

**Safer Neighbourhood Boards Investigation – Two years on**

*Evidence summary*

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	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	We have 2 public meetings a year as per our terms of reference. These are publicised through our website as MOPAC does not allow us to bid for publicity alone unless it is linked to a project. This is a learning curve for us.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	We have not had many issues with MOPAC but where there are problems these are channelled through our local area representative from MOPAC.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	Our selection process was designed to give us the widest scope possible of the different communities within Barnet as well as ensuring important stakeholders such as Victim Support, Neighbourhood Watch, the youth of the borough and independent custody visits were represented as well as community members. I am not sure who the organisations in the question are so cannot answer that.
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and</b>	Yes – we receive local data from the police as well as the MOPAC data pack and is sufficient for our needs. Our figures include historical trends.

	provided to SNBs.	<b>does it include sufficient historical data to identify trends?</b>	
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	We have ward cluster representatives who feed their concerns back to us. Guidance is given and they report back to us. It is not the role of the SNB to look at individual complaints but rather to take a strategic view if the same problem crops up in different areas.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	SERCO are not in the SNB Board and I am not sure what is meant by Community Payback
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	The problem with funding is although we receive an allocation it is always up to MOPAC to approve it. They also change the rules so that this year all bids have to be in by 30th June which means a lot of work getting these forms completed. It is not training that is required but a less cumbersome method of securing funding
8	<b>Online crime</b>	<b>What interaction have you had with</b>	None apart from the figures we receive.

	<p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	
9	<p><b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>We have an ICV worker on the SNB.</p>

	Issue	Question	Response
1	<p><b>Holding meetings in public</b></p> <p>The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.</p>	<p><b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b></p>	<p>The Wandsworth SNB does hold annual public meetings. The first of such meeting was held in October 2014 and approximately 100 attended. The event was themed covering the topics of youth / police (including stop &amp; search); ASB; and Business Crime. The 2015 public meeting is planned for October (agenda to be set). Additionally to increase Ward panel awareness / engagement the June 2015 meeting was widened to include Ward panel members with 15 chairs / deputies attending. Meetings are publicised through police and council communications (weekly newsletter, direct email to ward panel chairs / neighbourhood watch coordinators, use of twitter etc.).</p>
2	<p><b>Escalating issues and complaints</b></p> <p>The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.</p>	<p><b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b></p>	<p>The Police Borough Commander and a representative from MOPAC attend all SNB meetings. Data packs are circulated in advance of the meeting and data is placed on the Wandsworth SNB website. Scrutiny of local complaints data has been undertaken by the SNB chair and further analysis / data sought through MOPAC. The Council use their crime analyst in support of the SNB who undertakes detailed analysis on crime issues to best understand local issues, contextualise in comparison to other boroughs and providing detailed explanation when required when challenge is appropriate. The chair of the Independent Advisory Group is a member of the SNB who also oversees the stop and search scrutiny panel. The Independent custody Visitor Chair is a member of the SNB; regular reports are received. In brief the SNB has not at this time been required to escalate concerns. Issues on which the Borough Commander and wider community safety partnership have been challenged by SNB members on include: increase in violence crime (confirmed through local analysis due to improved reporting); increased theft of two wheeled motor cycles (resulted in a supported grant funding application); police complaints data (highest in MPS – review ongoing. Further detail has been requested through the Police Borough Commander (to compare / un-pick detail and a presentation from the Directorate of Professional Standards at the next meeting); police / youth relationships (generally good –ongoing review with supported grant funding bid for increased youth participation); ASB (developing understanding around new legislation) etc.</p>

3	<p><b>Representation on Boards</b></p> <p>The Committee argued that it was important that SNBs represent the community they serve.</p>	<p><b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b></p>	<p><b>Membership:</b></p> <p>1. Members of the SNB are expected to be representative of Wandsworth communities and to participate fully in listening to community concerns and assisting the police and other statutory agencies in tackling crime and disorder, whilst improving confidence and providing reassurance. BAME engagement / representation includes an ex gang member, representative from the Women’s Muslim Network, chair of the IAG and a Pastor from a large local church. An initiative to be undertaken by SNB members (agreed at the June meeting) is to initiate / undertake activity to promote the reporting of Hate Crime. The following are represented in membership:</p> <table><tr><th>Member representation</th><th>Number</th></tr><tr><td><b>Chair</b> – Cabinet member with lead responsibility for Community Safety</td><td>1</td></tr><tr><td>Members of the Council (2 Majority Group and 1 Opposition Group)</td><td>3</td></tr><tr><td>Ward Panel member representing each of the three Local policing Areas (Battersea, Tooting and Wandsworth which includes Putney &amp; Roehampton)</td><td>3</td></tr><tr><td>Businesses (Chambers of Commerce)</td><td>1</td></tr><tr><td>Victim Support (Manager)</td><td>1</td></tr><tr><td>Youth (ex gang member – it is proposed that an individual from the Youth Council will also attend as a non member)</td><td>1</td></tr><tr><td>Faith/Community representatives (Chair of Wandsworth Borough Deans &amp; another yet to be identified)</td><td>2</td></tr><tr><td>Independent Advisory Group (current chair)</td><td>1</td></tr><tr><td>Borough Residents Forum</td><td>1</td></tr><tr><td>Mental health (charities) (invited Director MIND)</td><td>1</td></tr><tr><td>Total</td><td>15</td></tr><tr><td><b>Non members: To attend as required in a support / advisory capacity</b></td><td></td></tr><tr><td>GLA</td><td>1</td></tr><tr><td>MOPAC</td><td>1</td></tr><tr><td>Independent Custody Visitors</td><td>1</td></tr><tr><td>Representative of National Neighbourhood Watch</td><td>1</td></tr><tr><td>Head of Community Safety</td><td>1</td></tr><tr><td>Chief Inspector Safer Neighbourhoods</td><td>1</td></tr></table>	Member representation	Number	<b>Chair</b> – Cabinet member with lead responsibility for Community Safety	1	Members of the Council (2 Majority Group and 1 Opposition Group)	3	Ward Panel member representing each of the three Local policing Areas (Battersea, Tooting and Wandsworth which includes Putney & Roehampton)	3	Businesses (Chambers of Commerce)	1	Victim Support (Manager)	1	Youth (ex gang member – it is proposed that an individual from the Youth Council will also attend as a non member)	1	Faith/Community representatives (Chair of Wandsworth Borough Deans & another yet to be identified)	2	Independent Advisory Group (current chair)	1	Borough Residents Forum	1	Mental health (charities) (invited Director MIND)	1	Total	15	<b>Non members: To attend as required in a support / advisory capacity</b>		GLA	1	MOPAC	1	Independent Custody Visitors	1	Representative of National Neighbourhood Watch	1	Head of Community Safety	1	Chief Inspector Safer Neighbourhoods	1
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4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	Yes. Comprehensive data is received from MOPAC in a timely manner prior to meetings to allow sufficient time for circulation beforehand. The data is supplemented by local analysis at ward level to better engage ward panel members. Unless it is deemed otherwise necessary, the data will usually extend to 24 months to facilitate trend identification. Opportunities for questioning are provided to ensure attendees understand the trends identified. Data can also readily be accessed through the MOPAC web page.																	
5	<b>Monitoring community confidence/victims’ complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims’ complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims’ complaints and what outcomes have been achieved?</b>	Wandsworth Inter-Agency ASB Steering Group meets six weekly and reviews cases of concern. There have been three Community Triggers (none of which have met the criteria). Concerning cases will be brought to the SNB.  Data on police satisfaction, confidence and complaints is contained within the SNB data pack which is circulated to SNB members and posted on the Wandsworth website. This data is discussed with the Police Borough Commander at all SNB meetings.																	

