Queen Mary University London Acquisitive Crime Reduction Project

On reviewing crime statistics for the Mile End and Globe Town (MEGT) ward officers identified that the Queen Mary University London (QMUL) accounted for a disproportionately large amount of crimes compared to the rest of the ward. A meeting with QMUL security confirmed that they have experienced high levels of acquisitive crime. Bob Hunt, the QMUL security operations manager stated that over the past 7 years acquisitive crime had increased considerably annually between September and December compared to the rest of the year. New students taking up residence on the campus at the beginning of the academic year corresponded with the rise in crime is considered a contributing factor.

MEGT Safer Neighborhood Team (SNT) established with students and local residents that the increase in burglaries and other crime was impacting on the local community as a whole, both raising their fear of crime and personal safety.

Partners aimed to reduce burglaries on the campus by 50% and all reported crime by 15%, during the period of October to December 2010 compared to the same time for 2009. This criteria changed to incorporate a reduction in all acquisitive crime from September to December.

An analytical report detailed most offenders were opportunists, working alone. Peak offending times and crime hotspots were also identified.

MEGT SNT believed that by reducing the opportunities afforded to thieves operating within the QMUL campus, they could reduce offending.

MEGT SNT implemented a target hardening strategy, informing students of the issues and giving crime prevention advice to minimize the risk of them falling victim. Numerous strands of communication were identified and utilized to inform students.
The team conducted a visual audit of the campus with a view to designing out crime.

By increasing High Visibility patrols the MEGT SNT aimed to deter offenders and re-assure students.

Stronger working relationships were forged between the QMUL, police and neighboring Mile End Hospital (MEH).

Crime during the September, October, November and December 2010 compared with 2009 was as follows:

- Burglaries reduced from 12 recorded offences to 0 (zero)
- Bike thefts reduced from 7 recorded offences to 0 (zero)
- Total Notifiable Offences reduced by 65% from 45 offences to 16 offences.

Sustainability is key and with Monthly meetings between QMUL, Mile End Hospital and police, numerous methods to access students, monitoring of crime statistics, 6 monthly visual audits, an Information Sharing Agreement and plans yet to be implemented, it is believed crime levels can remain low.

Scanning

Queen Mary University London (QMUL) and its large residential campus housing 2000 students, is located on Mile End Road E1 in the ward of Mile End and Globe Town (MEGT) within the London Borough of Tower Hamlets. The national charity ‘End Child Poverty’ identifies Tower
Hamlets as the worst borough in London for rates of deprivation, and the Ocean Estate which is located opposite the QMUL campus is recognized as amongst the 10% of most deprived estates in England. Neighboring the QMUL site is the Mile End Hospital (MEH) which has a high drug and alcohol dependency unit contained within it, and a gate links the two sites. These could be considered as acquisitive crime drivers for the neighboring affluent QMUL and its students.

By studying crime reports, MEGT Safer Neighbourhood Team (SNT) identified that in September, when students take up residence on the campus, through to December, burglaries and crime rates increased considerably. MEGT SNT established with students and local residents that the increase in burglaries and other crime was impacting on the local community as a whole. The QMUL security operations manager, Bob Hunt expressed concerns about crime rising over the September to December period.

Due to the large numbers of crimes attributed to the campus along with the impact crimes of this nature had on victims, it was felt imperative to prioritize this problem.

**Analysis**

The influx of students at the beginning of the academic year in September has, for the last 7 years, coincided with an increase in residential burglary and other aquisitive crime rates on the University site. The rise experienced historically continues through October to December. In previous years officers had put in place initiatives to tackle the rise in acquisitive crime, one consisted of extra Hi-visibility patrols and in the other police attended the Freshers Fare. Both were unsuccessful in reducing crime.

By looking at crime reports it became evident that often laptops containing irreplaceable years of study had been stolen. This compounded the impact of such a crime had on the victim.
Crime reports showed a number of victims were foreign students that, by falling victim to crime, negatively impacted upon their learning experience and views of the UK when they returned home.

Initially a request was made to police analysts to research all crimes committed on the University campus between July and December 2009. Information was sought on the following:-

Venue of offences by block
Day and time of offences times of offences
Method of offence
Possible suspects by method of offence
Suspects arrested for acquisitive crime for offences on the Queen Mary University London campus.

