



The London Borough of Hillingdon

Night Time Economy Strategy

Operation SafeNight Making Hillingdon Borough Safer

Contents

Foreword	3
Introduction	4 - 5
Vision & Priorities for action	6 - 12
Responsibility	
Report	
Respond	
Responsible Design	
Governance and implementation of the strategy	12
Accountability	13 - 14
Appendices	14 - 17
Appendix A Glossary of terms	
Appendix B Abbreviations	

Foreword

Violence and abuse, particularly that perpetrated against women and girls because of their sex is wholly unacceptable, degrading and is a fundamental abuse of the victim's human rights. We recognise that men and boys are victimised too.

We want to be clear from the outset that in Hillingdon Borough there is a zero-tolerance approach to violence and abuse in all its forms. The Safer Hillingdon Partnership (SHP) alongside its partners is wholly committed to preventing and eradicating all forms of violence and abuse on/the borough. We know that no-one on the borough is immune from this violence and abuse, but we also recognise that some people are victimised or offended against repeatedly, often by the same person or people.

Our vision is to be the safest and securest borough in London. We are committed to making this happen for everyone whether you are a local resident, a local employee, or a visitor. We are and will continue to work hard to ensure that crime and disorder and the fear of it does not undermine people's quality of life at home, work, whilst travelling on or socialising in Hillingdon.

Our borough is a vibrant and exciting borough with a thriving local and largely safe evening and night time economy (NTE). We will continue to improve on this.

This strategy sets out our approach to preventing and tackling sexual and physical violence / abuse, sexual harassment, intimidation, and other abuses in the night time economy. The evening and night time economy provides local communities and visitors with many sources of social interaction, fun and pleasure. However, for many women and others who work, visit, or live in the NTE their experiences of it are very different; where it can be a hostile, unhappy and un-welcoming place. We will challenge and change this.

No-one should be feeling harassed or intimidated in the workplace or be victimised because of who they are or because of their occupation. With our partners we will challenge this and put a stop to it.

No-one should feel un-safe whilst socialising, visiting, or travelling through our borough. With our partners we will challenge this and put a stop to it.

We have set ourselves a challenging strategy to achieve our objectives, but we wholeheartedly recognise its importance, the impact, effects, and the difference we can make to people's work and personal lives.

We thank those involved in formulating this strategy and for everyone who is or is going to be working hard in taking it forward and achieving our actions and shared Vision.

Councillor Jane Palmer, Cabinet Member for Social Services and Health & Wellbeing
Fran Beasley, Chief Executive

Peter Gardner, West Area Commander

Introduction

The London Borough of Hillingdon is a vibrant borough with a thriving local and largely safe evening and night time economy. In London the night-time economy is worth about £26bn and accounts for 1 in 8 jobs and 10% of employment in town centres¹.

The evening and night time economy (NTE), which takes place between 6pm and 6am provides local communities with sources of social interaction, fun and pleasure including the enjoyment of music and dance. However, for many, particularly women and girls, their experiences of the NTE are substantially different with a diverse array of violence and abuse perpetrated against them. That said, it is recognised that men and boys are offended against and targeted too.

Premises and public open spaces within the NTE can be un-inviting, un-comfortable and hostile for those who **work in it** (pubs, night clubs, restaurants, betting shops, bus and cab drivers, station staff), those **who use it** (to socialise in or commute through) and those **who live in it**. Criminal offenders who pre-plan their people and/or property focused crimes operate in the NTE as it is an environment bustling with un-suspecting people enjoying themselves, otherwise distracted having fun and having a good time. In addition, people's alertness is also diminished with the consumption of alcohol and for some the consumption of recreational drugs. In addition, people react differently when it is consumed, consumed to excess and for some this means perpetrating violence and abuse.

There is a diverse range of crime committed within the NTE including property crime e.g. theft person and theft (of mobile phones), damage to property and robbery and people crime e.g. varying degrees of physical and sexual offences / abuse, threat of assault, harassment, intimidation, administration of noxious substances e.g. 'spiking' of drinks and so forth. This violence and abuse are also intrinsically linked to violence against women & girls (or gender-based violence/abuse) including intimate partners and intra-familial relationships.

We recognise this and with the support of the wider partnership, business community, local residents and others we will do something about it.

The Safer Hillingdon Partnership's integrated approach to preventing, tackling, and ending Domestic Violence and Abuse is encapsulated in its Domestic Abuse Strategy 2018 – 2021. This strategy adopts and promotes a zero-tolerance approach to violence and abuse in all its forms.

