



## Safer City Partnership Strategy Group

**Date:** FRIDAY, 18 SEPTEMBER 2020

**Time:** 2.00 pm

**Venue:** VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)

**Members:**

Douglas Barrow (Chairman)	Tijs Broeke, Homelessness and Rough
Peter Lisley, Assistant Town Clerk	Sleeping Sub-committee
(Deputy Chairman)	Tim Wiseman, City & Hackney CCG
Marvin Bruno, British Transport	Alex Wrigley, Guinness Trust
Police	Sophie Anne Fernandes, Licensing
Claire Dumontier-Marriage,	Committee Chairman
Cheapside Business Alliance	David Evans, City of London Police
Renu Gupta, City of London	Trish Adams, National Probation Service
Police Independent Advisory &	Patrick Brooks, London Ambulance
Scrutiny Group	Service
David Bulbrook, London Fire	Bob Benton, City Business
Brigade	Representative
Don Randall, City of London	
Crime Prevention Association	

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### Accessing the virtual public meeting

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[https://www.youtube.com/watch?v=qLTL-K\\_lmdE&feature=youtu.be](https://www.youtube.com/watch?v=qLTL-K_lmdE&feature=youtu.be)

This meeting will be a virtual meeting and therefore will not take place in a physical location. A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

**John Barradell**  
Town Clerk and Chief Executive

## **AGENDA**

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

3. **MINUTES**

To agree the public minutes of the meeting held on 7<sup>th</sup> July 2020.

**For Decision**  
(Pages 1 - 8)

4. **OUTSTANDING ACTIONS**

Report of the Town Clerk.

**For Information**  
(Pages 9 - 10)

5. **CITY AND HACKNEY SAFEGUARDING ADULTS BOARD STRATEGY 2020/25  
AND ANNUAL REPORT 2019/20**

Report of the Independent Chair of City and Hackney Safeguarding Adults Board.

**For Information**  
(Pages 11 - 104)

6. **CITY OF LONDON POLICE UPDATE**

Report of the City of London Police

**For Information**  
(Pages 105 - 122)

7. **RESPONSES TO ANTI-SOCIAL BEHAVIOUR IN THE CITY OF LONDON: THIRD  
UPDATE REPORT**

Report of the Director of Community and Children's Services.

**For Discussion**  
(Pages 123 - 128)

8. **DOMESTIC ABUSE VULNERABILITY RISK POLICY UPDATE**

Report of the Director of Community and Children's Services.

**For Discussion**  
(Pages 129 - 130)

9. **PROCEEDS OF CRIME ACT FUNDING BIDS 2020 - 2021**

**For Decision**

- a) Cycle Crime Prevention Initiative (Pages 131 - 134)
- b) Vulnerable Victim Advocate (Pages 135 - 140)

10. **COMMUNITY SAFETY TEAM UPDATE**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 141 - 144)

11. **COMMUNITY AND CHILDREN'S SERVICES UPDATE**

Report of the Director of Community & Children's Services.

**For Information**  
(Pages 145 - 146)

12. **PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**

Report of the Port Health & Public Protection Director, Markets & Consumer Protection

**For Information**  
(Pages 147 - 158)

13. **PUBLIC QUESTIONS RELATING TO THE WORK OF THE GROUP**

14. **ANY OTHER BUSINESS**

15. **EXCLUSION OF THE PUBLIC**

MOTION – That under regulation 3 of the Crime and Disorder Act 1998, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information.

**For Decision**

**Part 2 - Non-Public Agenda**

16. **PROCEEDS OF CRIME ACT FUNDING BIDS 2020 - 2021**

**For Decision**

- a) Operation Broadway (Pages 159 - 162)

17. **COUNTER TERRORISM LOCAL PROFILE**

Verbal update of the Commissioner.

**For Information**  
(Pages 163 - 176)

18. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE GROUP**

19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

## **SAFER CITY PARTNERSHIP STRATEGY GROUP**

**Tuesday, 7 July 2020**

**Minutes of the meeting of the Safer City Partnership Strategy Group held at the Guildhall EC2 at 10.00 am**

### **Present**

Douglas Barrow (Chairman)  
Claire Dumontier-Marriage  
Peter Lisley (Deputy Chairman)  
Gupta Renu  
David Bulbrook  
Bob Benton  
Don Randall  
James Thomson

Tim Wiseman  
Sophie Anne Fernandes  
Deputy James Thomson  
Trish Adams  
Patrick Brooks  
David Evans  
Tijs Broeke

Alex Orme	- City of London Police Authority
David MacKintosh	- Head of Community Safety
Chris Pelham	- Community and Children's Services Dept
Rachel Pye	- Markets & Consumer Protection
Jillian Reid	- Town Clerk's Department
Helen Isaac	- City of London Police
Ray Marskall	- City of London Police
Chris Rumbles, Clerk	- Town Clerk's Department

### **1. APOLOGIES**

Apologies were received from Stuart Webber, Marvin Bruno and Gavin Stedman.

### **2. DECLARATIONS OF INTEREST**

There were no declarations.

### **3. MINUTES**

Resolved, that the minutes of the meeting on 12 February 2020 be approved as an accurate record.

### **4. OUTSTANDING ACTIONS**

The Group received a report of the Town Clerk providing Members with a summary of outstanding actions from previous meetings. Updates were noted as follows:-

**SOS Bus** – Recent visit to Soho to place to witness a scheme already running. City of London Police are in discussion with St Bultoph's Church considering alternative options to an SOS Bus. A progress update will follow at the September meeting.

**Partnership Data Review** – Lack of progress remains an ongoing problem. Progress has not been made as have would been hoped owing to a Data Analyst working on the project having now left the City Corporation. The Chairman stressed the issue had been raised on a number of occasion and asked for an update at the September meeting. The Chairman stressed SCP required analytical support.

**Park Guard Patrol** – Ran until Christmas. An increase in reporting was seen, which was seen as positive. Increased visibility and reporting has seen reassurance go up but it has proved difficult to measure the success. The Chairman suggested this area of work could be looked at as a non-policing model and stressed that any statistics that can be brought to the September meeting would be helpful.

RECEIVED

## 5. **CITY OF LONDON POLICE UPDATE**

The Group received a report of the Commissioner providing partners with an update on the activity of City of London Police since the last meeting. Updates were provided on various elements of policing including:-

- Impact of Covid-19 having seen crime in the City drop significantly. Shoplifting and bike theft had continued, with incidents of anti-social behaviour also having fallen. Over a rolling year a considerable reduction in crime had been seen in the City.
- Mental Health Street Triage professionals have remained in support of City of London Police and not returned to support the National Health Service. City of London Police now consider Mental Health Street Triage to be a necessary service.
- Prevent delivery and engagement now being done in a different way with a new officer working on Prevent. An update to follow in September.

A Member welcomed that crime in the City had come down, whilst also referring to relaxation of lockdown restrictions and people returning to the workplace and questioned what can be done differently to keep crime levels down.

The Commissioner explained that pro-active work would be taking place looking at serial offenders and removing these individuals from the streets. Also, through a restructuring the Force as part of the Transform Programme and putting in place dedicated officers looking at crime prevention. City of London Police were also working on a number of other innovative plans and measures looking to avoid the City returning to pre Covid-19 levels of crime.

The Chairman acknowledged that crime prevention was better than detention, whilst also stressing that where a crime was committed that detention would need to remain as a deterrent. The Chairman stressed that City of London Police were not able to police the City alone and that a partnership approach was needed, with this Group and the City Corporation having an important role to play.

A Member, also Chairman of Police Authority Board, accepted the important point of broader engagement and questioned if there were any areas where City of London Police would welcome greater engagement or where they were not getting the necessary support. This is the moment to drive the prevention agenda and for City of London Police to come forward with any big asks so the City Corporation can be clear on these.

The Commissioner referred to the earlier update relating to the Data Analyst and stressed a crucial element for better decision making was receiving better information. The Commissioner suggested there would be benefit in a permanent full-time crime co-ordinator at the City Corporation to link up the ambitions of the City of London Police and City Corporation. The Chairman suggested this could be considered as part of the resourcing of Safer City Partnership Group.

The Chairman remarked on the begging and vagrancy numbers having dropped and questioned how this could be prevented from re-escalating. The Commissioner highlighted key areas being a government funded post to support this area of work, good joint working with the City Corporation having a real impact and also the work on Operation Luscombe helping.

Resolved, that the update be noted.

**6. RESPONSES TO ANTI-SOCIAL BEHAVIOUR IN THE CITY OF LONDON: SECOND UPDATE REPORT**

The Group received a report updating on activities of the two-year funded post of the Anti-Social Behaviour Coordinator and Strategy Officer.

The Chairman questioned why the new ward-based and 'partnership hub' to community policing would not be going live until September and the Commissioner explained this was a result of changes to community policing moving to a ward-based approach in September and this element being included as part of a wider policing model being put in place.

Resolved, that the report be received and its content noted.

**7. THE CITY OF LONDON COMMUNITY TRIGGER RECOMMENDATIONS JANUARY 2020: UPDATE ON ACTION PLAN REPORT**

The Group received a report providing an update on progress in adopting and implementing recommendations developed during the January 2020 Community Trigger Review.

The Chairman welcomed the update. The Head of Community Safety referred to the complexity of this incident and the many lessons that had been taken from it and were being actioned. The Chairman asked the Head of Community Safety to provide an update on outstanding actions before he departs the City Corporation next month. This would then allow for the monitoring of the actions moving forward. The Head of Community Safety agreed to this and referred to two officers within the Community Safety Team who were very keen to progress work in this area.

Resolved, that the report be received and its content noted.

8. **LONDON FIRE BRIGADE**

The Group received a report of the Borough Commander providing an update on activity of London Fire Brigade since the last meeting.

The Borough Commander remarked on the full service that London Fire Brigade had continued to provide during the Covid-19 pandemic. London Fire Brigade currently has a significant amount of work taking place in assisting as the City returns back to business as normal.

The Borough Commander referred to the number of false alarms the City's Fire Crews had been called out to attend and the unnecessary amount of disruption these incidents cause to the highway and surrounding area. The Borough Commander referred to a conference engaging with the business community in an effort to reduce the number of preventable false alarms the London Fire Brigade has to respond to. The Borough Commander confirmed the target was to bring callouts down to zero with London Fire Brigade focussing on preventative measures rather than putting fires out.

Resolved, that the report be received and its contents noted.

9. **DOMESTIC ABUSE VULNERABILITY AND RISK POLICY UPDATE**

The Group received a report providing an update on the VAWG Strategy 2019-2023, the City Corporation's response to domestic abuse since the beginning of lockdown and the post Covid-19 recovery plan.

The Head of Community Safety took the opportunity to thank London Fire Brigade publicly for their support in assisting with the distribution of posters to businesses and shops, having recognised a lack of digital messaging for this campaign. The Chairman thanked London Fire Brigade for their support.

The Chairman remarked on how it was positive to see this issue being reported and accepted the difficulty in measuring success. The Chairman questioned how incidents can be stopped from happening.

The Head of Community Safety explained that it was very much a live London issue with a significant number of people contacting the helpline. It would take time to make sense of all the data and was an area that would benefit from good critical analysis.

Resolved, that the report be received and its content noted.

10. **COMMUNITY AND CHILDREN'S SERVICES UPDATE**

The Group received a report of the Director of Community and Children's Services providing an update of relevant data and activity.

The Director of Community and Children's Services highlighted the success of partnership working with commissioned homelessness and rough sleeping



providers when reducing the number of people rough sleeping on the streets in response to the Covid-19 crisis. It was hoped this would lead to a success story in keeping people off the streets moving forward. The Director referred to other areas of work through offering support to shielded individuals once ongoing support from Government ends and looking at continuing to work with support groups e.g. Dragon Café and mental health triage and support.

The Chairman welcomed the report acknowledging it offered a very good example of partnership working and organisations working together. The Chairman questioned the plans being put in place to prevent a return to the streets for those currently being accommodated.

The Director assured the Group that a recovery plan was in place looking to maintain the current position and to keep people off the streets, whilst acknowledging there would always be challenges with not everyone accepting the offer of accommodation. The offer would continue for those wanting to take advantage of it, but there are a unique set of circumstance that make it difficult for some e.g. drug use. The Head of Community Safety acknowledged the unique set of circumstances for many on the streets, with it proving hard to engage. It was accepted that lessons would continue to be learned with services being provided to meet the individual needs of those requiring support.

The Chairman acknowledged the importance of data analysis in assessing requirements moving forward. The Chairman thanked the Director and his team for all the work they continued to do.

Resolved, that the report be received and its content noted

#### **11. PUBLIC PROTECTION SERVICE (ENVIRONMENTAL HEALTH, LICENSING AND TRADING STANDARDS) UPDATE**

The Group received a report of the Port Health and Public Protection Director updating on the work of Environmental Health, Licensing and Trading Standards since the last meeting.

The Director provided the group with an update on a number of areas including work supporting businesses throughout this period, Legionella risk assessments when looking at bringing buildings back into operation, food advice, Covid-19 secure risk assessments and also working with HSE and issuing notices to construction sites regarding a lack of social distancing being maintained. The Director highlighted a difficult balancing act of extending working hours on construction sites and addressing concerns of the resident community. The Director confirmed an al fresco dining policy had been prepared for presentation at Planning and Transportation. The proposed policy would allow for table and chairs outside City businesses, with this having the potential to lead to increased street drinking and requiring managing.

A Member, also Chairman of Police Authority Board, referred to the extension of hours on construction sites and stressed a need for flexibility to be offered to constructions sites, with the presumption being to extend hours. Extended

hours would be important to allow social distancing and the spreading out the working day for justifiable health and safety reasons.

The Commissioner referred to al fresco dining and the increased level of security that would be needed around this. A freer environment for trade would be created, but with increased risks being created through crowded spaces and potential for atrocities. City of London Police has finite resources and the Commissioner took the opportunity to highlight this point.

The Borough Commander referred to concerns around impacts on other public safety measures when putting tables and chairs out on the streets e.g. fire escape routes and means of escape from premises. The Borough Commander stressed the importance of not undermining other wider safety implications when putting out tables on the City's streets.

The Deputy Chairman acknowledged a need to balance all areas, with public safety the number 1 consideration in addition to other considerations e.g. terrorism, fire safety, Covid-19.

Resolved, that the report be received and its contents noted.

**12. COMMUNITY SAFETY TEAM UPDATE**

The Group received a report of the Head of Community Safety updating the Group on activity of the Community Safety Team.

The Head of Community Safety referred to the POCA fund and reminded the Group of the £70k that remained available and could support relevant areas.

The Commissioner referred to a potential bid in the pipeline to support a Vulnerable Victim Advocate following withdrawal of funding from MOPAC.

The Head of Community Safety referred to the Serious and Organised Crime Board in the City being ahead of other areas. The Borough Commander referred to a meeting planned later in the month that would look at options to make the Board more representative of the City. The Borough Commander agreed to update further on the Serious and Organised Board at the September meeting.

The Head of Community Safety took the opportunity to thank the Community Safety Team for all their hard work throughout the Covid-19 pandemic in maintaining all the important areas of work.

**13. QUESTIONS RELATING TO THE WORK OF THE GROUP**

There were no questions.

**14. ANY OTHER BUSINESS**

The Chairman thanked partners for their combined work in responding to Covid-19 and in providing a pan-London response during the crisis. The Chairman stressed that it was not possible for one organisation to ensure the

safety of the City and it was the contribution of key partners and working together that allowed the difficult issues to be worked through.

The Chairman concluded the meeting and thanked the Head of Community Safety and his team for all the good work they continued to do in supporting a range of key areas. The Chairman wished the Head of Community Safety well in his new position, acknowledging a sadness to see him leaving but with thanks from the Group for all he had done.

The Chairman assured the Group that resources would remain in place to continue and build on all the good work of the Safer City Partnership Group.

**The meeting closed at 11.17am**

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Chairman

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## SAFER CITY PARTNERSHIP GROUP

18 September 2020  
OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
1	<b>26/2/18 SOS Bus</b>	<p>Deployment of bus Christmas 2019. Further review to take place at the end of the year when data collected will be expanded upon in an effort to understand additional areas to focus on e.g. drinking cultures at certain organisations.</p> <p>Initial discussions have taken place looking at CoLP/Corporation purchasing their own bus. Alternative provision being looked at in consultation with St Bultoph's Church.</p>	City of London Police / Community Safety Team	<p><u>ONGOING</u></p> <p>City of London Police to report back following end of year review.</p> <p>Verbal update provided at SCP on 07.07.20 Report due to be presented to Licensing Committee, after which a progress update will follow at SCP in September.</p>
2	<b>7/11/19 Item 6 Partnership Data Review</b>	<p>Multi-agency strategic assessment to be developed. Update to be provided at next meeting.</p> <p>Initial scoping exercise undertaken. Draft strategy to be prepared.</p>	Head of Community Safety / Business Intelligence Lead	<p><u>ONGOING:</u></p> <p>Update provided at SCP on 07.07.20. Project delayed owing to analyst departing COLC. Chairman stressed a need for SCP to receive analytical support and asked for an update in September</p>

No.	Meeting Date & Reference	Action	Owner	Status
3	<b>7/11/19 Item 13 Park Guard Patrol (Middlesex Street)</b>	<p>Commissioner and Head of Community Safety to agree how to monitor success of the £5k POCA fund bid for a Park Guard Patrol on Middlesex Street.</p> <p>Patrol seen as positive in offering increased visibility and reassurance to the public, but very hard to measure when look at what has been prevented.</p>	Commissioner / Head of Community Safety	<p>ONGOING</p> <p>COLP to report back on key performance measurements.</p> <p>Verbal update given at SCP on 07.07.20. The Chairman asked that statistics are brought to the next meeting of SCP to help understand the success of the patrol.</p>

<b>Committee(s):</b> City of London Grand Committee City of London Health and Wellbeing Board City of London Safer City Partnership Group City of London Members Safeguarding Sub-Committee	<b>Date(s):</b> 28/09/2020 18/09/2020 18/09/2020 12/10/2020
<b>Subject:</b> City and Hackney Safeguarding Adults Board Strategy 2020/25 and Annual Report 2019/20	<b>Public</b>
<b>Report of:</b> Dr Adi Cooper, Independent Chair of the City and Hackney Safeguarding Adults Board	<b>For Information</b>
<b>Report author:</b> Raynor Griffiths, City and Hackney Safeguarding Adults Board Manager	

## Summary

The City and Hackney Safeguarding Adults Board (the Board) is a statutory board required under s43 of the Care Act 2014. The Board has three statutory functions:

- 1) Develop and publish a strategic plan outlining how the Board will meet its objectives
- 2) Publish an annual report detailing the safeguarding achievements for that financial year
- 3) Commission Safeguarding Adults Reviews (SARs) for any cases which meet the criteria

This report outlines the Board's new strategy for 2020/25 and the annual report for 2019/20. It focuses on the new principles underpinning the strategy, its strategic priorities and how these will be delivered for 2020/21, key achievements and data for 2019/20. The report also highlights the actions that the Board has taken in response to the Covid-19 outbreak.

## Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

### Background

1.1 The City and Hackney Safeguarding Adults Board is a multi-agency partnership, represented by statutory and non-statutory stakeholders. The role of the Board is

assure itself that robust safeguarding procedures are in place across the City and Hackney to protect adults with care and support needs who are at risk of abuse and neglect. Where abuse and neglect does occur the Board and its partners are committed to tackling this and promoting person centred care for all adults experiencing abuse or neglect. The Board's annual strategy sets out the Board's strategic priorities and aspirations for the next five years. The annual report sets out an appraisal of safeguarding adults' activity across the City of London and Hackney in 2019/20. Due to the Covid-19 outbreak the Board made the decision to produce a condensed report this year.

## **City and Hackney Safeguarding Adults Board Strategy 2020/25**

2.1 The Board's strategy for 2020/25 focussed on the following areas:

- An overview of safeguarding and abuse
- Key statistics on safeguarding for City and Hackney
- Review of the Board's strategy for 2015 – 20
- Feedback from the Board's Consultation
- Key principles and objectives for the 2020/25 Strategy

### Board Consultation

2.2 To ensure that the needs and views of residents and professionals living in City and Hackney were reflected in the Board's Strategy, a consultation process took place between October to December 2019. The consultation was co-produced with members of the Board's service user group. In total, the consultation was completed by 130 people; the key findings were:

- 1) Residents and professionals had a varying understanding of safeguarding – most people understood that its purpose is to protect people from abuse and neglect however there was a misunderstanding that it is a service to deal with all adults needs
- 2) 90% of people had heard of at least three types of abuse, with most people being familiar with sexual and physical abuse
- 3) 86% of respondents identified an appropriate source to refer safeguarding concerns to – either adult social care or the police
- 4) Residents were concerned that adults with care and support needs who were at risk of abuse did not have appropriate access to services
- 5) The public wanted the Board to focus on:
  - i. Raising awareness of different forms of abuse
  - ii. Engaging with community groups on safeguarding related issues
  - iii. Supporting people who are homeless and have safeguarding needs
  - iv. Supporting professionals with incorporating safeguarding into practice
  - v. Tackling social isolation and therefore reducing the risk of abuse and neglect



## Key Principles for 2020/25

2.3 The Board made the decision to underpin the strategy with the six safeguarding principles:

- 1) Proportionality
- 2) Empowerment
- 3) Partnership
- 4) Prevention
- 5) Protection
- 6) Accountability

2.4 Under each principle a number of objectives has been set, which take into account the views of the CHSAB partners, residents in City and Hackney as well as safeguarding issues that the Board has identified as important both locally, regionally and nationally. To enable accountability with regards to meeting the objectives the Board has also outlined a section on how it will know that objectives have been met.

## **City and Hackney Safeguarding Adults Board Annual Report 2019/20**

### Key achievements

3.1 In line with its strategy, some of the key achievements for the Board in 2019/20 include:

- 1) The Board has ensured that service user engagement has been adopted as core business. There are regular newsletters and service user events, which allow and encourage co-production. In the last year the group has co-produced work around the Strategy consultation and how the Board can better engage with individuals who have been involved in the safeguarding process. The Board has developed a service level agreement and protocol to ensure that there is assurance that service user engagement remains core business
- 2) The Board has worked with Community Safety Partnerships in City and Hackney and Children's Safeguarding Partnership to set up the Transitional Safeguarding Task and Finish group to help identify what the safeguarding issues are affecting young people aged 16 -25 years old and what can be done to better support this group
- 3) The Board undertook its second 360 degree review of the Independent Chair, the results of which were highly positive.
- 4) The Board held a Safeguarding Adults Week in line with the National Safeguarding Adults Week which took place between 18 – 24th November 2019. During this week, members of the Board delivered workshops to frontline professionals, had a number of stands in public places to engage with residents, refreshed its safeguarding leaflets and also engage residents to fill in the Board consultation for the Strategy.
- 5) Publish one Safeguarding Adults Review (SAR) in relation to Jo-Jo, a young woman with learning disabilities who died of crusted scabies. The Board also published a joint SAR, with Lambeth, Newham and Islington Safeguarding

Adults Boards, Yi, about a man experiencing multi-exclusionary homelessness.

- 6) The City of London has secured funding to recruit a social worker who will be dedicated to working with people who are street homeless.
- 7) Following the recommendations from the Jo-Jo SAR the City and Hackney Clinical Commissioning Group has appointed new clinical leads to improve learning disability services in primary care and system wide working for children for children transitioning into adult services. Some of their areas of focus will include improving Learning Disability Registers so all patients get annual reviews, developing resource packs and a Learning Disability/Autism champion network.
- 8) Barts Health included a form on mental capacity during an upgrade of their electronic forms. This has helped prompt staff to consider mental capacity when working with patients.

### Areas for further development

3.2 The Board was unable to meet its goals in relation to the following, and will continue to work on these into 2020/21:

- 1) Obtaining representative service user engagement with the Board, by failing to fill roles for two Lay Members. Going forward the Board has designed a large scale advert and leaflets about how volunteers can get involved in the Board's work. These will be published in local newspapers.
- 2) The development of a toolkit for mental capacity assessment was not achieved. The Board has subsequently decided to take forward work regarding mental capacity and executive capacity.
- 3) Following the Review of the Independent Chair the Board agreed that it needed to improve its processes for collecting reviewing data. The Quality Assurance Group has now revised its processes so there is a clearer pathway of reporting to the Executive Committee Group.

### Data sets for 2019/20

3.3 Key data was collected in relation to safeguarding for the City of London:

- There were 48 concerns were raised, of which 22 met the threshold for a s42 safeguarding enquiry
- The most common forms of abuse were: neglect and acts of omission, financial abuse and physical abuse
- Of the 24 concluded cases, 20 expressed their desired outcomes. There were 8 people who had their desired outcomes fully achieved and 5 partially achieved. A desired outcome was not met in 2 cases.

### Priorities for 2020/21

3.4 The Board has set itself the following strategic priorities for 2020/21:

- 1) To respond to any safeguarding issues arising following the outbreak of Covid-19

- 2) To ensure that organisations are prepared for the induction of the Liberty Protection Safeguards
- 3) To develop an impact analysis tool to ensure learning from SARs is embedded into practice
- 4) To continue to embed and develop knowledge of Mental Capacity in relation to complex issues
- 5) To continue to embed service user involvement into all elements of the Board's work
- 6) To build upon the Board's partnership with other groups and Boards such as the Integrated Commissioning and Neighbourhood Model
- 7) To progress work around transitional safeguarding
- 8) To assure the Board that residents using Out of Borough placements and unregulated settings are appropriately safeguarded from abuse and neglect

### Response to Covid-19 outbreak

3.5 The Board has included a small section outlining its response to the Covid-19 outbreak. Some of the key actions the Board has taken in response to the pandemic include:

- 1) Commenced a monthly safeguarding and covid-19 meeting using the Board's Executive Group function, this is a means to assure that our partners have responded accordingly to safeguarding issues that have been raised during the outbreak
- 2) The Board has revised its yearly work plan so that it includes a section on safeguarding and covid-19
- 3) The Board has sent out information to partners on resources and guidance on safeguarding and covid-19

### **Corporate & Strategic Implications**

1. Safeguarding is a Corporate and Departmental priority

### **Appendices**

- Appendix 1 – City and Hackney Safeguarding Adults Board Strategy 2020 – 2025
- Appendix 2 – City and Hackney Safeguarding Adults Board Annual Report 2019 – 20

### **Raynor Griffiths**

City and Hackney Safeguarding Adults Board Manager

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# CHSAB Strategy

## 2020 – 2025

**People in City and Hackney will be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens**



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## What is adult safeguarding?

**The Care Act 2014 provides a legal requirement to safeguard adults who are at risk of abuse and neglect. The Act defines adult safeguarding as:**

*Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.*





## Safeguarding applies to adults who:

- Are over the age of 18
- Have care and support needs (these can be diagnosed or undiagnosed needs)
- Are experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs are unable to protect themselves from abuse or neglect

People with care and support needs can include those who are elderly and frail, have a learning disability, mental health needs, have a long term illness or who have carer responsibilities.



One of the fundamental values within adult safeguarding is '*making safeguarding personal*' this is the idea that all safeguarding should have the individual at the centre of it. This means that the person involved in the safeguarding enquiry should be involved throughout and should have the opportunity to tell professionals what they would like to happen to help them live their life in the way they want. Sometimes people may lack the capacity to make decisions about their life. A mental capacity assessment can help professionals determine this. Where someone lacks capacity, professionals should ensure that there is an advocate in place who can determine the best interests of that person.

## The six safeguarding principles

Adult safeguarding is underpinned by the **six** safeguarding principles:

- **Prevention** – It is better to take action before harm occurs.

*“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”*



- **Empowerment** – People are supported and encouraged to make their own decisions and informed consent.

*“I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”*



- **Proportionality** – The least intrusive response appropriate to the risk presented.

*“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”*



- **Protection** – Support and representation for those in greatest need.

*“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”*



- **Partnership** – Local solutions through services working together and with their communities. Services share information safely and each service has a workforce well trained in safeguarding. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

*“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”*



- **Accountability** – Accountability and transparency in delivering safeguarding.

*“I understand the role of everyone involved in my life and so do they.”*



## What is abuse?

Abuse can happen anywhere and to anyone. It can happen on a one-off basis or a person can experience multiple abuse.

The Care Act has recognised **10 different types of abuse**:

**Physical abuse:** Where physical acts of violence or threats of violence or intimidation are used against a person

**Financial abuse:** Is when someone takes or misuses someone else's money or belongings for their own gain. This can include scamming, fraud, cybercrime, forcing or misleading someone into giving money and forcing people to make changes to wills or assets.

**Neglect and acts of omission:** Is when persons(s) fail to do something which can cause harm to the individual for example, failing to provide adequate care, medication, food or water.

**Psychological abuse:** This involves frequent and deliberate use of words and non-physical actions with the intention of manipulating, scaring or hurting an individual. This may include threatening someone, criticising, undermining or exerting coercion or control over others.

**Sexual abuse:** This is abusive sexual behaviour towards another person, it can cover a range of behaviours including rape, sexual assault, harassment and publishing sexual images without consent.

**Domestic abuse:** Is an incident or pattern of behaviours which are violent, controlling, coercive, threatening or degrading towards a person who is or has been a close intimate partner or family member.

**Self-neglect:** Is defined as an extreme lack of self-care to the extent where it may threaten someone's health and safety. Examples of this can include hoarding, neglecting personal hygiene and health, non-engagement with services and malnourishment.

**Modern slavery:** Slavery typically occurs where people are being exploited or controlled by another person and are unable to leave their situation. There are eight key forms of modern slavery which are: forced labour, debt bondage, prostitution, domestic servitude, criminal exploitation, child exploitation, forced marriage and organ harvesting.

**Discriminatory abuse:** This exists where abuse is targeted towards someone because of their age, gender, sexuality, disability, religion, class, culture, language, race or ethnic origin.

**Organisational abuse:** This constitutes the mistreatment of an individual(s) due to poor or inadequate practices, systems or care within a care setting. Typical examples can include neglect, unsafe handling and the covering up of incidents.

We want to help protect people from abuse and neglect and provide support where abuse has occurred to help the individual live their life in a way that is meaningful for them.

If you are worried that an adult at risk is being abused you can contact:

**In an emergency:** police on **999** or **101**

**In the City:** email: **adultsduty@cityoflondon.gov.uk** or  
call: **020 7332 1224** or **020 8356 2300** for out of hours

**In Hackney:** email: **adultprotection@hackney.gov.uk** or  
call: **020 8356 5782** or **020 8356 2300** for out of hours

## Key statistics about safeguarding in City and Hackney

Estimates: 7400 living in City, 6600 are adults

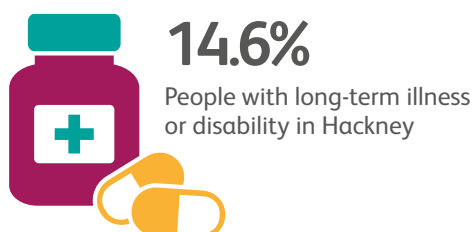
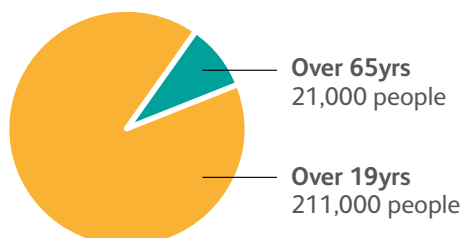


Most common forms of abuse:



Neglect & acts of omission,  
financial abuse & physical abuse

Hackney age estimates



Most occurs in the own home,  
by someone known to the individual

2018/19
<b>CITY OF LONDON</b>
39 safeguarding concerns raised led to 22 section 42 enquires
<b>HACKNEY</b>
1392 concerns raised, led to 477 section 42 enquiries and 285 other enquiries

## The role of the Safeguarding Adults Board

Under the Care Act all Local Authorities are responsible for creating a Safeguarding Adults Board. Safeguarding Adults Boards are made up of three statutory partners: the Local Authority, Police and Clinical Commissioning Group (CCG). The City and Hackney Safeguarding Adults Board is also supported by the following organisations:

- Homerton University Hospital NHS Foundation Trust
- Barts Health NHS Trust
- East London Foundation Trust
- London Fire Brigade
- National Probation Services and Community Rehabilitation Company
- Hackney CVS
- City of London Healthwatch and Hackney Healthwatch
- London Borough of Hackney Housing
- London Borough of Hackney Public Health
- Older People's Reference Group
- Age UK
- The Advocacy Project

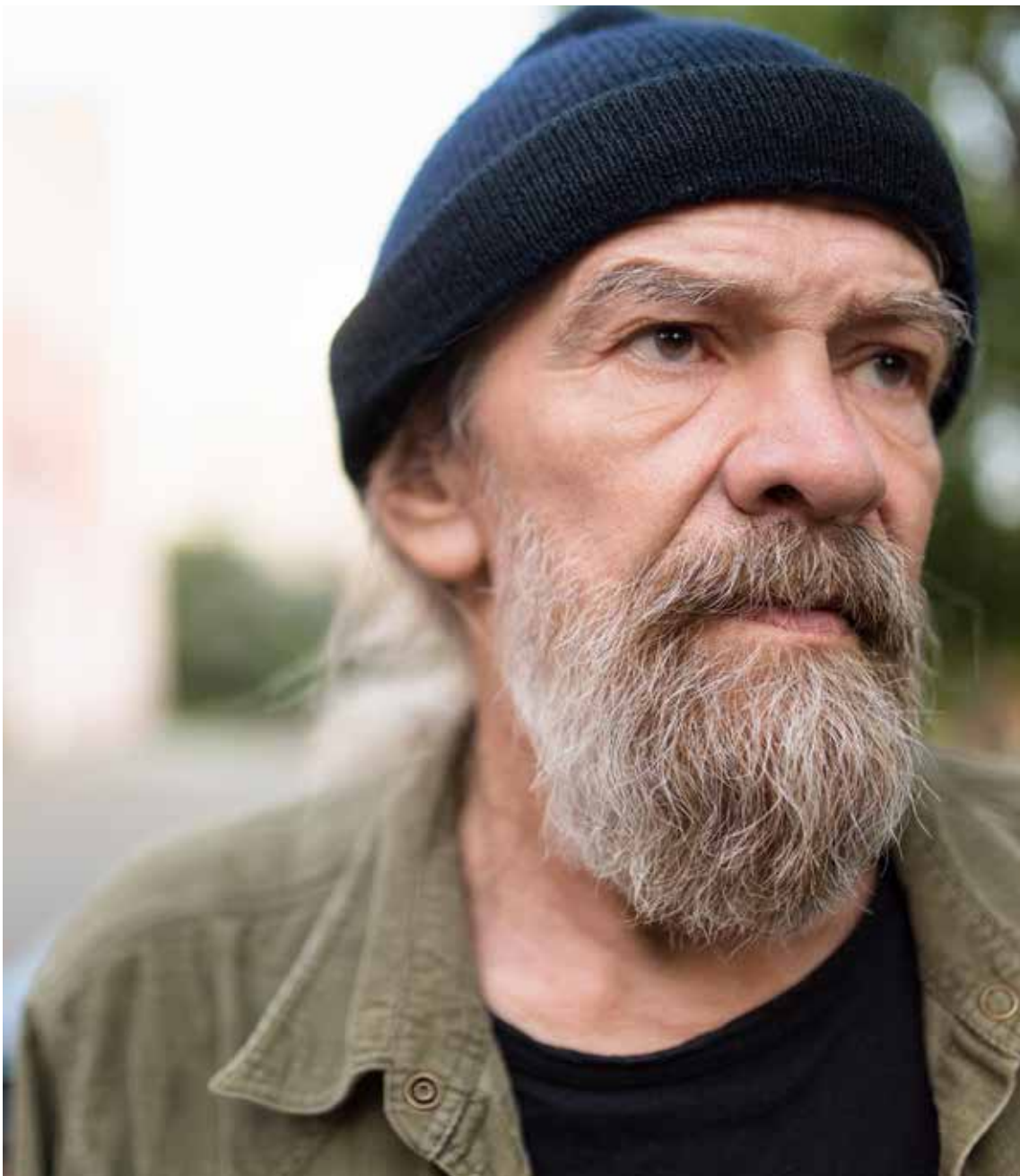
The role of the Safeguarding Adults Board is to safeguard adults with care and support needs by assuring itself that there are local safeguarding arrangements in place and by preventing abuse and neglect. Boards have **three statutory functions**:

- 1) Develop and publish a strategic plan outlining how we will meet our objectives
- 2) Publish an annual report detailing how successful we have been in meeting our objectives
- 3) Commission safeguarding adults reviews for any cases where an individual has died or suffered serious harm as a result of abuse or neglect.

