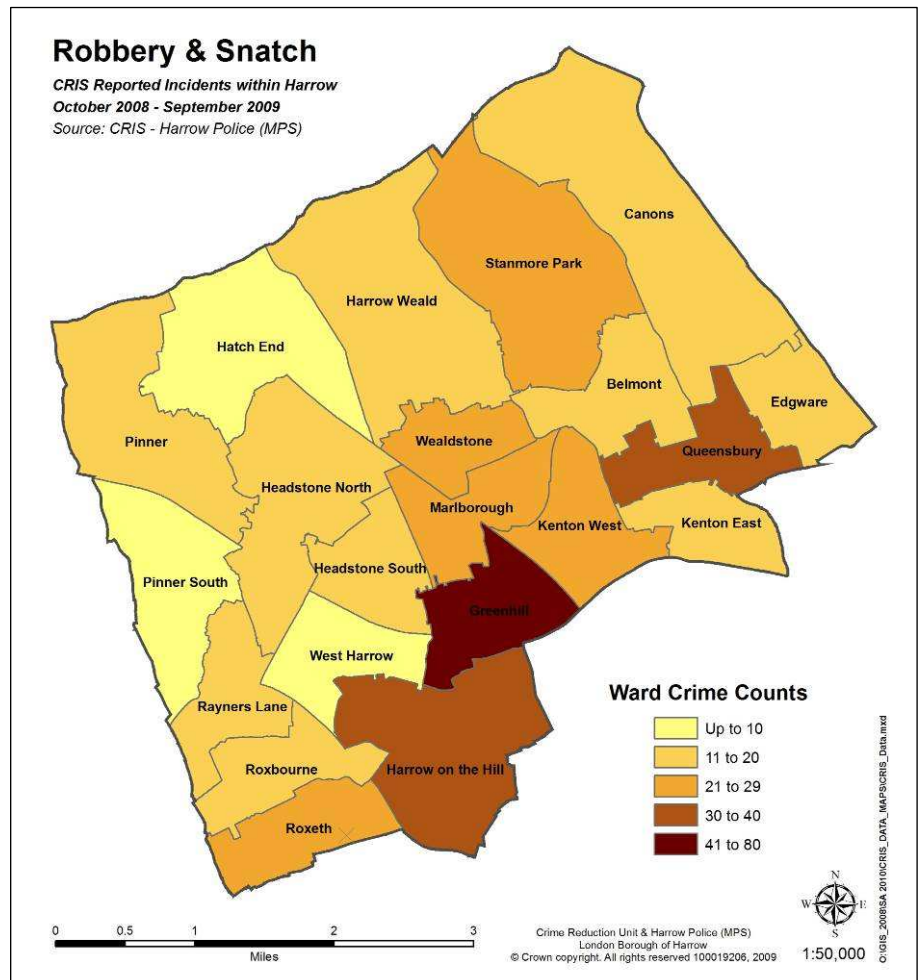
In the current Strategic Assessment when combining Robbery & Snatch incidents between 01/10/08 and 30/09/09 there have been 465 incidents reported.



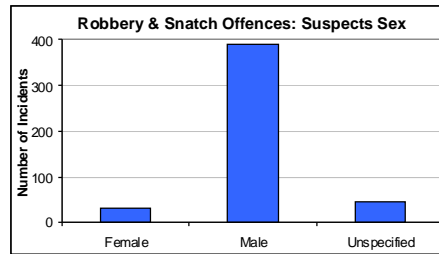
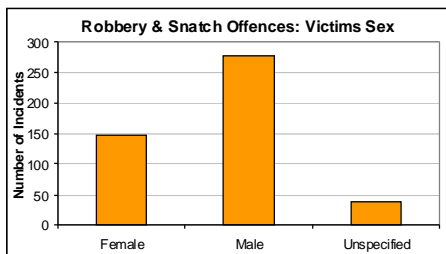
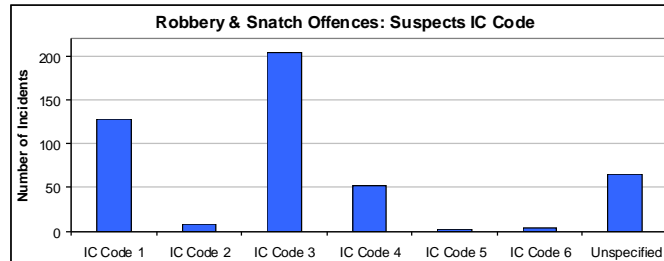
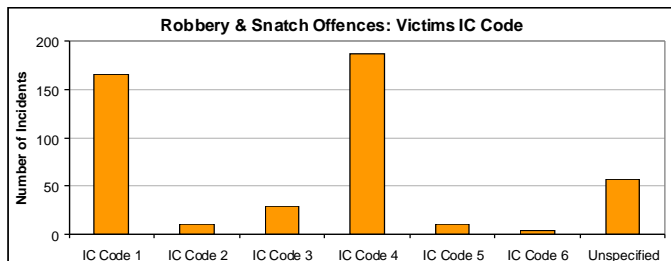
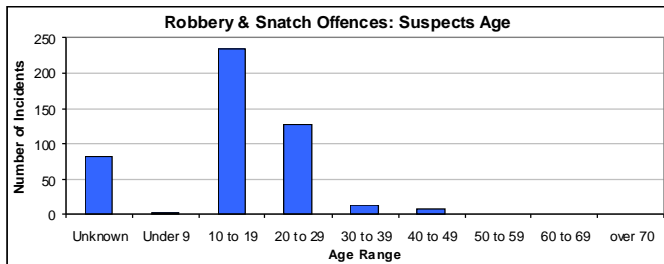
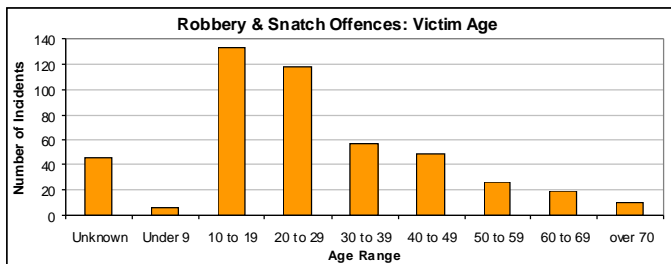
Personal Robbery			
Ward	Total		
Greenhill	54	Kenton West	16
Queensbury	32	Rayners Lane	16
Roxbourne	31	Canons	15
Marlborough	30	Stanmore Park	15
Roxeth	28	Kenton East	14
Edgware	27	Pinner	14
Harrow on the Hill	22	West Harrow	13
Belmont	20	Wealdstone	7
Headstone North	18	Pinner South	6
Harrow Weald	16	Hatch End	5
		Headstone South	5
<b>Grand Total</b>			<b>404</b>

## Location of the problem:

Robbery & Snatch Incidents	
WARD	Incidents
Greenhill	80
Queensbury	40
Harrow on the Hill	32
Kenton West	29
Stanmore Park	27
Roxeth	26
Wealdstone	22
Marlborough	21
Roxbourne	20
Canons	18
Kenton East	17
Harrow Weald	17
Rayners Lane	17
Pinner	16
Edgware	15
Headstone North	14
Belmont	14
Headstone South	13
West Harrow	10
Pinner South	9
Hatch End	8
<b>Totals:</b>	<b>465</b>



## Victims & Suspects:



## Typical Profile Overview:

### Typical Victim Profile:

- Male
- 10 to 19 years old and then 20 to 29 years old
- IC Code 1 and then IC Code 4

### Typical Suspect Profile:

- Male
- 10 to 19 years old and then 20 to 29 years old
- IC Code 3 and then IC Code 1

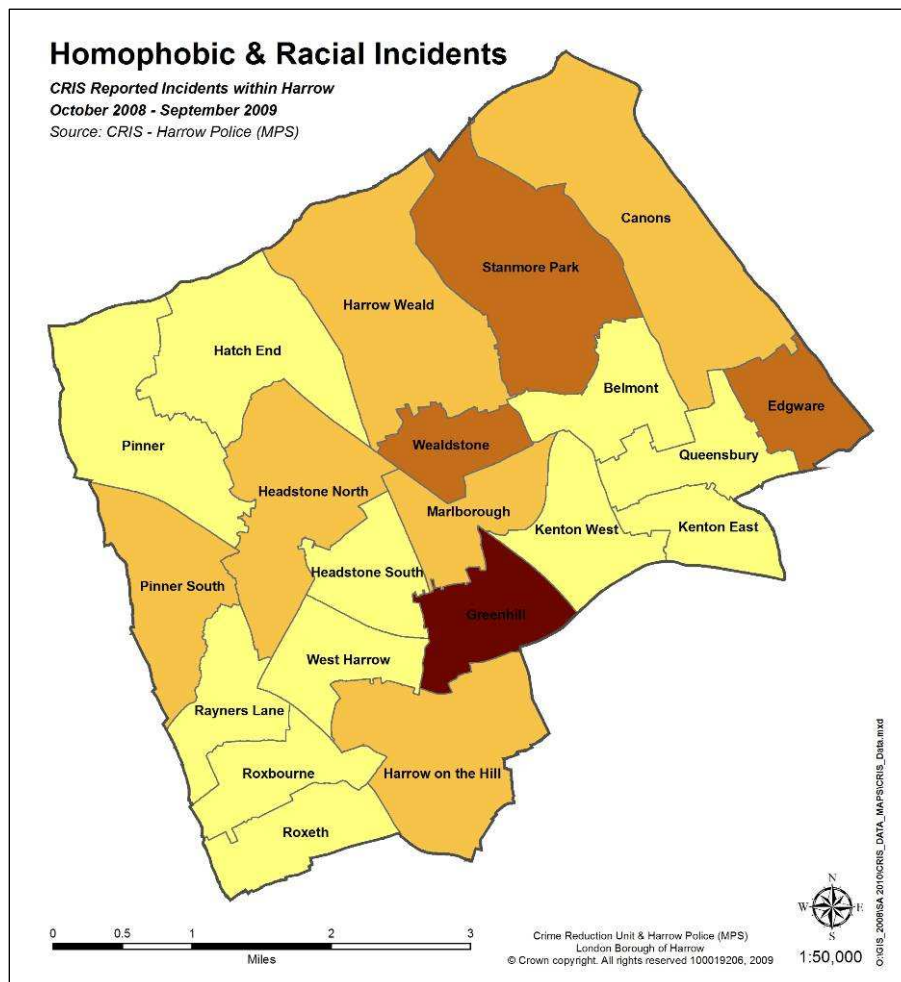
# Homophobic & Racial Incidents

## Overview of the problem:

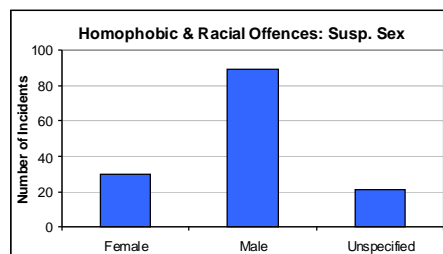
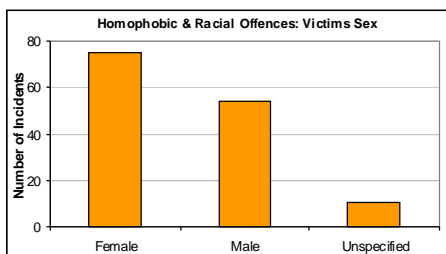
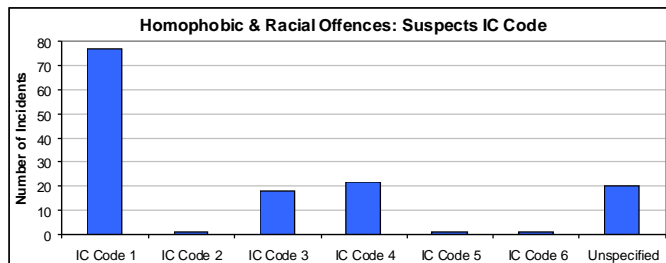
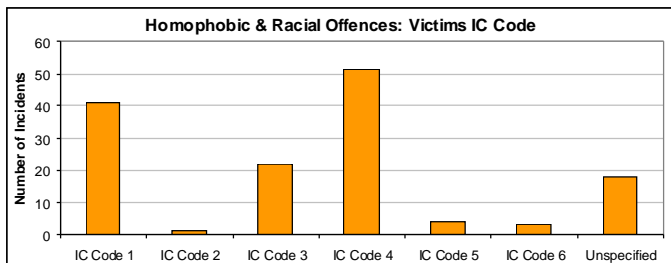
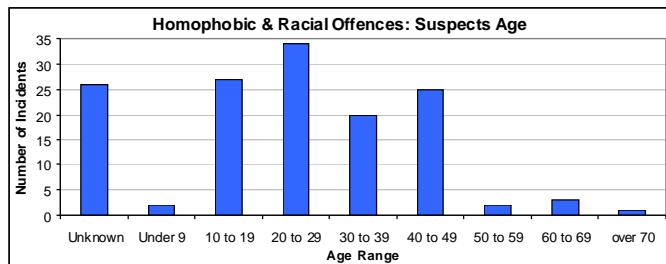
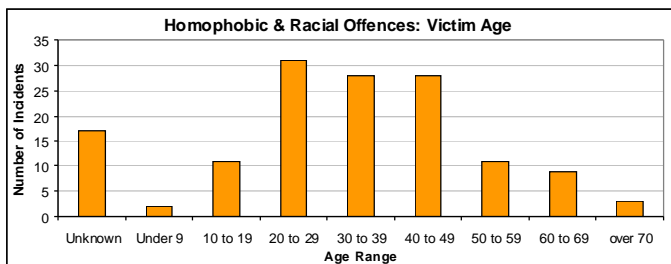
There were 279 racist offences in Harrow in 2009, an increase of 20% on 2008. Harrow's level of racist offending is comparatively high in relation to other offence types. Of 15 boroughs which comprise Harrow's Family Group, Harrow recorded the third highest number of racist offences

By contrast homophobic offences are relatively rare in Harrow. In the most up to date figures, from 1 April 2009 to 21 February 2010, there were 28 homophobic offences, a decrease of 20% on the same period in 2008/09.

## Location of the problem:



## Victims & Suspects:



## Typical Profile Overview:

### Typical Victim Profile:

- Female
- 20 to 29 years old and then 30 to 39 and 40 to 49 year olds
- IC Code 4 and then IC Code 1

### Typical Suspect Profile:

- Male
- 20 to 29 years old and then 10 to 19 years old
- IC Code 1 and then IC Code 4 and 3



# Emerging Issues

## Political, Economic, Legal and Technological issues

PESTELO Analysis, which considers the Political, Environmental, Social, Technological, Economic, Legal and Organisational risks to an organisation or projects, is used by the police to help identify current and future issues. Some emerging issues could go into two or more categories. Nevertheless, PESTELO analysis is a useful device for thinking about future problems.

- Global Recession
- Extreme weather conditions
- Iraq and Afghanistan war
- Recent demonstrations outside the local Mosque
- General and Local elections
- ID cards
- Restructuring of partnership agencies
- Various systems and procedural changes e.g. ILO (International Liaison)
- Various Regeneration and Development projects
- Olympics 2012
- World Cup 2010
- Identity Fraud – theft of discs from Govt. department
- Weeks of Action
- Proposed police shift change
- Proposed changes to the policing of Pinner Fair
- Smartwater

## Neighbourhood Champions

Neighbourhood Champions is a joint initiative between Harrow Council and the Metropolitan Police set up to help keep Harrow's streets cleaner and safer. The scheme aims to appoint a network of volunteers to report on everyday street level nuisances such as litter, graffiti, fly-tipping and defective street lamps they see in their own streets. These newly trained Neighbourhood Champions across Harrow will form part of the partnerships key priorities of delivering cleaner and safer streets. Neighbourhood Champions will be given a special website page where their reports can be logged and acted on.

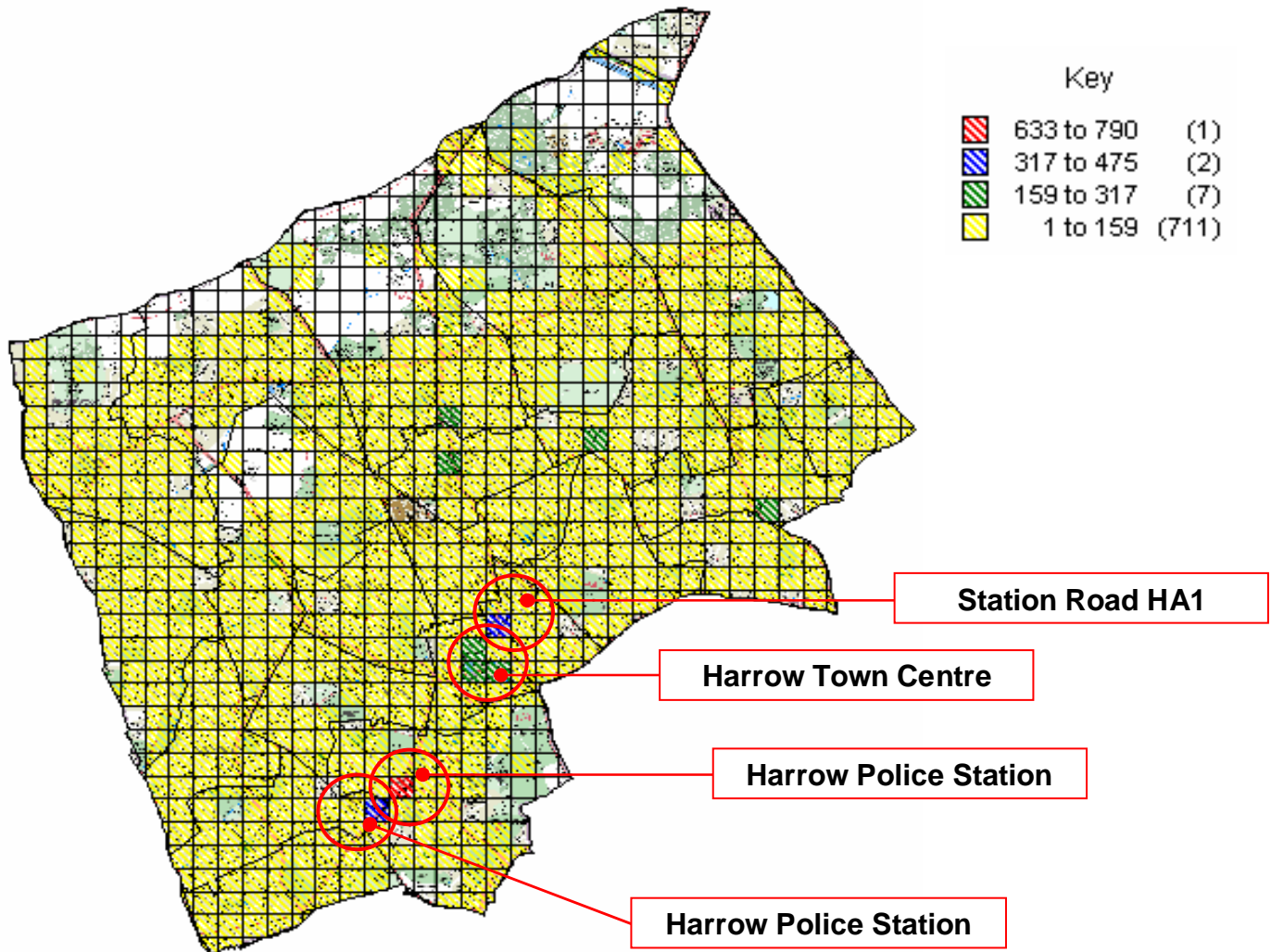
Neighbourhood Champions key role will be to contact the council with problems arising from street issues such as;

Because a Neighbourhood Champion only covers the road in which they live, issues that need reporting are likely to be minimal. There are no formal obligations to the role and volunteers can do as much or as little as they are able to.

All new Neighbourhood Champions are given a briefing on the scope of the role and will receive a resource pack to aid in the scheme.

## Calls to the police

There were 18,263 computer aided dispatch calls across Harrow during the three months period 24/09/2009 to 23/12/2009. The second highest intensity of calls was at Station Road HA1 and Northolt Road, both with between 317 to 475 calls. (The first highest intensity must be discounted as the origin is the police station).



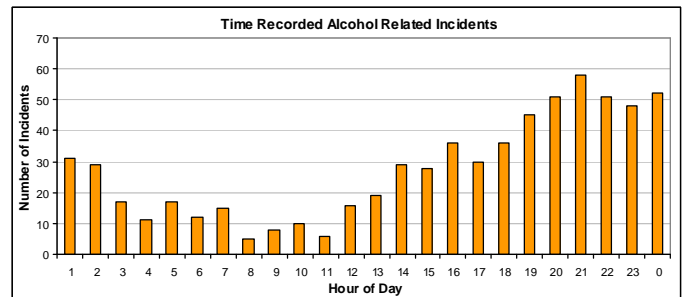
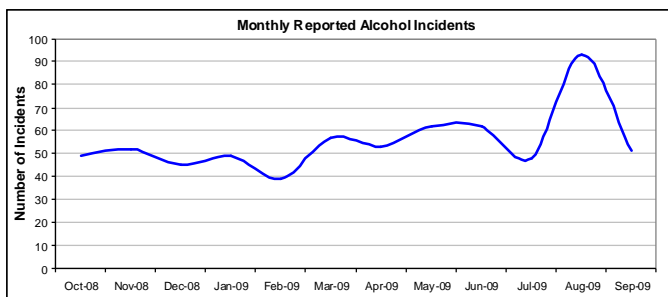
### ***Criminal Damage***

Offence	31/10/2008 – 31/10/2009	%	31/10/2007 – 31/10/2008	%
Criminal Damage to MV	920	46	843	46
Criminal Damage to Dwelling	507	25	485	27
Criminal Damage to Other Buildings	195	10	180	10
Criminal Damage to Other Property	372	19	304	17
<b>Totals:</b>	<b>1994</b>	<b>100</b>	<b>1812</b>	<b>100</b>

# Ambulance Calls: Alcohol & Drugs

## Alcohol overview:

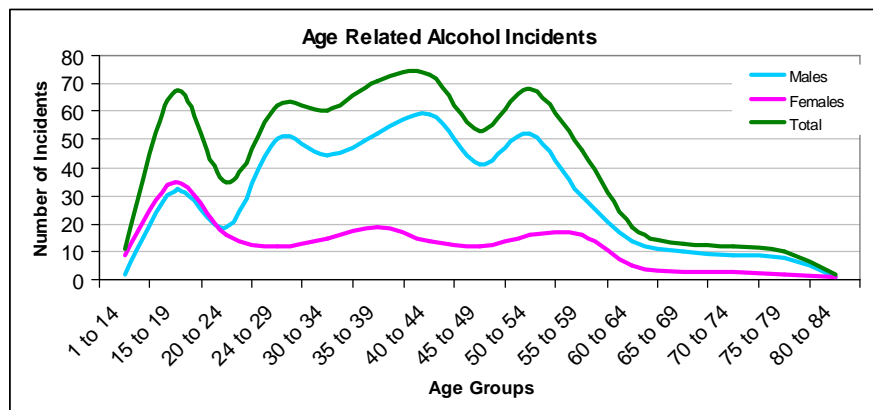
- During the time period of October 2008 and September 2009 there were 660 ambulance calls related to Alcohol in Harrow.
- The top five wards for ambulance calls related to alcohol are:
  - 1) Greenhill 108 incidents
  - 2) Harrow Weald 53 incidents
  - 3) Marlborough 51 incidents
  - 4) Harrow on the Hill 47 incidents
  - 5) Roxeth 46 incidents
- Further analysis indicated that the alcohol related calls have shown limited reports in the morning hours and then slowly increasing throughout the day peaking around 21:00.



