

# Public Document Pack

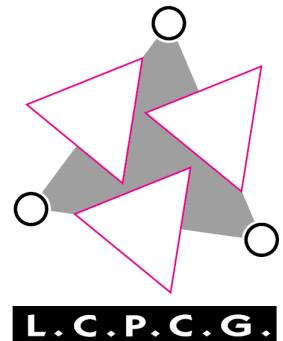
## LEWISHAM COMMUNITY POLICE CONSULTATIVE GROUP

Working for a safer Lewisham for all

### AGENDA

**Date:** Tuesday, 4 December 2012 at 7.00 pm

**Venue:** Rooms 1&2, Civic Suite, Lewisham Town Hall,  
London SE6 4RU



Registration will open at 6.15 and we are having Tea and Coffee and some festive snacks so please join us early. The meeting will start at 7pm prompt, and is anticipated to finish no later than 9.30pm.

## SUPPORT FOR VICTIMS OF CRIME IN LEWISHAM

**This is a public meeting, residents and borough users  
from all communities are welcome.**

**LCPCG member organisations are called to attend.**

The Civic Suite has disabled access. Reports can be made available in additional formats on request and can usually be provided within 3 days. There is also a reading machine at Catford Library. A portable induction loop is also available on request.

Please contact the LCPCG Co-ordinator on 020 8314 8975 if you have any special requirements regarding communication or access.

## PLEASE BRING A COPY OF THESE PAPERS WITH YOU

For any additional information about the meeting please contact:

Daisy Cairns,

2<sup>nd</sup> Floor, Civic Suite, Lewisham Town Hall, Catford, London, SE6 4RU

Tel: 020 8314 8975

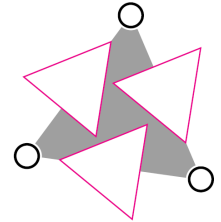
Email: [cpcg@lewisham.gov.uk](mailto:cpcg@lewisham.gov.uk) Website: <http://www.lewisham.gov.uk/lcpcg>

## ORDER OF BUSINESS

Item No		Page No.s
1.	<b>Welcome and Introduction</b> Jackie Addison, Chair of the LCPCG.	
2.	<b>Apologies for absence</b>	
3.	<b>Minutes of previous meeting</b> Draft minutes of the previous LCPCG meeting, 9 October 2012 for agreement at the meeting. Paper copies will be available on the door.	1 - 7
4.	<b>Chief Inspector Stuart Bell, Lewisham Police</b> What should victims of crime expect from the police?	8 - 10
5.	<b>Samantha Popely, Lewisham Victim Support, Senior Service Delivery Manager</b> What help is available from Victim Support in Lewisham borough?	
6.	<b>Rick Beavis, Lewisham Victim Support, Witness Service</b> The Witness Service provides free and independent help to witnesses going to court, both for prosecution and defence.	
7.	<b>Question and Answer session - Support for Victims of Crime</b> Members of the audience will have the opportunity to put questions to CI Bell, Ms Popely and Mr Beavis.	
8.	<b>Lewisham Police - Update from the Borough Commander</b> Chief Superintendent Russell Nyman will give a verbal update to the meeting and provide a presentation on recent crime figures. See Item 12 for links to further information online.	11 - 15
9.	<b>Lewisham Council - Update from Head of Community Safety Services</b> Geeta Subramaniam-Mooney, Head of Lewisham Council's Crime Reduction Services and Supporting People, will update the meeting.	
10.	<b>Question and Answer Session - Police and Crime Reduction Services</b> Members of the audience will have the opportunity to put questions to Mr Nyman and Ms Subramaniam-Mooney.	
11.	<b>Stop and Search sub-group</b> Emmanuel Imuere, Chair of LCPCG's Stop and Search Scrutiny Group, will update the meeting.	16 - 17
12.	<b>Any Other Business</b> Please see this attachment for links to further information available on this topic.	18

## LEWISHAM COMMUNITY POLICE CONSULTATIVE GROUP

Tuesday 9 October 2012 - from 7.00 pm  
Rooms 1 and 2, Civic Suite, Catford, London SE6 4RU



**L.C.P.C.G.**

### MINUTES

#### REPRESENTING MEMBER ORGANISATIONS

Jackie Addison	LBL Councillor
Geeta Subramaniam-Mooney	LBL Head of Crime Reduction Service
Ch Supt Russell Nyman	MPS Lewisham, Borough Commander
Sadiki Harris	Lewisham Stop & Search Scrutiny Group
Christine Kibblewhite	Crofton Park Ward Panel
Crada Onuegbu	LBL Cabinet Member for Youth
David Brown	Forest Hill Ward Panel (also Tyson Rd NW)
David Michael	Marsha Phoenix Memorial Trust
Elsa Pascal	LEMP (Lewisham Ethnic Minority Partnership)
Florence Emakpose	World Of Hope
James Dobson	South East London Humanists
James Mitchell	Sydenham Ward Panel
Janet Daby	LBL Cabinet Member for Community Safety
Joanne Hall	Lewisham Central /Town Centre Panels
Laurel Saunders	Rushey Green Ward Panel
Lorraine Evers	Bellingham Ward Panel
Michael Taylor	MOPC Borough Information and Engagement Officer
Naomi Allen	XLP
Oladipo Ayoola	South London Counselling Service
Olivia Sandy	Kiwanis International Club of London South East
Phil Turner	Second Wave Youth Arts
Rose Davidson	Lewisham Independent Custody Visitors
Royston John	NCBI
Shelagh Fitzpatrick	Deptford Sector Working Group
Tayo Disu	The Tabernacle
Trevor Jones	Deptford Sector Working Group
<b>OTHERS PRESENT</b>	
Bryan Arthur Pope	Tyritt Rd NW
Gill Lewis	
Michael Mason-Mahon	
Paul Newing	LLHS
David Brown	Tyson Rd NW / Forest Hill Ward Panel
Musa A Jama	Somali Forum "Arches"
Maureen Allen	Lewisham Way YCL
Peter Troy	Lewisham ACT
Delores William	Audioboo
Fiona Noakes	Met Police, Lewisham STT
Lucy Olofinjana	ACT Lewisham
Sam Dias	LBL
Joanna Bish	LBL
Angela McDonald	Diverse
Michael Apata	South London Counselling
H D Levy	Resident
Alvan Wright	Youth Service

Thomas Joseph	Step by Step
D Ward	
O Douce	Ransom Church of God
Daisy Cairns	LCPCG Coordinator
Derek Johnson	LBL
Salena Mulhere	LBL
Paul Phoenix	
Dave Laurie	MPS

Item no.

**ACTIONS**

**1. Welcome and Introduction from Chair of the LCPCG**

The LCPCG Chair, Jackie Addison, welcomed the audience and thanked them for coming.

