



Haverling

L O N D O N B O R O U G H

CRIME & DISORDER SUB-COMMITTEE

AGENDA

7.00 pm	Thursday 28 July 2016	Town Hall, Main Road, Romford
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Members 6: Quorum 3

COUNCILLORS:

Ian de Wulverton (Chairman)
David Durant (Vice-Chair)
Ray Best

John Mylod
Garry Pain
Linda Van den Hende

**For information about the meeting please contact:
James Goodwin 01708 432432
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Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are in exercise of the functions conferred by the Police and Justice Act 2006, Section 19-22 and Schedules 8 & 9.

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) – receive.

3 DISCLOSURE OF INTEREST

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any interest in an item at any time prior to the consideration of the matter.

4 MINUTES OF THE MEETING (Pages 1 - 6)

To approve as correct the minutes of the meetings held on 1 March 2016 and authorise the Chairman to sign them.

5 CRIME STATISTICS AND METROPOLITAN POLICE UPDATE

To receive an oral report from the Borough Commander.

6 NATIONAL PROBATION SERVICE

To receive an oral report from the National Probation Service.

7 HAVERING REPEAT VICTIM STRATEGY (Pages 7 - 46)

To consider the attached report which was submitted to the Havering Community Safety Partnership on 20 July 2016.

8 2016/17 WORK PLAN FOR CRIME & DISORDER SUB-COMMITTEE (Pages 47 - 50)

Report attached.

9 CORPORATE PERFORMANCE REPORT: QUARTER 4 (2015/16) (Pages 51 - 58)

Report attached.

10 CORPORATE PERFORMANCE REPORT: QUARTER 1 (2016/17) (Pages 59 - 66)

Report attached.

11 ANNUAL REPORT 2015/16 (Pages 67 - 72)

Attached for the Sub-Committee's information is the Annual Report of 2015/16 which was considered by Council on 13 July 2016.

12 URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Andrew Beesley
Committee Administration
Manager**

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**MINUTES OF A MEETING OF THE
CRIME & DISORDER SUB- COMMITTEE
Committee Room 3A - Town Hall
1 March 2016 (7.00 - 9.15 pm)**

Present:

Councillors Ian de Wulverton (Chairman), Gillian Ford (In place of Linda Van den Hende) and Stephanie Nunn (In place of John Mylod)

Apologies for absence were received from Councillor David Durant, Councillor Garry Pain, Councillor Ray Best, Councillor John Mylod and Councillor Linda Van den Hende

24 UPDATE FROM LONDON COMMUNITY REHABILITATION COMPANY

It was agreed to defer this item until the next meeting of the Sub-Committee.

25 ANTI-SOCIAL BEHAVIOUR - PARKING ACROSS RESIDENTIAL DRIVEWAYS

The Sub-Committee received a briefing from the Traffic and Parking Control Group Manager on Anti-Social Parking Behaviour and Public Space Protection Orders to deal with anti-social parking around schools.

Officers explained the Traffic Management Act 2004 (TMA) had covered the parking contravention of dropped kerb parking, however this had been amended and the TMA stated that it was legal, provided the owner of the property allows it. Therefore it was the responsibility of the resident to instruct enforcement if this was an issue.

The Sub-Committee was informed of the cost involved with the removal of a vehicle. Officers explained that bailiffs were involved when there were three or more outstanding warrants. Officers were looking at pilots where a Penalty Charge Notice (PCN) is issued and then the vehicle is removed to a "legal" space as this would reduce the cost of storage. The evader would still have to pay the fine, and would be able to challenge if necessary. The owner of the vehicle would have to contact the Police who use the TRACE system which can identify where a vehicle is located.

Officers explained that PCN were a civil matter whereas Public Space Protection Orders (PSPOs) were a criminal matter. The PSPOs could be used where there were reasonable grounds that activity had occurred in a public place which was having a detrimental effect on those in the vicinity, and this was a persistent or continuous activity.

It was noted that many illegal parking acts are traits of anti-social behaviour and it was suggested that the current traditional civil parking enforcement legislation could be augmented with powers from the Anti-social Behaviour Crime and Policing Act 2014 via PSPOs. It was hoped that this would minimise the anti-social behaviours and reduce obstructive parking often encountered by local residents, which also impacts upon the safety of pedestrians the majority of whom were school children, during the school run outside of many of the boroughs schools.

Officers were now working with schools to gather evidence and to observe the behaviour of motorists. It was noted that not only the would an order to prohibit an action be necessary, but in some areas there may be physical changes that would need to be implemented (e.g. new lines, no entry and one-way streets).

The Sub-Committee raised concerns for the residents who lived in the pilot areas and how the proposals would affect them. Officers explained that residents would be able to register vehicles of friends and family so these were exempt from the scheme, this would also be true for Health and Homecare users and GP's as well as any other service vehicles. Whilst this may cause displacement to other areas, these would be a larger area and would ensure that the environment around schools was made better.

It was hoped that the public consultation with residents would start in early April 2016. The Sub-Committee requested that an update on the outcomes from the public consultation be given at a future meeting.

26 **REVIEW OF YOUTH OFFENDING SERVICE**

The Service Manager Early Help, Youth Offenders Service and Troubled Families provided the Sub-Committee with a presentation outlining the inspection feedback on the Havering Youth Offending Service. He stated that the Youth Offending Team had been move back in-house in December 2014, and in that time an inspection and feedback on how the service was performing and any challenges were raised.

It was explained that 20 statutory cases were randomly selected which would include both community and custodial sentences. The case files would be assessed to see what the plan contained, if the outcomes were SMART and if the parent/ carer had been involved in the process. These were looked at over the course of a week, and interviews were held with case managers. Prior to this preparation with staff was carried out so that when interviews took place they were able to provide positive feedback as well as provide honest opinions on the challenges that they faced.

From the inspection there were a number of key strengths identified, including effective assessments of offending behaviour and risk of harm to other, as there were established links and joint working with the police and community safety. Parents/ carers were fully involved in assessment and planning, and were seen as being a central support to the child or young person; case managers' detailed knowledge of barriers to working with the YOS and individual preferences of children and young people had led to effective compliance and engagement; children and young people having access to a range of specialist service including substance misuse, emotional and mental health and mentoring.

The Sub-Committee noted the headline score performance for 2014/15, it was noted that the overall scores in the last year were between 40-50% however there was a positive increase in these scores for 2014/15. The figures for reducing the likelihood of reoffending was 85% in Havering (73% average), protecting the public was 85% (average 70%), protecting the child or Young Person was 70% (average 68%) and ensuring that the sentence is served was 90% (average was 82%).

The feedback from children and young people that had been received over the last year was generally very positive about the service they received. Officers informed the Sub-Committee that the staffing levels had not changed since the last inspection, and the team was made of permanent stable posts, with a good mix of staff. Succession planning was in place and recruitment into posts in previous years had not been an issue. This was attributed to the good clear direction vision and outcomes from managers together with increased knowledge.

The challenges in the future would be down to budgets. In the last year the service had to make 12% cost savings, and the budgets for the next financial year had not yet been announced. Across London the case load was becoming more complex, with Havering having 28% of reoffenders, which was lower than our neighbours statistically.

The Sub-Committee stated that live data of the youth service would be beneficial and could then be used to lobby for additional funding given the Central London displacement of youth offenders.

The Sub-Committee noted the update and requested that the outcome of the budget announcement be circulated.

27 **STRATEGIC ASSESSMENT**

The Community Safety Team Leader provided an overview of the Annual Strategic Assessment which would go to the Havering Community Safety Partnership for approval. The overview looked at the performance and

recent trends; Crime Harm Index; Community Safety Problems and suggested priorities and recommendations.

It was noted that there had always been a gap between the level of crime and the perception of crime. Trends showed that there had been an increased reporting level of victim based crime, including Violence with Injury, Domestic Abuse, Hate Crime, Serious Youth Violence, Weapon Enable Crime, Robbery, Sexual Offences and Child Sex Exploitation (CSE).

Decreasing levels of serious acquisitive crimes had been noted. These included burglary, motor vehicle crime and theft person. Levels of anti-social behaviour had also decreased.

The Sub-Committee noted the Cambridge Crime Harm Index, which showed the links between crimes and harm. The Sub-Committee noted that 15% of crimes committed (including Serious Violence, Robbery, Domestic Abuse, Sexual Offences/ CSE and Burglary) attributed to 73% of harm to the health and wellbeing of the victims. Whilst the larger percentage of crimes at 85% (thefts, motor vehicle crime, criminal damage and business crime) was attributed to only 27% of harm to the health and wellbeing of the victims.

The top categories which impacted across Havering were:

Domestic Abuse – this affected 1 in 20 adults in Havering and 27% of cases received by the local authority MASH involved domestic abuse, with 13% being where domestic violence was the main category. More than 1 in 10 crimes recorded in Havering during the assessment period were categorised as domestic abuse. The CCG and Hospitals reported that 35% of women patients treated for injuries, consistent with violence, had been assaulted in their own homes, with only 17% reporting the incident to the Police.

Violent Crime – Overall this was the largest volume contributor to crime in Havering, accounting for 29% of all recorded crimes. Specific problems with this included an increase of gangs and serious youth violence, to 81.5% in the current assessment period. Havering was ranked the 13th highest rate of violent crime in London compared to 19th last year. Gun and knife enabled crimes in Havering increased by 55.9% in the current assessment period whilst street robbery had also risen 53%. It was noted that a significant proportion of physical violence that was not domestic abuse, continued to take place within times and location linked to the night time economy, an area where considerable improvement had been made over the longer time.

Sexual Offences – It was noted that whilst this was significantly underreported and low in volume, the impact and harm caused by sexual offences was significant. This was an area that crossed over with domestic abuse and violent crime linked with gangs for example. There had been a rise of 28% in reporting sexual offences during the current assessment

period, and an exponential rise in the volume of cases of child sexual exploitation in Havering. It was noted that Havering had the 2nd highest rate of child sexual exploitation cases per youth population in London during the current reporting period.

