

Committee(s) Safer City Partnership	Dated: 15 September 2017
Subject: Case Review Following a Serious Incident: Home Office response and final outcome	Public
Report of: David MacKintosh Head of Community Safety	For Decision

Summary

In October 2015 a City resident died whilst in a relationship. City of London Police launched an investigation due to the nature of the incident.

Using the definition and guidance set by the Home Office the decision was made by the Chairman of the Safer City Partnership (SCP) to conduct a Domestic Homicide Review (DHR).

A Domestic Homicide Review Panel commenced however the protocol for a DHR ceased to apply in June 2016 and the name of the Panel changed the name of the review to 'Case Review Following a Serious Incident'.

The Panel produced a report outlining learning for the Corporation, signed off by the SCP in September 2016 and sent it to the Home Office for review by their Quality Assurance Panel.

On 23 May 2017, the Home Office Quality Assurance Panel met. This report details the response from their review and actions for the SCP.

The Committee are asked to:

- a) Read the comments and considerations from the Home Office Quality Assurance Panel and agree the response;
- b) Agree to publish the outcomes of the Case Review Following a Serious Incident, via the Safer City Partnership papers, on the City of London Corporation website;
- c) Review the progress of the action plan for implementing the learning recommendations created by the Case Review Following a Serious Incident Panel, found in Appendix 1.

Main Report

1. On 23 May 2017, the Home Office Quality Assurance Panel met and reviewed the report sent by the Safer City Partnership.
2. The Panel concluded the report was well written, clear and good practice was identified. In particular, the Panel commended the Corporation's decision to continue the review despite the verdict concluded by the Coroner.
3. The Panel stated some aspects of the report could benefit from more analysis and suggested the following considerations for the Safer City Partnership:
 - a. Given there was no evidence of foul play in relation to the death, the Panel felt it may help to contextualise the review if there was a brief explanation at the beginning of the report of why the Domestic Homicide Review was converted into a Case Review Following a Serious Incident;
 - b. The structure of the report does not adhere to the format suggested in the statutory guidance and this made the narrative difficult to follow. Combining the chronology rather than repeating events through the agency would have allowed the reader to more easily follow the sequence of events;
 - c. The Panel felt that the section in the report which considers barriers to accessing services could have been wider in scope than just language. For example, discussion on cultural issues affecting immigrants perceptions of, and access to, services could have identified additional learning and may have highlighted additional risk factors associated with these barriers;
 - d. It may assist the readers' understanding if there was more analysis on the risk assessments undertaken by the police which identified the deceased as standard risk on three separate occasions;
 - e. Please review the recommendations as the report contains 11 whereas the plan lists 12.
4. The Community Safety Team liaised with Standing Together Against Domestic Violence and the Chair who conducted Review Panel and authored the report to the Home Office.
5. The following table details the Community Safety Teams response to the Home Office considerations:

Home Office consideration	Lead Agency	Response from the Corporation
Contextualise the review producing a brief explanation at the beginning of the report of why the Domestic	Standing Together Against	A concern was raised by the Case Review Panel Chair that to take this consideration

<p>Homicide Review was converted into a Case Review Following a Serious Incident.</p>	<p>Domestic Violence</p>	<p>forwards could potentially identify the parties involved and the case under review was not a homicide.</p> <p>For this reason the text in the report will remain as it is written.</p>
<p>Consider changing the structure of the report to the format suggested in the statutory guidance.</p>	<p>Standing Together Against Domestic Violence</p>	<p>The structure of the report that was used followed the same layout as previous reports authored by the Chair.</p> <p>This consideration will be noted as a learning point for future reference.</p>
<p>The section on barriers to accessing services could have been wider in scope than just language. For example, discussion on cultural issues affecting immigrants' perceptions of, and access to, services could have identified additional learning and may have highlighted additional risk factors associated with these barriers.</p>	<p>Standing Together Against Domestic Violence</p> <p>Domestic Abuse & Sexual Violence Forum</p>	<p>This was addressed in sections 3.7.2 and 4.1.3 of the Panel report.</p> <p>This consideration will be taken forward by the City of London Domestic Abuse and Sexual Violence Forum who will be reviewing text to be inserted in all domestic abuse policies at its meeting on 22 September.</p>
<p>To assist the readers' understanding, offer more analysis on the risk assessments undertaken by the police which identified the deceased as standard risk on three separate occasions</p>	<p>Standing Together Against Domestic Violence</p>	<p>The risk assessments relating to this case were all standard risk which means, at the time, the individual and their information would not have been shared with other agencies.</p> <p>Since the time when those risk assessments were conducted, the City of London Corporation and City of London Police have reviewed the processes and thresholds in relation to the Multi-Agency Risk Assessment Conference (MARAC). Under the current protocol, a MARAC referral would be made based on the individual being a</p>

