



## Safer City Partnership Strategy Group

**Date:** MONDAY, 14 NOVEMBER 2016  
**Time:** 11.00 am  
**Venue:** COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL  
**Members:** Deputy Douglas Barrow (Chairman)  
Peter Lisley (Deputy Chairman)  
Peter Dunphy  
Ade Adetosoye  
Jon Averbs  
John Simpson (London Fire Brigade)  
Kate Cinamon (Probation Service)  
Bob Benton (City Business Representative)  
Jocelyn Griffith (City of London Magistrates Court)  
William Jordan (British Transport Police)  
Graham Littlewood (The Guinness Partnership)  
Richard Woolford (City of London Police)  
Don Randall (City of London Crime Prevention Association)  
Mark Scott (NHS City and Hackney CCG)  
Lucy Sandford (Voluntary Sector)

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**Lunch will be served in Guildhall Club at the rising of the Committee**  
**NB: Part of this meeting could be the subject of audio or video recording**

**John Barradell**  
**Town Clerk and Chief Executive**

## AGENDA

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**  
Minutes of the meeting held on 23 September 2016.  
**For Decision**  
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS**  
Report of the Town Clerk.  
**For Information**  
(Pages 9 - 10)
5. **ROAD SAFETY UPDATE**  
The Assistant Director (City Transportation) to be heard.  
**For Information**
6. **DOMESTIC ABUSE & SEXUAL VIOLENCE FORUM QUARTERLY REPORT**  
Report of the Director of Community and Children's Services.  
**For Information**  
(Pages 11 - 16)
7. **THE CITY & HACKNEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT**  
Report of the City and Hackney Safeguarding Adult's Board.  
**For Information**  
(Pages 17 - 66)
8. **HEALTH AND WELLBEING UPDATE**  
The Director of Community & Children's Services to be heard.
9. **SUICIDE PREVENTION UPDATE**  
Report of the Director of Community and Children Services.  
**For Information**  
(Pages 67 - 70)
10. **LONDON FIRE BRIGADE (TO FOLLOW)**  
Report of the Borough Commander, London Fire Brigade  
**For Information**  
(To Follow)
11. **COMMUNITY SAFETY TEAM UPDATE**  
Report of the Community Safety Manager  
**For Information**  
(Pages 71 - 86)
12. **CASE REVIEW FOLLOWING A SERIOUS INCIDENT: ACTION PLAN UPDATE**  
Report of the Community Safety Manager.  
**For Information**  
(Pages 87 - 94)

13. **PUBLIC PROTECTION SERVICE UPDATE**  
Report of the Port Health & Public Protection Director  
**For Information**  
(Pages 95 - 106)
14. **CITY OF LONDON POLICE UPDATE**  
Report of the City of London Police  
**For Information**  
(Pages 107 - 122)
15. **LATE NIGHT LEVY POLICE FUNDING**  
Report of the Commissioner of Police.  
**For Information**  
(Pages 123 - 126)
16. **ANY OTHER BUSINESS**

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## SAFER CITY PARTNERSHIP STRATEGY GROUP

Friday, 23 September 2016

**Minutes of the meeting of the Safer City Partnership Strategy Group held at the Guildhall EC2 at 2.00 pm**

### **Present**

#### **Members:**

Deputy Douglas Barrow (Chairman)  
Peter Dunphy  
Jon Averbs  
Graham Littlewood, The Guinness Partnership

John Simpson, London Fire Brigade  
Bob Benton, Business Representative  
Lucy Sandford, Voluntary Sector  
Paul Eskriett, Crime Prevention Association (rep. Don Randall)

#### **Officers:**

Fern Aldous	-	Town Clerk's Department
Alex Orme	-	Town Clerk's Department
David MacKintosh	-	Town Clerk's Department
A/Supt. Hector McKoy	-	City of London Police
Superintendent David Evans	-	City of London Police
A/Supt. Teresa Russell	-	City of London Police
Inspector Simon Douglas	-	City of London Police
Tirza Keller	-	Community and Children's Services
Chris Pelham	-	Community and Children's Services
Chis Butler	-	One Safe City
Gary Griffin	-	One Safe City

### **1. APOLOGIES**

Apologies were received from Peter Lisley, Ade Adetosoye (represented by Chris Pelham), Richard Woolford (represented by A/Supt. Hector McKoy), Don Randall (represented by Paul Eskriett), Mark Scott and Kate Cinamon.

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

There were no declarations of interest.

### **3. MINUTES**

**RESOLVED** – That the minutes of the meeting held on 6 June 2016 were approved as an accurate record, subject to the following amendment:

“The Licensing Officer and the Community Safety Manager agreed to report to the Licensing Committee and the Safer City Partnership in November”

*To become* “The Licensing Officer and the Community Safety Manager agreed to report to the Licensing Committee and the Safer City Partnership in February following a review of the scheme in November.”

#### 4. **OUTSTANDING ACTIONS**

The Committee received a report of the Town Clerk outlining actions outstanding from the previous meetings. The following updates were noted:

- The Community Safety Manager confirmed that TfL continued to fund the Thursday and Saturday nights of the taxi marshalling scheme at Liverpool Street Station, with Thursday and Friday still being provided for at Cornhill. There had been no complaints against the withdrawal of the Corporation funding and no issues had arisen.
- It was reported that POCA would not be supporting a further bid

#### **RECEIVED**

#### 5. **LONDON FIRE BRIGADE UPDATE**

The Committee received an update from the London Fire brigade reporting their recent activities. The following points were noted:

- The Fire Brigade were performing well against challenging targets.
- Only one enforcement notice had been served between 1 April and 30 June 2016 ( the comparison to Tower Hamlets was noted)
- A new interim Commissioner had been appointed and would begin in her role from January 2017.

#### **RECEIVED**

#### 6. **COMMUNITY SAFETY TEAM UPDATE**

The Committee received a report of the Community Safety Manager detailing activity undertaken since their last meeting. It was reported that the new Safer City Partnership plan had been printed (and was available at the meeting), further copies available upon request. The Community Safety Manager confirmed that progress against the desired outcomes laid out in the plan would be monitored.

- Training for staff dealing with Anti-Social behaviour had been delivered
- Uptake for Prevent training amongst staff was low. It was being discussed if the training should be made mandatory. The strategy was being updated and the option of expanding the programme to businesses in the City would be explored.
- John Simpson, London Fire Brigade, had been appointed as the Chair of the Serious Organised Crime Board, the Terms of Reference of which were set out in the report. The Chairman questioned the process for the appointment of the Deputy Chairman, and the Community Safety Manager agreed to bring a proposal to the next meeting of the group.
- The effectiveness of an Alcohol Recovery Centre due to be trialled in the City over the coming Christmas period would be monitored
- It was confirmed that details of forthcoming CST activities would be available online. A Member from The City of London Crime Prevention Association suggested the Association could help promote awareness of these and SCP priorities and this was supported by Members.

### Resident Engagement

The proposal to hold four resident engagement surgeries a year alongside the relevant ward member was supported by Members. A quarterly report would be presented to the Committee detailing issues that arose at the surgeries.

## **RECEIVED**

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

Members considered a report of the City of London Police updating them on recent significant activity. The following points were noted:

- It was anticipated that the “16 days of action” would lead to a reduction in the domestic violence figures.
- A Licensing action week would be taking place to tackle licensing infringements.
- Preventative action was being taken to lower the amount of Cycle Thefts, including bicycle marking and cycle mounted officers
- The proactive Operations in place to tackle anti-social behaviour, Operation’s Acton, Alabama and Fuze, were all going well.

### St Mungo’s Helpline

The Chairman questioned the reliability of the St Mungo’s telephone line, following an incident with a homeless person in the City. It was agreed that helpline numbers needed to have a positive response, so callers knew what action, if any, was being taken. The Director of Community and Children’s Services undertook to investigate the issue.

### Noise Complaints

The Director of Port Health and Public Protection questioned the City of London Police’s handling of noise related incidents at licensed venues, and whether the information was reliably shared with the licensing and public protection departments. The Acting Superintendent reported that such incidents were dealt with alongside premises management, and as such were recorded as “interventions”, so would not be denoted as noise related in the records. It was agreed that the Police would better liaise with the Licensing Department on noise related incidents going forward.

There was a further discussion on how effectively staff at licensed venues challenged people in their premises who were obviously intoxicated. It was reported that 702 licensing visits had been carried out by the City of London Police and it was clear that this was not happening as effectively as it could be. Incidents were treated as a training/staff management issue; it was felt that premises understood that a failure to comply threatened their license.

The Member representing Business in the City confirmed that licensed premises did work together to guard against intoxicated groups from gaining entry to venues.

### Offers

There was a concern that an increase in offers and deals on alcohol were contributing to the problem of anti-social behaviour. It was felt that these were difficult to tackle as were always carefully worded and operated within the licensing objectives of the venue.

## **RECEIVED**

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

The Committee considered a report of the Director of Port Health and Public Protection providing an update on the work of the department since the last meeting. A contextual appendix to the report was tabled.

#### Illegal Street Trading

It was felt that there needed to be a political buy-in from Southwark to combat the issue of illegal street trading, especially illegal nut sellers. It was agreed that illegal street trading could be linked to other crime, although here was no evidence of illegal substances being sold.

The Chairman asked that the tables laying out the statistics in relation to enforcements be depicted with graphs that compared the different seasons year on year in future iterations of the report.

## **RECEIVED**

### **9. HEALTH AND WELLBEING UPDATE**

The Committee considered a report of the Director of Community and Children's Services providing an update on the recent work of the Health and Wellbeing Board.

It was reported that a senior officer group had been set up to better co-ordinate the delivery of Health and Wellbeing outcomes across departments.

#### Suicide Prevention

Signs were due to be placed on Blackfriars, Southwark, Millennium and Tower Bridge in the coming months. The Chairman stressed the urgency of any preventative work that could be taken to tackle growing suicide rates, and asked that bureaucratic delays be identified.

## **RECEIVED**

### **10. DOMESTIC ABUSE FORUM QUARTERLY UPDATE**

The Group received a report of the Director of Community and Children's Services updating them on the activities of the Domestic Abuse Forum in delivering the Domestic Abuse Strategic Action Plan. The following points were noted:

- The Ofsted report of the inspection of the Community and Children's Services department had been published; The Safeguarding Children's Board and the Leadership and Governance of the department had both



been ranked Outstanding. The Chairman wished to offer congratulations on behalf of the Committee to the department on the result.

- The Violence against Women and Girls (VAWG) Strategy was in consultation and was due to be completed at the end of December 2016.
- The name of the Domestic Abuse Forum had been changed following consultation and would hereafter be known as “The City of London Domestic Abuse and Sexual Violence Forum”

## **RECEIVED**

### **11. CASE REVIEW**

The Committee considered a report of the Community Safety Manager outlining the procedural learning taken from a recent Case Review. An history of the case was given, detailing that a review had been undertaken when a reported homicide had taken place in the City. When the charges against the perpetrator were dropped, it had been decided that, as the Corporation had never undertaken one, it would be worthwhile completing the review.

From the process, a toolkit had been developed to assist Officers should a similar case arise in the future. The Chairman asked that this toolkit be kept in line with emerging practice and policies, and it was agreed that a formal review should next take place in 2019.

It was confirmed that the progress against the actions outlined in the Action Plan for implementing learning from the Review would be brought back to the Committee at regular intervals.

The Community Safety Manager reported that the completed Case Review would be submitted to the Home Office alongside the report on lessons learnt, as in the case of a standard DHR. The Chairman asked that a recommendation be sent to the Home Office that the lessons learnt be disseminated to other boroughs and organisations if helpful.

It was confirmed that an independent review of the incident had found no failings on behalf of the City of London Corporation or the City of London Police.

### **RESOLVED - That:**

- The Action Plan for implementing learning from the Review, detailed in Appendix 1, be agreed, and that
- The Domestic Homicide Review toolkit for how Safer City Partnership agencies will respond in the tragic event of a domestic homicide, detailed in Appendix 2, be approved

### **12. ONE SAFE CITY PRESENTATION**

The Committee received a presentation from the manager of the One Safe City Programme updating them on the proposed outcomes and recent progress.

One Safe City was the first cross-cutting programme between the City of London and the City of London Police. It consisted of three strands; The “Ring of Steel” – a security perimeter around the City; Joint Contract and Control Room - combining the Police and the Corporation control rooms for better customer service, and Safer Communities.

Members discussed how the programme could improve Information Sharing, including how protocols should be maintained, and whether they should be stored centrally.

There was a further discussion on the governance of the programme and where the Safer City Partnership Group fitted into the organisational chart presented. It was agreed that a representative from the Committee should be represented on the Member Working Party which had oversight of the programme’s delivery and a volunteer would be sought outside of the meeting. It was asked that the presentation be shared by email to the Members of the Committee.

## **RECEIVED**

### **13. TACKLING VIOLENT CRIME**

The Committee received a presentation from the City of London Police on the work being undertaken to tackle violent crime in the City.

The use of the Late Night Levy was discussed and it was asked that support be given for flexibility in the time frame in which the money could be spent to allow for preventative work to take place. The Chairman of the Licensing Committee confirmed that evidence based bids were currently being encouraged for the excess on the night time levy from the 2015/16 budget.

Members considered the different forms of violent crime and the possible action that could be taken to tackle it. It was agreed that for progress would involve cross departmental working and a greater and more efficient degree of information sharing. A perpetrator accessing a weapon from an illegally parked car was shown as an example of where the departments not directly involved in tackling crime could have an impact on crime reduction. The Director of Port Health and Public Protection undertook to liaise with the Department of Built Environment to investigate the possibility of introducing greater late night parking enforcement.

The use of Street Pastors as a method of preventing violent crime was discussed. There was a debate over the potential denominations of the pastors and whether this would affect their effectiveness in diverse communities. There was evidence that the scheme had worked well in Tower Hamlets, however the Chairman of Licensing believed that it had not met with support when it had come in front of the Committee a number of years ago. The representative from the City of London Police undertook to investigate the scheme and its effectiveness.

In response to a query from a Member on the demographic of those committing violent crime offences in the City it was confirmed that most were non-residents or workers.

Members discussed the link between promoted events at venues and violent crime. It was reported that the provision for promoted events in new and existing licenses was being restricted to tackle the increase in crime they attracted.

## **RECEIVED**

### **14. ANY OTHER BUSINESS**

- The Fire Station Open Day would be taking place on the 12<sup>th</sup> November to mark the 150<sup>th</sup> anniversary of the London Fire Brigade.
- A new Coroner had been appointed and it was thought it would be useful if they were represented on the Group.

**The meeting closed 3:45pm**

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Chairman

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**Safer City Partnership (SCP) Group – Outstanding Actions – October 2016 update**

<b>Item</b>	<b>Date added</b>	<b>Action</b>	<b>Officer responsible</b>	<b>Progress Update</b>
1.	3 March 2015	<b>To provide a report on whether the 20MPH zone had improved safety since it was introduced.</b>	Iain Simmons	A reduction in casualties had not been detected as yet and the Planning and Transportation Committee had been monitoring the situation. A verbal update is included in the agenda.
2.	6 June 2016	<b>Safety Thirst Scheme</b>	David MackIntosh/ Jon Averbs	To report to the Licensing Committee and SCP in February 2017 with proposals to review the scheme.
3.	23 September 2016	<b>Appointment of a Deputy Chairman on the Serious Organised Crime Board</b>	David MackIntosh	The Community Safety Manager to bring a proposal to the November meeting
4.	23 September 2016	<b>St Mungo's Telephone Line</b>	Chris Pelham	Community and Children's Services to investigate potential issues with the St Mungo's homeless telephone service and report back to the Committee.
5.	23 September 2016	<b>Noise Incidents</b>	City of London Police – Hector McKoy	City of London Police to liaise with the Licensing Department on noise related interventions at premises in the City.
6.	23 September 2016	<b>Public Protection Report</b>	Jon Averbs	Enforcement statistics to be presented graphically with seasonal differences highlighted.
7.	23 September 2016	<b>Suicide Prevention Signs</b>	Tirza Keller	Bureaucratic delays to placing anti-suicide signs on bridges be delayed and eliminated. A suicide prevention update is included in the agenda.
8.	23 September 2016	<b>Case Review Learning</b>	David Mackintosh	A recommendation to be sent to the Home Office that they disseminate the

Item	Date added	Action	Officer responsible	Progress Update
				learning from the case review.
9.	23 September 2016	<b>Member representation on the One Safe City Working Party</b>	Chris Butler/Alex Orme/Jon Avern	A representative from the Safer City Partnership to be appointed to the One Safe City Programme.
10.	23 September 2016	<b>Tackling Violent Crime – Late Night Parking Enforcement</b>	Jon Avern	The Director of Port Health and Public Protection to liaise with the Department of Built Environment to investigate the possibility of introducing greater late night parking enforcement
11.	23 September 2016	<b>Street Pastors</b>	City of London Police – Hector McKoy	The City of London Police to investigate the effectiveness of Street Pastor programmes.

**Safer City Partnership meeting dates for 2016**

**all dates at 11am (Unless otherwise stated)**

14 November 2016

**Safer City Partnership meeting dates for 2017**

**all dates at 11am**

3 February 2017

12 June 2017

15 September 2017

3 November 2017

<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Committee	14 November 2016
<b>Subject:</b> Domestic Abuse & Sexual Violence Forum Quarterly Report	<b>Public</b>
<b>Report of:</b> Chris Pelham Assistant Director (People) Department of Community and Children's Services	<b>For Information</b>

## Summary

This report details the quarterly update of the activities of the Domestic Abuse & Sexual Violence Forum in delivering the two-year Strategic Action Plan.

## Main Report

### Children and domestic abuse

1. The Children and Domestic Abuse Policy, detailing how the services will respond effectively to safeguard and care for children experiencing domestic abuse is being produced to compliment the City of London Violence Against Women and Girls Strategy.
2. The policy will detail the importance of understanding the impacts on children, awareness of prevention and how to provide the most appropriate therapeutic care. The policy is due to be finalised in the New Year.
3. Children's Social Care staff will be involved in 16 Days of Action by talking to every client they see during the 16 days about the campaign, domestic abuse and coercion, and explaining what that means and how it can present itself in relationships.

### Vulnerable Victim Advocate

4. The Vulnerable Victim Advocate has provided the six month report to funders for the first two quarters of her work.
5. The VVA provides advocacy for people who have experienced or witnessed:
  - domestic abuse
  - sexual violence or child sexual exploitation
  - hate crime
  - Female Genital Mutilation
  - Forced Marriage

6. In addition to these crimes, the VVA also supports victims of other crimes where the person is vulnerable. Setting up a referral pathway with the Economic Crime Unit in City of London Police and other community and voluntary sector services has allowed her to make sure vulnerable people are provided with information and support when they experience crime.

7. The following table demonstrates the breakdown of support provided by the VVA in the first two quarters of this financial year:

Type of support	Total number
Victim Referrals	<b>58</b>
Face to face appointment (This is both emotional and practical support. Support in court and pre-trial visits. Police station drop ins)	207
Emotional support (This is both phone support and face to face support)	192
Practical support (This support includes giving personal alarms, food vouchers, support in court, support letters)	27
Advocacy (Advocacy includes work with social services, housing, solicitors, other agencies, supporting letters, immigration)	18
Referral or signposting (This would include providing the client with information about external services, or making a referral for the client- such as counselling, a local service, housing, solicitors, social services, CityAdvice)	41

8. The **58** referrals means there has been an increase of 8 clients engaging with the service from the last two quarters of 2015/16. From the 58 referrals the VVA has received, 50 cases have identified as female service users and 8, as male.

9. The age ranges, ethnicity and area the victim resides are noted in the tables below.



Age Range	(1 YR) 2015/16	Q1 & Q2 2016/17	Q1&Q2 2016/17 Total as percentage	2015/16 + Q1&Q2 2016/17 Total as percentage
18 and under	5	2	3.4	4.3
19 to 24	17	8	13.8	15.5
25 to 30	23	7	12.0	18.6
31 to 40	16	18	31.0	21.1
41 to 50	19	5	8.6	14.9
51 plus	13	10	17.2	14.3
Not identified	10	8	13.8	11
<b>TOTAL</b>	<b>103</b>	<b>58</b>	<b>100</b>	<b>100</b>

10. Comparing Q1 and Q2 from 2015/16 and 2016/17, there has been an increase in victims from the ages 31-40 and 51 and over.

Self Identified Ethnicity or Nationality	(1 YR) 2015/16	Q1 and Q2 2016/17	Q1&Q2 2016/17 Total as percentage	2015/16 + Q1&Q2 2016/17 Total as percentage
Arabic	2	1	1.7	1.9
Asian	4	6	10.3	6.2
Asian Other	10	1	1.7	6.8
Bangladeshi	1	6	10.3	4.3
White British	11	17	29.3	17.3
White Irish	1	0	0.0	0.6
White Other	33	1	1.7	21.0
Black African	1	0	0.0	0.6
Black Other	4	2	3.4	3.7
Black Caribbean	0	1	1.7	0.6
French	1	0	0.0	0.6
Italian	3	1	1.7	2.5

Mauritian	1	0	0.0	0.6
Other mixed	2	0	0.0	1.2
Romanian	1	0	0.0	0.6
Albanian	1	1	1.7	1.2
Spanish	0	3	5.2	1.9
American	0	1	1.7	0.6
Portuguese	0	2	3.4	1.2
Polish	0	1	1.7	0.6
Unknown	27	14	24.1	25.3
<b>Total</b>	<b>103</b>	<b>58</b>	<b>100</b>	<b>100</b>

11. Comparing Q1 and Q2 from 2015/16 and 2016/17, there has been a significant increase in victims who identify as Asian, Bangladeshi, White British, Spanish and Portuguese.
12. Changes in ethnicity and age are likely to be the result of the extensive engagement work the VVA has carried out with local community groups to raise awareness of the service offered in the City.
13. Of the 58 cases the VVA has supported, 19 were City residents, 27 were from other London Boroughs, 7 were from counties outside of Greater London and 5 did not disclose.
14. The VVA has supported 100% of clients who have attended court in addition to supporting clients at civil proceedings such as family courts, where victims of domestic abuse must sit alongside their abusive partner where court interventions, such as special measures, are not applicable.
15. The VVA has been proactive in engaging with communities, setting up surgery sites around the City to offer alternative meeting spaces to a police station or the Victim Support offices. Pathways are being established with Open Doors and the National Ugly Mugs. Ugly Mugs provides access to justice and protection for sex workers who are targeted by perpetrators but are reluctant to report incidents to the police. With these pathways embedded, the VVA will be able to offer support for sex workers in the City.
16. Training has been delivered by the VVA, alongside the Corporation's Tenancy Support and Wellbeing Coordinator to City of London Housing staff on risk

assessments and domestic abuse awareness. The VVA will also be involved in the training pilot with manager from Lloyds Bank during 16 Days of Action.

### **Violence Against Women and Girls Strategy**

17. The consultation on the City of London Violence Against Women and Girls Strategy ended in September.
18. More detail has been added notably detailing how we currently respond to VAWG in the City and what we will be doing in 2017. This includes addressing harmful attitudes and behaviour at an early age, addressing the health impacts of VAWG, improving safety in the night time economy and on public transport and how we respond to trafficking and exploitation.
19. The areas of focus for the City VAWG Strategy will help shape the next two year action plan to be delivered by the Domestic Abuse & Sexual Violence Forum from 2017 to 2019.
20. The VAWG Strategy will be signed off by members of the Domestic Abuse & Sexual Violence Forum at the end of November.

### **MARAC update**

21. There have been no MARAC cases since the last Safer City Partnership Committee.

### **Strategic Action Plan update**

22. At the last Domestic Abuse & Sexual Violence Forum, members reviewed the outstanding actions for the strategic plan.
23. Actions not complete by March 2017, will be taken forward into the new two year plan in addition to priorities that have been identified from the Violence Against Women and Girls Strategy.
24. A consultation workshop was conducted in the last Forum, with services stating they would like a focus on the following areas:
  - a. Robust mechanisms in place to share data collected from statutory and community and voluntary sector services
  - b. Greater focus on linking in with grassroots service providers
  - c. Engagement in education and schools
  - d. Confidential reporting systems
  - e. Robust awareness of communities and using this to deliver targeted campaigns
25. Work has started on developing the strategic action plan which will be developed further at the December Forum before going out to consultation between December and March, with sign off due in March 2017.

## Engagement activities

26. From 25 November to 10 December, the Community Safety Team and its partners in the Police, the Department for Community and Children's Services, Housing, Health and the Community and Voluntary Sector will be engaging with residents, workers and visitors for 16 Days of Action.
27. Resources are being developed to compliment e-media engagement aimed at helping people to understand coercion and control and how this manifests itself in a relationship. The campaign will help people to be able to recognise what domestic abuse, forced marriage and honour based violence is and where in the City they can get help.
28. Internally in the Corporation, Human Resources will have a stall in the Gild on 29 November with City of London Police, the Domestic Abuse Coordinator and the Vulnerable Victim Advocate to promote the Corporation HR Domestic Abuse Policy.
29. Local domestic abuse victim services and the Domestic Abuse Coordinator will be joined by the charity Tender to deliver an interactive training session with managers from Lloyds Bank on Wednesday 30 November. This training will be an evaluated pilot which will give managers the tools to talk with staff about domestic abuse and how to respond to keep people safe both within, and outside, of work.
30. The Vulnerable Victim Advocate and the Domestic Abuse Coordinator gave a presentation at the Behind Closed Doors event at Homerton Hospital on 3 November to raise awareness to health visitors, nurses and hospital staff about domestic abuse services in the City.
31. The presentation focused on services for City residents, how they work together and referral process for helping their patients to access them. The presentation also talked through the City's Thresholds of Need document noting the process for safeguarding children who are witnessing domestic abuse.

For more information on any matters in this paper contact Robin Newman, Domestic Abuse Co-ordinator & Community Safety Officer:

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Chris Pelham

Assistant Director, People

[Chris.Pelham@cityoflondon.gov.uk](mailto:Chris.Pelham@cityoflondon.gov.uk)



## Annual Report 2015 - 2016

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

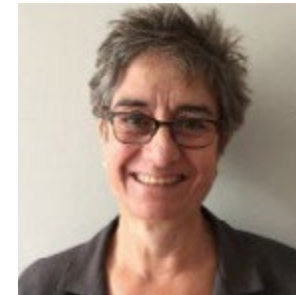


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## Message from the Independent Chair



I am very pleased to introduce the Annual Report for the City and Hackney Safeguarding Adults Board 2015/16, covering the first year of operation under the Care Act 2014. This is also my first year as the Independent Chair and I am very grateful to all partners for their welcome to me in this role, and their ongoing support. The partnership has grown, developed and strengthened over this year, as is reflected in the Annual Report.

I think that, as a Safeguarding Adults Board, we have responded to the new demands of statutory status very positively. We have established new sub-groups to ensure that challenges of the new duties can be met, such as undertaking Safeguarding Adults Reviews. This sub-group has been working very well, overseeing a range of initiatives and responses described in the body of this report. Additionally, progress has been made in terms of ensuring that the work of the Board is accountable to local people, through the recently established Communication & Engagement sub-group. I am very committed to the work of the Board being informed by the views of the communities we serve so I am pleased that we were able to speak with so many people through our public consultation events and the meetings attended to talk about the Board's draft Safeguarding Adults Strategy. We were able to hear their views and include their ideas in the work to revise the strategy and plans. I know that safeguarding remains a word that most people don't understand and it is our collective responsibility to make it comprehensible, and to ensure that safeguarding services can be accessible, so that those citizens who most need our support can access it.

We have also addressed new responsibilities included under the safeguarding part of the Care Act, for example to safeguard and work with people who self-neglect or hoard. This has been a specific priority this year and we have developed and piloted new multi-agency ways of working to help support people better. This is an area where we still have more to learn from the outcomes of Safeguarding Adults Reviews on how to improve our approach and work more effectively.

This Report is important because it shows what the Board aimed to achieve on behalf of the residents of the City and Hackney during 2015/16, both as a partnership and through the work of its participating partners. It shows that we have an ambitious agenda and what we have been able to achieve, as well as those elements that we still need to do.

*Cont.*

The Report provides a picture of who is safeguarded in City and Hackney, in what circumstance and why. This helps us to know what we should be focussing on for the future and so the Report includes our next Strategic Plan priorities for 2016/17.

I am very mindful of the pressures on partners in terms of resources and capacity so want to thank all partners and those who have engaged in the work of the Board, for their time and effort. In particular, I would like to thank Paul Griffiths as the Board Manager and Jayde Maynard as the Business Support Officer, who started in 2015, for their work, which has made such a significant impact in helping the Board deliver its aims and objectives.

I know that there is a great deal that we need 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 continuing to chair the partnership in the next year to continue on this journey.

Dr Adi Cooper, OBE

# About the City & Hackney Safeguarding Adults Board

## Who we are

The City & Hackney Safeguarding Adults Board (CHSAB) is a partnership of statutory and non-statutory organisations, representing health, care and support providers and the people who use those services across the City of London and the London Borough of Hackney.

The work of the Board is driven by its vision that in the City and Hackney:

**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**

The main objective for the Board, to achieve this vision, is to assure itself that effective local adult safeguarding arrangements are in place and that all partners act to help and protect people with care and support needs in the City and Hackney.

The CHSAB has three core duties under the Care Act 2014 that it must fulfil in achieving its main objective:

- develop and publish a Strategic Plan setting out how it will meet its objective and how its partners will contribute to this
- publish an Annual Report detailing how effective their work has been
- commission Safeguarding Adults Reviews (SARs) for any cases that meet the criteria for these reviews

This Annual Report give details of our Strategic Plans for 2015/16 and 2016/17, sets out how effective the CHSAB has been over the 2015/16 year, provides detail on the SARs that it has commissioned, and describes how its partners have contributed to the work of the Board to promote effective adult safeguarding.



## Our Principles

The CHSAB had proposed that four local principles should underpin all its work to achieve its main objective in the 2015/16 year. These principles have been:



These principles informed and structured our Five Year Strategy and Annual Plan. In the 2015/16 year we consulted with people living in the City and Hackney about these principles and our Strategy. You can find more information about this consultation and what people told us later in this report.

The principles of the CHSAB complement and promote the six statutory principles of Adult Safeguarding set out in statutory guidance:

Empowerment

Protection

Prevention

Partnership

Proportionality

Accountability

## Governance

The CHSAB partnership consists of representation from:

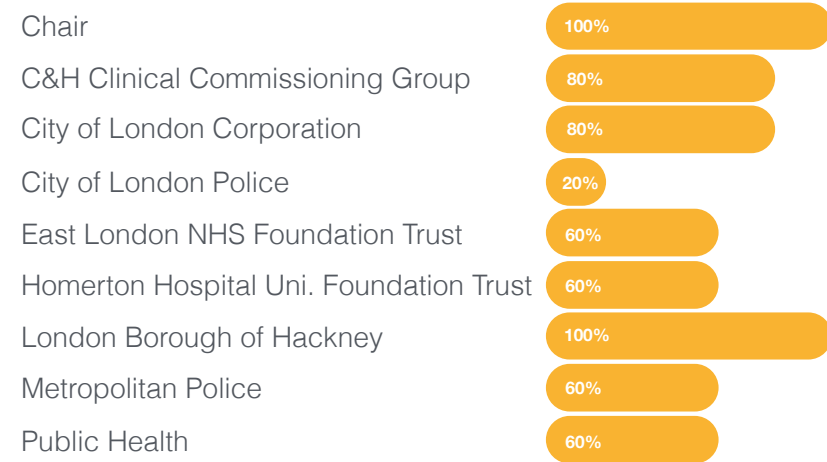
- City of London Corporation
- London Fire Brigade
- London Borough of Hackney
- London Ambulance Service
- City and Hackney Clinical Commissioning Group
- Care Quality Commission
- East London NHS Foundation Trust
- Barts Health NHS Trust
- Homerton University Hospital NHS Foundation Trust
- National Probation Service
- City & Hackney Older People Reference Group
- Hackney Healthwatch
- Metropolitan Police Service
- City of London Healthwatch
- Hackney CVS
- City of London Police

Dr Adi Cooper OBE became the Board's new independent chair in June 2015, taking over from Dr Fran Pearson who was the previous independent chair.

The full CHSAB partnership met on a quarterly basis during the 2015/16 year, including at a special Development 1/2 Day in February 2016. Partners' attendance at these sessions was:



The work of the CHSAB is supported by the CHSAB Executive Group. This Group consists of senior managers from some of the key partner agencies of the Board. The Executive Group meets regularly in between the full CHSAB's quarterly sessions and is also chaired by Dr Cooper. Members of the Executive Group chair the CHSAB's sub-groups. Partner attendance at these Executive Group sessions was:



You can find more details regarding CHSAB meeting attendance in Appendix 1.

The City of London Adult Safeguarding Sub-Committee consists specifically of agencies working in the Square Mile. The Sub-Committee provides a clear recognition of and focus on safeguarding arrangements in the City, enables communication with the full CHSAB and is a means of developing a City-focused adult safeguarding in line with the CHSAB's priorities. It was agreed in 2015/16 that Dr Cooper would assume the chairship of the Sub-Committee in the 2016/17 year.

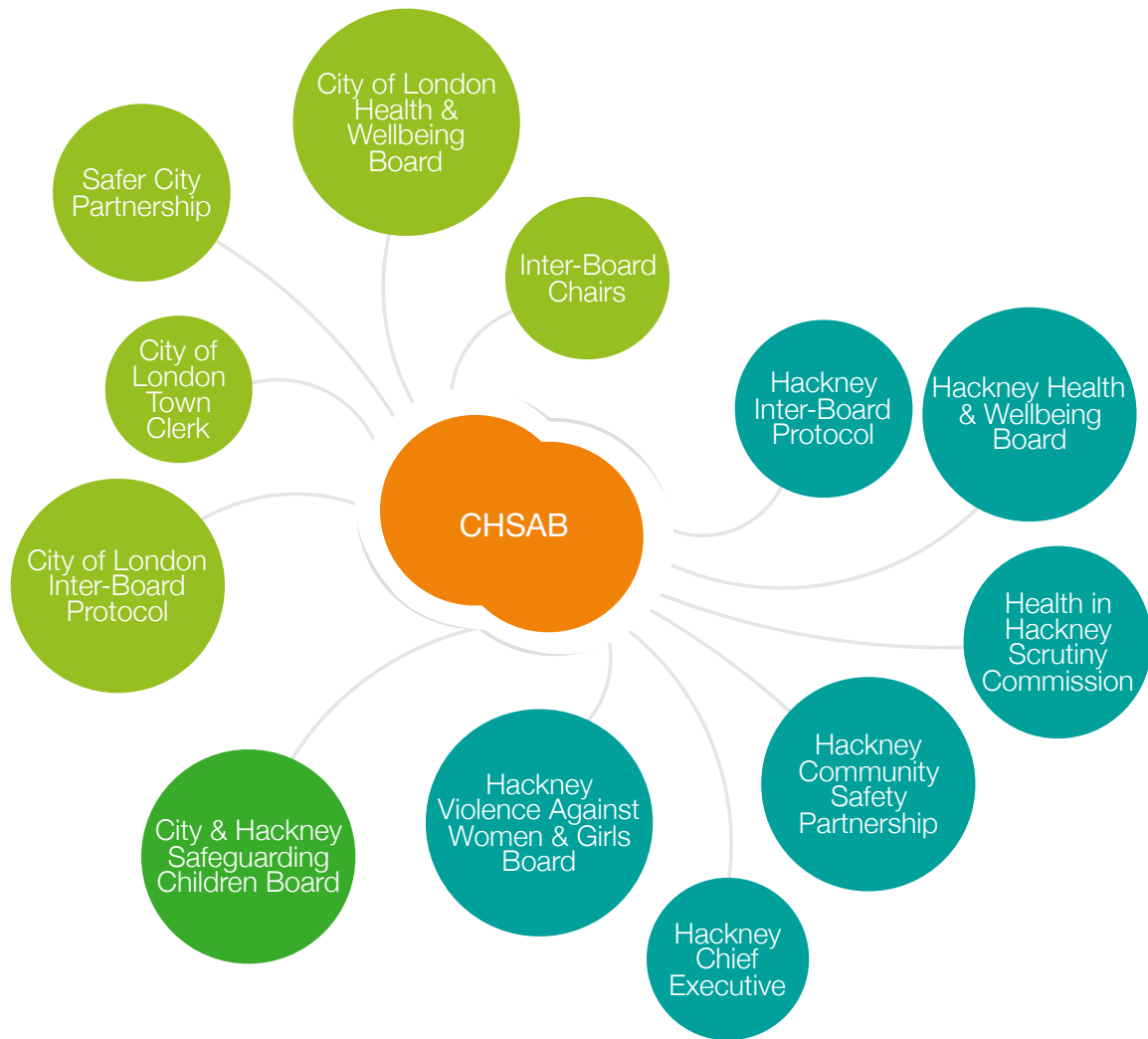
The CHSAB has established a number of multi-agency sub-groups to help it deliver on its objective and annual priorities. These are considered in more detail the '2015-2016 - What We Have Done' section below.