6	<p><b>Community Payback</b></p> <p>While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.</p>	<p><b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b></p>	<p>Wandsworth Council have invested considerably in community Payback – securing substantial funding (£20,500 annually) from the London Crime Prevention Fund. The SNB is informed of developments. Difficulties did exist with the previous company that was responsible for managing Community payback – SERCO who were unable to provide sufficient offenders to undertake local projects identified. This has been addressed through MOPAC with an improved service in 2015.</p>
7	<p><b>Funding</b></p> <p>The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.</p>	<p><b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b></p>	<p>Funding is sufficient.</p>
8	<p><b>Online crime</b></p> <p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's</p>	<p><b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>The SNB is aware that online fraud is increasing both in terms of the number of offences and the fear amongst victims. The SNB has raised this very issue with MOPAC, Action Fraud and the City of London Police, but specific, relevant data at a local level does not appear to be available currently.</p>



	<p>recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>		
9	<p><b>Independent Custody Visitors</b></p> <p>The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>The ICV provide a report to the SNB and the chair is a member. SNB members are encouraged to visit the Wandsworth Custody site; many have already done so.</p>

	Issue	Question	Response
1	<p><b>Holding meetings in public</b></p> <p>The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.</p>	<p><b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b></p>	<p>The Barking and Dagenham SNB holds an open public meeting at the end of the SNB business meeting approximately every 10 weeks. The business meeting receives reports from:</p> <ul style="list-style-type: none"> <li>• The Borough Commander - Performance Summary <ul style="list-style-type: none"> <li>a) Recorded Crime Data</li> <li>b) ASB data</li> <li>c) Victim Satisfaction</li> <li>d) Complaints</li> <li>e) Independent Custody Visitors</li> </ul> </li> <li>• Stop and Search sub-group</li> <li>• Independent Advisory Group</li> <li>• Community Payback</li> <li>• Victim Support</li> <li>• Policing Priorities in the three Safer Neighbourhood Policing areas.</li> </ul> <p>In the interest of transparency the Open Public Meeting attendees receive the minutes of the SNB meeting.</p> <p>The Open Public Meeting follows the following Agenda:</p> <ul style="list-style-type: none"> <li>• The Borough Commander – Performance Summary</li> <li>• Issues of concern and a question and answer session from the public to the Borough Commander</li> <li>• Reports from the three Sector Inspectors on priorities and questions and answers</li> <li>• Presentation – these vary but have included presentations and consultations from the projects the SNB have funded and also consultation events such as TAZER use.</li> </ul> <p>Publicity – The meetings are advertised through our extensive mailing lists and on the police and local authorities Twitter and</p>

			Facebook pages. The police also send out via their KIN networks.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	The Barking and Dagenham SNB have only had to seek guidance from MOPAC on the data packs we receive. These small queries have been dealt with immediately by MOPAC and we have a good relationship with our MOPAC liaison Officer. The SNB discusses complaints and receives information about Community Trigger reports but so far there has been no escalation of these issues to SNB and therefore MOPAC although the processes are in place to do this if they could not be resolved locally.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	Barking and Dagenham SNB set out to engage with the following groups/organisations and each was given a place on the board. There have been some difficulties getting representation from all these groups and work is ongoing to encourage membership of the board. BAMER representation – This started well, however, due to other commitments and engagement with other neighbouring SNB's the organisation representing this client group have been unable to sustain attendance. Faith Forum – Discussions are ongoing with this group regarding representation at the SNB LGBT panel – Currently there is no umbrella organisation in the borough to represent the LGBT community Barking and Dagenham Council for Voluntary Service – The CVS has been represented at the SNB, however, the new director is reviewing how the Community and Voluntary Strategic group should be represented at the various boards held in the borough, They are keen to be involved and will be electing a representative shortly, Independent Advisory Group – attends Independent Custody Visitors – attends

			<p>Youth Offending Service – attends</p> <p>Stop and Search Group – attends</p> <p>Victim Support – attends</p> <p>The London Community Rehabilitation Company Limited (Community Payback) – attends</p> <p>Neighbourhood Watch – A new Neighbourhood Watch Association has recently been established in the borough and the Chair now attends the board.</p> <p>Portfolio Holder LBBD – attends</p> <p>Divisional Director, Community Safety and Offender Management   Commissioning and Partnerships - attends</p> <p>Representative from the Whalebone Neighbourhood Panel Chairs group - attends</p> <p>Representative from the Dagenham Neighbourhood Panel Chairs group - attends</p> <p>Representative from the Barking Neighbourhood Panel Chairs group - attends</p> <p>Representative/s from the Young Peoples Forum – We are currently in the process of establishing an engagement structure for the SNB with young people through one of our SNB funded projects. This process has already established representation of young people at the Stop and Search Sub-Group and a facebook page will be set up alongside a young people’s forum that will have direct links to the SNB.</p> <p>The Open Public Meetings are increasingly becoming more reflective of the community of Barking and Dagenham and the SNB is working hard to ensure that engagement with a range of communities is established.</p>
4	Access to information	Can you confirm if a protocol for	Our SNB is very keen to scrutinise the crime data provided by

	<p>The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.</p>	<p><b>providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b></p>	<p>MOPAC and are very engaged in this process. The data is clear and the board use this to inform their priorities. However the crime data is sent to us approximately one week before our SNB meeting, which is too late for effective scrutiny. The SNB would like to receive the data earlier so that the data can be scrutinised more effectively by members of the board.</p>
5	<p><b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.</p>	<p><b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b></p>	<p>Confidence in Barking and Dagenham is a priority for the police. The SNB is closely monitoring the Confidence Plan that has been put together by the police and their partners. Confidence data is given to the board at each meeting. In the recent months there has been a slight increase in the confidence measure. The SNB strives to ensure that the police are not complacent about confidence. The SNB have recently challenged the police to address the perception of drug crime across the borough by making it a priority for policing in NPT areas, this issue has an impact on confidence levels across the borough.</p> <p>The Council also has a scrutiny committee focusing on public confidence to ensure that appropriate importance is given to this agenda.</p> <p>Complaints from victims and complaints against the police are reported on at the Board and also through the Stop and Search sub- group.</p> <p>Complaints can fall into three categories:</p> <ol style="list-style-type: none"> <li>1. Failure in duty</li> <li>2. Incivility</li> <li>3. Excessive force</li> </ol> <p>In about three quarters of the cases reported it is found that there is no case to answer. These are responded to by an</p>