		repeat victim. The MARAC Operating Protocol has been communicated to all MARAC members.
Review the recommendations as the report contains 11 whereas the plan lists 12	Community Safety Team	This was a clerical error where recommendation 4 (which has two parts) was separated for clarity to the reader however a formatting oversight allowed the creation of two recommendations (4 and 5) where there should have been just one.

Next steps

6. This paper detailing the outcome of the Case Review Following a Serious Incident will be published on the City of London website and a copy of the URL will be sent to the Home Office.
7. The Domestic Abuse & Sexual Violence Forum will deliver the remainder of the Safer City Partnership Case Review Action Plan through its Forum meeting on 22 September.
8. All Corporation and Police policies relating to domestic abuse will have clear advice included in them on how to provide accessible services. This advice will be reviewed and signed off at the September Forum.

Decisions

9. The Committee are asked to:
 - a) Read the comments and considerations from the Home Office Quality Assurance Panel and agree the response;
 - b) Agree to publish the outcomes of the Case Review Following a Serious Incident, via the Safer City Partnership papers, on the City of London Corporation website;
 - c) Review the progress of the action plan for implementing the learning recommendations created by the Case Review Following a Serious Incident Panel, found in Appendix 1.

For more information on any matters in this paper contact:

David MacKintosh, Head of Community Safety,
David.Mackintosh@cityoflondon.gov.uk

Appendix 1: Safer City Partnership Case Review Action Plan – **SEPTEMBER 2017** update

Recommendation	Lead Agency	Work to date	Target date	Status
<p>1. Victim Support, City of London Police and the City of London Corporation Domestic Abuse Coordinator to agree a process for domestic abuse referrals from Police to Victim Support.</p>	<p>Victim Support, City of London Police</p>	<p>Victim Support reviewed all cases that had come from City of London Police to their main service rather than to the Vulnerable Victim Advocate. There was one case that was identified and they have been offered the support of the VVA.</p> <p>In order to refer a case from City of London Police to the VVA, consent is required. For those cases where consent is not given by victims then a list of pan-London and national support services are provided.</p>	<p>February 2017</p>	<p>Complete</p>
<p>2. City of London Police to do a dip sample audit of withdrawal statements to ensure that they have all been taken by PPU Officers where this was practical and possible.</p> <p>To identify what action is (or should be) taken when PPU Officers have concerns over a victim's safety when withdrawal statements are made.</p> <p>To make a report on</p>		<p>This information will come to the Domestic Abuse and Sexual Violence Forum from March 2017, along with data from other departments and services to provide a holistic view of victims and their needs in the City.</p>	<p>March 2017</p>	<p>Complete</p>

<p>the findings to the Safer City Partnership, via the Domestic Abuse & Sexual Violence Forum.</p>				
<p>3. When Victim Support report to the Safer City Partnership on the progress of their recommendations, to include in those reports the outcomes of the recommendations and their effectiveness (or what further action is being taken if not effective).</p>	<p>Victim Support</p>	<p>The method for capturing and delivering this information has already been created by Victim Support.</p> <p>This information will start to come to the Domestic Abuse and Sexual Violence Forum from March 2017, along with data from other departments and services to provide a holistic view of victims and their needs in the City.</p>	<p>February 2017</p>	<p>Complete</p>
<p>4. Domestic Abuse & Sexual Violence Forum to hold a discussion on which agencies collect, and use, individual's email addresses when they are known to be victims/survivors of domestic abuse.</p> <p>To agree a common, safe approach to the use of a victim's email</p>	<p>City of London Domestic Abuse & Sexual Violence Forum</p>	<p>This will be delivered as part of a safer communication workshop at the City of London Domestic Abuse & Sexual Violence Forum on 22 September 2017.</p> <p>A good practice brief will be developed using the expertise of our membership and be distributed to service providers in the City.</p> <p>The outcome of this workshop will be reported to the SCP at the December Committee.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