Our overall structure is illustrated below:



## Our Strategic Links

The CHSAB has links with the following partnerships, agents and boards also working with communities in the City of London and Hackney as described in the figure below. We have continued to develop our relationships with these local strategic bodies. This enables the Board to help ensure that local arrangements are working to support people with care and support needs from the experiences or risk of abuse and neglect.



This year we have worked to ensure that our new annual strategic plan promotes joint-working with the City & Hackney Safeguarding Children Board.

## Case Study

### Making a difference: working in partnership

Mrs H is an 84 year old woman with mild dementia who lived with the two adult sons of her deceased partner. The sons owned the home. One of the sons, Mr D, is known to mental health services, the other son, Mr J, was alleged by Mrs H to physically, financially and emotionally abuse her. Mrs H appeared scared of Mr J and Mr J would not allow the social worker or other professionals into the house. It was hard for the social worker to contact Mrs H but she met her several times at the GP surgery and Mrs H was very upset about her situation, crying and holding onto the social worker. However, she said that she did not want the police to be informed and did not feel able to go to the alternative accommodation that the social worker offered. Mrs H was assessed as having capacity to make a decision about where she lived. This situation continued for several months and a multi-agency concern was expressed at the community MARAC about the level of risk to Mrs H. As a result of this risk assessment, a multi-agency decision was made to override Mrs H's wish for the police not to be contacted and a plan was made that the social worker would meet with Mrs H at the GP surgery and attempt to persuade her to move immediately to Housing with Care accommodation. At the same time, the police would go to the home and arrest Mr J. Mrs H agreed to move and was assisted to do so by the social worker. It is reported by the social worker that the move has been successful. Mr J was arrested and released on bail. He has not approached Mrs H subsequently.

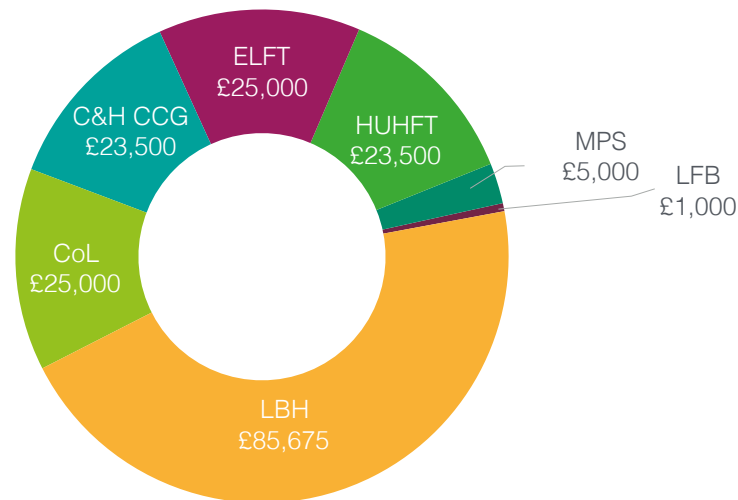
This case provides an example of the difficulties of decision making that is based on Making Safeguarding Personal principles when the adult at risk has capacity to make decisions about their welfare and does not wish for any intervention but there is a significant level of risk to the person. In this case, the social worker worked with Mrs H for some time to build rapport and try to persuade her to move and agree to police intervention. However, the multi-agency consensus was that at a certain point an intervention was required that had not been agreed to by Mrs H. This situation was further complicated by the difficulty in contacting Mrs H who did not have access to a 'phone. There was a positive outcome to this case as Mrs H has identified as being happy to have moved and risk of abuse have been minimised. The positive outcomes were achieved even though actions were taken that Mrs H had not consented to and Mrs H was protected from further abuse.

## Financial Arrangements

### Funding

This year the CHSAB received total funding of £188,675, detailed in the figure below. Five key statutory agencies had agreed to contribute financially to the CHSAB's operating budget before the year began. The Homerton University Hospital Foundation Trust and the City and Hackney Clinical Commissioning Group each contributed £23,500 (12.5%). The East London NHS Foundation Trust and the City of London Corporation both contributed £25,000 (13.2%). The London Borough of Hackney was the major financial contributor to the CHSAB, providing £85,675 (45.4%). This ensured that the Board was prepared to meet its new statutory requirements and enabled the formation of a new CHSAB Business Support Team to support the partnership to meet its obligations.

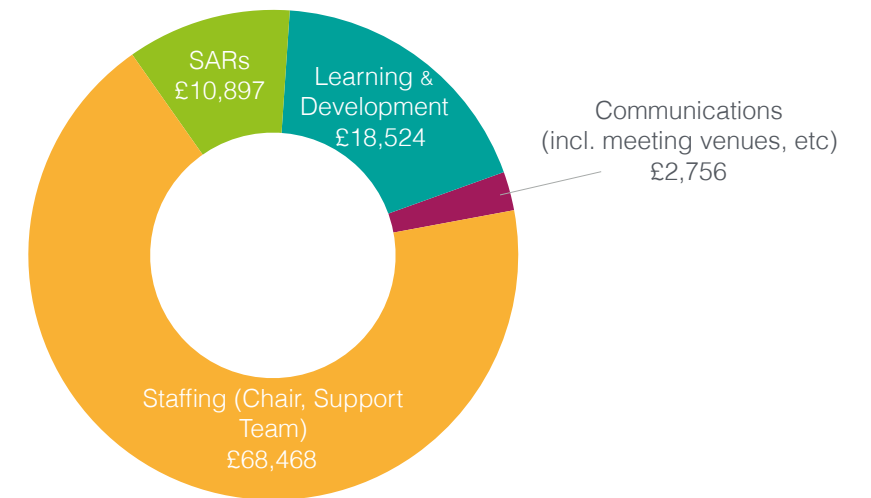
In the last quarter of the 2015/16 we were pleased to receive further contributions from the London Fire Service (£1,000, 0.5%) and the London Metropolitan Police Service (£5,000, 2.7%). Other partners have contributed with their time and commitment to the Board's work and by providing access to resources such as meeting venues, conferences, etc.



We recognise that such a funding arrangement does not necessarily reflect the multi-agency constitution of the Board or the partnership working that is required of effective adult safeguarding arrangements across our communities. This can be better promoted and secured by financial contributions from across the partnership, so we will be asking more partners to contribute financially for the 2016-2017 year.





### Expenditure

The figure below indicates 2015/16 CHSAB expenditure. Staffing costs, comprising of the independent chair and the CHSAB Business Support Team, make up the majority of expenditure, followed the Board's funding of multi-agency training opportunities and then the costs incurred from SARs that have been instigated this year. Overall, there was an underspend for this financial year, largely due to the CHSAB Business Support Team not being recruited and in post until quarter 3 of the financial year.



# 2015 - 2016: What we have done

Safeguarding Adults Boards have operated on a statutory footing for the first time under the Care Act 2014 from 1 April 2015. Building on its previous preparations for the incoming legislation, this year the CHSAB undertook significant work to ensure that it fulfilled its statutory responsibilities and established a firm platform for continuing to do so. This work has included:

-  Reviewing and strengthening the Board's sub-groups
-  Commissioning Safeguarding Adults Reviews
-  Supporting the partnership by establishing the CHSAB Business Support Team
-  Providing multi-agency learning & development opportunities
-  Consulting on our 5 Year Strategy
-  Partners undertaking self-audits to provide assurance to themselves and the CHSAB of the effectiveness of local adult arrangements
-  Delivering on our annual strategic plan for 2015/16
-  Developing our next annual strategic plan for 2016/17

## Sub-groups

This year the roles and composition of the CHSAB sub-groups were consolidated to ensure that they will continue to support the work of the Board and deliver on its annual plans. Each sub-group now has renewed Terms of Reference in place, which will be reviewed regularly to ensure that they support the CHSAB's strategic priorities. The sub-groups benefit from multi-agency representation with staff from statutory and non-statutory agencies attending and contributing to the work. We are moving to better involve people who use services or their representatives in the work of the sub-groups. For example, Hackney CVS representatives attend the SAR sub-group while the Communication & Engagement sub-group will benefit from user and advocacy representation.

The Quality Assurance sub-group has worked with partners to develop a general adult safeguarding dataset, which will report regularly to the CHSAB going forward. This will enable the partnership to be informed of local adult safeguarding activity and better placed to identify trends and patterns that the intelligence may highlight.

The Training & Development sub-group established a programme of multi-agency training opportunities for statutory and non-statutory partners to take advantage of during the year. More details of this are given below. Towards the end of the year the sub-group was already in the process of developing a full multi-agency training programme for 2016/17, again to be open to statutory and non-statutory partners, as well as care and support and housing providers working in Hackney and the City of London.

The re-formation of the Communication & Engagement sub-group took stock of the community and voluntary sector events that were a cornerstone of the CHSAB's strategic consultation (see below). These listening opportunities helped to establish the basis for a more active, effective manner for the CHSAB and community services to work together and exchange key messages regarding the Board's work and people's experience of local adult safeguarding arrangements. Building on this success, Hackney CVS has been developing a City & Hackney Community Engagement Forum that will feed directly into the Communication & Engagement sub-group. Going forward the sub-group will oversee a new Communication Strategy for the Board.

The SAR sub-group is the primary mechanism by which the CHSAB exercises its statutory duty to arrange a SAR when someone with care and support needs within its locality dies as a result of abuse or neglect, whether known or suspected, and there is a concern that partner agencies could have worked more effectively together to protect the person. The sub-group is well established and during the course of the year has considered a number of SAR referrals and overseen the commissioning of several Reviews. The sub-group made recommendations to the CHSAB Chair on which cases required a statutory Review and which cases warranted an alternative approach to discerning practice learning. More details on these are given in the next section. The sub-group will monitor and report to the CHSAB on the development and implementation of multi-agency action plans that may flow from SARs to ensure that the learning from the Reviews has a meaningful and lasting impact on how services work with adults with care and support needs.

The CHSAB has been mindful of ensuring that the City of London partners are equally present and recognised in the work of the partnership. There is City of London representation across the sub-groups, the City of London Assistant Director for People chairs the SAR sub-group and this is also attended by the City of London Adult Social Care Service Manager. The Service Manager for the City of London Healthwatch is now a member of the Communication & Engagement sub-group.



## Safeguarding Adults Reviews

The SAR sub-group received six referrals for consideration as SARs during the course of 2015/16. Following evaluation of these against the statutory requirements and in line with the CHSAB's SAR Protocol, the CHSAB instigated three new SARs this year and at year-end was considering another referred case. One SAR that the Board had commissioned in the previous year has continued to run its course throughout 2015/16 year. None of the four SARs completed their processes before the end of March 2016.

The sub-group advised that while two cases did not meet the statutory criteria for SARs, single agency Individual Practice Reviews (IPRs) would instead be an effective, proportionate approach for discerning any learning that could be applied to future, safe practice. The London Borough of Hackney commissioned an independent reviewer to undertake these Reviews. The SAR sub-group will be monitoring the improvement actions undertaken in response to these IPRs.

The continuing SAR concerns Mrs A and Mr B, who were residents in a supported housing with care complex. There were concerns that Mr B posed a fire risk to the other residents and that he allegedly sexually assaulted Mrs A in her flat. The Review has been necessarily drawn out, being mindful both of working with the families of those involved and that it is running in parallel with other reviews or investigations. The CHSAB followed the Social Care Institute for Excellence's *Learning Together* model for this SAR.

The first SAR to be commissioned this year involves the case of Mr BC and it will complete and report to the CHSAB early in the 2016/17 year. Mr BC was an older person living in a sheltered housing scheme who died in a fire at his home in 2014. He was a heavy smoker who routinely drank large amounts of alcohol and was using a number of services at the time of his death. On course to conclude within six months and by the end of this reporting year, the process was extended slightly into the next reporting year so as to ensure that all the agencies involved would have sufficient time to consider and accept the report's findings. A multi-agency meeting was pre-arranged for early in April 2016 to consider the draft report's findings and to plan agencies' improvement actions. This SAR adopted a more traditional approach set out by other SARs and Serious Case Reviews, establishing a SAR Panel, with an independent Panel Chair and an independent lead reviewer, which commissioned Individual Management Reports (IMRs) and further evidence from the agencies involved.

During the course of this Review, the Panel advised the CHSAB Chair that it was necessary to seek from the housing provider involved further assurance, beyond and complementary to the scope of the SAR, that it had taken sufficient action to reduce the likelihood of serious injury due to fire to vulnerable individuals in their properties. The provider gave this assurance satisfactorily before the SAR completed.



The second SAR commissioned this year concerns Mr GH, who was also an older person living in a sheltered housing scheme. Mr GH passed away in 2015 while experiencing a number of health issues and using a number of services. This SAR is following the same methodology as is described above. For this second commission the CHSAB funded specific IMR training for the agencies and SAR panel members involved, to help ensure that the process was well supported to deliver effective evidence-based learning. This is an example of how the CHSAB is continually working to evaluate and develop its practices.

The third SAR commissioned this year concerns Mrs Y, who passed away in 2015 while there were concerns regarding how agencies may have worked with Mrs Y and her family. For this Review the CHSAB has developed a different approach which is proportionate to the individual needs of the case. It is anticipated that this and the other three SARs will complete and deliver overview reports in the 2016/17 year. Next year's CHSAB Annual Report, therefore, will provide more detail on these Reviews, their findings, the findings the CHSAB has by then implemented and which findings, if any, it has decided not to implement.

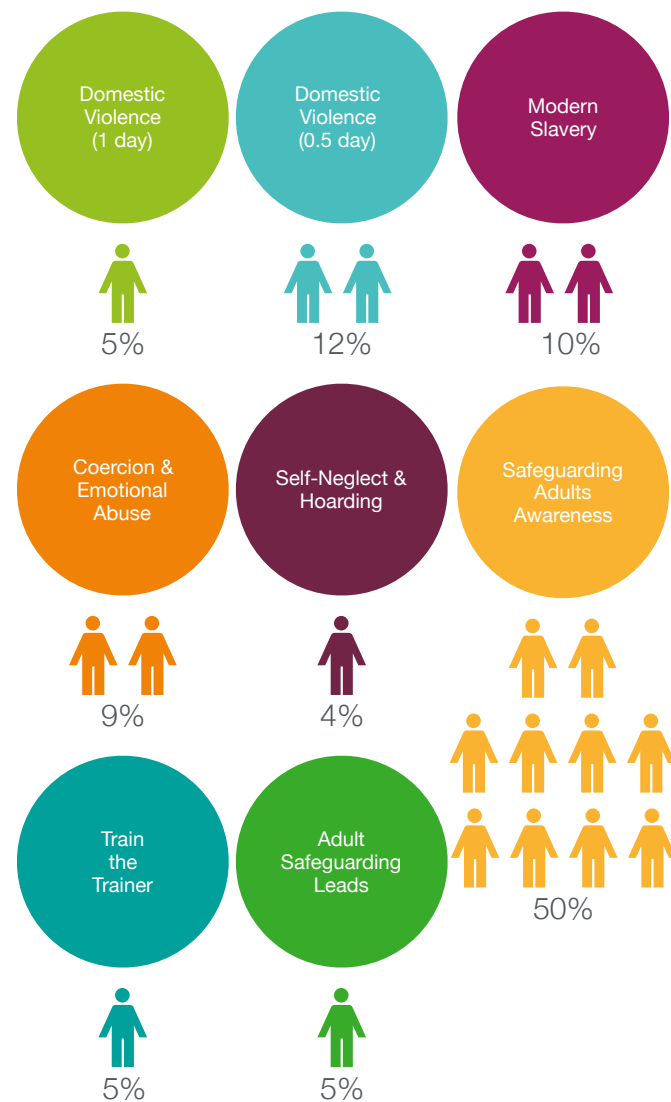
## Supporting the CHSAB

This year we successfully recruited and established a dedicated CHSAB Business Support Team comprising of a full-time Board Manager and a full-time Business Support Officer. The Team have brought management focus and administrative support to the work of the CHSAB, its strategic work, the sub-group structure, the public consultation, partners' ongoing contributions, and to the delivery of Safeguarding Adults Reviews and Learning & Development opportunities.

## Multi-agency Learning & Development

In the latter half of the year the CHSAB commissioned a range of multi-agency adult safeguarding training opportunities for all statutory and non-statutory partners. Delivering such training enabled the CHSAB to promote competence in adult safeguarding across the partnership and fulfil a key element of the Board's annual strategic plan. Various sessions were held either at the Hackney Service Centre, in the City of London or at the Hackney CVS, enabling **528** people to benefit from this training as indicated in the figure opposite.

The CHSAB also welcomed Detective Chief Inspector Phil Brewer to a full Board meeting in March 2016 to deliver an informative session on Modern Slavery and Human Trafficking.



## Public consultation

We ran a significant public consultation from 23 October 2015 to 15 January 2016 to involve the community and statutory and non-statutory providers, as well as Hackney Healthwatch and City of London Healthwatch, in the development of the Board's Five Year strategy. This strategy will lead the development of the CHSAB's annual strategic plans over the coming years.

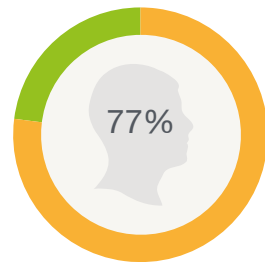
The consultation set out the four key **principles** that the CHSAB had suggested and five strategic **aims** that the CHSAB should look to achieve in realising its main objective. We asked people for their views and suggestions about the principles and aims and what action they thought the CHSAB should take. We sought to engage with people through a variety of media, which included:

- A dedicated Citizen Space consultation webpage an online, printable and easy read version questionnaires
- Distribution of hard copy questionnaires
- Articles in Hackney Today publicising the consultation
- Staff members received details of the consultation (via email, intranet, Hackney Staff Headlines, Hackney Staff Newsflash, Staff Hackney Adult Safeguarding newsletter, manager cascade, etc)
- #OurDay tweets
- Articles for inclusion in agencies' own newsletters (e.g. the Learning Trust, Interlink, Hackney Healthwatch, City of London Healthwatch)
- Community agencies were approached and sent information directly
- Nearly 50 specific agencies and forums approached to help publicise the consultation
- Attending existing forums and specifically arranged events (with the welcome support of Hackney CVS) to engage providers and members of the community
- Attending *The Big Do* for people with learning disabilities
- Presenting at the Older People Reference Group's annual conference
- Presenting and workshopping at the City of London's *Safer in the City* event

The four key principles are set out earlier in the report. The five strategic aims we asked people about were:

1. **“Prevention** – people at risk of abuse or neglect are able to protect themselves from harm and help each other.”
2. **“Choice and Empowerment** – people make informed decisions and choices, and manage the risks they take.”
3. **“Listening and Engaging** – using the views and experiences of people who use services, patients, carers and staff to improve and develop services across the partnership.”
4. **“Standards and Accountability** – people at risk of abuse or neglect using care and support agencies get safe and appropriate services that keep them safe and respect their dignity at all times.”
5. **“Access and Protection** – City and Hackney residents have fair and equitable access to all services across the safeguarding partnership.”

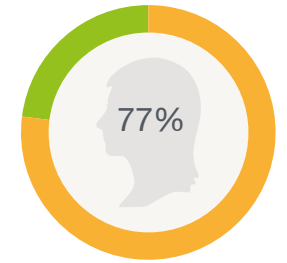
A detailed report on this consultation is available on the CHSAB’s webpages. However, below we set out the key messages and main findings.



Overall, 77% of people who responded in the consultation thought that the principles suggested were the right ones for the Board. We amended the wording of some principles based on the instrumental responses received. Going into 2016/17, the **principles** that underpin our work will now be:



Similarly, 77% of respondents thought that the suggested strategic **aims** were right for the Board. We have used this understanding to develop our annual priorities for our 2016/17 strategic plan. You can read more about this later in this report.



We identified the following **key messages** below, both from the surveys received and from the people who contributed to the face-to-face consultation events and forums.

The CHSAB has taken these key messages into account when devising its 2016/17 priorities and annual plan (see later section).





## CHSAB Partner Self-Audits

In October to December 2015 all CHSAB partners were asked to complete a Self-Audit that enabled them to evaluate their ongoing adult safeguarding activity and share this with the Board. Partners identified areas where they considered that they were performing well and areas where they felt they needed to improve. Compiling the audits led the CHSAB to establish that there were shared thematic issues across the partnership and the CHSAB has used these to develop and inform its priorities for the coming year. The main thematic issues are set out below:



## Case Study

### Making a difference: care concerns allegation

The victim is 65 years old and confined to their bed. Police attended at the request of Adult Social Care, who was present at the address. The victim had been in receipt of care from a care agency since January 2013 but had been dissatisfied with the level of basic care provided. Previous complaints made by the victim had not been actioned or taken seriously by the agency.

The victim had documented incidents of poor practice in a diary which was missing. A multi-agency investigation commenced. A joint visit to the victim was completed with police, scenes of crime officer and Adult Social Care to listen to the victim's account and to collect evidence of the condition of the property.

No criminal offences were identified but the victim's needs were reviewed. New sheltered accommodation was found with the victim and new carers have been appointed to provide them with additional care and support.

This is another example of how partnership work helped to manage safeguarding risks to vulnerable adults.

## 2015/16 Annual Plan

The following pages set out how the CHSAB progressed with its strategic objectives for this year.

All of our learning will be shared learning

**We said that:**  
By the end of the year systems for feeding back issues to the CHSAB would be established and that the CHSAB would become a forum for real debate about current and emerging safeguarding issues

**What we did:**

- Delivered Safeguard Leads training for the VCS sector
- Piloted a Self Neglect Protocol and Community MARAC
- Commissioned SARs in line with cases met the statutory criteria
- Developed SAR Referral Guidance for partners and the community
- Fire prevention workshops delivered by LFB
- Linked training & development to Domestic Violence work through the LBH's Interim DV Transformation Manager attending the subgroup
- Commissioned multi-agency learning & development opportunities
- Held a CHSAB Development Session, informed by partners' self-audits

**We need to:**

- Develop a CHSAB website
- Establish a model of user engagement
- Disseminate SAR learning

Consulted widely on the CHSAB's strategic aims and principles by engaging with multiple provider, user and community forums, feeding back issues to the CHSAB and development of 2016/17 Plan

We will promote a fair and open culture

**We said that:**  
By the end of the year there would be processes whereby the content of complaints about organisational practice can be safely shared are agreed, and that all partner agencies have escalation procedures in place and the SAB has a visible role within these issues

**What we did:**

- Ensured that partners signed up to new London Multi-Agency policy & procedures
- Supported the work of the LBH Grant Funding Team in readying funding requirements in line with the new multi-agency policy & procedures
- CHSAB chair now chairs the CoL Adult Safeguarding Sub-Committee
- Established the Quality Assurance subgroup
- CHSAB Chair met regularly with LBH Chief Executive and CoL Town Clerk to discuss the CHSAB's work
- Began developing adult safeguard activity/data reporting processes
- Monitored the application of the Deprivation of Liberty Safeguards (DoLS) by CoL and LBH
- Reported on DoLS activity to LBH Scrutiny Committee
- Delivered a comprehensive community consultation on

**We need to:**

- Develop a CHSAB Escalation Protocol
- Create an easy read Strategic Plan

the CHSAB's strategic aims and principles, with an easy read questionnaire as well as attending service user groups, the Big Do for people with learning people disabilities and attending a POHWER session

We will understand the complexity of local safeguard needs

**We said that:**  
By the end of the year hold a partnership workshop to agree any priority areas for focus and how trend data should be captured, agree membership and Chair of regularly meeting QA subgroup, establish process of communication between QA subgroup, the CHSAB and back to front line practice

**What we did:**

- Established the CHSAB's Quality Assurance subgroup and Chair, as a separate entity to the LBH Quality Assurance Safeguard Board monitoring commissioned services
- The subgroup has piloted data collection requests from CHSAB partners
- Began developing adult safeguard activity/data reporting processes
- Required partners to submit interim adult safeguard data to inform and provide assurance of local safeguarding arrangements
- Held a CHSAB Development Session that helped to measure progress on strategic plan and identify strategic priorities for 2016/17

**We need to:**

- Establish a CHSAB adult safeguarding dataset
- Establish regular adult safeguarding data and intelligence reporting to the CHSAB

The skill-base of our staff will be continuously improving

**We said that:**  
By the end of the year the CHSAB will have agreed minimum standards for supervision that can be applied across the partnership, involving managers & practitioners are involved in their development; establish practitioners groups, which have a key role in relation to debate and dissemination of the learning from SARs

**What we did:**

- Established the Training & Development subgroup
- LBH hosted a Making Safeguard Personal (MSP) event, with keynote speakers including the CHSAB Chair and Lyn Romeo, Chief Social Worker for Adults
- CHSAB partners completed adult safeguard self-audits which identified common learning & development needs, e.g. on PREVENT
- Commissioned multi-agency learning & development opportunities on issues such as Self-Neglect & Hoarding, Coercion & Emotional Abuse, Domestic Violence, Adult Safeguarding, Modern Slavery, Domestic Violence
- Commissioned Train the Trainer and Safeguard Leads training for the VCS sector
- CoL and LBH developed systems for capturing adult safeguard and MSP outcomes

**We need to:**

- CHSAB strategic consultation to highlighted learning & development needs of the VCS sector
- Developed an online training needs analysis with Hackney CVS for VCS services
- Establish minimum supervision standards regarding adult safeguarding
- Develop a Training & Development programme

The outstanding issues from this year's work have informed the development of our priorities and work plan for 2016/17 (see below).

# 2016 – 2017: What we will do

## 2016/17 Annual Plan

The following pages set out the annual strategic objectives that we have devised for 2016/17. These objectives have been reviewed against the six statutory principles of adult safeguarding with an emphasis on Making Safeguarding Personal. You can find a more detailed version of the annual plan on the CHSAB website.

**We will raise awareness of adult safeguarding and together will learn from experience**

**What we plan to do:**

- CHSAB members engage with local communities and the community and voluntary sector (CVS)
- Develop a model for ongoing user engagement with the CHSAB
- Promote learning from everyday practice.
- Inform the work of the CHSAB with service user feedback about the safeguarding service
- Implement Safeguarding Adults Reviews action plans, and the CHSAB monitor the impact of SAR learning
- Influence services with learning from Serious Case Reviews (SCRs) and Domestic Homicide Reviews (DVHRs)
- Establish an effective CHSAB Communications Strategy

**We will promote a fair and open culture**

**What we plan to do:**

- Embed safeguarding into contracts to ensure that quality and safeguarding issues are monitored
- Safeguarding audits provide assurance to the CHSAB of improvements in practice
- Ensure safe and transparent processes for sharing concerns about safeguarding practice are in place

**We will understand how effective adult safeguarding is across the communities we work with**

**What we plan to do:**

- Agree, test and review regularly a framework for adult safeguarding activity and trend data, so that emerging risks are identified and local responses influenced accordingly
- Improve understanding of local communities and needs – to be developed with better information
- Work with other Boards to address cross cutting issues, including the 'Think Family' approach

**Improve the competency of all those involved in adult safeguarding**

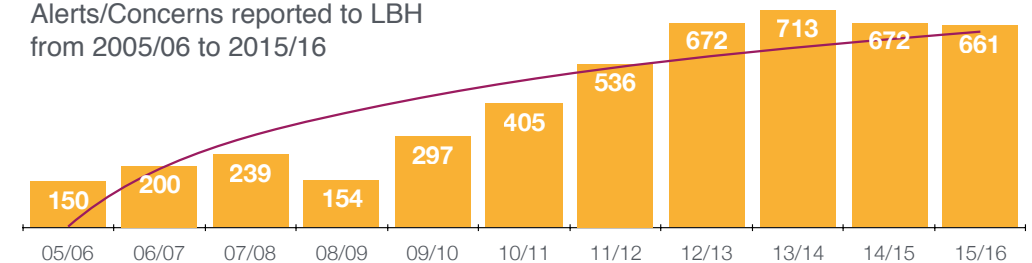
**What we plan to do:**

- Establish a multi-agency training programme informed by the CHSAB priorities
- Embed the *Making Safeguarding Personal* approach in practice across the partnership
- Establish agreed minimum standards for supervision of safeguarding practice across the partnership

# Adult Safeguarding Activity 2015/16

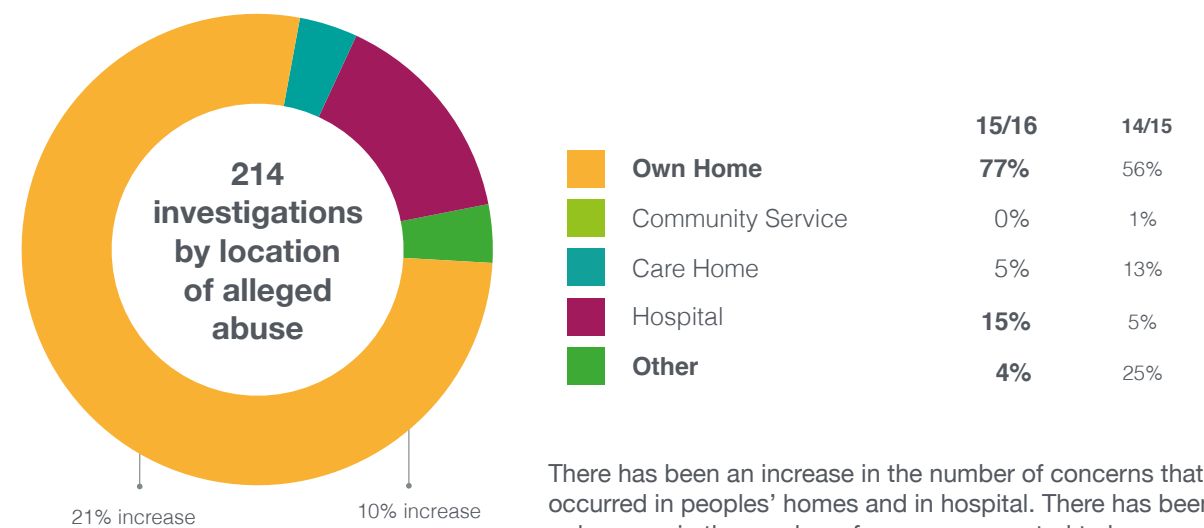
## London Borough of Hackney safeguarding data

Alerts/Concerns reported to LBH from 2005/06 to 2015/16

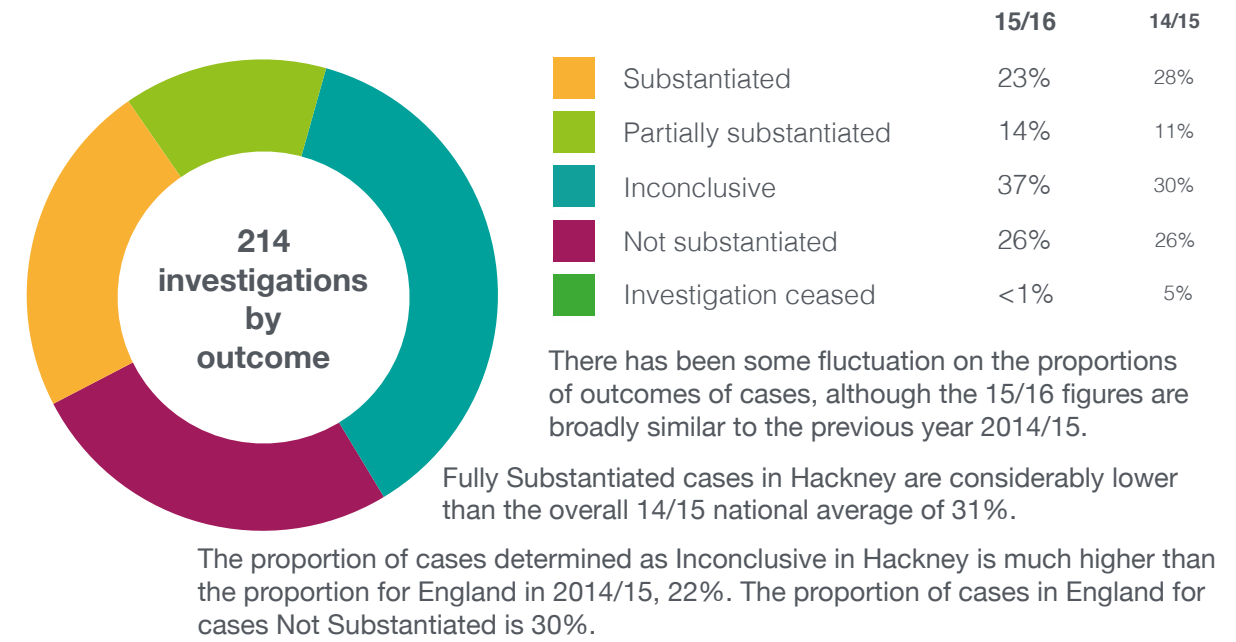
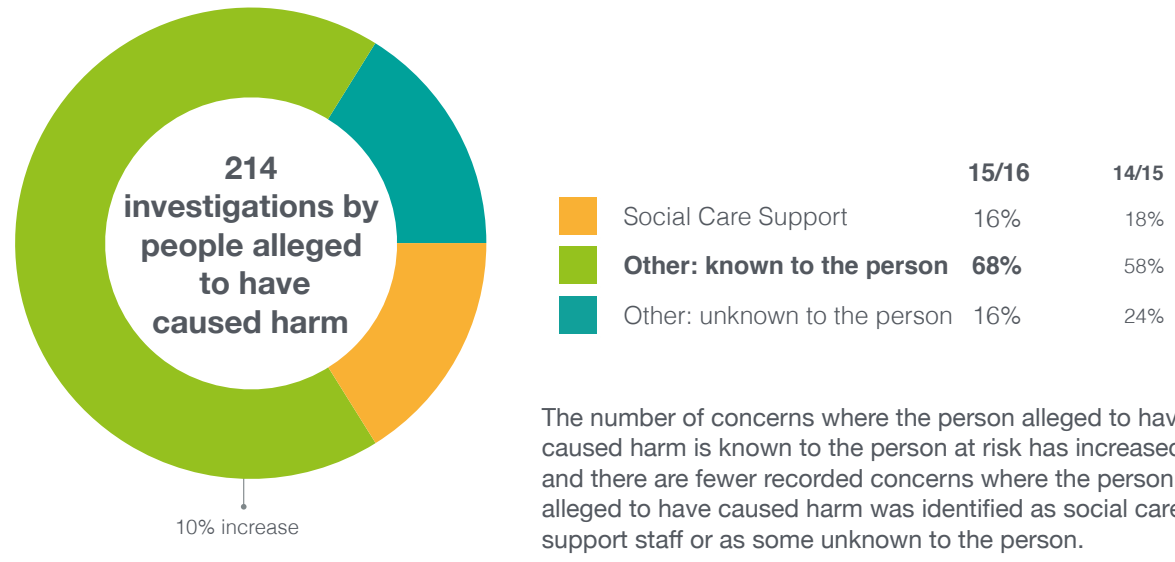


LBH received **661** safeguarding concerns (formerly known as 'alerts'), slightly fewer than in 14/15. Concerns remain at a high level compared to five years ago, although the trend of increasing in number year-on-year has stabilised.