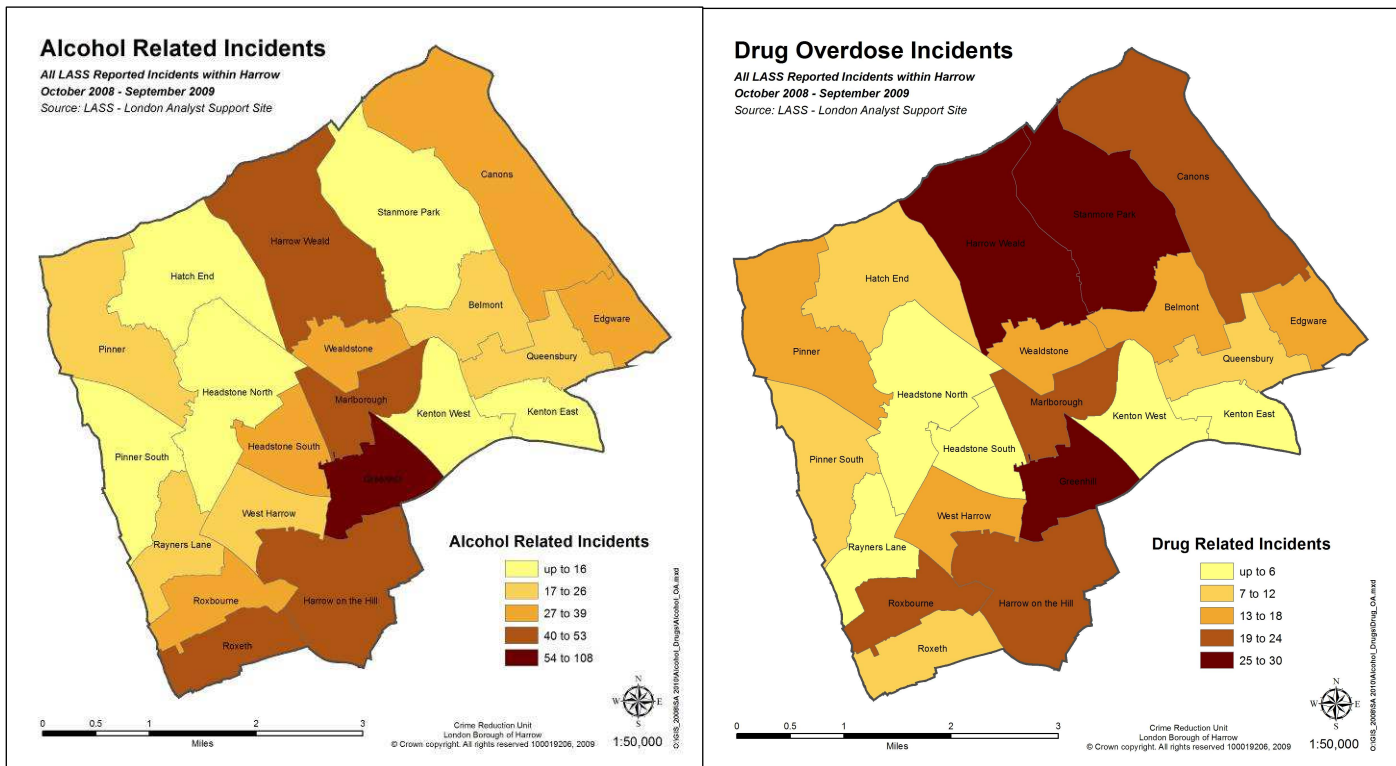
The above chart on the left is a monthly total of all alcohol related incidents.  
The above chart on the right shows the time of day for all of the reported alcohol incidents.  
Source: LASS Database (London Analyst Support Site)

- The monthly reported alcohol calls indicate the summer months have had an impact on the number of incidents. August has been noted as the peak period, and the winter months reporting lower levels.
- When totalling all of the ambulance related incidents to alcohol, the Male population was responsible for 71% of all incidents.
- The top five chief complains are:

- 1) Unconscious / Fainting (near): 178 incidents
- 2) Overdose / Poisoning (Ingestion): 59 incidents
- 3) Sick Person (Specific Diagnosis): 59 incidents
- 4) Falls: 53 incidents
- 5) Breathing Problems: 29 incidents



The above chart shows the breakdown of all age related incidents involving Males and Females.  
Source: LASS Database (London Analyst Support Site)

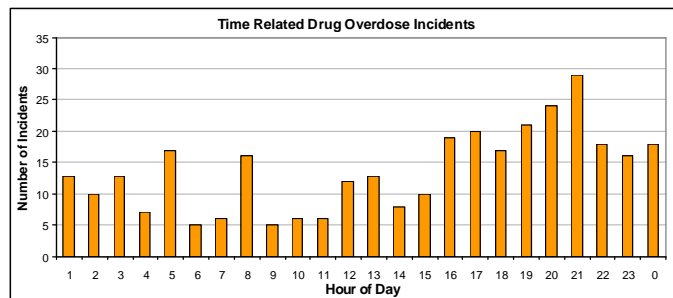
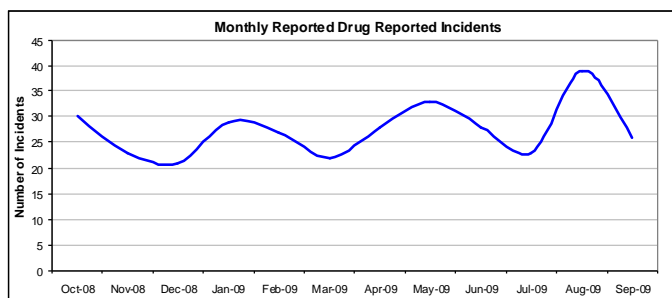


The above map shows total calls to ambulance services for alcohol or drug overdose incidents in Harrow.  
Source: LASS Database (London Analyst Support Site)

**Drug overview:**

- During the time period of October 2008 and September 2009 there were a total of 329 calls for ambulance services related to drug overdose incidents.
- The top five wards and related incidents are:
 

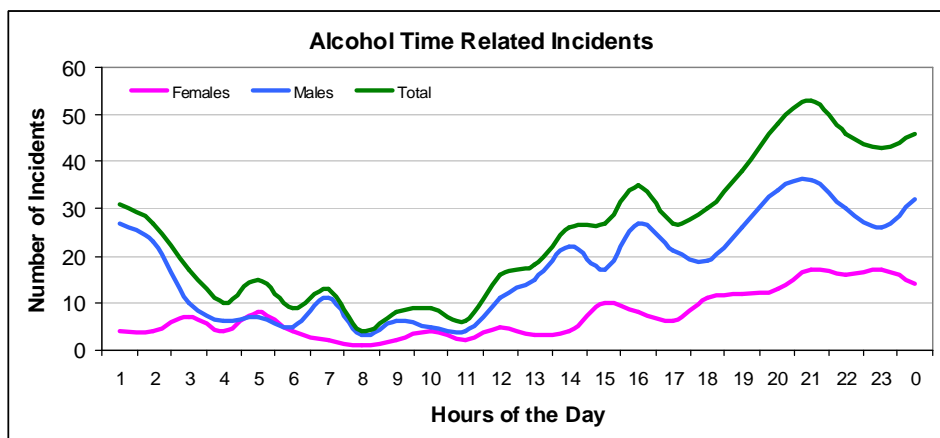
1) Greenhill	30 incidents
2) Harrow Weald	30 incidents
3) Stanmore Park	29 incidents
4) Canons	24 incidents
5) Harrow on the Hill	24 incidents
- Time related drug overdose incidents are mostly occurring in the evening hours, but a morning spike and another during the noon hour may indicate patterns of drug overdose during office working hours.
- The monthly reported drug overdose calls have several peak times, such as January, May and August.



The above chart on the left is a monthly total of all drug related calls for ambulance services.  
The above chart on the right shows the time of day for all of the reported incidents.  
Source: LASS Database (London Analyst Support Site)

- When totalling all of the drug overdose calls, the female population was responsible for 62% of all incidents.
- 68% of all drug overdose incidents involved a variety of conditions, such as abnormal breathing, poisoning, unconscious or fainting and violent behaviour.
- The months of July, August and September were the most prevalent months, as they contained 60% of all accidental incidents of drug overdose calls.
- 25% of all incidents involving drug overdose were intentional in nature.
- 75% of all incidents when intentional drug overdoses are recorded were female.
- The months of May, August and September were the most prevalent for intentional drug overdose.
- 46% of all intentional drug overdoses calls were made between 16:00 and 21:00.
- 49% of all intentional drug overdoses calls were made between the ages of 15 and 29.
- The top five chief complaints were:

1) Overdose/Poisoning (Ingestion)	225 incidents
2) Unconscious/Fainting (near)	18 incidents
3) Psychology/Abnormal Behave/Suicide Attempt	12 incidents
4) Convulsions/Fitting	6 incidents
5) Diabetic Problems	5 incidents



The above chart shows the time of day for all alcohol related calls involving Males and Females.  
Source: LASS Database (London Analyst Support Site)



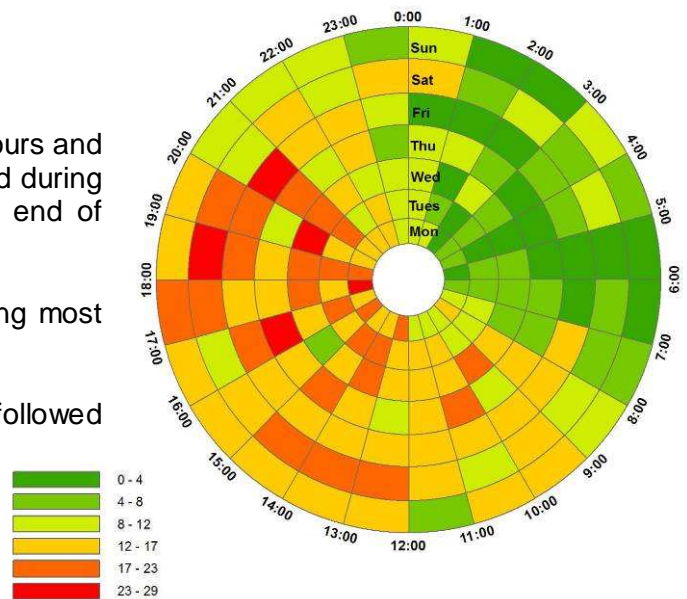
# Fire Reports

## Overview of crime on buses and at bus stations:

- There were a total of 2318 reports made to the Fire Brigade during the time period of October 2008 and August 2009.

## Time of incident:

- The circle graph illustrates the combined hours and days of the week for all incidents recorded during the time period of October 2008 to the end of August 2009.
- The peak times for the Fire Brigade during most days are between 18:00 and 19:00 hours.
- Fridays are the busiest day of the week followed by Saturdays.

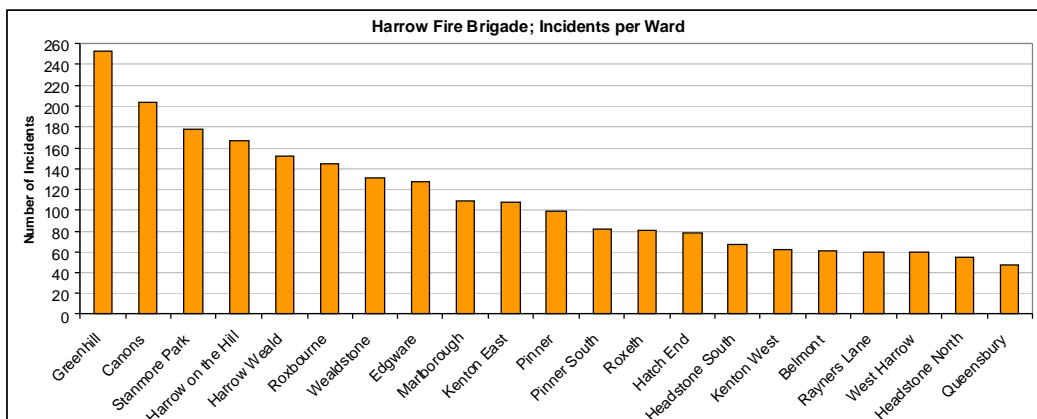


Source: LASS Database (London Analyst Support Site)

## Area of concern:

- The graph illustrated how many Fire Brigade incidents were reported in each Ward of Harrow for the time period between October 2008 and August 2009.
- The Ward of Greenhill totalled 10.9% of all reported incidents with the Fire Brigade and the Ward of Queensbury recorded the fewest incidents totalling 1.9%.
- The top five areas of interest in Harrow are as follows

1. Greenhill	252 Incidents
2. Canons	203 Incidents
3. Stanmore Park	177 Incidents
4. Harrow on the Hill	166 Incidents
5. Harrow Weald	152 Incidents



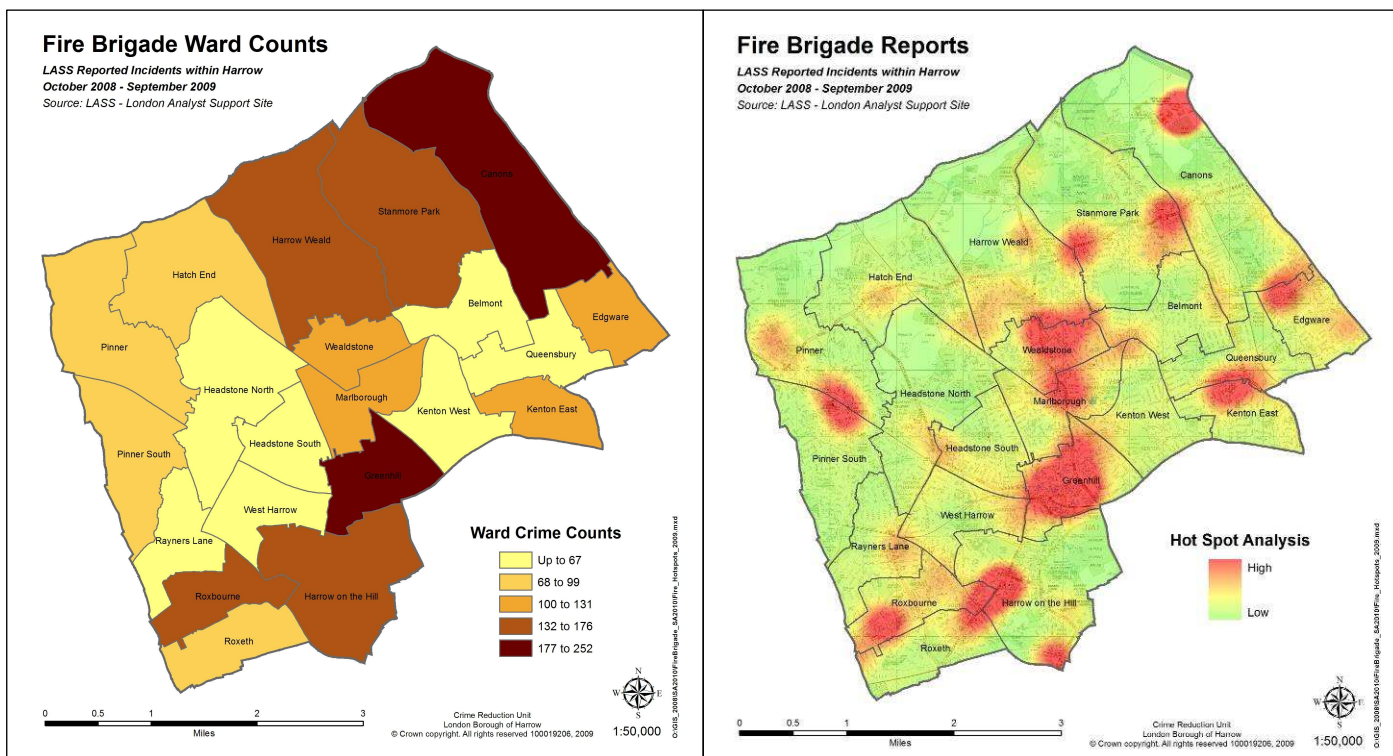
The above chart shows each ward and how many fire reports they have received during the SA period.  
Source: LASS Database (London Analyst Support Site)

➤ In the Ward of Greenhill the top five incidents the Fire Brigade responded to were;

- |                         |               |
|-------------------------|---------------|
| 1. Fire                 | 114 Incidents |
| 2. AFA                  | 57 Incidents  |
| 3. Lift persons shut in | 21 Incidents  |
| 4. Oil pollution        | 8 Incidents   |
| 5. Flooding             | 7 Incidents   |

➤ The top incidents the Fire Brigade responded to within October 2008 and August 2009 were:

- |                         |                |
|-------------------------|----------------|
| 1. Fire                 | 1250 Incidents |
| 2. AFA                  | 301 Incidents  |
| 3. Lift persons shut in | 118 Incidents  |
| 4. Flooding             | 110 Incidents  |
| 5. Persons locked out   | 96 Incidents   |



**Maps:**

The map above right shows the various fire brigade hot spots throughout Harrow. These hot spots are the total accumulation of all incidents reported. The map above on the left summarises all of the fire brigade calls for each ward in Harrow.



## Appendix

**Anti-Social Behaviour:** is defined by the UK Government in the 1998 Crime and Disorder Act as behaviour which is likely to cause alarm or distress. It comprises a broad range of behaviour, much of which is criminal – such as criminal damage, but excludes more serious criminal behaviour such as burglary and robbery. Most types of anti-social behaviour fit into one of three categories;

- 1) Street Problems
- 2) Nuisance Neighbors
- 3) Environmental Crime

These categories cover a broad range of conduct ranging from groups of youths behaving aggressively in shopping precincts, to neighbors who don't clean up after their dogs, to the misuse of fireworks.

**Environmental-Crime:** refers to 'low level' crimes or behaviour which damages or spoils the environment. It includes abandoned vehicles, graffiti, fly-tipping, litter and fly-posting.

**Fly-Tipping:** as there is some misunderstanding about what fly-tipping is a brief definition is included here. Fly-tipping is the illegal dumping of waste. It can vary in scale significantly from a bin bag or rubbish to large quantities of waste dumped from trucks. Fly-tipping waste may be found anywhere, such as roadsides, in lay-bys or on private land. Types of waste include; rubbish, large domestic items, garden refuse, tyres, waste from construction and clinical waste.