In City and Hackney we are committed to stopping abuse and neglect where possible, to achieve this we strive to:

- ensure that everyone, both individuals and organisations, are clear about their roles and responsibilities
- create strong multi-agency partnerships that provide timely and effective prevention of and responses to abuse or neglect

- support the development of a positive learning environment across these partnerships, at all levels, to help break down cultures that are risk-averse or seek to scapegoat or blame practitioners
- ensure that Making Safeguarding Personal and the voice of the service user is considered through all aspects of our work
- respond effectively where safeguarding concerns are raised to ensure that these are addressed at an operational or strategic level





## Review of the previous Board strategy 2015 – 2020

In our previous strategy we developed the following principles to help us take forward our work:

**SAB Principle 1: All our learning will be shared learning**

**SAB Principle 2: We will promote a fair and open culture**

**SAB Principle 3: The skill-base of our frontline staff and managers will be continuously improving**

**SAB Principle 4: We will understand the local complexity of safeguarding needs**

Whilst we recognise that these principles are still important, and we strive to embed these into our work we have made the decision to use the six safeguarding principles for this strategy. We made this decision following discussions with residents and front line professionals who stated that they recognised and understood the principles.

### What did we do well?

The Board has focussed on a range of different safeguarding priorities over the past five years. **Some of our key achievements include:**

- We have established networks and processes for the Board to share our learning. We have created a LinkedIn page to share learning and have residents and professionals circulation lists, which we regularly circulate newsletters and safeguarding news
- We have commissioned safeguarding training for frontline professionals across City and Hackney to attend, this includes the voluntary sector
- We have created mechanisms for us to better engage with the public this includes the creation of our Safeguarding Champions, service user newsletter and service user events
- We have led work around transitional safeguarding, Modern Day Slavery, Homelessness and Safeguarding, adopting a family approach to risk management and older people and sexuality and consent
- We held a Safeguarding Adults Week for the first time in 2019, and will continue to hold awareness weeks in the future
- We undertook 7 Safeguarding Adults Reviews which have told us how we can improve safeguarding practise across City and Hackney
- We developed our Quality Assurance Framework to help us analyse safeguarding trends such as referrals that did not meet the threshold for a s42 enquiry

- We have undertaken one multi-agency audit which has helped us understand how well we have responded to issues around self-neglect across the partnership. The results were largely positive.

### What were we unable to achieve?

Whilst we attempted to achieve all the priorities set out in our previous strategy we were unable to do so. We recognise that we still need to continue work around the following areas:

- We have not successfully put in place a system to receive feedback from people who have experienced safeguarding. We understand that this has been an issue nationally however, we will continue to put in place processes by which people can provide feedback about the safeguarding experience
- We do not know how well learning from SARs has been embedded into frontline practice and we recognise further work is required to test the impact from SARs
- We know that whilst our understanding of mental capacity has improved, there are a number of more complex matters relating to mental capacity such as higher executive functioning that we need to continue to explore
- While we are getting better at ensuring that service users are influencing the work of the Board we recognise that this is an area for improvement and we will continue to work towards including service users in all aspects of our work.
- We have started work on transitional safeguarding and homelessness, this work is not yet complete and we will continue to focus on these priorities going forward.



## Feedback from the City and Hackney Safeguarding Adults Board Consultation

It is important to the Board that our strategy reflects the views and concerns of people living and working in the City and Hackney. To do this we underwent a consultation process where we engaged with residents and professionals to get their feedback on the following questions:

- 1) What does the word 'safeguarding' mean to you?
- 2) What types of abuse have you heard of?
- 3) What makes you feel worried about the safety of adults with care and support needs?
- 4) Who would you contact if you had any concerns that you or someone you know with care and support needs was unsafe?
- 5) What top three things should we prioritise to help keep adults with care and support needs in the City and Hackney safe?

We would like to thank our service user group who attended our event on 17th September 2019 for helping us construct questions for the consultation. We appreciate all your valuable input into this.

We received 130 responses to our consultation, and identified the following findings:

- We had feedback from people of all different backgrounds including people up to the age of 86, from mixed ethnicities and religions and from over 20 people who considered themselves as having a disability
- People had a varying understanding of safeguarding – most people understood that it is about protecting people from abuse and neglect however there was a misunderstanding that it is a service to deal with all adults needs
- 90% of people had heard of at least three types of abuse, with people being most familiar with sexual and physical abuse
- 86% of respondents identified an appropriate source to refer safeguarding concerns to – either adult social care or the police
- People generally raised concerns about adults at risk accessing services for the following reasons:
  - Not being able to speak out because they are unable or scared
  - Not being able to gain access to services because they do not know what is available or they do not meet thresholds for services
  - The potential for missing signs of abuse and neglect

- The public wanted us to focus on the top five following priorities:
  1. Raising awareness of different forms of abuse
  2. Engaging with community groups on safeguarding related issues
  3. Supporting people who are homeless and may have safeguarding needs
  3. Supporting professionals with incorporating safeguarding into practice
  4. To tackle social isolation and therefore reduce the risk of an individual being abused or neglected



## Key Principles underpinning the Strategy 2020 – 25

The Board has developed the following objectives to drive forward adult safeguarding in the next five years:

### Empowerment

- We will continue to raise awareness of adult safeguarding issues amongst residents living in the City and Hackney
- We will continue to engage with community groups and the voluntary sector to help build upon their understanding of adult safeguarding and to hear about safeguarding issues affecting them
- We will work with service users to ensure that people with lived experience of safeguarding influence the Board's work
- We will build upon work undertaken around making safeguarding personal, advocacy and mental capacity to help build a better awareness amongst frontline professionals and residents

*We will know that we have our objectives when:*

- Our data shows an increase in the number of awareness raising sessions that the Board has undertaken in the community
- Frontline staff and the public are able to recognise the Safeguarding Adults Board and understand its primary goals
- The number of safeguarding referrals into Adult Social Care from members of the public and the voluntary sector increases
- Those who have experienced a safeguarding enquiry or supported someone through an enquiry report positive feedback about the safeguarding process
- We will see an increased number of referrals to advocacy services

### Prevention

- We will undertake horizon scans of local, London and national safeguarding trends to help us identify thematic priorities for the Board
- We will continue to engage with the Integration Model and Neighbourhood teams to support them in ensuring that safeguarding is embedded through all aspects of their work
- We will continue to focus on work around the following safeguarding themes:

- Homelessness and safeguarding
- Transitional safeguarding
- Social isolation
- Safeguarding in unregulated and out of Borough settings
- We will boost awareness of the Safeguarding Adults Board and our work across City and Hackney – this will include improving our online presence and maintaining clear branding for the Board

***We will know that we have met our objectives when:***

- We can evidence tangible actions taken to address the safeguarding issues we have identified above
- We have incorporated emerging safeguarding trends into the Board's annual strategic plans. In cases where we have not, the Board can evidence reasoning for this or work undertaken to support other teams to take this work forward
- We will be able to show how safeguarding has been embedded into the Integration Model and Neighbourhood Teams
- An increased amount of people are familiar with the work of the Board and will know how to access the resources that we offer.

## Protection

- We will find innovative ways to communicate key learning from the CHSAB to frontline staff across the partnership, this will include using written, online and face-to-face formats
- We will seek yearly feedback from the public about safeguarding issues that are worrying them and ensure that these are incorporated into our yearly work plans
- We will continue to run an annual Safeguarding Adults Week to help raise awareness of emerging safeguarding issues with the public and frontline staff
- We will review the support mechanisms in place for informal carers living in City and Hackney to assess whether these offer carers the support they require.

***We will know that we have met our objectives when:***

- We can evidence that frontline practice is changing as a result of learning that has been disseminated by the Board
- The public report back that they are satisfied that the Board are addressing issues that are important to them

- We see improved engagement with the initiatives that the Board are running during Safeguarding Adults Week
- We will see an increase in carers assessments and referrals to advocacy support for informal carers.

## Partnership

- We will continue to identify how we can work with different organisations and partnerships across City and Hackney where we have overlapping interests. This includes supporting teams to consider safeguarding in their own projects and work streams
- We will continue to work collaboratively with the Safeguarding Children's Partnerships, Community Safety Partnerships and Health and Wellbeing Boards on mutual areas of interest
- We will build upon links that we have created within the voluntary sector and community
- We will continue to co-produce work with community groups and services users
- We will build new links with organisations and groups in City and Hackney that may engage with adults at risk this includes the provider and social housing sectors.

### *We will know that we have met our objectives when:*

- We can evidence how adult safeguarding has impacted other areas of work outside our core business
- We can evidence joint objectives and work undertaken with the Safeguarding Children's Partnership, Community Safety Partnerships and Health and Wellbeing Boards
- We are able to demonstrate how we have expanded our network and influence across City and Hackney

## Proportionality

- We will quality assure providers in City and Hackney, including providers who are working in unregulated settings
- We will ensure that issues of equality and diversity are brought to Board's attention are managed appropriately
- We will help staff apply the Mental Capacity Act and Liberty Protection Safeguards in complex cases
- We will look at how we can appropriately balance the needs of perpetrators of abuse who may also be at risk or suffering abuse and neglect

***We will know that we have met our objectives when:***

- There is an improvement in safeguarding practice across providers and unregulated settings
- Issues of equality and diversity have been considered through all areas of our work
- Data shows an improvement in the quality of mental capacity assessments being undertaken by staff
- We see an increase in safeguarding referrals for adults at risk who are also the alleged perpetrators

**Accountability**

- The Board will help its partners to understand its responsibilities to adults at risk of abuse and neglect, this includes undertaking provider led concerns where appropriate
- To quality assure the safeguarding work of the Board's partner through our Quality Assurance Framework and yearly multi-agency audits
- To identify how much impact the Board and SARs are having in improving safeguarding practice across City and Hackney
- To undertake periodic reviews of the Board and its Chair to ensure that it is meeting its obligations in respect of the Care Act 2014.

***We will know that we have met our objectives when:***

- We see sustained engagement from partners with the work of the Board
- We have evidence that the safeguarding practice is improving across the City and Hackney
- We can evidence that the Board is having a positive impact on safeguarding across the City and Hackney
- We can evidence that the Board is meeting all objectives set out for it in the Care Act 2014



## How will the Board deliver its priorities?

It will be the responsibility of the Board's sub-groups, task and finish group and partners to deliver the priorities set out in the strategy. To help with this, the Board publishes an annual strategic plan explaining what actions it ensure that the strategy is delivered. All groups and partners are required to report their progress to the Independent Chair.

The Board has developed the following work plan for 2020 - 21







# Appendix:

## **CHSAB Annual Strategic Plan 2020 – 2021**



## Appendix One: City and Hackney Safeguarding Adults Board Annual Strategic Plan 2020 – 2021

The CHSAB Plan addresses the six core principles contained in the CHSAB's Strategy for 2020 – 2025.

Partner	Lead	Partner	Lead
London Borough of Hackney (LBH)	Anne Canning/ Simon Galczynski	City of London Corporation (CoL)	Andrew Carter/ Chris Pelham
City and Hackney CCG (CCG)	David Maher/Jenny Singleton	Hackney Metropolitan Police (MPS)	Marcus Barnett
City of London Police	Gareth Dothie	Homerton University Hospital Foundation Trust (HUHFT)	Catherine Pelley
Barts Health NHS Trust	Sam Spillane	East London Foundation Trust (ELFT)	Dean Henderson
London Fire Brigade Hackney	Lee Sandy	London Fire Brigade City of London	David Bulbrook
National Probation Service	Stuart Webber	London Community Rehabilitation Company	Kauser Mukhtar
Healthwatch Hackney	Jon Williams	Healthwatch City of London	TBC
Hackney CVS	Kristine Wellington	The Advocacy Project	Judith Davey
London Borough of Hackney Public Health	Nicole Klynman	London Borough of Hackney Housing	Jennifer Wynter
Hackney Recovery Service	Ruth Williamson	Safeguarding Children's Partnership	Jim Gamble
Sub-group	Chair	Task & Finish Groups	Lead
SAR & Case Review	Chris Pelham	Homelessness & Safeguarding	John Binding/ Ian Tweedie
Quality Assurance	Jenny Singleton	User engagement	Dr Adi Cooper
Workforce Development	Zak Darwood	Transitional safeguarding	Dr Adi Cooper
Sub-Committee	Chair		
City of London	Dr Adi Cooper		

Principle 1 : Proportionality - “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”				
Priority	Actions	Lead	Outcome	
1) To ensure that the Board and its partners are ready for the introduction of the Liberty Protection Safeguards	1.1 LPS Leads in City and Hackney will provide assurances to the Board that they have appropriately prepared for the introduction of LPS.	LPS Leads		
	1.2 LPS Leads will respond to any national issues that are raised in response to the introduction of the LPS. The Board will provide support in addressing national issues where appropriate.	LPS Leads		
	1.3 The Board will support criminal justice and voluntary sector organisations to prepare for LPS and understand how this may impact service users within their sectors.	CHSAB Manager/ LPS Leads		
	1.4 Partners who have duties under LPS will provide assurances to the Board that appropriate training has been commissioned for their staff. It will further consider whether training should be commissioned for agencies who may require a general understanding of LPS.	All partners with LPS responsibilities		
2) To reflect upon how well the Board has embedded learning from the fire death SAR and embed further learning around fire safety	2.1 The SAR sub-group will commission an independent thematic review of fire safety in Hackney identifying how well the CHSAB has embedded learning from a previous SAR.	SAR sub-group		

	<p>2.2 The SAR sub-group will lead on the implementation of any further recommendations in relation to the thematic review. The group will be supported by the Quality Assurance group as required.</p>	SAR sub-group	
	<p>2.3 The workforce development group will review how the CHSAB can raise awareness of Fire Safety across City and Hackney and implement any training recommendations borne out of the thematic review.</p>	WFD sub-group	

Principle 2: Empowerment - “I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”			
Priority	Actions	Lead	Outcome
3) To continue to embed and develop frontline practitioners understanding of Mental Capacity in relation to complex issues	3.1 The Board will create a task and finish group to undertake a scoping exercise to assess what the key issues and challenges are for professionals working with people who may lack higher executive functioning.	CHSAB Manager/ MCA Leads	
	3.2 The task and finish group will look at putting together a suite of resources for frontline professionals to help them work effectively with people whose capacity may not be clear.	MCA T&F group	
	3.3 The Board will endorse and promote any best practice guidance that is published in relation to mental capacity and higher executive functioning.	CHSAB Manager	
	3.4 The Board will review its current self-neglect and chronic hoarding protocol to ensure that it has sufficient focus on the issue of higher executive functioning within mental capacity.	Head of Adult Safeguarding LBH	
	3.5 The workforce development sub-group will identify training needs and commission training in relation to higher executive functioning.	WFD sub-group	
4) To continue to embed work around service user engagement and ensure that service users	4.1 The service user task and finish group will develop a brochure for residents living in city and Hackney outlining how they can get involved in the work of the Board.	Service user engagement T&F group	

influence all aspects of the Board's work	4.2 The service user task and finish group will develop a process by which service users can feedback their experience of safeguarding.	Service user engagement T&F group	
	4.3 The Board will provide funds to Hackney CVS to commission refresher training to the Safeguarding Champions.	HCVS	
	4.4 The Board will provide funding to the Advocacy Project to commission training for peer-to-peer supporters to provide low level advice in the community.	The Advocacy Project	
	4.5 The Board and its partners will engage with faith networks that exist within City and Hackney to drive awareness of safeguarding issues.	CHSAB Manager	
<b>Principle 3: Prevention - “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”</b>			
5) To engage with frontline professionals to share learning from adult safeguarding	5.1 The workforce development sub-group will continue to identify innovative ways of working with frontline staff across City and Hackney, with specific focus on multi-agency learning sessions and digital content.	WFD sub-group	
	5.2 An offer will be made to teams working across City and Hackney for the Board to deliver briefings and updates on safeguarding issues that the Board are working on.	WFD sub-group	
	5.3 The Board Business Support will continue to build its frontline practitioner network by disseminating learning via online and our newsletter.	CHSAB Business Support Officer	

Principle 3: Prevention - “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”				
Priority	Actions	Lead	Outcome	
3) To continue to embed and develop frontline practitioners understanding of Mental Capacity in relation to complex issues	5.4 The workforce development sub-group will scope the possibility of delivering a large scale conference or learning event.	WFD sub-group		
	5.5 All partners will report data pertaining to safeguarding training to the Board. This will include assurances that all staff have undertaken appropriate training and details of safeguarding training offered to staff.	All partners		
	5.6 The CoL will identify how we can better support frontline professionals understand vulnerability and safeguarding risk.	CoL		
6) To understand how much impact SARs are having on changing safeguarding practice across City and Hackney	6.1 The SAR sub-group will develop a process of communicating learning from SARs which will be embedded into the SAR Protocol and City & Hackney's SAR quality markers.	SAR sub-group		
	6.2 The Quality Assurance sub-group will create an impact analysis tool to help determine how well learning from SARs have been embedded into frontline practice. Feedback from the impact analysis tool will be report to the SAR sub-group and Executive Group..	QA sub-group		
	6.3 The workforce development sub-group will develop a set of resources that partners can use for	WFD sub-group		



	new members of staff so that learning from SARs continues to be filtered into practice.		
<b>7) To ensure that the Integrated Commissioning and Neighbourhood Model continues to filter safeguarding through all elements of their work</b>	<b>7.1</b> The Executive Group will seek assurance from the Neighbourhood Team that safeguarding continues to be embedded into practice.	Executive Group	
	<b>7.2</b> The Neighbourhood Team and Board will work together to identify how safeguarding can be included into on-going projects being undertaken by the Neighbourhoods Team.	Neighbourhood Team/CHSAB Manager	
	<b>7.3</b> The Board will report safeguarding intel and learning to ensure that this can be utilised by teams.	CHSAB Manager	
	<b>Principle 4: Partnership – “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”</b>		
<b>8) To continue to engage with Community Safety Partnership, Safeguarding Children’s Partnership and Health and Wellbeing Boards</b>	<b>8.1</b> The Board Manager will work with the Safeguarding Children’s Partnership to identify cross-cutting priorities in the City. The Board will also deliver one joint meeting with the Children’s Partnership in the City.	CHSAB Manager/CHSCP	
	<b>8.2</b> The Board will continue to address strategic issues affecting CSP, CHSCP and HWB at the Joint Chairs meeting.	Independent Chair	
	<b>8.3</b> The Board will look at opportunities to commission joint work and/or training on areas of joint interest. All partners will be responsible for raising potential areas of interest to the attention of the Board and Executive Group.	Independent Chair/CHSAB Manager	

**Principle 4: Partnership - “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”**

Priority	Actions	Lead	Outcome
9) To identify opportunities to engage with new partners	<p>9.1 The Board and its partners will continue to build its relationships with organisations across City and Hackney, specifically it will look at:</p> <ul style="list-style-type: none"> <li>i. Building links with the social housing and provider sector</li> <li>ii. Assisting probation services with work they are undertaking around transitional safeguarding</li> <li>iii. Strengthening links with the voluntary sector</li> </ul>	CHSAB Manager/ NPS/CRC/HCVS/ CoL	

**Principle 5: Protection - “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”**

10) To progress work around transitional safeguarding	10.1 The Transitional Safeguarding Task and Finish Group will continue to work with the Safeguarding Children's Partnership and Community Safety Partnerships across City and Hackney to identify how the Board can better support young people aged between 16 – 25 at risk of abuse and exploitation.	Transitional safeguarding T&F group	
11) To assure ourselves that residents using Out of Borough placements or placed in unregulated settings are	11.1 The Commissioning Team's in City of London and Hackney and CCG will undertake a gap analysis to identify what the current position and risk areas for residents utilising OOB placements and unregulated services across City and Hackney.	LBH/COL/City and Hackney CCG Teams	

appropriately safeguarded from abuse and neglect	11.2 The LBH, CoL and City and Hackney CCG will provide assurance to the Board that adults at risk using Out of Borough or unregulated services are appropriately safeguarded from abuse and neglect.	LBH/CoL/City and Hackney CCG Commissioning Teams
	11.3 The Board will support and publicise any work at a national level to strengthen cross Borough working.	Independent Chair/CHSAB Manager
<b>Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”</b>		
12) To ensure the delivery of the Board’s core business	12.1 The Board Manager will review all CHSAB policies to ensure these are up-to-date and compliant with equality responsibilities for SABs outlined in the Care Act 2014.	CHSAB Manager
	12.2 The Board Manager will update its expectations for Board Members and circulate to all Board members.	CHSAB Manager
	12.3 A small working group from the Service User Task and Finish Group and will be created to deliver and support activities across the partnership Safeguarding Adults Week.	WFD/service user engagement sub-group
	12.4 The Quality Assurance group will oversee the delivery of one multi-agency audit on the theme of self-neglect.	QA sub-group

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
Priority	Actions	Lead	Outcome	
	12.5 To reform the structure of the Safeguarding Adults Sub-Committee meeting in the City of London to ensure that it focuses on staff development.	CHSAB Manager/ AD People CoL		
13) To ensure that existing projects are brought to completion	13.1 The Board will continue to lead or assist with on-going work on the following projects: <ul style="list-style-type: none"> <li>a. Homelessness and Safeguarding</li> <li>b. Modern Day Slavery</li> <li>c. Suicide Prevention</li> </ul>	CHSAB Manager		





# CHSAB Annual Report 2019 – 20

**People should be able to live a life free from harm  
in communities that are intolerant of abuse, work  
together to prevent abuse and know what to do  
when it happens**





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## Message from the Independent Chair



I am very pleased to introduce the Annual Report for the City and Hackney Safeguarding Adults Board 2019/20. As the Independent Chair of the Board, I continue to be very grateful to all partners for their contributions to the Board, and their ongoing support. The partnership has continued to grow and develop, as reflected in this annual report.

As I write, (end of May 2020) we are coming out of the lockdown due to the Covid-19 pandemic. This provides an opportunity to mourn the deaths of residents who died, acknowledge the grief of their families and friends as well as commend the incredible hard work, dedication, and commitment of health, social care staff and all the key workers who kept everything going during this period.

All the partners of the Board have reported on the incredible work they have undertaken, providing assurance that they continued to meet their safeguarding responsibilities during this challenging time. I am extremely grateful to everyone for their endeavours to support residents, particularly those who are at risk of abuse or neglect.

During the year that this report covers, partners have worked together to improve safeguarding, raising awareness of safeguarding in City and Hackney's communities, and responding to what people have said is important to them in the consultation for the Board's Strategy ([provide link](#)).

This annual report is important because it shows what the Board aimed to achieve during 2019/20 and what we have been able to achieve. It shows that many of the tasks were completed during the year. The annual report provides a picture of who is safeguarded in City and Hackney, in what circumstances and why. This helps us to know what we should be focussing on for the future. The Delivery Plan for 2020/21, which says what we want to achieve during the year, has been revised in light of the Covid-19 outbreak.

There continues to be significant pressures on partners in terms of resources and capacity, especially during the Covid-19 pandemic, so I want to thank all partners and those who have engaged in the work of the Board, for their considerable time and effort.

There is a lot that we need to do and want to do to reduce the risks of abuse and neglect in our communities and support people who are most vulnerable to these risks. This is a journey that we are all making together, and I look forward to chairing the partnership in the next year to continue this journey.

**Dr Adi Cooper OBE,**  
Independent Chair City and Hackney Safeguarding Adults Board  
May 2020

## Context

The start of 2020 has brought unprecedented and worrying times for residents and professionals living and working across City and Hackney in the form of the Covid-19 pandemic. At the time of writing this report, professionals across the area are working hard to protect the community from this risk, whilst ensuring that essential health and social care services are maintained.

The introduction of the Coronavirus Act 2020 has seen the Care Act 2014 duties temporarily move from being mandatory to discretionary although safeguarding adults remains a Local Authorities' statutory duty<sup>1</sup>. The guidance recognises that safeguarding remains of paramount importance for organisations working with adults who may be at risk of abuse or neglect<sup>2</sup>. The City and Hackney Safeguarding Adults Board (CHSAB) remains committed to supporting organisations and residents across City and Hackney to protect adults who may be at risk of abuse or neglect and need safeguarding support. The CHSAB will do this by continuing to raise awareness of different safeguarding issues, identifying emerging safeguarding issues and supporting organisations to understand and deliver their duties in relation to safeguarding adults at this time.

CHSAB partners commend and appreciate the ways in which communities have come together to assist residents who require help at these times. Unfortunately, it is typical to see an increase of neglect and abuse in times of crisis. There are a number of reasons for this, it can be unintentional, due to increased stresses in the family home or people struggling to care for their family members, or it can be intentional, when people actively try to exploit another, for example by taking over their home or scamming them. The CHSAB would like to ask everyone to be vigilant to the different types and signs of abuse and neglect (<https://hackney.gov.uk/safeguarding-adults-board>) and be aware of how any concern can be reported (Hackney: <https://hackney.gov.uk/chsab-raise-concern>, or in the City: <https://www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx>). With everyone's support the CHSAB can ensure that adults are kept safe from abuse and neglect.

Given current circumstances, the Board has made the decision to produce a shorter annual report. It is hoped that the report will still help residents understand how the CHSAB has continued to prioritise adult safeguarding across City and Hackney. The CHSAB would also like to take this opportunity to thank professionals and those living in City and Hackney for their continued support and hard work in keeping local residents safe.

1 <https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities>

2 Annex D: Safeguarding Guidance, <https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities>

## What is the Safeguarding Adults Board?

### Role

The CHSAB is a partnership of statutory and non-statutory organisations representing health, care, criminal justice, voluntary sector and residents who use services in the City of London and Hackney. The role of the CHSAB is to gain assurance that there are effective adult safeguarding arrangements in place, to protect adults with care and support needs and help prevent abuse and neglect across the City and Hackney.

The CHSAB has three core duties under the Care Act 2014 that it must fulfil by law:

- 1) Develop and publish a Strategic Plan outlining how it will meet our objectives and how our partners will help each other to achieve this
- 2) Publish an Annual Report detailing what it has done to help safeguard the community and how successful it has been in achieving this
- 3) Commission Safeguarding Adults Reviews (SARs) for any cases that meet the criteria.

In addition to this, the CHSAB is able to involve itself or lead work around any other adult safeguarding issues it feels appropriate<sup>3</sup>.

### Membership

The CHSAB has three core statutory partners: the Local Authority, Clinical Commissioning Group and Police service as well as a number of non-statutory partners. This forthcoming year, the CHSAB welcomes London Borough of Hackney Housing Needs and Hackney Recovery Service to sit on the Board.

A full list of our partners and their attendance at our quarterly Board meetings and annual Development Day can be found below:

2019-20	
Independent Chair	100%
London Borough of Hackney ASC	100%
City of London Corporation	100%
City & Hackney CCG	100%
Homerton University Hospital	75%
Barts Health NHS Trust	75%
East London NHS Foundation Trust	100%
London Fire Brigade	75%
Metropolitan Police	25%

3 S43.4 of the Care Act 2014, <http://www.legislation.gov.uk/ukpga/2014/23/section/43>

2019-20	
City of London Police	25%
Older People's Reference Group	50%
Hackney Healthwatch	100%
City of London Healthwatch	0%
City & Hackney Public Health	50%
Hackney Council for Voluntary Services	75%
National Probation Service	75%
Housing Providers	25%
Safeguarding Children's Partnership	0%
London Ambulance Service	0%
CHSAB Business Support	100%

## Principles

The work of the Board is underpinned by key principles; these were recently revised following consultation for our new strategy. The CHSAB made the decision to align our principles with the six safeguarding principles underpinning adult safeguarding<sup>4</sup>. This decision was made because the results of the strategy consultation showed that the community was most familiar with the six safeguarding principles. The principles are as follows:

- **Prevention** – It is better to take action before harm occurs.  
*"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."*
- **Empowerment** - People are supported and encouraged to make their own decisions and informed consent.  
*"I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens."*
- **Proportionality** – The least intrusive response appropriate to the risk presented.  
*"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."*
- **Protection** – Support and representation for those in greatest need.  
*"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."*

<sup>4</sup> Paragraph 14.13 Care and Support Statutory Guidance, <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

- **Partnership** – Local solutions through services working together and with their communities. Services share information safely and each service has a workforce well trained in safeguarding. Communities have a part to play in preventing, detecting and reporting neglect and abuse.  
“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”
- **Accountability** – Accountability and transparency in delivering safeguarding.  
“I understand the role of everyone involved in my life and so do they.”

## Board Governance

### Sub-groups

To ensure that the work of the Board is delivered there are a number of sub and task and finish groups in place to lead on our annual priorities:

#### **Quality Assurance:**

This group considers quantitative and qualitative information about safeguarding activity across City and Hackney. This helps the CHSAB understand what is going on in City and Hackney, and therefore informs its work and priorities.

#### **Safeguarding Adults and Case**

**Review:** This group fulfils our s44 Care Act duty to consider requests for a Safeguarding Adults Review (SAR). The group reviews referrals and make recommendations to the Chair when it considers that a SAR is required. The group also develops and monitors action plans to ensure that learning and recommendations from SARs are embedded.

#### **Workforce development:**

This is newly re-established group, with a focus on how the Board can offer the best training and development opportunities for frontline professionals to assist in building their safeguarding knowledge.

#### **User engagement:**

This task and finish group focuses on how the CHSAB can reach all communities in City and Hackney as well as engage service users in our work.

#### **Homelessness/Rough Sleeping and Safeguarding:**

This task and finish group continues to review how safeguarding issues relating to people who are homeless or rough sleeping can be tackled and practice improved.

#### **Transitional safeguarding:**

This task and finish group is reviewing the safeguarding provision for young people aged 16 – 25 who may be at risk of abuse or exploitation. This is to identify what gaps exist and how we can better support young people at risk of abuse or neglect.

The work of the sub and task and finish groups is overseen by the Executive Group, whose role it is to monitor progress of work undertaken by the groups, and direct any additional work. There are also quarterly CHSAB meetings attended by the whole partnership, which are opportunities to provide updates on CHSAB work streams and discuss key safeguarding issues.

### *City of London Adult Safeguarding Committee*

The City of London has a Safeguarding Adults Committee, focuses on safeguarding issues that impact on City of London residents only. It meets quarterly, where it reviews its progress in relation both to the CHSAB priorities and specific City priorities that it set itself within the Board's strategic plan. City priorities for 2019/20 were as follows:

- Social isolation and well-being
- Homelessness
- Transitional safeguarding

### *CHSAB strategic links*

The CHSAB has links with partnerships and boards working with communities in the City of London and Hackney, including: the City and Hackney Children's Safeguarding Partnership, Community Safety Partnerships; and Health and Wellbeing Boards. The Board is also a member of the Hackney Community Strategy Partnership Board.

### *Budget*

In 2019/20 the CHSAB total contributions remained the same as 2018/19:

Partners	Income Received (£)
City of London Corporation	(28,875)
East London NHS Foundation Trust	(27,500)
Homerton University Hospital	(12,000)
NHS City and Hackney CCG	(20,000)
Metropolitan Police Authority	(5,000)
Bart's and London NHS Trust	(5,000)
City of London Police	(4,400)
London Fire Brigade	(500)
City of London Corporation (FB)	(500)
LB Hackney	(109, 675)
<b>Total Income:</b>	<b>(213,450)</b>

This financial year the CHSAB spent a total of £209,817. The CHSAB have made the decision not to increase partner contributions on the basis that there is currently a reserve of £93,000, and consequently there is sufficient funds to sustain the Board should we incur any unplanned expenditure.

### *Supporting the CHSAB*

The CHSAB has a full-time Board Manager and Business Support Officer to manage the work of the Board.





## CHSAB Achievements for 2019/20

### *Service user engagement*

- The Board has continued to release regular newsletters and hold regular events, which has allowed the opportunity for service users to find out about safeguarding issues and the work of the Board. Three service user events during 2019/20 were held and attendees contributed to co-produce the new CHSAB Strategy. If you would like to sign up to our mailing list to keep up-to-date with our events and safeguarding news please email: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk)
- The Board has developed a plan to continue to engage with service users and people who have experienced safeguarding.

### *Community Awareness*

- The Safeguarding Champions have continued to raise awareness of safeguarding amongst community and voluntary groups across Hackney. In 2019/20, a further 14 safeguarding champions were trained, who delivered a number of events across Hackney.
- The Board has started to develop the role of the Safeguarding Peer-to-Peer Supporter with the assistance of The Advocacy Project. The Peer-to-Peer Supporter's primary role will be to provide low level safeguarding support, signposting to members of the community as well as reporting safeguarding issues they encounter to safeguarding services. It is hoped that this role will go live 2020/21.
- The SAB Chair and Board Manager have attended a number of community events to raise awareness of safeguarding and the role of the Safeguarding Adults Board, this includes the Older People's Reference Group Annual Conference and City of London Healthwatch launch event.

Elspeth Williams, is a local resident living in Hackney who responded to the CHSAB's advertisement for volunteers to train as a Safeguarding Champion when first advertised in 2018. Elspeth undertook a three day training course, which equipped her with the confidence and skills that she needed to deliver 90 minute safeguarding awareness raising sessions to residents living in Hackney.