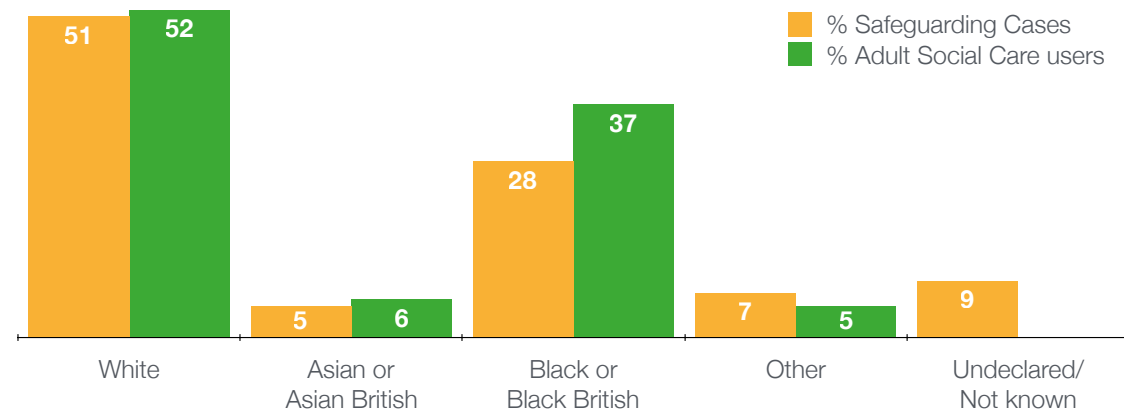
Overall, there is a broad consistency in the number safeguarding concerns over the last 4 years. The implementation of the Care Act and the safeguarding publicity campaign held in 2015 have not resulted in an increase in safeguarding referrals across Hackney.



There has been an increase in the number of concerns that occurred in peoples' homes and in hospital. There has been a decrease in the number of concerns reported to have occurred in care homes and in the "other" locations.



Percentage of ethnic profiles of accepted Safeguarding Cases compared with ethnic profile of people using Adult Social Care service in 15/16

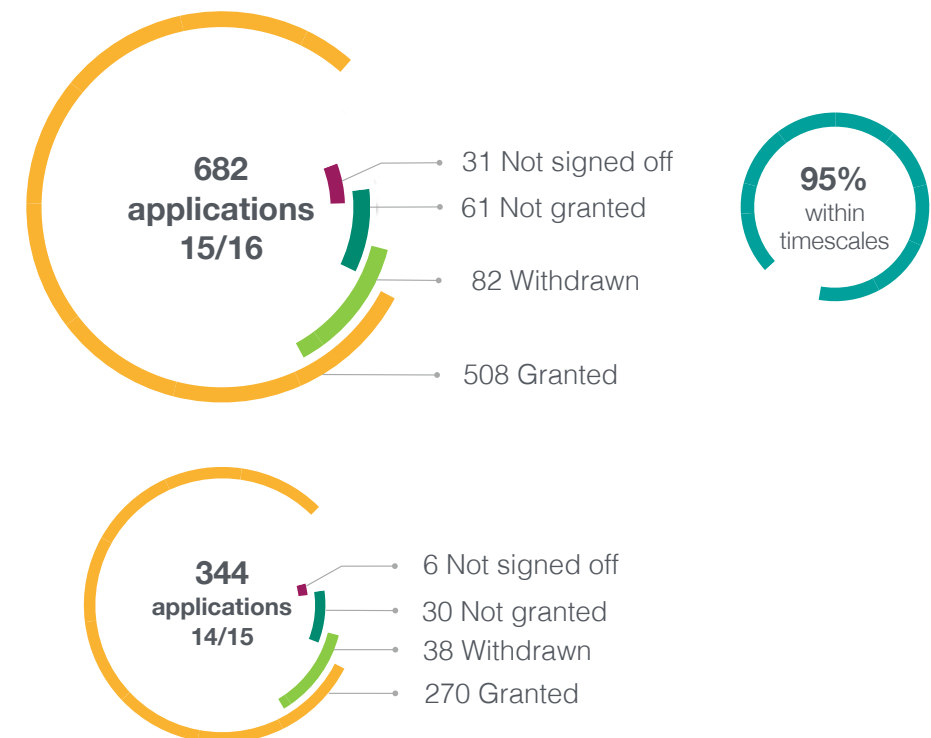


As with last year, there is a notably greater proportion of members of the black community who are using social care services compared to the proportion of the same community who are the subject of safeguarding investigations.

Adult Social Care Services now work with a higher proportion of White clients compared to last year, meaning that the proportion of people in White group who are the subject of safeguarding investigation is more in line with the proportion of people using social care services.

### London Borough of Hackney Deprivations of Liberty applications data

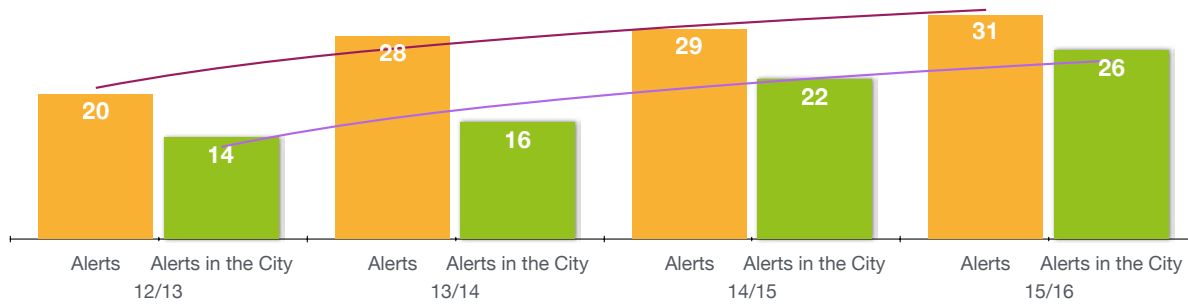
In 2015/16 there were 682 applications for deprivations of liberty, up from 344 applications in 2014/15. This continues the pattern of a radically increased DoLS workload each year since the Supreme Court's judgment in the "Cheshire West" case in March 2014. By comparison, there were only 23 applications for deprivations of liberty 2013/14, of which 13 were approved.



# Adult Safeguarding Activity 2015/16

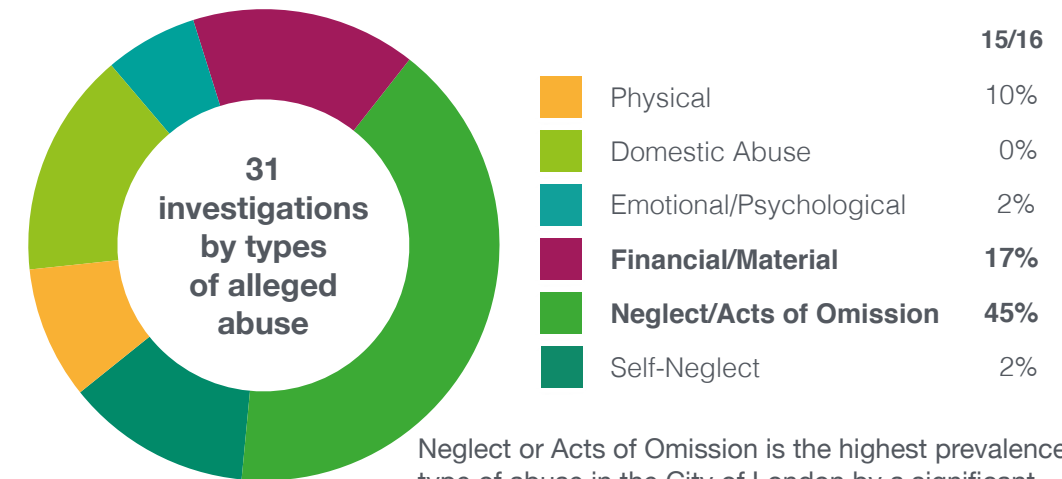
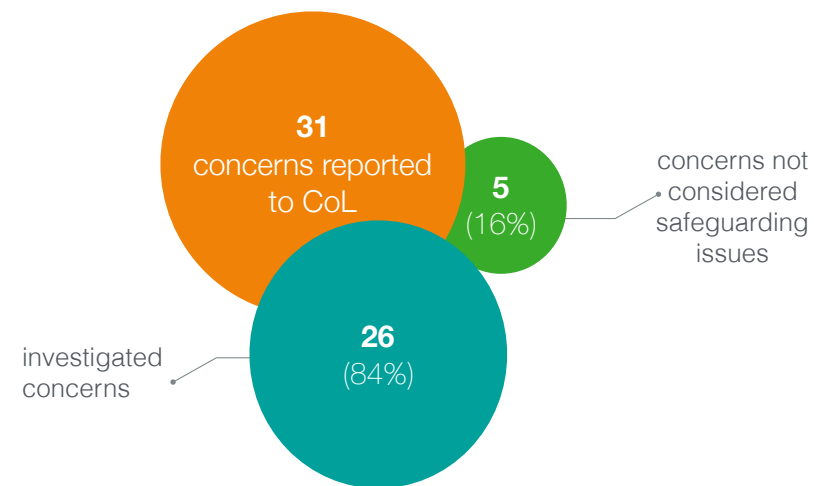
## City of London safeguarding data

Alerts/Concerns reported to CoL, from within and beyond the City (2012/13 to 2015/16)

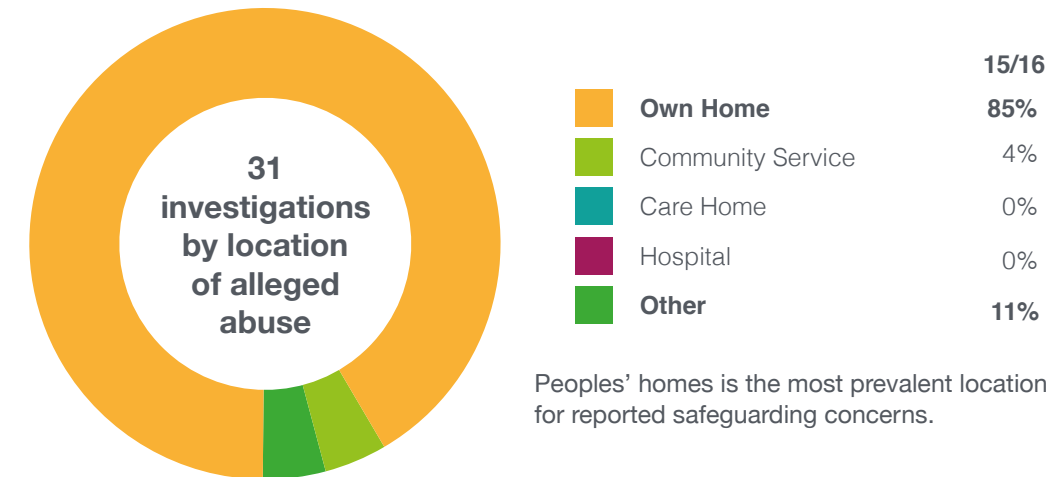


The City of London received 31 safeguarding concerns (formerly known as 'alerts') in 15/16, 26 of these within the City. A gradual increase in concerns has continued since 12/13. This is a positive outcome of professionals' and residents' increased awareness and understanding of adults at risk.

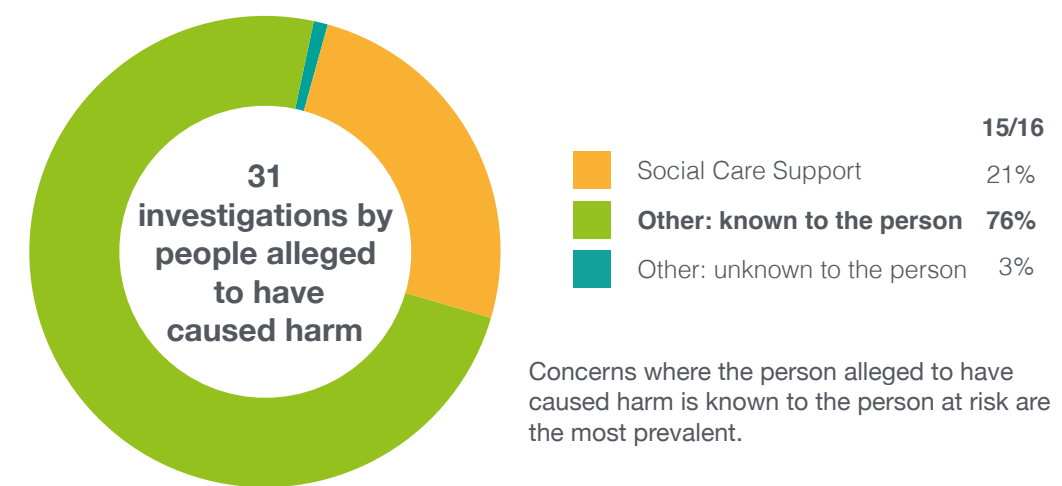
LBH received 661 safeguarding concerns, slightly fewer than in 14/15 (672). Just over a third, 257, were progressed as a safeguarding matter, again slightly fewer than in 14/15 (270).



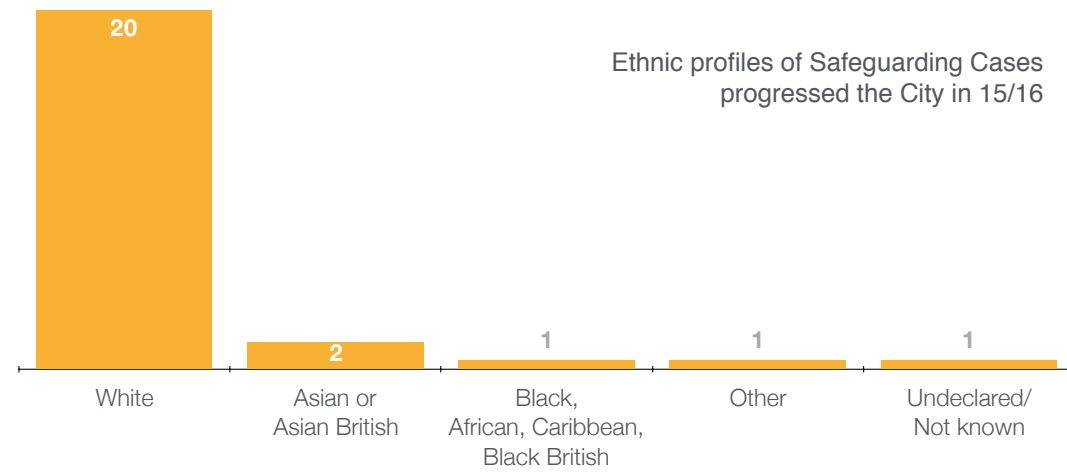
Neglect or Acts of Omission is the highest prevalence type of abuse in the City of London by a significant margin. Financial or Material cases are the second most reported type of abuse concern.



Peoples' homes is the most prevalent location for reported safeguarding concerns.



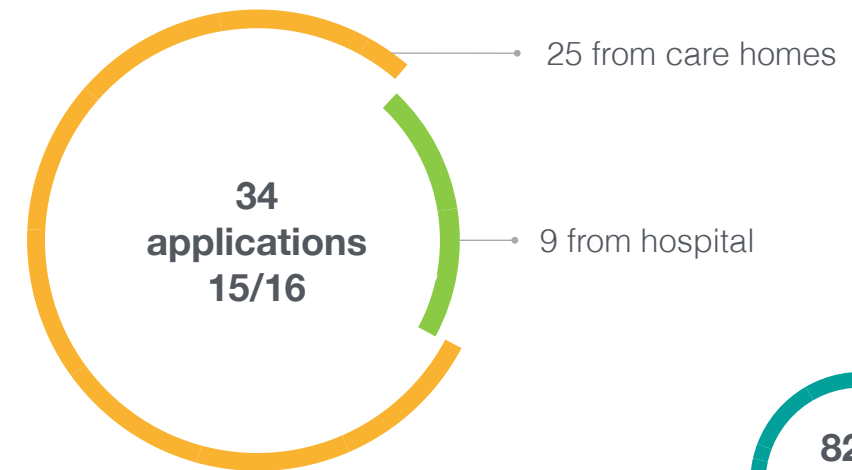
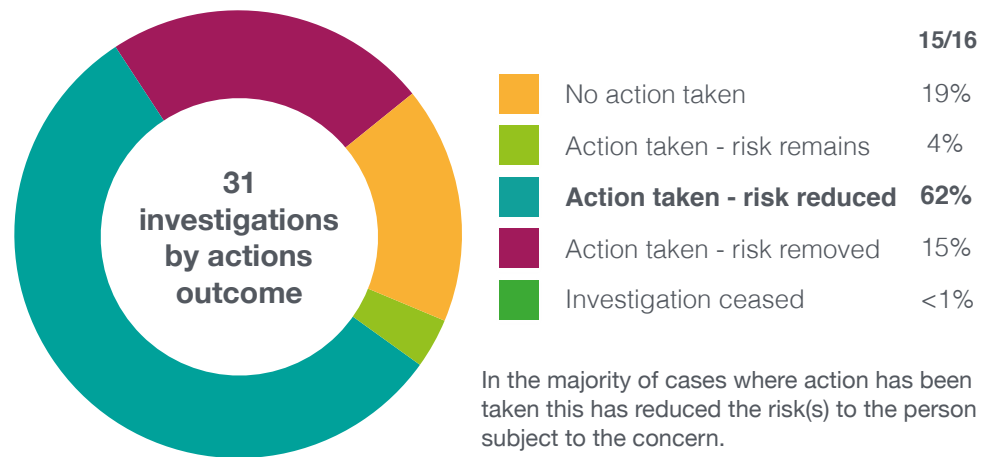
Concerns where the person alleged to have caused harm is known to the person at risk are the most prevalent.



## City of London Deprivations of Liberty applications data

**34** Deprivations of Liberty authorised for people living in residential care

**2** Applications to the Court of Protection for deprivations of Liberty for people living in supported living: 1 authorised, 1 pending

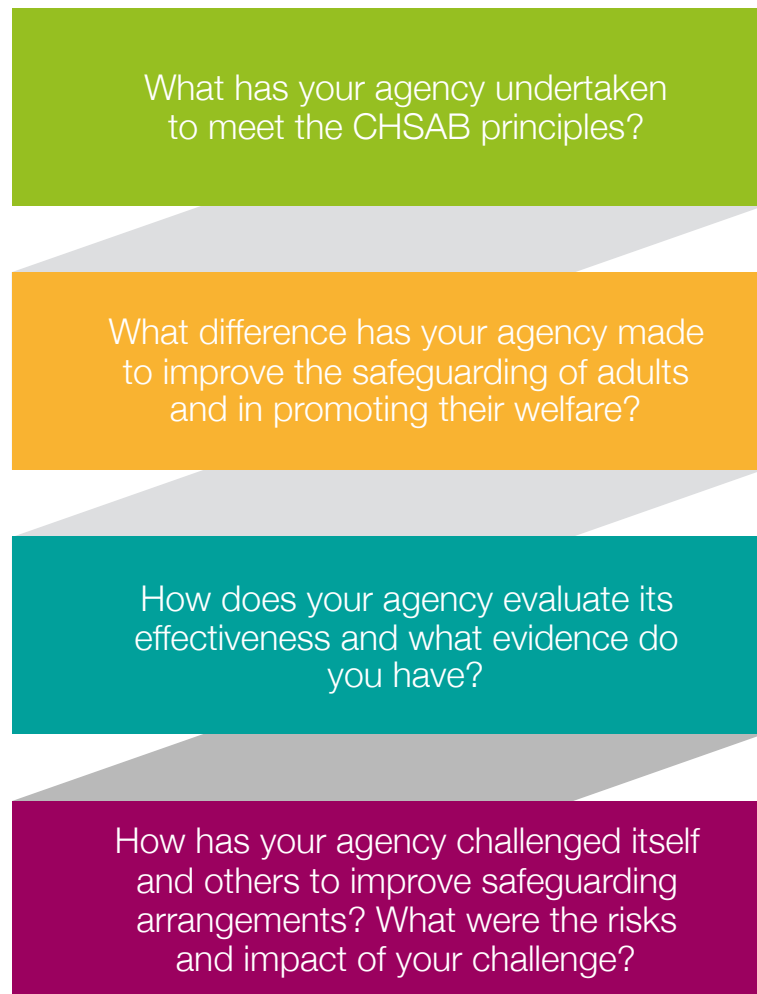


**82%**  
(28) within timescales



# Partner Contributions

In the next section CHSAB partners set out how they have contributed to the work of the CHSAB and to the ongoing improvement of local safeguarding adults arrangements. Each key partner was asked to frame their contribution in response to the following key questions:



## City of London Corporation and partners

**Marion Willicome Lang**  
Adult Social Care Service Manager



### 1. What has your agency undertaken to meet the CHSAB Principles?

#### All our learning will be shared learning

The Department of Community and Children’s Services (DCCS) Business Plan 2015-17 has as its first strategic priority, ‘Safeguarding: Ensuring effective arrangements are in place for responding to safeguarding risks, promoting early identification and support to prevent escalation of issues and keeping children and adults at risk safe.’

The City of London Adult Social Care (CoLASC) team has primary safeguarding responsibility for adult residents of the Square Mile. As a generic adult social care service, safeguarding responsibilities apply to anyone over 18 who has an additional need, including the needs of their carers.

The CoLASC service is accountable to the Community and Children’s Services Grand Committee and reports directly on adult safeguarding matters to the member-led Safeguarding Sub-Committee. This fulfils the type of scrutiny function associated with other local authority scrutiny governance structures. A member of the Safeguarding Sub-Committee is also a member of the CHSAB. Another member is the Rough Sleeper Champion and chairs the Adult Advisory Group.

The City of London Adult Safeguarding Sub-Committee, now chaired by Dr Adi Cooper, provides greater understanding and accountability on the part of officers and partners as to their responsibility to safeguard adults in the City of London (CoL). This is an important conduit for cascading messages from the CHSAB and a means of developing a City-specific work plan in line with the Board’s priorities. CoLASC representatives sit on this Sub-Committee and provide regular practice updates and performance data which are open to challenge, scrutiny and learning. The Director of DCCS and Assistant Director for People sit on the CHSAB. The AD sits on the CHSAB Executive Board and chairs the SAR sub-group. The CoLASC Service Manager and Team Manager sits on the SAR and Training & Development sub-groups.

The City of London held training sessions and briefings regarding adult safeguarding for members sitting on the Safeguarding Sub-Committee. These aimed to provide greater clarity on adult safeguarding to members who in turn can provide challenge and scrutiny on the performance and practice of the CoLASC team.

Following from an independent audit of the CoLASC service in 2014/15, an Improvement Plan was developed and implemented over 2015/16. The plan was RAG-rated and reported on at Safeguarding Sub-Committee and through the Adults Senior Management Team meeting forum.

Through case supervision the CoLASC team has worked on learning alongside individual case audit templates. Learning from the Improvement Plan has also been shared with practitioners at service team meetings.

The draft recommendations of Mrs A & Mr B SAR have been presented to the CoLASC team in an extended team development session with the compilation of a localised Improvement Plan. Five key learning points from the SAR were developed by and for the CoLASC service:

1. Reviewing CoL supported living contracts with Commissioning colleagues
2. Reviewing CoLASC risk assessment processes
3. Reviewing CoLASC working practices with clients out of borough on the Care Programme Approach
4. Training standards of staff in contracted supported living service in the CoL
5. Fire risk training standards across CoLASC and LFB jointly - to be raised at Safeguarding Adults Sub-Committee

The CoL has adopted the revised London Multi-Agency Adult Safeguarding Policy & Procedures, which have been fully disseminated in CoLASC the team in electronic and individual hard copy pack formats. Development sessions held at each fortnightly team meeting since January 2016 embed safeguarding awareness and understanding.

Each CoLASC team member's individual learning objectives will highlight safeguarding practice and include specific mandatory safeguarding learning and development goals. These are tailored to the person's post.

CoLASC attended the following training rolled out to partners of the CHSAB following the publishing of the new Multi-Agency procedures:

- Safeguarding Awareness (Alerter) ½-day session (3 members of CoLASC)
- Coercion & Emotional Abuse ½-day session (5 members of CoLASC)
- Domestic Violence ½-day session (4 members of CoLASC)
- Domestic Violence 1-day session (5 members of CoLASC)
- Modern Slavery ½-day session (5 members of CoLASC)
- Self-Neglect & Hoarding ½-day session (6 members of CoLASC)
- Autism Awareness ½-day sessions (2 members of CoLASC)

The current provider of the CoLASC's community provision, Toynbee Hall, delivered workshops with City residents to raise awareness of adult safeguarding. The workshops allow discussions and learning so that participants become empowered to make decisions, and seek support where necessary. This has been especially effective with participants with learning disabilities as a number did not realise financial abuse was a type of abuse and does not need to be tolerated. The workshops have also enabled Toynbee Hall to be made aware of participants' concerns and raise cases with CoLASC.

### **We will promote a fair and open culture**

The CoLASC team has continued to work with commissioning colleagues to ensure that safeguarding is embedded within the contracting and commissioning process. A current recommissioning process of all CoLASC community provision has seen safeguarding as a key priority in the tendering process, which includes a case study and an explicit safeguarding training & development question. There is currently a Domiciliary Care service specification being devised and CoLASC are working closely with commissioning colleagues to ensure that safeguarding is embedded fully within the tendering and contract process.

The CoLASC service, along with all partners of the CHSAB, completed the London Chairs of Safeguarding Adults Boards and NHS England's Safeguarding Adults at Risk Self-Audit Tool 2015-16. This identified that CoLASC was meeting 22 of the 29 requirements, with six relevant requirements noted as requiring additional action. This assessment provided strong evidence of the priority and commitment shown towards safeguarding adults at risk, from the golden thread of the Corporate Safeguarding Strategy, highlighted within the DCCS Business Plan, through to the core business and professional practice of the Adult Social Care Service. The assessment and CoLASC representatives then contributed to the support & challenge sessions at the SAB Development ½ Day in February 2016.

As a service within the Department for Community and Children's Services, CoLASC has full access to an escalation policy, as well as access to the AD and Director if issues remain unresolved at an operational level.

### **We will understand the complexity of local safeguarding needs**

With the inclusion of Self-Neglect and Hoarding into the London Multi Agency Adult Safeguarding Policy and Procedures, the City of London has adopted the City & Hackney Self Neglect and Hoarding Protocol, and has set up a Self-Neglect and Hoarding Panel, chaired by the Adult Social Care Service Manager. The panel commenced in January 2016 and has partner involvement from London Fire Brigade, City of London Police, Environmental Health, Public Health, a City of London legal advisor, City of London Housing, primary care GP representation on a case by case basis and an independent hoarding specialist organisation MRS (Making Room Service, who are a commissioned member of the One Hackney and City Voluntary Sector Framework).



This panel has been working very effectively with five cases discussed to date, and multi-agency pathway plans developed on each case.

Ongoing work has taken place this year with commissioning colleagues to ensure any safeguarding work that includes our commissioned domiciliary care agencies or residential or supported living placements are followed up contractually and through CQC. CoLASC has also worked with commissioning colleagues to draw up a new specification the retender of Adult Social Care's community provision - the Reach Out Network; a memory group, a carers support group and an adult support group (The Wellbeing and Independence Service (WISE)). This has placed safeguarding practice at the heart of the new contract. We have sought to embed the vital importance of early intervention and prevention within commissioned community provision, as the eyes and ears of the community. An outcomes-based approach to capturing effectiveness is being developed.

An outcomes-based specification in the retendering of domiciliary care provision within the City that seeks to hold services to account for their direct care provision to our most vulnerable service users in the community will also provide an opportunity to embed adult safeguarding processes.

### **The skill base of our staff will be continuously improving**

A City of London Corporation Safeguarding Policy is now in place, which has raised the profile of Safeguarding Adults and Children across the Corporation. Safeguarding is now on the Corporation Risk Register. These high level elements coupled with the *Notice the Signs* safeguarding Campaign conducted throughout 2014/15 has assisted in greater understanding and awareness of Adult Safeguarding for both city staff and residents.

A Corporation Safeguarding Champions meeting takes place quarterly, chaired jointly by the Service Manager for Adult Social Care and Safeguarding and the Quality Assurance Service Manager, which aims to improve knowledge and understanding of safeguarding for non-social care staff.

The CoLASC Service Manager holds the role of Adult Principal Social Worker, is a member of the London Safeguarding Adults Network and is the ASC lead on Modern Slavery. These roles and duties enhance the social work development brief around competent safeguarding practice, alongside the current scrutiny provided by the case audit work of the CoLASC Senior Management Team. The developing peer support between the CoLASC Service Manager and the Hackney Head of Adult Safeguarding has been very constructive in focusing a generic role to consider safeguarding solely from a specialist post's perspective.

Positive results from pooling good practice in safeguarding has meant the sharing of the Hackney Adult Social Care Safeguarding Policy, alongside new safeguarding workflow templates between the two different electronic social care record systems used by Hackney and the City of London (Mosaic

and Framework-I, respectively). A City of London Case Audit template will be trialled in 2016, and will include a key performance indicator focused on capturing the requirement to keep the person who raised the safeguarding concerns updated as to the outcome. This has been worked on collaboratively across the two authorities. There is also a plan to work jointly on a public awareness raising campaign around Making Safeguarding Personal (MSP) in the autumn of 2016. The CoLASC Service Manager is also the named lead to complete the MSP 'Temperature Check' exercise for the Association of Directors of Adult Social Services in the summer 2016.

CoLASC has worked hard this year to embed the principles of Making Safeguarding Personal. Workflows have yet to be built to make it possible to fully report on this qualitative measure, but evidence of MSP safeguarding adults casework was reported on as part of the independent audit conducted in 2015 and this sound social work practice has continued to be evidenced through case audits and supervision notes.

There is clear evidence of MSP through the increased presence of the adults at risk of or experiencing abuse and neglect and their family members being involved and attending meetings throughout the safeguarding process. There is also an increase in the use of safeguarding-specific advocacy.

New safeguarding templates prompt social workers to consider the person's desired outcomes at the beginning of the safeguarding process and again at the end. The social workers have spent time at a recent team away day looking at this and how to be more MSP outcomes-focused in their adult safeguarding work.

The Knowledge Transfer Partnership with City of London and Goldsmiths University has developed a safeguarding agenda around social isolation and loneliness. A learning and development day which was attended by Dr Adi Cooper and the Chief Social Worker for Adults Lynn Romeo was highly effective in raising awareness of the risks of safeguarding in conjunction with the loneliness and isolation of many older people.

The CoL Workforce Development group is about to be developed through the Senior Management Team, and a training matrix around safeguarding will reflect these developments in coming months. It is hoped that level 1 Safeguarding Awareness training will become a mandatory training course across DCCS, departmental Corporate Safeguarding Champions and nominated departmental representatives.

Victim Support safeguards adults by raising awareness about safeguarding and rights with victims and witnesses who use our services. Staff regularly read up on safeguarding policy from both internal as well as external resources. This can be evidenced through quarterly meetings with staff and senior management. This has helped staff in their performance and quality of work as they have a sound knowledge and understanding of the safeguarding policy and procedures.

Victim Support staff also attended external training around safeguarding such as the Multi-Agency Safeguarding Team training. This looked at how partners could identify and appropriately refer safeguarding concerns to the relevant service. Staff were also encouraged to attend the Pan-London conference which enables them to network with other professionals but crucially learn more around appropriate ways to identify and adequately support safeguarding concerns.

## **2. What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?**

Please refer to the earlier section for City of London data adult safeguarding and Deprivations of Liberty. The CoLASC team completed 54 carer's assessments in 2015/16. Safeguarding Carers was focused upon during a London ADASS peer review of our compliance with the Care Act regarding working with carers, and CoLASC's approach was commended by the Peer Review Team in 2015.

CoLASC have worked very successfully in parallel with Multi-Agency Risk Assessment Conferences (MARACs) on four cases of domestic abuse that involved one or more people who have an additional need. Collaborative work has been especially effective alongside housing partners and the City of London Polices Public Protection Unit colleagues and Vulnerable Victims and Domestic Abuse Coordinator.

CoLASC have seen an increase in the number of safeguarding cases where mental capacity is an issue. There has been an increased use of and subsequent pressure to obtain Advocates and Relevant Persons Representatives in line with both the Care Act and The Mental Capacity Act. CoLASC is working with commissioning to remedy this issue.

Toynbee Hall's Dignify awareness raising project aims to reach older people and those with mental health issues. Workshops have been delivered at a variety of settings which include City residents attending Toynbee Hall sessions as well as sessions based through City 50+ coffee mornings.

## **3. How does your agency evaluate its effectiveness and what evidence do you have?**

CoLASC along with all partners of the CHSAB has completed the NHS England Safeguarding Adults at Risk Audit Tool 2015/16, and highlighted areas for improvement.

CoLASC seeks to be open to the scrutiny and challenge of officer and member led safeguarding committees, as well as taking on board the challenges of the CHSAB Quality Assurance sub-group and continuing to develop through peer support and challenge with Hackney. Going forward we will adopt the Hackney case audit tool and continue to utilize the safeguarding tool kit devised for practitioners following the last Safeguarding Adults Review in 2014/15

The resident workshops led by Toynbee Hall evaluated their effectiveness by asking participants to identify types of abuse, symptoms of abuse and also where to go if you are concerned about abuse. After participation in the sessions, generally 80% of participants are able to report this.

At Victim Support the National Safeguarding Lead Officer completes an annual audit of safeguarding referrals, organisational responses, trends and impact across the organisation for the Board of Trustees. Project staff are able to evaluate safeguarding every week as part of their case review meetings. Additional to this staff have monthly team meetings in which they are able to speak about difficult cases and share good practices. Lastly the designated safeguarding officer always follows up on any referral made and looks to speak with the support worker around the case and where applicable better methods to handle future cases.