**Noise:** 'Noise Nuisance' is used in law and means noise which affects the enjoyment of your home to a level which is not accepted by most people, for example, you cannot sleep at night or cannot hear your television over the unwanted noise. It includes;

- Domestic Noise – (loud music, barking dogs)
- Commercial (pubs, clubs, factories)
- Outdoor events
- Vehicles – car alarms
- Construction Work – Do it Yourself projects (DIY)

### ***Ethnicity (IC Code):***

1. White Skinned European Appearance
2. Dark Skinned European Appearance
3. African – Caribbean Appearance
4. Asian Appearance
5. Chinese / Japanese Appearance
6. Arabic / Egyptian Appearance

## Acronyms:

ABH:	Actual Bodily Harm
AFA:	Automatic Fire Alarm
ASB:	Anti-Social Behaviour
ASBO:	Anti-Social Behaviour Order
BIU:	Borough Intelligence Unit (Harrow)
BOCU:	Borough Operational Command Unit
BTP:	British Transport Police
BOH:	Borough of Harrow
BCS:	British Crime Survey
CAD:	Crime and Disorder (Calls to Police)
CDRP:	Crime and Disorder Reduction Partnership
CRIS:	Crime Reporting Information System
CRU:	Crime Reduction Unit
CTIO:	Counter Terrorism Intelligence Officer
DAT:	Drug Action Team
DCR:	Dedicated Resource Manager
DIY:	Do It Yourself
DMLO:	Designated Muslim Liaison Officer
DV:	Domestic Violence
FYTD:	Financial Year to Date
GBH:	Grievous Bodily Harm
GOL:	Government Office for London
ILO:	International Liaison
JAG:	Joint Analytical Group
JATCG:	Joint Agency Tasking and Co-ordination Group (Partnership Tasking Meeting)
LASS:	London Analyst Support Site
LAA:	Local Area Agreement
LBH:	London Borough of Harrow
LU:	London Underground
MPS:	Metropolitan Police Service
NI:	National Indicator
NR:	National Rail
PAS:	Public Attitude Survey
PCT:	Primary Care Trust
PCSO:	Police Community Support Officer
PDA:	Personal Digital Assistant
PESTELGO:	Political, Economic, Social, Technological, Environment, Legal, Government, Organisational
PVE:	Preventative Violent Extremism
SA:	Strategic Assessment
SPOC:	Specific Point of Contact
SN:	Safer Neighbourhoods
SNT;	Safer Neighbourhood Team
TCAM:	Tasking Coordinating Action Manager
TfL:	Transportation for London

## National Indicators

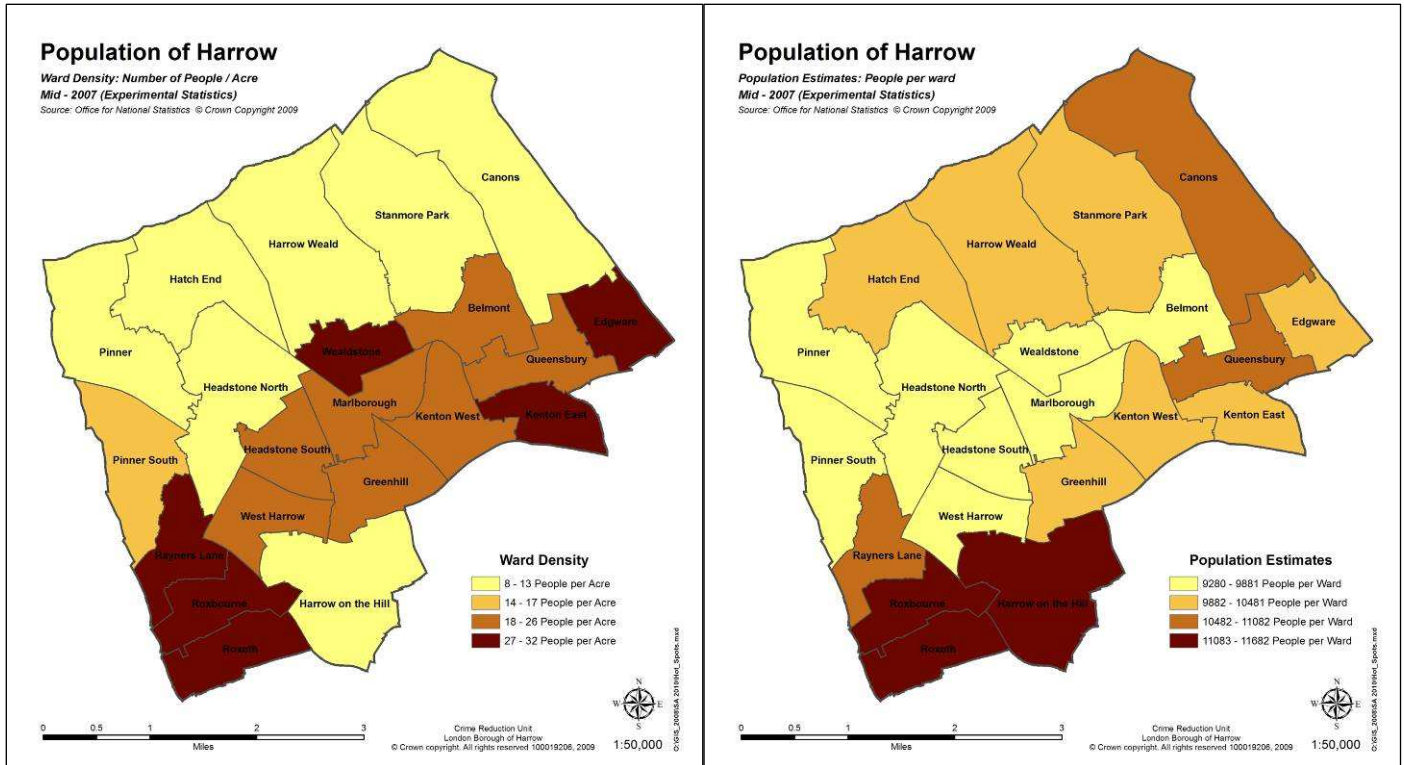
Code	National Indicator
LAA	Perceptions of anti-social behaviour
LAA	Repeat incidents of domestic violence
LAA	Number of drug users recorded as being in effective treatment
Local	Substance misuse by young people
Local	Number of residential burglary where victim is over 75 years
Local	Reduction in the number of non-residential burglary in the borough
Local	Proportion of adults saying they are in fear of being a victim of crime
NI 15	Serious violent crime rate
NI 16	Serious acquisitive crime rate
NI 17	Perceptions of anti-social behaviour
NI 18	Adult re-offending rates for those under probation supervision
NI 19	Rate of proven re-offending by young offenders
NI 20	Assault with injury crime rate
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 24	Satisfaction with the way the police and local council dealt with antisocial behaviour
NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
NI 26	Specialist support to victims of a serious sexual offence
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 28	Serious knife crime rate
NI 29	Gun crime rate
NI 30	Re-offending rate of prolific and priority offenders
NI 31	Re-offending rate of registered sex offenders
NI 32	Repeat incidents of domestic violence
NI 33	Arson incidents
NI 34	Domestic violence - murder
NI 35	Building resilience to violent extremism
NI 36	Protection against terrorist attack
NI 38	Drug-related (Class A) offending rate
NI 39	Alcohol-harm related hospital admission rates
NI 40	Drug users in effective treatment
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody
NI 44	Ethnic composition of offenders on Youth Justice System disposals
NI 45	Young offenders engagement in suitable education, employment or training
NI 46	Young offenders access to suitable accommodation
NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
NI 144	Offenders under probation supervision in employment at the end of their order or licence

# Population of Harrow – Mid 2007 Estimates in Harrow

## Census data:

- The estimated population of Harrow is near 214625 by Mid 2007 Estimates

## Demographics:

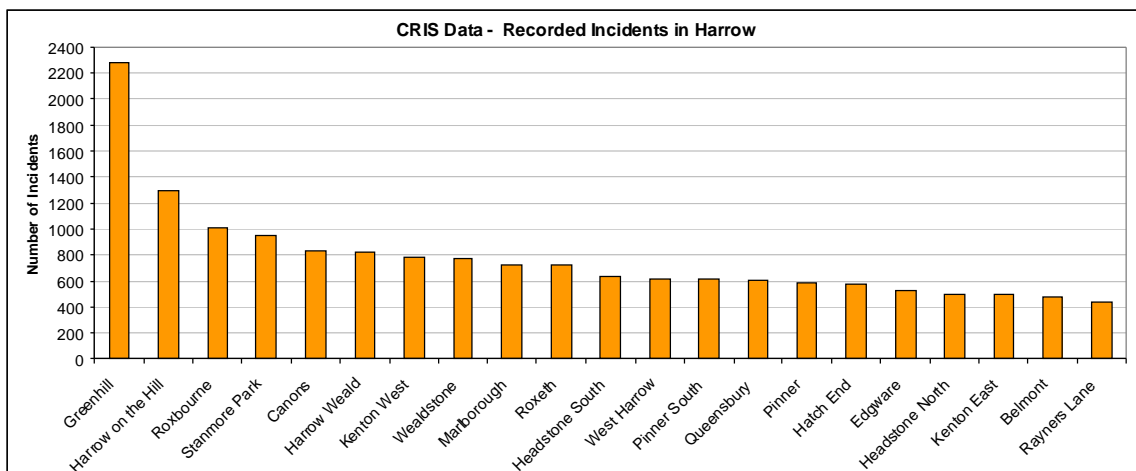
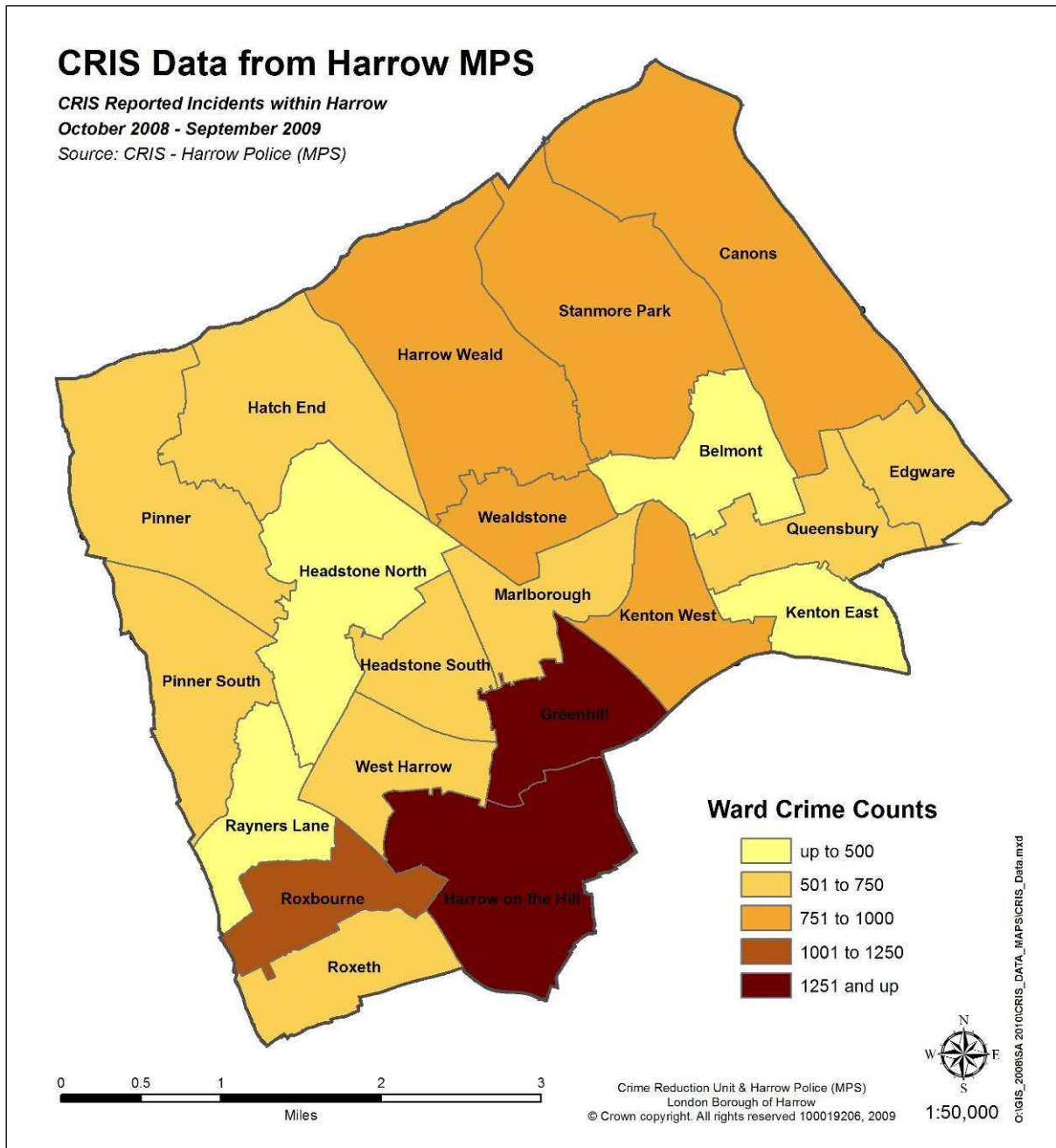


Source: The Office for National Statistics © Crown Copyright 2009

WARD	Population 2007	Area (Ac)	Persons Per Acre
Belmont	9763	439	22
Canons	10644	1389	8
Edgware	10299	346	30
Greenhill	10344	432	24
Harrow on the Hill	11641	882	13
Harrow Weald	10466	1134	9
Hatch End	9938	810	12
Headstone North	9458	815	12
Headstone South	9280	362	26
Kenton East	9927	316	31
Kenton West	10377	437	24
Marlborough	9683	407	24
Pinner	9804	810	12
Pinner South	9690	580	17
Queensbury	10547	399	26
Rayners Lane	10525	377	28
Roxbourne	11682	372	31
Roxeth	11271	389	29
Stanmore Park	10347	1102	9
Wealdstone	9505	296	32
West Harrow	9434	375	25
<b>Totals:</b>	<b>214625</b>	<b>12469</b>	<b>444</b>

# CRIS Data – Thematic Analysis

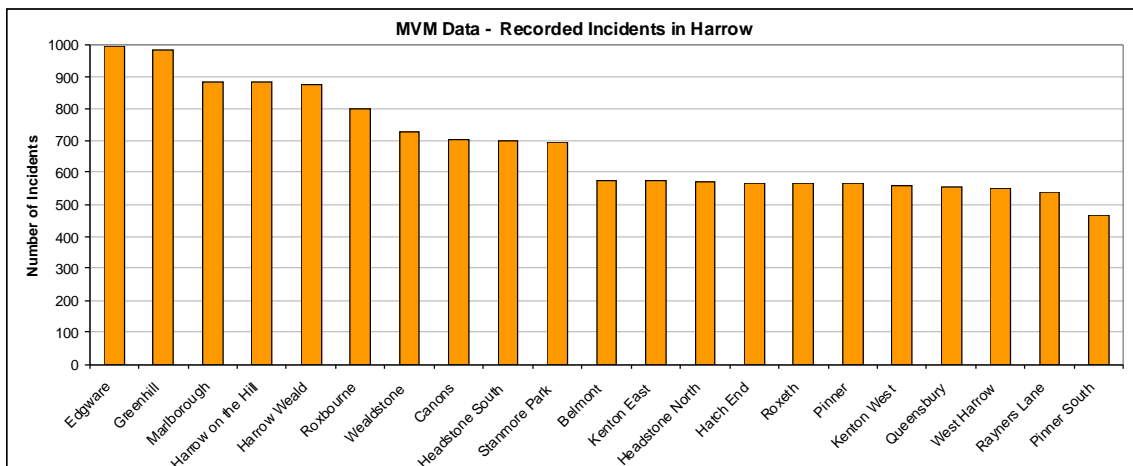
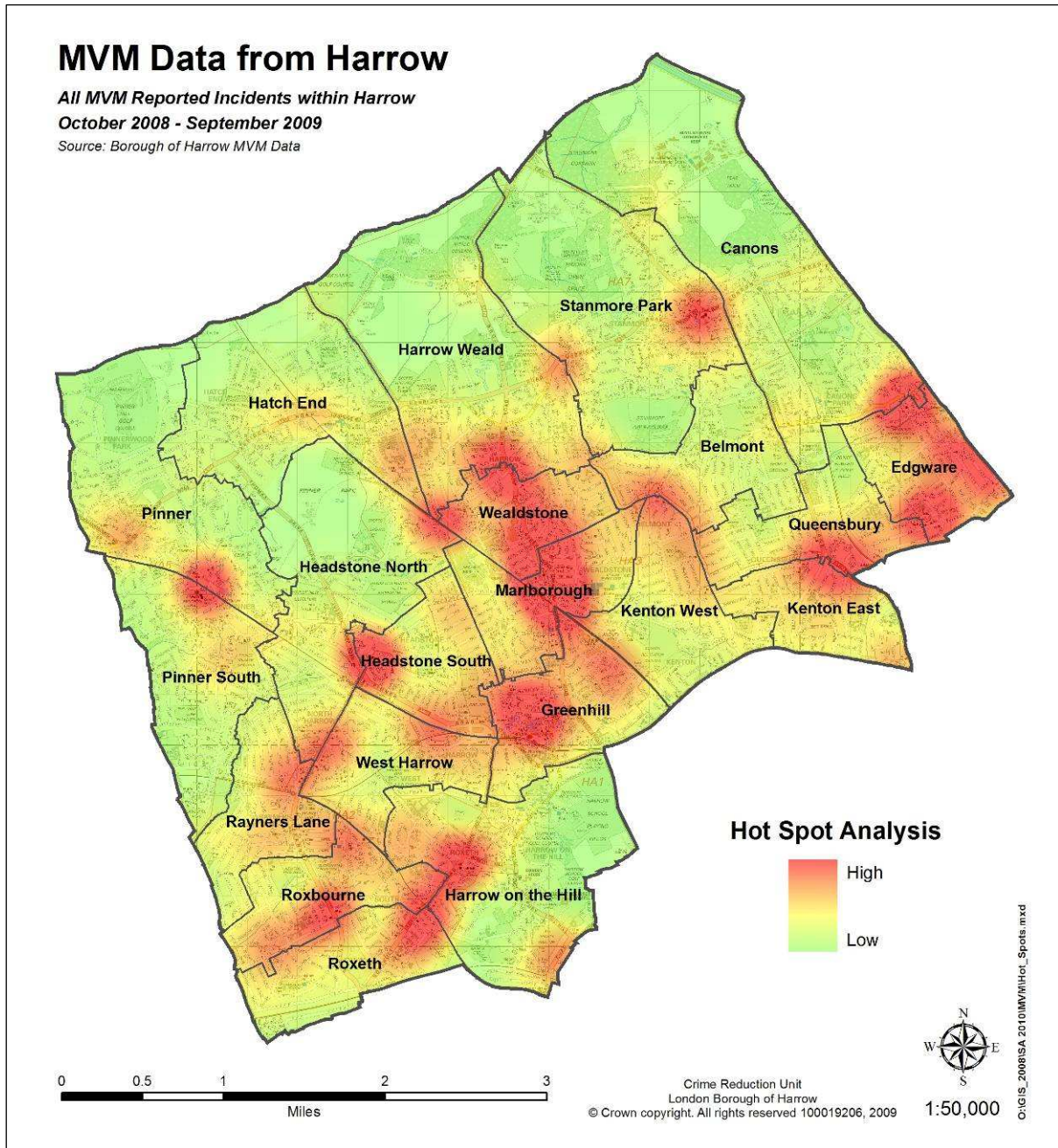
The map and chart show all recorded CRIS Data from the Borough of Harrow during the SA period.





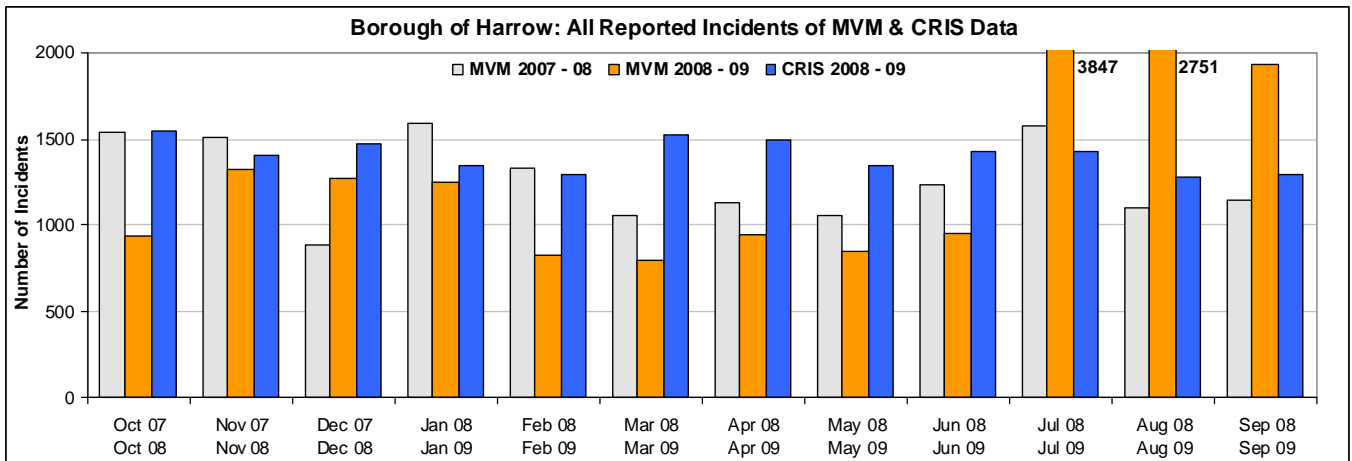
# Harrow MVM Data – Hot Spot Analysis

The map and chart show all recorded MVM Data from the Borough of Harrow during the SA period.



## Harrow Data: CRIS & MVM

This chart shows all of the recorded CRIS and MVM data received for the Strategic Assessment.



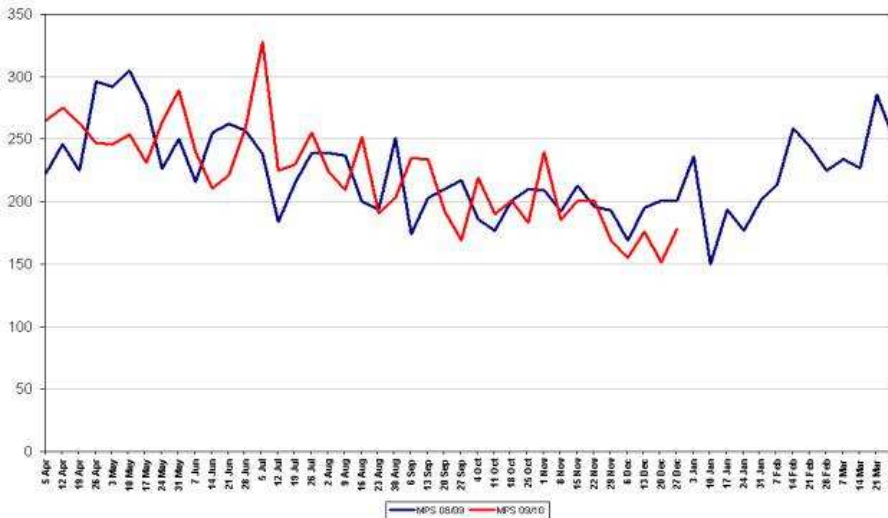
Entry errors regarding dates occurred during July, August and September with MVM for 2009, but do not affect total figures.  
 Source: Harrow MVM Data & MPS CRIS data

	MVM Data	CRIS Data		MVM Data
Oct-08	933	1547	Oct-07	1536
Nov-08	1321	1401	Nov-07	1508
Dec-08	1274	1472	Dec-07	885
Jan-09	1248	1348	Jan-08	1593
Feb-09	828	1298	Feb-08	1328
Mar-09	796	1522	Mar-08	1055
Apr-09	941	1499	Apr-08	1127
May-09	848	1347	May-08	1057
Jun-09	950	1428	Jun-08	1232
Jul-09	3847	1421	Jul-08	1576
Aug-09	2751	1277	Aug-08	1094
Sep-09	1926	1295	Sep-08	1145