Whatever efforts organisations and individuals are being made to make the NTE safer there will always be more to be done to better support people's particularly women's safety.

¹ Mayor of London, Culture and the night time economy, Supplementary Planning Guidance (November 2017) accessed via https://www.london.gov.uk/sites/default/files/culture_and_night-time_economy_spg_final.pdf

To identify and prioritise our work areas we have taken the lead from the Hillingdon Domestic Abuse Strategy 2018 – 2021 and what the London and National strategies are telling us. We will prioritise the following main pillars of work, which align with the London Women’s Night Safety Charter:

- **Responsibility**
- **Report**
- **Respond**
- **Responsible Design**

As service providers, businesses, organisations, and as individual community members – more can be done. This strategy is another one of the steps we will take to do this, to make the Night Time Economy in Hillingdon safer for those who work in it, those who use it and those who live in it.

Vision

Our vision is to be the safest and securest borough in London. We want our borough to be safe for everyone; local residents, local employees and visitors and create an accessible environment where crime and disorder and the fear of it does not undermine quality of life.

Our Priorities. We are committed to our 4 main pillars of work to realise our Vision, which are:

Priority Area 1 - Responsibility

We will work with local businesses that bring people together within the Night Time Economy to ensure that they take positive action to make certain that their spaces have robust policies and business practices in place to tackle violence and abuse including gender based abuse affecting or likely to affect customers and employees.

We will work as a partnership team to have a visible presence in the NTE, promote zero tolerance to unacceptable conduct and take proportionate enforcement action against perpetrators.

Priority Area 2 - Report

We will encourage people experiencing violence and abuse to report it to the business service provider and / or to the police in a confidential, safe, and discrete way in accordance with the circumstances.

Working with local businesses we will ensure that they have effective processes in place to ensure that customers and employees are able to report violence and abuse in a confidential, safe, and discrete way.

Priority Area 3 - Respond

We will work across the partnership to ensure that businesses and other service industries e.g. alcohol licenced premises, fast food outlets and transport organisations/companies have the right training so that their employees can respond effectively in the right way. It is our desire to get our responses right first time, every time.

We will work hard to give confidence to and empower victims to report their experiences of violence and abuse in a confidential, safe, and discrete way.

Priority Area 4 – Responsible Design

We will work with businesses, local residents and other partners to identify areas of concern to prevent offending within the NTE and / or reduce feelings of insecurity, being unsafe or feeling un-welcome.

Our Objectives. To achieve our Vision, we will:

- Reduce violence and abuse within our town centres by 10%
- Reduce repeat victimisation of all forms of violence and abuse by 5% in our town centres
- Reduce the violence and abuse in 'repeat venues/premises' by 20%
- Reduce repeat perpetration of violence and abuse by 10%
- Improve women's and other people's feelings of safety in the NTE
- Improve the feelings of safety and wellbeing of females and others employed within the NTE.
- Support the delivery of the Safer Hillingdon Partnership's (SHP) Priorities particularly Priority 4 relating to Violence Against Women & Girls and Domestic Abuse.

The data outcomes from 2019/2020 will be used as the baseline to measure success

Priorities for action

We are committed to our 4 main pillars of work to realise our Vision as follows:

Priority Area 1 - Responsibility

We will work with local businesses that bring people together within the Night Time Economy to ensure that they take positive action to make certain that their spaces have robust policies and business practices in place to tackle violence and abuse including gender based abuse affecting or likely to effect customers and employees.

We will work as a partnership team to have a visible presence in the NTE, promote zero tolerance to unacceptable conduct and take proportionate enforcement action against perpetrators.

Actions – how we are going to do it

We will:

- As a partnership set out our commitment to prevent and tackle violence and abuse in our workplaces and within the night time economy
- Work with partners and set our leadership standards of behaviour in the workplace e.g. we will develop workplace protocols
- Work to develop a local employer's initiative to tackle gender-based violence/abuse including domestic abuse, sexual harassment, and exploitation
- Better understand the prevalence of violence and abuse within Hillingdon's NTE
- Develop effective engagement and communication strategies with and between local businesses, local service providers, local communities, town centre managers and other key stakeholders
- Better understand the hot spot or repeat venues / premises and places where violence and abuse take place
- Work with local businesses, local service providers and local communities we will develop the right activity to prevent and eradicate violence and abuse within the NTE

- Work with local businesses and local service providers we will reduce and minimise the risks of threat and harm in the repeat locations and repeat venues / premises
- Work with local businesses and local service providers to ensure they have robust policies and business practices in place to tackle violence and abuse including gender-based abuse affecting or likely to affect customers and employees
- Work with local key strategic and operational stakeholders to sign up to London's seven Commitments for Women's night safety
- Work with local alcohol licensed premises to achieve 'Best Bar None' accreditation²
- Work with businesses and service providers to ensure that employees are conversant with their Employment Rights and Employee Assistance Programmes.

