

Final report July 2024

Waltham Forest Citizens' Assembly on the Future of Neighbourhood Policing

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Executive summary





There has been such a divide and lack of trust between the police and the public due to recent events. This assembly has made us feel heard, acknowledged and valued.
Assembly member

Foreword from the council

For too long, crime and the fear of crime have been among the top concerns of residents in Waltham Forest.

We hear every day about the toll this takes on people's lives and how some of our communities are disproportionately affected.

When the Casey Report into the Metropolitan Police was published last year, it exposed serious failings and made clear that Londoners' voices were missing in the way they were policed. Many of the issues highlighted were painfully familiar to us, reflecting what we had heard from our own communities. We knew we had to take action.

In partnership with our local police command, we launched the country's first Citizens' Assembly on the Future of Neighbourhood Policing. Residents from across the borough, randomly selected to represent our diverse communities, came together to explore neighbourhood policing and how it could be improved for everyone.

Continued...



Councillor Grace Williams
and Councillor Khevyn
Limbajee



Foreword from the council

Over three weekends, assembly members listened to a range of perspectives before agreeing their recommendations. The passion and dedication they brought to this task are evident in the strength of their proposals. We must now match their commitment with action.

Throughout the delivery of the assembly, we have been heartened by the involvement and commitment of our local police leadership. It is only through working together in an honest, respectful partnership that we can truly address the issues raised by our communities and bring these recommendations to life.

We are dedicated to taking these actions and continuing our close collaboration with communities to ensure the assembly sparks real change in neighbourhood policing, leading to safer communities for all.

We want to say a heartfelt thanks to the assembly members and community partners who so generously shared their time, energy, and ideas to help make Waltham Forest a safer place for everyone.

We look forward to working with you to make this a reality.

Councillor Grace Williams,
Leader of Waltham Forest
Council



Councillor Khevyn Limbajee,
Cabinet Member for
Community Safety



Foreword from the police

The relationship between the Metropolitan Police and the communities of Waltham Forest is key to the safety and well-being of all residents.

I recognise that trust is built through actions, not just words. It is in this spirit of collaboration that I pledge our commitment to listen and respond to the community-driven recommendations put forward by the citizens' assembly.

These recommendations are the culmination of thoughtful dialogue with community representatives, and the shared aspiration to foster transparent, trusted and effective policing in Waltham Forest. Through this we aim to enhance transparency, accountability, and responsiveness in our operations. Our goal is to ensure that every community member feels heard, valued, and protected.

Our dedication to the citizens' assembly reflects our belief in the power of collective effort between the Metropolitan Police Service, Waltham Forest Council and our community members. I am confident that through this partnership, we can address the unique challenges facing our community and create a safer, more inclusive environment for all who live in, work in or visit Waltham Forest.

I want to extend my gratitude to the citizens' assembly members for their invaluable insights and look forward to working with council colleagues and the community to achieve these shared goals.

Together, we can build a future for Waltham Forest policing rooted in trust and community safety.

Superintendent Lora John,
Neighbourhoods Waltham
Forest, North East Borough
Command Unit



Introduction

In Waltham Forest, fear of crime and violence is a top concern for over half of all residents. Residents also report low levels of trust and confidence in the police. This is echoed in the [Casey Review](#), which found that the Metropolitan Police is not working as it should for all Londoners.

Waltham Forest Council and the local policing team (the North East Basic Command Unit) wanted to ensure residents have a stronger voice in how policing is delivered. They appointed public participation charity Involve to independently design and facilitate a citizens' assembly on neighbourhood policing.

The assembly aimed to hand power to a representative group of local people, asking them to consider evidence and make recommendations. It considered the question:

How can the police build trust with all communities and make Waltham Forest feel safer?

The assembly took place in February and March 2024. It consisted of 45 residents who broadly reflected the borough in both demographics (such as gender and ethnicity) and experience of policing. A further 1,300 residents fed in their views through community engagement in the run up to the assembly.

Over five days, the assembly produced:

- a [vision statement](#) for the future of policing in Waltham Forest
- ten [headline recommendations](#) for the council, police and local partners to deliver
- for each headline recommendation, up to four [recommended actions](#)
- reflections on the [systemic issues](#) that impact crime and policing
- ideas for [crime prevention](#) in the borough.

The council and the police have heard the recommendations and shared them with any partners who will be involved in delivering them. They have committed to take the assembly's recommendations forward, starting with a public response to this report.

This report

Involve created this report on behalf of the Waltham Forest Citizens' Assembly on Neighbourhood Policing. It sets out:

- the assembly's recommendations and the process to reach these
- the background to the assembly
- who was involved, including assembly members, other community members, subject matter experts and everyone else who made the assembly possible
- assembly members' reflections on the process
- what will happen next.

The appendices contain more detailed information on the recommendations.

The vision statement, headline recommendations and recommended actions are all written in the assembly members' own words. Everything else is as factual as possible. The assembly reviewed this report before it was published to make sure that the contents reflect their views.

If you have any questions or would like more information than this report contains, please contact assembly2024@walthamforest.gov.uk.

Where to start

This summary section contains all the main information about the assembly. For more detail:

- if you are an assembly member, you might want to start with [what is going to happen next](#)
- if you are a resident in Waltham Forest, you might be interested in the [recommendations](#) and [how the wider community was involved](#)
- if you are from the council or the police, we suggest you look at both the [recommendations](#) and the [shortlist of solutions](#) in the appendix
- if you are an engagement professional or an official from outside the borough, you might be interested in the assembly [process](#) and the [feedback](#) from assembly members.

But first, everyone who can should start with the video on the next page.

Video



Assembly members

With thanks to the 45 assembly members who shared their experiences and ideas over five days:

Ahalya	Faysal	Martin
Amaan	Florin	Maxine
Amber	Francesca	Michael
Amy	Freya	Mohammad
Ashi	Guiomar	Nabila
Ben	James	Nihma
Benjamin	Inam	Prince
Bram	Jamie	Robert
Catrin	Jesmin	Robert
Cheryl	Jo-Ann	Sabreen
Chun	John	Sarah
Danijel	Karen	Seher
Danny	Lionel	Suraiya
Derek	Magdalena	Syed
Evan	Marlene	Tom





“The local voices of Waltham Forest matter. We need to work with both the police and council to drive the change we want to see in our community.”

Assembly member

This is not the whole assembly, but just those members who were happy to have their photos taken.

Vision statement

A Waltham Forest where all communities feel safer and have more trust in the police would be one where:

“ People know that they will be treated fairly, professionally and with integrity, respect and empathy by the police, no matter their background or circumstance. The police are reflective of, and in tune with, the fantastic diversity in our borough.

The police change and adapt to address the issues of trust, communication, police training, discrimination and lack of diversity. Solving the issue of trust needs to be a priority, starting with marginalised groups.

The police create stronger connections with the younger generation.

Community police are based locally and resourced to reach communities, rather than inviting them to come to the police. The police should be available at variable, fixed locations at defined, well-communicated times. They should be visible, transparent and proactively engaging with the public on the streets.

The police, council and local community work together to tackle and prevent crime, with more police increasing safety in high-crime areas. With active collaboration and the time it takes to build trust, Waltham Forest will become a safer borough.”