# Most Serious Violence

## Performance for MPS and Top 10 Borough Operational Command Unit (BOCU)



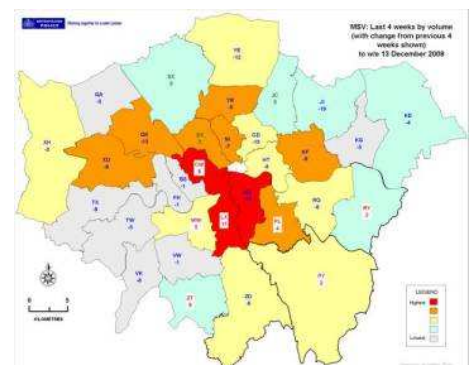
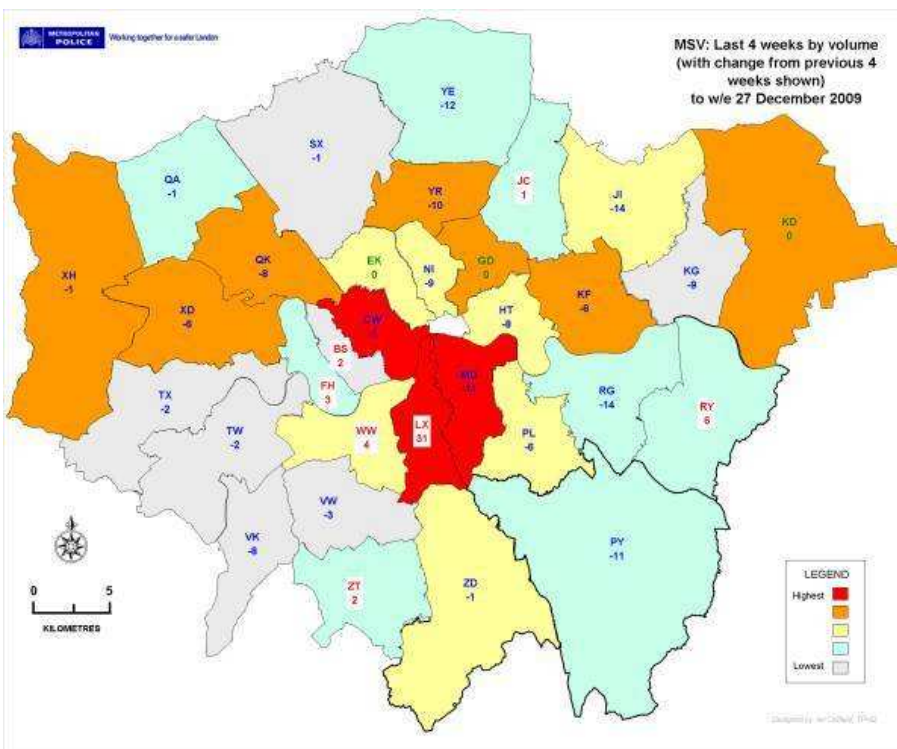
Current Top Ten BOCUs in 2009/10	FYTD Last Year	FYTD This Year	Volume Change	% Change
Southwark	540	577	37	6.9%
Newham	395	485	90	22.8%
Lambeth	493	445	-48	-9.7%
Westminster	442	421	-21	-4.8%
Brent	391	413	22	5.6%
Ealing	389	406	17	4.4%
Tower Hamlets	388	369	-19	-4.9%
Haringey	301	363	62	20.6%
Hackney	342	346	4	1.2%
Lewisham	316	333	17	5.4%
<b>Top 10 BOCUs</b>	<b>3997</b>	<b>4158</b>	<b>161</b>	<b>4.0%</b>
<b>MPS</b>	<b>8643</b>	<b>8599</b>	<b>-44</b>	<b>-0.5%</b>

Week ending 27/12/2009

### Key findings:

- 0.5% financial year to date decrease of 44 less offences
- Top ten boroughs however are experiencing a 4% increase or 161 more offences
- Overall trend remains broadly close to last years pattern although recently a far greater reduction has been seen over December than in the previous year
- Last five weeks have averaged a 12% reduction over the same period last year
- Largest percent increases are on Hillingdon (+35%), Enfield (+25%) and Newham (+23%)

## Most Serious Violence - 4 weeks to week ending 27/12/09

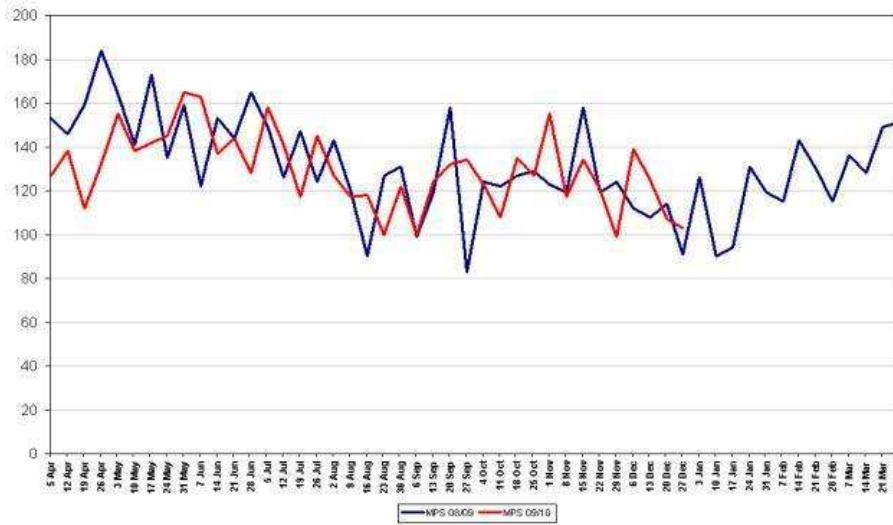


Rank	Borough	Previous 4 weeks	Current 4 weeks	Volume Change	% Change
1	Lambeth	29	60	31	106.9%
2	Southwark	53	42	-11	-20.8%
3	Westminster	35	34	-1	-2.9%
4	Newham	39	33	-6	-15.4%
5	Ealing	39	33	-6	-15.4%
6	Brent	35	27	-8	-22.9%
7	Hackney	27	27	0	0.0%
8	Haringey	36	26	-10	-27.8%
9	Hillingdon	25	24	-1	-4.0%
10	Havering	24	24	0	0.0%
	<b>MPS</b>	<b>755</b>	<b>660</b>	<b>-95</b>	<b>-12.6%</b>

MSV week ending date 27/12/2009

# Serious Youth Violence

## Performance for MPS and Top 10 BOCU



Top Ten BOCUS	FYTD Last Year	FYTD This Year	Volume Change	% Change
Southwark	325	342	17	5.2%
Lambeth	252	244	-8	-3.2%
Croydon	215	238	23	10.7%
Newham	230	236	6	2.6%
Lewisham	210	228	18	8.6%
Waltham Forest	209	224	15	7.2%
Enfield	216	223	7	3.2%
Tower Hamlets	137	191	54	39.4%
Ealing	179	185	6	3.4%
Haringey	176	179	3	1.7%
<b>Top 10 BOCUs</b>	<b>2149</b>	<b>2290</b>	<b>141</b>	<b>6.6%</b>
<b>MPS</b>	<b>5037</b>	<b>4902</b>	<b>-135</b>	<b>-2.7%</b>

SYV Week ending 27/12/2009

### Trends

- Financial Year to Date (FYTD) 2.7% decrease or 135 less offences
- Top 10 boroughs however are experiencing a 6.6% increase or 141 more offences
- Again the overall trend remains broadly close to last year's pattern with weekly offences levels highly variable.
- Largest percent increases are: Tower Hamlets +36%, Merton +26% and Wandsworth +21%

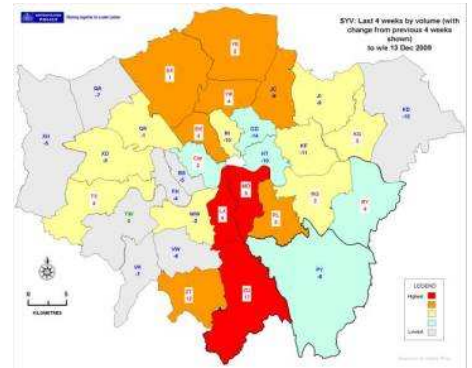
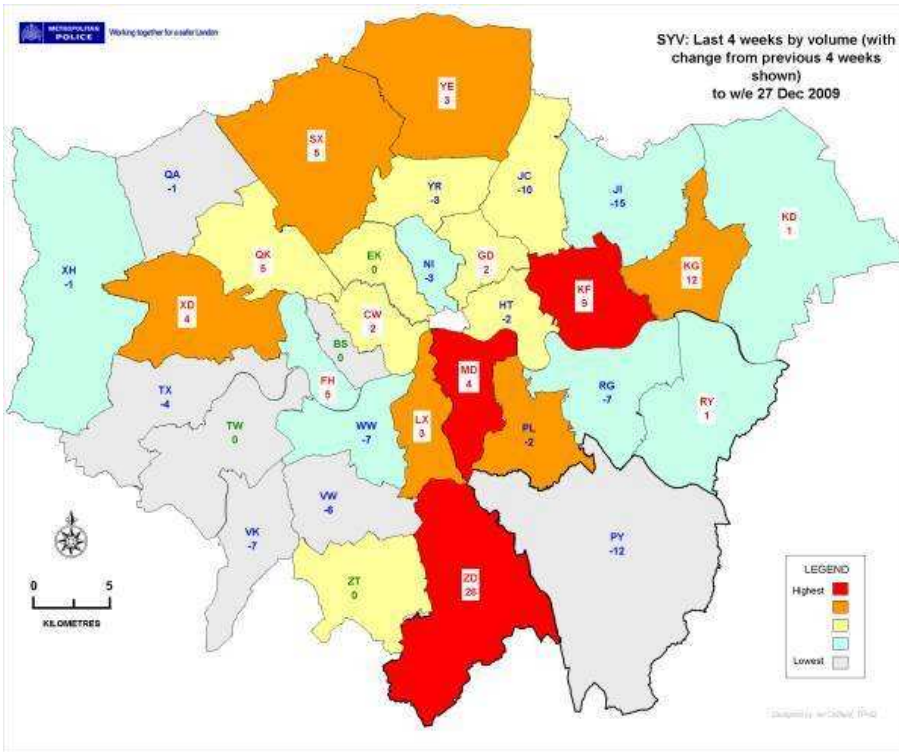
### Serious Youth Violence – Offence type changes

Serious Youth Violence between 01/04/2009 and 09/01/2010 by Category for MPS

Major Class	Minor Class	Victims		
		Last Year	This Year	% Change
Violence Against The Person	Murder	22	9	-59.1%
	Grievous Bodily Harm	2157	2167	0.5%
	Assault With Injury	411	328	-20.2%
	Common Assault	15	28	86.7%
	Offensive Weapon	83	67	-19.3%
	Harassment	17	14	-17.6%
	Other Violence	110	121	10.0%
<b>Violence Against The Person</b>	<b>Sub Total</b>	<b>2815</b>	<b>2734</b>	<b>-2.9%</b>
Sexual Offences	Rape	20	25	25.0%
	Other Sexual	13	18	38.5%
<b>Sexual Offences</b>	<b>Sub Total</b>	<b>33</b>	<b>43</b>	<b>30.3%</b>
Robbery	Personal Property	2334	2232	-4.4%
	Business Property	43	45	4.7%
<b>Robbery</b>	<b>Sub Total</b>	<b>2377</b>	<b>2277</b>	<b>-4.2%</b>
Burglary	Burglary In A Dwelling	13	11	-15.4%
<b>Burglary</b>	<b>Sub Total</b>	<b>13</b>	<b>11</b>	<b>-15.4%</b>
Other Notifiable Offences	Other Notifiable	4	4	0.0%
<b>Other Notifiable Offences</b>	<b>Sub Total</b>	<b>4</b>	<b>4</b>	<b>0.0%</b>
Criminal Damage	Criminal Damage To Motor Vehicle	0	2	n/a
<b>Criminal Damage</b>	<b>Sub Total</b>	<b>0</b>	<b>2</b>	<b>n/a</b>
Other Accepted Crime	Other Accepted Crime	0	10	n/a
<b>Other Accepted Crime</b>	<b>Sub Total</b>	<b>0</b>	<b>10</b>	<b>n/a</b>
Theft & Handling	Other Theft Person	1	0	-100.0%
<b>Theft &amp; Handling</b>	<b>Sub Total</b>	<b>1</b>	<b>0</b>	<b>-100.0%</b>
<b>Total</b>		<b>5243</b>	<b>5081</b>	<b>-3.1%</b>



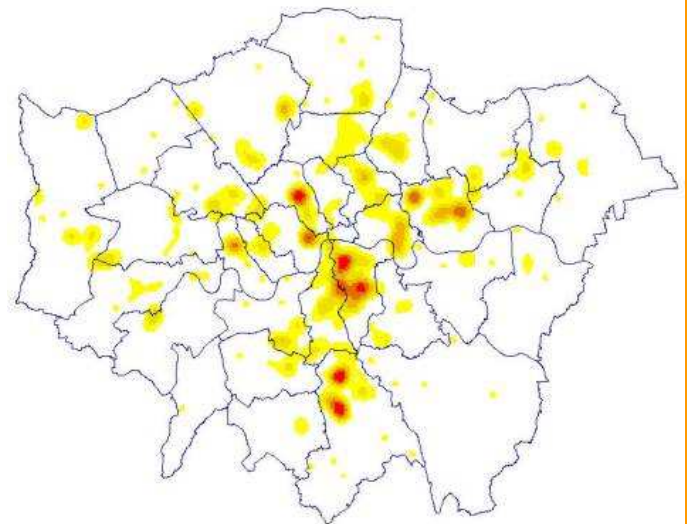
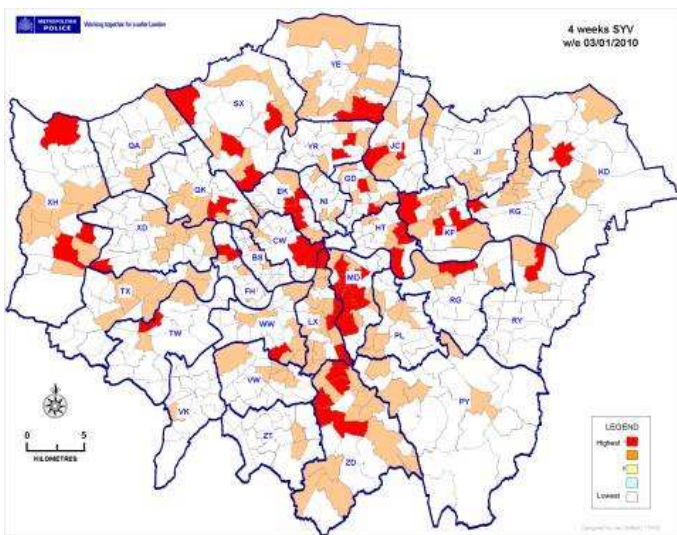
## Serious Youth Violence - 4 weeks to week ending 27/12/09



Rank	Borough	Previous 4 weeks	Current 4 weeks	Volume Change	% Change
1	Croydon	20	46	26	130.0%
2	Southwark	35	39	4	11.4%
3	Newham	21	30	9	42.9%
4	Lambeth	20	23	3	15.0%
5	Enfield	18	21	3	16.7%
6	Barking & Dag.	9	21	12	133.3%
7	Lewisham	21	19	-2	-9.5%
8	Ealing	15	19	4	26.7%
9	Barret	14	19	5	35.7%
10	Brent	13	18	5	38.5%
<b>MPS Totals</b>		<b>459</b>	<b>461</b>	<b>2</b>	<b>0.4%</b>

SYV Week ending 27/12/2009

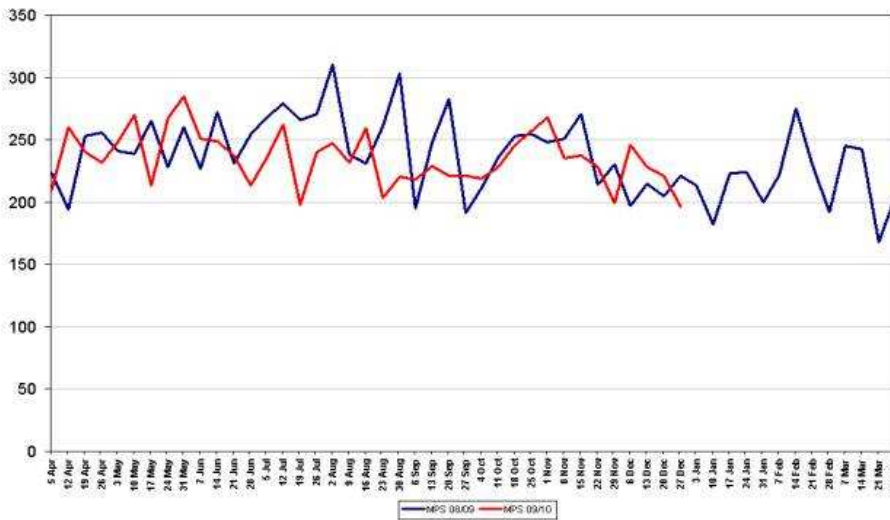
## Serious Youth Violence - 4 weeks to week ending 03/01/10



Ward Name	Borough	SYV Total	Ward Name	Borough	SYV Total
Broad Green	Croydon	5	Herne Hill	Lambeth	3
Thornton Heath	Croydon	5	East Ham Central	Newham	3
Stratford and New Town	Newham	5	Camberwell Green	Southwark	3
Southall Green	Ealing	4	East Walworth	Southwark	3
East Ham South	Newham	4	Peckham	Southwark	3
Millwall	Tower Hamlets	4	The Lane	Southwark	3
Willesden Green	Brent	3	Village	Southwark	3
Haverstock	Camden	3	Tooting	Wandsworth	3
Fairfield	Croydon	3	St James's	Westminster	3
Hackney Downs	Hackney	3			

# Knife Crime

## Performance for MPS and Top 10 BOCU



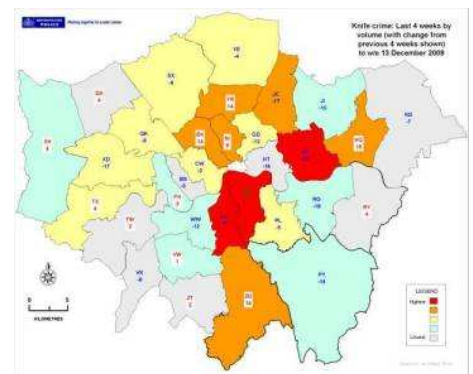
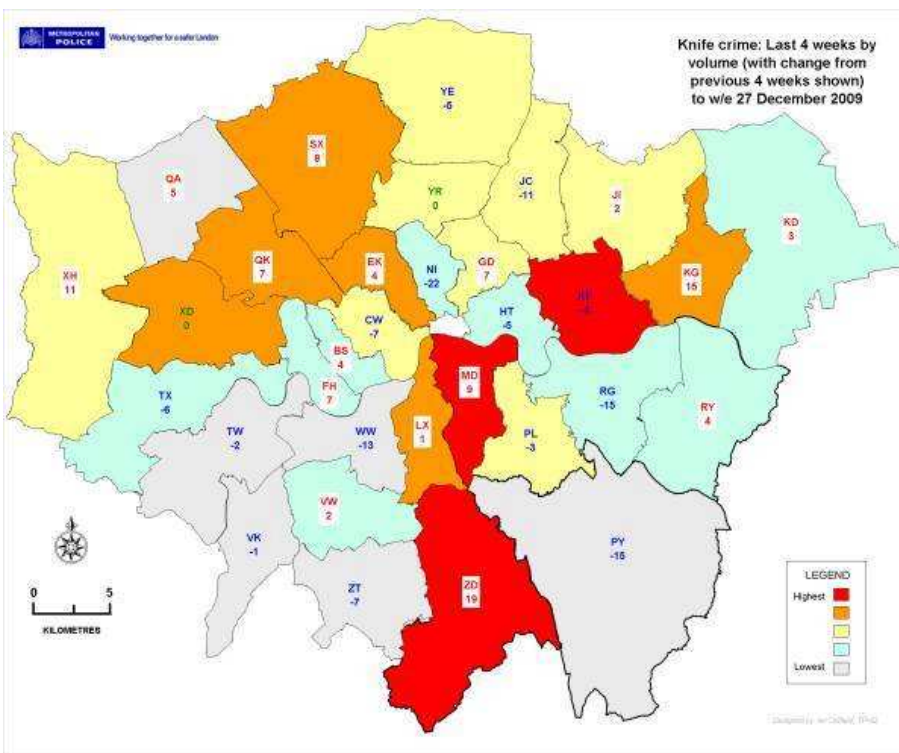
Top Ten BOCUS	FYTD Last Year	FYTD This Year	Volume Change	% Change
Southwark	563	627	64	11.4%
Newham	531	528	-3	-0.6%
Lambeth	486	508	22	4.5%
Waltham Forest	412	441	29	7.0%
Ealing	389	422	33	8.5%
Croydon	375	399	24	6.4%
Brent	391	388	-3	-0.8%
Haringey	386	364	-22	-5.7%
Enfield	339	365	16	4.7%
Lewisham	395	352	-43	-10.9%
<b>Top 10 BOCUs</b>	<b>4267</b>	<b>4384</b>	<b>117</b>	<b>2.7%</b>
<b>MPS</b>	<b>9425</b>	<b>9111</b>	<b>-314</b>	<b>-3.3%</b>

Knife Crime FYTD to 27/12/2009

## Trends

- FYTD 3.3% decrease or 314 less offences
- Top 10 boroughs however are experiencing a 2.7% increase or 117 more offences
- Largest percent increases: Richmond +41% - but low volume, Merton +24%, Barnet +12%

## Knife Crime - 4 weeks to week ending 27/12/09



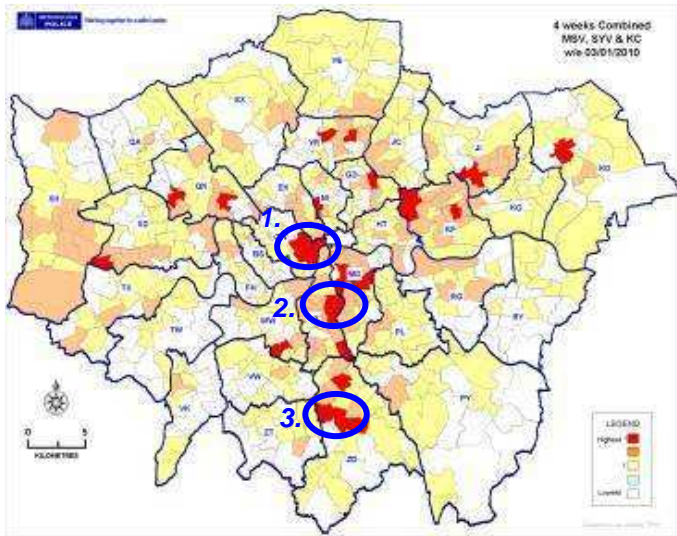
Rank	Borough	Previous 4 weeks	Current 4 weeks	Volume Change	% Change
1	Newham	74	70	-4	-5.4%
2	Southwark	57	66	9	15.8%
3	Croydon	37	56	19	51.4%
4	Lambeth	49	50	1	2.0%
5	Brent	39	46	7	17.9%
6	Barking & Dag.	26	41	15	57.7%
7	Ealing	35	35	0	0.0%
8	Barnet	26	34	8	30.8%
9	Camden	29	33	4	13.8%
10	Waltham Forest	43	32	-11	-25.6%
	<b>MPS Totals</b>	<b>899</b>	<b>891</b>	<b>-8</b>	<b>-0.9%</b>

