



MARBLE ARCH
LONDON

A Successful Second Year for the Marble Arch Street Team

Published August 2018

The Marble Arch Street Team has completed their second year of operation, making substantial inroads in ensuring our businesses, their staff, customers and guests, residents, community and visitors feel safe in the area. The Street Team's presence has become recognisable within the community and they were acknowledged in the 2017 Westminster Community Awards in receiving the Highly Commended Neighbourhood Project Award.

Since launching in August 2016, the Street Team continues to evolve and respond to local business needs by adjusting patrol times. This year, the Street Team added an extra patrol day to start on Mondays. Last year, patrol hours were also extended to cover local needs by adding a daily morning shift and later patrols on Fridays and Saturdays.

Street Team members, who between them speak four languages, receive extensive training from the Metropolitan Police, Westminster City Council, Transport for London and homeless agencies in order to offer a range of valuable services for Marble Arch BID members, the local community and visitors to the area.

	Winter (Oct to Apr)	Summer (May to Sept)
Monday	8 - 8	8 - 12
Tuesday	8 - 8	8 - 12
Wednesday	8 - 8	8 - 12
Thursday	8 - 8	8 - 12
Friday	8 - 9	8 - 12
Saturday	8 - 10	8 - 12

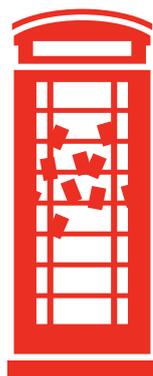
Working Monday to Saturday, from 8am to 8pm in the winter (October to April) and extending to midnight during the summer (May to September), the Street Team looks after the whole of the BID area - from the top of Park Lane in the south to the Marylebone Flyover in the north, stretching from Old Quebec Street to the east and Connaught Village to the west, as well as Marble Arch itself.

From 1 August 2017 to 31 July 2018, the Street Team has ...

ID checked and moved on **2,888 beggars and flower sellers**



Assisted businesses **396 times**



Cleared telephone boxes of **vice cards 1,826 times**

Referred **946 vulnerable people** to homeless or other specialist agencies



Moved on **307 pedicabs** from blocking the highway or pavement



Dealt with **80 incidents of aggressive behaviour**

Responded to **40 thefts** including shoplifting, phone, handbag, and finding lost property



Assisted **170 visitors** to the area

Reported **69 environmental problems**



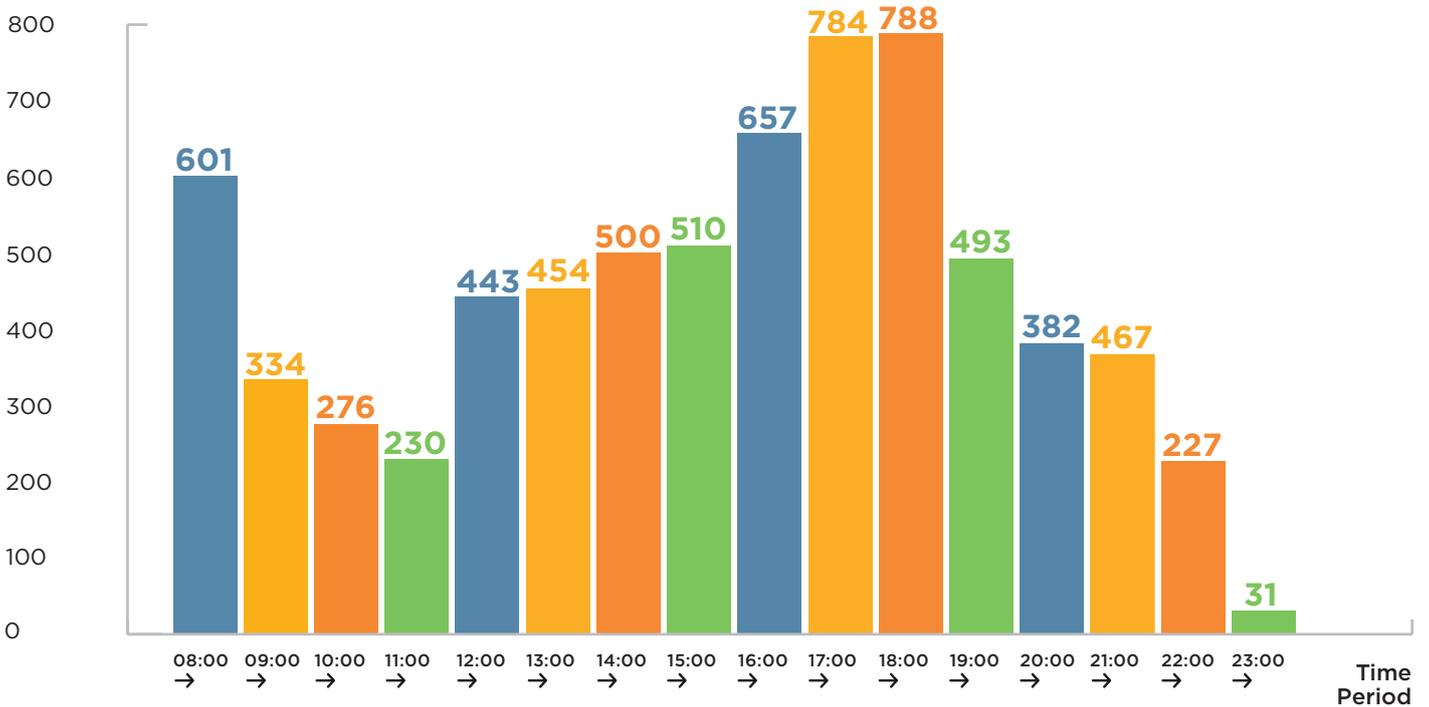
Helped emergency services deal with **local impact in 29 incidents** of fire, personal injury or a road traffic collision



Incidents by hour

A Successful Second Year for the Marble Arch Street Team

Total Incidents



Incidents by day

Average per day



If you'd like to book an appointment with the team, please email getinvolved@marble-arch.london to arrange, or simply look out for them in the area.

To call them for immediate help please dial **07825 750777**.

Remember, in an emergency, or if a crime is in progress, please dial **999**.

For more information about the work of Marble Arch London please visit marble-arch.london, email us getinvolved@marble-arch.london or call us on **020 3145 1210**.

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