

| | |
|--|---|
| Committee(s): | Date(s): |
| Homelessness and Rough Sleeping Sub-Committee Safer City Partnership Community and Children Services Committee Police Authority Board | 29 June 2020 7 July 2020 24 July 2020 29 July 2020 |
| Subject: The City of London Community Trigger Recommendations January 2020: Update on Action Plan Report | Public |
| Report of: David Mackintosh – Head of Community Safety | For Information |
| Report Authors: Valeria Cadena – Community Trigger Coordinator Jillian Reid – Anti-Social Behaviour and City Community MARAC Coordinator | |

Summary

This paper updates Members on the progress in adopting and implementing those recommendations developed during the January 2020 Community Trigger Review. Members will see actions identified have either been completed or are in progress.

Recommendation

Members are asked to note this report.

Main Report

The City of London Community Trigger Recommendations January 2020: Update Report

1. On the 12 December 2019, a City of London resident contacted the City of London Corporation's ("*the Corporation*") Community Safety Team (CST), requesting the activation of an Anti-Social Behaviour (ASB) Case Review. This process is more commonly referred to as the 'Community Trigger'.
2. The Community Trigger¹ is a 'safety net' which provides victims and communities of persistent ASB, the right to demand local relevant bodies review how they have responded to an incident(s) of ASB where they reach a defined threshold².
3. The Community Trigger is, effectively, a case review for victims of ASB or hate crime, which brings together various statutory and non-statutory agencies to:

¹ Appendix 1

² In the City of London, the threshold for the activation of a Community Trigger is three qualifying unresolved complaints of anti-social behaviour in a six-month period.

- formulate a joined up, problem-solving approach for the victim(s) and perpetrator(s) from the activated Community Trigger case
 - identify current service provision gaps and devise long-term holistic recommendations to improve current responses to ASB between and within partnership agencies
4. In this case the complainant had reached the threshold for the activation of the Community Trigger with several qualifying complaints. Over an extended period the complainant had reported incidents of ASB to various agencies. The incidents were occurring in close proximity to the complainant's home address.
 5. The individual routinely screamed and shouted abusive language throughout the night and displayed aggressive, abusive and intimidating behaviour towards residents and people frequenting the gym in the local area. The City of London Police ("City Police") routinely attended callouts to the location and liaised with the individual. However, these interventions did not resolve the issues. Other agencies were also involved.
 6. The Community Trigger request was received shortly before the Christmas holidays. Contact was immediately made with the complainant but the limited availability of staff and key partners over this period meant the formal Community Trigger meeting didn't take place until 7 January 2020 at the Guildhall.
 7. Existing and ongoing work, plus the additional information relating to the case provided via the Community Trigger enabled some agencies to take immediate action to safeguard the vulnerable individual involved in the ASB incidents prior to the meeting of 7 January.
 8. In keeping with the guidance on conducting a Community Trigger an external Chair was appointed to oversee the case, this being the Head of Community Safety for the London Borough of Westminster.
 9. All partnership stakeholders connected to this specific Community Trigger case provided information on their involvement and were represented at the meeting of 7 January. These included:
 - City of London Police
 - Westminster Drug Project
 - St Mungos
 - The Corporation's Homelessness and Rough Sleeping Team
 - The Corporation's Adult Social Care
 - East London Foundation Trust Adult Mental Health Services
 - The Corporation's CST
 - The Corporation's Pollution Team

10. The Community Trigger review revealed a case more complex and challenging than had been visible to individual agencies. The individual responsible for the ASB incidents had multiple complex needs and significant vulnerabilities. Actions to strategically problem-solve the situation were drawn up (actions detailed below) and agreed at the meeting, as well as recommendations to the agencies present to help improve responses to ASB in the City.
11. The Community Trigger highlighted the need for an improved and more effective multi-agency and coordinated partnership response, to safeguard our communities.

Next Steps

12. The CST and Community Trigger Coordinator will continue to supervise the progress of the recommendations and feedback to relevant committees any challenges that emerge.
13. This incident revealed the need to improve responses to ASB issues, especially where there are significant vulnerability factors. The agencies and partners involved in this case are continuing to collaborate to embed the learning and improve processes.