For all of the above categories, the service was continuing to identify more victims than ever before due to the significant improvements and scrutiny of recording practices. This ensured that the service was able to understand problems better, however does mean a growing demand for service to protect and safeguard victims and manage offenders. This was especially relevant to domestic abuse as the cases referred to MARAC for multi-agency intervention was rising.

The other categories were Burglary and Anti-Social Behaviour . The Sub-Committee noted that whilst the level of these areas had fallen they still remained key areas in terms of harm and volume. The contributing factors in the commission of crime and repeat victimisation were Alcohol harm; Drug use/ misuse and reoffending. Most of these were influenced by deprivation, social inequality as well as mental health issues.

The Sub-Committee noted the proposed priorities of the Strategic Assessment.

28 CRIME STATISTICS AND METROPOLITAN POLICE UPDATE

The Police were unable to attend therefore it was agreed that this item be deferred until the next meeting of the Sub-Committee.

29 TOPIC GROUP UPDATE - HOW THE CRIMINAL JUSTICE SYSTEM DEALS WITH OFFENDERS WITH MENTAL HEALTH ISSUES.

The Chairman agreed to defer this item until the next meeting of the Sub-Committee.

Chairman

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Report to the Havering Community Safety Partnership

20th July 2016

Havering Repeat Victim Project

1. Introduction

1.1 £53,000 was funded by Mayor's Office of Policing and Crime (MOPAC), received last December, to develop a project to stop repeat victimisation regarding scamming.

1.2 This project aims to reduce repeat victimisation of telephone scam and nuisance calls. Agencies will refer suitable victims to have a TrueCall secure box installed to filter and block certain phone calls.

This short report gives details of the Councils responsibility to combat repeat victimisation of those targeted by scams.

1.3 The strategic lead for this will remain with Community Safety.

2. Recommendation

2.1 That the strategy is to be amended/ agreed as appropriate.

3. Strategy

3.1 The strategy, including the action plan, has been attached as Appendix A.

3.2 In creating the strategy, the project liaises with partner agencies and established partnerships to create a referral process. This stage also established the criteria for the victims of who should be eligible for the call blocking device. Appropriate documentation was agreed.

3.3 In implementing the strategy, since the generation of referrals, call blockers have been installed on the relevant victim's telephones and are monitored once installed.

4. Progress to date

4.1 There have been 25 referrals have been made to date, referred by various different agencies. 17 have been installed and are being monitored to ensure that they are being used efficiently and effectively.

4.2 Close work has taken place with Havering Trading Standards, who is part of the Referral Process Panel; they are also a key agency when referring victims. Briefings have also taken place with agencies; Havering Adult Social Care, Tapestry, Victim Support, Citizen Advice Bureaux, Havering Association for people with Disability and the Metropolitan Police. Also, the project has been presented as the first guest speaker for the Havering Dementia Forum.

4.3 Partnership with Halifax Bank has been confirmed to take part in the project to refer victims.

Havering Repeat Victim Strategy

V0.2

Document control

Document details

Title	Havering Repeat Victim Strategy
Version number	V0.2
Status	Draft
Author	Megan Nasskau, Victim of Crime Officer Community Safety
Lead officer	
Approved by	
Review date	

Supersedes	Not Applicable
Target audience	Agencies who deal with Victims of Scams
Related to	

Version history

Version	Status	Date	Dissemination/Change
V0.1	1 st draft	March 2016	
V0.2	2 nd draft	July 2016	Strategy put into Corporate template

Approval history

Version	Status	Date	Approved by
V02	Draft	July 2016	To be approved by HCSP

Equality Impact Assessment record

Date	Completed by	Review date

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1. Introduction

The Repeat Victim Strategy project is a concept supported by the Mayor's Office of Policing and Crime (MOPAC). The Mayor's Office implemented a plan highlighting priorities for police and crime reduction over the course of four years (2013 – 2017). Reducing repeat victimisation was a priority within this plan. This project will build on the first of Havering Council's multi-agency scheme tackling scamming; The Havering Banking Protocol. This scheme worked in partnership with agencies to protect victims against scams with regards to suspicious bank withdraws. This was done by training banking staff to be aware of suspicious situations and to report this to the police if they feel that a customer is vulnerable and at risk of being scammed. The Repeat Victim Strategy project aims to reduce repeat victimisation of the older and vulnerable members of the community and aims to prevent them from being targeted by telephone scammers. This will be done through the implementation and installation of call blocking equipment. The project has been granted £53,564 by MOPAC to implement this scheme over a year long period.

Being that fraud is such a prevalent issue affecting a vast amount of people, especially the vulnerable and elderly, it is important that the appropriate agencies are dealing with the issues and that the most effective resources are used. After research was carried out by Trading Standards, comparing two different types of call blocking devices, it was established that the TrueCall Secure device would be the most effective telephony equipment for this project.

Bringing together key agencies is vital in the prevention of repeat victimisation and is an effective way of ensuring that the most appropriate victims are offered the support that they need. Additionally, the shift in confidence for the dovetail of the agencies will ensure that the vulnerable know they have a trusted place to report to. By creating a sound referral process, we are able to help those who are truly at need for a call blocking device.

National Perspective

The Mayor's Office implemented a plan highlighting priorities for policing and crime reduction. In the plan, the Mayor outlines the aims to improve the treatment of victims and to reduce repeat victimisation. The Mayor is committed to reducing the number of repeat victims, the frequency of victimisation and to offering targeted support to repeat victims.¹ Nationally, the Mayor has stated that the Metropolitan Police Service will have a requirement to monitor incidents, identify trends and patterns of crime patterns and to implement a strategy to work with agencies to reduce repeat victimisation.²

The Mayor's Office for Policing and Crime also aims for:

- 20% reduction in key neighbourhood crimes
- 20% reduction in costs
- 20% increase in confidence in the Metropolitan Police

¹Police and Crime Plan 2013- 2016. *Mayor's Office for Policing and Crime*. (March 2013). p15

²Police and Crime Plan 2013- 2016. *Mayor's Office for Policing and Crime*. (March 2013). p15

This strategy aims to help with these additional objectives.

A key driver of this project is to identify individual victims, identify trends in nuisance calls and to develop and implement a strategy to aid victims. The strategy is to be proactive in preventing crimes before they can materialise, by blocking nuisance phone calls before the victim has the chance to answer the telephone.

Strategies will be implemented to reduce repeat victimisation by working with partner agencies such as Adult Social Care and Trading Standards to identify such victims and offer the necessary support.

Local Perspective

A Victim Strategy has been established and a dedicated action plan has been developed.

Aims and objectives

This strategy will enable the Havering Community Safety team to maintain a strong focus to deliver on three key areas of activity:

- Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur.
- Raise awareness of potential frauds and ensure measures are in place to prevent.
- Influence and support other agencies in the prevention of fraud across the communities and organisations.

Locally, this strategy will provide delivery to additional key areas of activity:

- Protecting older and vulnerable members of the community against the risk of scams.
- To have greater and more valid data locally, by having collated data of how many calls are received overall and what percentage are nuisance calls.

Outcomes

Overall, the outcome is to have a reduction in repeat victimisation, greater awareness of scamming and a greater amount of valid data with regards to phone scamming and nuisance calls in Havering Borough.

Additionally, the benefits we hope to achieve through the implementation and installation of this device that it reduces anxiety and stresses for the victim, carers no longer have to unravel problems caused from answering nuisance phone calls and also there is a reduced risk in falls and distraction fires, as the victim will no longer need to rush for the phone. These will all reduce the costs on public resources.

Timescales

The Repeat Victim Strategy is to be delivered over a period of a year and will be evaluated at a six month and one year timeframe.

It is aimed for 50 of the call blocking equipment to be installed by September 2016.

2. Policy

Resources

This project will require the purchase of call blocking equipment, additional equipment such as recording memory cards, internet control panel access and various training sessions provided by trueCall for installation. 'Keep calm and hang up' leaflets will also be distributed to residents as a way of bringing awareness on the dangers of and latest telephone scams.

What is the trueCall device?

TrueCall is a system that acts as a personal receptionist and filters calls to a resident's needs, so that they are not hassled by nuisance calls. The system works by matching calls to a list of trusted numbers, where they will automatically be put through to the resident. If a number is not on the list, they are told to enter a caller's code. On an alternative and more secure setting, only those on trusted callers list will be able to get through to the resident. This setting will be used for residents who are of a higher risk and are more vulnerable.

With other additional features, the device can also record calls and can give warnings to the resident if the phone has been left off the hook. The system can also be monitored and controlled by an internet control panel, giving carers and relatives access to take control and also view the call patterns and history.

Referral Process

The referrals will be generated using a referral form (Appendix 1) whereby agencies will provide information regarding a proposed candidate suitable for the scheme. Once the referral form has been sent back, a referral panel will evaluate the referral and agree on the appropriate action that should be taken.

The referral panel will be made up of:

- Megan Nasskau – Victim of Crime Officer, Community Safety and Development Team

- Jerry Haley – Senior Community Safety Officer, Community Safety and Development Team
- David Turner – Fair Trading Officer, Trading Standards
- Frances Smith – Community Team North Based Manager, Adult Social Care

Proposed referrals will be generated by agencies such as Adult Social Care and Trading Standards.

Criteria

The criteria are subjective, enabling the panel to gain as much information for determining the most appropriate decision. The Criteria consists of the client:

- Being a resident of London Borough of Havering
- Having previously been scammed
- A victim of nuisance calls who is vulnerable to divulge information to cold callers
- Being older and vulnerable

3. Authorisation and communication

The strategy will be authorised by the Havering Community Safety team and will work with groups through the Safer Neighbourhood Board.

