

# Safer Westminster Partnership Strategy 2024-27

Working together to make Westminster safer



**MAYOR OF LONDON**  
OFFICE FOR POLICING AND CRIME



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# Foreword

It is with great enthusiasm and a profound sense of responsibility that I introduce this Community Safety Partnership Strategy—a testament to our collective commitment to fostering secure, resilient, and vibrant communities. In a world that is ever evolving, our shared dedication to the well-being of our neighbourhoods has never been more crucial.

Safety is not merely the absence of crime; it is the presence of justice, equity, and a sense of belonging for every member of our community. As we embark on this journey, we recognise that safety is a shared responsibility - that extends beyond the boundaries of criminal justice agencies to encompass the collaborative efforts of residents, businesses, local authorities, and community organisations.

This strategy embodies our determination to create a framework that goes beyond reactive measures and embraces a proactive, holistic approach to community safety. It reflects the culmination of extensive consultations, valuing the diverse perspectives of our community members. Through these dialogues, we have gained invaluable insights into the unique challenges and aspirations that define our neighbourhoods.

The foundation of this strategy lies in fostering strong, trusting relationships among all stakeholders. By promoting open communication, understanding, and mutual respect, we aim to bridge the gaps that may hinder our progress. Together, we strive to build a culture of cooperation that escapes traditional silos, ensuring that our endeavours are comprehensive, inclusive, and sustainable.

In recognising the interconnectedness of various social determinants, we acknowledge that community safety is intrinsically linked to issues such as education, housing, mental health, and economic opportunity. This strategy emphasises a multidisciplinary approach, encouraging collaboration across sectors to address the root causes of crime and disorder and create lasting positive change.

As we embark on the implementation of the Safer Westminster Partnership Strategy, I am confident that our collective efforts will yield tangible and meaningful results. Let us remain steadfast in our dedication to building safer, more resilient communities that reflect the aspirations and values of those who call them home.

Together, we stand united in our pursuit of a safer, more just, and harmonious community for all.



A handwritten signature in black ink, appearing to read 'F. Martin'.

Frances Martin

Executive Director Environment, Climate & Public Protection at Westminster City Council

Chair of the Safer Westminster Partnership

# Introduction

## What is the Safer Westminster Partnership?

This is the strategy for the Safer Westminster Partnership (SWP), the statutory Community Safety Partnership for Westminster, which details our commitments to work together with our residents, businesses, and visitors to make Westminster safer.

The SWP is made up of Westminster City Council, Metropolitan Police, London Fire Brigade, National Probation Service, and the Integrated Care Board, who each have a legal duty to work together to reduce crime and disorder in Westminster.

Cutting crime and improving safety is not only about effective policing; it relies upon understanding the factors that enable crime and anti-social behaviour (ASB) to take place, working together in partnership to neutralise those factors and doing so in a reasoned and evidence-based way.

To develop this strategy, we use the detailed evidence base from our annual strategic assessment to identify the key crime and disorder issues affecting Westminster, drawing on data from across the partnership.

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### Serious Violence Duty

In 2023, the government introduced new duties for local partners to work together to tackle serious violence. In Westminster, the SWP will be the lead body for holding partners accountable for meeting those requirements. We will use our annual strategic assessment and the partnership strategy to identify needs and set out the way in which we will work together to address them.

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## What did we achieve during the last strategy period?

Our last strategy commenced at the start of a pandemic that led to unprecedented changes to society, with lockdowns and restrictions on movement having a huge impact upon crime and disorder, particularly in Westminster and the West End. The consequences for the criminal justice system as a whole and how it could operate, resulted in significant delays in court cases and adversely impacted victims, defendants, and criminal justice agencies, eroding public confidence. Despite these challenges, the partnership continued to work to protect some of the most vulnerable in Westminster from becoming victims or offenders of violence and exploitation.

98% of women supported, report a reduction in domestic violence & abuse

Integrated Gangs and Exploitation Unit worked with over 250 young people

Secured funding from the Mayor of London to expand the gangs unit

Embedded the public health approach to tackling serious youth violence

Introduced *Helping Hands*, a community capacity building project led by young people

Continued to work with almost 200 of our most problematic offenders through our *Starting Over* service

Invested £290,000 to improve safety after dark for women by expanding the *Night Stars* scheme, and setting up *Safe Havens*

Engaged over 3,000 children in workshops to prevent violent extremism

## What does the evidence<sup>1</sup> tell us?

- 76,326 recorded crimes in the borough

Volume



- Just 6.2% of all crime results in a formal sanction

Outcomes



- Westminster accounts for 7.9% of all crime in London

Concentration



- 50% of recorded offences are Theft

Theft



- 65% of crime occurs in West End and St James wards

Location



- The economic and social costs of crime have increased to £315 million

Cost



- 96% of residents feel safe in the area they live

Safety



- 77% of people trust the police in Westminster

Attitudes



## What are our priorities?

Crime in Westminster is now higher than pre-pandemic levels. This increase has been concentrated in the West End and St James's wards where over two thirds of crime took place.