## **4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?**

CoLASC has sought to ensure that Intake and Duty are staffed by qualified social workers so that all safeguarding concerns are followed up in a timely manner. A business case was made in relation to the Care Act to employ a senior practitioner to further develop the service and offer duty advice and guidance including Safeguarding Adult Manager (SAM) scrutiny on all incoming work.

CoLASC seeks to use the scrutiny of Members as well as the SAB and SAR sub groups to be open to challenge.

CoLASC seeks to analyse specific case work where better outcomes were felt to be achievable for service users and use team meetings and developmental sessions to analyse these findings as lessons learnt for improved practice.

Safeguarding quarterly data reports are published for senior managers and Members and performance is analysed. This is seen as a challenge exercise to provide narrative and ensure we understand our safeguarding processes and timescales.

Through contract monitoring, CoLASC seeks to have a presence to ensure operational safeguarding practice is fully raised and addressed within our commissioned services.

Toynbee Hall recently took part in a safeguarding Challenge & Support panel session with Tower Hamlets SAB. This work will also benefit Toynbee Hall service provided to City of London residents. As a result of this Toynbee Hall have reviewed their Safeguarding Policy, obtained a peer review of the new policy, organised online training for new starter staff and volunteers, included 'safeguarding' as a prompt for team meetings and one to one supervisions and included a 'safeguarding' prompt for Exit Interviews to see how staff felt the organisation manages any concerns or disclosures.

Victim Support challenges itself through regular reviews of its service. Feedback is sought from clients and partners in order to effectively evaluate the service we provide. Where negative or average responses are found, the service looks to find new and innovative ways to improve delivery of services. Furthermore, the internal training team constantly look to improve both the online as well as practical in office content offered to staff and volunteers.

### City of London Priorities for 2016/17

- Organising and securing funding for Mandatory Level 1 Safeguarding Awareness training for staff and providers within CoLASC
- Safeguarding training for CoLASC around new safeguarding adults policy and procedures.
- Working with Hackney on MSP public awareness raising campaign
- Developing an MSP outcomes approach that can be reported upon effectively
- Raising awareness in the City to financial abuse
- Addressing safeguarding linked to social isolation
- Addressing domestic abuse (from a *Think Family* perspective through collaborative work with City Safeguarding Children Executive Board)
- Progressing the Carers Action Plan to ensure positive outcomes are maximised and carers are supported to fulfil their caring roles
- Progressing work to support Self-Neglect and Hoarding issues in the City
- Developing the new five adult safeguarding procedural stages under the London Multi-Agency Procedures over 2016/17, putting in place training and new templates and workflows in Framework-i

## City of London Police

**Angie Rogers**

Detective Chief Inspector,



### Priority & Volume Crime

#### 1. What has your agency undertaken to meet the CHSAB Principles?

The City of London Police Force (CoLP) has a Public Protection Unit (PPU) that comprises of one detective inspector, two detective sergeants and eight detective constables. The Unit has a large remit including domestic violence, rape and sexual offences of adult and children, child protection, child deaths and management of sex offenders. They also investigate any safeguarding of adults at risk crimes which come under a professional or care setting. The work of the Unit and CoLP has supported the CHSAB principles variously.

CoLP attended a number of multi-agency meetings that relate to safeguarding adults including the CoL Adult Safeguarding Sub-Committee, MARAC and MAPPA meetings, the CoL domestic abuse forum, the CHSAB Quality Assurance sub-group and other meetings under the Board.

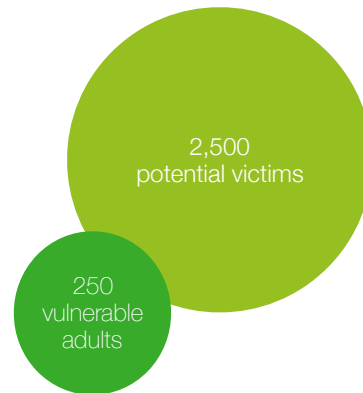
The PPU introduced an internal safeguarding meeting in 2016, merging several existing meetings and taking on additional issues for consideration. This meeting is chaired by DCI Rogers and is represented by the Force as a whole. The meeting covers all areas of public protection work and safeguarding and it examines the way the force responds to safeguarding, any implications these issues may have for the force and continuous improvement. Actions are raised in the meeting and allocated throughout the Force to make sure there is a joined up response to safeguarding and that it is embedded as everyone's responsibility in practice.

The Economic Crime Directorate has created an Economic Crime Victims Care Unit (ECVCU) which comprises six advocates. The advocates contact potential vulnerable victims of fraud based in London, including the City, who have not had their crimes investigated, ascertain their vulnerability and refer them onto the appropriate support services. They also supply advice on crime prevention and how not to become a repeat victim of fraud.



## 2. What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?

The City of London Police Force's (CoLP) Economic Crime directorate has dealt with over 2,500 potential victims London wide and has identified approximately 250 of them who were vulnerable. The PPU has also built up good working relationships with partner agencies such as Age UK and VSS raising their understanding and awareness of victims of fraud.



The CoLP has been experiencing a recent, significant increase in members of the public entering the water from City of London's bridges. There have been a number of fatalities. The volume of 'near misses' (where powers under Section 136 of the Mental Health Act 1983 have been exercised) has also increased.

The CoLP took part in a multi-agency campaign was involving the Corporation of London, the London Samaritans and the Metropolitan Police in April and May. This initially involved a leaflet handout on London Bridge. Leaflets were given to members of the public pointing out the issue and giving advice on actions to take if concerned with any individuals seen. Some 2,500 leaflets were distributed. The campaign then delivered letters to businesses in and around the bridges inviting people to attend 'Suicide Prevention' training held in a local venue and given by London Samaritans. 250 letters were given out and a total of 25 people attended the two training sessions. There are plans to conduct a similar campaign in the Tower Bridge area in the near future. Additionally, the CoLP are seeking to establish a 'Bridges Working Group' on an interim basis to address this issue. Listed below are the preliminary principles/steps that the CoLP wish to implement:

1. The principal objective is to assess whether we are taking the necessary steps to safeguard vulnerable members of our communities from harm.
2. As this is an issue that impacts on both the City of London and other London Boroughs, the CoLP will be seeking representation from Lambeth, Southwark and Westminster MPS Boroughs in order to share experience, good practice and working solutions.

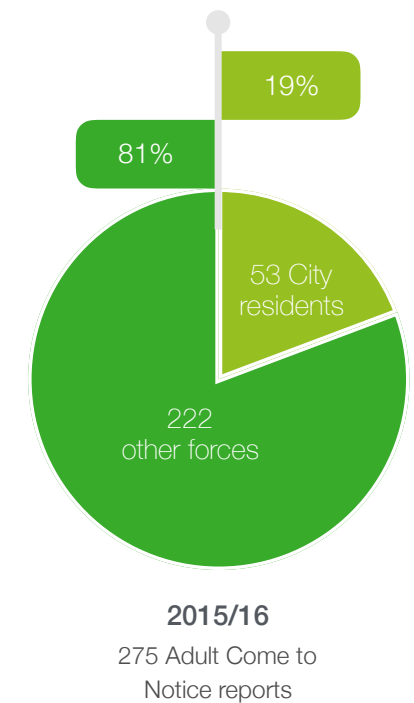
## 3. How does your agency evaluate its effectiveness and what evidence do you have?

The implications of the Care Act and the Vulnerable Adults Framework were relayed to all the City of London Police Force's uniform response officers last year (see the Metropolitan Police contribution later in this report for more information on the Framework) and there will be refresher training this year provided by the PPU and the Crime Policy Team.

A new process was also added to Police systems to log adults at risk who come to Police attention ('Adult Come to Notices'), which has been hugely successful. In the period 2015-16 we have received 275 ACN's 53 of which are City residents and 222 which were from other force areas.

CoLP also give an extremely quick response to any contact from Adult Social Care and are on hand to complete checks and give advice as necessary.

The ECVU unit conducts victim satisfactory surveys, finding that 100% of victims said they were provided with practical help and advice, while 83% of victims said they had taken measures to reduce the risk of them becoming victims of fraud again. We also review victim data to ensure that no repeat victims have been identified.



## 4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

The Police's ECVU unit has conducted a review of its operating procedures and improved the referral processes. They have identified a new 3 tiered approach to victim support and the Economic Crime directorate is also scoping new processes that will improve the fraud victims' 'journey' through the criminal justice system, catering for all victims of fraud whether there is an investigation or not.

The CoLP Safeguarding meeting is also used as a forum to share information and constantly review internal and joint agency working and to continue to make improvements across all aspects of safeguarding.

## London Borough of Hackney Council



### Cath Millen

Head of Adult Safeguarding

### 1. What has your agency undertaken to meet the CHSAB Principles?

Hackney Adult Social Care (HASC) is a partner member of the CHSAB, the CHSAB Executive Group all of the Board's sub-groups with the exception of the City of London Sub-Committee. HASC is therefore actively involved in the majority of aspects of the strategic development of adult safeguarding in the City and Hackney. Examples of this work are:

- Development of the Safeguarding Adults Review (SAR) protocol by the HASC Deprivation of Liberty Safeguards (DoLS) and Mental Capacity Act (MCA) lead
- Formulation and submission of comments on behalf of the CHSAB to the Law Commission in relation to their proposals to revise the DoLS process by the HASC DoLS and MCA lead
- Development of the CHSAB Self-Neglect (including chronic hoarding) protocol by the Head of Adult Safeguarding, which the CHSAB approved in September 2015 and is currently being trialled. This protocol will be reviewed in June 2016. All agencies represented on the CHSAB had the opportunity to contribute to the draft document and will have the opportunity to be a part of the review.

HASC is an active member of multi-agency forums such as Multi Agency Public Protection Arrangements (MAPPA), Multi Agency Risk Assessment Conferences (MARAC), the Anti-Social Behaviour Panel (ASBAP), Prevent Partnership Meetings (PPG) and the Channel Panel. The multi-agency forums mentioned above provide an excellent opportunity for shared learning and increased understanding of local issues. Both the chair of the MARAC and the Domestic Violence & Abuse Team (DVAT) Transformation Manager have fed back that the input into the MARAC by the HASC community safety lead is extremely useful and informative.

In November 2015, HASC set up the Community MARAC panel, which it chairs and provides administrative support for the panel. The panel hears cases, which have been assessed as very high risk. It has been set up to deal with a range of risk issues including self-neglect, unlike the conventional MARAC, which is solely focused on cases of domestic abuse. The Community MARAC membership includes a range of agencies such as the police, housing with care, London Fire Brigade, etc. Representatives are relatively senior managers in their agency in order that they can provide direction and advice on actions that might be taken by their agency. Although still within its pilot phase, the Community MARAC has already facilitated improved outcomes for the adults

at risk whose cases were presented due to the shared expertise of the professionals from the different agencies make up the panel.

The two senior practitioners in the Safeguarding Adults' Team (SAT) have proactively engaged with partners and contributed to shared learning, for example, they have presented at various forums such as the Association of Palliative Care Social Workers, the trainee Learning Disability Psychiatrists for London, and St Joseph's Hospice. One of the senior practitioners continues to produce a widely popular comprehensive bi-monthly safeguarding newsletter, which also covers mental capacity and deprivation of liberty. This newsletter is posted on the intranet and sent to a range of partner organisations. Feedback on the safeguarding newsletter from HASC staff and partner agencies has been very positive.

HASC has adopted the London Multi-Agency Adult Safeguarding Policy & Procedures and written a short local safeguarding document that sits alongside it. It has shared this document with the City of London.

Over the past few months, HASC has developed a new safeguarding case management workflow and new safeguarding forms and which reflect the revised multi-agency procedures. These have also been shared with colleagues in the City of London. The development of both the workflow and forms was undertaken using a co-production process with front line staff and senior practitioners. Their involvement and feedback was vital to ensure that the process and forms would be clear and effective in practice. In the future, a group of people who use services will be involved in the development process - for example, Hackney's User and Carer Reference Group will be asked for their involvement when the process and forms are reviewed in September 2016.

In terms of improving shared learning, a priority for next year is to ensure that referrers of safeguarding concerns receive feedback on their referrals. This current gap has been identified by various partner agencies such as the London Ambulance Service and the police (in relation to MERLIN reports) as well as by the CHSAB Board Manager and through the CHSAB's public strategic consultation. Social workers have been asked and are expected to feedback to referrers and a mandatory question is now being added to the safeguarding workflow to ensure this takes place.

The Head of Adult Safeguarding and the Transformation Manager for DVAT have worked closely together this year and developed a joint protocol for staff with the aim of increasing awareness of each other's services and increasing the number of referrals from HASC to the DVAT. The DVAT manager has presented to the HASC Service Managers meeting and has presented at the domestic abuse training sessions held in early 2016 to provide local context and information about the DVAT. The SAT community safety lead has produced a document on safeguarding for the DVAT and has spoken at their team meeting. The number of HASC referrals to MARAC has increased from zero in the year 2014/2015 to six in the year 2015/16. The Transformation

Manager has reported that number of referrals to the DVAT from HASC has increased by 50% in the last 6 months.

HASC and London Fire Brigade (LFB) have also worked closely together this year to address the issue of the low level of referrals from HASC to LFB for home fire safety checks. This has included LFB providing training to staff in the social work teams and provided services. The LFB have reported an increase in referrals over the last six months but have said that the level of referrals is still lower than expected, suggesting that further work is needed in this area. Thirty-six referrals were made by HASC in 2015/2016. LFB do not have the data for 2014/2015 but have stated that thirty-six is a significant increase on the previous year.

To further improve joint working between Children's and Adults services, the Head of Adult Safeguarding has set up six weekly meetings with the Head of Children's Safeguarding and one of the Children's Service Managers. This is working well in terms of developing understanding of each other's services and how to improve partnership working.

Monthly SAM meetings have been set up in order to provide more support to the Safeguarding Adults Managers (SAMs), who are the HASC decision-makers in safeguarding cases. This provides an opportunity for relevant speakers, such as the Police and advocacy services, to come and present and for the SAMs to feedback on issues affecting them and to discuss complex cases.

Alternate safeguarding and mental capacity monthly surgeries have been set up for front line staff to discuss complex cases/issues with a member of the safeguarding adults team (SAT).

A Positive Risk-Taking & Risk Management Policy was written, distributed to staff and placed onto the intranet to develop day-to-day social work practice. It has subsequently been expanded based on the draft findings of the Mr BC Safeguarding Adults Review (see above), which the CHSAB will report on in more detail next year.

Furthermore, a HASC escalation policy has also been developed so that staff are aware of the process to follow if they encounter inter- or intra-agency disagreement on practice issues.

Following the implementation of the Care Act 2014, a draft Designated Safeguarding Manager (DASM) Policy and Procedure was developed in 2015. This document has been amended as a result of the revised Care Act guidance, which removes the DASM role. The document now outlines the responsibilities of the Heads of Adult Safeguarding and Human Resources in relation to any adult safeguarding allegations made against an employee of Hackney.

Joint work is being undertaken with Children's Services to develop an operational protocol for dealing with Modern Slavery cases. This protocol

will be presented to both the CHSAB and the CHCSB in 2016-2017 for approval. Training on modern slavery has been jointly commissioned with the CHSAB, which all social workers are expected to undertake. The Head of Adult Safeguarding is the HASC lead on modern slavery.

Safeguarding training for this year focused on the 'new' categories of abuse under the Care Act statutory guidance and a series of half day workshops were offered. One-day training on domestic abuse was offered in addition to the half-day training for those who required more in depth knowledge. This training was joint funded by HASC and the CHSAB, commissioned by HASC and was open to all CHSAB partners. Following staff feedback on SAM training, which indicated that it did not focus sufficiently on complex cases and making difficult decisions, a new provider was commissioned by HASC and the SAM training extended from one to two days.

Prevent is one of the government's four elements of CONTEST, the government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The Head of Adult Safeguarding sits on Hackney Council's Prevent Partnership Group and the community safety lead sits on the Channel panel. A HASC Prevent policy has been developed. The workforce development team has developed an action plan to ensure that current HASC staff and new starters in the future access the Prevent WRAP training in 2016/2017 and that the training is geared to adult social care staff. We are in the process of adding information on Prevent to the social work induction pack and the social work handbook. Referral to Prevent is now an option on the new safeguarding forms.

HASC hosted a Making Safeguarding Personal event for social workers in November 2015. Dr Adi Cooper OBE, the CHSAB independent chair, and Lyn Romeo, Chief Adults' Social Worker for England presented at this event. The feedback received via staff questionnaires was very positive with a desire expressed for similar events to be arranged in the future.

The Head of Adult Safeguarding carried out an internal audit of twenty-five safeguarding cases in early 2016, in order to develop a robust understanding of safeguarding practice and to identify areas for improvement. The audit represented approximately 4% of safeguarding cases in the year 2015/2016. The learning and recommendations from this audit will be shared with HASC senior managers and staff. The audit found that whilst most safeguarding practice was reasonably good there are areas for improvement. For example, recording needs to improve, particularly in relation to recording people's desired outcomes, in line with Making Safeguarding Personal guidance. Use of the care management system Mosaic also needs to improve as lack of understanding of how to use the system has skewed performance figures. Another area for improvement is the recording of risk assessments and risk planning. Whilst the actions that took place on cases show that risks had been considered and mitigated there is little recording of risk analysis. There is strong evidence of multiagency working but also signs that sometimes not all of the right professionals have been involved. The safeguarding audit tool



has been added to the generic HASC audit tool and audits will now occur on a quarterly basis.

As part of the practice improvement work, staff and senior manager questionnaires were sent out in early 2016, which focused on social workers support needs around safeguarding. There was an approximate 20% response rate. Whilst staff identified that they are receiving the support that they need, there was also a clear desire for shadowing and mentoring opportunities, more training and simpler safeguarding forms (this questionnaire sent out prior to the introduction of the new safeguarding adults workflow and forms mentioned earlier).

A benchmarking exercise with several other London boroughs was carried out by the Head of Adult Safeguarding to look at how they manage their safeguarding work and to consider the effectiveness of the current remit of the SAT in HASC. The report (including recommendations) is currently being drafted.

Deprivation of Liberty Safeguards applications increased from 344 in 2014/2015 to 682 in 2015/2016. This is due to the impact of the 'Cheshire West' ruling, which effectively lowered the threshold of what constitutes a deprivation of liberty. (Please also see the Hackney adult safeguarding data and DoLS diagrams and commentary in the previous section of this report.)

HASC has met statutory timescales for 95% of DOLs applications in the year 2015/2016. The projected cost of managing the DOLs process in 2016/2017 is approximately £400,000.

This additional pressure has been included in the Council's medium term financial planning forecast and will be addressed as part of its budget setting process.

The HASC MCA lead has been part of a Task & Finish group at the Homerton hospital, which aims to improve doctors' understanding of the DOLS process. The lead was also involved in the East London foundation Trust's (ELFT) DoLS Task & Finish group.

Finally, the Council's new senior management structure has seen the creation of the Children, Adults and Community Health Directorate, which will bring together children's social care, education, adult social care and public health. This will bring even greater opportunities for joint working, information sharing and economies of scale.

## 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

In order to answer this question both quantitative and qualitative information is required. Please see the Hackney adult safeguarding data diagrams for quantitative data and commentary in the previous section of this report.

The new safeguarding workflow will be able to produce better quantitative data for next year's Annual Report as it asks mandatory questions about the adult at risk's desired outcomes and whether these have been 'fully met, partially met, not met'. However,

for the first time this year HASC has some Making Safeguarding Personal data. While Making Safeguarding Personal questions were not mandatory in the previous case workflow, in 20% of safeguarding cases social workers recorded the adult at risk as having been asked what their desired outcome(s) from a safeguarding intervention or involvement would be. This outcome has then been matched against a dropdown list of options, although no data is available on whether these outcomes were fully met, partially met or not met. The recent safeguarding audit mentioned above showed that in some cases desired outcomes were recorded as free text in the case management system rather than in a reportable format. There should be a far higher level of Making Safeguarding Personal data in 2016/2017 when reporting from the new safeguarding workflow and forms will be available.

Please also see the Hackney adult safeguarding data diagrams and commentary in the previous section of this report.

## 3. How does your agency evaluate its effectiveness and what evidence do you have?

HASC has evaluated its effectiveness via various mechanisms:

- The complaints and compliments process highlights areas of good practice and areas for improvement.
- HASC has started to measure outcomes of the safeguarding process, including the desired outcomes of the adult at risk.
- HASC uses a safeguarding audit tool. Audits will be carried out on a quarterly basis in 2016/2017.
- HASC completed the NHS England Safeguarding Adults at Risk Audit Tool 2015/16.
- HASC is part of the Safeguarding Adults Review (SAR) process, it is represented in the SAR sub-group and responds to the issues raised within the SARs by action planning to address highlighted issues for the service. For example, the findings of SARs inform training and development of services.

- HASC also seeks feedback from staff via questionnaires, supervision, the safeguarding surgery and safeguarding adults' managers (SAM) meetings and appraisal. For example, the supervision template has a section on safeguarding. As noted earlier, staff feedback has shown that they feel supported in their safeguarding work but would also like access to support such as shadowing and mentoring opportunities.
- HASC receives and welcomes informal feedback from partner agencies. For example, requests for more information for referrers shows a weakness in the current system, whilst the feedback from partner agencies regarding the advice given by the SAT is very positive.
- The Quality Assurance Safeguarding Board, chaired by the Assistant Director for Commissioning, monitors safeguarding concerns raised in relation to commissioned agencies.
- The Head of Adult Safeguarding monitors the number of safeguarding concerns that HASC receives and the time taken to respond to these. The performance team issues weekly reports of outstanding safeguarding episodes and the Head of Adult Safeguarding follows these up with the service.
- HASC also uses its adult safeguarding data to evaluate its effectiveness. Again, please see the diagrams and commentary in the previous section of this report.

#### **4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?**

HASC has revised its safeguarding processes in line with the London Adult Safeguarding Multi-Agency Policy and Procedures. As noted above, this included developing safeguarding forms that met all reporting requirements (national and local), are streamlined and are practice-focused. From meeting with safeguarding leads from various other local authorities it appears that not all local authorities are making wholesale changes based on the revised Policy and Procedures. For example, unlike Hackney, some local authorities are retaining the investigation and case conference episodes. One of the main risks of making these changes is that staff do not fully understand or make use of the flexibility/proportionality of the new safeguarding process and the quality of practice dips instead of improves. It is too early to assess the impact of the changes as the new system was only implemented in March 2016. It is clear, though, that the new process will challenge social workers to consider the most appropriate, proportionate and least intrusive approaches to individual safeguarding concerns.

The other main risk of using the new approach is that social workers do not fully understand that adhering to Making Safeguarding Personal principles has to be balanced against the level of assessed risk to the person and to others.

HASC has also challenged itself to provide more safeguarding support to staff although resources are limited. For example, the SAT is a very small team, which also manages the DoLS process. As mentioned under question 1, this support has included SAM meetings, safeguarding surgeries, establishing the Community MARAC, and increased access to national and local guidance. This has put increased pressure on the SAT and the social work teams, but the support offered is that which has been requested in staff questionnaires and the feedback has been positive so far.

By working with the CHSAB Board Manager to access CHSAB funding, HASC has managed to put on more safeguarding training at a time when there is a very limited training budget. This has now identified risks attached to it, other than increased pressure on staff time. Feedback on the training has generally been positive. This training should result in increased social work knowledge of the additional categories of abuse under the Care Act and improved safeguarding practice.

The Head of Adult Safeguarding and the lead for mental capacity provided a briefing session on safeguarding for a range of Orthodox Jewish care providers (arranged by Interlink). As a result of this session, the Head of Safeguarding was asked to review the Misgav (service provider) safeguarding policy, which was completed. The aim of the session was to start to build up better links with the Orthodox Jewish community. The risk of holding this type of sessions was of alienating the community, which was minimised by the Head of Safeguarding passing all the information which was to be presented via the Interlink Coordinator prior to the meeting and discussing any culturally sensitive issues with her. A positive discussion was held about safeguarding and mental capacity. However, a lot more work is required in relation to accessing and working with the more 'hard to reach' communities in Hackney and this is a priority for 2016/2017.

#### **Key priorities for 2016/2017**

- Ensure that learning from SARS and safeguarding audits is embedded into practice
- Work with the City of London on a Making Safeguarding Personal public awareness campaign
- Work with hard to reach communities to build up understanding of safeguarding adults
- Ensure that referrers of safeguarding concerns receive feedback on their referrals
- Work with staff on developing their understanding and recording of positive risk taking and risk management
- Develop the safeguarding information available on the internet and intranet



## London Fire Brigade

### Central Operations Directorate



The London Fire Brigade (LFB) services are here to make London a safer place to live, work and visit. We believe that working with our partner organisations to share knowledge and expertise is integral to enabling us to deliver and improve our services. The LFB is therefore committed to adult safeguarding and contributing to Safeguarding Adults Boards (SABs) so that we can support effective partnership working and local arrangements that can protect local residents most at risk of abuse and neglect.

A key aspect of focusing our resources on preventative community interventions that matter the most is by working with others to help protect those residents in the capital who are most vulnerable to the risks of fire. The LFB cannot identify the more vulnerable members of our society on our own so we need our partners to be a gateway to those we wish to target with our fire safety work. We have worked with statutory agencies to develop this aspect of our partnership work. In this way, the LFB will be able to proactively support more residents in our communities to manage fire risks in their own homes.

This year the LFB has continued to support robust adult safeguarding arrangements under the Care Act by:

- Continuing to work with the London Safeguarding Adults Network and a wide range of other organisations that work with vulnerable or disadvantaged groups to let health and social care professionals know about the advice and guidance we can give to minimise the risk of death or injury from fire
- Demonstrating our commitment to safeguarding by making a voluntary contribution of £1,000 to each London SAB to support Boards with achieving their local strategic objectives
- Through this funding contribution required our local authority partners to enter into a Memorandum of Understanding with the LFB, agreeing to improve the lives of vulnerable persons within their boroughs by:
  - making appropriate safeguarding referrals when a concern is raised by the Brigade in carrying out its fire safety function
  - agreeing to consider arranging and holding case conferences on particular cases when a Brigade representative requests following a fatal fire
  - agreeing to make referrals of vulnerable persons to the Brigade to carry out Home Fire Safety Visits

- Instigating a review of our Safeguarding Adults policy & procedures in line with London ones and the Care Act
- Commissioning a new adult safeguarding training package for all staff – elements such as the Mental Capacity Act and the principles of *Making Safeguarding Personal* will form core parts of this package.
- Ensuring LFB representation and contribution to the SABs meetings
- Conducting thousands of Home Fire Safety Visits throughout the year
- Delivering free Fire Safety Awareness training local services where possible
- Working with statutory services to improve the number of referrals for Home Fire Safety visits to the LFB
- Referring Serious Outstanding Risk or Welfare Concerns to the local authorities
- Contributed significantly to Prevent and other anti-terrorist initiatives

The LFB will continue to support the local adult safeguarding arrangements over the next year. We will do this through:

- Continuing to contribute to SAB meetings
- Carrying out Home Fire Safety Visits, particularly targeting those residents known to be at a greater risk of fire
- Continuing to raise awareness of the availability and provision of domestic fire suppression systems for people at significant risk of fire
- Continue to raise awareness of fire risks, especially in relation to people or household more statistically at risk of fire (such as through hoarding)
- When possible, providing Fire Safety Awareness training to local services
- Supporting applications from local housing providers, the local authorities, charitable organisations, care providers and other relevant stakeholders to the LFB Community Safety Investment Fund to receive funding for fire safety systems or equipment.

## Hackney CVS

**Kristine Wellington**

Head of Safeguarding, Children & Families



### Our Top 10 Safeguarding Achievements in 2015 – 2016 were:

- Represented unheard community voices in CHSAB meetings
- Facilitated the CHSAB public consultation and enabled the VCS to directly contribute to the CHSAB's 5 year strategic plan
- Development of the Community Safeguarding Engagement Forum
- Participation in a range of CHSAB sub-groups
- Increased access to safeguarding training
- Supported grassroots organisations to navigate the safeguarding landscape
- Encouraged organisations to include safeguarding on the management committee agenda
- Connected key VCS-led networks so that they collectively understand adult safeguarding
- Enabled Third sector to assess how protocols work on the ground
- Assisted the sector to meet their DBS requirements and funders compliance requirements

Hackney CVS provides both City & Hackney's Safeguarding Adults and Safeguarding Children Boards with the pathways to communicate their key messages to and hear from the diverse voluntary and community sector (VCS). We recognise that the Boards place high value on such multi-agency work.

Over this year Hackney CVS has been active in supporting the work of the CHSAB in its first year of operation under the Care Act. Hackney CVS representatives contributed both to the CHSAB and Executive Group meetings throughout the year and the Safeguarding Adults Review & Case Review sub-group. We also supported the development of and contributed to both the Training & Development and the Communication & Engagement sub-group. The Hackney CVS Head of Safeguarding, Children & Families is the chair of the Communication & Engagement sub-group.

We engaged the VCS significantly to promote the CHSAB's strategic consultation between October 2015 and January 2016, directly supporting the partnership with its statutory duties.

We worked closely with the CHSAB to support the VCS to help to ensure that the sector has a working knowledge of the Care Act 2014, understands and meet its safeguarding compliance requirements, and continues to develop its competence in adult safeguarding. This has encompassed the VCS adult workforce comprised of grant-funded and commissioned organisations that provide a range of services to people aged 18 years and over in Hackney. This has been particularly relevant to frontline organisations working with refugee and migrant communities, faith, tenants' groups, and family support organisations. Overall, Hackney CVS engaged 276 organisations in the adult safeguarding agenda.

### VCS Workforce Development

Hackney CVS has continued to work with the London Borough of Hackney's Workforce Development Team to deliver the Safeguarding Adult Awareness courses. The courses were funded by Hackney Council and Hackney CVS hosted the training at our offices in Dalston. Using our offices meant that there was more community-based capacity for people and overall 99 members of the adult workforce benefited from the training.

In January 2016 Hackney's VCS hosted and took part in two specialist courses to advance the sector's knowledge and competency to safeguard adults in Hackney and the City.

#### 1. Adult Safeguarding - Train the Trainer

This was a popular two-day event which aimed to create a pool of trainers for VCS organisations so that they can deliver basic and bite-sized Safeguarding Adults awareness training to their frontline staff, volunteers or people using their services – especially at times of the day or week that best enable such people to attend.

#### 2. City & Hackney Safeguarding Adult Leads (VCS)

This course helped to equip a service or organisation's named person for adult safeguarding to develop their knowledge and understanding of their role and responsibility.

The CHSAB commissioned the Social Care Institute of Excellence to deliver both these courses.

Additionally, Hackney CVS led a number of funding partnerships and supports partner agencies to understand how to meet their safeguarding and Disclosure & Barring Service requirements, in support of safe recruitment practices.

### Grant-funded organisations

Hackney is one of the few boroughs with a community grants programme and over the past few years we have promoted the safeguarding agenda to grant-funded organisations. During this year, Hackney CVS increased our focus on adult safeguarding at the launch of the two year grants programme, ***A Place for Everyone***. Hackney CVS led an interactive session on the Care Act 2014, which was well received. In addition, each ***How to Apply*** funding workshop included an element of adult safeguarding.

In conclusion, Hackney CVS has actively supported the work of the CHSAB over the last year and provided the Board with the pathways to communicate their key messages to and to hear from the diverse voluntary & community sector. This was particularly significant in our extended work in facilitating community engagement in the CHSAB's strategic consultation.

We look forward to extending our work to include our new Safeguarding Community Engagement Forum, which now brings together selected key networks such as Hackney Refugee Forum, Health Watch Hackney, One Hackney, iCare, Connect Hackney, POHWER and the Health and Social Care Forum.

## Healthwatch Hackney



**Paul Fleming**

Chair

Healthwatch Hackney exists to make local health and care services work and improve for the people who use them. We act as the independent champion for residents and people who use services locally by ensuring that the voices of people across the borough are heard in order to influence decision-makers. We do this by valuing diversity, encouraging participation and working together with statutory and non-statutory partners to ensure that treatment and care is provided with respect and dignity.

Hackney Healthwatch welcomed the move to place Safeguarding Adults Boards on a statutory footing under the Care Act this year. As a member of the CHSAB, we have worked to enable the partnership to develop and maintain effective local safeguarding arrangements by:

- Contributing to CHSAB and sub-group meetings, advocating for local people and speaking out on their behalf at a strategic level
- Promoting and commenting on the CHSAB's public consultation on its five-year strategy
- Undertaking six ***Enter & View*** visits in local health and social care services to see how care is provided and speak with people using the services
- For example, the findings from our visit to a local nursing home guided an unannounced CQC inspection and were used as evidence by the Health in Hackney Scrutiny Committee.
- Providing our views on the CHSAB's 2016/17 strategic plan
- Giving people the information they need to be able to identify and report issues to people who can help
- Promoting awareness about adult safeguarding to the communities that we engage with and to our staff
- Ensuring our staff and volunteers are trained in adult safeguarding
- Giving people the information they need to be able to identify and report issues to people who can help

Hackney Healthwatch will continue to support the CHSAB partnership to achieve its aim and objectives over the next year by ensuring that the voices of people across the borough are heard and influence services. Specifically, we will be monitoring the implementation of our Enter & View recommendations, contributing to overview and scrutiny work in the borough, and contributing to the CCG and Hackney Council's work programmes. We will also analyse our data about what people tell us so that we can identify emerging trends in people's experiences of services and raise frequently presenting concerns to the CCG and the Council.



## NHS City and Hackney Clinical Commissioning Group

**Julie Dalphinis**

Adult Safeguarding Manager



### 1. What has your agency undertaken to meet the CHSAB Principles?

All National Health Service (NHS) bodies including City and Hackney Clinical Commissioning group (CHCCG) have a statutory duty to ensure that they make arrangements to safeguard and promote the welfare of adults and to protect those at risk from abuse.

Safeguarding individuals has remained a very high priority for both commissioners and providers of NHS services during 2015/16. City and Hackney Clinical Commissioning Group (the CCG) operates within the NHS Standard Contract. The wording in the Contract regarding safeguarding arrangements was strengthened in 2015/16. Specific requirements were included to comply with relevant law and updated guidance, along with clearer provisions on staff training and audit. A safeguarding Lead post has been introduced into the CCG structure to give greater capacity to meeting our safeguarding responsibilities.

The CCG's safeguarding, clinical and quality leads are up to date with their safeguarding training and where required have access to appropriate supervision. Safeguarding adults' training is part of the mandatory training programme for all staff employed by the CCG. Additionally, the CCG provided a lot of successful training to GP practice staff over the last year. The CCG provided Safeguarding Adults Training to 56 general practice clinical staff, including general practitioners and nurses. Practice staff also attended a face-to-face update and 112 completed an e-learning module which the CCG had commissioned for non-clinical staff. This was done under the expectation that learning will be cascaded to the other clinical members of staff within the practice following their attendance of the face to face training session. Notes and case studies from the course are available on the CCG website and slides from previous Mental Capacity training are also available there too. The Clinical Lead for Adult Safeguarding also provided training to GPs working in the 'Out of Hours' service at City and Hackney Urgent Healthcare Social Enterprise.