The key players of this strategy are as follows:

- London Borough of Havering Council
- Havering Trading Standards
- Havering Adult Social Care
- Havering Over Fifties Forum
- Tapestry
- London Metropolitan Police

4. Implementation and Monitoring

This strategy will be implemented and monitored by the Havering Community Safety team.

Action plan

An Action Plan is included at the end of this strategy document. The Action Plan will be updated throughout the year.

5. Evaluation and Review

Evaluation and review

The Repeat Victim Strategy will be evaluated at 12 months. The action plan will be refreshed throughout the year.

A pre-installation survey (Appendix 4) and post-installation survey will be taken to monitor how the residents feel before the start of the project and how they feel after the project. This will be an effective way to measure the objectives.

The final strategy will be reviewed in December 2016.

Appendices

Appendix 1 Action Plan

Appendix 2 EIA

Appendix 3 Referral Form

Appendix 4 Pre-installation Survey

Appendix 5 Pre-installation Questionnaire

Appendix 6 Consent Form

Appendix 7 Weblink Instructions

Appendix 8 Installation Checklist

Appendix 1: Action Plan

Task/Action	Date	Lead	Resources Needed	Comments	Completed
Objective 1: Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur.					
1.1 Create referral, pre installation questionnaire and consent forms	Feb 2016	Megan CS			
1.2 Establish needs assessment criteria as to who will be eligible - Use referral form to decide and referrals from trading standards	April/May 2016	Jerry CS, Megan CS, David Turner Trading Standards,		Referral form has been created and sent out to relevant agencies.	
1.3 Physical and practical prevention of repeat victimisation – Set up call blocking equipment, checking caller ID, etc.	April 2016- On-going	LBH CS	264 Call blocking equipment Installers	Delivered: 10 th March 2016	
1.4 Create secure database of victims with name, address, serial number, username and password	April 2016- On-going	Megan CS		Database created and updated with each new referral.	
1.5 Maintain call equipment and keep up-to-date with victims – deal with any problems that may occur	On-going	CS TrueCall		Update July 2016: Correspondence takes place to help with any issues victims have.	
1.6 Report any nuisance numbers/scams to trading standards if necessary	On-going	David Turner Trading Standards and LBH CS			
1.7 Install at least 50 call blockers	September 2016	Megan		3 installations – April 2016 17 installations – July 2016	
1.8 Create response process for if call recordings need to be reported	On-going				
Objective 2: Raise awareness of potential frauds and ensure measures are in place to prevent					
2.1 Raise awareness of the technology and the dangers of scams - Leaflets/ Posters - Newsletter - Alerts Havering website - Text/ Email - Newspaper - Awareness days – (CAB ‘Scam Awareness Month’) –	On-going		Leaflets	4 different Leaflets from trueCall (in purchased package) Sent Leaflets out to all Adult Social Care Teams - 10 th February 2016	Havering website - Fraud Alerts page Keep Calm and Hang Up Leaflets

July - Theatre (School for Scammers)					
2.2 All literature to emphasis on awareness – just hang up	On-going				
Objective 3: Influence and support other agencies in the prevention of fraud across the communities and organisations					
3.1 Meet with Bogus Callers Working Group	Every 4 Months	LBH Trading Standards – David, Jerry	Working Group is already established.	Meeting held 27 th January 2016. Meeting held 6 th July 2016 – Updated members on progress of the project	
3.2 Brief LBH Adult Social Care – Barbara Nicholls	Feb 2016	CS		Thursday 4 th February 2016 – interested in training carers Meetings with 7 teams. – Community Team North – 3 rd March	All meetings attended.
3.3 Brief telecare manager – Claire Carter (Royal Jubilee Court)	Feb/March 2016				
3.4 Brief Councillor Dervish and Councillor Bryce Thompson (project overlaps both of their portfolios)	Feb/ March 2016			Briefing with Councillor Dervish - 26 th February 2016	
3.5 Brief Police to go over guidelines – Ronan in CID	Feb/March 2016			Briefed police – 22 nd April 2016	
3.6 Brief LGBT new group					
3.6 Organise training days for participating agencies/teams - who's going, where, when	April 2016	TrueCall CS	Cost for Training	5 Training sessions included in package.	
3.7 Liaise with agencies such as Age UK and Victim Support to offer victims support if they have been a target of scammers.		Megan CS, Jerry CS		Agencies briefed: Tapestry, HAD, CAB, Victim Support, Age UK 14 th June 2016 – Guest Speaker at Dementia Champion Forum 16 th June 2016 - Meeting with Halifax Bank. Update July 2016: Agreed by Head Office to be a part of the project.	All agencies briefed.
Local Objective, Objective 4: Protect the vulnerable of scams					
4.1 Encourage members of the community to report any attempts of scams, whether it was carried out or not	On-going				
4.2 Offer a translation of the service if one needs it.	On-going				

Local Objective, Objective 5: To have greater and more valid data locally – look at how many calls are nuisance and silent calls.					
5.1 Pre-installation survey – correlate information into charts to see how answers are compared	On-going	Megan CS		All pre-installation surveys are completely as a hard copy and then entered on to Survey Monkey.	
5.2 Six month survey - To gauge how the pilot is going and what, if any changes it has made to the victim					
5.3 Call logs to show how many numbers are blocked, filtered and accepted	On-going	TrueCall	Reports from TrueCall	Call logs created as each box is installed. Reports obtained from TrueCall.	
5.4 Write Evaluation Report – summarising the full project and its findings using all data obtained throughout project.	Dec 2016	LBH - Mark or Iain, Megan			

Appendix 2: Equality Impact Assessment (EIA)



Equality Impact Assessment (EIA)

Document control

Title of activity:	<i>Havering Repeat Victim Strategy</i>
Type of activity:	Strategy
Lead officer:	
Approved by:	
Date completed:	<i>July 2016</i>
Scheduled date for review:	

The Corporate Policy & Diversity team requires **5 working days** to provide advice on EIAs.

Did you seek advice from the Corporate Policy & Diversity team?	Yes / No
Does the EIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	Yes / No

1. Equality Impact Assessment Checklist

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

Please complete the following checklist to determine whether or not you will need to complete an EIA. Please ensure you keep this section for your audit trail. If you have any questions, please contact the Corporate Policy and Diversity Team at diversity@havering.gov.uk

About your activity

1	Title of activity	
2	Type of activity	<i>Is the activity a policy, strategy, procedure, project, service, initiative or other (please specify)?</i>
3	Scope of activity	<i>What is the scope and intended outcomes of the activity being assessed? Make sure you highlight any proposed changes.</i> <i>Please make sure that your description is understood by everyone, including members of the public.</i>
4a	Is the activity new or changing?	<i>If the answer to any of these questions is 'yes', please continue to step 5.</i> <i>If the answer to <u>all</u> of the questions is 'no', please go to step 6.</i>
4b	Is the activity likely to have an impact on individuals or groups?	
5	If you answered yes:	<i>Please complete the EIA on the next page.</i>

6	If you answered no:	<p><i>Please provide a clear and robust explanation on why your activity does not require an EIA. This is essential in case the activity is challenged under the Equality Act 2010.</i></p> <p><i>Please keep this checklist for your audit trail.</i></p>
----------	----------------------------	--

Completed by:	<i>Please include your name, job title, service and directorate</i>
Date:	

2. Equality Impact Assessment

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

For more details on the Council’s ‘Fair to All’ approach to equality and diversity, please visit our [Equality and Diversity Intranet pages](#). For any additional advice, please contact diversity@havering.gov.uk

Please note the Corporate Policy & Diversity Team require **5 working days** to provide advice on Equality Impact Assessments.

Please note that EIAs are public documents and must be made available on the Council’s [EIA webpage](#).

Understanding the different needs of individuals and groups who use or deliver your service

In this section you will need to assess the impact (positive, neutral or negative) of your activity on individuals and groups with **protected characteristics** (this includes staff

delivering your activity).

Currently there are **nine** protected characteristics (previously known as 'equality groups' or 'equality strands'): age, disability, sex/gender, ethnicity/race, religion/faith, sexual orientation, gender reassignment, marriage/civil partnership, and pregnancy/ maternity/paternity.

In addition to this, you should also consider **socio-economic status** as a protected characteristic, and the impact of your activity on individuals and groups that might be disadvantaged in this regard (e.g. carers, low income households, looked after children and other vulnerable children, families and adults).

When assessing the impact, please consider and note how your activity contributes to the Council's **Public Sector Equality Duty** and its three aims to:

- eliminate discrimination, harassment and victimisation;
- advance equality of opportunity, and
- foster good relations between people with different protected characteristics.

Guidance on how to undertake an EIA for a protected characteristic can be found on the next page.

The EIA

Background/context:
<p>This strategy will enable the Havering Community Safety team to maintain a strong focus to deliver on three key areas of activity:</p> <ul style="list-style-type: none"> ▪ Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur. ▪ Raise awareness of potential frauds and ensure measures are in place to prevent. ▪ Influence and support other agencies in the prevention of fraud across the communities and organisations. <p>Locally, this strategy will provide delivery to additional key areas of activity:</p> <ul style="list-style-type: none"> ▪ Protecting older and vulnerable members of the community against the risk of scams. ▪ To have greater and more valid data locally, by having collated data of how many calls are received overall and what percentage are nuisance calls. <p style="text-align: right;"><i>*Expand box as required</i></p>

Age: Consider the full range of age groups	
<p><i>Please tick (✓) the relevant box:</i></p>	
Positive	✓
Neutral	
Negative	
<p>Overall impact:</p> <p>The strategy will have positive impact on the protected characteristic of age by encouraging referrals of older people; the council will be able to ensure that the older are protected against scammers. By adopting this strategy, those who are older will have the protection of the call blocker from preventing them from being a repeat victim.</p> <p>The strategy will identify agencies who deal with the older population to ensure that the strategy helps combat against scammers targeting the older population.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	
<p>Evidence:</p> <p>Havering continues to have an age profile which is older than London as a whole with a median age of 40 years, as recorded Havering has the oldest population in London.</p> <p>Persons aged over 50+ make up approximately 37% of Havering's population.</p>	

It is important to note that crimes against older persons need to be seen in the context of an ageing population.