**2. Apologies for absence**

LCPCG members: S&S group chair Emmanuel Imuere; Heidi Alexander MP, Martyn Grover; Nico Springman; Jenni Steele; Richard Holland; Anthony Scully

Others: Tanya Edwards, Youth Offending Service Manager, Steve Hatfield of TfL

**3 Minutes of 26 June 2012 LCPCG meeting**

The minutes of the previous meeting were agreed as an accurate record. The Chair gave an update to the group on the future of the LCPCG and its sister organisations in other boroughs. As discussed at previous meetings, the Mayor of London has decided to close them and replace them with 'Safer Neighbourhood Boards' and it is now accepted that this will go ahead. The remit and function of what these new Boards will do are not yet known, but what is of concern is that in the small amount of information we have had from MOPAC there is no mention of community engagement. The consultative groups from across London have met and are trying to find a way to transition to these new boards while keeping the best of what we do now.

**4 Application for membership -ACT Lewisham**

Lucy Olofinjana and Peter Troy from Lewisham Active Communities against Trafficking were present at the meeting and Lucy gave a brief speech about their work. The group was launched in March 2012 with the aim of raising awareness and understanding about human trafficking and do this in partnership with other local organisations and agencies. The definition is people being deceived or taken against their will, bought, sold and transported into slavery. More than 10 full jumbo jets of people are trafficked every day. What to look out for \*Someone who seems fearful and poorly integrated into the community; \*Someone who is under someone else's control; \*Someone who is rarely allowed out of the house on their own; \*A child travelling alone or with unrelated adults. What to do if you see something suspicious or need help. The Met Police have a special free phonenumber 0800 783 2589 and they can put you in touch with other forms of support for victims of human trafficking too. In an emergency use 999. To contact them please email [LEWISHAM@ACTLondonforum.org](mailto:LEWISHAM@ACTLondonforum.org) or look them up on Twitter or Facebook. Leaflets will be available at LCPCG meetings. They are part of the wider campaign <http://stophetraffik.org/> The LCPCG members unanimously agreed that ACT Lewisham be granted membership of the LCPCG.

**6 Chief Superintendent Russell Nyman - new Borough Commander for Lewisham's Police**

CS Nyman introduced himself and explained that he had taken over the role of Lewisham's Borough Commander in August. He had a very detailed handover period with

Mr Burton and while in Kent, he also worked very closely with a former Lewisham Borough Commander, Alan Pughsley and learnt a lot from him. He recognises there is sound work in the borough, but also that there is no room for complacency. Although he had spent a few months working at Scotland Yard before Lewisham, most of his work history has been with Kent Police and covers custody, intelligence, the major crime unit, partnerships, working on international teams, and includes periods as Borough Commander for Tonbridge Wells and the Deputy Borough Commander for Medway. Lewisham is a challenging area, of 13 square miles, with a population of 275 thousand including a high number of young people and very different balances at different times of day as adults leave to work elsewhere. There is also a wide range of diverse communities and he realises how important this is in understanding the borough.

Mr Nyman then spoke about the presentation on Borough Crime Figures, which is available as an appendix to these minutes. Key highlights of his commentary include that Lewisham is the 4<sup>th</sup> most improved borough in terms of total notifiable offences, that the year to date figure for robberies is 186 lower than the same time last year (down 21%), Burglaries have increased and he is working on plans around this. Motor Vehicle Crime (which is both theft *from* cars and theft *of* cars) has fallen slightly but Mr Nyman is concerned that the detection rate is low at around 4 or 5%. This compares badly to Kent police force, which has the best record in the country for car crime and he has set up a special auto team to look at this. He is waiting to be judged by the result of these efforts. Violence with injury has fallen from 369 to 245, Knife Crime has also fallen. He explained that a Sanction Detection is where a crime has been solved and someone has been either charged, or cautioned, or issued with a PND or had the offence taken into consideration.

The Chair then asked Mr Nyman to give the audience an overview on the changes which will be coming across the Met. Mr Nyman explained that under the Comprehensive Spending Review in 2010 all public sector services have undergone very significant savings. Due to the additional pressures of the Jubilee, Olympics and Paralympics the Met had held off, but now has to find £500 million pounds. This is equivalent to the entire budget of Greater Manchester Police, or twice the total budget for Kent Police. There is also an improvement programme in the Met as the new Commissioner is not happy with low performance levels. At the moment there are 32 "Borough Operational Command Units" but these will become between 16-24 "Basic Command Units" which will share resources, many covering more than one borough. The changes will have a positive focus on neighbourhood policing and 2000 more officers will be returned to streets. All the details are still being discussed and agreed by chief officers and the Mayors Office for Policing and Crime, who have to give final approval. Kent have already been through this process and their outcomes are actually better than before. The current plan is that this will go live in April 2013. In Lewisham policing will shift from the current 1-2-3 system of wards to clusters, which will enable police to brigade and use resources more effectively.

## **5 Geeta Subramaniam-Mooney, Head of Lewisham Council's Crime Reduction Services**

Geeta Subramaniam gave the meeting an update on a number of events happening across London which impact on Lewisham. We have already talked about MOPAC and the new Deputy Mayor for Policing and Crime (or Police Crime Commissioner) who has been appointed. As well as the policing, a really key part of that is the work on crime prevention and reducing-reoffending and there are changes happening, including that funding which used to come from the Home Office, is now going to MOPAC for them to redistribute, and in some cases to commission across London. Some of the work which I have talked to you about, like our gangs unit, Domestic Violence work and other prevention work. These were all funded by grants from the Home Office and Ministry of Justice. So our role is now to influence MOPAC and to ensure they understand how important this work is and continue to fund it. Some services might be commissioned across London, and this can be very beneficial such as refuges for women fleeing domestic violence, which could help women who want distance from their current

situation. There is also a big government consultation about swift and speedy justice, everyone wants want people to be tackled and dealt with quickly – and this covers some things which Lewisham has piloted such as virtual courts, where offenders are dealt with at police stations which are quicker and more effective. Geeta agreed to send details of this to the LCPCG coordinator for onward circulation. She also noted that there is a lot of talk about victim satisfaction relating to the police, but perceptions are often affected by how we feel about the whole journey through the criminal justice system. Lewisham are also still involved in a pilot programme with the Ministry of Justice, about reducing the costs to the criminal justice system.

Another change that is on the horizon, Domestic Violence as a flagged crime only covers victims who are 18 and older, but this will soon change to include 16-18 yr olds. Locally we do give support to younger victims already, but this will help focus on current work around sexual and domestic violence in young people. Also, in relation to the recent increase in Domestic Violence figures, these figures have been reducing year on year for 4 years, so although any increase is not good, there is likely to be some kind of levelling off. Domestic Violence is one of the priorities for the local partnership and a lot of work continues to be done.