			<p>Inspector. If an Officer receives three complaints there is an intervention scheme that offers support and training. It is recognised that some roles are likely to attract more complaints than others</p> <p>MOPAC have been approached and have said that they will provide training on issues of complaints. This has not yet happened.</p> <p>The Chair of the SNB sits on the Community Safety Partnership and has a direct input into the Borough's work on improving the public's confidence in the Police. This is also a priority for the Community Safety Partnership.</p>
6	<p><b>Community Payback</b></p> <p>While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.</p>	<p><b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b></p>	<p>Serco is no longer responsible for Community Payback. They have been replaced by The London Community Rehabilitation Company Limited who attend every meeting and provide a written report to the Board on the work being carried out across the borough.</p> <p>At the last SNB members of the Board were encouraged to contact the London Community Rehabilitation Company Limited direct with suggestions for projects, the Chair of the SNB has done this personally and the Company has already followed this up.</p>
7	<p><b>Funding</b></p> <p>The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for</p>	<p><b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b></p>	<p>MOPAC have provided a series of funding seminars and one to one support for funding applications. The funding provided by MOPAC only just covers operating the SNB and there is no funding for the developmental work that the board is keen to do which would include training for the board. The police and the Council will continue to support the SNB from their existing resources but this may become more difficult as these resources become more limited. However, in Barking and Dagenham there</p>

	funding.		is a strong commitment to support the board and this has helped us develop a board which functions well.
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	We have not received any information regarding this from MOPAC
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	An ICV report is received at SNB meetings and a representative is present at the meetings. However the board have raised with MOPAC the concern that the reports have very little detail and so are difficult to scrutinise. We would therefore request further discussions with MOPAC about the report the ICVs should be providing, the role the SNB has in scrutinising these and how MOPAC can support this work.

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2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	To date there have been no issues that have required further escalation.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	We took the decision that the most effective means of local representation was to invite all Ward Panel Chairs or representatives to be members of the SNB. The WPs are best placed to report in issues and to disseminate information and actions arising.
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and</b>	We have a data pack that is prepared by MOPAC and has a written narrative produced by the Police to give commentary and explanation to the figures. This is circulated with the Board agenda a week before the meeting. Local monthly crime figures are circulated by Ward so that developing trends are raised on a



	provided to SNBs.	<b>does it include sufficient historical data to identify trends?</b>	more frequent basis.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Community confidence is formally monitored through the MOPAC data supported by colloquial feedback from the Ward Panels. Complaints against the Police are formally monitored through the data pack. We have no formal mechanism to review victim complaints.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	We have no contact with SERCO and it is my personal opinion that Community Payback is a bit of a shambles. We have tried to engage on the opportunities for involvement with CP, but it never seems to gain any traction.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	Funding levels are appropriate and we have a well-regarded and efficient bidding process overseen by our Council's Community Safety Unit.
8	<b>Online crime</b>	<b>What interaction have you had with</b>	We held a public meeting ( in conjunction with NHW) on this and

	<p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>allied subjects (telephone/doorstep) earlier this year which was well attended and generated a great deal of interest. We intend to hold a further meeting this autumn. The statistics for online crime are patchy to say the least and it is accepted that all members of the community are vulnerable although it is recognised that the elderly are particularly susceptible.</p>
9	<p><b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>We have a formal report from the Chair of our local ICV prepared for each Board meeting and a representative attends the meeting.</p>

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	Lewisham has held 6 SNB meetings in public. These were publicised through Lewisham council for the first meeting subsequently by Voluntary Action Lewisham and recently LSNB website and face book campaigns
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	Apart from the public meetings, the Chair & Vice Chair meets periodically with the borough commander to discuss issues. The chair also attends the LCP2, Met CC Forum meetings where complaint can be discussed The MOPAC SPOC officer is briefed from time to time and ACPO is a known option if need be
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	On Lewisham SNB There are 6 community organisations which include BAME, and faith group representative. There is an hate crime working group including LGTB representative from Metro centre. There has been focused group meetings with different strands of diverse groups and one of the SNB Meeting held presentation on LGTB
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and</b>	Yes, we had received data pack through our SPOC from MOPAC One or two weeks before meeting date. Most times this can be one or two months out of date while Police sometime have more up to date data

	provided to SNBs.	<b>does it include sufficient historical data to identify trends?</b>	
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Through information available from the MOPAC dashboard we get information on how the borough is doing especially compared to London average. When we are doing badly, we get to ask and had been informed on what could be responsible and what was being done to address this
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	We have only recently been engaged by Serco in May 2015 and hoping to explore community projects available.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	Funding levels could be increased as much needs to be done and considering the board is made up of volunteers there is a limit to their availability. The bidding takes a lot of time and skills to get to an acceptable level as some ideas need to be rewritten few times before meeting the criteria. MOPAC need to be more responsive to feedback in a timely manner to meet their set deadlines
8	<b>Online crime</b>	<b>What interaction have you had with</b>	We had discussions with MOPAC on getting borough level

	<p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>breakdown on online crime and there is a plan to make this available. This has been an area Lewisham has approved a project on an aspect of online crime, to raise awareness and training on cyber crime. We had presentations on business crime in one of our meetings and 3 times given reports on business crime which included online crime.</p>
9	<p><b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>This was also an area of concern which was reported to both MOPAC and LCP2 as we did not have an representation despite many follow through invitations. By our last meeting in June we had a representation,</p> <p><a href="mailto:rachel.roscow@london.gov.uk">rachel.roscow@london.gov.uk</a></p>

