



Safeguarding Sub (Community & Children's Services) Committee

Date: MONDAY, 12 OCTOBER 2020
Time: 11.00 am
Venue: VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)

Members: Munsur Ali
Randall Anderson
Mary Durcan
John Fletcher
Marianne Fredericks
Susan Pearson
Ruby Sayed

Enquiries: Chloe Rew
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Accessing the virtual public meeting

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<https://youtu.be/sL7zDN-t-tw>

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John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **TERMS OF REFERENCE**

To receive the Sub-Committee's Terms of Reference as agreed by the Community & Children's Service Committee on 24 July 2020.

For Information
(Pages 1 - 2)

4. **ELECTION OF A CHAIRMAN**

To elect a Chairman in accordance with Standing Order 29.

For Decision

5. **ELECTION OF A DEPUTY CHAIRMAN**

To elect a Deputy Chairman in accordance with Standing Order 30.

For Decision

6. **MINUTES**

To agree the minutes of the previous meeting held on 24 June 2020.

For Decision
(Pages 3 - 8)

7. **OUTSTANDING ACTIONS**

To note the Sub-Committee's list of outstanding actions.

For Information
(Pages 9 - 10)

8. **GLOSSARY**

For Information
(Pages 11 - 16)

9. **VIOLENCE AGAINST WOMEN AND GIRL'S (VAWG) STRATEGY 2019-2023 AND ACTION PLAN 2019-2021**
Report of the Director of Community & Children's Services.
For Information
(Pages 17 - 76)
10. **CITY AND HACKNEY SAFEGUARDING ADULTS BOARD STRATEGY 2020/25 AND ANNUAL REPORT 2019/20**
Report of the Independent Chair of the City and Hackney Safeguarding Adults Board.
For Information
(Pages 77 - 170)
11. **LOOKED AFTER CHILDREN'S HEALTH (CITY OF LONDON CORPORATION) ANNUAL REPORT 2019 - 2020**
Report of the Designated Doctor and Nurse for the City & Hackney Clinical Commissioning Group.
To be read in conjunction with the non-public appendix at Agenda Item 20.
For Information
(Pages 171 - 172)
12. **CHILDREN IN CARE COUNCIL (CICC) AND PARTICIPATION SERVICE UPDATE**
Report of the Director of Community & Children's Services.
For Information
(Pages 173 - 188)
13. **PAN-LONDON CHILDREN IN CARE COUNCIL**
Report of the Strategic Director of Partnership for Young London.
For Information
(Pages 189 - 192)
14. **EDUCATION AND EARLY YEARS SERVICE SAFEGUARDING UPDATE**
Report of the Director of Community & Children's Services.
For Information
(Pages 193 - 198)

15. **INDEPENDENT REVIEWING OFFICER (IRO), ANNUAL REPORT FOR 2019-2020**

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

For Information
(Pages 199 - 238)

16. **CHILDREN AND FAMILIES SERVICE PERFORMANCE - MONTH 5 2020/21
(AUGUST 2020)**

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

For Information
(Pages 239 - 256)

17. **QUESTIONS OF MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

18. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**

19. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

20. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the previous meeting held on 24 June 2020.

For Decision
(Pages 257 - 258)

21. **LOOKED AFTER CHILDREN'S HEALTH (CITY OF LONDON CORPORATION)
ANNUAL REPORT 2019 - 2020**

Report of the Designated Nurse and Doctor of the City & Hackney Clinical Commissioning Group.

To be read in conjunction with the public covering report at Agenda Item 11.

For Information
(Pages 259 - 276)

22. **ADULT SAFEGUARDING PERFORMANCE REPORT, Q1 2020/21**

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

For Information
(Pages 277 - 294)

23. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

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

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SAFEGUARDING SUB-COMMITTEE

Constitution

8 Members appointed by the Community & Children's Services Committee, including the Chairman and Deputy Chairman.

Quorum

Any 3 Members.

Terms of Reference

To be responsible for:-

1. overseeing the discharge of the City of London's responsibilities to safeguard children and adults who have been identified as requiring support and protection;
2. ensuring, in respect of children entering public care, that the duty of the local authority as a corporate parent to safeguard and promote a child's welfare is fulfilled;
3. monitoring the Community & Children's Services Department's performance in respect of its work to safeguard children and adults and make recommendations to the Grand Committee to bring about improvements as appropriate; and
4. exercising its functions with regards to the views of relevant service users, as appropriate.

Suggested frequency of meetings: a minimum of twice a year

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SAFEGUARDING SUB (COMMUNITY & CHILDREN'S SERVICES) COMMITTEE

Wednesday, 24 June 2020

Minutes of the meeting of the Safeguarding Sub (Community & Children's Services) Committee held via videoconference on Wednesday 24 June 2020.

Present

Members:

Ruby Sayed (Chairman)	Marianne Fredericks
Randall Anderson (Deputy Chairman)	Susan Pearson
Mary Durcan	

Officers:

Chloe Rew	- Town Clerk's Department
Rachel Green	- Community and Children's Services
Kirstie Hilton	- Community and Children's Services
Chris Pelham	- Community and Children's Services
Teresa Shortland	- Community and Children's Services
Ellie Ward	- Community and Children's Services Department

Also in attendance:

Anna Jones	- City and Hackney Clinical Commissioning Group
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1. APOLOGIES

Apologies were received from Jason Pritchard.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED – that, the public and non-public minutes of the previous meeting held 10 February 2020 be agreed as a correct record.

Matters arising:

1. An Outstanding Actions list will be included in agendas moving forward;
2. Advanced safeguarding training for school governors had taken place and was well attended;
3. Officers were working on a bespoke project focused on reducing impact of trauma, improve quality of sleep, and looking to set up centre for excellence with King's College.
4. Final SEND Strategy to be presented to sub-committee in autumn 2020, due to SEND programme board being cancelled as a result of COVID-19.

4. **OFSTED INSPECTION 2020**

Members received a report of the Director of Community & Children's Services relative to the Ofsted Inspection 2020 which took place in February and March, which resulted in an 'Outstanding' grade.

Members noted the resulting Action Plan included two recommendations, and officers advised that additional management had been brought in to address the recommendations. The Department of Community & Children's Services noted it planned to improve services further and the action plan would be sent to OFSTED.

RESOLVED – that the report be received and its contents noted.

5. **CHILDREN'S SOCIAL CARE COVID-19 RESPONSE: GUIDANCE AND APPROACH**

Members received a report of the Director of Community & Children's Services relative to the Children's Social Care COVID-19 Response. The Director noted that COVID had had an impact on the children and services, and short break criteria had changed to allow funding to be redirected to other resources to allow for home-schooling.

Members requested details on plans in place for recovery and lifting restrictions. Officers advised that new short breaks money regulations were in place until autumn; virtual meetings with children were in place; lessons were being taught virtually; there had been increased mental health offerings and increased early intervention work; families continued to have access to therapy virtually.

With respect to Unaccompanied Asylum-Seeking Children, there had been one new case since the previous meeting, and this individual had access to accommodation and screening services.

With respect to the Black Lives Matter movement, officers noted that all young people in social care, and half of the staff, were black. The movement emphasised the prevalence of racism within the society, and social workers were actively engaged in working with young people to support them, including providing advice to those who planned to attend protests and cautioning where there were risks. For staff, sessions had taken place to discuss racism and how staff could be better supported in their personal and professional lives.

Members expressed concern with regards to domestic violence during lockdown, and requested that a report be brought to the sub-committee at a future meeting.

RESOLVED – that the report be received and its contents noted.

6. **ANNUAL LOCAL AUTHORITIES DESIGNATED OFFICE (LADO) REPORT**

Members received a report of the Director of Community & Children's Services relative to the Annual Local Authorities Designated Officer (LADO). Officers

informed Members that training programmes had taken place; the City hosted the national LADO conference which increased the City's profile in this area; and following COVID-19 lockdown restrictions, officers confirmed that the service had been discharged remotely with success.

Members requested assurance that officers were aware of any obstacles to reporting that needed to be overcome, and assurance that police are aware of lines of communication for LADO reporting.

Officers confirmed that there were no systematic obstacles that they were aware of, and that officers were continuing to raise awareness of lines of communication.

Members requested assurance that Safeguarding Lead responded to all licensing reviews. Officers confirmed that all licensing applications were subject to safeguarding reviews. These reports would not be included in LADO report, as it was part of the overarching Safeguarding Lead responsibilities. Members requested a report be brought to the sub-committee at a future meeting.

RESOLVED – that, the report be received and its contents noted.

7. CITY AND HACKNEY CLINICAL COMMISSIONING GROUP UPDATE REGARDING LOOKED AFTER CHILDREN HEALTH DURING THE COVID 19 PANDEMIC

Members received a report of the City and Hackney Clinical Commissioning Group relative to Looked After Children Health During the COVID-19 Pandemic. The report addressed the duties discharged during the crisis, noted health issues and steps taken to mitigate risks of these health issues.

The CCG highlighted that health assessments were delivered virtually; shielding individuals were contacted individually; and as four young people were reported missing, strategies were in place to mitigate associated risks.

RESOLVED – that, the report be received and its contents noted.

8. VIRTUAL SCHOOL FOR LOOKED AFTER CHILDREN UPDATE

Members received a report of the Director of Community & Children's Services relative to the Virtual School for Looked After Children.

It was reported that the Head Teacher was working to ensure that students were engaged and encouraged to participate in online learning. Personal Education Plan review meetings were held virtually to ensure planning was on schedule for September.

Members asked if classes would be offered throughout summer holidays. Officers noted that staff and resources would be assessed to determine if this was possible.

Members asked if all children had access to computers and the internet. Officers advised that as the Department for Education scheme came into effect

later than required, the City bridged the gap to ensure that students had adequate computer and internet access for online learning.

RESOLVED – that, the report be received and its contents noted.

9. **EDUCATION AND EARLY YEARS SERVICE SAFEGUARDING UPDATE**

Members received a report of the Director of Community & Children's Services relative to Education and Early Years Service Safeguarding. It was noted that the report focused on work during the COVID-19 crisis, with the central goal of ensuring young people had access to education and remained engaged in learning.

Officers provided a further update with respect to the Black Lives Matter movement, noting the connection between Sir John Cass and slavery. Sir John Cass's Foundation Primary School was therefore carrying out a review in consultation with parents and the community with respect to addressing this (considering, for example, the school name, uniforms and logos, paintings, statues and artifacts).

Members requested information regarding assessing education deficit as a result of COVID. Officers reported that it was difficult to know the full impact at that stage. There was a varied approach amongst schools in how educational deficit had been addressed.

With respect to 4G routers, officers noted that although there had been a delay initially in allocating routers, 9 4G routers had been allocated.

RESOLVED – that, the report be receive and its contents noted.

10. **SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND) - UPDATE**

Members received a report of the Director of Community & Children's Services relative to Special Educational Needs and Disabilities (SEND) and the work that the City of London SEND service had carried out during the COVID-19 restrictions.

Officers reported on efforts made to ensure SEND students could continue to learn, including: teachers visited students homes to ensure they knew how to use required equipment; 9 students were attending school; special schools had reopened in some capacity; online library resources had been valuable during lockdown.

In light of restrictions lifting, consideration was being made with respect to returning to school and how to adapt practices in school on return. The educational deficit would be assessed on return following student evaluations.

It was further noted that the SEND conference had been cancelled and would be hosted virtually in March 2021.

RESOLVED – that, the report be received and its contents noted.

11. **QUESTIONS OF MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

There were no questions.

12. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

13. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

14. **NON-PUBLIC MINUTES**

RESOLVED – that, the non-public summary of the previous meeting held 10 February 2020 be agreed as a correct record.

15. **CHILDREN AND FAMILIES SERVICE PERFORMANCE - Q4 AND END OF YEAR**

Members received a report of the Director of Community & Children's Services relative to the Children and Families Service Performance for Q4 to the end of the year.

RESOLVED – that, the report be received and its contents noted.

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

There were two non-public questions.

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

There were two items of other business.

The meeting closed at 4.25 pm

Chairman

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Safeguarding Sub-Committee - Outstanding Actions – October 2020 update

Action	Date Action Added and Corresponding Agenda Item	Officer	Target Date for Completion
1. Officers to bring update to sub-committee regarding increase in domestic abuse during COVID19 lockdown	24 June 2020, Agenda Item 5: Children's Social Care COVID-19 Response	Rachel Green, Service Manager	12 October 2020
2. Officers to provide update to sub-committee regarding licensing reviews	24 June 2020, Agenda Item 6: Annual Local Authorities Designated Office (LADO) Report	Pat Dixon, Safeguarding Service Manager	12 October 2020
3. Advanced safeguarding training to take place for school governors	10 February 2020, Agenda Item 3: Minutes – Matters Arising (relating to the City of London Schools Safeguarding Review		COMPLETED
4. Officers to bring update to sub-committee regarding work being undertaken by The City and Hackney Safeguarding Adults Board at the strategic level regarding engaging with individuals who have experienced safeguarding services in the past	10 February 2020, Agenda Item 3: Minutes – Matters Arising (relating to The City and Hackney Safeguarding Adults Board Annual Report 2018/19 – 3 October 2019)	Raynor Griffiths, City and Hackney Safeguarding Adults Board	TBC

Safeguarding Sub-Committee - Outstanding Actions – October 2020 update

5. Officers to bring update to sub-committee regarding possible solutions to address the lack of resources noted in the LAC Annual Report	10 February 2020, Agenda Item 5: Looked After Children's Health (City of London Corporation) Annual Report 2018-19	Anna Jones, CCG	12 October 2020
6. Officers to bring update to sub-committee regarding officers able to accompany young people on holidays to ensure adequate participant-to-officer ratio	10 February 2020, Agenda Item 7: Children In Care Council (CICC) and Participation Service Update	Zak Darwood, Workforce Development and Participation Lead	12 October 2020
7. Officers to circulate e-learning module on safeguarding to all Members of the Court of Common Council	10 February 2020, Agenda Item 10: Corporate Safeguarding Policy	Zak Darwood, Workforce Development and Participation Lead	<i>31 July 2020</i> COMPLETED (22 July 2020)
8. Members to be briefed on how schools identify circumstances relating to forced child marriages	10 February 2020, Agenda Item 20: Non-Public Questions	DCCS Officers	12 October 2020



Adult Social Care

AAR

Adult At Risk – the alleged victim of abuse at the centre of the investigation. Also referred to as the Adult

ADASS

Association of Directors of Adult Social Services

AMHP

Approved Mental Health Practitioner

ASC

Adult Social Care

BCF

Better Care Fund

BIA

Best Interests Assessor

DBS

Disclosure and Barring Service

DCA

Domiciliary Care Agency

DN

District Nurse

DoLS

Deprivation of Liberty Safeguards

EDT

Emergency Duty Team

GP

General Practitioner

IB

Individual Budget

IMCA

Independent Mental Capacity Advocate

IMHA

Independent Mental Health Advocate

LAS

London Ambulance Service

LFB

London Fire Brigade

LGBT

Lesbian, Gay, Bisexual and Transgender

MASH

Multi Agency Safeguarding Hub

MCA

Mental Capacity Act

MHA

Mental Health Act

MHAA

Mental Health Act Assessment

MSP

Making Safeguarding Personal

OT

Occupational Therapist

PACH

The Person Alleged to Have Caused Harm

POC

Package Of Care

PPU

Public Protection Unit

RAS

Resource Allocation System

SA

Safeguarding Adults

SAM

Safeguarding Adults Manager – chairs safeguarding meetings and advises allocated SW

SAR

Safeguarding Adults Review

SSA

Supported Self Assessment

SW

Social Worker

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Glossary

Children Social Care



CITY OF LONDON CORPORATION

DEPARTMENT OF COMMUNITY & CHILDREN'S SERVICES

C&FA	Child and Family Assessment – single assessment undertaken by Children Social Care
CAF	Common Assessment Framework (part of Early Help)
CAFCASS	Children and Family Court Advisory and Support Service
CAMHS	Child and Adolescent Mental Health Service
CHSCP	City and Hackney Children's Safeguarding Partnership
CIC	Child/ren in Care
CICC	Children in Care Council
CIN	Child in Need
CL	Care Leaver
CLA	Children Looked After
CP	Child Protection
CPP	Child Protection Plan
CPS	Crown Prosecution Service
CSC	Children's Social Care
CSE	Child Sexual Exploitation
C&YP	Child and/or Young Person (up to 18 th birthday)
CYPP	Children and Young People's Plan
DSL	Designated Safeguarding Lead
DV	Domestic Violence
EDT	Emergency Duty Team (out of hours duty provided by Hackney)
EET	Education, Employment and Training
EH	Early Help

FE	Further Education
HMO	House of Multiple Occupancy
ICPC	Initial Child Protection Conference
IFA	Independent Fostering Agency
IHA	Initial Health Assessment
IRO	Independent Reviewing Officer
LA Services	Local Authority Services
LADO	Local Authority Designated Officer
LASC	London Asylum Seekers Consortium
MACP	Multi-Agency Child Protection
MARAC	Multi-Agency Risk Assessment Conference
MARF	Multi Agency Referral Form
MASH	Multi-Agency Safeguarding Hub
NEET	Not in Education, Employment or Training
NFA	No Further Action
QSW	Qualified Social Worker
RCPC	Review Child Protection Conference
RHI	Return Home Interview
S47	Section 47 Enquiry, part of Child Protection investigation (the outcome may be that the subject is escalated to an ICPC)
SCR	Serious Case Review
SEND	Special Educational Needs and Disability
TAC	Team Around the Child meeting (Early Help measure)

TAF	Team Around the Family (Early Help measure)
UASC	Unaccompanied Asylum-Seeking Child (up to 18 th birthday)
YTD	Year to Date, the time period from the 1 April to the current date

Committee:	Dated:
Safeguarding Sub-Committee	12/10/2020
Subject: Violence Against Women and Girl's (VAWG) Strategy 2019–2023 and Action Plan 2019–2021	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Ayesha Fordham, Domestic Abuse, Vulnerability and Risk Policy Officer, DCCS	

Summary

This report updates Members on the publication of the City of London Corporation's (City Corporation) VAWG Strategy 2019–2023 and progress of the VAWG Action Plan 2019–2021.

Recommendation

Members are asked to note the report.

Main Report

1. The VAWG Strategy 2019–2023 and Action Plan 2019–2021 have been designed to ensure that the City Corporation is delivering and providing a co-ordinated, effective and efficient level of response and support to people affected by VAWG. This work is being delivered and monitored through the multi-agency VAWG Forum. Furthermore, the strategy has been written in line with the Mayor of London's VAWG Strategy and the draft Domestic Abuse Bill.
2. The aim of the strategy is to make the City of London free from VAWG and a safe place for people to live, work, learn and visit.
3. The title VAWG was chosen to ensure that the strategy includes all areas of VAWG. A strapline stating that it is a 'strategy for our whole community' has been used to make it clear that the strategy has been developed for any person affected by the issues under the heading VAWG, regardless of gender, sexual orientation, age, religion, race, ability or disability.
4. During the development of the strategy, a consultation process was undertaken to ensure that the strategy and action plan are reflective of the community members it aims to support. The strategy was also developed in collaboration with voluntary sector services, statutory services and frontline professionals to ensure that it is reflective of the wide community it is aimed at

supporting and targeting. The published version of the VAWG Strategy 2019–2023 (Appendix 1) has been circulated to internal and external partners, including the City of London Police and the Safer City Partnership.

5. The strategy and action plan are accountable to the City of London VAWG Forum, chaired by the City Corporation Community and Children’s Service and serviced by the Community Safety team. This work is being delivered by the statutory and non-statutory partners who form the VAWG Forum, to ensure a multi-agency response to VAWG. The work is being driven by the Domestic Abuse, Vulnerability and Risk Policy Officer and the Multi-Agency Risk Assessment Conference (MARAC) Coordinator.

Our Priorities

6. The VAWG Strategy 2019–2023 includes three priorities:
 - i. People are prevented from becoming victims of VAWG
 - ii. People affected by VAWG have access to support services
 - iii. Perpetrators are held to account and rehabilitated.
7. The three priorities were chosen to ensure that the strategy encompasses targeted, measurable and specific actions for each of these areas, ensuring that the City Corporation provides the most effective and efficient support to all those affected by VAWG. Each of the priorities have specific actions within the VAWG Action Plan.

Corporate and Strategic Implications

8. The VAWG Strategy is supporting the achievement of the following outcomes in the Corporate Plan 2018–2023:
 - **Outcome 1:** People are safe and feel safe
 - **Outcome 2:** People enjoy good health and wellbeing
 - **Outcome 3:** People have equal opportunities to enrich their lives and reach their full potential
 - **Outcome 4:** Communities are cohesive and have the facilities they need.
9. The VAWG Strategy is aligned with the following current strategies:
 - City of London Corporate Plan
 - City and Hackney Female Genital Mutilation (FGM) Strategy
 - City of London Police Vulnerability Strategy
 - Safer City Partnership Strategy
 - City of London Health and Wellbeing Strategy
 - Hackney VAWG Strategy.

VAWG Strategic Action Plan 2019–2021

10. The VAWG Action Plan (Appendix 2) has been developed alongside the strategy to ensure that the City of London is working to tackle the

identified need and risk areas. The action plan has been set out over two years and will be delivered by the members of the VAWG Forum to ensure that partners take equal responsibility to complete the actions. The Forum will manage the action plan through its quarterly meetings, keeping the plan on track and moving forward.

11. The progress of the VAWG Action Plan has been delayed due to COVID-19, and this has been reflected within the RAG rating and the action deadlines. The City of London Corporation and partners have adapted during the pandemic to ensure that people affected by VAWG have still been able to access support. The VAWG Action Plan has been updated to align with these changes and reflect learning and good practice from the pandemic.

Conclusion

12. The progress of the VAWG Action Plan will be monitored within the VAWG Forum, and a monitoring report will be provided at the end of the two-year period October 2019 to October 2021. The action plan will then be reviewed and updated for a further two-year period to reflect the local need and risk areas within the City of London.
13. The VAWG Strategy 2019–2023 was published on the City of London Corporation’s website, and has been circulated to partners.
14. The development and publication of the VAWG Strategy and VAWG Action Plan aims to ensure that the City of London is providing a co-ordinated response to VAWG through the three priorities. It is crucial that the City of London is a safe place for the whole community to live, work, learn and visit.

Appendices

- Appendix 1: VAWG Strategy 2019–2023
- Appendix 2: VAWG Strategic Action Plan 2019–2021

Ayesha Fordham

Domestic Abuse, Vulnerability and Risk Policy Officer, DCCS

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Violence against Women and Girls Strategy 2019 - 2023

A strategy for our whole community



Our Vision

The Square Mile is free from Violence against Women and Girls (VAWG) and is a place that is safe for everyone to **live, work, learn and visit**.

VAWG includes

- Domestic abuse (including coercive control)
- Sexual violence and rape
- Stalking and sexual harassment
- Online abuse
- Female Genital Mutilation (FGM)
- Forced marriage
- Honour-based violence
- Faith-based abuse
- Trafficking and sexual exploitation
- Prostitution
- Breast ironing
- Forced terminations
- Gendered gang violence

Contents

3	Foreword
4	Executive Summary
7	Introduction
8	Key Related Strategies
9	Vision, Approach and Priorities
11	The Legislative Context
12	Understanding the Needs of our Communities
14	Our Priorities
14	Priority One: People are prevented from becoming victims of VAWG
18	Priority Two: People affected by VAWG have access to support services
22	Priority Three: Perpetrators are held to account and rehabilitated
25	Development, Oversight and Accountability
26	Appendix One: Definitions
28	Appendix Two: Legislative Context
29	Appendix Three: Vulnerable Cohorts

Foreword

The City of London Corporation is committed to tackling Violence Against Women and Girls across the Square Mile for people who live, work, study and visit the City. The implementation of this strategy and action plan highlights the commitment made by the City of London to join the international stand against VAWG. Throughout this strategy we have been clear in our priorities that our aim is to prevent and support victims and survivors from VAWG, whilst holding perpetrators to account.

This strategy has been developed in partnership with members of the City of London VAWG Forum, including both voluntary and statutory services to ensure a multi-agency approach and commitment to tackle this issue. The strategy and action plan are reflective of the community it serves to ensure bespoke, tailored provision is provided. We are dedicated to achieving a place where all people can live, work, study and learn, feeling safe and supported from VAWG.

It is important to highlight within the City of London we recognise that VAWG also affects men, boys and all those across the gender spectrum, therefore our VAWG Strategy is aimed at our whole community.

Douglas Barrow
Chairman
Safer City Partnership



Executive Summary

Our definition of Violence Against Women and Girls

VAWG is defined as any act of violence that results in, or is likely to result in, physical, sexual, mental or economic harm to women or girls, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life, some examples are: domestic abuse and coercive control, sexual violence and rape, stalking and sexual harassment, female genital mutilation (FGM), forced marriage, (so-called) honour-based violence, faith-based abuse, trafficking and sexual exploitation, prostitution and breast ironing. These can affect people regardless of gender and provisions need to reflect this – however, women and girls are disproportionately affected by the issues first and foremost.

Why us?

We are committed to tackling VAWG across the Square Mile for those who live, work and learn here. Striving for a safer city is a key organisational priority outlined in our Corporate Plan for 2018-23. The outcomes of the VAWG Strategy will help to deliver our aims to contribute to a flourishing society. The City Corporation has a statutory duty of care for residents living within the Square Mile. The Statutory Guidance issued under the Care Act 2014 states that local authorities have a duty of care for people who are experiencing abuse or neglect. This includes ensuring they are safe and protected within their home and on the estate in which they live.

Who we will work with

We will work in partnership to deliver this strategy with the following stakeholders: the Community Safety Team, the City of London Police, the voluntary sector such as women's services, City Advice, commissioned services such as drug and alcohol services and youth services, our resident and worker population, the schools within the Square Mile, health services and probation services.

Our Vision

The Square Mile is free from VAWG and is a place that is safe for everyone to live, work, learn and visit.

Our Aim

To ensure the City of London Corporation and its partners deliver a coordinated response to tackle VAWG.

Our Priorities

People are prevented from becoming victims of VAWG.
People affected by VAWG have access to support services.
Perpetrators are held to account and rehabilitated.

Links to Corporate Plan (CP) Outcome 1, 2, 3, 4,
Links to CP Outcome 1, 2, 3
Links to CP Outcome 1

Our Activities

Our approach within all these activities is to respond with early intervention, a coordinated response, raise awareness and deliver campaigns.

- Engage and support national VAWG campaigns and continuously raise awareness of City of London VAWG support services.
- Provide education sessions and workshops as well as training to schools and universities within the City of London on VAWG issues, consent and healthy relationships.
- Provide training and awareness of VAWG issues to City Corporation employees, voluntary sector services and health services' frontline staff.
- Achieve Domestic Abuse Housing Alliance accreditation to ensure City of London housing estate residents are protected and supported from VAWG.
- Engage and work with businesses to provide them with the tools and knowledge to help prevent their employees being affected by VAWG.
- Work in partnership with agencies delivering joint campaigns to raise awareness of services and support that is available to people affected by VAWG.

Promote the Women's Safety Charter to licensed venues to pledge to keep women safe at night.

Ensure a targeted approach to identifying the needs and support of vulnerable cohorts.

Support the continued funding of the Vulnerable Victims Advocate (VVA) and Independent Domestic Violence Advisor (IDVA) to support people affected by VAWG.

Engage businesses within the City of London to ensure they know how to support employees who are affected by VAWG.

Achieve Domestic Abuse Housing Alliance accreditation to ensure City of London housing estate staff and managers know how to respond to domestic abuse.

Promote the Women's Safety Charter to ensure licensed venues are able to signpost and refer their customers to support services.

Supporting particularly vulnerable cohorts such as children and young people with tailored specialist services.

Develop clear referral pathways and perpetrator programmes/organisations.

Deliver campaigns that will target perpetrators to deter, stop and mitigate offending; rather than putting all the responsibility for action onto the victim.

Encourage young perpetrators to join the City of London Cadets to deter them becoming repeat offenders.

Our Success Measures

The prevalence of violence against women and girls remains too high. In the UK alone one in four women will experience gender-based violence, and of these women, over two a week are murdered.

We are committed to understanding the success of this strategy through the development of baselines, benchmarks and data relating to violence against women and girls that live, learn, work and visit the Square Mile and we will look at aligning our targets to our Corporate Performance Framework to better measure outcomes.

It is our hope that we will reduce and eventually end violence against women and girls in the Square Mile.

Introduction

Ensuring all people are safe from violent crime and violence against the person is paramount for the City of London Corporation (City Corporation). We are committed to protecting women and girls. This includes effectively responding to incidents of Violence Against Women and Girls (VAWG). This strategy sets out how we will respond to cases of VAWG between 2019 and 2023, taking a zero-tolerance and victim-centred approach that treats reports with the utmost sensitivity.

This Strategy outlines our priorities for VAWG services across the Square Mile. It has been developed and will be implemented as part of Department of Community and Children Services (DCCS) and Community Safety's business plans. It provides a framework to shape, inform and support improvements in VAWG provisions in the City of London. It sets out a vision, priorities and direction of travel, and builds in the flexibility to develop them collaboratively going forward.

We recognise that men and boys can also be victims under VAWG and provisions within this strategy are inclusive of them. We have named the strategy VAWG due to the pan-London, national and international landscape focussing on VAWG.

This strategy has been developed in partnership with the City of London Safer City Partnership and the City Corporation's Violence Against Women and Girls Forum. It brings together the work of the partner agencies - those who help us to deliver our priorities - to develop and support a coordinated response to VAWG in the City of London around a shared series of principles and aims. The strategy and action plan will be delivered through the VAWG Forum and driven by the Domestic Abuse, Vulnerability and Risk Policy officer. This post is funded by the City of London Corporation (DCCS and Town Clerk's) and the City of London Police.

Key Related Strategies

The VAWG Strategy should be read alongside the following key strategies:

- City Corporation's Joint Health and Wellbeing Strategy
- Safer City Partnership Strategy
- Children and Young People Plan
- Housing Strategy
- Carer Strategy
- Homelessness Strategy
- Social Wellbeing Strategy
- The City and Hackney Female Genital Mutilation Strategy
- The City and Hackney Multi-Agency Protocol for Preventing and Tackling Female Genital Mutilation (FGM)
- The City and Hackney Clinical Commissioning Group Joint Mental Health Strategy
- The London Borough of Hackney VAWG Strategy
- The City and Hackney's Adult Safeguarding Strategy
- The City of London Police's Vulnerability Strategy

Vision, Approach and Priorities

Our strategic vision is that: “The Square Mile is free from VAWG and is a place that is safe for everyone to live, work and learn” with examples of VAWG including:

- Domestic abuse (including coercive control)
- Sexual violence and rape
- Stalking and sexual harassment
- Online abuse
- Female Genital Mutilation (FGM)
- Forced marriage
- Honour-based violence
- Faith-based abuse
- Trafficking and sexual exploitation
- Prostitution
- Breast ironing
- Forced terminations
- Gendered gang violence

While there is no evidence at this stage that all of the above are prevalent in the Square Mile, it is important to have plans in place to explore the likelihood of these and respond should they occur.

We acknowledge that VAWG impacts all services (adult and children social care, public health, housing, community safety, civil and criminal justice as well as voluntary and community organisations) and it is the responsibility of all agencies to tackle VAWG and address the needs of survivors and their families. Hence the City Corporation is committed to working in an inclusive partnership method to develop a whole system approach to VAWG, bringing together the criminal and justice system, the NHS, local authorities, voluntary and community sector, service users and other partners. In this manner the City Corporation's response to VAWG will be coordinated to prevent further harm, reduce risk and increase safety for people residing, working, studying and traveling in the City.

VAWG affects people regardless of their sexual orientation, gender, gender identity, age, religion, culture, ethnicity, background or disability. As well as the VAWG act there are a range of consequences, such as homelessness, mental health issues and substance misuse, that need to be addressed. We will aim to understand and meet survivors needs and aspirations with effective risk management, safety planning, safe accommodation, emotional support, healthcare, education, legal aid and access to justice.

Throughout this document we talk of victims or survivors, depending on the individual, one or the other term is preferred thus we decided to take an all-inclusive empowering approach by utilising both terms.

Our focus will be on three strategic priorities:

- Prevention and early intervention
- Support of victims/survivors
- Perpetrators (accountability and rehabilitation)

We do not underestimate the challenges that we will face in the next five years, and the need to be both realistic and innovative due to pressures on budgets, resources and services. By working together, raising awareness of VAWG, intervening earlier, empowering experienced officers and practitioners and removing barriers to support, we believe that we have an opportunity to improve outcomes.

What is covered by this strategy?

The strategy assesses the needs of our population, maps the challenges, identifies the opportunities, and explains how we will work collaboratively with partners and service users to deliver our priorities, as well as how we will monitor our progress.

It considers how we will support the needs of:

- Our residents
- Our workers
- Our students
- The most vulnerable – e.g. children and young people, the LGBTQI+ community, the homeless and rough sleepers and older women
- People travelling through the square mile

It is also intended as the City Corporation's local contribution to the development of national and pan-London VAWG policy.

The Legislative Context

Our approach in the City is shaped by the 2018-2021 Mayor's (of London) Violence Against Women and Girls Strategy as well as the 2016-2020 Government's strategy on Ending Violence Against Women and Girls¹ and the work of the Mayor's Office of Police and Crime (MOPAC)².

It also aligns with the Draft Domestic Abuse Bill and the Domestic Abuse Act.

We will also build on local arrangements to support partnership responses to victims/survivors of VAWG mental health crisis through the Safer City Partnership, the City Corporation's Domestic Abuse and Violence Forum, the City and Hackney Safeguarding Partnership to support our focus on prevention and early intervention.

Other pieces of legislation which impact on tackling VAWG and have informed this strategy are listed in Appendix Two.

1. HM Government, Ending Violence Against Women and Girls, Strategy 2016 – 2020,
2. Mayor of London's Mayor's Office of Police and Crime, London VAWG Strategy Refresh 2013-17

Understanding the Needs of our Communities

Our current VAWG provision includes a full-time Vulnerable Victims Advocate, a part time independent domestic violence advisor based in the City Police Public Protection Unit as part of the Integrated Victim Witness Service. We organise and coordinate the VAWG Forum where multiple agencies and stakeholders meet quarterly to tackle issues of VAWG in the City of London. Partners agencies that attend this forum provide counselling, advice and support to victims.

Our services are designed to respond to the challenges that the Square Mile faces in terms of prevention and protecting people from VAWG. These challenges include:

- **Sex work hotspots** – sex work and sex trafficking are prevalent in and around Liverpool Street because of it being a travel hub. Under-reporting of this form of VAWG is already current but consultation with the City of London Police has also uncovered that a lot of properties are rented privately (often through internet platforms) to be used as brothels which makes intervening harder than in licensed premises and hotels. Police data has shown that peak sexual offences occurred during the night-time economy operating hours, probably due to high levels of intoxication.
- **Daytime footfall** – The Square Mile has a high day-time population of over 500,000 people and these visitors fall under our protection during this time. However, because they are not residents, obtaining data, reporting crimes and abuses, offering services and holding perpetrators to account presents challenges.
- **Under-reporting** – VAWG is generally under reported and in the Square Mile, we witness low levels of domestic abuse referrals regarding victims and survivors from certain communities (Bengali, Chinese, LGBTQI+, non-resident night workers and sex trafficking victims). VAWG is a hidden phenomenon across many social groups which is why the City Corporation must challenge certain messages around gender and advertise what protection is available to victims - we must ensure help is received by those who need it.
- **Vulnerable cohorts** – The Square Mile has a culturally and ethnically diverse population (our children and young people are 20% more ethnically diverse than the national average), this can create some challenges in tackling VAWG because some cohorts/communities are less aware of VAWG services, less able to access care and support than others. These particularly vulnerable cohorts include children and young people, LGBTQI+, older women, BAME and the homeless. More detailed information can be found in Appendix Three.

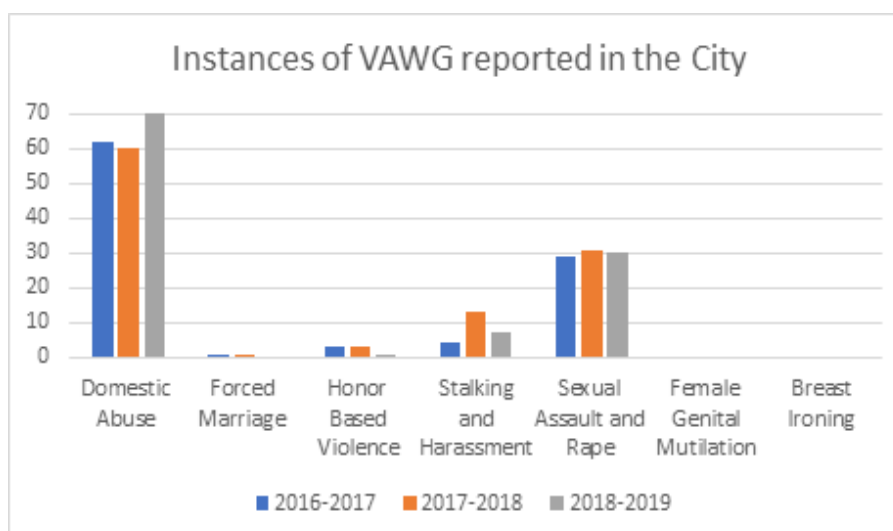
VAWG: Some Numbers

- Domestic violence costs the UK economy £15.8 billion.
- St Mungo's rough sleeping team reported that nearly 50% of their female service-users had experienced domestic abuse and 19% had experienced childhood abuse.
- 41% of the prison population have witnessed or experienced domestic abuse which is illustrative of the wider social harm these crimes cause.
- From 2011 to 2018 domestic abuse offences in London rose by 63%.
- Only 1.5% of all rape cases (1/65 cases) lead to charges or summons when four years ago it was 14%.
- From 2015 to 2019 rape claims dealt with annually by the police in England rose by 61%.
- 23% of refuge places in England are located in the London area. Rates of unsuccessful referrals to London refuges remain on average 60%. Only 3% of women placed in London refuges came from that same borough.

VAWG in the Square Mile

The below data has been collated from the VVA, Social Care, City of London Police and the Ascent Partners. The data represents people who live, work and study within the City of London. They are incidents which have been reported to the City of London Police, City of London Social Care or VAWG support services. Domestic abuse includes online abuse, stalking and harassment and sexual violence within intimate or family relationships.

There have been 354 domestic crimes reported to the City of London Police between January 2016 to December 2018.



Our Priorities

The many facets of VAWG and its diverse, far-reaching consequences mean it can only be tackled by multi-agency partnership work, thus collaboration and partnership work is embedded within our three priorities.

Indeed, a community-based, holistic approach can only be achieved by involving stakeholders, service users, partners and the voluntary sector. This will include delivering campaigns and raising awareness of VAWG across the City of London as an integral part of the three priorities.

Priority One: People are prevented from becoming victims of VAWG

Prevention is the first step to fulfil our vision that “The Square Mile is free from VAWG and is a place that is safe for everyone to live, work and learn”.

Undeniably, if we can ameliorate awareness of and prevent VAWG or identify occurrences early and intervene, it will improve outcomes for individuals, stop violence escalating to critical levels, while reducing the pressures on services long term.

Improved awareness of VAWG and training in identification will:

- Increase chances of intervening at an earlier stage
- Stop violence escalating to critical levels
- Reduce pressure on services, and
- Improve outcomes for individuals

Additionally, prevention of VAWG will improve the Square Mile population's resilience, well-being, ward off adverse childhood experiences, mental illness and homelessness in the years to come.

What we will do

Awareness

- We will raise awareness of VAWG (its occurrences, how to prevent it, how to spot the signs and what services are available to people at risk as well as survivors), through internal and external communication campaigns. We will deliver joint campaigns with partner agencies such as the City of London Police and neighbouring London boroughs.
- Communication plans will be applicable and accessible to our audiences. For example: awareness campaigns will be multi-lingual and there will be signposting to specialised campaigns/information for our vulnerable cohorts.