### 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

The CCG is a membership organisation comprised of 43 General Practices arranged in 6 consortia. Its purpose is to commission health services for both the registered and unregistered populations who live in the geographical area.

The CCG operates under the NHS England 2015 Safeguarding Vulnerable

People in the NHS policy which sets out the statutory requirements for the NHS to discharge its accountability for safeguarding adults at risk of harm or abuse. The policy sets out the safeguarding roles, duties and responsibilities of all organisations in the NHS. It has been developed by NHS England in partnership with colleagues from across the health and social care system, the Department of Health (DH) and the Department for Education (DfE).

The CCG has revised its policy for adult and children's safeguarding over the past year in order to ensure that they comply with upgraded national statutory requirements as well the newly published London Multi-Agency Adult Safeguarding Policy & Procedures. They are based on the principles, legislative requirements and contractual expectations of adult safeguarding to safeguard and promote the well-being of adults with needs for care and support. The CCG's responsibility for safeguarding demands that the following aspects of safeguarding governance and commissioning responsibility are in place:

- a) Clear lines of accountability for the safe commissioning and delivery of services
- b) Ensuring that safeguarding expertise is embedded in the clinical decision-making of the CCG
- c) Working to develop safeguarding supervision
- d) Representation at the CHSAB and its sub-groups
- e) Ensuring that contracted services are delivered safely and in line with section 32 of the NHS Standard contract and the law
- f) Working to implement robust governance procedures for contract monitoring and quality assurance
- g) Engaging in peer reviews of safeguarding processes and using the results to improve safeguarding adults practice
- h) Using learning effectively following SARs and Domestic Homicide Reviews

The following roles are in place in order to ensure that the CCG can fulfil its duties.

1. The CCG Chair is the executive Lead for safeguarding adults for the organisation. The Vice Chair is the executive Mental Capacity Act Lead.
2. A Lead for Adult Safeguarding, a GP Clinical Learning Lead for Adult Safeguarding and a Lead for Mental Capacity.
3. The Adult Safeguarding Manager is the Prevent Lead and reports to the Head of Quality.
4. There is effective inter-agency working with the London Borough of

Hackney and the City of London Corporation, with clear membership of the safeguarding boards and associated sub-committee and sub-groups.

5. The CCG complies with the national statutory requirements and London procedures for safeguarding adults in its commissioning. The CCG commissioning policies are being reworked in relation to regional and national safeguarding changes and were submitted for approval to the CCG safeguarding group.
6. Safeguarding adults training is part of the mandatory training programme for all staff employed by the CCG.

### 3. How does your agency evaluate its effectiveness and what evidence do you have?

1. The CCG has been assured by the NHS England Safeguarding Adults at Risk Audit Tool 2015/16 that its systems of risk assessments and identification to stop concerns escalating are “good”.
2. During the past year the CCG has updated its safeguarding adults policy which will support the CCG in achieving compliance with commissioning under the auspices of the Care Act.
3. The CCG has developed serious incident management processes in relation to safeguarding which have improved safety and governance. The CCG has also developed partnership working around serious incident reviews.
4. The CCG has developed its contractual specifications to include adult safeguarding.
5. Recent Domestic Homicide Reviews in Hackney highlighted poor communication of information between the Multi-Agency Risk Assessment Conference (MARAC) and GPs, which can potentially have a negative impact on the aim to reduce domestic violence and protect those at high risk of domestic violence and abuse. As a result, the CCG has funded a new post to support the Multi Agency Risk Assessment Conference (MARAC). This nurse-led service aims to address this gap and ensure a safer plan for victims of abuse as well as ensuring that the GP is aware of both the risks and the safety plan agreed at the conference. This has been commended by NHS England.
6. The CCG is on track to meet the national Prevent compliance standard of 100% by 2018. The CCG has a Prevent duty to work to prevent people from being drawn into terrorism. This duty requires the CCG, and providers of NHS services, to ensure that their staff are trained to be competent in identifying and responding appropriately to any suspected radicalisation. This is a requirement in the contracts for 2016-17 and NHS Trusts will provide assurance on this to the CCG. These actions are audited by NHS England and ultimately the Home Office on a quarterly basis.

### 4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

The CCG has challenged itself and others to improve safeguarding arrangements variously:

- The CCG has endeavoured to ensure that safeguarding training is up to date over the past year. The recent NHS England audit has shown that the CCG is 80% compliant with this. There is a compliance rate of 80% within the provider Trusts.
- The CCG has endeavoured to ensure that it learns from Safeguarding Adults Reviews (SARs). The CCG has engaged in three SARs instigated by the CHSAB over the past year, with the Adult Safeguarding Manager and the GP Clinical Learning Lead acting as SAR panel members. This representation has enabled the CCG to support the Board in its statutory duties and help the CCG to address the challenge of enabling SAR learning to be embedded across the health economy. The learning from the Reviews is shared with the CCG and the learning from each case will also be disseminated to practices where relevant.
- The CCG has also endeavoured to ensure that it supports and learns from Domestic Homicide Reviews and one such Review is currently underway in the City of London. The Adult Safeguarding Manager represented the CCG on this Review panel as well. The learning from this review will be shared with the relevant CCG Committees and Providers and the safeguarding group once the Review is complete.
- The Winterbourne View scandal in 2011 led to a Department of Health pledge to move all people with learning disabilities and/or autism who were placed in institutions to community placements by the end of March 2015. The CCG endeavoured to review safeguarding arrangements and to move people from these institutions and this was achieved in City and Hackney (although it was considered that two people were not appropriately placed because of their complex histories).
- The CCG has adopted the new London Multi-Agency Adult Safeguarding Policy & Procedures and has endeavoured to revise its policies that include adult safeguarding. Most of this work has been completed. Similarly, work to review the CCG Contracts so that they include safeguarding elements as per the NHS Contract section 32 has also been completed. Further work is needed on updating the policies for safe recruitment, whistleblowing and on managing allegations against people who work with the adult public.
- The CCG has updated its website to include information on adult safeguarding.

- The CCG will receive regular monitoring reports from providers on adult safeguarding within their services including evidence of training compliance. There will be joint work on the locality safeguarding dashboard and reporting template. The CCG will ensure attendance and contribution at learning events and a Training Needs Analysis will be undertaken with a view to developing appropriate training and ensuring that training levels are reported quarterly to the CCG.
- The CCG aims to provide Prevent training to GP Practices this coming year and there will be a further Safeguarding Adults training course delivered later in the year for GP staff. We will also be arranging a teaching session for GP Registrars this year to ensure safeguarding adults training is embedded in GP training in the City and Hackney.

## Homerton University Hospital NHS Foundation Trust



### Lesley Rogers

Head of Healthcare Compliance

## 1. What has your agency undertaken to meet the CHSAB Principles?

### All our learning will be shared learning

### The skill base of our staff will be continuously improving

Close working between the Homerton Safeguarding Adults and Safeguarding Children committees continued during 2015/16, via the quarterly joint meetings of the committees. These were chaired by the Trust Chief Nurse who is the Trust's Executive Lead for Safeguarding.

The safeguarding committees work to six shared principles, one of which relates to shared learning: *'Effective and appropriate training for all, underpinned by lifelong learning, learning from incidents and training models that demonstrably improve competence and confidence'*. In line with this principle and the implementation of the Care Act from the 1 April 2015, the content of the safeguarding adults training sessions at level 1 (undertaken by all Trust staff at induction) and level 2 (all clinical staff working with adults) was completely revised and re-shaped. The revisions were informed by the draft Intercollegiate Document on the roles and competencies for health care staff on safeguarding adults. The content and modes for delivery of training have also been informed by feedback both from over 70 staff across the Trust's acute and community based services and from different disciplines who were involved in testing a new module for reporting safeguarding incidents and disclosures.

The average uptake of safeguarding adults level 1 training during 2015/16 remained high, with 96% of staff completing the training. The percentage of staff eligible to be trained at level 2 who completed training increased steadily during the year from 40% to 51.5%, despite the substantial gaps in capacity in the corporate safeguarding adults team due to long term sickness absence and staff vacancy.

A key priority for 2016/17 is the roll out of a safeguarding adults level 2 e-learning course which incorporates test questions to assess competence. This e-learning course will be supplemented with face-to-face training sessions tailored to each service and using safeguarding adults case studies drawn from safeguarding incidents and disclosures, as well as the CHSAB Safeguarding Adults Reviews.

Prevent has been a standing item for discussion and action by the joint meetings of the Safeguarding Committees. Prevent awareness training was



incorporated into both safeguarding adults and children level 1 and 2 training. The challenge of delivering WRAP (Workshop Raising Awareness of Prevent) training in the manner prescribed by the Government remains and will be a focus for action in 2016/17.

Close working between specialist practitioners in dementia and learning disability and the safeguarding adults team with staff in the clinical services continued in 2015/16. For example, in October we held a workshop on the Mental Capacity Act and Deprivation of Liberty Safeguards aimed at medical consultants, chaired by the trust Medical Director. The workshop included contributions from Bevan Brittan solicitors on the Law Commission's consultation on Mental Capacity legislation. Action following the workshop has included designing a better system for recording mental capacity assessments as part of the hospital electronic patient record. This will be further tested and fully implemented during 2016/17.

### We will promote a fair and open culture

All staff at Homerton have a duty to **recognise, report** and **act** on safeguarding disclosures to ensure that patients and clients, whether adults or children, are protected. In common with many NHS organisations, the Datix incident reporting system is used to report incidents and disclosures throughout the Trust's acute and community based services. However, safeguarding children and adults practitioners raised concerns about deficiencies in the capture and accuracy of safeguarding incidents reported via Datix. In line with Don Berwick's statement, to make *improvements requires a system of support*, the heads of the safeguarding children and safeguarding adults teams set out to improve the quality of safeguarding by developing a better system for the reporting of safeguarding concerns. It was reasoned that the development of the system on Datix would also foster an open culture in reporting safeguarding concerns in the same way as other incidents.

The safeguarding module comprises a small number of questions which both elicit key information from staff reporting a safeguarding incident or disclosure and prompt staff to take follow-up action. Appropriate action includes referring a safeguarding adult concern to the local authority where necessary. The module was implemented in March 2016 and initial results have been very positive, including:

- **Improved accuracy** of reporting of safeguarding adult incidents and disclosures
- **Improved timeliness of response** to safeguarding adult incidents
- **Datix system** supports thematic analysis of safeguarding adult's incidents
- **Structured review of incidents** with a decision-tree to follow up incidents and feedback to reporters
- **Improved training of Trust staff** with specific details on reporting
- **Bespoke training** session delivered to corporate safety/risk staff to improve their knowledge and awareness of safeguarding

### We will understand the complexity of local safeguarding needs

The safeguarding adults team has used the development of the improved system of reporting safeguarding concerns to identify themes and issues to help the organisation and the CHSAB to understand the complexity of the needs of local communities. Analysis of incidents and disclosures in 2014/15 revealed that 'Neglect', including self-neglect, was the harm most often identified in adult safeguarding cases. Homerton staff played an active role in contributing to the development of the CHSAB multi-agency Self-Neglect protocol, bringing expertise and knowledge from across acute and community based services. We have raised awareness of the protocol, including via safeguarding adults level 2 training and case-based update training in specific services, such as the Emergency Department.

### 2. What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?

A Quality Account is a report about the quality of services by an NHS healthcare provider. These reports are published annually and are publicly available. For the first time the safeguarding adult team set a priority in the Quality Account for 2015/16. We wanted to raise the profile of the 'Empowerment' principle in safeguarding adults and link this to 'Making Safeguarding Personal'.

The objective was: to 'Make Safeguarding Adults Personal' by capturing the views and wishes of patients and clients on the outcome of the safeguarding adults process'. We used the re-design of the safeguarding adults training materials as an opportunity to include a case study to illustrate the concept of 'Making Safeguarding Personal'. Staff were also prompted to find out and record the outcome the adult at risk wanted from the safeguarding process when referring safeguarding concern to the local authority. Our target was to ensure that 25% of all safeguarding adult referrals include 'Making Safeguarding Personal' information. On average, from July 2015 to March 2016, 23% of referrals met the target.

We aim to improve this practice in 2016/17 through the implementation of the improved safeguarding reporting system as well as improved uptake of training.

Homerton has also continued to protect adult patients and clients by providing safe clinical care, particularly through monitoring of 'Harm free care' via the 'National Safety Thermometer' which is a nationally recognised tool. The 'National Safety Thermometer' programme, involves the collection of data on patients in relation to potential harms. It is a 'point prevalence survey' (that is the number of harms seen at a particular point in time) and can be used to show trends in the number of harms suffered as an indicator of the safety of patients over time. Data are collected and entered into the safety thermometer software and uploaded to a national portal. Every patient being cared for is assessed for four specific areas of harm: pressure ulcers, falls

that cause harm, urine infections in patients with a catheter, and venous thromboembolism (the formation of blood clots in the vein). This provides a snapshot of the level of harm-free care. During the time period April 2015 to March 2016, Homerton provided care that was consistently better, that is higher levels of harm free care, than the national average.

### **3. How does your agency evaluate its effectiveness and what evidence do you have?**

The Homerton Safeguarding Adults Committee held quarterly meetings during 2015/16 to monitor the effectiveness of action to safeguard patients and clients using national or regionally developed tools wherever possible. Examples include the continued use of the NHS England Safeguarding Adults at Risk Framework (SAAF) to assess, track and revise the work plans of the safeguarding adults team and associated staff and services. Unfortunately, the absence of a full complement of safeguarding adult team members for over 80% of the time period meant that the maintenance of an effective service to support staff in direct contact with patients and clients was challenging. Maintaining and improving the skills and knowledge of these staff was a key focus in these circumstances. Nevertheless, during 2015/16, 64% of the 14 SAAF elements were scored green, meaning the requirement is met consistently across the organisation. 36% were scored yellow, meaning the requirement is partly met.

The Committee also evaluated how the Trust complies with the revised London Multi-Agency Adult Safeguarding Policy & Procedures 2015. This confirmed that the Trust complies with the policy & procedures and the recommendations for minor action needed to embed the best practice form part of the safeguarding adults team work plan for 2016/17.

### **4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?**

The Trust has been committed to meeting the recommendations in the Lampard Report into NHS investigations into matters relating to Jimmy Savile, published in 2015. This has included working with diverse communities such as the Charedi Orthodox Jewish community to ensure that organisations that provide services and people who volunteer across the Trust comply with the recommendations set out in the Lampard report and the Department of Health response to the report. The Safeguarding Adults and Children teams together with the Head of Patient Experience and the Volunteer Coordinator worked closely with groups across Hackney's communities. A pragmatic and enabling approach was taken which ensured that individuals keen to volunteer their services became part of the official 'Homerton Helpers' scheme. This has ensured that the Trust maintained its commitment to being inclusive whilst acting in line with the Lampard Report. The progress with meeting the Lampard recommendations have been monitored regularly and reported on to the City and Hackney Clinical Commissioning Group safeguarding managers.

## **Case Study**

### **Making a difference: carer abuse**

The victim is a 57 year old female who lives with Alzheimer's and severe communication difficulties. An allegation was made to the police that her care providers had placed her into a hot bath resulting in 20% first degree burns to her legs and arms and causing scolding and burns to her body.

A police investigation commenced with close liaison with care provider, CQC and Adult Social Care in attendance at strategy meetings. The carer was arrested and interviewed. The case has been referred to the CPS and their charging decision is awaited.



## East London NHS Foundation Trust



### Janet Boorman

Associate Director for Safeguarding Adults & Domestic Violence

#### 1. What has your agency undertaken to meet the SAB Principles?

##### All our learning will be shared learning

This year the safeguarding adults team have been attending team meetings and group supervision sessions to promote learning from cases. These have been from other local authority areas as well as within Hackney. The most notable has been learning from the draft report of the Mrs A & Mr B Safeguarding Adults Review. This prompted specific training for staff about sexuality and staff responses to risks within the services for older people.

##### We will promote a fair and open culture

The Associate Directors held a workshop for the Trust's Board members to look at the implications for Trust's services following the implementation of the Care Act. The workshop included both Executive and Non-Executive Directors and emphasised the importance of their role in promoting good safeguarding practice within the organisation from the top-down. Learning Lessons seminars are arranged for significant events and Reflective sessions are held routinely for teams where there has been a local incident for staff to have the opportunity to share their thoughts and promote good team work for the future.

##### We will understand the complexity of local safeguarding needs

The Trust is aware that safeguarding is a broad umbrella term which incorporates all forms of patient safety from preventative practice to appropriate responses to allegations or incidents. An example is the increasing use by staff of routine enquiry about abuse following training. Support is also arranged when staff disclose when they are at risk of domestic violence in their own personal lives.

##### The skill base of our staff will be continuously improving

The Trust is very aware of the duty to provide safeguarding training that meets the needs of the various staff in different positions across all services. The training reflects the new definitions of safeguarding or abuse concerns set out in the Care Act's statutory guidance (such as modern day slavery, domestic abuse and self-neglect) using case examples. There has always been an emphasis on encouraging staff within operational services to assist in presenting the training programme and this has ensured that the programme is kept up to date with recent changes in local practice.

#### 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

The Trust has a dedicated safeguarding adults team that takes responsibility for ensuring that there is Level 1 & 2 training for all new staff which covers awareness of domestic violence and the Prevent agenda. In addition to speaking to their manager, staff may contact the team for support and advice. Over time contacts have been about how to prevent abuse as well as responding to allegations of abuse and neglect by using the safeguarding procedures.

#### 3. How does your agency evaluate its effectiveness and what evidence do you have?

The Trust has a Safeguarding Adults Committee that meets bi-monthly where a quarterly data and analysis report is shared for Assurance purposes about the process and the outcomes of safeguarding incidents that have occurred.

#### 4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

Implementing the Prevent agenda was a challenge this year, given its potential for controversy both publicly and within services. The Trust sought and received NHS England funding to develop an innovative WRAP session followed by actor-led scenarios. These were well received giving the staff a chance to ask questions in a safe environment and to develop their skills and confidence in this area. This will also become available in the coming year as an e-learning refresher training for all staff, showing the possible outcomes for referrals to the Channel Panel for two very different concerns about people who use services who are at risk of radicalisation to violent extremism.

## Barts Health NHS Trust

**Jane Callaghan**

Head of Safeguarding Adults



### 1. What has your agency undertaken to meet the CHSAB Principles?

One of our main objectives this year was to establish sound practice in relation to application of the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS), which encompasses a number of the safeguarding principles.

We established and met the following milestones in respect of leadership, training, awareness raising, completion of capacity assessments and completion of DoLS applications.

**1. Provide assurance that there is sufficient safeguarding/MCA DoLS leadership (including the establishment of MCA-DoLS champions) to support MCA and DoLS**

Despite some recruitment/retention issues in the Safeguarding team, the completion of a Commissioning for Quality & Innovation scheme demonstrates that the leadership has been in place. MCA-DoLS Champions have been recruited, trained, and have contributed to this work.

**2. Raise the profile and understanding by implementing an Awareness Week within the trust**

This was held successfully in November 2015, see below.

**3. Develop awareness and understanding by training and educating the workforce**

Training targets were set as required by the CQUin, and have been exceeded.

**4. Evaluate how embedded MCA-DoLS is in clinical practice**

A paper summarising progress was presented. CQC data suggests that DoLS is more embedded in Barts Health NHS Trust than any other Trust, by a wide margin.

**5. Increase the number of capacity assessments by 30%**

This has been achieved. (Baseline audit: 24%. Final audit: 76%.)

**6. Ensure that a DoLS application is made for 95% of eligible patients**

This has been achieved. (Baseline audit: 73%. Final audit: 97%.)

The MCA Awareness Week took place from 23 November to 1 December 2015. It included the implementation of a Trust-wide screensaver promoting the 5 key principles of the MCA, distribution of mouse mats featuring the key principles of the MCA, canteen-based stalls held over lunch time in each of our hospital sites, and distributing information about DoLS and MCA in various formats, including posters, leaflets and information sheets. Stalls were manned by members of the Safeguarding team, advertised by conspicuous banners and balloons and a range of other media, such as pens, mouse mats, competitions, and sweets, to encourage staff and visitors to come to visit the stall. 307 staff visited the stalls, 500 mouse mats were distributed and 150 posters and 500 leaflets were taken. A high-level open lecture on legal issues relating to DoLS was delivered by a partner from the Trust's external solicitors, which was attended by 91 people. 750 DoLS/MCA-focused prize crosswords in which all the answers could be found by reading a summary article on DoLS were distributed, with 32 completed. There were also additional open teaching sessions on MCA alongside the implementation of an on-line DoLS-MCA competency assessment to complement the training. 28 staff completed the assessment. Study materials relating to the week, including an interview with the Safeguarding Team MCA-DoLS lead, were published on the intranet. Additionally, a "Capacity to Consent to Admission and Treatment" form for all admitted adult patients was distributed to all sites during the week.

### 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

The Trust has unique challenges in meeting the needs of very different and diverse communities. The Care Act 2014 has put safeguarding adults on a statutory footing, where robust governance arrangements and assurance are required for an expanded safeguarding adult agenda. The Cheshire West ruling on Deprivation of Liberties Safeguards (DoLS) has also had a significant impact on our work. The recent CQC inspections at Barts Health NHS Trust identified that safeguarding adult arrangements were in place and were followed in most circumstances. Staff were compassionate and respected patients' dignity. However, there were some areas that needed to be strengthened and we undertook to:

- Ensure that there are robust systems in place to protect adults at risk in all clinical areas
- Embed the principles of the Mental Capacity Act in practice

Recruitment to temporary posts to support improvement work in safeguarding was partially successful. The small safeguarding team has undertaken to attend safety 'huddles', visit wards and support safeguarding strategy meetings and investigations across the Trust. A model for an expanded safeguarding adult's team has been developed in line with both what staff told us was needed through a commissioned external review of safeguarding arrangements (see below) and the operating models in other Trusts. The new

model, which incorporates a safeguarding advisor for each of the hospital sites, requires approximately £300,000 investment and this will be considered with other cost pressures as part of the budget-setting exercise in March 2016.

### 3. How does your agency evaluate its effectiveness and what evidence do you have?

We commissioned an external review of safeguarding arrangements throughout the Trust in July 2015. The report and recommendations formed the agenda of a summit where staff and partners worked together to agree the safeguarding model for Barts Health NHS Trust. An integrated strategy for safeguarding adults and children that will describe that model is in development and this will be circulated for consultation during March 2016. The strategy will outline the governance, assurance and leadership expectations for both safeguarding adults and children.

A set of metrics have been developed and agreed with the Local Authorities to monitor safeguarding activity. Each hospital Director of Nursing receives monthly reports on these metrics, which include training compliance. The terms of reference for hospital-based operational safeguarding meetings have been agreed practice and improve the assurance of safeguarding arrangements.

### 4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

One of the key challenges for our staff has been through competency assessments undertaken with registered nurses in inpatient areas in our hospitals. There were gaps in the knowledge of staff about the types of abuse that may happen in hospital and some responded to questions about safeguarding by deferring to either senior nurses or doctors who they expected to take responsibility and tell them what to do. Some staff did not demonstrate knowledge and practice commensurate with statutory training. This gap has been challenged through safety 'huddles' and sister's meetings, face-to-face training on the preceptorship, internationally trained nurse programmes, and a number of face-to-face, bespoke training sessions on site, including as study days for surgical nurses. However, it is clear that a robust competency-based training strategy is needed. Work with the Education Academy is being undertaken to inform a business plan that puts safeguarding adults training, in line with the Care Act, on the same footing as safeguarding children.

This will include face-to-face competency based training for all registered health professionals at band 6 or above on induction, which will be updated every 3 years; enhanced training for senior leaders and those who give advice to others about responding to safeguarding concerns and updated, enhanced content for level 2 training for all staff.

## Metropolitan Police



### Cath Edgington

Detective Chief Inspector, Hackney Borough  
Reactive & Public Protection Unit

### 1. What has your agency undertaken to meet the SAB Principles?

The London position for Safeguarding Adults within the Metropolitan Police Service (MPS) has changed significantly over the last few years. Historically, different policies, procedures and referring processes were operating across the 32 Boroughs, none of which were recordable or searchable. This has now change as new processes, toolkits and pathways have been implemented and consolidated through increased partnership working across the MPS.

The MPS has a duty to work in partnership to protect the most vulnerable persons in society. Like many other public authorities, the police frequently continue to be the first point of contact for a vulnerable person in crisis. It is recognised that front line officers need to be able to identify vulnerability and risk and seek early intervention opportunities to support and protect the vulnerable within the community. The MPS uses the following definitions:

#### Vulnerable Adult:

*A person aged 18 years or over who is or may be at risk of abuse by reasons of Mental or other disability, age or illness and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.*

#### Vulnerable Adult Abuse:

*A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust (which can include a relative, carer or service provider) which causes harm or distress to a vulnerable adult.*

The MPS record encounters with vulnerable adults who come to the attention of police whether as a victim, witness, suspect or member of the public. These are recorded on the Merlin system as Adult Coming to Notice (CAN) events. Merlin records are completed in the following circumstances where:

- a) There is a concern of vulnerability in one or more of the following aspects:
  - i. Physical
  - ii. Emotional/Psychological
  - iii. Sexual
  - iv. Acts of Omission / Neglect
  - v. Financial

and

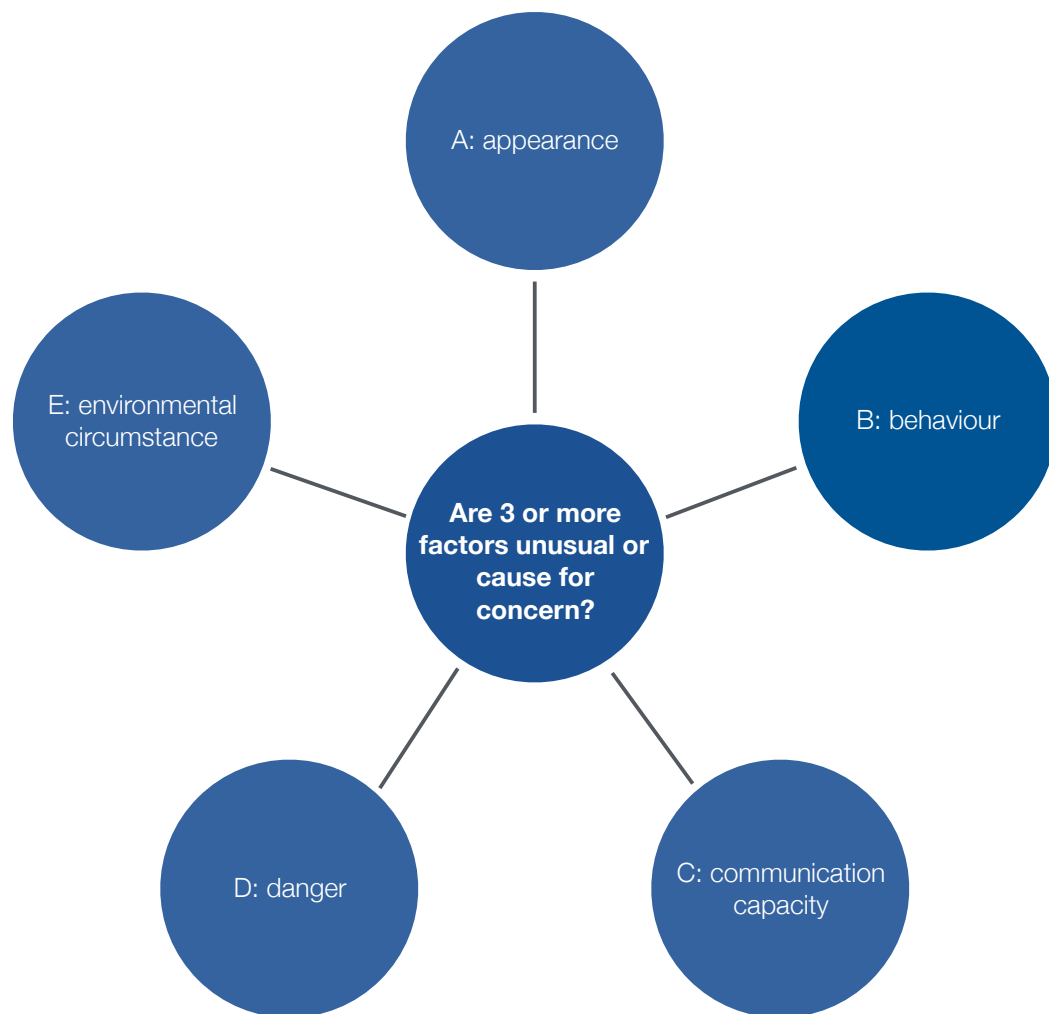
- b) There a risk of harm to that person or another person

Those who come to the notice of the police as vulnerable will require an appropriate response which may include a multi-agency intervention.

MPS Hackney recognises the six statutory principles of Adult Safeguarding and works towards these throughout all stages of our involvement with a Vulnerable Adult or adult at risk - from initial contact and identification of vulnerability, during the investigation and referral process, with intervention opportunities, in seeking the consent of the person, and in information-sharing and record making.

When coming into contact with a member of the public as a victim, witness or suspect, all MPS personnel must carry out a Vulnerability Assessment Framework (VAF) assessment to identify any vulnerability. The use of this assessment at the earliest possible stage maximises early intervention opportunities and helps prevent victimisation.

**Vulnerability Assessment Framework (VAF)**

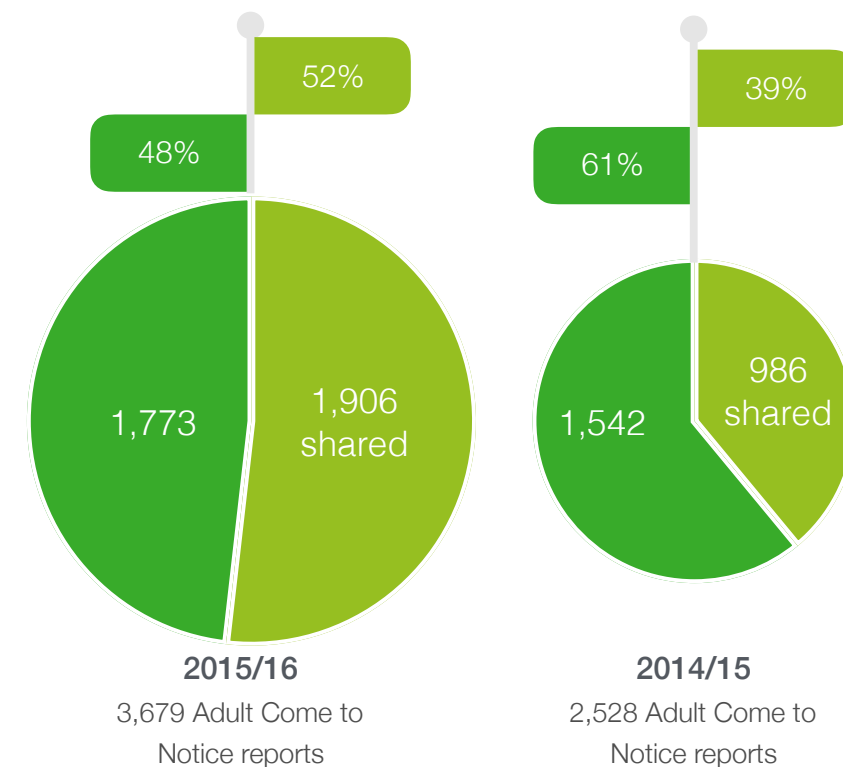


When three or more of the five VAF areas are identified a Merlin report is created (and a Crime Report if a crime is alleged).

If fewer than three VAF areas are identified while there is a cause for concern for the person then an Adult Come to Notice (ACN) is created.

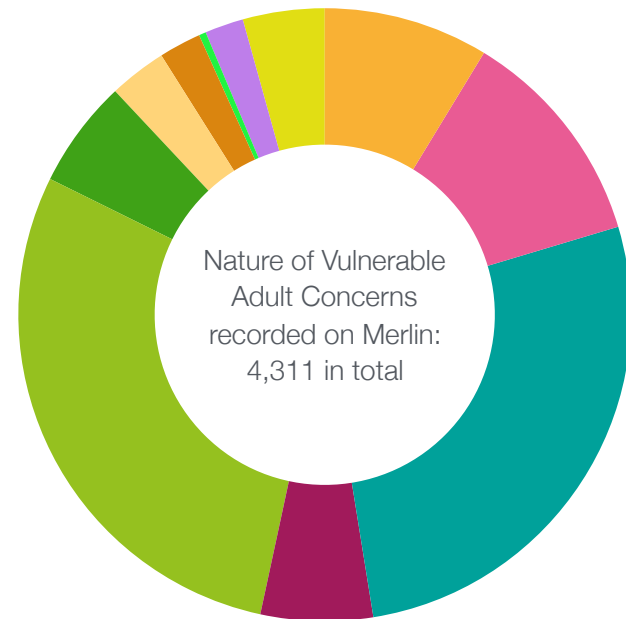
The officer ensures the reason for the creation of an ACN is recorded in all cases, together with the person's views regarding any consent for any referral issue. All vulnerability reports are reviewed by staff within our Public Protection Unit and any linked crime investigations are investigated by our Safeguarding Adult Detective officers located within the Community Safety Unit at Stoke Newington Police Station.

Between April 2015 to April 2016 there have been 3,679 recorded Adult Come to Notice reports for Hackney residents. 1,906 (52 %) have been shared with partner agencies, an increase on the 39% share rate from April 2014 to April 2015 (986 shared out of 2528 cases).





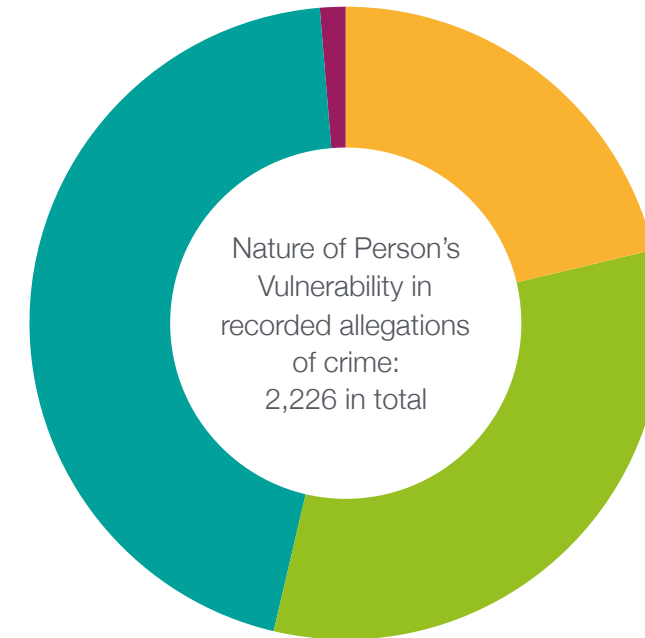
Concerns raised by officers on Vulnerable Adult Merlins can be subjective and many reports will show multiple concerns as shown below.



- Adult Risk of Harm due to Age: 375
- Adult Risk of Harm due to Disability: 503
- Adult Welfare Concerns (non specific) : 1,168
- Alzheimer's / Dementia : 255
- Mental health crises: 1,247
- Mental health – Voluntarily to hospital: 246
- Sec 136 Mental Health Act : 131
- Sec 135 Mental Health Act : 96
- Mental Capacity Act : 16
- Domestic Abuse: 88
- Victim of Crime : 186

### Crime Investigation

There are two Adult Safeguarding Detectives within the Community Safety Unit who investigate allegations of crime against Vulnerable Adults by someone who is a family member or in another caring capacity. These are reports, incidents or contacts with police that result in a crime report being raised.