	Issue	Question	Response																														
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	All meetings held in public. Publicised through the Community Safety partnership newsletter, through PLGs, NHW and an advertisement the week before in the Richmond and Twickenham Times.																														
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	We don't tend to have complaints that need escalating. Any issues identified through NHW, PLG or SNB personnel and meetings are dealt with appropriately at the level needed – which might be Safer neighbourhood Team, Cluster inspector or Senior leadership Team of the Borough. Anything raised is reported back either to the individual, group and/or to the SNB/PLG etc																														
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	We have around 25 on the board, one or two have two representations : <table><tr><th>Number</th><th>Representing</th></tr><tr><td>3</td><td>Police Liaison Groups one chair from each area</td></tr><tr><td>3</td><td>Neighbourhood Watches 1 coordinator from each area</td></tr><tr><td>1</td><td>other Watches (dog, river, shop, pub)</td></tr><tr><td>1</td><td>Royal Parks</td></tr><tr><td>1</td><td>LGBT forum</td></tr><tr><td>1</td><td>Ethnic Minorities Advocacy Group</td></tr><tr><td>1</td><td>Older people</td></tr><tr><td>1</td><td>Business Community</td></tr><tr><td>1</td><td>Education Sector</td></tr><tr><td>1</td><td>Victims of crime</td></tr><tr><td>1</td><td>Young people</td></tr><tr><td>1</td><td>from Borough IAG</td></tr><tr><td>2</td><td>councillors</td></tr><tr><td>1</td><td>faith groups</td></tr></table>	Number	Representing	3	Police Liaison Groups one chair from each area	3	Neighbourhood Watches 1 coordinator from each area	1	other Watches (dog, river, shop, pub)	1	Royal Parks	1	LGBT forum	1	Ethnic Minorities Advocacy Group	1	Older people	1	Business Community	1	Education Sector	1	Victims of crime	1	Young people	1	from Borough IAG	2	councillors	1	faith groups
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			1      disability 1      Stop and Search Group 1      Street pastor 3      Additional Community reps one from each area
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	We use the MOPAC data, but it does tend to be a little out of date and this is augmented by data presented by the Borough Commander. A power point presentation is made of this combined data which is presented by the Bor. Commander. SNB members are emailed the MOPAC pack. In his presentation BC shows trends for the different crimes etc. Data presented has been discussed to ensure what is presented is what is needed and wanted.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Community confidence is monitored through the use of the MOPAC data and through the responses to questions on police activity relating to confidence that are posed at each Police Liaison (Ward Panel) meeting. Victims complaints are presented by a representative e from victim support. WE believe what we are doing is reasonable as we currently are top of the met in confidence in the police and have a high position on victim satisfaction. However, we are mindful that there is still room for improvement and we strive to keep these high lev els of confidence and satisfaction
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	We do not have inpout from SERCO and in the early days were not sure if this was continuing – from various messages received. Our PLGs are always asked if there is any are where this parback could be used. We could do with more input from SERCO here.

	engage with SNBs.		
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	With the support of MOPAC we have managed our bidding for funding; their surgeries have been helpful. However, there is never enough money for the list of worthwhile projects we have. Funds transfers have been slow, possible as this was the first year and we are all feeling our way. Admin funding allocation is very low and volunteers have to used to augment the administrator. We wondered if an addition £5000 of total allocation could be transferred to brought without having to formally apply for it to be used for smaller projects at the SNB's discretion. WE have the skills and resources to deal with this in the borough
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	We have read the report, the link was circulated. I don't believe we get borough level fraud and on line statistics etc. WE have within the borough had one public well attended session on scams etc provided by local MP in conjunction with the police and we are having another this year. We are looking to see how we can combine work done with our Village Plans (Council led), Neighbourhood Watch, PLGs and other organisations to identify those most at risk.
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the	<b>How does your SNB work with ICVs in your local area?</b>	We have no custody centre in our borough we share with Kingston. Members of the SNB have visited the facility and we are actively identifying those who may become ICVs.



	Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).		
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	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	Yes, last year all meetings were held in public - this year 2 meetings are planned to be held in public plus AGM. Publicity, Mailing list – We held an information Stall in Portobello one week before AGM Flyers RBKC Community engagement Residents’ Associations
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	Not yet We talk to the Borough Commander We talk to MOPAC
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	24 Members: NHW, CMG S & S, ICVs, Ward Panels Reps, Community Reps, Victim Support, Business Rep, Older People Rep, Voluntary Sector Rep, Disabled People Rep, Youth Rep, faith Groups rep Councillors Core Ex-Officio Members LGBT through Victim Support and other groups +
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and</b>	Yes – we receive data pack from MOPAC 10- 15 days before each meeting. Overwhelming amount of data at the moment. Police Borough Commander simplified crime data

	provided to SNBs.	<b>does it include sufficient historical data to identify trends?</b>	
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Community confidence figures are given to us We aim to set sub group to look at complaints
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	SERCO started up about the same time as SNB. Community Monitoring Group is overseeing Community Pay Back and report back to us.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	The ring –fenced administrative funds £5,200 is not enough for hosting meetings etc. Last year we hosted pre and post carnival meetings This year the SNB have decided to host a post carnival meeting only due to budget restraints. All training by MOPAC. Funding Surgeries and Funding Seminars held by MOPAC proved to be extremely helpful. MOPAC Staff are very supportive. SNBs Forum exceptionally useful. RBKC Community Safety Team will organise some training regarding funding for next year.

8	<p><b>Online crime</b></p> <p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>Through LCP2</p> <p>Through OWEL the NHW system</p> <p>Send message / warning</p>
9	<p><b>Independent Custody Visitors</b></p> <p>The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>We have Kensington and Chelsea ICVs Rep on the SNB.</p> <p>K &amp; C ICVs work with Westminster now</p> <p>ICVs Rep report to the SNB</p>

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	Havering SNB meetings are not held in public, as the level of detailed discussions required to cover all the functional roles, would mean inviting the public would make the meetings too long. The Havering SNB believe community engagement should take place at Ward level. We do have a public conference each year.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	Issues are escalated through the MOPAC SPOC and fed back this way. The Chair sits on the Community Safety Partnership Board and provide updates on progress and issues through this route, with its strategic representation. The Chair deals directly with some local issues raised to the SNB through the Senior Leadership Team e.g. the recent resignation of most of the IAG.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	The membership of the Havering SNB represents the majority of groups, and is kept under review. Membership includes an Independent Chair and representatives from the BAME Forum, Faith Groups, Youth Parliament, Havering Early Help, YES and Troubled Families Service, Independent Advisory Group, Stop and Search Monitoring Group, Independent Custody Visitors Group, 3 Ward Cluster Groups, Neighbourhood Watch, Community Payback Provider, Victim support, Disability Support Group, Havering Over 50's Forum, Police Borough Commander, Lead Member for Community Safety and Havering Community Safety Team member(s).
4	<b>Access to information</b> The Committee called for a	<b>Can you confirm if a protocol for providing crime data is in place?</b>	MOPAC forward data sets via the SPOC about 1 week before SNB meetings, which is generally easy to understand and enables the

	protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	SNB to monitor trends.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Victim Support sit on the Havering SNB and provide information on any areas of concern. An SNB Complaints Sub Group has been set up to monitor complaints against Police Officers, and victims of crime. This was because the SNB felt that the MOPAC information on complaints was not detailed enough to provide effective monitoring. This Group meets with the Professional Standards Champion shortly before SNB meetings to discuss issues of concern and to look at de-sanitized complaints in more detail. Through this it was discovered that the MPS have more detailed information they can share with SNB's, and this has been fed back to MOPAC.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	SERCO/CRC/MTC novo attend SNB meetings and provide updates on work carried out and planned projects. This engagement works well.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	Funding levels have enabled the SNB to carry out limited projects, but more funding for admin support would improve efficiency. It would be particularly helpful if MOPAC could set up a webpage for each SNB, and allow the SNB to set up a petty cash system to cover small payments like fares to training events at City Hall, etc. The Havering Community Safety Team administer