- We will strengthen awareness partnership work within the City Corporation's various services (community safety, children and community services, housing, employment and licensing) as well as with external agencies (hotels, licensed premises) along with community and voluntary sector specialist providers to allow clarity on messages, adopting a consistent ethos that all VAWG is unacceptable in the City of London. Every point of interaction with a victim is an opportunity for prevention and intervention and should not be missed.
- We will aim to promote the Women's Safety Charter and encourage licensed venues to sign up. We will deliver a joint campaign with Hackney Council to raise awareness of the Charter and promote the joint responsibility of keeping women safe at night.
- We will support the following agencies to have information publicly available on VAWG support services: GPs, hospitals, schools, children's centres, family planning/sexual health services and council offices.
- We will challenge those attitudes and behaviour towards women and men which can lead to violence and abuse and act early to prevent harm. We will do this through effective, sustainable and robust commissioning and training to deliver resources and campaigns to challenge and change attitudes.
- Promote nationally acclaimed campaigns such as This is Abuse to build awareness.
- We will raise awareness and promote the 16 Days of Activism Against VAWG.
- We will engage with religious leaders to raise awareness in cohorts where VAWG tends to be under-reported.
- We will aim to deliver a campaign working with construction companies to promote support for modern day slavery amongst laborers.

Training and learning

- We will make sure practitioners have the training (comprehensive), tools (Safelives DASH risk assessment) and support they need to identify and respond early before situations of violence occur and/or escalate to crisis point. We will also ensure those practitioners receive feedback on which of their actions are effective and safe or not. We are currently looking at better ways of promoting this training to ensure it reaches as many people as possible.
- We will deliver training around changes to practices including statutory recording of domestic abuse in safeguarding cases.
- We will disseminate learning from the Domestic Homicide Reviews, Serious Case Reviews and Safeguarding Adult Review.
- We will aim for the schools and tender to work in partnership to deliver training and awareness to school pupils. There are clear referral

pathways and regular contact in place between the City of London schools and the City of London Police Public Protection Unit.

- The staff at the schools are regularly offered training around how to spot the signs of domestic abuse and Female Genital Mutilation, pupils have sessions on healthy relationships (as proposed in the Relationship, Education, relationships and sex education, and health education: Government response 2019).
- We will offer a guide for schools around risk assessment, as there have been differences in professional judgement around 'risk' between schools and the police.
- We will aim to achieve accreditation for the Domestic Abuse Housing Alliance (DAHA) and ensure that all staff working on our housing estates are trained to know how to spot the signs and respond to domestic abuse and VAWG. By achieving DAHA the City Corporation would be a local authority that is recognised as being committed to protecting and supporting residents from domestic abuse.
- We will offer training to licensed venues signed up to the Safety Thirst Scheme, working with external agencies such as Galop to ensure they are able to recognise and respond to incidents of VAWG especially around our most vulnerable cohorts such as children and young people and LGBTQI+.
- We will support the safeguarding partnerships by implementing statutory guidance released under the 2014 care act: delivering training around changes to practice including statutory recording of domestic abuse in safeguarding cases; conducting review of the links between domestic abuse, elder abuse and carers (either as victims or perpetrators), high risk domestic abuse and domestic homicide in order to improve local practice.
- We will deliver training and promotion on the Safelives DASH risk assessment and the MARAC to ensure agencies understand how to refer, when to refer and the purpose of the MARAC. SafeLives estimate that the CoL should have around ten cases per year heard at the MARAC. In 2018 the City of London MARAC heard five cases.
- We will ensure frontline staff are trained on the needs of older survivors, including pensions and benefits available to them.

Early intervention

- Our Early Help team will work with the families to raise awareness of VAWG, support the entire family and prevent harm.
- We will aim to increase early interventions to people experiencing VAWG through mainstream and specialist support services by encouraging the creation of early identification and response system within its various departments and partner agencies.

Community development

- We will support residents, workers and employers especially non-violent/abusive members, to be educated about, take responsibility and proactively respond if they encounter abuse and to know how to help family, friends, colleagues and neighbours through ongoing communication campaigns, community engagement, prevention and awareness raising. The aim is that victims, residents, students, visitors and workers should be confident that they live/work in a community that has zero tolerance for VAWG and they know how to get help should they experience any problem.
- We will ensure residents know that their local authority take a lead in challenging the community to tackle VAWG, that their local authority is committed to ensuring healthy, safe, equal and violence-free relationships.
- We will ask businesses and various agencies, through the use of surveys, events and networks how we can help them support their service users/employees and offer them tailored training and information. We will ensure these organisations have a clear protocol around how they identify and respond to staff members at risk of domestic abuse by promoting and translating the 'Spotting the Signs' toolkit.
- We will encourage support agencies in the City of London to adopt protocols regarding joined-up responses and inter-agency information sharing.

Priority Two: People affected by VAWG have access to support services

Once an occurrence of VAWG has taken place our services must be easily accessed by the victim, taking into account any inequity to access that may be prevalent in some population groups.

The victim should feel believed, listened to, respected and not blamed; they must be informed on how to engage with services, what will happen next; get expert independent advice and feel supported short and long term.

Awareness of available services and easy access to support services matter because needs can remain unreported and unaddressed. When people are unable to access care and support, it has serious negative impact on people's lives (e.g. alcohol and drug problems, loss of employment, debt, housing problems and homelessness), families and communities (e.g. adverse childhood experiences, family breakdown, crime or anti-social behaviour) and other services. It also matters because some groups in our diverse communities are under-represented in our services, including children and young people, LGBTQI+ people and older adults.

The response to an instance of VAWG must be coordinated, holistic, consistent, confidential, safe and personalised.

A referral pathway was created for all professionals with a step-by-step process detailing how people will be supported if a disclosure of domestic abuse is made. It was then circulated to the Domestic Abuse and Sexual Violence Forum in order for it to be embedded in standard practice.

Being clear on the demographics of our communities and working in partnership with service providers with whom the City Corporation has trusted relationships will enable a consistent delivery of services.

What we will do

Services

- We will aim to provide high quality services which are easily accessible, flexible, and available in a timely way to a wide range of survivors.
- We will monitor performance of both mainstream and specialist services regularly to ensure the provisions available remain efficient

and useful by collecting various data (number of referrals and their origins, outcomes, costs, etc.).

- We will aim to regularly review the City Corporation website to ensure that the resources available on the website are kept up to date and relevant.
- We will ensure the City Corporation's Domestic Abuse Policy is regularly reviewed and updated.
- We will aim to increase access to services and provisions through outreach workers and community navigators.
- We will ensure that victims and survivors can influence service development (service user satisfaction surveys) through regular feedback on services and consultation.
- We will utilise a cross-sector recognised specialist quality standards and outcomes framework to ensure quality provision with commissioning, for example the DAHA.
- We will ensure access to counselling services through partner agencies such as Iranian Kurdish Women's Rights Organisation (IKWRO).
- We have made a commitment to tackling child sexual exploitation and modern-day slavery and will continue to provide and commission services to fight these issues.
- We will support women and girls at risk from gangs.
- We will continue to provide a robust police response and access to criminal justice remedies.
- We will continue to provide access to refuge provision as identified by survivors as essential in making the decision to leave an abusive relationship.
- We will aim to ensure the safety of those who stay in their own homes by providing security measures.
- We will promote the 24-hours Victim Support helpline.

Partnership

- We will aim to support survivors of VAWG in the short and long term in their health, social and economic wellbeing and treat them with equality regardless of their life choices, culture, age, gender, sexuality, immigration status, etc. by liaising with various partner agencies.
- We will endeavour to work with primary care networks, the City and Hackney Clinical Commissioning Group (CCG) and other CCGs, to promote a consistent response in GP practices via the use of the Identification Referral to Improve Safety (IRIS) model around domestic violence and abuse.
- We will increase access locations, strengthen working relationships and improve referral pathways between providers, partners and agencies.
- We will promote coordinated need-led and risk-led provisions

and services (safety but also housing, advocacy, employment, benefit support, child custody, criminal cases, civil justice measures, resettlement, therapeutic, group work and peer mentoring) and provide joined up specialist and bespoke responses.

- We will work collaboratively with St Mungo's and other voluntary sector services to aim to ensure that staff are trained to respond to disclosures and incidents of VAWG, and staff know where to refer or signpost individuals for support.
- The City of London Police will work with the voluntary sector to encourage sex workers to report crime and seek assistance.
- We will aim to ensure the City of London Police and VAWG support services are working in partnership to signpost and refer people that are not City of London residents and affected by VAWG for appropriate support.
- We will work in partnership with the City of London Police Cybercrime team to ensure people who are experiencing online abuse are receiving advice from the police and being referred for specialist support.
- We will develop a multi-agency approach that reflects the varying need of individuals involved with sex work.
- We will aim to work with specialist human trafficking services to provide support to survivors and avoid repeat victimisation.
- We will provide survivors of VAWG with advocacy support throughout the Criminal Justice process, from the early stages of reporting the incident through to support at court.
- We will ensure the safety of victims at court including a separate waiting area and that they are referred to the Witness Service when giving evidence in court.
- We will aim to invest in resources to help prevent women and girls entering prostitution, to reduce harm to them whilst in it and to help them to be able to exit and have viable alternatives.
- We will aim to criminalise those who profit from individuals selling sex – pimps, managers, exploiters as well as challenge the demand for prostitution by penalising the buyers of prostitution.

Vulnerable cohorts

- We will ensure continued provision to survivors with a range of needs/ complex needs (women-only support group, accommodation and services, face to face multi-lingual support, LGBTQI+ only space, SEND specialist services and counselling services).
- We will ensure that children and young people witnessing/victims of abuse are supported, and that they understand the meaning of VAWG, healthy relationships and consent.
- We will link in with CityAdvice to ensure people working within the City

of London are supported.

- We will engage the 'hidden workforce' in support and services available to workers in the City of London.
- We will identify and support high-risk domestic abuse cases and provide support to those who need it most.
- We will ensure that men and boys who have been affected by any of the issues under VAWG are supported.

Priority Three: Perpetrators are held to account and rehabilitated

We want to ensure that VAWG perpetrators are held to account for their actions and deterred from reoffending through rehabilitation. This means that they will be supported to understand that the impacts and implications on victims, their children and themselves is an important step forward in ending violence. Rehabilitation gives perpetrators the opportunity to take responsibility for their behaviour and make positive change.

Perpetrators need to access help to sustainably change their behaviour, this is particularly important for those women who do not want to end the relationship.

What we will do

Response

- We will aim to improve the arrest conviction rate of perpetrators.
- We will provide interventions to manage risks posed by perpetrators and support them to change their behaviour.
- We will work closely with the City of London Police, the national probation service and community rehabilitation company and the East London specialist domestic violence court to provide an effective criminal justice response and pursue perpetrators.
- We will work directly with perpetrators of abuse as needed to reduce the risk they pose as well as protecting victims and survivors. This will complement working with perpetrators within children and young people services, the national probation service and the community rehabilitation company.
- We will encourage young people to join the City of London cadet's if they have experienced or perpetrated VAWG.
- We will commission perpetrator programmes for perpetrators involved with City Corporation's Social Care. We will refer perpetrators who do not meet the threshold for a programme to be commissioned to a specialist perpetrator service such as Respect.
- We will work to engage with the British Transport Police, the night-time economy and City of London Police to hold perpetrators to account and counter sexual harassment on transport, on our streets - in public as much as private spaces.
- We will ensure that systems such as MARAC and MAPPA, already in place to deal with high risk victims, will continue to work in partnership to ensure effective responses to these victims and perpetrators.

- We will explore the option of perpetrator programmes for women with external specialist agencies such as Respect.
- We will investigate utilising the CoL police lifetime offender management unit for prolific VAWG offenders in the City of London.
- We will ensure partnership working through the police and Crown Prosecution Service response, specialist domestic violence courts, sanctions and interventions.
- We will support victims and signpost them for legal advice when applying for civil injunctions and ensure breaches are notified to the police.
- We will lobby criminal courts to order the use of electronic tagging as a way to monitor behaviour and movements of perpetrators.
- We will encourage The City of London Police to keep delivering training and awareness workshops to their staff on Domestic Violence Protection Orders and Domestic Violence Notice Orders to increase the use of these orders.
- We will continue to encourage victimless prosecutions, in cases where victims are unable or unwilling to pursue the perpetrators themselves, to make the Square Mile safer for everyone.
- We will work with Criminal Justice Courts to explore ways that vulnerable victims can give evidence at a secure location away from the court.
- We will aim to create a collaboration between the police and the NHS to support perpetrators and victims, by addressing mental health support needs.
- We will encourage the City of London Police to supply body worn cameras to frontline officers who might respond to VAWG incidents.

Campaign and training

- We will deliver awareness raising campaigns aimed at perpetrators to encourage them to take responsibility for their actions, rather than putting responsibility to stay safe on the victim.
- Reduce perpetrator risk by intervening to address their behaviour through prevention and rehabilitation workshops as well as training of offenders.
- Services will be identified to support people and specialist training will be offered to service providers who work with perpetrators in order to be skilled and confident to engage and champion the positive outcomes of perpetrator programmes.
- We will ensure the City of London Police and the Metropolitan Police are working in partnership using the stalking threat assessment centre.

- We will aim to create pathways between the Civil and Family Courts and the City of London Police to ensure that protection orders are being monitored.
- We will aim to challenge the lack of separate waiting rooms in Civil and Family Courts for victims and perpetrators of domestic abuse. We will also aim to work with Civil and Family Courts to ensure Judges are trained on domestic abuse and VAWG.
- We are supporting the Draft Domestic Abuse Bill in its aim to pilot the use of polygraph testing as a condition for high risk offenders' release.

Development, Oversight and Accountability

We have developed this strategy collaboratively by consulting the City of London Police, voluntary sector organisations and members of the Domestic Abuse and Sexual Violence Forum (DASV).

It is our expectation that this strategy and the accompanying Action Plan will be naturalised within the planning and strategic processes of partner organisations as appropriate, to inform and drive delivery of objectives for which they have a lead responsibility.

The Action Plan will be overseen and managed by the DASV Forum as well as the Safer City Partnership's (SCP) senior officers and partner representatives. Both SCP and DVSA oversee the work of partnerships and provide a robust governance structure that will hold agencies accountable for their contributions to the work outlined. Each action in the plan will be assigned either a DASV or SCP lead. Reporting on the Action Plan will occur quarterly at SCP and DASV meetings.

Progress will be reported annually to the City Corporation's Health and Wellbeing Board and to other key committees, including the City and Hackney Safeguarding Partnership. A short and accessible annual progress report will be produced and published on our websites, as well as disseminated through our service user networks. The Action Plan will also align targets to our Corporate Performance Framework.

New opportunities and challenges will emerge with time and change but we are committed to an evidence-based approach that incorporates new data and research findings, learns from experience and through engagement, and adapts to new circumstances. The Safer City Partnership and the Domestic Abuse and Sexual Violence Forum will therefore oversee a bi-annual review of the strategy's action plan, alongside progress reporting.

Appendix One: Definitions

For more information on the City Corporation's Violence Against Women and Girls Strategy, please contact the Community Safety Team at safercity@cityoflondon.gov.uk

Violence against Women and Girls – Any act of gender based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. This includes physical, sexual and psychological/emotional violence, economic abuse and sexual exploitation. VAWG can take place at home, work or in public places such as on the street or public transport³.

Domestic abuse – is any incident, or pattern of incidents, of controlling, coercive or threatening behaviour, violence or abuse between anyone over 16 years old who are or have been intimately involved or are family members regardless of gender or sexuality.

Rape – is when someone has penetrative sex with another person against their will. This includes vaginal, anal and oral penetration.

Sexual violence/abuse/assault – is any sort of sexual contact and behaviour that is unwanted, causing pain, fear, intimidation or humiliation.

Sexual harassment – is a type of behaviour which is 'meant to' or has the 'effect' of either violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual exploitation – is the abuse of a vulnerability, differential power or trust for sexual purposes including profiting financially, socially or politically from the exploitation of another.

Female Genital Mutilation (FGM) – is the partial or total removal of the female genitalia, or other injury to the female genital organs for non-medical reasons. This is illegal under UK law.

Trafficking – selling or trading human beings for sexual exploitation, forced labour or services, slavery, servitude or removal of organs.

Forced Marriage – is when someone faces physical pressure to marry (e.g. threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if you're made to feel like you're bringing shame on your family). Forced marriage can also include taking someone overseas to force them to marry (whether or not the forced

3. United Nations Definition

4. Forced Marriage Unit,
www.gov.uk/stop-forced-marriage

marriage takes place) or marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)⁴. It should be noted that there is a difference between forced marriage and arranged marriage.

Honour Based Violence – is any act of violence, predominantly against women and girls, which is committed by family or community member/s in order to defend their perceived honour. It is normally collectively planned and carried out by the victim's family, sometimes with the involvement of the wider community⁵.

Stalking – is a particular behaviour consisting of the repeated “following” and harassment of another person. It includes a series of actions that, although when isolated may seem normal and constitute legal behaviour, become menacing, causing anxiety or fear of harm. For example, constantly waiting for someone outside their place of work.

Online Abuse – covers a wide range of behaviours and technologies. Abuse happens when someone acts in a way that causes harm and distress to others. People have the right to expect the same standards of behaviour online as those expected in face-to-face interactions.

Breast Ironing – “is the pounding and massaging of pubescent girls' breasts using hard or heated objects, to try to make them stop developing or disappear”.

5. Iranian & Kurdish Women's Rights Organisation, www.ikwro.org.uk

Appendix Two: Legislative Context

Pieces of legislation which impact on tackling VAWG and have informed this strategy include:

- Human Rights Act 1998,
- Domestic Violence Disclosure Scheme,
- Domestic Violence Protection Notices/orders,
- The Domestic Violence, Crime and Victims Act 2004,
- The Serious Crime Act 2015,
- The Care Act 2014,
- The Mental Capacity Act 2005,
- Children Act 2004,
- Education Act 2002,
- The Met Police Services Approach to Tackling DV HMIC 2014,
- Working Together to Safeguard Children 2019,
- The Identified Safeguarding Priorities of the City of London and Hackney Safeguarding Children's Board,
- Statement of government policy on Adult Safeguarding 2013,
- NICE guidelines,
- The Gender Equality Act 2006,
- The City and Hackney Female Genital Mutilation Strategy and Protocol 2016-2019.

Appendix Three: Vulnerable Cohorts

Children and Young People

Our 1852 children and young people are one of the vulnerable cohorts the City Corporation aims to protect against VAWG, both girls and boys. Adverse childhood experiences such as suffering from or witnessing VAWG, has been proven to impact resilience and cause multiple social care and health issues to the person throughout their life.

The Adoption and Children Act 2002 extended the definition of harm to include "impairment suffered from seeing or hearing the ill-treatment of another".

There are no official statistics on the number of children who live with domestic abuse but there are a lot of research studies on the experience of children in the UK living with violence:

- 130,000 children live in households with high-risk domestic abuse⁶
- Around one in five children have been exposed to domestic abuse⁷
- Domestic abuse is a factor in over half of serious case reviews⁸
- Children exposed to domestic violence are more likely to have behavioural and emotional problems⁹.

Children of any age are affected by domestic violence and abuse. It is very upsetting for children to see one of their parents (or partners) abusing, attacking or controlling the other.

Children dealing with domestic violence and abuse often do badly at school. Their frightening experiences at home make it difficult to concentrate in school, and if they are worried about their abused parents, they may refuse to go to school.

The City and Hackney Safeguarding Children Board makes explicit the link between children witnessing domestic abuse and being vulnerable to exploitation. It is paramount that practitioners are able to recognise the signs and symptoms of VAWG early and intervene effectively to prevent children and young people being exposed to such harm during their childhood.

Early intervention is at the core of City Corporation's strategy that issues

6. CAADA (2012) a lace of greater safety: insights into domestic abuse (PDF).
7. Radford, L. et al (2011) Child abuse and neglect in the UK today
8. Sidebotham, P. et al (2016) Pathways to harm, pathways to protection: a triennial analysis of serious case reviews 2011 to 2014: final report (PDF).

9. Humphreys, C. (2006) Relevant evidence for practice (chapter 1 in C. Humphrey and N. Stanley (eds) Domestic violence and child protection: directions for good practice.)
10. The royal college of psychiatrists

such as child sexual exploitation and domestic abuse, FGM or early marriage are met with robust and timely interventions from City of London services.

Domestic abuse and violence have an impact on how a child or young person views relationships, increasing their susceptibility to exploitation in the future. Early education, school and after school provision for children and young people would help them identify abusive behaviours when they were young.

Finally, children should be able to access specialist support for themselves around their experience of living with domestic abuse.

Older women

Domestic abuse issues for older women often go unrecognised: older victims (61+) will experience abuse for twice as long before seeking help as those aged under 61 and nearly half have a disability. Thus, older women are hugely underrepresented among domestic abuse services which means that protective or supportive measures that may have reduced the risks of harm are not put in place.

Additionally, for some older women, there will be factors that may make them less likely to disclose VAWG. These include concerns about sharing information considered to be private, embarrassment and shame about a situation of domestic abuse. Long term undermining of an individual's self-esteem over many years could intensify these feelings, what may be perceived as 'low level' individual incidents can, as part of a longstanding pattern of cumulative abusive behaviour, have consequences that equal or surpass any individual incident.

Furthermore, victims aged 61+ are much more likely to experience abuse from a family member or intimate partner than those aged under 61. Older victims are less likely to attempt to leave in the year before accessing support and more likely to live with the perpetrator after getting support.

Specific risk factors for older people, including the development of health needs, retirement from work (resulting in increased contact), stress associated with caring roles and social or geographical isolation may place them at increased risk from domestic abuse. As we age, the ability to recover from both mental and physical abuse can be adversely affected, and the impact of domestic abuse can be particularly profound for those who may be reliant on a partner to provide care and financial support.

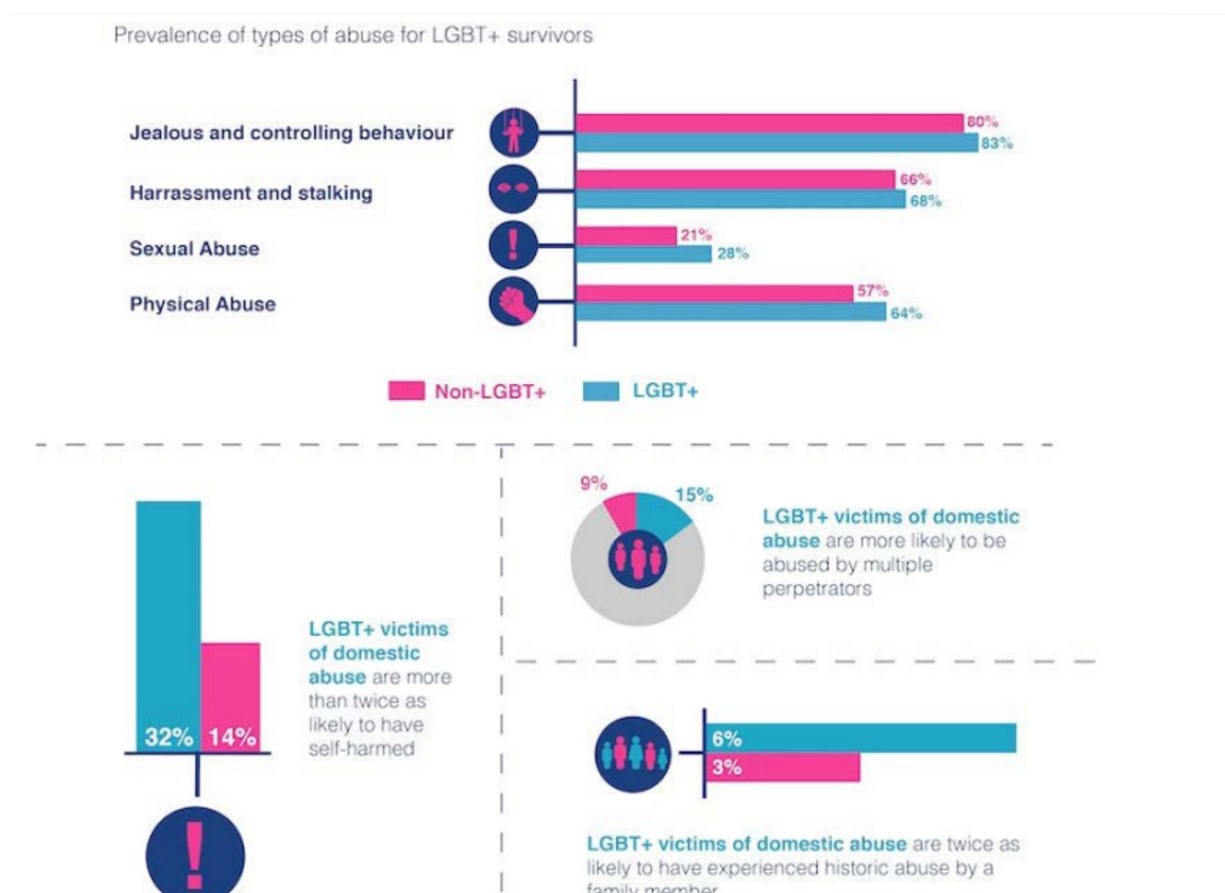
Services can be tailored to help older women such as being flexible in where and how support is provided¹¹.

LGBTQI+ people

While we use the term Lesbian Gay Bisexual Transgender Queer Intersex Plus (LGBTQI+), we recognise that LGBTQI+ people are not a homogeneous group, and those who identify as LGBTQI+ will have widely different identities, experiences and needs.

The limited available research suggests that some LGBTQI+ people experience domestic abuse at a higher rate than non-LGBTQI+ people. This appears to be particularly the case for bisexual women and those who identify as trans or non-binary. It is likely that many LGBTQI+ victims remain 'hidden' from services.

The data in the below picture indicates that domestic abuse affects the LGBTQI+ community quite seriously.



11. <http://www.safelives.org.uk/spotlight-1-older-people-and-domestic-abuse>

Reporting of abuse/VAWG is lower for LGBTQI+ victims, they face additional barriers to accessing support that are unique to their sexual orientation and/or gender identity. Evidence suggests that those who identify as LGBTQI+ are not accessing services at the same rate as others in the UK population.

There is variation in estimates about the size of LGBTQI+ populations, and even less data on transgender populations, but Public Health England's current estimate for the national LGB population is between 2.5% and 5.8%. SafeLives' national dataset shows that just 2.5% of people accessing support from domestic abuse services identified as LGBTQI+.

MARACs and domestic abuse services should expect to see more than 2.5% of referrals for LGBT+ people. Yet in the 12 months to the end of March 2018, only 1.2% of cases discussed at MARAC were noted to involve LGBTQI+ victims/survivors. Over a quarter of MARACs (26%) recorded no LGBTQI+ survivors at all during this period.

LGBTQI+ victims present with higher levels of risk and complex needs by the time they access support. The most effective support is well-resourced specialist LGBTQI+ support as they are best placed to engage with those who have little or no trust in non-LGBTQI+ VAWG services. They can also act as a bridge between their clients and the non-LGBTQI+ services. However due to funding and staffing limitations, specialist services are extremely limited thus it is vital that non-LGBTQI+ VAWG services are adequately trained and equipped to respond to survivors confidently and sensitively.

Data shows that where non-LGBTQI+ services are engaging with LGBTQI+ people, there is a bias towards female bisexual women who have experienced abuse from a male partner. It is important that the VAWG sector is better able to support individuals whose experience differs from male to female abuse. The first step towards helping people who identify as LGBTQI+ to access support must be raising awareness that domestic abuse can happen to anyone regardless of sexual orientation and/or gender identity¹².

12. <http://www.safelives.org.uk/sites/default/files/resources/Free%20to%20be%20safe%20web.pdf>

BAME

The City Corporation has to protect a culturally and ethnically diverse population: residents, workers, students and visitors. This diversity can create some challenges in tackling VAWG.

Around 40% of the City of London children and 26% (ONS, 2017) of people working within the City of London are from a BAME background, as well as the large Bangladeshi community. A significant amount of work is needed within the City of London to ensure that the different communities feel confident reporting acts of VAWG and receive the support they need. The Asian Women's Resource Centre have supported 65 women within the City of London from April 2015 to December 2018 for FM, HBV, FGM or faith-based abuse, however, during this timeframe the City of London Police have had a very low number of reports of these crimes in comparison with the recorded figures in the UK. The Force Intelligence Bureau has indicated that it is likely there will be more incidents of FM and HBV than are reported due to the vast number of individuals working in the City of London from different cultural backgrounds.

VAWG affects people from all ethnic groups, and there is no evidence to suggest that people from some ethnic or cultural communities are any more at risk than others.

However, because the form the abuse takes may vary; some communities can be more at risk of certain types of VAWG, for example, abuses perpetrated by extended family members such as forced marriage or female genital mutilation (FGM).

Women and girls from black, Asian and minority ethnic (BAME) communities witness higher levels of domestic homicide, so-called 'honour' killings and abuse driven suicide¹³.

Whatever their experiences, women from BAME communities are likely to face additional barriers to receiving the help that they need.

If a BAME woman tries to escape from VAWG, she may be unwilling to seek help because she is afraid of a racist response, that service providers will base their responses on particular cultural, ethnic or religious stereotypes.

13. Siddiqui and Patel, 2008

Abused BAME women are often subject to intersectional discrimination when inequality based on gender, race, caste, class and/or poverty overlaps and thus multiplies.

Some may also face additional forms of discrimination relating to insecure immigration status for non-UK nationals and – for some communities – sociocultural practices that sustain, and sometimes even permit, male dominance secured through violence against women and girls (VAWG). This situation is compounded by a reduction in or loss of VAWG services, particularly specialist provision for BAME survivors¹⁴.

BAME women can also be faced with a language barrier when attempting to access information and services. We will investigate, with our partner agencies, tailored multi-lingual awareness raising campaigns through influential community and faith leaders as well as provisions for BAME women.

The rise of fundamentalism or ultra-conservative forces (in all religions and internationally) has increased pressure on BAME women to conform to traditional gender roles and strengthened justifications for the use of violence to chasten transgressors.

These last few years there has been concerns from the voluntary sector regarding certain communities' diversion away from criminal and civil justice remedies through informal elder mediation or formal religious arbitration within BAME communities. This fails to provide state protection for women and girls suffering from gender-based violence such as domestic abuse and forced marriage¹⁵. Their concern also centres on increasing state accommodation of religionist demands, who argue, for instance, that religious arbitration tribunal rulings can be upheld under the Arbitration Act 1996. More generally, another example includes schools and colleges practicing sex segregation on the grounds of faith, which were recently subject to a successful legal challenge led by black feminists.

14. Imkaan, 2015

15. Patel and Siddiqui, 2010

Homeless

We work closely with our provider St Mungo's to prevent homelessness and rough sleeping. Our homelessness team is aware that often very disadvantaged females sleep rough during their escape from abuse and aims to collaborate with women's sector organisations to provide joint initiatives and specialist gender-specific services to address their particular needs. Our rough sleeping team supports women's empowerment to move on from their experience of homelessness and abuse and stay off the streets.

St Mungo's reported that nearly 50% of their female service-users had experienced domestic abuse and 19% had experienced childhood abuse. In the specific case of the City of London, 50% of cases that were heard at MARAC in 2019, were referred in from St Mungo's. Domestic abuse contributed to the homelessness of a third of women in their study. Women that are the most vulnerable and have the most complex needs are at greatest risk of their needs not being met and of sleeping rough¹⁶. Women sleeping rough also experience domestic abuse in their relationships on the streets.

The links between gender-based violence, mental ill health and substance use, are well documented and for many, the trauma associated with violence is managed by substance use. Despite these clear links, safe accommodation is often difficult to access. Few local authority areas have the services in place that respond collectively to women's multiple disadvantage, experience of violence and homelessness¹⁷.

Over the last two years there has been an increase in the numbers of women with multiple disadvantages presenting to services for homelessness, and those women experienced a wide range of VAWG.

We aim to collaborate with the East London Housing Partnership and the Pan London Women's Outreach Network brings together organisations working with homeless women to collaborate on homelessness prevention and respond to women's different experiences of sleeping rough and routes into and out of homelessness¹⁸.

16. <https://www.mungos.org/wp-content/uploads/2017/07/Rebuilding-Shattered-Lives-Update-Nov-2015-1.pdf>

17. <https://avaproject.org.uk/wp-content/uploads/2016/03/Case-by-Case-London-refuge-provision-Full-Report.pdf>

18. <https://www.homeless.org.uk/connect/blogs/2018/feb/27/women%E2%80%99s-hidden-homelessness>

For more information or if you have a comment or query,
please contact:

safercity@cityoflondon.gov.uk

You can find more information at:

www.cityoflondon.gov.uk/keepingsafeinthecity



City of London Violence Against Women and Girls Strategic Action Plan

October 2019- October 2021

This action plan has been developed in line with the City of London VAWG Strategy, DA Bill and the London Domestic Homicide Review (DHR) Case Analysis and Review of Local Authority DHR Processes.

The progress and completion of actions on the action plan have been impacted and delayed due to Covid-19. This has been reflected in the RAG rating. The City of London Corporation has been committed to tackling VAWG throughout the pandemic and members of the VAWG Forum have been continuing to work in partnership to raise awareness of services and support victims. Partners have adapted as the pandemic has presented new challenges and methods of working; in turn the action plan has adapted to ensure it aligns with these changes.

1. People are prevented from becoming victims of VAWG.

Appropriate education and training will be provided to schools and professionals within the City of London to ensure that, where possible, the City Corporation can prevent VAWG from occurring. Preventative work will be implemented through education within schools, training for City Corporation staff and professionals providing support services and supporting businesses to ensure they are promoting the importance of the welfare of employees.

Key Actions	Deadline	Outcome	Responsibility/Lead	Notes	RAG rating
VAWG coordinator to attend quarterly VAWG coordinator meetings and give update at Forum.	Quarterly updates	Partnership have good understanding of pan London strategic issues.	AF		GREEN

<p>Achieve DAHA accreditation.</p> <ol style="list-style-type: none"> 1. Policies & Procedures 2. Case Management 3. Risk Management 4. Inclusivity & Accessibility 5. Perpetrator Management 6. Partnership Working 7. Training 8. Publicity & Awareness 	December 2020	DAHA accreditation for all our estates achieved by 2020	AF and LG	Update on the progress at each meeting.	GREEN
Compulsory training to be embedded within the training schedule for the City of London housing estate staff and delivered regularly- as a recommendation from the City of London Serious Homicide Review in 2015.	February 2020	All staff and managers required to attend training	AF and LG		GREEN
Complete assessment to understand the impact of the training in practice terms.	September 2020	Through case audits and	AF and LG		GREEN

		feedback forms to staff.			
To have regular data collection from members of the forum to ensure the work we are doing is specific to the data we are seeing for the City.	Ongoing- quarterly updates	To have a multi-agency dataset that informs strategic planning across the partnership	All		AMBER
Work with neighbouring boroughs to engage religious leaders in raising awareness of VAWG issues. A way of engaging the whole community.	Deadline for update report June 2020	Update report to come to the partnership on this work. Engage with 5 Prevent Coordinators in neighbouring boroughs.	AF		AMBER
Invest time to understand dynamics of community groups that are already running within the CoL (such as the Islamic Women's Group and	January 2021	Running article in the CoL estates resident's newsletter engaging with	AF		AMBER

LGBT Network), providing awareness sessions to develop their understanding of DA.		different community groups and promoting specialist services.			
Working with hotels to ensure their staff know how to respond to CSE/DA/SV/modern slavery.	February 2020 COMPLETE	30 hotel representatives to attend the event. 10 hotels to attend the Good Night Out training.	AF and CoLP	Joint work with Shiva and CoLP	GREEN
Delivering a campaign to raise awareness of sexual harassment and abuse in the night-time economy.	November 2019 COMPLETE	Evaluation report will be written in February 2020 to evidence impact of the campaign	AF and Hackney Council	Launch campaign for VAWG 10 days of action. Joint campaign with Hackney Council.	GREEN
Deliver training to licensed venues on sexual harassment and abuse in the night-time economy.	Feb/March 2020	Feedback forms from the training evidence that	AF and Good Night Out Campaign	10 sessions to be delivered.	AMBER

		the participants feel better prepared and informed to respond to and support incidents of sexual harassment and abuse.		This has been put on hold due to Covid-19.	
GPs within the catchment area for CoL residents to receive DA training and information about the CoL MARAC and how to refer. Ensure they are using third party interpreters.	Ongoing COMPLETE	Nia (IRIS) to provide update at forum on training delivered to GPs	IRIS		GREEN
Distribute information to private GPs about support services for CoL workers and awareness on DA and MARAC.	February 2021	Feedback from GPs about domestic abuse to understand their challenges and good practice.	Public Health AF		AMBER
A presentation to be delivered to Age UK and Adult Social Care around	June 2020	Train all staff from Age UK and adult social	Age UK, Adult Social Care		GREEN

DA in a cared for relationship to highlight DA and how they should respond.		care working in the City. L&D to report how many social care staff have received domestic abuse training.	AF		
Review the CoL Corporation DA policy to ensure it is up to date.	April 2020	Staff survey indicating employees are aware of the DA policy.	AF and HR		GREEN
Ensure the CoL is working in line with the DA Bill and legislative changes.	TBC when bill is published	The CoL is working in line with the legal framework of the DA Bill.	AF and CP	This action will be progressed when the DA Bill is published.	Red
The Safer City Partnership VAWG Dashboard to be circulated and updated prior to the meeting.	Ongoing	The Safer City Partnership receive quarterly updates with progress of the action plan.	AB to circulate All to update		AMBER

The City and Hackney Safeguarding Children Partnership to lead on a review of Domestic Abuse against the findings of the national multi inspectorate Joint Targeted Area Inspection report of DV.	June 2020	All Partners will have greater awareness of their own and each others local safeguarding systems / processes in terms of identifying and responding to cases of domestic abuse involving children	City and Hackney Safeguarding Children Partnership		AMBER
Deliver training and awareness sessions to schools within the City of London on domestic abuse, consent and healthy relationships.	March 2021	5 sessions to be delivered across the City of London schools.	AF		RED

2. People affected by VAWG have access to support services.

Ensuring the safety and effective protection of people affected by VAWG is paramount. Integral to this is service users being aware of how to engage with services and for the City to be clear its support services are accessible, and people know what they are going to get when they do.

The services and support that the City Corporation offers to people who are affected by VAWG is a crucial part of the VAWG Strategy and action plan. The action plan will encourage and promote for partner agencies to engage in joint campaigns across the community within the City of London.