Due to this high concentration of crime, *Making the West End a safer place for our visitors, residents and businesses* should remain a key objective for the Safer Westminster Partnership. The West End is a vibrant and cultural hub of London, and we want people to continue to be attracted to this area and be safe.

Violent crime, whilst lower in volume than other crimes, has a far greater impact upon victims and their family and friends' lives and it has a disproportionate impact on community fears and concerns; we must adopt a 'public health approach' to prevent violent crime from happening. Recognising this the Government has also placed new statutory duties on community safety partners to work together to address violence. For all these reasons, *tackling serious violence and exploitation* is our next priority.

Despite the high volume of crime in the West End, Westminster is overwhelming a safe place and 96% of our residents stated they felt safe in the area they live. However, this experience is not shared by everyone, and the evidence shows us there are areas of the borough where people feel less safe and where people have less trust and confidence in the partnership. This reduces feelings of safety and negatively affects cooperation and compliance with the law, that is why our third objective is *creating safer more confident neighbourhoods*.

Across these three objectives there are cross-cutting themes. Working on these will help us address the factors that can drive criminality or increase public confidence:

- *Target High Harm & Repeat Offenders* - Half of all crime is committed by people who have been through the criminal justice system and a small proportion of these offenders are responsible for a significant volume of crime. Concentrating resources on these offenders will have the greatest impact upon reducing re-offending.
- *Support Victims & Reduce Repeat Victimisation* - Although most people are not victims of crime, those who are victimised consistently face the greatest risk of being victimised again. This makes it important to understand the characteristics of those who are disproportionately at risk of victimisation, to mitigate this risk.
- *Intervene Early to Detect and Prevent Crime & Disorder* - it is widely evidenced that tackling the root causes of crime is key to reducing it long term. Whether this is through preventing the problem occurring in the first place, intervening early, or by making sure an ongoing problem is well managed to avoid crises and reduce its harmful consequences.
- *Give Local Communities a Voice and Improve Confidence* - people have told us that they want to be more involved in helping to reduce crime and ASB in Westminster and we need to improve how we give people a say and enable them to do that -building community capacity and increasing trust and confidence.
- *Share Information and Work Effectively Together* - we need to work across partner organisations. This involves having effective governance in place, but also ensuring we share information in a timely manner.

We also recognise that some areas of our work cut across all these priorities, and throughout this strategy we have brought a spotlight to focus on those areas and how we deliver that work across the priority areas.

# Strategy on a page



Making the West End a safer place for our residents, businesses and visitors



Tackling Serious Violence & Exploitation



Creating safer more confident Neighbourhoods

Targeting High Harm & Repeat Offenders

Supporting Victims & Reducing Repeat Victimisation

Intervening Early to Detect and Prevent Crime & Disorder

Giving Local Communities a Voice and Improving Confidence

Sharing Information and Working Together Effectively

# Priority 1 Making the West End a safer place for our visitors, residents, and businesses.

Over two thirds of crime recorded in Westminster took place in West End and St James's wards.

British Retail consortium report that incidents of violence and abuse against staff have tripled.

The London Fire Brigade attends almost 9,000 incidents in Westminster of which over 5,500 were false alarms.

Almost half of all serious violence took place in West End, most in the night time economy.

Two thirds of London Ambulance Service alcohol incidents in the night time economy were in West End and St James's ward.

The West End has the highest level of concern of ASB, including begging, rubbish and litter.

The West End is a vibrant cultural hub, attracting approximately 640,000 people daily to visit the shops, restaurants, bars and to work and live there. It is also the heart of London's night-time economy with over 2,200 licensed premises located here. The West End generates 3% of the country's economic output, so it is important to ensure people remain attracted to the area and enjoy it safely.

Crime occurs where there is an opportunity, namely where there are more people and more places for it to occur. Considering the volume of people who visit the West End it is not surprising it is the hotspot area of crime not just for Westminster but also London. Since Covid-19, crime across the London has become more concentrated in Westminster and in particular the West End and St James's wards, where over two thirds of the borough's crime was recorded. It is also where the greatest concentration of incidents recorded by London Fire Service and London Ambulance Service are. Therefore, to have the greatest impact upon improving community safety in Westminster we need to prioritise resources on the West End - making an impact here frees up resources to invest in tackling high risk, and high harm offences elsewhere.

With most crime in the West End affecting or linked to our businesses we need to ensure businesses know how to report a crime and how to spot the signs of some more hidden crime types.