	Committee was also concerned about the support SNBs were likely to receive to bid for funding.		the SNB, so the skills were there and used to make the bidding process relatively straightforward. The Council's role in the SNB is far greater than we believe MOPAC envisaged, however this has proved extremely beneficial in getting the SNB fully functional and delivering MOPAC's expectations.
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	<p>The interaction with MOPAC about online crime has been limited, although as the Chair is a member of LCP 2 this issue has been raised as a concern.</p> <p>The Havering SNB have been running a very successful theatre forum/roadshow which involves the online scamming of vulnerable people, and have bid for funding to run a similar project for young people this year.</p>
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	<p>An ICV member sits on the SNB and provides updates on their findings. This is another good example of the SNB monitoring the role of the Police.</p>

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	All normal meetings are in public – they are publicised on the Council’s website, and on the Chair’s informal “blog”. For future meetings where we’d particularly like a good attendance we may use Facebook – there are large “groups” covering our area. The council also tweets public meetings to followers.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	This hasn’t arisen yet. We have a healthy dialogue with our Borough senior management team.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	I’ll attach a summary spreadsheet listing our current members and their “role”. We do have representatives from all the groups mentioned, and we plan to review our Terms of Reference to make it easier to recruit representatives of additional groups where we identify a need.
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and</b>	So far we’ve been sent a “Data Pack” in advance of our meetings but MOPAC are working on a much-improved online system, and I have taken part in development workshops for this. Early indications are that it is very good, but that there may always be a need to request additional analyses of data. Yes, it does appear



	provided to SNBs.	<b>does it include sufficient historical data to identify trends?</b>	to offer useful historical information.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	Until the recent deadline for submitting applications for project funding every spare minute of every active SNB member has been fully occupied with this requirement since our establishment. We will only now be able to turn to what we feel is the real purpose of our existence. Data on confidence and complaints are available as part of the MOPAC-supplied statistics.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	Not at all. Neither side has approached the other. As stated above, we've been very much on the back foot having to deal with applications for funding, and so other functions are underdeveloped.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	Funding levels for administration are woefully inadequate, and in practice the secretariat function is being heavily supplemented by the good grace of our local council. This is unsustainable. The work involved in the overall bidding process was far greater than I for one anticipated, and if the cost of booking rooms, printing, and ancillary expenses (e.g. transport for members with mobility problems) is considered I'd estimate we are funded less than half of what is really needed. We have developed a bidding process which other SNBs are apparently copying (details on request). MOPAC support has been very good.

8	<p><b>Online crime</b></p> <p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>None to date.</p>
9	<p><b>Independent Custody Visitors</b></p> <p>The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>We've only just made contact with our ICV panel, and a delegate has at last been identified.</p>

*Responses for Waltham Forest, supplied by Chair, Philip Herlihy*

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	No – meeting are not held in public but we do hold one face the people session per year.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	Via our SPOC. Any feedback is given at meetings or before if required.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	<p>Members of the board are: BAME rep, Faith rep, voluntary sector, Neighbourhood Watch, Disability rep, business community, Stop and Search, Victim Support, community pay back are invited but have not yet attended any meetings. LMAPS reps for the 3 sectors, 3 x safer neighbourhood board chairs representing each sector.</p> <p>Merton council have recently invested staff time in re energising the LGBT forum. We will now be able to approach them and discuss the best way that SNB and LGBT forum can work together.</p>
4	<b>Access to information</b> The Committee called for a	<b>Can you confirm if a protocol for providing crime data is in place?</b>	There is no protocol but data is made available prior to each meeting by MOPAC. The police usually table their dashboard at

	protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	the meeting, which doesn't allow time for the information to be digested. The panel are not necessarily aware of how to interpret it in order to effectively challenge the borough commander. Training could help with this.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	It doesn't currently monitor community confidence or victims complaints.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	They are invited to the meeting but have never attended a meeting.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	The funding allocation has been sufficient for the current activity. If the money continues to be available it may be that as the knowledge about the activity MOPAC are interested in supporting so the level of bidding will increase. The committee and partners have the skills necessary to carry out the bidding process. Previous training from MOPAC has been attended and was useful.

	likely to receive to bid for funding.		
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	None
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	We do not have ICV's in Merton as our custody suite is closed, we would have ICV's if we had a custody suite

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	<p>We have half of our meetings in Public. We move our Public Meetings around the borough to gauge as many views as possible.</p> <p>The Administrator advertises by email to: -</p> <ul style="list-style-type: none"> <li>-SNP Chairs</li> <li>-Neighbourhood Watch Co-ordinators</li> <li>-Residents Association Chairs - who often put them in their --- Newsletters</li> <li>-Local Councillors</li> <li>-Park/Street/Snow Friends Groups</li> </ul> <p>Flyers and Posters are also put up in various Churches close to the upcoming Venue and the local Library.</p> <p>Also advertised on Twitter to 3,681 local followers through the BeckBromley Follow Ladder.</p>
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	<p>Any issues are forwarded to our MOPAC Programme Officer. Only issues thus far concern delays in receiving the funds into our bank account.</p>
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB</b>	<p>For our first year we had the Council's Ethnic Communities Programme Manager on the SNB. However due to savings needing to be made by LBB, her job no longer exists and she has left the Board.</p>

4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	Before each meeting our MOPAC Programme Manager send us our latest Crime Data Pack for our borough, which is then discussed at our meetings by the Police and scrutinised by Board members.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	We have a representative from Victim Support on the Board, who give feedback on complaints at our meetings. We review the figures given on confidence in the Police and complaints against the Police that are provided in our Data Packs at every meeting.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	The Community Rehabilitation Company (not SERCO) who manages Payback sits on the Safer Bromley Partnership. The Chairman of the SNB also sits on the Partnership. We have asked CRC to be represented on the SNB but due to upcoming reorganisation they will not have the resources to accept our invitation.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	Yes, although as we gain a bigger reputation going forward, can see the need for more funding. Recent support and training offered by MOPAC has been very good.

	Committee was also concerned about the support SNBs were likely to receive to bid for funding.		
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	None.
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	We have a representative from the Bromley ICV on the Board who presents reports and issues to the Board.



	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	As a CPEG, Bexley held up to four public meetings per year on varying subjects with the Borough Commander and other officers in attendance. Since BexleySNB was set up in April 2014, only two were held last year, mainly due to the time it took to produce the bids and secure the funding. This financial year only two will be held. The meetings are publicised on the BexleySNB website, via the mailing list, Twitter and personal invites.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	The BexleySNB is invited to all Board meetings and other public and community meetings to hear what is said and take any comments/questions back to MOPAC . Roadshow
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	BexleySNB has two councillors, Police Chief Inspector and members from the LFB, SSCMG, Victim Support, Bexley Youth Service, BVSC, Neighbourhood Watch and local community members including Chairs of ward panels around the borough. BSNB have struggled to have a member of the IAG attend but engage with local faith groups...
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical</b>	BexleySNB holds quarterly meetings for the Board and also for the ward panel Chairs and Inspectors to come together to discuss crime data. There is always police attendance at these meetings to provide this information. The SSCMG also meet quarterly with the CI to go through up to date data. This information is passed on to the Board and to the Chairs so they can inform their panel

		<b>data to identify trends?</b>	members and updates are regularly sent via e-mail from the SNB office.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	BexleySNB provide questionnaires to be completed following meetings and attend local events with 'fact finding forms'. Relevant information and/or questions are passed on to the police team to follow up as necessary or the information is used to help us decide on topics for future meetings. Bexley police have worked very well in setting up a comprehensive mailing list to keep residents up to date with current news and data.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	We have no engagement with SERCO at this time.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	The funding level for each individual project is adequate but funding for administration is still a problem. BexleySNB does not have council assistance and the allocated funding for administration has to cover rent of an office, telephone, website and all other costs including the administrator. The work required to put together project bids is very time consuming and to continue to run an effective and productive SNB, Bexley believe it is necessary to employ someone to pull everything together, such as organising the meetings and speakers, taking minutes, booking venues, advertising those meetings and other work of the SNB, disseminating information etc.

