

<b><u>Meeting</u></b>
<b>Community Leadership and Libraries Committee</b>
<b><u>Date and time</u></b>
<b>Thursday 11th May, 2023</b>
<b>At 7.00 PM</b>
<b><u>Venue</u></b>
<b>Hendon Town Hall, The Burroughs, London NW4 4BG</b>

**TO: Members of Community Leadership and Libraries Committee (Quorum 3)**

Chair: Councillor Sara Conway  
Vice Chair: Councillor Gill Sargeant

#### **Councillors**

Zahra Beg	Jennifer Grocock	Simon Radford
Dean Cohen	Kamal Gurung	Danny Rich
Shuey Gordon	Lachhya Gurung	Ella Rose

#### **Substitute Members**

Edith David	Nagus Narenthira	Daniel Thomas
Laithe Jajeh	Caroline Stock	Zakia Zubairi

In line with the Constitution's Public Participation and Engagement Rules, requests to submit public questions must be submitted by 10AM on the third working day before the date of the committee meeting. Therefore, the deadline for this meeting is Friday 5 May 2023 at 10AM. Requests must be submitted to Corinna Demetriou 020 8359 2860 [corinna.demetriou@barnet.gov.uk](mailto:corinna.demetriou@barnet.gov.uk) .

**You are requested to attend the above meeting for which an agenda is attached.**  
**Andrew Charlwood – Head of Governance**

Governance Services contact: Corinna Demetriou 020 8359 2860  
[corinna.demetriou@barnet.gov.uk](mailto:corinna.demetriou@barnet.gov.uk)

Media Relations Contact: Tristan Garrick 020 8359 2454 [Tristan.Garrick@Barnet.gov.uk](mailto:Tristan.Garrick@Barnet.gov.uk)

#### **Assurance Group**

*Please consider the environment before printing.*

#### **Recording of Meetings**

Members of the public have the right to film, record or photograph public meetings. You may be asked to stop filming, photographing or recording a meeting if the Chair feels that the activity is disrupting the meeting. The meeting may be broadcast live or recorded for later transmission by the Council. Recordings may be available live or for twelve months afterwards.

If you are attending the meeting either in person or online, you understand that you may be picked up in recordings made by the public or the Council.

### **Order of business**

Item No	Title of Report	Pages
1.	Minutes of last meeting	5 - 14
2.	Absence of Members (If any)	
3.	Declaration of Members' Disclosable Pecuniary interests and Non Pecuniary interests (If any)	
4.	Report of the Monitoring Officer (If any)	
5.	Public Comments and Questions (If any)	
6.	Members' Items (If any)	
7.	Barnet Together presentation	15 - 34
8.	Draft Barnet Volunteering Strategy 2023-2026	35 - 58
9.	Mayoralty, Civic Events and Town Twinning	59 - 72
10.	Armed Forces Covenant Action Plan	73 - 86
11.	Family Services Domestic Abuse & VAWG Annual Report	87 - 116
12.	Community Safety Annual report 2022/23	117 - 144
13.	Any item(s) the Chair decides are urgent	

### **Facilities for people with disabilities**

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Corinna Demetriou 020 8359 2860. People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

### **Fire/emergency evacuation procedure**

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by uniformed custodians. It is vital you follow their instructions.

You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions.

Do not re-enter the building until told to do so.

This page is intentionally left blank

# **Decisions of the Community Leadership and Libraries Committee**

7 February 2023

Members Present:-

**AGENDA ITEM 1**

Councillor Sara Conway (Chair)  
Councillor Gill Sargeant (Vice-Chair)

Councillor Zahra Beg	Councillor Lachhya Gurung
Councillor Dean Cohen	Councillor Simon Radford
Councillor Shuey Gordon	Councillor Danny Rich
Councillor Jennifer Grocock	Councillor Ella Rose
Councillor Kamal Gurung	

Also in attendance

Apologies for Absence

## **1. MINUTES OF LAST MEETING**

**RESOLVED** that the minutes of the meeting held on 31 October 2022 be agreed as a correct record.

It was agreed that a list of CCTV units would be supplied to Committee members as agreed.

Details of the Business Plan would be provided as part of the Policy & Resources papers which are being taken to the February meeting.

## **2. ABSENCE OF MEMBERS (IF ANY)**

None.

## **3. DECLARATION OF MEMBERS' DISCLOSABLE PECUNIARY INTERESTS AND NON PECUNIARY INTERESTS (IF ANY)**

Cllr Conway declared a non-pecuniary interest – that she is a Trustee of the Jewish Volunteering Network, a trustee at Sebby's Corner and a Council appointed trustee at the Arts Depot.

Cllr Rich declared a non-pecuniary interest – that he is a Youth Magistrate in South West London.

Cllr Rose declared a non-pecuniary interest – that she is a member of the London Jewish Forum.

**4. REPORT OF THE MONITORING OFFICER (IF ANY)**

None.

**5. PUBLIC COMMENTS AND QUESTIONS (IF ANY)**

None.

**6. MEMBERS' ITEMS (IF ANY)**

None.

**7. REGISTRATION AND NATIONALITY SERVICE UPDATE**

Barry May, Assistant Director of Resident Experience and Digital and Michaela Fitzpatrick, Registrations Service Manager presented the report and noted that previously the service had been reported at this Committee in 2020. The report focused on performance and demand over the period of time of covid and highlights the recovery period also. Birth registration backlogs and Home Office backlogs for citizenship ceremonies and noted that in the last 12 months the team are now on track with the backlogs from the pandemic. There is also capacity now in the service to perform the registrations needed and carry out the statutory obligations the service provides as within the year 2023/24 the GRO will actively start monitoring KPI performance against national indicators.

Comparably against London the service is doing well with a current focus on chasing up outstanding birth registrations from babies that were born during the pandemic or still outstanding, outside of the statutory 42 days.

The report also highlighted some statutory and legislative duties that have either been introduced, or will be introduced soon, showing the potential impact this could have on residents and the service the team provides.

Cllr Rich commented on the speed of burial for some communities within Barnet, notably the Jewish community and the Muslim community for religious significance and asked about the relationship with the new medical examiners and how any delays may be prevented in the future. Ms Fitzpatrick advised that the team are currently working with the medical examiners on the new roll out and the communications they will be putting out prior to the statutory roll out in April, and they will be mirroring Barnet's on call out of hours service, which is currently 9 – 11pm on weekends and bank holidays. Ms Fitzpatrick noted that the previous Saturday the out of hours service had been piloted and the medical examiners had ensured community surgeries and doctors are on board and aware of how the processes operate with no huge delays being seen in the issuing of paperwork relating to deaths.

Cllr Cohen gave his personal thanks to the team, in particular those who go the extra mile in assisting families in difficult times in terms of registration especially faith groups within the borough and being flexible in that regard. He also expressed thanks on behalf of the residents of Golders Green. Cllr Conway endorsed this also.

Cllr Gordon also expressed his thanks to the team on behalf of residents in Edgware, noting the good experiences he has had with them at such sensitive times.

Cllr Sargeant congratulated the team on the new opportunities at Hendon Town Hall and looks forward to the report going forward with new business.

**RESOLVED** that all of the Committee members:

- 1. Noted service performance, and updates contained within the report on the recovery of performance since the pandemic**
- 2. Noted the statutory and legislative changes that have had an impact on service provision and the people engaging with the service**

## **8. COMMUNITY LEADERSHIP AND LIBRARIES FORECAST FINANCIAL OUTTURN AT MONTH 9 (DECEMBER 2022)**

Nick Stylianou, Head of Finance presented the report to the Committee noting that at month 9 the forecast revenue financial outturn on the General Fund is:

- Forecast underspend of £0.168m and a favourable movement of £0.229m since month 4
- There are no reserves to be drawn down this financial year

Additional grant is shown in Family Services and Community Safety which wasn't planned for the beginning of the financial year which has led to a substantial part of the underspend.

Additional increased agency costs related to sector issues around recruitment of social care staff. This is in line with wider council pressures on procuring staff amidst supply chain scarcity of skilled labour. This is also affecting other services within the organisation, notably Legal.

Community Safety is forecasting a net nil variance at month 9. This includes the increased budget for CCTV, related to the revenue cost of leasing the BT/Openreach lines is underspending by £0.250m in-year. This is offset by an underachievement of Fixed Penalty Income in-year, due to delayed recruitment, training, and purchasing equipment. This has resulted in expected revenue only being generated from December 2022 onwards. Income is expected to return to target levels from 2023/24.

It is currently forecasted that all £0.084m of savings will be achieved from the Registrations service, with the view that income from future years is expected to recover through improvements to facilities at Hendon Town Hall and increased marketing which are expected to increase income generation from Marriage services going forward into next year.

Mr Stylianou highlighted one potential risk being the changes to legislation in Marriage services whereby couples are required to register with their Local Authority, even if they hold private marriage services. Central Government are considering changing legislation to remove this requirement, which would reduce demand for this service.

He continued that Central Government are also currently discussing withdrawing or reducing the prevent grant which funds council officers. This would potentially mean additional council budget is required to maintain officer posts.

