

TILLEY AWARDS 2012 APPLICATION FORM

Applications made to this year's Tilley Awards must be submitted electronically to the Tilley Awards mailbox at TilleyAwards2012@homeoffice.gsi.gov.uk

All sections of the application form must be completed.

Please **ensure that you have read the guidance before completing this form**. Guidance is available at <http://www.homeoffice.gov.uk/tilley-awards/>. Annex A of the guidance provides useful advice on how to complete this form.

By submitting an application to the awards, entrants are agreeing to abide by the conditions set out in the guidance. Failure to adhere to the requirements set out in the 2012 Awards Guidance will result in your entry being rejected from the competition.

All entries must be received by 1:00pm on Wednesday 27th June 2012. Late entries will not be accepted. Hard copies of the application form are not required.

Any queries on the application process should be directed to Darren Kristiansen who can be reached on 0207 035 3228 or Norah Kugblenu who can be reached on 0207 035 0050 or to the Tilley Awards Mailbox at TilleyAwards2012@homeoffice.gsi.gov.uk

Project Name: South Bank Employers Group and the Community Safety Accreditation Scheme.

Location and region: South Bank and Waterloo, London.

Postcode(s) project covered: SE1

Theme Addressed: Projects led by non-police agencies

PART ONE – PROJECT SUMMARY

Information contained within this section is not assessed as part of identifying this year's national finalists and overall top three entries received in the 2012 Tilley Awards.

This section should be used to describe your project in **no more than 400 words**. Advice about how to complete this section is contained within the 2012 Tilley Awards guidance. This section should be used as your social marketing opportunity and provide information that summaries your project in plain English.

FOUR HUNDRED WORDS SUMMARY

The South Bank Employers Group (SBEG) is a unique partnership of seventeen business organisations in the South Bank, Waterloo and Blackfriars area of London with a long-term commitment to improving the everyday experience of employees, residents and visitors alike.

In 2010 SBEG identified that a significant impact was being made on residents, businesses and visitors in the area who were experiencing increased volumes of anti-social behaviour. In particular there was a rise in the homeless and rough sleeping population in the area which had resulted in significant increases in instances of street drinking and begging.

In response SBEG recognised the Community Safety Accreditation Scheme (CSAS) as potentially providing a positive response to the problems experienced. In partnership with the Metropolitan Police Service (MPS) six security officers from The Shield Guarding Company, who provide a patrol service in the area, were selected for accreditation. After an extensive period of vetting and training, and analysis of which policing powers would be the most effective, the security patrol officers were accredited with the following police powers;

- Request name and address for Fixed Penalty Notice (FPN) and offences that cause injury, alarm and distress to another person or damage or loss of another's property.
- Request name and address of a person acting in an anti-social manner
- Cause surrender of alcohol from any person under the age of 18 years
- Cause any person to surrender alcohol in a designated public place
- Confiscate cigarettes and tobacco products from any person under the age of 16 years.

The effect of the security patrol officers utilising their CSAS powers has resulted in:

1. A 59% reduction in the number of reported incidents of Anti-Social Behaviour
2. A 52% increase in the number of homeless street population engaged with and referred to support services.
3. An 80% reduction in calls to police around incidents of street drinking.

Furthermore as the scheme progressed there was a rise in the SBEG patrol area in reported offences of begging. In December 2011 the SBEG patrol staff were trained and further accredited with the power to deal with begging. This has had a positive impact, reducing the levels of begging reported, demonstrating the flexibility of CSAS and how it can be adapted to deal with changing community safety needs.

PART TWO - EVIDENCE

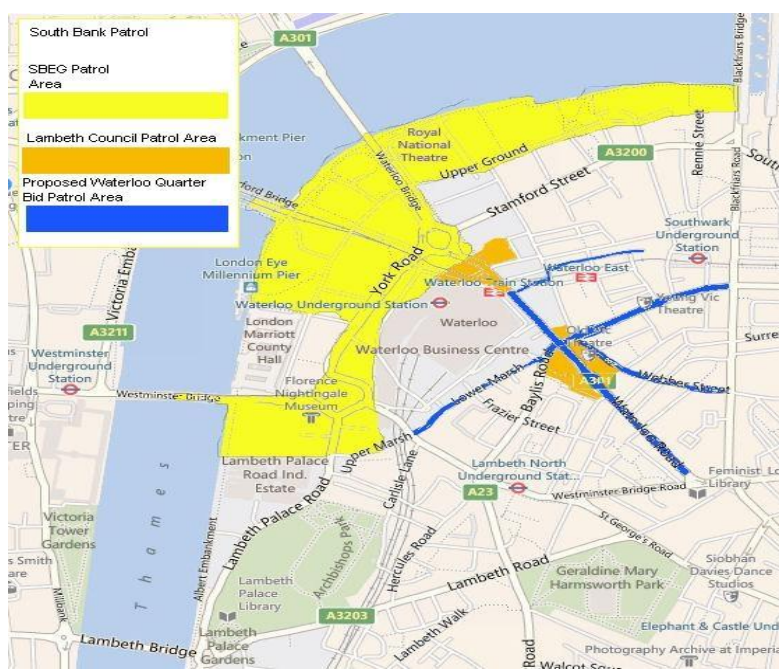
Information contained within this section of the application form is assessed for the Tilley Awards.