Since training as a Safeguarding Champion Elspeth has delivered 11 safeguarding awareness raising events to over 110 people. This has included the London Borough of Hackney Co-Production Team and also the Making it Real Board, who are residents who support London Borough of Hackney to make changes to Adult Social Care. More recently, Elspeth delivered a Safeguarding Awareness Workshop at Hackney CVS during the CHSAB's Safeguarding Adults Week!

One of the key challenges that Elspeth has overcome is delivering safeguarding awareness sessions to a range of different backgrounds and skill sets. Elspeth has found creative ways to adapt her sessions to make sure she can engage effectively with all residents that she engages with.

The Board appreciates Elspeth and all the Safeguarding Champions efforts to help raise awareness of safeguarding across Hackney. If any resident is interested in becoming a Safeguarding Champion, please contact: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk) for more information.

### *Professional development*

- The Board has continued to support frontline professionals develop their safeguarding knowledge. The CHSAB has commissioned frontline training on subjects such as mental capacity in complex cases, whole family approaches, positive risk taking and self-neglect and hoarding.
- The CHSAB developed a questionnaire for frontline staff to better understand their training needs. It was completed by over 50 members of staff, who identified that they would like to learn via bite size classroom sessions and briefings.
- The Board has held two professional development events with frontline staff in October and November 2019; these focussed on learning from Safeguarding Adults Reviews regarding the deaths of people who were homeless.
- The CHSAB has increased its engagement with frontline professionals by creating a safeguarding newsletter and LinkedIn page, this provides a means to send out safeguarding information to frontline professionals as it emerges. It also allows frontline professionals to engage and understand the work that the Board is doing.

### *Partnership working*

- The CHSAB has worked closely with the Community Safety Partnership and Safeguarding Children's Partnership to launch the Modern Day Slavery Strategy for London Borough of Hackney. The Strategy was launched on 18 October 2019, alongside a webpage for Modern Day Slavery, Modern Day Slavery Protocol and resources for professionals and the public. The Board now jointly leads a task and finish group focussed on implementing the actions of the strategy. Further details on Modern Day Slavery can be found: <https://hackney.gov.uk/modern-day-slavery>
- The Board supported Public Health in the London Borough of Hackney to develop safeguarding clauses for their public health contracts.
- The CHSAB is part of the working groups looking at the following areas: Suicide Prevention, engagement with the Orthodox Jewish Community and has also provided feedback the City of London's domestic abuse strategy and City of London and Hackney Autism Strategy.

### *Task and Finish Groups*

- The Board has set up a Transitional Safeguarding Task and Finish Group, which aims to identify any gaps in support offered to young people aged between 16 – 25 who are at risk of exploitation and abuse. The plan is to develop an options paper with recommendations on what actions could be taken to better support young people.

- A homelessness task and finish group has met a number of times to consider how to develop and improve responses to safeguarding issues unique to those who are homeless or rough sleeping. The group's key achievements include the City of London producing a Fatality Review Process for all deaths of people who were homeless or rough sleeping.

### *Board Governance*

- The Board undertook its second 360 degree review of the Independent Chair, the results of which were highly positive. It recognised that the Chair's areas of strength were ensuring that safeguarding issues are discussed and brought to the attention of the Board partners, managing the Board effectively, focusing on prevention and ensuring that SARs are high quality. The Independent Chair made a pledge that she would continue to focus on service user engagement and using data to inform its work going forward.
- The Board signed off the Association of Directors of Adult Social Services Pan-London Information Sharing Agreement for all partners. The agreement ensures that partners are sharing information in relation to safeguarding where necessary.
- The Board updated its Risk Register, which identifies risks that may impact the Board's ability to deliver its legal role. The register is reviewed and updated every six months to identify actions taken to mitigate risks and whether it needs to be edited in line with current events impacting the Board.

### *Safeguarding Adults Week*

- The Board made the decision to hold a Safeguarding Adults Week in line with the National Safeguarding Adults Week which took place between 18 – 24th November 2019.
- There were five safeguarding stalls held in the community, in locations such as the Homerton University Hospital, Pembury Community Centre and Barbican Library. 11 bitesize learning sessions were delivered to staff on different safeguarding issues.
- The Board refreshed its safeguarding leaflets and circulated these to all safeguarding partners as well as various locations across City and Hackney.

### *CHSAB Strategy 2020-25*

- The Board's strategy expires in 2020 and the CHSAB has been working to develop a new strategy for the next five years. A review of what the Board had achieved in relation to its previous strategy and duties was undertaken as well as some, horizon scanning of safeguarding issues that are anticipated to affect residents in future.



- A consultation with professionals and residents took place during the Safeguarding Adults Week to understand what issues people living and working in the City and Hackney wanted the Board to focus on. In total there were 130 responses, the top three areas that people wanted the Board to focus on are: engaging with the community, raising awareness of safeguarding issues and safeguarding issues relating to homelessness.
- The Board ran a Development Day and Service User Event in January 2020, which was an opportunity for partners and service users to identify final areas of focus for the strategy.
- The final strategy has been launched and can be found: [\(Add link\)](#)

### *Quality Assurance*

- The Board refreshed its Quality Assurance Framework, streamlining the document to make it more accessible for our Board partners to complete.
- Board partners completed a new London single-agency audit tool, which focused on four key areas: mental capacity, making safeguarding personal, implementation of SARs and the Liberty Protection Safeguards.

### *Safeguarding Adult Reviews (SARs)*

- The Board published two SARs: Jo-Jo and Yi – the details of which can be found on pages 8 -10.
- The Board considered 5 potential SARs, of which 3 did not meet the threshold for a SAR, one met the threshold for a SAR and a final case the SAR sub-group felt it would be appropriate to undertake a learning review. The findings from our latest SAR will be published in the Board's 2020/21 annual report.
- The SAR sub-group reviewed and updated the SAR Policy and accompanying documents.

### *Integration Model and Neighbourhoods Team*

- The Neighbourhoods Team has continued to provide regular updates to the CHSAB about the embedding on safeguarding throughout their work.
- The CHSAB and Neighbourhoods Team have set up regular meetings to ensure that safeguarding remains a priority throughout all the work that the Neighbourhoods Team does.



## What did we not do so well this year?

Each year the Board sets itself an ambitious set of goals to ensure that it is continually driving forward work in respect of safeguarding adults in the City and Hackney. Unfortunately the Board is not always able to achieve all its goals. The CHSAB did not meet its aims in respect of the following, however the CHSAB does have a plan about how it will take forward each objective:

- 1) The CHSAB continued to struggle to obtain representative service user engagement with the Board. The role of two additional Lay Members for the Board was advertised; unfortunately it was not filled. The CHSAB also worked with service users to understand how it can better engage with people who have experienced the safeguarding process, which provided positive and helpful. In the forthcoming year the Board will be developing a brochure outlining how people can get involved in the Board's work, regardless of whether they are a service user, resident or professional based in the City or Hackney, to support wider engagement.
- 2) The development of a toolkit for mental capacity assessment was not achieved. The Board has subsequently decided to take forward work regarding mental capacity and higher executive functioning. Higher executive functioning relates to situations where someone may appear to understand information and have the ability to make decisions about their life but their actions may indicate that they do not truly understand the consequences of their decision making.
- 3) Following on from the Review of the Independent Chair the CHSAB recognised that improvements in the processes for collecting and reviewing data were required. In response to this, the Quality Assurance Framework has been revised and the process for reporting data to the Executive Group has changed for 2020/21. It is hoped that this will mean that data is used more effectively.
- 4) The CHSAB recognises that there are sections of the community who are still not familiar with the Board and its work. Consequently it has been proposed to do more to build the brand identity so that more people can engage with the Board.

### Learning from SARs

As mentioned in the achievements section on page 13 the Board published two SARs in 2019/20. These are the seventh and eighth SARs that have been undertaken by the Board since s44 Care Act 2014 set the duty for Boards to undertake these SARs.

Under section 44 of the Care Act 2014, a SAR should take place where an adult has i) died or suffered serious harm, ii) it is suspected or known that was due to neglect or abuse and iii) there is concern that agencies could have worked better to protect the adult from harm.

**Case Outline - JoJo**

Jo-Jo was a 38 woman with Downs Syndrome, who was cared by her mother throughout her life. Jo-Jo had suffered from life-long eczema. In 2013, she was diagnosed with crusted scabies, which was treated successfully. Jo-Jo's skin problems came back in 2015, at this point she was diagnosed and treated with eczema. Unfortunately this did not work and Jo-Jo's skin condition got worse.

Jo-Jo started to avoid going out as she was in lots of pain and did not want people to look at her. She also stopped using carers, who used to help her go out, and attending her GP and health appointments. Jo-Jo refused to allow her mother to help her. Sadly Jo-Jo's skin became very infected and she became very unwell.

On 9 March 2017, her mother called the GP to see if they would come out for a home visit. The GP consequently, arranged an urgent appointment to see a consultant dermatologist for the next morning. An ambulance took Jo-Jo to the hospital clinic, sadly she suffered a cardiac arrest and died.

***Reasons for review***

A decision was made to review the case on the basis that there were concerns about:

- How person-centred the care was for Jo-Jo and those with learning disabilities in general;
- How proactive agencies were in understanding the whole family dynamic and needs of the carer;
- How well agencies worked together to understand the patient's circumstances and needs;
- Professional curiosity and staff ability to identify and raise concerns where these may exist.

***Key findings***

The SAR Reviewer and Chair made the following recommendations:

- Annual Reviews for both health and social care must be carried out and the outcomes carefully recorded;
- When an individual's circumstances change (including for their carer) there should be clear information sharing arrangements in place;
- Every agency has a responsibility to consider the needs of carers, especially where the individual may have complex needs or a demanding health condition.



**Case Outline - Yi**

Yi was a SAR undertaken by four SABs: City and Hackney, Lambeth, Newham and Islington. It was about a man who was chronically homeless; experiencing long or frequent periods of homelessness, physical, mental health and substance misuse issues. Yi originally moved to the UK in 1999 and successfully built a life in the UK, even purchasing a house. He is believed to have left home and started rough sleeping in 2006, although he was recognised as suffering from mental ill-health in 2008. Little is known about Yi from 2008-12, although it was noted that he was self-neglecting, his home posed an environmental risk and he had suffered a number of thefts and assaults.

Attempts were made to support Yi and this started a process by which he would access services and then these services would be subsequently withdrawn for a number of reasons, such as lack of engagement or financial reasons. No consideration was given to Yi's capacity to make decisions or manage his situation. Yi consequently returned to rough sleeping. While rough sleeping he was admitted to hospital having suffered a subdural haemorrhage, which affected his cognitive abilities, which were already impaired.

Following discharge, he continued to be referred in and out of different services without any consistent support and ended up rough sleeping again. He ended up being admitted back into hospital in a poor state. On this occasion hospital staff referred him for nursing support and he was also allocated an advocate during the assessment and care planning stage.

He was placed in a nursing home where he spent the rest of his life. Yi sadly passed away in September 2018.

**Reasons for review**

The Lambeth Safeguarding Adults Board made the decision to initiate a review on the basis that:

- Yi was highly vulnerable and multiple professionals and organisations missed the opportunity to identify the extent to which he was vulnerable
- Whilst Yi did not die as a result of abuse or neglect the group identified that he had suffered significant harm, which would warrant a review.

**Key findings**

The SAR findings were:

- That this case was not unique and there were often instances where individuals go-between a number of services. Staff had a tendency in this case to manage each individual crisis but then did not provide long-term interventions that would prevent further crises.
- Professionals and agencies are struggling to manage and provide sufficient care to a growing number of people who present at high risk of harm and complex needs.
- Professionals require support to help them embed a human rights based approach, which would allow them the opportunity to build rapport with individuals and professional networks. Support in helping them understand their knowledge of other adjacent services would also be beneficial.

## CHSAB Partners' Achievements

Whilst a full list of partners' achievements are not included in this report, due to issues described on page one, the list below provides a small selection of adult safeguarding achievements from across our partnership:

- The Advocacy Project has undertaken a consultation across care, community and faith groups to understand what local people understand by safeguarding and how to keep safe.
- The City of London has secured funding to recruit a social worker who will be dedicated to working with people who are street homeless.
- London Borough Hackney Adult Social Care has worked with health partners to launch a neighbourhood model of multi-disciplinary meetings which greatly assists in information sharing and joint approaches to assisting residents with complex needs.
- Following the recommendations from the Jo-Jo SAR the City and Hackney Clinical Commissioning Group has appointed new clinical leads to improve learning disability services in primary care and system wide working for children for children transitioning into adult services. Some of their areas of focus will include improving Learning Disability Registers so all patients get annual reviews, developing resource packs and a Learning Disability/ Autism champion network.
- Over 100 primary care staff have been trained to Level 3 in adult safeguarding.
- Barts Health included a form on mental capacity during an upgrade of their electronic forms. This has helped prompt staff to consider mental capacity when working with patients. Barts have also appointed an Adults Coordinator, who will be the strategic lead for Mental Capacity, Deprivation of Liberty Safeguards and Liberty Protection Safeguards implementation.
- The London Fire Brigade has implemented a new training package for their staff, which includes safeguarding training.
- Community Rehabilitation Company (CRC) has developed London CRC Public Protection Boards at a local and Pan-London level. The role of the Boards is to focus on different safeguarding themes. This has allowed frontline issues to be escalated and strategic messages to be cascaded.
- East London Foundation Trust have launched a new electronic form on their case management system which contains a specific section on the views of the service user, this is to ensure that the spirit of making safeguarding personal; that people get to choose what they want to happen to them.

### What are the Board's plans for 2020/21?

The Board has set itself an ambitious set of goals for the forthcoming year. These may be reviewed based on what might be possible to achieve in the context of the Covid-19 crisis and key safeguarding themes and issues emerging as a result of this. At the time of writing, our key objectives for the forthcoming year include:

- Embedding learning regarding mental capacity in relation to complex issues, including higher executive functioning and fluctuating mental capacity. This will include endorsing and promoting use of best practice guidance, identifying what the key challenges are for frontline professionals and developing a suite of resources for frontline professionals.
- Promoting community engagement including: development of a process by which service users can feedback their experience of safeguarding; a publicity campaign on how the public can get involved in the work of the Board; and develop the role of the Peer-to-Peer Supporters.
- The Board will develop an impact analysis tool which will help understand how much impact the work of the Board has had in changing safeguarding practice amongst agencies and frontline professionals. In the first instance the Board will focus on identifying the impact of SAR learning in improving practice.
- The Board will assure itself that residents placed out of Borough or in CQC unregulated settings are appropriately safeguarded from abuse and neglect.

A full list of our priorities for 2020/21 can be found in appendix 1.



## The Board's safeguarding response to the Covid-19 outbreak

The Board has made the decision to include a section outlining our response to the pandemic as well as actions taken by our partners to ensure that adult safeguarding is prioritised at this time. A full list of our actions in response to Covid-19 and details of action the Board has taken in respect of this year's work plan will be provided in next year's annual report.

In light of the Covid-19 outbreak the Board sought to make the following changes to its core business to help assist in the safeguarding response to Covid-19:

- All non-essential meetings were cancelled until May 2020 to allow frontline staff to respond to the immediate crisis
- The Executive Group has commenced monthly safeguarding and Covid-19 meetings to allow partners to share and quality assure responses to the Covid-19 outbreak. This also allows the Board to identify where it can best support its partners
- The Board has revised its yearly work plan so that it includes a section on safeguarding and Covid-19, specifically that the Board will respond to any key safeguarding issues that may have arisen as a result of the outbreak
- The Board has sent out information to partners on resources and guidance on safeguarding and Covid-19
- The Board has sent out information to our service user network on what support services are available for residents living in City and Hackney to utilise

Some of the key safeguarding actions taken by the Board's partners in response to the outbreak include:

- London Borough of Hackney has enacted business continuity plans which saw hospital discharge and the integrated independence team merging and being set up as a single point of access with extended hours.
- London Borough of Hackney Adult Social Care and Public Health have worked with Age UK East London to secure hotel and domiciliary care to assist in the discharge process
- Both City of London and London Borough of Hackney have ensured that accommodation has been provided to rough sleepers during the Covid-19 pandemic
- City of London have extended their Discharge to Assess Service



- City and Hackney CCG has created a risk log to monitor arising risks and issues. The CCG has also put in place rapid reviews for any Learning Disability deaths, this will help expedite any learning from any death
- East London Foundation Trust have ensured that all new admissions and in-patients are tested for Covid-19, and patients are given twice daily temperature checks. All service users, who are out-patients, have been contacted by phone and have been RAG rated in terms of their mental health status.
- City of London and the Metropolitan Police have continued to run MARAC and MAPPA meetings, this provides an opportunity to ensure a multi-agency response to victims of domestic abuse and management of sexual or violent offenders.
- Both City of London and London Borough of Hackney are reviewing any deaths caused by Covid-19 to ensure that there are not any deaths which may raise safeguarding issues.

The following support is available for anyone who may require support or is experiencing abuse or neglect at this time:

- **City of London**

Support during Covid-19: <https://www.cityoflondon.gov.uk/services/health-and-wellbeing/Pages/covid-19.aspx> or 020 7606 3030

Safeguarding: email: [adultsduty@cityoflondon.gov.uk](mailto:adultsduty@cityoflondon.gov.uk) or call: 020 7332 1224 / 0208 356 2300 for out of hours

- **Hackney:**

Support during Covid-19: <https://hackney.gov.uk/coronavirus-support> or 020 8356 3111

Safeguarding: [adultprotection@hackney.gov.uk](mailto:adultprotection@hackney.gov.uk) or call: 020 8356 5782 / 020 8356 2300 for out of hours

## Safeguarding Data

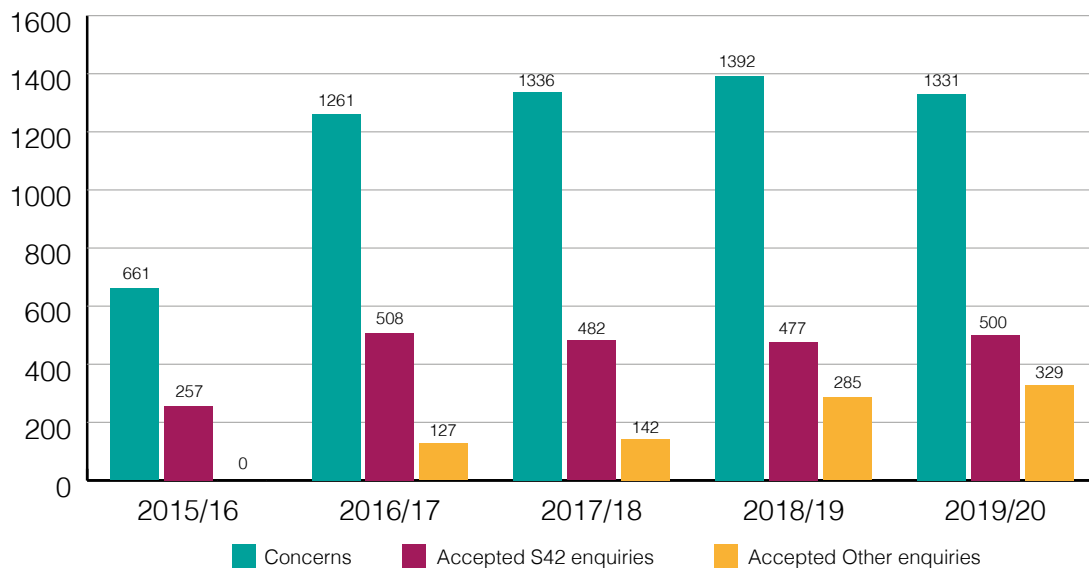
The safeguarding data for the year 2017-2018 is presented separately for the two authorities. City of London and Hackney submit annual statutory returns on safeguarding activity, known as the Safeguarding Adults Collection, and this is included in the data below.

### London Borough of Hackney

- 1,331 concerns were raised
- 500 concerns led to a s42 enquiry and 329 led to other enquiry
- 92% of individuals had their desired outcomes either fully or partially met

### Concerns and Enquiries

Total number of Safeguarding Concerns and Enquiries, 2015 to 2020



Note that **500 Section 42 Enquiries** relates to **S42 enquiries starting in 2019-20**. There is a different number (442) used elsewhere in the report for S42 enquiries concluding during the year. On top of this many of the tables are based on the number and types of allegations made and therefore there may be more than one per concern / enquiry

This year has seen a slight decrease in the amount of safeguarding concerns being referred into Hackney Adult Social Care. This decrease is likely due to the outbreak of Covid-19 which initially caused a sharp decrease in safeguarding referrals. This decrease has since plateaued and referral rates have returned to levels consistent with previous years. Despite the drop in safeguarding concerns there has been an increase in the number of s42 and other enquiries initiated, which may represent a better understanding of what constitutes safeguarding amongst referrers. An 'other' enquiry can be initiated where an individual may not have care and support needs but is experiencing abuse or neglect and may need support to address this. An 'other' enquiry may

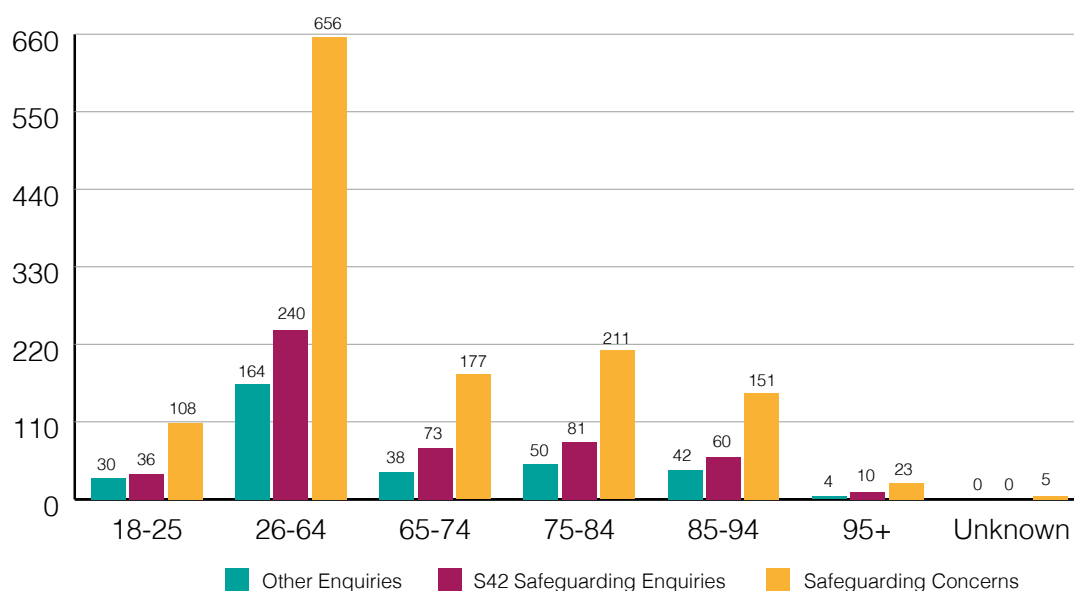
also be initiated where the most proportionate approach to a concern where a specific issue needs to be addressed or a care package requires review. This is a discretionary power under the Care Act 2014 statutory guidance and allows Local Authorities to make a judgement call on each individual situation.

Concerns and all enquiries	2015/16	2016/17	2017/18	2018/19	2019/20
Concerns	661	1261	1336	1392	1331
Accepted S42 enquiries	257	508	482	477	500
Conversion Rate	38.9%	40.3%	36.1%	34.3%	37.6%
Accepted Other enquiries	-	127	142	285	329
S42 Enquiries concluded in year	214	393	496	416	442
Other Enquiries concluded in year	-	113	138	294	321

NB. No data was submitted for Other Enquiries in our 2015/16 return (voluntary)

## Age

Number of Concerns by Age Group, 2019/20



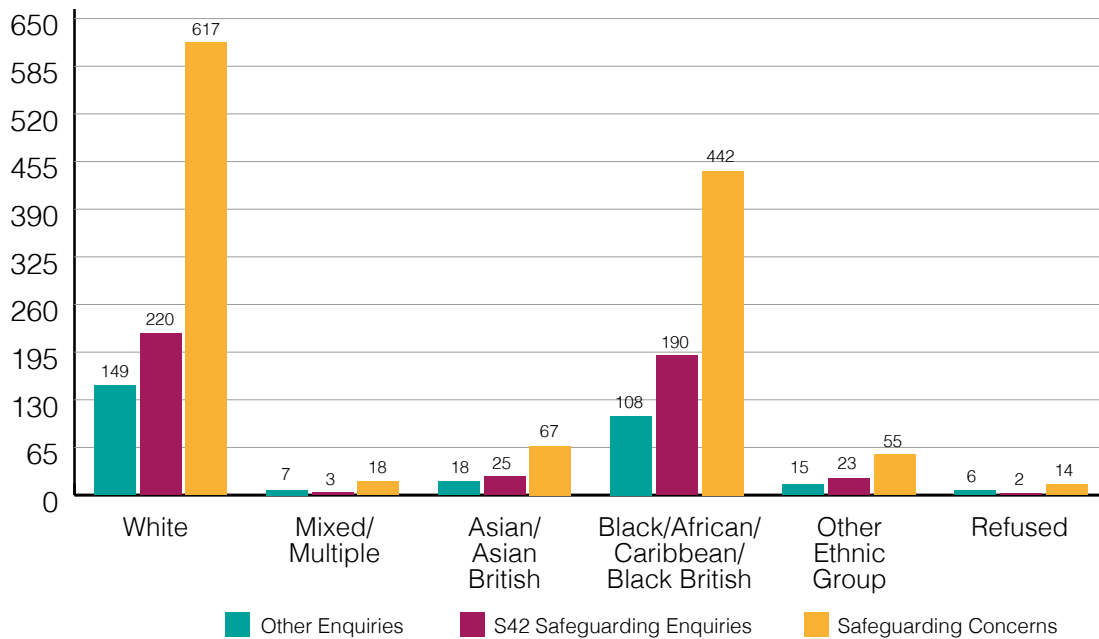
Number of Concerns by Age Group, 2019/20	18-25	26-64	65-74	75-84	85-94	95+	Unknown
Other Enquiries	30	164	39	50	42	4	0
S42 Safeguarding Enquiries	36	240	73	81	60	10	0
Safeguarding Concerns	108	656	177	211	151	23	5

This year the Board made the decision to review data relating to 18 -25 year olds. This is on the basis that the Board is undertaking work around transitional safeguarding and information helps the Board understand more about the safeguarding challenges that are facing young people. The data identified that the highest conversion rate was for adults aged 85 – 94 years old, whereas the lowest conversion rate was for adults aged 18 – 25 year olds and those over 95 years old.



## Ethnicity

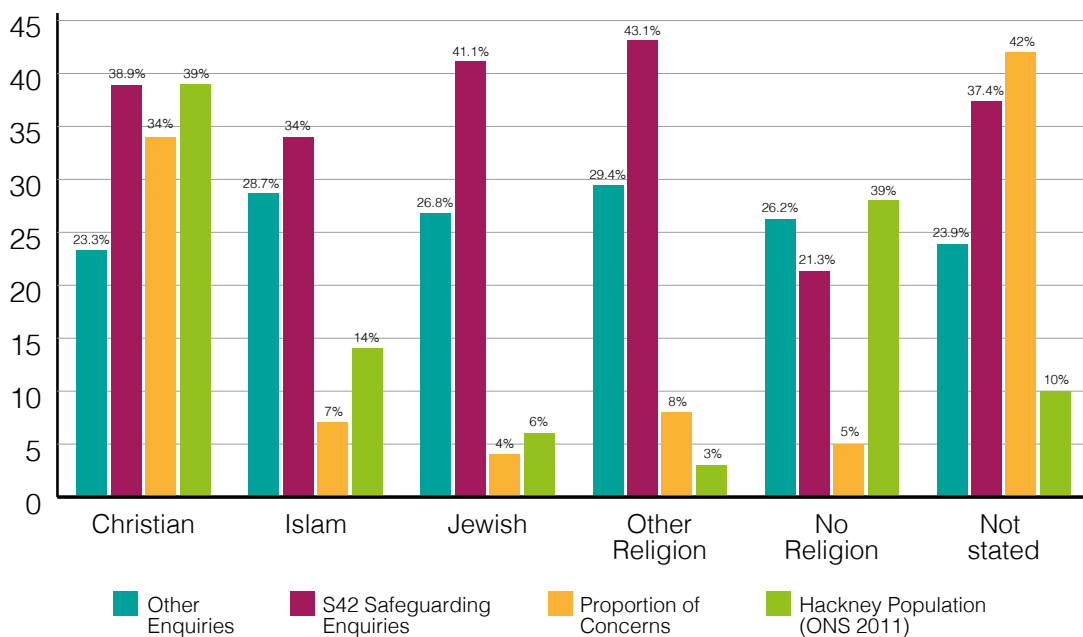
Number of Concerns by Ethnic Group, 2019/20



The data for 2019/20 shows that there continues to be an under-representation from people from a white, mixed race and Asian background. In particular, the representation from people from mixed or Asian backgrounds has reduced over the past year. There continues to be an over-representation of people from an African, Caribbean and Black British background although this over-representation is the same as previous year.

## Religion

Conversion Rate of Concerns by Religion, 2019/20

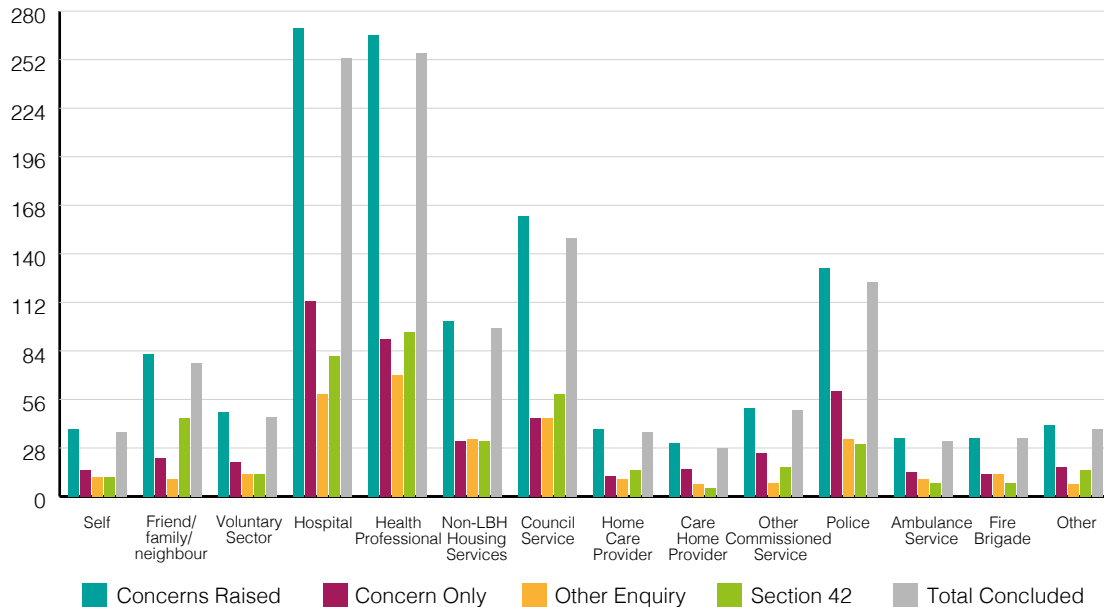


This section should be read with a level of caution given that a high proportion of people did not state their religion. There appears to be an under-representation

from all religious groups, although there has been a slight increase of Jewish people requiring safeguarding services.

### Source of referral

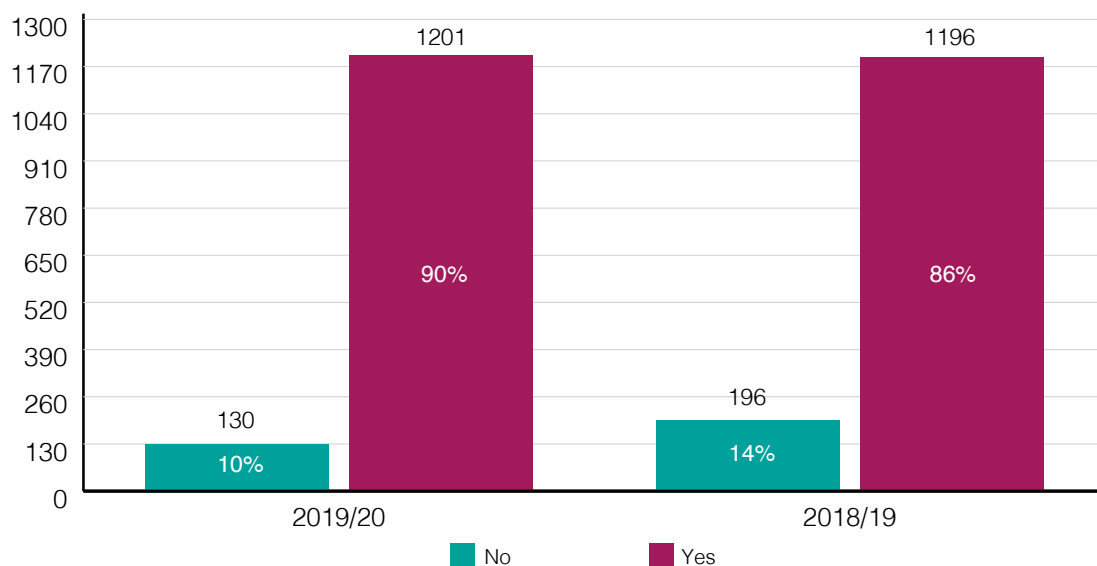
**Number of Concerns raised, by Source of Referral, and the Type of Enquiry they led to (if case concluded)**



In 2019/20 the number of categories within source of referral was expanded to address the number of concerns where source of referral was listed as 'other'. The health profession continues to be the biggest referrer of safeguarding concerns, making up 40% of the total referrals. It is positive to see an increase in concerns being referred in by a number of different services, including the ambulance service, voluntary sector and council services. The number of self-referrals and from friends and family has remained consistent.