The Safer Lewisham Partnership has 3 events coming up

Ready for Recovery event - 25<sup>th</sup> October, 10 am Civic Suite – promoting the redesigned drug treatment systems

Lewisham Victims Conference - 29<sup>th</sup> October 9.30am Civic Suite – featuring Javed Khan Chief Executive of Victim Support

White Ribbon Week – 19 – 23<sup>rd</sup> November 2012 –this is an international campaign to raise awareness about male violence against women, there will be a number of events in Lewisham, including a parade from Lewisham Market to Catford (leaflets available on information table).

## 7 Question and Answer Session

In addition to the questions and responses covered in detail below Mr Nyman also offered to provide numbers for actual stabbing incidents to a lady in the front row, and to include figures on Gun Crime, Domestic Violence and Racist and Religious Crimes in the presentation for the next meeting.

**Chief Supt.  
Nyman**

Royston John asked why figures are not adjusted to remove the peaks from August 2011's riots. Mr Nyman explained that those events are taken into account when looking at the figures but the figures themselves need to be measured consistently regardless of events. Michael Mason-Mahon asked if there are figures for not allowing crimes to be reported and asked why the "18 points needed to report a fraud" aren't told to the public by the police? Mr Nyman explained that the definitions of crimes are set very rigidly by legislation and the Home Office, as are the actions which need to be taken afterwards and that he doesn't have any figures about crimes which are not recorded. There are different types of fraud, so the criteria would depend on the circumstances. The Home Office and other government departments have more information available online. Brian Pope of Tyrwhitt Road Neighbourhood Watch thanked the police for their work and said that he would be available if they need any help. Mr Nyman thanked him for his kind words and his letter.

Cllr Crada Onuegbu asked whether burglary rates have increased across London or if Lewisham is unusual? Is this the expected increase due to the recession or is this linked to release of known burglars? Also is Domestic Violence still falling, a slide on this is normally shown? Mr Nyman noted that there has been a slight rise in Domestic Violence recently and that a slide will be included again next time. Burglary is on the increase across London but also nationally and there are a range of reasons involved. We are expecting a rise around the Christmas period and we are putting plans in place for this. Naomi Allen – XLP. Will Lewisham Police be merged with any other boroughs?

**Chief Supt.  
Nyman**

Mr Nyman - At the moment the plan is for Lewisham to stay as it is. Another part of the promise is that there will be a 24 hour police front desk each borough

Paul Newing was pleased to hear that Mr Nyman has worked with former Lewisham BC Alan Pughsley and asked how he intends to use experiences from Kent in this borough? Mr Nyman said that coming from outside gives a chance to view everything with a fresh set of eyes. One area is that the low yield of “cases taken into consideration” in Lewisham compared to Kent. This has to be handled very carefully, but officers should be able to increase this and to improve clear up rates. Lewisham officers have visited colleagues in Kent, and Kent officers are coming to Lewisham to give a masterclass. Phil Turner asked “How can we work together to strengthen relationships with young people and the wider community?” Mr Nyman said that there is more we can do, we have a very young workforce in this borough and need to help them learn and improve. Groups such as Second Wave and XLP are doing very good work, but the funding picture is cloudy. He has met the principal of Lewisham College, who represents 10 thousand young people, and they are working more together to strengthen these links.

Joanne Bish asked Mr Nyman for the exact YTD figures (for this year and last year as comparison) for Violence with Injury and for Domestic Violence, which he hadn't read out, unlike the other statistics. On the Local Policing Model she asked how the clusters will go and if there will be a Level 1 trained officer on each to prevent the problems we saw last year. On the 11% reduction in all crime in financial year – how many of these crimes are to do with people who have mental health issues – or is that held separately? Mr Nyman offered to provide details on mental health directly to Joanne and explained that police are changing the way Domestic Violence is being recorded and it is possible that it was being over recorded, so we might expect some changes over time. Level 1 officers are those that are fully trained in riot-duty. We do have a number of these officers working in neighbourhood teams, but there is a need to balance the teams, and to recruit officers on their particular merits so I cannot promise exactly how many Level 1 trained officers will be in each area.

The Chair read out a question received by email from Helen Buckley, the former chair of the LCPCG's Mental Health sub committee. *“The Met Police has commissioned an independent review into how the force responds to people with mental health conditions following criticism of the Met's action prior to the death in custody of Obaseni Lewis and Sean Rigg. Both men had experienced mental health issues. How much concern, if any, does the Commander think there is in the Lewisham Community regarding this matter and is he confident that the right systems are in place to deal with people experiencing mental health issues when confronted or arrested by the police?”* Mr Nyman asked the audience if they felt there is a concern in the community about these matters. They said yes. Mr Nyman is aware of the review and said that it is important that the police learn as a service. Geeta Subramaniam also answered and explained that the police and council have been working closely with the Ladywell Centre at Lewisham Hospital.

Sam Dias asked about racial and religious offences which have previously been shown on these slides. Mr Nyman confirmed that these have gone up to 179 this financial year from 114 at the same point last year. Geeta Subramaniam also explained that there are 13 local groups or places where people can go to report hate crimes in the community, without visiting the police and they can also help and support if you want to take it further. You can also report hate crimes to the council's Community Safety officers and if any organisations want to become a third party reporting site, please contact them too. Cllr Crada Oneugbu answered Mr Nyman's earlier question to the audience that Yes there are resoundingly concerns in the community about mental health issues and policing. She also asked Mr Nyman to clarify in layman's terms about the low yield of offences in Lewisham re offences being taken into account – this doesn't mean fast tracking or offenders being let off too easily does it? Mr Nyman gave an example to illustrate this – Imagine that someone does 10 shoplifting thefts in 10 shops. Police could arrest someone and they could be charged with all 10 crimes and if all 10 are taken to court separately, the full level of criminal evidence needs to be gathered for all 10. But if the offender does admits to all the offences, we could just charge with one or two and ask the judge to take the other 8/9 into consideration, and this can be reflected in the sentence. This improves clear up rates, involves less officer time, but the cases will all still be solved.

Thomas Joseph noted that there are figures which say that black men are 7 times more likely to suffer from schizophrenia and asked how many arrests are mental health or drug related. His context was that black men can be mislabelled with mental health problems when it is drug related. Geeta Subramaniam agreed that this is a very critical area, but noted there are many cases where it is both a mental health and a drug related issue, or dual diagnosis. Drugs intervention and treatment officers work closely with police at the point of arrest, but there is more work needed with our mental health colleagues. She explained that there isn't a single figure which can be given as the answer to the question, but she did give the audience several snapshot figures from particular points in the criminal justice process, such as during probation.