Researching the burglary reports was productive. Analysts ascertained 64% of the burglary offences were window entries and evenly split between ground and first floor venues. Only one venue had the window forced. The remainder was opportunist entries where the window had been left open or insecure. Two of the entries were via windows that overlooked the canal towpath that bordered one side of the campus. 27% of the offences were door entries. Only on one occasion was a door forced. The rest were where the victim had the door unlocked on leaving the room, often when going to the kitchen or to visit a friend’s room. Most of the offences occurred on weekdays between 1600 hrs and 2100 hrs. Geographically the burglaries were spread throughout the campus. Property targeted was easily portable and concealable. The main items taken were laptops (90% of recorded burglaries), MP3 players, debit cards and cash. The analyst presented an overview of offences committed within the campus, from this report we were able to identify which blocks had experienced a higher number of burglaries than others, as well as which bike racks had experienced the largest amount of bike thefts. There was little information gained from all the other reported crimes.
The availability of property to steal and negligence of students to secure property and rooms confirmed the SNT and security suspicions as to why the students were being targeted. Offenders appear to wait for the victims to return from their studies with their previously mentioned items, gain entry via insecure entry points and steal mainly unattended electrical property. Crime locations also alluded to the fact that the offenders enjoyed free and easy access to all areas.

Analysts identified five suspects who had a similar method of offence or had previously been arrested on the QMUL site. Details of offenders were included in a briefing package produced for patrolling officers.

PS Meredith arranged a meeting with their main problem solving partner, the QMUL Security. Findings from the analytical review of the increased burglaries and other crimes at the beginning of the student year were discussed. It was agreed to conduct monthly meetings between QMUL, Mile End Hospital and MEGT SNT. Each partner takes their turn in hosting and chairing the meeting along with posting an agenda. PC Pearce takes minutes during the meeting, sending out the details via e-mail, ensuring accountability for actions identified. Relevant guests are invited to the meetings, these have included Safer Transport (relating to students falling victim to crimes on the transport network). Issues are discussed as and when they arise, with a multi-agency approach to the problem solving process.

QMUL security and police noticed that there were discrepancies in the crimes reported to police and those reported to the security. PS Meredith asked for the current protocol relating to the reporting of crime to security. Due to weaknesses identified in QMUL security passing victims on to police, a new more robust system was put in place. This involved an e-mail being sent to the SNT, alerting police of any crimes reported to security. The SNT would then ensure that these crimes had been reported to police by checking police indices. The discrepancies were seen as an intelligence gap. Accurate reporting of offences allow for more informed decisions with regard
deployment of police and security resources. Forensic Opportunities and victim reassurance were being missed as a consequence.

Since its implementation, the Information Sharing Agreement is reviewed at the monthly meetings, and new information shared.

Due to the value placed on these meetings, all agencies agreed to continue them indefinitely.

**Response**

It was believed that several approaches were necessary to achieve the goals and reduce crime:-

By patrolling the campus officers gained intelligence on potential offenders. The monitoring of CCTV and its positioning could capture offenders committing offences, or deter potential offenders targeting the campus. Analysts identified that opportunist thieves were believed to be targeting the campus and, by reducing the opportunities afforded to criminals a reduction in crime could be realized. Potential offenders identified by the analysts were included within briefing packs distributed to patrolling officers.

By empowering students with information about offences committed on the campus, students would be more aware and conscious of risks posed to them. By giving crime prevention advice students would be equipped with the necessary tools to minimize the risk of them becoming victims of crime.

To achieve this goal a number of strategies were devised and implemented:

Arrangements were made with Bob Hunt to incorporate a police stall at the upcoming Freshers Fair. PCSO Cox ensured that Op Bumblebee posters and leaflets were ordered. PCSO Cox and PCSO Herring distributed self-designed posters on the campus advertising the Freshers Fare and police input. PCSO COX was tasked with arranging for relevant police departments to contribute to the event. On 24th September PCSO Herring and PCSO Cox ran a very well attended stall at
the Freshers Fare, offering crime prevention advice and handing out property marking kits. The sexual offences Unit supplied advice to students on ‘nights out safety’ and domestic violence as well as distributing rape alarms. Cycle Task Force officers were on hand to mark cycles and offer cycle theft prevention advice, 55 bikes were marked and 75 property marking kits were distributed. Transport for London officers talked about personal safety and phone thefts on the transport networks.