			Due to the funding bid having to be completed by 30 <sup>th</sup> June, which is already two months into the financial year, and then invoicing and waiting for payment to be made to the SNB bank account, projects have been held up again and can only now be organised as the (initial 50%) funding has just been received.
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	None
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	We have members of the ICV on the Board.

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	Camden SNB holds a total of six public events a year; one is a formal SNB meeting that focuses on performance, the rest are engagement events, usually focusing on specific priorities of the Community Safety Partnership. Our public events are comprehensively promoted, we: <ul style="list-style-type: none"> <li>• Email 650 groups and individuals at least three times for each event</li> <li>• Send postal invites to 140 not on email</li> <li>• Distribute flyers</li> <li>• Place adverts in local newspapers</li> <li>• Use Facebook (we have 242 people who 'like' our page) and Twitter (we have 469 'followers')</li> <li>• Use local networks</li> <li>• Use our new website: camdenconnected.com</li> </ul>
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	More than a year ago we raised our concerns with MOPAC regarding Fraud and Forgery being removed from the number of Total Notifiable Offences. We were told that MOPAC would establish a working party on data. Our data specialist expressed interest in participating in that group but it took over 12 months before this group met.
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	Camden SNB has a somewhat different structure than other SNBs, we are a registered charity and a company limited by guarantee.  The Camden SNB has a membership of about 45 groups. Any Camden based voluntary/community organisation with 10 or more members can become members of the SNB. Our members nominate one person to represent views of their groups at SNB

			<p>meetings. We take positive action to encourage membership by underrepresented groups.</p> <p>To oversee the work of the SNB we have a Board of Trustees. There are two types of trustees; 'ex officio' and 'community representatives' appointed by the general membership. We currently have six trustees that are community representatives the ex officio trustees include:</p> <ul style="list-style-type: none"> <li>• The Borough Commander*</li> <li>• The Councillor with responsibility for community safety</li> <li>• The Head of Community Safety for the London Borough of Camden*</li> <li>• A representative of: <ul style="list-style-type: none"> <li>○ The Independent Custody Visitors Scheme</li> <li>○ The Camden Independent Advisory Group</li> <li>○ The Camden Youth Forum</li> <li>○ Camden Victim Support*</li> <li>○ Camden Safer Neighbourhood Panels</li> <li>○ The Stop and Search Monitoring Group</li> </ul> </li> </ul> <p>* Although these people can become Trustees, they chose to act as advisors to the Board of Trustees.</p>
4	<p><b>Access to information</b></p> <p>The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.</p>	<p><b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b></p>	<p>Camden SNB has been producing crime data in a meaningful manner and making it available to the public for several years. We have done this by analysing, with considerable effort, the less than usefully formatted MPS crime database. However we note that many of these difficulties have been overcome through the MOPAC central initiative in producing the Crime Dashboards. In the most recent developments of these we note that sanction detection percentages are being provided which we have been producing over the past few years. The recent MOPAC</p>

			developments in presenting this data are very welcome and will enable all SNB's to challenge the BOCU's in the manner we have adopted. But it is essential that this data should be available as quickly as the primary database will allow.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	We change our governing documents to include a representative from Victim Support Camden. We also carry out a quarterly 'Camden Safety Views' Survey. We have amended the survey to ask victims of crime additional questions regarding their experiences.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	The last time we looked into Community Payback the Probation Service was undergoing a split prior to privatisation. We will look into Community Payback and fulfilling this function this year.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	We understand the funding formula used by MOPAC is based on a combination of residential population and indices of deprivation. MOPAC takes no account of the daytime population or the night-time economy (NTE). Most days Camden's population doubles and we have the forth largest NTE in the UK. Both of these factors distort our crime figures and take policing resources away from their neighbourhood duties. We have seen pressure from NSY to target the MOPAC7 crimes that has led to

	likely to receive to bid for funding.		<p>SNTs near Camden’s transport hubs setting personal robbery as a priority. This is despite local residents concerns having constantly been around young people and antisocial behaviour.</p> <p>In NTE hotspots borough officers are spending their time involved in public order and violent crime created by our visitors rather and dealing with residents’ priorities.</p> <p>Despite our huge NTE the Camden SNB is receiving £4,520 less a year compared to a Waltham Forest.</p> <p>The idea that core SNB functions can be delivered on £5,200 should be reviewed. If Camden had to solely rely on that level of funding we would find it difficult to function. Fortunately we receive funding from the Camden Community Safety Partnership to cover our Camden Safety Views scheme and Youth Independent Advisors activities.</p>
8	<p><b>Online crime</b></p> <p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report’s recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in</p>	<p><b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>The boroughs have no information at present which allows them to take a view of on-line crime and fraud and forgery which we have noted was no longer reported and was one of the causes for the apparent reduction in crime about 18 months ago.</p>

	their area.		
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	The Chair of the Camden ICV panel is a trustee of the SNB. We recently organised a Volunteer's fair (funded by MOPAC) at which the ICVs had a recruitment stand.



	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	<p>We have held just one meeting in public /public meeting so far, following initial MOPAC guidance. The arrangements for future meetings are under review and are likely to include more public involvement. There are interesting issues as to how we structure meetings with the public to get their engagement, rather than subjecting them to administrative matters or internal differences.</p> <p>Publicity for meetings is a serious problem. We currently have no website or other means of communicating directly with the public. We have got the Council and MPS to use their ward forum and ward panel email distribution lists. We are planning to set up a website and considering other communication channels. We don't have the skills to do this ourselves and are very restricted as any costs must come out of our admin allocation (MOPAC won't allow us to set up a separate project to do this). We would very much appreciate a central MOPAC facility to provide software, training, hosting and possibly templates etc.</p>
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	<p>We haven't done this so far.</p>
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	<p>This is a challenge given the enormous diversity of the population and the transitory nature of a significant part of that population. The size and shape of the board followed from a public consultation in January 2014. One key feature was to have a representative from the ward panels in each of the 4 police</p>

			clusters in the borough. This ensured we had decent geographic coverage. We have also got some disability and LGBT representation through lay member appointments.
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	Crime data is currently provided through a standard data pack provided by MOPAC. It covers just the last 12 months in the form of rolling year to date totals which are compared with the same 12 month period for the previous year, and provides no information at all on the statistical significance of variations. There are suspected to be large natural and fairly random variations in some of the crime rates. It is therefore difficult to reliably identify trends.
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	The monitoring of individual complaints isn't part of our terms of reference and isn't something we would attempt to do. Our only current source of information on community confidence and complaints is the MOPAC data pack. We have questioned the level of complaints and noticed an improvement, although whether this was as a result of our questioning is impossible to establish.
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	There has so far been no contact with SERCO.
7	<b>Funding</b> The Committee was concerned	<b>Can you confirm if funding levels for your SNB are enough, and if the</b>	We would like much more unrestricted money as we haven't enough to do the amount and range of communication we would