Knife Crime Week ending 27/12/2009

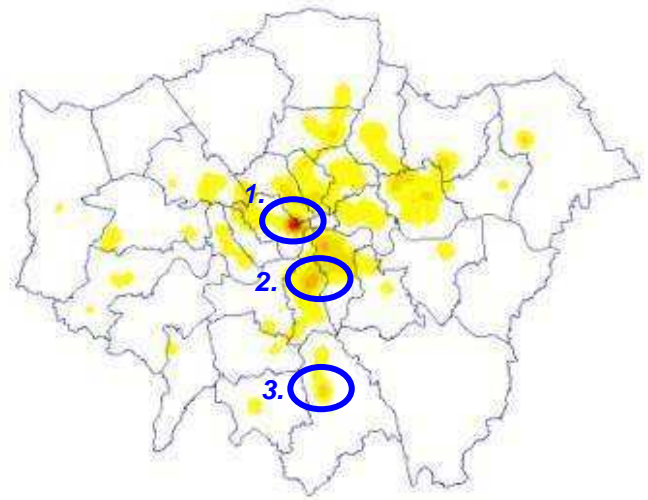


# Combined MSV, SYV & KC High Wards & Hotspots

Hotspots over 4 weeks

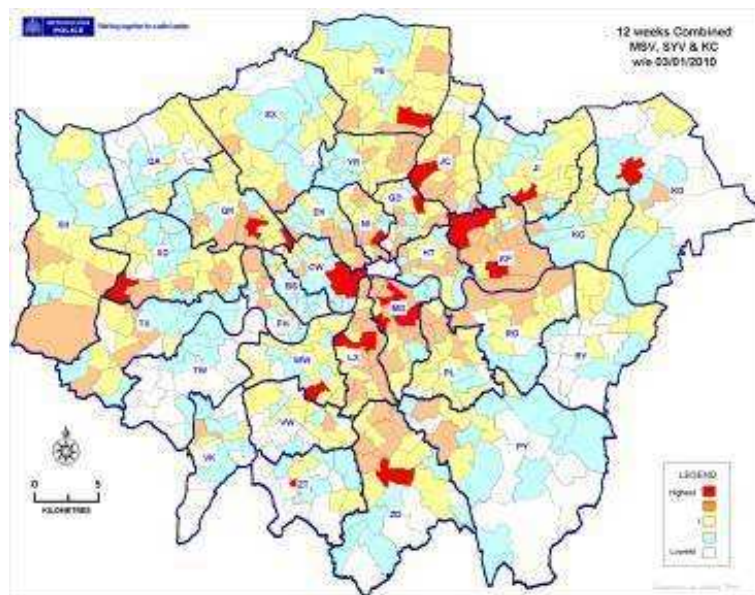


Wards by Volume over 4 weeks



1. St James's & West End (Westminster)
2. Coldharbour (Lambeth)
3. Fairfield (Croydon)

Wards by Volume over 12 weeks



Ward Name	Borough	12 Week	4 Week	Priority
St James's	Westminster	42	20 (1)	
West End	Westminster	37	12 (2)	Assaults & Licensing (e.g. illegal street trading, selling alcohol/cigarettes to minors)
Coldharbour	Lambeth	27	9 (3)	ASB by Youths (e.g. gangs of youths)
Fairfield	Croydon	25	7 (8)	ASB by Youths (e.g. gangs of youths)
Romford Town	Havering	25	9 (3)	ASB by Youths (e.g. gangs of youths)
Stratford and New Town	Newham	20	8 (6)	Knife crime, ASB by Youths (e.g. gangs of youths) & ASB related to Alcohol (e.g. street drinking/drunks)
Southall Green	Ealing	19	9 (3)	
East Walworth	Southwark	19	6 (14)	ASB by Youths (e.g. gangs of youths)
Edmonton Green	Enfield	18	5 (27)	ASB by Youths (e.g. gangs of youths)
Willesden Green	Brent	17	7 (8)	
Sutton Central	Sutton	17	1 (253)	
High Street	Waltham Forest	17	4 (43)	Youth engagement & ASB related to Alcohol (e.g. street drinking/drunks)

# Counter Terrorism – Prevent Strategy

## Action Plan: Response to the prevention of terrorism and violent extremism

### 1. Undermine Extremist Ideology:

Designated Muslim Liaison Officer (DMLO) & Faith Officer to identify and establish links and provide additional support to institutions such as community centres, youth clubs, mosques, bookshops, internet cafes, gyms
Pull together a Pan London Somali Youth Conference to engage, listen, build trust & confidence - Aim to set up a London Somali Youth forum
DMLO to work in partnership with Harrow central Mosque 'In-Reach' worker
Faith Officer to complete and update Community Impact Assessments for priorities communities
Review SN communication & engagement strategy with faith communities
Develop KINS within priority faith communities
Review SN Ward panel representation to ensure this reflects the communities
Increase SNT, Faith Officer and DMLO visibility, accessibility and familiarity within and outside places of worship
Nominate 1 Police Community Support Officer (PCSO) from relevant SNT to become link person to DMLO and Faith communities
Set up Worship Watch within places of worship (DMLO to take the lead)
Put in place 'community first aid course' within mosques
Arrange Diversity and Faith communities awareness sessions for SNT
Partnership working with the Community & Culture dept & Children Services in Prevent Violent Extremism (PVE) projects;
Provide support for Miss Dorothy.com (Living Together) – IPCSO from each SNT to be trained
DMLO to work in partnership with educational programmes e.g. Somali community – Whitefriars School
Develop police activities for the PEACE week
Engage with young people – youth forums, SN young person priorities, Safer School partnerships, diversion activities, SN Workshops
DMLO to identify and engage with women's forums – Somali community educational programme (Whitefriars School)
Contribute to the Somali Interagency Taskforce

### 2. Disrupt Those Promoting Violent Extremism:

Community Engagement - DMLO, Faith officer, SNT and SSO to establish links and provide additional support to institutions such as community centres, youth clubs, mosques, bookshops, internet cafes, gyms
Increase flow of information & Intel from communities
Identify vulnerable individuals (and bring them to attention of partners to deliver supportive interventions)
Increase SNT, Faith Officer and DMLO visibility, accessibility and familiarity within and outside places of worship

Nominate 1 PCSO from relevant SNT to become link person to DMLO and Faith communities
Develop relationships with our partners in education sector at every level with regards to preventing violent extremism – SNT to refresh visibility, familiarity & accessibility with all schools, Miss Dorothy.com roll out, schools sharing information & tension indicators protocol, Junior Citizen programme (2000+ pupils)
Internet safety – advice, awareness and training to parents and careers. Promulgate ‘Guidance and advice on internet use’ relating to extremist ideology and violent extremism – SNT, DMLO, SSO, Junior Citizen programme
DMLO to develop a ‘vulnerable index’ – to inform the deployments of police resources in a much more meaningful manner than just focusing on population demographics
DMLO to set up specific projects within communities – Mentoring, Police familiarisation programme
Enhance youth provision within these communities

### **3. Supporting Individuals who are Vulnerable to Recruitment:**

<i>Create</i> mechanisms to identify and support communities – strong links with the local Authority, YOT, Schools and Colleges
Contribute to the Somali Interagency Taskforce
Set up SN and community Youth forums
DMLO to develop a Youth Mentoring programme
DMLO to set up a police familiarisation programme for young people
DMLO to set up positive action activities for individuals within these communities who are interested in joining the service
Junior Citizen project to include a programme on behaviour and radicalisation
Expand missdorothy.com programme linked to SN (‘Watch over me’ & ‘Living together’)
Develop a sharing information protocol with schools and colleges across the Borough
Develop a sharing information protocol with the Community Safety Unit and the Community & Culture Dept.
Develop a high schools tension indicator system

### **4. Develop Prevent Related Intelligence, Analysis and Research**

Select priority communities to focus resources, services, intelligence and SNT strategies – Somali & Afghanistan communities
<b>Neighbourhood mapping:</b>
Analyst to map faith communities
Local Authority to contribute to mapping process in terms of communities needs, social issues, educational achievement, levels of deprivation – Analyst to liaise with LA Analyst
DMLO to identify the areas where the above communities live and work
DMLO to analyse the schools attended by the above communities
DMLO to attend the Borough Security Review meetings (every 4 weeks)
Partnership Inspector to enhance understanding of threats of violent extremism within front line staff and thereby identify vulnerable individuals and enable effective interventions to take place



Increase the quantity and quality of community intelligence - QQfaith
Counter Terrorism Intelligence Officer (CTIO) to raise awareness of potential terrorist material and contribute to the tactical tasking process
CTIO to aid the development and roll out of OP Delphinus (police tasking of CT activity at a local level)
CTIO provide relevant intelligence material to enable a more informed dialogue between police and statutory partners

### **5. Increase the Resilience of Communities to Engage with and Resist Violent Extremists:**

Partnership working with the Community & Culture dept & Children Services: PVE projects Somali Interagency Taskforce work Safer Neighbourhood Youth forums Young person representation on all Ward panel priorities SNT Youth priority SNT Faith engagement work Harrow Muslim Youth Forum Somali Youth Forum DMLO to work in partnership with Harrow Central Mosque 'In Reach' Worker Partnership working in recruitment of dedicated youth worker for Harrow Central Mosque
Develop a sharing information protocol with schools and colleges across the Borough
Develop a sharing information protocol with the Community Safety Unit and the Community & Culture Department
Develop a High Schools tension indicator system
DMLO to set up mentoring projects for hard to reach communities
DMLO to put in place a Police familiarisation programme – break down barriers, enhance trust & confidence
DMLO to develop a positive action recruitment programme from within the communities so that the police better represent these communities
SNT to increase KINS within communities
SNT to ensure Communities represented within Ward Panels
DMLO to be the Specific Point of Contact (SPOC) for faith & community leaders;
SNT to refresh visibility, familiarity & accessibility with the communities places of worship

### **6. Effectively Address Grievances**

Community Engagement – DMLO, Faith officer and SNT to undertake local diversity and culture awareness sessions for targeted communities
DMLO, Faith Officer and SNT to be provided with the results of the analysis of Neighbourhood mapping
Provide opportunities for communities to engage in discussions about terrorism issues in a safe environment – run OP Nicole (Table top exercise)

# Action Plan 2009-2010

## ACTION PLAN 2009-2010: Building resilience to violent extremism

### YOT PVE Project/PVE Schools Toolkit (Joy Shakespeare)

**NI 35 Themes**

1. Understanding of and engagement with Muslim communities
2. Knowledge and understanding of the PVE agenda
3. Effective development of an action plan to build the resilience of communities and support vulnerable individuals
4. Effective oversight, delivery and evaluation of projects and actions

**PREVENT Strategy Objectives**

1. Challenging the violent extremist ideologies and supporting mainstream voices
2. Disrupting those who promote violent extremism and supporting the institutions where they may be active
3. Supporting individuals who are being targeted and recruited to the cause of violent extremism
4. Addressing the resilience of communities to violent extremism
5. Addressing the resilience of individuals to violent extremism
6. Addressing the resilience of organisations to violent extremism
7. Developing understanding, analysis and information
8. Strategic communications

30-Mar-09

NI 35 THEMES	PREVENT Strategy obje	Project Theme and Aim	Objective (SMART)	Outcome	Activities	Budget	Milestones / Timetables	Monitoring & Evaluation	Partners with Council	Target Groups	RISK
1,2,3,4	1,3,4,5,6	YOT PVE Mentoring Project	To develop and maintain a PVE mentoring project for young people who have offended and are at risk of offending or who would otherwise benefit from the provision.	Adults from local community trained as mentors. Young people supported and challenged. Increased take up of positive activities by these young people.	Training of 18 volunteer mentors. Up to 25 young people benefiting from mentoring.	YOT PVE budget from Youth Justice Board (30k)	May 09 - Mentors trained. Engagement of 25 young people by March 2010.	Quarterly reports to Youth Justice Board via YOT management board. Monitored by PVE Steering Group. Updates to CCMG.	Police and local community volunteer mentors	Young people who have offended or who are at risk of offending	Insufficient providers
1,2,3,4	1,3,5	Virtual YOT PVE Youth Inclusion Project	Young people engaged in decision making on diversionary activities. Programme of diversionary activities set up. Young people including those coming out of custody and on ISSP engaged in projects and activities.	5 young people engaged in decision making. Up to 25 young people engaged in activities.	Formation of young people board. Activities planned and delivered.	YOT PVE budget from Youth Justice Board (40k)	June 09 - Young people board set up. July 09 activities planned. Sept 09-March 2010 delivery of activities.	Quarterly reports to Youth Justice Board via YOT management board. Monitored by PVE Steering Group. Updates to CCMG.	Police, local community, young people, voluntary youth sector providers, YOs and secure training	Young people who have offended or who are at risk available for activities.	Insufficient providers
1,2,3,4	4,6,7	PVE Training Workshops for professionals and external partners	To raise the capacity of PVE agencies	To raise the capacity of the frontline staff and external partners in relation to Prevent and PVE.	Workshops (4 over the year)	YOT PVE budget from Y&E (15k)	April 09 Workshops requested. By March 2010 4 Workshops delivered.	Quarterly reports to Youth Justice Board via YOT management board. Monitored by PVE Steering Group. Updates to CCMG.	Police, voluntary sector, schools, mentors	Front line professionals and managers from a range of agencies and the community	Limited take up
NI 35 THEMES	PREVENT Strategy obje	Project Theme and Aim	Objective (SMART)	Outcome	Activities	Budget	Milestones / Timetables	Monitoring & Evaluation	Partners with Council	Target Groups	RISK
2,3,4	1,3,4,6	PVE Schools and Colleges Toolkit	Develop and promote the use of a narrow PVE toolkit for schools and colleges.	School and college staff gain more confidence in dealing with PVE agenda and in making appropriate referrals. School and college staff have	Presentation to Headteachers and College Principals. Training events for schools and college staff and governors.	Schools budgets	July 09 presentation to head teachers. September 09 training events.	Quarterly reports from PVE Steering Group to CCMG, SHP and CYPSP.	Schools, Colleges and Police.	School and college staff	Negative publicity
<b>TOTAL</b>											

**Acronyms Key**  
 ISSP - Intensive Supervision and Surveillance Programme  
 YOT - Youth Offending Team  
 Y&E - Youth Justice Board  
 CCMG - Community Commission Management Group  
 SHP - Safer Harrow Partnership  
 CYPSP - Children and Young People Strategic Partnership

**ACTION PLAN 2009-2010: Building resilience to violent extremism**

**DRAFT**  
18-May-09

**Community Reach-In Officer (Shaban Siddik)**

**PREVENT Strategy Objectives**

1. Challenging the violent extremist ideologies and supporting mainstream voices
2. Disrupting those who promote violent extremism and supporting the institutions where they may be active
3. Supporting individuals who are being targeted and recruited to the cause of violent extremism
4. Increasing the resilience of communities to violent extremism
5. Addressing the grievances that ideologies are exploiting
6. Developing understanding, analysis and information
7. Strategic communications

- NI 35 Themes**
1. Understanding of and engagement with Muslim communities
  2. Knowledge and understanding of the PVE agenda
  3. Effective development of an action plan to build the resilience of communities and support vulnerable individuals
  4. Effective oversight, delivery and evaluation of projects and actions

NI 35 THEMES	PREVENT Strategy objs	Project Theme and Aim	Objectives (SMART)	Outcomes	Activities	Budget (With increase)	Milestones / Timeframe	Monitoring & Evaluation	Partners with Council	Target Groups	RISK	
1,2,3,4	4,5		Deliver the Faith 4 Youth conference, (follow up to the Faith 4 Youth consultation held in March 09), with the Muslim Youth Forum bringing young people from different faith communities to raise awareness of young peoples' opinions from a faith perspective to local providers & places of worship, during National Interfaith Week in November 2009.	1. Increased awareness of faith issues felt by young people. 2. Empowerment of young people, from the Muslim Youth Forum and elsewhere, in raising their opinions to service providers. 3. Young people, from the MYF and elsewhere, learning project and event management skills.	Follow up actions from Faith 4 Youth event held in March 09 leading to the delivery of a one day conference during National Interfaith Week in November 2009.	£2,000 (£2,750) (plus application to the Youth Opportunities Fund)	1. Completion of DVD from Faith 4 Youth event (June). 2. Project steering group identified (June). 3. Event completed (Nov 2009)	M. Diversity of young people and organisations involved. E. Impact on invited organisations, expectations of young organisers.	Muslim Youth Forum, Police, faith organisations local service providers, colleges and schools.	Young people and places of worship from all faith backgrounds	Lack of involvement from faith groups, lack of impact from event, unsuccessful YOF application.	
1,2,3,4	1, 2, 4, 5,6,7	<b>Wider community engagement.</b> To increase the involvement of wider communities in defeating all forms of violent extremism.	Working with the Police and Hate Crime Forum to engage communities and groups affected by various forms of violent extremism in Harrow to raise awareness of existing support and prevention by Council & Police.	1. Raise awareness of extremism affecting narrow communities. 2. Increase communities abilities in addressing different forms of extremism in Harrow.	Up to 4 events focussed on relevant communities and organisations.	£1,000 (£1,250)	Various forms of extremism agreed. Dates to be set with delivery partners.	M. Diversity of communities and groups involved. E. Reciprocity to aims of event and levels of cooperation.	Police, Hate Crime Forum CCMG, HPCCG, relevant community organisations.	All relevant communities affected by a particular form of violent extremist activity.	Extreme reactions from various groups and negative fallout.	
1,2,3,4	4,6,7		Continuation of the Mapping of Muslim communities and voluntary organisations at quarterly periods to enhance knowledge to influence service delivery.	Informed and updated knowledge on the Muslim communities in Harrow.	Continual (quarterly) refresh of the database of Muslim communities in Harrow	N/A	Apr 09, July, Oct, Jan 2010: Quarterly updates and reviews to database.	M. accuracy of data, range of community organisations, known networks. E. assessment of its usefulness through application by Council and linkages to other databases.	Harrow Police, local mosques, Muslim VCS.	All Muslim community and voluntary organisations operating in Harrow.	Negative perceptions by Muslim communities of LA "spying" on their communities, accurate data.	
1,2,3,4	4,7		Continuation of providing information for all relevant Council staff, external partners and bodies on PREVENT, National Indicator 35 and action plans to increase understanding, impact and coordination of partnerships.	Ongoing inform the relevant staff, organisations, supporting bodies and agencies on PVE, NI35 and Harrow's action plan for 2009-10.	Meetings, presentations and briefings on all relevant aspects of PVE, progress made from last year and in this year's action plan for NI35.	N/A	Apr 09 - Mar 10.	M. range of audiences across Harrow. E. knowledge of NI35 action plan and the projects in progress or completed by relevant bodies.	Harrow Police, Race Hate Forum, YOT, Youth Service, CCMG, HPCCG	All staff, partners, agencies and management bodies supporting the work of the Council and/or working with Muslim communities.	Lack of buy-in from relevant depts / managers, lack of understanding from audiences.	
1,2,3,4	2,4,5	<b>Supporting Key Organisations.</b> To increase the capacity of key organisations in providing diversionary and skills based training activities to include and inspire young people.	<b>OPTION 1: ALLOCATION WITH £30K PVE INCREASE.</b> Place 4 individuals, informed and aware of the PVE strategy with key organisations who can reach into disadvantaged communities or attract young people from those backgrounds, to support new and existing skills based and diversionary activities by July 2009.	1. Increased resources and capacity of key organisation in assisting vulnerable young people. 2. Increased awareness of PVE among key organisations. 3. Enhance the abilities of Police to reach into key ethnic groups through community organisations.	Provision of youth skills training for new workers. Support in creating new or existing youth activities with increased resources. Intervention from Police and other agencies to develop activities increasing engagement. Monthly meetings with new workers.	£27,500	Agreements with partners (May 2009). Training completed by workers in youth work and PVE (June 2009). Workers begin (July 09-Mar10).	M. New and existing activities, diversity of young people engaged. E. Impact on young people against Prevent objectives.	Harrow Central Mosque, Sri Lankan Muslim Cultural Centre, Hussein Sha Islamic Centre, Ansar Youth Project, Harrow Association of Somali Voluntary Organisations, Afghan Muslim Association, HACC Radio.	Muslim young people from key ethnic groups.	Reliance of key organisations to support PVE work, reluctance of workers to engage with PVE once placed, failure to engage with young people effectively, lack of support perceived by key organisations.	
1,2,3,4	2,4,5		<b>OPTION 2: ALLOCATION WITH NO EXTRA INCREASE.</b> Targeted youth intervention activities with 5 key organisations to increase opportunities to learn new skills, address possible grievances and increase the capacity of organisations serving key ethnic groups.	1. Increased resources and capacity of key organisation in assisting vulnerable young people. 2. Increased awareness of PVE among key organisations. 3. Enhance the abilities of Police to reach into key ethnic groups through community organisations.	Provision of youth skills training for new workers. Support in creating new or existing youth activities with increased resources. Intervention from Police & other agencies to develop activities increasing engagement. Regular meetings with partners.	£14,000	Agreements with partners (May 2009). New activities begin by summer 09.					
1,2,3,4	1,2,3,5		A project partnered with Brent Council to support members of Harrow based gangs and their "wats" in Brent to tackle issues around criminality, radicalisation and in making positive life changes.	Informing young people on how to make positive life changes.	10 sessions looking at various issues confronting their lives and to overcome these.	TBC (£3,000)	TBC with Brent Council	M. Participation, engagement. E. Development and impact.	Brent Council, Harrow and Brent Police, Hate Crime Forum.	Members of the "Loony Goon", rival gang members from Brent.	Brent being unable to continue partnership, disengagement by young participants.	
1,2,3,4	1,3,4,5	<b>Supporting Young People.</b> To provide the knowledge and skills to young people in order to increase their aspirations and reduce their vulnerability to radical messages.	Young Peoples Training with Brent). 50 young people are to be trained in effective political lobbying through workshops to show how they can affect change through their rights and actions.	50 young people with increased knowledge and experience of political lobbying and how to influence change.	A range of sessions focussing on skills and qualities for effective life changes.	£2,300 (£4,300)	Agreement with key partner HASVO (May). Promotion and commencement. (August)	M. Participation and changes in young people. E. Expectations being met.	Harrow Association of Somali Voluntary Organisations, Police, Youth Services, Somali Youth Forum.	Young Muslims aged 16-21.	Unable to secure young people, delivery of training being insufficient.	
1,2,3,4	1,2,5		Muslim Youth Forum - quarterly meetings to continue supporting members.	Monthly meetings providing the opportunity for young people to communicate with the Community Reach-In Officer to develop further actions and activities through consultation, raise queries, be signposted to other activities and informed of developments throughout the year.	Supporting communications and feedback through meetings and follow-up activities. Signposted to local and national activities from YMAG.	£200	Apr 09 - Mar 10	M. Frequency of meetings & diversity of members. E. Designated action points	MYF, YMAG - Abbas-Ali Khumi	All new & existing members of the MYF.	Low attendance or infrequent meetings.	
1,2,3,4	3	<b>Supporting vulnerable individuals.</b> Creation and implementation of a Prevent panel.	To provide support to the Prevent Panel Officer and Panel members in the formation of procedures and processes for a dedicated Prevent panel for the assessment and commission of intervention activities for referred individuals deemed as vulnerable or susceptible to radicalisation and violent extremism.	Formation of established processes and documentation in the identification and referral of vulnerable individuals for Prevent objective 3.	Meetings to discuss proposed forms and procedures for panel members, support officers and referral agencies	N/A	Agreement with PVE Lead Officer, YOT and Police in the formation of established procedures and forms (April/May).	DML0 Action Plan to include £3,000 for Panel activities.	YOT, Police, extended list of Panel members (tbc)	All partners involved in the formation of the panel as supporting officers or Panel members.	Lack of agreement on procedures between partners.	
						Budget with no increase	£21,000					
						Budget (with increase)	£40,500					