Appendices

- Appendix 1 – Action Plan and Update
- Appendix 2 – The ASB Case Review/ Community Trigger Process Chart

References

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

(Accessed 15th June 2020)

Valeria Cadena-Wrigley

Community Safety Officer – Community Trigger Coordinator

T: 020 7332 1272 / E: valeria.cadena-wrigley@cityoflondon.gov.uk

Jillian Reid

Anti-Social Behaviour and City Community MARAC Coordinator

T: 020 7332 3549 / E: jillian.reid@cityoflondon.gov.uk

Recommendations update and progress

Below the update on progress of the recommendations generated during the January 2020 Community Trigger

| AGENCY: City of London Corporation Adult Social Care | | |
|---|---|---------------|
| ACTIONS | UPDATE | STATUS |
| Record all information of visits and interventions with Victims and perpetrators specially when they do not have an address. If their system does not allow it - they can use ECINS for specific cases | MOSAIC is the case management system utilised by Adult Social Care for all case recording | GREEN |
| Have at least one of the representatives to the CCM to be of a Team Manager or someone who can make decisions for the team including mental health | A Service Manager, Team Manager or Senior Social Worker is to attend the CCM wherever possible. This was agreed under the March 2020 revised CCM Terms of Reference | GREEN |
| COMMENTS At the time of the Community Trigger, the Corporation's Adult Social Care explained that they could not create or record details of their interactions with individuals who were of No Fixed Abode on MOSAIC. Since then, Adult Social Care has clarified that MOSAIC now permits Social Care staff to record information pertaining to an individual without a fixed address. | | |

| AGENCY: City of London Corporation Homelessness and Rough Sleeping Team | | |
|---|--|---------------|
| ACTIONS | UPDATES | STATUS |
| To consider not only the wellbeing of the person sleeping rough, but also the impact these individuals can have to the community and residents | Cases whereby agencies have concerns for the wellbeing of a rough sleeper, or the community in which a sleep site is situated, are flagged and discussed during the multi-agency and Corporation led <ul style="list-style-type: none"> • Rough Sleeping Task and Action Group • High Impact Rough Sleeping Site panel • Rough Sleeping and Mental Health panel | GREEN |
| Persistent cases that includes antisocial behaviour, especially the ones that have been a problem for more than a year, should be referred to the CCM | The Corporation's Rough Sleeping Coordinator and City Outreach staff have referred high risk and complex cases into the CCM | GREEN |

| | | |
|--|--|--------------|
| To create ECINS locations cases for areas where antisocial behaviour and substance misuse by people sleeping rough affect the community | The ASB and CCM Coordinator creates cases on ECINS for locations where ASB and rough sleeping is affecting the community | GREEN |
| COMMENTS There is an increased understanding of the role of the City Community MARAC (CCM). Work is ongoing to promote awareness of its role and improve its functions. | | |

| AGENCY: City of London Police | | |
|---|--|---------------|
| ACTIONS | UPDATES | STATUS |
| Record all activities and encounters with victims, perpetrators and witnesses in Police system. Improve their recording systems, processes and recording culture | The City Police Rough Sleeping lead attends the Rough Sleeping Task and Action Group and high Impact Rough Sleeping Site panel. Information disclosed by partners during this meeting, which may require Police assistance, are placed on the City Police intelligence system by this Officer. Further updates awaited on recording of incidents/concerns. | AMBER |
| Community Protection Warnings and Notices to be recorded in ECINS partnership system, so other agencies know that this exists and can contact the Police about cases when necessary | The ASB and CCM Coordinator has agreed to upload Community Protection Warnings and Notices issued by the City Police onto ECINS | GREEN |
| Criminal Behaviour Orders (CBO) applications rejected by the CPS to be referred to the CCM for partnership problem-solving | The Integrated Offender Management (IOM) Team is the City Police's dedicated resource for CBO applications. Information regarding the CCM and its referral process have been supplied to the IOM | AMBER |
| Communities team to be aware of the CCM and how to make referrals for it. | In February 2020, the ASB and CCM Coordinator gave a presentation detailing the CCM and its referral process to the City Police Communities Team | GREEN |
| Persistent cases, especially the ones that have been a problem for more than a year should be referred to the CCM | The City Police have been informed of the benefits of the CCM as a useful tool in problem-solving persistent complex cases and reducing re-victimisation | GREEN |
| At least one of the representatives to the City Community MARAC to be of a level of inspector or above, as agreed by the Safer City Partnership Members | Under the agreed revised 2020 CCM Terms of Reference, as in the original a City Police Chief Inspector (or deputised Inspector) co-Chairs the panel alongside the Head of CST | GREEN |
| COMMENTS | | |