Modern Slavery is deception or coercion for the purpose of exploitation and thrives on vulnerability, money, and power and without preventative efforts it will persist. We are all responsible for preventing exploitation. Employers need to tackle exploitation by paying their staff at least the London Living Wage and provide fair and safe working conditions. Employers should also require the same working conditions throughout their supply chain and proactively investigate this. By investigating exploitation in businesses and empowering individuals to know and exercise their rights, we can prevent exploitation and demand that Westminster is free from modern slavery. Whilst this is required across the borough, the West End is the hub of businesses in the borough so this is where the work should be prioritised.

Due to the number of high-profile buildings, including Buckingham Palace and the Houses of Parliament and many crowded places, make Westminster at higher risk of terrorist activity. With the location of Parliament means the borough attracts regular protests and rallies. The borough also hosts numerous events of national and international significance. Having better security makes it harder for terrorists to plan and carry out attacks. It also helps reduce the risk of other threats such as organised crime.

Theft is the major contributor to the increasing crime levels in the borough. Theft was also the highest crime issue of concern of our resident research panel, so it matters to our communities that it is dealt with. Over 2022/23, 59% of all crime recorded in Westminster was theft compared with 28% across the Metropolitan Police Service. Very few people (less than 1%) are prosecuted for theft, and this reduces confidence for businesses to report offences. We need to improve this. Theft is an opportunistic crime so we must ensure people know how to keep their possessions safe in the West End and work with businesses to discourage shoplifters.

Along with increasing theft in businesses, is the increase in violence and abuse against staff which has tripled<sup>2</sup>. This is not acceptable, and we need to ensure that business staff are kept safe.

To bring more perpetrators to account, we need to improve our data sharing to identify repeat and cross border offenders who account for most offences. We know reducing re-offending leads to fewer victims, greater community safety and reduced costs for the criminal justice system. We also know that our resident offenders have the highest re-offending rate across London, so we need to work with them to reduce their motivation to offend.

Over 2022, the London Fire Brigade attended 8,863 incidents in Westminster of which 5,697 were false alarms, the highest of any London Fire Brigade Borough. Most of these relate to business properties, this must be reduced to free up time for the fire crews to undertake more prevention and engagement work with our most vulnerable residents.

Nearly half of all serious violence in Westminster took place in the West End and most during the night-time economy particularly over Friday and Saturday night. We want to ensure that everyone has a safe night out particularly women, who are less likely to feel safe and are most likely to be victims of sexual offences and harassment. We will not tolerate any form of sexual harassment on our streets or in our venues, so we will ensure business staff are trained in anti-sexual harassment and how to identify perpetrators in their venues.

We will establish safe havens for women and other vulnerable customers in the West End where they can go to temporarily, for example to charge their phone, have some water or wait for a taxi to get home safely. We will continue to encourage people to volunteer to become a *Night Star*. These volunteers aim to make London's nightlife safer for everyone. They provide a welcoming place for all and collaborate to ensure Westminster's nightlife remains a safe, inclusive, and enjoyable experiences for residents and visitors alike.

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#### Spotlight on Ending Violence Against Women & Girls

Violence Against Women & Girls (VAWG) is a fundamental human rights violation and a key driver of serious violence in Westminster, both within the West End, in relation to sexual violence, and across our neighbourhoods. Like the Safer Westminster Partnership Strategy, our VAWG Strategy<sup>1</sup> recognises that real change can only be achieved when all agencies, residents, and communities work effectively together through a Coordinated Community Response (CCR). The strategy sets out in more detail how we will prevent VAWG, support survivors, hold abusers to account, and work in partnership to end VAWG.

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Recreational drug users are drawn to the West End night-time economy, contribute to drug demand and drive a large local drugs market. Drugs destroy lives, ruin families and tear communities apart. They are a major driver of crime and the exploitation of young people, so reducing demand is key to reduce the adverse consequences of drug abuse for individuals and societies at large. So, we want to tackle drug dealing and discourage recreational drug use. We need to challenge the acceptability and glamourisation of drugs as people do not always consider the impact their actions have on vulnerable people and that it drives organised crime.

ASB is a high concern of our residents, with West End residents raising the highest levels of concern around people begging on the streets and rubbish and litter lying around. We also know that people who have the most concern are those least satisfied with authorities. We must communicate better with our communities to let them know what we are doing to tackle ASB and how they can help. We also need to effectively use the ASB legislation and co-ordinate activity across the partnership to keep the West End safe.

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<sup>2</sup> British Retail Crime Consortium 2022

## We will:

### Targeting High Harm & Repeat Offenders

Target high harm offenders and tackle the drivers of their offending, including Housing, Mental Health, Education, Training & Employment.

Effectively use ASB legislation to enforce against issues of most concern.