- Mental Health Impairment / vulnerability: 552
- Physical Impairment / vulnerability: 840
- Intimidated Victim: 840
- Vulnerable Adult Abuse Flag

It should be noted that not all Crime reports involve a criminal offence taking place. Some reports are raised when events are unclear or to assist with risk management and supervision, where a non-crime incident takes place within a domestic setting, for example. In such a case a Non-Crime Domestic report is raised, which is reviewed by a Detective from the Community Safety Unit to ensure that risk is managed and support provided and no crimes missed by a reporting officer who does not have the specialist training.

# Case Study

## Making a difference: a non-domestic crime incident

Concerns were reported by family members that a sibling had been taking advantage of their elderly mother who was living with dementia. There was a concern that the sibling had dishonestly taken over management of the mother's finances for their own gain. The elderly mother was clear that she did not want the alleged perpetrator arrested. Officers undertook a full investigation, obtained statements, attended strategy meeting with the Safeguarding Adults Team and worked with partner agencies and an Independent Domestic Violence Advisor to support the victim at court for an Occupation Order against the perpetrator.

The police will, where appropriate, be the lead agency in criminal cases, but it is essential that we work closely with the local authority and other partner agencies to ensure that evidence is gathered, relevant information is shared, risk is identified and managed and a safeguarding plan is agreed at an early stage.

Where necessary the police will interview the alleged victim (who may well need support and/or communication aids or special support measures), the alleged perpetrator and witnesses.

In cases where criminal proceedings are not pursued following a decision by the Crown Prosecution Service, the police will agree with partners a course of action with partnership agencies to protect the adult(s) concerned.

Local training ensures that officers, particularly those dealing directly with Vulnerable Adult investigations, are kept up to date with their legal powers and duties, including their responsibilities in relation to the Mental Capacity Act and Mental Health Act.

## 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

### Working with Partner Agencies

The MPS has a statutory duty to safeguard Vulnerable Adults and those at risk and a statutory duty to co-operate with our partners. We do this through:

#### *Safeguarding Adult Board membership and engagement:*

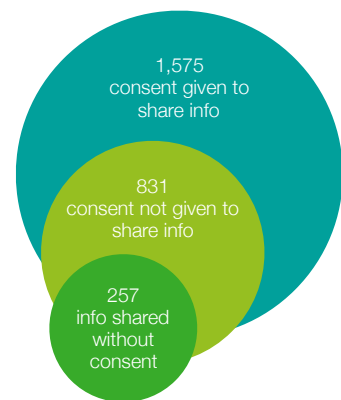
DCI lead for Public Protection is a core member of the CHSAB, attending full, Executive Group and sub-group meetings.

#### *The police Designated Adult Safeguarding Manager (DASM):*

This is an officer with sound knowledge of multi-agency working and adults at risk investigations. This role is currently held by the Borough CSU DI as they have the remit for most safeguarding adult investigations and responsible for the management and oversight of individual, complex cases where allegations are made or concerns raised about a person in a position of trust whether an employee, volunteer or student, paid or unpaid acting for the partner agency. The police DASM provides expertise, advice and guidance and liaises with partner agencies as necessary. This involves ensuring the progression of cases to ensure they are conducted in timely manner.

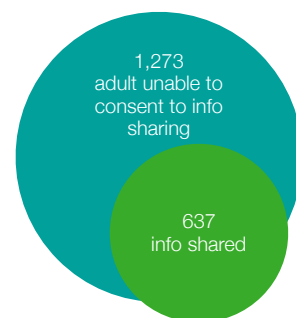
#### *Information Sharing:*

This is a key role for MPS Hackney and the Public Protection Unit. Information-Sharing Agreements enable police to comply with their duty to protect adults from abuse and neglect, bring perpetrators to justice and provide relevant information with and without consent.



**MPS officers seek the adult's consent to share:** Consent to share was given in 1,575 cases (64%) with Consent Not Given in 31% of cases (831) and in 31% of cases where consent not given the concern was shared with the consent refusal being overridden.

In 1,273 cases, the Adult was unable to give consent of which 50% shared without recorded consent.



**Hackney Community MARAC**

The Community MARAC is a recent addition to Hackney's multi- agency response to the management of High Risk Vulnerable Adults. Hackney MPS have played an active role in the working group and are core members on the MARAC panel, where information is shared on complex/high risk cases between various stakeholders. The primary focus of the panel is to put a plan into place to safeguard victims, witnesses, and suspects where appropriate, to prevent further victimisation or criminal activity.

Where legislation and information sharing protocols allow, all relevant information is shared about victims, witnesses and perpetrators, the representatives then discuss options for increasing the safety and or wellbeing of the victims, suspects and/or witnesses and, if relevant, addressing the perpetrator's behaviour, turning these into a co-coordinated action plan. In some cases, while there is no criminal aspect, the person may have come to police notice as there are concerns that the individual is becoming increasingly vulnerable and would benefit from partnership support or intervention.

**Safeguarding Adults Reviews & Individual Management Reports:**

MPS Hackney engage as a member of the CHSAB's SAR & Case Review sub-group and were a contributing agency to one of the SARs instigated by the Board this year.

**3. How does your agency evaluate its effectiveness and what evidence do you have?**

**Assessing effectiveness of MPS work in this area requires further work.**

There has been an additional 1,151 Merlins created for the period April 2015 to April 2016, compared to the previous year with an increase of 13% in Information sharing amongst Partner Agencies. The year-on-year increase in ACN Merlin reports indicates that front line officers are better able to recognise, record and refer Vulnerable Adults and Adults at risk.

This year has seen the introduction of two dedicated Vulnerable Adult Crime Investigators with specific focus on Vulnerable Adult Abuse and Carer Abuse. Their development of specialist skills and partner relationships with professionals in Adult Safeguarding has had a positive impact for victims of crime.

However, specialist data research needs to be commissioned as there is no corporate data with sufficient levels of detail to evaluate the effectiveness of the MPS and MPS Hackney in respect of our involvement with Vulnerable Adults or adults at risk.

**4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?**

The current MPS policy for Safeguarding Vulnerable Adults seeks to professionalise and improve the quality of service delivery to adults at risk who are or suspected of being the victims of abuse and crime. It has provided a standardised approach across the MPS to the identification and management of Vulnerability and the Protection of Adults at Risk incidents by issuing clear instructions to staff ensuring that everyone understands their roles and responsibilities.

The policy also seeks to develop good practice relating to the prevention and detection of crime. It will ensure that the MPS is legally compliant and is intended to increase the level of reporting, prosecution and monitoring of vulnerability and adult at risk cases.

Furthermore, the policy's aim is to improve the response to Vulnerability adult at risk incidents, risk assessment and management of cases, leading to the improved safety of victims.

The MPS recognises that there are complexities to the police role in upholding the CHSAB principles. For example, positive action may require the arrest of a perpetrator against the expressed wishes of the adult at risk.



The MPS also recognises that people can experience other barriers to reporting and investigation:

- **Fear of detrimental outcomes:** Of being placed in institutional care setting rather than at home, for example. There may also be a reluctance to report safeguarding concerns to police out of a fear of bringing shame to the family's honour.
- **Lack of mental capacity:** Vulnerable Adults may be unable to make a decision about how to keep themselves safe at a time when it is needed.

In situations where adults at risk choose to live in risky situations there remains a duty of care by all agencies involved with the adult to take appropriate and proportionate action to minimise the risks involved. The views of the adult at risk should be sought and should form the basis of the risk assessment. Many professional, doctors and social workers, for example, cannot take decisions affecting adults with capacity, without their consent. Police officers are not similarly limited. When acting in the public interest or applying the criminal law, the police may make decisions about a person without their consent. This includes making referrals to Adult Social Care and necessarily sharing restricted information with our statutory partners.

- **Failing to obtain an account directly from the adult at risk:** Police need to speak to the adult at risk and secure other evidence and information from as many sources as possible. This will maximise opportunities for a successful outcome.
- **Failing to assess risk:** Police must make a determination of the risk of harm to the person or to another. The views of the adult at risk are sought and they form the basis of the risk assessment. We ensure all views and decisions are documented on the Merlin and CRIS.
- **Failing to obtain access to the adult at risk:** There is no basis in law for removing an adult to a place of safety unless section 136 Mental Health Act (MHA) 1983 applies. This action, therefore, can only be carried out with the person's consent, or where the adult lacks capacity in accordance with the Mental Capacity Act 2005 best interest principles.
- **Assumptions/prejudices towards adults at risk:** Training assists our officers to break down this barrier and not to make judgments as to whether a witness is likely to be accepted as competent by the courts. Officers should not make assumptions based on the vulnerability of the victim. For example, repeated calls received from an adult placed in a mental health setting who is alleging they have been assaulted by other service users or staff should be visited, despite possible doubts about their credibility.

Historically, adults at risk or with care and support needs have been treated as second class citizens, either as active citizens within society or through discrimination by criminal justice services. This prejudicial treatment is

based on false perceptions as to how people's needs or conditions make them vulnerable, rather than the actions of others. The purpose of current government and MPS policy is to confer the balance of belief and credibility back to adults at risk through ensuring that those in the position to listen and assist do so, without prejudice. It is important that the MPS does not use someone's perceived vulnerability - which may make them appear less capable - inadvertently against them.

### Empowering Vulnerable Adults

MPS Officers seek to empower competent Vulnerable Adults within the court system through the use of a range of Special Measures that can be used to facilitate the gathering and giving of evidence by vulnerable and intimidated witnesses.

Vulnerable witnesses are eligible for Special Measures support, to enable them to understand questions and be able to respond in a way that the court can understand. Some examples are:

- Communication aids – such as sign or symbol boards, which may help someone with understanding and answering questions. Communication aids can be used in conjunction with an Intermediary.
- Communication through an Intermediary – a specialist in assessing a person's communication needs and facilitating their communication, they may enable a witness to understand questions being put to them and to give answers that can be understood.

## National Probation Service

**Stuart Webber**

Head of City of London, Hackney and Tower Hamlets



### 1. What has your agency undertaken to meet the SAB Principles?

#### All our learning will be shared learning

Safeguarding Adults is included in the NPS London Business Plan for 2015-16. There are a number of policy documents and processes, including some in development, which reflect the organisations commitment to safeguarding adults. These include: a NPS National Partnerships Framework for Safeguarding Adults Board, June 2015. Probation Instruction (PI)11/2015 Adult Social Care and PI 2/14 – Safeguarding of children and vulnerable adults.

NPS London has adopted the new London Multi-Agency Adult Safeguarding Policy & Procedures. In terms of applying the Procedures locally, staff will know the contact details in the Local Authority for feedback on referrals. Indicative timescales have been communicated regarding concerns, enquiries, safeguarding plan and review, and closing the enquiry. We are aware of the expected responses timeframe given in the procedures.

#### We will understand the complexity of local safeguarding needs

NPS makes referrals to the Safeguarding and Mental Capacity Team in Hackney when Probation officers consider offenders under their supervision, or adults linked to them, may fall under the remit of the Care Act. These referrals are not always necessarily deemed to meet the specific criteria. A recent MAPPA level 3 case being managed by NPS between two boroughs (within the LDU Cluster) required the involvement of the Safeguarding and Mental Capacity Lead. As a result of NPS's request for the attendance of this professional a referral to a neighbouring borough's Community Mental Health Team was facilitated via the offender's GP for an assessment for Asperger's/ Autism to ease access to support services and assessment resettlement plans.

Like MARAC, some of the actual or potential perpetrators of abuse and neglect may be subject to Multi- Agency Public Protection Arrangements (MAPPA). These are arrangements to manage the risk posed by serious sexual or violent offenders, including those who may also be the subject of a MARAC or an abuser within safeguarding processes. Practitioners and managers involved in safeguarding adults cases in NPS are expected to be familiar with the existing MAPPA strategy as found on our intranet NPS sites.

Providing meaningful statistics in respect of adult safeguarding is being reviewed as part of the nDelius Offender contacts database used by the NPS. Some contacts are being tested, such as contact details, registrations and flags. Moving forward, in the 2016-2017 year I will be discussing the provision of data with the NPS London Performance & Quality Team to see

if we can provide contacts specifically linked to Safeguarding Adults in the local authority areas where we work. Once we have meaningful data we will be holding thematic case audits focusing on Safeguarding Adult cases and will specifically review referrals during the latter half of 2016.

#### The skill base of our staff will be continuously improving

Safeguarding Adults is included in the NPS London Business Plan for 2016-17. There is a network of Senior Probation Officer and safeguarding adult practitioner Single Points of Contact (SPOCs) within each cluster or business area. There are also quarterly meetings for this group to discuss best practice and developments. There are a number of policy documents and processes, and some in development, which reflect the organisation's commitment to safeguarding adults and staff development. These include:

- *NPS National Partnerships Framework for Safeguarding Adults Boards* (June 2015).
- *Probation Instruction (PI)11/2015 Adult Social Care and PI2/14 – Safeguarding of children and vulnerable adults.*
- *Safeguarding Adults: a quick guide* – this has been issued to all staff, which reminds them of their responsibilities regarding safeguarding adults.
- *Safeguarding Adults at Risk Offenders in the Community with Care and Support Needs NPS Practice guidance* (Jan 2016) – this encourages staff to Think Safeguarding Adults at all stages of involvement with an offender. Safeguarding Adults from PSR stage at Court through to community supervision, APs, Prisons. Links between Safeguarding Adults and domestic abuse, extremism, hate crime.

Additionally, NPS London has produced a guide for probation staff working with suicide and Intentional Self-Injury. It gives guidance for frontline probation staff on effective ways of working with individuals who are suicidal or intentionally injuring themselves.

#### We will promote a fair and open culture

There is a nominated lead for Safeguarding Adults in the NPS London. A strong commitment to engaging in issues of abuse and neglect. This includes having senior managers' as portfolio leads across a range of public protection areas – safeguarding children, adults, domestic abuse, Serious Group Offending (Gangs), Central Extremism Unit. Senior managers are involved in a number of multi-agency forums regarding public protection, including MAPPA, MARAC, LSCB, SABs, YOS, CSPs etc. Additionally, Carina Heckroodt, Head of the Serious Crimes Advisory Unit is the London NPS lead on modern slavery.

The NPS's organisational culture supports reflective practice, case auditing, ensuring that lessons are learnt and that best practice shared internally and externally. Findings from Serious Further Offences, MAPPA, Safeguarding Adults Reviews and Serious Case Reviews are shared internally and where appropriate with external partners.

## 2. What difference has your agency made to improve the safeguarding of adults and promote their welfare?

The National Probation Service (NPS) is committed to reducing re-offending, preventing victims and protecting the public. The NPS engages in partnership working to safeguard adults with the aim of preventing abuse and harm to adults and preventing victims. The NPS has acted to safeguard adults by engaging in several forms of partnership working including:

- **Operational:** Making a referral to the local authority where NPS staff have concerns that an adult is experiencing or is at risk of experiencing abuse or neglect, including financial abuse, and is unable to protect oneself from that abuse or neglect.
- **Strategic:** Attending and engaging in local Safeguarding Adults Boards (SABs) and relevant sub-groups of the SAB. Through attendance, take advantage of training opportunities and share lessons learnt from Safeguarding Adult Reviews and other serious case reviews.

National training has been developed for staff. There is an e-learning module for all staff and in February 2016 a one-day face-to-face training course for staff who work directly with offenders which was rolled out. The training makes links to Prevent, safeguarding children, domestic violence and equality and diversity issues.

## 3. How does your agency evaluate its effectiveness and what evidence do you have?

NPS currently undertakes monthly case audits which involve all grades of operational staff reviewing specifically picked cases for auditing. Each audit deals with a number of specific Her Majesty's Inspectorate of Probation areas of review and incorporates assessments of staff adhering to safeguarding practices. It is desirable, as noted, that Safeguarding Adult data will assist the Hackney Head of Service to identify specific cases to review over 2016-2017 to specifically target practice in relation to offenders who may meet the relevant criteria for referral, and to follow the pathway and interventions being applied.

## 4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

*Safeguarding Adults at Risk NPS Policy Statement* (Jan 2016)

Senior Manager lead within each Division. Promoting the duty to co-operate as a relevant partner under section 6 of the Care Act 2014. Making sure all staff are aware of their responsibilities. How to raise concerns? Practice Guidance is disseminated

EQUIP – a tool to quick reference policies and procedures – process maps.

Middle managers/senior probation officers are challenged to ensure that staff are aware of their role and responsibilities in relation to adult safeguarding and are familiar with local policy & procedures, including how to make appropriate referrals where necessary. They are aware of and review adult safeguarding cases being managed by their teams.

*Our Safeguarding Adults at Risk Offenders in the Community with Care and Support Needs NPS Practice guidance* (January 2016)

encourages staff are to Think Safeguarding Adults at all stages of involvement with an offender - from Pre-Sentence Report stage at Court through to community supervision, Approved Premises, and Prisons.

## London Ambulance Service NHS Trust

### Alan Taylor

Head of Safeguarding



The London Ambulance Service NHS Trust (LAS) has a duty to ensure the safeguarding of vulnerable persons remains a focal point within the organization.

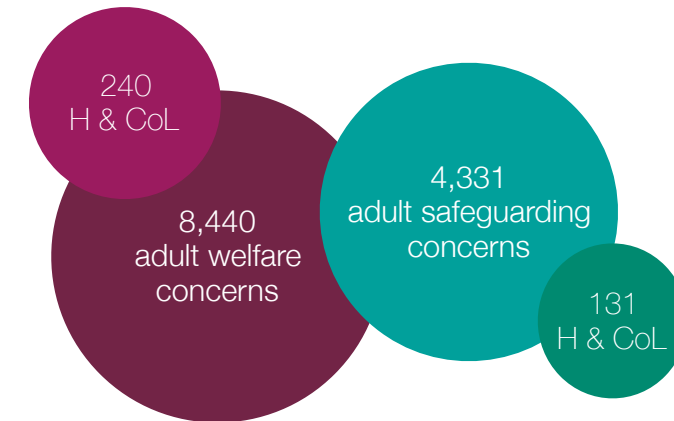
This report provides evidence of the LAS commitment to effective safeguarding measures during 2015/16. A full report along with assurance documents can be found on the Trusts website.

To address safeguarding our responsibilities we have:

- a safe recruitment process that includes the vetting and barring scheme and procedure with reference to the Independent Safeguarding Authority
- processes for dealing with allegations against staff with clear links to police and local authority designated officers
- a named executive director with responsibility for safeguarding
- heads of safeguarding for adults and children who are also the named professionals
- a safeguarding officer who is first point of contact for local safeguarding boards and local authorities
- internal and external reporting mechanisms to capture safeguarding issues
- a head of adult safeguarding acting as the LAS lead on Modern Slavery

The LAS is committed to ensuring that information is shared to prevent and reduce the risk of harm to adults at risk and has adopted the new London Multi-Agency Adult Safeguarding Policy & Procedures.

During the year 2015/16, the LAS raised 8,440 adult welfare concerns and 4,331 adult safeguarding referrals and to local authorities.



Across Hackney and the City of London there were 240 adult welfare concerns 131 adult safeguarding concerns referred.

The LAS is also committed to ensuring that all staff are compliant with safeguarding training requirements. This includes directly employed staff, voluntary responders and private providers who we contract to work on our behalf. Training includes safeguarding awareness, Prevent and Modern Slavery.

Locally, the LAS has supported the work of the CHSAB by contributing to Board and sub-group meetings and the CHSAB Development half-day, as well as supporting a Safeguarding Adults Review as both a cooperative partner and a Review panel representative.



## Appendix 1: CHSAB partner attendance

Partner	Exec Group April 2015	Exec Group June 2015	CHSAB June 2015	Exec Group Sept 2015	CHSAB Sept 2015	Exec Group Dec 2015	Dev. 1/2 Day Feb 2016	Exec Group Feb 2016	CHSAB March 2016
Chair	P	P	P	P	P	P	P	P	P
City of London	P	N	P	P	P	P	P	P	P
City of London Healthwatch							P		P
City of London Police	N	N	N	N	N	P	A	N	P
ELFT	N	N	N	P	P	P	P	P	A
Hackney Healthwatch			A		A		P		P
HCVS			P		P		P	P	P
HUHFT	A	N	N	P	P	P	P	P	P
Ambulance Ser.							A		P
LB of Hackney	P	P	P	P	P	P	P	P	P
London/City of London Fire Bri.			P		A		A		P
Met. Police	P	P	P	P	P	A	A	N	P
Nat. Probation Service			P		A		N		P
City and Hackney CCG	P	P	P	A	P	P	P	P	P
Older People's Ref. Group			P		P		P		A
Public Health	A	A	A	P	P	P	P	P	P
Barts Health			P		P		A		P

**Key**  
 P = Present  
 A = Apologies no substitute  
 S – Substituted  
 N = No apology or substitute recorded

\* The London Ambulance Service started attending from February 2016 onwards

\* City of London Healthwatch started attending from March 2016 onwards

## Glossary

Abbreviation	Meaning	Abbreviation	Meaning
AAR	Adult at Risk	IMR	Individual Management Review
ACN	Adult Coming to Notice (used by Police Services)	IPR	Individual Practice Review
AD	Assistant Director	LAS	London Ambulance Service
ASC	Adult Social Care	LBH	London Borough of Hackney
CHSAB	City & Hackney Safeguarding Adults Board	LFB	London Fire Brigade
CoL	City of London	MARAC	Multi-Agency Risk Assessment Conference
CoLASC	City of London Adult Social Care	MAST	Multi-Agency Safeguarding Team (in City of London)
CoLP	City of London Police	MCA	Mental Capacity Act 2005
CPS	Crown Prosecution Service	MHA	Mental Health Act 1983
CQC	Care Quality Commission	MPS	Metropolitan Police Service
CVS	Council for Voluntary Services	MOSAIC	A case management system used by some local authorities
DASM	Designated Adult Safeguarding Manager	MSP	Making Safeguarding Personal
DCCS	Department of Community & Children's Services (in City of London)	s.42	Section 42 of the Care Act 2014
DCI	Detective Chief Inspector	SAB	Safeguarding Adults Board
DoL	Deprivation of Liberty	SAM	Safeguarding Adults Manager
DoLS	Deprivation of Liberty Safeguards	SAR	Safeguarding Adults Review
ECVCU	Economic Crime Victims Care Unit (used by City of London Police)	SAT	Safeguarding Adults Team (in Hackney)
EOC	Emergency Operations Control (in the London Ambulance Service)	SCIE	Social Care Institute of Excellence
ESCR	Electronic Social Care Record (in the City of London)	VAF	Vulnerability Assessment Framework (used by the Metropolitan Police Service)
HASC	Hackney Adult Social Care	VCS	Voluntary & Community Sector

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## **Suicide Action Plan update for Safer City Partnership note**

### **Background**

1. The City of London Corporation developed a Suicide Prevention Action Plan which was agreed by the Health and Wellbeing Board in January 2016. The Plan was developed by a task and finish group which had representatives from the City of London Police, the Metropolitan Police, the Clinical Commissioning Group, the Coroner and the Samaritans.
2. The steering group met in July to discuss how the Action Plan has progressed and are due to meet in December to discuss further updates. Progress on actions has so far been good but with some outstanding.
3. This paper outlines the progress on actions within the plan and also updates the Safer City Partnership on the progress of the Bridge Pilot.

### **Action Plan update**

#### **Progress on Actions**

4. Mental Health First Aid training has been organised by the Public Health Team and offered to frontline staff in the City.
5. Information, training resources have been provided to the working population through the Business Healthy webpages.
6. Leaflets with help seeking information have been placed in Section 136 suites at Homerton University Hospital and The Royal London Hospital.
7. The Mental Health Strategy has been developed and the Mental Health Action Plan implementation is being coordinated by DCCS.
8. The City and Hackney Clinical Commissioning Group have reviewed suicide risk reduction audit guidance with mental health inpatient settings to see which approaches can be adopted.
9. The Public Health Team are coordinating the development of a comprehensive suicide dataset. Data sharing agreements are being set up with the City of London Police, British Transport Police, the Metropolitan Police, and the City of London Coroner.
10. We are working with the RNLI to ensure adequate lifebuoy provision and signage near the bridges.
11. The Public Health England Help is at Hand document has been shared with partners and is available at City of London libraries.
12. The Samaritan's Media reporting guidelines have been shared with partners including the Evening Standard.

## **The Bridge Pilot**

13. Data collated whilst developing the Suicide Prevention Action Plan recognised that drowning in the Thames is the most common method of suicide in the City of London (57% in 2014). From London Bridge alone in 2014 there were 52 calls for help and eight who jumped. In 2015 12 people jumped from London Bridge.
14. As a result the Bridge Pilot has been developed as a joint initiative between the City of London Corporation, City of London Police, the Metropolitan Police, the Samaritans and the RNLI. The Bridge Pilot combines the recognised approach to reducing suicide at iconic sites by encouraging help seeking behaviour by sign posting to support and training frontline staff in how to recognise someone who might be at risk.
15. This 12 month pilot starting in April 2016 is being monitored to assess the effectiveness of placing preventative measures on London Bridge compared to baseline figures from 2014 and 2015.
16. Six signs with the Samaritan's phone number were put up on London Bridge to encourage those who may be considering suicide from a bridge to seek help. This had a cost of £270 which came from the City of London public health budget.
17. A leaflet has been developed by the Public Health Team which tell the general public what they should do should they come across someone on the bridge who they believe might be going to take their own life. 2,500 have been handed out on London Bridge since April by the City of London Police.
18. The Public Health Team along with the Samaritans, with input from City and Hackney Mind and East London Foundation Trust have delivered five training sessions to the general public and frontline staff at various locations in the City. A train the trainer model of the training has been developed. This has been delivered to 15 people, who are now also able to deliver the training and there has been more interest in this particularly from frontline staff.

## **Next Steps**

19. City of London Police cover five bridges on the Thames: Blackfriars, Tower, London, Southwark and the Millennium Bridge. Of 214 calls to the police regarding threats of suicide in 2014, 105 of these occurred from these bridges and 21 of 43 suicides attempted occurred from these bridge. It is intended, following the results of the Bridge Pilot that signs will be put on all other bridges under the City's jurisdiction. In July a paper was taken to Planning and Transportation Committee outlining these plans and members unanimously supported the idea.
20. It has been decided that signs will not be put on Millennium Bridge, this bridge sees the lowest number of attempted suicides and logistically it would be very hard to fit signs to the bridge.
21. The City of London Public Health Team are taking responsibility for the extensive administration involved in getting signs on the other bridges within the City. Tower, Southwark and Blackfriars bridges require Listing Building Consent and for a Design, Access and Heritage statement to be submitted. Tower and Southwark Bridges also

require Listed Building Consent from the other Local Authorities into which they cross. We hope to have signs on Blackfriars Bridge in the next 6 weeks. With cooperation from the London Borough of Tower Hamlets and the London Borough of Southwark it is hoped Southwark and Tower Bridge will follow shortly after that.

22. Following recent discussions with the City of London Police we are proposing that the Suicide Prevention Action Plan be refreshed next year and this becomes a joint document between the Police and the Corporation. This is subject to agreement by the Health and Wellbeing Board.

**Appendix 1:**

Sign on London Bridge:



Partnership wording here

samaritans.org

A registered charity

**Poppy Middlemiss**

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<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	14 November 2016
<b>Subject:</b> Community Safety Team Update	<b>Public</b>
<b>Report of:</b> Manager, Community Safety Team	<b>For Information</b>
<p><b>Summary</b></p> <p>To update SCP members on activity by the Community Safety Team not covered within other agenda items</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to note the following contained within this report.</p> <p>Hate Crime</p> <p>Anti-social Behaviour Reporting and Training</p> <p>Prevent</p> <p>Residents Engagement – to note</p> <p>Serious and Organised Crime Board – agree proposal for Deputy Chairman</p> <p>Forthcoming Activity – to note</p> <p>Safer City Partnership Monitoring Tool – to note</p>	

## Hate Crime

1. The Community Safety Team (CST) supported National Hate crime awareness week which ran from the 8 -16 of October by providing awareness sessions to Corporation staff and engaging with residents at Golden Lane Community Centre and Middlesex Community Centre/Artizan Street Library.
2. The Team also developed own materials to improve awareness with residents and staff.
3. The CST are finalising an e-learning programme on hate crime for corporation staff.

4. We are working with CEJI and their Project “Facing Facts” to provide training to police and Corporations officers who deal directly with the public and potential victims on how to improve recording and recording of Hate Crime.

### **Anti-Social Behaviour Reporting and Training**

5. The Community Safety team has produced a new protocol on recording incidents of anti-social behaviour, domestic abuse and other related incidents.
6. This is to help provide a minimum standard in the recording of incidents, improve case management, identify potential vulnerabilities and ensure the most effective use of potential legal remedies.
7. To support implementation the Community Safety Team and Housing provided a training session on 27 September. This made use of external expertise and was well received by those who attended. We will be working to support the adoption of the new protocol across the organisation.

### **Prevent**

8. There have been no Channel referrals since the last SCP meeting
9. The Community Safety Team has been working with City of London Police Prevent Officers to progress the Workshop Raising Awareness of Prevent (WRAP) training. Forthcoming prevent sessions for Corporation staff will be held on 21 November and 12 December. Looking forward to 2017 we will be working on making WRAP available on e-learning for Corporation staff while still targeting key teams and departments for face to face delivery.
10. As Members are aware the existing Prevent strategy is due to be refreshed. Alongside this work we will be providing a briefing for elected members on work to date and seeking their support going forward. Copies of the existing Prevent strategy will be available at the meeting or can be emailed upon request.
11. Work has continued on delivering WRAP training to external bodies including a session for the voluntary sector on 26 September. On 25 October we hosted a meeting for Higher and Further Education Institutions based within the City, Specific training sessions have been offered and taken up by a number of institutions. Training is also being delivered to staff working in early year’s settings and we are in advanced discussion with representatives of the faith community to tailor sessions for their members. On 28 November we will be running a Prevent session for the charitable sector as part of our contribution to Counter Terrorism Awareness Week (more details below).



## **Residents Engagement**

12. The Community Safety team will be taking part in a scheduled event for residents of the Middlesex Street estate on 8 November. This will be the first in our planned series of engagement events focussed on those living on City estates. . We will report back at the February SCP meeting.

## **Serious and Organised Crime Board**

13. Members will recall at the last meeting the issue of a Deputy Chairman for the Serious and Organised Crime Board was raised and it was requested that a proposal be brought to this meeting. Given the existing work and experience developed under Operation Broadway and the strong links to the emerging agenda of the Serious and Organised Crime Board it is proposed that Jon Avern's Director of Port Health and Public Protection become the Deputy Chairman.
14. The Board is meeting on 11 November and the Chairman will provide an oral update. Going forward the Serious and Organised Crime Board will meet 4-8 weeks prior to the SCP to facilitate the submission of reports.

## **Forthcoming Activity**

15. 16 Days of Action (National campaign to raise awareness around domestic abuse), 25 November -10 December, the CST will be working with the Department of Community and Children's Services, Human Resources, City of London Police and local victim services.
16. Planned events include
  - E-media engagement with City residents and workers to raise awareness of what domestic abuse and where people can access support
  - Stall in The Gild to promote the Corporation HR Domestic Abuse Policy
  - Training pilot with Lloyds Bank.
17. Prior to 16 Days of Action on 3 November the Domestic Abuse Coordinator will be delivering a presentation on referral pathways, local services and processes alongside the Vulnerable Victim Advocate at Homerton Hospital.
18. Counter Terrorism Awareness Week runs from 28 November to 4 December. Each day has a specific theme, for example Monday is Prevent when we will be running a session for the charitable sector.

19. Over the week we will be working with Corporation partners and the CoLP promote vigilance, awareness and understanding. This will include a series of workshops in the Livery Hall aimed at Corporation staff who work in markets, open spaces and other public areas.
20. Christmas 2016 will see the CST working with CoLP, Greater London Authority (GLA) and the London Ambulance Service (LAS) to support this year's Christmas campaign. The work with the GLA and LAS will be similar to the 2015 campaign in terms of encouraging people to take simple steps such as eating sensibly, moderating their alcohol consumption, looking after their belongings and planning their journey home to help enjoy themselves. Results from last year show the campaign was well received and LAS data suggests it may have assisted in reducing call outs.
21. In addition we are supporting specific work with the City of London Police to help reduce acquisitive crime, particularly theft from bags and coats. We have provided a range of materials including posters, stickers and bag hangers to help remind people to look after their belongings. There will also be supporting work to protect the elderly and vulnerable against fraud.
22. More generally work has begun on engagement with local services and departments to raise awareness of the Community Safety Team, its role in the City, and the work of the SCP. In February (postponed from 27 October), the team will be delivering a workshop to help people to learn more about our work on managing risk, public engagement and sharing expertise linked to crime, antisocial behaviour and communities.
23. In the New Year, the Community Safety Team will be developing a communications plan for the year with targeted campaigns, building on national work where ever appropriate, to maximise existing resources and capacity. It is clear this is an area where better co-ordination across the Corporation, CoLP and other partners could provide real benefits.

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V0.6

## Safer City Partnership Progress Monitoring Tool

### April 2016 to March 2017

Key:

All actions are assigned a RAG rating which relates to whether they are on target for the 'Delivery deadline'. Once an action is complete, this will be noted in the 'comments' section and the action greyed out.

Completed actions will be reported to the Safer City Partnership and where appropriate other Committees e.g. Health and Wellbeing and Safeguarding Boards.