Cllr Rich asked in relation to the Prevent funding and the assumption that the team will not be able to carry out this work going forward due to the funding being withdrawn. Maggie Highton Brown commented that when the Home Office confirm the position and set out the new model the team will still need to carry this work out as the work of Prevent is a statutory duty so we will then assess the impact on the borough then. Declan Khan noted that a package will be put in place however the service will be redefined, and further details will be given when known.

Cllr Grocock asked about reserves in the report as there was no figure included. Mr Stylianou commented that there are not any that we are currently drawing down on.

Cllr Grocock asked in relation to agency staff in section 2.2 of the report. Mr Stylianou agreed to circulate the detailed breakdown to all members after the Committee meeting for their information.

Cllr Grocock also asked for an addition in section 1.6 in the report and for this to include civil ceremonies and not just weddings

Cllr Grocock queried the dates in section 3.3.3 of the report and Cllr Conway confirmed that the costs cover the financial year for 2023/24. Cllr Grocock also asked about costs relating to the governance arrangements around fibre connections. Mr Khan commented that this would be covered within the CCTV Full Business Case report at Item 12 within the agenda pack.

Cllr Beg asked about the risks as set out in section 2.12.1 and the impact that this change in the law could have. Mr May informed that the main risk is that it will change where people can get married, however this could also be seen as an opportunity. The government commissioned this review, however this was mentioned as a risk as we may lose weddings at Hendon Town Hall but an opportunity in the Borough as people can get married in different settings, for example local parks and other faith and community halls. Approximately 20-30% of people who register to get married at the Town Hall with the remaining number of people marrying at other legal buildings.

**RESOLVED** that all the Committee members:

- 1. Noted the current forecast financial outturn for 2022/23;**
- 2. Noted the projected use of reserves.**

## **9. CIVIC AND COMMUNITY EVENTS POLICY**

Will Cooper, Deputy Head of Strategy & Jennifer Powell, Community Events Officer presented the report via PowerPoint and took the Committee through the community events programme that is scheduled for the year 2023/24 which forms part of the new focus on engaging with residents, empowering communities, and celebrating the culture of the borough.

Funding for events will be spread out across the year to ensure there is enough funding for main times of celebration and will be focused on events that celebrate cultural or faith festivals and awareness days linked to cultural identity.

Funding has been allocated from the Neighbourhood Community Infrastructure Levy (NCIL) to support community engagement where within this there is a budget to fund community events with community groups being able to make a bid for a community event at any time and a small diverse panel will meet to assess each that are received that reflect the communities celebrating the specific events

Cllr Cohen asked in relation to the budget and if there is a minimum or maximum amount for grants. Ms Powell commented that the usual maximum amount of grant is £1000 per grantee however in exceptional circumstances this could be raised. She continued that the total amount allocated in the budget for grants is £120k.

Cllr Cohen asked about cross diverse panels that make decisions on the grant funding applications, if the panel meets during a certain period and how long is the lead in time before that grants need to be submitted to when the panel convenes to make a decision. Mr Cooper commented that the team would expect community groups to be bidding throughout certain times of the year and would expect to have a representative of the relevant faith group on the decision-making panel.

Cllr L Gurung mentioned that within the borough multi-cultural events have previously been held at the Multi-Cultural Centre in Hendon and suggested for this to be looked at again. Mr Cooper commented that he would encourage any community groups to participate in these types of events going forward

Cllr L Gurung also commented that there used to be a community group in Burnt Oak called 'All together Burnt Oak' which included different groups and schools who held cultural dances and had stalls from different faith groups from the Community Hospital to Montrose Park which was another good way of bringing communities together. Cllr Conway noted that the winter festival fund was a joint motion cross party at Council a few years back and is very much a joint effort. In relation to this particular event there is an issue with funding that Cllr Conway is aware of and the purpose of the new funding that has been made available is to encourage other community groups to reach out and bid for money. Mr Cooper expressed hope that now with the funding available we will be more visible and encourage more events to take place with more cross community working.

Cllr Rose noted the paper reflects upon the administrations priority to be a Borough of Fun and expressed her thanks to all officers. She also noted the importance of all communities in the borough being recognised. She also asked for the papers to be updated to include the Progress Pride flag which is currently being flown outside of the Town Hall.

**RESOLVED** that all the Committee members:

- 1. Approved the Civic and Community Events Policy appended**
- 2. Approved the community events programme and the approach we will take to deliver it**

- 3. A list of the faith festivals, cultural celebrations, awareness days and memorial events that the council will officially mark. Authority is delegated to the relevant Chief Officer to approve the award of grant funding as provided in the Civic and Community Events Policy.**

## **10. REFUGEE RESETTLEMENT AND ASYLUM SEEKER UPDATE**

Will Cooper & Gemma Carmichael, Strategy Manager presented the report to the Committee which outlined an update on the ongoing work that the Council does to support the resettlement of refugees in Barnet and also outlines the Council's plans to become a Borough of Sanctuary.

Ms Carmichael noted that a motion was passed at full Council on 24<sup>th</sup> January to make Barnet a borough of Sanctuary and Cllr Conway commented that this has been introduced by the current administration, supported unanimously.

In relation to the Afghan Citizens Resettlement Scheme and Afghan Relocations and Assistance Policy, the team have, to date, supported 4 Afghan families and on the Homes for Ukraine scheme the Strategy team have overseen the welcoming of approximately 1000 guests with support from Environmental Health, Barnet Homes, HR, Children's Safeguarding, and Finance.

Ms Carmichael also updated the Committee on Asylum seekers and noted that Barnet is home to five hotels being used to accommodate asylum seekers before dispersing them into accommodation. These hotels are located across the borough and as of 18 November 2022, there were 1108 individuals across the four hotels – this is a rise from 901 the year before. 5 hotels in the borough that the home office are using with approx. 1000 asylum seekers.

Cllr Grocock asked about private rented accommodation and if there is any way accommodation outside of the borough can be looked at. She also asked about settlements and who and how those in hotels can be supported. She also asked about the plan for decommissioning the hotels that asylum seekers are currently living in. Ms Carmichael commented that the Afghan families we currently support are living in hotels outside of the borough and figures around this can be circulated to all Committee members. Mr Cooper commented that the Home Office are in charge of the decommissioning of the hotels as it is dependent on dispersal accommodation. He continued that there is a campaign across the country to buy property and once sufficient stock has been purchased the hotels will be decommissioned however this is unlikely to happen before the end of the year.

Cllr Sargeant noted the importance of Barnet now being a borough of sanctuary so it can provide a cohesive approach to what we can do. Cllr Sargeant also noted the good work the team are doing with unaccompanied children.

Cllr Beg asked if the Home Office have started the asylum seekers dispersal scheme. Ms Carmichael advised that there is not huge amounts of clarity on this as yet, similar to what has been discussed with the decommissioning of hotels. Mr Cooper informed that the team are working hard to get as much info from the Home Office as we can.

**RESOLVED** that all the Committee members:

- 1. Noted the report and the updates on refugees and asylum seekers in Barnet**
- 2. Approved of adopting the values of the City of Sanctuary network and the development of a Borough of Sanctuary Strategy**

**11. COMMUNITY SAFETY MID-YEAR INTERIM REPORT QTR 1 AND QTR 2 2022/23 INCLUDING AN UPDATE ON THE DELIVERY OF THE COMMUNITY SAFETY STRATEGY AND COMMUNITY SAFETY HUBS AND WARD WALKS**

Maggie Higon Brown, Head of CCTV & Community Safety presented the report to the Committee and informed the report demonstrated the work undertaken by the Community Safety Team during the period April 2022 – September 2022 and provided the Committee with an update on the delivery of the five priorities of the Community Safety Strategy. The report also includes the implementation and review of the Community Safety Hubs and Ward Walk projects between October – December 2022 as part of the work of Community Safety Team

Cllr Cohen raised the issue of poor or no street lighting and felt it important that the Committee notes this in the form of a report as this links with the safety of residents in the borough. Cllr Cohen asked for the street lighting officer to bring a report back on street lighting to the Committee however Cllr Conway confirmed that she would liaise with the Chair of the Environment & Climate Change Committee on a way forward.

Cllr Cohen also raised the ward walks and asked for clarification on the number of these taking place in each ward per year. Ms Higon Brown confirmed that two per ward, per year would take place.

Cllr Rich commented on the importance of ensuring the case studies are seen by the public via communications this would be perceived as a positive piece of work and encourage more residents to raise issues if they know they are being tackled. He also thanked officers for the comprehensive reports that come to the Committee.

Cllr Grocock asked in relation to the 32 referrals within the prevent section of the report and what ages and ideologies the 4 that were considered suitable for channel multi agency assistance. Ms Higon Brown informed that 81% of these were under 18 and 46% of these were linked to mixed or unclear/unstable ideologies.

Cllr L Gurung asked who organises the ward walks. Ms Higon Brown informed that within the project team there are officers who coordinate the walks and HUBs who arrange the administration of this.

Cllr Grocock also raised the PSPO notices around the borough and asked if they could include landline telephone numbers on to make it as easy as possible for residents to get in touch and asked if the Safe Places window stickers could be circulated to members to see. Cllr Conway informed that this piece of work has now turned into a project because of the wider reach and an update will come to the Committee at a later date for members awareness.