James Mitchell asked about the closure of Sydenham Police Station and stated that there is a great deal of concern locally. Local residents don't know what will happen to the 3 Safer Neighbourhood Teams who work from the building and would like to know how the police will continue to have a local base they can work from? Mr Nyman stated that Sydenham Station is on a list of buildings whose future is being looked at and his understanding is that it will be closed. What isn't certain at this stage is when this might be. The Met's Management Board and then the Mayor's Office for Policing and Crime will make the final decisions. Mr Nyman did meet with Property Services today and they are looking at alternative office space for those officers, but as there isn't yet a time scale the best he could say is that we expect to find out more in 2012/13. Cllr Janet Daby suggested that residents who were concerned about the closure of the station could also contact their local councillors. James Mitchell confirmed that it is not the building itself, or even the public access to the front counter which most concerns residents, but the additional travelling time, and reduced capability of the Safer Neighbourhood teams in the areas which they serve. Mr Nyman said that this also concerns him, and he is keen to know if there are pieces of estate which those teams could use as an alternative base.

**FURTHER DETAILS ADDED FOR INFORMATION:**

*Government review on Swift and Sure Criminal Justice System*

<http://www.justice.gov.uk/news/press-releases/moj/creating-a-swift-and-sure-criminal-justice-system>

*Government websites dealing with fraud criteria and reporting*

[http://www.sfo.gov.uk/fraud/sfo-confidential---giving-us-information-in-confidence/serious-fraud-office-\[sfo\]-criteria.aspx](http://www.sfo.gov.uk/fraud/sfo-confidential---giving-us-information-in-confidence/serious-fraud-office-[sfo]-criteria.aspx)

<http://www.actionfraud.police.uk/>      <http://www.met.police.uk/fraudalert/>

*Hate Crime reporting in Lewisham:*

<https://www.lewisham.gov.uk/myservices/publicsafety/hate-crime/Pages/Third-party-reporting-of-hate-crime.aspx>. For more information or to report Hate Crime you can

contact the Council's Community Safety Team on 020 8314 7531 during office hours and 020 8314 6000 for out of hours reporting. Any other organisations who would like to join the Third Party Hate Crime Reporting Scheme please also get in touch via this number.

Police Crime figures online: <http://www.met.police.uk/crimefigures/index.php>

**8 Stop and Search sub-group - update from Vice Chair, Sadiki Harris**

Sadiki Harris, the Vice Chair of Lewisham's Stop and Search Scrutiny Group, a sub-group of the LCPCG, gave a quick update on their work.

Members of the group meet regularly with police, to talk about the community's concerns about Stop and Search, and also recently specially to discuss the police complaints system and to carry out "dip-sampling". During the dip-sampling the volunteers chose and examined a random sample of Stop and Search slips, looking at the different reasons why people are stopped and searched, which were quite varied, and it was a very interesting exercise.

The group is also developing a new website, which is designed to give young people in the borough information about Stop and Search, and there are also parts of the site which are specifically for older people. They hope to launch the site in a few weeks time during the launch event for Equaliteam, the borough's new equalities organisation. Another aim



of the group is to help people who are unhappy about a Stop and Search. The website will have the information they need so that they can take it further or make a formal complaint if they aren't happy. At this moment the group do not have enough resources to champion individual complaints, but the volunteers are talking to the police about the difficulties involved and about how people going through the system can be given support.

Mr Nyman gave a response, thanking Sadiki, and all the Stop and Search Group volunteers for their efforts. He noted that although the Metropolitan Police make up 25% of the police in the UK, they carry out 75% of Stop and Searches and there is something not quite right there. CS Nyman said that he is keen for the borough to reduce the number of Stop and Searches and to ensure that they are being done respectfully and based on intelligence. The numbers in Lewisham are less than in other boroughs, but we need to ensure that the police have the correct skills

The LCPCG Chair noted that Sadiki as Vice Chair and the Chair, Emmanuel, have only been in these positions for a few short months, but have a very refreshing influence and they are having a hugely positive impact on the Stop and Search Group.

Cllr Oneugbu asked Mr Nyman if he saw any contradiction between the target for positive S&S outcomes and reducing the numbers of Stop and Searches. Mr Nyman explained that a 'positive outcome' for Stop and Search is if the Search results in an arrest or a drugs warning. The target is to increase these to 20% of all searches but this doesn't mean that police will carry out more searches altogether. Even if fewer searches take place if they are better targeted using better intelligence, then the proportion which don't find anything suspicious should fall, and the number of positive outcomes will rise. There should also be a focus on how the encounters take place, and ensuring that people are informed why searches are taking place, and appreciates that this is a contentious area.

Thomas Joseph said that he was sorry that local police didn't deal with racist abuse of players at a recent football match. Mr Nyman's staff sergeant, Dave Laurie, answered as he had been working at that match and explained that after the match the player had made an official complaint about the behaviour which police are now following up with a full investigation.

Paul Phoenix noted that in terms of making complaints about Stop and Search, young people have a lot of difficulty with the bureaucracy of systems like police complaints and find them very off putting. Even adults have problems and need help from others with more know-how and in his opinion one to one support is more important than a website. Sadiki explained that these concerns were exactly what the group has been discussing with the police, and that they are exploring different possibilities, such as using third party organisations, and having alternative, less formal ways for people to take up a concern. But what they don't know yet is what the end result will be, because the discussions are in the very early stages. Paul Phoenix stated that he wanted the group to make a solid commitment now to giving one to one support to every person who wants to make a complaint about Stop and Search. Sadiki again explained that the group is made up of volunteers, and they realise this is an important area, but are just not in a position to make such a commitment at the moment. Another member of the Stop and Search Scrutiny Group, Alvan Wright stood up to say how much work Sadiki and Emmanuel are putting into this, and how much the group appreciate their efforts.

## **9 Any Other Business**

No other business was raised and the meeting was closed at 9.10pm.

**TOTAL VICTIM CARE**

Chief Inspector Stuart Bell

**What is Total Victim Care**

- Part of Commissioners Total Policing Strategy to improve experience for Victims of Crime
- Improve satisfaction through good contact, treatment and follow up service.