On 22nd September a meeting took place between QMUL media and communications Dept, security and the MEGT SNT. The continued multi agency approach to reducing acquisitive crime was discussed. The QMUL agreed to send a ‘Top Ten Tips’ crime prevention advisory to all students via e-mail. PS Meredith compiled the ‘top ten tips’ advice with the help of his team, using information from crime and analytical reports, thus making it relevant to crime on the QMUL site. A ‘Top Ten Tips’ leaflet (see Appendix 1) was designed and produced, incorporating the police tips, by the QMUL Media and Communications Department, and distributed by hand to students by police and left at prominent locations around the campus. This crime prevention advice was placed on the university website, with an added link to the analytical crime data compiled for this initiative at its inception. After partner agreement, a link to the Metropolitan police and Mile End & Globe Town SNT websites was placed on the QMUL website via the media and communications department. The SNT were also able to e-mail students with crime prevention advice, in direct response to crime issues.

As soon as new students arrived on the campus MEGT SNT officers conducted a ‘Whilst you were out’ leaflet drop on vulnerable student accommodations. These leaflets were posted through open doors and windows of rooms which had been left unattended. They warned students that in their absence they had made themselves vulnerable to being burgled. These leaflet drops were carried out throughout the operation by all members of the MEGT SNT. PCSO Herring and Cox also placed Operation Bumblebee posters in the communal entrance areas to each residential block.
An Information Sharing Agreement (ISA) has been agreed by QMUL, PC Pearce liaised closely with the Police Partnership Unit to compile the written agreement. This allows the SNT to produce a briefing document to security staff, detailing individuals that posed a risk to the security of the campus and students, as well as details of crimes committed. The briefing document will be updated monthly and delivered at each partnership meeting.

Armed with the analytical report MEGT SNT officers conducted an environmental visual audit of the QMUL campus. Officers checked the residential blocks and identified a correlation between premises with insecure locks and those that had been broken into.

Recommendations from the audit included –

- Installation of spring loaded hinges to ensure doors closed correctly
- Broken locks to be replaced
- Cutting back of foliage
- Installation of extra lighting
- Paint drainpipes and rails with anti climb paint
- E-mails to students re windows being left open

The audit (see Appendix 2) was passed to the QMUL Security Operations manager, Bob Hunt who in turn passed these recommendations onto the maintenance team for immediate implementation. All recommendations were implemented, except for the spring loaded hinges. However, the doors were fixed to ensure that they fully closed. Future EVA’s will be carried out every 6 months, with site walks conducted with the security operations manager and police.

PC Pearce discussed with Bob HUNT the need for his team to regularly check door security to residential blocks to ensure their integrity. PC Pearce also discussed the necessity to conduct regular patrols of residential blocks that have experienced a larger amount of crimes than other
blocks. Following this discussion a security patrol route was developed and implemented by Bob Hunt.

Sergeant Meredith and Bob Hunt discussed CCTV on the campus. It was agreed that police officers could utilize the campus CCTV. Officers were given an induction on the CCTV controls. PC Matthews and PS Meredith passed on advice re positioning of cameras based on the intelligence gathered from the analytical report, thus ensuring CCTV coverage of crime hotspots.

At this stage of the problem solving process partnership work was evolving rapidly to the satisfaction of all parties. Mile end and Globe Town recognized the need to compliment the partnership work with a significant increase in police patrols. Students who were constantly being bombarded with information to the potential risks of crime, may start to think where are the police? What are they doing?

By ensuring the campus was patrolled between peak offending times, a visible deterrent could serve to reduce offences and apprehend offenders. To match the analytical report of crime on the campus SNT officers agreed to change their shifts to provide coverage at peak offending times and a business case was presented to the Ward Inspector by PS Meredith. Once agreed, officers implemented a Monday to Friday 1400-2200 hour shift pattern for a one month duration. By adopting this shift pattern overtime costs could be kept to a minimum, making the project cost effective. The total cost of police overtime during the course of the operation was one thousand seven hundred pounds (£1700). PS Meredith secured additional resources to provide patrol coverage for the remainder of the ward and funding to allow SNT officers to conduct necessary business on the remainder of the ward.