Describe the project in **no more than 4,000 words**. Full details on how to complete this section of the application form is contained within the 2012 Tilley Awards Guidance.

SCANNING

The South Bank Employers Group (SBEG) is a consortium of seventeen businesses covering the South Bank Area of London (figure 1). As part of the service SBEG employ security staff from the Shield Guarding Company who provide security patrols in the area shown in yellow (figure 1).

Figure 1: SBEG Patrol Area

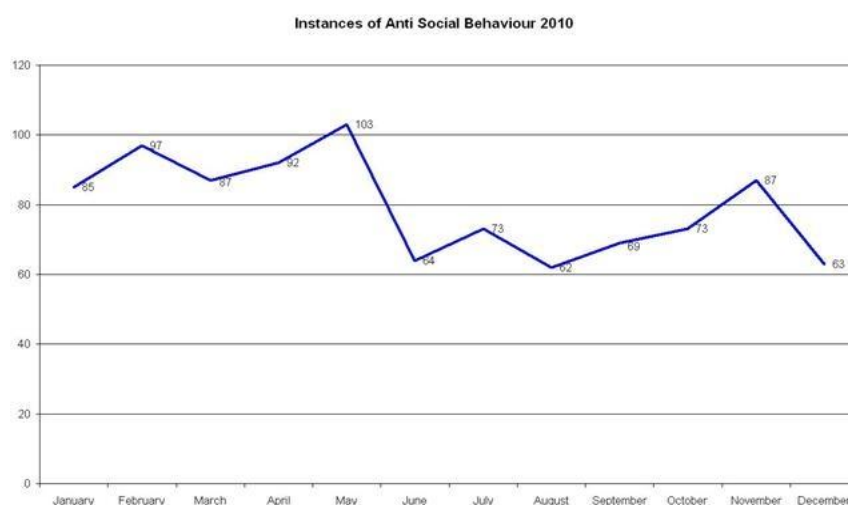


The SBEG patrol area is an important tourist area housing a number of major attractions including the London Eye, the National Theatre and Royal Festival Hall attracting large numbers of people. Waterloo railway station is situated nearby which has considerable volumes of foot traffic on a daily basis, many who visit the cafes, restaurants and entertainment venues situated within the SBEG patrol area.

The surrounding area contains a labyrinth of pedestrian subways which run from Waterloo railway station to the South Bank and also has a number of public parks and spaces. This, allied with the large number of people visiting the area, makes it a focus for a considerable homeless population. As a result the SBEG patrol area suffers from specific crimes of anti-social behaviour (ASB), in particular street drinking which leads onto other offences such as begging, urinating in the street and aggressive behaviour.

From the period 01.01.2010 to the 31.12.2010 figures collated by SBEG showed that there were 955 incidents of ASB reported in the SBEG patrol area (figure 2). Around 80% of those offences (768) related to specific reports of street drinking leading onto begging and aggressive behaviour.

Figure 2: Reported Incidents of ASB within SBEG patrol area 2010



In the same period police reported 1482 calls (emergency and non-emergency) for ASB to the SBEG patrol area. Of these 13% (195) were specifically related to incidents of street drinking. Furthermore 72% of the calls (1265) were to incidents of ASB where street drinking was the primary cause.

SBEG also have a South Bank Business Watch which meets on a two monthly basis. This forum includes representatives from each business organisation in the area, local resident groups, the SBEG patrol, MPS and Lambeth Council.

Throughout 2010 data, presented at the meetings by the various group members, showed an increase in the amount of complaints around the number of homeless people becoming resident in the area. This in turn was showing a rise in complaints of incidents around street drinking and anti-social behaviour within the SBEG patrol area being presented to the forum.

This was further supported by data collated by the SBEG patrol who had recorded a 62% increase in the number of homeless people they had come into contact with during the period November 2010 to January 2011. (figure 3, page 5)

These factors were having an impact on the local residents, businesses and visitors to the patrol area where anecdotal evidence was showing increases in fear of ASB and increases in fear of safety.