### Feedback to referrer

**Feedback of safeguarding activity to referrers**

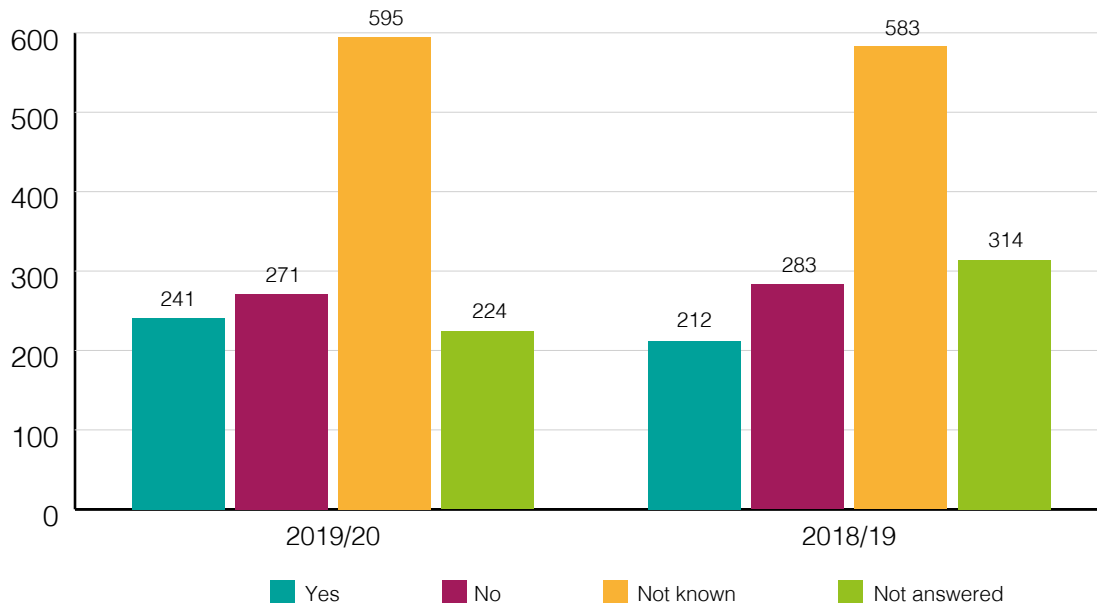


It is positive to see that there continues to be an increase in feedback being provided to referrers.

### Does the alleged perpetrator have care and support needs?

The Concern form includes a question '*Is the person alleged to have caused the harm also an adult at risk?*'

#### Concerns where the alleged perpetrator is also an adult at risk



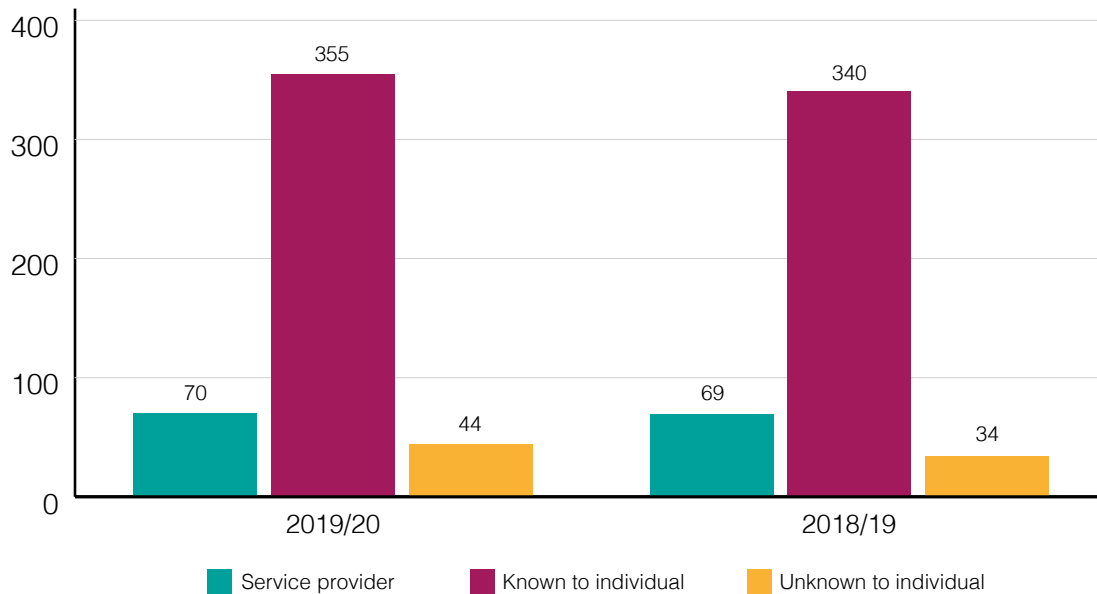
It is increasingly being recognised that those who are alleged to have caused harm are often “adults at risk” themselves. London Borough of Hackney has started to collect data in respect of this to help obtain a better understanding of the complexities of safeguarding and ensure that all adults with care and support needs who present with safeguarding needs are appropriately supported. The data above demonstrates that there is often a need to secure a support and protection plan for the person alleged to have caused the harm. This is an area that requires further exploration.

### Source of risk

Whilst there have been small increases in source of risk being unknown to the individual, the overwhelming majority of cases the source of risk is someone known to the individual. A person “known to the individual”, could be a family member, friend, informal carer, neighbour, etc.

This reflects historic national trends, which also indicate that the alleged perpetrator of abuse is most likely someone known to the individual.

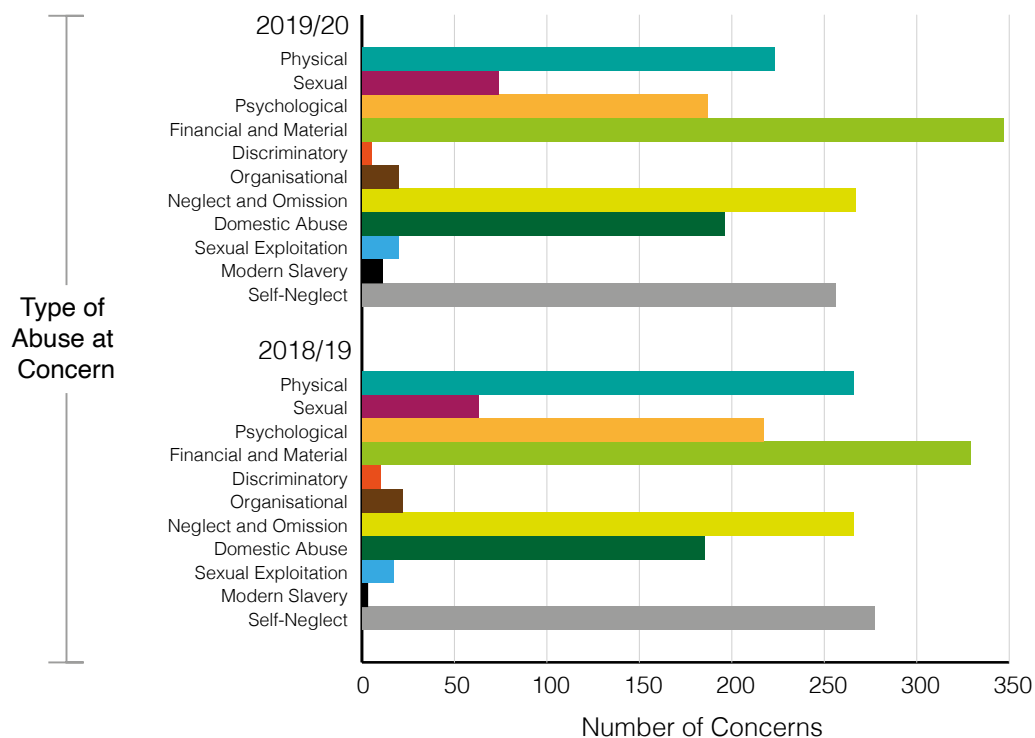
### Source of risk for section 42 enquiries

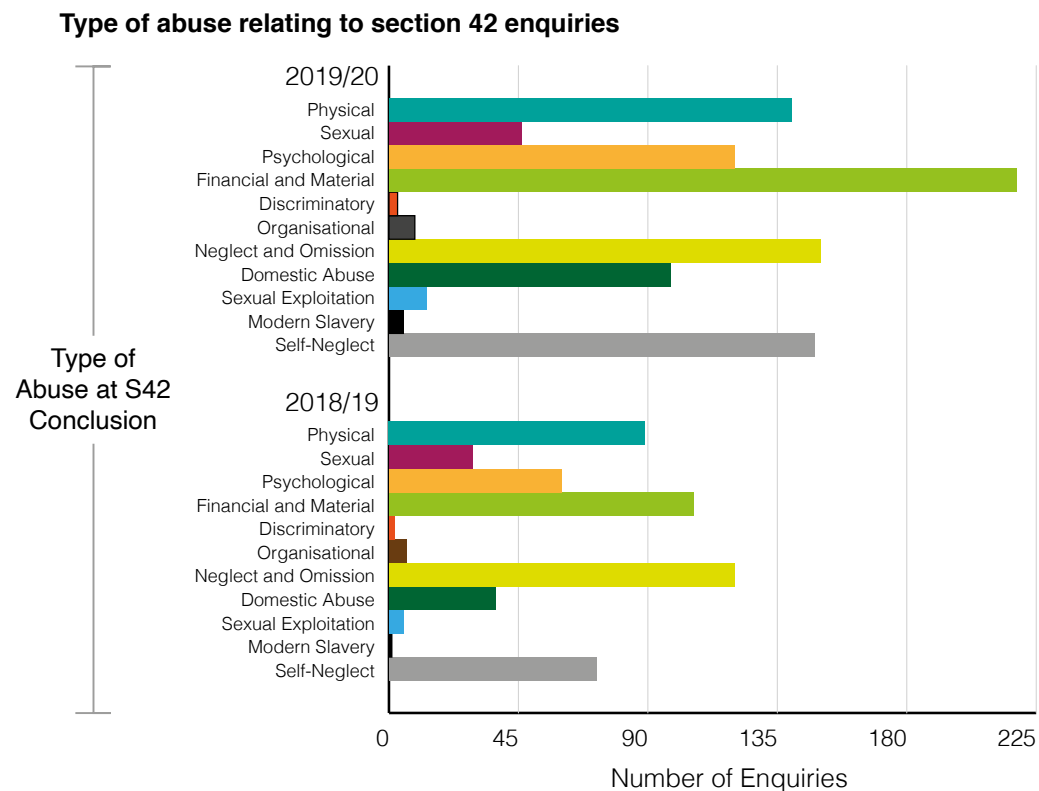


### Types of abuse

The top three forms of abuse have remained consistent with the most concerns relating to: financial abuse, neglect and omission and self-neglect. Similarly these forms of abuse are also the most common s 42 enquiries.

### Type of abuse relating to safeguarding concerns



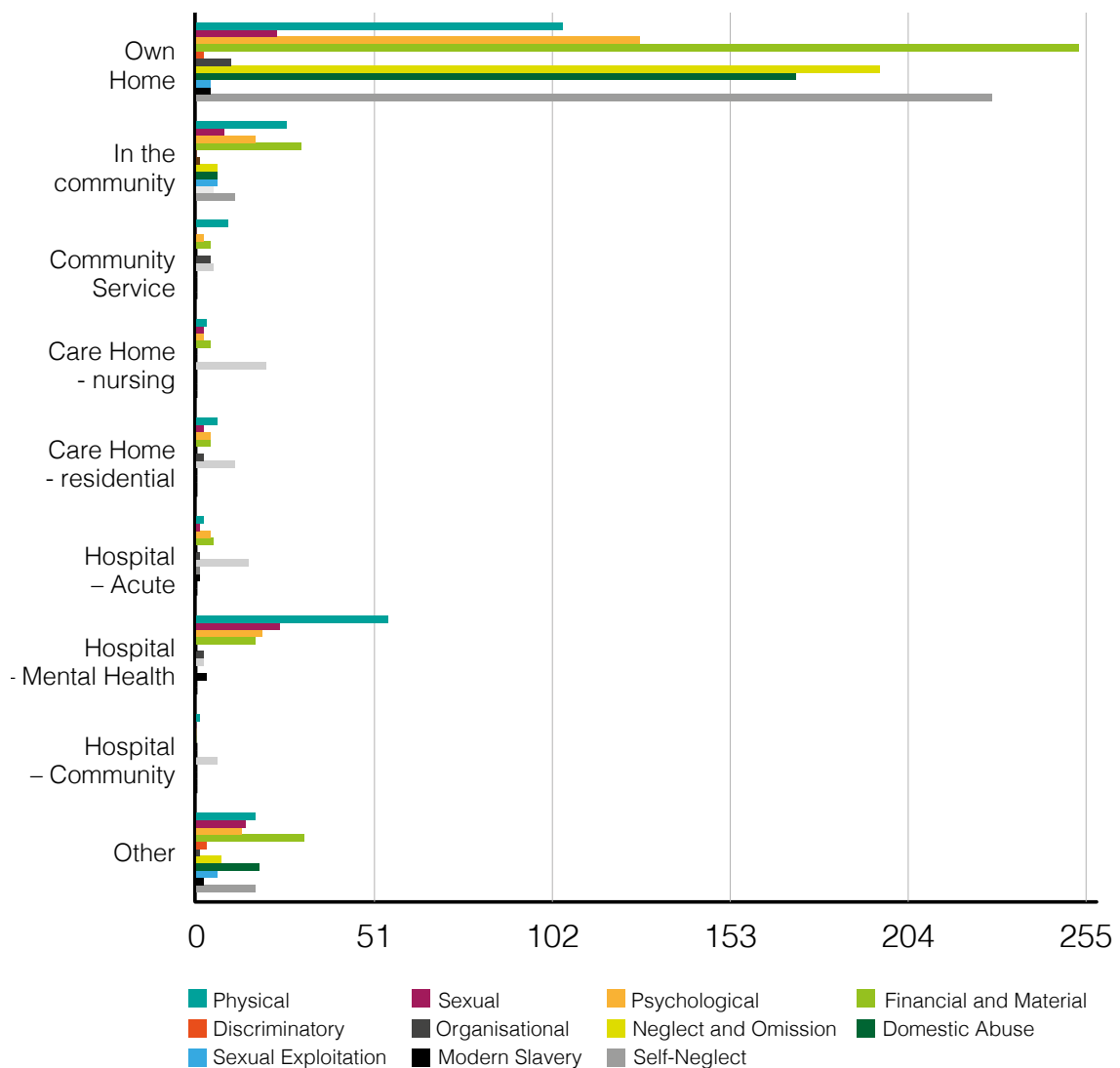


This is consistent with previous years' national data which lists neglect and act of omission, financial abuse and physical abuse as the top forms of abuse. The data shows that there have been no significant increases in any form of abuse, although there have been small increases in sexual and domestic abuse, sexual exploitation and modern slavery. There has been a slight decrease in psychological abuse.

### Abuse by location

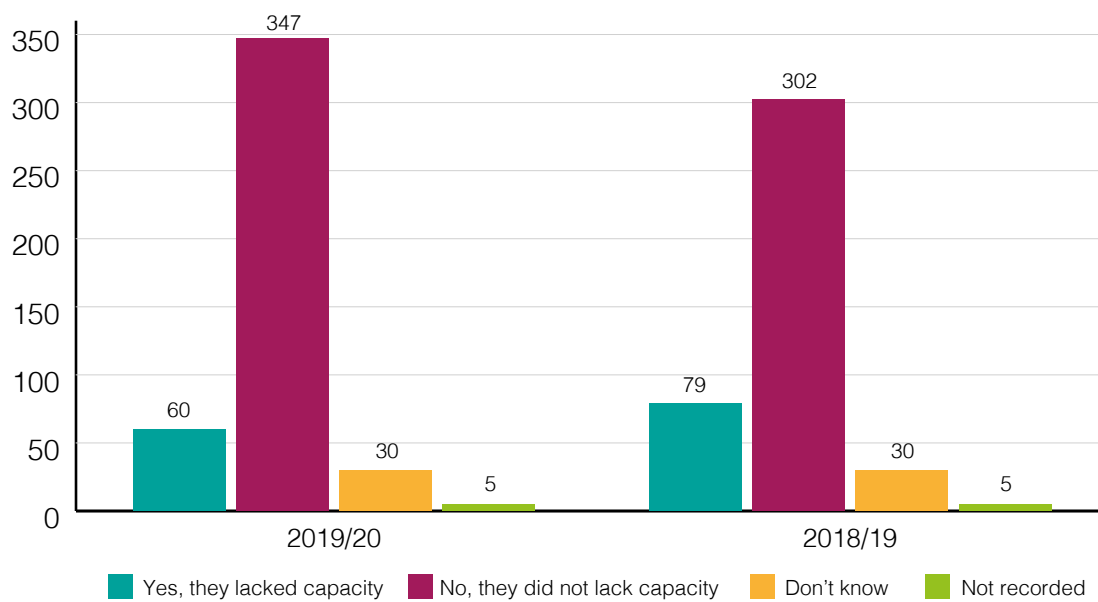
The counts of abuse are higher for this section, as the data captures multiple abuse and not just the primary abuse recorded. The figures show that within their own home adults with care and support needs are most likely to be exposed to financial abuse, self-neglect or neglect and omission. There are few distinctive patterns of abuse within other locations. It does however show that there is a slightly higher prevalence of physical and financial abuse in the community compared to other forms of abuse.

There is a slightly higher prevalence of physical abuse in mental health hospitals, however the person alleged to have caused harm in these cases is often a fellow patient or adult at risk themselves.

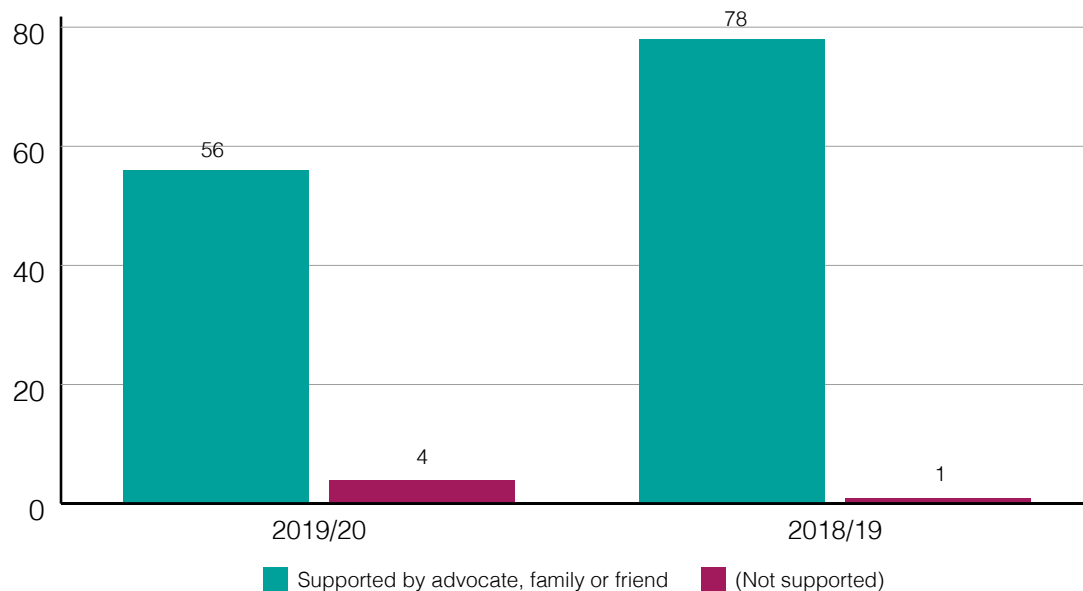
**Count of allegations relating to each Type and Location of Risk stated in Concerns****Mental Capacity and advocacy**

The data has shown a 5% decrease in the number of Section 42 enquiries where the individual was assessed as not having mental capacity to make decisions about their welfare or associated risks. There is an expectation that where an individual does not have mental capacity then an advocate should be identified, either informally (family member, friend, etc or informal carer).

The Board will be focussing on increasing awareness of executive capacity issues, where an individual may appear to have mental capacity through their verbal communication but they are unable to put the reasoning or plans into any form of action, i.e. unable to execute their decisions.

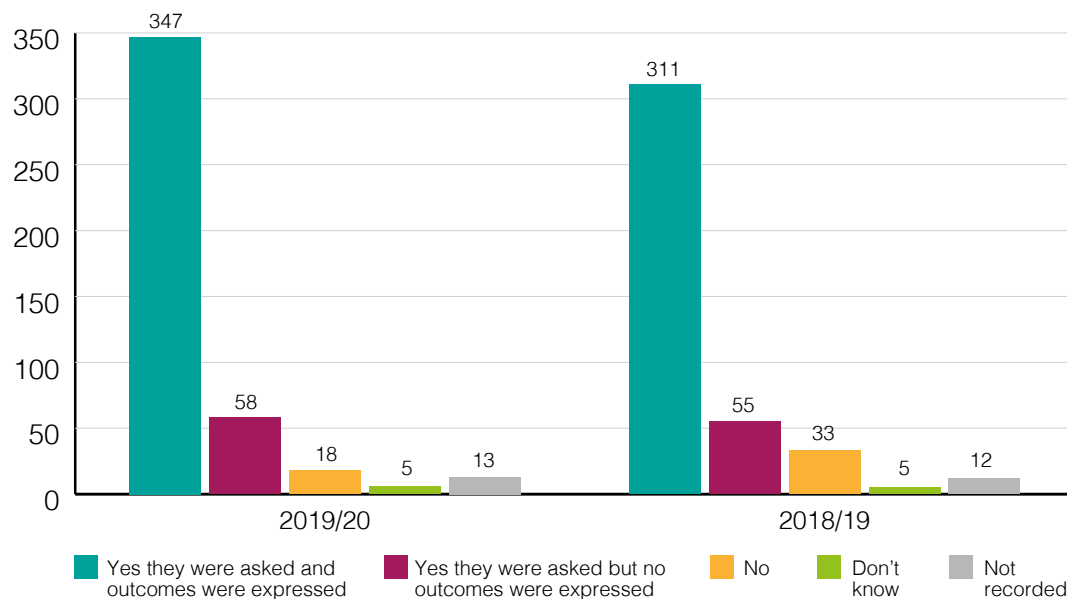
**Mental capacity assessment outcomes for concluded section 42 enquiries**

Where someone lacks capacity to make decisions about the outcome they want, they should be offered an advocate who will be able to support them to make decisions. There were four cases from the 60 where no advocacy was provided as would be expected. London Borough of Hackney Adult Safeguarding team have followed this up with respective teams.

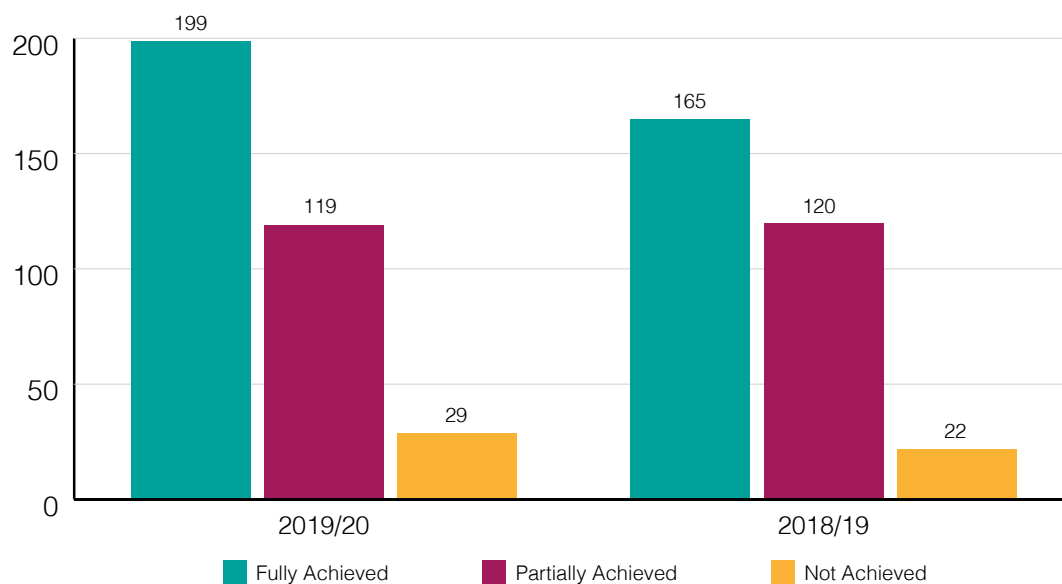
**Of those who lacked capacity, proportion supported by an advocate**

## Making Safeguarding Personal

### Making Safeguarding Personal outcomes for concluded S42 Safeguarding enquiries



### Desired outcomes of concluded S42 enquiries where outcomes were asked and achieved

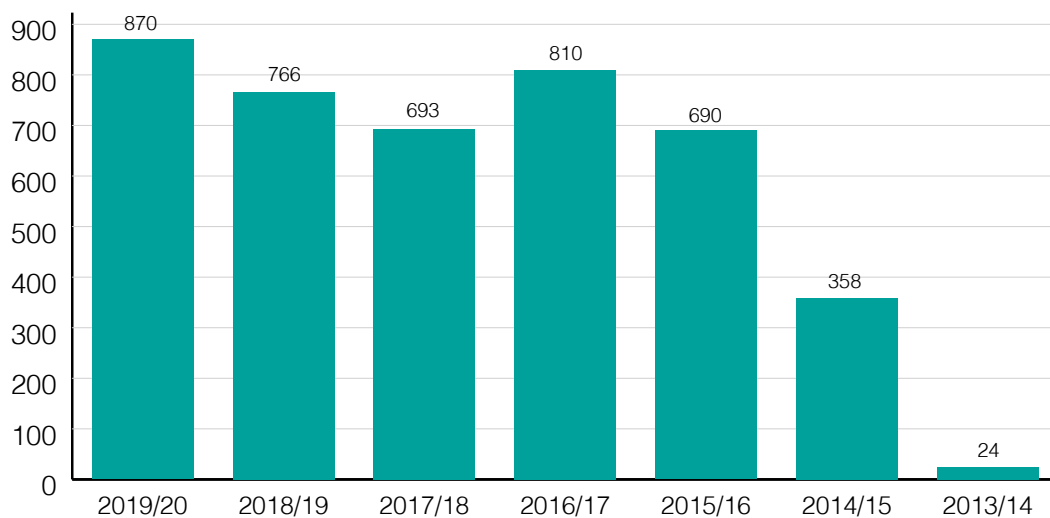
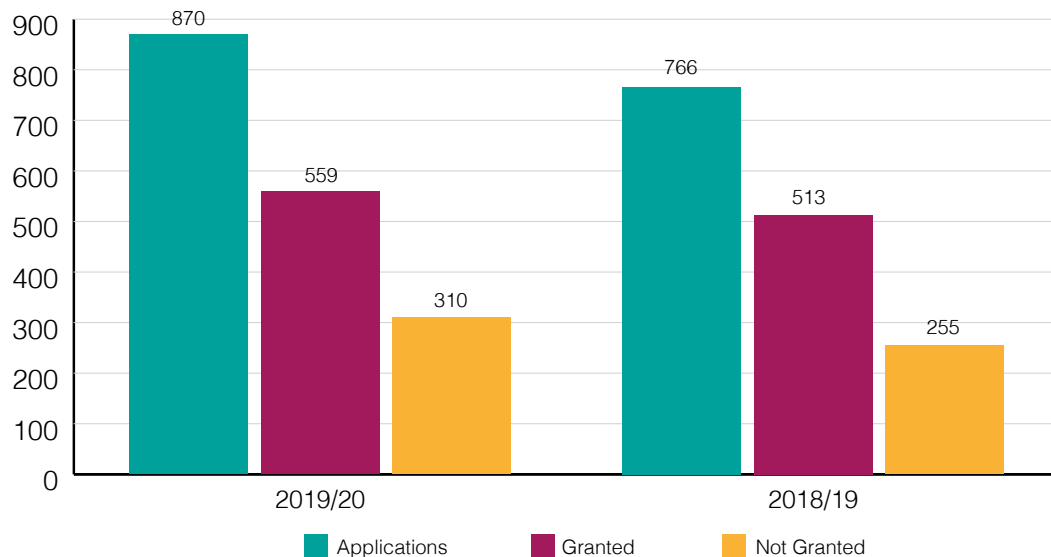


There continues to be an increase in individuals being asked what outcomes they want and these outcomes being achieved, although it is noted that there is a small increase in outcomes not being achieved. This is not a significant increase however.



## Deprivation of Liberty Safeguards (DoLS)

The DoLS team processed 873 applications during the 2019 -20 financial year, which is an increase from 770 from the previous year. Of the 873 applications, 606 were assessed and subsequently authorised.



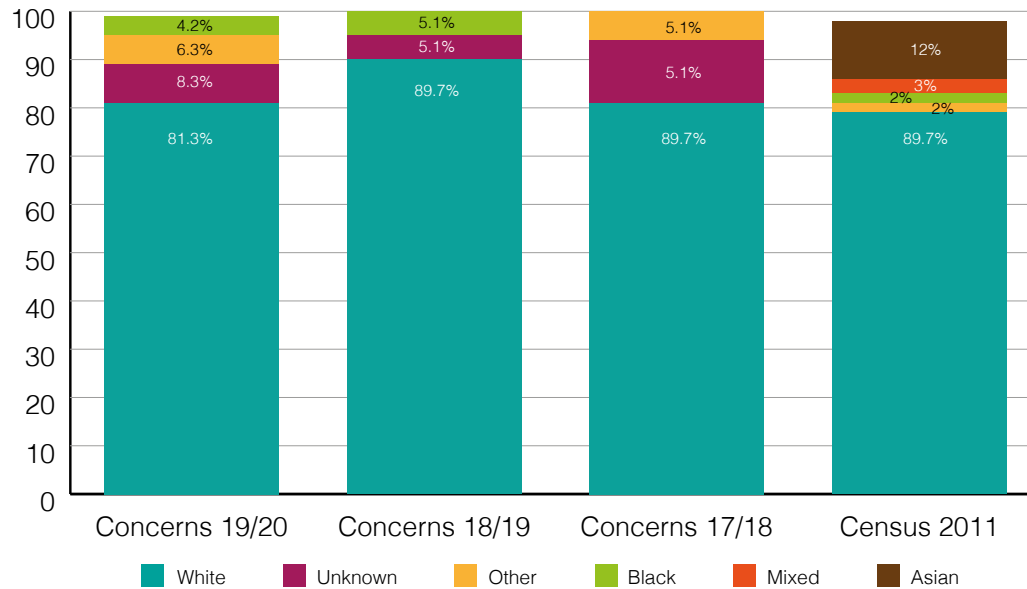
The remaining 267 cases were not progressed for a variety of reasons, such as, they were moved placement, discharged from hospital or passed away.

London Borough of Hackney receives an average of 70 applications per month for people both in and out of the borough. London Borough of Hackney does not have any backlog in cases and has predominantly been able to process applications as per statutory time scales.

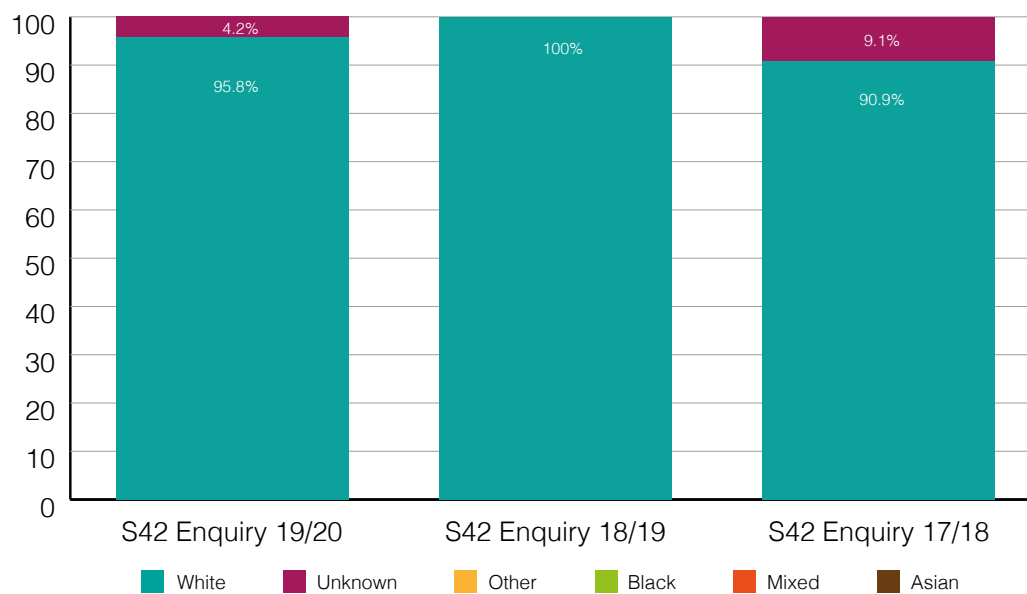
## City of London

- 48 concerns were raised
- 22 concerns led to a s42 enquiry
- 15 people were asked and expressed their desired outcomes. Of these people 13 had their desires fully or partially met

### Concerns by ethnicity



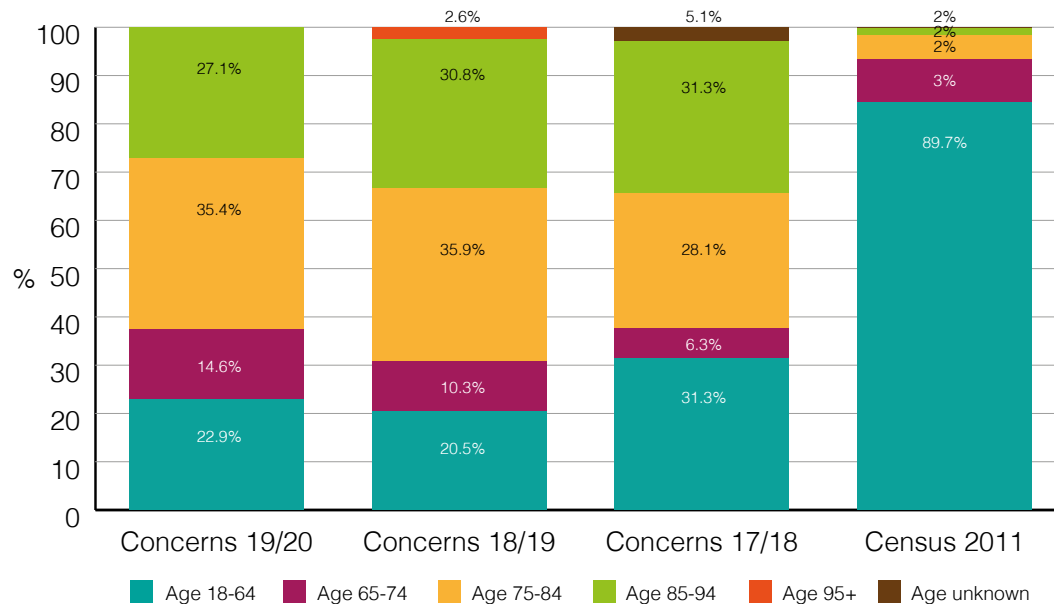
### S42 enquiries by ethnicity



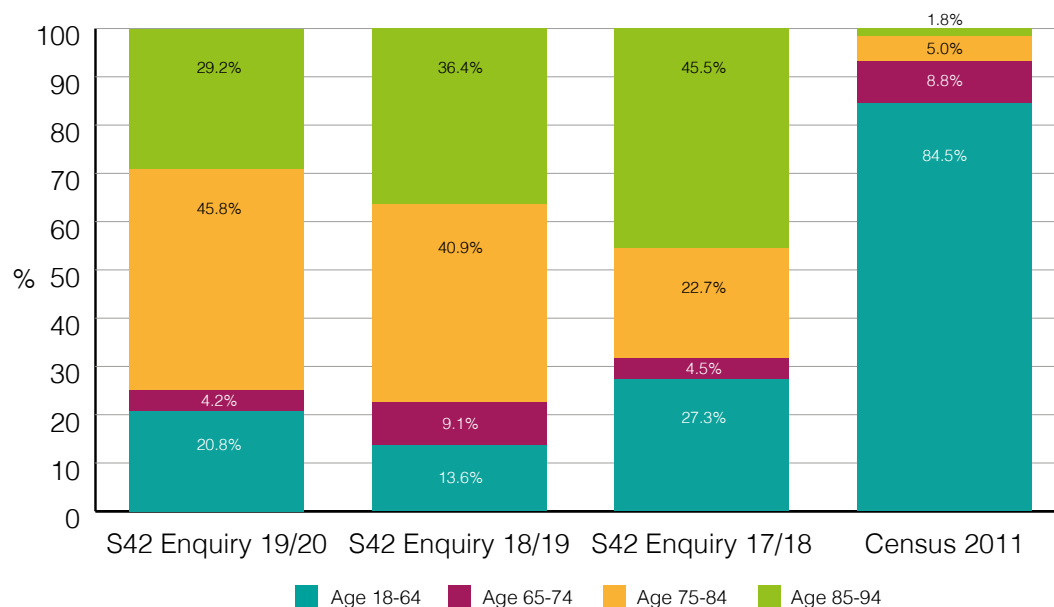
The data shows that the majority of safeguarding concerns were raised in respect of people from a white ethnic group, which is consistent with

previous year's data and the 2011 census. There has been a slight increase in 'unknown' ethnicity group and the data team has been working with practitioners to ensure that this column is reduced for future years. Of the 24 concluded s43 enquiries, 23 of the individuals were white.