PS Meredith successfully applied for extra police resources to patrol the area. The Joint Enforcement Team (JET) consisting of 1 sergeant and 8 PC’s were tasked with high visibility university patrols, for the months of October and November 2010. PCSO Herring compiled a
briefing, delivered by PS Meredith to all officers deployed. For officers new to the QMUL, PS Meredith conducted a walk through the campus, familiarizing them with crime hotspots and vulnerable areas.

Aiming to improve communication between students, police and security PS Meredith and Bob Hunt held joint student surgeries. It was felt that this would be a different approach to interact with students and gain an insight to their concerns. These surgeries were advertised by the QMUL media and communications team. The surgeries offered students an opportunity to discuss crime or security issues and receive advice. These surgeries are conducted monthly within the foyer of the residential blocks. Due to poor attendance it was decided to move the venue to the campus coffee shop, as it was felt this would increase student participation and awareness of the event.

PC Matthews interrogated the crime reporting system (CRIS) at the beginning of each shift, disseminating information gleamed from crime reports to ensure officers were up to date with intelligence and could adapt patrols accordingly. This also ensured that victim visits could be conducted by PCSO’s to re-assure victims and provide detailed crime prevention advice.

A rise in thefts of laptop computers left unattended in the library was identified. Extra vigilance resulted in security chasing a suspect who had stolen a laptop from the library. By liaising with MEGT SNT a direction of travel and description of the suspect was circulated via their radio. The suspect was detained and arrested nearby. MEGT SNT located the laptop computer in a bin. CCTV on campus was checked and identified the suspect discarding the stolen laptop in the bin. This example of partnership working culminated in the suspect confessing to burglary and being remanded. Officers spoke to staff in the library who agreed to utilize information screens in the premises to raise awareness, advising students not to leave their laptops and property unattended.
PC Pearce successfully bid for the Cycle Task Force, on the 19th October officers were deployed onto the campus. Observations were conducted utilizing the university CCTV. This resulted in a proactive operation using a decoy cycle. Two further decoy operations were conducted, both were negative. A number of bike marking days have been conducted on the QMUL and MEH sites, they have been well attended and will continue quarterly.

To combat cycle thefts, three officers from the MEGT SNT attended a training day on bike security. Officers then targeted bike racks that had experienced high numbers of thefts, advising people of improved ways to secure their bikes and demonstrating methods to them.

PS Meredith arranged a meeting with the Burglary squad, enquiring as to the possibility of deploying covert cameras in an empty flat. This tactic was agreed, and officers from the Burglary Squad were given a site visit of vulnerable blocks that had experienced numerous burglaries historically. It was decided to implement the covert cameras tactic if, and when burglaries started to increase.

PS Meredith trained in Restorative Justice, believing it would be an effective way in which to resolve incidents of low level crime committed within the campus. This approach has been fully supported by the University who see it as an excellent opportunity to resolve issues without criminalizing young students. This method is only deemed suitable if the victim agreed to it and the suspect was eligible.

PC Matthews arranged a Tenants Association (TA) for a residential student block concerned about drug dealing within its immediate vicinity. Police and security attend TA meetings, creating stronger links between themselves and the students. This allowed an open forum for residents to air their concerns about security and safety issues.
Assessment

The aim of the operation was to reduce the number of burglaries on the University campus by 50% during the period of September to November 2010. To reduce the overall reported crime on the campus by 15% during the period of September to November 2010. The results far exceeded the initial aims, due to the historic rise in crime during December, it was decided to continue the operation by a further month. As the project continued a number of positive outcomes were realized:-

• Residential burglaries from September to December reduced from 12 recorded offences in 2009 to 0 (zero) recorded offences in 2010.
• A TNO reduction of 65% across all reported crimes on campus compared to the same time last year, reducing from 45 offences to 16 offences.
• Bike thefts reduced from 7 offences to 0 offences from September to December 2010 compared to the 2009 crime data.
(See Appendix 3)

An excellent working relationship has been developed between QMUL, MEH and police. Monthly meetings are held and issues identified and tackled as they arise. Monthly crime figures are monitored and discussed. Emerging issues stimulate a multi-agency approach to tackle them. Bike marking events have been held on both sites and universally advertised throughout the wider community.

Bob HUNT is now the chairman of the monthly community police Ward Panel Meetings, allowing the University to integrate with the wider community. The University campus frequently facilitates the community Ward Panel meetings.