	<p>that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.</p>	<p><b>bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b></p>	<p>like to be able to properly engage with the public. It is a real problem having to put some of these things into the form of a project, and then one that involves other activities as pure communication projects don't seem acceptable to MOPAC.</p> <p>We have been seriously short of the skills to design and write bids and attempting to do so has wasted large amounts of our time. The unclear and changing nature of MOPAC's acceptance criteria have also been an issue.</p> <p>More support and training may not be the best solution. It may be better for MOPAC to substantially relax the criteria and checking process. We have certainly been prevented from doing some of the things that we feel would be most valuable. MOPAC have also indicated that they are struggling to cope with the volume of work that their current funding process generates for them. They have still not provided any detailed reasoning as to why they rejected some projects, now a full month after those projects were submitted.</p> <p>We are also concerned about some of the attitudes we have experienced from MOPAC. At times it has felt like we are being kicked in the teeth for our difficulty in concocting projects that fitted MOPAC's strict (and often unclear or changing) rules. We are all volunteers and expect significant support from MOPAC, rather than being treated as being rather inadequate.</p> <p>We are also concerned that the amount of effort we have been encouraged to put into projects has detracted from the amount of time available to fulfil our other functions.</p>
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8	<p><b>Online crime</b></p> <p>The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a>). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.</p>	<p><b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b></p>	<p>The fundamental problem is that Action Fraud and the City of London Police are beyond any detectable form of accountability and show no discernible wish to engage with the public outside the Square Mile. MOPAC provide no information at all about fraud and online crime, never mind break it down to borough level.</p> <p>There is also the problem that fraud and online crime isn't included in the Crime Survey for England and Wales. From limited information it looks as if there is vast under recording of such crime, rather than the simple 2:1 (survey:reported) ratio for traditional physical crime.</p> <p>MOPAC were discouraging of us trying to find out the local level of fraud and online crime as they doubted whether the MPS/ Local Authority could take practical action based on the results of a survey.</p>
9	<p><b>Independent Custody Visitors</b></p> <p>The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).</p>	<p><b>How does your SNB work with ICVs in your local area?</b></p>	<p>The SNB currently just receives reports from the local ICV. A representative of the Independent Custody Visitors' Panel is a Board member.</p>

	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	All of our meetings are advertised as public meetings. The Board took a decision at the very beginning that the principle should be for everything to be open. Meetings are publicised via RedbridgeCVS weekly enews and website, and with notifications sent to a wide mailing list of individuals and organisations who have expressed an interest, as well as the local press.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	We have referred these through our SPOC at MOPAC, but have not always received satisfactory responses. We have also raised issues at the SNB Forum meetings, but rarely receive any feedback in response to this. Issues have also been raised via individual representatives of MOPAC and the Met, but no responses have been received
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	The membership is made up of: Leader of the Council Cabinet Member for Civic Pride Police Borough Commander Chair of the IAG Neighbourhood Panel representatives from 3 areas ICV Panel representative Victim Support representative Youth Council representative(s) Voluntary & Community Sector organisations: <ul style="list-style-type: none"> <li>• 1NE (Alcohol and drug services)</li> <li>• AgeUK Redbridge</li> </ul>

			<ul style="list-style-type: none"> <li>• Frenford Clubs (Youth Club)</li> <li>• Redbridge Disability Consortium</li> <li>• Redbridge Equalities &amp; Community Council</li> <li>• Redbridge Faith Forum</li> <li>• Redbridge Pensioners Forum</li> <li>• Redbridge Samaritans</li> <li>• Redbridge Street Pastors</li> <li>• Refugee &amp; Migrant Forum of Essex &amp; London</li> <li>• Redbridge Neighbourhood Watch</li> </ul> <p>RedbridgeCVS (Coordination &amp; administration of Board)</p> <p>The Board has taken a robust approach to inclusion and diversity, and plans to embed this in the future by asking for all funded groups to sign up to equality and diversity principles.</p>
4	<p><b>Access to information</b></p> <p>The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.</p>	<p><b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b></p>	<p>Our datapacks are produced by MOPAC and our SPOC advises they normally prepare them to send one week before meetings. This doesn't give us much time to produce and send out hard copies of papers for meetings.</p> <p>Our Borough Commander prefers to use the MPS daily scoresheet data which is up to date, rather than the historical crime figures. Also because the crime figures by type don't add up to the TNOs. Our last report showed that the total TNO's for 2014/15 were 20,022, but the breakdown by crime type added up to 27,744. Our SPOC was present at our meeting last week and we have asked if we can continue to monitor on the basis of the MPS data, and we are awaiting a response. However, we will still need MOPAC to supply the remaining content of the datapack and would appreciate this being supplied at an earlier time.</p>

			<p>We have also raised on a number of occasions the fact that on the crime report, under hate crimes, homophobic hate crimes are always just listed as being “homophobic crime”. This has still not been rectified.</p> <p>Data sets as presented are cumbersome and require organisations to have access to colour printing. Whilst it is fortunate that RCVS as administrator can facilitate this currently, this is not always practical for individual organisations. There is no space within the context of the data sets, that are highly reactive and politically driven to address localised issues, ie serious case reviews, local incidents, etc. The data on Stop and Search in particular is obtuse and has on a number of occasions been difficult for MPS officers to decipher, leading to issues being unresolved. The template report for ICV is inadequate and limited in scope. Furthermore the data on complaints only relates to recorded complaints that the borough is dealing with, not complaints escalated or being managed by the IPPC</p>
5	<p><b>Monitoring community confidence/victims’ complaints</b></p> <p>The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims’ complaints, and what outcomes were anticipated.</p>	<p><b>How does your SNB monitor community confidence and victims’ complaints and what outcomes have been achieved?</b></p>	<p>The Board receive updates on community confidence and we are aware that this is a particular problem in Redbridge. One of our funding bids in the last financial year is focused on trying to help improve this. The data recording complaints is looked at and the Borough Commander questioned on it.</p> <p>The data sets provided currently do not enable adequate scrutiny of community confidence or victims complaints - they</p>