A paper commissioned by the Office of Fair Trading, researched by Exeter University established that half of those targeted by scammers fall within the category of those aged 55 and older. This report also established that 30% of those in this category fell for a second attempt to scam.

The Financial Ombudsman published statistics that showed those who are over 55+ are four times more likely to fall for scams whereby the caller imitates a position of authority such as the police. Additionally, 80% of those scammed were aged over 55.

This shows that there is a growing concern for London Borough of Havering Council to action in protecting the older population against scams.

**Expand box as required*

Sources used:

This is Havering demographic data 2016

- [Havering Data Intelligence Hub](#)
- [Office for National Statistics \(ONS\)](#)
- [Financial Ombudsman Service insight report](#)
- [Office of Fair Trading](#)

**Expand box as required*

Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions

<i>Please tick () the relevant box:</i>		Overall impact: Repeat victim strategy has established that there is a need for protecting those with disabilities including mental, physical, sensory and progressive conditions. This strategy will have a positive impact on this protected characteristic as it aims to work in partnership with agencies such as Tapestry, Dementia Alliance, and Adult Social Care. By working in partnership with these agencies, it provides a service to positively impact those affected by scam telephone calls and ensures that they have a means of protection. London Borough of Havering has a duty to safeguard vulnerable people under <i>The Care Act 2014</i> . The borough has a duty to highlight or refer to agencies if they feel that an adult is at risk of abuse or neglect, therefore the strategy ensures that if an adult is at risk to scams, then it offers safeguarding by installing the call blocker. According to analyses of victim impact surveys regarding door step crimes, carried out by National Tasking Group in England and Wales, National Trading Standards: <ul style="list-style-type: none"> - 63 per cent of victims had a physical or mobility impairment - 43 per cent had a hearing impairment - 15 per cent had a mental health condition - 14 per cent had a cognitive impairment - 35 per cent had a long standing condition. - 36 per cent had experienced the condition of depression - 9 per cent were known to be repeat victims
Positive	✓	
Neutral		
Negative		

**Expand box as required*

Evidence:

Figures indicate that nearly 3050 people living in London Borough of Havering have been diagnosed with Dementia.

**Expand box as required*

Sources used:

This is Havering demographic data 2016

- *Havering Data Intelligence Hub*
- [National Tasking Group Report](#)

**Expand box as required*

Sex/gender: Consider both men and women

*Please tick (✓)
the relevant box:*

Positive

Neutral

Negative

Overall impact:

*There is little evidence to support the incidence of scamming across
this Protected characteristic.*

**Expand box as required*

Evidence:	
	<i>*Expand box as required</i>
Sources used:	
	<i>*Expand box as required</i>

Ethnicity/race: Consider the impact on different ethnic groups and nationalities	
<i>Please tick (✓) the relevant box:</i>	Overall impact:
Positive	<p><i>There is little evidence to support the incidence of scamming across this Protected characteristic.</i></p> <p><i>However, Havering Council will use a translation service to translate documents for BME residents who may need to access information.</i></p>
Neutral	
Negative	
	<i>*Expand box as required</i>
Evidence:	
	<i>*Expand box as required</i>

Sources used:

**Expand box as required*

Religion/faith: Consider people from different religions or beliefs including those with no religion or belief

Please tick (✓) the relevant box:

Positive

✓

Neutral

Negative

Overall impact:

There is little evidence to support the incidence of scamming across this Protected characteristic.

Any understanding that London Borough of Havering has on this will be a positive impact on this characteristic.

**Expand box as required*

Evidence:

A report carried out by Consumer Fraud Research Group suggested that for particular scams (especially lottery scams), those who were more religious were exposed to be more vulnerable to falling victim.

However, there is little to no evidence within London Borough of Havering to support this.

**Expand box as required*

Sources used:

- *Consumer Fraud Research Group Report* -
<http://www.finrafoundation.org/web/groups/foundation/@foundation/documents/foundation/p118422.pdf>

**Expand box as required*

Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

*Please tick (✓)
the relevant box:*

Positive

Neutral

Negative

Overall impact:

There is little to no evidence to support the incidence of scamming across this Protected characteristic.

**Expand box as required*

Evidence:

**Expand box as required*

Sources used:

**Expand box as required*

Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

<i>Please tick (✓) the relevant box:</i>		Overall impact: <i>No evidence can be found that there are impacts of this group regarding scamming. However, the project will be presented to the Chair of Havering's new LGBT and Group in order to see if there is scope for the project to be developed in this area.</i>
Positive		
Neutral		
Negative		

**Expand box as required*

Evidence:

**Expand box as required*

Sources used:

**Expand box as required*

Marriage/civil partnership: Consider people in a marriage or civil partnership		
<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		

Neutral		<i>There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic</i>
Negative		
<i>*Expand box as required</i>		
Evidence:		
<i>*Expand box as required</i>		
Sources used:		
<i>*Expand box as required</i>		

Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave		
<i>Please tick (✓) the relevant box:</i>		Overall impact: <i>There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic</i>
Positive		
Neutral		
Negative		
		<i>*Expand box as required</i>

Evidence:

**Expand box as required*

Sources used:

**Expand box as required*

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

<i>Please tick (✓) the relevant box:</i>		Overall impact: <i>There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic</i>
Positive	<input type="checkbox"/>	
Neutral	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	

**Expand box as required*

Evidence:

**Expand box as required*

Sources used:

**Expand box as required*

Action Plan

In this section you should list the specific actions that set out how you will address any negative equality impacts you have identified in this assessment.

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
Gender Reassignment	No evidence found as to whether it is impacted.	Briefing of the project to the LGBT and Group	That a referral process is made for the LGBT group.	August/September 2016	Megan Nasskau Victim of Crime Officer CS

* You should include details of any future consultations you will undertake to mitigate negative impacts

** Monitoring: You should state how the negative impact will be monitored; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

Review

In this section you should identify how frequently the EIA will be reviewed; the date for next review; and who will be reviewing it.

Appendix 3: Referral Form



Telephone Equipment Referral Form

Referring Agency Details			Date:
Name of person completing form		Agency and Job Title	
Contact details			
Clients Details			
Title and Name		Date of Birth	
Contact Details and Telephone Network		Visual or hearing/ other disabilities?	
Address		Postcode	
Contact details of carer/relative to take calls from those who are not on the Trusted Callers list. <i>"Hello, this phone is being monitored. Please ring ___ on _____ or use the caller's code."</i>			
Is the Client open to Adult Social Care, if so, who is their main contact? <i>Note: Carer/relative will need to be present at time of installation.</i>			
Name and numbers for the Trusted Caller List. (i.e. relatives, carers, friends, emergency contacts, professionals who work with client)			

<i>Note: There is an option to add more at a later date.</i>			
Requirement for call recordings? Why?		Yes	No
Intelligence and evidence gathering? Why?		Yes	No
Telecare system installed?	Yes / No	Caller ID provided from network?	Yes / No
Reason for referral and how would the client benefit from the call blocking equipment?			

Appendix 4: Pre-installation Survey



Pre-installation survey
ID _____

trueCall unit

(For client to fill out)

1. Roughly how many nuisance phone calls do you receive per week? (Please circle)

0 - 2 3 - 4 5 - 7 8 - 10 11 - 13 14 - 20 20+

2. Do you sometimes choose not to answer the phone because you are worried about who the caller is?

YES / NO

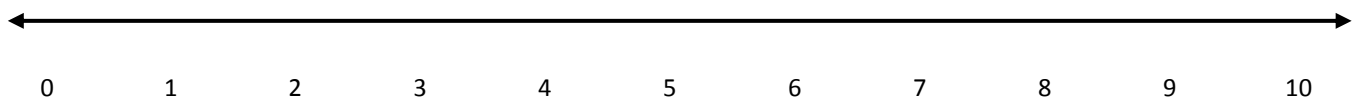
3. Have you ever lost any money to telephone scams?

YES / NO

If you answered yes, then please give details about when this was, the type of scam and how much was lost.

4. Please circle a number on the scale to show your level of feeling for these questions.

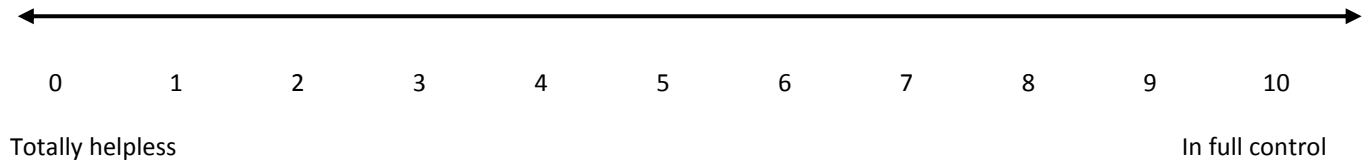
a. How worried are you about answering the phone, or being met with a silent call when you answer?



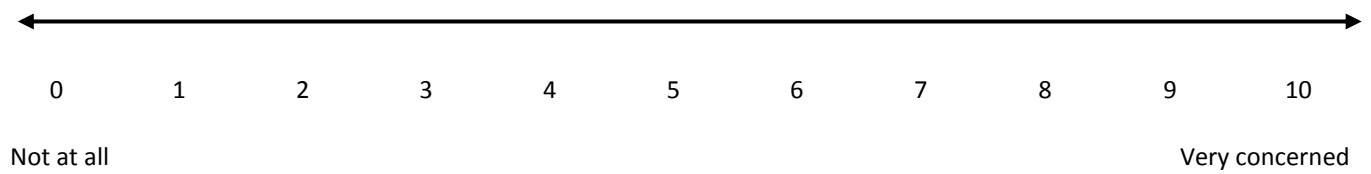
Not worried

Very worried

b. Do you ever feel helpless to stop these calls?



c. Are you ever concerned that you might have a fall or trip getting to the phone?



d. Are you concerned that you might lose money to a telephone scam?