Key Actions	Deadline	Outcome	Responsibility/Lead	Notes	RAG rating
Engaging businesses to promote support for people experiencing DA. (London DHR Case Analysis and Review indicates in 54% of DHR cases employers knew abuse was happening).	January 2021	Update to forum on DA awareness stalls and communication with businesses.	AF/ CoLP AB		AMBER
Engage the 'hidden workforce' in support and services available to City workers- joint work with LAWRS.	September 2020	10 partner agencies to include a link for the Spotting the Signs toolkit on their website.	AB, AF and ER		AMBER
Develop a campaign to raise awareness to the general public of the 'hidden workforce' and the	November 2020	Provide an update report on the impact	AB and AF		GREEN

issues they experience whilst at work.		of the campaign			
Translate the 'Spotting the Signs' toolkit to Spanish and Portuguese.	December 2019 COMPLETE	Those that do not speak English or English is not their first language can access the toolkit.	ER	Does this need to be developed into other languages?	GREEN
Edit the translated text into the format of the Spotting the Signs toolkit. Disseminate to service users.	March 2020	10 partner agencies to include the translated toolkit on their website.	AR		AMBER
Make training available and easily accessible for professionals within the CoL on VAWG by promoting the City and Hackney Safeguarding Children Partnership training. Ensure this	Ongoing	L&D to report how many City Corporation staff attend the training to identify if it is easily accessible.	AF and CoL Learning and Development		GREEN

includes coercive control.					
Promotional work and training around the MARAC- to ensure agencies understand how to refer, when to refer and what it does. SafeLives estimate that the CoL should have around 10 cases per year heard at the MARAC (last year it was only 5).	Ongoing	An increase in referrals to the MARAC. Aim to reach 10 cases per year as SafeLives estimate.	MR		GREEN
Training to professionals on the DASH, high risk factors and when a CoL MARAC referral should be made. (Understanding needed on the different threshold of CoL MARAC to other London Boroughs).	Ongoing	Increase in MARAC referrals. Deliver training to 50 professionals.	MR		GREEN
Domestic abuse refresher sessions	September 2020	50 professionals	AF		GREEN

delivered to professionals in preparation for the increase in DA reports post-lockdown.		working within the City to be trained virtually.			
Create flowchart for the Sanctuary Scheme to make referral pathways clear.	Feb 2020	Sanctuary Scheme to be discussed as an option at every MARAC. All partners to have a clear understanding of the Sanctuary scheme referral process.	AF and SC		GREEN
To create a script for adult and children's social care to use when doing initial assessment. To ensure they know what questions to ask and to ensure they	April 2020	Continuity across adult and children's social care when completing risk assessments.	AF and RG		AMBER

are not missing out important information.		This is a City of London requirement and must be completed with any assessment.			
Training and awareness on modern day slavery to vulnerable adolescents.	January 2021	More awareness from young people how to keep themselves safe.	PD		RED
Partners to be aware of the Continuum of Needs Model when working with families with children, when domestic abuse and /or sexual violence is identified as a risk factor, and to take a lead professional role or refer to the CoL Children and Families Social Care and Early Help Service	Ongoing	All partner agencies will know when and how to refer cases to Children Social Care and Early Help	CP		GREEN

dependent upon the presenting needs.					
Ensuring that the principles of Making Safeguarding Personal, when dealing with domestic abuse and sexual violence regarding adult safeguarding issues, are evident in the practice and recording of interventions by all partners. Adult Social Care to provide update to the VAWG Forum	Ongoing	The voice and wishes of service users will be clearly evident in the direction and outcome of all safeguarding referrals to Adult Social Care that have a domestic abusive feature as part of the identified risk factor	CP		AMBER

3. Perpetrators are held to account.

Due to the nature of crimes under VAWG, often the responsibility is placed on the victim to make changes to their life to escape or prevent violence and abuse. This priority will aim to address this issue and hold the perpetrators accountable to their actions, ensuring there are appropriate enforcements in place. Services will be identified to support people and specialist training will be offered to service providers who work with perpetrators in order to be skilled and confident to engage and champion the positive outcomes of perpetrator programmes.

Key Actions	Deadline	Outcome	Responsibility/Lead	Notes	RAG rating
Campaign aimed at perpetrators around coercive control.	End of 2020	10 partner agencies to disseminate materials to their service users and feedback to the forum with engagement.	AF/AB and GD		RED
Encourage young people to join the cadet's if they have experienced or perpetrated DA. (This could be to reduce the number of child-parent DA cases in CoL).	Ongoing	To discuss this option at MARAC when a young person is involved.	SH		RED
Clarity on who will fund a perpetrator programme when there is no involvement from	March 2020	To source funding streams for perpetrator programmes when needed.	Head of Community Safety and CP		AMBER

the police or social care.					
CoL social care to develop links with perpetrator programmes to be commissioned if needed.	March 2020	CoL social care to fund 3 perpetrator programmes per year.	CP		AMBER

VAWG Forum Attendance List

Name	Initials	Organisation	Title
Jessica Wood	JW	Homerton University Hospital NHS Foundation Trust	GP MARAC Liaison Nurse
Irene Willie	IW	Homerton University Hospital NHS Foundation Trust	Named Nurse Child Protection (Community)
Anna Rice	AR	City of London Police	DI Public Protection
Pat Dixon	PD	DCCS CoLC	Service Manager (Safeguarding & Quality Assurance)
Simon Shum	SS	Age UK East London	Community Services Manager
Helen Evans	HE	Toynbee Hall	City & East London Advice & Wellbeing Manager

Rory McCallum	RM	City & Hackney Safeguarding Children Partnership	Senior Professional Advisor
Monica Patel	MP	DCCS CoLC	Senior Commissioning Manager
Louise Ratcliffe	LR	City of London Police	Senior Analyst
India Gosh	IG	City of London Police	Analyst
Liam Gillespie	LG	DCCS CoLC	Head of Housing Management
Graeme Hodgkinson	GH	Westminster Drug Project	Service Manager & Safeguarding Lead
Cheyenne May	CM	Westminster Drug Project	Health & Wellbeing Practitioner
Chris Pelham	CP	DCCS CoLC	Assistant Director People
Claire Belgard	CB	Tower Hamlets	
Sinead Collins	SC	DCCS CoLC	Advice & Homelessness Officer
David Mackintosh	DM	Town Clerks CoLC	Head of Community Safety
Diane Beresford	DB	CCG/NHS	
Eilana Ricciardi	ER	LAWRS	VAWG Advice Manager
Gena Nelson	GN	Guinness Partnership	Tenancy Enforcement Caseworker
Karen Rider	KR	Guinness Partnership	Domestic Abuse – Service Improvement

			(Tenancy Enforcement Caseworker)
Gill Herd	GH	Solace – Women’s Aid	Senior Manager - Partnerships
Jim Ashbury	JA	Prospects	
Jodie Woodward	JW	Nia	
Lauren Walker	LW	DCCS CoLC	Housing
Michael Carver	MC	The Royal London Hospital	Lead Nurse for Violence Reduction – Emergency Care and Trauma
Myriam Bell	MB	LAWRS	
Nicola McDonald	NM	City of London Police	FIB - Analyst
Peter Kelley	PK	Galop	Galop DV Lead
Rebecca Bennet	RB	St Bart’s Health - NHS	
Shania Zaman	SZ	City of London Police	FIB
Sharon Herbert	SH	City of London Police	Youth Officer
Trish Adams	TA	Central Criminal Court	Probation Officer
Ellie Ward	EW	DCCS CoLC	Integration Programme Manager
Rachel Green	RG	DCCS CoLC	Service Manager (Children & Families)
Sofia Sadiq	SS	DCCS CoLC	Interim Communications Manager
Ali Burlington	AB	CST CoLC	Community Safety Officer
Milli Rahman	MR	Victim Support	Senior IDVA

Ayesha Fordham	AF	CST CoLC	DA, Vulnerability and Risk Policy Officer
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Committee(s): City of London Grand Committee City of London Health and Wellbeing Board City of London Community Safety Partnership City of London Members Safeguarding Sub-Committee	Date(s): 28/09/2020 18/09/2020 18/09/2020 12/10/2020
Subject: City and Hackney Safeguarding Adults Board Strategy 2020/25 and Annual Report 2019/20	Public
Report of: Dr Adi Cooper, Independent Chair of the City and Hackney Safeguarding Adults Board	For Information
Report author: Raynor Griffiths, City and Hackney Safeguarding Adults Board Manager	

Summary

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

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

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

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

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

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

City and Hackney Safeguarding Adults Board Strategy 2020/25

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

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

Board Consultation

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

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

Key Principles for 2020/25

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

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

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

City and Hackney Safeguarding Adults Board Annual Report 2019/20

Key achievements

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

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

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

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

Areas for further development

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

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

Data sets for 2019/20

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

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

Priorities for 2020/21

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

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

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

Response to Covid-19 outbreak

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

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

Corporate & Strategic Implications

1. Safeguarding is a Corporate and Departmental priority

Appendices

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

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CHSAB Strategy

2020 – 2025

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

Contents

What is adult safeguarding?	2
The six safeguarding principles	4
What is abuse?	5
The role of the Safeguarding Adults Board	7
Review of the previous strategy 2015-2020	9
Feedback from the City and Hackney Safeguarding Adults Board Consultation	11
Key Principles underpinning the Strategy 2020 – 25	13
How will the Board deliver its priorities?	17
Appendix One: CHSAB Annual Strategic Plan 2020 – 2021	19
Principles	22

What is adult safeguarding?

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

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



Safeguarding applies to adults who:

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

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



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

The six safeguarding principles

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

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

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



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

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



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

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



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

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



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

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



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

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



What is abuse?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Key statistics about safeguarding in City and Hackney

Estimates: 7400 living in City, 6600 are adults

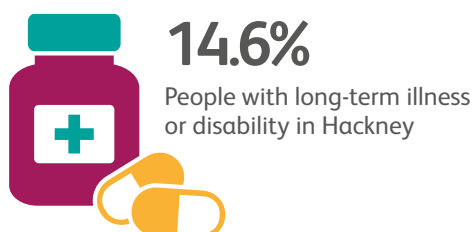
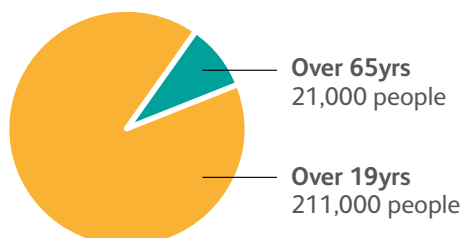


Most common forms of abuse:



Neglect & acts of omission,
financial abuse & physical abuse

Hackney age estimates



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

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

The role of the Safeguarding Adults Board

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

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

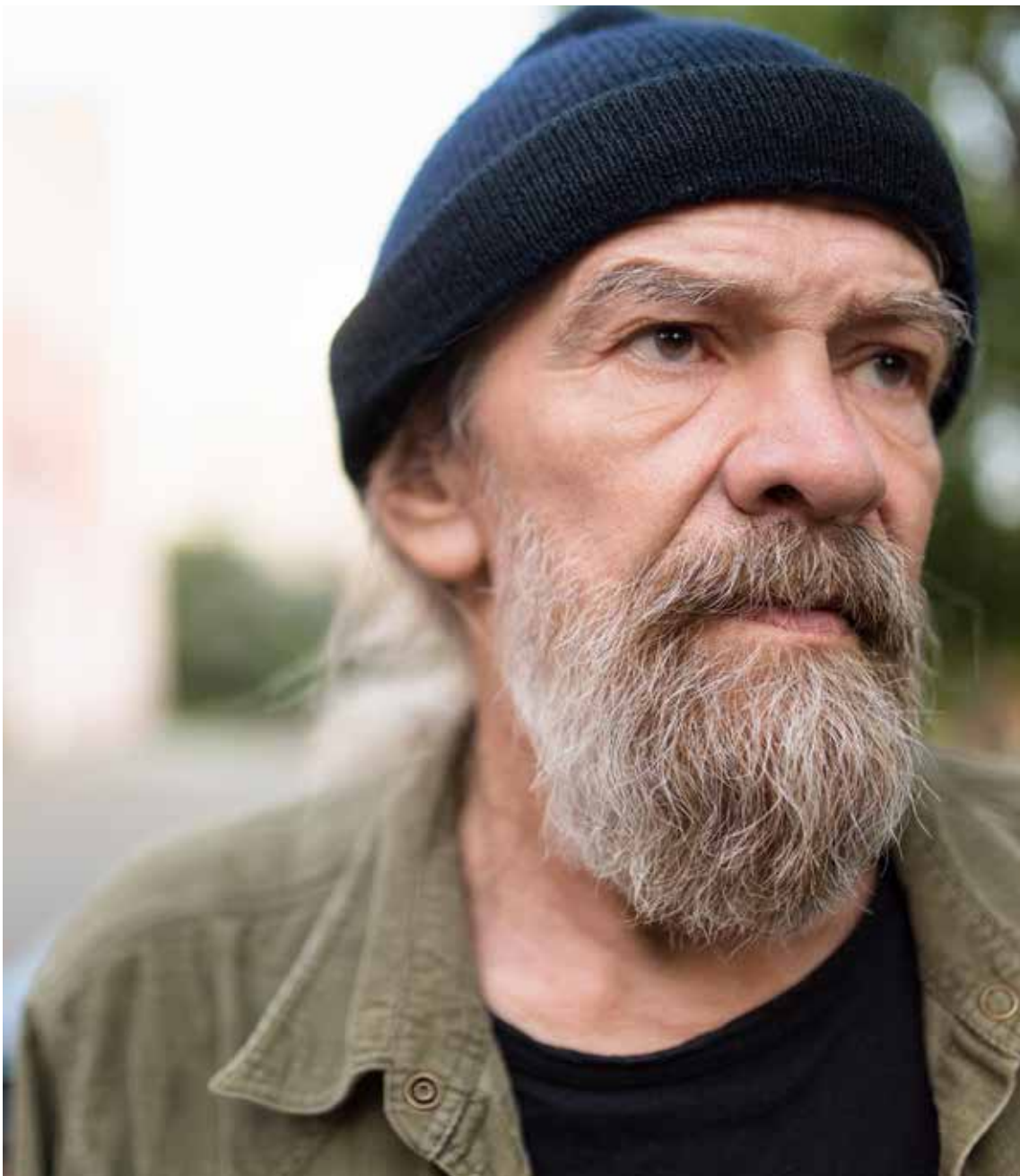
The role of the Safeguarding Adults Board is to safeguard adults with care and support needs by assuring itself that there are local safeguarding arrangements in place and by preventing abuse and neglect. Boards have **three statutory functions**:

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

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

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

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



Review of the previous Board strategy 2015 – 2020

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

SAB Principle 1: All our learning will be shared learning

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

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

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

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

What did we do well?

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

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

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

What were we unable to achieve?

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

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

Feedback from the City and Hackney Safeguarding Adults Board Consultation

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

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

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

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

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

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



Key Principles underpinning the Strategy 2020 – 25

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

Empowerment

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

We will know that we have our objectives when:

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

Prevention

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

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

We will know that we have met our objectives when:

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

Protection

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

We will know that we have met our objectives when:

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

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

Partnership

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

We will know that we have met our objectives when:

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

Proportionality

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

We will know that we have met our objectives when:

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

Accountability

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

We will know that we have met our objectives when:

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

How will the Board deliver its priorities?

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

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





Appendix:

CHSAB Annual Strategic Plan 2020 – 2021

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
Priority	Actions	Lead	Outcome	
	12.5 To reform the structure of the Safeguarding Adults Sub-Committee meeting in the City of London to ensure that it focuses on staff development.	CHSAB Manager/ AD People CoL		
13) To ensure that existing projects are brought to completion	13.1 The Board will continue to lead or assist with on-going work on the following projects: a. Homelessness and Safeguarding b. Modern Day Slavery c. Suicide Prevention	CHSAB Manager		

CHSAB Annual Report 2019 – 20

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

Contents

Message from the Independent Chair	2
Context	3
What is Safe Guarding Adults Board	4
Role of Safe Guarding Adults Board	4
Board Governance	6
CHSAB Achievements for 2019/20	10
Community Awareness	10
Professional development	11
Partnership working	11
Task and Finish Groups	11
Board Governance	12
Safeguarding Adults Week	12
CHSAB Strategy 2020-25	12
Quality Assurance	13
Safeguarding Adult Reviews (SARs)	13
Integration Model and Neighbourhoods Team	13
What did we not do so well this year?	16
CHSAB Partners' Achievements	19
What are the Board's plans for 2020/21	20
The Board's safeguarding response to the Covid-19 outbreak	22
Safeguarding Data	24
Appendix A	43

Message from the Independent Chair



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

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

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

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

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

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

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

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

Context

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

The introduction of the Coronavirus Act 2020 has seen the Care Act 2014 duties temporarily move from being mandatory to discretionary although safeguarding adults remains a Local Authorities' statutory duty¹. The guidance recognises that safeguarding remains of paramount importance for organisations working with adults who may be at risk of abuse or neglect². The City and Hackney Safeguarding Adults Board (CHSAB) remains committed to supporting organisations and residents across City and Hackney to protect adults who may be at risk of abuse or neglect and need safeguarding support. The CHSAB will do this by continuing to raise awareness of different safeguarding issues, identifying emerging safeguarding issues and supporting organisations to understand and deliver their duties in relation to safeguarding adults at this time.

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

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

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

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

What is the Safeguarding Adults Board?

Role

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

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

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

In addition to this, the CHSAB is able to involve itself or lead work around any other adult safeguarding issues it feels appropriate³.

Membership

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

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

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

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

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

Principles

The work of the Board is underpinned by key principles; these were recently revised following consultation for our new strategy. The CHSAB made the decision to align our principles with the six safeguarding principles underpinning adult safeguarding⁴. This decision was made because the results of the strategy consultation showed that the community was most familiar with the six safeguarding principles. The principles are as follows:

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

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

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

Board Governance

Sub-groups

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

Quality Assurance:

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

Safeguarding Adults and Case

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

Workforce development:

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

User engagement:

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

Homelessness/Rough Sleeping and Safeguarding:

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

Transitional safeguarding:

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

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

City of London Adult Safeguarding Committee

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

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

CHSAB strategic links

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

Budget

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

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

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

Supporting the CHSAB

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



CHSAB Achievements for 2019/20

Service user engagement

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

Community Awareness

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

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

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

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

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

Professional development

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

Partnership working

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

Task and Finish Groups

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

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

Board Governance

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

Safeguarding Adults Week

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

CHSAB Strategy 2020-25

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

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

Quality Assurance

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

Safeguarding Adult Reviews (SARs)

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

Integration Model and Neighbourhoods Team

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



What did we not do so well this year?

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

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

Learning from SARs

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

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

Case Outline - JoJo

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

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

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

Reasons for review

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

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

Key findings

The SAR Reviewer and Chair made the following recommendations:

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

Case Outline - Yi

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

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

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

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

Reasons for review

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

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

Key findings

The SAR findings were:

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

CHSAB Partners' Achievements

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

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

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

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

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

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



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

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

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

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

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

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

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

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

- **City of London**

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

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

- **Hackney:**

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

Safeguarding: adultprotection@hackney.gov.uk or call: 020 8356 5782 / 020 8356 2300 for out of hours

Safeguarding Data

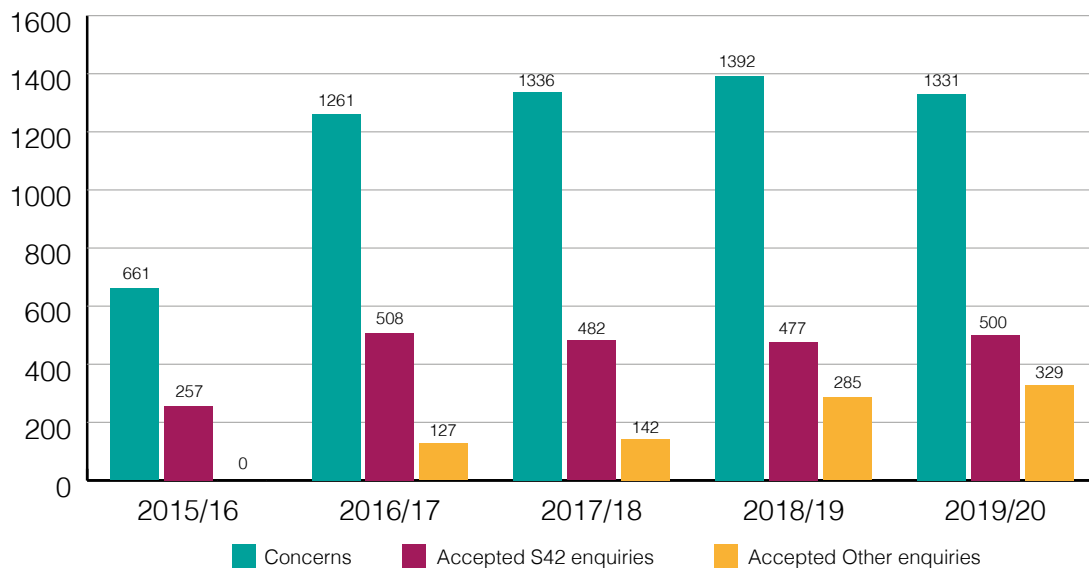
The safeguarding data for the year 2017-2018 is presented separately for the two authorities. City of London and Hackney submit annual statutory returns on safeguarding activity, known as the Safeguarding Adults Collection, and this is included in the data below.

London Borough of Hackney

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

Concerns and Enquiries

Total number of Safeguarding Concerns and Enquiries, 2015 to 2020



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

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

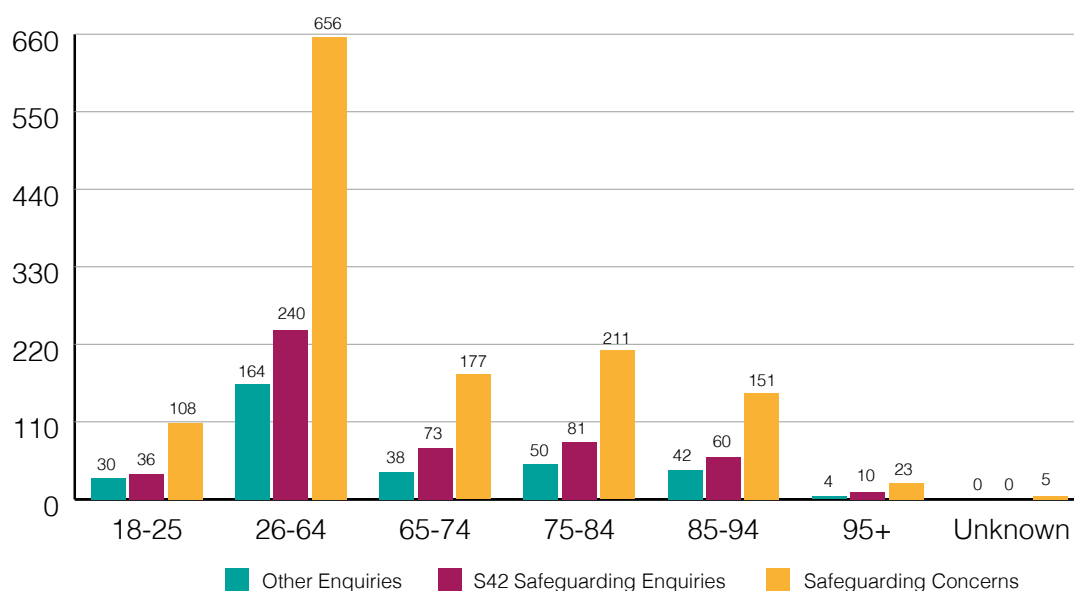
also be initiated where the most proportionate approach to a concern where a specific issue needs to be addressed or a care package requires review. This is a discretionary power under the Care Act 2014 statutory guidance and allows Local Authorities to make a judgement call on each individual situation.

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

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

Age

Number of Concerns by Age Group, 2019/20

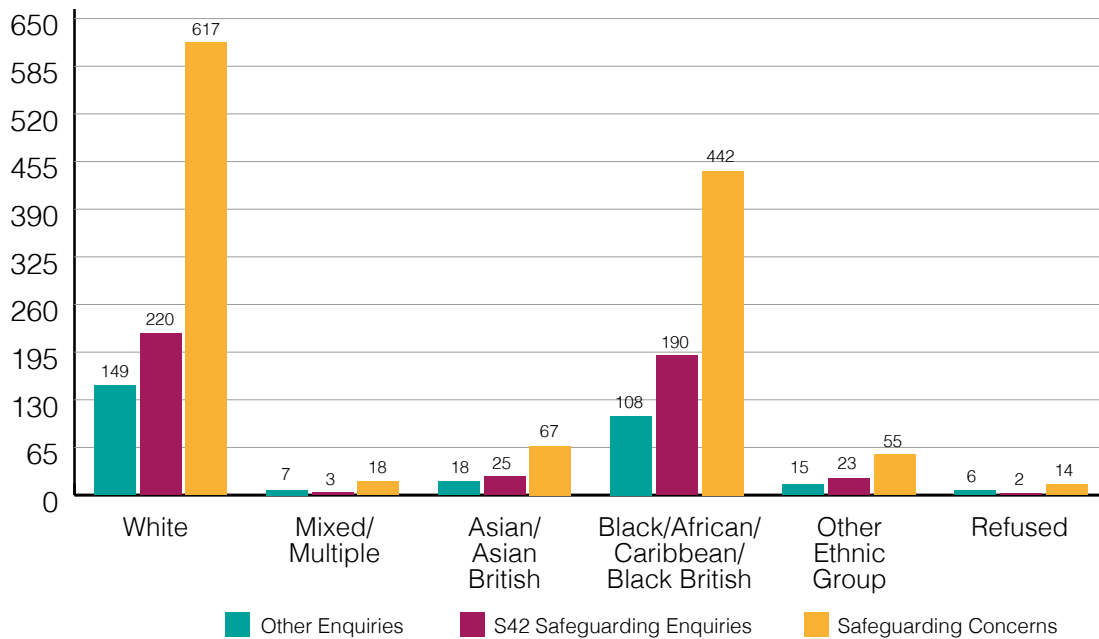


Number of Concerns by Age Group, 2019/20	18-25	26-64	65-74	75-84	85-94	95+	Unknown
Other Enquiries	30	164	39	50	42	4	0
S42 Safeguarding Enquiries	36	240	73	81	60	10	0
Safeguarding Concerns	108	656	177	211	151	23	5

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

Ethnicity

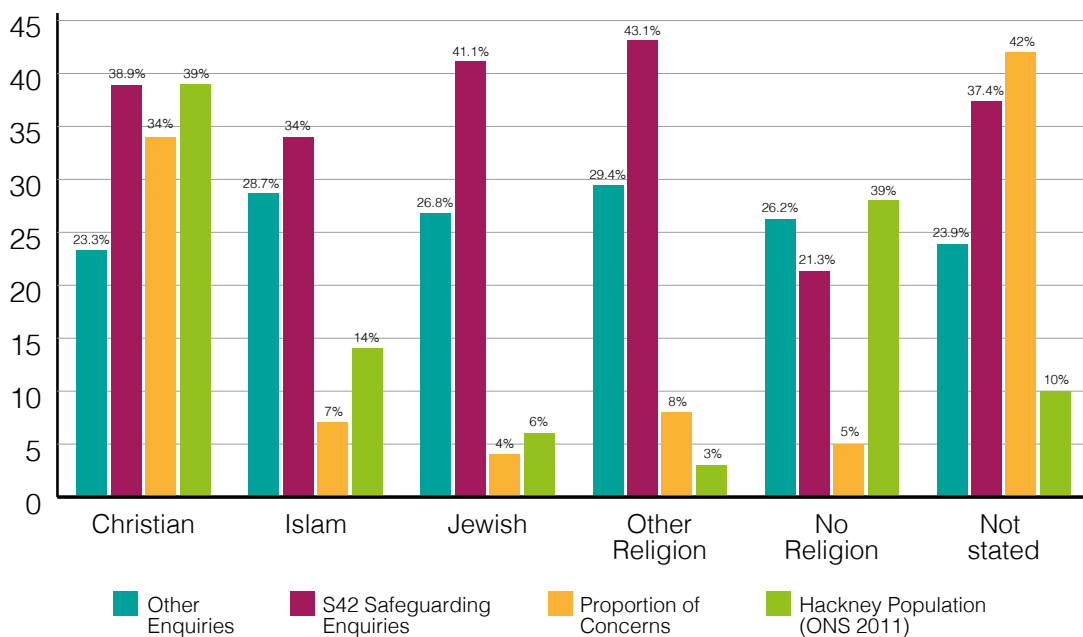
Number of Concerns by Ethnic Group, 2019/20



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

Religion

Conversion Rate of Concerns by Religion, 2019/20

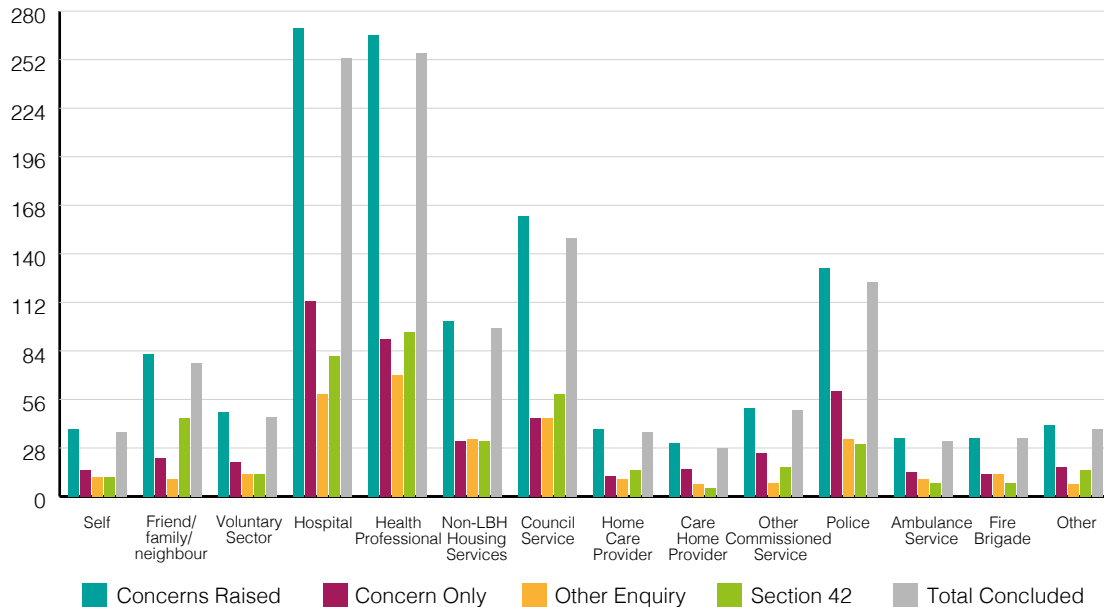


This section should be read with a level of caution given that a high proportion of people did not state their religion. There appears to be an under-representation

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

Source of referral

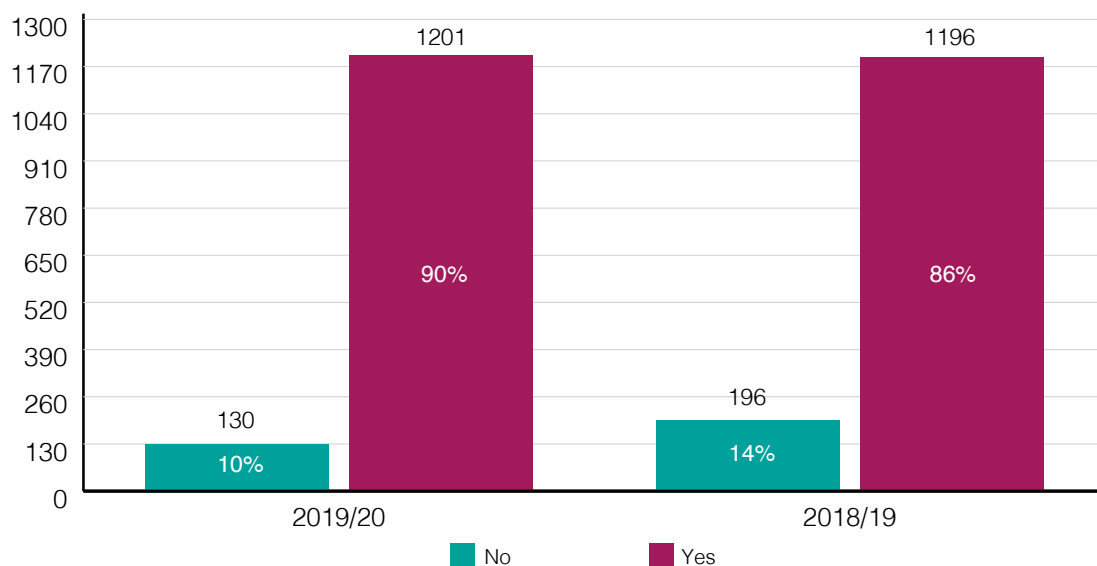
Number of Concerns raised, by Source of Referral, and the Type of Enquiry they led to (if case concluded)



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

Feedback to referrer

Feedback of safeguarding activity to referrers

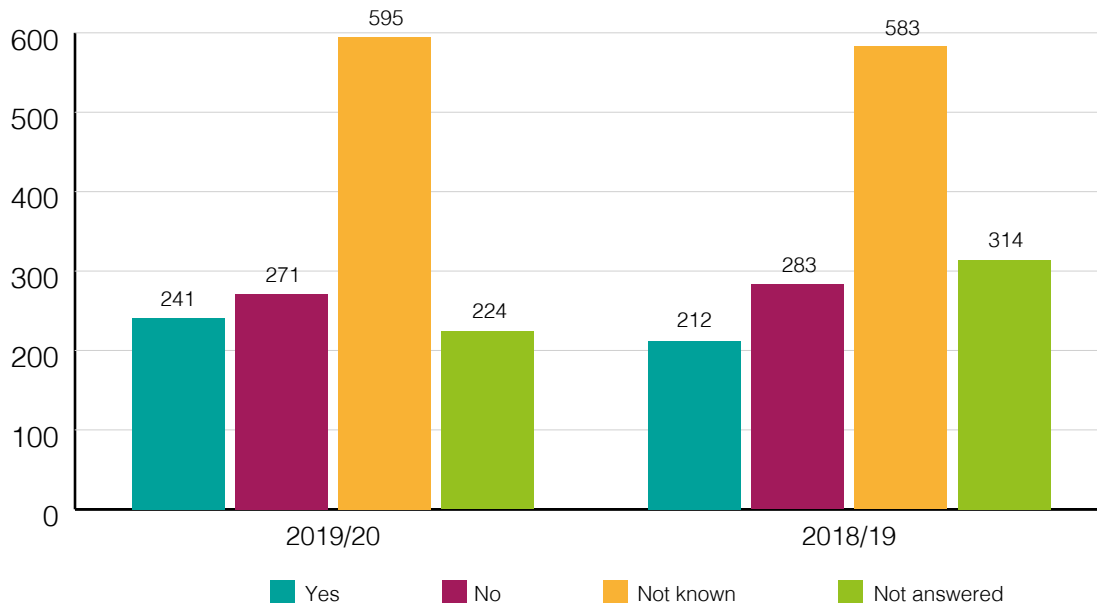


It is positive to see that there continues to be an increase in feedback being provided to referrers.

Does the alleged perpetrator have care and support needs?

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

Concerns where the alleged perpetrator is also an adult at risk



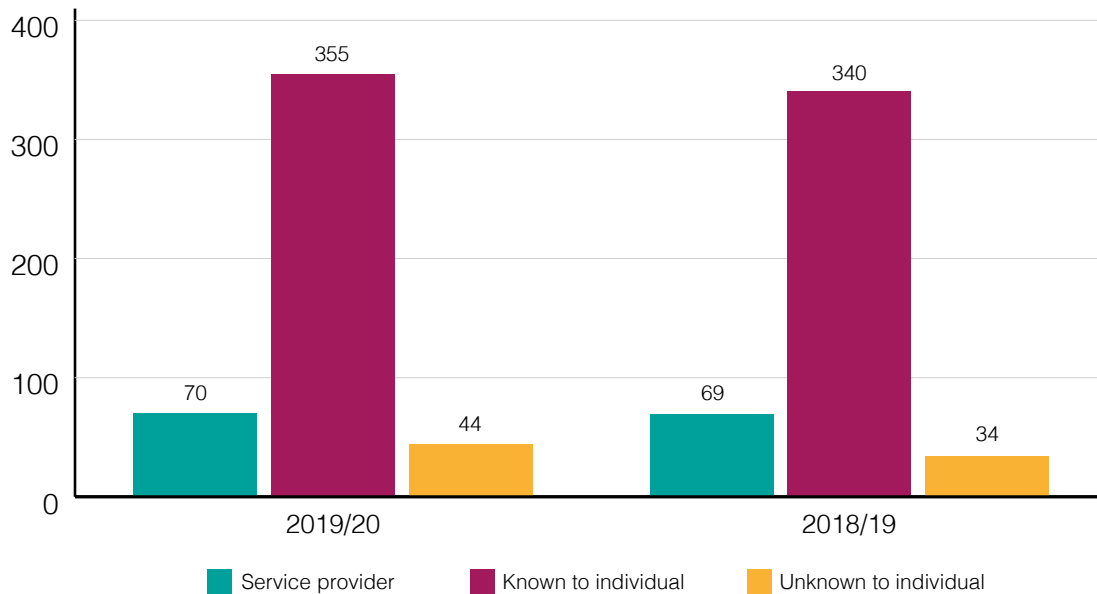
It is increasingly being recognised that those who are alleged to have caused harm are often “adults at risk” themselves. London Borough of Hackney has started to collect data in respect of this to help obtain a better understanding of the complexities of safeguarding and ensure that all adults with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