Cllr Gordon asked if there was a quicker way of covering more of the borough on the ward walks, for example using bikes. Ms Highton Brown commented that the walks only cover the hotspots that residents have emailed in about and this information will link into specific initiatives going forward.

**RESOLVED** that all the Committee members:

- 1. Noted and commented on the Community Safety Team interim report.**
- 2. Noted and commented on the progress being made against the five priorities set out in the Community Safety Strategy.**
- 3. Noted and commented on the implementation and review of the Community Safety Hubs and Ward Walks report.**

## **12. CCTV - FULL BUSINESS CASE**

Declan Khan, Assistant Director of CAFT presented the report on behalf of Clair Green, Executive Director of Assurance.

Mr Khan informed the Committee that within the report it includes approval to proceed with the procurement of a CCTV fibre network management service, by direct award of a contract to BT Plc, justified by continuation of terms secured by competitive tender through the Fibre West procurement undertaken by LB Ealing in January 2022.

Cllr Conway expressed her thanks to all officers for their work on the report.

Cllr Grocock asked about the procurement of the CCTV and if Committee members can have sight of the documents relating to this. Adam Driscoll, Commissioning Lead, Growth advised that the procurement of this was all carried out via Ealing Council however would only send appropriate information relating to this that is not commercially sensitive.

**ACTION: MR DRISCOLL**

Cllr Cohen asked in recommendation 3 and what further revisions could be made to the business case without Committee members seeing it. Mr Driscoll commented it could be a number of things that need to be amended, such as additional column sites, and other elements of the programme that are linked to the technical delivery phase. Some of the technology that are used for some parts of the borough, for example parks, will not be suitable for main roads or alleyways.

Cllr Rich noted that the Committee should agree the business case in principle and allow officers and technical staff to ensure they get the best from the technology proposed and make any changes necessary for the best use of the equipment.

**RESOLVED** that all the Committee members:

- 1. Approved the Full Business Case (FBC) for the CCTV programme**

2. **Approved commencement of the direct procurement and award process to contract with BT Plc for the provision and management of a secure CCTV fibre network as well as the associated network equipment and services.**
3. **Approved delegated authority to the Executive Director, Assurance in consultation with the Committee Chair to approve further revisions to the Full Business Case (FBC), and for the signing of the CCTV fibre network contract.**
4. **Approved delegated authority to the Executive Director, Assurance to develop and enter into contractual arrangements relating to the installation and use of attachments to CCTV assets, where they can provide beneficial services to the council, residents or businesses within the borough.**

### **13. COMMITTEE FORWARD WORK PROGRAMME**

Cllr Grocock asked when the Corporate Plan will be brought to the Committee. Cllr Conway noted that this was on the agenda for the Policy & Resources meeting on 22<sup>nd</sup> February 2023 and then would be taken to Budget Council on 28<sup>th</sup> February 2023.

**RESOLVED** that all the Committee members noted the forward plan.

### **14. ANY ITEM(S) THE CHAIR DECIDES ARE URGENT**

None.

The meeting finished at 8.43pm

This page is intentionally left blank



# Barnet Together & the Barnet Together Alliance

Programme 2022-2023

**YOUNG  
BARNET**  
FOUNDATION

**VB** **VOLUNTEERING  
BARNET**  
Inspiring and supporting volunteering

The power of experience  
**ib** **inclusion  
barnet**

**BARNET**  
LONDON BOROUGH

AGENDA ITEM 7



nettogether

# Barnet Together

We are:

- ✿ Young Barnet Foundation
- ✿ Volunteering Barnet
- ✿ Inclusion Barnet



# What is Barnet Together?

Barnet Together (BT) is **a partnership between Young Barnet Foundation, Volunteering Barnet (Groundwork London) and Inclusion Barnet. Established in 2018**, the partnership provides support, training, resources and advice to Barnet's voluntary, community, faith and social enterprise sector (VCFSE). Each partner brings their own specialisms, knowledge and assets.

# What is the Barnet Together Alliance?



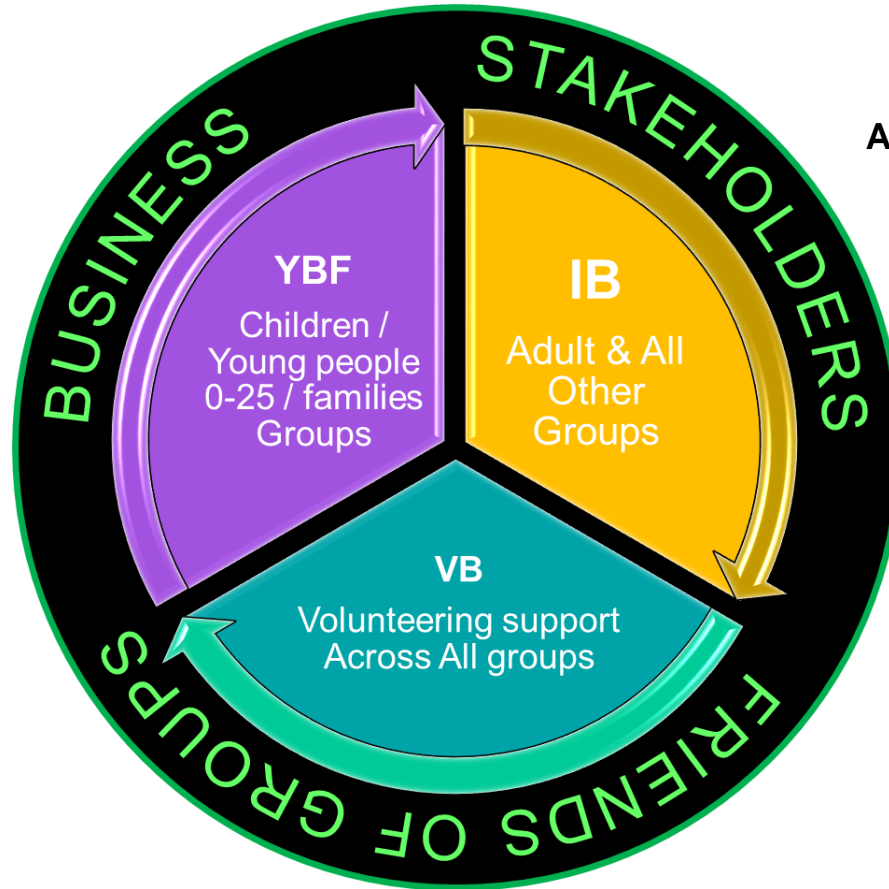
**The Barnet Together Alliance (BTA) is a wider sector partnership, supported by London Borough of Barnet (LBB).**

In 2021, LBB increased the funding it provides to BT and entered into a new long-term commitment with the partnership. This funding has increased capacity in each BT partner, allowing more groups to receive organisational support.



Barnet Together Conference Oct 23

# The Barnet Together Membership



A Partnership Platform



A better Barnet for all those who live and work in the borough, based on real partnership and active collaboration.

