

## Data from schools in Enfield feedback since 2019

### **January 2019 – you said...**

- redeployments e.g. into London mean that some schools don't see their SSO's as often as they would like
- the call handling team have been defaulting to the SSO's even when the call is a 999 emergency
- several schools share an SSO and this makes it difficult to know the whereabouts of their named officers. Schools requested a timetable a week ahead
- lack of presence at the end of the school day for those schools not in the vicinity of Enfield Town
- work mobiles for SSO's suggested as a way to improve communication

### **September 2019**

- laptops had been provided to SSO's which made them more mobile as they didn't have to return to the station
- roles and duties are clarified

### **November 2019**

- timing of shifts had changed to a finish of 6.00pm.
- SSO's on streets and more visible

### **Gaps**

- still a concern that SSO's are being pulled into central London and not dealing with issues quickly enough.
- SSO's being pulled into Enfield Town
- lack of numbers and consistency. Ideal would be one officer per secondary school. Level of service still varies between schools
- lack of response from the police in the context of Enfield's community. Issues need to be followed through and not left to SSO

### **January 2020**

Useful presentation on Gang Links across the Borough. This was well received. It was agreed that 'soft' intel. would be useful to schools e.g. info. about older gang members who had siblings or contacts in schools. Felt should be greater communication between SSO's and schools on gang membership and other issues of concern.

We believe that SSO's now have a work mobile but there are concerns still in that:

- a high level of sickness and leave and redeployment into central London mean that meetings with parents and students are cancelled and good preventative work interrupted
- info. still needed about shift patterns
- a culture change needed so that schools become a priority