Headline recommendations

After hearing from speakers, considering the results of the wider community engagement, and over 30 hours of deliberating, the assembly made ten recommendations, which are shown here in no particular order.

The police, the council and partners should prioritise...

Communication and effective follow-up with victims of crime in order to provide targeted support and transparent policing.

Greatly increasing the visibility of police and community officers on our streets, and enhancing the presence of diverse officers within communities, to build safety, trust and confidence.

Changes in identifying and dealing with wrongdoing by police officers, encouraging residents to report serious wrongdoing and making them aware of the procedures for doing so. This will achieve accountability and transparency while protecting anonymity.

Changing police recruitment practices so that there is better screening of applicants for integrity, empathy, and an openness to diversity and change in order to ensure that the police force has the best interests of the entire community in mind.

Building deep, trusting proactive working partnerships with more local community services, particularly those working with underrepresented and vulnerable people.

A lot of us feel the same way about this. We know a lot needs to be done to make for a better change.
Jesmin

Proactively working together with varied community groups and the wider public to build relationships, enabling effective communications, leading to better safety, trust and easier reporting and preventing crime.

Engaging with young people to build confident, positive police interactions and supportive, safe, environments for these interactions in educational settings, and via activities run by independent third parties.

Engaging with local communities to create a mutually beneficial relationship and to establish effective two-way communication.



Training police in the local area with a focus on improving their interactions with the public. This training should cover a wide range of topics – for example, neurodiversity, disproportionality, mental health, unconscious bias, and symbolic violence, amongst others.

Funding, expanding, and being involved in local youth services with the goal of providing increased opportunities and support for young people.

For each of these recommendations, the assembly wrote recommended actions (see the [recommendations in full](#)).

About the assembly



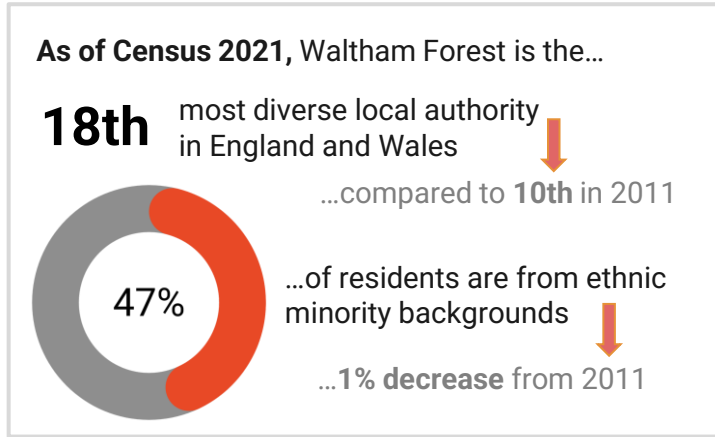
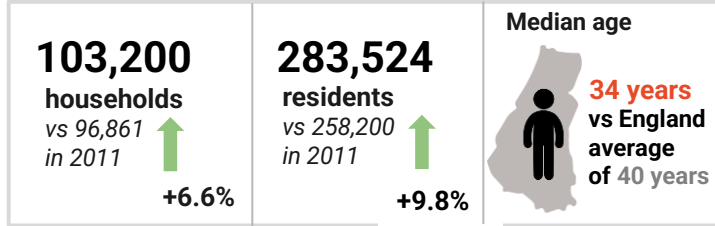


Taking part gave me the chance to voice my opinions, experiences, and views without discrimination against the fact that I identify as queer and trans/nonbinary, or the fact that I am disabled and neurodivergent.

Kami

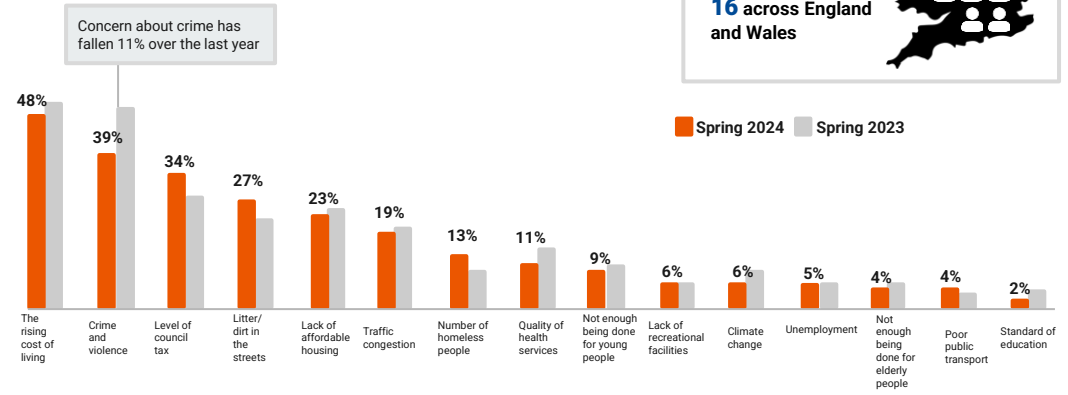
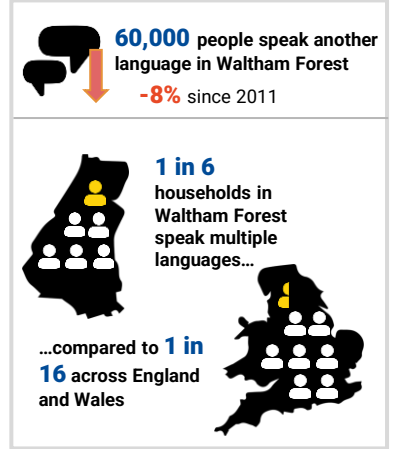
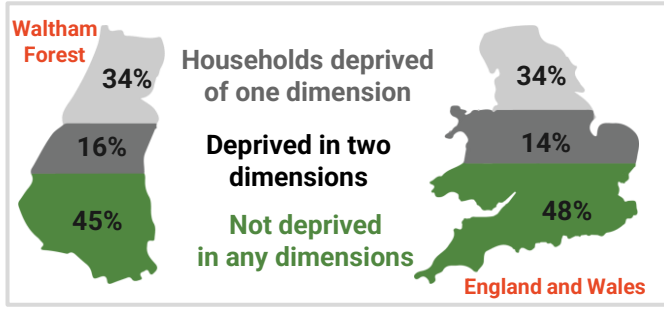


Who lives in Waltham Forest?



The average house price in the borough as of March 2024 was £492,000, an increase of 50% since 2015.

The rising cost of living and crime and violence continue to be our residents' top concerns.



Waltham Forest's **top concern is mirrored by London in general**, shown in a recent survey for London Councils. However, there was a divergence with the second biggest issue for Londoners being affordability of housing.

What was the purpose of the assembly?

The Waltham Forest Citizens' Assembly on Neighbourhood Policing was set up by the council and the police in response to issues of trust in the police and feelings of safety in the borough. Its aim was to hand power to a representative group of local people, giving all communities a voice in shaping how the council and the police address these challenges. The assembly considered evidence about safety and policing, and made recommendations for the changes that should be made.

In February and March 2024, a representative group of local residents were tasked with considering the question:

How can the police build trust with all communities and make Waltham Forest feel safer?