ANALYSIS

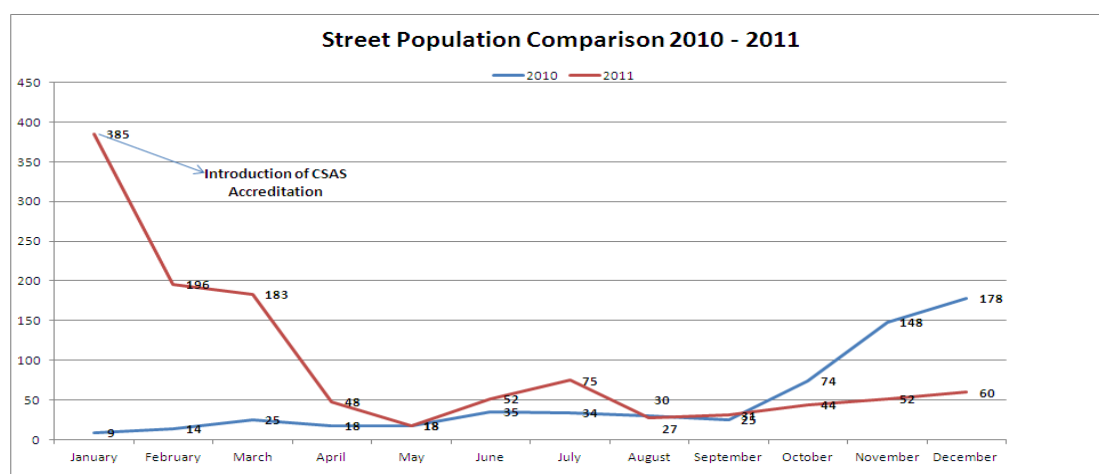
The data provided by the SBEG patrol showed that there were 955 instances of ASB reported in 2010 within the SBEG Patrol area. These figures were a realistic picture of ASB occurring in the area as people were more likely to report low level ASB incidents to the SBEG patrol and contact police when more serious issues occurred.

More detailed analysis of the data held by SBEG showed that around 80% of the offences were street drinking offences or offences of ASB where alcohol was the primary cause. This included offences of aggressive behaviour, begging and urinating in the street.

From August 2010 to December 2010 there was a sizeable increase in the reports of ASB in the area. This was due to displacement from the neighbouring London Borough of Southwark who had been carrying out targeted patrols, to reduce alcohol and street drinking related offences, with local authority street wardens. These wardens had already been accredited with CSAS powers, including the power to request surrender of alcohol, and were operating in areas that bordered with Lambeth and the SBEG patrol area.

This was further evidenced by the increasing numbers of people, who were classified by the SBEG patrol as street population, coming into contact with patrol staff. These are people who are homeless and sleep in and around the public spaces and pedestrian subways in the area (figure 3 below).

**Figure 3: Street Population engaged with by SBEG Patrol:
Comparison 2010-2011**



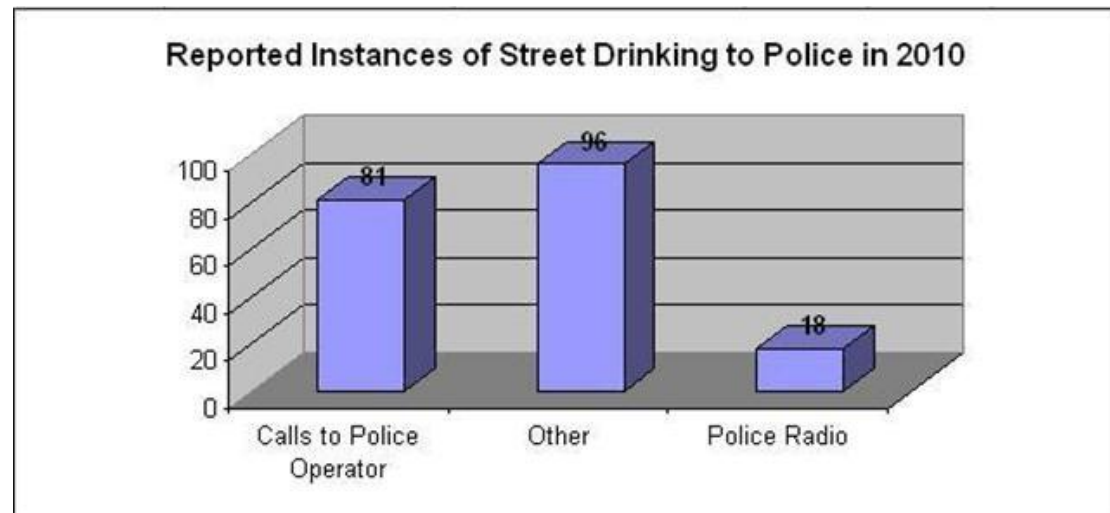
Data from the police for the year 2010 showed that they attended 1482 calls (emergency and non-emergency) for ASB to the SBEG patrol area. Of these 13% (195) were specifically related to incidents of street drinking (figure 4, page 6). Furthermore 72% of the calls (1265) were to incidents of ASB where street drinking was the primary cause.

Victim Profiles:

Analysis from the data provided by the SBEG patrol, police and local authority showed that 65% of victims of street drinking related offences were either visitors to the area or were commuters who were passing through the area from Waterloo railway station. Of the remaining 35%, 8% were police and ambulance staff dealing

with incidents in the area, 6% were bus staff working on transport routes passing through and the remaining 2% were employees working in local hotels and restaurants. There was no specific age, sex or ethnic origin for victims.