Thank you!

Appendix 5: Pre-Installation Questionnaire

TrueCall Pre Installation Questionnaire



YOU MUST HAVE CALLER I.D. SET UP ON YOUR TELEPHONE LINE

• Has caller I.D been activated on the line from the network?

• Is the recipient registered with the Telephone Preference Service (TPS)?

• Who is the phone provider, e.g. Sky, BT, Virgin?

• How many phone sockets have a telephone plugged into them? Phone Sockets look like these.



• Is there a Telecare/Pendant Alarm fitted? This will be plugged into the phone socket and usually looks like this.



If so what type of alarm is fitted?

Make:

Model:

- You will need a list of all trusted telephone numbers (Friends, Carers, Family, Doctor)
- Before installation we will provide you with a Username and Password for the website <https://www.truecallcontrol.co.uk/> where you will input these numbers onto a "Trusted Caller List".

Please mention anything else that may be relevant, Thanks!

Appendix 6: Consent Form



Consent Form for Installation

Recipient Name	
Address	
Post Code	

Telephone No.		Date of Birth	
Device Serial No.		Installation Date	
User Name		Password	

Loan of Device Terms

I acknowledge that a device has been installed in my home and is supplied by London Borough of Havering Council on an 8 week loan basis, free of charge. On expiry of the 8 weeks, the loan period may be extended without notice, again free of charge. Should London Borough of Havering Council decide to remove the device I will be given a minimum of 14 days' notice.

Should the device no longer be required, it should be returned to Megan Nasskau at London Borough of Havering Council, Town Hall, Main Road, RM1 3BD. Or contact 01708 431751.

I understand that London Borough of Havering Council may remotely monitor the calls I make and receive in order to identify the calling pattern of nuisance callers. London Borough of Havering Council may wish to pass information about nuisance callers to the Police or other Regulators to help protect me from nuisance calls. I hereby agree that my anonymous call records can be forwarded to the Information Commissioner or other Regulators.

Recipient's Signature _____

Witness' Signature _____

Appendix 7: Weblink Instructions

TrueCall Web Instructions

- www.truecallcontrol.co.uk
- Enter User Name and Password (on front of user manual)
- Click on Phone Numbers List
- Add New
- Enter number including area code (no spaces)
- Enter Name e.g. Joe Bloggs (friend) or Doctors surgery
- Click on drop down menu at list and select 'Trusted Caller'
- Save
- Review all numbers and make sure they are correct.
- Log out

TrueCall Web Instructions

- www.truecallcontrol.co.uk
- Enter User Name and Password (on front of user manual)
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- Enter User Name and Password (on front of user manual)
- Click on Phone Numbers List
- Add New
- Enter number including area code (no spaces)
- Enter Name e.g. Joe Bloggs (friend) or Doctors surgery
- Click on drop down menu at list and select 'Trusted Caller'
- Save
- Review all numbers and make sure they are correct.
- Log out

Appendix 8: Installation Checklist

- a. Arrange Installation date
- b. Carer and relative present
- c. List of phone numbers, or ensure phonebook present
- d. Check caller-ID service is on
- e. Register truecall prior to installation - *make username + password – record it for each referral*
- f. Complete consent form
- g. Complete pre-installation survey
- h. Identify best location for truecall (main phone)
- i. Check caller id is being received before installing – *ring 100 for network*
- j. Carry out voicemail test
- k. Install box (truecall immediately after phone)
- l. Perform weblink (press button)
- m. Make any necessary changes – *add to call list, change callers code etc.*
- n. Record any personal requirements – *always for trusted option*
- o. Test truecall with residents phone – *dial as trusted caller, then with 141*
- p. Test pendent alarm system – *ensure control centre rings back and their call gets through*
- q. Demonstrate system to resident
- r. Give username and password to relative/carer
- s. Perform weblink (press button)
- t. Keep records - *Residents name, Resident’s phone number, trueCall unit ID, Username/Password*
- u. If need help- call Amit on 0208 940 4111
- **Phone does not work with BT2000 – Ring Amit they will send BT 2200**

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CRIME & DISORDER SUB-COMMITTEE

28 July, 2016

Subject Heading:

Proposed Work Programme for the Crime and Disorder Sub-Committee for the 2016/17 Municipal Year

Report Author and contact details:

James Goodwin
Committee Administration
01708 432432
james.goodwin@havering.gov.uk

SUMMARY

At this stage of the municipal year the Sub-Committee is required, so far as is practicable, to agree its work programme for the forthcoming year. This applies to both the work plan for the Committee as a whole and to the subject of any topic group run under the Committee's auspices.

This report provides Members with a suggested programme for scrutiny of the crime and disorder portfolio, during 2016/17.

RECOMMENDATIONS

Members are asked to consider the proposed work programme for the Sub-committee for the 2016/17 municipal year.

The Sub-Committee is also requested to consider what should be the subject of its next topic group review, if any.

REPORT DETAIL

1. BACKGROUND

The Crime and Disorder Sub-Committee meets four times a year to scrutinise issues relating to crime and disorder in the borough. To provide some structure to the Sub-Committee's reviews, officers have prepared a suggested work programme, in discussion with the Chair of the Sub-Committee, for Members to consider.

2. PROPOSED WORK PROGRAMME

2.1 The below schedule sets out some topics which the Sub-Committee may wish to consider as part of its scrutiny functions this year.

Current Meeting (28 July 2016)	Meeting 2 (1 November 2016)	Meeting 3 (17 January 2017)	Meeting 4 (20 April 2017)
Crime Statistics and Metropolitan Police update	Update from London Community Rehabilitation Company.	Crime Statistics and Metropolitan Police update	Safer Neighbourhood Board
Update from National Probation Service	London Fire Brigade	Serious Youth Violence update	Youth Offending Service
Havering Repeat Victim Strategy	MOPAC Policing & Crime Plan	Reducing Reoffending Strategy	Annual Prevent Report
	Report of the Topic Group – Criminal Justice System and Offenders with Mental health issues.		

2.2 Members will note that some of the work plan has been left blank at this stage. This is to reflect the fact that Members may well wish to select further issues for scrutiny. In addition, previous experience has shown that it is beneficial to leave some excess capacity for scrutiny in order to allow the Sub-Committee to respond fully to any consultations or other urgent issues that may arise during the year.

2.3 Additionally, the Sub-Committee has the power to select an issue for more in depth scrutiny as part of a topic group review. Council has recommended that, in view of limited resources, only one such topic group is run at any

one time. The Sub-Committee is therefore requested to consider what should be the subject of its next topic group review, if any.

IMPLICATIONS AND RISKS

Financial implications and risks: None – it is anticipated that the work of the Sub-Committee can be supported from existing resources.

Legal implications and risks: None

Human Resources implications and risks: None

Equalities implications and risks: There will be some equalities implications arising from the topics recommended for review by the sub-committee. These will be highlighted to Members in their respective reports.

BACKGROUND PAPERS

None.

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CRIME & DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Corporate Performance Report: Quarter 4 (2015/16)
CMT Lead:	Sarah Homer (Interim Chief Operating Officer)
Report Author and contact details:	Iain Agar, Community Safety Partnership Analyst, Community Safety Team IAIN.AGAR@havering.gov.uk 01708 432 928
Policy context:	The report sets out Quarter 4 performance for indicators relevant to the sub-committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2015/16 are as follows:

- **Red** = more than the '**target tolerance**' off the quarter target and where performance has *not improved*
- **Amber** = more than the '**target tolerance**' off the quarter target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the quarter target

Where performance is more than the '**target tolerance**' off the quarter target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

- Short-term performance – with the previous quarter (Quarter 3 2015/16)
- Long-term performance – with the same time the previous year (Quarter 4 2014/15)

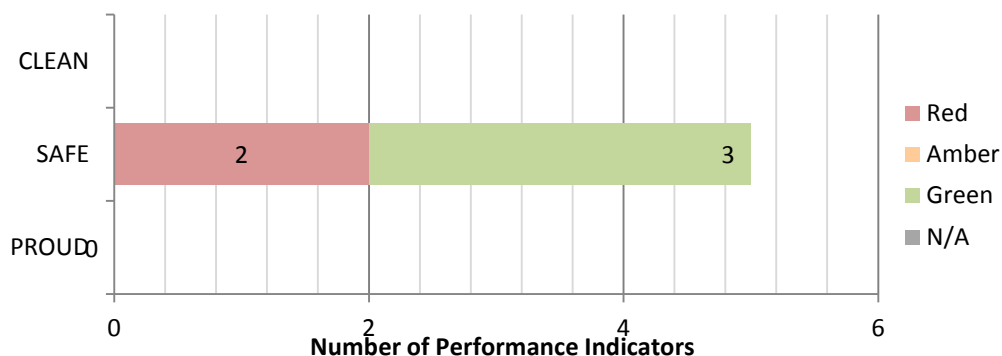
Crime & Disorder Overview & Scrutiny Committee

A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF CRIME & DISORDER INDICATORS

5 Corporate Performance Indicators fall under the remit of the Crime & Disorder Overview & Scrutiny sub-committee. These relate to the SAFE goal.

Q4 2015/16 RAG Summary for Crime & Disorder



Of the 5 indicators, 5 have been given a RAG status. **3 (60%)** are **Green** and **2 (40%)** are **Red** or **Amber**.

The current levels of performance need to be interpreted in the context of increasing demand on services across the Council. Also attached to the report (as **Appendix 2**) is a Demand Pressure Dashboard that illustrates the growing demands on Havering Community Safety Partnership services and the context that the performance levels set out in this report have been achieved within.