### Concerns by age

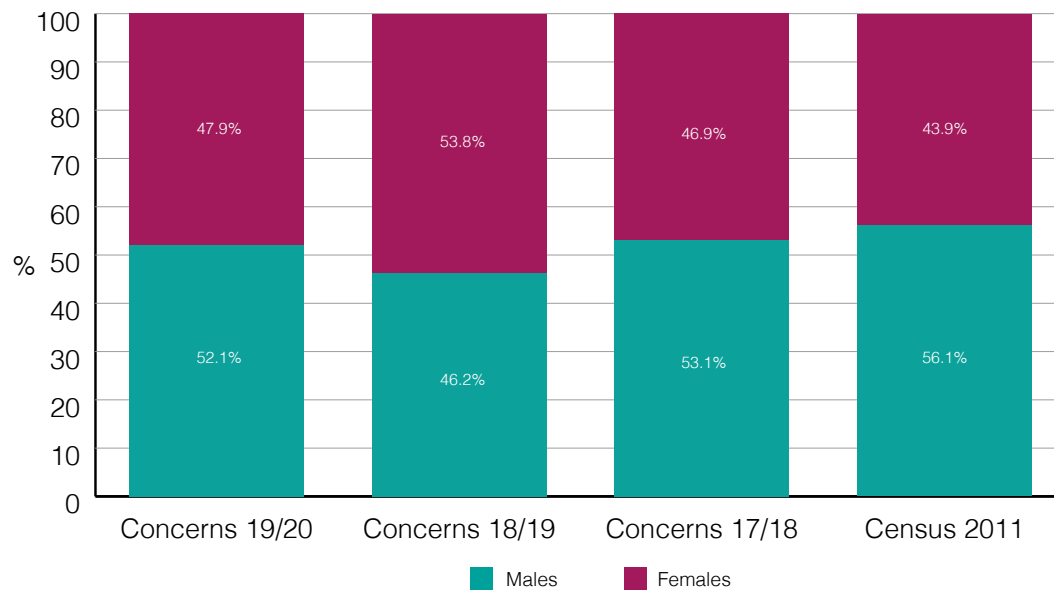


### Enquiries by age



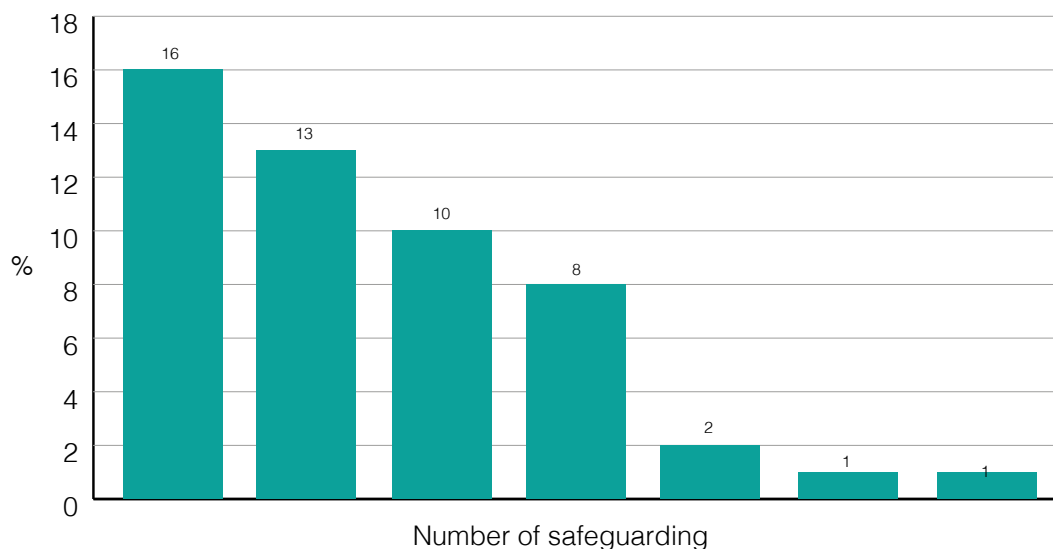
The largest proportion of concerns were received regarding people aged between 75 – 84 years old, this also represented the most safeguarding enquiries. The data for 2019/20 shows that the older age of the adult at risk the more likely that they will meet the threshold for a s42 enquiry.

### Concerns by gender



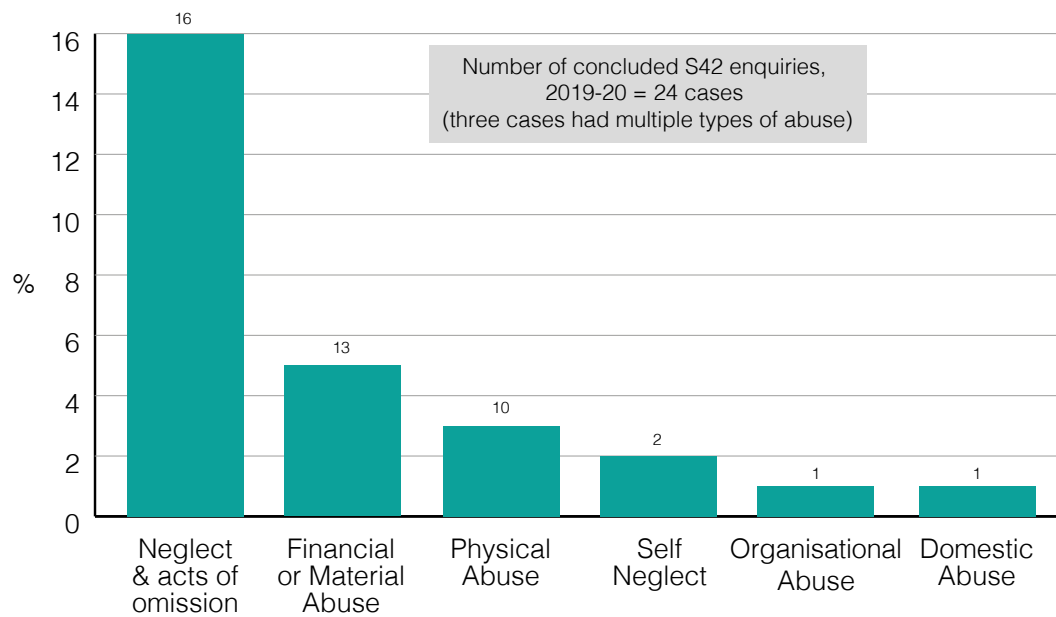
In contrast to last year's data there were a slightly higher proportion of males referred to Adults Social Care. This is consistent with census data which shows a higher proportion of males living in the City of London.

### Types of abuse



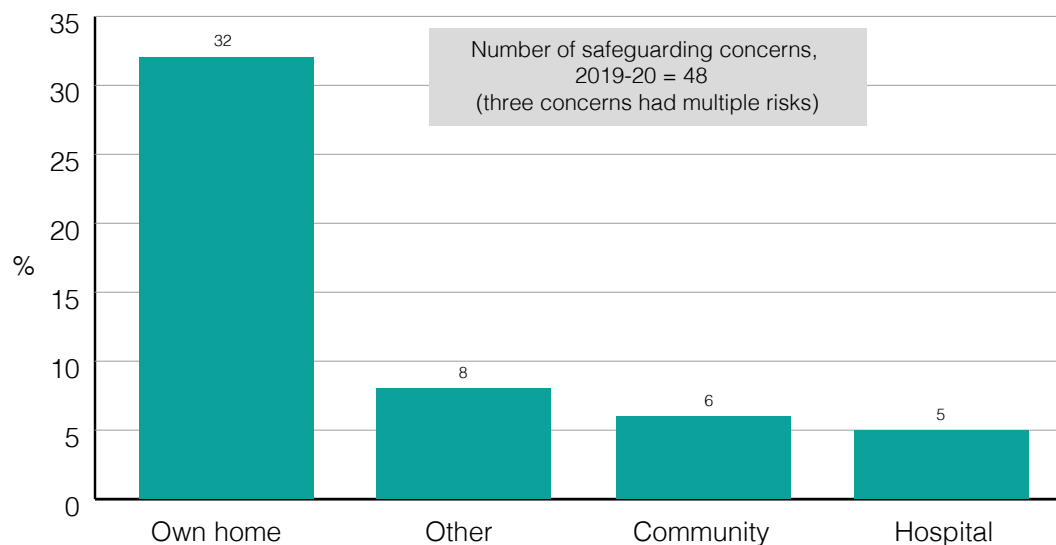
The above chart has recorded multiple forms of abuse logged by practitioners rather than just the primary form of abuse. The most common forms of abuse noted are neglect and omission, physical abuse, self-neglect and financial abuse. This is consistent with data provided nationally in recent years.

### Safeguarding enquiries by types of abuse

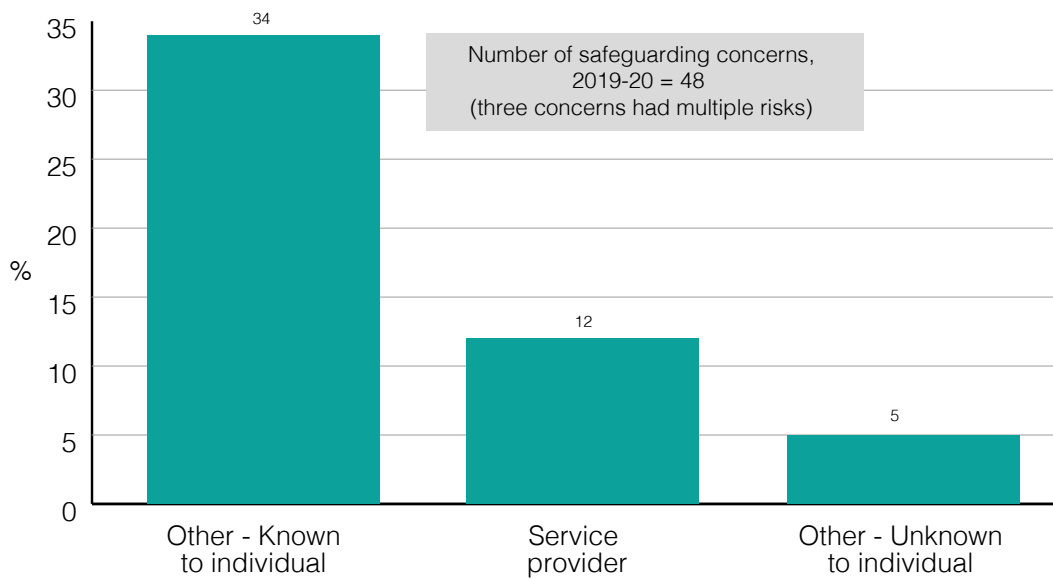


The data shows a broadly consistent picture to the concerns data, with neglect and acts of omission being the highest proportion of enquiries. The data shows proportionately slightly higher amount of financial abuse cases meeting the threshold for s42 enquiries and a slightly lower number of self-neglect cases meeting the threshold.

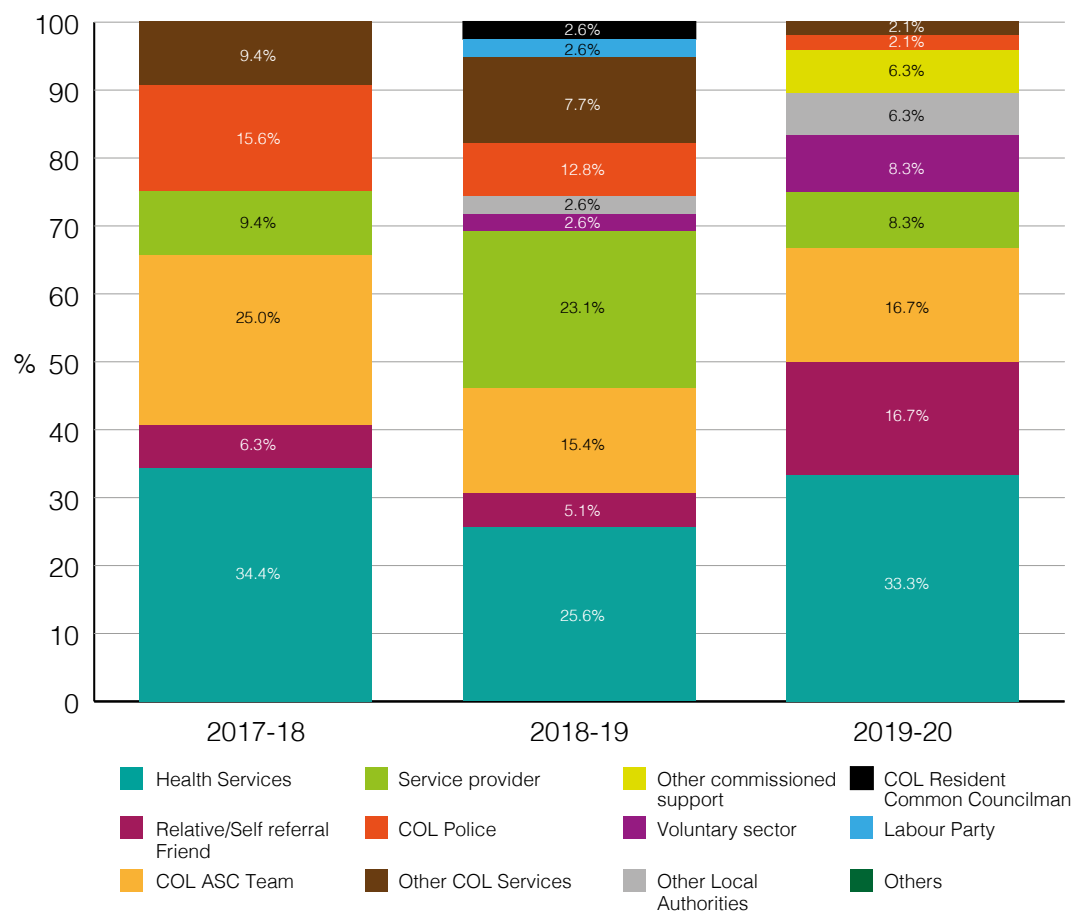
### Location of abuse



In line with previous year's data abuse is most likely to occur in the individual's own home. This is consistent to historic national data, which has consistently shown that abuse is far more prevalent within the home than any other location.

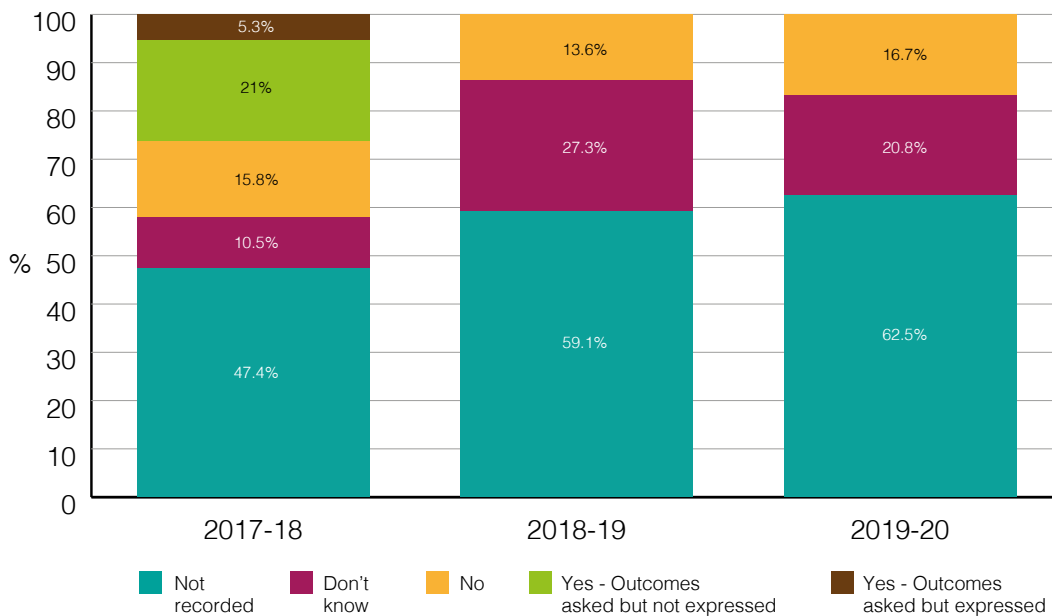
**Source of risk**

The data demonstrates that abuse or neglect in City of London is most likely to be perpetrated by someone known to them. This is again consistent with historic national data and previous data within City of London.

**Source of referrals**

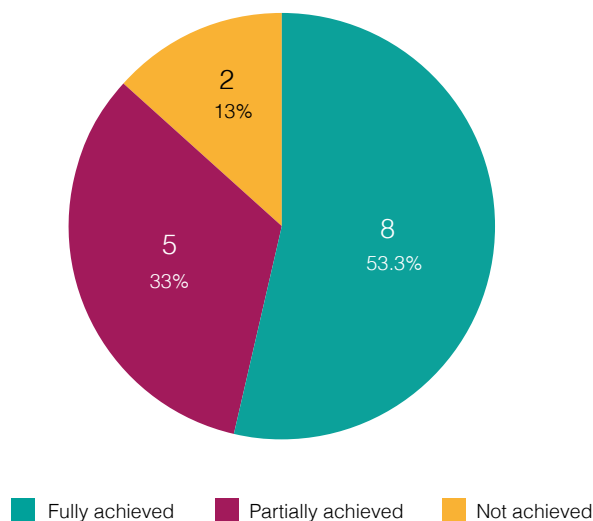
The data shows that there continues to be a wide range of organisations referring concerns into City of London. It was positive to see referrals from sources such as a significant proportion from friends and family, referrals from political parties, the voluntary and commissioned services sector.

### Making Safeguarding Personal



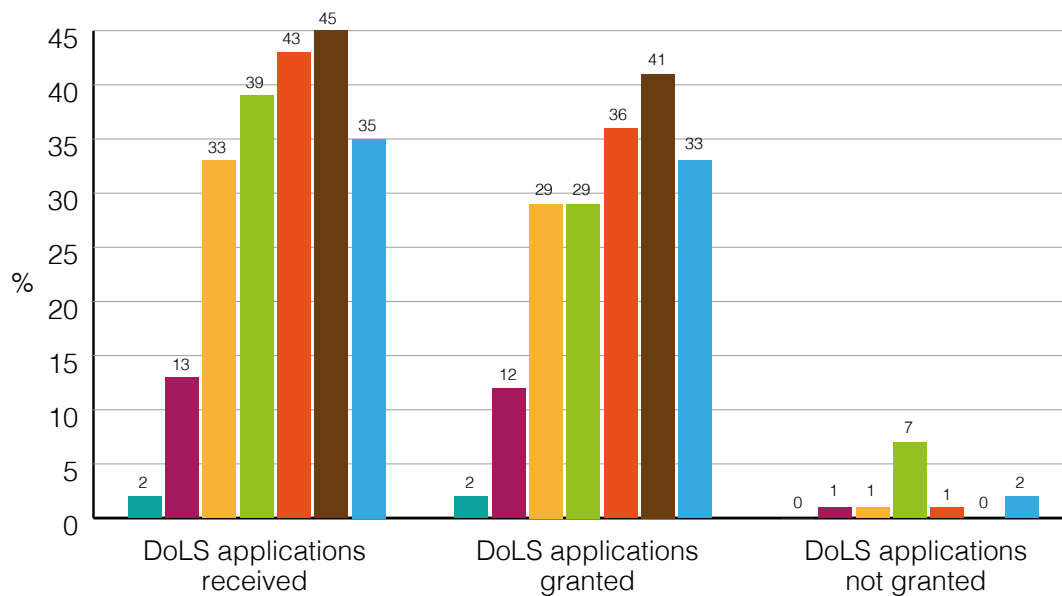
In 2019-20, 24 concluded S42 enquiry cases were submitted to the NHS Digital. Out of these cases, 20 individuals were asked about their desired outcomes, but individuals in the remaining four cases were not asked about their desired outcomes. For two of the enquiries the individual was unable to express their desired outcomes and in another case the enquiry was withdrawn.

### Making Safeguarding Personal Outcomes



The data showed that where the adult at risk of abuse and neglect expressed outcomes, in 13 cases wishes were either partially or fully met.

### Deprivation of Liberty Safeguards (DoLS)



In 2019-20, 58 DOLS applications were submitted to the City of London for approval. Out of these 58 cases, 35 were new applications made between 1 April 2019 and 31 March 2020, the other applications were DoLS extensions. Of the 35 new DoLS applications, 33 were granted but two were not. The two cases where a DoLS was not granted was due to a change in circumstances.



# Appendix A:

## **CHSAB Annual Strategic Plan 2020-2021**

## CHSAB Annual Strategic Plan 2020 – 2021

The CHSAB Plan addresses the six core principles contained in the CHSAB's Strategy for 2020 – 2025

Partner	Lead
London Borough of Hackney (LBH)	Anne Canning/Simon Galczynski
City and Hackney CCG (CCG)	David Maher / Jenny Singleton
City of London Police	Gareth Dothie
Barts Health NHS Trust	Clare Hughes
London Fire Brigade Hackney	Lee Sandy
National Probation Service	Stuart Webber
Healthwatch Hackney	Jon Williams
Hackney CVS	Kristine Wellington
London Borough of Hackney Public Health	Damani Goldstein
Hackney Recovery Service	Ruth Williamson

Partner	Lead
City of London Corporation (CoL)	Andrew Carter/Chris Pelham
Hackney Metropolitan Police (MPS)	Marcus Barnett
Homerton University Hospital Foundation Trust (HUHFT)	Catherine Pelley
East London Foundation Trust (ELFT)	Dean Henderson
London Fire Brigade City of London	David Bulbrook
London Community Rehabilitation Company	Kauser Mukhtar
Healthwatch City of London	Paul Coles
The Advocacy Project	Judith Davey
London Borough of Hackney Housing	Jennifer Wynter
Safeguarding Children's Partnership	Jim Gamble

Sub-group	Chair
SAR & Case Review	Chris Pelham
Quality Assurance (QA)	Jenny Singleton
Workforce Development (WFD)	Zak Darwood

Task & Finish Groups	Chair
Homelessness & Safeguarding	John Binding/Ian Tweedie
User engagement	Dr Adi Cooper
Transitional safeguarding	Dr Adi Cooper

Sub-Committee	Chair
City of London	Dr Adi Cooper

Principle 1: Proportionality - “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”		
Priority	Action	Lead
1. To respond to any safeguarding issues that arise following the outbreak of the Covid-19 pandemic	1.1 The Board will hold monthly Executive Group meetings to enable partners to consider any safeguarding issues relating to covid-19 and how to respond to these	Executive Group
	1.2 The Board will review data to identify safeguarding trends that emerge as a result of Covid-19 and identify any proportionate Board response	Executive Group / QA sub-group
	1.3 The Board will review its functioning to identify how it can ensure business continuity during the covid-19 pandemic	Executive Group
2. To ensure that agencies are preparing staff for the introduction of Liberty Protection Safeguards (LPS) through training and development of skills and knowledge	2.1 LPS Leads in City and Hackney will provide assurances to the Board that they have appropriately prepared for the introduction of LPS. This includes responding accordingly to any national issues identified.	LPS Leads
	2.2 Partners who have duties under LPS will provide assurances to the Board that appropriate training has been commissioned for their staff. The Board will further consider whether training should be commissioned for agencies who may require a general understanding of LPS. (Please refer to section four for further details on training requirements)	All partners with LPS responsibilities
3. To reflect upon how well the Board has embedded learning from the fire death SAR and embed further learning around fire safety	3.1 The SAR sub-group will commission an independent review of a death due to fire in Hackney identifying how the CHSAB has embedded learning from a previous SAR.	SAR sub-group
	3.2 The SAR sub-group will lead on the implementation of any further recommendations in relation to the review a fire death. The group will be supported by the Quality Assurance group as required.	SAR sub-group
	3.3 The workforce development group will review how the CHSAB can raise awareness of Fire Safety across City and Hackney and implement any training recommendations borne out of the thematic review.	WFD sub-group

Principle 2: Empowerment - “I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”		
Priority	Action	Lead
4. To continue to embed and develop frontline practitioners understanding of Mental Capacity in relation to complex issues	4.1 The Board will undertake a scoping exercise to assess what the key issues and challenges are for practitioners working with people who may lack executive capacity.	CHSAB Manager / MCA Leads
	4.2 A small group of MCA Leads will put together a suite of resources for frontline practitioners to help them work effectively with people whose mental capacity may not be clear.	MCA Leads
	4.3 The Board will endorse and promote any best practice guidance that is published in relation to mental capacity and higher executive functioning.	CHSAB Manager
	4.4 The Head of Adults Safeguarding LBH will review its current self-neglect and chronic hoarding protocol to ensure that it has sufficient focus on the issue of higher executive functioning within mental capacity.	Head of Adult Safeguarding LBH
	4.5 The workforce development sub-group will identify training needs and commission virtual training in relation to assessing executive capacity.	WFD sub-group

<b>5. To continue to embed work on service user engagement and ensure that service users influence all aspects of the Board's work</b>	<b>5.1</b> A report will be presented to the CHSAB on the progress of the service user engagement Task and Finish Group's work. The Board will make a decision with regards to closing the group and embedding work into ongoing practice/business as usual.	Service user engagement Task & Finish group
	<b>5.2</b> The Board Manager will develop a brochure for residents living in City of London and Hackney outlining options on how they can get involved in the work of the Board.	CHSAB Manager
	<b>5.3</b> The Safeguarding Lead for LBH and Independent Chair to continue to explore options to develop a process for people who use safeguarding services to feedback to the Board.	Independent Chair / Head of Safeguarding LBH / CHSAB Manager
	<b>5.4</b> The Board will fund Hackney CVS to commission virtual refresher training for the Safeguarding Champions in Hackney.	HCVS
	<b>5.5</b> The Board will provide funding to the Advocacy Project to support and train peer-to-peer supporters to provide awareness and signposting in the community in City and Hackney .	The Advocacy Project
	<b>5.6</b> The Board will engage with faith networks that exist in City of London and Hackney to raise awareness of safeguarding issues and to listen to any safeguarding issues affecting their community.	CHSAB Manager

Principle 3: Prevention - “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”		
Priority	Action	Lead
6. To engage with frontline professionals to share learning from adult safeguarding	6.1 The workforce development sub-group will continue to identify innovative virtual ways of working with frontline staff across City and Hackney, with specific focus on multi-agency learning sessions and digital content.	WFD sub-group
	6.2 An offer will be made to teams working across City and Hackney for the partners to deliver briefings on 1) specific safeguarding issues that the Board is working on and 2) the role and work of the Board	WFD sub-group
	6.3 The Board Business Support Officer will continue to build its SAB frontline practitioner network by disseminating learning via online training resources and SAB newsletter and LinkedIn.	CHSAB Business Support Officer
	6.4 The workforce development group will consider whether it is viable to deliver a virtual conference for Safeguarding Adults Week (November 2020).	WFD sub-group
	6.5 All partners will report data pertaining to safeguarding training to the Board. This will include assurances that all staff have undertaken appropriate training and details of safeguarding training offered to staff.	All partners
	6.6 The City of London will identify how we can better support frontline professionals to understand vulnerability and safeguarding risk	CoL

<b>7. To understand how much impact SARs are having on changing safeguarding practice across City and Hackney</b>	<b>7.1</b> The SAR sub-group will develop a process for communicating learning from SARs which will be embedded into the SAR Protocol and incorporate into City & Hackney's SAR quality markers..	SAR sub-group
	<b>7.2</b> The Quality Assurance sub-group will create an impact analysis tool to help determine how well learning from SARs have been embedded into frontline practice. Feedback from the impact analysis tool will be report to the SAR sub-group and Executive Group. .	QA sub-group
	<b>7.3</b> The workforce development sub-group will develop a set of resources that partners can use for new members of staff so that learning from SARs continues to be filtered into practice.	WFD sub-group
<b>8. To ensure that the Integrated Commissioning and Neighbourhood Model continues to filter safeguarding through all elements of their work</b>	<b>8.1</b> The Executive Group will seek assurance from the Neighbourhood Team that safeguarding continues to be embedded into practice. .	Executive Group
	<b>8.2</b> The Neighbourhood Team and Board will work together to identify how safeguarding can be included into on-going projects being undertaken by the Neighbourhoods Team..	Neighbourhood Team / CHSAB Manager
	<b>8.3</b> The Board support safeguarding learning in Neighbourhood Teams This includes offers of training, involvement in the MACFA and SAR process. .	CHSAB Manager

Principle 4: Partnership - “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”		
Priority	Action	Lead
9. To continue to engage with Community Safety Partnership, Safeguarding Children's Partnership and Health and Wellbeing Boards	9.1 The Board Manager will work with the Safeguarding Children's Partnership to identify cross-cutting priorities in the City. The Board will also deliver one joint meeting with the Children's Partnership in the City.	CHSAB Manager / CHSCP
	9.2 The Board will continue to engage with strategic cross cutting issues affecting CSP, CHSCP and HWB raised through the Joint Chairs meeting.	Independent Chair
	9.3 The Board will look at opportunities to commission joint work and/or training on areas of joint interest. All partners will be responsible for raising potential areas of interest to the attention of the Board and Executive Group.	Independent Chair / CHSAB Manager
10. To identify opportunities to engage with new partners	10.1 The Board will continue to build its relationships with organisations across City and Hackney, specifically it will look at: <ul style="list-style-type: none"> <li>i). Building links with the social housing and social care provider sector</li> <li>ii). Assisting probation services with work they are undertaking around transitional safeguarding</li> <li>iii). Strengthening links with the voluntary sector</li> </ul>	CHSAB Manager / NPS / CRC / HCVS / CoL



Principle 5: Protection - “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”		
<b>11. To progress work around transitional safeguarding</b>  <b>12. To assure ourselves that residents using Out of Borough placements or placed in unregulated settings are appropriately safeguarded from abuse and neglect</b>	11.1 The Transitional Safeguarding Task and Finish Group will continue to work with the Safeguarding Children's Partnership and Community Safety Partnerships across City and Hackney to identify how the Board can better support young people aged between 16 – 25 at risk of abuse and exploitation.	Transitional safeguarding T&F group
	12.1 LBH, CoL and the City and Hackney CCG will review deaths as a result of Covid-19 for residents placed out of Borough, and any safeguarding issues relating to this.	LBH / COL / City and Hackney CCG Teams
	12.2 LBH, CoL and City and Hackney CCG will report to the Board any actions taken following the aforementioned review and how these have been implemented. Any further safeguarding issues that are experienced should also be reported back to the Board.	LBH/CoL/City and Hackney CCG Commissioning Teams
	12.3 The Board will support and publicise any work at a national level to strengthen cross Borough working.	Independent Chair / CHSAB Manager

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”			
Priority	Action	Lead	
13. To ensure the delivery of the Board's core business	13.1 The Board Manager will review all CHSAB policies to ensure these are up-to-date and compliant with equality responsibilities for SABs outlined in the Care Act 2014.	CHSAB Manager	
	13.2 The Board Manager will update its expectations for Board Members and circulate to all Board members.	CHSAB Manager	
	13.3 A small working group will be created to deliver and support activities across the partnership Safeguarding Adults Week.	WFD/ service user engagement sub-group	
	13.4 The Quality Assurance group will oversee the delivery of one multi-agency audit on the theme of self-neglect.	QA sub-group	
	13.5 To reform the structure of the Safeguarding Adults Sub-Committee meeting in the City of London to ensure that it includes a focus on partner development.	CHSAB Manager / AD People CoL	
14. To ensure that existing projects are brought to completion	14.1 The Board will continue to assist with on-going work on the following projects: a). Homelessness and Safeguarding b). Modern Day Slavery c) Suicide Prevention .	CHSAB Manager	



**City & Hackney Safeguarding Adults Board**

1 Hillman Street

Hackney

London

E8 1DY

Email: **CHSAB@hackney.gov.uk**

Tel: **020 8356 6498**

**CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY**

# **Safer City Partnership Strategy Group Review Period June – August 2020**

City of London Police Update

Supt Helen Isaac

City of London Police (Communities & Partnerships)

September 2020

## **CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY**

### **Introduction**

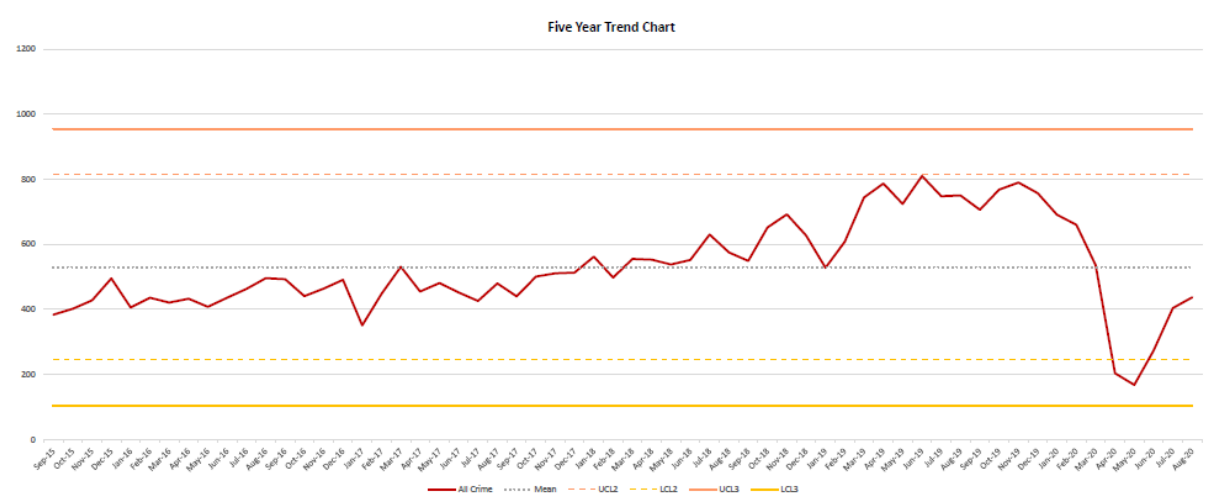
The City of London experiences relatively low levels of crime, disorder and anti-social behaviour. This reflects the efforts of the City of London Police, the City of London Corporation and many other partners.