Source of risk

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

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

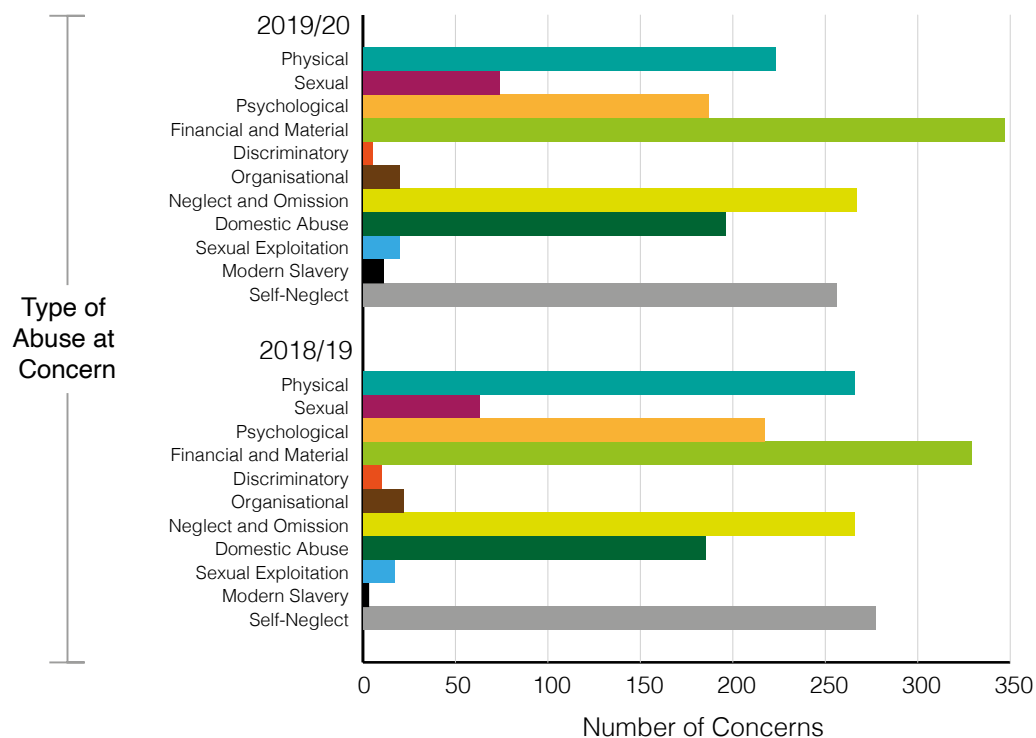
Source of risk for section 42 enquiries

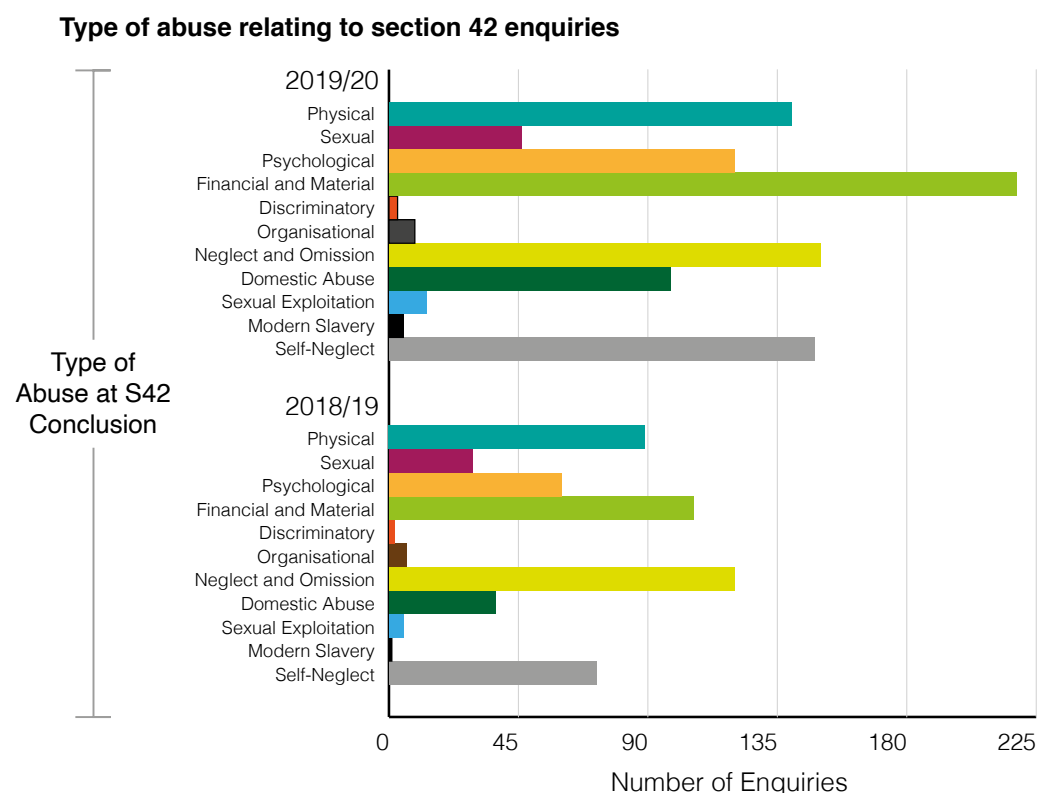


Types of abuse

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

Type of abuse relating to safeguarding concerns



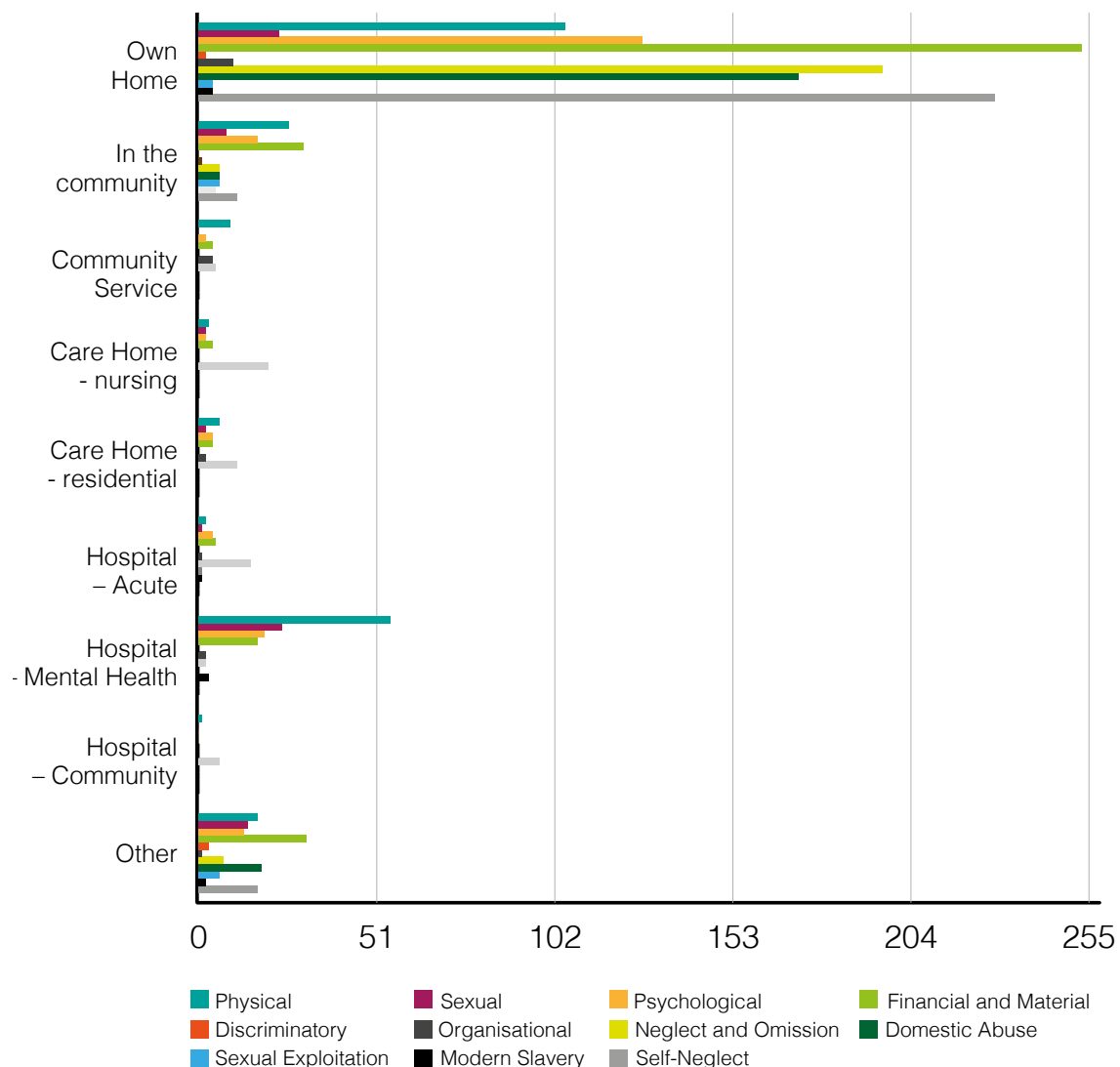


This is consistent with previous years' national data which lists neglect and act of omission, financial abuse and physical abuse as the top forms of abuse. The data shows that there have been no significant increases in any form of abuse, although there have been small increases in sexual and domestic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

Abuse by location

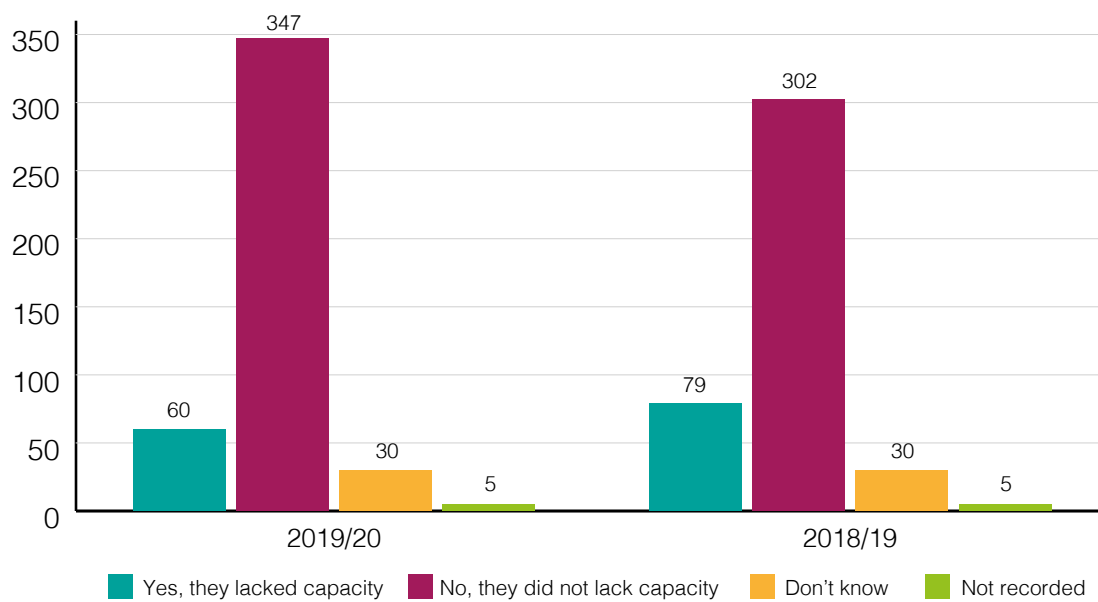
The counts of abuse are higher for this section, as the data captures multiple abuse and not just the primary abuse recorded. The figures show that within their own home adults with care and support needs are most likely to be exposed to financial abuse, self-neglect or neglect and omission. There are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

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

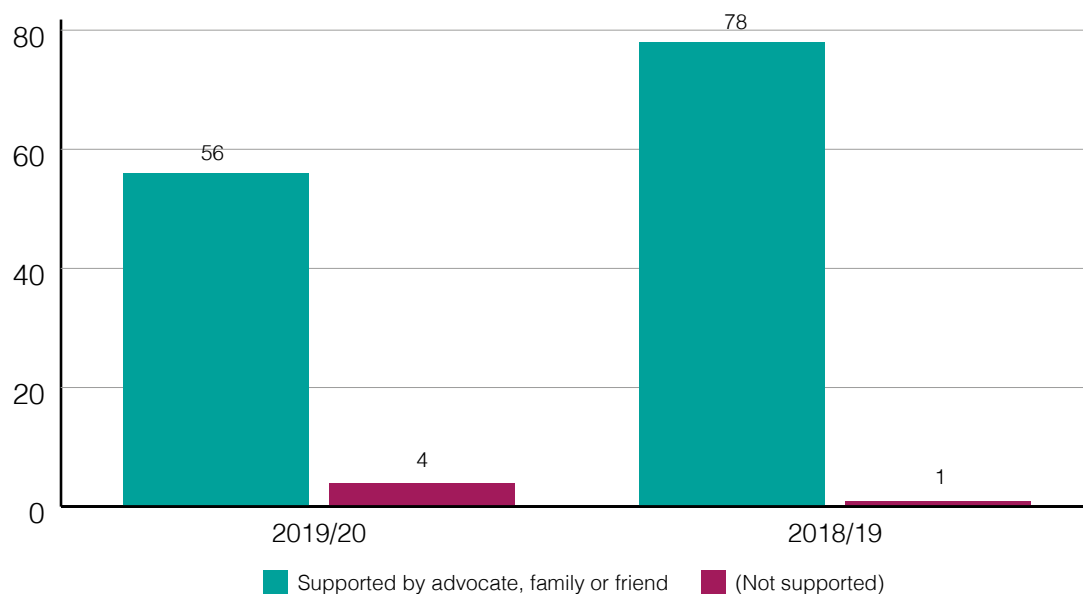
Count of allegations relating to each Type and Location of Risk stated in Concerns**Mental Capacity and advocacy**

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

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

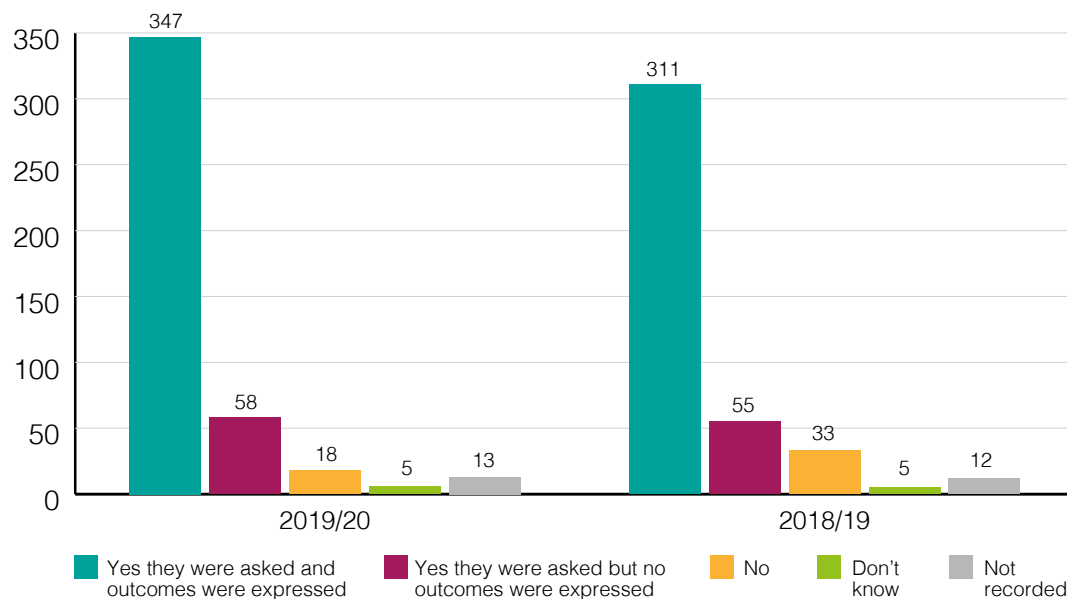
Mental capacity assessment outcomes for concluded section 42 enquiries

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

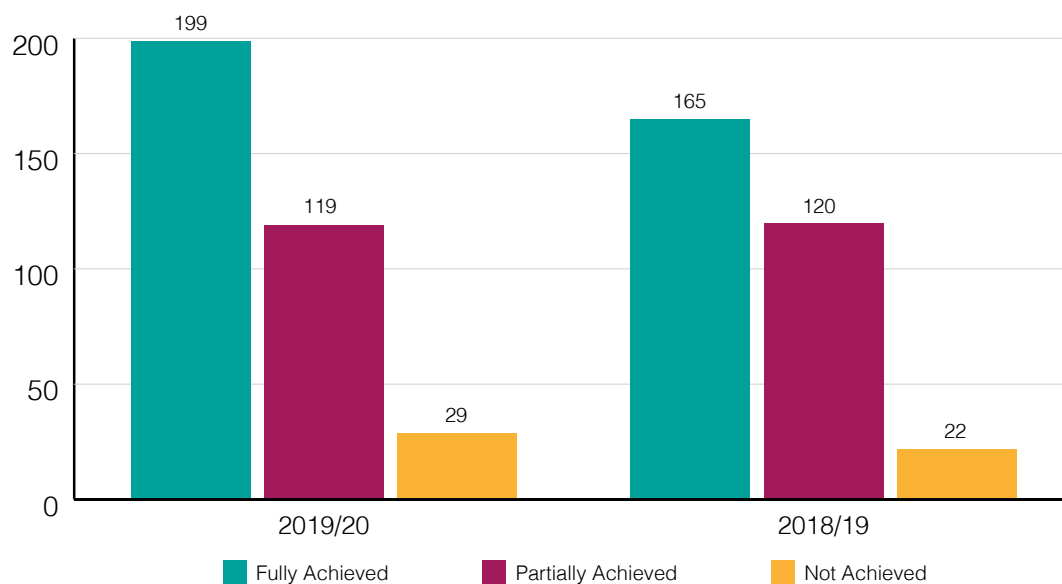
Of those who lacked capacity, proportion supported by an advocate

Making Safeguarding Personal

Making Safeguarding Personal outcomes for concluded S42 Safeguarding enquiries



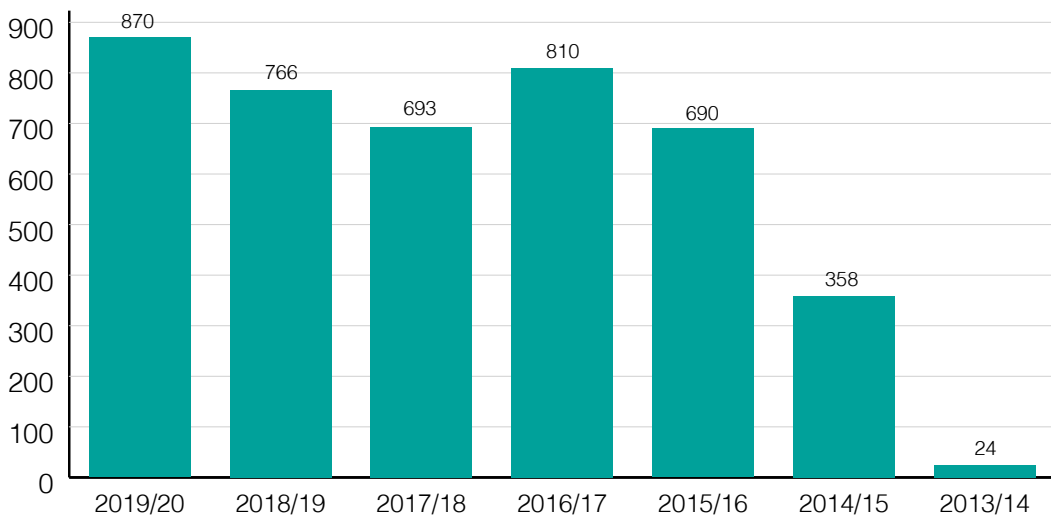
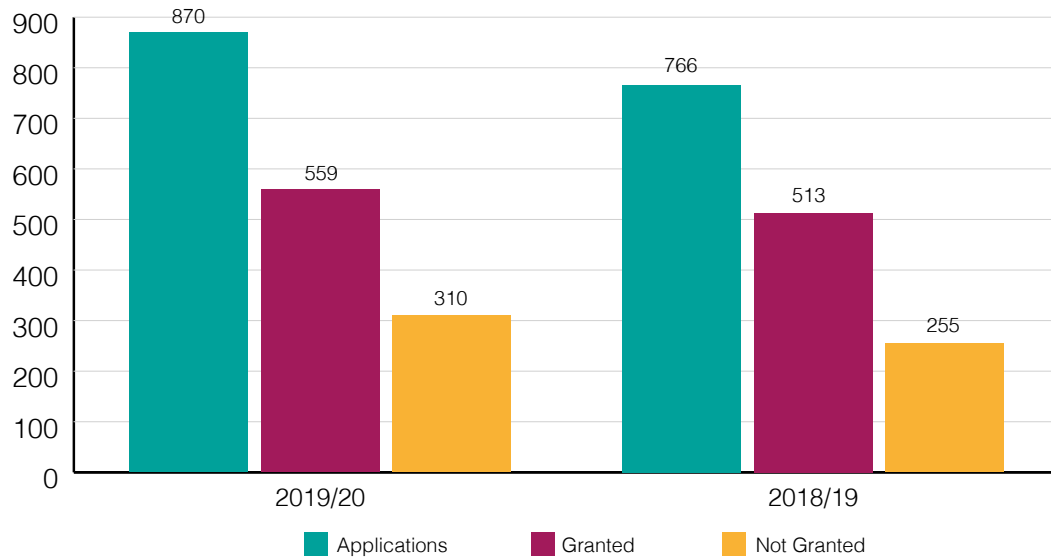
Desired outcomes of concluded S42 enquiries where outcomes were asked and achieved



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

Deprivation of Liberty Safeguards (DoLS)

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



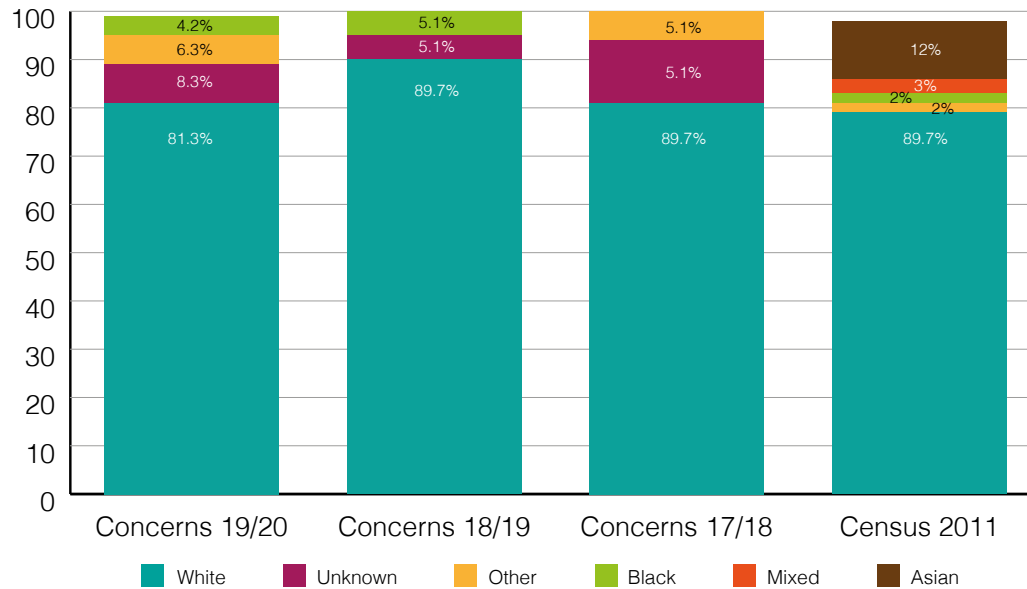
The remaining 267 cases were not progressed for a variety of reasons, such as, they were moved placement, discharged from hospital or passed away.

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

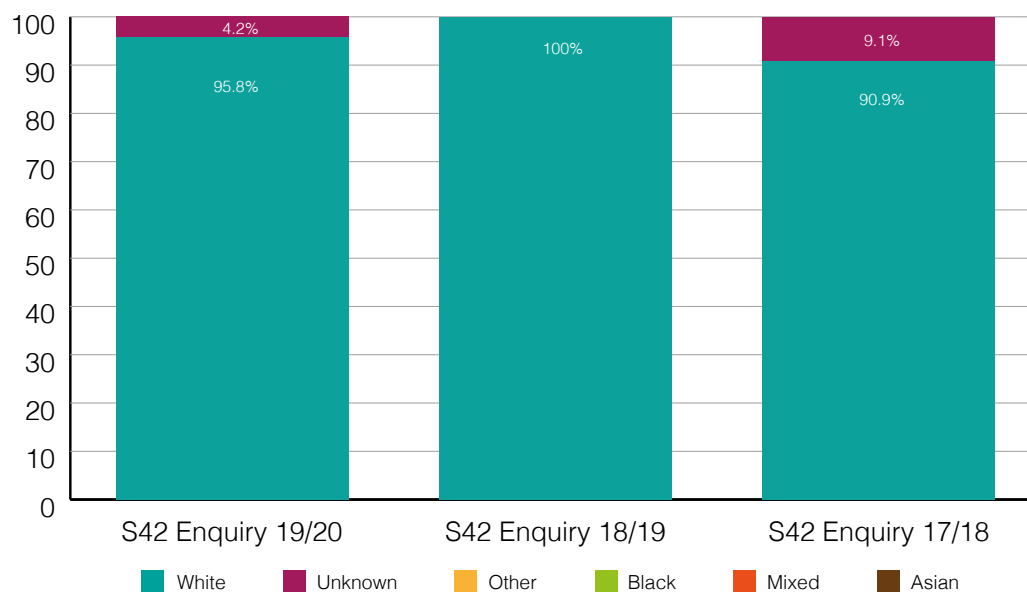
City of London

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

Concerns by ethnicity



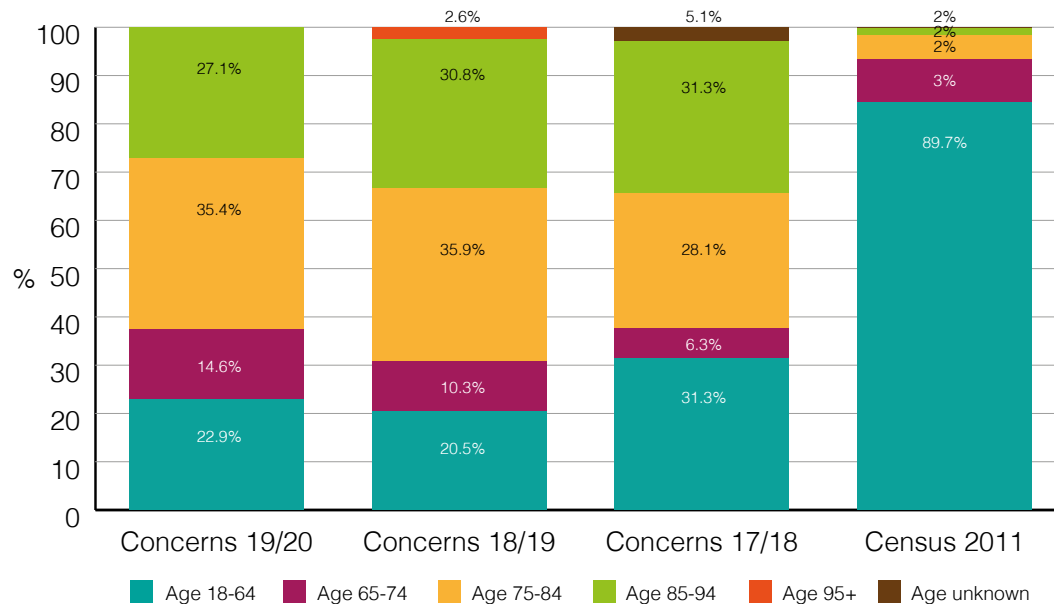
S42 enquiries by ethnicity



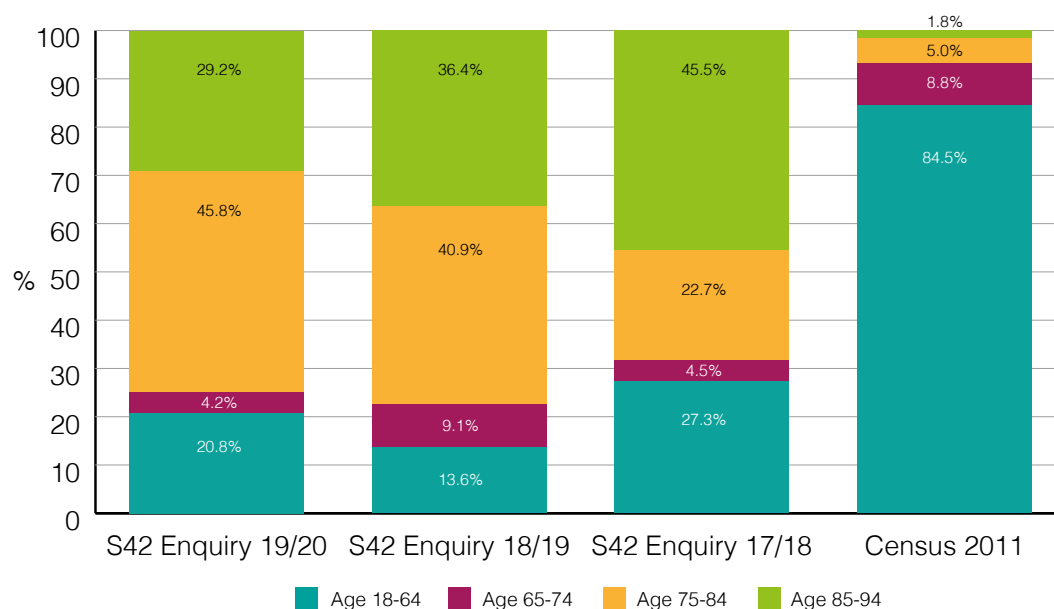
The data shows that the majority of safeguarding concerns were raised in respect of people from a white ethnic group, which is consistent with

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

Concerns by age

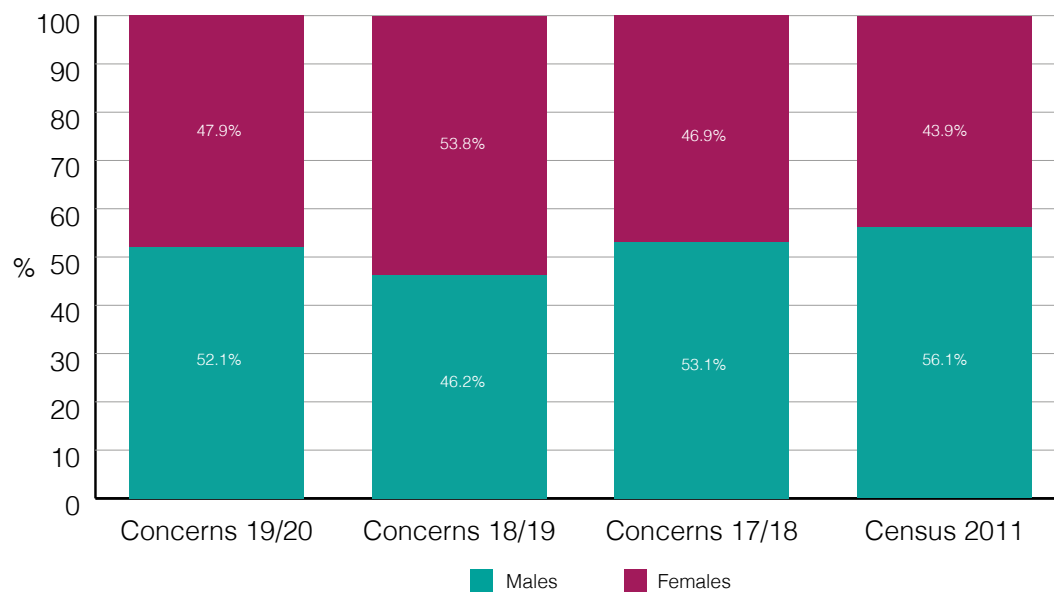


Enquiries by age



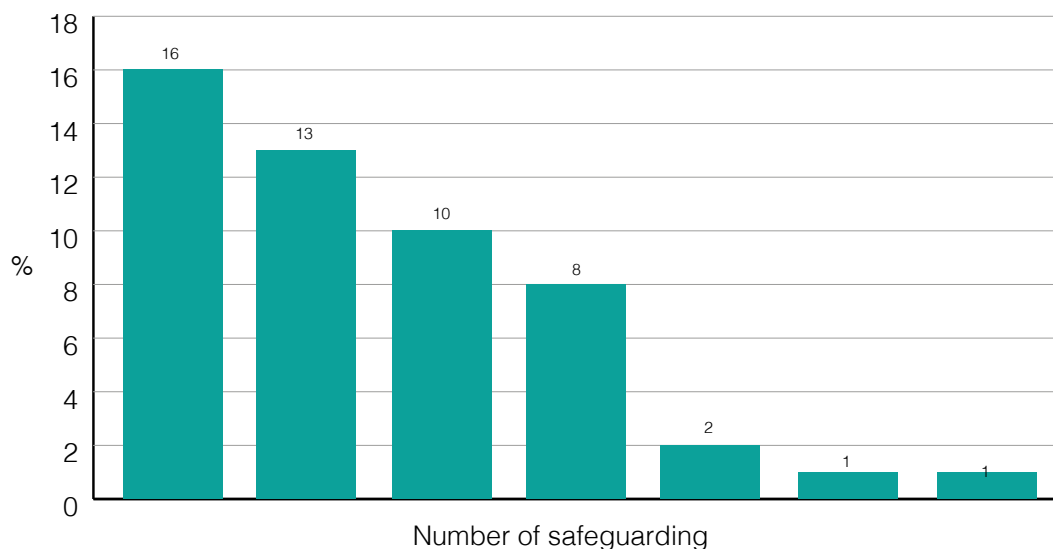
The largest proportion of concerns were received regarding people aged between 75 – 84 years old, this also represented the most safeguarding enquiries. The data for 2019/20 shows that the older age of the adult at risk the more likely that they will meet the threshold for a s42 enquiry.

Concerns by gender



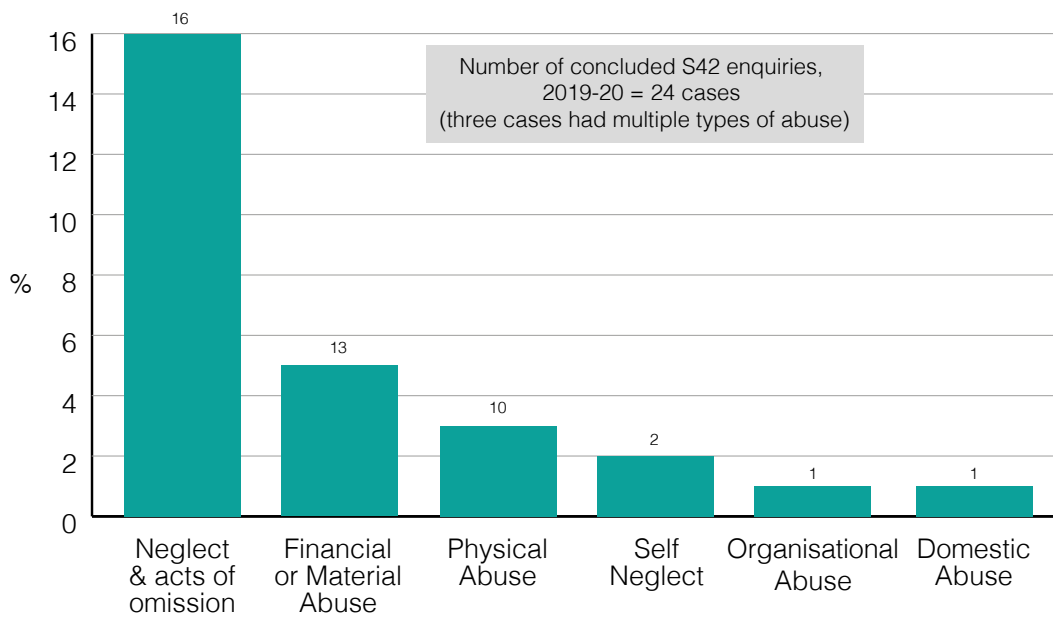
In contrast to last year's data there were a slightly higher proportion of males referred to Adults Social Care. This is consistent with census data which shows a higher proportion of males living in the City of London.

Types of abuse



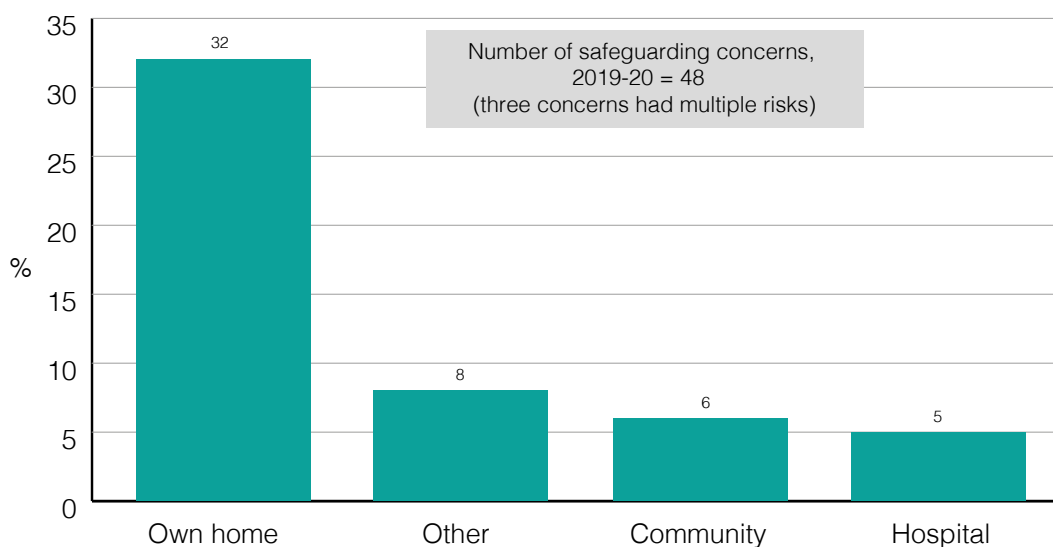
The above chart has recorded multiple forms of abuse logged by practitioners rather than just the primary form of abuse. The most common forms of abuse noted are neglect and omission, physical abuse, self-neglect and financial abuse. This is consistent with data provided nationally in recent years.

Safeguarding enquiries by types of abuse

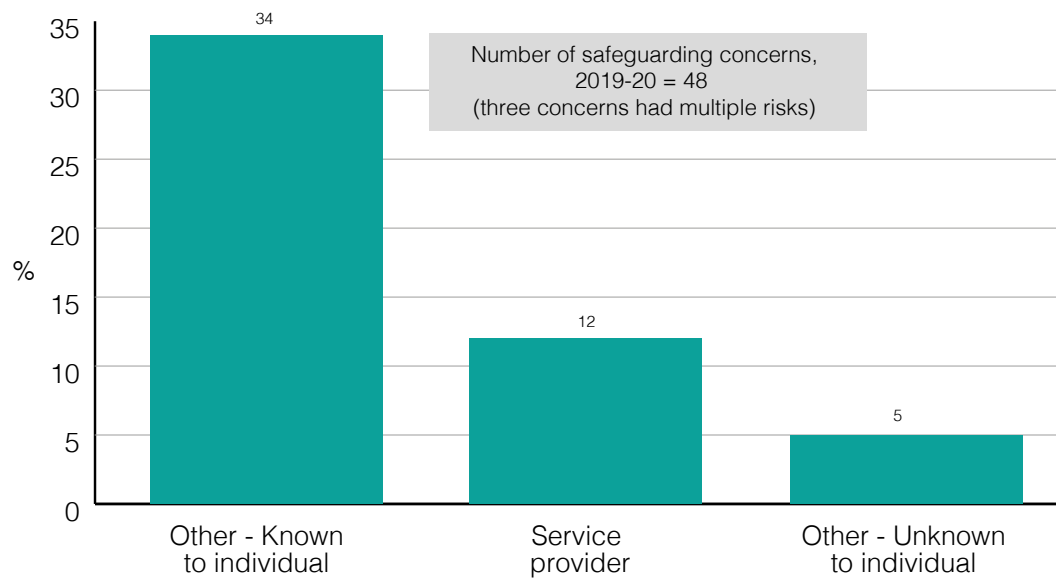


The data shows a broadly consistent picture to the concerns data, with neglect and acts of omission being the highest proportion of enquiries. The data shows proportionately slightly higher amount of financial abuse cases meeting the threshold for s42 enquiries and a slightly lower number of self-neglect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

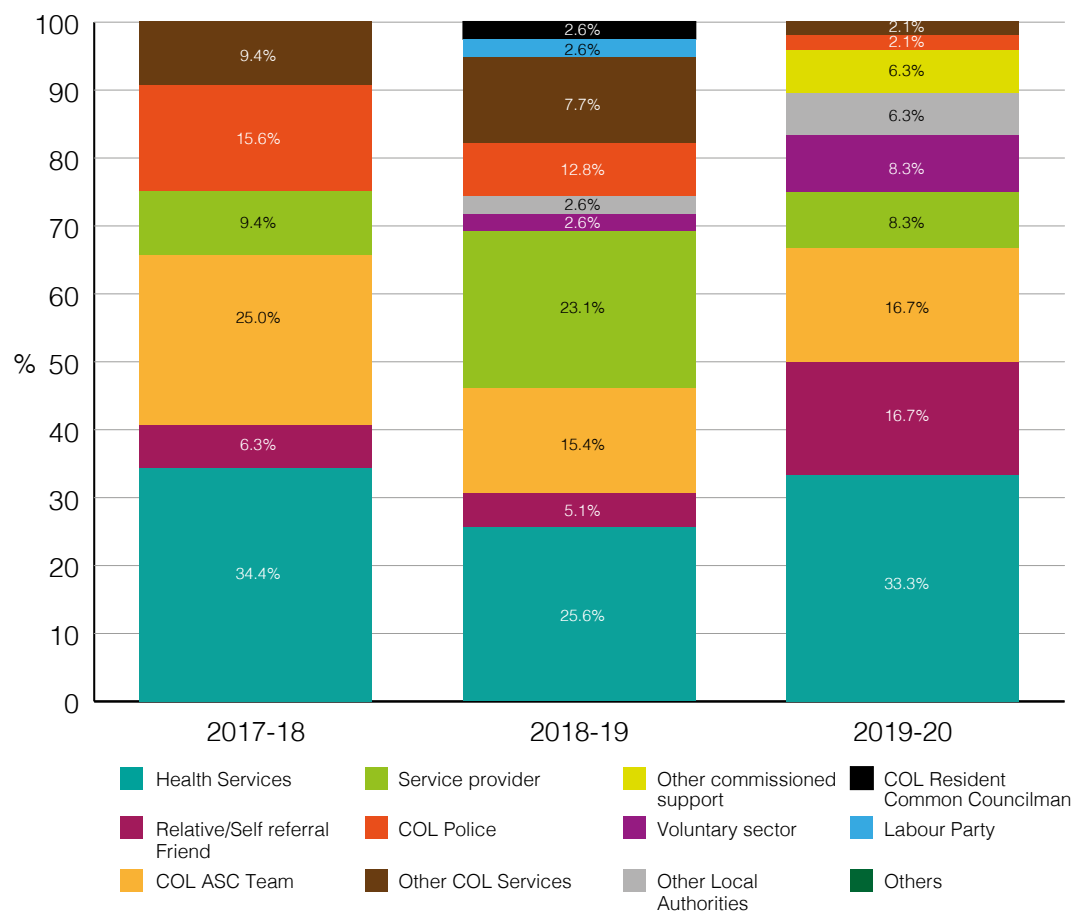
Location of abuse



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

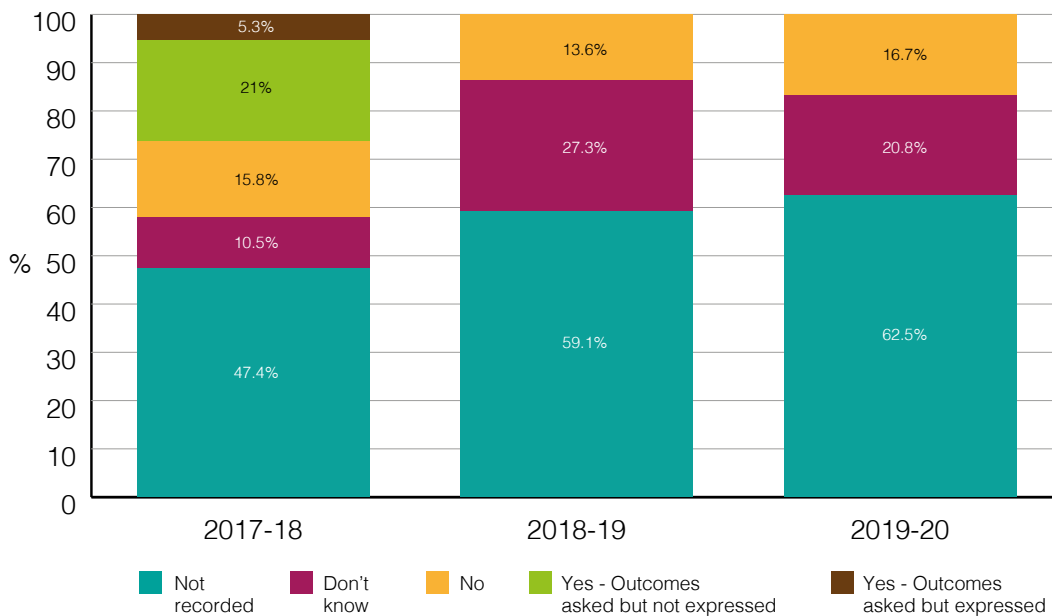
Source of risk

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

Source of referrals

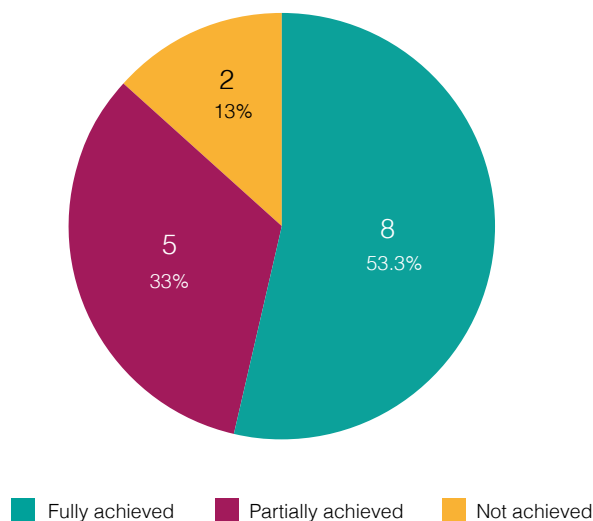
The data shows that there continues to be a wide range of organisations referring concerns into City of London. It was positive to see referrals from sources such as a significant proportion from friends and family, referrals from political parties, the voluntary and commissioned services sector.