The MPS have Introduced:

- Victim Care Cards
- Quality Call Back Process
- Enhanced focus on Victims Code of Practice
- Satisfaction Targets to be increased (20%)

**Total Victim Care Cards**

**Victim Care Cards**

- Ensures that all MPS officers offer a consistent service to all victims of crime.
- Every victim will have a card they can refer to with the officers' name and contact details
- Addresses and informs the victim of key milestones throughout the investigation.
- An officer will inform the victim of the crime number within 36 hours

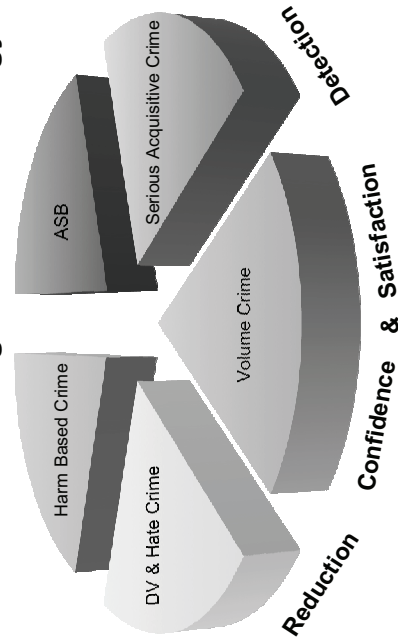
## Quality Call Back

- Every two weeks up to 50 victims are contacted for feedback on the service the officer delivered.
- These include questions aimed at reviewing the service given to the Victims
- The officers are scored between 1-10.
- This information forms part of their performance pack in line with promotion and development.
- Scores across Boroughs are recorded and measured as part of a performance framework
- Independent surveys are conducted on all forces to capture Satisfaction.

## Lewisham's Response

- Total Victim Champions in each dept.
- Burglary follow up service by SNT
- Quality Call Back conducted, measured and reviewed as part of management performance framework
- Anti Social Behaviour QCB – SNT follow up
- Vulnerable Victim Process

## Lewisham Borough – Control Strategy



**LEWISHAM BOROUGH POLICE**  
TERRITORIAL POLICING

## Lewisham QCB performance

	May	June	July	August	September	October
Total calls logged	176	178	182	141	83	156
Completed calls	173	173	160	128	75	140
Satisfied with officer/staff who dealt with you	72%	79%	72%	82%	77%	82%
Victim Care Card received	53%	62%	76%	84%	80%	87%
Officer asked for email address	51%	71%	78%	88%	79%	91%
Officer asked if repeat victim	53%	65%	60%	64%	68%	76%
Officer asked if suspect ID known	58%	66%	70%	71%	77%	75%
Officer asked if knew of CCTV	54%	60%	69%	63%	73%	77%
Officer asked if knew of witnesses	65%	72%	79%	76%	78%	73%
Officer asked if knew of forensic opportunity	44%	53%	55%	61%	49%	57%
Officer communicated clearly	90%	90%	96%	96%	92%	99%

### Lewisham QCB performance continued

Officer took matter seriously	84%	87%	88%	90%	85%	90%
Officer explained what happening and why	89%	84%	92%	90%	89%	94%
Officer gave practical help	30%	51%	61%	58%	56%	66%
Officer explained what would happen next	89%	91%	90%	93%	85%	92%
Officer provided reassurance	78%	81%	83%	84%	81%	86%
Police arrived when they said they would	88%	83%	85%	85%	87%	90%
Received a letter within 5 days	75%	70%	72%	63%	49%	45%
Understand the rationale of closing your crime	93%	93%	93%	86%	69%	93%
Secondary investigator contacted you directly	65%	61%	67%	75%	60%	68%

Questions?

### Independent Satisfaction surveys

Current Ranking	Previous rank	BOCU	Qtr2 12/13 %	Qtr1 12/13 %	Qtr Change
1	2	Richmond upon Thames	82	80	2.29
2	1	Sutton	81	82	-1.32
3	6	Bromley	79	78	0.76
4	8	Hammersmith and Fulham	79	76	2.83
5	3	Bexley	78	79	-0.75
6	5	Camden	78	78	-0.26
7	4	Kingston upon Thames	77	79	-1.71
8	7	Merton	77	78	-1.00
9	23	Barnet	76	72	3.56
10	9	Kensington and Chelsea	76	75	0.88
11	14	City of Westminster	75	74	1.01
12	17	Croydon	75	73	1.67
13	13	Havering	75	74	0.99
14	11	Islington	75	75	0.20
15	26	Lewisham	75	72	2.92



## Lewisham Borough Commander Chief Superintendent Russell Nyman

(LCPCG –December 2012)