Figure 4: Reported Instances to Police of Street Drinking in 2010



Offender Profiles:

The analysed data showed that the breakdown of offenders was 80% male and 20% female and aged in the 26-40 age range. Around 90% of offenders were classified as unemployed and homeless and nearly all offenders reported problems with alcohol abuse. The ethnic breakdown of offenders was White European, with 60% citing their place of birth within Eastern Europe.

Location, Times and Dates of Offences:

Incident analysis indicated that there were three peaks for crimes during the day. These were between 7am and 11am, between 5pm and 7pm and then between 11pm and 12 midnight and hotspots for offences would vary depending on the time of day.

Between 7am - 11am offences would be more prevalent on the commuter foot routes from Waterloo railway station through the SBEG patrol area to bridges leading to Westminster and the business district in the City of London. Within the latter part of that period the hotspots would change to the tourist hotspots including the London Eye and the Royal Festival Hall and Southbank Centre.

In the remaining peak periods the locations of offences would again be around the commuter foot routes as people returned to Waterloo railway station. There were also hotspots around the many cafes, restaurants and other entertainment areas.

In terms of days, the data showed that the peaks for offences were on Thursdays, Fridays and Saturdays, with a steady but lower number of offences occurring on the remaining weekdays.

Causes:

In the past few years the SBEG patrol area has experienced rapid development including the erection of the London Eye. This in turn has brought an increase of businesses into the area and a vast upturn in tourist footfall. There has been a substantial increase in the number of cafes, restaurants and entertainment venues

and these supply demand for the many tourists and commuters that visit on a daily basis.

The rise in popularity of the area has also brought with it a number of issues with increases in illegal street traders and in the number of homeless people visiting the area, sleeping rough in the pedestrian subways and public areas.

Within 2010 this street population rose and, as has been outlined in the data analysis, the number of street drinking offences and related ASB also increased. Although there had been a number of initiatives to reduce the sale of alcohol and reduce the number of rough sleepers these initiatives had a limited effect. The problems were reduced and would return once the resources had been scaled back.

It was apparent that offenders were purchasing alcohol away from the area and returning to sleep in the areas previously detailed, targeting tourists and commuters and committing the street drinking offences and related ASB.

Although SBEG patrols were already present they did not have any legal capacity to deal with the street drinking related offences. Police were continually being called and as well as having an impact on police resources the issues were also having a negative impact on the local residents, business community and visitors to the area.

What was ultimately required was a response that could help to;

- Reduce the instances of street drinking and associated ASB
- Increase the contact with offenders which allowed a multi-agency approach to address the issues identified
- Reduce the impact on police resources around street drinking and related offences allowing the police to direct resources to other issues in the area
- Enhance the primary objective of SBEG to provide a long-term commitment to improving the everyday experience of employees, residents and visitors alike

RESPONSE

The SBEG patrol officers are tasked by SBEG as a result of the intelligence and information that is gained through the South Bank Business Watch. This ensures that a multi-agency approach is taken when considering options to varying problems that exist in the area. When it became apparent that the area was suffering increases in street drinking related offences another option was needed and the Community Safety Accreditation Scheme (CSAS) was identified as a solution to the problem.

As previously mentioned a number of other strategies had been carried out to tackle the problem, including increased patrols of crime hotspots by police and local authority staff, but this had proved to have temporary effect and was resource intensive and not cost effective. The problem would be displaced to surrounding areas and would return once resources had been scaled back.

The key factor for the response selected was the permanence of the SBEG patrol within the patrol area. The patrol staff work on a 12 hour a day, 7 days a week rota and their times of work are altered in response to identified problems in the area.

The patrol staff had shown previously the success of having effective delegated powers through the work conducted with local authority powers granted to deal with instances of illegal street trading. The success of this not only being with the enforcement capability but with the relationships built up with the local community and victims and offenders alike.

Furthermore before deciding on this particular option SBEG had conducted research on CSAS and had spoken to other police forces and other organisations within the MPS who had run CSAS schemes; and although this would be the first partnership of its kind there was sufficient evidence to suggest it could have a positive impact.

Community Safety Accreditation Scheme

CSAS is a scheme that allows the Chief Officer of Police to delegate certain policing powers to non-police organisations within their own particular force area. By virtue of the Police Reform Act 2002, individuals can be accredited with policing powers to tackle a number of issues, including ASB.

A period of consultation took place between SBEG and the MPS and in early 2010 it was decided that Shield Guarding, who provide the staff for the SBEG patrol, would apply for accreditation through the scheme. Shield Guarding in turn put forward six patrol staff to become accredited.

During the period May 2010 to December 2010 Shield Guarding were put through a vigorous vetting process to test their suitability as an organisation to be involved in CSAS. The six security staff were also put through an extensive vetting and training process by the MPS in order to ascertain their suitability for accreditation.

In terms of vetting the individuals were vetted to MPS Counter Terrorist Level, which is the same level as Police Officers and Community Support Officers within the MPS. The training undertaken was an intensive course which ensured that the individuals had a clear legal understanding of the powers they would be using, and other areas covering Rules of Evidence, Community Safety Principles, Conflict Management, Human Rights, Diversity and Equality issues and Problem Solving within communities.