The assembly's recommendations will shape how the local police work in Waltham Forest. The council and local partners will also use the recommendations to improve other services in the community that have an impact on safety and policing, and change how they work with the police.

Both the council and the police have a responsibility to champion the diverse voices in the borough to build a community where everyone is welcome and safe. The citizens' assembly played a part in their commitment to doing this.

What is a citizens' assembly?

A citizens' assembly is a group of people who are brought together to learn about a problem, discuss and weigh up ways forward*, and reach a conclusion about what they think should happen. They are usually made up of 30 - 250 members who meet over at least two weekends.

Citizens' assemblies like this one have been used across the world. When given the space, evidence and time, the general public can help tackle tough challenges and deliver sensible ways forward.

*this process is called deliberation

We need to rebuild a force that serves the community, and the best people to ask how are the people from the community itself.

Bram

Why focus on neighbourhood policing?

In 2023, the Casey Review found that the Metropolitan Police Service (the Met) was not working as it should for all communities in London, and that Londoners' voices were missing from decisions about what changes should be made. In the borough of Waltham Forest, surveys had shown that fear of crime and violence was a top concern for over half of residents, with levels of trust and confidence in the police among the lowest in London.

Feeling safe is vital for people to lead happy and healthy lives. The council and the local police felt that these were pressing issues that should be considered by residents themselves. They especially wanted the views of those most affected by crime and policing to be heard.

What was the Casey Review?

Following the murder of Sarah Everard in 2021, the Met appointed Baroness Louise Casey to lead an independent review into behaviour and culture in the police service. The review was [published](#) in March 2023 and found that policing by consent in the capital was broken. It was not the first high-profile report to find systemic challenges in the Met. Its findings were that:

- the Met is failing women and children
- frontline and neighbourhood policing has been deprioritised
- institutional racism, sexism, and homophobia exist inside and outside the Met
- the Met is unable to "police itself".

The Met's own response to the Casey Review can be found [here](#).

Have there been other citizens' assemblies in Waltham Forest?

The first citizens' assembly in Waltham Forest was held in 2020 on the subject of hate crime, with the recommendations resulting in the council's [No Space for Hate](#) work. Some of the learning from their first assembly helped make sure this assembly was as safe and inclusive as possible.

The way policing is conducted has been an overlooked problem for decades. And the Casey Review opened my eyes on numbers and statistics.

Faysal

Which organisations were involved?

Waltham Forest Council

Waltham Forest Council - the local council - appointed Involve to deliver the citizens' assembly. Together with the police, they will receive its recommendations and will work with partners such as local voluntary, community and faith organisations to make sure that change happens as a result.

The Metropolitan Police Service

The local police service (the North East basic command unit) led the citizens' assembly jointly with the council. They will receive the recommendations and have committed to continue to work with the community on putting these into practice. The local police service is part of the Metropolitan Police Service, who will also be engaged with the assembly's recommendations.

Involve

The **Involve Foundation** (Involve) is the UK's leading public participation charity, with a mission to put people at the heart of decision-making. Involve designed and delivered the citizens' assembly, making sure that all the assembly members were able to learn, consider and come to recommendations about the topic. They also wrote this report.

The Sortition Foundation

The **Sortition Foundation** promotes the use of sortition (random selection) in decision-making. They were responsible for recruiting people to take part in the citizens' assembly. Their role was to ensure the citizens' assembly was broadly reflective of the Waltham Forest community.



Several other local organisations made this assembly possible and safe for everyone involved. These include Peterhouse Church and Community Centre, by providing a comfortable venue, The Gleaners Community cafe, who served delicious food on all the weekends, and Waltham Forest Mind, who attended the weekends to provide mental health support to assembly members.

Who took part in the assembly?

In total, over 1,350 residents contributed to the assembly:

1300 people shared their views through surveys and workshops

11 people from community organisations came either to speak or review the assembly's recommendations

45 people, recruited to reflect the local population of Waltham Forest, took part in the assembly itself.

The assembly members were selected through a lottery process which is described in more detail on the right.

Assembly members were given a £460 gift of thanks for participating in all sessions, to make the assembly accessible to all and in recognition of their time. They also received travel expenses and any additional costs such as childcare.

Taking part has given me the opportunity to engage with people I would never have spoken to. Derek



What was the selection process?

10,000 letters were sent to randomly selected households across the borough, inviting people to register their interest in taking part.

445 residents replied, or 4.45%, slightly above average for processes like this.

From this list 53* people were randomly selected by computer, to be broadly reflective of the borough across the following criteria:

- age
- gender
- disability
- ethnicity
- occupation
- where they live in the borough
- whether they identify as a member of the LGBTQ+ community
- direct experience of policing in Waltham Forest
- attitudes towards the police in the local area.

This process, known as sortition, is recognised as one of the best ways of recruiting a group to be reflective of a wider population.

**Out of these 53, 45 people attended the assembly. The remaining eight were unable to attend due to ill health or unforeseen circumstances.*

Who were the assembly?

The Sortition Foundation selected the assembly members to be reflective of the borough across several criteria.

Up until 24 hours before the first day of the assembly, anyone who needed to pull out for unforeseen circumstances was replaced, making sure the demographics did not change. Anyone who pulled out after this was not replaced. This led to some groups being slightly over or underrepresented.

Overall, there was a good spread of assembly members from all criteria, even where slight variations occurred. The tables on the next three slides compare the population of Waltham Forest with the assembly.

Disability

	Waltham Forest	Assembly
Yes	15.4%	17.8%
No	84.6%	82.2%

Gender

	Waltham Forest	Assembly
Female	50.9%	44.4%*
Male	48%	53.3%
Non-binary or other	1.1%	2.2%

*Those identifying as female were slightly underrepresented at the assembly due to ill health or other unforeseen circumstances in the 24 hours before.

Geography

	Waltham Forest	Assembly
North	35.4%	31.1%
Central	28.5%	31.1%
South	36.1%	37.8%

Sexual orientation

	Waltham Forest	Assembly
Identify as LGBTQ+	5.6%	11.1%
Do not identify as LGBTQ+	85.5%	82.2%
Prefer not to say	8.9%	6.7%

The "Assembly" column shows the demographics of the 45 assembly members present at weekend one. The demographics did not change significantly between this and the final weekend.

Some columns may not add up to 100% as figures have been rounded.

Who were the assembly?

Ethnicity

	Waltham Forest	Assembly
Asian or Asian British	19.9%	22.2%
Black or African or Caribbean or Black British	15%	8.9%*
Mixed or Multiple ethnic groups	6.5%	6.7%
White British	34%	37.8%
White Other	18.8%	20%
Other ethnic group	5.8%	4.4%

*Black, African, Caribbean or Black British people were slightly underrepresented at the assembly due to ill health or other unforeseen circumstances in the 24 hours before.

Occupation

Occupation	Waltham Forest	Assembly
Professional occupation	31.9%	35.6%
Service occupation	14.1%	11.1%
Skilled trade	6.3%	4.4%
Elementary occupation	10.9%	8.9%
Retired	12.9%	13.3%
Student	11.8%	13.3%
Not in the work force	12%	13.3%

Age

	Waltham Forest	Assembly
16-18	4.2%	6.7%
19-24	8.2%	4.4%
25-34	23%	22.2%
35-49	31.3%	35.6%
50-64	20.6%	17.8%
65+	12.8%	13.3%

The “Assembly” column shows the demographics of the 45 assembly members present at weekend one. The demographics did not change significantly between this and the final weekend.