Working together we contribute to maintaining the City as the world's leading financial and business centre as well as being an attractive place to live, socialise and visit. Since its establishment the Safer City Partnership has played a key role in reducing crime and other harm.

This report identifies five main priorities, linked to the Safer City Partnership Strategic Plan:

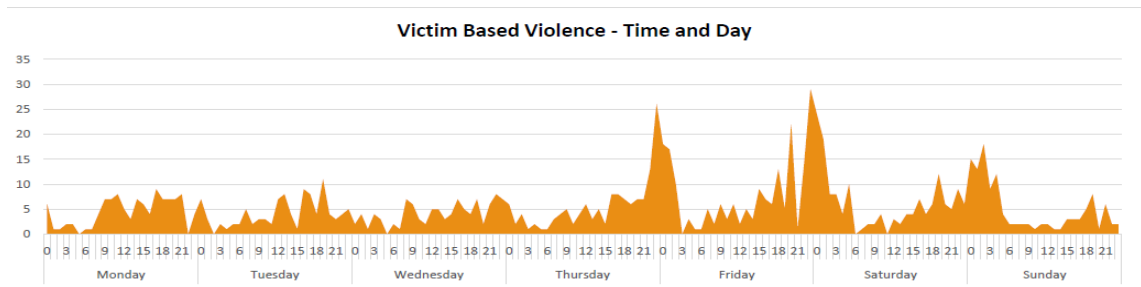
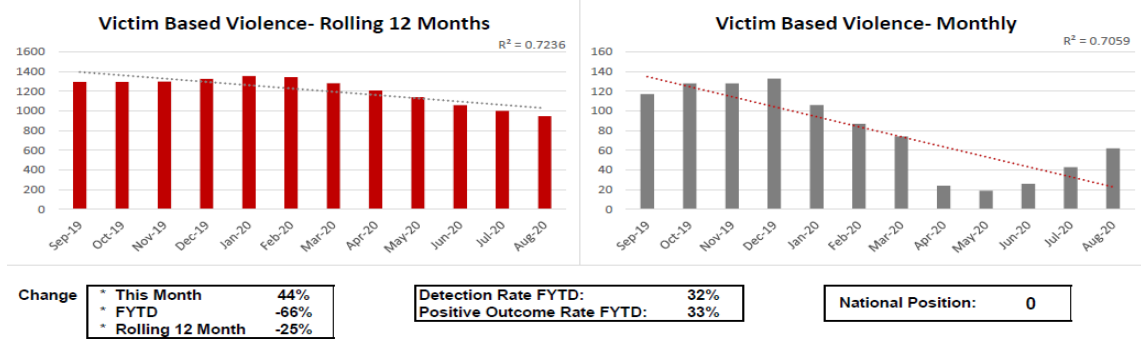
- **Violence Against the Person** – People are safe from violent crime and violence against the person
- **Night Time Economy Crime and Nuisance** – People are safe and feel safe in the night-time economy
- **Acquisitive Crime** – People and businesses are protected from theft and fraud/acquisitive crime
- **Anti-Social Behaviour** – Anti-Social Behaviour is tackled and responded to effectively
- **Supporting the Counter Terrorism Strategy through Delivery of the Prevent Strategy** – Vulnerable people and communities are safeguarded from radicalisation and the threat of terrorism.

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## Violence Against the Person

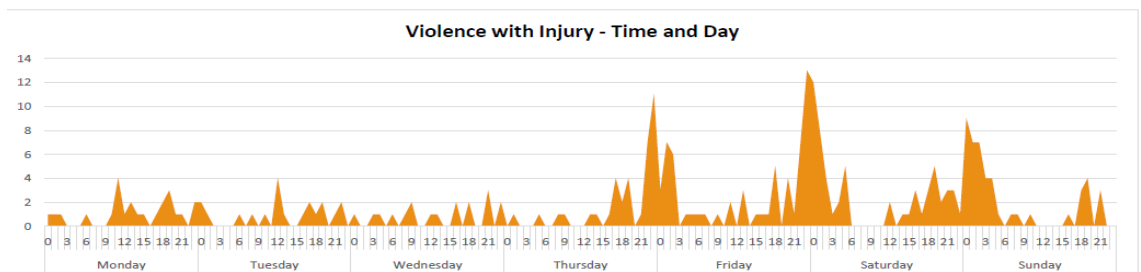
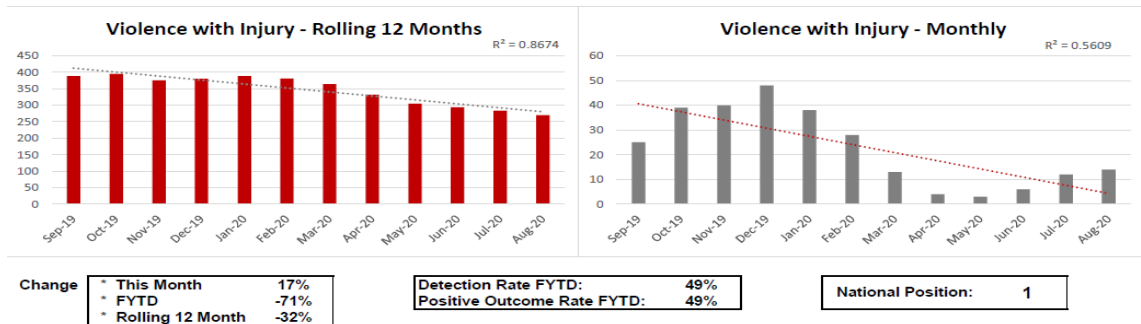


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Report current to: 03/08/2020

Victim based violence has fallen by 66% in the FYTD, a very noticeable impact of COVID-19, licensed premises being shut and a big reduction in footfall. With the lifting of lockdown, offences have started to rise again.

## Violence with Injury



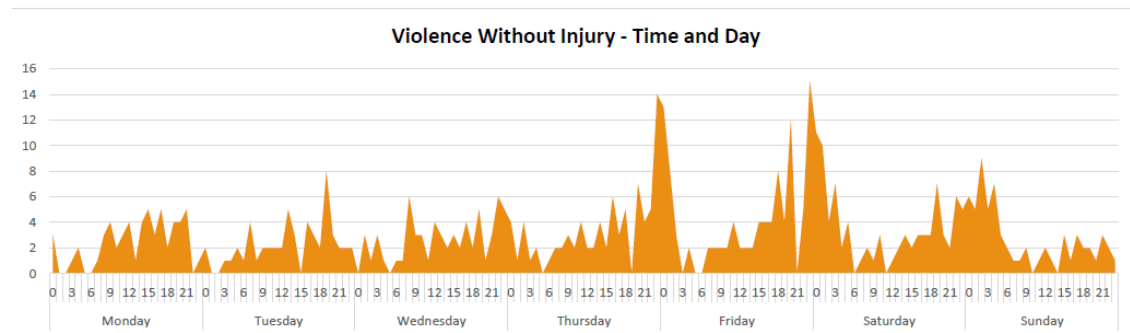
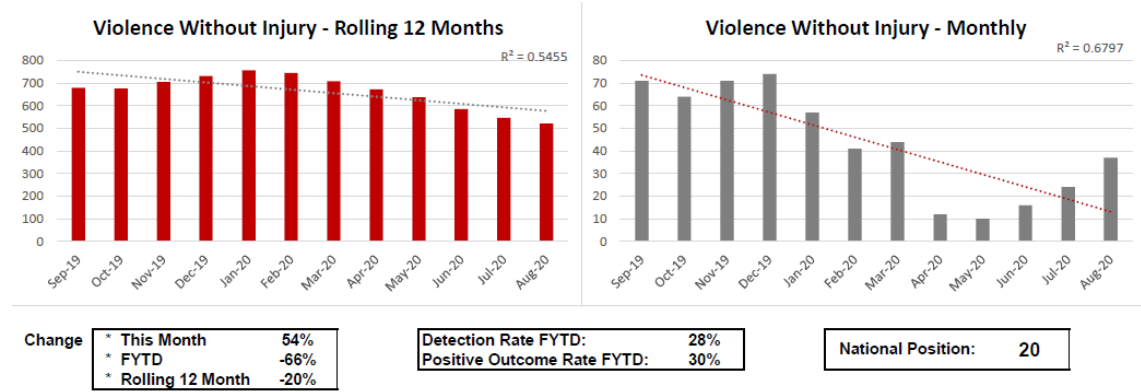
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### Violence without Injury

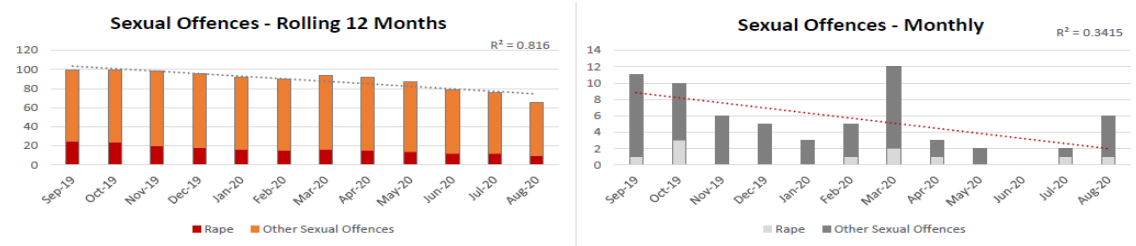


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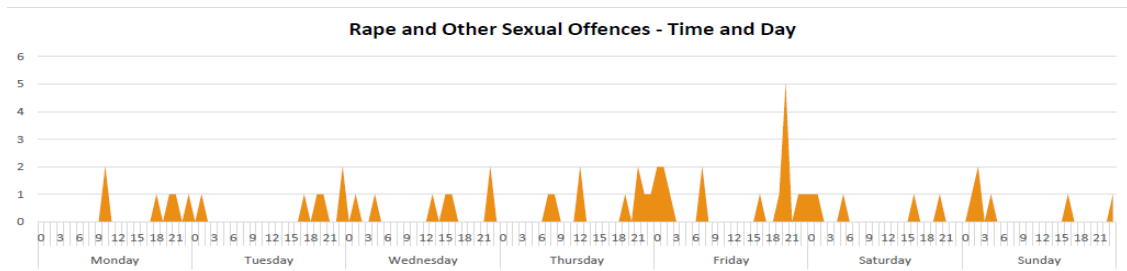
Report current to: 03/08/2020

Sexual Offences

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Change	* This Month	200%	Detection Rate FYTD:	23%	National Position:	7
	* FYTD	-69%	Positive Outcome Rate FYTD:	23%		
	* Rolling 12 Month	-33%				



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Report current to: 03/08/2020

### Rape & Sexual Offences

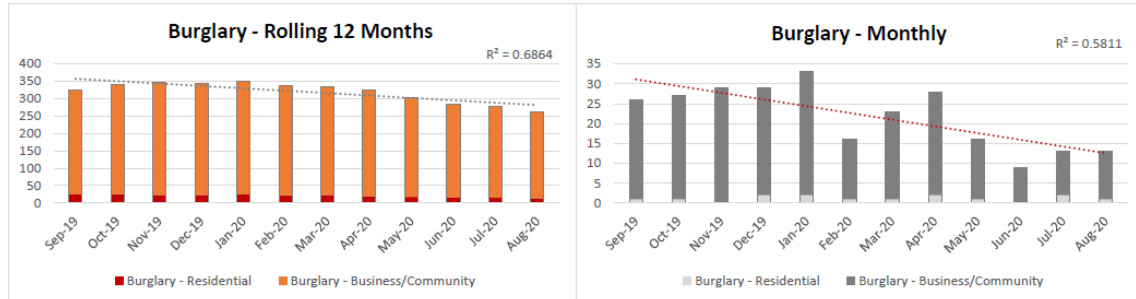
The FYTD has seen a 69% decrease in sexual offences, with an increase seen in August, most likely due to the lifting of more lockdown measures and more people being in the City. Friday evenings are the time when offences are most likely to occur and links to more people starting to use licensed premises.

### Acquisitive Crime

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### Burglary

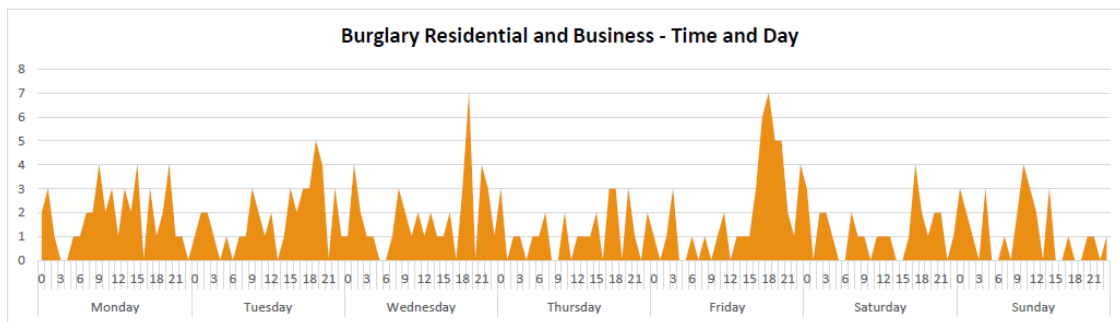
The FYTD shows a 48% reduction and although there's been a small increase in July and August, the increasing number of people returning to office buildings is predicted to stem any larger increase in offending.



Change	* This Month	0%
	* FYTD	-48%
	* Rolling 12 Month	-14%

Detection Rate FYTD:	29%
Positive Outcome Rate FYTD:	29%

National Position:	31
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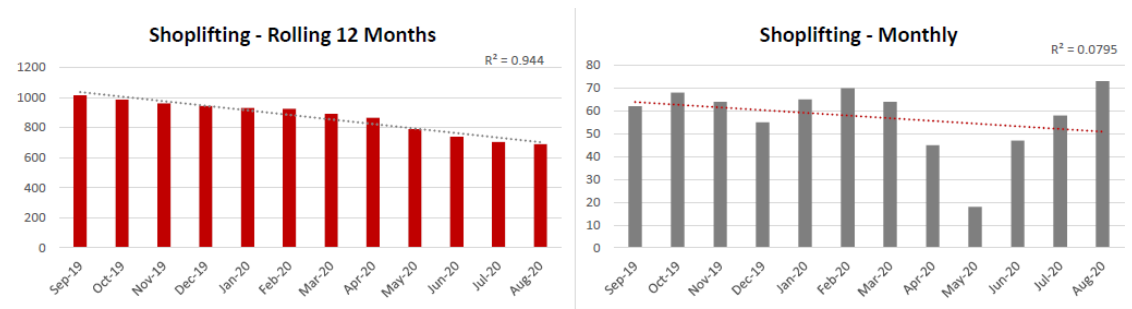
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Report current to: 03/08/2020

### Shoplifting

City is on a 32% reduction (Rolling 12 months). Seasonality shows higher levels of offending over the summer, though due to lockdown, fewer shops have been open. More shops have reopened and offending has continued to increase with the lifting of lockdown.

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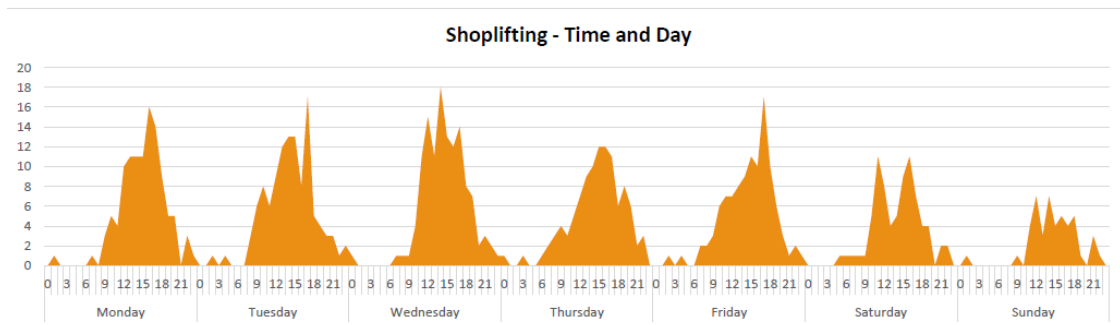


**Change**

* This Month	26%
* FYTD	-46%
* Rolling 12 Month	-32%

Detection Rate FYTD:	30%
Positive Outcome Rate FYTD:	32%

National Position:	7
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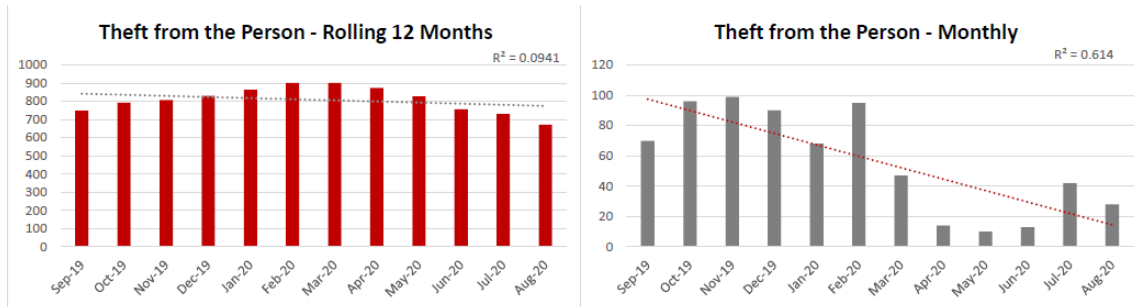
Report current to: 03/08/2020

### Theft from the Person

Offences have reduced for the FYTD by 68%.

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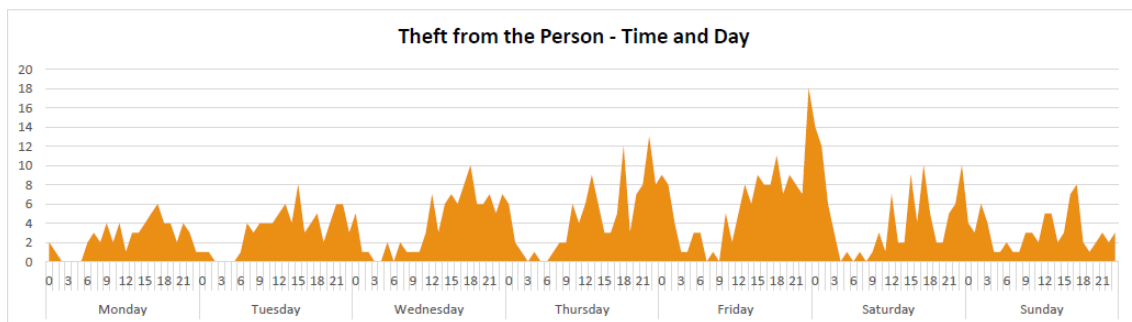
There has been a large increase in this crime category in July and August with the reopening of shops & restaurants. Seasonality predictions indicate that this crime type rises typically in the summer months, however victims may be reduced due to lower number of people coming into London.



Change	* This Month	-33%
	* FYTD	-68%
	* Rolling 12 Month	-8%

Detection Rate FYTD:	2%
Positive Outcome Rate FYTD:	2%

National Position:	42
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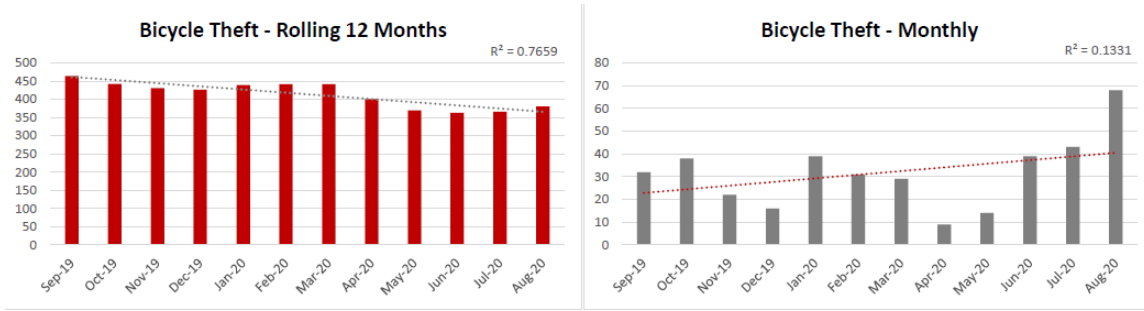
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Report current to: 03/08/2020

### Bicycle Theft

Bicycle theft shows a 22% reduction (Rolling 12 months). However post lockdown, levels of offending are now higher than those seen prior to lockdown and higher than those seen at this time last year, with a rise in August as seen in previous years.

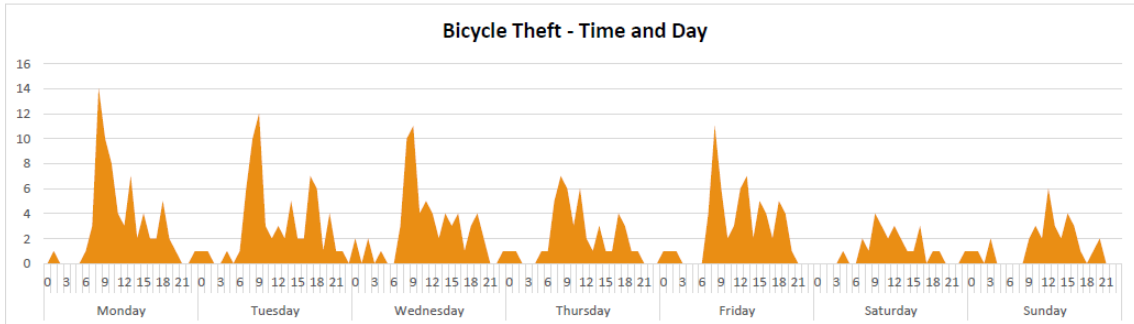
## CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY



Change	* This Month	58%
	* FYTD	-26%
	* Rolling 12 Month	-22%

Detection Rate FYTD:	6%
Positive Outcome Rate FYTD:	6%

National Position:	6
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Report current to: 03/08/2020

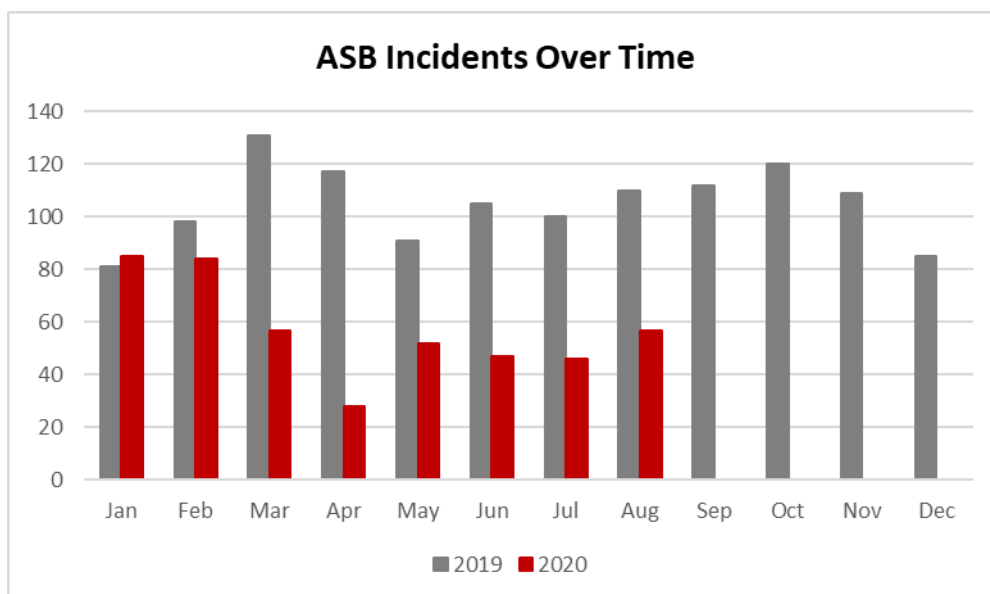
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### Anti-Social Behaviour (ASB)

#### a. Key Findings

- Levels of reporting decreased significantly during lockdown and while they have increased over the last three months remain lower than those experienced this time last year.
- Types of ASB reported have changed in the current period with noise nuisance being a key increasing area alongside other more usual categories of inconsiderate behaviour and begging/vagrancy.
- There has been increased reporting of loud music and large gatherings and also reports of individuals taking part in activities such as free running, parkour and urban exploration.
- One area that continues to be an issue from pre COVID reporting is groups (usually of young males) on bikes or skateboards behaving inconsiderately and potentially dangerously with key locations remaining in and around the Barbican and at the Castle Baynard Tunnel.

#### b. ASB Incident Data by Month



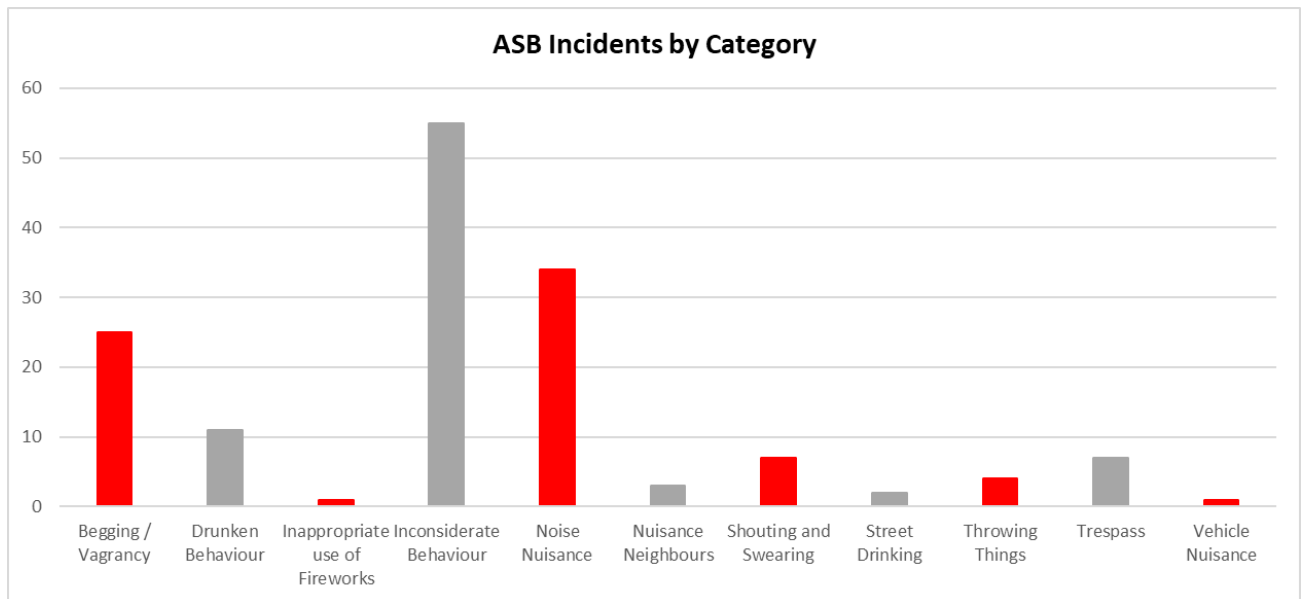
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	81	98	131	117	91	105	100	110	112	120	109	85
2020	85	84	57	28	52	47	46	57				

The number of ASB incidents reached a two year low in April 2020 when we were in lockdown in response to the Coronavirus pandemic, as restrictions have eased in the last couple of months we have seen levels begin to increase again averaging 50 incidents a month between June and August 2020. These numbers remain much lower than the number of incidents reported across the same period last year (52% reduction). We could see steady increases throughout the rest of the year as lockdown restrictions continue to ease, businesses in the City reopen and people return to work, education and leisure venues within the City.

#### c. Data Breakdown June – August 2020

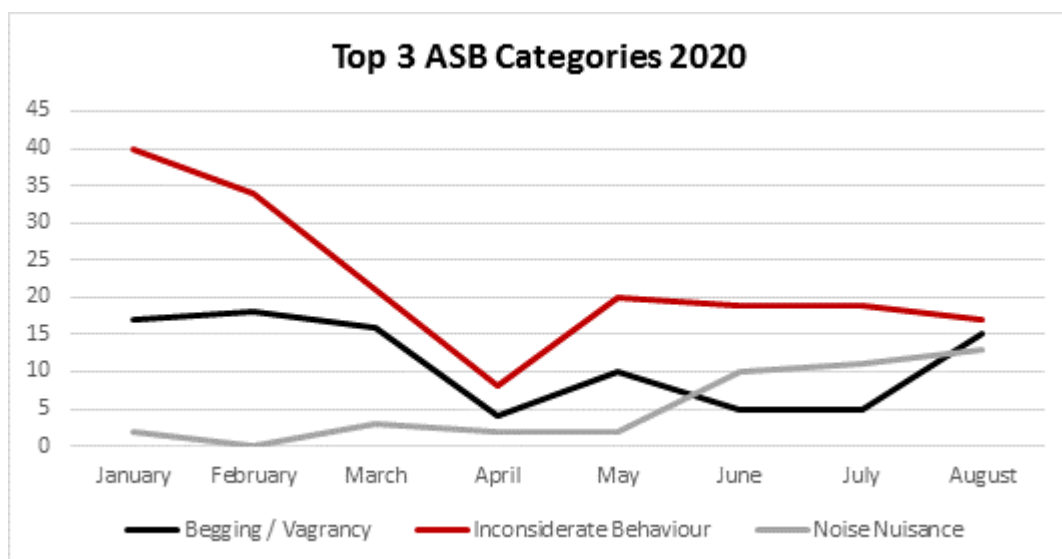
##### i. Highest Recorded Categories of ASB

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The above graph demonstrates that **Inconsiderate Behaviour** and **Noise Nuisance** are the categories with the highest number of ASB incidents recorded in the current period. There were 55 incidents of inconsiderate behaviour and 34 for Noise Nuisance. The third most recorded are ASB incidents for **Begging/Vagrancy**; where there were 25 such reports. These three categories have changed slightly from pre COVID reporting, inconsiderate behaviour and begging/vagrancy are usually the most common incident types followed by drunken behaviour. The increase in noise nuisance complaints could be in relation to people spending more time at home and as such being more aware of and more sensitive to noise nuisance. Decreased activity on the streets would also make any outdoor gathering more obvious.

After reviewing records classified as '**Inconsiderate Behaviour**' some records could have been recorded in other categories in the above table as they have referred to specific behaviours such as drunkenness, playing loud music, throwing objects etc. Categorisation is based on the recording officer's interpretation and where some incidents refer to multiple categories they may have been recorded against inconsiderate behaviour as a catch-all. This could explain why it is always the most prevalent category in data returns.





## **CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY**

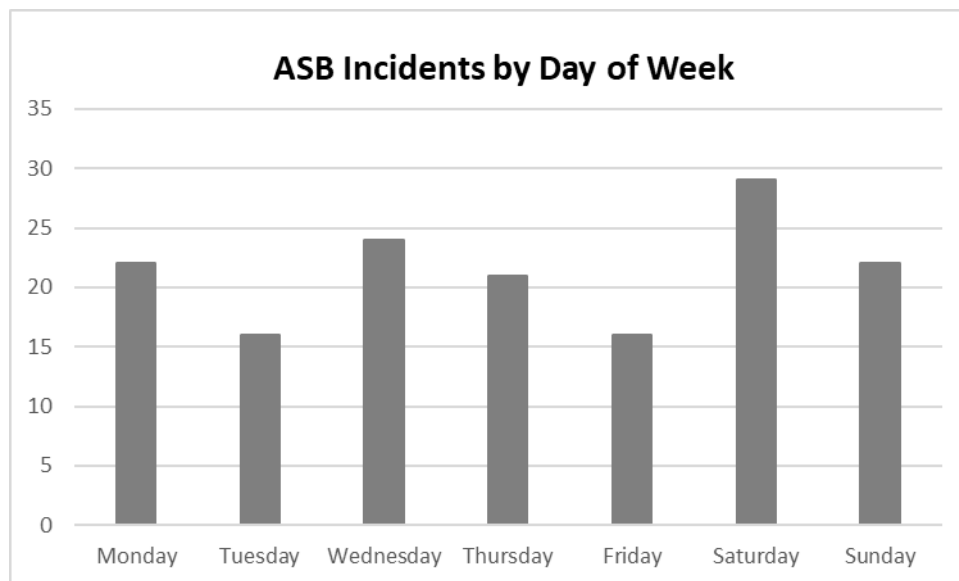
The above graph shows how inconsiderate behaviour reports saw a swift drop off as we went in to lockdown and have stayed at a relatively stable level across the last three months, begging and vagrancy has notably increased between July and August, perhaps in line with accommodation arrangements that had been in place for homeless people throughout lockdown coming to an end.

Noise nuisance reports have particularly increased in the current period showing a 386% increase compared to the previous three months (n=7 and n=34). Most of these reports relate to loud music being played either in neighbouring properties or by groups outside, in many cases it was suspected that parties were being held in breach of regulations. These reports are predominantly being made on Saturdays and Sundays.

The other issues being raised are groups on bicycles or skateboards (or on one occasion quad bikes) either causing a danger on roads and cycle ways or intimidating the public, rough sleepers blocking the entrance or exits of premises, large gatherings in breach of regulations and an increased number of reports of individuals free running, urban exploring or doing parkour. There were three incidents of egg throwing reported – two of which involved police vehicles as the target.