### Supporting Victims & Reducing Repeat Victimisation

Support the Combatting Drugs Partnership to tackle illicit drug use.

Work together to ensure everyone has a safe night out by empowering people to stand against inappropriate behaviour.

Continue to provide Safe Havens and support for people on a night out.

### Intervening Early to Detect and Prevent Crime & Disorder

Work with businesses to increase awareness on how to spot hidden harms and respond to them effectively.

Reduce the number of false alarm call outs to the fire brigade so that their resources can be more targeted on preventing fires and improving community safety in Westminster, whilst reducing the risk to firefighters and the public

Improve security to deter terrorists and organised criminals.

### Giving Local Communities a Voice and Improving Confidence

Build trust and confidence with businesses to help them understand the importance and how to report crimes.

Take a zero-tolerance approach towards violence directed at staff.

### Sharing Information and Working Together Effectively

Improve data sharing between all partners and stakeholders.

## **What can I do?**

In an emergency call 999.

Report a crime [www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/](http://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/)

Follow London Fire Brigade advice and guidance on the use of automatic fire alarm systems: [www.london-fire.gov.uk/safety/the-workplace/automatic-fire-alarms/](http://www.london-fire.gov.uk/safety/the-workplace/automatic-fire-alarms/)

Keep safe and prevent personal theft [www.met.police.uk/cp/crime-prevention/personal-safety-how-to-stay-safe/](http://www.met.police.uk/cp/crime-prevention/personal-safety-how-to-stay-safe/)

Protect businesses from the outside in [www.met.police.uk/cp/crime-prevention/keeping-business-safe-from-crime/keep-burglars-out-business/](http://www.met.police.uk/cp/crime-prevention/keeping-business-safe-from-crime/keep-burglars-out-business/)

If you see or hear something that doesn't feel right, report it online and in confidence [act.campaign.gov.uk/](http://act.campaign.gov.uk/)

If you are concerned that a loved one may be vulnerable to radicalisation, visit ACT Early for further information on signs to look out for and how to seek support. [actearly.uk/](http://actearly.uk/)

Whether you are a business owner, work in security, or are a member of the public, ProtectUK provides vital counter terrorism security information including training material, protective guidance, and campaign toolkits. [www.protectuk.police.uk/](http://www.protectuk.police.uk/)

Help make the West End safer at night by volunteering to be a Night Star, completing Night Safety accreditation or signing your business up to be a Safe Haven, and <http://www.westminster.gov.uk/night-safety>

## Priority 2 Tackling Serious Violence & Exploitation

Violence with Injury contributes to 22% of the cost of crime, and just 7% of the volume.

Estimated 6% of knife crime in Westminster involved injury to a young person.

Estimated 7% of women and 3% of men experienced domestic abuse in the last year, 8,873 people.

Sanctioned detection rates for domestic abuse have fallen to 12%.

39% of Prevent referrals across London are for Islamist ideology, 12% extreme right wing.

Violent crime is far lower in volume than other offences such as theft but has enormous health and social consequences for victims and their families and friends. Its impact is also not felt consistently across the borough and people in the most deprived areas are at greater risk.

Prevention needs to be at the heart of what we do to tackle violent crime by identifying the underlying causes of the issue within our communities, identifying those risk factors, and then taking action to reduce incidents. By taking this 'Public Health' approach we can implement the right interventions and divert individuals away from violent crime.

The World Health Organisation (WHO) defines a public health approach to reducing violence as one that:

*'Seeks to improve the health and safety of all individuals by addressing underlying risk factors that increase the likelihood that an individual will become a victim or a perpetrator of violence. ... public health aims to provide the maximum benefit for the largest number of people. Programmes for primary prevention of violence based on the public health approach are designed to expose a broad segment of a population to prevention measures and to reduce and prevent violence at a population-level.'*

Developing the life skills in children and young people is one promising approach to preventing violence within the wider public health approach. As well as supporting schools in the delivery of personal, social and health education, partners deliver bespoke sessions on issues such as raising awareness of gangs & exploitation (RAGE), healthy relationships, preventing violent extremism and modern slavery & exploitation. Further developing these approaches, providing an integrated offer across the partnership, and taking a "whole school approach" are key components of our strategy.

Collectively the partnership is responsible for thousands of day-to-day interactions with people who may be experiencing or be at risk of becoming victims of violence and exploitation. Some of those interactions may represent a rare chance to intervene and provide support. It's important that we use our reach to train front line professionals to "Make Every Contact Count" and maximise these opportunities.

Collaborative working is key to delivering policies that tackle the issues that matter to communities and to strengthen resilience to addressing violence and exploitation. To deliver better outcomes we need to work together with the voluntary sector and local communities to build effective working relationships and ensure that interventions reflect local knowledge and experience and provide valuable insight into the likely impact. This is particularly true of those directly affected; victims themselves.