**KEY**

ACI: Adult & Community Learning	DML0: Designated Muslim Liaison Officer	HPCCG: Harrow Police Community Consultation Group	SLMCC: Sri Lankan Muslim Cultural Centre
AYP: Ansar Youth Project	HAYS: Harrow Association of Voluntary Services	MPAC: Muslim Public Affairs Committee	SYF: Somali Youth Forum
CRU: Crime Reduction Unit	HCM: Harrow Central Mosque	MYF: Muslim Youth Forum	YMAG: Young Muslims Advisory Group
CCMG: Community Cohesion Management Group	HIC: Hussein Sha Islamic Centre	MYH: Muslim Youth Helpline	YOT: Youth Offending Team

# Public Attitudes

## Public Attitude Survey:

- MPS wide quarterly survey, now interviewing over 20,000 Londoners
- Safer Neighbourhoods Survey; conducted annually, first in 2005, (originally in 23 wards), now in seven wards across London.
  - strategic tool to help us understand how people experience policing at a very local level
- Wide range of qualitative action research capturing “What Works in Safer Neighbourhoods” particularly:
  - the role of Safer Neighbourhoods (SN) analysts
  - the development of SN ward panels
  - police communication and public information needs
  - 24/7 SN policing
  - mainstreaming of SN
  - And “What Works” in achieving more public confidence in eight boroughs in London

## How Public Confidence is measured – BCS versus PAS

### BCS

- The Home Office measures our performance via the British Crime Survey (BCS)
- - Quarterly National survey
  - includes 750 London residents (3,000 per annum)
  - Face-to-face interviews in residents homes
- ‘Confidence in local policing’ [SPI 2.3] is measured on the percentage of respondents answering ‘excellent/good job’ when asked:
- *“Taking everything into account how good a job do you think the police IN THIS AREA are doing?”*
- BCS Confidence in local policing is 53.7% [Year to Jun’08]

### BUT

The BCS does not accurately measure performance at Borough level (too few residents are surveyed)

### PAS

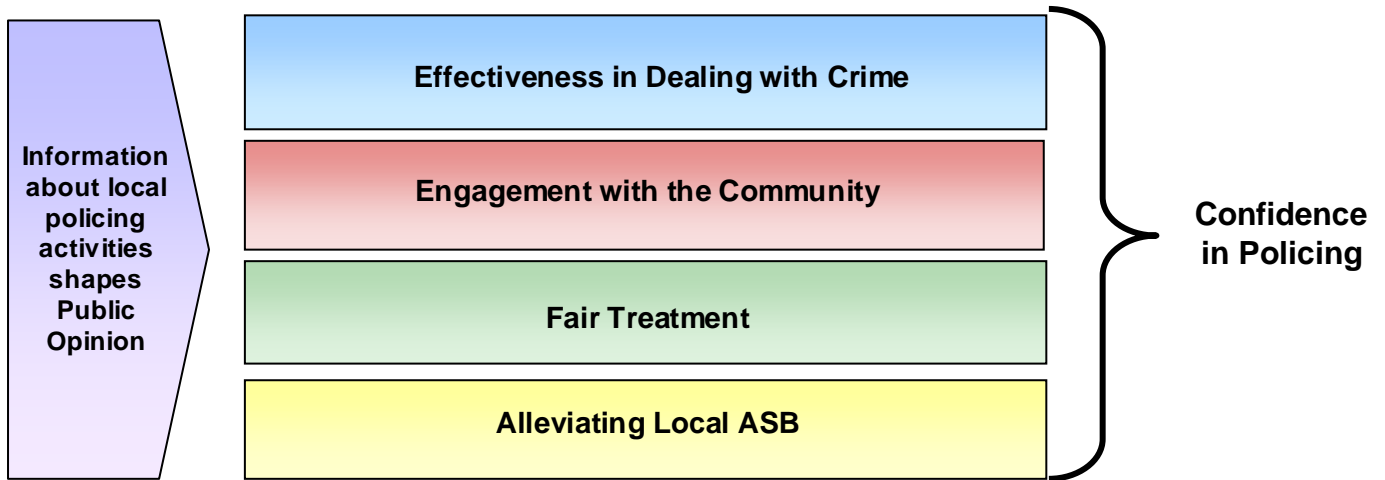
- The MPS commissions a more in depth study - the Public Attitude Survey (PAS)
  - Confidence question and survey method matched to BCS
  - 5,000 London residents quarterly (20,480 per annum)
  - 640 interviews per Borough per year
- PAS Confidence in local policing is 64% [Dec’08 – rolling 12 months]. Results have generally been slightly higher than the BCS

### The PAS

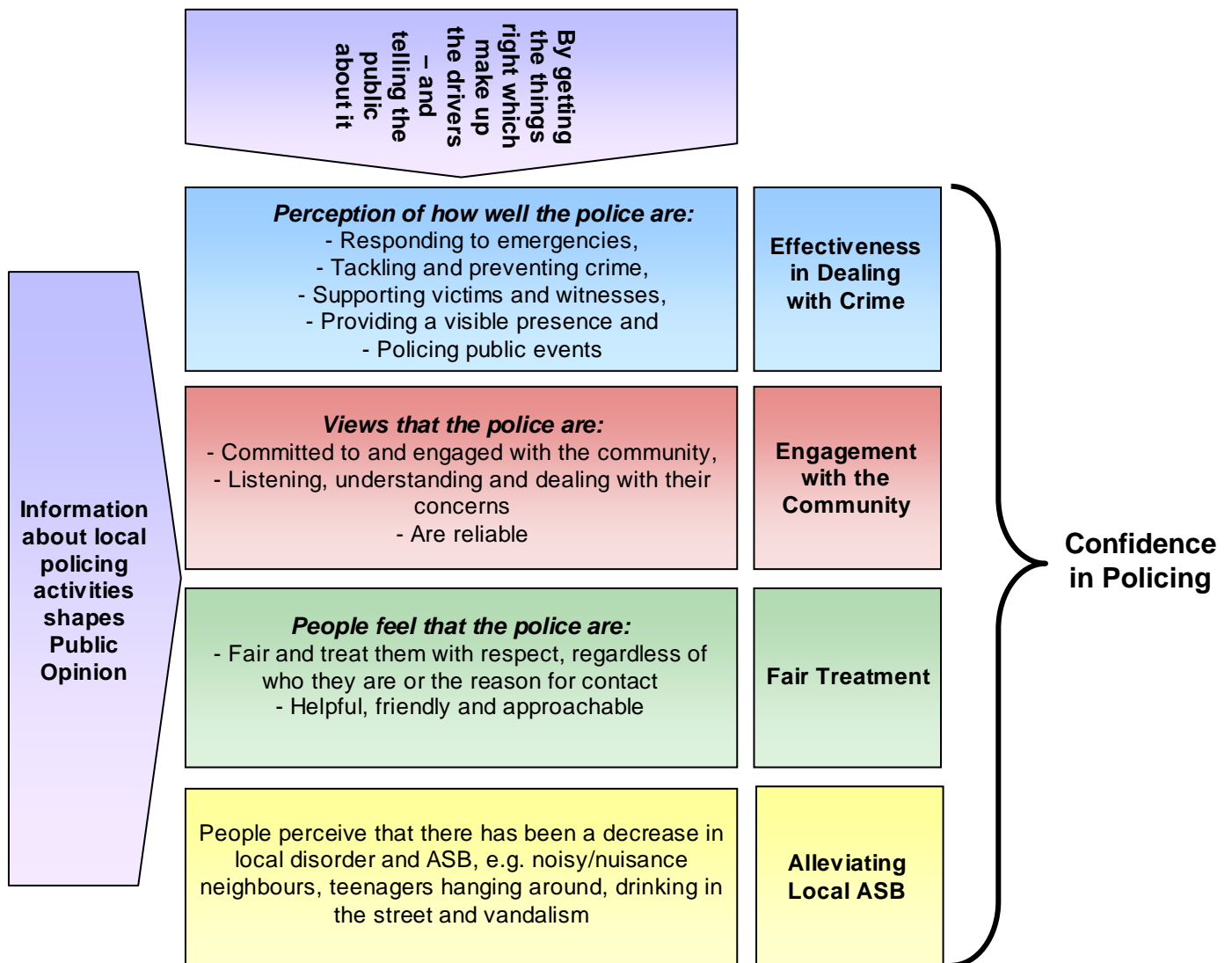
- Is 6 times bigger than the London BCS sample!
- Allows us to ask questions to help us learn how to improve
- Allow us to investigate MPS data at an actionable level with far more assurance

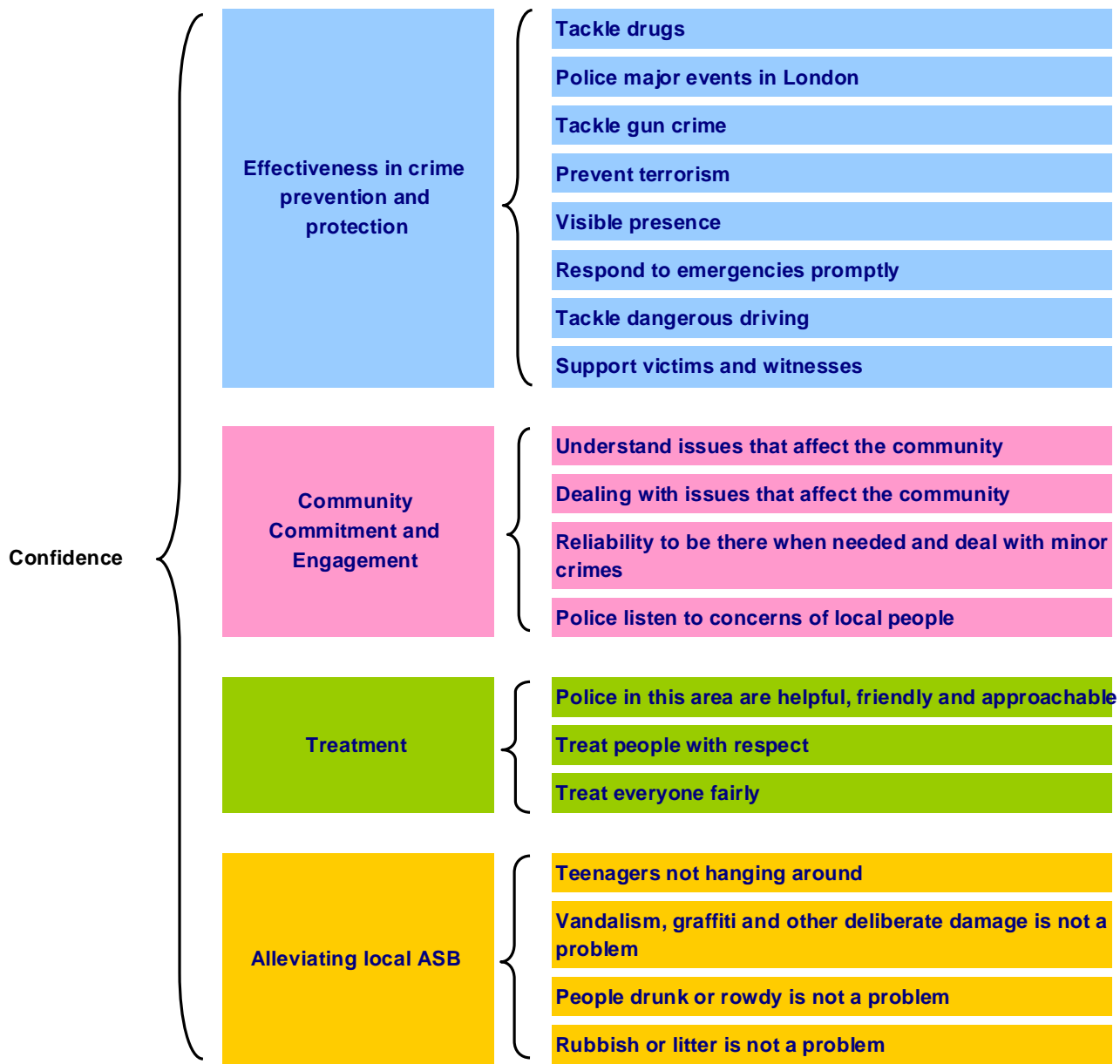
**Research into responses in the Public Attitude Survey (PAS) reveals that:**

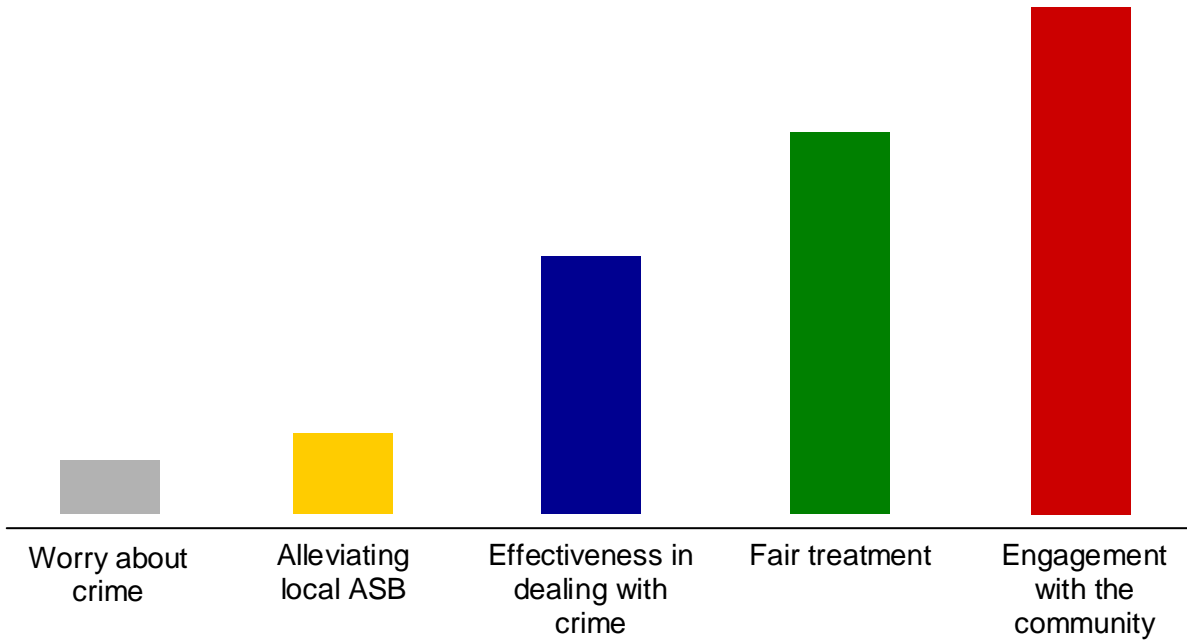
- Perceptions of **ASB, police effectiveness, treatment and community engagement** all feed into confidence



Source: Public Attitude Survey







### Matching Policing to Local People

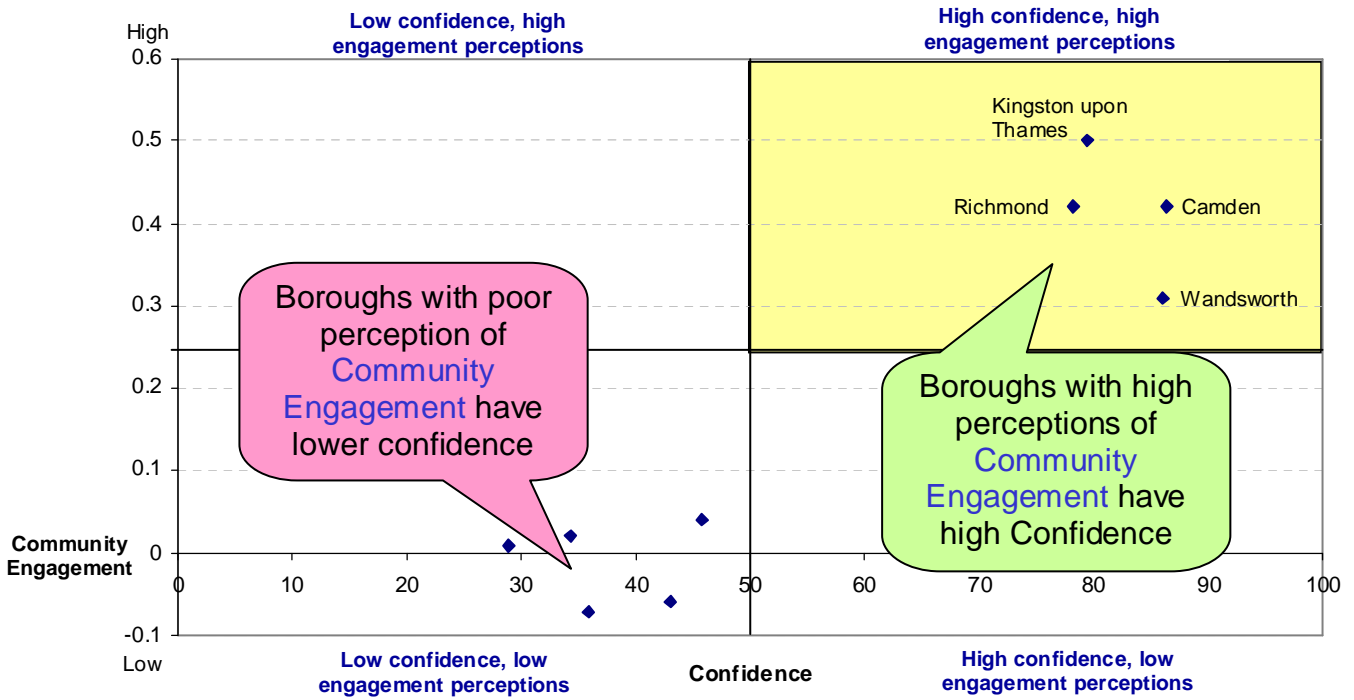


### Matching Policing to Local Problems

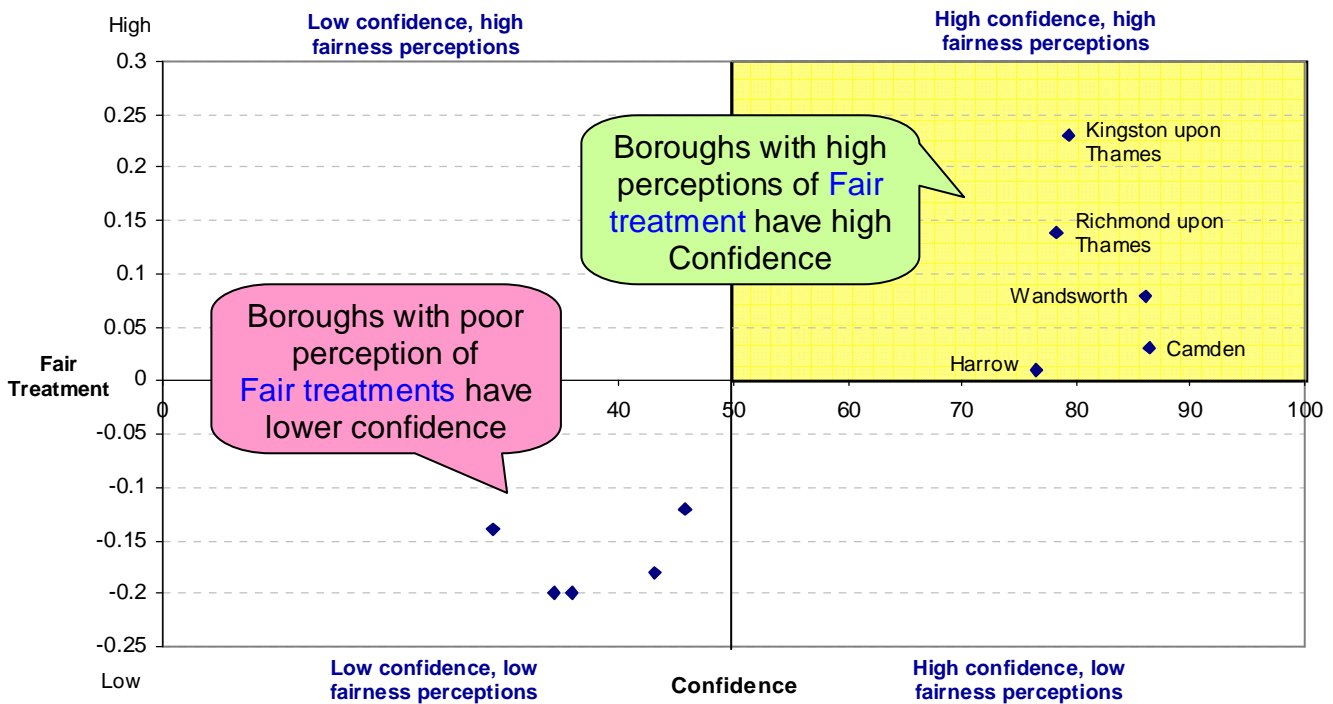




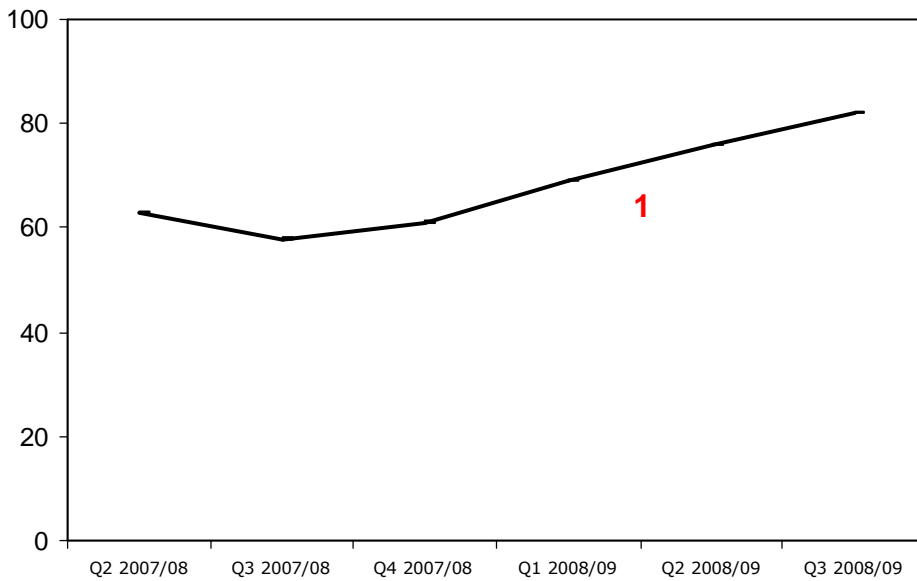
**We can see the top boroughs performing well on confidence obtain high results on the key drivers:**