RECOMMENDATIONS

That Members of the Committee:

1. **Review** the levels of performance set out in Appendix 1 and the corrective action that is being taken, and
2. **Note** the content of the Demand Pressures Dashboard attached as **Appendix 2**.

REPORT DETAIL

HAVERING WILL BE CLEAN AND WE WILL CARE FOR THE ENVIRONMENT

There are no Crime & Disorder indicators under the CLEAN goal. However, it should be noted that the Anti-Social Behaviour Panel may look into cases of environmental anti-social behaviour which relate to fly-tipping and graffiti, and would impact on the image and cleanliness of the borough.

PEOPLE WILL BE SAFE, IN THEIR HOMES AND IN THE COMMUNITY

Currently there are five indicators relevant to Crime and Disorder, of which 3 are currently shown as having a green RAG status (60% of indicators, those being: number of burglaries reported, number of anti-social behaviour incidents and number of robberies reported).

One target (Violence with Injury) could not be achieved due to significant changes made in how the data is recorded.

In April 2014 there were considerable changes made in how police forces record and classify violent crimes, which has contributed to a 'manufactured' rise in violent crime figures nationally, but equally greater integrity in recording. The changes followed recommendations made by Her Majesty's Inspectorate of Constabularies (HMIC), which raised concerns about the level of crimes being reported to police which were not recorded officially as crimes. On average, nationally, 20% of crimes reported to police which should have been recorded as crimes were not.

The target which was set for London Boroughs to reduce violence with injury by 20% over a four year period was based on the old method of recording, which is no longer comparable to what is now recorded and counted as violence with injury. The original target to reduce violence with injury crimes to 1,158 could not be achieved and was not revised by MOPAC in the light of the required changes in recording. Taking into consideration the new method and keeping compliant with national recording standards, it was anticipated that there would be a 10-15% increase in the volume of recorded violence with injury crimes in 2015-16 and Havering saw an actual increase of 11.1% at the end of 2015-16.

Examples of how the changes impact on crime, and specifically violent crime are given below:

- Any incidents of violence, even historical disclosures made, must now be recorded as a crime. The date of the record will be the date of the disclosure and will be counted within that reporting period. Previously, before the inspection, a historic disclosure of violence would not have been recorded officially nor counted. The new method should improve the police's ability to better identify repeat victims of violence, particularly domestic abuse.
- All incidents of violence reported to the police now must be recorded officially as crimes, even if the victim has no desire to substantiate an allegation or make a report. The new method should improve police understanding of crime patterns, where and when crime occurs, and accuracy of violent crime hotspots. This in turn should contribute to more informed deployment of frontline resources.

Crime & Disorder Overview & Scrutiny Committee

- Changes have also been made to how crimes are classified, which means defining exactly which crime has taken place (i.e. Common Assault, Actual Bodily Harm). The offences which make up violence with injury are primarily Actual Bodily Harm and Grievous Bodily Harm. The offence of common assault does not count towards violence with injury. Any visible injury, even a reddening of the skin, should be counted as Actual Bodily Harm, however, many minor injuries were being recorded by police forces as Common Assault. There has been a rise in the proportion of common assaults being upgraded to Actual Bodily Harm, which is ensuring that recording methods are compliant with HMIC requirements. This however is also contributing to a rising level of violence with injury.

Highlights:

- Reducing burglary: For burglary, we have significantly exceeded our target to reduce this indicator by 20% in 2015/16 (from the 2011-12 baseline), with 465 fewer offences than where we needed to be. We achieved a reduction of more than 36% over the four year stretch period. This compares favourably with the average for the East London policing boroughs (-26.6%) and Metropolitan Police force region as a whole (-27.6%). Havering achieved the 7th best reduction overall of the 32 London boroughs, with all wards recording reductions. Havering has also improved in its rank of rate of offending. Havering as of 2015-16 had a rate of 7.5 offences per 1,000 compared to 11.8 when the target was set, and has moved from the 7th highest borough for burglary down to 14th.
- Anti-Social Behaviour: ASB incidents reported increased marginally by 1.5% in 2015-16 from 4,833 to 4,906. Similarly there were increases in the volume of cases being referred to the Anti-Social Behaviour Panel from 126 to 137. Longer term, the target to reduce ASB incident reports by 20% between 2012-13 and 2015-16 was exceeded substantially. Reports during this period fell from 7,972 to 4,906 (-38.5%). There have been reductions in multiple repeat complainants which have contributed to steeper declines beginning from December 2013.
- Reducing robbery: Robbery (339) was lower than target (399) but notably higher than the same period last year (290). The four-year stretch target was to reduce offending by 20% by 2015-16. This was achieved with Havering seeing a -31.9% reduction, although was behind the average for the East London policing boroughs (-36.2%) and the Metropolitan Police force region as a whole (-44.7%).
It should however be noted that the rate of robbery in Havering per 1,000 is 8th lowest of the 32 London boroughs (1.4 per 1,000 compared to average of 2.5). The Havering Community Safety Partnership, through the work of the Serious Group Violence Panel, is targeting gang affected young people to address

offending. Work includes increased patrols in the town centre and transport hubs, use of ASB powers to break gang associations and mentoring of at risk individuals to address offending behaviour. This indicator had improved significantly in Q3 2015/16 (41 offences, compared to 73 for the same period of the previous year). However, there was a further spike in Q4 2015/16 coinciding with a substantial increase in gang offenders coming into the borough, including pan-London high risk nominals from Newham.

Improvements required:

- Reducing robbery: Whilst meeting the four year stretch target, Havering did suffer a 15% increase during the last 12 months, which was also replicated in a number of other outer London boroughs including Barking & Dagenham, Barnet, Enfield, Harrow, Kingston and Richmond. A notable proportion of this increase is known to be a result of migration of 'gang offenders' out of inner London.

- Repeat Domestic Violence cases going to MARAC are increasing locally. No target has been set by MOPAC for repeat referrals, but the Council has a local target to be in line with the national average (24.5%). To date the repeat referral rate to MARAC in Havering is higher than average at 30.8% for the financial year (with Q4 being at the highest single quarter at 36.7%). This is notably higher than the 21.3% repeat referral rate in Havering 2014-15.

Safe Lives (formerly CAADA), which designed MARACs, recommends that for an established MARAC the rate of repeat referrals would be in the range of 28-40%. A repeat referral is one which has previously been referred to a MARAC within the previous 12-months. Whilst there are locally defined thresholds which trigger referrals (Violence, Sexual Offences, escalation, professional judgement), a repeat referral can be made regardless of whether or not the behaviour experienced by the victim meets the local referral threshold. Repeat referrals in most cases are made in order to prevent escalation of more serious behaviour, such as violence, rather than waiting for a case to reach threshold again. Better identification of DV and improved recording is helping us to identify escalation more effectively, leading to more repeat referrals. Havering also has seen a rise in MARAC to MARAC referrals from other boroughs, where we have repeat victims being moved into the borough from across London and neighbouring police force areas.

There is also a target to increase the number of cases referred to the MARAC, which forms part of a funding bid to the Mayor's Office for Policing and Crime (with funding being dependent on successfully meeting the target). Reports of Domestic Violence continue to increase nationally, and with more than 1,000 additional reports received in Havering during 2014/15, the Council expected to see an increase in referrals. The annual target for MARAC referrals was 216 in 2015-16. There were 250 Domestic Violence MARAC referrals in 2015-16.

Crime & Disorder Overview & Scrutiny Committee

Demand continues to grow for domestic violence services. Domestic violence is the biggest single issue, in terms of volume and demand, facing policing and community safety. There is also a notable demand on local authority services, with domestic violence being the single highest volume reason during 2015/16 for referrals to the MASH and children's services in Havering. The significant increases in victims being identified, now through multiple agencies rather than just policing and community safety, and reports being made are, as expected, leading to more demand for preventative actions and interventions through the MARAC and commissioned services. The capacity to meet increased demands effectively may impact negatively on the level and frequency of repeat referrals – more demand is likely to lead to delays in successful outcomes (i.e. criminal justice timeliness).

OUR RESIDENTS WILL BE PROUD TO LIVE IN HAVERING.

There are no Crime & Disorder indicators under the PROUD goal. It should be noted that Havering Community Safety Partnership services contribute to Corporate Performance Indicator NI117 (percentage of NEETs), working with children and young adults as part of our reducing reoffending panels.

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance against some Corporate Performance Indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams (e.g. the Mayor's Office for Policing & Crime fund). Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Cleared Comie Campbell, Interim Strategic Finance Business Partner - 13/07/2016

Human Resources implications and risks:

There are no specific Human Resource implications and risks.

Cleared Geraldine Minchin, Strategic HR Business Partner - 14/07/2016

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.

Cleared Stephen Doye, Legal Manager - 15/07/2016

Equalities implications and risks:

The following Corporate Performance Indicator rated as 'Red' could potentially have equality and social inclusion implications for a number of different social groups if performance does not improve:

- **CSP10** – Repeat Domestic Violence cases going to the MARAC

The commentary for this indicator provides further detail on steps that will be taken to improve performance and mitigate these potential inequalities.