Achieving the desired level of partnership working with local communities can only be effective if we also establish regular communication with them to demonstrate our ongoing commitment to tackling these

issues, and to increase knowledge and understanding of the work we are doing because of their involvement.

Early identification and diversion from involvement in serious violence is crucial in reversing the harm which may be caused in the local community.

Providing support to the most vulnerable victims relies on extensive, multi-agency working and coordination. Existing arrangements include Multi-agency Risk Assessment Conferences (MARAC), Multi-agency Child Exploitation panels (MACE), Channel, and Multi-agency Case Conferences (MACC). We will continue to invest in these partnership arrangements, learning from good practice and extending them to cover other vulnerable groups where necessary.

Collaborating in this way also helps to ensure we address the overlap that is often seen, particularly in young people, of being both victims and offenders - although most victims of crime do not become offenders, many offenders will at some points have been victims. This exposure to violence, can lead to negative physical, mental, and behavioural outcomes in individuals and some may go on to commit crime.

Furthermore, vulnerable young people and adults are at risk of criminal exploitation where they may be persuaded, coerced, or forced to commit offences and may first come to notice through the criminal justice system. Recognising when someone may be involved in criminal exploitation and working to prevent repeat victimisation is key.

The voluntary and community sector plays a critical role in not just helping to identify victims of violence and abuse, but also providing specialist support. With an increasingly complex landscape of services at the local, regional, and national level, it's important that we establish clear pathways for vulnerable victims to be able to access appropriate support.

Just as multi-agency working is critical to providing effective support to victims, it is also a key part in keeping the public safe and holding perpetrators to account. Multi-agency Public Protection Arrangements (MAPPA), Integrated Offender Management (IOM), and Perpetrator Panels are some of many such groups which exist to provide support, challenge and effective oversight of offenders causing or likely to cause the most harm.

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### Spotlight on Combatting Drugs Partnership

The statutory Combatting Drugs Partnership sets out in its delivery plan, how we will reduce drug and alcohol related harm in Westminster. This includes improving outcomes for rough sleepers, ensuring continuity of care in and out of the criminal justice system, supporting children & young people<sup>1</sup>, and tackling local drug supply markets.

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### Spotlight on Tackling Modern Slavery & Exploitation

Modern slavery is notoriously difficult to identify and respond to, therefore professional awareness and multi-agency working is an important part of tackling this crime. Westminster City Council works with the neighbouring boroughs of Kensington and Chelsea and Hammersmith & Fulham to coordinate a Modern Slavery and Exploitation Operational Group. The group, attended by over 35 professional partners, works together to deliver the Council's five-year modern slavery strategy<sup>1</sup> to prevent exploitation, identify and support victims, and bring exploiters to justice.

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Illicit drugs are a major driver in the increase in serious violence through increased prevalence of crack cocaine, the increase in young people involved in drug supply and the expansion of country lines. The Safer Westminster Partnership will continue to work closely with the newly established Combatting Drugs Partnership to tackle this issue.

An understanding of desistance is crucial for shaping effective responses that focus on facilitating change and reducing recidivism. This includes enhancing pathways for offenders to establish secure accommodation, access employment opportunities, and education and treatment programmes, including mental health.

## We will:

### Targeting High Harm & Repeat Offenders

Tackle the drivers of violence & exploitation, including substance misuse, working with the Combatting Drugs Partnership.

Provide support and positive opportunities to help desistance including housing & employment.

Work in partnership to challenge offenders and deliver effective enforcement.

### Supporting Victims & Reducing Repeat Victimization

Deliver multi-agency, coordinated approaches to supporting vulnerable victims.

Work together to identify repeat victims and reduce repeat victimisation.

Support victims through specialist voluntary & community sector services or other appropriate provision.

All partners to deliver on their statutory responsibilities and develop best practices responses.

### Intervening Early to Detect and Prevent Crime & Disorder

Work together to better understand the risk and protective factors to deliver a Public Health approach to violence & exploitation.

Ensure we have a comprehensive education package in place to improve awareness of the risks and signs of involvement and how to seek support.

Ensure every contact makes a positive impact.

### Giving Local Communities a Voice and Improving Confidence

Improve communication with the public about what the partnership is doing to tackle violence & exploitation in the borough.

Build and maintain effective relationships with local communities to give local people the opportunity to influence our work.

### Sharing Information and Working Together Effectively

Ensure pathways to support are clear, well understood, and where possible free of barriers to access.

Develop improved data and information sharing arrangements.

## **What can I do?**

In an emergency call 999.

If you have concerns about the safety of a child you should get in contact straight away on 020 7641 4000 (9am to 5pm, Monday to Friday) or 020 7641 2388 (outside of these times).