Some columns may not add up to 100% as figures have been rounded.

Who were the assembly?

Before selection for the assembly, residents were also asked about their experience of and attitudes towards policing in the borough.



How good a job do you think the police in your area are doing?



	Waltham Forest	Assembly
Excellent / good	18%	26.7%
Fair	41%	33.3%
Poor / very poor	25%	20%
Don't know / prefer not to say	16%	20%

Have you had any direct interactions with the police in Waltham Forest?

	Waltham Forest	Assembly
Yes	57.1%	68.9%
No	38.7%	26.7%
Prefer not to say	4.3%	4.4%

The "Assembly" column shows the demographics of the 45 assembly members present at weekend one. The demographics did not change significantly between this and the final weekend.

Some columns may not add up to 100% as figures have been rounded.

How were young people involved?

The council and the police felt that it was important for young people to have a voice in the assembly process. The Casey Review found that young people - and especially Black or LGBTQ+ young people - are disproportionately impacted by policing and crime in London, and are inadequately protected by the Met.

The assembly process included information on how young people are affected by these issues, and included young people's voices as experts in their own experiences.

- 130 young people gave their views as part of the community engagement, both individually and at schools' workshops.
- 5 18-25 year olds took part in the assembly directly.
- 4 young people from the Youth Independent Advisory Group, the council's youth engagement team who have lived experience of community safety issues, attended the assembly as testers. They made sure the assembly's recommendations considered the impact on young people.
- 3 of the speakers at the assembly work directly with young people on a daily basis, hearing their testimonies of their experience of the police.
- 1 youth advocate was appointed to the [Advisory Board](#) for this assembly.

Having a citizens' assembly on this issue was important because it gives a voice to the community from all walks of life, and a chance for the police and council to hear from the people their decisions affect. Kami, age 20.

Taking part has given me the opportunity to make change for the first time in my life. Faysal, age 19.

Trust in the police is low, especially in the youth, and within minorities. Assembly member, age 16.



How will the recommendations be used?

The recommendations in this report will be used to improve neighbourhood policing in Waltham Forest. They tell the council and the police what the residents' priorities are, and how they would like these changes to be made. The aim is to help the police to build trust with all communities, and the council to work with the police and other local organisations so that residents feel safer.


Some of the recommendations and actions are outside the control of the council and the local police. Where this is the case, they are committed to sharing them with the organisations responsible for implementing them, and using the powers they have to influence and ask for change.

We need a positive change in Waltham Forest, and to do that, community, council and police need to make a conscious decision to unite for more real changes in Waltham Forest. Marlene **CS**



Recommendations





Policing the neighbourhood is important and policing has to be consent based. Without confidence and trust in the police there can be no consent. John

Types of recommendation

Vision statement

Some of the ideas for solutions that assembly members came up with were about how they wanted the police to be and to behave, and how they would like the community to feel. They used these ideas to write a vision statement for the future of neighbourhood policing in Waltham Forest.

A vision statement is a description of an ideal future or way of doing things, for the police, the council, local organisations and residents to work towards.

Headline recommendations and recommended actions

Assembly members agreed on and drafted ten headline recommendations for how the council, the police and their partners should go about delivering this vision. They did this themselves, from scratch. The recommendations are included here in full using assembly members' own words and without editing.

Each headline recommendation includes a title, a description, four recommended actions, and why the assembly felt action in this area was important.

Ideas on systemic issues and crime prevention

Some of the assembly members' ideas for solutions were about much broader social issues that impact crime and policing. Others were about ways to prevent certain types of crime that the assembly felt were important.

These ideas went beyond issues of trust in the police and community safety, and so were not part of the detailed recommendations. However, they are still issues that the assembly felt were important to include. They had separate discussions on these topics, which are summarised in this report.



Vision statement

“ A Waltham Forest where all communities feel safer and have more trust in the police would be one where:

People know that they will be treated fairly, professionally and with integrity, respect and empathy by the police, no matter their background or circumstance. The police are reflective of, and in tune with, the fantastic diversity in our borough.

The police change and adapt to address the issues of trust, communication, police training, discrimination and lack of diversity. Solving the issue of trust needs to be a priority, starting with marginalised groups.

The police create stronger connections with the younger generation.

Community police are based locally and resourced to reach communities, rather than inviting them to come to the police. The police should be available at variable, fixed locations at defined, well-communicated times. They should be visible, transparent and proactively engaging with the public on the streets.

The police, council and local community work together to tackle and prevent crime, with more police increasing safety in high-crime areas. With active collaboration and the time it takes to build trust, Waltham Forest will become a safer borough. ”



1. Changing police recruitment practices

so that there is better screening of applicants for integrity, empathy, and an openness to diversity and change in order to ensure that the police force has the best interests of the entire community in mind.

Recommended actions

Action 1: Positively take into account relevant life experience during the application process. By this we mean life experience that demonstrates empathy, commitment, engagement and understanding of diversity and inclusion competencies (e.g. work experience, or volunteering in community and cadet groups).

Action 2: The police should ensure more young people from diverse and underrepresented communities are recruited. For example, the recruitment of more young people for police cadets via local schools, faith institutions, youth clubs and ride-alongs would help ensure recruitment of young people from the local community.

Action 3: Candidates must demonstrate personal resilience, flexibility and adaptability to deliver improved policing in a constantly evolving and diverse environment – e.g. use scenarios to identify empathy and openness to the changes needed to understand how to deliver policing to vulnerable communities including those who are reluctant to trust and interact with police officers. Candidates should demonstrate a long term commitment to being a police officer and show an understanding of what diversity is.

Action 4: More exhaustive background checks and assessments (e.g. online presence, employment history, history of inappropriate / discriminatory / abusive behaviour) to ensure a consistently high standard of recruitment. Additionally the local police force should assess officers for their support, mental health and/or training needs when they join the local force.

Why is this recommendation important?

- To have a more inclusive and diverse police force that reflects the community that it serves and represents
- police having a better understanding of their role in communities, so that police in positions of power do not abuse their position
- we've heard evidence of police officers not handling situations appropriately (particularly with vulnerable / underrepresented communities) and this is damaging trust in the police
- eliminate bad practice within the police that turns good police officers into rogue officers, as highlighted in the Casey Review
- ensure recruited officers are willing to learn to change.

2. Training police in the local area

with a focus on improving their interactions with the public. This training should cover a wide range of topics – for example, neurodiversity, disproportionality, mental health, unconscious bias, and symbolic violence, amongst others.

Recommended actions

Action 1: Existing training needs analysis practices should be built on and include what local communities think the police should be trained on. Police should engage with communities in a range of ways to understand what the public expect their local officers to know.

Action 2: The police should refer to the training needs analysis they conduct with local communities and ensure that those topics are a priority in their training. They should draw on external bodies and charities with specialisms in these topics to help deliver the training. The frequency of the training should reflect the needs of topics emerging from the analysis. For example, communities may feel that certain topics need to be revisited more frequently.