Priority Area 2 - Report

We will encourage people experiencing violence and abuse to report it to the business service provider and / or to the police in a confidential, safe, and discrete way in accordance with the circumstances.

Working with local businesses we will ensure that they have effective processes in place to ensure that customers and employees are able to report violence and abuse in a confidential, safe, and discrete way.

Actions – how we are going to do it

We will

- Work with local businesses and local service providers to ensure they have robust policies and business practices so that employees and customers can report violence and abuse including gender-based abuse
- Have briefing sessions with local businesses and local service providers so that as a partnership we have a shared understanding of our wider responsibilities and commitment in making premises, places and the wider NTE safer and welcoming for employees, customers, and local residents

² Best Bar None is an Accreditation Scheme with National Awards supported by the Home Office and the drinks industry which is aimed primarily at promoting responsible management and operation of alcohol licensed premises accessed via <https://bbnuk.com>

- Work with businesses and service providers to ensure that employees are conversant with their Employment Rights and Employee Assistance Programmes and know how to report sexual harassment, other concerns, and offences
- Work with businesses and service providers to ensure that their managers and supervisors are conversant with their roles and responsibilities in setting standards in the workplace and know how to staff members reporting their concerns
- Ensure that employees have access to the right information so that they more readily recognise the signs, symptoms and red flags of inappropriate behaviour and / offending so that they take the right action at the right time
- Identify the right activity to ensure that local residents and customers have access to the right information so that they more readily recognise the signs, symptoms and red flags of inappropriate behaviour and / offending so that they feel empowered and confident in reporting it to venue staff and/or the police
- Work together to develop a clear ethos of Prevention and Early Intervention and set a clear public commitment of zero tolerance to inappropriate behaviour, gender-based violence/abuse and other forms of offending.

Priority Area 3 - Respond

We will work across the partnership to ensure that businesses and other service industries e.g. alcohol licenced premises, fast food outlets and transport organisations/companies have the right training so that their employees can respond effectively in the right way. It is our desire to get our responses right first time, every time.

We will work hard to give confidence to and empower victims to report their experiences of violence and abuse in a confidential, safe, and discrete way.

Actions – how we are going to do it

We will:

- Promote a clear ethos of Prevention and Early Intervention for all stakeholders operating within the NTE
- Have briefing sessions with local businesses and local service providers so that as a partnership we have a shared understanding of our wider responsibilities in making premises, places and the wider NTE safer and welcoming for employees, customers, and local residents. We will work to appoint premises 'Champions' who will drive forward action to be taken

- Develop multi-agency training to ensure that employees have access to the right information so that they more readily recognise the signs, symptoms, and red flags of inappropriate behaviour and / offending to empower them to take the right action at the right time
- Develop multi-agency training so that front line service providers act together in the right way to provide the right service, which meets the needs of employees and customers who may experience inappropriate behaviour and/or crime(s)
- Develop the right engagement and communication strategies to ensure that local residents and customers have access to the right information so that they more readily recognise the signs, symptoms and red flags of inappropriate behaviour and / offending so that they feel confident in reporting it to venue staff and/or the police if an adverse incident occurs
- Support the Continued Professional Development of staff to encapsulate gender-based violence / abuse e.g. Domestic Abuse, Harassment, Sexual exploitation, Sexual offending, and Inter-personal and communication skills
- Support a partnership commitment to learning we will promote learning and highlight good practice
- Develop a bystander programme to involve the public as partners in making the NTE safe.

Priority Area 4 – Responsible Design

We will work with businesses, local residents and other partners to identify areas of concern to prevent offending within the NTE and / or reduce feelings of insecurity, being unsafe or feeling un-welcome.

Actions – how we are going to do it

We will:

- Commission an audit of businesses, service providers' buildings and spaces for safety provision
- As a responsible partnership work with businesses and check that CCTV and lighting is working correctly and is being maintained

- Ensure that businesses and service providers are retaining CCTV products for a 31 days period that CCTV is accessible in accordance with their licencing conditions (where relevant)
- Ensure that all licensing applications specifically consider the gender-based violence / abuse within their responses to the 4 Licencing Objectives
- Ask local businesses and local service providers to conduct an accessibility, security, and safety audit as part of this strategy. With their assistance we will develop a self-check help list e.g. relating to CCTV, Lighting in premises, accessible access, emergency plans, SIA security provision, internal HR policies as well as other areas.