Stronger, safer, more connected communities

Effective and inclusive support for the voluntary/ community sector

Strong sector voice and representation

Better collaboration

Sustainable resourcing and support

Effective and inclusive community engagement



Barnet Together Led



Council Led



Core community development

Representation and engagement that works

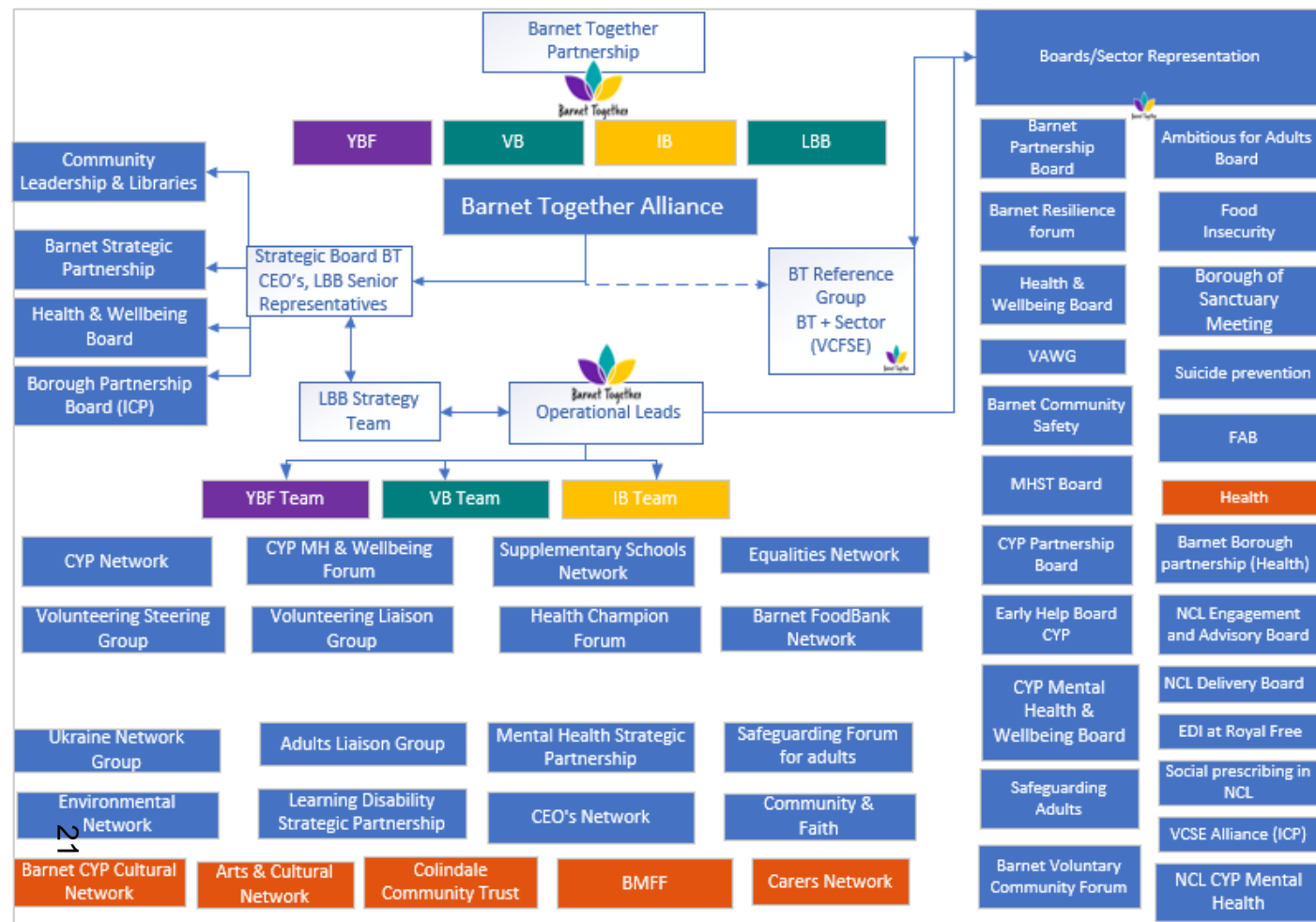
Building effective partnerships

Enabling residents' activity through volunteering

Influencing service design and delivery

A more collaborative approach to challenges & opportunities leading to long-term resilience

# Representation, Advocacy and Reach



## Case Studies



## Conference 2023 – October 2nd At the RAF Museum



# Outcomes/Outputs

Effective and  
inclusive support  
for the voluntary/  
community sector

Strong sector voice  
and representation

Better collaboration



# Objective: Effective and inclusive support for the voluntary / community sector



\*Food Hub

Food Hub accounts for 116,048 of the above figure.

Please note: this does not include March 2023 as data has not yet been submitted

As the number of individual recipients is not recorded there is a chance that the same people visit the foodbank multiple times. Therefore the number above represents the number of families that received food parcel

# Objective: Effective and inclusive support for the voluntary / community sector (continued)



£970,174

funding secured  
by BT members  
(that have  
received support  
from the BT  
team)



£1,217,483

grants given out  
to members \*



6,943

Total registered  
volunteers



645

Newly registered  
volunteers 22-23



91%

of volunteers  
would  
recommend the  
volunteering  
service

\*including Space2Grow & BCF



Inspiring and supporting volunteering



# Objective: Effective and inclusive support for the voluntary / community sector (continued)



38

training events  
delivered



394

attendances at  
training



95%

Growth Learning  
Measurable \*



95%

members  
satisfied with BT  
support \*\*



438

organisations  
/ members  
had 1-2-1's

\*from End of Training session  
feedback form -  
satisfaction rating

\*\*out of 64 respondents to the  
BT Training Feedback Form

# Objective: Strong sector voice and representation



26

attendees at  
Barnet Together  
Reference  
Group



566

network  
meetings /  
partner meetings



87

network meetings  
coordinated /  
hosted by Barnet  
Together \*

\*including Vol coordinator  
coffee morning



£395,872

value of projects  
brought in for BT  
project delivery to  
support the  
sector

## Objective: Better collaboration



83

network  
meetings held



994

attendances at  
network  
meetings



220

organisations  
attended  
network meetings



808

connections  
made



61

successful joint  
bids/projects

## Objective: Better collaboration (continued)



577,392

meals distributed  
to networks



23

organisations  
delivering  
holiday activities  
with food



116,048

residents  
benefitting from  
food support \*



45,166

children  
benefitting from  
food support \*



302

Health  
Champions

[\\*Food Hub](#)

Please note: this does not include March 2023 as data has not yet been submitted

As the number of individual recipients is not recorded there is a chance that the same people visit the foodbank multiple times. Therefore the number above represents the number of families that received food parcel

## Objective: Better collaboration (continued)



### STRATEGIES

CYP Plan 23-17  
Early Help Plan  
Food Plan  
Participation  
Strategy  
Coproduction  
strategy



### STRATEGIES

LBB Equalities  
Review,  
Mental Health  
Charter,  
Art & Culture,  
Volunteer Strategy



### LBB PROJECTS

Parent Champions  
Prevent Agenda,  
design &  
implementation  
BACE, Project  
partner  
W&G Football  
Barnet Dance



### LBB PROJECTS

Barnet Community  
Innovation Fund,  
testing to  
implementation,  
Ukraine,  
Refugee Hotels,  
LGC Awards,  
Ambitious for  
Adults



### LBB PROJECTS

Black History  
Month  
Blacks Can't Swim  
International  
Womans Day  
Brent Cross -  
Employability &  
Engagement  
Conference

# Funding into the Sector



A borough wide community fund - not specific to Young Barnet Foundation or its members

**Barnet Community Fund**



Last Updated: 12th January 2023

**239**

Awards

**£543,191**

Awarded



**340** **£1,308,807**

Awards

Total Award Amount



# Voluntary Sector Manifesto



Barnet Together

## Our vision



A better Barnet for all those who live and work in the Borough, based on real partnership and active collaboration.

## Our mission



As representatives of a thriving and important stakeholder in the Borough, to work collaboratively with local government, in all its forms to ensure that all those who work or live in Barnet are getting the services and support that they deserve, while also recognising the constraints within which we all work.

32



Barnet Together

**Barnet Voluntary Sector Manifesto:  
Working together for a better Barnet**

**Developing a framework for  
partnership working**

**Working for a Better Barnet**

# Generous Leadership

We, as Barnet Together, want to continue to build on our ethos of Generous Leadership and encourage all our members and partners to do the same. We want everyone to commit to being Generous Leaders - to be generous with their time, support, skills, information, resources, power, and in recognising the contributions of others.

Generous leadership creates that space to motivate, inspire and empower all of us to do more within our communities, it allows us to trust and collaborate so that our residents are the true beneficiaries. So, as Generous Leaders let's look up and forward so that together we can help create safer, stronger, more connected communities in Barnet, so all our residents thrive.

**Working towards a Stronger, Safer, More Connected Community!**

# Thank you & questions?



**Barnet Together**

<https://barnettogether.org.uk/>

Barnet Together

**Janet Matthewson**

[janetm@youngbarnetfoundation.org.uk](mailto:janetm@youngbarnetfoundation.org.uk)

**Katrina Baker**

[Katrina.baker@groundwork.org.uk](mailto:Katrina.baker@groundwork.org.uk)

**Caroline Collier**

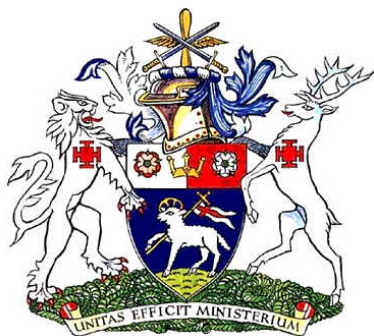
[caroline@inclusionbarnet.org.uk](mailto:caroline@inclusionbarnet.org.uk)

**YOUNG  
BARNET**  
FOUNDATION



The power of experience  
**i b** inclusion  
barnet

**BARNET**  
LONDON BOROUGH



# Community Leadership and Libraries Committee

AGENDA ITEM 8

## 11 May 2023

<b>Title</b>	<b>Draft Barnet Volunteering Strategy 2023-2026</b>
<b>Report of</b>	Chair of Community, Leadership & Libraries Committee
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix 1. 2023-2026 Volunteering Strategy – Building Stronger Communities in Barnet.
<b>Officer Contact Details</b>	William Cooper, Deputy Head of Strategy and Engagement. <a href="mailto:william.cooper@barnet.gov.uk">william.cooper@barnet.gov.uk</a> 020 8359 2236

## Summary

This strategy sets out a vision for developing volunteering in Barnet for the next three years. It includes proposals for how we: increase volunteering; recognise the contribution of volunteers and enable people to share their skills where the sector needs them most. It has been written by Volunteering Barnet and coproduced in partnership with over 200 volunteers and voluntary community faith and social enterprise (VCFSE) sector organisations.

Volunteering Barnet has been the borough's National Council for Voluntary Organisations' (NCVO) accredited volunteer centre since 2015, providing the overarching volunteering support for groups and volunteers. Its online database connects voluntary organisations with over 6000 local people who have registered to volunteer. Its services include hosting support sessions and induction sessions for volunteers, and providing training, tailored support and guidance for organisations.

It is believed that across the UK, a quarter of the population is regularly involved in informal forms of volunteering. In 2020/21 at the height of the Covid-19 pandemic, it is estimated that half the UK population volunteered at least once. During that year, a remarkable 16.3m people volunteered through local groups, club or organisations, highlighting the significance of volunteering to the foundation of society, for both individuals and for the voluntary sector.