Making Safeguarding Personal



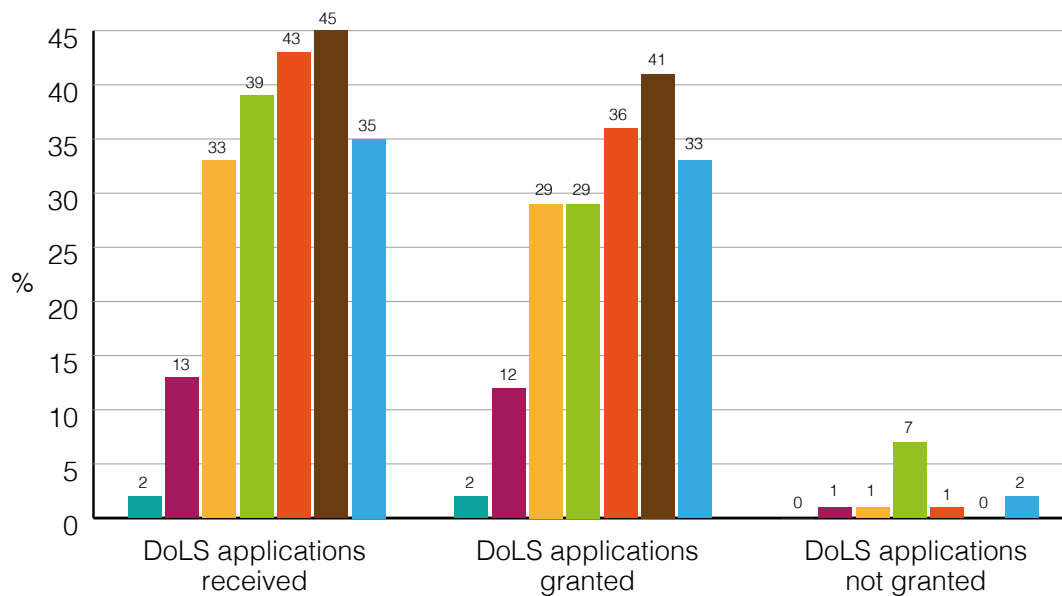
In 2019-20, 24 concluded S42 enquiry cases were submitted to the NHS Digital. Out of these cases, 20 individuals were asked about their desired outcomes, but individuals in the remaining four cases were not asked about their desired outcomes. For two of the enquiries the individual was unable to express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

Making Safeguarding Personal Outcomes



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

Deprivation of Liberty Safeguards (DoLS)



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

Appendix A:

CHSAB Annual Strategic Plan 2020-2021

CHSAB Annual Strategic Plan 2020 – 2021

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

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

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

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

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

Sub-Committee	Chair
City of London	Dr Adi Cooper

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

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

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

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

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

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

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

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

City & Hackney Safeguarding Adults Board

1 Hillman Street

Hackney

London

E8 1DY

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

Tel: **020 8356 6498**

Committee: Safeguarding Subcommittee	Date 12/10/2020
Subject: Looked after Children's Health (City of London Corporation) Annual Report 2019 - 2020	Public
Report of: Dr Liz Jacks & Anna Jones	For Information
Report author: Designated Doctor & Nurse City and Hackney CCG	

Summary

- This is a summary of the findings of the the Looked After Children (LAC) Annual Report relating to health provided to NHS City and Hackney Clinical Commissioning Group (CCG) written in response to the statutory guidance, 'Promoting the health and well-being of looked-after children' (2015). The main report is appended as a Non Public report due to level of personal information included in the report and small size of the cohort.
- It covers the period from 1st April 2019 to 31st March 2020 and provides assurance of the Looked after Children Health Team's (LACHT) compliance with their LAC statutory duties and those responsibilities specified under section 10 (co-operation to improve wellbeing) and section 11 (arrangements to safeguard and promote welfare), of the Children Act 2004, with regard to improving the health and wellbeing of Looked after Children.
- The summary outlines the delivery of health services to children looked after by the City of London, in line with National Statutory Guidance. The full report reviews performance indicators, detailed clinical work undertaken by the LAC health team, service improvements and plans for further development and provides some comparison with national indicators.
- All 16 young people who entered into care in the year had an initial health assessment and a subsequent health plan was drawn up. 69% of new entrants into care had their Initial Health Assessment booked within 28 days (20 working days).
- Areas of identified need included issues regarding;
 - incomplete immunisations and dental checks
 - mental health concerns, for example symptoms of PTSD
 - musculoskeletal symptoms – back, chest and leg pain
 - skin complaints
- All review health assessments were completed. All young people in care for longer than 12 months have up to date immunisations and dental checks are up to date.

- Quality assurance audits of cases and practice across Hackney and City of London identified good practice with the following emerging themes;
 - The majority of young people were seen for IHA within the 20 working day guideline
 - The majority of Review health assessments were completed within timescales
 - Completion of the majority of care leavers summaries
 - Audit of care leavers summaries completed
 - Away day to encourage team cohesion
 - Joint drop-in session with CHYPS plus and Named Nurse
 - Teaching session by Designated nurse and doctor with social workers regarding the health needs of UASC
- The Workplan for 2020/21 includes the following:
 - Maintain and improve figures for IHAs completed within 20 working days of entry to care
 - Audit of referrals, timescales and monitoring attendances at infectious disease clinic
 - Further audit of care leavers' summary to ensure the management of the UASC caseload is robust.
 - Ensure a robust tracking system is in place, especially when health assessments are requested from other LAC health teams
 - Medical Advisor for Adoption to work with Coram/BAAF, and the other Medical Advisors to the Regional Adoption Agency, to embed robust, and child-focused, medical advice within the new adoption panel arrangements.
 - Embedding new working arrangements and minimising risk of those arrangements following the COVID-19 pandemic
 - Mosaic access to be agreed for the Nursing Team
 - Named Nurse to hold caseload for all City of London children and young people

Recommendation(s)

Members are asked to:

- Note this summary report and the detailed full report in the Non-Public section.

Committee:	Dated:
Safeguarding Sub-Committee	17/09/2020
Subject: Children in Care Council (CiCC) and Participation Service Update	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Zak Darwood, Workforce Development and Participation Lead, Department of Community and Children's Services	

Summary

This report provides a summary of the City of London Participation programme for looked-after children and young care leavers delivered throughout summer 2020. The report also provides an update on staffing of the service and plans for the remainder of this year.

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. The Participation Service staff held a vision planning event with a group of young people in early 2020. This Visioning Piece, (see Appendix 1), was used to plan a programme of events throughout the year. However, the national lockdown and restrictions have curtailed the ability of the Participation Service to facilitate several of these activities. The summer programme was modified to be delivered online, but engagement was limited as the young people did not want to engage virtually.
2. At the beginning of the national lockdown, the participation officer decided not to continue in the post. An interim officer was recruited and immediately began delivery of the summer programme. The officer has quickly begun to establish positive relationships with young people and the professional network. Interviews for the contract post have been completed and the locum officer was successful in their application and will join the Corporation as an employee shortly.

Children in Care Council (CiCC)

3. The CiCC continues to be the mainstay of the Participation Service. All children in care are automatically members of the CiCC. Attendance at the council sessions in 2019 had been in variable, however, this had improved throughout early 2020. Proposals for the election of vice-chairs to sit alongside the Young People's Chair were paused at the beginning of the national lockdown and will be resumed in the autumn.
4. The CiCC meeting due to take place in the summer was postponed due to the young people finding virtual participation difficult. With the new officer in post, and relationships being developed, the autumn meeting will go ahead as part of the October half-term programme.

Workshops and Holiday Provision

5. The national lockdown has had an impact on the delivery of the Participation Service programme and the annual holiday. The annual holiday is open to all children in care and care leavers, but it has been postponed until 2021. The Service's ability to deliver this will depend on the guidance and restrictions in place at this time. This was upsetting to all the young people, especially those who were unable to attend the previous holiday in 2019.
6. The CiCC in the Summer Programme, (see Appendix 2), was developed for virtual delivery. This was an ambitious programme, developed to provide a range of activities over three-and-a-half weeks. The programme was a combination of activities from the City of London Youth Service and directly commissioned activities that had been modified for virtual delivery.

As detailed in Appendix 2, the CiCC in the Summer Programme contained a variety of health and wellbeing, preparation for work and independent living skills sessions, alongside a few online accredited courses. The mixed programme provided the young people with the opportunity to pick and choose attendance around their other activities, while giving them the opportunity to also choose daily sessions.

7. Engagement in the CiCC in the Summer in the Programme was limited, with some sessions being postponed due to a lack of attendance. However, those who did attend the sessions gave positive feedback. The low attendance can be attributed to several factors. The largest impact was due to the national pandemic and the resulting change in activity delivery. Many of the young people found it difficult to engage online and stated a preference for face-to-face delivery. At the time of the programme's delivery, the restrictions on socialisation were being eased and the young people were keen to spend time in person with their peers.
8. While there were some negatives, the positive outcomes achieved for those who did attend showed that the programme had been beneficial: attendees learnt how to cook a meal and were then able to share this with their housemates and carers. Several attended a Realities of Independent Living session, designed to give them more realistic expectations of what life will be like when they move to

their own accommodation. Others attended workshops on CV writing and interview skills and had the opportunity to practise this in a mock interview.

Future Developments

9. The Participation Service will develop its workshop offer to meet emerging and changing needs. The new participation officer will continue to support the CiCC's development. In autumn 2020, the service will deliver an activity programme that is partly virtual, with some face-to-face activities. This will consist of sessions similar to the CiCC Summer Programme, and new sessions to support the young people with their independence skills, and with changes to day-to-day life due to the pandemic.
10. The new participation officer will build on the work of the previous officer to engage with the small number of young women who do not currently access the service. While every service and session is open to this group, they do not access the wider participation activities due to the large number of young male participants. Therefore, a bespoke service is being delivered on a one-to-one basis, as requested by the young women.

Conclusion

11. The Participation Service will continue to grow, with an increase in the offer of support and development sessions for our children and young people. These sessions, mapped to the CiCC Visioning Piece, will continue to be prepared for delivery, both virtually and in person, to enable continuation in the event of another national lockdown. Work will be undertaken to increase the engagement of young people with virtual and face-to-face delivery, provide the opportunity for the new officer to build rapport with the young people, and continue to promote the voice of the young people in service development.
12. The service will report on engagement, and the progress of the new officer in due course.

Appendices

- CiCC Visioning Piece
- CiCC in the Summer 2020 – activity brochure.

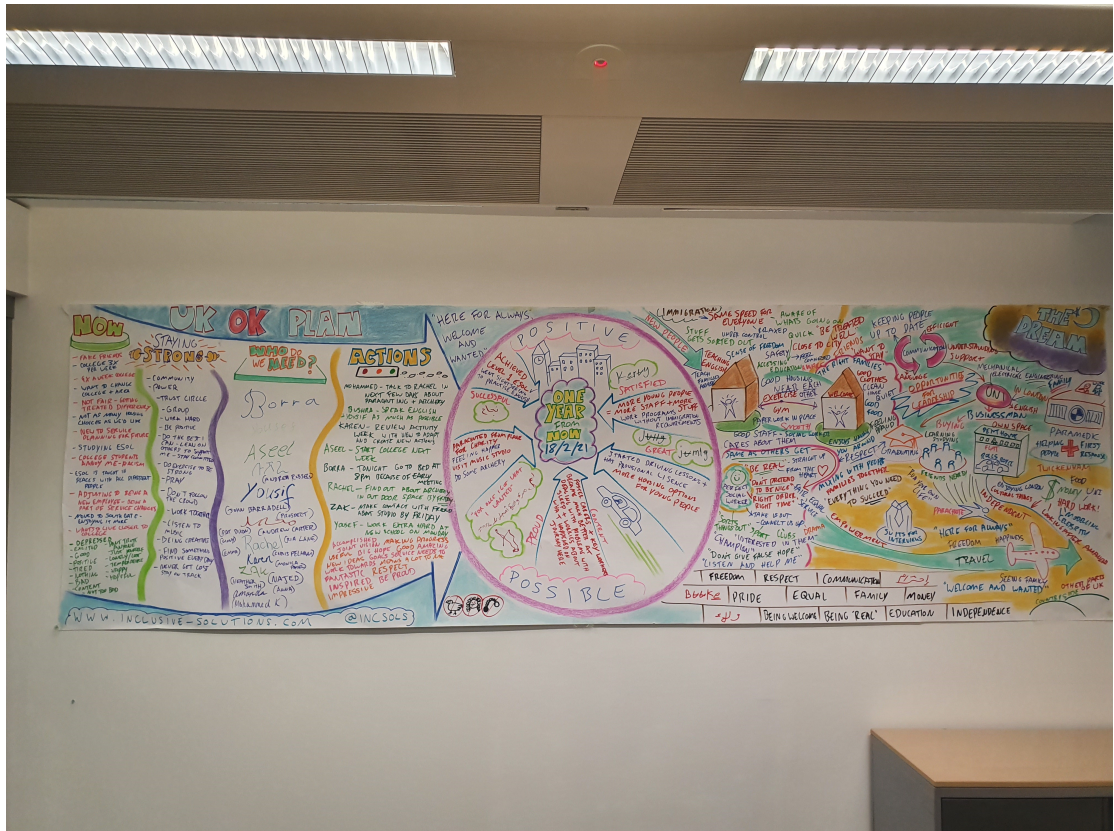
Zak Darwood

Workforce Development and Participation Lead
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CiCC in the Summer

Welcome to the Participation Service Summer 2020 Virtual Programme

This year's summer programme has been changed due to the Covid-19 pandemic and will be delivered online.

All sessions are free to attend but you need to book your space.

Some sessions have limited spaces and if you do not book you may not be able to take part.

Some workshops, like the 'How to Cook, when you can't Cook' will need ingredients and these will be sent to you before the session.

All sessions take place either on Zoom or Microsoft teams, and you will be sent links before the session takes place.

To sign up

Email zak.darwood@cityoflondon.gov.uk

Or text 07928 664335 or 07808 899421

If you have any questions, please speak to your social worker or Zak in the Participation Service.



August 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	August 6 Online Level 1 Health and Safety in Construction Course	7 Online Level 1 Health and Safety in Construction Course
10	11 London Quiz Meet your new Nurse Health & Wellbeing Drop In	12 Cooking The 'New Normal' Virtual Workshop	13 Online Level 2 Food & Hygiene course	14 Online Level 2 Food & Hygiene course
17 Tech Empowerment session	18 Equally Yours	19 Moving In, Moving On - Independent Living Workshop Day 1	20 Moving In, Moving On Day 2 Online Customer Service course	21 Online Customer Service course
24 Money Management & Budgeting	25 City Youth Services Consultation	26 CV / Intro to Work	27 CICC Meeting CV / Intro to Work	28 Mock Interviews (booked slots)
31 Bank Holiday	September 1 First Aid Training (Information to follow)	2	3	4

Online Level 1 Health and Safety in Construction Course (18 & 19 year old's only)

6 August or 7 August
7.30 – 8.30pm

Overview

This course will give you an introduction to Health & Safety in the construction environment.

Who is this course for?

Any young person 18 - 19 and up to 25 for those with SEND.

This course is ideal for any eligible individual seeking work in a range of industries including construction, warehousing, exhibitions, industrial cleaning, etc.

Description

Our courses are provided online using Google's simple "Classroom" application. You will need a google account (5 minutes to create one) and a computer or a laptop.

The programme includes:

- Level 1 Award in Health & Safety in a Construction Environment
- Health, Safety & Environment (CSCS) Test
- CSCS Card (Green Card)
- Full tutor support is provided to help you get started and to get the most out of your learning.

Career path

On completion of this programme learners will be able to move into a range of industries including construction, warehousing, industrial cleaning and an increasing number of other trades and professions now demanding a CSCS card.

Duration and Time Limit

The Construction course takes approximately 2 – 3 hours to complete, although there is no time limit and you can do this during our session, in your own time and in stages through self-guided option.

Requirements

Eligible learners will need to be able to provide proof of ID and employment/ benefit claim status.

Other restrictions may apply.

Qualification

Level 1 Award in Health and Safety in a Construction

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

London Quiz & Meet the new Nurse

11 August
1.30 - 2.30pm

Take part in this fun quiz on all things London

Test what you know about the City, learn some new facts and challenge other CiCC members to see who knows the most!

Susan Gill the new nurse will join this session to say hi and tell you about the health drop ins.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

Drop in with our Health & Well-being Team

11 August
2 - 4pm (drop-in slots)

An opportunity to have a one to one chat around all things relating to your health and wellbeing.

This can include mental & physical health, emotional well-being and sexual health/contraception.

All support and advice is completely confidential.

This session will start at 2pm and finish at 4pm, please email susan.gill6@nhs.net to join.

To sign up contact Susan directly

Email susan.gill6@nhs.net
Or text 07767 233791

How to Cook when you Can't Cook Session One

12 August
10am - 12pm
In this session you will cook Spaghetti Bolognese

All the ingredients will be supplied to you before the session.

This session will help you live independently in the future, including learning about how to shop and cook on a budget, including the benefits of batch cooking. We will also look at the basics of food safety including hygiene, food prep and storage.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

How to Cook when you Can't Cook Session Two

12 August
2 - 4pm

In this session you will cook: Roasted vegetables, chickpeas & cous cous

All the ingredients will be supplied to you before the session.

This session will help you live independently in the future, including learning about how to shop and cook on a budget, including the benefits of batch cooking. We will also look at the basics of food safety including hygiene, food prep and storage.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

The 'New Normal' Virtual Workshop

12 August
2 - 3.30pm

If you are not taking part in the cooking workshop, then attend this virtual holistic workshop focusing on physical and mental adjustment to living with COVID-19.

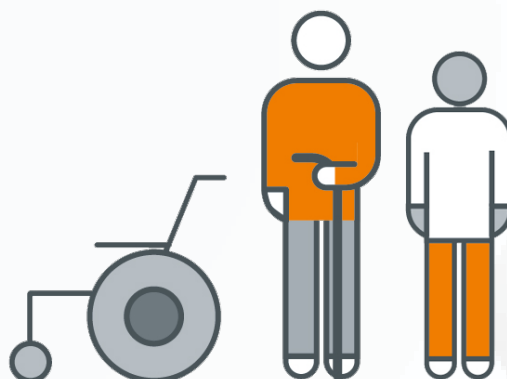
The aim is to help you to adjust to what is called the 'New Normal'.

We will cover issues such as keeping safe, making the most of their summer break, preparing for life in school / college for September along with some great tips of looking after your mental health.

To sign up

Text Matilda Newman-Smart (Prospects Services) on 07585 401280

Or email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421



Online Level 2 Food & Hygiene course

13 August and 14 August
5.45 - 7pm

Overview

Our Food Safety/Food Hygiene Level 2 Course has been structured into seven easy to follow modules covering all aspects of food safety and hygiene.

Who is this course for?

Any young person 15 - 19 and up to 25 for those with SEND.

This Level 2 Food Hygiene course has been designed to help anyone who handles, prepares or serves food in the catering industry understand their legal responsibilities and know what constitutes best practice in regards to controlling food safety hazards, controlling temperatures, food storage, food preparation, personal hygiene and premises cleaning.

Duration and Time Limit

This course takes approximately 2 – 3 hours to complete, although there is no time limit and you can do this during our session, in your own time and in stages through self-guided option.

Course Compatibility

All our courses are fully compatible with PC's, Mac's, Laptop, Tablet and Smartphone devices.

Requirements

There are no entry requirements for this course

Award

You will get an industry recognised qualification in Food & Hygiene level 2.

This course is also approved by the Royal Society for the Prevention of Accidents, as providing quality and content-approved training and is endorsed by the Institute of Hospitality as providing independently evaluated, quality content that teaches good practice standards.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421



Tech Empowerment Workshop

17 August
1 - 3pm

Do you use Snapchat? TikTok? Instagram? Youtube? Kik? Houseparty?

Worried your account isn't private? Or have you shared something you wish you hadn't?

Come to the tech empowerment session to find out how to keep your information safe online and what to do when things go wrong.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

Equally Yours

18 August
12.30 - 4pm

To allow everyone to feel included we need to be brave enough to have honest, challenging conversations around diversity and inclusion.

This online game will help you understand more about living in England in 2020 including looking at different communities and current issues.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

Moving In, Moving On - Independent Living Workshop

19 and 20 August
11 - 3pm

Will you be moving to your own accommodation soon? Not sure what your future property might be like? Unsure what a setting up home grant is?

Come to this two-part Moving In, Moving On programme and find out about:

- The housing application process
- The types of property available
- Decorating, furniture and DIY
- Bills, benefits and support

This session will cover all of this and other topics related to your future accommodation. You will have the opportunity to meet staff from the Housing Department, view a typical City property and find out what support is available to you.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

Online Customer Service course

20 August and 21 August
7.30 - 8.30pm

Overview

This online Customer Service course will help learners define who their customers are and how to understand their needs, the course will also help learners to expand their knowledge on customer service techniques, how to deal with complaints and how to exceed customer expectations and go the extra mile to provide excellent customer service.

Who is this course for?

Any young person 15 - 19 and up to 25 for those with SEND.

This Customer Service Training Course is suitable for anyone working in a customer service role, at all levels of employment, who wishes to improve their service skills. This includes all employees who deal directly with customers face-to-face, over the telephone or by e-mail.

Duration and Time Limit

The Customer Service course takes approximately 2 – 3 hours to complete, although there is no time limit and you can do this during our session, in your own time and in stages through self-guided option.

Requirements

Internet Access

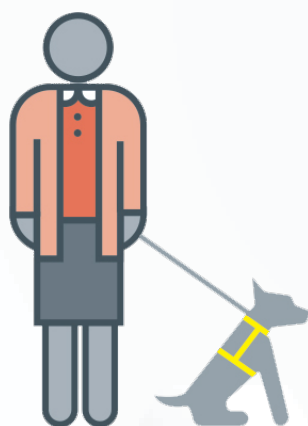
Award

You will get an industry recognised qualification in customer services.
On successful completion of the course you will be sent a quality assured certificate. This can be used to provide evidence for compliance and audit.

The course is accredited by the CPD Certification Service as conforming to universally accepted Continuing Professional Development (CPD) guidelines.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421



Money Management and Budgeting

24 August
2 - 3.30pm

This session is designed to help you understand how budgeting and saving regularly can help with effective money management. It also explores the importance of prioritising bills and understanding income and outgoings.

By the end of this session you will be able to:

- Practice how to effectively budget
- Identify bills they may need to pay and when to pay them
- Recognise the impact of poor money management

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

City Youth Services Consultation

25 August
1 - 3pm

Help shape youth services in the City. Take part in this session with 'I Know I Can' and help us plan new services for young people.

Everyone who attends this session will receive a voucher for attending.

To sign up

Email zak.darwood@cityoflondon.gov.uk or text 07928 664335 or 07808 899421

CV / Intro to Work

26 August and 27 August (You must attend both session)
1 – 2.30pm

These workshops will support you to develop and create C. V's, help with preparing for job interviews and explore the challenges and process of securing employment.

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It will also give you a greater understanding of the format and content of potential interviews. Help you feel more confident and prepared for upcoming interviews and give you an understanding of what interviews are for.

You can also attend a mock interview on Friday 28th August if you want to.

To sign up

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Committee:	Dated:
Safeguarding Sub-Committee	12/10/2020
Subject:	Public
Pan London Children in Care Council	
Report of:	For Information
Sharon Long, Strategic Director, Partnership for Young London	
Report author:	
Sharon Long, Strategic Director, Partnership for Young London	

Summary

This report updates Members on the work being undertaken by Partnership for Young London facilitating the Pan London Children in Care Council (CiCC), this is contracted by the Association of London Directors of Children's Services (ALDCS) and the City of London Corporation. The work has been underway for 11 months and the purpose of this report is to provide an:

- update on the work completed to date
- overview of forward plans for the CiCC.

Recommendations

Members are asked to:

- receive this report for information and endorse its content
- note the changes in delivery that have been introduced since COVID-19.

Main Report

Background

1. Partnership for Young London has been contracted to deliver the Pan London CiCC from October 2019 to October 2021. This work builds on previous work undertaken by the City of London, and it aims to:
 - facilitate regional CiCC meetings with representation from across London
 - support the Pan London Children in Care Participation Network meetings
 - facilitate training sessions for young people and associated staff
 - facilitate roundtables with colleagues to improve outcomes for young people who have experience of being in care.

2. The work is supported by two part-time members of staff, a development worker from Partnership for Young London, and a young person with experience of being in care, who leads on the outreach and research work.

Current Position

3. Since October 2019 the completed work includes:
 - CiCC sessions – these have taken place with the following leads: National Community Lotteries Fund, NHS England, Greater London Authority (GLA), My Covenant (Care Leaver Covenant), EY Foundation. These sessions enabled the young people to have voice and influence over the Child and Adolescent Mental Health Services (CAMHS) review for NHS England, input to the National Community Lotteries Fund on their funding streams, and also to shape the development of the work programme at EY Foundation for care-experienced young people.
 - Training sessions – we have facilitated three training sessions on a range of subjects, including: asset-based stories with the Speakers Trust, public speaking, and Young People's Manifesto for Mayoral Elections. We have also worked with the National Young Inspectors training programme funded by the Government, and 16 people have been trained as a result. A more in-depth pilot is being planned with London Borough of Brent.
 - Research – we have facilitated two pieces of research with care-experienced young people. A review of the impact of the suspension of the under-18's travel card (400 responses) and digital poverty (90 responses) The feedback has been shared with the recovery process for London, with the GLA and other partners, and will form part of a roundtable with Department for Digital, Culture, Media & Sport with the National House project and young people from across the country, looking at the impact of COVID-19 on young people's digital inclusion.
 - Roundtables – the CiCC outreach worker has presented their feedback and research to the Deputy Mayor for Transport, and London Councils to highlight the impact on care-experienced young people. Young people have also fed into the CAMHS review and presented to the Children and Young People's Mental Health Recovery Board for London, asking for the NHS to provide a youth offer of work to care-experienced young people. There is now a separate plan being developed with North East London Sustainability and Transformation Partnership on work for care-experienced young people under the remit of Healthy London Partnership. Additionally, work has taken place with the GLA on the revised care leaver's covenant targets.

- Partnerships – the project has developed links with a range of key partners including regional and national government, key charities such as Coram, Barnardo's, the National House Project, Catch 22 and Become.
 - Participation Workers Network – this group provides peer support on a monthly basis and enables the workers to share ideas and approaches. It brings in key speakers to update on policy news and has enabled staff to access a range of training sessions. A key focus has been on moving meetings online and engaging young people in activities.
4. Since March 2020, all work has been moved online and we have ensured that all services are via teams-based online platforms and other secure online platforms.

Proposals

5. The forward plans for the work are to:
- continue to develop the CiCC meetings on a quarterly basis
 - publicise the launch of the research on digital poverty
 - provide support for the workers' training on race and identity, (the first pilot will commence in October 2020)
 - continue to work on the programme of support on routes into work with the NHS, Healthy London Partnership and the GLA
 - facilitate the Young Inspectors pilot, and roll-out of training programmes across other boroughs.
6. Key developments are as stated above, and a detailed work plan will be submitted to the commissioning lead at City of London Corporation. There are no budget implications outside of the contracted programme.
7. There are no additional proposals for this work, other than those stated above.

Implications

8. The key implication for this work will be on how we sustain engagement using online platforms due to COVID-19. This work has all been migrated onto teams, and we are using secure platforms for all engagement work, pending any reduction on lockdown rules. We will re-evaluate as we move forward.

Conclusion

9. The report outlines work underway and planned for the CiCC until 2021.

Appendices

- None

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Committee:	Dated:
Safeguarding Sub Committee	12/10/2020
Subject: Education and Early Years Service Safeguarding Update	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Kirstie Hilton, Lead Advisor, Universal Education Services	

Summary

In June 2020, the Safeguarding Sub Committee was updated on the work that the Education and Early Years (EEY) Service was undertaking to improve the safety and welfare of City-resident children being educated in the City of London and other boroughs, as well as non-resident children attending schools within the City of London during the coronavirus pandemic.

As a result of the coronavirus pandemic, all schools were closed from 23rd March 2020, with only some reopening for Reception, Year 1 and Year 6 pupils from 1st June 2020. Since September 2020, in line with government guidance, all schools have reopened to all pupils.

This report is an update on the work that the EEY Service has done during the summer term 2020 and summer break to support our most vulnerable school-age population and ensure their successful return to school in the autumn term 2020.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The City of London has a unique educational landscape in that it has only one maintained primary school and no maintained secondary schools. There are four independent schools and one independent college (David Game College); most children attending these schools are non-City residents. Most of the City of London's primary-age children and all secondary-age children in the maintained sector are educated either in the independent sector or outside the City of London altogether. Consequently, this puts them outside the standard reporting and/or legal framework that governs the City of London's statutory responsibilities.

2. From 23rd March 2020 to 1st June 2020, all schools closed due to the coronavirus pandemic. Efforts were made to identify the most vulnerable children and in doing so this resulted in a number of children being provided with the necessary IT equipment to ensure successful engagement in remote learning.
3. Revised government guidance in May 2020 resulted in schools opening to select few year groups within the primary age group and some face to face sessions for those in Year 10. Therefore, for many secondary aged pupils, a full time return to school did not take place until September 2020. Further government guidance issued during the summer break confirmed that all children would be required to return to school in the autumn term 2020.

Current Position

Vulnerable Children's List

4. In April 2020 the EEF Service worked collaboratively with the Social Care, Early Help and Short Breaks Service to create a list of vulnerable children of statutory school age known to our services. The key priority at this time was to identify their current situation – what home learning was taking place, whether their school was open and whether they had the means by which to learn remotely from home if required.
5. Since then the Lead Advisor for Universal Services has met on a monthly basis with the Children's Social Care Team Manager and Lead Advisor for SEND to review the list.
6. As of the 1st September 2020, there are 50 children on the list. Out of these:
 - 19 are of secondary school age
 - 21 are of primary school age
 - Less than ten are in further education (post 16)
 - Less than five are early years children

These children can also be categorised in the following:

- 38 are known to the Children Social Care, Early Help and Short breaks Service (either on CP Plan, CIN, EH, receiving short breaks or going through a C&F assessment)
 - 21 have Education, Health and Care Plans (EHC Plans)
 - Less than five are being electively home educated
 - Less than ten are known to the EEF Service as being at risk of missing education (CME)
7. The list is now monitored on a weekly basis by the Lead Advisor for Universal Education Services and includes all known vulnerable children who attend either an early years setting, school or further education setting. This list does

not include any Looked After Children, all of whom are being monitored separately by the Virtual Headteacher. Prior to the beginning of the autumn term 2020, allocated social workers were asked to comment on any concerns they had on individual children. The Children's Social Care, Early Help and Short Breaks Service also provided an attendance report for all children known to their service to ensure they were actively attending.

8. For City resident children who are making the transition into Reception class or Year 7 as part of a standard transition, the EEY Service commissions Islington Admissions Service to carry out an annual check to ensure that these children are actively attending school as well as identifying any children who may be at risk of missing education. This work is carried out during the month of September and the 'no show' report is sent to the EEY Service upon completion.

9. Attendance Figures

10. The Aldgate School has been reporting their attendance to the Department for Education (DfE) on a daily basis since the beginning lockdown, when only vulnerable children were in attendance, opening up to all year groups in the summer term 2020. Since the beginning of the autumn term 2020, the school is making great efforts to ensure that children are attending and as a result the attendance figure is above 90%.

First Week w/c 7 th Sept	80%
Second Week w/c 14 th Sept	93%
Third week w/c 21 st Sept	93%

The attendance figures for the Virtual School for Looked after Children;

First Week w/c 7 th Sept	79%
Second Week w/c 14 th Sept	87%
Third week w/c 21 st Sept	91%

Access to technology and Government Laptops

11. In June 2020 we reported that the DfE announced that it would be providing laptops for the most vulnerable young people, including those known to social care and children currently in Year 10. The City of London ordered 16 laptops which were then distributed to the children who needed them. This was in addition to equipment purchased locally using the COV-19 budget.
12. During lockdown it also became clear that there was a need to provide our young people with internet access. In response to this concern, the children's social Care, Early Help and Short Breaks Service distributed a number of dongles. A further request was made to the DfE for nine 4G wireless routers, which arrived in July 2020 and were then distributed.

13. Over the next academic year (2020/21) in addition to the IT equipment that the government provided during lockdown, schools will also be given the opportunity to order digital devices for children requiring access to remote education due to shielding or local coronavirus restrictions.

Education Welfare Work

14. During the summer term 2020, the EEY Service continued to maintain close relationships with all City schools. The Education Welfare Consultant (EWC) was in regular contact with all schools to offer support and guidance on the reintegration of children back to school including attendance processes as well as acting as a lead professional on managing difficult cases.
15. During the first two weeks of term, the EWC held virtual meetings with all City schools to assist with any concerns that the schools may have with individual cases and general advice following the return to school. Very few issues were identified and great efforts have been made by all schools to encourage families to return to school. The EWC will continue to keep in regular contact with all schools during the autumn term 2020.

COVID-19 Case Reporting

16. Since the beginning of the autumn term 2020, City schools have established processes to cope with the prospect of Covid-19 cases in school. Guidance has been developed by Public Health England and the Department for Education and local Standard Operating Procedures have been established so that schools are clear about what to do and who to contact in the event that there are cases.
17. The EEY Service has requested that all confirmed cases are reported to the team, in addition to notifications to the DfE and the test and trace email address.

Future Priorities

18. Our main priorities during the autumn term 2020 will be:
- a. to continue to regularly maintain our vulnerable children and young people list and to ensure collaborative working between the EEY Service and the Children's Social Care, Early Help and Short Breaks Service
 - b. to support our schools in the best way that we can; for the EWC to continue to act in a support and challenge role and as the lead professional for any difficult cases relating to non-attendance
 - c. to regularly monitor attendance of vulnerable children at school
 - d. to act as a point of contact for all City schools in relation to any Covid-19 cases that may arise

Corporate & Strategic Implications

19. This work supports priorities 1 and 2 in the Children and Young People's Plan 2018–21:

- Our children and young people are safe and feel safe
- Our children and young people have equal opportunities to enrich their lives and are well prepared to achieve in adulthood.

Conclusion

20. Over the past couple of months, our key priority in the EY Service has been to ensure the safeguarding and wellbeing of City-resident children accessing education, to offer educational welfare support to our City schools and to anticipate what challenges families may have in transitioning back to school in the autumn term to ensure optimal attendance.

Appendices

- None

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Committee(s)	Dated:
Safeguarding Sub Committee	
Subject: Independent Reviewing Officer (IRO), Annual Report for 2019-2020	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Ria Lane, Independent Reviewing Officer and Child Protection Chair	

Summary

This report gives Members an overview of the independent reviewing service in the City of London covered in the IRO annual report for 2019/20

The report summarises the statutory requirements of the IRO service and how the City of London has performed in this regard. There is an overview of the IRO role and their performance in ensuring children's key needs are met. Strengths of last years practice and areas of development for 2020/21 are identified.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The Independent Reviewing Officers' (IRO) service is set within the framework of the updated IRO Handbook, linked to the revised Care Planning Regulations and Guidance that were introduced in April 2011. The responsibility of the IRO has changed from the management of the review process to a wider overview of the case including regular monitoring and follow-up between reviews. The IRO has a key role in relation to the improvement of care planning for children in care and for challenging drift and delay.

Specifically, the statutory duties of the IRO are to:

- Monitor the performance by the local authority of their functions in relation to the child's case;
 - Participate in any review of the child's case; and
 - Ensure that any ascertained wishes and feelings of the child concerning the case are given due consideration by the authority.
2. The IRO's primary task is to ensure that the care plan for the child fully reflects the child's current needs and that the actions set out in the plan are consistent with the local authority's legal responsibilities towards the child. As corporate parents, each local authority should act for the children they look after how a responsible and conscientious parent would act.

Current Position

3. A permanent IRO has been in post since September 2017.

The achievements identified within the annual report for 2019 to 2020 are;

- Ofsted rating of outstanding for LAC and Care leavers service
 - Consistent participation of children in their review meetings
 - All children seen alone by the IRO outside of review meetings
 - Active monitoring of children's care plans and needs between review periods
 - Design and implementation of independent skills checklist
 - Review minutes, contacts and alerts recorded on children's files within the ICS workflow
 - The promotion of the Children's Right services, seeing a significant increase in advocacy and independent visiting service
 - The continuation of review meetings between the IRO, Virtual School Head and Children Looked After Designated Nurse
 - 2nd IRO in post, focusing on needs of care leavers
4. The IRO identifies following areas of improvement and an action plan has been put in place:
- Increase IRO visits to ensure Looked After children have opportunity to discuss their care plan before reviews
 - Covid-19 pandemic has highlighted the need for IRO service to be prepared digitally and ensure service delivery can be maintained at a high standard remotely/virtually.

5. Conclusion

The IRO service has made significant contributions to quality assuring and improving services for children in care throughout 2019/2020. This was evident in the outstanding rating given by Ofsted in the March 2020 inspection. There has been a focus on ensuring children coming into care have increased understanding of the role of the IRO and the meaning of their care plan.

The IRO service notes that this has been a challenging year in some respects, due to the significant increase in numbers of looked after children and their significant mental health needs. The IRO service is committed to supporting placement stability and ensuring that this is an area of improvement. Throughout this reporting year, the social work team have shown commitment and energy in supporting the children and the focus is on continually reviewing the service to ensure best outcomes for the children and young people.