During the same period there was consultation between the agencies within the South Bank Business Watch and the local police commander in Lambeth as to which policing powers would be effective to tackle the problems being experienced.

In December 2010 Shield Guarding were granted accredited status by the Commissioner of the MPS and the six patrol officers were accredited with the following policing powers.

- Cause any person to surrender alcohol in a designated public place. (The SBEG patrol area is a designated public place that allows this power to be used).
- Cause surrender of alcohol from any person under the age of 18 years
- Request name and address of a person acting in an anti-social manner
- Request name and address for Fixed Penalty Notice (FPN) and offences that cause injury, alarm and distress to another person or damage or loss to another's property

- Confiscate cigarettes and tobacco products from any person under the age of 16 years

It was felt that these powers would be the most valuable in tackling the problems identified around street drinking and related ASB. Additionally the policies and procedures required by CSAS provide for a robust assessment framework that allows for effective analysis of the use of powers and their impact.

Before starting the scheme Shield Guarding had to sign joint operating and information sharing protocols and provide monthly returns to the MPS on the work that their accredited staff are doing. This includes the number of times they use their accredited powers, the number of complaints made against their staff when using these powers and the intelligence that is shared with the MPS.

Proactive and Reassurance Patrols

On the 14.12.2010 the six SBEG patrol officers were given their CSAS accredited powers and began patrolling with those new powers on the 01.01.2011. Through the South Bank Business Watch the SBEG patrol officers could now be tasked to patrol areas, where intelligence gained from the various agencies, highlighted the street drinking hotspots.

As can be seen in figure 3 (page 5) the SBEG patrol staff significantly increased their contact with the homeless and street drinking population in their first month of having the powers. This engagement allowed them to gain the trust of this population and soon they were conducting joint patrols with Thames Outreach workers where support and advice was given in areas around health, welfare and accommodation.

Additionally since the introduction of CSAS the SBEG patrol staff have also conducted joint patrols with other agencies such as the local Safer Neighbourhood Police and the UK Border Agency. This came about after intelligence gained by the SBEG patrol highlighted offenders within the street population from Eastern Europe who were wanted for offences in other European countries.

The single patrols conducted by SBEG patrol staff and the joint patrols they conduct with other agencies have helped to reassure the local residents, businesses and visitors to the area in order to reduce fear of crime and ASB. This has also contributed to a significant reduction in reported incidents of street drinking and ASB and calls to police for similar incidents.

Sustainability and Cost Effectiveness.

One of the advantages of the CSAS scheme is that it is not a short term solution. Within the MPS individuals are accredited for an initial period of one year and then at two yearly intervals. Private organisations who participate in the scheme report that involvement in CSAS helps towards staff retention as the additional input to training for the scheme enhances the working roles of individuals.

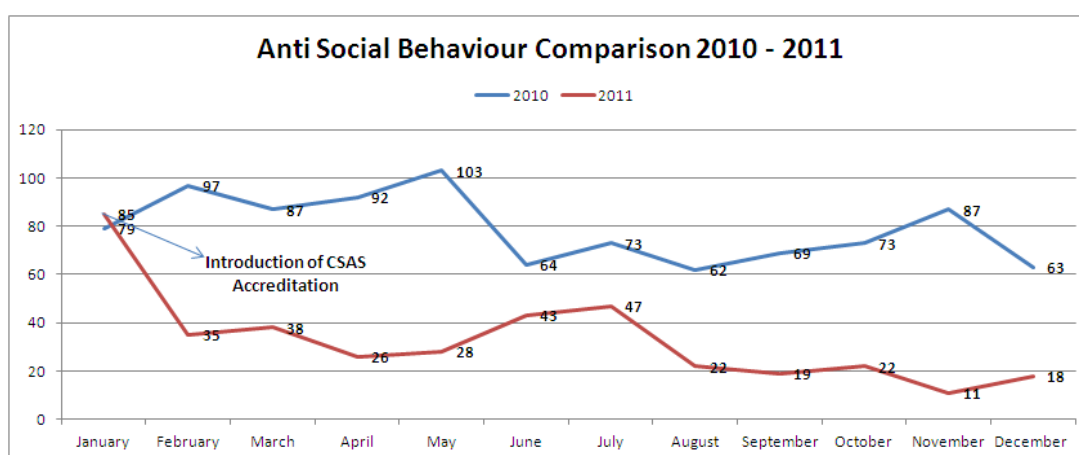
The CSAS scheme in the SBEG patrol area has also been viewed as being cost effective. As patrol staff were already recruited and being paid for, the additional cost to obtain the accreditation was £6000. Funding for the scheme has been obtained from the private sector through finances given via membership of SBEG and funding received from the London Eye via Section 106.