In Barnet we saw hundreds of our residents volunteering for the first time during the pandemic, as the community came together to support the most vulnerable. As the borough recovers and returns to normality, we need to retain this community spirit and build on it. There are many benefits to this. Volunteers are not only the lifeblood of our VCFSE sector, but volunteering also provides a range of benefits to individuals. It can increase confidence, wellbeing and employability.

The Community Participation Strategy 2022 commits the council to involving residents more meaningfully in the council's work to improve the borough. The many diverse organisations that make up Barnet's VCFSE sector are essential in enabling this. Not only do they provide vital services to our residents, but they involve large numbers of volunteers giving their time, skills and knowledge for the benefit of our community. As a council we aim to showcase this good work whenever we can and celebrate the contribution volunteers make to our borough.

This is a strategy for everyone in Barnet. It includes priorities for the council, our statutory partners and businesses. Together we can build stronger communities through volunteering.

## Officers Recommendations

1. That members approve the draft Volunteering Strategy 2023-26.

### 1. WHY THIS REPORT IS NEEDED

- 1.1 Volunteering Barnet has been the council's official volunteer service since 2015 and is one of the organisations that make up the Barnet Together Alliance. The service is provided by Groundwork London an organisation with extensive expertise in community participation.
- 1.2 This is Barnet's first ever dedicated strategy for volunteering, and there are several reasons why this is the right time to be producing one. The post-pandemic landscape means there is a renewed interest in volunteering and grassroots community action. Hundreds of our residents volunteered for the first time during Covid, and we also saw new ways of volunteering arise in the face of the crisis. This has not only generated more willingness to volunteer but a more diverse range of ways in which people can do so. We need to maximise the opportunities this presents.
- 1.3 The council's ambitions to involve residents in a collaborative 'listening' borough were set out in the Community Participation Strategy 2022. One of the pathfinder projects in the strategy was to boost grassroots participation and grow our VCFSE from the ground up. Volunteering is one of the principal ways of achieving this. The sector is sustained by its volunteer workforce and its future depends on creating more opportunities for people to give their time in a way that makes the best of their skills and fits around their other commitments.
- 1.4 We are building this strategy on a strong foundation. In 2022, the Volunteering Barnet volunteer survey showed that among our 6000 registered volunteers, 38% are volunteering once a week or more frequently. Volunteers reported that volunteering helps them feel more connected to the local community, leading to a sense of belonging and purpose. There were high levels of satisfaction among respondents, with the majority finding the experience enjoyable and meaningful, with a strong will to

continue. 92% of volunteers surveyed were interested in, or wanted to, continue to volunteer in the future.

- 1.5 The vision statement in the volunteering strategy is: *Together we build stronger communities by embracing and empowering volunteering in Barnet*. Volunteering benefits individuals, organisations and society. It boosts people's self-worth, enables organisations to deliver vital services and strengthens community cohesion. It is a vital tool in addressing inequalities and tackling the challenges facing our residents.

## **2. REASONS FOR RECOMMENDATIONS**

- 2.1 Approval of the draft strategy is required so that the objectives can be delivered.

## **3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

- 3.1 The alternative to this strategy would be to do nothing and continue with the current position.
- 3.2 This would risk missing opportunities to deliver genuine community benefits in Barnet. We have a thriving VCFSE sector in Barnet and thousands of residents who regularly volunteer, but there is huge potential to involve more people and achieve greater outcomes.
- 3.3 Without delivering these objectives for volunteering, the council will struggle to achieve its community participation outcomes.

## **4. POST DECISION IMPLEMENTATION**

- 4.1 Following approval, Volunteering Barnet and the council's Strategy and Engagement team will develop an action plan to ensure the objectives in the strategy are delivered over the next three years.
- 4.2 Processes for monitoring and tracking delivery will also be established and managed through the governance structures of the Barnet Together Alliance.

## **5. IMPLICATIONS OF DECISION**

### **5.1 Corporate Priorities and Performance**

- 5.1.1 Our Plan for Barnet 2023-26 is the council's new corporate plan. It sets out our objectives for supporting our people, our places and the planet. The Volunteering Strategy supports these themes in some of the following ways:
- 5.1.2 People: The VCFSE sector in Barnet delivers essential services that tackle poverty, inequality and poor health outcomes. Many of these organisations are reliant on volunteering to sustain their business.
- 5.1.3 Places: Volunteering provides many opportunities for residents to participate in their local community.
- 5.1.4 The planet: Barnet is home to over a hundred community environmental groups and teams of volunteer litter pickers work every day to cleanse our parks and open spaces.

### **5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

- 5.2.1 The objectives of the strategy are designed to be delivered within the funding envelope of the Volunteering Barnet commission. The proposals are therefore cost-neutral to the council.

### **5.3 Legal and Constitutional References**

- 5.3.1 Under article 7 of the constitution this committee is responsible for general consultations and engagement policy not linked to projects under the terms of reference of other committees.

### **5.4 Insight**

- 5.4.1 Volunteering Barnet gather rich data insight from their volunteering systems, some of which is presented in the strategy. The council will Working with communities across Barnet is only possible with a comprehensive understanding of the communities that exist and their assets, resources and skills. Insight, therefore, is central to effective community participation. We will make sure to use existing and emerging insight and data to build this knowledge and inform our work with communities.

### **5.5 Social Value**

- 5.5.1 Volunteering is one of the most common vehicles for delivering social value, and is often part of an organisation's social value commitments. The strategy includes objectives for developing the council's own staff volunteering scheme and using assets in our own organisation to create social value outcomes for the community.

### **5.6 Risk Management**

- 5.6.1 Increasing community participation can carry some risks. These will be analysed and identified on an individual basis on projects with mitigation plans put in place.

### **5.7 Equalities and Diversity**

- 5.7.1 Pursuant to the Equality Act 2010, the council is under a legal obligation to have due regard to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advancing equality of opportunity between persons who share a relevant 'protected characteristic' and those who do not share it; and fostering good relations between persons who share a relevant 'protected characteristic' and persons who do not share it. The 'protected characteristics' are: age, disability, gender reassignment, pregnancy, and maternity, race, religion or belief, sex and sexual orientation. The council also has regard to the additional protected characteristic of marriage and civil partnership even though this does not apply to certain parts of the public-sector equality duty.
- 5.7.2 The Volunteering Strategy actively advances equalities and diversity by supporting community groups that deliver services to vulnerable and lesser heard communities. The demographic profile of our volunteer workforce is kept under constant review to ensure its diversity reflects our borough's population.

### **5.8 Corporate Parenting**

- 5.8.1 The council expects partner organisations in the VCFSE and private sectors to agree with our corporate parenting pledge and support our endeavours to raise outcomes for looked after children and care leavers.

## **5.9 Consultation and Engagement**

- 5.9.1 The Volunteering Strategy has been written in partnership with volunteers and volunteer involving organisations (VIOs).
- 5.9.2 Over 200 volunteers, organisations and stakeholders were engaged initially, and collectively produced the vision, values and seven priority areas. Volunteering Barnet then consulted further on the recommendations that emerged from this, to produce a shared high-level action plan to help the Barnet Together Alliance, VCFSE sector, stakeholders and Barnet communities make it happen.

## **5.10 Environmental Impact**

- 5.10.1 There are no direct environmental implications from noting the recommendations.

## **6 BACKGROUND PAPERS**

- 6.1 [Community Participation Strategy](#) approved at Community Leadership and Libraries Committee, 31 October 2022.



# Volunteering Strategy 2023 -2026

## Building Stronger Communities in Barnet

### Forewords

We are delighted to publish Barnet's first volunteering strategy. This has been developed during the past year, reflecting on the Borough's experience in the covid pandemic, as well as the continued growth in community participation through volunteering, particularly in environmental and interfaith social action.

This strategy has been produced by Volunteering Barnet in consultation with over 200 volunteers and many VCFSE organisations. It sets out a programme for developing volunteering in Barnet over the next 3 years, including proposals for increasing volunteering; recognising, celebrating and accrediting the contribution of volunteers, and enabling people to share their skills where they are most needed. It is based on a partnership approach - including priorities for the council, our statutory partners and businesses.

At its core is a shared vision that "Together we build stronger communities by embracing and empowering volunteering in Barnet". Volunteering benefits individuals, organisations and society. It boosts people's well-being, confidence and employability, while enabling organisations to deliver vital services, and strengthen community cohesion. It is a vital tool in addressing inequalities and tackling the challenges facing people and communities.

We are building on a strong foundation – volunteering is a key part of local civic life, within and across faiths and communities, in our green spaces and public places. Volunteering Barnet's 2022 survey of 6000 registered volunteers showed that 38% are volunteering once a week or more, and that 92% of volunteers surveyed were interested in continuing volunteering in the future. There are high levels of satisfaction among volunteers who said that their participation helps them to feel more connected to the local community and increases a sense of belonging and purpose.

The Council's Community Participation Strategy commits us to transforming how we empower grassroots community action through effective partnership. Volunteering with so many people across the Borough is also an important space to listen to and learn from local residents. Thank you to everyone involved for your time, skills and knowledge - working together to care for people, our places and the planet.