			provide statistical overall figures, and no breakdown by demographic profile or cross reference against specific crime types, an issue that Board members have raised frequently in questioning and discussions
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	We have had no involvement/engagement with SERCO and have no knowledge of local projects.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills and resources to carry out? Is more support and training needed from MOPAC?</b>	<p>The core funding just about covers the cost of running the board and preparation for and follow up from meetings. However, we believe that RedbridgeCVS is effectively subsidising the Board, with staff time being spent on SNB related work which is not covered by the MOPAC funding. This includes writing funding bids; dealing with queries from members, partners and others; circulating information; attending MOPAC and other events. RedbridgeCVS has the skills required to carry out the work, but not necessarily enough staff resources to allocate to it. More funding for the core costs would enable more time to be spent on the SNB.</p> <p>The Chair suggests that the funding is woefully inadequate for the purposes identified in the specification. The funding requires that all work is carried out only at the dedicated meetings, and takes no account of engagement and issues that</p>



			may arise between meetings. It is extremely feasible that far more could be done to support local engagement and civic discussion with more funding, and more could be done to capitalise and support local activities led by both the local authority and the police. Equally the funding for SNB projects is far too low to offer effective engagement. It is extremely bureaucratic and heavy handed; there is very little discretion allowed for; and the process itself is fraught with inconsistencies designed by MOPAC.
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	We have not had any discussion or specific information about online crime, and have not had any interaction with MOPAC about this.
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting	<b>How does your SNB work with ICVs in your local area?</b>	<p>We have a representative of the local ICV panel on the Board and he attends meetings regularly and contributes to the discussions. He reports back on the latest visits carried out.</p> <p>We also had Keith Prince, Advisor to Stephen Greenhalgh, speak at our last meeting and he highlighted the work of ICVs and</p>

	and analysing the work carried out by Independent Custody Visitors (ICVs).		MOPAC's campaign to recruit more people to undertake these roles.
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	Issue	Question	Response
1	<b>Holding meetings in public</b> The Committee argued that all SNB meetings should be held in public to ensure they bring greater accountability at a local level to policing and community safety, and improve community confidence, as prescribed by the Mayor.	<b>Can you confirm if your SNB holds its meetings in public? And, if it does, how are these meetings publicised?</b>	Haringey SNB has quarterly meetings and <b>one</b> public meeting each year. It will be promoted via Haringey Association of Voluntary and Community (HAVCO) social media platforms and Haringey Independent on-line.
2	<b>Escalating issues and complaints</b> The Committee said there should be a formal process for how SNBs escalate issues and complaints to MOPAC and the Met.	<b>How does your SNB escalate issues and complaints to MOPAC and the Met and how far are these actions taken forward and reported back on?</b>	
3	<b>Representation on Boards</b> The Committee argued that it was important that SNBs represent the community they serve.	<b>Can you provide details on the membership of your SNB and how you have engaged with BAME, LGBT and faith groups to ensure the widest representation on your SNB?</b>	From inception it was agreed that Haringey SNB would reflect the diverse community it serves. Listed below are the members of Haringey SNB: Cllr Reg Rice (Labour), Cllr Martin Newton (Liberal Democrat) Gerard McGrath North Cluster Safer Neighbourhood Panel & Advocate on LGBT issues, James Carroll & Jergen Gourd Serco Community Payback, John Dixon – Chair , Independent Custody Visitors’ Panel and Vice Chair of HSNB, Scmuel Davidsohn – Independent Advisory Group, Charan Mann – Victim Support, John Walters – Lay member, Tony Hartney CBE (Chair HSNB) Andrea Holden – East Neighbourhood Panel, Cllr Bernice Vanier – Cabinet Member for Communities, Father Simon Clark – Secretary/Co-ordinator, Haringey Multi-Faith Forum, Hazel Simmonds - Haringey Council, Ian Sygrave – Representative of the West Neighbourhood of LBH Met Police, Ken Hinds – Haringey Stop & Search community Group, Claire Kowalska –

			Haringey Community Safety Strategic Manager, Victor Olisa - Chief Superintendent Borough commander Haringey, Chris Western-Moore Met Police.
4	<b>Access to information</b> The Committee called for a protocol to be developed between MOPAC and the Met for how crime data will be provided to SNBs.	<b>Can you confirm if a protocol for providing crime data is in place? And, if so, how is this information made available? Is it easily accessible and understood, and does it include sufficient historical data to identify trends?</b>	Meeting dates are provided to the SPOC at MOPAC and the data packs are provided one week before the board meeting in order to give members the opportunity to digest the information. From October 2015 it was decided that two members from the SNB would met prior to the board meeting in order to go through the data pack thoroughly in order to identify any trends or issues that would need to be discussed .
5	<b>Monitoring community confidence/victims' complaints</b> The Committee was concerned about the lack of guidance regarding how SNBs would be expected to monitor community confidence and victims' complaints, and what outcomes were anticipated.	<b>How does your SNB monitor community confidence and victims' complaints and what outcomes have been achieved?</b>	
6	<b>Community Payback</b> While the Committee welcomed public oversight of Community Payback, there was concern about the level of commitment likely to be secured from SERCO at senior management level to engage with SNBs.	<b>Can you confirm how engaged SERCO is with your SNB regarding Community Payback? Does it attend meetings and make information publicly available on the local projects being delivered?</b>	Both James Carroll & Jergen Gourd from London Community Rehabilitation Company (CRC) attend meeting on a regular basis. Recently the delivered a presentation detailing the work and how it was received by the community.
7	<b>Funding</b> The Committee was concerned that core funding for SNBs was not enough, particularly when issues such as	<b>Can you confirm if funding levels for your SNB are enough, and if the bidding process is something you have the skills</b>	The Haringey SNB would benefit from more capacity and funding in order to engage with community groups on issues of crime prevention and personal safety.

	accessibility and training were factored in. The Committee was also concerned about the support SNBs were likely to receive to bid for funding.	<b>and resources to carry out? Is more support and training needed from MOPAC?</b>	
8	<b>Online crime</b> The Committee carried out an investigation into online crime last year (the report can be accessed <a href="#">here</a> ). One of the report's recommendations was that MOPAC should help SNBs raise awareness about online crime and the role of Action Fraud by providing SNBs with borough-level fraud and online crime statistics to help them to identify vulnerable groups in their area.	<b>What interaction have you had with MOPAC about the potential for SNBs to help raise awareness about online crime?</b>	
9	<b>Independent Custody Visitors</b> The Committee has also carried out an investigation into the healthcare of detainees in custody. As part of its work, the Committee identified the role SNBs could play in reporting and analysing the work carried out by Independent Custody Visitors (ICVs).	<b>How does your SNB work with ICVs in your local area?</b>	The Vice Chair of the Safer Neighbourhood Board Johnny Dixon is also the Chair of the Independent Custody Visitors' Panel and a member of the Borough Commander's Independent Advisory Group. Johnny would raise any issues directly by phone or email with the contact point Inspector Forde the custody manager of Wood Green Custody Centre. They would work together to find a solution.