ASSESSMENT

Outcomes from the SBEG patrol utilising the CSAS powers between 01.01.2011 to the 31.12. 2011 have been significant and include;

- An 80% reduction in calls to police around incidents of street drinking which has freed up police resources to tackle other issues
- A 59% reduction in the reported incidents of ASB in the area
- A 52% increase in the number of homeless people engaged with and linked to support services
- Increased levels of intelligence from community sources that have enabled police and other agencies to effectively tackle other issues in the area
- Recognition from the Security Industry and other community safety partnerships, both within the UK and Europe, as to the scheme providing best practice to tackle community safety issues

Figure 5: Reported incidents of ASB comparison 2010-2011

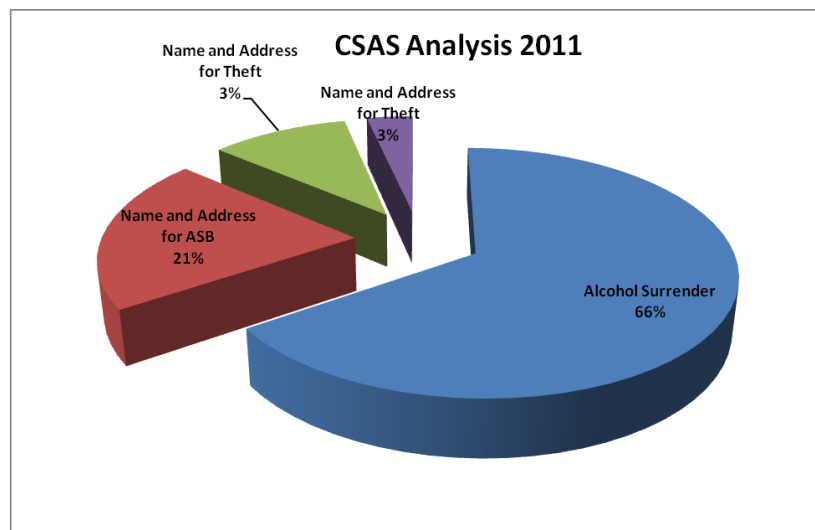


As can be seen in figure 5 (above) the reported incidences of ASB, during the initial year period where the SBEG patrol had their accredited powers, has fallen significantly from 955 offences in 2010 to 388 offences in 2011. Whether this can be wholly attributable to the introduction of CSAS is a matter for debate as other partnership activities, to tackle crime in the area, have been undertaken during this period.

The sudden drop from January 2011 to February 2011 (85 to 35 offences) could be attributed to the large scale advertising campaign of the scheme that took place at the time CSAS was launched in the area. This advertising campaign was targeted at all groups who use the patrol zone and focused on the new powers the SBEG patrol now had. It also detailed the legal consequences that could occur should anyone fail to comply with any lawful use of the powers by the SBEG patrol officers.

Initially the use of the CSAS powers by the SBEG patrol was minimal as research from other CSAS schemes has shown that individuals have to increase their confidence in the use of the powers. Overall during 2011 there were only 19 uses of the powers and figure 6 below shows the breakdown of the powers used.

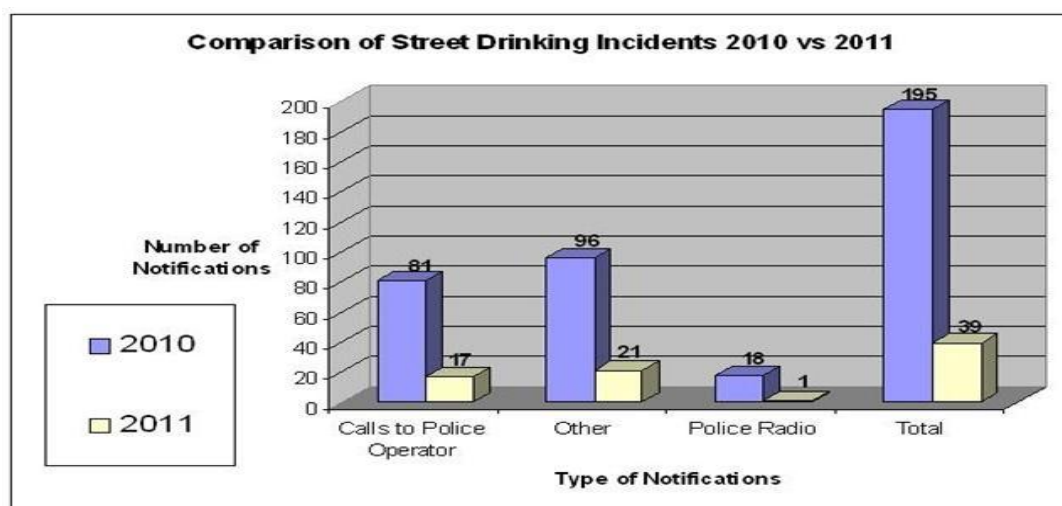
Figure 6: Analysis of CSAS powers used in 2011



Although this may not appear significant the details outlined at figure 3 (page 5) show that since the SBEG patrol gained their CSAS powers they have increased their engagement with the street population by 52%. Accredited patrol officers reported this as being down to the accreditation training they had received. As time went on they gained confidence in using the powers but due to the increased engagement with offenders the powers were only used as a last resort.