Appendices

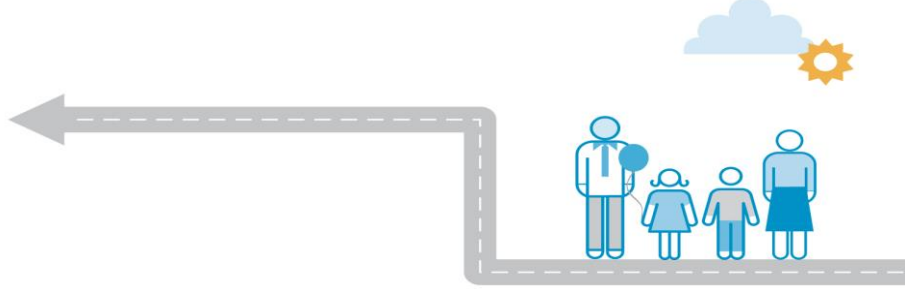
- Appendix 1 – City of London Independent Reviewing Officer Annual Report 2019-20

Ria Lane

Independent Reviewing Officer

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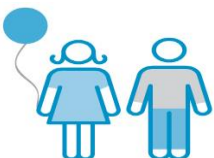


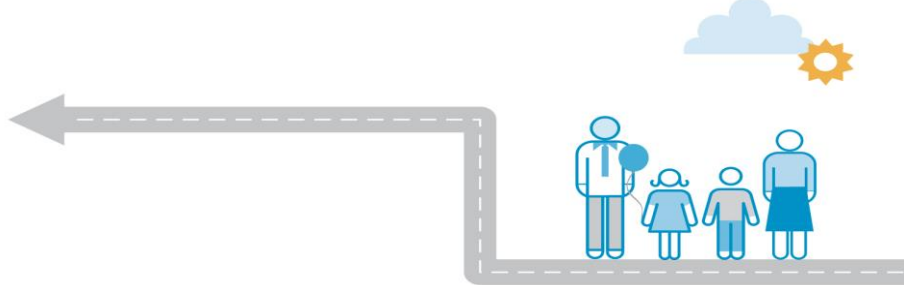
**City of London Corporation
Department of Community and Children's Services**

**Independent Reviewing Officer (IRO)
Annual Report 2019/2020**

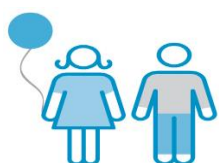
***The Contribution of the Independent Reviewing Officer to Quality
Assuring and Improving Services for Children in Care***

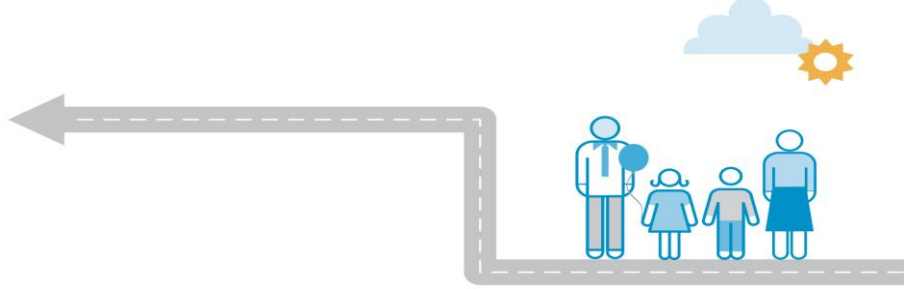
July 2020





CONTENTS	PAGES
1 Purpose of Service & Legal Context	3
2 The IRO Service	4
2.1. Local Arrangements	
2.2. Professional Profile	
2.3. Scope of the Service	
3 Service Activity	7
3.1. Children in Care	
3.2. Statutory Reviews	
3.3. Focus of LAC reviews	
3.4. LAC review minutes	
3.5. IRO visits	
3.6. Consultation and Participation in Reviews	
3.7. Children's Rights	
4 Quality Assurance of Services to Children in Care	17
4.1. Care Planning	
4.2. Placement Stability	
4.3. Achieving Permanency	
4.4. Health	
4.5. Education	
4.6. Life story work	
4.7. Midway monitoring	
4.8. Practice Recognition and Dispute Resolution	
5 Quality Assurance of the IRO Service	22
5.1. Supervision and Management Oversight	
5.2. Performance Monitoring	
5.3. Case File Auditing	
5.4. Children's Views	
5.5. Social Workers' Views	
6 Overview	25
6.1. Achievements	
6.2. 6.2 Update on 2016/2017 actions	
6.3. Areas for Improvement	





6.4. Conclusion

7 Planned & Recommended Improvements for 2020/2021

27

Appendix 1 Independent skills checklist

1. PURPOSE OF SERVICE & LEGAL CONTEXT

The Independent Reviewing Officers' (IRO) service is set within the framework of the updated IRO Handbook, linked to the revised Care Planning Regulations and Guidance that were introduced in April 2011. The responsibility of the IRO has changed from the management of the review process to a wider overview of the case including regular monitoring and follow-up between reviews. The IRO has a key role in relation to the improvement of care planning for children in care and for challenging drift and delay.

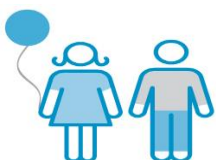
Specifically, the statutory duties of the IRO are to:

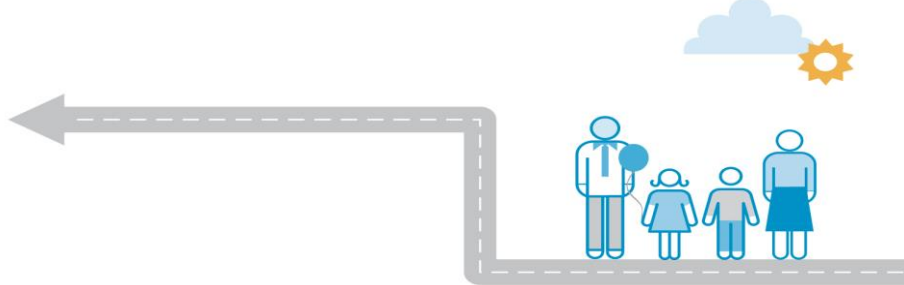
- ❖ Monitor the performance by the local authority of their functions in relation to the child's case;
- ❖ Participate in any review of the child's case; and
- ❖ Ensure that any ascertained wishes and feelings of the child concerning the case are given due consideration by the authority.

The IRO's primary task is to ensure that the care plan for the child fully reflects the child's current needs and that the actions set out in the plan are consistent with the local authority's legal responsibilities towards the child. As corporate parents each local authority should act for the children they look after as a responsible and conscientious parent would act.

In carrying out the monitoring function, the IRO's duty extends beyond the focus on individual cases to include the collective experience of and services to looked after children. Where concerns about the local authority's services to its children in care are identified, the IRO is obligated to immediately alert senior managers.

The National Children's Bureau research 'The Role of the Independent Reviewing Officers in England' (March 2014) provides a wealth of information and findings regarding the efficacy of IRO services. Mr Justice Peter Jackson, the author of the foreword in the research report, makes the following comment about the significance of the IRO function:





The Independent Reviewing Officer must be the visible embodiment of our commitment to meet our legal obligations to this special group of children. The health and effectiveness of the IRO service is a direct reflection of whether we are meeting that commitment, or whether we are failing.

This annual report provides evidence of the effectiveness of IRO services provided to and on behalf of the City of London's children in care between April 2019 and March 2020

2. THE IRO SERVICE

2.1. Local Arrangements

The City of London has provided an in-house Independent reviewing service since April 2015 with 1 full time IRO. The current IRO has been in post since February 2017, ensuring consistency for the children and young people in the City of London.

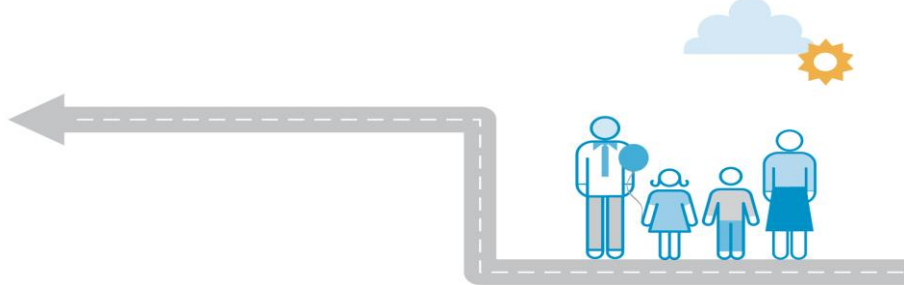
Since January 2020, an additional IRO started in a part time role to support pathway plan reviews for care leavers and to hold a small amount of Looked After Children cases to support the full time IRO. The IRO for care leavers has since gone full time in May 2020 to meet the growing demands of the service. The IRO service sits within the Safeguarding and Quality Assurance (S&QA) Service and is managed by the S&QA Service Manager who reports directly to the Assistant Director of the People's Division.

The Children and Families Team ensure that the IRO is notified of all children received into care within 72hrs and the IRO assumes immediate responsibility for monitoring the child's care planning and ensuring the statutory reviews takes place within timescales from the point of allocation onwards.

Where relevant, the IRO service would be guided by the CAFCASS and Independent Reviewing Officer Good Practice for Public Law Work protocol to ensure cases in proceedings are subject to robust analysis and challenge about the matters of critical importance to children's safety, wellbeing and permanency needs. This is further monitored within the permanency panel meetings chaired by the Assistant Director of People.

The IRO's independence is assured by the fact that the position is held by someone who is not involved in the preparation of the child's care plan, management of the child's case, or the control over resources allocated to or required by the child. The IRO sits away from the Children's Social Care Team, which serves to reinforce the independence of the role.





There is an arrangement in place with Aidhour to spot purchase services of IRO's in case of ill health or emergency of inhouse IRO. However, with the addition of the new IRO, it is hoped that any absences can be covered in house.

During this reporting period, the IRO has not had any periods of unplanned absence and therefore has not had to call upon the back up support of Aidhour. The service provided has been stable and reliable for each child that has been in care at any point throughout this reporting year and this consistency has supported the development of positive relationships between the children and IRO.

While there has been minimal need throughout this period, where relevant, the IRO service has been guided by the CAFCASS and Independent Reviewing Officer Good Practice for Public Law Work protocol to ensure cases in proceedings are subject to robust analysis and challenge about the matters of critical importance to children's safety, wellbeing and permanency needs.

2.2. Professional Profile

The IRO in place since February 2017, has a background in child protection, with previous managerial and IRO experience. They are white British and female.

The second IRO, in post since January 2020, has a background in Child Protection, Unaccompanied Minors, with Managerial experience, Child Counselling and Trauma Informed practice. The second IRO is Black British and Male.

The majority of the children in the City of London's care population are male Unaccompanied Asylum-Seeking Children (UASC), whose nationality, language, ethnic, religious and cultural identities within the population are diverse. The IRO team is able to reflect a diverse range of cultural backgrounds and experiences to support the children and young people.

Both IRO's are registered with Social Work England as well as having an enhanced DBS check on an annual basis.

The IRO is committed to understanding the identity needs of individual children through her direct contact with them, independent study, and care reviews with their allocated social workers and foster carers.

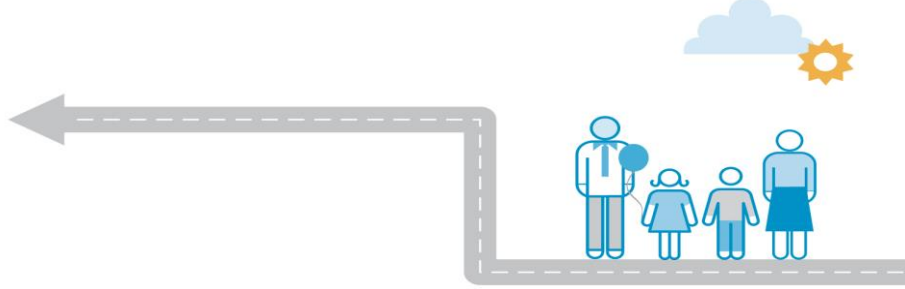
The IRO adopts and advocates Anti Oppressive Practice as part of all aspects of service delivery including direct contact with children, foster carers, and the Children's Social Care Team.

2.3. Scope of the Service

The IRO service fulfils its statutory duties by:

- ❖ Charing and co-chairing statutory Reviews

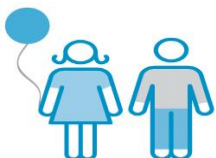


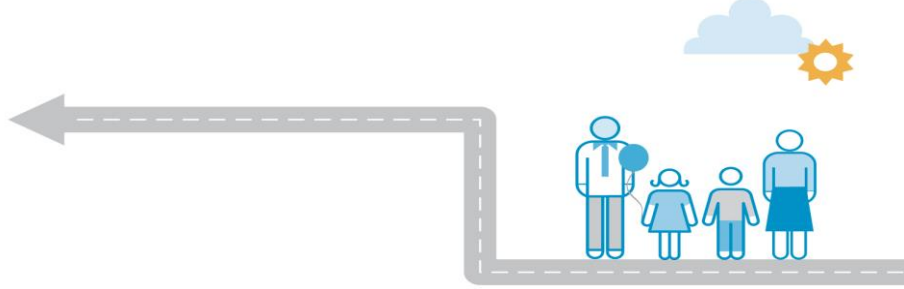


- ❖ Visiting children in care and care leavers in their own accommodation
- ❖ Case discussions with allocated social workers and the management team
- ❖ Consulting with foster carers and parents
- ❖ Reviewing case file records
- ❖ Participating in any additional meeting required by the needs of the child
- ❖ Maintaining up to date knowledge of relevant legislation and practice developments

Additionally, the scope of the IRO service includes:

- ❖ Chairing Child Protection Case Conferences
- ❖ Core Membership in Permanency Tracking Meetings
- ❖ Core Membership in Permanency Panels
- ❖ Core Membership in the Children Looked After & Care Leavers Service Improvement Group
- ❖ Core Membership in the early years and social care Service Improvement Board (Achieving Excellence Board)
- ❖ Core Membership in Quality Assurance Review Meetings
- ❖ Core Membership in the commissioning and review of all Children's Rights Services
- ❖ Management of the Annual Consultation of Children and Young People
- ❖ Participant in the quality assurance process of Independent Fostering Agencies
- ❖ Core Membership in ICS – Framework I – Sub Group
- ❖ Training delivery





3. SERVICE ACTIVITY

3.1. Children in Care

There were:

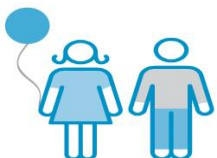
24 children looked after on 1st April 2019 which is a 140% increase from previous year (previous figure was 10)

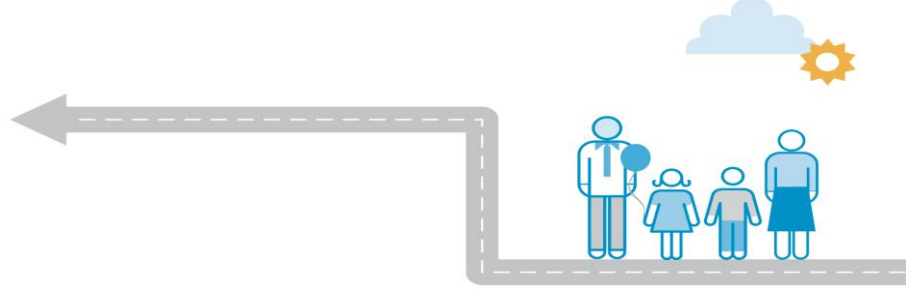
25 as of 31st March 2020 which is a 20% increase from the previous reporting year (previous figure was 20)

45 throughout the reporting year which represents an increase of 18% from the previous year. (previous year was 38)

It is also worth highlighting that:

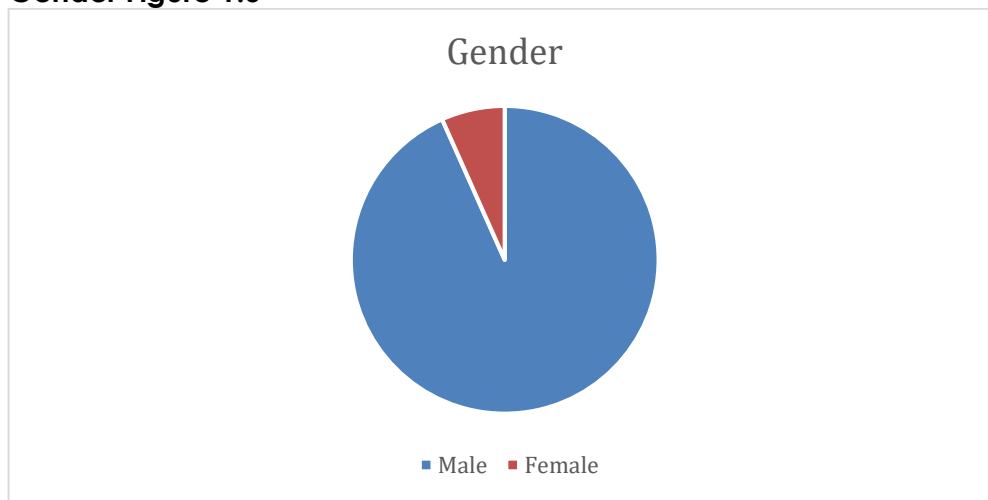
- ❖ The total number of children in care at the start of the reporting period shows an increase of 140%
- ❖ The total number of children in care at the end of the reporting period shows an increase of 20%
- ❖ The total number of children in care during this reporting period is 18% higher than the last year (2018/19) continuing the trend of yearly increase.
- ❖ None of the children in care during this period have presented with or been assessed as having a disability.





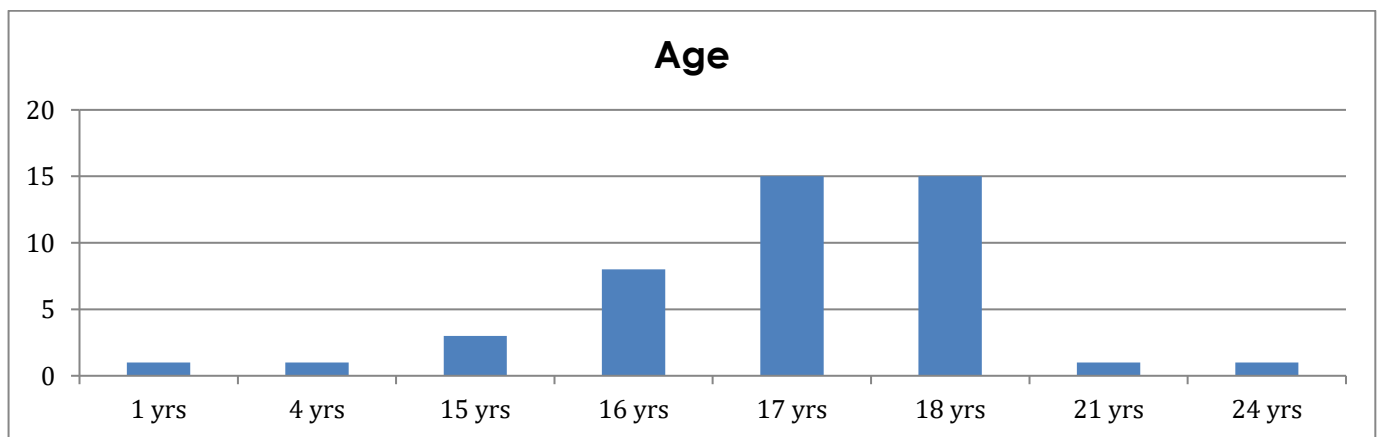
The following illustrates the profile of the individual children, reason for accommodation, legal status, and placement arrangements.

Gender Figure 1.0



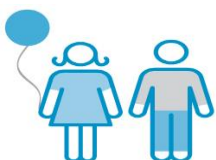
Of the 45 children looked after during this period, only 3 were female.

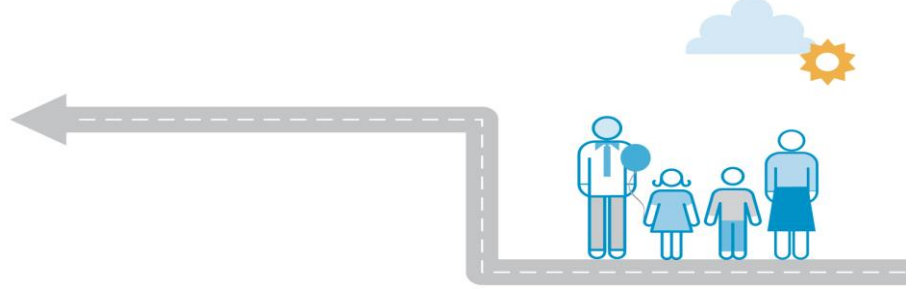
Age Figure 1.1



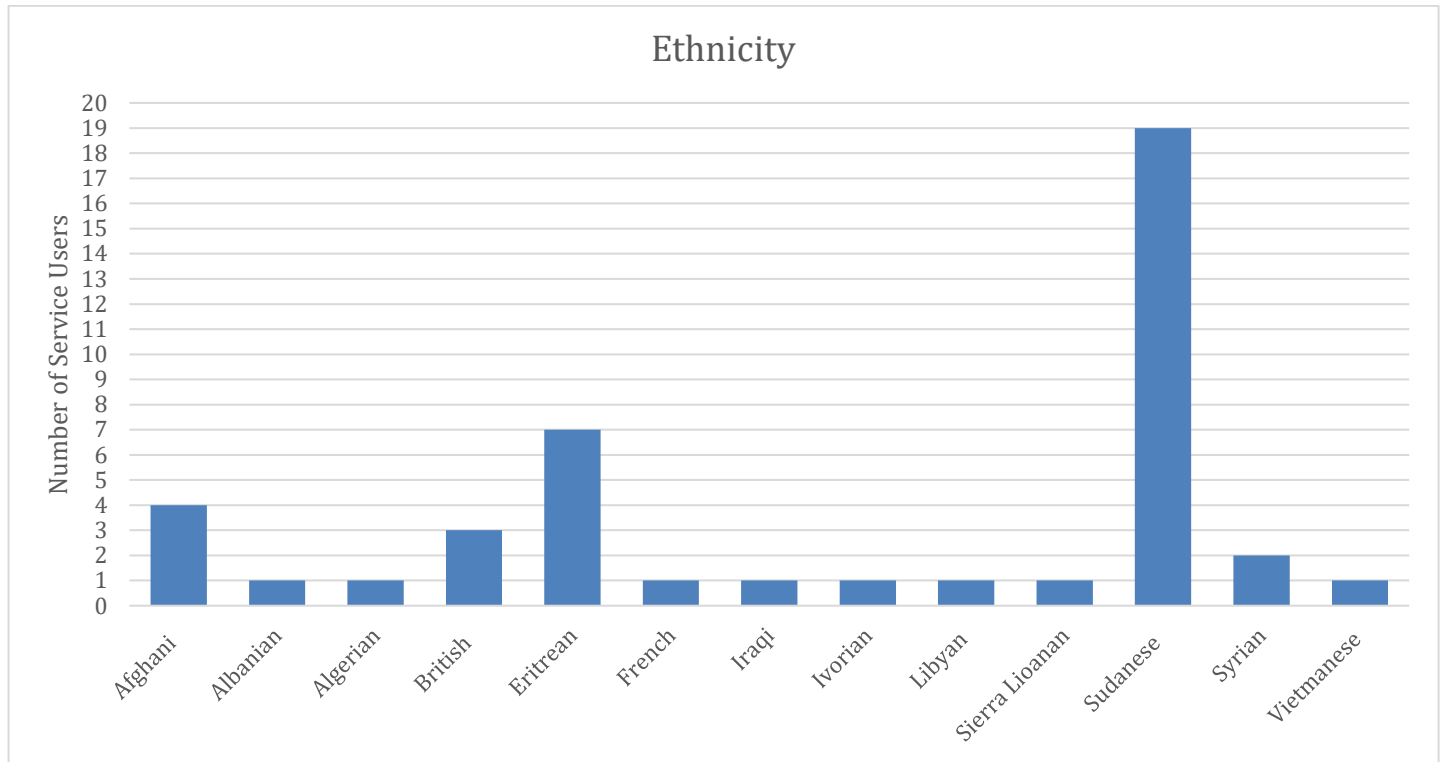
The ages reflected in Figure 1.1 refer to the age of each of the 45 children as of 31st March 2020.

Of significance, 51% of the children cared for during this period were aged 16 or 17, with this age range remaining our largest cohort of Looked After Children.

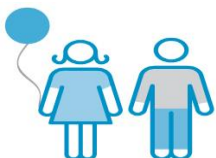


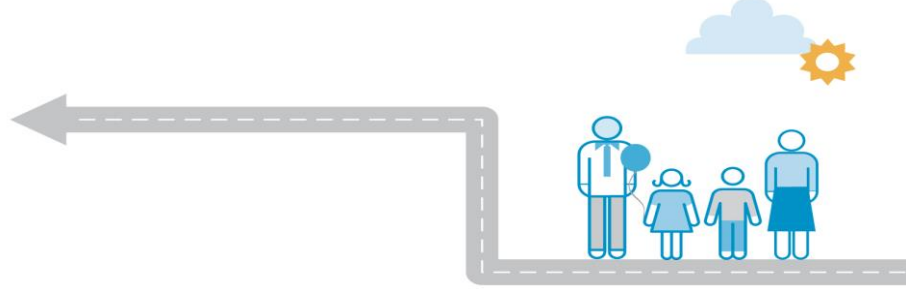


Ethnicity
Figure 1.2

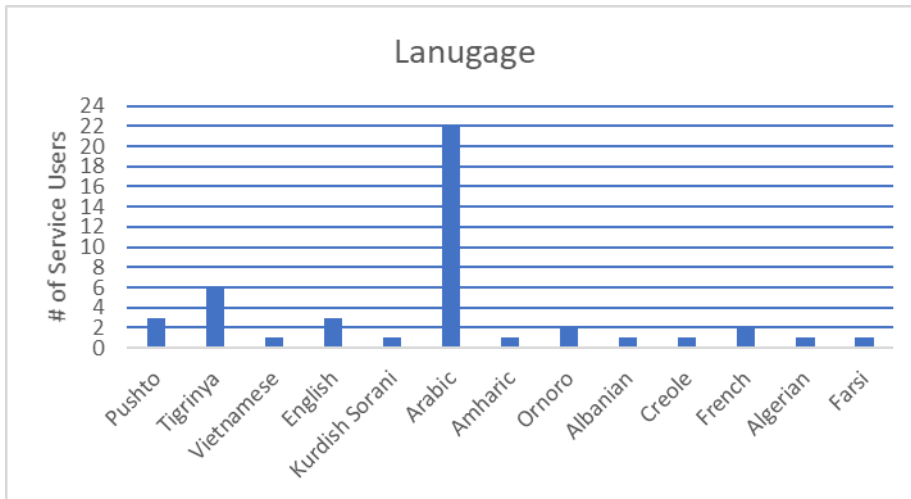


The countries of origin illustrated in the above also account for the nationality of each child. Of note, the City of London's largest cohort of children in care is of Sudanese nationality, at 42%.

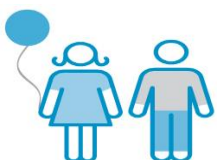


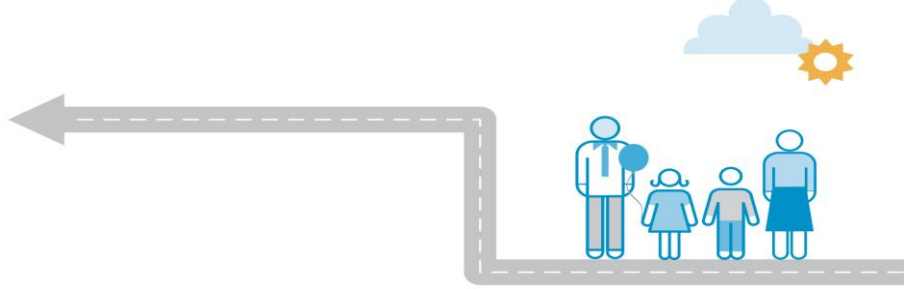


Language
Figure 1.3



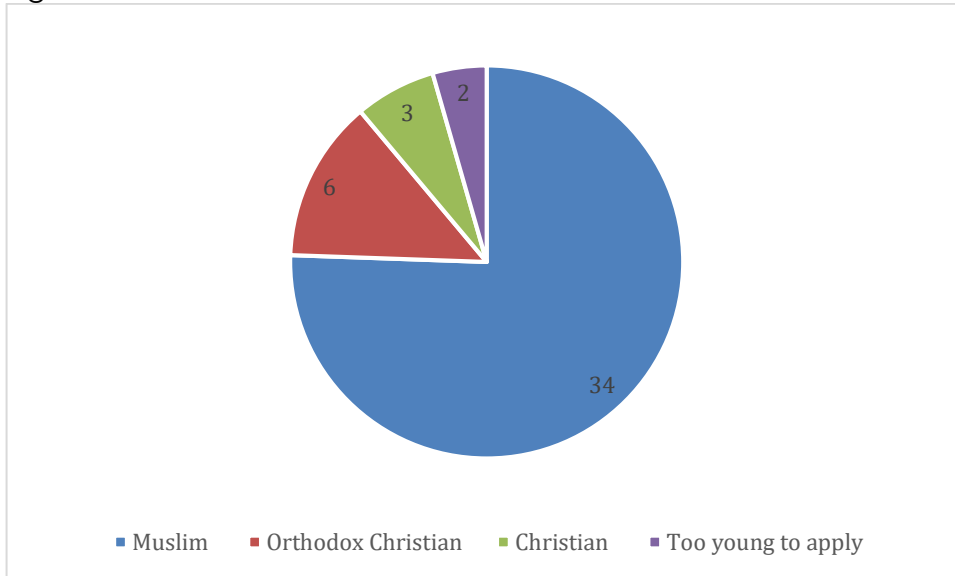
93% of the children in care during this period did not speak English with Arabic being the most widely spoken language at 48%. Therefore, the main communication need identified throughout this year was interpretation and translation services. Overall, the quality of the interpreting service has been good. However, due to the differing dialects within the Arabic language, it has been important to specify that Arabic interpreters originate from the same country as the child. 2 of the children speak Oromo and another speaks Creole, which has been continually difficult to source interpreters for.





Religion

Figure 1.4



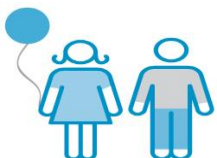
Islam represents the highest number of our Looked After cohort with 34 children (75%) identifying as Muslim. The IRO has initiated the action of ensuring all children and young people who identify as a practising Muslim, are given a prayer mat upon becoming Looked After and access to mosques and churches is established at placement planning meetings for all children who practice a religion.

Victims of Torture

Of the 45 children in care during this reporting year, 19 children are known to have experienced torture on the journey to the UK or in their home country which represents 42% of the Looked After Children cohort. The majority of incidents of torture occurred in Libya where many of the children were held as slaves.

The initial health assessments for these children have corroborated their claims with numerous burn marks and scars observed and recorded.

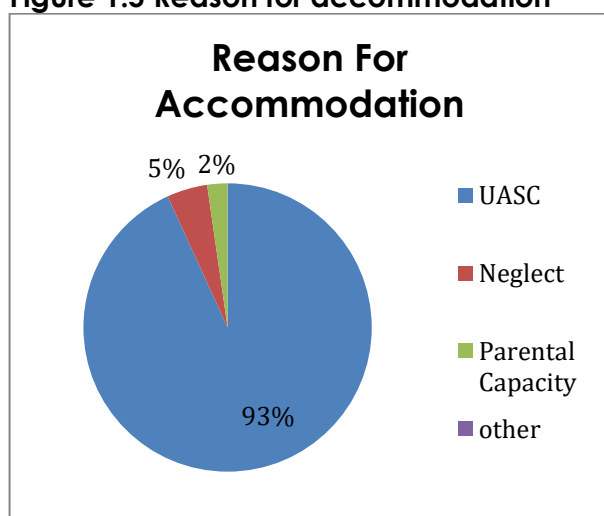
Last reporting year, the figure of known torture victims was 8, indicating a significant rise in this issue impacting the children in care.





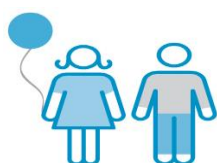
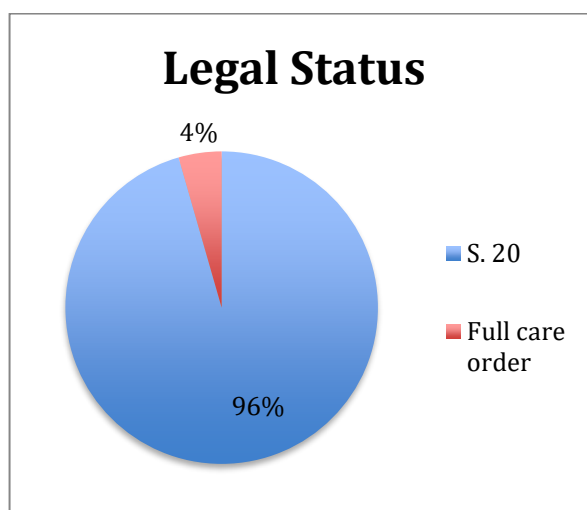
Specialist therapeutic services such as Freedom from Torture have been utilised to provide the young people with appropriate emotional support. The service manager for children and families has also commissioned a new mental health provision in partnership with Coram and the City of London Family Therapy Training Clinic, jointly run with Kings College London.

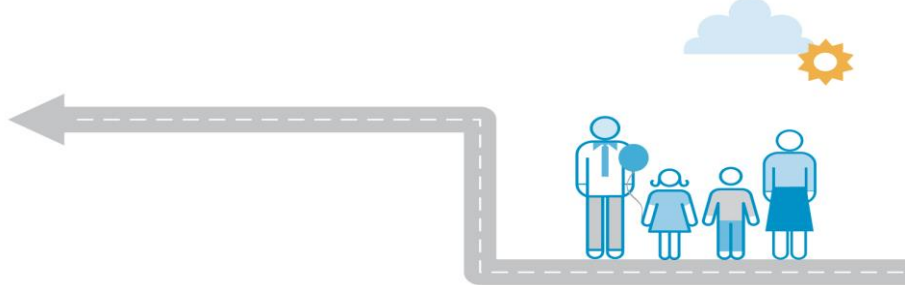
Figure 1.5 Reason for accommodation



N.B 'Other' represents a child who was supported to return to their country of origin.

Figure 1.6 legal status





41 of the 45 children looked after during this period required accommodation due to being unaccompanied asylum-seeking children (UASC) and in each of these cases, they were received into care under S.20 and appropriately remained looked after under this legal status throughout the year. 11 of the 45 UASC became care leavers upon reaching the age of 18 during this reporting year and are being supported by the local authority accordingly.

2 children absconded from care with 1 of them choosing to travel independently to Belgium and 1 child travelling to Ireland.

4 children were assessed as over the age of 18 when they first sought care from the Local Authority and were not offered care.

2 children were accommodated and subsequently age assessed and found to be over the age of 18 and referred to over 18 asylum services.

1 child was supported to return to their country of birth (France).

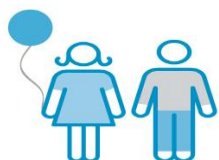
1 child returned to the care of their parent after a period of respite due to parenting issues.

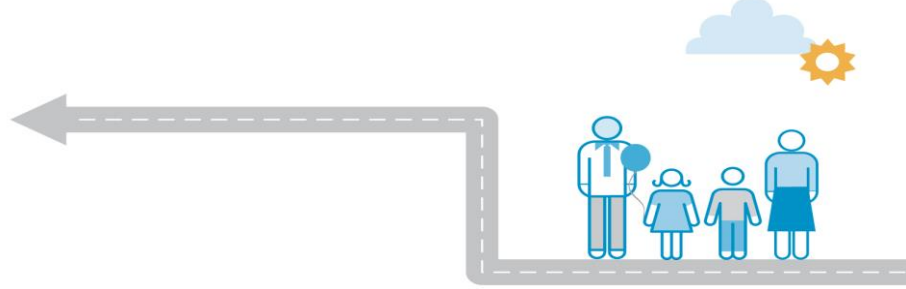
The profile of children in the care of the City at year end is unique for the following reasons:

- ❖ 91% are UASC; and
- ❖ 91% are male

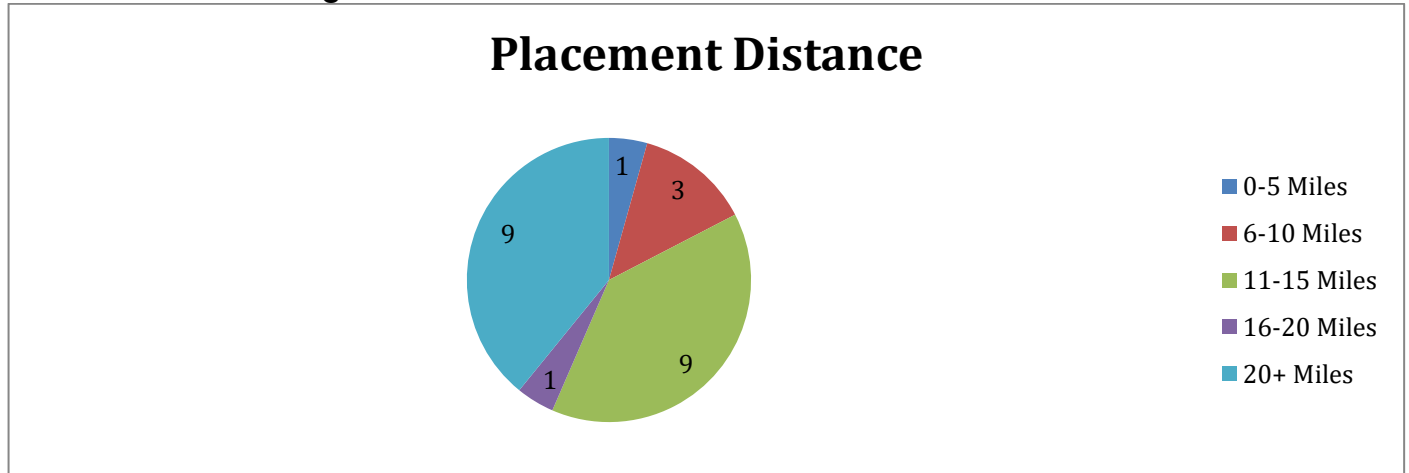
The City of London does not have an in-house fostering service and therefore commissions placements from external agencies for each child according to their individual needs.

Of the 24 children in care at the end of the reporting year, 15 are in foster placements and 9 children are in a semi-independent provision.





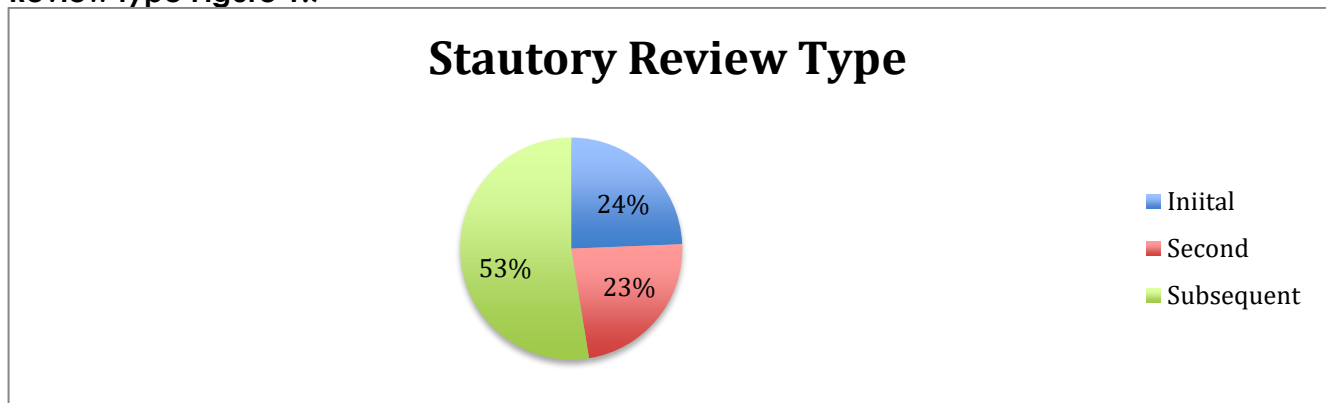
Placement distance Figure 1.6



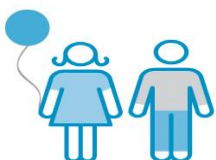
As of 31st March 2020, 58% of placements of the remaining 24 children in care, were within 15 miles of the City with 4 of the 24 children living within the 0-10-mile range. Of the 41% that have been placed further than 15 miles away, they are either in long term fostering or adoption placements or in a semi-independent provision in the Luton area. All children living outside of London have established strong links with their local community and education.