addresses for contact.				
<p>5. Homelessness and rough sleeping team to share the learning from this Review (anonymously) that, where the team becomes aware an individual is at risk from a perpetrator of domestic abuse that staff take action in relation to that individuals safety; through contact with the Police, other Corporation departments, or the Corporation Domestic Abuse Coordinator.</p>	<p>Department of Community and Children's Services</p>	<p>This has been achieved with the delivery of the City of London domestic abuse referral pathway which is used by staff in the Homelessness and Rough Sleeping Team.</p>	<p>January 2017</p>	<p>Complete</p>
<p>6. Domestic Abuse Forum to review the ways in which its members can identify, 'flag' (i.e. mark on their systems) and respond to repeat victims; and to report to the Safer City Partnership on any actions taken as a</p>	<p>City of London Domestic Abuse & Sexual Violence Forum</p>	<p>This will be delivered as part of a safer communication workshop at the City of London Domestic Abuse & Sexual Violence Forum on 22 September 2017.</p> <p>A good practice brief will be developed using the expertise of our membership and be distributed to service providers in the City.</p> <p>The outcome of this workshop will be reported to the SCP at the December Committee.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

result of the review.				
<p>7. Safer City Partnership to ensure that the planned work to engage local businesses on their response to domestic abuse incorporate the learning from the review in relation to need for specific domestic abuse HR policies that also include responses to agency staff.</p>	<p>City of London Domestic Abuse & Sexual Violence Forum</p>	<p>In order to progress this, the action has been included in the City of London Domestic Abuse & Sexual Violence Action Plan and will be taken forward using DCCS and Police Communications Teams.</p>	<p>January 2017</p>	<p>Complete</p>
<p>8. Safer City Partnership to establish the demographics of the resident population and review planned communications material and messages to ensure that messages are developed that are inclusive of the perspectives and needs of minority ethnic populations.</p>	<p>Community Safety Team</p>	<p>Local demographic data has been included in the City of London Violence Against Women and Girls strategy. This will be used when developing all campaign material linked to VAWG in the City.</p>	<p>March 2017</p>	<p>Complete</p>

<p>To utilise existing research, and specialist service expertise, to support this.</p>				
<p>9. Existing and new City of London Corporation domestic abuse policies to include information on the barriers many people face in reporting domestic abuse, including not speaking English as a first language.</p> <p>To highlight to all practitioners that even if an individual appears to speak English well, they may still feel language as a barrier to access all services and that translation services should be offered. For all departments to report to the Safer City Partnership on how their policies cover this.</p>	<p>City of London Domestic Abuse & Sexual Violence Forum</p>	<p>This has been included in the Domestic Abuse & Sexual Violence Strategic Action Plan 2017-19.</p> <p>Text has been drafted and will be reviewed by the City of London Domestic Abuse and Sexual Violence Forum before being inserted in all City of London Corporation and Police domestic abuse policies with an explanation to staff to its relevance and impact.</p> <p>The finalised text will be reported to the SCP at the December Committee through the Forum quarterly report.</p>	<p>March 2017</p>	<p>After the Forum meeting in September this action will be complete.</p>

<p>10. Domestic Abuse and Sexual Violence Forum will provide an update to the Safer City Partnership on the implementation and outcome of the training for staff on 'do it yourself' injunctions and for the Forum to receive updates on the use of DVPN/O's.</p>	<p>Community Safety Team, City of London Police</p>	<p>Training on DIY injunctions have been organised within the Department of Housing for staff to attend. This training will commence in December 2017.</p> <p>The Forum will continue to provide updates on training to the Safer City Partnership via its quarterly report.</p> <p>The Head of Public Protection carries out an analysis of Domestic Violence Protection Notices/Orders on a quarterly basis as part of their regular reporting to the Domestic Abuse and Sexual Violence Forum.</p>	<p>March 2017</p>	<p>With existing reporting mechanism in place from the Forum to the SCP Committee - this action is complete</p>
<p>11. Safer City Partnership to ensure that the new Information Sharing Protocol covers the need for information sharing to be purposeful, documented and for all those involved in a specific incident of information sharing to be clear on their role and what actions they are expected to complete following the information being shared.</p>	<p>Community Safety Team</p>	<p>The Information Sharing Protocol used by the Safer City Partnership is currently under development with the City of London Comptrollers.</p> <p>A verbal update will be given at the Committee meeting on 15 September.</p>	<p>March 2017</p>	<p>Completion date outstanding</p>