Cleared Savinder Bharna, Corporate Diversity Advisor - 13/07/2016

BACKGROUND PAPERS

The Corporate Plan 2015/16 is available on the website at <http://www.havering.gov.uk/Documents/Council-democracy-elections/Corporate-Plan-on-a-page-2015-16.pdf>

Appendix 1



Appendix 1
(CPR-Q4) Crime and I

Appendix 2



Appendix 2 Demand
Pressure Dashboard (

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CRIME & DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Corporate Performance Report: Quarter 1 (2016/17)
CMT Lead:	Sarah Homer (Interim Chief Operating Officer)
Report Author and contact details:	Iain Agar, Community Safety Partnership Analyst, Community Safety Team IAIN.AGAR@havering.gov.uk 01708 432 928
Policy context:	The report sets out Quarter 1 performance for indicators relevant to the sub-committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2016/17 are as follows:

- **Red** = more than the '**target tolerance**' off the quarter target and where performance has *not improved*
- **Amber** = more than the '**target tolerance**' off the quarter target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the quarter target

Where performance is more than the '**target tolerance**' off the quarter target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

- Short-term performance – with the previous quarter (Quarter 4 2015/16)
- Long-term performance – with the same time the previous year (Quarter 1 2015/16)

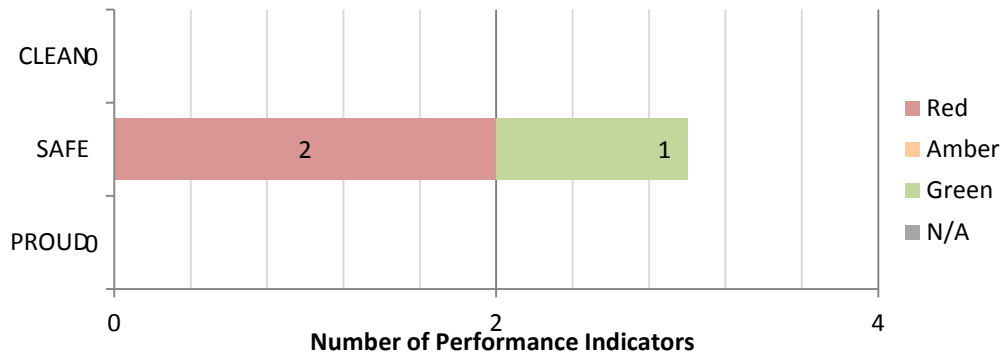
Crime & Disorder Overview & Scrutiny Committee

A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF CRIME & DISORDER INDICATORS

3 Corporate Performance Indicators fall under the remit of the Crime & Disorder Overview & Scrutiny sub-committee. These relate to the SAFE goal.

Q1 2016/17 RAG Summary for Crime & Disorder



Of the 3 indicators, 2 have been given a RAG status. **2 (66.6%)** are **Red** and **1 (33.3%)** are **Green**.

The current levels of performance need to be interpreted in the context of increasing demand on services. Also attached to the report (as **Appendix 2**) is a Demand Pressure Dashboard that illustrates the growing demands on Havering Community Safety Partnership services and the context that the performance levels set out in this report have been achieved within.

RECOMMENDATIONS

That Members of the Committee:

1. **Review** the levels of performance set out in **Appendix 1** and the corrective action that is being taken, and
2. **Note** the content of the Demand Pressures Dashboard attached as **Appendix 2**.

REPORT DETAIL

HAVERING WILL BE CLEAN AND WE WILL CARE FOR THE ENVIRONMENT

There are no Crime & Disorder indicators under the CLEAN goal. However, it should be noted that the Anti-Social Behaviour Panel may look into cases of environmental anti-social behaviour which relate to fly-tipping and graffiti, and would impact on the image and cleanliness of the borough.

PEOPLE WILL BE SAFE, IN THEIR HOMES AND IN THE COMMUNITY

Currently there are three indicators relevant to Crime and Disorder, of which 2 are currently shown as having a red RAG status (66.6% of indicators, those being: repeat domestic violence cases going to MARAC and number of total notifiable offences reported), and 1 is currently shown as having a green RAG status (33.3% of indicators; number of anti-social behaviour incidents).

One target (total notifiable offences, which is being monitored) is unlikely to see any reductions due to significant changes made in how the data is recorded becoming embedded over the previous several months. This is largely down to changes in the recording of violent crimes, which account for a third of all crimes recorded in Havering. Adverse performance in this sub-category of crime has a detrimental impact on the overall level of crime. A summary of these changes is given below.

In April 2014 there were considerable changes made in how police forces record and classify violent crimes, which has contributed to a 'manufactured' rise in violent crime figures nationally, but equally greater integrity in recording. The changes followed recommendations made by Her Majesty's Inspectorate of Constabularies (HMIC), which raised concerns about the level of crimes being reported to police which were not recorded officially as crimes. On average, nationally, 20% of crimes reported to police which should have been recorded as crimes were not.

Examples of how the changes impact on crime, and specifically violent crime, are given below:

- Any incidents of violence, even historical disclosures made, must now be recorded as a crime. The date of the record will be the date of the disclosure and will be counted within that reporting period. Previously, before the inspection, a historic disclosure of violence would not have been recorded officially nor counted. The new method should improve the police's ability to better identify repeat victims of violence, particularly domestic abuse.
- All incidents of violence reported to the police now must be recorded officially as crimes, even if the victim has no desire to substantiate an allegation or make a report. The new method should improve police understanding of crime patterns, where and when crime occurs, and accuracy of violent crime hotspots. This in turn should contribute to more informed deployment of frontline resources.

Crime & Disorder Overview & Scrutiny Committee

- Changes have also been made to how crimes are classified, which means defining exactly which crime has taken place (i.e. Common Assault, Actual Bodily Harm). The offences which make up violence with injury are primarily Actual Bodily Harm and Grievous Bodily Harm. The offence of common assault does not count towards violence with injury. Any visible injury, even a reddening of the skin, should be counted as Actual Bodily Harm, however many minor injuries were being recorded by police forces as Common Assault. There has been a rise in the proportion of common assaults being upgraded to Actual Bodily Harm, which is ensuring that recording methods are compliant with HMIC requirements. This however is also contributing to a rising level of violence with injury.
- An emerging change in reporting and recording which has occurred since January 2016 has been the rigorous recording of all incidents taking place in schools, a new requirement of schools officers. Any fight or harassment involving school children, e.g. a playground fight which could involve children aged from 10 to 16, must now be logged officially on the crime recording information system. Previously such incidents would have been dealt with informally within schools. This has already contributed to an additional 300 violent crimes between April and June of 2016/17.

Highlights:

- Anti-Social Behaviour: ASB incidents (1,392) are above the target (1,324) but are within +10% of the variable tolerance. The number of anti-social behaviour incidents reported has increased by 15.1% (from 1,209 to 1,392) in Q1 2016-17, and is higher than the overall increase London wide of 3.1% during the same period. The number of repeat callers has remained stable at 245 for the quarter. During Q1 2016/17 there was one caller who made in excess of 80 calls to police regarding anti-social behaviour during a small space of time, which has impacted adversely on the performance figures. This individual has deteriorating health due to dementia and was reporting incidents that could never be substantiated and weren't taking place when police attended. This individual was referred to adult safeguarding. Unfortunately, whilst no anti-social behaviour had actually taken place, the calls will remain categorised as such.

Improvements required:

- Repeat Domestic Violence cases going to MARAC are increasing locally. The current rate of repeats is 43.9% (Q1 16-17 figure) compared to a national average of 24.5%. This is notably higher than the 30.8% repeat referral rate in Havering for all of 2015/16, and higher than the previous quarter which was 36.9% (Q4 15-16 figure).

Safe Lives (formerly CAADA), which designed MARACs, recommend that for an established MARAC the rate of repeat referrals would be in the range of 28-40%, and Havering is currently exceeding the upper threshold as of the first financial quarter of 2016-17. A repeat referral is one which has previously been referred to a MARAC within the previous 12 months. Whilst there are locally defined thresholds which trigger referrals (Violence, Sexual Offences, escalation, professional judgement), a repeat referral can be made regardless of whether or not the behaviour experienced by the victim meets the local referral threshold. Repeat referrals in most cases are made in order to prevent escalation of more serious behaviour, such as violence, rather than waiting for a case to reach threshold again. Better identification of DV and improved recording is helping us to identify escalation more effectively, leading to more repeat referrals. Havering also has seen a rise in MARAC to MARAC referrals from other boroughs, where we have repeat victims being moved into the borough from across London and neighbouring police force areas.

There is also a target to increase the number of cases referred to the MARAC, which forms part of a funding bid to the Mayor's Office for Policing and Crime (with funding being dependent on successfully meeting the target). Reports of Domestic Violence continue to increase nationally. With 800 additional reports received in Havering during 2015/16 and an additional 300 for Q1 2016/17, the Council expects to see an increase in referrals. The annual target for MARAC referrals was 216. There were 250 Domestic Violence MARAC referrals in 2015/16. The referral target agreed with MOPAC for 2016-17 is 232 referrals.

Demand continues to grow for domestic violence services. Domestic violence is the biggest single issue, in terms of volume and demand, facing policing and community safety. There is also a notable demand on local authority services, with domestic violence being the single highest volume reason during 2015-16 for referrals to the MASH and children's services in Havering.

The significant increases in victims being identified, now through multiple agencies rather than just policing and community safety, and reports being made are, as expected, leading to more demand for preventative actions and interventions through the MARAC and commissioned services. The capacity to meet increased demands effectively may impact negatively on the level and frequency of repeat referrals – more demand is likely to lead to delays in successful outcomes (i.e. criminal justice timeliness).

- Havering is currently under resourced in terms of Independent Domestic Violence Advocates who manage MARAC cases, with 2 FTE currently unavailable. Issues with the Victim Support IDVA service, managed and commissioned by the Mayor's Office for Policing & Crime, have been raised at the highest level by Havering and numerous other Community Safety Partnerships across London who are experiencing staffing/capacity problems with the new service.

Crime & Disorder Overview & Scrutiny Committee

- There is currently a rise in total recorded crime (TNO) of 18.5% for this financial year in Havering. This compares to a 5.5% increase across London. Whilst a significant amount of the rise is expected due to changes in recording practices to violent crime and criminal damage (a "manufactured increase"), there have also been increases in Burglary, with particular targeting of elderly households. Resources and kit have been provided by Community Safety to the police, along with an intelligence led work plan in order to continue to deliver Safe Zones, with a target to complete at least 1 each month, however, the police have completed none in Q1 2016-17.