### **ii. Days of Week**

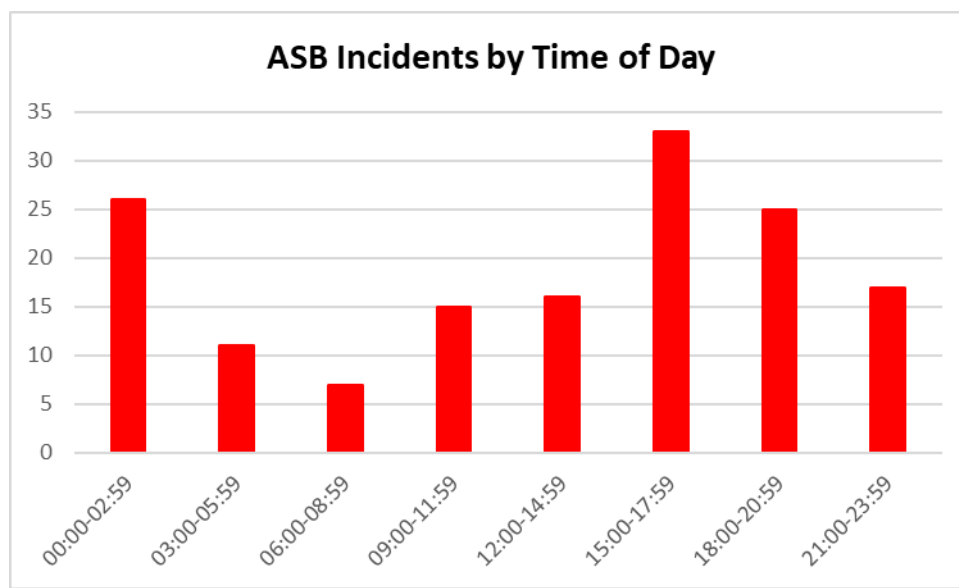
On average there have been two ASB incidents reported a day in the current period. Incidents are more commonly reported on Saturdays and Wednesdays and lowest reporting levels occur on Tuesdays and Fridays.



### **iii. Time of Day**

Reporting of all ASB incidents in the current period are shown in the below graph broken down by three hour periods across the day. Incident reports occur most frequently from the afternoon into the evening peaking between 15:00-17:59. Peak hours for reporting in this period were 01:00-01:59 and 15:00-16:59.

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### **Mental Health Street Triage**

Mental Health Street Triage is a scheme whereby mental health professionals provide on the spot advice to police officers who are dealing with people with possible mental health problems. This advice can include an opinion on a person's condition, or appropriate information sharing about a person's health history. The aim is, where possible, to help police officers make appropriate decisions, based on a clear understanding of the background to these situations. This should lead to people receiving appropriate care more quickly, leading to better outcomes and a reduction in the use of section 136.

If an individual is detained utilising Section 136 of the Mental Health Act, the individual is removed to Health based Place of Safety - Officers/Triage Nurse await ambulance or they are taken by a police vehicle. The District Senior Nurse at the Homerton determines Health based Place of safety, patient transferred to HBPOS where assessed by 1 or 2 Senior Authorised Mental Health Practitioners and a doctor; this is after any A+E visit to assess any wounds or injuries. Admittance will need a team to remove onto ward and ongoing assessment depending on level of care required. A patient can stay up to 28 days providing constant care if required with ongoing treatment plans.

All referrals and voluntary actions are followed up by the triage nurse; these actions save hundreds of hours in resource time for both NHS and Police staff. None of these actions are viable unless a MHST practitioner is present at the time of the encounter.

If an individual is taken to hospital under S/136 without a MHST nurse present, this can take two police officers and a vehicle out of action for on average four hours – effectively half of the shift. When the Response groups are mustering approximately 10 officers, this is effectively 20% of the workforce unable to respond to calls for service whilst they are dealing with the patient at the hospital.

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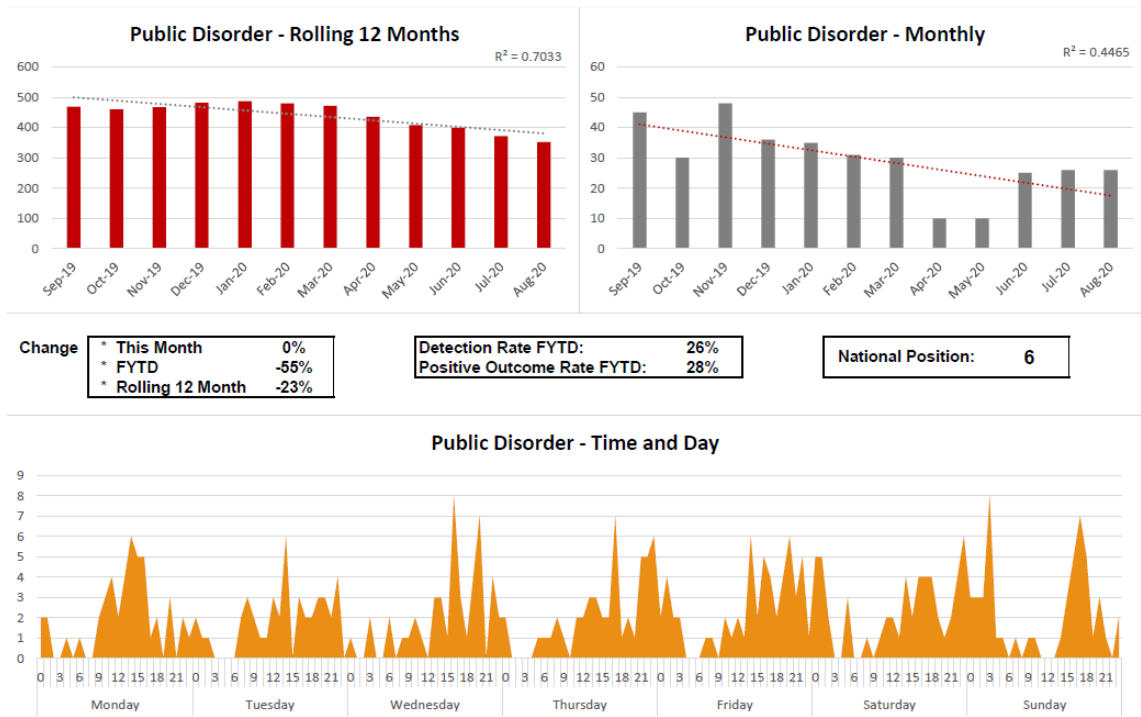
As can be seen from the statistics below, when a MHST Nurse was present, 313 Section 136s were avoided.

### MH Street Triage Statistics

Reporting period 01/07/19-31/07/20

Total number of 136's avoided by MHST team	166
Total number of 136's issued whilst MHST on duty	59
Number of 136's issued outside of MHST duty times	88
Total of 136's for this period	147
Total of 136's there would have for this period if there was <u>no</u> MHST	313
Total number of MH interventions made by MHST in this period	450

### Public Disorder



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Report current to: 03/08/2020

## **CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY**

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### **Public Disorder**

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Currently public disorder, which in the City is either linked to protest activity or the night-time economy, remains low. The FYTD shows a 55% reduction in offences, likely to be due to the lower footfall and the implications of lockdown.

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### **Prevent**

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#### **June – August 2020**

#### **Referrals**

The Prevent team has received 3 Prevent referrals over this period which concluded in 2 Prevent referrals being sent to the MPS and 1 to Surrey Police.

Low referrals due to COVID-19 as most businesses are either closed or working from home and educational establishments have been closed.

#### **Prevent team delivering WRAP sessions, meetings / Media and Prevent stalls:**

Since March the Prevent team have been unable to deliver any face to face Prevent training sessions or Prevent engagement stalls due to COVID-19.

Prevent team are in contact with the Counter Terrorism Policing HQ National Prevent team via conference calls and emails.

Prevent team are in contact with Universities and schools in this period.

Prevent team have been in contact with local businesses in this period.

Prevent induction sessions delivered via Zoom to transferees to the force x 3 days

Prevent coordinator attends virtual London Prevent Network meeting bi-weekly.

Prevent coordinator delivered a virtual session to DCCS in August.

Prevent team attending Education Safeguarding Forum and Adults Safeguarding Group.

Prevent team has developed strong communication links with the DfE, ensuring all education sectors are supported within the City.

Prevent team will be working more closely with the Corporation's Multi-Agency Safeguarding Hub (MASH) to ensure there are no missed referral/support opportunities within this mechanism.

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The issue of remaining vigilant for individuals who may be potential Prevent referrals during Covid 19 has been highlighted to staff and officers via a short video 'THINK SAFEGUARDING THINK PREVENT' Advice is given to contact the local Prevent team, the 'LET'S TALK ABOUT IT' website and the 'COUNTER TERRORISM' website for police officers.

Prevent team have recently publicised a Home Office campaign for Prevent awareness out to the public via City Police social media. This has also been done via the CoLC and Prevent statutory partners.

### **Regional Meeting/Training**

The Prevent team are continuing to work with the Prevent teams from around the country looking at the best ways for improving professional and best practice.

### **CT Local Profile (CTLP)**

The CTLP has been completed and has been presented to relevant partners.

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	<b>18 September 2020</b>
<b>Subject:</b> Responses to Anti-Social Behaviour in the City of London: Third Update Report	<b>Public</b>
<b>Report of:</b> Andrew Carter – Director, Department of Community and Children’s Services	<b>For discussion</b>
<b>Report author:</b> Jillian Reid – Community Safety Team, Department of Community and Children’s Services	

## Summary

This report updates Members on the activities of the two-year funded post of the Anti-Social Behaviour Coordinator and Strategy Officer, based within the City of London Corporation’s (henceforth referred to as “*the Corporation*”) Community Safety Team.

## Recommendation

Members are asked to consider and discuss this report.

## Main Report

### Key Areas of Work the Post Holder has been Focussing on:

1. Members will recall that the Post Holder undertook a review of current Anti-Social Behaviour (ASB) service delivery across the City of London. The findings were presented at the Safer City Partnership (SCP) Committee in November 2019 in a report entitled *Responses to Anti-Social Behaviour in the City of London*. Subsequent reports updating Members on the developments in this area were presented at the February and July 2020 SCP.
2. The papers highlighted a number of steps the Corporation, City of London Police (“*City Police*”) and other partners should take to address the issue of ASB within the Square Mile. Many of the recommendations were linked to the Corporation’s Fundamental Review and the City Police’s Transform Programme.

3. The Post Holder has continued to hold discussions with the City Police Superintendent of Uniformed Policing and Chief Inspectors for Communities East and West sectors, to incorporate many of the recommendations suggested into the new partnership hub model, which is due to go live in October 2020.
4. Recent consultations have focussed on composing a revised and updated Information Sharing Agreement (ISA) and constructing a centralised disclosure pathway for partners to compliantly request intelligence held by the City Police to assist with enforcement and the wider SCP crime reduction strategy.
5. The ASB Coordinator is continuing to assist the City Police Communities and Integrated Offender Management teams with information and assistance to construct Community Protection Warnings/Notices and Community Behaviour Orders against prolific perpetrators of ASB in the City.
6. In addition, the Post Holder is liaising with the Metropolitan Police Service and Community Safety services in the neighbouring boroughs of Tower Hamlets and Westminster with a joined-up and targeted enforcement approach against those individuals committing ASB cross-borough
7. Members will recall that the ASB Coordinator has now taken on the coordination of the City Community MARAC<sup>1</sup> (CCM). The CCM is the City of London's monthly MARAC, whereby information is shared on vulnerable victims and perpetrators of ASB to forward manage risk and safeguard individuals.
8. In ongoing efforts to support recommendations arising from the January 2020 Community Trigger, the Post Holder has been distributing information and hosting a series of presentations to new and existing partners, to promote the benefits of the CCM as valuable multi-agency tool.
9. In August 2020, the Domestic Abuse MARAC Coordinator and the Post Holder presented information on their respective panels during an insight lunch for the National Centre for Domestic Violence (hosted by the Corporation's Social Care Learning team).
10. The Post Holder continues to liaise with internal partners to update the CST section of the Corporation's new 'Beta' website, with a public-facing webpage displaying information and advice to professionals on:
  - the CCM referral process (with a downloadable referral form)
  - the CCM Terms of Reference
  - dates of future CCM panel meetings
  - the contact details for the CCM Coordinator

It is expected that this dedicated CCM page will go live at the end of September 2020.

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<sup>1</sup> Multi-Agency Risk Assessment Conference



11. The quantity, quality and diversity of referrals into the CCM has continued to increase. Between June to August 2020, the CCM panel received six high-risk and complex cases from a variety of agencies, including Parkguard Ltd, City Outreach and the Golden Lane Estate Office. One particular case necessitated a cross-borough conference with Westminster City Council to safeguard a vulnerable victim and their young children fleeing domestic violence perpetrated by a City resident.
12. On the 5 March 2020, the Corporation's Court of Common Council ratified the City of London London Marathon Public Spaces Protection Order (PSPO)<sup>2</sup>. This was in response to serious ASB and public disorder along the section of the London Marathon route which passes through the City of London.
13. The ASB and CCM Coordinator undertook important practical work in preparation for the PSPO, which was to be implemented for the first time during the London Marathon on the 26 April 2020.
14. Due to the COVID-19 pandemic, the London Marathon 2020 was postponed, then rescheduled for the 4 October 2020. The race is open to 'elite' running participants only and the new route is confined to within St James' Park. Thus, the London Marathon will not pass through the City of London and the PSPO will not be deployed this year.
15. A PSPO is valid for up to three years and therefore the City of London London Marathon PSPO will be utilised when the race is expected to return through the City of London in 2021 and 2022. This will afford suffice evidence to review and evaluate the effectiveness of the PSPO to explore extending its duration beyond 2023.

## Process and Next Steps

16. A further report will come to the November 2020 SCP meeting

## Appendices

- Appendix 1 – Public Spaces Protection Order

## References

Safer City Partnership Committee (2019), *'Responses to Anti-Social Behaviour in the City of London'*, City of London Corporation

Safer City Partnership Committee (2020), *'Responses to Anti-Social Behaviour in the City of London: Update Report'*, City of London Corporation

Safer City Partnership Committee (2020), *'Responses to Anti-Social Behaviour in the City of London: Second Update Report'*, City of London Corporation

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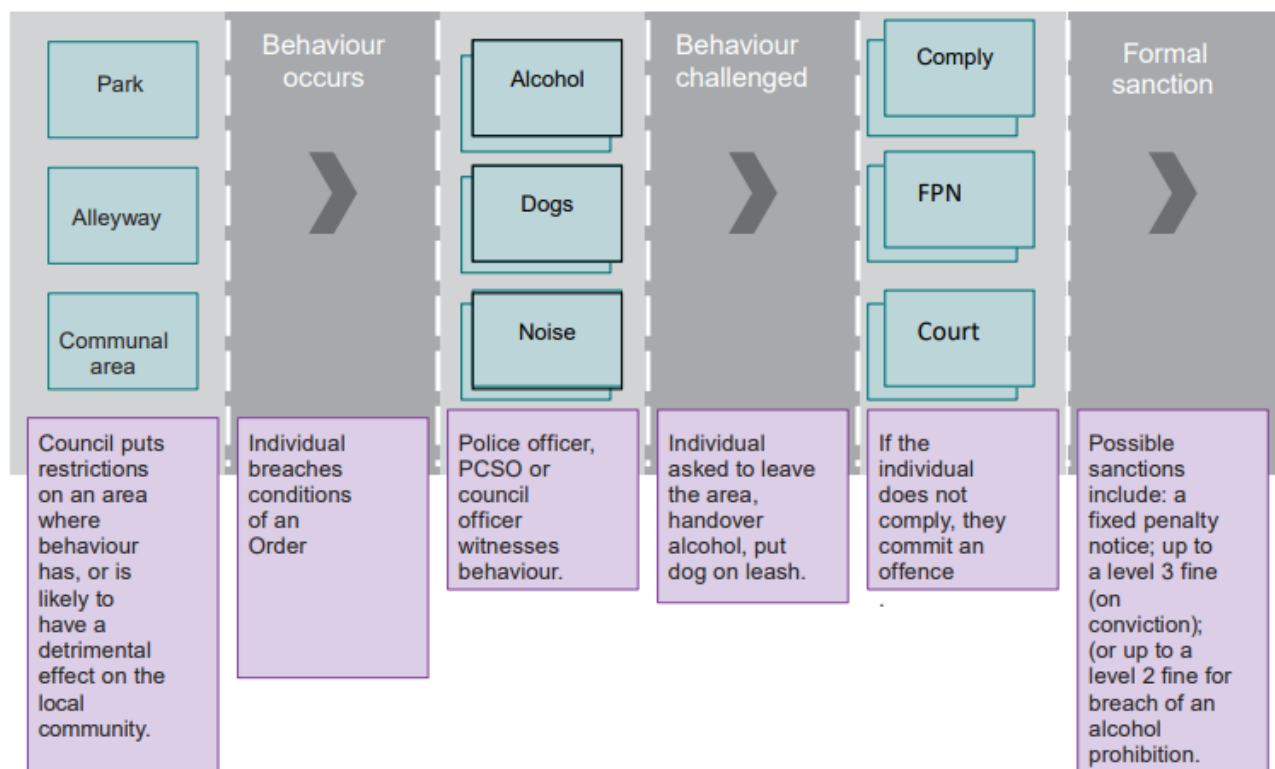
<sup>2</sup> See Appendix 1

Home Office (2017), *'Anti-Social Behaviour, Crime and Policing Act 2014: Anti-social behaviour powers - Statutory guidance for frontline professionals'*, London. Available at [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/823316/2019-08-05\\_ASB\\_Revised\\_Statutory\\_Guidance\\_V2.2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/823316/2019-08-05_ASB_Revised_Statutory_Guidance_V2.2.pdf) (Accessed 9 September 2020)

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## Appendix 1

### Public Spaces Protection Order



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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	18 September 2020
<b>Subject:</b> Domestic Abuse Vulnerability and Risk Policy Update	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Discussion</b>
<b>Report author:</b> Domestic Abuse Vulnerability and Risk Policy Officer	
<p>This report updates Members on the City of London Corporation's domestic abuse post Covid-19 recovery plan and actions already taken.</p> <p style="text-align: center;"><b>Summary</b></p> <p>The Community Safety Team has been working with partners across the City of London throughout the Covid-19 pandemic to promote domestic abuse/Violence Against Women and Girls (VAWG) services. A post Covid-19 recovery plan has been developed to ensure victims and survivors are able to access support post lockdown.</p>	

## Key Points:

- **Post Covid-19 Recovery Plan**
- **Conclusion**

## Post Covid-19 Recovery Plan

1. Throughout the pandemic, articles, adverts and support services have been published within the City of London estates and Barbican estate resident newsletters. These have been targeted at victim/survivors to access support, and neighbours to report any concerns for neighbours. Subsequently this has led to a resident contacting their estate manager reporting concerns for their neighbour. The neighbour was experiencing serious physical violence from their partner and was moved to a refuge as a result. Domestic abuse and anti-social behaviour will be a standing item within every newsletter moving forward.
2. The City of London Covid-19 webpage has been updated throughout the pandemic to include up to date advice and information around domestic abuse and VAWG for residents.
3. Business Healthy have published articles encouraging businesses to support employees who may be affected by domestic abuse, linking to

the Spotting the Signs toolkit which has been updated to include information for employers on working from home.

4. The City of London hosted a virtual domestic abuse insight lunch. The session included training from the National Centre for Domestic Violence, the Vulnerable Victims Advocate and Independent Domestic Violence Advisor, Multi Agency Risk Assessment Conference (MARAC) Coordinator and City Community MARAC Coordinator, all providing information about their role.
5. Refresher domestic abuse training is being delivered virtually to partners working across the City of London in anticipation for a surge in reports. These sessions have been delivered to colleagues across DCCS and external agencies such as CityAdvice, Age UK and PohWER.
6. An article regarding domestic abuse/VAWG has been posted on both the City of London Corporation and City of London Police's intranet, to ensure employees within both organisations are aware of the support available to them.
7. The City of London VAWG Forum is continuing to be held virtually, giving members an opportunity to provide service updates and keep informed on the City of London's response to VAWG.
8. The domestic abuse training being delivered to the City of London housing estate staff and managers has been postponed. This will be reviewed over the coming months with potential virtual training being offered to staff. This training will also be updated to include learnings from the pandemic.
9. After an increase in reports of domestic abuse from hotels within the City of London, information and advice has been sent to hotels that attended the hotel vulnerability event in February 2020.
10. The City of London Corporation is currently reviewing the internal Domestic Abuse and Stalking Policy to bring the document up to date and include protocols for working from home.
11. The VAWG Action Plan has been updated to highlight delays and changes within the action plan due to Covid-19.

## **Conclusion**

1. The Community Safety Team and partners have adapted to continue to protect people from domestic abuse/VAWG whilst working remotely. The post Covid-19 recovery plan is constantly being updated and reviewed to ensure it is meeting the needs of the City of London's community.

## **Ayesha Fordham**

Domestic Abuse, Vulnerability and Risk Policy Officer

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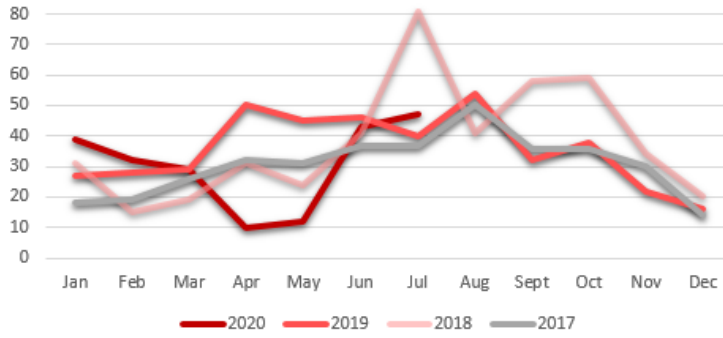
**SAFER CITY PARTNERSHIP – POCA FUNDING BID 2020-2021**

<b>Sponsoring SCP Organisation/ Department</b>	City of London Community Safety Team
<b>Contact Name(s) and Positions</b>	Chief Inspector Ray Marskell Chief Inspector Christopher Hay Police Constable Russell Pengelly
<b>Contacts Job Titles</b>	Head of Community Policing Head of Community Policing ASB/Problem Solving Lead Community Policing
<b>Contact Details e-mail tel. no.</b>	<a href="mailto:ray.marskell@cityoflondon.pnn.police.uk">ray.marskell@cityoflondon.pnn.police.uk</a> 0207 601 2476

<b>Name and purpose of activity</b>	Cycle Crime Prevention Initiative – To reduce and prevent cycle crime within the City of London.  I have hypothesised that cycle crime, whilst usually seasonal, will this year and into 2021, continue to increase as commuters seek alternative means of transport into the City of London.
<b>Amount of funding sought. (please attach detailed breakdown where appropriate).</b>	<b>£10,000</b>  Prevention:- Gold Standard D Locks – 500 x £14.99 - £7,125 Bike Register Mats – £120 x 4 - £480 Floor Stencil Marking x 5 £36 - £180 Crime Prevention display signs x 10 - £17.50 £350 Carriage x 1 £80.00  Total £8,215 Total Inc VAT £9,814.80
<b>Outline the objectives of this activity and how they contribute to the SCP outcomes for 2019-22.</b>	The City of London Police is committed to reducing rates of acquisitive crime in the Square Mile. We have seen an incredible spike in the number of cycle crime in the City of London leaving our residential and commuter population feeling at risk.  The materials requested through this bid will be part of operation Kulli which is a multifaceted approach to tackle the perpetrators of cycle crime and safeguard our community. The City police have already contributed with £5,000 for overtime £3,000 for other materials of other aspects of the operation.

	<p>To ensure this operation is successful in reducing cycle theft, digital media advertising and engagement stands will support the City police ongoing efforts to provide suitable education to the public on crime prevention practises. The high visibility of the police in hot spots will work as a detriment to offenders in the area while the police actively target this type of crime. Using a mix of modern and historic crime prevention messaging including 'lock it or lose it' will reinforce the message that police crime prevention has not changed in the past thirty years.</p> <p>We will arrange for suitable signage to be created and displayed at Cycle bays around the City of London displaying our crime prevention message and how the local services can assist them.</p> <p>Detectives will operate in co-operation with other sectors tasking teams to provide high visibility engagement and crime prevention roadshows around hot spot cycle bays within the City of London, providing crime prevention advice and the physical means to prevent them from becoming a victim.</p> <p>In 2016 City of London police ran a similar campaign (Operation Bratton) issuing "Gold Standard" D Locks to members of the public who did not have suitable locks. This scheme alongside cycle marking and bike bay tagging proved to be highly successful at the time, reducing crime by up to 30% in the 12 months following the rolling operation. Sector Policing will mirror this campaign, tagging bays to show police attendance and also establishing regular, targeted deployments of crime prevention officers.</p> <p>City of London Police will be working with neighbouring boroughs such as the Metropolitan Police Service, British Transport Police and other local partners gathering and utilising intelligence to produce warrants and arrests of prolific suspects.</p> <p>The operation will involve a high visibility campaign using crime prevention patrols in the affected areas. Currently cycle crime has a detection rate of 5%, meaning we only identify 5% of suspects involved in Cycle crime. Many of the victims of cycle crime were using chains or cable locks, which are easy pickings for cycle thieves. D Locks offer a greater level of resistance to cycle thieves and the deterrent effect is greater based on the reward vs effort/risk theory.</p> <p>Over the past 4 years cycle theft offences have fluctuated. This year numbers may continue to increase due to the high numbers of commuters using bikes to travel into work. The numbers below display the rapid increase in offences as lockdown began to ease, cycle thieves were quick to capitalise on the return to work of cycling workers.</p>
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	 <p>The proactive approach will utilise covert policing tactics to identify cycle thieves and handlers.</p>
<p><b>Detail resources that will be provided from partners supporting this bid. E.g. Matched funding or other input. (further details can be attached).</b></p>	<p>The Community Policing team and City of London Corporation Road Safety Team would provide the resources to deliver this product to our community and the department would run awareness hubs and roadshows to rollout good crime prevention practise. These events will run on a weekly basis, whilst further roadshows will operate on an ad-hoc basis where resources allow.</p> <p>Events will run at identified crime hotspots within the square mile.</p> <p>Covert Units/Support Group are being provided by the City police.</p> <p>City of London Police have already supplied financial funding for this operation totalling £17k to cover the proactive elements of the operation.</p>
<p><b>Timescale funding required for</b></p>	<p>12 months.</p>
<p><b>What are the proposals criteria for success?</b></p> <p><b>Officer(s) responsible for monitoring the spend</b></p>	<p>A clear reduction in recorded cycle thefts would provide ultimate rates of success also increased confidence in our community.</p> <p>Chief Inspector Chris Hay.</p>

**CITY OF LONDON POLICE: OFFICIAL - RECIPIENT ONLY**

<b>Budget code/Account details for funds to be transferred.</b>	City of London police – Community Policing CC030-39000-1L-PCOP
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Please note recipients will be required to provide quarterly reports on the progress of their funded activity to the SCP. They will also provide a full report, detailing lessons learnt, upon its conclusion.

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**SAFER CITY PARTNERSHIP TEAM USE ONLY**

Date received: 04/09/2020

Checked by: Valeria Cadena

Approved: ☐ Yes ☐ No

Approval arrangement:

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Approved by (CoL) 1:

Approved by (CoLP) 2: \_\_\_\_\_



## SAFER CITY PARTNERSHIP – POCA FUNDING BID 2020-2021

<b>Sponsoring SCP Organisation/ Department</b>	City of London Police Public Protection Unit
<b>Contact Name(s) and Positions</b>	Anna RICE, Detective Inspector and MARAC chair
<b>Contacts Job Titles</b>	DI Public Protection Unit
<b>Contact Details e-mail tel. no.</b>	0207 601 2823 Anna.rice@cityoflondon.pnn.police.uk

<b>Name and purpose of activity</b>	Vulnerable Victim Advocate (VVA) funding (one year) and Independent review of services for vulnerable victim across COL.
<b>Amount of funding sought. (please attach detailed breakdown where appropriate).</b>	£28,255.53 per annum for 3 day a week VVA (2 day a week role already funded by COLP) Estimated £7000 for independent review of COL services (exact cost and spec to be arranged on agreement of funding and procurement process) Total £35,255.53
<b>Outline the objectives of this activity; success criteria; and how this work contributes to the SCP outcomes for 2019-22.</b>	<p>Expand current VVA provision to 5 days a week. The provision was reduced in 2019 following removal of MOPAC funding. The VVA role is provided by Victim Support as has been the case for the previous 7 years. Victim Support will recruit appropriately trained individual. COLP PPU will continue to manage this role, liaising with both VS and COL.</p> <p>Aim – to restore service level to vulnerable victims across the City to previous capability. The reduction in this role has resulted in significantly diminished capacity to provide the gold standard service to victims. The uplift in service would include:</p> <ul style="list-style-type: none"> <li>- In house independent sexual violence advocate to support victims of sexual offences and child abuse.</li> <li>- Provide bespoke support and crisis management to vulnerable victims of ANY crime type who either live or work in the City.</li> <li>- Support DA victims at any risk level</li> <li>- Provide training to all partners on risk identification, DASH, supporting victims.</li> <li>- Raise awareness of victim services for vulnerable victim across the partnership to increase referrals and encourage victims to report.</li> <li>- Raise awareness through key campaigns within the City to include residents and the business community and hotels.</li> <li>- Hold regular surgeries/drop-in sessions to provide a third party reporting opportunity for vulnerable victims across the City.</li> </ul>

- Encouraging reporting and engagement with hard to reach communities through local groups.
- Completion of surveys of vulnerable victims of crime as required by the Home Office. This has halted following the reduction in days of the VVA and has created a risk on the vulnerability risk register. Additionally, the HMICFRS have recommended that COL expand their surveys to include vulnerable victims of other crime types. At present there is no capacity to fulfil this requirement and the recommendation remains 'red'. A 5 day a week VVA would have the capacity to take on this function without the need for additional training.

The main benefit of a full time VVA being to co-locate within either police or partner agencies. This allows us to instantly refer to her, and her to prompt and identify cases where she could provide value. This is particularly important in enabling victims to feel confident in reporting. An example being where a reluctant victim reported a sexual offence to police. She was apprehensive about supporting an investigation. We were able to get the VVA into the meeting which provided a different angle and level of support and the victim supported the case through to prosecution.

One of the key roles for the VVA is the outreach surgeries and public engagement work. Due to the reduction in service to 2 days a week the VVA has been unable to work within the community to provide third party reporting opportunities (such as within the Mansell Street community and at Shoe Lane library and Universities.). Additionally (COVID aside) there has been no capacity for additional engagement campaigns. Future plans would be to expand on the 'spotting the signs' campaign working with the Business community to increase reporting, (provide reporting mechanisms within large companies in the City) and reaching harder to reach sectors of the community to tackle issues such as DA, HBV and hate crime.

Success criteria through twice yearly report from Victim Services. To include referral rates, timescale for contacting victims (within 48hrs), victim impact as measured in victim exit surveys, number of victim surveys completed, HMICFRS feedback.

The VVA has had previous success engaging with faith groups and community groups to raise awareness of issues such as HBA and hate crime. WE are unable to do this therefore unable to demonstrate we are doing all we can to encourage reporting and support victims of crime. Likewise, there is no capacity to build on work to engage with the business community and encourage referrals through this route which is something the partnership are keen to develop and build on earlier successes.

Previously the HMICFRS have referenced the positive role the VVA plays in the COL and in 2018 PEEL inspection raised concerns on the impact on victim should funding not been agreed.

This bid will impact 3 of the SCP outcomes – notably protecting and safeguarding the community as this is the key role of the VVA.

	<p>Funding the role will demonstrate the COL's commitment to keeping the community safe and supporting the most vulnerable.</p> <ul style="list-style-type: none"> <li>• Vulnerable people and communities are protected and safeguarded</li> <li>• People are safe from violent crime and violence against the person</li> <li>• People are safe and feel safe in the Night-Time Economy</li> </ul> <p>POCA funding will resolve this ongoing issue in the short term whilst it is recognised that this is not a sustainable means to fund this role.</p> <p>As such part of the second part of this bid is for an independent review of the services provided across the City of London (Police and Corporation) to identify current provision and by whom, consider capacity and scope models for maximising resources and the future of the VVA . Within scope will include VVA, MOPAC IDVA, CST, Police, DAVRO. It is anticipated that an independent review will cost approximately £7000. Terms of reference and timescales are still to be agreed and managed between COLP and CST/DCCS, reporting through VAWG forum and Director of DCCS. The exact cost will be agreed once procurement has taken place.</p> <p>This approach seeks to ensure cover for a year and while doing so will subject the area to an external, independent review to consider demand against existing capacity and whether there is scope to make fuller use of other pan-London provision. This to provide an agreed understanding and picture for future resourcing to be shared with CoLP and City of London Corporation.</p>
<b>Detail resources that will be provided from partners supporting this bid. E.g. Matched funding or other input. (further details can be attached).</b>	COLP have been funding the VVA role, 2 days a week for the previous 2 financial years (approx. £20k) and this has been built in to COLP budget on an annual basis.
<b>Timescale funding required for?</b>	September 2020
<b>What are the proposals criteria for success; measurable outcomes/outputs? Officer(s) responsible for monitoring the spend</b>	<p>Measurable outcomes will be detailed on the bi-annual report from Victim Services, reported to COLP and the VAWG forum.</p> <p>This includes qualitative and quantitative measures, including number of referrals by crime type, source, MARAC referrals, victim demographic, risk level, type of support in addition to detail from victim surveys and service user feedback.</p> <p>DI Anna Rice (Public Protection Unit DI) will be responsible for managing the role and monitoring the spend. This will be reported into the Vulnerability Working and Steering Group and COL VAWG forum.</p>
<b>Budget code/Account details for funds to be transferred.</b>	COLP PPU budget CJ210 39000 ZZZZ

Please note recipients will be required to provide quarterly reports on the progress of their funded activity to the SCP. They will also provide a full report, detailing lessons learnt, upon its conclusion.

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**SAFER CITY PARTNERSHIP TEAM USE ONLY**

Date received: \_\_\_\_\_ 7<sup>th</sup> September                      Checked by: \_\_Valeria Cadena

Approved: ☒ Yes                      ☐ No

Approval arrangement: \_Subject to SCP

Approved by (CoL) 1: Valeria Cadena – Community Safety POCA responsible

Approved by (CoLP) 2: \_\_\_\_\_

## Appendix 1 – VVA referral 2019- 2020

VVA referrals received from April 2019 to March 2020. The VVA reduced to 2 days a week in December 2018- this period has not been included as the data would not reflect the reduction of the service.