Action 3: The police should be trained on how to improve their communication with all members of their community. This includes one-to-one and group interactions, as well as understanding how to communicate effectively with diverse groups. This should involve all types of communication including: written, verbal, digital and non-digital. They should understand the effective use of language across all these mediums, and use the power of positivity where possible.

Action 4: Police should consider some form of recognition or incentivisation for officers to encourage them to develop themselves beyond their normal policing roles in ways that would benefit the community. This would also help them develop personally and professionally as individuals.

Why is this recommendation important?

By creating improved and more focussed training that reflects the wishes of the local community, local residents will have more trust and confidence in their local police force. This is because the police will be better equipped to handle different types of situations and interactions with people with different needs. Better training will help to create more positive experiences with the police, where people feel more understood and more confident to report future crimes and concerns.

3. Changes in identifying and dealing with wrongdoing by police officers,

encouraging residents to report serious wrongdoing and making them aware of the procedures for doing so. This will achieve accountability and transparency while protecting anonymity.

Recommended actions

Action 1: As well as the seven current situations where body worn cameras have to be switched on, make it mandatory for police officers to turn their camera on whenever a member of the public asks. Advertise this option with a badge above every camera saying “ask to switch me on”. Make it clear that recordings are confidential.

Action 2: Improve awareness of existing reporting routes, and include a way for complainants to give feedback on the ease of the current reporting system and how it could be easier.

Action 3: All complaints regarding any misconduct (even if not serious) should be taken out of the immediate chain of command. All complaints about services (e.g. a missed visit) can be dealt with locally and escalated if needed.

Action 4: Feedback to complainants about how the complaint has been dealt with. Maybe link to, and use, a similar system to the victim crime tracking system.

Why is this recommendation important?

- We want this recommendation to happen so that we can have full trust and confidence in the officers who serve us, the community
- there has been a decline in trust in recent years, especially surrounding misconduct
- we will feel safer knowing that officers are following these policies (steps one-four above) and that any wrongdoing is dealt with accordingly and fairly.



4. Communication and effective follow-up with victims of crime

in order to provide targeted support and transparent policing.

Recommended actions

Action 1: Signpost targeted support services as part of taking a crime report – for example local community organisations, helplines and online resources – with clear contact information.

Action 2: Make routine follow-up calls (or visits) mandatory. Victims should have one point of contact and be able to request an officer who they feel more comfortable with. Timelines (such as when to expect an update) should be clear and sensitive to the situation. The follow-up should not only be focussed on the crime but also the victim's recovery. Officers should be able to request specialist internal or external support for this process.

Action 3: Provide secure online (or freephone) access to allow victims to track the policing process and review documentation, for example crime reports and injunctions. Alternative arrangements should be provided to ensure equality of access, for example sign-posting drop-in locations.

Action 4: Develop a process for the police to handover to specialist support organisations, with the victim's permission and on the victim's behalf.

Why is this recommendation important?

- For victims to feel acknowledged, heard and improve trust in the policing process
- to ensure victims of crime receive targeted support to aid the recovery process and help them feel safer
- to improve transparency in the policing, investigation and prosecution process.



5. Engaging with young people

to build confident, positive police interactions and supportive, safe, environments for these interactions in educational settings, and via activities run by independent third parties.

Recommended actions

Action 1: Police ride-alongs (ages 11+) receiving merchandise or gift vouchers when attending. An incentive to make this activity more exciting and dynamic.

Action 2: Police officers both in and out of uniform actively visiting community youth centres, schools, and organisations on a frequent basis to build more trust and develop sincere relationships. Not changing the officers every time the visit occurs.

Action 3: Developing a specific @ page / account on TikTok and Instagram where young people can gain access to updates regarding safety issues, crime, and news within the local area of Waltham Forest. Content should also consist of exciting opportunities happening.

Why is this recommendation important?

- In order to increase trust between young people and the police in the borough, there needs to be a stronger focus in building relationships by engaging in more supportive and interactive activities
- young people should feel safe and confident in and around the borough, and not alienated by the police
- trust is a process and consistency / routine is what young people deserve.

6. Funding, expanding, and being involved with local youth services,

with the goal of providing increased opportunities and support for young people.

Recommended actions



Action 1: The council to increase transparency, and increase levels of reporting, on funding decisions relating to youth services, actively promoting opportunities for the public to influence, comment and feedback on decisions, as well as working with residents to identify successful youth services and programmes in their areas, inviting applications for funding when this is available.

Action 2: The council to provide increased funding for community services and non-profit groups, increasing the number of fixed sites (including youth clubs and other communal buildings), quiet spaces and outdoor spaces, making these open for more hours whilst making sure services remain affordable, and furthering education by supporting skills development (including accredited training and qualifications) and work experience placements (including reaching out to underrepresented groups).

Action 3: Further investment in (and a review of the effectiveness of) Child and Adolescent Mental Health Services, providing clear referral pathways between services and schools, social care services, non-profits and other community groups. Provide additional training around mental health awareness for groups working with young people, and provision for more wellbeing and mindfulness training in schools.

Action 4: Make it easier for young people to impact on decision making for youth services, improving dialogue between youth groups, people with lived experiences, the council, schools and organisations running youth services. Create more ways for people to share their ideas through creating a dedicated website / app, and marketing this in spaces where young people can be most easily reached.

Why is this recommendation important?

It prevents crime in the short-run by providing young people with goals, hobbies and a safe space to share experiences with other young people.

It also prevents crime in the long-run by increasing the human capital of participants through training, work experience and awards, which has the effect of stoking passion for work, as well as improving future job prospects.

These youth services also give a sense of community through involvement with the local area and with citizens who young people would rarely otherwise interact with, such as the elderly. The services also build trust with the police by way of everyday, unthreatening involvement and conversation with police officers.

7. Building deep, trusting proactive working partnerships with more local community services,

particularly those working with underrepresented and vulnerable people.

Recommended actions

Action 1: Two-way communication and information sharing between the police and community organisations should be improved to support vulnerable victims of crime, and those at risk of crime or of undertaking crime. This can be done online, but should also happen in person to build a relationship with transparency and accountability. These organisations could include youth groups, rehab groups (drugs, alcohol), and mental health groups. See also recommendation eight.

Action 2: Build on the success of current liaison officer work (e.g. LGBTQIA+, faith officers, schools' officers) by expanding the range of specific communities covered by named officers (not necessarily dedicated liaison officers). Consider the full range of protected characteristics, along with disabled, neurodivergent and mental health communities, and those suffering with addiction and homelessness.

Action 3: The police, council and local community services should work more collaboratively, placing importance on the distinct and individual needs of the vulnerable – including mental health and addiction. This will improve police referrals to support organisations and services (Right Person, Right Care).

Why is this recommendation important?

There are many incredible organisations and services operating in Waltham Forest who have established strong, trusting relationships with their communities, and expert knowledge on their issues and needs. By better integrating with these organisations, the police can:

- increase their trust within communities
- improve their understanding of the complex needs of people in the borough
- improve local intelligence to better tackle crime
- create new referral pathways for vulnerable people to reduce police time spent on non-crime issues.

8. Engaging with local communities

to create a mutually beneficial relationship and to establish effective two-way communication.