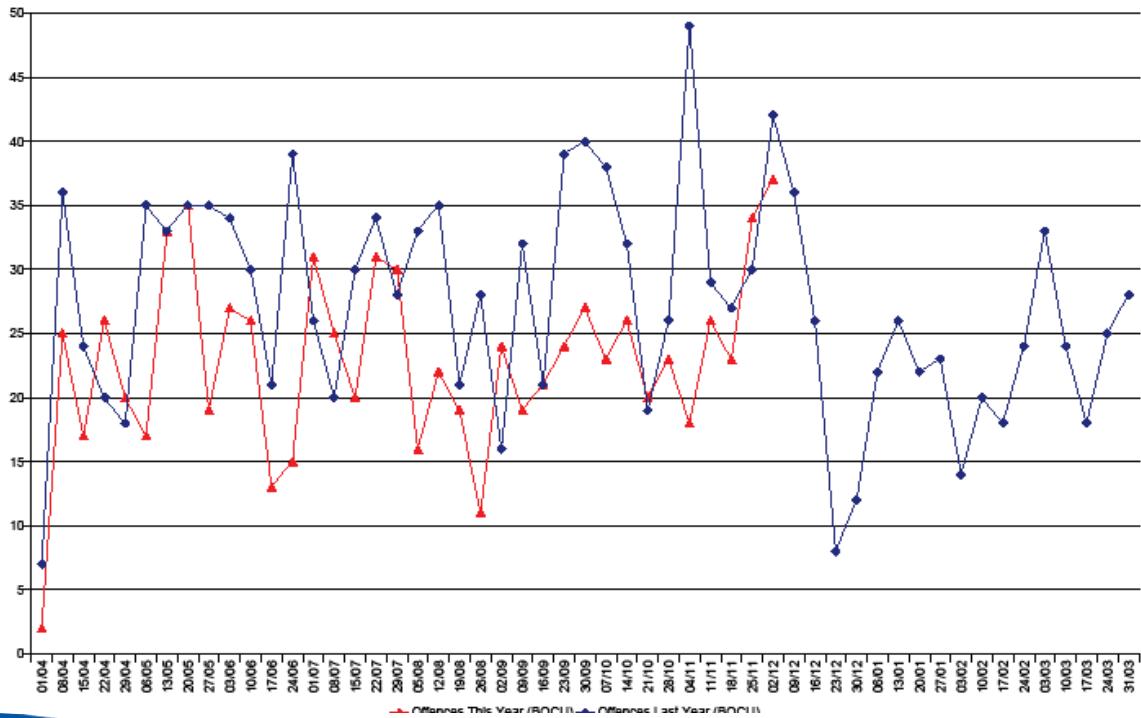


**METROPOLITAN  
POLICE**

**TOTAL POLICING**



Personal Robbery between 01/04/2012 and 02/12/2012 by Week for PL

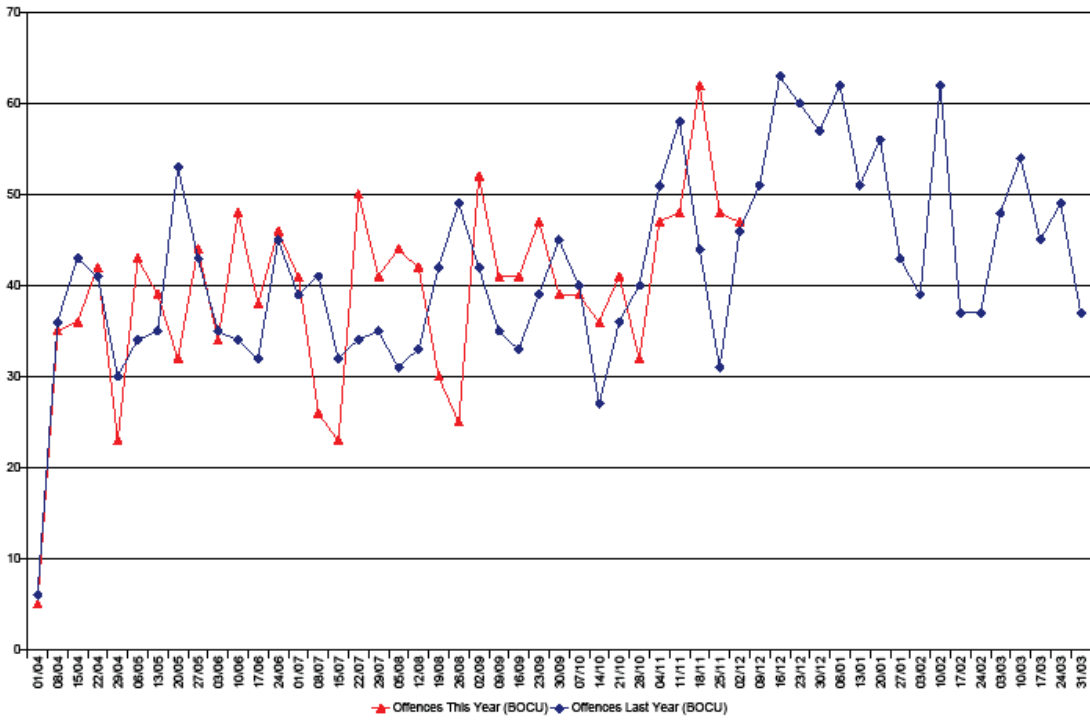


**METROPOLITAN  
POLICE**

**TOTAL POLICING**



Residential Burglary between 01/04/2012 and 02/12/2012 by Week for PL

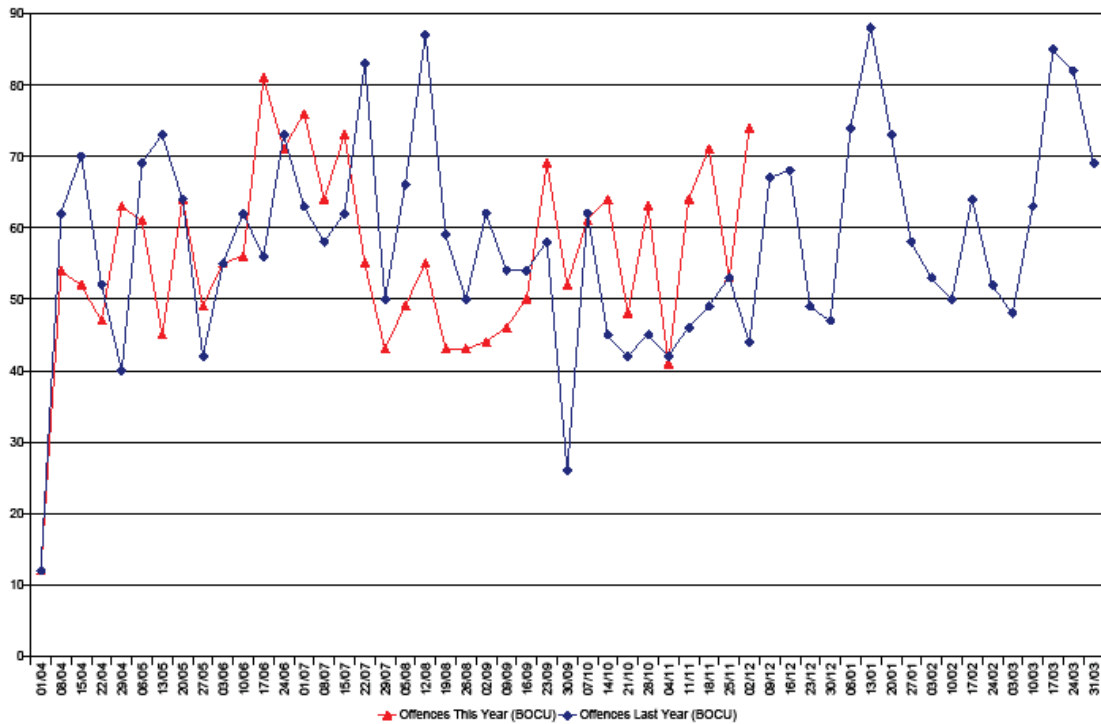


**METROPOLITAN  
 POLICE**

**TOTAL POLICING**



Vehicle Crime between 01/04/2012 and 02/12/2012 by Week for PL

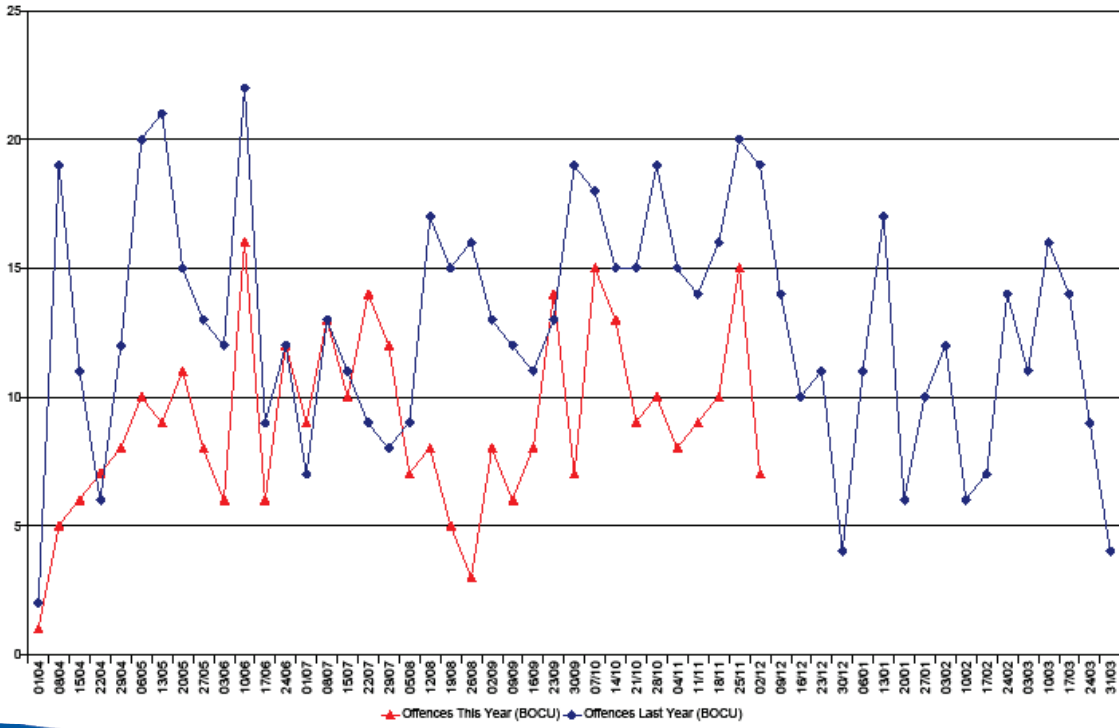


**METROPOLITAN  
 POLICE**

**TOTAL POLICING**



Knife Crime between 01/04/2012 and 02/12/2012 by Week for PL

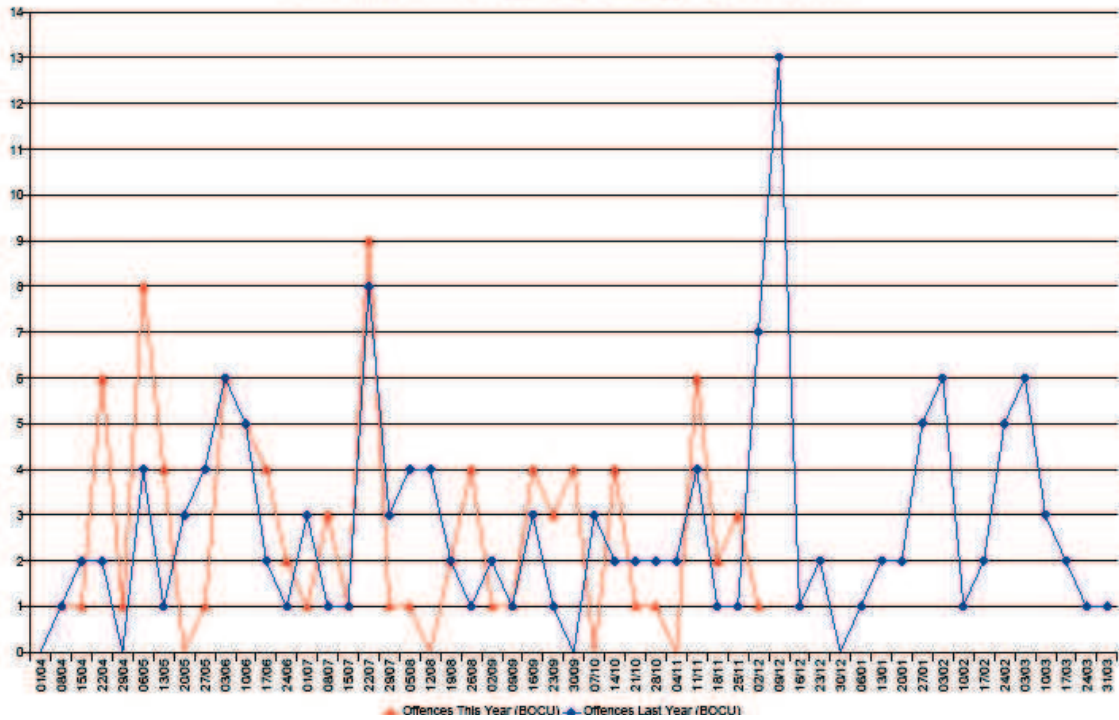


METROPOLITAN POLICE

TOTAL POLICING



Gun Crime between 01/04/2012 and 02/12/2012 by Week for PL

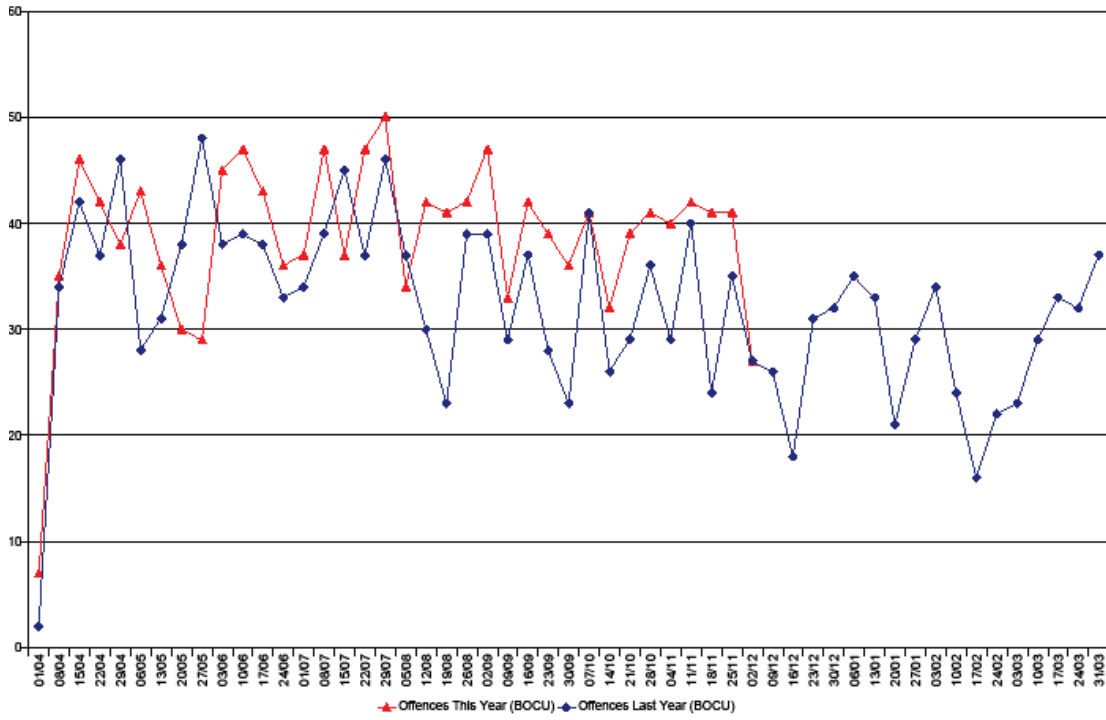


METROPOLITAN POLICE

TOTAL POLICING



Domestic Violence between 01/04/2012 and 02/12/2012 by Week for PL



METROPOLITAN POLICE

TOTAL POLICING



METROPOLITAN POLICE

TOTAL POLICING





# Crime Figures

## Latest Crime Figures for Lewisham

Number of Offences	fy 2012 to October (ytd)		fy 2011 to October (ytd)	
	Lewisham	Met Total	Lewisham	Met Total
Total Crimes	14,570	461,401	16,367	483,936
Homicide	3	60	2	67
Violence Against the Person (Total)	3,555	91,847	3,905	93,139
Rape	74	1,768	96	2,012
Other Sexual	163	4,030	169	4,183
Robbery (Total)	768	20,866	969	23,251
Robbery (Person)	699	19,472	905	21,650
Robbery (Business)	69	1,394	64	1,601
Burglary (Total)	1,739	51,815	1,774	54,048
Burglary Residential	1,172	32,939	1,162	34,308
Burglary Non-Residential	567	18,876	612	19,740
Gun Crime	80	1,105	74	1,466
Motor Vehicle Crime	1,733	53,339	1,775	59,759
Domestic Crime	1,228	29,839	1,085	27,516
Racist & Religious Hate Crime	186	5,762	134	4,866
Homophobic Crime	22	640	25	830

## Ward Data

[Click for ward data](#)



# Agenda Item 11



## Report for period Sept 2012 – Dec 2012

### Summary

The group has continued to develop its website and make contacts with potential groups who would benefit from the proposed launch and road show event for young people. The website is near complete and members of the public have had a chance to view elements of the website and provide feedback. The Vice Chair has played a key role in moving this work forward. It has been agreed that the site will be launched in Feb 2013 and planning for this is underway. The event will possibly be held at the Moonshot Centre in New Cross. An application for additional funding for the launch event and road shows were submitted and approved by MOPAC.

At recent Stop and Search Group and LCPCG Strategy Group meetings it was felt that the complaints process of Stop and Search was still a grey area for many. It was felt that young people and also some older individuals lack the

