

Subject: [SUSPICIOUS MESSAGE] RE: In the matter of Zara Natasha Aleena (ref: 18941988)
Sent: 28/08/2024, 11:40:40
From: Chief Executive<[REDACTED]>
To: [REDACTED]
Cc: [REDACTED]

This Message contains suspicious characteristics and has originated outside of Waltham Forest Council. If you are unsure please contact the ICT Service Desk on Extension 4444.

Dear [REDACTED]

Please see the response below for the Coroner.

Dear Ms Persaud,

Further to your email of Friday July 26th attaching a Regulation 28 Report following the inquest touching upon the death of Ms Zara Natasha Aleena, I can confirm that the London Borough of Redbridge has considered your findings and includes a response to each of the relevant questions below, setting out action already being taken by the Council to address these matters:

(19) The details of training for CCTV operators includes “training on sexual harassment”, but it is not clear whether this includes identifying sexual predators and stalking type behaviour.

The training for CCTV operators encompasses modules that cover behavioural body language training and are specifically designed to detect behaviours that would fall under the remit of ‘suspicious’. The training is based on established principles and techniques outlined in Tavcom training programs – suspicious behaviours can include gestures, mannerisms, alone or in a group, time, location, how someone is acting (i.e. drunk/disorientated), approaching people, being aggressive etc. The training given to all LBR CCTV officers to assist them in making inferences regarding suspicious behaviours that lend themselves to multiple situations (including drug dealing, knife attacks, theft, robbery, stalking, sexual harassment and intimidation).

These modules are essential in equipping operators with the skills to identify various forms of inappropriate and potentially criminal behaviours, which includes but is not limited to, behaviours that could be interpreted by an operator as being predatory. The goal of this training is to ensure that CCTV operators are not only capable of identifying sexual harassment but are also proficient in recognising and responding to broader patterns of suspicious behaviours.

(20) I am unclear from the evidence provided, whether LBR have a system for checking that training provided to CCTV operators is fully understood, or whether refresher training is provided to them.

LBR ensures that the training provided to CCTV operators is fully comprehensive and regularly reinforced through evaluation and ongoing professional development. After completing the Tavcom training, all operators must pass an exam to obtain their SIA (Security Industry Authority) licence, confirming their understanding of the training content. Additionally, LBR implements a performance management system, including mentoring from experienced operators and regular audits of work to identify any gaps in knowledge or performance. These audits inform whether additional training or guidance is needed, ensuring operators maintain high proficiency standards. Once operatives have had official training, they are regularly audited on their CCTV viewing footage and any further training needs are picked up and implemented on a case by case basis. LBR will however, further to your findings, introduce a new annual mandatory refresher training programme for all operatives, to include suspicious behaviour (so that in the event that suspicious behaviour is observed by an operative during their patrols, we can formally demonstrate that they know the correct action to take).

Operatives’ line managers are regularly based within the CCTV control room so are able to directly observe behaviour and working practices during shifts, with regular communication and feedback. This is in addition to regular, documented 1:1s with each staff member and regular appraisals following LBR’s One Brilliant You appraisal process which set and review operational and personal training and development objectives. All CCTV team One Brilliant You conversations are up to date and logged in the Council’s itrent HR system.

Any incidents whereby an operative closely monitors a member of the public who is behaving suspiciously must be carefully recorded in line with LBR CCTV protocols as previously supplied in LBR’s evidence. Where this monitoring leads to action such as an arrest, this is included within performance metrics for the service which feed into regular briefings provided to management and the Cabinet Member.

I trust that this response sufficiently addresses the questions within your report, but please do ask for any clarification, if required.

Yours sincerely,

[REDACTED]
Corporate Director of People and Interim Chief Executive
People Directorate
London Borough of Redbridge
Lynton House, 255-259 High Road, Ilford, IG1 1NN

[REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Friday, July 26, 2024 3:05 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: In the matter of Zara Natasha Aleena (ref: 18941988)

Dear Mr Loades,

Please see attached a Regulation 28 (Preventing Future Deaths) Report served by His Majesty’s Coroner Ms Nadia Persaud following the Inquest touching upon the death of Ms Zara Natasha Aleena.

Would you kindly acknowledge receipt and note the response time.

Kind regards

[REDACTED]
Senior Business Support Officer
East London Coroners Court
124 Queens Road
Walthamstow
E17 8qp
Direct number: [REDACTED]
Email: [REDACTED]
Alternative contact: [REDACTED]

Culture and Workforce Development and Business Support /Chief Executive Directorate



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