Recommended actions

Action 1: The police employ a dedicated communications professional, who is not also a serving police officer, to be solely responsible for Waltham Forest and Newham Borough Command Unit. They would be responsible for both print media and social media, liaising with the council's communication office and with advocacy groups.

Action 2: The police to better coordinate with community groups to develop communication on those groups' own terms. The police to be more proactive in identifying and reaching out to partner organisations and vulnerable communities (e.g. faith groups, advocacy groups), seeking involvement without an agenda, to build trust and genuine relationships. See also recommendations seven and nine.

Action 3: Replace ward panels with a new community engagement model that would be comprised of a representative body of residents, recruited on a citizens' assembly model. These would meet quarterly and have rotating chairs. Topics for discussion would be decided by online voting by residents, a process advertised in the community.

Action 4: Police to pilot a local restorative justice programme to improve engagement with the victims and perpetrators of crime, with the aim of fostering a better sense of community engagement.

Why is this recommendation important?

The Waltham Forest community is largely unaware of what the police do in terms of community engagement. Better two-way engagement and communication will:

- provide transparency
- increase trust
- deliver better police and community intelligence
- foster a better sense of community, recognising that the police are a part of it.

9. Proactively working together with varied community groups

and the wider public to build relationships, enabling effective communications, leading to better safety, trust and easier reporting and preventing crime.

Recommended actions

Action 1: Identify known groups and work these to also identify new community and faith groups to engage with. This will be an ongoing process as new groups form and will include a way for groups to self-identify. Consistency of contact between the police, council and the groups will be maintained, creating known contact points to engage and identify specific needs for each group. See also recommendations seven and eight.

Action 2: Use and advertise existing channels (e.g. Crimestoppers) to allow the public to report crime anonymously. Create easy ways to allow the public to communicate (e.g. intelligence, anti-social behaviour) via a website or hotline number. Police and council to use existing online channels to share information about crime rates and support offered in English and various languages depending on community demographics.

Action 3: To publicise communications to the general public by all possible methods, including libraries, schools, supermarket notice boards, health centres, Crimestoppers and online. See also recommendations eight.

Action 4: Define types of feedback and systemic data required so that evidence-based feedback can be shared. This allows evidence-based decisions to be jointly and collaboratively made about what works and what doesn't. Celebrate successes and be transparent about failures so they can be learnt from.

Why is this recommendation important?

This is linked to the key objective which is to improve feelings of safety and building community trust. Collaborating with all possible groups and sections of society, improving trust by transparently spreading knowledge and feeding back information of successes and ongoing issues leading to increased feelings of trust and safety.



10. Greatly increasing the visibility of police and community officers on our street

and enhancing the presence of diverse officers within communities, to build safety, trust and confidence.

Recommended actions

Action 1: Increase visibility in all areas of Waltham Forest with consideration of vulnerable and diverse communities. Police should be supportive and understanding of diverse communities, and police with no judgement.

Action 2: Have more officers on bicycles and on foot patrolling local areas (out of cars and onto streets). All Waltham Forest officers to be ring-fenced and not sent to other areas such as football matches, problem areas in Newham and large events and protests.

Action 3: Police on the beat to go to all areas where crime is likely to happen, including high streets and secluded areas, at night and all hours. All areas should have a Police Community Support Officer or community officer who engages and interacts with the local community, is well-known and likeable, and is easily accessible via drop-in centres (e.g. libraries). This officer should be widely advertised to the community to gain intelligence.

Action 4: Re-prioritise local and neighbourhood policing and make it an important, more respected part of policing. Offer incentives for long service on the beat.

Why is this recommendation important?

- Creates feelings of safety – seeing is safe
- more interaction with communities
- prevention of crime. Deters certain types of crime (i.e. opportunistic crime)
- protection of young people, especially school students
- builds trust and confidence
- more respect from the community.

Reflections on systemic issues

Some of the ideas for solutions that the assembly members came up with were linked to broader social issues. These were not included in the headline recommendations. Instead, the assembly members discussed each of these systemic issues separately and deliberated about why they were linked to crime and policing and what actions should be taken. They did not hold a vote or prioritise their ideas. In no particular order, the systemic issues that the assembly felt were important were:

Addiction support. This would lead to a reduction in crime and anti-social behaviour, resulting in less visible crime and increasing actual and perceived safety. The assembly felt that traditional policing approaches criminalise addiction, and it would be better to see addiction as a public health issue. This would involve mental health and addiction support for users, providing a way for them to use drugs safely, and more partnership working between the police and other agencies.

Poverty reduction / ending austerity. More funding would mean more investment in services and the community, prevent people turning to crime, and create a more cohesive community. In turn, this would mean the police would have more capacity for community engagement and trust building. Addressing this would involve lobbying central government for more funding for housing, health, food banks, and homelessness support, as well as providing opportunities for employment so that residents can earn an income.

Better social care. If children and adults had better access to support, there would be less pressure on the police and the NHS and the community would feel more valued and safer. This would involve more dedicated funding for social care, early intervention, police working with social organisations, and more council funded intergenerational schemes for the old and the young.

Mental health provision. This would mean a reduction in crime due to mental health, less drug use, and a reduced need for the police to attend mental health call outs. More awareness of the mental health issues would allow the police and the council to better support victims, and the community to be less judgemental. Addressing this would need training, an integrated cross-agency approach, funding for therapy for adults and young people, more support for the neurodivergent community, and better signposting and advertising of the services that are already available.

Opportunities for people (e.g. employment). More employment would mean individuals had more empathy and self worth, and the community as a whole was more engaged. It would also prevent young people from turning to drug dealing and contribute to GDP earnings in the borough. Ideas for this include investment in employment support, training programmes, more paid internships and apprenticeship, ensuring a fair living wage, and encouraging local business to create jobs, especially for young people.



Ideas for crime prevention

Other ideas for solutions that assembly members came up with were specifically linked to ways that crime could be prevented. Because the assembly didn't receive enough evidence about different options for crime reduction - their learning and deliberation was about trust in the police and feelings of safety - these were not included in their headline recommendations. Instead, the assembly members discussed each of these types of crime separately and shared ideas about how they could be prevented. They did not hold a vote or prioritise their ideas.

In no particular order, the types of crime that assembly members thought should be a priority were:

Youth violence: suggestions included reducing stop and search, better education for young people from early years onwards, provision of youth clubs and other support services, more knife bins, restorative justice programmes for young people, and celebrity endorsements for local youth organisations.

Drug dealing: suggestions included decriminalising drug use, a focus on dealers rather than users, targeting the drugs that cause the most harm, better support for drug users, moving drug dealers from areas with schools in, and higher sentencing for drug dealers, especially those grooming young people.

Antisocial behaviour: suggestions included fewer licences for casinos and betting shops, a joined-up approach between the council and other community partners, promoting and incentivising pro-social behaviour, and alternative methods of conflict resolution such as self defence classes.

Vehicle crime: suggestions included recognising that vehicle crime is not victimless, manufacturers making vehicles harder to steal, increasing ways for police to track vehicles, and avoiding using vehicle crime as a way to stigmatise minoritised groups.