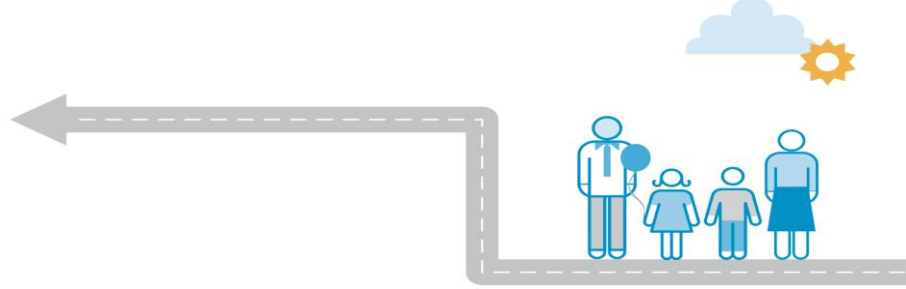
3.2. Statutory Reviews

Review type Figure 1.7

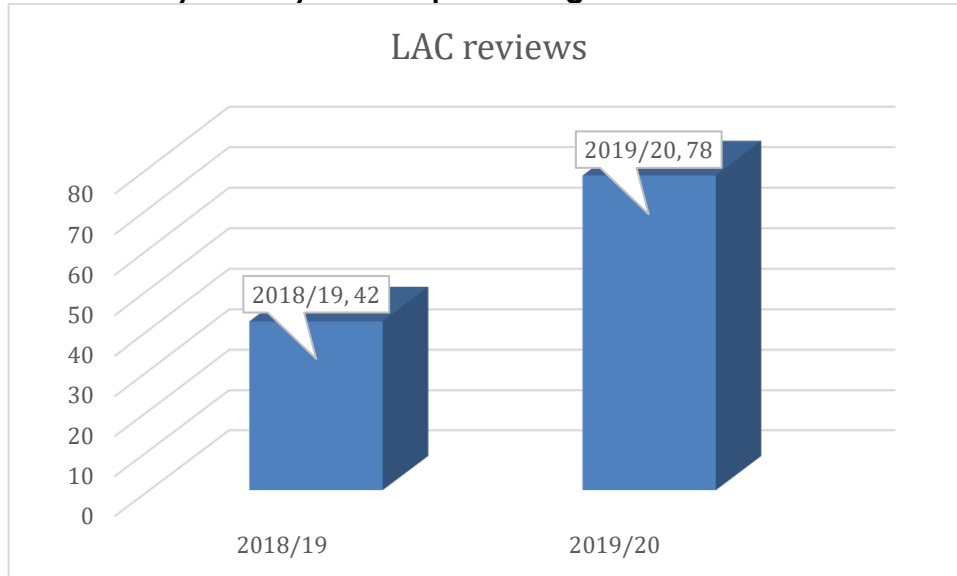


78 LAC reviews took place this year which is an increase of 77% from the previous reporting year:





LAC review year on year comparison Figure 1.8



There have been no LAC reviews out of timescales since October 2017.

3.4. IRO visits

The IRO conducted 11 standalone visits to meet with children during this reporting period, a decrease of 45% from the previous reporting year. The decrease in visits correlate to the 77% increase in LAC reviews that the IRO service experienced during the year, meaning there was increased workload and travel time which impacted on availability for separate visits. However, the IRO met and spoke to all Looked After children alone prior to their Looked After Child review.

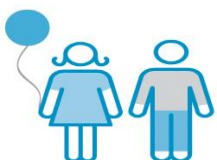
The purpose of the IRO visits was to introduce the role of the IRO to newly accommodated children and in all cases, to consult children and monitor the quality and progress of their care plans.

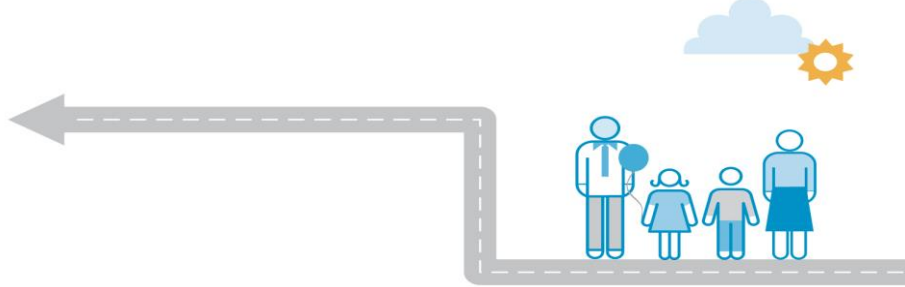
The majority of these visits took place at the child's placement in order for the IRO to observe the child's bedroom and placement.

In 100% of the visits conducted, the IRO met with children on their own.

3.5. Consultation and Participation in Reviews

The IRO service is committed to and guided by the duty to ascertain the wishes and feelings of children in care and to ensure that these are given due consideration by the local authority.





After a review of consultation methods in 2017, the Mind of my Own application was implemented on 23rd January 2019. This is an app that can be used and downloaded on any computer, laptop or smart phone. It has a number of different consultation pages that children and young people can either complete on their own or with a worker. There are 2 formats of the application, Mind of my own one, which can be used independently by children and young people and Mind of my own express which can be used with the social worker and younger children or children with English as a second language. This method of consultation is also utilised across other service areas, including child in need, child protection and early help.

This reporting year, a total of 34 service users had a registered account, which is an increase from previous year of 21. 48 statements have been produced which is an increase from previous figure of 37.

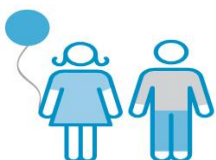
However, on closer inspection, the significant use of this application has been from the Early Help service. LAC or Care Leavers have not produced a statement (either independently or with the support of their social worker) or used the application since 29/08/2019. There has been an influx of new team members in the social work team which may account for the steep decline in usage of the app. A training session has been organised for new social workers to integrate them with the application.

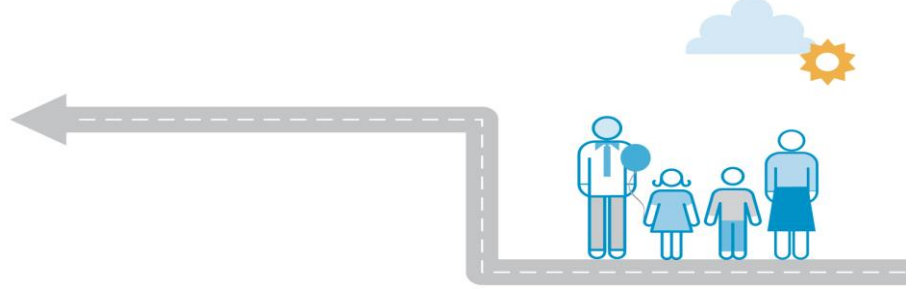
The IRO also ensures that the views of the children's foster carers are established during placement visits and during review meetings. At the time of the Mind of My Own app being implemented, a new online foster carer consultation form was also developed by the IRO. This form can be emailed to the foster carer's or posted. There has been limited engagement with this consultation tool and to date, only 1 foster carer form has been received.

However, there is evidence that Children's views about all aspects of their care planning and review processes are ascertained by the IRO during Pre-Review and Midway Visits. During review meetings children are given the space to express their wishes and feelings, encouraged to ask questions, and supported to raise issues when needed.

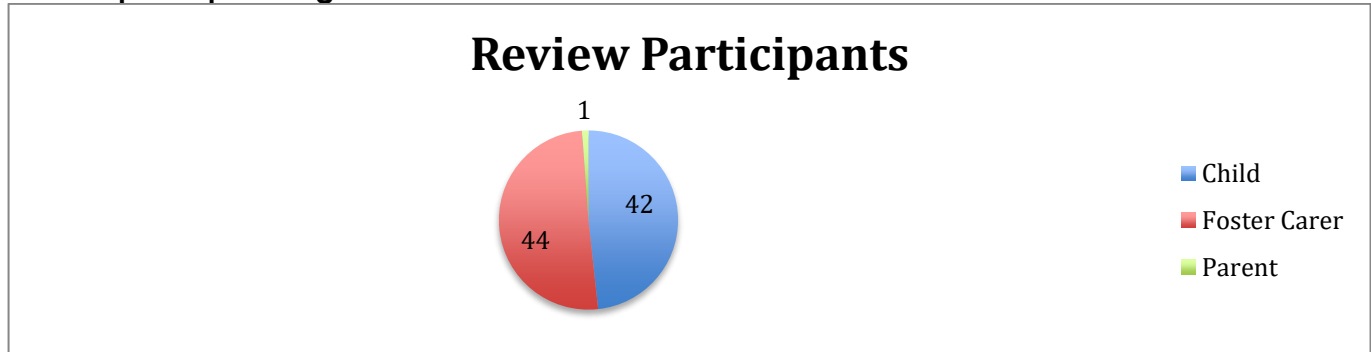
The impact of ensuring children and young people's engagement has meant that they feel more involved in their care or pathway plan which was noted by Ofsted in their March 2020 inspection.

Consultation with any of the parents or family members of the UASC in care has not been achieved due to either the children indicating that this is not possible or social workers' reporting that they have not been able to reach the parents for whom they had been given contact details. The IRO service acknowledges the complicated nature of family relationships for UASC and is sensitive to the safety considerations required as a result.





Review participants Figure 1.9



As illustrated in Figure 1.9, foster carers or residential workers attended 100% of the 78 reviews that took place during this reporting period and children were present in 94% of the reviews.

In two of the reviews where the child did not attend, the IRO is satisfied based on their own contact with them, that due to their young age it was not appropriate for them to be present in the main part of the LAC review. In the two other reviews where children were not present at their LAC review, multiple attempts were made to contact them separately, but they did not respond. Their views were communicated by their social worker.

The IRO works with social workers to promote children's participation by ensuring that review meetings are arranged at a time and place that best suits the child and that they are consulted about who should be invited.

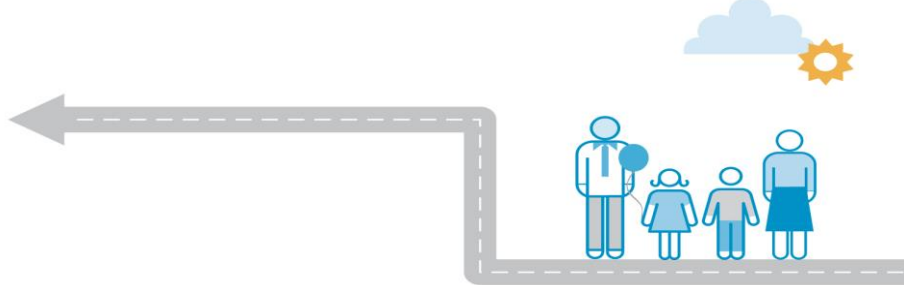
In keeping with children's expressed wishes, review meetings have taken place in placements, at schools and in the local authority's office.

All children are offered the opportunity to chair their own reviews and are provided with support from the IRO to prepare them if they choose to chair their meeting. This helps to promote their active participation in the decision-making processes of their lives and to empower them through increased self-esteem. In this reporting year, whilst many of the young people took a large directive role in their reviews, none of the children wished to chair their own meeting.

3.6 Covid-19

On March 23rd the UK government announced a nationwide lockdown to deal with the Covid-19 pandemic. From March 23rd 2020, no face to face LAC reviews took place and the service moved to a virtual delivery. This comprised of reviews being held as a series of separate telephone calls to children and placement providers and the information and discussion written up in the LAC review document. Or alternatively, LAC reviews were held using video conference calls with applications such as Microsoft teams or zoom. IRO visits have been conducted using the video function on whatsapp as this is often the preferred communication method of the children. As this new





functionality occurred so close to the end of the reporting year, more detail on this issue will be reported on in the subsequent 2020/21 report.

3.7. Children's Rights

Action For Children provide the full range of children's rights services for the City's children in care.

The IRO works hard to ensure that children in care understand, have access to, and make use of their right to independent advocacy, independent visiting services (IV), and the complaints process by maintaining this topic as a standing agenda item for each review meeting and contact the IRO has with children.

There continues to be an increase in the use of the independent advocacy service this year with 15 of the 45 children accessing the support of an advocate.

Advocates report very good communication with social workers and Independent Reviewing Officers.

Advocates have been observed to be very involved with the young people they are supporting and regularly attend LAC reviews.

There has been a renewed focus on the independent visitor service and 5 children in care now have an allocated independent visitor-an increase of 4. There is also an additional 7 pending referrals and 4 children are on the waiting list.

Every child in care has a copy of the City's Pledge in 8 of the main languages used in the City of London's Looked After cohort. The IRO ensures that all children's rights information is routinely shared with foster carers specifically so that they are equipped to support the children in their care to exercise their rights.

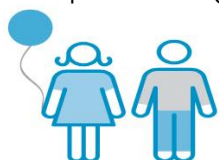
4. QUALITY ASSURANCE OF SERVICES TO CHILDREN IN CARE

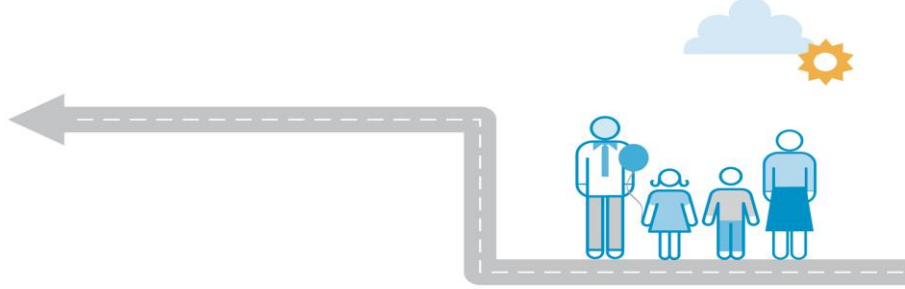
4.1. Care Planning

Services and support provided to looked after children in the City are of a high quality. The size of the looked after population is such that each child in care is known to all members of the team and senior management group and there is clear time and resource commitments made to ensuring their needs are met.

Statutory completion of initial; care plans is within 10 working days of a child coming into care. This has been an area of focus due to previous reporting figures showing this was an area of non-compliance. Figures for this reporting year show there has been a slight increase since last year. Of

18





The 25 new arrivals into care this reporting year, 19 were due an initial care plan within the statutory timescale of 10 working days, (the other 6 children had moved to a new authority before this point).

Of the 19 care plans due, 11 initial care plans were completed in statutory timescales representing a 57% completion rate, compared to a completion rate of 53% last year. 4 were completed but out of timescales and 4 care plans were not completed.

Pathway plans

Pathway planning has been of a good standard with children's views and engagement with the process clear. Over the course of the reporting year, 39 pathway plans have been completed for children in care.

There has been a new feature added to the pathway planning called the independent skills checklist (see appendix 1). This is a checklist that is sectioned off into key areas of independence skills with a column to record if it has been achieved and one to show evidence of this. Social workers have been requested to show evidence of using this checklist in the children's pathway plans. Any gaps identified are then addressed in LAC reviews and relevant actions are discussed and agreed upon.

Post 18 reviews

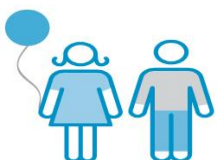
The Post 18 independent review protocol was a service that offered independent review of care leaver's pathway plans if requested by the young person. This service has now been enhanced and now, every care leaver has a 6-monthly review of their pathway plan by the new IRO in post since January 2020.

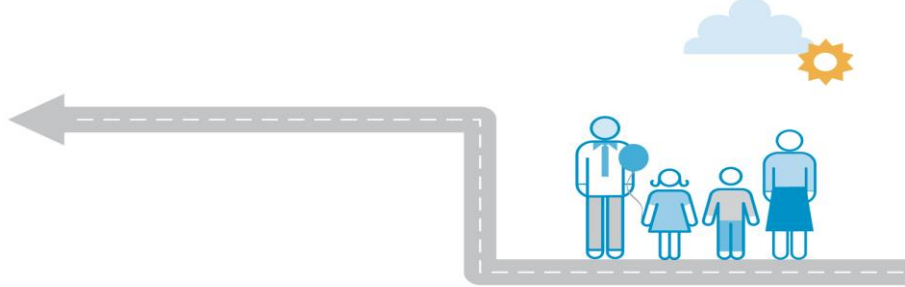
The IRO's core task is to monitor the young person's pathway plan and to ensure that this plan fully meets the needs of the young person as they grow into their independence.

The IRO works with all care leavers up until the age of 21 and/or 25 if the young person remains in education. Due to the emerging need of the service, the City of London have seen an increase in its care leavers who have all required and benefited from the new and adopted function of the Safeguarding and Quality Assurance service.

For the reporting year from 1st April 2019 – 31st March 2020 the total number of care leavers was 35. The total number of care leavers as of 31st March 2020 was 32. All these young people have the criteria of 'Former Relevant Child'.

So far since the IRO has taken post there have been 21 completed pathway plan review meetings. These meetings are held every 6 months, or earlier depending on the young person's needs.





Pathway planning has been of a good standard with children's views and engagement with the process clear. Pathway plans are completed with the young person and social worker and any other professional or significant person in the young person's life every 6 months. This process is then reviewed every 6 months via a Pathway Plan Review Meeting (PPRM) and chaired independently by the IRO.

All young people are informed prior to their PPRM and encouraged to attend. To date, all care leavers offered a PPRM have engaged with this process and find this very useful. This is a way in which the City of London monitors the young person's current pathway plan and identifies any further issues that require support.

Midway monitoring has been introduced for all pathway plans for care leavers since April 2020. The aim is to monitor and keep up to date with case by case progress in order to prevent drift and delay. Appropriate challenge is raised with social care management. So far, since 1st April 2020 there have been 4 midway monitoring forms completed. This is recorded on the young person's case file and any escalations raised are passed to the necessary level of management as compliant with the City of London's Dispute resolution protocol.

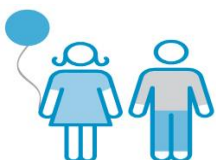
4.2. Placement Stability

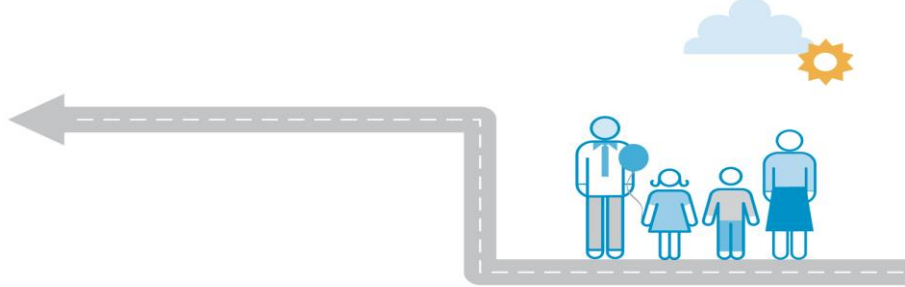
There have been 21 placement breakdowns in this reporting year which is a significant increase from the previous year which had 3 placement breakdowns. The total placement breakdowns comprised a total of 12 children, meaning some multiple moves for children.

Of these 21 placement breakdowns the reasons are listed below:

- 2 absconded and voluntarily left UK to seek employment/care in another country
- 6 safeguarding concerns were raised about 4 different placements resulting in the child being moved
- 5 placement breakdowns where both the child and placement provider had requested for placement to end
- 7 due to allegations made by child against placement provider. Allegations not proven but moved due to high level of dissatisfaction.
- 1 due to concern raised by child about their feelings of safety in the placement area.

Of the 5 placement breakdowns and 7 allegations against providers, there were complex and multi-faceted reasons for disruption. However, some common themes emerged which included children not adhering to rules of placement, children complaining of the food they were provided with at placement and lack of emotional warmth from the providers. The food issue has been a prominent one with this being a key feature in 3 placement disruptions. The complaints centre around the children's mistrust of cooking and storing food in the fridge when their preferred method is to cook on the day and not store leftovers. There were concerns raised by children





about the type of food they were being served as it was too oily and not similar enough to their previous diet. This issue has been communicated throughout the service and placement planning meetings will now increase their focus on food and preferences. The children in care council has also addressed this issue and plans to deliver workshops on food hygiene and storage.

In the instances of allegations and placement breakdowns, concerns were investigated and local LADO (Local Authority Designated Officer) notified plus placement disruption meetings were held. No allegations to date were upheld.

The 1 placement breakdown due to feeling unsafe in their placement area was managed supportively by the social work team. The area in question has other children placed there and discussions were had with the young person as they felt more suited to a quieter area.

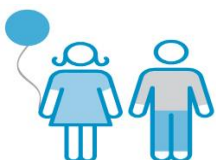
Of note, 75% of the 12 children who experienced placement breakdowns this year, were victims of torture, compared to the overall figure of torture victims in care of 42%. This indicates that being a victim of torture significantly increases the likelihood of placement disruption.

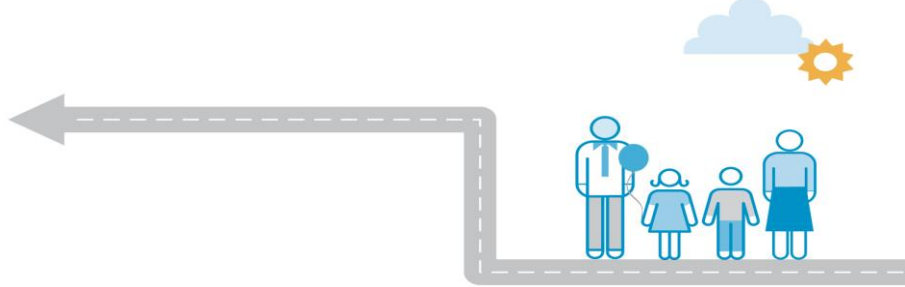
The increase in placement disruption has contributed to discussions about the mental health needs of the children in care. A mental health service has been developed and commissioned to provide the children in care with a tailored approach, specialising in asylum seeking and victims of torture. The expected commencement of this service is August 2020.

The significant increase in children coming into care has also placed pressure on finding available placements and ensuring they are of good quality. There is a current Quality assurance system in place where the safeguarding service manager and commissioning team undertake checks on a placement before placing them on the list of verified providers. Of the 6 placement breakdowns due to safeguarding concerns, 5 were regarding semi-independent providers. Of these 5, 2 breakdowns occurred when the number of children coming into care had risen significantly and all approved providers had no space left. Subsequently, two children were placed in an unapproved (by City of London QA process) provider (however, it had been approved and used by other local authorities). Emerging concerns were identified within a week of children being placed there and they were removed promptly.

2 children were at a placement provider who had been identified through social work and IRO visits as not providing high quality of care. This information was conveyed to commissioning and senior management and the provider was taken off the list.

1 child was at a placement that had been quality assured and was assessed positively by social work and IRO on visits. However, possible (not proven) links of staff with undercover criminality were discovered by police and City of London notified. The child was removed from this placement promptly.





1 foster carer placement had safeguarding concerns and the child was removed and fostering agency notified that foster carers could no longer be used by City of London and they were also referred to fostering panel for review.

4.3. Achieving Permanency

Of the 45 children looked after during this reporting period:

- ❖ 11 transitioned into adulthood and continue to receive support from the City as care leavers
- ❖ 1 was returned to the care of their mother under a voluntary arrangement
- ❖ 8 are in established long term fostering arrangements under S.20
- ❖ 2 are under the age of 4, subject to a full care order in an adoptive placement, awaiting full adoption order
- ❖ 5 are in foster placements that require further assessment to ascertain potential for permanency
- ❖ 9 are in semi-independent placements that require further assessment to ascertain potential for permanency
- ❖ 4 were not accepted into long term care as their age was not accepted
- ❖ 2 had their period of care ended after undergoing full Merton age assessment
- ❖ 2 absconded from their placement and travelled independently to another country
- ❖ 1 was supported to voluntarily return to France

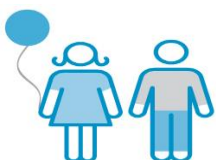
Of the 24 children in care at the end of the reporting year, 4 are in foster placements, preparing to live independently once they become care leavers. 2 are in adoptive placements, awaiting full adoption order. 4 are in long term fostering. 9 are in semi-independent placements and 5 are in foster placements that require further assessment before being confirmed as long term.

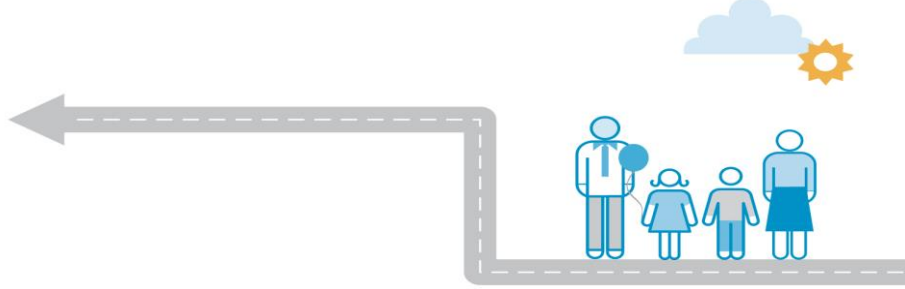
4.4. Health

The timescales for initial health assessment is within 20 working days of coming into care. 6 newly accommodated children left care before their first LAC health assessment was due. 18 newly accommodated children required an initial health assessment and 15 of these were within timescales. 1 assessment was late due to a foster carer missing the appointment, 1 was due to a child moving to a new placement and 1 was due at the same time as the national lockdown occurred due to the pandemic, making it 1 day late.

All yearly LAC health assessments due in this reporting period were completed for children in care.

The IRO service has continued the quarterly review meeting process with the designated Children Looked After Nurse to improve the independent monitoring of the care and health services needed by and provided to children in care. Findings from these meetings are fed back to the local authority in the form of recommendations or notifications of agreements reached. The social work team manager has responsibility for implementing these recommendations.





All children who were accommodated and remained in care during this reporting year were offered baseline CAMHS assessments. As discussed above, there has been an increase in young people in care reporting being victims of torture. More specialised therapeutic services are being utilised to meet this need.

4.5. Education

All children in care, as of March 31st 2020 were in education, however, the nature of this was significantly impacted by the Covid-19 pandemic and education had moved to an online setting across all provisions.

The virtual school head is responsible for overseeing the educational placements of Looked After Children.

Throughout the reporting year, the majority of young people had Personal Educational Plans (PEPs) completed within timescales and ahead of statutory review meetings. Since being highlighted as an issue in previous annual reports, there is now a system in place for the social work team to ensure PEP reports are shared with children, education establishments and carers.

Extracurricular tuition was also offered to children completing their GCSE's and 6 children had extra tuition support throughout the reporting year.

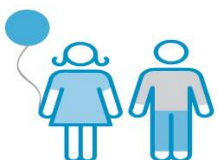
4.7. Midway monitoring

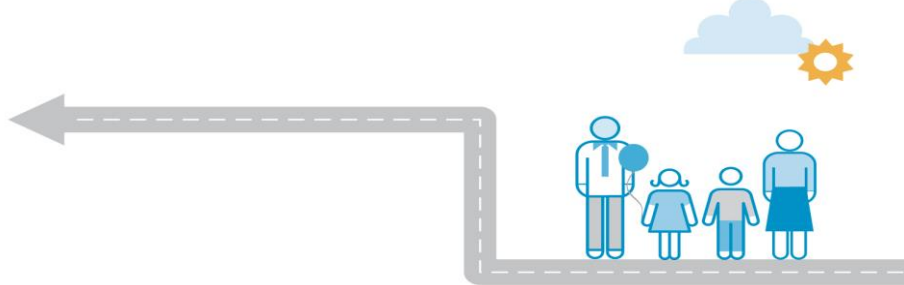
Midway monitoring has continued on each Looked After child, using the template developed in the previous year.

4.8. Practice Recognition and Dispute Resolution

One of the key functions of the IRO is to identify and resolve issues arising from the care planning process. In the City this is called the Dispute Resolution Process for Independent Reviewing Officers (DRP). The DRP is a 6-stage process that begins with the team manager and ends with a referral to Children and Family Court Advisory and Support Service (CAFCASS) but it encourages resolution at the lowest appropriate level and anticipates that in the vast majority of cases, issues can be resolved through discussion between professionals.

During this reporting year, the IRO escalated concerns to stage 1 of the DRP in 1 case. The concerns were in relation to lack of case recording, lack of progression of LAC review actions and the child's disagreement with their care plan. The issues were resolved promptly at stage 1 and the IRO and the child were satisfied with the change to their care plan. The child utilised the support of an advocate throughout this process. The IRO Dispute Form was used to record the management of this dispute.





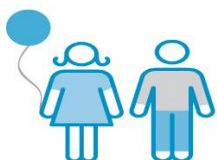
All other concerns have been resolved through informal challenge within the service and during quality assurance monitoring meetings. In no particular order, the tables below provide samples of the good practice recognised and the issues of concern identified throughout 2019/2020.

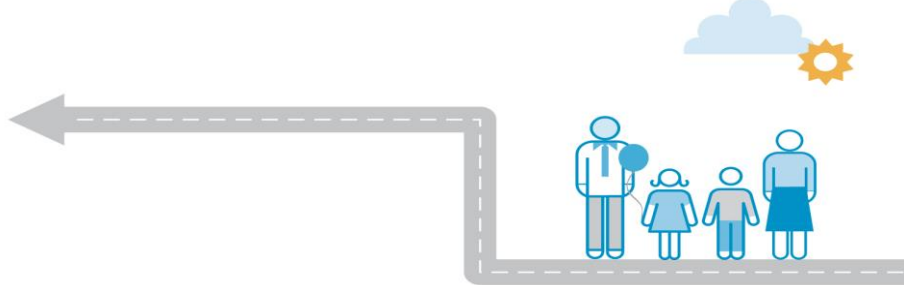
Table 1.0

Good practice identified
Voice of the child is listened to
SW Support to UASC with immigration process
SW and Virtual school head support with education
Quality and timeliness of statutory visits
Transfer of learning between reviews leading to improved practice
Involvement of children in placement changes
Quality of SW/CLA relationships
Support for children to engage in CiCC
SW efforts to consult and engage parents and significant family members
Significant increase in use of independent visiting service
Continued good use of advocacy service

Table 1.1

Issues of Concerns Identified	Current Status
Significant increase in placement disruption	Quality assurance process developed to ensure high quality placements. Robust and consistent communication between teams to highlight placement concerns. Development of new mental health initiative to support children.
Decrease in consultation application	There has been a change in social work staff who were not familiar with the application used. Training has been delivered to new staff to encourage increased use.
Initial care plans not being completed in timescales	This has improved since change was made to process of electronic records but more progress is required





5. Quality Assurance of the IRO Service

5.1. Supervision and Management Oversight

The Safeguarding and Quality Assurance Service Manager supervises the IRO once every 4 weeks. These sessions focus on practice issues as well as service development needs.

The revised statutory guidance states that designated senior managers must consider the decisions from reviews. This is in part due to the need to monitor and account for any decisions with resource implications. Any disagreements with the decisions made are required to be sent to the IRO in writing within 5 days for resolution and where this is not possible through informal means, the DRP will need to be used. In the City the social work team and service managers are the designated seniors responsible for considering review decisions. The fact that there haven't been any disagreements raised indicates that managers are overall satisfied with the recommendations and decisions made by the IRO.

5.2. Performance Monitoring

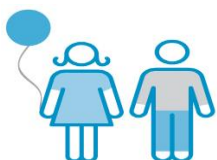
The IRO meets with the Performance Analyst regularly to monitor compliance with statutory review timescales and the degree to which the IRO is 'keeping in touch' with children in care. There have been no issues of non-compliance identified as part of this process. The IRO's performance is reported into the People's Directorate Senior Management Team, the Safeguarding Sub Committee, and the City and Hackney Safeguarding Children Partnership Quality Assurance Sub Committee. There are also quarterly Quality Assurance meetings held at the City of London where the relevant LAC figures are communicated.

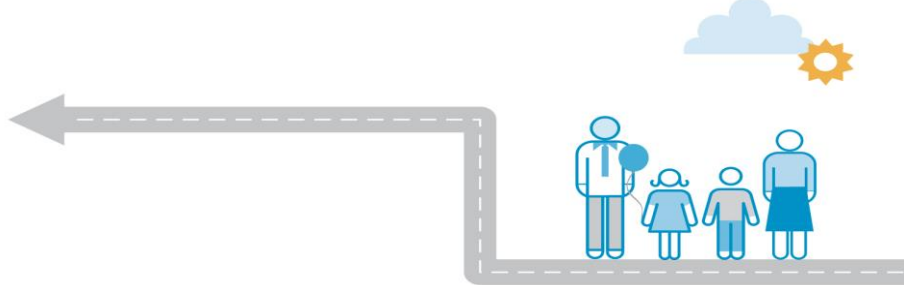
5.3. Case File Auditing

The IRO's footprint and the quality of the service provided are considered as part of all formal case file audits. Audits throughout this reporting year have shown that the IRO's in their roles have been visible and offered appropriate challenge when required

5.4 Ofsted inspection

On 2nd-6th March 2020, Ofsted undertook an inspection of City of London's children's social care services. The experiences and progress of children in care and care leavers was given a judgement of outstanding. It was noted that children's plans are clear and reviews are timely with most children supported to participate. The report outlined that "IRO's get to know the children well and advocate strongly for them". There was praise for the LAC review minutes template describing them as written in a "clear and sensitive style". The social work team received praise for the frequency of visits to children in care and how well children's views are articulated in plans.



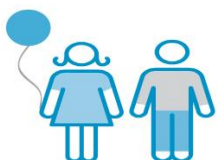


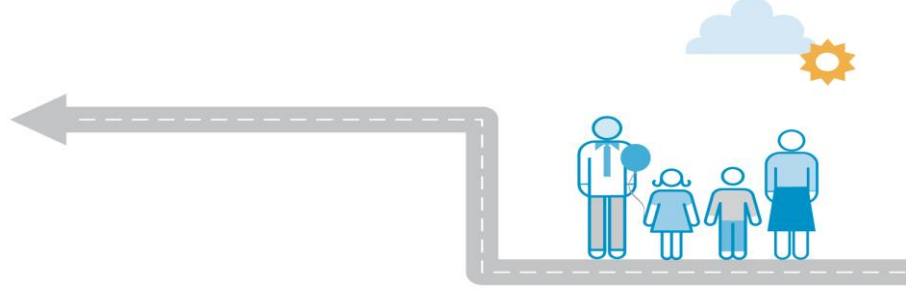
Social workers were described as showing “great sensitivity to the cultural needs and identities of the children”.

5.4. Children's Views

Children's views about the IRO and their review meetings are an important aspect of the quality assurance process of the IRO service. Due to the Covid-19 pandemic and subsequent lockdown, the annual Action for Children survey (which gives a comprehensive outline of children's views and is utilised for this report) has been delayed. The completion date should hopefully be September 2020 and will be attached as an appendix to this report once available. However, anecdotally, some views of children in care have been compiled to give a brief overview:

- *“Thanks you very much for standing up for us and I really appreciate for everything you've done in city CICC. Thanks”*
- *“I feel I am treated differently to other children in care”*
- *“I have a clean and spacious room and staff that show respect and allow me freedom to socialise”.*
- *“Thank you very much we're happy to hear from you people. God will bless all of you people that's happening to us to stay in this country. God will guide and protect you people and your children”.*
- *“At the moment I'm doing well at university. I am studying Software engineering and recently got an unconditional conditional offer at google when I graduate”*
- *“I do not feel happy at all. Mentally I do not feel well. I've been living here at this house for the last 3 months and I have been promised a lot of things – which has not come. For example, a PlayStation and telephone. This is why I try to avoid coming to the placement and rather stay out with my friends as much as I can.”*





6. Overview

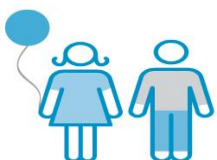
6.1 Achievements

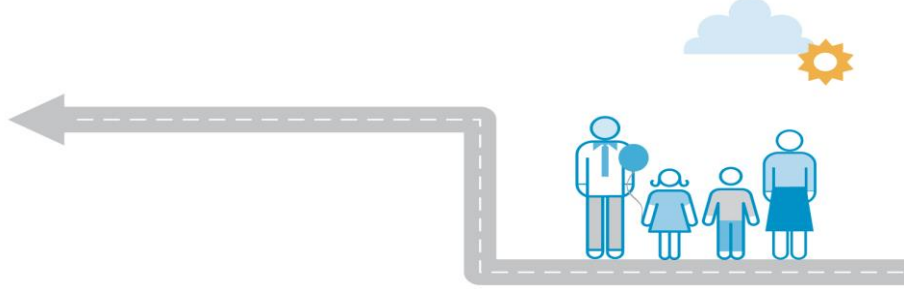
The positive impact of the IRO service in 2019/2020 is evident in the following list of achievements:

- ❖ Consistent participation of children in their review meetings
- ❖ All children seen alone by the IRO outside of review meetings
- ❖ Active monitoring of children's care plans and needs between review periods
- ❖ Design and implementation of independent skills checklist
- ❖ Review minutes, contacts and alerts recorded on children's files within the ICS workflow
- ❖ The promotion of the Children's Right services, seeing a significant increase in advocacy and independent visiting service
- ❖ The continuation of review meetings between the IRO, Virtual School Head and Children Looked After Designated Nurse
- ❖ 2nd IRO in post, focusing on needs of care leavers

In addition to direct work with children and the local authority, the IRO takes part in the London IRO Practitioner Network and serves as a practitioner representative to the London IRO Managers' Group. Engagement in these pan-London groups facilitates the IRO's access to information and the experience of colleagues from larger authorities. It also ensures that the experience and needs of the City's children in care are represented in forums that have the potential to influence the direction of practice and statutory guidance about the services and supports they receive.

The IRO service has been alert to safeguarding issues for children in care and will continue to monitor care plans closely to include actions that address the known risks of all forms of exploitation and aims to build safety and stability according to the needs of each child. The IRO continues to access learning and training to aid their development and understanding of the needs of Looked After Children.





6.2 Update on planned objectives for 2019/2020

Objective	Actions
Implement Life story books	This has been achieved. All children in care are given a life story book and are used in ways that suit the child.
Increase in IRO visits	This has not been achieved due to a 77% increase in LAC reviews being held. Consideration to increase virtual visits in form of video calls.
Continue to develop the LAC review process to make it inclusive for children	On-going. Regular review of service and new ideas implemented such as the independent skills checklist.

6.3 Areas for Improvement

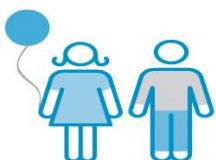
The IRO service acknowledges the need for improvement in the following areas:

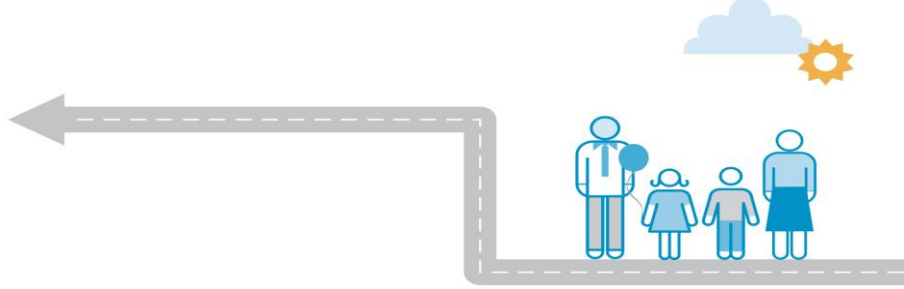
- ❖ Increase IRO visits to ensure Looked After children have opportunity to discuss their care plan before reviews
- ❖ Covid-19 pandemic has highlighted the need for IRO service to be prepared digitally and ensure service delivery can be maintained at a high standard remotely/virtually.

