

London Engagement Plan – April-May 2026

Incident summary:

There have been a number of incidents in recent weeks impacting the North London Jewish community, and related groups. These are:

- 23 March: Four ambulances belonging to Jewish charity Haztola were destroyed in an arson attack in Golders Green
- 15 April: A brick and two bottles thought to contain petrol were thrown at Finchley Reform Synagogue
- 15 April: An ignited container was thrown at the offices of Persian news organisation Volant Media
- 17 April: A bag containing bottles of fluid was lit in the doorway of a building in Hendon formerly occupied by the charity Jewish Futures
- 18 April: Bins were set alight outside a communal block in Barnet
- 19 April: A bottle believed to be containing a type of accelerant was thrown through the window of Kenton United Synagogue on Shaftesbury Avenue, Harrow.
- 29 April: Terrorist incident after two Jewish men stabbed in north London, Golders Green.

There is a need for LFB to continue to engage with the impacted communities, and to be prepared to engage across London with communities who may be affected by these incidents, affected by the conflict in the Middle East, or affected by any potential retaliation or community tension. This will include multiple faith communities, including Jewish and Muslim, as well as communities connected to impacted areas in the Middle East.

Key contacts:

Name	Role	Phone / Email
1.1		
Community Engagement team	London Fire Brigade CE team mailbox	community.engagement@london-fire.gov.uk

Priority aims/outcomes:

- Providing immediate and practical reassurance to those impacted by incidents, and to those concerned about increased risk.
- Protecting psychological safety and building trust, across communities.

- Strengthening relationships with local communities, especially local faith organisations and community groups located in affected areas.
- Aligning with partner agencies, including Local Authorities and MPS.

Approach/actions:

1. LFB's level of visibility should be led by local communities – dependent on if they want uniformed staff and appliances present, or if this could cause further upset.
2. Building on existing relationships, and identifying new ones, to establish trust with local communities.
3. Identifying key contacts – this should include local leaders, faith organisations and inter-faith forums, CVS and other umbrella organisations (who can direct to local groups), and coordinating with partners who may already hold relationships.
 - a. *Contacts should be local organisations wherever possible. LFB should aim to work with organisations whose primary function is community support, and where possible avoid organisations whose primary function is political (to maintain our neutrality).*
4. Specific actions to take will vary across local areas, and where possible should be informed by community wants and needs. This can include LFB presence in the area, attending meetings, coordination with partners and groups on existing plans, attendance at community events, and reassurance activity such as door knocking, HFSVs, and fire safety visits.
5. Engagement should continue to include asking the community what would feel supportive to them, the type of approach they would feel comfortable with, who they would like us to speak to, etc.
6. Through this engagement, it will be important to identify any rumours or misinformation circulating, to ensure that communication remains accurate and factual.
7. In each area / piece of engagement the deployment model should be considered, and can be informed by what communities have indicated they need. This could include the BC/SC, a CE Officer, fire safety, fire investigation, local crews, etc. – dependent on what is appropriate.
8. LFB should avoid intruding where not wanted/invited, and should avoid a heavy uniformed presence unless that is specifically requested by the community.

Key considerations:

- The wider context should always be kept in mind – whilst incidents may not be formally linked by MPS investigations, they will likely be linked by communities. There is a cumulative impact that results in additional concern, affects people's feelings of safety/risk, and can influence community trauma.

- The link to geopolitical issues, and the ongoing conflict in the Middle East, should also continue to be considered. This may affect a community's overall feeling of safety, but there may also be individuals with direct links – such as family members and loved ones currently in impacted countries.
- This awareness of trauma and ongoing impact affects how to speak to people. This includes not pressing for information/details, not speculating, not minimising impact, and allowing the community to lead/control engagement.
- When responding during incident, identifying vulnerable people with protected characteristics and/or additional needs and offer support.
- When engaging, we should provide a named LFB contact / contact details for follow up. This can be the CE mailbox (community.engagement@london-fire.gov.uk), which is monitored Mon-Fri 9-5.
- Through everything, we must maintain cultural competency and engage in a trauma-informed manner. Do not make assumptions about a community, be aware of possible rules/restrictions they may follow (such as not allowing physical contact, food and dietaries, specific leadership structures), avoid political discussions, don't overwhelm with presence/information, maintain a calm tone and body language, and provide choice in engagement.
- Some simple ways to voice support are:
 - "We are sorry this has happened"
 - "We understand this may feel unsettling for the wider community"
 - "We are here to support and provide reassurance"
 - "We are working with your community and partners respectfully"
 - "Support is available beyond today if you need it"
- LFB representatives should avoid:
 - Labelling the incident beyond confirmed facts.
 - Asking individuals to repeat their experiences.
 - Creating large visible gatherings (unless directed by community).
 - Engaging media without authorisation.
 - Offering generic reassurances that dismiss fear.
 - Comparing to other incidents or communities.

Follow-up:

- Any follow-up from initial engagement should be led by the local team unless decided otherwise.
- Contact with community leaders should always be followed up, to maintain a trusted relationship and ensure they feel they can reach out when needed.
- LFB can provide additional reassurance / fire safety visits if requested.
- LFB should discuss any future engagement and be led by what the community prefers, e.g., community meetings, fire safety visits, attending events, etc.

- LFB should continue to liaise with partners and ensure a linked-up approach where appropriate.

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Redaction Summary

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Exemptions/exceptions:

- S.40 - Personal Information