Street crime: Suggestions included brightly lit streets with a greater and more visible police presence, more CCTV, better information on self-protection, and community intelligence schemes such as neighbourhood watch.

Violence against women and girls: suggestions included a better designed environment with better lighting, increasing awareness of violence against women and girls, free self defence classes for women and girls, more female police officers, more walk with me schemes, and better education for men.





The detailed process



Taking part has given me an insight into a topic that I didn't know much about. It has also given me a voice in my community.

Jesmin

Overall structure

The assembly took place over five days across three weekends in February and March 2024. Assembly members were guided through the stages that are typical of citizens' assemblies.

Learning: assembly members learnt about the topic from a range of local and national specialists in policing and crime, members of the public, and each other.

Deliberation: assembly members discussed the information they had heard, weighing up potential ways forward.

Decision-making: assembly members worked together to make trade-offs, prioritise, and write workable recommendations. All the recommendations in this report are in the assembly members' own words.

An independent Advisory Board helped to ensure that assembly members were given information that was balanced and reflected the views of communities who are disproportionately impacted by crime and policing.



Ensuring balance

The whole process was overseen by an independent Advisory Board, which was tasked with providing advice and oversight to ensure the process, evidence and materials were accurate, balanced and unbiased. Members of the Advisory Board will continue to contribute to the implementation of the assembly's recommendation.

The assembly was facilitated by trained facilitators provided by Involve and the council. Their job was to make sure that everyone was able to have a say and to be as neutral as possible, making sure that no views were prioritised over any others.

The assembly heard from a range of speakers with diverse perspectives on crime and policing, including community members with direct lived experiences.



The current members of the Advisory Board are:

- **Cllr Grace Williams**, Chair of the Advisory Board and Leader of the Council
- **Cllr Khevyn Limbajee**, Cabinet Member for Community Safety
- **Superintendent Dan Card**, Acting Borough Commander
- **Professor Ben Bradford**, Professor of Global City Policing at UCL
- **Tim Hughes**, Head of Democracy and Participation at the Open Government Partnership
- **Dr Leroy Logan MBE**, Chair of Transition to Adulthood and Founder of Black Police Association
- **Serena Simon**, Director of Communities at Westminster City Council
- **Steve Barnabis**, Founder of Project Zero
- **Jackie Grant**, Chair of Waltham Forest Women's Network
- **Mark Paterson**, Director of Wellbeing at East London Out Project
- Sarah Humphreys, Chair of East London Out Project
- **Gulcin Sariyildiz**, Co-ordinator of the Streetbase Programme and Youth Advocate

Wider community engagement

In preparation for the assembly, the council undertook extensive engagement with the community to hear their views on safety and policing. While all Waltham Forest residents were able to take part in the engagement, it was important to the council to prioritise the voices of those particularly impacted by the issues of safety and policing. For this reason, the engagement focused on key groups to ensure that lived experience was at the heart of the assembly.

There were four main parts to the engagement:

- **Wider resident engagement:** this consisted of a survey that was open to all residents, which explored views of safety and policing in the borough.
- **In-depth conversations:** the council's research partner [Neighbourly Lab](#) delivered a series of focus groups, intergenerational family ethnographic interviews and friendship-paired conversations with groups who had low trust in the police, those who had been survivors of crimes or had specific experiences of safety and policing.
- **Peer-to-peer youth engagement:** the council's youth engagement team, Streetbase, which is made up of local young people, carried out on-street conversations and workshops in schools to help capture the unique challenges faced by young people, as well as their ideas for change.
- **Third sector engagement:** this involved conversations with local leaders from faith, voluntary and community groups, who have trusted relationships with residents and many of whom work on community safety.

How were the findings used?

The outputs from the engagement were fed in throughout the assembly. The council and researchers from Neighbourly Lab delivered presentations outlining the key findings from their research, including broad themes as well as case studies of individual experiences. This was followed by small-group conversations with the researchers, in which assembly members asked further questions about what interested them most. All the ideas for solutions from the community engagement were given to assembly members to consider, and helped inform the final recommendations.

The council will also use the insight from the community engagement in other work on community safety, ensuring its impact goes beyond the assembly.

You feel that taking part in this event, goes somewhat to help improve the lives of the citizens of Waltham Forest.

Lionel

Weekend one: 24 and 25 February

Assembly members began the first day of the assembly by discussing their experiences as residents of Waltham Forest. They found out statistics about the area, and considered their own levels of trust and confidence in the local police. Leaders in the council and the police gave an introduction to the assembly process and set out its importance.

The assembly then heard its first evidence, an introduction to issues of trust and confidence in the police. They heard from:

- Dr Ben Bradford, Professor of Global City Policing at University College London
- Ruth Halkon, Researcher at The Police Foundation
- Dr Darren Sharpe, Associate Professor in Social Justice Studies at the University of East London.

After lunch, officers from the council and Neighbourly Lab shared the main themes and views from the wider community engagement, covering the following topics:

- perceptions of crime and recorded crime
- unequal experiences of crime and safety
- unequal experiences of policing and reporting crime.

On the second day, the assembly heard about lived experiences of crime and policing from organisations working in the community:

- Project Zero
- East London Out Project
- Kiran Support Services
- Stay Safe East
- testimonies from refugee and migrant experiences.

Finally, members of the local police spoke to the assembly about:

- who the police are in Waltham Forest
- resourcing
- firsthand experiences of frontline officers working in the borough
- working with the community.

Between speakers, the assembly members reflected together on what they had heard and discussed their ideas for solutions.



Weekend two: 9 March

The assembly members began by looking back over the solutions they had come up with so far, as well as those which had been suggested in the wider community engagement. They then heard from a final set of speakers about innovative solutions that have worked in other places:

- Susan Ritchie, Director, MutualGain
- Serena Simon, Director of Communities at Westminster City Council
- Lorraine Gillies, Chief Executive Officer of the Scottish Community Safety Network
- James Gregory, Chief Executive Officer and Founder of Families Against Violence.

This weekend finished with assembly members discussing all the ideas for solutions they had come up with, and prioritising which of these they felt were the most important.

Taking part has given me an understanding of the complex issues facing communities, and the challenges the police face in building trust.

James



Weekend three: 16 and 17 March

The final weekend took place over two days. Assembly members began by holding a vote on their shortlist of 24 solutions to choose their top ten. After the vote, they split into groups to write up their ideas as the vision statement and recommendations. Every group had the opportunity to feed into every recommendation.

On the second day, assembly members finalised their headline recommendations and vision statement and read these out to the whole assembly. They then held two discussions, firstly about systemic issues how these impact crime and policing in the borough, and secondly about how the police might better prevent certain types of crime. All these types of recommendations can be found in detail in the next section.

Finally, the assembly members gave their feedback and reflections on the citizens' assembly process.

Helping everyone feel comfortable

As with any citizens' assembly, a lot of careful planning and consideration went into every detail to make sure that everyone was able to feel safe, enjoy the experience, and participate in all the phases of the assembly. This was especially important given the topic of the assembly.

Waltham Forest Council and Involve worked to provide:

- A prayer room, accessible to anyone at any time.
- Special arrangements because the last weekend of the assembly fell during Ramadan. This included a food-free area and providing takeaway food boxes for those who were fasting.