Monthly student/police surgeries are up and running, giving students an opportunity to discuss policing issues and obtain advice. It is hoped use of alternative accommodation will help to improve student participation and raise awareness of crime issues.
An Information Sharing Agreement is now in place, allowing officers to brief security with details of suspects believed to be committing crime within the campus. This will allow security staff to be more pro-active and conduct intelligence led patrols. Briefings by police will serve to provide stronger relationships between security staff and SNT officers.

By obtaining an analytical report of crime on the campus Mile End and Globe Town SNT were able to use a targeted, intelligence led approach. By patrolling the vulnerable areas, conducting leaflet drops and conversing with students Mile End and Globe Town SNT were able to target harden likely victims.

CCTV is now better utilized on the campus, by targeting vulnerable areas identified by crime trends and the EVA conducted by the SNT.

The SNT have access to the e-mail system used by all of the students to disseminate useful information such as SNT Newsletters.

Use of the CTF and JET increased uniformed presence and activity, had the desired effect and deterred criminal activity. It also allowed SNT officers to conduct the other work involved in SNT business.

The target hardening process was introduced during the initial phase of the operation. By raising awareness and hardening targets it made potential offending more difficult. This good practice will be repeated on a yearly basis to correspond with the arrival of new students. A welcome pack has been compiled for 2011, including a top ten tips leaflet, and will be distributed by officers to students taking up residence as they collect their room keys.

Although hindsight would suggest that the consultation with the burglary squad around use of a decoy flat was unnecessary, The SNT sergeant believed that having contingencies in place to allow you to adapt rapidly to rises in crime, allows for a fluid and seamless service adaptable to circumstances as they arise. Discussing various tactical options with other agencies served to assess their feasibility and re-assure partners that alternative options were available should crime rise.

Sustainability is key to the success of this project, to achieve long term goals MEGT SNT are developing different ways to reduce crime on the campus. As well as continuing with the
successful elements of this project to date, MEGT have other tactics to implement over the next 12 months, these include:

- Placing bike handlebar hangers (see Appendix 4) on bikes in racks, raising awareness and providing crime prevention advice.
- Utilizing student radio to broadcast crime prevention advice.
- Obtain access to the University newspaper to raise awareness and give crime prevention advice.
- Invite Student Union representatives to the monthly meetings, discussing ways to improve student awareness of crime and safety.

The problem can be seen as just having two partners in QMUL and police, but within those organizations there were individual departments that were brought together as partners within this problem solving process. Bob Hunt, who previously prioritized management of his security staff and their patrols, was now working with university media and communications, maintenance, executives and students. MEGT SNT was being supported in crime prevention presentations by Transport for London officers, Burglary Squad, Cycle Task Force officers. The introduction of Sapphire Unit officers, as innovative, as these officers in the main only deal with sexual offence investigations and have little opportunity to pass on their experience on how to prevent such crimes. The JET Team provided extra resources for high visibility patrols acted as a deterrent to offenders and reassured students. By involving MEH security within the monthly meetings, security on both the hospital and campus was improved. Utilizing Mile End Hospitals CCTV to cover the gate between the two sites allowed the QMUL CCTV to monitor the Geography bike rack, a crime hot spot, instead of the gate. Both MEH and the QMUL were able to highlight suspicious activity, share crime issues and identify correlations between crimes on both sites. Although other resources were drafted into the Ward, the Bancroft and Globe Road area, which are within close vicinity of the University, experienced a rise in burglaries. It was the belief of the SNT that crime would be displaced, in the main to the MEH site, as a result of targeting the
University campus. Control measures were put in place such as extra patrols, crime prevention posters and informing MEH of the heightened police activity on the QMUL.

Students' perception and fear of crime has improved by 0.8%. It is believed that this relatively small rise is mainly down to the increase in raising student awareness of crime. A media strategy is planned, publishing the results of the operation. Details of crime figures and the steep decline in burglaries being publicized will no doubt improve the students' perception and fear of crime.

The SNT and security have always been mindful not to exaggerate the issue and provide a balanced approach of informing students but not unnecessarily scaring them. The SNT felt this was imperative to safeguarding the future relationship between police and the QMUL.

Sgt Meredith and his safer neighborhood team believed that any successful reduction in the burglary offences would require a significant input from QMUL and its students. To this end a partnership would have to be established to evolve a problem solving approach to resolve the problem.