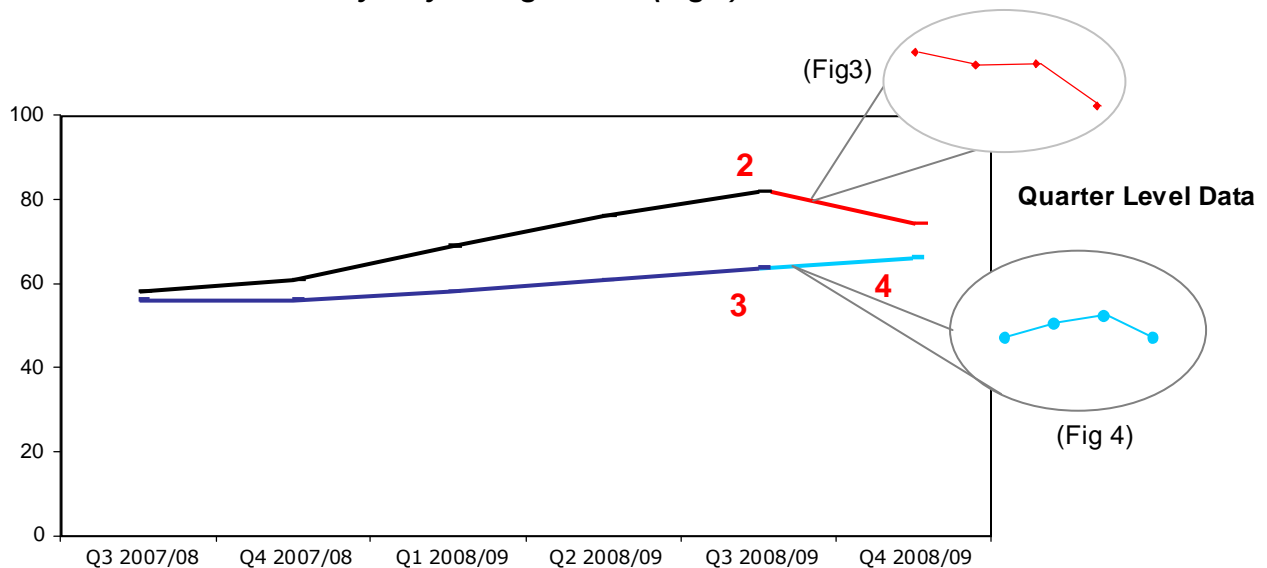
**We can see the top boroughs performing well on confidence obtain high results on the key drivers:**



**Confidence QUARTER 3: 08/09 yearly rolling results (Fig 1)**



**Confidence QUARTER 4 08/09 yearly rolling results (Fig 2)**

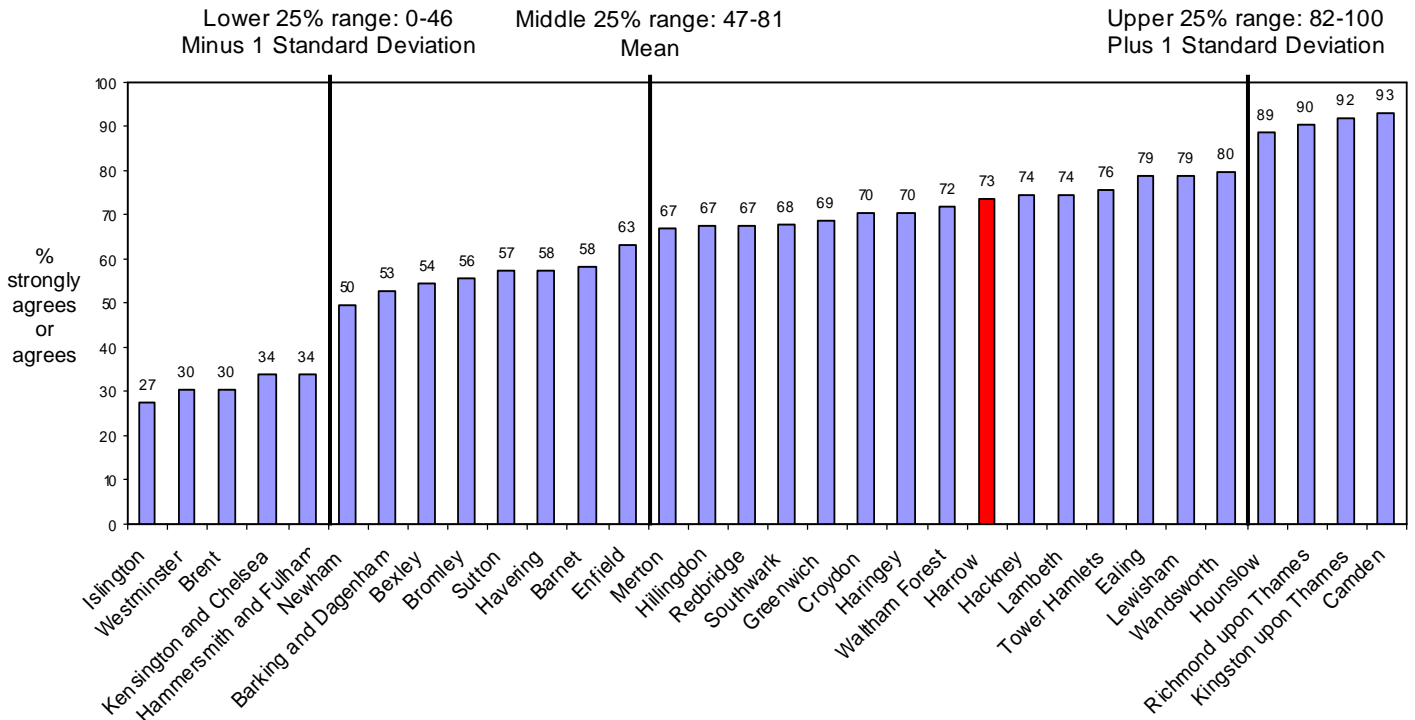


- 1) Harrow saw a sharp increase in confidence in the previous quarter (Q3 08.09), shown in Figure 1.
- 2) Confidence has decreased at a rolling 12 month level in Q4 08.09 (shown in Figure 2 by the red line). This is supported, as you can see in figure 3, by a drop in confidence at a quarter level in Q4 08.09. \*Please note you are measured on rolling 12 month figures as they are more robust and have less fluctuation. The quarterly figures are given to aid understanding around the direction of the drivers and can give an early indication of a change in results.
- 3) This decrease in confidence at a quarter level (Fig 3) is mirrored with a MET wide confidence drop of 10% from Q3 08.09 to Q4 08.09 (shown in Figure 4).
- 4) The new confidence question (To what extent do you agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?) can now be plotted. The level for this confidence question is lower than the old measure (good job local).

# Confidence

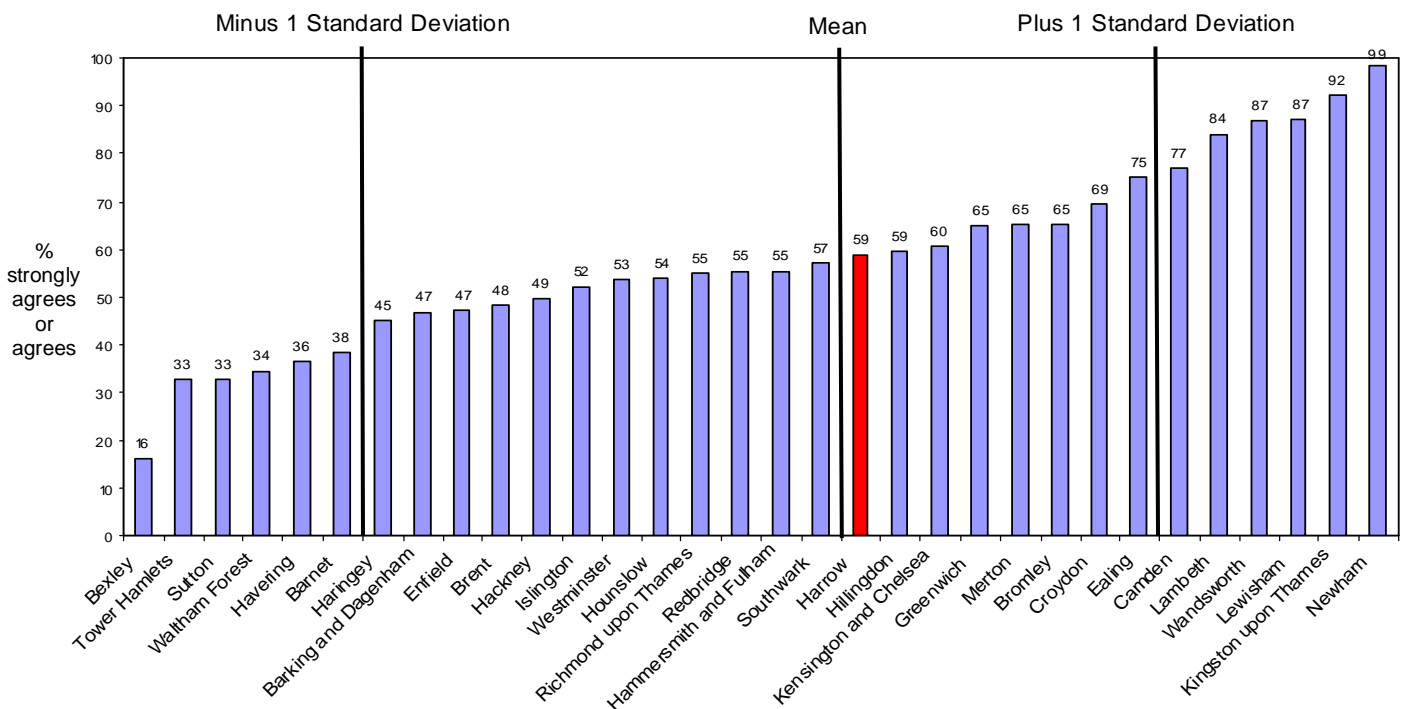
## Q4 08.09 Rolling Yearly data - OLD question

- Local confidence: How good a job do you think the police in this area are doing?



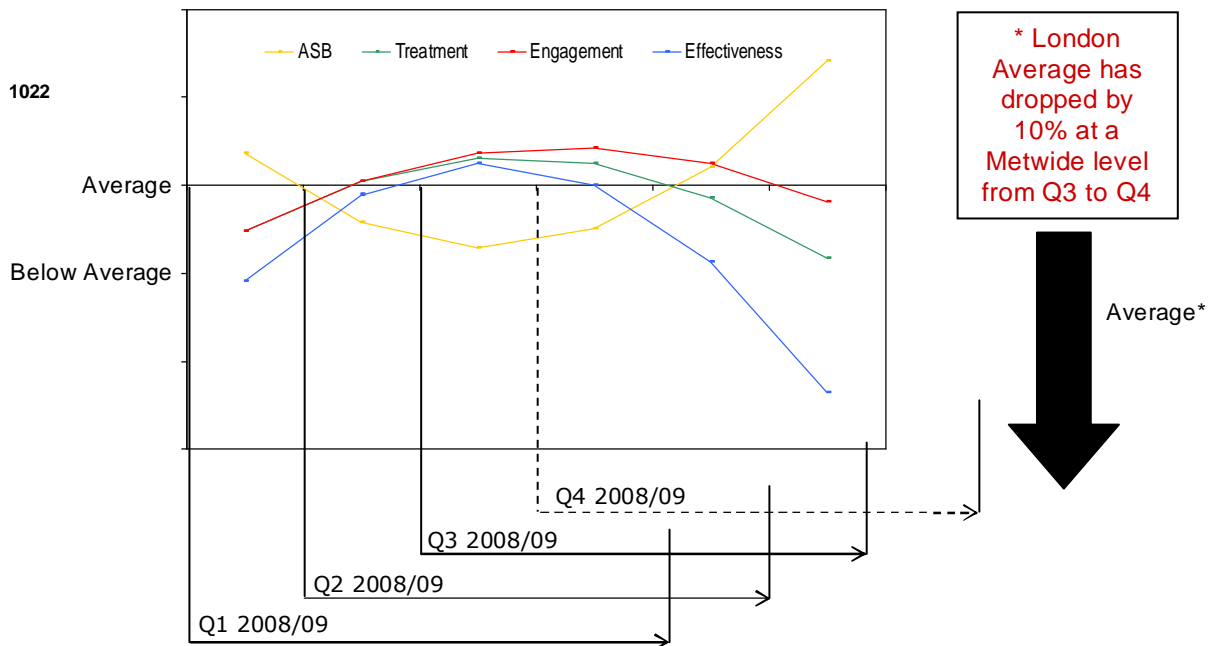
## Q4 08.09 Rolling Yearly data - NEW

- Confidence question: Those who strongly agree or agree that the police and local council are dealing with the crime and ASB issues that matter in the local area?



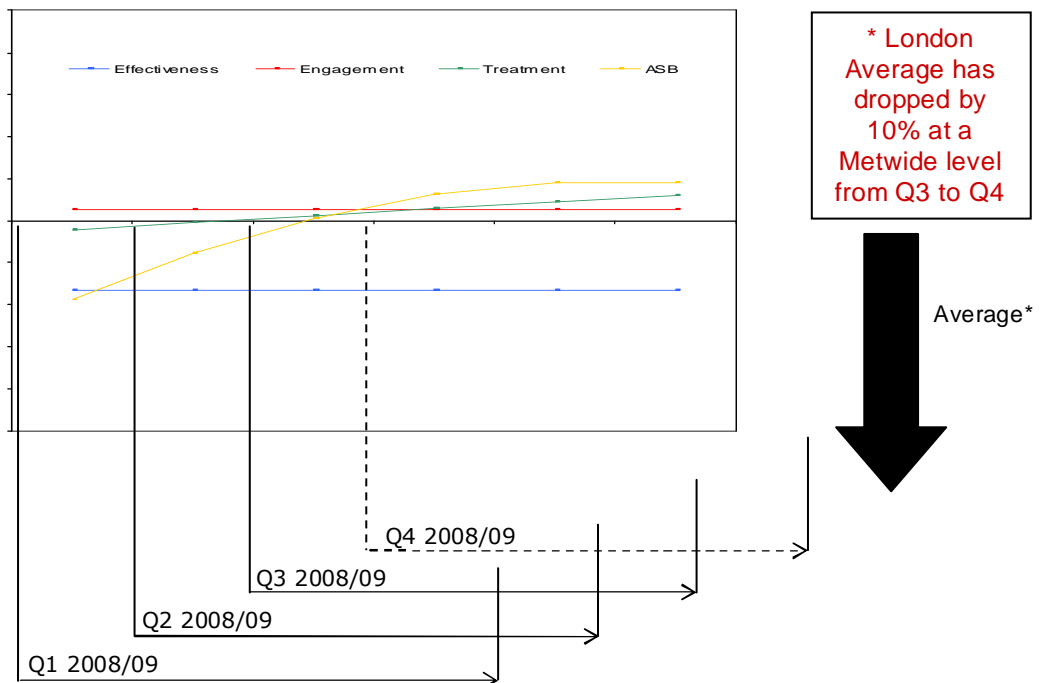
**Quarter 4 08.09 DRIVERS**

- QUARTER 3 08.09: Changes in the 4 key drivers in Harrow.
- Fitted values from linear regression models (High scores = More of)



**Quarter 4 08.09 Drivers**

- Changes in the 4 key drivers in Harrow
- Fitted values from linear regression models (High scores = More of)



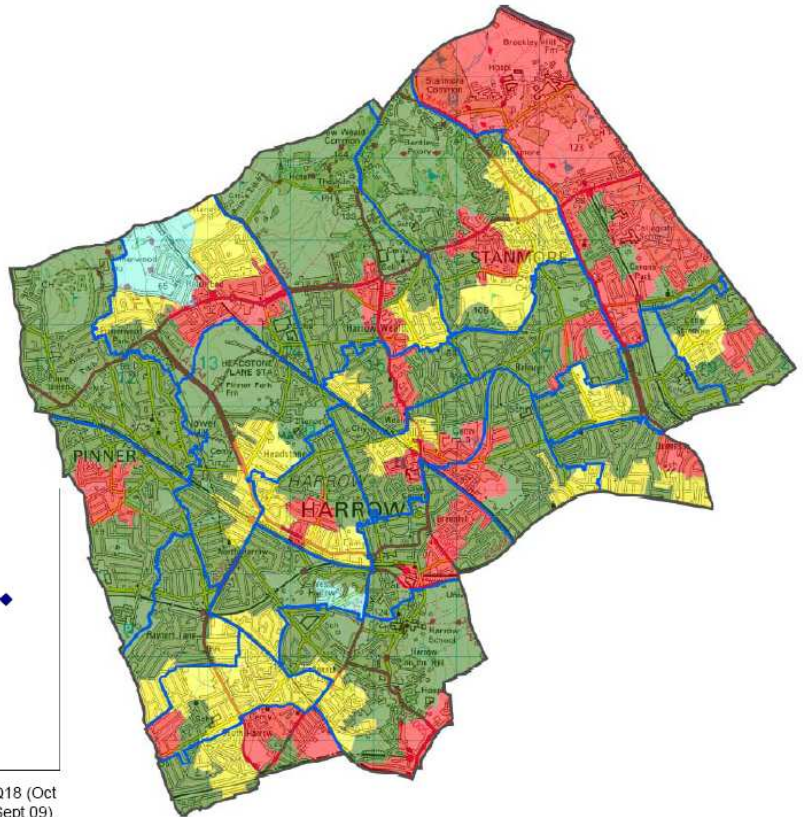
Please Note: These graphs **DO NOT** show trend lines, they are representations of the drivers (in a quarter period). New data changes the shape of the whole line; each new quarter the drivers are recalculated as one quarter drops off and another is added on creating a moving average. This ensures that what the public find most important is accurately conveyed at the most up-to-date time frame. It is also important to note that the London Average level has significantly dropped this quarter by 10%. This has had a knock-on-effect to all of the drivers and how they are shown on the graph. Changes in the direction of a driver are the most important aspect for boroughs to look at. The positioning on the graph is more to do with the Metwide change rather than any one Borough; however relative position of the drivers to the Metwide average is important.

# Confidence In Policing

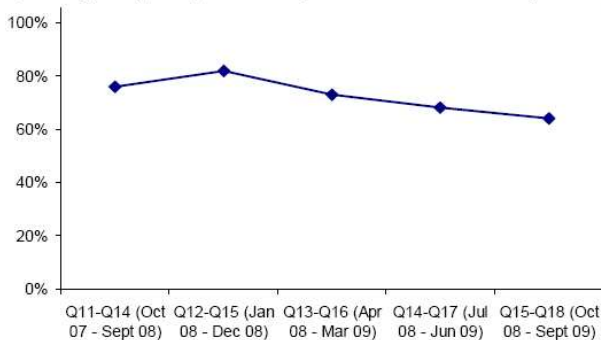
## Confidence in Local Policing:

- Percent of people who think their local police do a good job

### Confidence In Policing Dominant View per LSOA



### Citizen Focus: Proxy SPI2a Local Confidence Q60 How good a job do you think the police IN THIS AREA are doing



## Policing Pledge – Current Position:

On Wed 22 April 2009, Harrow BOCU implemented a 3-BOCU Pilot in conjunction with Brent and Barnet Boroughs.

The aim of the pilot was to provide greater resilience between the 3 BOCU in dealing with 'I' Immediate Calls (in support of the Policing Pledge to attend ALL 'I' calls within 12 minutes). This would happen by resource sharing during times of greater demand; i.e. Harrow units to assist in Barnet or Brent when needed, and those Boroughs assisting Harrow when needed (Cross Border deployments).

- Significant 'S' calls are to be attended within 60 minutes.

The Pilot also introduced a Scheduled Appointment car dedicated to attending appointments made with members of the Public.

- Another Pledge Commitment

As of July 09, performance was thus:

- 'I' Grade (within 12 minutes) = 63%
- 'S' Grade (within 60 minutes) = 60%
- Scheduled Appointment (within 30 minutes) = 72%

Current performance as of 28 December:

- 'I' Grade (within 12 minutes) = 79%
- 'S' Grade (within 60 minutes) = 87%
- Scheduled Appointment (within 30 minutes) = 86%

The Pilot also introduced the concept of a single dedicated Controller (based at CCC) purely for QA BOCU. This was in variance to the original C3I Business Processes. This higher level of supervision has enabled more focus on individual performance and increased productivity.

The rationale for change was to support the Policing Pledge and the commitments made to the public that are contained therein. It also was used to increase public satisfaction of the service they receive from the MPS by making the appointments driven by user demand as opposed to resource availability.

The changes also support the MPS Policy of Single Patrolling and supporting officers and staff in delivering on this area. This Effective Patrol Strategy being used by QA is contributing to increased Public Confidence as borne out in the USS results.

In the future, QA are working towards full integration of the original IBO C3i Blueprint model of a Dedicated Resource Manager (DRC) to enable Total Resource Management of all staff across the Borough, the introduction of the Duty Intelligence Researcher (DIR) from the BIU and possible introduction of a Tasking Coordinating Action Manager (TCAM) to oversee further improvements in Supervision and Support of officers. We are also utilising new technologies to assist us in this such as APLS, Personal Digital Assistant (PDA) to officers and newer CARM systems, as well as changing shift pattern to reflect demand profile.

## Pledge Performance Measures Report

### PLEDGE PERFORMANCE MEASURES REPORT - November 2009

Protective Marking	Not Protectively Marked
Publication Scheme	No
Title and version	Pledge Performance Measures Report (PD336)
Purpose	MPS Performance against our pledge to citizens
Relevant to	Commander O'Brien
Summary	Pledge performance data tables for the MPS (also broken down by Borough)
Creating Branch	Performance Information Bureau - PIB Crime - Enquiries to Performance Information Bureau Helpdesk 783131
Author	Performance Information Bureau - PIB Crime - DoI 1(6)
Date Created	21/12/2009
Review Date	20/01/2010

Should you have any queries, please contact the  
PERFORMANCE INFORMATION BUREAU HELPDESK on 020 7161 (78) 3131



#### Traffic Lights

Red > 10% worse than Target  
Amber < 10% worse than Target  
Green > = Target

#### Decimal Places

Survey measures to 0 d.p.  
All others to 1 d.p.