- Accessibility arrangements and adjustments for any assembly members or speakers who required them.
- Assembly members who spoke English as a second language brought a friend or family member with them to translate. These translators were given the full gift of thanks, food, and expenses, just like assembly members.
- Accessibility arrangements and adjustments for any assembly members or speakers who required them.
- A quiet room for anyone who needed some time out, with wellbeing support on hand thanks to Waltham Forest Mind.
- Clear signposting to mental health support for participants between weekends and after the assembly had finished.
- Content warnings before all talks and materials. Assembly members were also given the opportunity to listen to some talks, such as those by the police, as video recordings.
- Locally-sourced food and drink, supporting local and community-run catering businesses.
- Long lunches and regular breaks with time for everyone to unwind and connect with each other.
- The right venue to provide a welcoming, accessible and comfortable space for all.



Reflections



Tom



have learnt loads about my fellow Waltham Foresters, as well as understanding more about people's issues, and how borough policing actually works. It's also been fun!

Sarah



Feedback

The assembly members rated the assembly overall as **4.7 out of 5**.

Some of the things that assembly members liked most included:

- meeting new people
- the diversity of the assembly
- how everyone was made to feel welcome
- the facilitation of discussions and the fair and collaborative way of arriving at decisions
- the food
- meeting local community organisations
- the speakers and the presentations
- learning about the police and how local authorities in the borough work.

All this feedback is helpful and gratefully received, and will be used to make sure that future citizens' assemblies are as inclusive as possible.

The things that assembly members liked least were:

- some practical arrangements, including the comfort of the chairs and the location of the venue
- the fact that some presentations and speakers sometimes felt rushed
- the amount of time for deliberation and drafting recommendations was not long enough
- being asked to give opinions and speak in public
- some of the speakers being "a bit defensive".

Their ideas for improvements were:

- more time for speakers and deliberations
- holding the assembly on Saturdays only, or during evenings
- finishing earlier each day and skipping the afternoon break
- more background and preparatory materials before the sessions
- more expert documents provided for writing recommendations
- arranging the room to improve the acoustics.

The impact of taking part

As well as sharing their views on what worked well and what could have been better, the assembly members reflected on what they have personally gained from taking part.

They said they had learned new things, about issues of crime and policing, about how different communities are affected, and about Waltham Forest. They reflected how they'd developed their own views and changed their minds, and about how they'd enjoyed hearing different perspectives.

Many people felt they'd been impacted in less tangible ways: they gained confidence and a sense of belonging, were inspired to participate more in their communities, and had fun!



The impact of taking part

Taking part has given me...



Here are their reflections in their own words.



- A much-needed different perspective on where I live and a challenge to some of my preconceptions.
- The opportunity to know more about others' views and concerns about the topic. I wish there could be more of these events for residents to express their views on different issues directly and in an organised and supportive environment.
- Clarity on how I personally think how the police could build trust and at the same time, built my perspective on how a wider range of cultures feel and think.
- A better sense of being and participating in the community, and the issues faced by all parties including the police and council.
- Confidence in my borough and its willingness to change to be a better place.
- A new appreciation for the vibrant diversity in my community, and the complex challenges some of those people face.



The impact of taking part

Taking part has given me...

- A greater understanding for the overall lack of trust in police, but also the restrictions that the council and the police are subject to.
- Much more confidence in meeting new people and interacting, making my voice heard, after recently being made redundant.
- So much perspective on other people's opinions and life experiences, which has been so beneficial to me personally, and such a fantastic way to meet my local community.
- A feeling of belonging in the community, and the feeling that change is possible from the local level.



Next steps



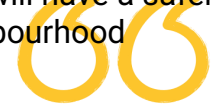
What next?

The council and police are committed to responding in full to the recommendations of the citizens' assembly. Their response will be developed in stages, to maintain the momentum of the assembly while recognising that many of the issues raised are complex and will take time to address.

They will first identify key projects to respond to the assembly's recommendations that can be delivered at pace. These projects will be jointly designed with communities to ensure that residents' voices remain at the heart of the response to neighbourhood policing.

Beyond this, the council and police have begun working on a full response to the recommendations, which will be published later this year. They are committed to engaging with partners and the community to ensure their responses reflect the will of the assembly and, where possible, go beyond the recommendations to ensure communities truly see a difference in neighbourhood policing.

The upcoming generation will have a safer place and effective neighbourhood policing. Ahalya



The council and the police are committed to maintaining community dialogue and oversight of their response to the assembly. They will communicate more widely about opportunities to get involved, but if you have any questions, you can contact assembly2024@walthamforest.gov.uk.



Appendices



Shortlist of solutions

At the end of the second weekend, the assembly considered all the ideas for solutions that they had come up with so far and decided on a shortlist of 24. They then held a vote at the start of the final weekend on which of these to take forwards and develop into recommendations. The full shortlist was:

Idea	Votes*
Theme one: young people**	
1.1 Police building relationships with young people	28
1.2 Police working with youth organisations to tackle anti-social behaviour	11
1.3 Schools doing more to help troubled students	12
1.4 More education in schools on crime and safety	17
1.5 More youth services and facilities	21
Theme two: police relationships with communities	
2.1 Police having a more local focus	8
2.2 More interactions with officers	14
2.3 More bobbies on the beat	25
2.4 Police and public work together	22
2.5 Community support each other with safety	5

Idea	Votes*
Theme three: how the police treat people	
3.1 Police work more closely with other services and orgs	20
3.2 Better follow-up with victims	20
3.3 Changes to stop and search	18
Theme four: communications and engagement	
4.1 Better communications between police and community	15
4.2 Better police community engagement	22
4.3 Better council community engagement	11
Theme five: police recruitment	
5.1 Recruiting more diverse officers	14
5.2 Changing recruitment practices	21
5.3 Police training	30
Theme six: enabling change in the police	
6.1 Increase funding for the police	19
6.2 Changes in identifying and dealing with wrongdoing	25
6.3 Changes to police culture	10
Theme seven: prevention and deterrence	
7.1 Scanners to detect weapons	2
Theme eight: police boundary changes	
8.1 Waltham Forest specific police force	8

* Each assembly member chose the ten ideas they felt were most important.

** The order and themes are not significant, and are for ease of use only.

Further support

We know that this report covers some difficult topics. In a mental health emergency, always call 999. If you need to access wider mental health support, you can reach out to:

- Mental Health Direct Crisis Line provides help and advice, including referrals to speak to mental health professionals. Call 0800 995 1000, open 24/7.
- Waltham Forest Mind offers support for those living with poor mental health. There are also specific services for African and Caribbean and LGBTQ+ communities. Call 020 8985 4239, open weekdays 9am to 6pm.
- Samaritans provides emotional support to anyone in emotional distress, struggling to cope or at risk of suicide over the phone, email, and through their app. On 116 123, open 24/7.
- SHOUT offers free text only support, text SHOUT to 85258, open 24/7.
- Papyrus UK Suicide Prevention focuses on preventing suicide and promoting mental wellbeing in young people (for aged 35 & under). Call 0800 068 4141 or text 07860 039967. Open 24/7.





Compiled by Daisy Thomson in April 2024.

Involve are the UK's leading public participation charity, with a mission to put people at the heart of decision-making.

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