6.4 Conclusion

The IRO service has made significant contributions to quality assuring and improving services for children in care throughout 2019/2020. This was evident in the outstanding rating given by Ofsted in the March 2020 inspection. There has been a focus on ensuring children coming into care have increased understanding of the role of the IRO and the meaning of their care plan.

The IRO service notes that this has been a challenging year in some respects, due to the significant increase in numbers of looked after children and their significant mental health needs. The IRO service is committed to supporting placement stability and ensuring that this is an area of improvement. Throughout this reporting year, the social work team have shown commitment and energy in supporting the children and the focus is on continually reviewing the service to ensure best outcomes for the children and young people.





7. Planned & Recommended Improvements For 2020/2021

The Safeguarding and Quality Assurance Service will continue to develop the IRO service across the full range of its roles and functions.

The following outlines the key practice priorities planned for the IRO service in the coming year.

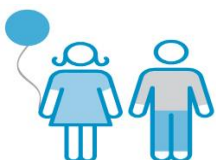
Table 3.0

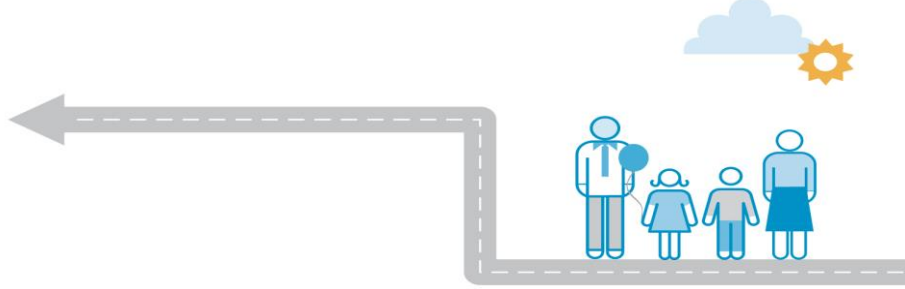
Objective	Actions
Review of care plan document	<ul style="list-style-type: none"> • Ensure that the care plan document reflects needs of UASC cohort • Support children's team to increase the completion rate of initial care plans
Increase in IRO visits	<ul style="list-style-type: none"> • Aim for each child to be visited on a separate visit prior to their review • Goal is to increase current IRO visit rate to 40 per reporting year
Continue to develop the LAC review process to make it inclusive for children and ensure anti-racism policies are embedded within the service	<ul style="list-style-type: none"> • Explore different mediums such as PowerPoint and video as a format to support children in their reviews • Review systemic model and how this can be developed in the LAC review process • Ensure all looked after children are aware of their rights and service providers operate a consistent anti-racist policy.

The list below is the IRO service's recommendations for development to the local authority.

Table 3.1

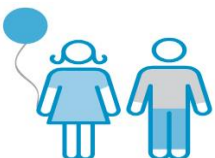
Increase the completion of initial care plans in statutory timescales.	Team manager to ensure care plans are completed in timescales-calendar alerts for dates due
Implement the new mental health initiative	Increase the amount of children receiving therapeutic support and decrease waiting times to receive this

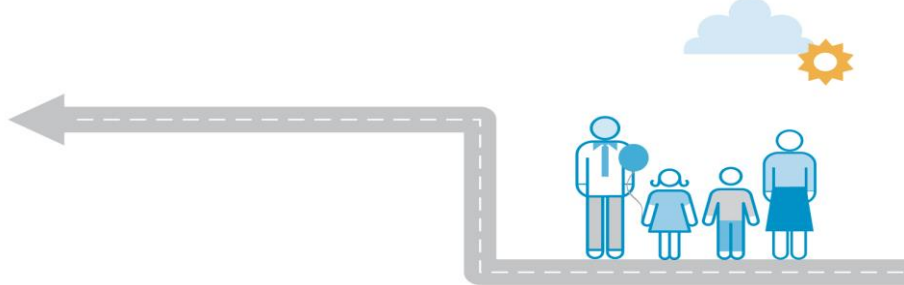




Encouraging use of electronic consultation method

Ensure social work team have been registered for the Mind of My Own app and use it with children.

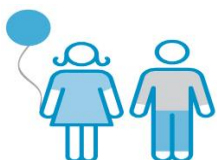


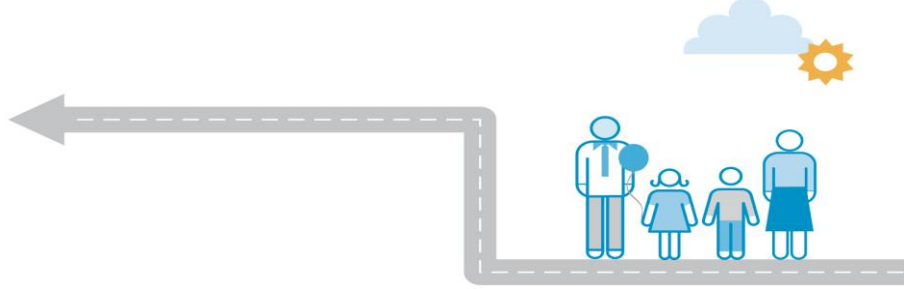


Appendix 1

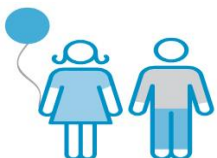
INDEPENDENT LIVING SKILLS CHECKLIST

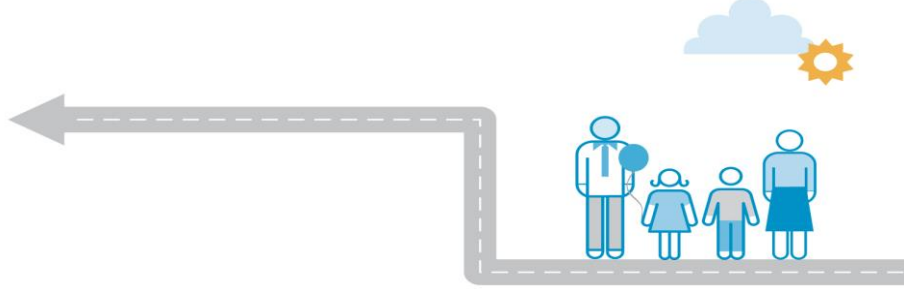
	Completed?	Evidence?	Supported by?
PERSONAL CARE			
<i>Personal hygiene</i> - Do you wash regularly and brush teeth every day?			
Do you understand risks of smoking, alcohol and drugs?			
Do you understand importance of safe sex, contraceptives and where to access them?			
LAUNDRY			
Do you know how to use a washing machine and how to dry clothes?			
MONEY MANAGEMENT			
Do you have a bank account?			
Do you understand the value and use of coins and bank notes?			
Can you budget your allowance?			
Do you know how to save?			



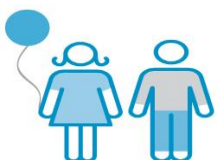


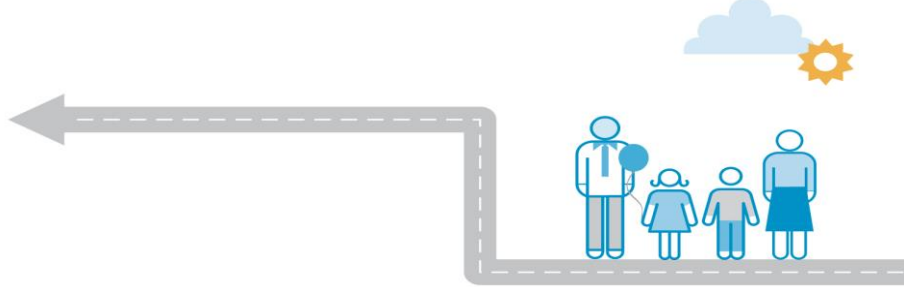
Do you know costs/bills of independent living?			
Do you understand credit cards/loans and what interest means?			
FOOD			
Can you cook meals? (Four minimum)			
Do you understand basic nutrients; need for a mix of protein, carbohydrates, fibre; and the importance of fruit and vegetables?			
Do you know how to store food safely? Do you know how long food can be kept in the fridge, and how to use the fridge freezer?			
TRAVEL			
Can you navigate London transport systems (e.g. buses, trams, Underground, Overground and rail)?			
Can you work out a new route?			
Can you travel independently?			



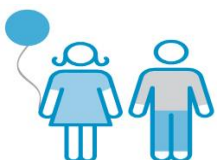


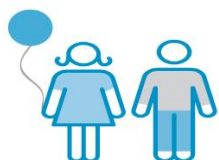
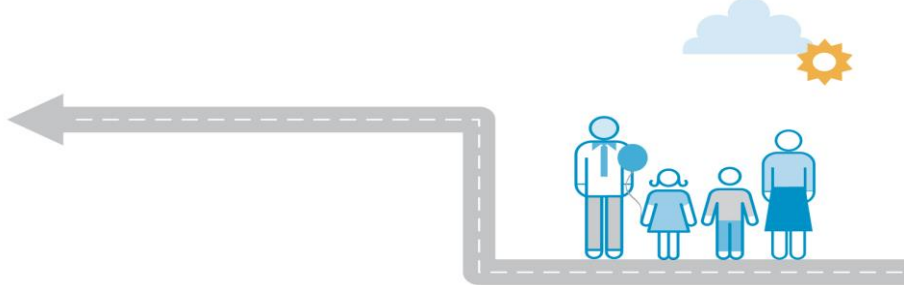
Can you book train tickets for travel outside of London?			
DIARY MANAGEMENT			
Can you keep a diary of your appointments?			
Can you make important appointments (e.g. with doctor/GP, dentist, solicitor)?			
Do you have an email account and know how to send and read emails?			
HOME MANAGEMENT and SAFETY			
Can you change a lightbulb?			
Can you check the electricity and gas meter?			
Can you change batteries in a smoke alarm?			
Do you know importance of having a smoke and carbon monoxide alarm?			
Can you clean and tidy a home, including? <ul style="list-style-type: none"> • change bed covers • fridge • microwave 			





Do you know what to do in the event of an emergency (e.g. fire)?			
SAFETY			
Do you know how to be safe in public?			
Do you know how to call the emergency services (e.g. police, fire, service, ambulance)?			
Do you understand internet safety			
SUPPORT			
Who would you contact if you need support with an issue?			
Do you have phone numbers saved of people who can support you?			
EDUCATION			
Are you in education?			
Have you made plans for your future education?			
EMPLOYMENT			
Do you know how to look for employment?			
Do you have a CV?			





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Committee:	Dated:
Safeguarding Sub-Committee	12/10/2020
Subject: Children and Families Service Performance – Month 5 2020/21 (August 2020)	Public
Report of: Andrew Carter, Director of Community and Children's Services (DCCS)	For Information
Report author: Robert Wood, DCCS Performance Consultant	

Summary

This report updates Members on service performance across the Children and Families Service.

It demonstrates where performance meets our statutory obligations and targets, and identifies where action was taken for improvement in specific areas.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Children and Families Service at the City of London Corporation provides a range of services including Early Help, child protection, and supporting care leavers.
2. The service collects and monitors a range of performance information to ensure that statutory duties are being met, and that services are delivering the best possible outcomes for children, young people and families.
3. Appendix 1 presents the performance dashboard from 1 April 2020 to the end of month 5 (August) 2020/21. It provides an overall summary of performance in each of the service areas, and then more detailed information in each area.
4. Appendix 2 provides a glossary of some of the terms used in the performance dashboard.

Current Position

5. Overall, performance across the service is good, meeting a range of statutory requirements and local targets, and comparing well with regional or national benchmarks.
6. It should be noted that, due to small numbers in the City of London Corporation, there can sometimes be significant fluctuations in percentage out-turns. These are noted where this is an issue.

Headlines

7. Levels of demand have decreased since the end of 2019/20. In 2019/20, contacts were running at 26 per month (314 at year end), whereas 21 per month were received to the end of August 2020 (104 in total). The number of children in need has also decreased from 40 at the end of 2019/20, to 31 at the end of August 2020 (a 22.5% decrease).
8. Despite the impact of the COVID-19 national lockdown on daily life, there has been good performance on visits to children and young people in the City of London. For example, 100 visits to children in need were recorded up to the end of August 2020, compared to 97 in 2019/20. There were also 52 Child Protection visits in the system in the five months to August 2020, compared to 101 for the full 2019/20 year.
9. The number of children looked after by the City of London also decreased from 24 at the end of 2019/20, to 18 at the end of August 2020. Sixteen of these young people (89%) were unaccompanied asylum-seeking children (UASC).
10. The Multi-Agency Safeguarding Hub (MASH) recorded 24 contacts at the end of 2019/20 (8% of the 314 contacts received at the front door), whereas only five had passed through the MASH by the end of August 2020 (5% of contacts overall). There were six Early Help referrals in total to the end of 2019/20, none of which were step-downs from Children's Social Care; and there were three at the end of August 2020, two of which were step-downs.
11. At the end of August 2020, 82% (18) of the 22 assessments authorised in the 2020/21 period were completed within 45 days. This compares with 78% (53 from 67) in the year 2019/20. There had previously been some issues in relation to the timeliness of assessments and the completion of pathway plans at certain points during that year. These were addressed by additional resources, and the trajectory for both is now back on track.
12. Eight young people became care leavers in the period from the end of 2019/20 to the end of August 2020. The number of care leavers in total is 40, which represents an increase of 25% in the intervening period.

Conclusion

13. This report provides a summary of performance data from the Children and Families Service from 1 April to 31 August 2020, comparing it to the previous year's performance and other benchmarks where appropriate.
14. It demonstrates strong performance across the service, with some specific areas where some action was taken for improvement. These areas are all now back on a positive trajectory.

Appendices

- Appendix 1 – Children and Families Service Performance Dashboard August 2020/21
- Appendix 2 – Glossary for Performance Dashboard

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Performance Dashboard:
Children and Families

August 2020



Document Control

Performance Dashboard: Children and Families August 2020

Version	Date	Status	Authors	Sign Off By
1.0	08/09/2020	Scorecard August 2020 Complete	Raj Singh	Regina Bogere Robert Wood
1.2	09/09/2020	Service commentary and data updates mostly note in system at first draft.	Regina Bogere Grace Okoro-Anyaechie CSC) Sadie Carnegie (EH)	Ellie Ward
1.3	15/09/2020	Scorecard August 2020 Service updates	Amanda Morres	Robert Wood

Contents

Document Control.....	2
Introduction	3
Using this report	3
Summary	4
Contacts and Referrals.....	6
Assessments.....	8
Children in Need	9
Child Protection	10
Children Looked After	11
Children Missing.....	12
Care Leavers.....	13

Introduction

This Children's Social Care Performance Report is produced by the Performance Team, in collaboration with the Children's Social Care Team, to help managers monitor and measure performance to ensure we are meeting our statutory duties and local service objectives and to contribute to service improvement.

Using this report

This report provides information to managers including:

- The volumes of children / young people and activity throughout the service
- Outcomes for children / young people and families receiving services
- National, regional and statistical neighbour comparators (where appropriate)

The report follows the journey of the child starting from first contact through referral, assessment to Section 47 investigations. It then goes on to cover child protection plans, children looked after and care leavers.

The report provides a high-level summary of the month and more detailed summaries in each of the areas considered. It also provides more detailed data tables and trend data for information.

Summary

Area	August Performance	Service Commentary
Contacts and Referrals	<p>Contacts 41% less contacts in August 2020/21 (19) compared to July last month (32). 95% of contacts have led to No Further Action, which is 15% more than last month.</p> <p>Referrals Fewer referrals than July, with a lower conversion rate of 5% compared to 22% last month.</p> <p>MASH Overall performance has been maintained 0 cases in August and July.</p> <p>100% of overall contacts completed in one day. This is higher than the previous month of 94%. There were no Re-referrals in August, which is less than the 4 reported last month.</p>	There was understandably a slight drop in contacts in the month of August compared to the previous month due to school closures and children and families being on holiday.
Early Help (EH)	<p>There were no Referrals in August, which is the same as July. 0 re-referrals to EH.</p> <p>1 TAC Meeting this month, which is lower than the 7 recorded in July.</p> <p>No Early Help assessment completed, which is less than the 1 reported last month. No Step Ups recorded in August, which is the same as last month.</p>	<p>TAC meetings due for August had been bought forward to take place in July. The main factor was to begin Education transition planning for September early, and to cover periods in August when EHW would be on annual leave.</p>
Assessments	<p>1 Assessments started this month, which is 4 fewer than July.</p> <p>Out of 6 authorised assessment, all 6 were within timescale.</p> <p>Improved Timeliness compared to previous month's performance. August performance with assessments authorised within 45 working days is recorded at 100% compared to 67% in July. 0 assessments still open at the end of August.</p> <p>Further work is needed to separate assessments from review assessments in order to have measure the response to the initial assessment effectively.</p>	Improvement in ensuring that assessments are completed in a timely manner. This is now being managed through weekly management meetings and in supervision.
Children in Need	<p>31 children in need in August which is 6% less than July.</p> <p>There has been 56 CIN Contacts this month compared to 98 made in July- a 43% decrease.</p>	Visits continues to be an area we are closely monitoring and managing with social workers with decision to commence face to face visits going forward.

Area	August Performance	Service Commentary
	This includes virtual, telephone calls, texts, emails and home visits due the COVID 19.	
Child Protection	0 new CPP cases , 0 S47s & 2 core group meetings this month. All Visits and reviews in timescales this month.	There was not changes to children subject to CP plan in the month of August. Face to face contacts remains ongoing on a two-weekly basis.
Children Looked After	18 Children Looked After at the end of August, which is the same as July. Of which 89% are UASC and 11% are placed for adoption. 1 new starter this month with 1 Young Person turning 18. Placements/Stability A higher proportion of children are in U6- Fostering Placements (33%) and higher number in H5 (56%) Residential Accommodation. 1 3+ Placements recorded in August and 4 children in their second Placement, which is identical to July. 6% of the children have been in their placement for over 6 months but less than one year. 94% of Annual Health and initial health checks are up to date, which is 6% lower than July. But 50% of Dentals checks are up to date 36 CLA contacts (33% less than July) have taken place this month and a total of 242 YTD. This includes the visits in Mosaic. 5 children are placed 20 miles away from their home or city of London office.	We have continued to experience some placement change mainly linked to young people turning 18 and needing to move to a more independent placement (planned). TM is holding regular placement stability meetings at the outset of new home, to prevent breakdown. TM/IRO/SM working together to respond to avoid placement breakdown and needless conflict. Social workers are now working harder at ensuring that more visits are taking place with service users to include face to face contacts. The lapsed dentals are as a result of Dentists presently dealing with emergency cases only. This remains the case until advised otherwise by LAC nurse.
Children Missing	2 children were missing at the end of August, compared with 1 at the end of July. There have been 3 missing episodes this month.	We have two children who are long-term missing persons and one additional young person who went missing less than 24 hrs after becoming accommodated. In all cases, the CoL procedure for missing is being followed.
Care Leavers	40 care leavers as at the end of August- which is the highest number in a while. 10 Young People continue not to engage in Education, Training and Employment information from the COVID Weekly reporting.	Work is ongoing with the cohorts of care leavers who are not accessing education. It is worth noting that a percentage of them are in employment and some are being encouraged to access training or go back to college with the help of Kim Watson.

Contacts and Referrals

August		Monthly Trend
Volume	19 contacts 0 new MASH contacts 15% more NFA Contacts	41% decrease on previous month (15)
Referral rates	1 contact became a referral (5%)	Decrease on previous month (7)
Repeat Referrals	0 repeat referrals	Decrease on previous month (4)
Timeliness	100% of contacts completed within 1 day	0 contacts out of timescales
Outcomes	18 contacts NFA 1 Child and Family Assessments	A 15% proportionate increase on previous month (80% compared to 95% this month) A decrease of 75% on previous month (4)
Sources	100% Police (1)	No referrals from LA Services, Schools and Health Services this month

Recording changes: N/A

	2019/20				2020/21								Previous Year 2018-19					
	Qtr totals cumulative									Change from previous month	3 Month Trend	5 Qtrly Trend		CoL		Inner London Avg	Stat Nbr Avg	
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug					YTD	2019/20	CoL			Nat'l Avg
Contacts																		
Total contacts received	80	90	82	62	53	15	32	19	↓	-13			104	314	329			
Total contacts completed within 1 day	79	81	70	51	52	14	30	19	↓	-11			101	281	305			
% Contacts completed within 1 day	99%	90%	85%	82%	98%	93%	94%	100%	↑	6%			97%	89%	97%			
Total MASH to be Initiated	3	5	4	12	5	0	0	0	→	0			5	24	1			
% MASH to be initiated	4%	6%	5%	19%	9%	0%	0%	0%	→	0%			5%	8%	5%			
Referrals																		
Total referrals	10	29	33	28	16	4	7	1	↓	-6			24	100	81	43,510	2,350	650,930
Rate of Referrals per 10K													396	688	557	581	483	545
Total referrals completed within 1 day	10	24	28	25	15	3	7	1	↓	-6			23	87	79			
% referrals completed within 1 day	100%	83%	85%	89%	94%	75%	100%	100%	→	0%			96%	87%	98%			
Conversion rate contacts to referrals	13%	32%	40%	45%	30%	27%	22%	5%	↓	-17%			23%	32%	25%			
Total re-referrals within 12 months		9	2	3	1	1	4	0	↓	-4			5	13	7			
% Re-referrals within 12 months	0%	31%	6%	10.7%	6%	25%	57%	0%	↓	-57%			21%	13.0%	8.6%	18.1%	16.1%	22.6%
Contacts Outcomes																		
Child and Family Assessment	3	17	16	7	9	1	4	1	↓	-3			14	43	31			
Strategy Discussion	0	2	2	12	2	0	2		↓	-2			4	16	18			
Decision to seek accommodation	7	6	7	6	1	0	1		↓	-1			2	26	25			
Other CSC Intervention	2	1	2	0	1	1	1		↓	-1			2	5	5			
Early help Intervention	9	1	4	5	3	1	0		→	0			3	19	25			
Open Case - Further Information	2	1	0	0	0	0	0		→	0			0	3	16			
No Further Action	57	62	49	30	37	12	24	18	↓	-6			79	198	209			
Private Fostering Assessment	0	0	2	0	0	0	0		→	0			0	2				
No Outcome	0	0	0	2	0	0	0		→	0			0	2				
Referral Sources																		
LA Services	20%	34%	18%	21%	25%	50%	14%	0%	↓	-14%			21%	24%	16%			
Police	70%	21%	36%	32%	38%	25%	29%	100%	↑	71%			38%	33%	42%	32%	33%	29%
Health Services	10%	7%	0%	4%	19%	0%	0%	0%	→	0%			13%	6%	12%	18%	16%	15%
School	0%	10%	9%	7%	0%	0%	0%	0%	→	0%			0%	8%	7%	19%	16%	18%

Early Help

	August	Monthly Trend
Referrals in month	0	Same as previous month (0)
Early Help Assessments completed in month	0	Decrease in EH assessments than in last month (1)
TAC meetings in month	1	Decrease in TAC meetings compared to last month (7)
Open cases at end of month	17	Same as previous month
Case Closures	0	1 closures reported in the year

Recording changes: N/A

Early Help																		
	2019/20 Qtr totals cumulative unless stated				2020/21								Previous Years					
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug	Change from previous month	3 Mth Trend	Qrtly Trend		2019/ 20	2018 /19	2017 /18	2016 /17	2015 /16	
Referrals																		
Total Early Help referrals in the Period	9	1	5	6	3	1	0	0	➡	0			3	21	27	31	19	27
Step down to Early Help	5	0	2	0	2	0	0	0	➡	0			2	7	10	13	8	9
Referral to Early Help	4	1	3	6	1	1	0	0	➡	0			1	14	17	18	11	18
Early Help Referrals resulting in No Further Action	5	1	2	0	0	0	0	0	➡	0			0	8	13	8	3	7
Re-referral within 12 mths data for EH	0	0	0	0	0	0	0	0	➡	0			0	0	2	0	0	0
Assessments																		
Early Help Assessments completed	3	3	0	2	6	2	1	0	⬇	-1			7	8	4	0	8	13
Meetings																		
Team Around the Child Meetings	8	1	6	2	9	4	7	1	⬇	-6			17	17	42	29	20	33
Cases																		
Active Early Help Cases at Period End	16	12	13	16	17	17	17	17	➡	0			17	16	16			
Early Help cases per 10K													117	110	110			
Early Help Duration of cases at period End or Closure																		
< 3 Mths	6	1	3	7	3	3	3	1	⬇	-2			1	7	10			
3 < 6 mths	5	4	1	0	6	6	6	2	⬇	-4			2	0	2			
6 < 12 mths	4	6	7	5	4	4	2	7	⬆	5			7	5	3			
12 < 24 mths	1	1	2	4	4	4	6	7	⬆	1			7	4	1			
24+ mths	0	0	0	0	0	0	0	0	➡	0			0	0	0			
Closures to Early Help																		
Step up to Social Care	3	1	1	2	1	1	0	0	➡	0			1	7	1	5	12	6
Closure for other reasons (Universal or cases closed)	3	5	0	2	1	0	0	0	➡	0			1	10	22	15	19	27
Short Breaks																		
Total disabled children who received short break	6	5	5	5	4	4	4	4	➡	0			4	5	5			
All EH Contacts in the period (virtual, email, text, telephone & Home visits)																		
Virtual					173	52	45	21	⬇	-24			239					
Telephone					86	26	13	5	⬇	-8			104					
Text					56	20	10	5	⬇	-5			71					
Email					7	4	1	0	⬇	-1			8					
Face to Face					22	2	11	2	⬇	-9			35					
Home visit					0	0	2	8	⬆	6			10					
					2	0	8	1	⬇	-7			11					

Assessments

	August	Monthly Trend
Volume	1 started in period 6 authorised in period 0 open at end of period	Fewer assessments started than previous month Higher rate of authorisations
Timeliness	83% authorised within working 30 days 100% authorised within 45 working days None out of timescale at end of month No cases still open at the end of August.	100% timeliness which is 33% higher than last month

Recording changes: N/A

Assessments																		
	2019/20								2020/21				Previous Years					
	Qtr totals cumulative								Change from previo us month	3 Mth Trend	Qrtly Trend	YTD	2019/ 20	CoL	Inner London Avg	Stat Nbr Avg	Nat'l Avg	
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug										
Turnover																		
Total Child & Family assessments started In the Period	7	17	18	18	9	1	5	1	↓	-4			15	60	49			
Total Child & Family assessment Authorised	18	8	16	25	13	5	3	6	↑	3			22	67	42			
Rate of Authorised Assessment per 10k													151	461	289	522		539
Timeliness of Assessments																		
Total Authorised in 30 working days	3	5	9	3	2	0	1	5	↑	4			8	20	12			
% within 30 working days	17%	63%	56%	12%	15%	0%	33%	83%	↑	50%			36%	30%	29%			
Total Authorised in 45 working days	18	8	11	15	10	5	2	6	↑	4			18	52	34			
% within 45 working days	100%	100%	69%	60%	77%	100%	67%	100%	↑	33%			82%	78%	81.0%	81.4%	87.0%	83.1%
Total Authorised Over 45 working days	0	0	5	10	3	0	1	0	↓	-1			4	15	8			
Total Child & Family assessments still open	3	12	16	7	3	7	2	0	↓	-2			0	7	14			

Children in Need

	August	Monthly Trend
Volume	31 children in need at the end of the month	Decrease on previous month
Duration	13% of cases open less than 3 months are CIN	Decrease on previous month (18%)

Recording changes: N/A

Children In Need													
	2019/20 Qtr totals cumulative unless stated				2020/2021							Previous Years	
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug	Change from previous month	3 Mth Trend	Qrtly Trend	YTD	2019/ 20
Total Children In Need (Period/Quarter End; excl. CLA,CP,CL,EH)	28	24	28	40	30	30	33	31	↓ -2			31	40
Children In Need per 10k												213	275
Visits													
Total CIN Visits in system	19	7	26	45	71	15	15	14	↓ -1			100	97
All CIN Contacts in the period (virtual, email, text, telephone & Home visits)					157	48	98	56	↓ -42			311	
Virtual					72	25	32	14	↓ -18			118	
Telephone					61	16	42	23	↓ -19			126	
Text					9	4	6	1	↓ -5			16	
Email					12	2	11	8	↓ -3			31	
Face to Face					0	0	3	0	↓ -3			3	
Home visit					3	1	4	10	↑ 6			17	

Duration of Children In Need cases
as at 31/08/2020

	CLA	CPP	CIN	CL	Total C&YP
< 3 mths		1	4	1	6
3 < 6 mths	3		6		9
6 < 12 mths	4	2	18	1	25
12 < 24 mths	10		3	13	26
24+ mths	1	3		25	29
Total C&YP	18	6	31	40	95

Child Protection

	August	Monthly Trend
Volume	6 children on CP Plan 0 S47 enquiries 0 ICPCs	1 less child on ICPC
Duration	3 cases open over 12 months 3 Case open less than 6 months	No new CPP in August
Visits/Reviews/ Core Groups	12 contacts 2 Core Group visits	All visits and Reviews within timescales

Recording changes: N/A

Child Protection																	
	2019/20 Qtr totals cumulative unless stated					2020/2021											
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug	Change from previo us month	3 Mth Trend	Qtrly Trend	YTD	2019/ 20	CoL	Inner London Avg	Stat Nbr Avg	Nat'l Avg
Turnover																	
Total S47 enquiries started	5	6	3	6	1	0	0	0	0	0	0	1	20	20			
Rate of S47 enquiries per 10K												7	138	138	169	140	168
Total Number of ICPCs	2	0	5	2	1	0	1	0	0	-1	0	2	9	10			
Rate of ICPCs per 10K												13.8	61.9	68.8	56.9	48.2	64.8
% of ICPC held with 15 working days of S47	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	75.5%	75.9%	78.7%
Children subject to CPP at Period End	5	5	4	5	5	5	6	6	0	0	0	6	5	3	2710	165	52260
Rate of Children subject to CPP per 10K												41.3	34.4	20.6	36.1	33.9	43.7
Total CPPs started	2	0	1	2	0	0	1	0	0	-1	0	1	5	10			
Total CPPs started per 10K												6.9	34.4	68.8	45.8	38.8	55.8
Total CPPs ended	0	0	2	1	0	0	0	0	0	0	0	0	3	11			
Total CPPs ended per 10K												0.0	20.6	75.7	52.6	44.3	56.8
Duration of open CP cases (Period/Quarter End)																	
< 3 Mths	2	0	0	2	0	0	1	1	0	0	0	1	0	0			
3 < 6 mths	0	2	0	0	2	2	2	2	0	0	0	2	2	0			
6 < 12 mths	3	0	0	0	0	0	0	0	0	0	0	0	0	3			
12 < 24 mths	0	3	3	3	3	3	3	3	0	0	0	3	3	0			
24+ mths	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Visits & Meetings																	
Total CP Visits	24	36	19	22	32	10	11	9	0	-2	0	52	101				
All CP Contacts in the period (virtual, email, text, telephone & Home visits)					38	13	11	12	1	0	0	61					
Total Core Groups Completed	7	7	9	3	7	2	3	2	0	-1	0	12	26				
Total CP Reviews in Time	3	2	5	1	5	2	5	5	0	0	0	5	11	3			
% CP cases Reviewed in Time	100%	100%	100%	20%	100%	100%	100%	100%	0	0	0	100%	100%	100%	96.5%	98.7%	91.8%

Children Looked After

	August	Monthly Trend
Volume (Month end)	18 Children Looked After	Same as previous month with 1 new starters and 1 child who ceased to be CLA.
Placement stability	1 CLA with 3 or more placements	Same as previous month
Placements	6 in foster care 10 in Residential Accommodation 2 in Adoption placements	Figures same as previous month
Visits	36 contacts	Decrease of 18 on previous month

Recording changes: The 20 miles distance from home is a local measure (includes UASC and Adoption placements) but Previous years and 2019 averages excludes UASC and Adoption placements

Children Looked After																
	2019/20 (Period/Quarter End)				2020/2021								2018-19 Previous Years			
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug	Change from previous month	3 Mth Trend	Qrtly Trend	YTD	2019 /20	2018 /19	Inner London Avg	Stat Nbr Avg
																Nat'l Avg
Total Children Looked After	26	27	26	24	19	19	18	18	0			18	24	20	4220	78,150
Rate of Children Looked After per 10K												124	165	138	56	65
% of Children Looked After who are UASC	92.3%	92.6%	92.3%	91.7%	89.5%	89.5%	88.9%	88.9%	0.0%			88.9%	91.7%	85.0%		
Total children started in the period	7	5	8	5	1	0	1	1	0			3	25	28	2340	31680
Total children ceased to be CLA	1	4	9	7	6	2	2	1	-1			9	21	18	4210	29460
Placements																
U4-Foster Placement	1	0	0	0	0	0	0	0	0			0	0	0		
U6-Foster Placement	16	15	14	13	6	6	6	6	0			6	13	14		
H5-Residential accm	8	9	10	9	11	11	10	10	0			10	9	6		
A6-Placed for adoption	0	2	2	2	2	2	2	2	0			2	2	0		
K2-Children's Homes	1	1	0	0	0	0	0	0	0			0	0	0		
Placements more than 20 miles away	4	8	7	9	4	4	4	5	1			5	9			
% placed more than 20 miles from home or CoL Office	15%	30%	27%	38%	21%	21%	22%	28%	0			28%	0.0%	0.0%	17.0%	15.0%
Months in Care																
< 1 Mths	1	0	0	2	0	0	0	1	1			1	2	0		
1 < 3 Mths	5	3	3	3	1	1	0	0	0			0	3	6		
3 < 6 Mths	6	6	3	2	5	5	4	3	-1			3	2	9		
6 < 12 Mths	9	13	11	8	4	4	4	4	0			4	8	0		
12 < 24 Mths	3	3	7	8	9	9	10	10	0			10	8	3		
24+ Mths	2	2	2	1	0	0	0	0	0			0	1	2		
Placement Stability																
CLA with 3 or more Placements since April	0	2	4	5	1	1	1	1	0			1	5	1	430	8110
% children with 3+ Placements since April	0%	7.4%	15.4%	20.8%	5.3%	5.3%	5.6%	5.6%	0.0%			5.6%	20.8%	5.0%	10.0%	10.0%
Number of children to have 3+ Placements to meet 10% target	3	3	3	2	2	2	2	2	2			10.0%				
CLA with 2 Placements	6	8	7	3	4	4	4	4	0			4	3			
Months in Placement																
< 1 Mths	2	1	2	2	3	3	0	1	1			1	2	3		
1 < 3 Mths	10	6	3	5	3	3	3	3	0			3	5	4		
3 < 6 Mths	3	11	6	4	4	4	7	6	-1			6	4	8		
6 < 12 Mths	7	6	10	10	5	5	1	1	0			1	10	1		
12+ Mths	4	3	5	3	4	4	7	7	0			7	3	4		
Visits																
Total CLA Visits in system	114	109	91	77	66	16	20	12	-8			98	391			
% Visits in timescales in accordance to Care/Pathway Plan	76%	83%	62.6%	60%	68%	38%	65%	50%	-15%			65.3%	87.5%	100%		
All CLA Contacts in the period (virtual, email, text, telephone & Home visits)					152	49	54	36	-18			242				
All Health Checks																
Total CLA with up to date IHA	6	3	4	5	3	0	0	0	0			3	18			
% CLA with an IHA within 28 days of Care	67%	66.7%	100%	100%	100%	100%	100%	100%	0%			100%	83.3%	100%		
% CLA with up to date Health Checks	100%	96.3%	100%	100%	100%	100%	100%	94%	-6%			94%	100.0%	100%		
% CLA with up to date Dental Checks	73.1%	70%	55.6%	100%	100%	100%	50%	50%	0%			50%	100.0%	100%		

Children Missing

	August	Monthly Trend
Volume	2	One more child missing than previous month.
Of which, missing from:		
Home	0	
Care	0	
Education	0	

Recording changes: N/A

Children Missing

	2019/20 (Period/Quarter End)				2020/2021							2019/ 20	
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug	Change from previous month	3 Mth Trend	Qrtly Trend	YTD	2019/ 20
Missing From Care / Home													
CLA missing at the end of the period	1	0	0	0	1	1	1	2	↑	1		2	1
Total CLA who went missing during the period	1	2	2	0	1	1	1	2	↑	1		3	5
Total CLA missing episodes during the period	3	3	4	0	1	1	1	3	↑	2		5	10
Total CLA Absent episodes during the period	3	0	3	0	0	0	0	0	→	0		0	6
Total of children Missing from Home	0	1	0	0	0	0	0	0	→	0		0	1
Total of children Missing from Education	0	0	0	0	0	0	0	0	→	0		0	0
Return Home Interview (RHI)													
Total RHI Offered	2	3	4	0	0	0	0	0	→	0		0	9
Total RHI Accepted	1	1	3	0	0	0	0	0	→	0		0	5
Total RHI completed within 72 hours	1	0	1	0	0	0	0	0	→	0		0	2
RHI for Missing Episodes only													
Total RHI offered	1	1	3	0	0	0	0	0	→	0		0	5
Total RHI Accepted	1	1	1	0	0	0	0	0	→	0		0	3
Total RHI completed within 72 hours	1	0	1	0	0	0	0	0	→	0		0	2

Care Leavers

	August	Monthly Trend
Volume	40	Increase (of 3%) on previous month
Percentage in suitable accommodation	100%	All in suitable accommodation, consistent with previous months
Total in EET	30	1 more CL in EET- increase from previous month
Recording changes: N/A		

	2019/20 Period/Quarter End				2020/21				Change from previous Month	Qrtly Trend
	Q1	Q2	Q3	Q4	Q1	Jun	Jul	Aug		
Total care leavers	22	24	26	32	39	38	39	40	↑	1
Number of New Care Leavers in the period	0	2	4	6	6	2	1	1	→	0
Number of Young People who ceased to be Care Leavers	0	0	2	0	0	0	0	0	→	0
Contact										
In Touch in accordance to the plan	22	24	26	32	38	38	39	40	↑	1
Not in Touch in accordance with Pathway Plan	0	0	0	0	0	0	0	0	→	0
Accommodation										
In suitable accommodation	22	24	25	32	38	38	39	40	↑	1
In unsuitable accommodation	0	0	1	0	0	0	0	0	→	0
Semi-independent, transitional and self-contained	12	14	16	23	25	25	27	30	↑	3
Independent Living	9	8	6	6	6	6	6	5	↓	-1
With former foster carers	1	2	3	3	7	7	6	5	↓	-1
Other	0	0	0	0	0	0	0	0	→	0
Unknown	0	0	1	0	0	0	0	0	→	0
HMOs	0	0	0	0	0	0	0	0	→	0
Education, Employment and Training										
In EET	19	21	22	27	27	27	29	30	↑	1
Not in EET	3	3	4	5	11	11	10	10	→	0
Unknown	0	0	0	0	0	0	0	0	→	0
Pathway Plans										
No. of CL with an up to date Pathway Plan at the end of the period	22	24	23	22	36	36	36	37	↑	1
% with up to date Pathway Plans	100%	100%	88.5%	68.8%	92.3%	94.7%	92.3%	92.5%	↑	0.2%
Asylum Status										
Asylum on appeal	0	0	1	1	1	1	1	1	→	0
Asylum Seeker	5	6	7	14	20	20	21	20	↓	-1
Discretionary Leave to Stay	1	1	1	1	1	1	1	1	→	0
Indefinite Leave to Remain	2	2	1	1	1	1	1	1	→	0
Limited Leave to Remain	3	3	4	4	4	4	4	4	→	0
Refugee	5	5	5	5	5	5	5	5	→	0
Refugee - Unaccompanied Child	3	3	4	3	3	3	3	5	↑	2
Non-Asylum Seekers	3	4	3	3	3	3	3	3	→	0
Unknown	0	0	0	0	0	0	0	0	→	0
Visits/Contacts										
All CL Contacts in the period (virtual, email, text, telephone & Home visits)					240	93	118	76	↓	-42
Virtual					36	14	13	6	↓	-7
Telephone					171	66	87	54	↓	-33
Text					17	8	11	5	↓	-6
Email					9	1	2	2	→	0
Face to Face						0	3	6	↑	3
Home visit					7	4	2	3	↑	1

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By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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