- The City Police Communities CIs Ray Marskell and Christopher Hayes, have agreed to continue to co-Chair the CCM, until the new Partnership Inspector has been appointed (expected September 2020)
- The CCM has received referrals from the City Police Public Protection Team

| AGENCY: East London Foundation Trust Adult Mental Health Services | | |
|--|--|---------------|
| ACTIONS | UPDATES | STATUS |
| Share information about multi-agency cases in ECINS partnership system (Accounts will be created by the CST) This can be used to share results of assessments when the Police or other agencies are waiting for the information in order to act. | A small number of ECINS user accounts have been created for those working in mental health services for the City. The CST are awaiting further details of key personnel to create additional accounts. | AMBER |
| Work will also be ongoing to develop more flexible ways of working more flexibly with Outreach and Parkguard to allow earlier identification and intervention | City Outreach staff, Parkguard and Denise O'Grady regularly conduct multi-agency patrols | GREEN |
| COMMENTS | | |
| <ul style="list-style-type: none"> • The City of London is one of the beneficiaries of the new Rough Sleeping and Mental Health Programme (RAMHP) project. Mental Health professionals from RAMPH regularly visit clients on the street, who may have underlying mental health issues and signpost or escalate them through mental health services for support or assessment. • The CST are pursuing a nominated SPOC from mental health services to attend the CCM and other multi-agency panels where individuals with complex needs are discussed | | |

| AGENCY: St Mungos and City Outreach | | |
|--|--|---------------|
| ACTIONS | UPDATES | STATUS |
| To investigate how can the Streetlink calls that contain information about antisocial behaviour can be passed either to the Police or the Rough Sleeping Team for them to get in touch with the right teams. | The St Mungos and City Outreach team have been made aware that information from Streetlink alerts from the public concerning ASB should be escalated to the Rough Sleeping Coordinator or the City Police. This is done through tasking and on a case by case basis. | AMBER |
| Explore the possibility of using ECINS partnership system to record ASB, even if this is only about location and sanitised information | The Community Trigger Coordinator has provided all the necessary documents requested by the St Mungos Information Security Team to enable City Outreach staff to share information through ECINS. | AMBER |
| COMMENTS | | |

- Due to the present COVID19 pandemic and current human resource constraints, St Mungos have stated that in the future, they will revisit seeking approval for City Outreach to use the ECINS information sharing system.
- Although St Mungos City Outreach staff do not yet have approval to employ ECINS for information sharing purposes, the Corporation's Rough Sleeping Coordinator has access to the system and is able to input information develop cases linked to the service.

| AGENCY: City of London Corporation Community Safety Team | | |
|--|--|---------------|
| ACTIONS | UPDATES | STATUS |
| Promote the use of the DA MARAC and CCM with the Police, St Mungos Outreach, Adult Social Care and any other teams that need to understand how to make better use of partnership work | Between February and March 2020, the ASB and CCM Coordinator hosted a series of presentations and workshops with several partners, which highlighted the CCM as a useful tool in managing risk through a coordinated multi-agency and partnership approach | GREEN |
| Create ECINS partnership system accounts for Denise O'Grady and St Mungos team | An ECINS user account has been created for Denise O'Grady. St Mungo's have not yet provided approval for their staff to use ECINS. | AMBER |
| COMMENTS | | |
| <ul style="list-style-type: none"> • An ECINS user account has been created for Denise O'Grady. However, no feedback has yet been received denoting her utilisation of the system. • In August 2020, the DAMARAC and ASB and CCM Coordinators will be presenting 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). | | |

The ASB Case Review/Community Trigger