	<b>April 19- Sep 19</b>	<b>Oct 19- March 20</b>
<b>No. Referrals</b>	51	37
<b>Female</b>	48	33
<b>Male</b>	3	4
<b>Trans</b>	0	0
<b>Referral Source</b>	15 self-referrals 28 City police 1 MARAC 7 other agencies	13 self-referrals 22 City police 2 other agencies
<b>Crime Type</b>	31 DA 4 rape 9 sexual assault 1 sexual grooming 1 harassment/ HBV 1 hate crime- harassment 1 road collision 2 public fear 1 exposure/ voyeurism	20 DA 2 rape 5 sexual assault 1 stalking 1 trafficking 2 blackmail 1 harassment 1 road collision 1 assault 1 hate crime- assault 1 kidnapping 1 theft
<b>Residence</b>	12 City of London 1 Brent 2 Ohio, USA 1 Westminster 1 Scotland 2 Waltham Forest 1 Newham 1 Lambeth 1 Suffolk 4 Enfield 1 Hackney 3 Tower Hamlets 2 Haringey 3 Essex 4 Southwark 1 homeless 2 Surrey 1 Sheffield 1 Harrow 1 Bromley 1 Hertfordshire 1 Kent 1 Hounslow 1 Wandsworth 2 Unknown	5 City of London 2 Tower Hamlets 1 Camden 2 Greenwich 1 Islington 1 Hounslow 1 Bromley 4 Southwark 2 Barnet 1 Brent 3 Redbridge 1 Bromley 1 Croydon 1 Essex 1 Egypt 1 Hackney 1 Havering 1 Merton 1 Hertfordshire 1 Newham 1 Uganda 1 Ohio, USA 3 Unknown





<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	18 Sep 2020
<b>Subject:</b> Community Safety Team Update	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Author:</b> Community Safety Team	
<p style="text-align: center;"><b>Summary</b></p> <p>To update SCP members on Community Safety Team activity not otherwise addressed.</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note the report.</p>	

## Domestic Abuse

1. Since lockdown measures were imposed on March 23, the City of London MARAC has been successfully operating virtually via Microsoft Teams.
2. Two cases have been heard since the last CSP update (July/August). Case one was made on the grounds of professional judgement and submitted by City of London Police. Case two was referred by the National Probation Service on professional judgement and repeat MARAC case. Due to the complexity and high level of concern of case two a further professionals meeting was required and extensive monitoring.
3. The next MARAC is scheduled for 23 September
4. MARAC coordinator has received five MARAC to MARAC referrals from CoLP which has been transferred to the appropriate areas.

## Transitional Safeguarding

5. A joint task and finish group across City and Hackney has been set up by the Safeguarding Adults Board, Community Safety Partnerships in City of London and Hackney and the Safeguarding Children's Partnership. The role of the group is to identify the key issues and gaps in safeguarding service provision for

young people aged 16 – 25 years. The subsequent aim is to identify what potential improvements can be made to better support young people to meet their safeguarding needs.

6. The group undertook a scoping exercise of two key areas: 1) what services currently exist in City and Hackney for young people aged 16 – 25 years old, and 2) how many young people may potentially be at risk of harm, abuse or exploitation, either now or in the future, including those with care and support needs. Workshops were also carried out with partners 30 June to establish next steps.

### **City Community Multi Agency Risk Assessment (CCM)**

7. Between June and August 2020, the CCM panel has heard six cases. Indeed, despite the CCM has received complex referrals and enquiries from several new agencies, including Parkguard Ltd, the Public Protection Unit, the Barbican and Golden Lane Estate Offices and the Force Intelligence Bureau.
8. Supporting recommendations from the January 2020 Community Trigger, the CCM Coordinator has continued to promote awareness of and the benefits of the CCM as a multi-agency safeguarding and problem-solving tool to new and existing partners.
9. In August 2020, a presentation on the CCM was delivered during an insight lunch for the National Centre for Domestic Violence. In addition, the CCM Coordinator has received interest from the Restorative Justice Project Lead at Calm Mediation to participate in the CCM as a non-core group member.
10. The next CCM will take place on the 15<sup>th</sup> October 2020 via Microsoft Teams.

### **Prevent**

11. There have been no Channel cases since February SCP meeting. CoLC has the capacity to operate meetings virtually and will liaise with partners accordingly should a referral come to our attention.
12. The Prevent Coordinator is currently attending bi-weekly virtual forums with the London Prevent Network, which includes all London Prevent coordinators and updates with partners such as, SO15 Counter-Terrorism Policing, Department of Education, NHSE Prevent and National Probation Service. Best practice, support for coordinators in delivering Prevent activity and national updates are the focus of this forum.
13. The Prevent Coordinator joint with City Police's Prevent officer actively work to promote Prevent training packages and awareness sessions to businesses, community groups, partner agencies and the education sector. Due to COVID 19, all face to face training sessions have been replaced by virtual sessions.

Additionally, the Home Office online package has been suggested as a temporary alternative.

14. The Prevent Coordinator has developed an information pack detailing advice and information which has been sent to various CoL forums and community groups.
15. Further details of Prevent activities are contained within the City of London Police report.

### **Proceeds of Crime Act – SCP Fund**

16. Three applications have been received since the last meeting. Many partner agencies have been in contact with the Community Safety Lead for POCA with very good initiatives and inquiries on how the procedure for this funding works. Three bids are presented at the SCP September meeting.
17. Further bids from SCP partners still being encouraged where they meet our agreed outcomes and support partnership approaches.

### **Serious and Organised Crime Board**

18. The lockdown plus a long-term staffing issue has interrupted the work of this group. However, a member of the CST has been assigned to coordinate this group and a meeting has been scheduled for 9 October 2020.

### **Forthcoming Activity**

19. Hate Crime Awareness Week 2020 will take place during the 10 to the 17 October. Due to the current situation it will not be possible to organise the same type of awareness event the CST normally organise. However, the community safety officer lead for this area is organising a virtual event, to be livestream and also shared with members of staff and the wider City.
20. Once the details and date have been agreed members will be invited to participate. As every year we raise awareness of all types of Hate crime, this year we will have an emphasis in race and intersectionality with the support of the Multi-faith and all other networks, as well as the Remembrancer's office.

Community Safety

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<b>Committee:</b>	<b>Dated:</b>
Safer City Partnership	18 September 2020
<b>Subject:</b> Community and Children's Services Update	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For information</b>
<b>Report author:</b> Jordann Birch, Partnership and Engagement Assistant, Community and Children's Services	

## Summary

This report provides an update of relevant data and activity from Community and Children's Services.

## Recommendations

- Note the report.

## Main Report

1. This report summarises ongoing developments in three areas: shielding residents, preventing and managing a COVID-19 outbreak and strategies.

### Shielding residents

2. Following on from the government guidance published in August, the Shielding for Clinically Extremely Vulnerable programme has been paused. In the City of London, there was just under 160 residents on the shielded list. The Department of Community and Children's services (DCCS) contacted those who receiving government support to ensure there was a smooth transition with the pausing of the programme.
3. Three community volunteer networks across the City of London have continued to provide additional support to those residents who need it, including assisting with food shopping and prescription collection.
4. A local lockdown plan has been produced by DCCS to support vulnerable residents and reinstate the welfare support programme for shopping, medication collection and wellbeing contacts, if the City of London is identified to go into a local lockdown.

### Preventing and managing a COVID-19 outbreak

5. As part of their joint COVID-19 Local Outbreak Control Plan (LOCP), the City Corporation and London Borough of Hackney have published a series of Standard Operating Procedures (SOPs) for a range of different settings, including

educational settings, workplaces, dine-in restaurants, close-contact services and more.

6. The SOPs outline how an outbreak linked to the setting will be identified, reported and managed by local health authorities, and the role and responsibilities of businesses within this process.
7. The SOPs also outline the process through which information about an outbreak can flow in a timely manner between the setting, the local authority and other health authorities and local partners. The SOPs can be accessed [here](#).
8. A Single Point of Contact (SPoC) has been identified for each setting for both City and Hackney. The SPoC's role is to provide expertise relating to COVID-19 prevention and outbreak management in a particular setting, as well as communicate the SOP and other relevant guidance to their contacts operating in those settings. Over the past month City and Hackney SPoCs have attended short briefing sessions explaining their role and responsibilities.
9. For any queries relating to the SOP or COVID-19 management, please email [testandtrace@hackney.gov.uk](mailto:testandtrace@hackney.gov.uk)

### Strategies

10. The Joint Health and Wellbeing Strategy (JHWS) 2017-20 for the City of London Corporation will come to an end this year. The aim of a JHWS is to jointly agree what the most important issues are for the local community based on evidence in Joint Strategic Needs Assessments (JSNA) and local engagement, what can be done to address them, and what outcomes are intended to be achieved.
11. The Department of Community and Children's Services (DCCS) are proposing the endorsement of a Kings Fund four pillars of population health framework to help refocus the work of the Health and Wellbeing Board and development of the JHWS.
12. The engagement phase of the strategy refresh has begun. An engagement framework has been developed that will improve reach among less represented groups, build trust with the public and allow transparency throughout the engagement and drafting process.
13. Sign off for the strategy will be in May 2021. Any enquiries should be directed to Zoe Dhami ([zoe.dhami@cityoflondon.gov.uk](mailto:zoe.dhami@cityoflondon.gov.uk)), Strategy Officer, leading the strategy development.

### **Jordann Birch**

Partnership and Engagement Assistant

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<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group – For Information	18 September 2020
<b>Subject:</b> Public Protection Service (Environmental Health, Licensing and Trading Standards) update	
<b>Report of:</b> Director of Markets & Consumer Protection	<b>For Information</b>
<b>Report author:</b> Gavin Stedman, Port Health & Public Protection Director	

## Summary

The Department of Markets & Consumer Protection contributes to the work of the Safer City Partnership (SCP) through its Public Protection Service which comprises Environmental Health, Licensing and Trading Standards. Work relating to the SCP is on-going in relation to the following priorities:

- **Acquisitive Crime**
  - Investment Fraud – Trading Standards continues to collaborate with the City of London Police over Operation Broadway, now extended across London via Operation Offspring.
- **Anti-Social Behaviour**
  - Illegal street trading – Additional resources have been put into a campaign to eliminate ice cream vans and nut sellers from the Square Mile.
  - Noise complaints service – a 24/7 service is provided.
- **Night Time Economy Crime and Nuisance**
  - The COVID-19 pandemic and lockdown resulted in all licensed premises being closed and only approximately 10% re-opening once the lockdown has been eased.
  - Late Night Levy – this has generated approximately £460K for the third full year of the operation of the levy.
  - Safety Thirst – The scheme for 2020 has been deferred due to the COVID19 pandemic.
  - Licensing controls and enforcement – enforcement activities and use of the Late-Night Levy have kept the number of licence reviews and suspension notices at a relatively low level.

This report details enforcement activity and progress in the above areas.

The Service contributed to the One Safe City programme and will be involved in the Secure City Programme. It is also represented on other relevant Boards and Groups.

## Recommendation

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. The Consumer Protection part of the Department of Markets and Consumer Protection comprises three services:
  - Animal Health
  - Port Health
  - Public Protection
2. The latter includes Environmental Health, Licensing and Trading Standards, all of which contribute to the work of the SCP, specifically the 2019- 22 SCP Strategic Plan outcomes of:
  - Acquisitive Crime – We will work to protect our businesses, workers, residents and visitors from theft and fraud with an emphasis on cyber-crime.
  - Anti-Social Behaviour – Respond effectively to behaviour that makes the City a less pleasant place.
  - Night Time Economy Crime and Nuisance – To ensure the City remains a safe place to socialise.
3. Whilst there are routine proactive and reactive responses to community needs, there is also a range of projects underway, details of which are provided below.

### **Current Position**

#### **Economic Crime**

The City of London Trading Standards Service (COLTSS) primarily works in partnership with others in support of the SCP's outcome to *protect our residents, workers, businesses and visitors from theft and fraud*.

4. COLTSS continues to support and actively participate in Operation Broadway, a joint project with the City of London Police, National Fraud Intelligence Bureau, National Trading Standards 'Regional Investigation Team', the Financial Conduct Authority, the Insolvency Service and HM Revenue and Customs. Operation Broadway aims to disrupt the activity of criminals engaged in investment fraud.
5. Key actions include:
  - a) Operation Broadway meetings continue to take place every two weeks, with partners sharing intelligence about possible fraudulent activity taking place within the City of London and surrounding Boroughs. Deployments then normally take place the following week to inspect premises and find out exactly what is going on. This leads to the gathering of intelligence and the opportunity is taken to investigate and disrupt the activities of businesses that may be involved in fraud. These visits are led by a Trading Standards Officer due to the powers of entry afforded to officers under the legislation that the service enforces. During the COVID-19



lockdown, meetings have continued to take place virtually and although it has not been possible to carry out physical visits, enquiries continue to be made by telephone and email.

- b) Trading Standards officers continue to speak to victims of investment fraud and many of the stories that we hear are heart breaking with life changing sums of money being lost. One recent case involved a gentleman who had lost £140,000. The voluntary Code of Practice that was introduced by the Payment Systems Regulator at the end of May 2019 continues to require banks to compensate customers that have fallen victim to what is called 'authorised push payment' fraud. Officers are now actively advising investment fraud victims who have lost money about this potential route to compensation with growing success. In the case of the gentleman who lost £140,000, the support provided by Trading Standards led directly to him recovering £100,000 for which he was extremely grateful.
- c) An emerging problem revolves around what are called 'lead generators.' Consumers who are looking to invest money into financial investment products like bonds very often carry out internet searches and are drawn to lead generator sites that offer attractive returns and "full protection". The lead generators pass on the consumer details to criminals who then carry out the hard sell. The lead generators pay money to internet search engines to appear at the top of any searches, but it is proving impossible to trace who they are. The lead generator websites are being taken down by the FCA and Op Broadway, but they very quickly set up again. Trading Standards are developing a project plan around this problem and intend to apply to the Community Safety Partnership for some funding.
- d) Trading Standards continue to maintain and build further good working relationships with mail forwarding businesses and serviced office providers in the City. It was recently discovered that some mail forwarding businesses who also act as company formation agents were being selective about the types of mail that they would forward to their clients. The consequence of this is that consumers who are trying to resolve legitimate problems by writing to the relevant business were simply having their mail returned. If a business has a registered office address, it is the view of Trading Standards that it must be possible for this mail to be successfully delivered. Funding of £6,000 was secured from National Trading Standards to seek Counsel's opinion about this practice which was received in May and every effort will be made by the City of London Trading Standards to drive changes in this sector. It is likely to be a long process, but it is an important national issue that needs to be addressed.
- e) Trading Standards has recently been involved in work being coordinated by the National Economic Crime Centre (part of the National Crime Agency). Information is being shared about Operation Broadway and the model has been used to help tackle fraud associated with COVID-19.
- f) Trading Standards have been investigating complaints from vulnerable job seekers who have responded to adverts offering employment. The reality is that the jobs do not exist, and job seekers have ended up paying hundreds of pounds for training courses that are a complete waste of time. This investigation is now complete and legal proceedings have been instituted. A three-week trial was scheduled to take place at the Central

Criminal Court in August 2020 but this has now been delayed until July 2021 due to pressures on the Court service caused by COVID-19.

- g) In the City, there very few retailers that sell knives. However, test purchasing using a 17-year-old was carried out during October 2019 and one of the retailers sold without asking any questions. This matter has now been investigated and legal proceedings have been instituted. The case was due to be heard at City Magistrates Court but that case too has been delayed due to COVID-19.

<b>2020/2021</b>	<b>2019/20 Total</b>	<b>Q1 Apr- Jun</b>	<b>Q2 Jul- Sep</b>	<b>Q3 Oct- Dec</b>	<b>Q4 Jan- Mar</b>	<b>Total</b>
<b>a. Op Broadway deployments</b>	<b>55</b>	<b>N/A</b>				
<b>b. Disruptions/interventions</b>	<b>3</b>	<b>3</b>				
<b>c. Adopted for further action by other agencies</b>	<b>23</b>	<b>1</b>				
<b>d. Contacts with 'enablers'</b>	<b>7</b>	<b>N/A</b>				
<b>e. RP07 forms submitted to Companies House by serviced office providers</b>	<b>7</b>	<b>N/A</b>				
<b>f. Website suspension requests</b>	<b>10</b>	<b>4</b>				
<b>g. Promotional / prevention activity - e.g. publicity campaigns, days of action, attendance at external events, press coverage</b>	<b>4</b>	<b>N/A</b>				

**NB:** *Figures for Q1 - Apr-Jun were not all available on this occasion.*

- h) With the onset of COVID-19 that led to lockdown in March 2020, new legislation was introduced by Government to close businesses. This legislation placed a responsibility on Local Authorities to enforce and the necessary authorisations were provided to Trading Standards Officers and Environmental Health Officers. The impact of lockdown meant that commuters no longer came into the City and most business premises closed down due to there being no customers. Trading Standards kept in close contact with CoL Police to deal with any intelligence that businesses may be opening illegally. A relatively small number of businesses were advised about the closure regulations and there were no breaches requiring prohibition notices to be issued or prosecutions to be commenced. The situation in the City was very different from the rest of London. Colleagues in many other Boroughs had a very different experience with businesses seeking to remain open illegally. One of the early issues highlighted by COVID-19 across the UK was price gouging and the marketing of PPE that was unsafe. This formed part of a COVID-19 campaign that was run by London Trading Standards  
<http://www.londontradingstandards.org.uk/campaigns/london-trading-standards-week-2020/>

## **Anti-Social Behaviour (ASB)**

6. The Public Protection Teams support the SCP outcome of tackling and responding to anti-social behaviour
7. Two issues that relate to the work of this committee that are being tackled by the Public Protection Service are:
  - Illegal Street Trading
  - Noise complaints service
8. The COVID-19 pandemic resulting in the lockdown of hospitality and workplaces in the City changed the nature of the antisocial behaviour issues the City was facing. Licensed premises ceased to be a source of complaint but construction noise complaints increased as did complaints about social distancing. The teams have worked hard to implement and educate as new guidance and Acts such as the Business and Planning Act 2020 have been released to support the easing of lockdown such as the granting of pavement licences and the extension of construction working hours.

## **Illegal Street Trading**

8. The Section 101 agreements with the London Borough of Southwark and the London Borough of Tower Hamlets are now in place; these allow the City to enforce against illegal trading just over the border into Southwark and Tower Hamlets, for example on the south side of Millennium Bridge and all of Tower Bridge.
9. All known hotspots were visited during lockdown and intelligence shared with partner agencies. Between 1<sup>st</sup> April 2020 and the 30<sup>th</sup> June 2020 there has been little evidence of illegal street trading. However, this has now picked up again as of August 2020 when the COVID-19 restrictions were eased and footfall slowly returned.
10. A number of cases are in the process of being taken to court which will be heard when courts resume a post Covid-19 level of hearings.
11. The operation has run throughout the year. Because of the foregoing and the continued on-street presence of Licensing Officers, illegal street trading has either been eliminated within the City of London and the bridges or stopped immediately the traders set up.

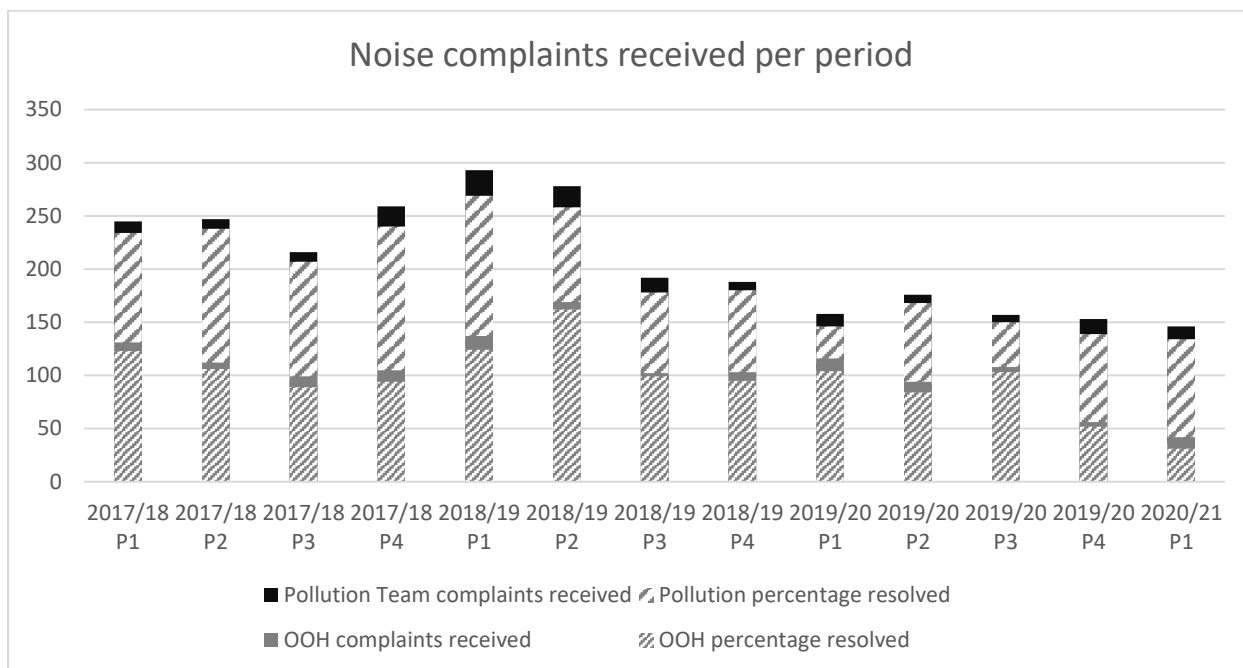
## **Noise Complaints Service**

12. The Pollution Team dealt with 153 noise complaints between 1<sup>st</sup> April 2020 and 30<sup>th</sup> June 2020 of which 92.5% were resolved. In addition, they also assessed and commented on 75 Planning and Licensing applications and 168 applications for variations of work outside the normal working hours. Comparatively in the same period for 19/20 the Pollution Team dealt with 158 noise complaints of which 93% were resolved.

13. The Out of Hours Service dealt with 42 complaints between 1<sup>st</sup> April 2020 and 30<sup>th</sup> June 2020 and response (visit) times were within the target performance indicator of 60 minutes in 76.19% of cases. Comparatively, in the same period for 19/20 the Out of Hours Service dealt with 116 complaints and response (visit) times were within the target performance indicator of 60 minutes in 90.09% of cases, and often only 30 minutes.
14. The Pollution Team served two S.61 Prior Consent Control of Pollution Act Notices and two S.61 consents between 1<sup>st</sup> April and 30<sup>th</sup> June 2020. In the same period for 2019/20 the Pollution Team issued one S.80 Environmental Protection Act 1990 notice, two S.61 (Prior consent) Control of Pollution Act Notices and three Section 61 consents.
15. The trends for total noise related complaints are set out in the tables below for information.

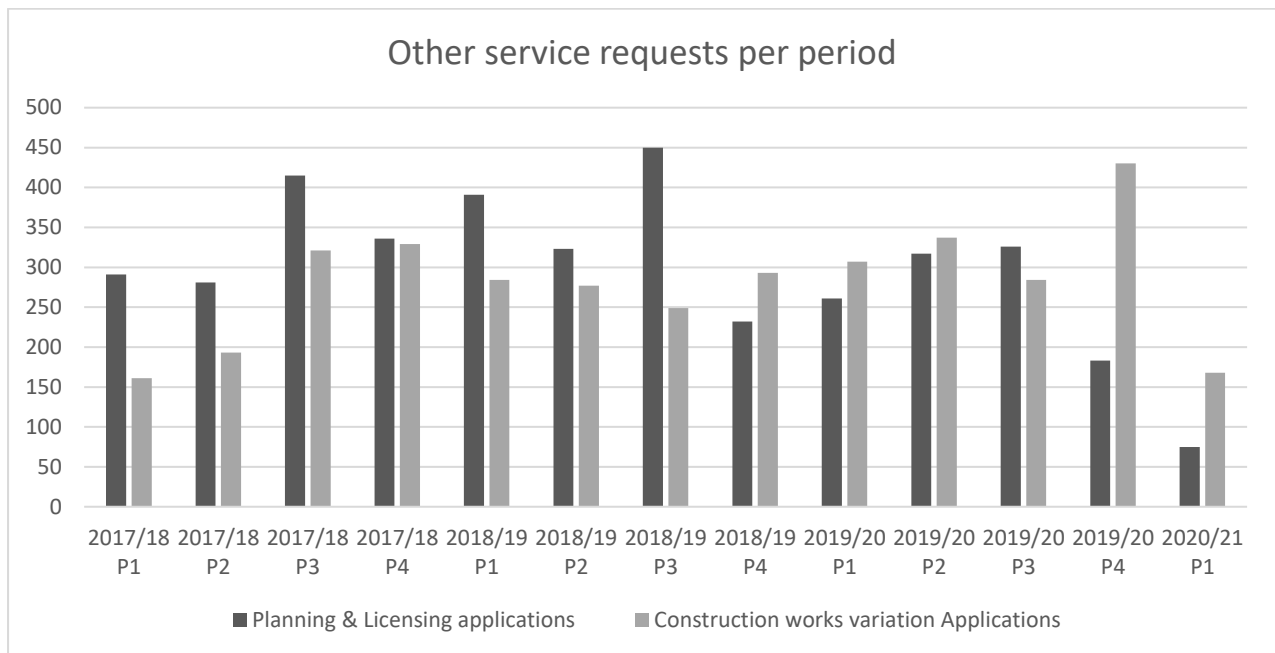
#### Noise Complaints

Year	Period	Pollution Team Noise complaints received	Percentage resolved	OOH Team Noise complaints received	Percentage resolved within KPI (60min)
2017/18	1	245	95.9%	131	94.9%
2017/18	2	247	96.4%	112	95.3%
2017/18	3	216	96.3%	99	90.9%
2017/18	4	259	93.8%	105	90.1%
2018/19	1	293	92.8%	137	91.5%
2018/19	2	278	93.9%	169	96.3%
2018/19	3	192	93.8%	102	98.2%
2018/19	4	188	96.3%	103	93.5%
2019/20	1	158	93%	116	90.9%
2019/20	2	176	96%	94	90.3%
2019/20	3	157	96.2%	108	96.5%
2019/20	4	153	91.5%	56	94.6%
2020/21	1	146	92.5%	42	76.1%



### **Noise Service Requests**

Year	Period	Planning & Licensing applications	Construction works variation Applications	S.60 Notices Issued	S.80 EPA Notices	S.61 Notices Issued	Consent
2017/18	1	291	161	2	0	0	1
2017/18	2	281	193	4	1	5	3
2017/18	3	415	321	0	1	12	1
2017/18	4	336	329	0	1	7	1
2018/19	1	391	284	0	0	5	8
2018/19	2	323	277	0	0	4	6
2018/19	3	450	249	1	1	6	7
2018/19	4	232	293	0	0	3	4
2019/20	1	261	307	0	1	2	3
2019/20	2	317	337	0	2	1	1
2019/20	3	326	284	0	2	3	3
2019/20	4	183	430	4	1	0	0
2020/21	1	75	168	0	0	2	2



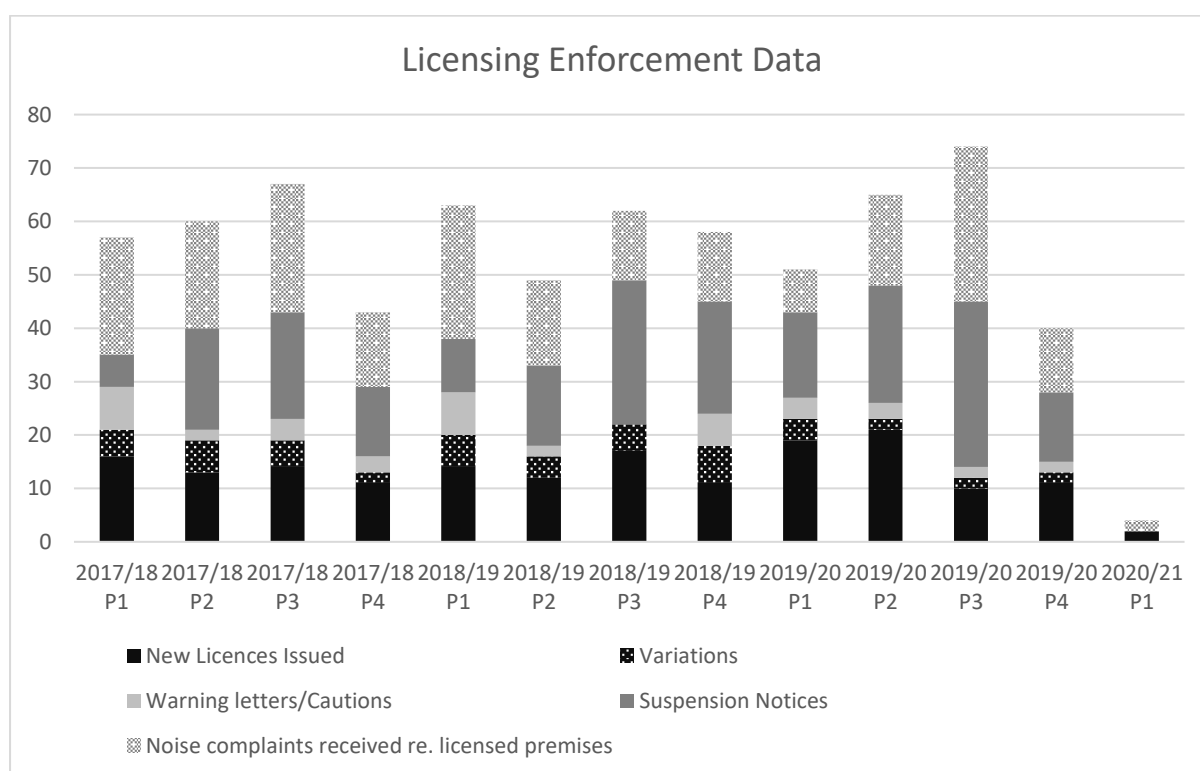
16. The Team continue to supply advice to construction sites in relation to the COVID-19 pandemic. Social distancing measures on site have reduced the amount of work that can be achieved and have changed working methods. Local authorities have been advised by Government to be sympathetic to applications by developers for increasing working hours and a formal process through the planning system has now been implemented through the Business and Planning Act 2020. The pollution team is working with Planning to manage and process these applications. No applications have been received to date under the new formal arrangements.

17. The pollution team continue to predominately work from home. Although a presence in the City is maintained through the Street Environment Officers and pollution team officers. Officers are also available to attend at short notice from home if required. Visits within premises are not generally undertaken but can be if essential, subject to the necessary risk assessments.

## Enforcement

18. The Licensing Team undertakes inspections and enforcement in relation to the Licensing Act 2003 and the table below shows the action taken regarding licensed premises over the last three years.

Year	Period	New Licences Issued	Variations	Warning letters/Cautions	Suspension Notices	Noise complaints received re. licensed premises
<u>2017/18</u>	1	16	5	8	6	22
<u>2017/18</u>	2	13	6	2	19	20
<u>2017/18</u>	3	14	5	4	20	24
<u>2017/18</u>	4	11	2	3	13	14
<u>2018/19</u>	1	14	6	8	10	25
<u>2018/19</u>	2	12	4	2	15	16
<u>2018/19</u>	3	17	5	0	27	13
<u>2018/19</u>	4	11	7	6	21	13
<u>2019/20</u>	1	19	4	4	16	8
<u>2019/20</u>	2	21	2	3	22	17
<u>2019/20</u>	3	10	2	2	31	29
<u>2019/20</u>	4	11	2	2	13	12
<u>2020/21</u>	1	2	0	0	0	2



19. The number of hearings and reviews remains at a low-level year on year. During the period 1<sup>st</sup> April and 30<sup>th</sup> June 2020, there has been one hearing, for the George and Vulture which had been postponed due to COVID-19 but was heard on 16

June . This was held remotely in accordance with the revised Coronavirus regulations for public meetings. There have been no requests to review a premises licence.

20. The 'RAG' risk assessment scheme operated by the Licensing Team with information from City Police, Licensing, Fire Brigade and Pollution Team has been frozen as of 31 March 2020 due to COVID-19 with no licensable activity permitted since 23 March 2020. On 30<sup>th</sup> June, one premises was flagged as red, three as amber and the rest all green in a total of 931 premises. Once premises reopened a Licensing committee decision was taken that was supported by the Licensing Liaison Partnership, to continue the scheme from the point it was frozen based on the usual rolling 6-month period.
21. Noise matters related to licensed premises remain low and are reported to the Licensing Committee. The number of noise complaints specifically associated with licensed premises is set out above with the Licensing Event Data to illustrate the trend over the last three years. The number is consistent with previous years and there is no indication of any overall increasing trend.
22. This supports the generally good findings of the 'RAG' assessments in the City, although on occasion a number of complaints are received about individual premises which then have targeted enforcement to resolve the issue.

### **Safety Thirst**

23. The Safety Thirst scheme is highly regarded by licensees in the City of London and many are keen to participate and to improve on their level of accreditation. All premises accredited in 2019 have been offered additional training and short seminars on relevant issues. The 2020 scheme has been deferred due to the COVID-19 pandemic. Given the financial challenges already experienced by the sector, the timeline for reopening and the likely burden to be placed on the industry in complying with new safety regulations, the scheme will not be run in the same way this year. As the scheme is the City's best practice scheme linked to the late-night levy discount, accreditation period will be extended from 12 months to 24 months for those premises accredited in 2019.
24. In 2019 there were 72 premises awarded in the categories of pass, commended and Highly commended.

The three overall winners were:

- The Gable Bar & Restaurant, winning it for the second year running.
- The Steelyard Nightclub
- Mrs Foggs Bar

### **Late Night Levy**

25. The amount of levy collected in 2018/19 was £463,000 and has provided a similar level of income to 2017/18 (£460,000), and 2016/17 (£454,000) suggesting there is still no disincentive against trading because of the levy. 70% of the levy, approximately £325,000 goes to the City of London Police for activities involving improving the impact of licensed activities on the night-time economy. The remaining 30% of the levy goes to the City Corporation. The 2019/20 levy income to date is broadly in line with previous years.



26. A report on the income and expenditure is provided annually to the Licensing Committee with the latest report considered at their 21<sup>st</sup> May 2020 meeting.
27. Areas of significant expenditure on the City Police portion of the levy continue to be the night time policing of licensed activities, an additional intelligence post in the City Police Licensing Team and the Police Licensing Inspector, which was agreed by the Licensing Committee at its October 2018 meeting. The levy provides ongoing support for the 'out of hours' noise service and additional cleansing activity. A further proactive noise and cleansing weekend service will commence in 2020 when premises are permitted to re-open. A levy supported project from Club Soda, that extends their scheme to encourage consumption of less alcoholic drinks and alcohol-free alternatives, continues to promote lower and non-alcoholic drinks at licensed premises in the City.

### **Corporate & Strategic Implications**

28. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2019 - 22, and its priorities and objectives.
29. The Markets and Consumer Protection Department contributed to the One Safe City Programme, was represented on the Safer Communities Board and will be part of the arrangements for the Secure City Programme.
30. The Department is also represented on other relevant Boards and Groups, including the Serious and Organised Crime Board.

### **Conclusion**

31. The Public Protection Service continues to support the priorities and objectives of the Safer City Partnership through routine work, but also via specific projects and contributions to plans and strategies.

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