The factors of having the new powers and being deployed through the intelligence gained through the South Bank Business Watch has also led to an 80% decrease in the number of street drinking incidents being reported to police that required police attendance (figure 7).

Figure 7: Comparison of police response to street drinking incidents 2010/2011



The SBEG patrol now had effective powers to deal with street drinking and only on minimal occasions did they require the attendance of police. The SBEG patrol were also linked on the same radio channel to all business security control rooms for the area, and the local police, and could be deployed at short notice to issues where their powers could be used.

Additional Partnership Ventures

Other partnership ventures have also evolved through the introduction of CSAS. SBEG patrol staff conduct joint patrols of the area with both enforcement and non-enforcement agencies. Regular patrols are conducted with the Thames Outreach service with a view to providing support and advice to vulnerable offenders and victims encountered in their day to day work.

As part of the CSAS partnership the SBEG patrol officers are kept up to date and receive regular training from the MPS on areas such as Crime Prevention, Crime Scene and Cordon Management and intelligence matters especially around Counter Terrorism.

Since the introduction of CSAS there has been an increase of intelligence from community sources, through the SBEG patrol, to the MPS which has led to a number of successful proactive police operations to combat crime in the area. The Counter Terrorist level of vetting of the SBEG patrol staff allows police to share a higher level of intelligence with them. In one example police were able to share CCTV images of a person responsible for a bag theft in the area. Within 24 hours the person responsible was identified by SBEG patrol officers and arrested.

Perception of CSAS

Although to date no public perception surveys have been conducted in the area as to the impact of CSAS, comments received by a number of people detail the influence that the scheme has had.

Mike Tuppen is Vice Chair of the Octavia Hill Residents Association responsible for 400 residential properties within the SBEG Patrol area. He states;

“The South Bank Patrol has been the best thing to happen in Waterloo for a long time and their presence on the streets has greatly improved the feeling of safety for those who, live, work and pass through Waterloo. They have a very difficult task in dealing with very difficult and sometimes aggressive street population and drinkers. Most times they are our first line of defence in dealing with the problems of anti-social behaviour”

MPS Sergeant Paul Neal works closely with the patrol on a daily basis. He said;

“The benefits of the SBEG patrol having CSAS powers are clear. They help towards a safer environment with less crime and anti-social behaviour. For the Metropolitan Police they provide a great medium for communicating with the community and dealing with low level anti-social behaviour, allowing us to focus on more serious crime.”

Eric Dench, chair of South Bank Business Watch stated;

“Giving the SBEG patrol officers CSAS powers has been a resounding success. This is not lip service and the partnership work that has been developed is genuine. The way we have worked the partnership here would be suitable for other inner city areas where there is a network of private properties, such as shopping centres, business centres and entertainment areas. It is really important that it is owned by the businesses. It should not be owned by the police or council or indeed by the largest business in the area. No one organisation should control it.”

Such has been the success of the scheme that it was awarded the Best Security Partnership in the 2011 UK Security Industry Awards.

The Way Forward.

One of the successes of this project is that the accreditation of CSAS powers to the SBEG patrol has strengthened what was already a successful partnership project. CSAS gives flexibility that allows further powers to be accredited to meet changing community safety needs.

Towards the end of 2011, information and data was showing a noteworthy increase in offences of begging in the area. This was having an impact on police resources as the SBEG patrol did not have the legal powers to deal with the issues. In December 2011 the SBEG patrol staff were trained and accredited with the power to deal with begging. Through the use of targeted patrols and the use of the power the patrol was able to reduce the reported offences of begging, again freeing up police resources to deal with other issues.

The achievements and impact that the scheme has had means that after the Olympics, in September 2012, there will be an increase in the number of CSAS accredited SBEG patrol staff and evaluation to see which other CSAS powers could further improve community safety in the SBEG patrol area.

PART THREE – PROJECT DETAILS

Project name: The South Bank Employers Group and the Community Safety Accreditation Scheme

Project location: South Bank and Waterloo, London.

Postcode/s covered: SE1

Dates and location of project

Start date: 14.12.2010

End date: Ongoing

Please indicate whether the project is:

Ongoing ☒ Completed ☐ Current ☐

CSP name: Safer Lambeth Partnership

CSP area or region¹: Greater London

Type of area²: Urban

What were the financial costs of your project?

£6,000 to pay for the CSAS accreditation process

What resources required for your project (people)?

Six (6) full time security patrol staff, One (1) police liaison officer (liaison is part of his normal working role within Safer Neighbourhoods)

How did you secure resources for your project? For example did you access specific funding?

Funding was secured from private sources. Businesses involved in SBEG pay a membership fee and this contributed to the costs for CSAS. Funding was also secured from the London Eye, Section 106.