If you are concerned that an adult may be at risk of abuse, harm or neglect from either themselves, an individual or an organisation, please contact us on 020 7641 2176 or email

[adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

Report a crime [www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/](http://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/)

Details on support services for domestic abuse [www.westminster.gov.uk/domestic-violence-against-women-and-girls/get-help](http://www.westminster.gov.uk/domestic-violence-against-women-and-girls/get-help)

Further details around Prevent or how to make a referral can be found here.

[www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/prevent/safeguarding-vulnerable-individuals/prevent-and-channel-contact-details](http://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/prevent/safeguarding-vulnerable-individuals/prevent-and-channel-contact-details)

If you identify concerns around modern slavery, contact the Modern Slavery and Exploitation Helpline on 0800 0121 700 or report online at [www.modernslaveryhelpline.org/report](http://www.modernslaveryhelpline.org/report)

# Priority 3 Creating safer more confident Neighbourhoods

6% of families in England and Wales accounted for half of all convictions.

65% of victims in Central West BCU are satisfied with the police.

68% of Community Triggers involved social housing tenants.

Trust and confidence that the police do a good job falling.

12,242 ASB incidents reported to police.

40% not confident in reporting a crime / ASB.

It is difficult to get a clear picture of anti-social behaviour (ASB) in Westminster, due to its broad definition and the variety of mechanisms used to record and report it. What is clear, is that it is widespread across the borough in varying forms. ASB can impact hugely on the lives of those who encounter it. It is often an indicator of problems in the lives of those who commit it, which if not addressed positively, can result in criminality and damaged life prospects.

Our data shows repeat victimisation and repeat offending accounts for a lot of ASB incidents and processes need to be in place to quickly identify and respond to this.

ASB case reviews are a great indicator of how well the partnership is responding to ASB. Nearly half of the Community Triggers raised this year refer to incidents stretching over two years. Early intervention is needed to improve this, to ensure victims feel supported and perpetrators are managed and brought to justice. More work is needed in the community to raise awareness of ASB, ensure residents know their rights and how to report it. Whilst Community Triggers represent a very small proportion of the ASB recorded in the borough, each referral that meets the threshold for a Community Trigger represents a case where ASB problems have not been resolved by authorities, often with significant negative impact on people's lives.

Our most vulnerable families have been identified as part of our Supporting Families programme, and many have been victims or perpetrators of crime. We need to provide support to them through early intervention to prevent intergenerational transmission of crime.

Trust and confidence in the police continues to fall. Those groups with least trust were young people aged 16-24, people of black or mixed ethnicity and LGBT+ communities. We need to focus on building the trust and confidence of those communities who are least satisfied.

The Victims Code of Practice sets out the minimum level of service that victims of crime should receive and although the proportion of victims aware of the Code has increased, it remains low at 26%. Of the 12 aspects of service described in the Victims Code, Westminster performed better in: victims being given the opportunity to provide a victim personal statement (58%) and being offered support from the London Victims and Witness Service (47%); but less well with being given information on the Criminal Injuries Compensation Scheme (13%) or being offered information on restorative justice (14%).

It is essential the public has trust in us to help keep them safe and they know what they can do to keep themselves safe. Whilst many of our residents feel safe in the area they live; you have told us that your trust and confidence in us is falling. If we can demonstrate we are trustworthy this will strengthen our social

connections and encourage more active civic engagement, making us better able to prevent crime, intervene early, support victims of crime and identify and work with its perpetrators. We want to improve public confidence by dealing with the crimes, disorder and ASB issues that are important to our residents.

Several high-profile incidents and recognised failings in recent years have dented trust and confidence in the police. Working with local communities to better understand their priorities and working together to deliver them is key to turning this around.

ASB can be an indicator of more serious crime or can easily escalate into a crime. 56% of victims of ASB did not report it. For most people this was because they didn't think anything would be done about it. Most people who didn't report it were not satisfied with how the issues was handled.

The impact of the cost-of-living crisis on community safety is profound, multi-faceted, and exacerbated within already deprived communities where most of our offending cohorts reside. Addressing the cost of living is therefore integral to promoting community safety, as it involves not only economic considerations but also broader social and systemic factors that contribute to the overall well-being and stability of a community.

Community characteristics, such as high crime rates and limited access to community resources, can create an environment conducive to delinquent behaviour. Prevention and intervention strategies should address these multi-faceted risk factors comprehensively to mitigate the likelihood of people engaging in crime and disorder and promote positive development.