1. Violence Against the Person				
Key actions	Delivery deadline	Responsibility/ Lead service	RAG	Comments
1.1 Establish a city-wide Violence Against Women and Girls Strategy identifying the SCPs response to areas such as domestic and sexual violence, harmful practice, domestic homicide and exploitation	December 2016	Community Safety Team, Department of Community and Children's Services	G	Complete – the strategy underwent a two month consultation with statutory and community and voluntary sector specialists.
1.2 Design and deliver robust training to all staff in the City who will engage or support with those at risk of or experiencing abuse, coercion or violence	January 2017	Community Safety Team	G	Complete – all training for the remainder of the financial year has been either offered through City & Hackney Safeguarding Boards or through the joint funding bid between City and Hackney to provide training on DIY injunctions and 'FGM,

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<b>1. Violence Against the Person</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
				Forced Marriage, Honour Based Violence and the Law'. Training will also be provided on engaging with perpetrators.
1.3 Establish clear pathways for those who experience domestic abuse to access appropriate support and report incidents, including via third party reporting mechanisms	September 2016		G	Complete – referral pathway developed in consultation with local partners. Will be actively promoted during domestic abuse campaign, 16 Days of Action.  Will be used to establish a pathway for City businesses to support their staff.
1.4 Develop a mechanism to continually review and implement good practice in to the CoL MARAC to ensure high risk cases are well action planned and agencies held to account to safeguard vulnerable victims and their children and prevent homicide	November 2015	City of London Police; Community Safety Team	G	Complete – MARAC Chair and MARAC coordinator meet regularly to implement the recommendations from the SafeLives Assessment of MARAC in April 2015. This has included changing administration templates to include a child-focus as well as giving clear actions for

<b>1. Violence Against the Person</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
				perpetrators.
1.5 Establish a clear protocol on how to respond to perpetrators of VAP, including mapping specialist services, necessary training for staff and referral pathways	March 2017	Community Safety Team	G	Progressing - For perpetrators of domestic abuse, an appropriate service (Positive Change in Tower Hamlets) has been identified and is being spot-purchased by Children's Social Care. Training will be provided shortly to staff on engaging with perpetrators re support programmes
1.6 Create an interdisciplinary profile of VAP and vulnerability for the City including statistics and evidence from statutory and community and voluntary sector providers	March 2017	City of London Police	G	Progress – Domestic Abuse Coordinator has been working with the Force Intelligence Bureau to deliver a holistic profile building on police and social care stats

<b>2. Night Time Economy Crime and Nuisance</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
2.1 Map the City's Night Time Economy policy	March 2017	City of London	G	Progressing – data secured

<b>2. Night Time Economy Crime and Nuisance</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
area to help provide a picture of the numbers of people coming into the City, the type of venues the visit and the risk profiles associated with these.		Police		from TfL now with CoLP analyst
2.2 With the help of 2.1 look at the issue of the supply of drugs and continue our work around identifying the type of substance misuse we see in the City and looking at the Serious and Organised Crime groups involved in their supply.	March 2017	City of London Police, Westminster Drug Project, Community Safety Team	G	Ongoing
2.3 Investigate the impact of the changes in night time economy on the City and its residents.	February 2017	Police, Licencing, CST	G	Ongoing
2.4 Promote the Safety Thirst scheme to more premises and maximise its potential as a vehicle to promote community safety.	October 2016	Licencing, Police, CST, all partners	G	Complete – Safety Thirst Awards delivered on 18 October with 42 premises awarded.
2.5 Explore the potential of Alcohol Recovery Centres and other initiatives to protect vulnerable individuals	December 2016	Community Safety Team, London Ambulance Service, Police	G	A site has been found for the 2016 festive season. The establishment of an ARC for this time will be evaluated for effectiveness.  More sustainable options have been investigated, notably the conversion of disused public conveniences at Bishopsgate.
2.6 Provide those working within the City with advice to help them avoid harm (including being a victim of crime) when socialising in the City.	February 2017	Police, Licencing, CST	G	Ongoing – this will delivered in public engagement campaigns carried out throughout the year, notably National Hate Crime



<b>2. Night Time Economy Crime and Nuisance</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
				Awareness Week, 16 Days of Action and the Christmas Campaign
2.7 Improve public communications highlighting how to avoid violence and that it will not be tolerated utilising the partnership approaches promoted by the Modern Crime Prevention Strategy to work more closely with Public Health and others to reduce violence and other offences linked to alcohol consumption including measures to help improve the safety of crowded places.	January 2017	Police, Licencing	G	Progressing – strong focus on this work to be delivered during the Christmas Campaign and major celebratory events
2.8 Implement a noise management plan and effective dispersal policy in the City of London Corporation’s Statement of Licencing Policy as a requirement to all new applications.	March 2017	Licencing	G	Progressing – strong focus on this work to be delivered during the Christmas Campaign and major celebratory events

<b>3. Acquisitive Crime</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
3.1 Develop materials, print literature and utilise our webpages to help inform different City communities on how they can protect themselves from on- line fraud.	January 2017	Police/Community Safety	G	Progressing – working with Action Fraud, the Health & Wellbeing Board and Adult Social Care to develop and promote information to public and residents
3.2 Provide training for front line staff (those	January 2017	Police	G	Progressing – Community

<b>3. Acquisitive Crime</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
who work with our vulnerable residents and other groups) to ensure they understand the risks and how to report concerns around such crimes.				Safety Team will work with Community Policing and the VVA to develop an engagement programme working with vulnerable residents
3.3 Support Operation Broadway initiative to develop our intelligence picture and undertake joint visits to identified premises.	March 2017	Police/Licencing Corporation Licencing team	G	Ongoing
3.4 Identify the funding for an additional Trading Standards Officer to support this work across Greater London as Operation Broadway displaces activity from with the City.	January 2017	Trading Standards	G	Ongoing
3.5 Utilise various events and forums to provide advice and guidance on how to prevent acquisitive crime from taking place. This will include traditional activity such as bike frame marking but also make best use of resident meetings, and engagement with businesses to provide information on emerging trends as well as advice on how to avoid becoming a victim	March 2017	City of London Police; Community Safety Team	G	Ongoing – various events have been delivered through the year such as CSE awareness day in March, a joint CoLP/Tell MOMA event, residents engagement around National Hate Crime Awareness Week and 16 Days of Action in November/December.
3.6 Work to reduce the theft of motorbikes and scooters using the latest data and adopting best practice approaches we will work with riders, businesses and other partners to improve security around motorbikes, for example by the use of ground anchors and other measures.	March 2017	City of London Police	G	-
3.7 Raising awareness of associated risks of cyber enable crime by working closely with	January 2017	City of London Police, Department	G	Progressing – work taking place in communities with DCCS

<b>3. Acquisitive Crime</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
businesses in the City. This would be seen to be a pre-emptive and open dialogue with businesses.		of Community and Children's Services		working with community groups such as CityAdvice, City 50+, etc.  Advice from Action Fraud will be including in the Christmas Campaign.
3.8 Aim to reduce acquisitive crime within the NTE over Christmas with the Christmas campaign.	January 2017	City of London Police; Community Safety Team	G	Progressing – each year plans are produced looking at the operational response alongside the community messaging response to Christmas and crime reduction  Materials have been produced and provided Provide to support
3.9 Support campaigns that aim to reduce acquisitive crime in licenced premises and within NTE with Safety Thirst campaign.	October 2017	City of London Police; Community Safety Team	G	Complete - Safety Thirst Awards delivered on 18 October with 42 premises awarded.

<b>4 Anti-Social Behaviour</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
4.1 Improve how we collect, share and use data, particularly in regard to cases involving vulnerable individuals.	March 2017	One safe City project/Community Safety	G	Complete – the introduction of the City Community MARAC has

<b>4 Anti-Social Behaviour</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
				<p>established a multiagency space to safeguard vulnerable individuals</p> <p>Training on risk assessments delivered by the CST has embedded the practice of the CCM.</p> <p>Creating a reporting protocol and embedding this operationally.</p>
4.2 We shall also work to identify all settings where ASB issues can emerge and bring together all relevant data.	November 2016	Housing, Police, Licencing, CST	G	<p>Progressing – the introduction of the City Community MARAC has established a multiagency space to safeguard vulnerable individuals.</p> <p>One Safe City Project is looking at current systems to identify stronger joint working.</p>
4.3 Improve the use of available enforcement powers to improve our response to those who persist in committing ASB and offending behaviours through training and partnership collaboration.	January 2017	CST, Police	G	<p>Complete – work is underway looking at tools and powers linked to ASB.</p> <p>Training has been provided to members of</p>

<b>4 Anti-Social Behaviour</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
				the partnership on new legislation and tool and powers relating to ASB.
4.4 Support those who sleep rough in the City to get them off the streets and into secure accommodation, alongside outreach activities to tackle substance misuse and mental health issues.	March 2017	Housing Options, SMB, Police	G	Ongoing – SMB now works alongside the CST as part of the joint working programme and is a member of the CCM and domestic abuse MARAC to support vulnerable people.
4.5 Implement the City of London Community Remedy.	July 2016	Police, CST	G	Complete
4.6 Provide refreshment seminars or training on existing and new legislations and trend to all the partners, in order for them to successfully carry out their duties.	September 2016	CST, all partners	G	Complete - Training has been provided to members of the partnership on new legislation and tool and powers relating to ASB.
4.7 Work to ensure that relevant Corporation, City Police and other colleagues are aware of emerging challenges and the appropriate responses to deal with these.	September 2016	CST, all partners	G	Complete – as above
4.8 Through training and workshops help partners to identify those who may be vulnerable or at particular risk.	February 2017	CST, police, housing, licencing	G	Progressing – work has begun on invitation lists and work programme to be delivered in February 2017

<b>4 Anti-Social Behaviour</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
4.9 Improve our residents and daytime populations understanding of what constitutes ASB and how to report it.	March 2017	CST, police	G	Complete – dedicated page on the Corporation website and given workshop sessions with residents.

<b>5 Supporting the Counter Terrorism Strategy Through Delivery of the Prevent Strategy</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
5.1 Using workshops, seminars and developing new materials we will increase awareness and understanding of Prevent across our Communities with a focus on how to raise concerns.	March 2017	CST/CoLP	G	Number of training events provided for schools and in other settings. Good engagement with City businesses.
5.2 Significantly increase the proportion of Corporation staff who have benefited from WRAP training. Including development of a new e-training module.	March 2017	CST/CoLP	G	Monthly WRAP sessions. Ongoing.
5.3 Improve understanding of issues around venue and space hire.	March 2017	CST/CoLP	G	Ongoing – risk identified and policy being developed.
5.4 Support the development of a comprehensive CTLP for the City of London	March 2017	CST/CoLP	G	Ongoing – working with DCCS



<b>6 Communications</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
6.1 Create web pages for Community Safety on the City of London Corporation website – offering information on services who can help	August 2016	Community Safety Team	G	Complete
6.2 Create web pages focusing on the Safer City Partnership and its governance role in the City	August 2016	Community Safety Team	G	Complete
6.3 Establish a news and events section on the Community Safety homepage to advertise any relevant local news relating to community safety and any campaigns the SCP are involved in.	March 2017	Community Safety Team	G	Progressing – work has begun and will be launched at CST awareness day in February 2017
6.4 Develop and distribute a community safety quarterly newsletter to internal staff in CoLC and CoLP and externally to services and communities via distribution lists.	February 2017	Community Safety Team	G	Progressing – work has begun and will be launched at CST awareness day in February 2017
6.5 Training and awareness sessions on matters of community safety such as Prevent, Channel, City Community MARAC and the DA MARAC	February 2017	Community Safety Team	G	Progressing – work has begun on invitation lists and work programme to be delivered in February 2017

<b>6 Communications</b>				
<b>Key actions</b>	<b>Delivery deadline</b>	<b>Responsibility/ Lead service</b>	<b>RAG</b>	<b>Comments</b>
6.6 Identify awareness raising campaigns throughout the year and work in partnership to actively engage with residents, workers and visitors to promote the City's response for example, the Christmas Campaign or 16 Days of Action.	October 2016	Community safety Team, Police, Community and Children's Services	G	Complete – campaign to run in November and December and will marry information and messaging with Christmas Campaign

<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group	14 November 2016
<b>Subject:</b> Case Review Following a Serious Incident: action plan update	<b>Public</b>
<b>Report of:</b> David MacKintosh Community Safety Manager	<b>For Information</b>

## Summary

In October 2015 a City resident died whilst in a relationship. The victim was also an employee of the Corporation. Due to the nature of the incident the City of London Police launched an investigation.

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

The protocol for a DHR ceased to apply in June 2016 and the name of the Panel changed to Case Review Following a Serious Incident.

An action plan was created to embed the learning outcomes from the report produced from the case review.

## Main Report

1. The action plan for taking forward the learning outcomes of the Case Review following a Serious Incident was signed off at the September Safer City Partnership committee.
2. The Domestic Abuse Coordinator has met with the lead agencies on the delivery plan to make sure they are aware of their actions and have included completion dates in their strategic plans.
3. The action plan has been shared with the City of London Police Vulnerability Steering Group, who oversee the governance of all strategic, operational and communications responses relating to vulnerability.
4. Detailed in Appendix 1 of this paper is the update on achievements to date.

For more information on any matters in this paper contact:

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Appendix 1: Safer City Partnership Action Plan – **NOVEMBER** 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 given.</p> <p>The number of victims who have not given consent for the VVA support will be reviewed by the Head of the Public Protection Unit. Quality assurance mechanisms are already in place using dip sampling. This will now include additional information on those who have not given consent for the VVA service. This will be monitored by the Head Public Protection Unit, the VVA and the Domestic Abuse Coordinator.</p> <p>In the New Year this information will be included on the agenda for the Domestic Abuse and Sexual Violence Forum.</p> <p>The VVA will be playing an active part in the 16 Days of Action campaign, highlighting the importance of getting help when experiencing domestic abuse and what</p>	<p>February 2017</p>	<p>On target</p>

		support is on offer in the City.		
<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 the findings to the Safer City Partnership, via the Domestic Abuse &amp; Sexual Violence Forum.</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>	March 2017	Complete
<p>3. When Victim Support report to the Safer City Partnership on the progress of their recommendations, to include in those reports</p>	Victim Support	<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</p>	February 2017	Complete

the outcomes of the recommendations and their effectiveness (or what further action is being taken if not effective).		holistic view of victims and their needs in the City.		
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.  5. To agree a common, safe approach to the use of a victim's email addresses for contact.	City of London Domestic Abuse & Sexual Violence Forum	This will be delivered in March 2017. A practical 'how to' guide will be developed using the expertise of our membership to be distributed to service providers in the City.	March 2017	On target
6. 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	Department of Community and Children's Services	This will be organised in January 2017.	January 2017	On target



<p>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>7. 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 result of the review.</p>	<p>City of London Domestic Abuse &amp; Sexual Violence Forum</p>	<p>This will be delivered as part of the safe communication workshop at the March 2017 City of London Domestic Abuse &amp; Sexual Violence Forum. Guidance will be shared with human resources teams in the Corporation, City of London Police and City businesses.</p>	<p>March 2017</p>	<p>On target</p>
<p>8. 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</p>	<p>City of London Domestic Abuse &amp; Sexual Violence Forum</p>	<p>City businesses are going to be involved in 16 Days of Action. We will be producing guidance for HR policies for responding to domestic abuse and creating a domestic abuse disclosure referral pathway promoting the VVA and local response to domestic abuse.</p>	<p>January 2017</p>	<p>On target</p>

domestic abuse HR policies that also include responses to agency staff.				
<p>9. 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>To utilise existing research, and specialist service expertise, to support this.</p>	Community Safety Team	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.	March 2017	Complete
10. Existing and new City of London Corporation domestic abuse policies to include information on the barriers many people	City of London Domestic Abuse & Sexual Violence Forum	The actions for taking this recommendation forward will be started in the New Year.	March 2017	On target

<p>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>11. Domestic Abuse and Sexual Violence Forum 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/Os.</p>	<p>Community Safety Team, City of London Police</p>	<p>This will be included in the quarterly report to the Safer City Partnership from March 2017.</p>	<p>March 2017</p>	<p>On target</p>

12. 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.	Community Safety Team	The actions for taking this recommendation forward will be started in the New Year.	March 2017	On target
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<b>Committee(s)</b>	<b>Dated:</b>
Safer City Partnership Strategy Group – For Information	14 November 2016
<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> Jon Averbs, 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
- Anti-Social Behaviour
  - Illegal street trading
  - Noise complaints service
- Night Time Economy Crime and Nuisance
  - Late Night Levy
  - Safety Thirst
  - Licensing controls and enforcement

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

The Service is also contributing to the One Safe City programme and is 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

The latter includes Environmental Health, Licensing and Trading Standards, all of which contribute to the work of the Safer City Partnership, specifically the 2016/17 SCP Strategic Plan priorities 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 – To respond effectively to behaviour that makes the City a less pleasant place.
- Night Time Economy Crime and Nuisance – To support a successful Night Time Economy that the City as a safe place to socialise

2. 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**

3. The City of London Trading Standards Service (COLTSS) primarily works in partnership with others in support of the SCP's Objective of:-

***Helping Protect the City of London's reputation as the world's leading financial centre from the impact of acquisitive crime***

4. COLTSS continues to support and actively participate in Operation Broadway, a joint project with the City of London Police, the Metropolitan Police, National Trading Standards 'Scambusters', the Financial Conduct Authority and HM Revenue and Customs.

- a) This operation is disrupting the enablers behind investment fraud that try to associate themselves with the City of London. Investment fraudsters often utilise the services of mail forwarding businesses and serviced office providers in order to create the illusion in the minds of potential victims that they are reputable due to having an office base in the Square Mile. By working with mail forwarding businesses and serviced office providers, we are making it more difficult for investment fraudsters to set up shop in the City of London. In addition, by enforcing the provisions of Section 75 of the London Local Authorities Act and using the powers of entry available to Trading Standards Officers, joint inspections can be made and the mail forwarding and serviced office sector kept advised of their legal responsibilities.
- b) COLTSS and Tri-regional Scambusters are committed to continue to support Operation Broadway for 2016/17 and approval to seek additional funding from various sources for an additional Trading Standards Officer (TSO) was endorsed by this Partnership, the Port Health & Environmental Services Committee and the Economic Crime Board. Funding has now been secured for the second half of 2016/17 to employ this additional TSO who started work in late September 2016. Already, many other London Boroughs have made contact with this officer and extremely productive visits have been



made in their first few weeks to Southwark, Bromley and Tower Hamlets. This has generated additional intelligence about those engaged in investment fraud, has enabled us to share best practice around disruption tactics and has also helped to further enhance the reputation of the City of London in assisting other Local Authorities.

- c) On 12<sup>th</sup> September, COLTSS participated in an awareness session for the City based mail forwarding businesses and serviced office providers. It was an opportunity to remind businesses about their legal obligations and the steps that they should be taking to prevent them enabling fraudsters to commit offences. The event was well attended with presentations given by both COLTSS and the City of London Police.
- d) COLTSS currently have an interesting investigation in progress which involves the victims of a diamond scam. Around two or three years ago, consumers across the UK were sold diamonds at grossly inflated prices as an investment opportunity. The diamonds were stored in another country for safe keeping but, more recently, consumers have been pursued by a debt collector for storage charges for their stones. These demands were not expected and our investigation into the legitimacy of the alleged debts is continuing. We made good use of a City Business Trainee in helping us to contact around 200 victims and we continue to work with the City of London Police and the Metropolitan Police on this case.
- e) It is sometimes worth reflecting on why we carry out work to protect consumers from investment fraud and we would draw the attention of the partnership to the words of a victim who was scammed out of £35,000 in a diamond purchase scam. The victim wrote to our Trading Standards Manager and said:-
- “I have been one of the many suckers and have been very foolish. I have put it behind me – there is no point in mourning – I was stupid and have managed my finances to cope. I have told no-one and I don’t want to admit my stupidity.”***
- f) Between 10<sup>th</sup> and 14<sup>th</sup> October 2016, COLTSS participated in the “**Beat The Boiler Room**” consumer education campaign. We tweeted information and were included in a press release that was picked up widely in the national media. Our Trading Standards Manager also participated in a video that explains the way that Operation Broadway works. The London Trading Standards partnership has also highlighted the work of Trading Standards on Operation Broadway and here is the link to a short video [www.youtube.com/londontradingstandards.opbroadway](http://www.youtube.com/londontradingstandards.opbroadway)
- g) In summary, for the period covering 1 August to 27 October 2016, the performance of the Operation Broadway partnership can be measured by including reference to the table below:-

<b>Actions</b>	<b>August-November 2016</b>
Operation Broadway deployments	11
Disruptions and interventions	3
Referrals to other agencies for action	8
Contacts with enablers – mail forwarders, serviced office providers, banks etc	5
Promotional and prevention activities	3

in addition to continuing to amass, collate, analyse, share and disseminate intelligence on emerging frauds with our partners.

5. On other matters, COLTSS has completed a project relating to Letting Agents that are based in the City of London. Over 20 businesses have been identified and all have been visited to ensure compliance with relatively new legislation that seeks to protect prospective tenants from rogue trading activity. It is pleasing to report that no significant problems have been detected unlike the findings of colleagues in surrounding London Boroughs so London Trading Standards are planning to carry out more work to tackle rogue landlords and letting agents.
6. Our Trading Standards Manager is currently engaged in working with the Chartered Trading Standards Institute on some innovative ideas to try and tackle the root of all fraud. We think there is an opportunity for the banks to help by allowing customers to self-declare they are potentially vulnerable to fraud and asking the banks to put any large payments onto the slower BACS transfer system with a simultaneous notification to a nominated relative or friend.
7. Finally, our Trading Standards Manager had an interesting meeting in August with a visiting Japanese professor who is carrying out research into tackling doorstep crime. The problem is getting worse in Japan and the Government there are looking for ideas and adopting best practice from other countries. In particular, we were able to provide useful information on schemes that have helped to curtail the activities of cold calling doorstep traders in the UK.

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

8. The Public Protection Teams support the SCP objectives to:
  - ***Reduce the causes and opportunities for ASB***
  - ***Improve data sharing and the management of ASB issues***
  - ***Improve the use of enforcement powers to tackle persistent offending behaviours***

The two main issues being tackled by the Public Protection Service are:

- Illegal Street Trading
- Noise complaints service

## Illegal Street Trading

9. Although there are provisions for some short term legal street trading, there remains a very limited demand for temporary licences, with only three applications having been received since January this year. In the longer term there is an environmental enhancement project being considered for Middlesex Street and the Market in conjunction with London Borough of Tower Hamlets to invigorate the area. This may involve a slight change to the Street Trading Policy to provide for extension of trading hours on a Sunday, and trading on other days if the project progresses.
10. There remains some illegal street trading activity in the City and fringes with Southwark, primarily nut sellers on the south side London Bridge/Millennium Bridge. There are prosecutions proceeding for one nut sellers since the last meeting and two further carts have been seized. One particular nut seller on London Bridge has been prosecuted again (with a fine of nearly £1000 in total for one offence) with a further five in cases against him progress and four more to be pursued. Ice cream trading remains notable by its absence in the City.
11. Following discussions with the Comptroller and City Solicitor and subject to specific advice on each case Criminal Behaviour Orders (CBO's) may now be sought in parallel with any prosecution of repeat offenders for those illegally selling nuts in the City. Although joint operations between the City Corporation and City Police have shown little of this activity during the week, and timing of future joint operations will take this into account, some occasional trading has been seen on the London Borough of Southwark jurisdiction side of the Millennium Bridge. Following discussions with the City Solicitor we are seeking agreement from LB Southwark for joint delegation of powers so that street traders who can currently escape our enforcement by trading just onto the Southwark side of Millennium Bridge can then be dealt with by our officers. Our Licensing Manager has renewed this request recently with his equivalent post holder in Southwark. Should this prove unsuccessful, political support may be sought.
12. Further joint operations are planned with Corporation/City Police officers to target nut sellers operating in the City both during the week and at weekends, and ice cream vans will also be tackled if identified in the Square Mile. These are agreed monthly at meetings with the new Inspector for of Community Policing, and a Licensing Officer has been checking Millennium Bridge on alternate Sundays.
13. The City Police are in contact with their Metropolitan Police colleagues regarding illegal gambling which has been a source of concern for several years on Westminster Bridge. We understand that Westminster and Lambeth have now introduced a Public Space Protection Order (PSPO) on that bridge in an attempt to control the gambling problem and crimes associated with it, such as pickpocketing from the crowds that gather around. Our initial advice is that is that we should await any evidence of a displacement effect to Southwark or City Bridges before applying for an order in the same way. The Community Police are carrying out regular monitoring particularly of Millennium and London Bridge but there is no evidence of displacement activity so far.

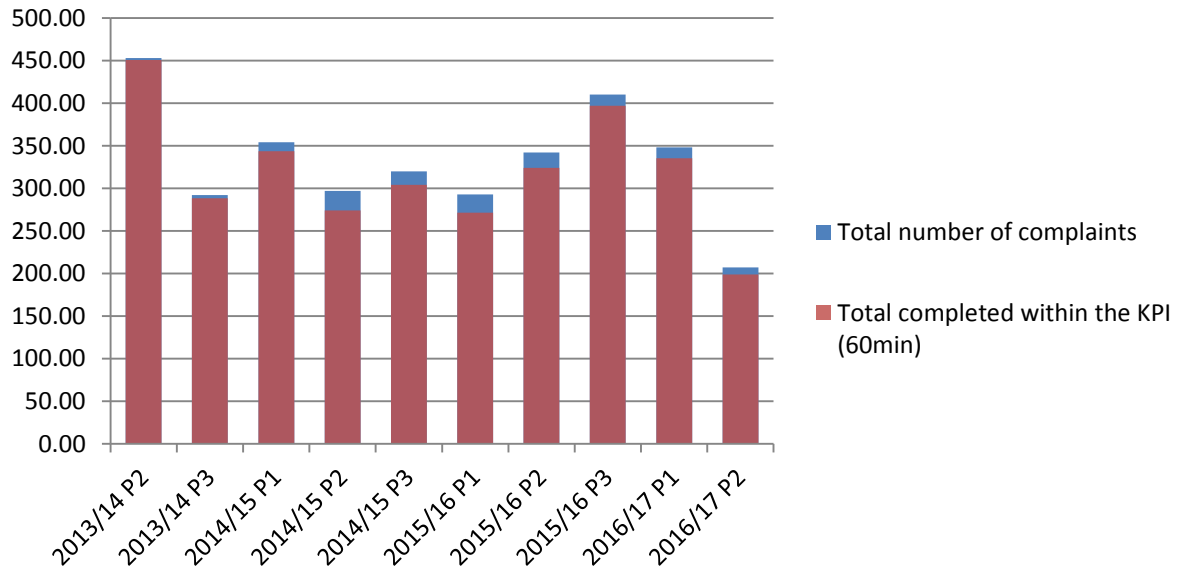
## Noise Complaints Service

14. The Pollution Team dealt with 224 noise complaints between 1 July and 30th Sept 2016 of which 95.5 % were resolved. In addition, they also assessed and commented on 199 Planning, Licensing and construction works applications and 161 applications for variations of work outside the normal working hours. Comparatively in the same period for 15/16 the Pollution Team dealt with 295 noise complaints of which 92.2% were resolved. In addition, they also assessed and commented on 335 Planning, Licensing and construction works applications and 126 applications for variations of work outside the normal working hours.
15. The Out of Hours Service dealt with 156 complaints between 1 July and 30th Sept 2016 and response (visit) times were within the target performance indicator of 60 minutes in 90% of cases, and often only 30 minutes. Comparatively, in the same period for 15/16 the Out of Hours Service dealt with 132 complaint and response (visit) times were within the target performance indicator of 60 minutes in 96% of cases, and often only 30 minutes.
16. The Pollution Team served no S.60 (Prohibition or placing restrictions on a site) Control of Pollution Act Notices, and issued two S.61 (Prior consent) Control of Pollution Act Notices between 1st July and 30th September 2016 relating to construction sites. In the same period for 2015/2016 the Pollution team served three Control of Pollution Act Notices (S.60), and issued 2 Control of Pollution Act Notices (s.61) relating to work at construction sites.
17. The trends for noise related complaints in total are set out in the tables below for information.

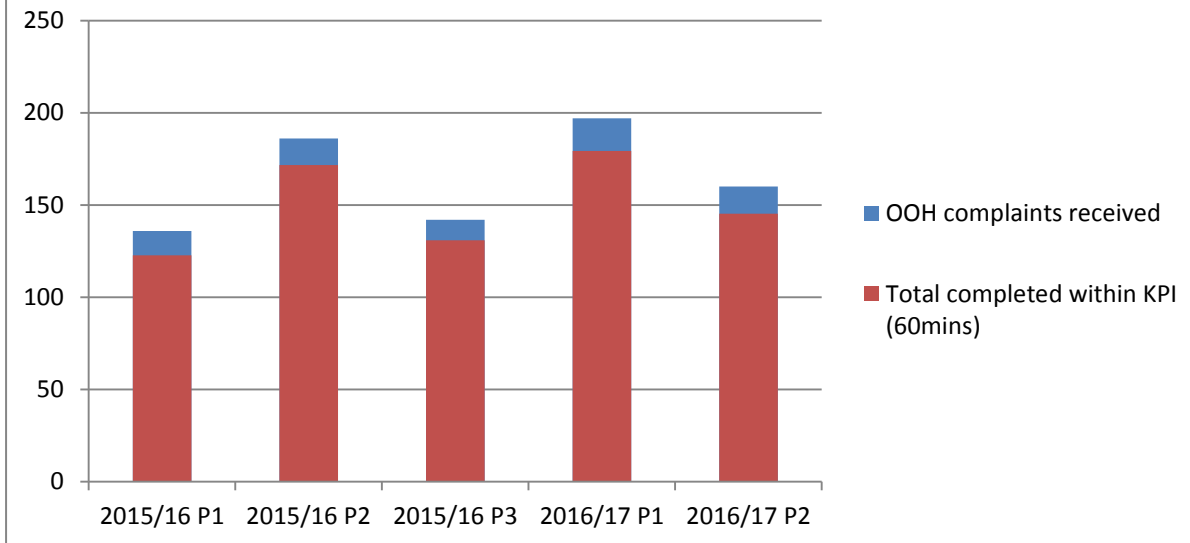
### Noise Complaints

Year	Period	Pollution Team Noise complaints received	Percentage resolved	OOH Team Noise complaints received	Percentage resolved within KPI (60min)
2013/14	2	453	99.5%	N/A	N/A
2013/14	3	292	98.7%	N/A	N/A
2014/15	1	354	97%	N/A	N/A
2014/15	2	297	92.3%	N/A	N/A
2014/15	3	320	95%	N/A	N/A
2015/16	1	293	92.6%	136	90.3%
2015/16	2	342	94.7%	186	92.3%
2015/16	3	410	96.8%	142	92.2%
2016/17	1	348	96.4%	197	91%
2016/17	2	207	96.1%	160	90.8%

### Pollution Team noise complaints received per period



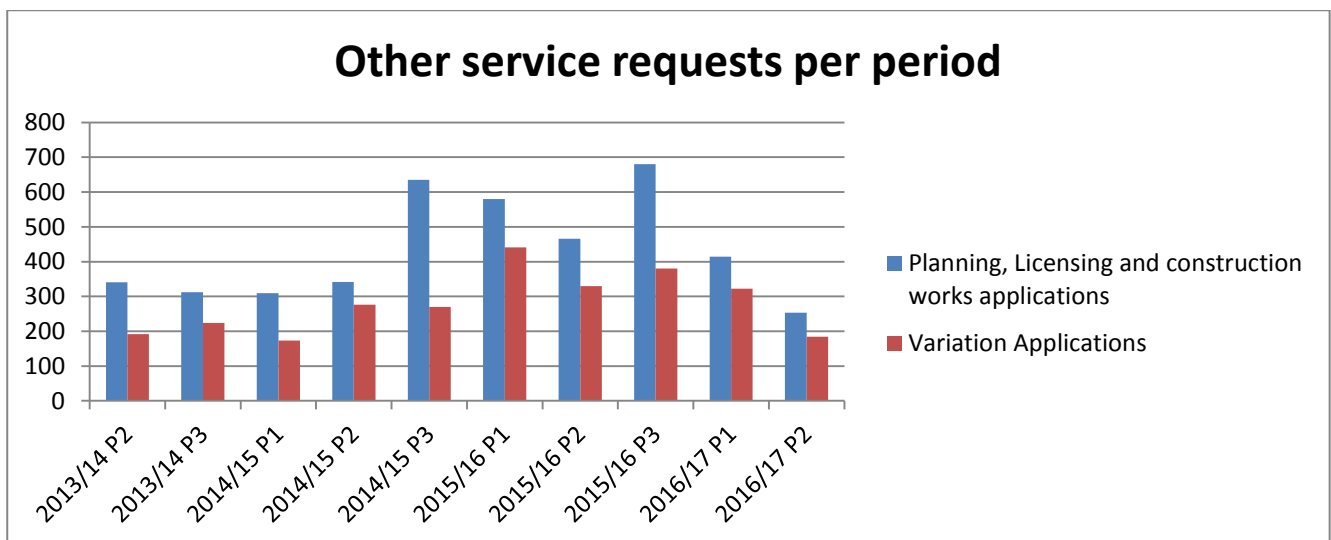
### OOH Noise complaints received



### Noise Service Requests

Year	Period	Planning, Licensing and construction works	Variation Applications	S.60 Notices Issued	EPA Notices	S.61 Notices Issued	CoPA

		applications					
2013/14	2	341	192	0	4	0	5
2013/14	3	312	224	2	2	5	0
2014/15	1	309	173	2	1	4	0
2014/15	2	342	276	1	2	3	0
2014/15	3	635	270	2	0	0	5
2015/16	1	580	441	3	0	3	0
2015/16	2	466	330	1	2	3	0
2015/16	3	680	380	5	0	6	0
2016/17	1	414	322	5	0	6	0
2016/17	2	253	184	0	1	2	0



18. The City Corporation's revised noise strategy is currently out for external consultation and a finalised strategy will be published in January 2017.

### Night Time Economy Crime and Nuisance

19. The Public Protection Teams support the SCP objectives to:

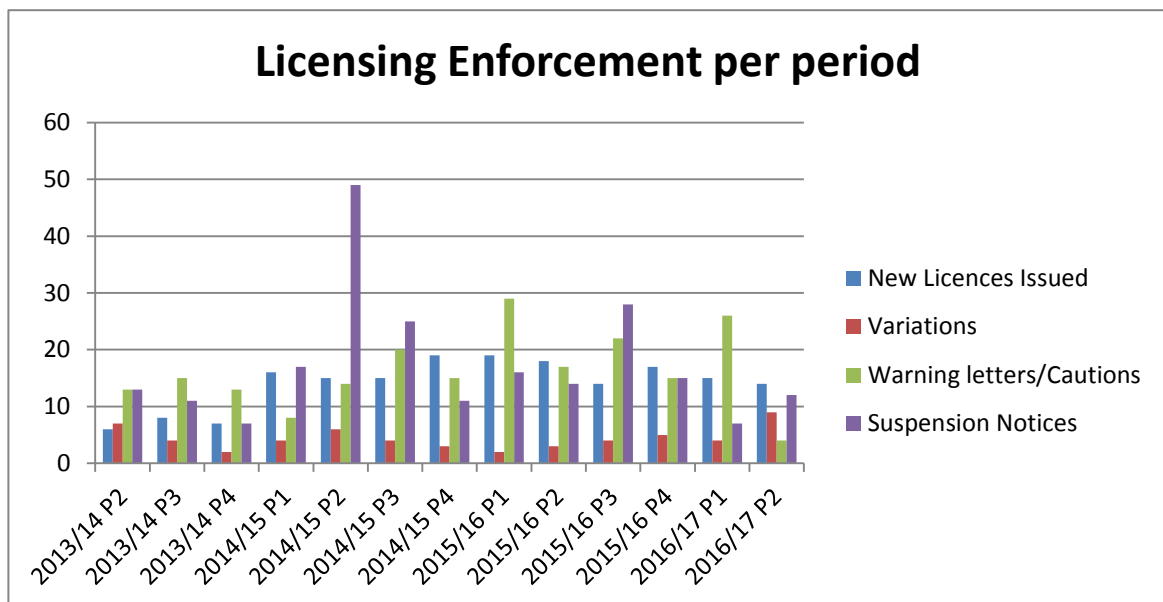
- ***Promote a City that is safe and pleasant to socialise in***
- ***Promote the Safety Thirst scheme to more premises and maximise its potential as a vehicle to promote community safety***
- ***Develop new approaches to address problems associated with our Night Time Economy during periods of peak demand***

### Enforcement

20. 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.