confidence and skills needed to make a complaint about their Stop and Search experience. Both the Chair and group feel this is an area that needs to be worked on and we continue to explore possibilities of how complaints can be handled on a borough/local level. It was also felt that the processes and procedures of making a complaint were unclear to many.

The Chair has met with the new police borough commander, who was supportive of the group's work and has agreed to assist where and when possible in order to improve the experience of Stop and Search when used.

### Key Work/Achievements:

1. Members of the group took part in a dip sampling exercise at Lewisham police station.
2. Members of Group met with police staff to discuss complaints and comments processes with a view to resolve matters locally where possible.

3. The Chair has made contact with YOS members of staff, individuals from the Mayors NEET group and advisors to the Young Mayors, in order to understand what is currently being delivered in the borough around Stop and Search and to ascertain best practice and ensuring a united approach on Stop and Search across the board.
4. A Stop and Search awareness session was held at 'Platform One' involving young people on the Mayor's NEET programme.
5. The Chair attended a Croydon CCPCG event focusing on Stop and Search and Young People.
6. The Stop and Search Group will be taking part in LCPCG community events such as the City Safe 10,000 hands project.
7. The Stop and Search Group also plan to make films and produce toolkits around best practice.

Finally we hope to enlarge the group's membership and are currently looking into the recruitment processes, and with this in mind over the next quarter the group will revise/update its constitution.

# Agenda Item 12

## **Background Information for LCPCG meeting on 4th December 2012**

### **For Item 8: Crime figures available online**

Basic Crime Figures are available online from: <http://www.met.police.uk/crimefigures/index.php>  
Confidence and Satisfaction figures: <http://www.met.police.uk/confidence/lewisham.html>

For more detailed data and breakdowns see also:

National Police Crime Mapping

Hyperlocal figures are available on <http://www.police.uk/> for your street and your ward.

MPS website:

Ward data tables for Crime figures *and* Sanction Detection figures: <http://maps.met.police.uk/tables.htm>

Latest MPS Confidence and Satisfaction summary, October 2012

[http://www.met.police.uk/about/documents/lvc\\_quarter\\_2\\_12\\_13\\_final.pdf](http://www.met.police.uk/about/documents/lvc_quarter_2_12_13_final.pdf)