Identifying and safeguarding the most vulnerable people and locations is a critical aspect of ensuring the well-being and security of a community. Vulnerable individuals may include children, the elderly, those with disabilities, and individuals facing economic hardship or social isolation. Identification involves a combination of community outreach, statutory services, and collaborative efforts between agencies and non-profit organisations. Establishing support systems and tailored interventions for these vulnerable groups is essential to prevent exploitation and harm. Similarly, safeguarding vulnerable locations, such as deprived neighbourhoods require proactive measures such as improved infrastructure, emergency preparedness plans, and community engagement. Partners each play pivotal roles in implementing preventative strategies and ensuring a swift response to emerging threats. A comprehensive and inclusive approach that addresses the unique needs of vulnerable populations and locations is paramount for building resilient communities and fostering a sense of security for all residents.

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### Spotlight on Street Population

The Rough Sleeping Strategy<sup>1</sup> sets out how we will prevent people from rough sleeping, and support those who do end up on the streets to rebuild their lives and stay off the streets for good. However, where this approach is unsuccessful, we will work in partnership to protect communities from anti-social behaviour associated with our street population and intervene to stop dangerous behaviour. This cuts across each of the three priorities within the Safer Westminster Partnership Strategy as while the issue is concentrated in the West End, it also impacts neighbourhoods outside the City centre, and we know that people sleeping on the street are far more likely to be victims of violence and exploitation than the public.

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## We will:

### Targeting High Harm & Repeat Offenders

Work together to use all appropriate tools and powers to tackle ASB, particularly neighbourhood disputes, intimidation, and harassment and ASB in public places.

Identify more opportunities for Community Payback projects, and work in partnership to deliver them effectively.

Address the core behavioural issues that result in criminality e.g. substance & alcohol abuse, education & employment, leisure & recreation, and family dysfunction.

### Supporting Victims & Reducing Repeat Victimization

Continue to work with partners to give victims and communities a say in the way complaints of antisocial behaviour are dealt with and helping to ensure that victims voices are heard, through the statutory ASB Case Review process.

Use the learning from ASB Case Reviews to improve the service we offer to victims.

Ensure services providing support to victims of crime & ASB adhere to the minimum standards set out in the Code of Practice for Victims of Crime.

### Intervening Early to Detect and Prevent Crime & Disorder

Undertake early intervention and proactive multi-agency operations to identify perpetrators and criminal behaviour, improve victims' chances and reduce demand on services.

Increasing the security of properties that have been or are at risk of being targeted by offenders.

Working to affect system wide changes to improve the lives of people experiencing multiple disadvantages.

Tackle neighbourhood crime and anti-social behaviour hotspots, using a problem-solving approach and designing it out where possible.

### Giving Local Communities a Voice and Improving Confidence

Encourage residents, businesses, and visitors to report crime, seek help or voice their concerns.

Establish mechanisms for recording and monitoring victims' satisfaction with support provided.

Work to increase community involvement in tackling the community safety concerns that matter most in their local area.

Test ways to improve community engagement to strengthen local confidence.

### Sharing Information and Working Together Effectively

Sharing information to better identify and provide joined-up support to families at risk.

## What can I do?

In an emergency call 999.

Report a crime [www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/](http://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/)

If you are a Housing Association tenant, it is vital that you report any anti-social behaviour you have experienced in and around your property to your Housing Provider in the first instance. This enables the first steps of tenancy enforcement action to commence, if applicable. Please refer to your Housing Provider's website for details of their ASB policy and ASB reporting instructions.

If you're a Westminster Housing tenant, you can report anti-social behaviour online:  
[www.westminster.gov.uk/form/report-anti-social-behaviour](http://www.westminster.gov.uk/form/report-anti-social-behaviour)

You can report any future incidents involving noise with Westminster City Council Noise reporting number 0207 641 2000 or through our online noise reporting tool: [www.westminster.gov.uk/report-it-old](http://www.westminster.gov.uk/report-it-old)

If you've reported 3 incidents of anti-social behaviour in the last 6 months to the police, your housing agency or us, and you feel that no action has been taken, you can request a formal case review by starting a community trigger: [www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger](http://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger)

Join or set up a neighbourhood watch group [www.ourwatch.org.uk/](http://www.ourwatch.org.uk/)

Attend your local police Neighbourhood Ward Panel [www.met.police.uk/area/your-area/](http://www.met.police.uk/area/your-area/)