**Councillor Sara Conway, Chair of Community Leadership and Libraries Committee**

It's our pleasure to introduce the 2023-2026 Volunteering Strategy – Building Stronger Communities in Barnet.

As the Barnet Together Alliance (BTA), our belief is that a strong and thriving voluntary sector can make a real and lasting impact within the local community, and that partnership working is key to this success. This Volunteering Strategy recognises both the proud history and the diversity of our organisations and volunteers, and the social impact and benefits that volunteers contribute. It recognises the challenges we face as a society. It embraces inclusion, and the need to be flexible to the needs and requirements of both organisations and volunteers alike. It also identifies how as generous leaders we can promote, develop and share best practice and champion volunteering for the benefit of Barnet and all of its diverse communities.

Our vision is that together we will build stronger communities by embracing and empowering volunteering, enabling Barnet to unlock all the opportunities and benefits that volunteering and social action can offer.

**Volunteering Barnet and The Barnet Together Alliance**

### Volunteers Sidebar:

Over 80% feel volunteering had positively impacted them

66% volunteer because they wanted to help others

52% want to support their local community

Over 75% of surveyed volunteers felt more connected to their community

## Introduction

Volunteering starts at grassroots level; from acts of kindness and social action, to emergency response initiatives and formal volunteering. It is through this breadth of action, collaboration and partnership working that volunteering contributes to civic life, and to active participation in building strong, inclusive, and resilient communities in Barnet.

Barnet is the second largest borough in London, with an increasingly diverse population, and a vibrant and active Voluntary, Community, Faith and Social Enterprise sector (VCFSE). The sector is the conduit for responsive, targeted, local activity which enhances well-being. It unlocks citizen contributions through volunteering, and contributes to a strong and thriving sense of place.

Barnet has a strong tradition of volunteering, with its large VCFSE sector powered by community spirited residents. The pandemic however, saw a noticeable change in who was volunteering, how they volunteered and the types of volunteering that were undertaken in Barnet. New approaches emerged. Volunteers were driven to step up and support their neighbours in a way that suited them and that fitted into their everyday lives. Digital volunteering, neighbourhood initiatives, and informal and emergency volunteering grew, and many of the structures, practices and processes that existed in volunteering previously, were questioned. It is time to reflect on the last three years and consider how we can take on board the insight and lessons learnt, to improve and maximise all that volunteering offers in Barnet.

Barnet Council sets out its vision as a listening council within the Community Participation Strategy. It describes how it will put this approach into practice, by harnessing existing assets and relationships, while building new ways to work together with communities. Volunteering is central to enabling Barnet residents to be active participants in their communities and work with to make Barnet a better place to live, work and study.

Barnet's Volunteering Strategy has been developed considering the reflections and learning of volunteers, organisations and partners across all sectors. It sets out the collective vision, values and priorities required to develop, support and recognise volunteering for all, over the next three years. We recognise the challenges and opportunities this will pose, as the impact of the pandemic is still being felt across our communities. Alongside other challenges such as the cost of living, food insecurity, and the integration of new residents joining the borough, are also evident. Through the Strategy actions set out, we will show how we can support, maintain and grow volunteering for both individuals and Voluntary Involving Organisations (VIOs) together.

## Organisations Sidebar:

70% of organisations would like to be a part of a borough volunteer fair

42% of organisations wanted support and training on volunteer retention and reward / recognition of volunteers

Over 90% of organisations needed support with recruitment

## Context of Volunteering

Volunteers are crucial to our borough, its communities, and the economy. It is believed that across the UK, a quarter of the population is regularly involved in informal forms of volunteering. Half the UK population volunteered at least once in 2020/21.

During 2020-21, at the height of the pandemic, a remarkable 16.3m people volunteered through local groups, club or organisations, highlighting the significance of volunteering to the foundation of society, for both individuals and for the voluntary sector. This outpouring of public support during the early stages of the pandemic is a repeating pattern, as we have seen in response to local and national need, with over 150,000 people immediately registering for the Homes for Ukraine scheme.

The National Council for Voluntary Organisations (NCVO) report “Time Well Spent” (v4), shows that how people volunteer, and how Voluntary Involving Organisations (VIOs) manage volunteers, changed during the Covid-19 pandemic (reference 2). 70% of those surveyed had formally or informally volunteered, choosing roles to suit their lifestyle, priorities and values (reference 1). Opportunities to volunteer remotely, and more diversity among volunteers, are two positive changes the sector witnessed, that must continue into the future. Locality has been at the heart of this national volunteering picture, with 81% of volunteers undertaking roles in their local area (Reference 1). Borough-specific volunteering services such as Volunteering Barnet, part of Barnet Together, with input from local partners, stakeholders and local organisations such as the Jewish Volunteering Network, are therefore vital to enable local residents and organisations to connect with volunteering.

In Barnet, we have seen a similar pattern of volunteering to that seen regionally and nationally, with a shift in settings and in the types and range of volunteering activities undertaken. This includes more digital, home-based and local volunteering, new settings such as the NHS volunteers and active mutual aid groups, in addition to the Barnet emergency response volunteers who came forward. From that, emergency driven activities such as food and medicine deliveries, helping at vaccination centres, and befriending became core volunteering strands, which have continued to be maintained. In Barnet, as in other areas, we also understandably have seen some of our older volunteers step back from formal front line volunteering, but we are now seeing that trend reverse as volunteers return, albeit into settings where they are comfortable.

As a nation and a borough, we are aware of the need to address inequalities across society, including through volunteering. We are aware that inequalities could likely worsen in the face of the cost-of-living challenges we face, which will put additional pressure on individuals’ capacity to volunteer. Those working longer hours to pay bills have less time for volunteering. Simultaneously, charities face rising demand to support people experiencing financial difficulties, and may therefore need more volunteers to help.

Looking ahead to the next three years, volunteering in Barnet needs to remain flexible and accessible, so that everyone who lives, works and studies in the borough can support their local community in a way that fits their lifestyle and priorities. Support from volunteers will remain vital to the voluntary sector. This strategy

plays a role in setting out the steps we will take together as a borough over the coming years to make this happen.

## The Barnet Together Alliance

As early as 2019, Barnet Council was reviewing its strategic relationship with the local VCFSE, and the ways it supported infrastructure services for the sector. Volunteering and infrastructure were commissioned under two separate contracts held by Volunteering Barnet and Inclusion Barnet respectively. They both came together with a third organisation, Young Barnet Foundation – the infrastructure body for children and young people’s organisations to form a partnership known as Barnet Together.

In this capacity the three organisations provided representation for the borough’s VCFSE. This combined reach and influence proved vital at the outset of the Covid-19 pandemic broke out, and Barnet Together helped marshal frontline services and joined council staff in the planning and delivery of the emergency response for the community. This demonstrated what could be achieved in VCFSE infrastructure with greater collaboration and increased funding. The outcome was the establishment of the Barnet Together Alliance in 2022.

Building on the three-way Barnet Together partnership, the alliance includes the council as a fourth partner. This enables the close partnership working forged during the pandemic to continue and develop. In addition, an increased budget to the partner organisations enables them to deliver further for the sector and to grow the reach of their services. Much of the alliance’s first year has been about creating capacity in the partnership and establishing ways of working. This Volunteering Strategy not only sets out a plan for how Volunteering Barnet will deliver in this new era, but a wider vision for volunteering in the borough.

## The Barnet Community Participation Strategy

The local elections of May 2022 brought a change in the political administration of Barnet Council. One of the first strategic documents to be published under the new administration was the Community Participation Strategy. This sets out a vision for Barnet as a ‘listening council’ that works with communities to coproduce improvements to the borough and creates opportunities for residents to participate in the life of their communities. It lists five principles of community participation that the council has adopted:

- We go where people are
- We learn through doing
- We listen
- We are transparent, accessible and open
- We value community power

The strategy also includes four ‘pathfinder’ projects that will be delivered in 2023-24 in order to demonstrate how the principles can be applied and learn from new approaches. One of these pathfinders is to enable increased grassroots community involvement. The objective of this project is to support the growth of the VCFSE from the ground up and enable more people to get involved in civic life. Volunteering is key to this project’s success.

The Community Participation Strategy was followed in March 2023 by Our Plan for Barnet, the council’s new corporate plan. This goes further into defining the vision for Barnet in the next three years with a strong focus on tackling inequality and reducing poverty through community wealth building.

## A snapshot of volunteering in Barnet today

Volunteering Barnet has been the borough's National Council for Voluntary Organisations' (NCVO) accredited volunteer centre since 2015, providing the overarching volunteering support for groups and volunteers. Its online database connects voluntary organisations with over 6000 local people who have registered to volunteer. Its services include hosting support sessions and induction sessions for volunteers, and providing training, tailored support and guidance for organisations. It champions volunteering best practice to the voluntary sector in Barnet, and other VIOs, whilst making sure that volunteers have an enjoyable and rewarding experience.

In Barnet we have seen how volunteering can have significant benefits for the individual as well as for the causes they choose to support. Alongside the wider reciprocal benefits that come with regular volunteering, including improving mental health, and decreasing social isolation, a large proportion of Barnet volunteers are motivated to volunteer to support a cause, help others and make a difference. Barnet Council through its own employee volunteering programme inspires its staff to give time, to support local charities and give back to the community, while in return they build skills and increase wellbeing.