¹ Greater London, East Midlands, West Midlands, NE England, NW England, SE England, SW England, Yorkshire/Humber, Eastern England, Wales, Scotland, Northern Ireland

² All, rural, urban, suburban, mixed, various

Partners actively involved in your project

Please list key partners contributing to the project:

- A. South Bank Employers Group
- B. Shield Guarding Ltd (SBEG Patrol)
- C. South Bank Business Watch
- D. Metropolitan Police Service
- E. Lambeth Council
- F. Thames Outreach Service
- G. UK Border Agency

How did you engage and work with them?

The partners listed are involved in intelligence sharing through the South Bank Business Watch. Taskings are then agreed for the staff of the SBEG patrol to combat the community safety issues in the area. Information resulting from taskings are then fed back to the relevant agencies. The local residents are part of the South Bank Business Watch.

Crime type(s) addressed

You have told us about the theme within which your project should be entered. Please use this section to set out which specific crime types your project addressed (Crime types could include³ anti-social behaviour, burglary, domestic violence, gang activity, hate crime, knife crime, night time economy, violent crime and criminal damage, drug offences, fear of crime, fly-tipping, hate crime, fraud and forgery, traffic offences/road safety, vehicle crime, vehicle theft).

- Street Drinking
- Anti-Social Behaviour
- Fear of crime and ASB

If the crime was a hate crime what was the ethnicity of the victim?

Not Applicable

Offender and Victim information

What was the sex of the offender(s) (male, female, both)

Both

³ The list of crime types provided is not exhaustive

What was the type of offender(s)? (prolific priority offender, drug abuser, alcohol abuser, other)

Alcohol abuser

What was the age of the offender(s)? (Under 10, 10-18, 19-25, 26-40, 41-55, 56-64, 65+, various ages)

26 - 40.

What was the age of the victim(s)? (Under 10, 10-18, 19-25, 26-40, 41-55, 56-64, 65+, various ages)

No specific age range for victims.

What was the sex of the victim(s)? (Male, female, both)

No specific sex of the victims

What was the type of victim(s)? (Householders, repeat victimisation, school children, students, vulnerable people, other)

Residents, business personnel working in the area, commuters and tourists

Sharing learning

Other Benefits

Were there any other benefits e.g. community outcome, from the project not directly linked to the problem as it was initially defined?

- Associated issues based around groups within the street drinking community were identified. This resulted in the Implementation of additional CSAS powers & developing additional partnerships to include the UK Border Agency & Thames Outreach to offer wrap around services to the street homeless population.
- Through the close working relationships developed between Thames Outreach & SBEG, staff were able to apply their improved knowledge & understanding of available services which has changed perceptions between staff and the street population.
- From what was traditionally a confrontational enforcement role it has developed into one of positive engagement that placed a greater emphasis on advising & sign posting members of the street population into local services including health care & accommodation. As a result, this has reduced the potential of confrontation which has had a positive environmental impact on the area through personal safety concerns within the wider population of commuters, residents & tourists who pass through the area as well as improving social cohesion.

Lessons Learned

What were the three most important lessons from the project and three things you would do differently if you were to do the work again?

1. Guidance on the effectiveness of the current CSAS training program with a view to creating a more flexible programmed based around the individual requirements of a CSAS scheme and to identify training needs earlier.
2. Improved communications between partner agencies has lead to a wider understanding of other local issues to which the majority of partners have vested interest & has improved the effectiveness of the joined up approach from all partners.
3. Improved engagement with the vulnerable street community & access to other services.

Three things that would be done differently.

1. More robust evaluation with partner agencies. The process for the Tilley Award application has highlighted a more effective evaluation model which will be used in future evaluations.
2. Wider consultation with the residents and service users within the area. Eg Satisfaction surveys etc.
3. Consider a wider spectrum of police powers available through CSAS at the outset. The MPS CSAS scheme at the time was limited to five basic powers. A more robust process would have allowed the power to deal with begging at a much earlier stage. This has now been taken up by the MPS CSAS scheme which now accredits powers according to local needs.

Has the work been formally evaluated? If so, please provide details of the methodology and outcomes (not already set out in your application)

No formal evaluation has been completed prior to this application.

Contact Details

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Alternative contact for application: Dave Clark

Organisation: South Bank Employers Group

Telephone number: 07756 930526

Email address: david.clark@southbanklondon.com

Website: www.sbeg.com

PART FOUR - CONDITIONS OF ENTRY

Information requested within this section of the application form is compulsory. Each question should be answered. This section is not assessed as part of the Tilley Awards but failure to answer all the questions may result in your application being rejected from the competition

Q: Can you confirm that the partners listed carried out the project as stated?

Yes

Q: Can you confirm that the details stated are factually correct?

Yes

Q: Can all contents of this application can be made publicly available.

Yes

Please mark the box below with an X to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):

☒

Please mark the box below with an X to indicate that your CSP/LCJB Chair /BCU Commander/Relevant Director within a Local Authority is content for this project to be entered into the Tilley Awards.

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Please mark the box below with an X to confirm that this project has only been entered into the 2012 Tilley Awards once.

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