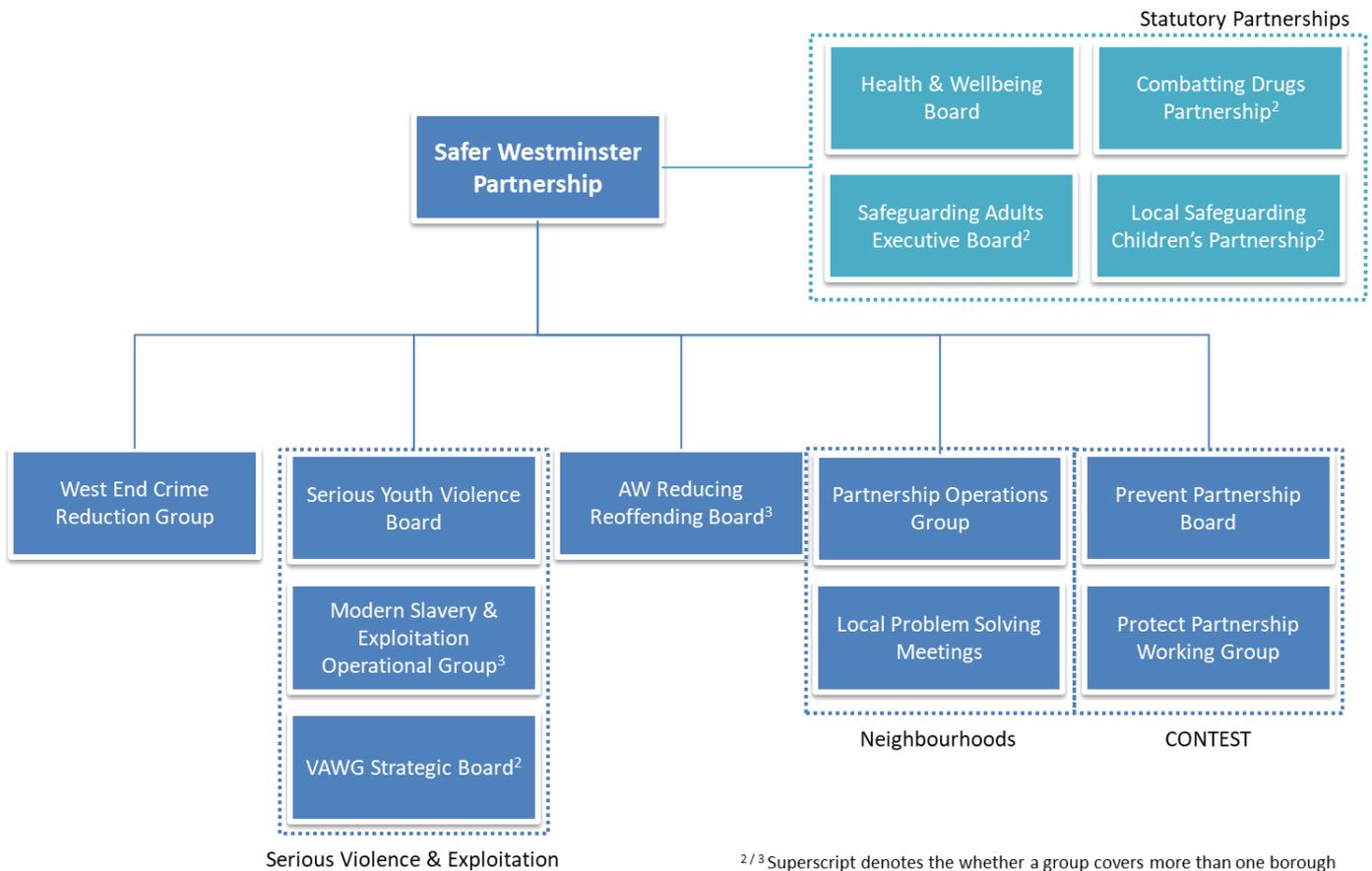
Get tailored advice for your home, or the home of someone you care for using the London Fire Brigade Home Fire Safety Checker: [www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/](http://www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/)

# How will we ensure the priorities are delivered?

While the Safer Westminster Partnership Strategy sets out our overall approach to tackling the three priorities through the five cross cutting themes and the objectives that are set out under each of them, much of the responsibility for delivering against the strategy rests with various strategic boards that report into the SWP.

In addition to this wider partnership governance, the Safer Westminster Partnership Strategy also contributes to and is supported by, other statutory partnerships such as the Health & Wellbeing Board, Local Safeguarding Children’s Partnership, and the Safeguarding Adults Executive. Many of these groups also have their own strategies.

Figure 1 Safer Westminster Partnership governance



Delivery of this strategy will be monitored quarterly through a shared action plan and a performance pack that highlights the key outcomes the partnership is aiming to impact. This will include:

- Residents, community, and victims’ views on both our performance as a partnership, and their perception of the problems in their area.
- Recorded crime levels and the degree to which we can deliver positive outcomes.
- Performance of specialist services supporting victims and working with offenders and those at risk
- Achievement of both Safer Westminster Partnership agreed actions, and those of the sub-groups feeding into the partnership.

The Strategy will be reviewed and refreshed annually through the performance pack, and our annual strategic assessment, to ensure it remains relevant in the context of changing crime & disorder patterns, emerging legislation, and aligned plans and strategies.