21. There have been no reviews to consider premises licences since the last meetings of the Partnership.

Year	Period	New Licences Issued	Variations	Warning letters/Cautions	Suspension Notices
<u>2013/14</u>	2	6	7	13	13
<u>2013/14</u>	3	8	4	15	11
<u>2013/14</u>	4	7	2	13	7
<u>2014/15</u>	1	16	4	8	17
<u>2014/15</u>	2	15	6	14	49
<u>2014/15</u>	3	15	4	20	25
<u>2014/15</u>	4	19	3	15	11
<u>2015/16</u>	1	19	2	29	16
<u>2015/16</u>	2	18	3	17	14
<u>2015/16</u>	3	14	4	22	28
<u>2015/16</u>	4	17	5	15	15
<u>2016/17</u>	1	15	4	26	7
<u>2016/17</u>	2	14	9	4	12



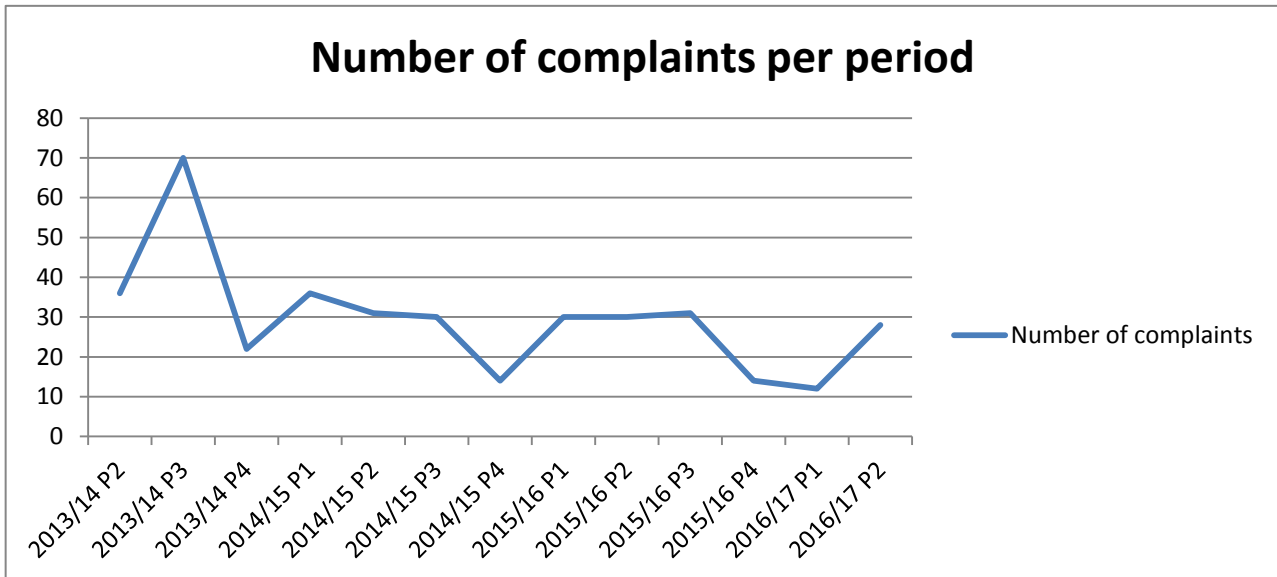
22. Noise matters related specifically to licensed premises remain at low levels and are reported to Licensing Committee. The number of noise complaints specifically associated with licensed premises is set out below to illustrate the trend over the last three years – which indicates an overall reduction.

**Noise complaints for licenced premises**

Year	Period	Number of complaints
<u>2013/14</u>	2	36
<u>2013/14</u>	3	70
<u>2013/14</u>	4	22
<u>2014/15</u>	1	36
<u>2014/15</u>	2	31
<u>2014/15</u>	3	30



<u>2014/15</u>	4	14
<u>2015/16</u>	1	30
<u>2015/16</u>	2	30
<u>2015/16</u>	3	31
<u>2015/16</u>	4	14
<u>2016/17</u>	1	12
<u>2016/17</u>	2	28



### Safety Thirst

23. The Safety Thirst Award scheme started at the end of April with applications being sent out to all those premises that pay the late night levy, as well as other pubs and restaurants. We followed up the invitations to participate with area managers for those which are part of larger groups in order to encourage wider participation than simply addressing the current direct premises management. 61 applications were received (circa 39 last Year) and after moderation 46 awards were made this year; a 50% increase in awards compared with 2015.

24. The award ceremony on 18 October 2016 was successful with 22 of the awards achieving the highest (Highly Commended) level. All of the activity has been resourced via the late night levy.

25. It is intended to review the scheme again following the award ceremony with consideration being given amending our local scheme further or joining a national scheme such as Best Bar None.

### Late Night Levy

26. The forecast for 2015/16 is now not expected to fall below the levels of year one (October 2014/15) and is expected in the second year of the levy until October 2016 to be around £420,000 in total. The final sum accrued will be known from the end of November and will be the subject of a report to Licensing Committee on 1 February 2017. Amounts collected so far this year are on a par with year one and there has not been any significant decrease in numbers of licences held

for trading one minute or more after midnight, the trigger time for the levy payment, suggesting there is no disincentive introduced against trading in this period by the levy itself. From the start of the levy in 2014 to date there has been an overall increase in premises subject to the levy from 290 to 322 premises licensed to trade between 0001 to 0600 hours. 70% of levy goes to City of London Police for activities involving improving the impact of Licensing on the night time economy, and 30% to the City Corporation.

27. The income collected has enabled the licensing service to continue with operating its unique risk scheme combined with Safety Thirst, a best practice scheme (see above). The Police and Cleansing services have been able to put additional resources into those areas that are affected by the night time economy directly affecting the levels of crime and disorder and public nuisance. It has been agreed that the City portion of the levy will contribute towards running an alcohol reception centre near Liverpool Street Station during the Christmas period, a pilot scheme from Club Soda to reduce the consumption of alcoholic drinks within City and Hackney and additional cleansing operations as a pilot scheme to target specific areas of concern with a 'deep clean'.

### **Corporate & Strategic Implications**

28. The Public Protection Service contributed to the Safer City Partnership Strategic Plan 2016/17, and its priorities and objectives.
29. The Markets and Consumer Protection Department is represented by its Chief Officer on the Safer Communities Project Board, and is also contributing more broadly to the One Safe City programme.
30. The Department is also represented on other relevant Boards and Groups, including the Serious 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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## **Safer City Partnership Strategy Group Review Period July to September 2016**

**Monday 14<sup>th</sup> November 2016 at 1100hrs**

**City of London Police Update**

**Supt. Helen Isaac**

**City of London Police (Communities & Partnerships)**

The City of London experiences 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.

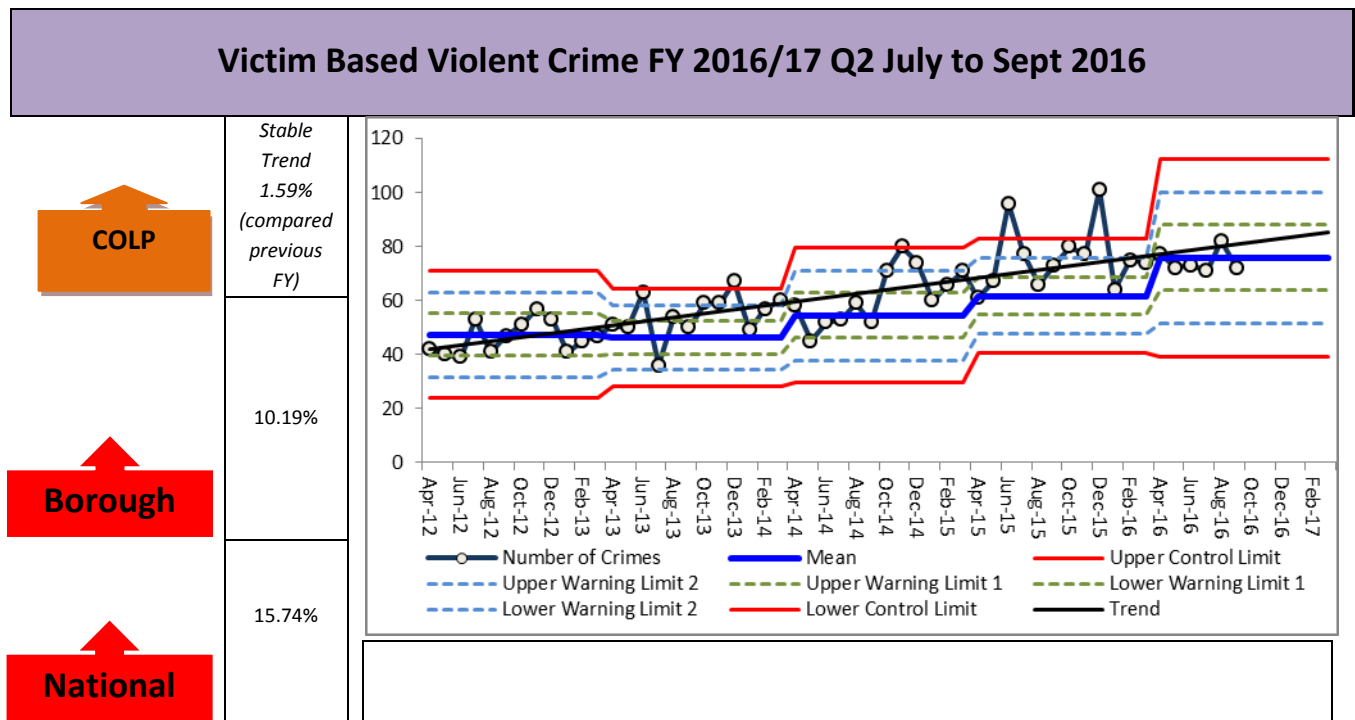
This report identifies five main priorities, linked to the Safer City Partnership Strategic Plan 2016-2017

- **Violence Against the Person** – to protect those who work, live or visit the City from crimes of violence.
- **Night Time Economy Crime and Nuisance** – to promote the City as a safe place to socialise.
- **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** – To respond effectively to behaviour that makes the City a less pleasant place.
- **Supporting the Counter Terrorism Strategy Through Delivery of the Prevent Strategy** - To challenge radicalisation and reduce the threat posed to the City.

## Violence Against the Person

### Victim Based Violence

Figure 1: Crime Statistics



Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	61	67	96	77	66	73	80	77	100	64	74	74
2016-17 (month)	77	72	73	71	82	72						
Change (month)	16	5	-23	-6	16	-1						
	26.20%	7.46%	-23.90%	-7.79%	24.24%	1.36%						
2015-16 (YTD)	61	128	224	301	367	440	520	597	697	761	835	909
2016-17 (YTD)	77	149	222	293	375	447						
Change (YTD)	16	21	-2	-7	9	8						
	26.20%	16.4%	-0.89%	-2.65%	2.17%	1.6%						

### FYTD (April to September comparisons)

- Currently 1.6% (+8 crimes; 1.6%) increase in Victim-based violence compared to last year.
- End of year prediction is 896 (2015/16 Victim Based Violence total 906).
- Trend is downwards but not significant.
- Violence with Injury: -26 offences; -13.1% decrease
- Violence without Injury: +47 offences; +24.9% increase
- Sexual Offences: -9 offences; -23.&% decrease
- Rape: -5 offences; -38.5% decrease

### Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **222 Crimes**
- July to September 2016: **225 crimes**
- Stable Trend

### Violence with Injury

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>2014-15</b>	30	21	24	21	25	27	33	25	45	32	26	28	<b>337</b>
<b>2015-16</b>	24	36	43	35	32	33	39	32	49	29	30	26	<b>408</b>
<b>2016-17</b>	31	30	31	<b>21</b>	<b>36</b>	<b>24</b>							<b>173</b>

### Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **92 Crimes**
- July to September 2016: **81 crimes**
- Slight downward trend



### Violence without Injury

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	26	18	21	25	31	24	34	46	28	25	33	37	348
2015-16	27	24	46	32	27	31	31	42	44	32	37	37	410
2016-17	41	36	36	44	40	39							236

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **113 Crimes**
- July to September 2016: **123 crimes**
- Slight upward trend

### Sexual Offences

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	2	6	7	7	3	1	4	9	1	2	7	6	55
2015-16	10	7	7	10	7	9	9	3	7	3	8	11	91
2016-17	5	6	6	6	5	9							37

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **17 Crimes**
- July to September 2016: **20 crimes**
- Slight downward trend

### Rape

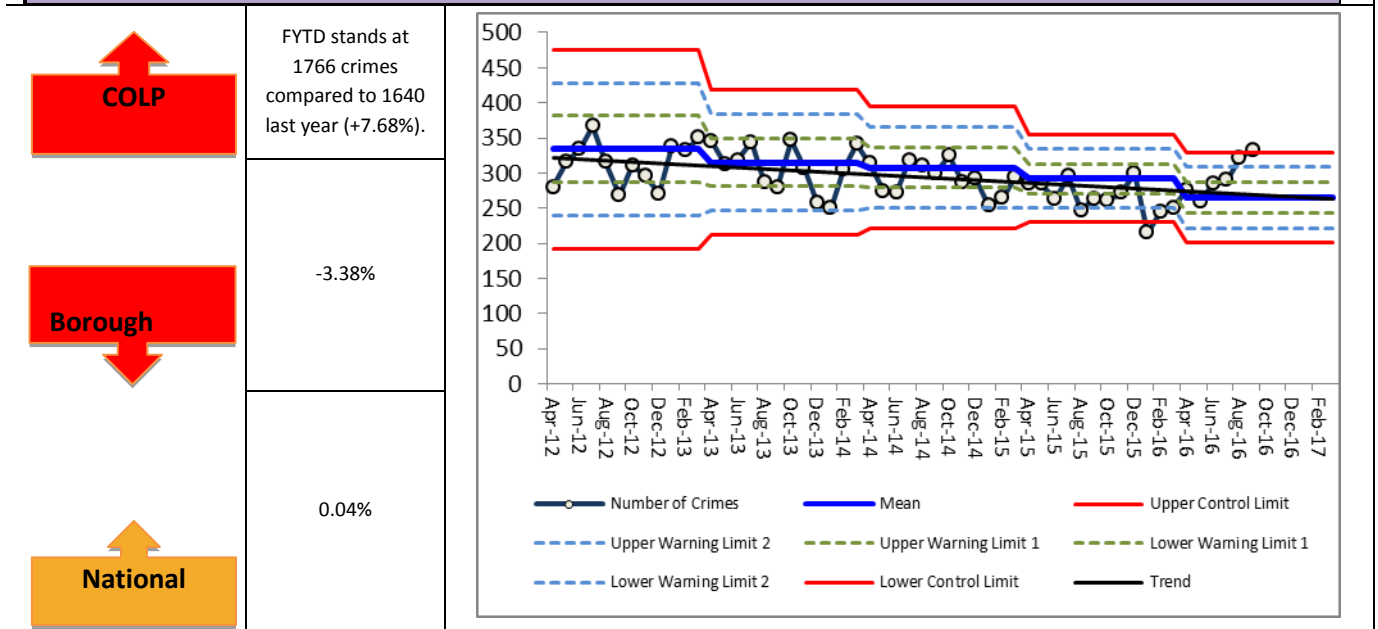
Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	0	0	2	2	2	0	2	2	0	1	2	3	16
2015-16	4	2	2	3	0	2	1	1	2	1	2	4	24
2016-17	1	0	4	1	0	2							8

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **5 Crimes**
- July to September 2016: **3 crimes**
- Slight downward trend

**Victim-Based Acquisitive Crime**

**Victim Based Acquisitive Crime FY 2016/17 Q2 July to Sept**



Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	285	285	263	296	247	264	261	272	299	215	245	251
2016-17 (month)	277	260	285	290	321	333						
Change (month)	-8	-25	22	-6	74	69						
	-2.80%	-8.77%	8.36%	-2.02%	29.9%	26.1%						
2015-16 (YTD)	285	570	833	1129	1376	1640	1901	2173	2472	2687	2932	3183
2016-17 (YTD)	277	537	822	1112	1433	1766						
Change (YTD)	-8	-33	-11	-17	57	126						
	-2.80%	-7.09%	-1.32%	-1.50%	4.14%	7.68%						

### FYTD (April to September comparisons)

- Currently 7.68% (+126 crimes; 7.68%) increase in Victim-based Acquisitive Crime compared to last year.
- Trend is Upwards and Significant.
- End of year prediction is 3,429 (2015/16 Victim Based Acquisitive total 3194).

### Upward Trend

- Vehicle Offences: +51 crimes; 91.1% increase
- Theft from the Person: +24 crimes; 11.6% increase
- Bicycle Theft: +70 crimes; 43.5% increase
- Other Thefts: +9 crimes; 1.2% increase.

### Downward Trend

- Burglary Non Dwelling: -14 crimes; 11.8% decrease
- Shoplifting: -10 crimes; 2.9% decrease
- Robbery (Personal and Business): -7 crimes; 28% decrease

### Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **822 Crimes**
- July to September 2016: **944 crimes**
- Upward Trend

### Vehicle Offences

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	16	16	12	28	16	23	18	18	16	12	11	7	193
2015-16	9	17	8	8	6	7	7	5	5	13	14	10	109
2016-17	19	19	15	<b>19</b>	<b>21</b>	<b>14</b>							107

### Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **53 crimes**
- July to September 2016: **54 crimes**
- Stable trend

Thefts of Motorcycles are predominant crime type in this category.

### Theft from the Person

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	23	18	25	27	23	33	38	33	52	41	27	42	382
2015-16	42	33	34	30	28	40	34	39	43	33	33	34	423
2016-17	25	35	38	49	34	50							231

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **98 crimes**
- July to September 2016: **133 crimes**
- Upward trend

Snatch offences are predominant attributing offence to this upward trend.

### Bicycle Theft

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	44	34	26	52	53	29	29	32	17	15	19	24	374
2015-16	31	20	30	32	23	25	26	23	20	15	14	16	275
2016-17	34	26	38	35	52	46							231

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **98 crimes**
- July to September 2016: **133 crimes**
- Upward trend

### Burglary Non-Dwelling

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	23	28	9	16	21	19	17	10	8	15	17	21	204
2015-16	27	28	22	16	12	14	16	18	28	14	15	15	225
2016-17	16	22	11	20	15	21							105

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **49 crimes**
- July to September 2016: **56 crimes**
- Slight Upward trend

FYTD Burglary Non-Dwelling is a downward trend. However, since previous quarter, there is a slight increase in offences.

## Shoplifting

Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2014-15	43	36	48	45	53	51	42	49	56	48	60	51	582
2015-16	62	65	49	56	63	48	66	70	55	54	53	37	678
2016-17	64	50	44	59	53	63							333

Quarterly Comparisons (April to June 2016 / July to September 2016)

- April to June 2016: **158 crimes**
- July to September 2016: **175 crimes**
- Upward trend

FYTD Shoplifting is a downward trend. However, since previous quarter, there is an increase in offences.

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Currently CoLP are focusing resources (or seeking to) on:

- Gym Thefts
- Thefts from Vehicle
- Pedal Cycle Thefts
- Burglary Non-Dwelling
- Theft from Licensed Premises

SARAs are being compiled for these areas, recognising these areas of crime as a current problem which requires resources to police.

### **Night Time Economy Crime and Nuisance**

#### **Licensing Visits**

The City of London Police Licensing officers visited over 500 licensed premises between visits between August and October. Our officers were able to intervene with intoxicated persons and remove them from venues, preventing any potential for violent crime and anti-social behaviour (ASB). All of the visits have been well received with lots of co-operation with the licensed premises

We have continued with our Alcohol Action Day deployments on the last Friday of each month involving officers from Communities and Partnerships and our response officers to assist with visits and interventions.

Our Licensing Officers supported the City of London (CoL) Licensing Team in the Safety Thirst awards carrying out assessments at venues and providing feedback of those assessments to the judging panel.

We have conducted joint operations with the CoL Licensing Team tackling street traders and assisted the CoL Environmental Health Officers (noise team) with night time visits.

We will be hosting our Licensing Forum on Monday 21<sup>st</sup> November 10:00 – 12:00 at the Loose Cannon.

The aim of the Licensing Forum is to get together as many licensees/management/owners and security staff and deliver to them a number of key messages on the lead up to Christmas.

There will be speakers from the Security Industry Authority/our PREVENT officers and advice on crime prevention.

**Anti-Social Behaviour**

Anti-Social Behaviour (ASB)

[ASB figures](#)

Anti-Social Behaviour												
Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015/16	65	72	84	81	93	65	75	62	65	67	92	55
2016/17	79	51	65	74	79	145						

The above figures show a significant increase in ASB between August and September, however this is likely to be a numerical increase (rather than an increase in actual ASB) this increase reflects the classification and recording of ASB now taking place in our Control room Centre.

Our officers regularly conduct joint patrols with ParkGuard at Golden Lane/Middlesex Street and Mansell Street estates. ParkGuard submit on average over 120 very detailed reports of their tour of duty we will then go through these reports and follow up on any intelligence noted.

**Proactive Operations**

**Begging and Vagrancy**

*Operation Acton*

This joint initiative with the Corporation and St. Mungo’s homeless charity is designed to address homelessness and rough sleeping in the CoL.

Funding is been sought by the CoL to provide ‘pop-up’ hubs utilising local churches within the square mile to accommodate rough sleepers to facilitate assessment and also provide sheltered accommodation.

We continue to support this initiative by providing officers to arrest (Vagrancy Act 1824) if necessary individuals who do not engage with the help provided.

### *Operation ALABAMA*

Operation Alabama is a targeted intervention and enforcement strategy working in partnership with the Metropolitan Police in the use of Community Protection Notices (CPN's). A CPN is intended to deal with particular, ongoing problems of nuisance which negatively affect the community's quality of life by targeting the person responsible. The operation utilises the powers under the Crime and Police Act 2014. The offender is given a written warning with regard to their conduct and if this behaviour does not stop within a certain time period they will be issued a CPN.

The below outcomes have been achieved for September:

- 6 x CPN's in September
- 11 x CPN's in October

### *Nut sellers*

Joint operations with the CoL have continued throughout September and October, prosecutions are ongoing information is suggesting that the traders now seem to be targeting weekends we will be working with the CoL at the weekends to continue to tackle this.

### *Noise and Rowdiness*

We have continued to respond to ASB complaints around licensed premises/hotels and serviced apartments.

Whilst the Corporation is responsible for noise enforcement our partnership working has become more effective over the years where we have jointly looked at actual and potential noise issues when it comes to the matter of Temporary Event Notices, Grants and Variations.

We have worked together on a variety of issues of note in the past. Lovat Lane has historically been a problem with complaints from the owners of some serviced apartments – this was particularly problematic when Clause was holding Promoted Events. This changed to a large extent when Dirty Martini took the premises. They're noise output has been far lower since the change but recently a resident came to the fore with a complaint that may have amounted to a public nuisance and between the teams we assisted the resident in a practical way with appropriate advice. Naturally the venue played its part in that process.

Again on the matter of Promoted Events, we worked together in a (pre Hearing) negotiation with the legal representatives of two Hotel/Club licences at 10 Trinity Square. This was important from both our perspectives as there is already a significant presence of licensed premises in the area which has an equally significant residential presence.

We have had recent success in working together in the matter of residents complaints in Creechurch Lane. Again the problems of identifying the premises from which revellers may have emanated were significant. By making appropriate representations to the (several) licensed premises in the area, we have seen a reduction in noise complaints locally.



The interaction between the teams continues (in my view) to be fruitful as we (pre grant) together meet with legal representatives of upcoming premises. To that end there is a meeting with two (different) lawyers who represent prospective licence holders in a new hotel in Dorset Rise. A similar meeting takes place at the Kitty Hawk Hotel in South Place next week. By taking a proactive stance in this way we are providing pre-opening and pre-grant contact with vendors with the view that this creates a positive stance in the matter of Crime & Disorder and Public Nuisance – particularly the nuisance that coincides and is germane to the Environmental Pollution Act as well as the Licensing Act 2003.

## **Supporting the Counter Terrorism Strategy through Delivery of the Prevent Strategy**

### *Engaging and reassuring our communities*

In conjunction with the Community Safety Team, further workshops have been delivered to City of London Corporation departments as part of the ongoing process to ensure all areas of the organisation have an understanding of PREVENT. This is an ongoing process.

Following the successful workshop for the business community on 20<sup>th</sup> July 2016 engagement has continued with a number of large businesses in the City to deliver workshops within their organisations. This is to allow them to identify vulnerable individuals and ensure their safeguarding policies have a due regard for PREVENT within them. The training also highlights to businesses the referral pathways available to them if they have a concern for one of their employees.

With the start of a new academic year engagement has been conducted with universities, schools and nurseries. Meetings have been held with universities located in the City to highlight any concerns prior to the arrival of students. Arrangements have been made for police to attend Freshers Fairs to deliver PREVENT and personal safety advice. City officers also attended universities that were located just outside the City boundary as their students are likely to access services in the City. The City of London PREVENT Team worked with the Metropolitan Police University Officer to reinforce joint messages. A Higher/Further Education Forum was held. Discussions around the latest threats and risks were held in light of the recent incident at North Greenwich Station.

Further training has been delivered to the schools in the City at the start of the academic year. This has also been extended to cover the Board of Governors of schools to give them an understanding of their school's statutory responsibility.

Following on from the engagement around the killing of Father Hamel in France the PREVENT Team has arranged with the City Churches to deliver a presentation around radicalisation and the safeguarding options available to assist the Church.

A bespoke workshop around PREVENT was delivered to members of the voluntary sector. This was very well received and plans are being developed to deliver more workshops to include the major charities located in the City.

A presentation and a Q&A session about PREVENT and the work of the Police PREVENT Team was provided to the Police Independent Advisory Group (IAG) in October this presentation was well received by the members of the IAG.

## *Project Griffin*

Communities and Partnership officers continue to support Project ARGUS table top exercises (Wednesday 2<sup>nd</sup> September) and continue to participate in Project Griffin (Thursday 3<sup>rd</sup> November) events held at Wood St. Police Station again these events are very well attended with approximately 80 delegates expected to arrive for the Project Griffin event.

## *Counter Terrorism Survey Results 2016*

### **September 2016**

**Q1. On a scale of 1 to 10, how confident are you that the City of London is protected from terrorism?**

72 respondents gave the following answers.

- **Very Confident:** 15 (21.43%)
- **Confident:** 44 (62.86%)
- **Neither Confident or Unconfident:** 9 (12.86%)
- **Unconfident:** 1 (1.43%)
- **Totally Unconfident:** 1 (1.43%)

**Q2. Do you feel reassured by the work being done by the City of London Police to protect the City of London from Terrorism?**

72 of respondents gave the following answers.

- **Yes:** 67 (97.10%)
- **No:** 2 (2.90%)

This is a breakdown of responses from the City of London Police's Counter Terrorism Survey which surveyed businesses and residents in the City of London in August/September 2016.

**NOTE:** This survey is still open and has been running since 24.8.2016.

## *Communications & Engagement*

Our last report made reference to how we communicate with business/residents and our transient communities. Through the One Safe City Programme there is a strand which focuses on this and a tendering process is underway with a number of companies.

As part of ways to develop the Force's external engagement, a new initiative has been set up to bring various local businesses and CoLP together; it is a voluntary ideas-sharing forum for both parties, with the aim of being a mutually beneficial arrangement. The focus for each meeting will be on a particular issue each time, and will provide the chance to contribute and hear different suggestions on a current challenge. The next planned event will be a workshop for a City firm and CoLP officers/staff to specifically address communication with local businesses, and how this can be improved in order for CoLP to deliver the best service possible.

I will update the SCP on the progress of this.

During October 2016 saw the arrival and inspection (Effectiveness Inspection) of the HMIC.

A number of questions were put to the force and officers interviewed to gauge our understanding of our communities and how we respond and deal with them.

Examples of areas the HMIC focused on were our effectiveness in:

- reducing crime, tackling ASB and protecting people
- investigating crime and reducing re-offending
- how we respond to our most vulnerable people
- how we address and react to organised crime gangs at a local level

A published report of the HMIC inspection is due in February/March 2017.

## **Christmas Campaign 2016**

### **Op. Present**

Gold's strategic intentions for the Christmas Campaign are:

- Minimise the likelihood of violent crime occurring.
- To provide reassurance to the community with particular emphasis on crowded places.
- Where crime is committed, to secure and preserve best evidence, ensuring a victim focused investigation.
- To provide an effective and proportionate policing response, being mindful of the current security situation and commensurate with the current threat assessment.

The City of London Police have taken the 4 'p' approach to this campaign (Pursue/Prevent/Protect and Prepare) this approach is in line with our reduction of violent crime strategy with some adaption's.

### **PURSUE**

Joint working / patrols and the sharing of intelligence relating to violent crimes at transport hubs with BTP to target times and locations for alcohol related disorder. Patrols will target the relevant times and offenders will be dealt with by appropriate legislation.

Licensing teams will be deployed every shift to engage with the licensee. Any offences will be dealt with by the team.

### **PREVENT**

Social media campaign to highlight the risks of excess drinking. There will be tweets sent out prior, during and after the operation. There will also be live tweets going out during deployments. (appropriate levels of information).

### **PROTECT**

Joint working / patrols with the London Ambulance Service (LAS) to target times and locations for alcohol related disorder.

Bridge Patrols – Recognising the increased vulnerability of people during this time officers will be tasked to conduct saturation patrols in key areas identified as most at risk. Officers will be engaging with members of the public observing any signs of distress or people showing signs of mental health issues.

Pre Christmas Op Present briefing to licensed premises to highlight:

- counter terrorism threat
- crime scene management and safety measures

It will be a no surprises approach to the Operation establishing communication, collaboration and engagement with the licensing trade.

### **PREPARE**

Alcohol Recovery Centre The venue has been agreed at St Olaves Church, Hart Street.

### **Conclusion**

This report informs the Safer City Partnership members of partnership/community engagement and intervention activity undertaken since September 2016 and highlights issues raised by our communities and how the City of London Police has responded.



<b>Committee(s):</b>	<b>Date:</b>
Licensing Committee	26 <sup>th</sup> October 2016
Safer City Partnership Strategy Group	14 <sup>th</sup> November 2016
<b>Subject:</b> Interim report on police spend of Late Night Levy funds	<b>Public</b>
<b>Report of:</b> Commissioner of Police	<b>For Information</b>
<b>Report authors:</b> Supt Helen Isaac	

## Summary

Funding from the Late Night Levy (LNL) has dramatically changed the way the City of London Police resource policing of the Night Time Economy (NTE). In the last year £389,000 has been agreed by the Force Tasking meeting to enhance the resources deployed, in response to information and intelligence-led bids for LNL funding. A new forum, the Late Night Levy Planning Meeting, will meet on 17<sup>th</sup> October to plan spend for the next levy year, with quarterly meetings taking place thereafter to regularly plan and monitor spend against the available funds.

## Background

At the Licensing Committee on 11<sup>th</sup> July 2016, the Committee asked for clarity from the City of London Police (CoLP) as to how their portion of the Late Night Levy funds is being spent, the governance process around this and whether Licensing Police Officers have any influence over where the money is spent. An interim written report addressing these questions was requested and is thereby produced for this meeting for information.

## City of London Police LNL Governance

All requested spend using funds from the Late Night Levy is presented as a case to the CoLP Force Tasking meeting as information and intelligence-led activity. This meeting is chaired by either the Commander of Operations or Chief Superintendent of Intelligence and Information. Bids are normally made either by the CoLP Licensing Team Inspector or by the two Uniformed Policing Directorate Chief Inspectors with the Licensing Team's knowledge and support. A new forum, the Late Night Levy Planning Meeting, has been convened to meet quarterly to agree, plan and track Levy spend prior to bids being made, consisting of officers from the CoLP and Corporation Licensing Teams, the Chair of the Violent Crime problem solving group and Finance. The Chair will be the Communities and Partnerships Superintendent, with the first meeting due to take place on 17<sup>th</sup> October.

## Agreed spend against the Levy from 1st October 2015

- **£55,000** is spent each year on an additional PC to be attached to the CoLP Licensing Team. This officer enhances intelligence development and dissemination and carries out promoted event risk assessments and open source research work relevant to the NTE.
- **£95,000** was spent on Operation Tinsel, the Force's Christmas campaign in December 2015. This sum was spent on providing very significantly enhanced uniformed resources, specialist uniformed support and crime investigation expertise.
- **£2000** was spent on twenty four 'alcoblow' devices. These devices were delivered in time for Operation Tinsel. These provide the busiest premises with a device for use at the door to accurately inform staff judgement as to an individual's level of intoxication on entry.
- **£60,000** was agreed via tasking at the beginning of 2016 to fund monthly 'alcohol action' deployments. These deployments take place at least on a monthly basis, usually around the City payday. The deployments comprise an enhanced Licensing Team who patrol premises and conduct detailed premises visits, promoting good governance throughout the NTE. This unit of both uniformed police officers and specialist Licensing Officers also responds to incidents at premises, resulting in detailed scrutiny of what may have gone wrong. These deployments are supported by Project Servator officers, who are trained in advanced behaviour detection techniques. Project Servator's support to licensing deployments in the past twelve months has resulted in fifty arrests for possession with intent to supply cocaine, the seizure of twenty nine vehicles, £21,000 in cash and £33,000 of class A drugs (street value).
- **£21,000** was agreed in February 2016 for an operation relating to evidence gathering and policing/control measures, with a particular focus on gang related activity.
- **£9000** was spent on additional police resources, to cover the period of 'bankers' bonuses' announcements. This period had been identified by the Force Intelligence Bureau as producing a spike of activity and issues previously because of the celebrations and increased trade at late night venues.
- **£6,000** was agreed and spent on reassurance patrols and enhanced policing around the LBGT venues within the City following the Orlando nightclub attack in June.
- **£6000** was spent on two deployments of public order officers to provide additional police resources for the NTE over the two May bank holiday weekends.
- **£135, 000** has been agreed by Force Tasking to provide a very comprehensive policing plan, Operation Present, the Christmas Campaign for 2016. This plan commences late November and will see a variety of uniformed police resources and uniformed specialists deployed, (such as dog



handlers and firearms officers) providing very significant enhanced policing of the NTE. These officers will be supported by additional crime investigation, intelligence and custody assets to ensure a continued presence on the street.

Total agreed CoLP LNL spend: **£ 389,000**

A bid for a CCTV vehicle to both deter crime and anti-social behaviour stemming from the NTE and gather evidence following any incidents was also submitted for consideration by Force Tasking. A decision was postponed due to further information being requested by the Chair and the bid will be resubmitted in the 2016/17 Levy year. Therefore the estimated £40,000 cost of this vehicle will be carried over into this year. Spend on the additional custody provision for some Friday and Saturday nights incurred specifically as a result of policing the NTE is currently being calculated and this will be included in the annual report to this Committee in February 2017.

### **Conclusion**

It is estimated that the force will receive around £290,000 from the LNL for 2015/16 once all funds are collected, slightly less than the previous year. In addition, £100,000 was carried over from 2014/15 as reported to this Committee in February 2016, providing an estimated £390,000 to spend on policing the NTE. Whilst the Christmas Campaign for 2016 falls within the next Levy year, funding was agreed by Force Tasking based on the funds currently available to commit. With planning due to start for this current year at the new Late Night Levy Planning Meeting on 17<sup>th</sup> October, the Force is confident that funds will continue to be used and monitored effectively in 2016/17.

### **Recommendations**

Members are asked to note this report.

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