



Heart of London Business Alliance  
The Business Improvement District

# INTOUCH Business



Heart of London Business Alliance

## Heart of London Business Alliance – Street Operations Update

**Current Terrorism Threat Level** - Severe as at 9<sup>th</sup> February 2010

### Footflow for the period October – December

Saturday's average footflow reached 511k compared to previous quarter of 610k

Sunday's average footflow reached 334k compared to previous quarter of 406k

The average weekly total reached 2.25m compared to previous quarter of 2.8m

Weekend-on-weekend for 2008 compared to 2009 there was an average percentage increase of 9.5% compared to the previous quarter of 14%.

Week on week for 2008 compared to 2009 there was an average percentage increase of 8.2% compared to the previous quarter of 9.8%.

### Purple Flag Award

Leicester Square has been awarded the Purple Flag. This accolade recognises best practice in managing the evening economy.

On 13<sup>th</sup> November 2009, Leicester Square was audited by the independent assessors. Heart of London worked in a project group with Westminster City Council and the Metropolitan Police to ensure the area met the standard required by the audit. A review will be carried out every two years. An award ceremony was held in January 2010 and the flag has been raised in Leicester Square by the leader of the Council, Councillor Colin Barrow.

### Radio Link Audit

We have commenced a radio link audit which includes training and labelling the radios for audit purposes.

24 premises have been visited to date (out of a total of 64).

The goal is to complete the audit by 28<sup>th</sup> February 2010 and continue to encourage new members to join the scheme.

### Free Recycling Scheme

Heart of London are providing a free recycling service by First Mile for the Heart of London business community.

38 companies are now signed up to the service; we aim to have reached 80 by the end of March 2010. If you would like to partake in our free recycling service please contact Ben Gaymer at First Mile on 020 3176 2071 or Heart of London on 020 7839 3409.

### Critical Incident Training

Working with the Safer Neighbourhood Team and Westminster Licensing, a series of four forums addressing crime and anti-social behaviour in the Heart of London area have been arranged.

Training exercise 1 led the participants through an incident (the attempted terrorist attack at Tiger Tiger in 2007 was used as a model incident).

The next training exercise will focus on crime scene management. We will be announcing the confirmed date for this session in February.

### Street Cleansing

The Street Manager carries out daily street inspections to identify where street cleansing is an issue. In order to achieve our promise to improve side streets we have commissioned 'Community Cleans' who provide specialist cleaning service to streets and buildings.

Areas will be identified where additional spot cleaning is necessary.

## Results from Operations and audits

Business Audits, as conducted by the Guardians every two weeks indicate the top two concerns still remain Urination and pickpocketing/bag theft. To tackle these concerns the following operations have taken place;

### Urination

Heart of London Business Alliance, working with Westminster City Council and the Metropolitan Police has agreed a programme of activity to reduce the effects of this nuisance and minimise the problem. This joint approach includes cleansing, enforcement and education. The first enforcement operation was held in December, with 31 people caught urinating all of whom have been summoned to court on 3<sup>rd</sup> and 10<sup>th</sup> March for their hearing. The aim is to get them all at court on the same day to raise awareness to the problem.

### Pick pocketing

Heart of London funded an operation for a dedicated team of officers who specialise in catching bag thieves using decoy tactics. The Operation, known as 'Operation Fahan', was carried out on 6 days throughout December to tackle bag theft. As a result of the operation there were 3 arrests and 14 stops of suspected bag thefts, all of whom were known bag thieves. Compared to the same period in 2008 there has been a 15% reduction in pick pocketing in the area and a 17% reduction in offences such as bag theft.

Heart of London have distributed 1,100 Chelsea Clips (under table bag clips) to cafes, bars and restaurants, together with information leaflets to a total of 16 organisations. Please contact us on 020 7839 3409 to arrange delivery of your Chelsea Clips.

### Safe Night Operations

Four Home Office funded "Safe Night" operations have taken place in Leicester Square by West End SNT. During these high-visibility operations, positive results have shown:

- 241 Officers being deployed
- 640 Alcohol seizures
- 60 Anti Social Dispersal Orders\*
- 448 People were stopped
- 48 Arrests
- 26 Illegal street traders prosecuted

### Anti-Social Dispersal Orders

Anti-Social Behaviour Act 2003 - The joint Camden - Westminster Group Dispersal Zone (GDZ) was granted a six-month renewal effective from 17<sup>th</sup> January. Key areas have been highlighted where anti-social behaviour is a significant and persistent problem, Heart of London Business Alliance supported this application to encourage our area to be classified as one of these areas, of which was successful. Uniformed constables and Police Community Officers have the power to disperse groups where the relevant officer has reasonable grounds for believing that their presence or behaviour has resulted, or is likely to result, in a member of the public from being harassed intimidated, alarmed or distressed. Individuals can be directed to leave the locality and may be excluded from the area for up to 24 hours.

### West End & Chinatown Safer Neighbourhood Team update

Your priorities, as chosen by the West End & Chinatown Ward Panel, are:

- Alcohol-Fuelled Violence and Disorder
- Drug Misuse
- Illegal Street Activity (including taxis)
- Pedicabs

The Safe Night operations support the tackling of these concerns.

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## **Business Watch, Pub Watch and Café Watch**

Reminder for all those that would like to attend please contact Dave Fereday [david.fereday@heartoflondonbid.co.uk](mailto:david.fereday@heartoflondonbid.co.uk) for the forthcoming dates and venue details.

### **Contacting the police:**

In an **EMERGENCY** – 999

In cases which there is **no urgency** – 0300 123 1212

Anti-Terrorist Hot Line—0800 789 321

### **Other numbers:**

Rough Sleeping Telephone Helpline - 020 7641 3841

Environmental Action Line (Litter, waste, recycling, noise) - 020 7641 2000

Community Intelligence Line - 020 7641 3000

Highways Action Line (blocked drains, faulty street-lighting) - 020 7641 6275

Heart of London City Guardians – 020 7641 1877

Street Manager, Rico Pieri - 07540 686 962

West End and Chinatown Safer Neighbour Team on 020 8721 2417 or email [westend.chinatown.snt@met.police.uk](mailto:westend.chinatown.snt@met.police.uk)

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