Greater London Authority

<http://data.london.gov.uk/taxonomy/organisations/mps>

### **For Item 9: Safer Lewisham Partnership**

More details about the work of the Safer Lewisham Partnership are available online  
[http://www.lewishamstrategicpartnership.org.uk/partnership\\_safer.asp](http://www.lewishamstrategicpartnership.org.uk/partnership_safer.asp)

### **For Items 4-6 – Support for Victims of Crime in London**

The Met Police have a set of webpages with particular help and support available for victims of crime.

<http://content.met.police.uk/Site/victimadvice>

There is also an interesting article in their staff magazine – see pages 12-14

[http://www.met.police.uk/job/job1028/the\\_job\\_58.pdf](http://www.met.police.uk/job/job1028/the_job_58.pdf)

Victim Support also have a website <http://www.victimsupport.org.uk> If you want to contact the local Victim Support team or find out about their regular drop-in sessions their telephone number is 020 8698 4583.

In June 2012 VS published a “*Victims’ services advocates*” reports looking at the needs of victims across the capital. The intention was to identify what services exist and to propose what steps the newly formed Mayor’s Office for Policing and Crime should take. You can download the report from the Victim Support website <http://www.victimsupport.org/About-us/Policy-and-research/Victims-services-advocates>

London Assembly: The London Assembly Police and Crime Committee covered the subject of Support for Victims of Crime on 14 June this year. They noted that victim satisfaction in the Met’s area was the lowest in the country. You can view the background reports to the meeting, a transcript of the discussion the panel had with senior officers from the Met, the deputy Mayor Stephen Greenhalgh and representatives from HMIC and Victim Support. A webcast is also available.

<http://www.london.gov.uk/moderngov/ieListDocuments.aspx?CId=240&MId=4534&Ver=4>

Following this, the Panel launched a review to see why satisfaction is so low and to look at the MPS and MOPAC plans to improve victim support in London. We expect this report to be finished and uploaded to their website sometime in December 2012.

[http://www.london.gov.uk/who-runs-london/the-london-assembly/assembly\\_investigation/crime-victims](http://www.london.gov.uk/who-runs-london/the-london-assembly/assembly_investigation/crime-victims)

### **For Item 11 – Stop and Search figures for Lewisham and London**

The Met Police publish monthly reports on the number of stop and searches in Lewisham and also London wide. [http://www.met.police.uk/foi/units/stop\\_and\\_search.htm](http://www.met.police.uk/foi/units/stop_and_search.htm)