Additionally, over the last three years Barnet has also seen a growth in environmental volunteering and Barnet Together convened a new environmental network, with formal and informal groups inspired to develop projects at a hyper local level from food and growing projects, to local activities tackling sustainability and carbon net zero. More recently with the set-up of the Barnet Together Arts and Culture network, groups and volunteers are coming together to inspire creative and community arts projects and opportunities for all across Barnet.

We also recognise there are still challenges within volunteer recruitment including effective recruitment of charity trustees and school governors. There is need attract to these roles people with diversity of skills, knowledge and experience from all cultures, faiths and communities within Barnet.

In 2022, the Volunteering Barnet volunteer survey showed that 38% of Barnet volunteers are volunteering once a week or more frequently. Volunteers reported that volunteering helps them feel more connected to the local community, leading to a sense of belonging and purpose. There were high levels of satisfaction among respondents, with the majority finding the experience enjoyable and meaningful, with a strong will to continue; 92% of volunteers surveyed were interested in, or wanted to, continue to volunteer in the future. Those who had yet to volunteer, 25% cited changes in availability, and 35% said they were yet to find roles that suited them.

To ensure that as a borough we continue to harness the willingness of all our volunteers and potential volunteers, ensuring a variety of roles and flexibility, accessibility and diversity in volunteering will be a priority. This is key, so that volunteering is as rewarding as we can possibly make it and everyone who wants to volunteer has the opportunity to do so.

## STATS FOR INFO GRAPHICS:

- Over 6500 registered volunteers
- 12500+ hours of Covid19 vaccine support
- 250+ Health Champion Volunteers sharing health messages

- 40+ Friends of parks groups supporting green spaces
- 200+ Organisations supported with volunteering needs
- 110+ volunteer network meetings
- Over 100 groups holding litter picking events
- 16 community food banks supporting over 25000 residents
- Volunteers distributed over 10,000 food parcels during Covid19
- A new online platform to support volunteering

A large proportion of our Barnet volunteers are motivated to volunteer to make a difference in Barnet: to support a cause, help others and help their local community. This is reflected in the immense contribution local people made to the pandemic response and continue to provide today.

Motivations to volunteer:

- 67% Help others
- 45% I have spare time
- 30% For a new experience
- 53% Support my local community
- 21% Meet new people
- 25% Gain & develop skills
- 29% Previous volunteering experience

“I really enjoy volunteering within my community, especially because I see how much it is needed.”

“Working with the children has been so rewarding and they responded well to our sessions “

“I feel I have personally benefitted and grown along with supporting and helping others”

“It felt good to be doing something to actively combat the pandemic and to be supporting the local community”

“I gained so much inspiration and confidence.”

“I felt a sense of achievement”

“There is a wide range of activities on offer, there is no pressure and it is a great way to build self-confidence, meet new people and learn new skills”

“It is such a great opportunity to make a difference to the community and so a lot of people would benefit from doing so.”

“Opportunity to meet new people and use my spare time to good advantage.”

“There is a wide range of activities on offer, there is no pressure and it is a great way to build self-confidence, meet new people and learn new skills”

## How we created the strategy – a collaborative journey

Creating the borough-wide strategy has been a collaborative journey, Volunteering Barnet and the Barnet Together Alliance has consulted with volunteers, organisations, stakeholders and partners. Over a period of

4 months we held a series of events and conversations, surveys and research, alongside one-to-one interviews, identifying the key challenges and priorities, for the next three years. We also explored how we capture all that is special and inspiring about the volunteering movement in Barnet.

We initially engaged over 200 volunteers, organisations and stakeholders who collectively produced the vision, values and seven priority areas. We then consulted further on the recommendations that emerged from this, to produce a shared high-level action plan to help the Barnet Together Alliance, VCFSE sector, stakeholders and Barnet communities make it happen. We will use these actions to periodically track progress and reassess support needed for the sector and volunteering in Barnet.

## Our Vision and Values

The strategic vision for volunteering sets out the long-term aspirations for volunteering and social action in Barnet. The values encapsulate the things people value most about volunteering in Barnet.

### Vision Statement

“Together we build stronger communities by embracing and empowering volunteering in Barnet”



## Volunteering Priorities and Actions

The key volunteering priorities identified in the strategy development, form the basis of the co-created actions we collectively strive to achieve.

## **1. Embracing diversity**

Barnet is proud to have a community made up of many different backgrounds, cultures and faiths. We will increase the number of people committing to volunteering from all communities, attracting more volunteers from diverse neighbourhoods across the borough. Where groups are underrepresented in volunteering, we will tackle the barriers and make volunteering inclusive for all, ensuring opportunities are accessible.

Actions for Volunteering Barnet and the VCFSE Sector:

- Provide Volunteer Involving Originations (VIOs) with examples and the support to enable them have an equality and diversity statement in place
- Volunteering Barnet to deliver training in inclusive volunteering
- Promote Volunteering Barnet's Healthy Volunteering Plan to make positive disability disclosure possible and to discuss any adaptations or reasonable adjustments that should be made
- Create targeted volunteering campaigns and outreach to engage underrepresented groups, including young people
- Offer supported volunteering for people with additional needs – adding training for staff and supporting fundraising for projects
- Promote the benefits of volunteering to asylum seekers, including: opportunities to build connections and improve English; the benefits to future job hunting
- Find more opportunities that don't require English speaking e.g. gardening, class assistant for English for Speakers of Other Languages (ESOL)

Actions for the local authority and partners:

- London borough of Barnet (LBB) to collect demographic data about council staff who volunteer and the makeup of the VCFSE organisations they support and assess this against the borough's protected characteristics to ensure representation
- LBB to crosscheck its own staff volunteering data with that collected by Volunteering Barnet, aligning across datasets to ensure there is a full picture of volunteering
- BOOST to link with Volunteering Barnet regarding their Lamplight system data capture
- Ensure council volunteer roles are accessible to all
- Feed in insight from the Tackling Inequalities initiative, harnessing community assets to improve equity in public health outcomes and, to break down barriers to volunteering

## **2. Raising the profile of volunteering**

We want to encourage a culture where volunteers feel proud and valued; raising awareness of volunteering in the borough and impact of volunteering.

Actions for Volunteering Barnet and the VCFSE Sector:

- Volunteering Barnet to compile a calendar of national campaigns and local events relevant for volunteering, including those we support in Barnet, and share across the sector
- Work together to raise the profile of volunteering through campaigns such as The Big Help Out and other local initiatives
- Promote the volunteers' voice through roles as trustees, in networks and focus groups, and through social action programmes such as health champions and citizens' panels
- Promote measuring impact and communication training, including the use of social media, working in partnership
- Showcase a diverse range of volunteering, formal and informal, through case studies from groups and volunteers to inspire others
- Collectively support high profile campaigns such as Volunteers' Week and Trustees week, considering campaigns and events in partnership e.g. with Jewish Volunteering Network
- Volunteering Barnet to promote a programme of seasonal volunteering opportunities e.g. during the winter, working with partners
- Promote positive volunteering language – not 'just' a volunteer
- Promote funding available to the sector for volunteering and events

Actions for the local authority and partners:

- Use Volunteering Barnet wherever to recruit volunteers for participation opportunities that the council is running
- Work across directorates and service areas to promote volunteering in front line council services such as schools, libraries and community engagement
- Council communications team and the Barnet Together Alliance to work together to promote volunteering campaigns as widely as possible across the year
- Promote community events as volunteering opportunities
- Partners to promote and share data on the positive impact of volunteering in their organisations/businesses

### **3. Volunteering for all**

Volunteering should be accessible, welcoming, and open to all. There is a need for varied and flexible range of volunteering opportunities that align with people's skills, interests and availability.

Actions for Volunteering Barnet and the VCFSE Sector:

- Offer phone calls, face to face, and paper based alternatives to digital access regarding volunteering recruitment where possible
- Volunteering Barnet to explore local venues for face to face volunteer inductions and outreach in partnership
- Volunteering Barnet to help organisations create local and neighbourhood volunteering, and family-friendly opportunities, and roles for young people (14 – 18), unemployed people and ex-offenders
- Working with partners, gather insight on the roles that are available across the borough and review how we are promoting them locally
- Volunteering Barnet to promote streamlined recruitment to keep the process clear and application forms simple

- Support and train organisations to expand the variety of opportunities including skilled, informal, flexible, remote and group volunteering
- Look into what we can offer asylum seekers (as paid work is not an option)
- Offer more social and active roles to help support mental health, improve English language proficiency, and increase access to and knowledge of local services
- Work together to ensure barriers to volunteering removed (The unnecessary use of background/reference checks and age limitations should be addressed.)
- Start a dialogue with Federation of Small Business to explore pilot of a flexible skills volunteering hub for local small and micro businesses

Actions for the local authority and partners:

- Collectively promote neighbourhood volunteering
- Barnet Education Service to explore volunteering pathways
- BOOST to support regarding volunteering for ex-offenders and unemployed people
- Promote community opportunities e.g. for Duke of Edinburgh award placements in libraries
- Use local community hubs to promote volunteering proactively
- Partners to suggest and offer local venues to hold volunteer induction courses

#### **4. Recruitment and Retention**

Support with recruitment is a priority for nine out of ten organisations. We will develop campaigns to drive volunteer recruitment across the borough and at neighbourhood level.