#### 999 calls within 10 seconds & Non-emergency calls within 30 seconds

The current method of counting is based on the last leg of the call i.e. the MPS centre where it is answered  
The clock starts counting immediately for 999 calls and after the initial greeting message has played for non-emergency callers

The shift pattern used for these calls in this report is 00:00 to 23:59 (midnight to midnight).

The percentage of 999 calls answered within the target is calculated as follows:

$\% \text{ 999 calls answered within target} = \frac{\text{999 calls answered within 10 seconds}}{\text{total 999 calls offered} - \text{(abandoned 999 calls within 10 seconds)}}$

The percentage of Non-emergency calls within the target is calculated as:

$\% \text{ Non-emergency calls answered within target} = \frac{\text{Non-emergency calls answered within 30 seconds}}{\text{total Non-emergency calls offered} - \text{(abandoned Non-emergency calls within 30 seconds)}}$

#### Emergency calls despatches within 12 minutes & Other priority calls despatches within 1 hour

This is a percentage of I and S calls taken from CAD that are attended within 12 minutes or 1 hour respectively.  
(I calls are 'Emergency calls' and S calls are 'Other priority calls').

The target is set to be achieved 75% of the time.

When calculating the percentage, blanks, negatives and duplicates have been removed. Outlier times have been left in.

*Please note that any Data Items from CAD will have been extracted via the DARIS MI database which now holds live data and as such, any figures produced on any given day, may not be the same as those run on a different day.*

#### Voicemail pickup times

Voicemail pickup times or "Messages Retrieved Within Target" is the number of messages that have been retrieved within 63 hours as a percentage of the number of messages recorded in the current reporting period.

The use of telephony and voicemail is increasingly in the spotlight as an aspect of modernisation and citizen focus.

Boroughs are now required to have 27 generic extensions with corporate voicemail boxes covering the main aspects of borough operations so that calls from the public and internal calls can be more effectively directed and the outcome monitored.

The Borough Voicemail Report enables managers to:

- Keep track of each borough's compliance with voicemail monitoring procedures
- To identify teams within each borough that are not utilising voicemail to standard
- To identify teams within each borough that may require staffing or procedural changes

#### VCoP 5.9 compliance

VCoP stands for 'Victim Code of Practice'

5.9 compliance identifies the percentage of all incomplete VCoP applicable records where the victim has been updated with information on their case within the last 28 days (any H code, or any A Code with a printed letter). This continues until the case is closed.



### RTC - Contact within 10 working days

RTC stands for Road Traffic Collision. CARB stands for Collision Accident Report Book

This is a measurement of timeliness between the date of a reportable collision and the MPS making contact with the collision participant (usually by letter). Timeliness is significant as lengthy delays contribute to customer dissatisfaction, and attract failure costs (e.g. repeat calls to CCC etc.). The 'average' shown represents the percentage of recorded collisions subject to further investigations, where contact was made within 10 working days of the incident. Whilst responsibility for initiating contact lies with CO16, Traffic Criminal Justice OCU, BOCU performance in relation to SMF compliance and CARB timeliness are significant factors in allowing contact to be made by CO16 at the earliest opportunity and within the pledge target.

The following categories of incident are excluded from the BOCU figures:

- CARBs written by Royal Parks officers, whether for incidents in Royal Parks or elsewhere and CARBs completed by traffic officers
- Drink Drive cases (these are returned to Borough to process)

The MPS total includes the data for the Royal Parks and Traffic OCU.

Please note that police collisions are included in these figures, as these CARBs must come to CO16 in order for the cases to be investigated. Contact in relation to fatal and serious life changing collisions is managed by trained traffic officers within CO15 and is therefore excluded from this data.

### (Pledge applicable) SMF Compliance

SMF stands for 'Short Message Format'

This shows the % of times that compliant SMFs were submitted to Marlowe House for reportable collisions, as set out in the policy <http://intranet.aware.mps/DPA/notices/Notices/2008/48/Notices48-0801.htm>.

*From August 2009, the base for this data was amended from all reportable collisions to pledge applicable reportable collisions, as compliance in this respect directly supports the pledge commitment to contact those involved in collisions within ten working days of the date of incident.*

The following categories of incident do not appear in the BOCU SMF figures:

- CARBs written by Royal Parks officers, whether for incidents in Royal Parks or elsewhere or reported by traffic officers
- Police Collisions, as these do not require SMFs (communication regarding these is generally by phone)
- Fatal or serious/life changing incidents (again, they do not require SMFs)
- Drink Drive cases (these are retained by the Borough to process and will be returned to BOCU if received in CO16)

### User Satisfaction Survey (USS)

In this report the USS data (Ease of Contact, Follow Up, Treatment etc) come from the User Satisfaction Survey which is a corporate survey conducted with victims of domestic burglary, violent crime, vehicle crime and RTCs (Road Traffic Collisions).

The survey is conducted with respondents 6-12 weeks after their incident, and asks them to assess their experience with the police and the service they were provided. The survey covers several key areas of the experience, including the ease of contacting the police initially, the follow up received from the police and the treatment by the police. The data here relates to the % of satisfied respondents for that section as measured on a 7 point satisfaction scale (that is collapsed to a three point scale).

The data is reported by borough on a 12 monthly rolling basis with every quarter.  
(Survey results are roughly 3 months in arrears from the date of the crime).

### Public Attitude Survey (PAS)

The Public Perception data contained within this report comes from the following questions in the Public Attitude Survey.

The Police would treat you with respect if you had contact with them for any reason? (PAS 62b)

Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)

Police are dealing with things that matter to this community? (PAS Q62f)

Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)

The Public Attitude Survey (PAS) measures Londoners' perceptions of policing, identifies their priorities and experiences of crime and policing and has taken place since 1983. This survey merges information on people's experiences of crime, anti social behaviour and contact with police through a clear structure of questions that enable a steer to action, to challenge the problems people face in their local areas.

The PAS samples 20,000 residents across London each year, conducting interviews throughout the year and reporting on a quarterly basis.

## Your Voice Counts

Members of the public can leave their comments with regards to how the MPS is meeting the pledge. This can be done via a feedback form on the MPS website or by telephone. There is a target to acknowledge messages received within 24 hours.

(The 'Your Voice Counts' internet feedback facility launched in September 2007, but has now been transformed into the Pledge Feedback facility. Alternatively, the public can leave their message by phoning the Customer Service Unit on 020 7230 4737 which went live in October 2008).

## Safer Neighbourhoods - Time Spent on Ward Duties

It should be stressed that in this report the data regarding the time spent by Safer Neighbourhood Teams (SNT) in their neighbourhoods is not the same as the Policing Pledge measure. Whilst the pledge measure is the time spent by Safer Neighbourhood Teams *visibly* working in their neighbourhood, the SN data in this report is the time spent on core safer neighbourhoods work or duties by the SNT, whether visible or otherwise.

This is a high level measure sourced from CARM & MetDuties, and whilst it is not the exact Pledge measure, with the current systems in place it is the best measure currently available. (In the future there may be the potential to record time spent by Safer Neighbourhoods Teams working visibly in their neighbourhoods, once APLS is implemented).

% SNT time spent on core duties = time spent on core duty / time on duty minus training

The *abstractions* in this Safer Neighbourhood Teams data are:

The total paid hours do not include work free days, rest days or public holidays.

The worked hours do not include annual leave, leave, training or sick.

Included in the worked hours, but not included in the core duties hours are CAD, custody, recuperative duties, court and AID.

Pledge Number	Pledge Topic	Indicator	Calendar Year 2008 (pre-pledge baseline)	Target	FYTD 2009/10 (Apr 09 - Nov 09)	Latest month: Nov 2009	Rolling 12 months to Nov 09
1	Treatment and access	Satisfaction with treatment (USS Q.35)	89%	N/A			88%
		Police would treat you with respect if you had contact with them for any reason (PAS 62b)	78%	79%			77%
		Satisfaction gap between white and BME victims of crime (USS)	5%	3.8%			5%
		Satisfaction with ease of contact (USS)	91%	N/A			92%
		Respond to voicemail within 2 working days. Voicemails should be retrieved within 63 hours. (Proxy measure based on list of standard BOCU functional telephone extensions)	69.7% (Dec 08)	N/A	71.8%	73.4% (Oct 09 76.3%)	
2	Know your SN Teams & how to contact them	Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)	29%	45%			34%
3	SN Teams time on core duties & solving local problems	Time spent on ward duties (Proxy - CARMS)	96.0% (Dec 08)	80%	95.9%	94.8%	96.2%
		Police dealing with things that matter to this community (PAS Q62f)	65%	N/A			64%
4	Respond to SN messages within 24 hours	No measure available					
5	Emergency call answering, advising next steps & ETA. Emergency response within 12 minutes	999 calls within 10 seconds (CCC)	87.1%	90%	91.0%	94.8%	89.5%
		Non-emergency calls within 30 seconds (CCC)	90.5%	90%	92.4%	95.5%	91.1%
		Time frame given for attendance (USS Q.10 - telephone reporters only)	46%	N/A			33%
		Did you get to speak to someone in a reasonable time? (USS Q6.b - telephone reporters only)	94%	N/A			96%
		Emergency calls within 12 minutes (i-calls) [Note NCHS impacts from 1 May]	65.2%	75%	73.1%	79.4%	71.6%
6	Non-emergency response & appointments	Non-emergency response within 60 mins. (Proxy measure in place of response to vulnerable victims & neighbourhood priorities).	49.5%	75%	73.0%	84.7%	69.1%
		Arrive on time for appointments in 48 hours or at convenience (USS Q.15a - respondents who arranged appointment only).	85%	N/A			83%
7	Attend public meetings monthly	Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)		Awaits	N/A		17%
8	Provide monthly updates (on progress made & on local crime and policing issues).	Supply crime maps, information on specific crimes, what happened to those brought to justice, what action is being taken to make your neighbourhood safer and force performance data. No measure available.					
9	Keep victims informed of progress monthly	Satisfaction with follow up (USS Q.29)	63%	N/A			66%
		Victim updated at least once every 28 days (VCOF measure 5.9)	71% (Dec 08)	90%		92% (Sep 09 90%)	
10	Contact you and explain failure to keep our promises	Comments received through the MPS pledge feedback or dedicated telephone number acknowledged within 24 hours (Reward and Resolution process - Your Voice Counts)		100%	95.0%	100.0%	
11	Contact RTC victims within 10 working days (CARBs)	Letter sent to RTC victim within 10 working days		10 days 100%	88.0%	90.0%	

\* SRAU research measures: Rolling 12 months to Sep 2009

**Pledge topic 1: Treatment and Access**

Borough	Area	Satisfaction with treatment	Police treat you with respect	Voicemail retrieval
		USS	PAS	PIB voicemail report
		Target N/A	Target 79%	Target N/A
		Rolling 12 months	Rolling 12 months	Latest month
		Oct 2008 - Sep 2009	Oct 2008 - Sep 2009	November 2009
Camden	North	87%	70%	66%
Enfield	North	85%	85%	85%
Hackney	North	87%	74%	96%
Haringey	North	89%	95%	80%
Islington	North	86%	65%	87%
Tower Hamlets	North	87%	78%	53%
<b>NORTH TOTAL</b>				
Barking & Dagenham	East	90%	55%	87%
Havering	East	90%	62%	36%
Newham	East	87%	88%	61%
Redbridge	East	88%	83%	80%
Waltham Forest	East	82%	94%	93%
<b>EAST TOTAL</b>				
Bexley	South	90%	52%	99%
Bromley	South	89%	78%	91%
Croydon	South	89%	85%	95%
Merton	South	88%	87%	82%
Sutton	South	90%	52%	93%
Wandsworth	South	88%	88%	66%
<b>SOUTH TOTAL</b>				
Greenwich	Central South	86%	83%	40%
Lambeth	Central South	86%	83%	76%
Lewisham	Central South	89%	73%	71%
Southwark	Central South	89%	67%	68%
<b>CENTRAL SOUTH TOTAL</b>				
Barnet	West	86%	96%	85%
Brent	West	85%	59%	85%
Ealing	West	88%	78%	50%
Hammersmith & Fulham	West	88%	70%	32%
Harrow	West	91%	71%	68%
Hillingdon	West	89%	84%	72%
Hounslow	West	88%	97%	60%
Kensington & Chelsea	West	89%	72%	95%
Kingston Upon Thames	West	91%	84%	81%
Richmond Upon Thames	West	90%	79%	92%
<b>WEST TOTAL</b>				
Westminster		90%	61%	88%
<b>MPS Total</b>		88%	77%	73%

**Pledge topics 2 - 4, 7: Safer Neighbourhoods**

Borough	Area	Heard about your SN team	SN Time spent on ward duties	Police deal with the things that matter	Know your SN priorities?
		PAS		PAS	PAS
		Target 45%	Target 60%	Target N/A	Target N/A
		Rolling 12 months	Latest Month	Rolling 12 months	Rolling 12 months
		Oct 2008 - Sep 2009	November 2009	Oct 2008 - Sep 2009	Oct 2008 - Sep 2009
Camden	North	36%	88.8%	64%	18%
Enfield	North	48%	97.5%	63%	20%
Hackney	North	16%	96.8%	69%	15%
Haringey	North	7%	96.3%	81%	2%
Islington	North	14%	95.8%	60%	0%
Tower Hamlets	North	26%	98.0%	79%	44%
<b>NORTH TOTAL</b>			95.6%		
Barking & Dagenham	East	31%	96.8%	22%	6%
Havering	East	43%	91.4%	46%	16%
Newham	East	7%	78.5%	60%	2%
Redbridge	East	35%	94.6%	67%	21%
Waltham Forest	East	9%	84.3%	81%	3%
<b>EAST TOTAL</b>			88.7%		
Bexley	South	83%	97.4%	14%	25%
Bromley	South	38%	91.0%	63%	21%
Croydon	South	46%	96.9%	62%	31%
Merton	South	50%	96.9%	75%	26%
Sutton	South	25%	92.4%	39%	10%
Wandsworth	South	64%	98.8%	82%	56%
<b>SOUTH TOTAL</b>			95.7%		
Greenwich	Central South	57%	97.5%	67%	11%
Lambeth	Central South	51%	98.2%	69%	29%
Lewisham	Central South	47%	95.4%	69%	12%
Southwark	Central South	46%	90.6%	51%	13%
<b>CENTRAL SOUTH TOTAL</b>			95.0%		
Barnet	West	6%	97.9%	80%	1%
Brent	West	13%	97.5%	57%	0%
Ealing	West	23%	88.8%	72%	15%
Hammersmith & Fulham	West	13%	97.3%	65%	0%
Harrow	West	21%	96.9%	51%	7%
Hillingdon	West	25%	96.8%	66%	8%
Hounslow	West	2%	95.5%	96%	0%
Kensington & Chelsea	West	16%	98.3%	71%	0%
Kingston Upon Thames	West	83%	98.5%	65%	52%
Richmond Upon Thames	West	44%	94.8%	83%	38%
<b>WEST TOTAL</b>			96.3%		
Westminster		27%	95.5%	61%	4%
<b>MPS Total</b>		34%	94.8%	64%	17%

Pledge topics 5-6: Response

Borough	Area	999 call answering	Non emergency call answering	1 call response	5 call response	E call response
		CCC performance reports	CCC performance reports	SAT report	SAT report	SAT report
		Target 90% (within 10 seconds)	Target 90% (within 30 seconds)	Target 75% (within 12 minutes)	Target 75% (within 60 minutes)	Target N/A
		Latest Month November 2009	Latest Month November 2009	Latest Month November 2009	Latest Month November 2009	Latest Month November 2009
Camden	North	83.9%	81.9%	83.9%	81.9%	
Enfield	North	79.1%	88.3%	88.3%	88.3%	
Hackney	North	88.7%	88.0%	88.0%	88.0%	
Haringey	North	84.0%	86.0%	86.0%	86.0%	
Islington	North	86.9%	88.7%	88.7%	88.7%	
Tower Hamlets	North	81.5%	89.8%	89.8%	89.8%	
<b>NORTH TOTAL</b>		81.3%	86.9%	86.9%	86.9%	
Barking & Dagenham	East	71.0%	78.9%	78.9%	78.9%	
Havering	East	78.9%	77.9%	77.9%	77.9%	
Newham	East	84.7%	87.9%	87.9%	87.9%	
Redbridge	East	82.9%	89.4%	89.4%	89.4%	
Waltham Forest	East	86.9%	79.9%	79.9%	79.9%	
<b>EAST TOTAL</b>		78.9%	82.4%	82.4%	82.4%	
<b>BOW TOTAL (North &amp; East)</b>		84.6%	84.1%	84.1%	84.1%	
Bexley	South	77.9%	81.4%	81.4%	81.4%	
Bromley	South	78.9%	83.9%	83.9%	83.9%	
Croydon	South	80.5%	91.1%	91.1%	91.1%	
Merton	South	78.7%	80.1%	80.1%	80.1%	
Sutton	South	78.1%	83.9%	83.9%	83.9%	
Wandsworth	South	78.9%	82.7%	82.7%	82.7%	
<b>SOUTH TOTAL</b>		77.9%	87.2%	87.2%	87.2%	
Greenwich	Central South	78.9%	84.9%	84.9%	84.9%	
Lambeth	Central South	84.1%	89.2%	89.2%	89.2%	
Lewisham	Central South	78.9%	77.9%	77.9%	77.9%	
Southwark	Central South	85.9%	86.9%	86.9%	86.9%	
<b>CENTRAL SOUTH TOTAL</b>		80.5%	86.9%	86.9%	86.9%	
<b>LAMBETH TOTAL (South &amp; Central South)</b>		84.7%	86.2%	86.2%	86.2%	
Barnet	West	77.9%	84.9%	84.9%	84.9%	
Brent	West	77.7%	84.9%	84.9%	84.9%	
Ealing	West	78.9%	78.9%	78.9%	78.9%	
Hammersmith & Fulham	West	81.9%	78.9%	78.9%	78.9%	
Harrow	West	77.9%	83.7%	83.7%	83.7%	
Hillingdon	West	74.9%	82.2%	82.2%	82.2%	
Hounslow	West	76.9%	80.9%	80.9%	80.9%	
Kensington & Chelsea	West	85.7%	77.9%	77.9%	77.9%	
Kingston Upon Thames	West	80.9%	88.9%	88.9%	88.9%	
Richmond Upon Thames	West	77.9%	89.9%	89.9%	89.9%	
<b>WEST TOTAL</b>		77.9%	89.9%	89.9%	89.9%	
Westminster		88.9%	88.9%	88.9%	88.9%	
<b>HENDON TOTAL (West &amp; Westminster)</b>		86.1%	88.2%	88.2%	88.2%	
Heathrow		87.1%	87.9%	87.9%	87.9%	
Other Areas		87.1%	86.9%	86.9%	86.9%	
<b>MPS Total</b>		84.9%	86.7%	86.7%	86.7%	

Pledge topics 9-11: Keeping informed and resolving problems

Borough	Area	Crime victims		Road traffic collisions	
		Satisfaction with follow-up	Kept updated every 28 days	Contact within 10 working days	Pledge Applicable SMF compliance **
		USS	VCoP report	RTC process report	RTC process report
		Target N/A	Target 90%	Target 100%	Target N/A
		Rolling 12 months Oct 2008 - Sep 2009	Latest month November 2009	FYTD FYTD 2009/10 (Apr 09 - Nov 09)	FYTD FYTD 2009/10 (Apr 09 - Nov 09)
Camden	North	72%	99%	93.5%	79.0%
Enfield	North	88%	94%	74.8%	53.7%
Hackney	North	84%	95%	89.4%	87.3%
Haringey	North	88%	97%	83.2%	58.1%
Islington	North	88%	100%	82.3%	81.4%
Tower Hamlets	North	84%	99%	88.1%	48.7%
<b>NORTH TOTAL</b>			97%	84.7%	60.8%
Barking & Dagenham	East	88%	92%	90.0%	59.9%
Havering	East	85%	91%	82.9%	40.1%
Newham	East	85%	89%	90.0%	62.0%
Redbridge	East	82%	93%	84.0%	83.3%
Waltham Forest	East	82%	100%	86.2%	50.5%
<b>EAST TOTAL</b>			92%	86.6%	55.6%
Bexley	South	88%	95%	88.0%	43.8%
Bromley	South	88%	94%	89.9%	49.5%
Croydon	South	84%	89%	88.5%	59.2%
Merton	South	88%	99%	92.5%	88.9%
Sutton	South	70%	98%	73.6%	53.7%
Wandsworth	South	89%	97%	88.3%	60.1%
<b>SOUTH TOTAL</b>			95%	87.9%	55.8%
Greenwich	Central South	81%	95%	89.0%	58.0%
Lambeth	Central South	80%	95%	89.9%	49.8%
Lewisham	Central South	86%	91%	95.0%	71.7%
Southwark	Central South	72%	88%	93.8%	84.1%
<b>CENTRAL SOUTH TOTAL</b>			92%	92.1%	60.2%
Barnet	West	81%	88%	91.1%	72.4%
Brent	West	84%	90%	92.9%	59.8%
Ealing	West	87%	94%	91.3%	72.2%
Hammersmith & Fulham	West	87%	99%	95.8%	70.3%
Harrow	West	88%	71%	82.6%	13.8%
Hillingdon	West	87%	90%	86.2%	54.4%
Hounslow	West	88%	96%	86.5%	76.3%
Kensington & Chelsea	West	71%	98%	97.2%	88.2%
Kingston Upon Thames	West	73%	97%	93.2%	81.4%
Richmond Upon Thames	West	70%	96%	94.1%	88.9%
<b>WEST TOTAL</b>			90%	91.0%	63.8%
Westminster		71%	99%	92.3%	78.9%
<b>Borough Total</b>		66%	93%	88.7%	61.0%

Other Units	Link	Contact within 10 working days	Pledge Applicable SMF compliance **
Traffic	N/A	84.5%	41.3%
Royal Parks	N/A	74.7%	55.4%
Other*	N/A	82.5%	51.4%
<b>Total</b>		82.6%	50.1%

<b>MPS Total</b>	66%	92%	88.0%	60.1%
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\*Includes Heathrow Airport and incident were BOCU/OCU not reported

\*\*Excludes drink drive, fatal, serious personal injury and POLCOL.

## Feedback

Please supply your feedback on this strategic assessment in the box below and email:

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