On speaking to Bob Hunt the security operations manager, they found a fully committed partner who also expressed concerns about the increased burglaries and other acquisitive crime on the site. Sgt Meredith recognized that crime prevention information was a necessity and there was no need to confine it just to burglaries and a reduction in all other crimes became a realistic aim.
Appendices

Appendix 1:

Top Ten Tips

1. Do not allow people you don’t know to follow you into your accommodation.
2. Do not leave your room unattended and unlocked with property on display.
3. Ensure the entrance door to your accommodation is firmly shut behind you.
4. Ensure doors and windows are shut when rooms are unoccupied, including communal ones.
5. Ensure you have a high quality lock when securing your bike.
6. Do not leave drinks unattended, use anti-spiking devices if available.
7. Do not walk in dimly lit areas alone, stick to busy main roads.
8. Do not leave phones, laptops or bags unattended, even if just getting a book in the library, or coffee in the café.
9. Report suspicious activity / people to Security immediately
10. UV mark all valuable items, including bicycles.

For advice or UV Pens you can contact the SNT Police Team at the East Gate or email: MileEnd.GlobeTown.SNT@met.police.uk.
Tel: 0207 882 6020
In Emergency: 0207 882 3333
chsq-security@qmul.ac.uk
Appendix 2

QMU Site Assessment

This report was conducted by police officers from Mile End and Globe Town Safer Neighbourhood Team and seeks to identify security weaknesses in residential areas and blocks. This report has been compiled to support other crime reduction strategies in combating the historic rise in acquisitive crime during September, October, November and December within the Queen Mary University campus. By implementing these suggestions it is hoped that victim ‘hardening’ will occur and a reduction in crime realised.

The following is a summary of the report findings, and suggestions on improvements that could be made:-

1. The entrance doors to most of the block of Maurice Court (10, 12-17, 18 and 20-23) were found to be open, having not closed securely when shut by students. Recommendation:- Replace hinge with spring loaded hinges to ensure doors closed correctly and securely.
2. Block 24 of Maurice House has damaged lock and wood splintering around latch. Recommendation:- Latch to be re-fitted.
3. Ground floor windows of flats left open when rooms are vacant. Recommendation:- E-Mail to students to raise awareness.
5. Windows left open between Chapman and Chesney House (particularly to the kitchen area of Chapman). Recommendation:- Window bars to be placed on these windows restricting the opening.
6. Area between Maurice House and Beaumont Court is poorly lit and has drain pipes that could be easily scaled. Recommendation:- Improved lighting, foliage cut back around existing lighting. Anti-climb paint used on drain pipes.
7. Metal railing from canal footpath onto area between Chapman House and Chesney House can be easily scaled. Recommendation:- Anti-climb paint to be used on railing.
8. CCTV coverage is significantly impaired by over grown foliage, this is especially prominent along the canal path. Recommendation:- Foliage cut back.

To discuss further please contact:- PS Craig Meredith on 0208 217 6684
**Appendix 3:**

**Crime Statistics for the QMUL 2010**

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<tr>
<td>THEFT DWELL</td>
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<td>0</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
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<td>14</td>
<td>13</td>
<td>13</td>
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</tbody>
</table>

**TOTAL OFFENCES: 45**
Appendix 4:

CYCLE THIEVES ARE OPERATING IN THIS AREA.

* * * *
TAKE ACTION NOW

* * * *
TURN OVER TO LEARN HOW TO KEEP YOUR BICYCLE SAFE.

SAFER NEIGHBOURHOODS
LOCAL POLICE, LOCAL KNOWLEDGE
SECURE BOTH WHEELS AND THE FRAME TO A CYCLE STAND

LOCK YOUR BICYCLE FIRMLY IN PLACE SO IT IS HARD TO MANOEUVRE WHEN PARKED

RECORD YOUR BICYCLE FRAME NUMBER IN THE SPACE BELOW AND KEEP IT SAFE.

REGISTER YOUR PROPERTY FOR FREE AT WWW.IMMOBOLISE.COM

FOR FURTHER INFORMATION PLEASE CONTACT YOUR LOCAL SAFER NEIGHBOURHOOD TEAM

www.met.police.uk/saferneighbourhoods
or call 0208 721 2851/53 quoting BGN/MEGT

Frame Number:

SAFER NEIGHBOURHOODS
LOCAL POLICE, LOCAL KNOWLEDGE