Governance and implementation of the strategy

Leadership and governance of this strategy is vital to ensure the Vision and Objectives are achieved in a sustainable way.

The Domestic Abuse Steering Executive (DASE) working to the Safer Hillingdon Partnership (SHP) will continue to provide the leadership support to its delivery sub-groups to realise the overall vision and objectives set in this strategy.

The DASE will meet a minimum of 4 times a year, whilst the operational delivery sub-groups will meet more frequently to drive and deliver the work areas on behalf of the partnership.

This strategy will have a direct read across and support the achievement of the Domestic Abuse Strategy 2018 – 2021.

Accountability

The Safer Hillingdon Partnership (SHP) is the key accountable body for the delivery of this strategy and what it seeks to achieve.

The SHP is the local statutory partnership accountable for the delivery of community safety in Hillingdon Borough. The SHP is a multi-agency group, which aims to keep Hillingdon a safe borough, where residents are able to participate in the full range of community activity without fear of becoming a victim of crime.³

The Crime and Disorder Act 1998, the Police and Justice Act 2006 and Police and Crime Act 2009 make Community Safety Partnerships responsible for:

- anti-social behaviour
- behaviour affecting the environment

³ <https://archive.hillingdon.gov.uk/article/20131/Safer-Hillingdon-Partnership>

- crime and disorder
- reducing re-offending
- substance misuse

The Partnership has a duty to consult and conduct assessments of crime, disorder, anti-social behaviour and drug and alcohol misuse in Hillingdon and set strategies to tackle the issues identified.

The Chair of the DASE attends the SHP and will provide updates on the progress being made against the implementation of this strategy, its actions, and objectives.

Appendix A: Glossary of terms

Types of Violence and Abuse	Commonly used Terminology	
Violence Against Women and Girls		Any act of gender-based violence that is directed at a woman because she is a woman or acts of violence which are suffered disproportionately by women (United Nations)

<p>Domestic Violence and Abuse</p>		<p>A pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, psychological, physical, sexual, financial, and emotional abuse. In extreme cases this includes murder. Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim (Cross-government definition introduced in 2012).</p>
<p>Honor Based Violence / Abuse</p>		<p>Violence committed to protect or defend the honour of a family and/or community. Women and girls are disproportionately targeted for alleged or perceived breaches of a family's or community codes of honour or behaviour.</p> <p>There is no statutory definition of honour based violence/ abuse.</p>
	<p>Night Time Economy</p>	<p>The Night Time Economy (NTE) describes the economic activity taking place in the late evening and night after many people finish daytime employment or formal education, such as eating and drinking, entertainment, and nightlife (which may be described by the related term evening and nighttime economy). The evening and nighttime economy in the London Mayor's strategy is the period 6pm – 6am.</p>

<p>Sexual violence including rape</p>		<p>Sexual contact without the consent of the woman/girl. Perpetrators range from total strangers to relatives and intimate partners, but most are known in some way. It can happen anywhere – in the family/household, workplace, public spaces, social settings in the UK.</p>
<p>Sexual abuse</p>		<p>Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities or encouraging children to behave in sexually inappropriate way (Working to Safeguard Children [2006]).</p>

<p>Child sexual exploitation (CSE)</p>		<p>Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receives 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example, being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have the power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion, and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/ economic and/or emotional vulnerability.</p> <p>Girls involved in or connected to groups or gangs are at risk of sexual exploitation by the members of such groups. The Office of the Children's Commissioner has defined CSE in gangs and groups in its 2013 report.</p>
<p>Stalking</p>		<p>Repeated (i.e. on at least two occasions) harassment causing fear, alarm, or distress. It can include threatening phone calls, texts, or letters; damaging property; spying on and following the victim.</p>

Appendix B: Abbreviations

Abbreviation	Full wording
CSE	Child Sexual Exploitation
DA	Domestic Abuse (also encapsulating Honour Based Abuse, Forced Marriage and Female Genital Mutilation)
DASE	Domestic Abuse Steering Abuse
DV	Domestic Violence
GBV/A	Gender Based Violence/Abuse
HBA	Honour Based Abuse
MOPAC	Mayor's Office for Policing and Crime
NTE	Nighttime Economy
SHP	Safer Hillingdon Partnership
VAWG	Violence Against Women and Girls