OUR RESIDENTS WILL BE PROUD TO LIVE IN HAVERING.

There are no Crime & Disorder indicators under the PROUD goal. It should be noted that Havering Community Safety Partnership services contribute to Corporate Performance Indicator NI117 (percentage of NEETs), working with children and young adults as part of our reducing reoffending panels.

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance against some Corporate Performance Indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams (e.g. the Mayor's Office for Policing & Crime fund). Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Cleared Comie Campbell, Interim Strategic Finance Business Partner - 13/07/2016

Human Resources implications and risks:

There are no specific Human Resource implications and risks.

Cleared Geraldine Minchin, Strategic HR Business Partner - 14/07/2016

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.

Cleared Stephen Doye, Legal Manager - 15/07/2016

Equalities implications and risks:

The following Corporate Performance Indicator rated as 'Red' could potentially have equality and social inclusion implications for a number of different social groups if performance does not improve:

- **CSP2** – Repeat Domestic Violence cases going to the MARAC

The commentary for this indicator provides further detail on steps that will be taken to improve performance and mitigate these potential inequalities.

Cleared Savinder Bharna, Corporate Diversity Advisor - 13/07/2016

BACKGROUND PAPERS

The Corporate Plan 2016/17 is available on the website at <https://www.havering.gov.uk/Documents/Council-democracy-elections/Corporate%20Plan%20201617.pdf>

Appendix 1



Appendix 1
(CPR-Q4) Crime and I

Appendix 2



Appendix 2 Demand
Pressure Dashboard (

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CRIME AND DISORDER SUB-COMMITTEE – ANNUAL REPORT, 2015/16

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising our activities during its year of operation ending May 2016. This report will stand as a public record of achievement for the year and enable members and others to have a record of the Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Ian de Wulverton (Chairman)
 Councillor David Durant (Vice-Chairman)
 Councillor Ray Best
 Councillor John Mylod
 Councillor Garry Pain
 Councillor Linda Van den Hende

During the year under review, the Sub-Committee met on 4 occasions and dealt with the following issues:.

1. Transforming Rehabilitation

With effect from 1 June 2014, the services provided by the London Probation Trust had been divided between two new organisations. The National Probation Service would deal with major risks and the Community Rehabilitation Company (CRC) would work closely with all other offenders.

The National Probation Service unit covering Havering would also cover Barking & Dagenham, and Redbridge. Initially the team had been allocated 1,500 cases the majority of which would be managed in custody.

The local CRC covered both Havering and Barking and Dagenham. The CRC would be run as a separate Company and MTCnovo became the new owner of the London CRC on 2nd February 2015. MTCnovo was essentially a joint venture between MTC and Amey, in partnership with third, public and private sector partners.

The Sub-Committee had received an update on the work of the London Community Rehabilitation Company in July. The big change introduced by MTCnovo had been the introduction of a new operating model which included working with offenders in cohorts. These cohorts were:

- 18-25 year old males;
- 26-49 year old males;
- 50+ males;

- Women;
- Mental health and intellectual disabilities (as the primary presenting need);
- Community payback remained as a distinct service delivery arm.

2. Work in Partnership with the Police

The Sub-Committee had looked at the issue of search warrants. They had been assured that the changes in the Magistrates Court had not had an adverse effect on the local police. In a normal week 5 to 6 warrants would be obtained, mainly in respect of drugs.

MOPAC had set the Metropolitan Police seven targets to achieve over a four year period ending march 2016. Operation Omega had had a significant effect on the borough with violent crime reducing in Romford Town Centre. The one constant in previous years had been the effect of the We R Festival on Theft from Person. Improved policing at the festival had reduced the numbers of reported crimes from 100 to 26.

An increase in domestic violence had been noted.

Crime figures for the Christmas and New Year period had been down, and a contributor to this had been the increased use of Section 35 notices with 180 being issued in October, November and December.

3. Violence Against Women and Girls Strategy

The Sub-Committee were advised that there had been a 12.4% rise in reported and recorded incidents in 2015/16. This had included 306 additional domestic incidents and 231 domestic crimes.

Referrals to MARAC had also increased over the same time period. Whilst Havering's arrest rate had been one of the worst in London, their successful prosecution rate was the highest (80% compared to an average of 65% across London).

The Metropolitan Police had launched Operation Dauntless targeting prolific offenders to act a deterrent.

4. Reducing Re-Offending Strategy

The Havering Community Safety Partnership had created a Reducing Re-Offending Board which was supported by three Panels, Integrated Offender Management, Serious Youth Violence and Drug Intervention Project.

The sub-committee had been advised that:

- The total socio-economic cost of crime in Havering in the last 12 months had been £100,171,414;
- There had been 15,845 recorded crimes in that same time period;

- Of those 15,845 crimes just 20.3% had been detected by the police; and
- Out of those 3,141 offences which had been detected only 2,544 individuals had been accused.

The Sub-Committee had concurred with the concept that there must be consequences for breaking the law and supported the reforms pointed out in the 'Breaking the Cycle' proposal that had insisted there must be a better deal for victims.

Officers had undertaken an assessment of the Adult Offenders which had revealed:

- 85.1% of offenders were male. However, Havering had the highest proportion of female offenders in London;
- 63.9% of offenders were aged between 26 -49;
- Havering had the second highest proportion of 21-25 year old offenders in London (Havering 18.6%, average 16.3%);
- Violence against the person was the most frequent offence (29.7%) and accounted for half of the 2014 socio-economic costs £55,460,640;
- Almost 1/5th of known offenders who had committed crime in Havering had been from Barking and Dagenham; and
- Havering had the highest percentage of burglars of all London Boroughs testing positive for cocaine, more than one and a half times the regional average (27.3% compared to 15.3%).

The Sub-Committee would be reviewing regularly the work of these Panels to see what progress was being made.

5. Youth Offending Service

In December 2014 the Council had taken back in-house the provision of the Youth Offending Service. In that time significant progress had taken place improving the outcomes for the recipients of the service. A recent inspection had identified a number of key strengths identified, including effective assessments of offending behaviour and risk of harm to other, as there were established links and joint working with the police and community safety. Parents/ carers were fully involved in assessment and planning, and were seen as being a central support to the child or young person; case managers' detailed knowledge of barriers to working with the YOS and individual preferences of children and young people had led to effective compliance and engagement; children and young people having access to a range of specialist service including substance misuse, emotional and mental health and mentoring.

Across London the case load had become more complex, with Havering having 28% reoffending rate, low compared to our neighbours statistically.

The Sub-Committee would continue to scrutinise the work of the Youth Offending Service to check that progress was still being made.

7. Serious Youth Violence

Havering had the fourth highest increase in London for Serious Youth Violence in 2014/15. They were also the 10th Highest volume of firearms discharged, although this had included air rifles.

Of greater concern was the increase in knife crime resulting in injury, with 65 victims in 2014/15.

Partners were investing a lot of time and resources to tackle these issues. In recent years Havering has seen an influx of gang members from other London Boroughs, 52 young people in Havering were being monitored on a regular basis, as being gang affected or gang active. Of these 20 nominals had appeared on the Trident Gang Matrix.

The Sub-Committee would be regularly monitoring activity to ensure the problem was being managed successfully.

8. Imprisonment of those with Mental Health issues

The Sub-Committee had identified the treatment of those offenders with mental health issues was an area which deserved to be scrutinised. Over the year members have met with different agencies to identify the specific points of contact and how agencies worked together to ensure those offenders with mental health issues were dealt with correctly.

The Topic Group has met on six occasions meeting representatives from the Metropolitan Police, Youth Offending Service, NELFT, National probation Service, London Community Rehabilitation Company, CCG, Public Health and NHS England to gain a sense of the roles played by the individual Partners and assess how well they work together and identify any areas of concern.

The Topic Group will be meeting on one further occasion to pull everything together and hear how other agencies deal with these offenders.

9. Other Areas covered

The Sub-Committee had also received reports on:

- The information available from the MOPAC dashboards,
- Performance indicators
- Psychoactive Substances Bill;
- Drug Misuse and Alcohol Strategies;
- The Annual Prevent Plan;
- Parking Across Residential Driveways; and
- An update on the latest Strategic Assessment.

The work plan for 2016/17 would reflect the priorities identified in the Strategic Assessment.

10. Town Centre Visit

Back in September 2015 the Chairman and Councillor Best spent an evening with the Metropolitan Police touring Romford Town Centre.

The evening had been incident packed with a heavy police presence. The opportunity had been taken to see how the ID scanners work and staff at one of the venues demonstrated this and ran through the benefits for both the venue and crime prevention.

Whilst visiting the Goose Public House and talking to the security staff those on the visit were able to see the police in action attempting to calm down a potentially explosive incident. On this occasion the suspect lost control and threw a punch at a police officer. He was taken into custody and taken to Romford Station. This simple action took three officers away from the Town Centre for approximately 45 minutes.

The Police were busy heading off potential trouble handing out section 35 notices. Towards the end of the evening another serious incident outside Fiction was headed off by the prompt action of the police. On this occasion the suspect was released once he had calmed down.

11. Delivering Integrated Mental Health Care in The Criminal Justice System

On 10 November 2015 the Chairman attended a conference dealing with the above. The theme of the conference fitted well with the work of the Topic group. Speakers at the conference were constant in their belief that the Bradley report: 'Lord Bradley's review of people with mental health problems or learning disabilities in the criminal justice system', published in April 2009 was one of the most important documents published in the last twenty years regarding the treatment of people with mental health problems or learning disabilities in the criminal justice system.

One area of concern at the conference and in the work of the Topic Group was the failure to take full advantage of Mental Health Referral orders by the courts. The reason being the failure to provide adequate reports through in adequate staffing.

Councillor Ian de Wulverton
Chairman