Through active recruitment, we will strive to sustain the levels of volunteering we saw before and during the pandemic, whilst increasing volunteer numbers for targeted and underrepresented groups.

Actions for Volunteering Barnet and the VCFSE Sector:

- Volunteering Barnet to schedule of the recruitment volunteer fair / roadshow working with partners
- To promote a volunteer training programme that is accessible to all, engaging with partners sector including Barnet Together partner, the Jewish Volunteering Network, Age UK, New Citizens Gateway and Barnet Mencap
- Promote Volunteering Barnet 's 'Introduction to Volunteering' training as a first step to inspire new volunteers
- Volunteering Barnet to offer training, support and workshops for their volunteer recruitment volunteering platform, Team Kinetic
- Volunteering Barnet best practice in volunteer management training
- Volunteering Barnet to promote and support groups with the volunteer management charter to support best practice with volunteering involving organisations
- Promote the cross-referral of volunteers to other volunteering involving organisations when volunteers are leaving roles

- Work with organisations to encourage flexibility and adaptability within roles to suit the volunteer
- Have a clearly promoted policy on expenses and include volunteer expenses and training in role descriptions
- Model good communication with volunteers and include them in decision-making where possible
- Promote creation of a handbook for new volunteers – including the organisation’s mission, objectives, responsibilities, and policies

Actions for the local authority and partners:

- Council to promote the benefits of volunteering to staff in the organisation and encourage volunteering outside of work hours, as well as the two hours funded volunteering leave
- The Business Engagement team to engage with Volunteering Barnet where companies are thinking of using volunteering as part of their corporate social responsibility or social value commitment
- The Community Participation team and staff networks to canvass staff on demand for team volunteering activities, and work with Volunteering Barnet to arrange these
- LBB to explore sources of funding that could cover the cost of DBS checks for volunteers
- Support and promote volunteer fairs and roadshows

## **5. Rewarding and recognising volunteers**

A considerable amount of the good work done in the VCFSE sector wouldn't be possible without the time and effort of volunteers. Every volunteer wants to feel valued and see the impact they are having. Not all volunteers will want to be recognised in the same way and the scale and capacity organisations will dictate the type of reward and recognition scheme to adopt.

Actions for Volunteering Barnet and the VCFSE Sector:

- Research reward and recognition initiatives, listening to the voices of volunteers and what currently works well for them
- Explore volunteer accreditation, awards and training, creating a volunteering pathway for Barnet working in partnership with Boost and the Council’s skills partnership group to explore this
- Encourage giving references to volunteers where possible as part of the volunteer through to employment pathway
- Consider the annual awards for the borough considering links with the Council annual civic awards scheme (and Barnet Homes annual awards including for residents and local groups)
- Recognise and celebrate those involved in informal volunteering
- Showcase positive examples of volunteering pathways and volunteering into employment across the sector
- Hold an event to thank volunteers across the borough, collectively celebrating the contribution volunteers make to Barnet and all organisations
- All organisations are encouraged to take part in the annual Volunteers' Week celebrations from 1-7 June

Actions for the local authority and partners:

- Ensure that volunteering is properly promoted as a pathway to employment and a method of gaining employability skills and experience
- Consider implementing a volunteer reward scheme – e.g. a Time Credits scheme, or issuing vouchers that can be redeemed for local health and wellbeing activities, such as leisure centre access
- Partners to share how they reward and recognise local volunteers
- Ensure that volunteering celebrations are promoted at a civic level and attended by senior leaders such as the Mayor
- Borough partners should promote or take part in annual Volunteers' Week celebrations promoting volunteering from 1-7 June
- Promote the process to encourage Royal recognition of volunteers

## **6. Ensuring quality in Volunteer Management**

Quality volunteer management allows organisations to think long-term, building a more strategic and positive relationships with volunteers. When volunteers are managed effectively, organisations build capacity, improve retention rates, and increase the volunteering experience.

Actions for Volunteering Barnet and the VCFSE Sector:

- Promote the use of volunteer policies across the sector
- Deliver a volunteering management training programme in a range of formats accessible for large and small organisations
- Volunteering Barnet to promote the tools needed to quantify volunteer impact
- Volunteering Barnet to promote volunteer coordinator training (separate to volunteer manager training)
- Volunteering Barnet to refresh guidance and support for managing difficult situations across volunteering (system/process/training)
- Promote effective volunteer recruitment and supervision practices from interview, through to induction

Actions for the local authority and partners:

- Promote the development and review of policies for using volunteers as well as staff volunteering
- LBB to promote Volunteering Barnet 's training offer to all parts of the council

## **7. Investing in our volunteers**

Volunteers have the potential to add value to their local communities and through a lifetime of volunteering. We want to ensure volunteers have the right resources, tools and support on their volunteering journey and have safe, meaningful and rewarding experiences.

Actions for Volunteering Barnet and the VCFSE Sector:

- Offer training to all volunteers e.g. introduction to volunteering, mental health, diversity and inclusion

- Promote free or low cost opportunities to volunteers for skills based training e.g. first aid, food hygiene, manual handling – all useful to add to their CV
- Explore what funding might be able to provide for training volunteers
- Celebrate and record when volunteers move onto employment
- Promote the Investing in Volunteers quality accreditation

Actions for the local authority and partners:

- Working in partnership with Volunteering Barnet, create CV development workshops with volunteers
- Support people to recognise their skills and the development gained from the role (skills development pathway)
- Ensure that opportunities and skills gained from volunteering are recognised in council recruitment practices

### **Volunteering Strategy Development**

*Volunteering Barnet and Barnet Together Alliance partners would like to thank all the volunteers, groups and stakeholders who contributed to the development of the Volunteering Strategy. It will provide a roadmap to develop volunteering in Barnet and we look forward to working together to make it a reality.*

## Case studies

I was recently appointed as a Trustee of a charitable incorporated organisation, so am involved in discussions with their CEO, Chair and other Trustees at their quarterly online board meetings; to review the performance and activities of the last three months. Essentially offering a critical eye, advice or supportive guidance.

At times it can be a difficult task. You're pretty much taking on the call of a modern-day superhero, being able to represent people and an organisation that aid the community is key for personal development and the growth of society.

Giving back to the community feels purposeful, it's an opportunity for growth being able to help others using learned skills.

### **John, Trustee of a local charity**

---

I began litter picking during the lockdowns. I was looking for positive ways to give back to the local community that involved making the most of the enriching open spaces and paths we have in the

Finchley area. I still litter pick as I enjoy the community connection, interaction and shared goal when litter picking with local community groups such as the Dollis Brookers and the Finchley Quakers.

When I started litter picking I soon noticed a large number of discarded drinks cans. They seemed to be a treasure trove of beautiful, colourful and sometimes textured metal, that were too lovely to just add to the recycling bin. So I used my various craft and card making skills to create a range of awareness raising items which I share at local eco fairs and workshops. I also got involved in the Finchley Quakers' thought provoking and awareness-raising wall sculpture project, which evolved from the plastics collected through litter picking in the local area.

**Alison, Volunteer Litter Picker and Crafter, Barnet**

---

I wanted to do something meaningful and fill up my spare time. I also wanted to contribute to the community with whatever skills and knowledge I possessed.

As I like being around children, I thought the best would be to take up teaching jobs. I feel very happy and useful when I can enrich kids to get better.

I feel very elevated and optimistic when I see the children's positive attitude towards me. They are eager to have sessions with me and that motivates me to contribute better and support them.

I feel very rewarded.

**Nancy, Primary Schools Volunteer, Barnet**

---

I like helping and meeting other people and being part of the community. I found the Holiday Activities Volunteer role through Volunteering Barnet as I am registered with them, and given my experience, I signed up!

In the Holiday Activity scheme I had to make sure the children were enjoying learning and playing safely. I helped them to do the activities correctly, and I joined in the activities wherever I could! I liked everything about the experience, especially being with the children. It was a very positive and inclusive; all of us joining in together.

My experience in 3 words: Rewarding, positive, and enjoyable.

**Joanna, Barnet Holiday Activities Fund Volunteer**

---

Volunteering helped me connect with the people on my road: we were very different age groups... I was in school and some were retired. I guess it sounds kind of cliché, but it really helped me develop social skills in a way.

I think it also made people more willing to ask questions because it felt more accessible than emailing the council directly. Having people in the community who will happily take your questions, pass them on and get an answer back relatively quickly is very beneficial. It meant that I was able to get this information to some people who may otherwise struggle with technology or understanding. So I think it really, really helped with connections on a personal level.

I think that doing this volunteering, especially because it was with Barnet Council, really helped me kind of solidify that I did want to go into politics.

### **Daisy, Barnet Health Champion**

---

Nazanin came to the UK in July 2022. Within a few months of her arrival, she wanted to find a way of improving her English, whilst doing something positive to help others. She had the remarkable idea of teaching Science classes in English, to young asylum seekers of different cultures and ethnicities. Although not a qualified teacher, Nazanin is educated in Maths and Science and loves working with children.

Every Saturday, five young people aged 11-13 years old join her for up to two hours, for their science lesson, delivered in English. Volunteering her time and skills has helped Nazanin to improve her English, whilst focusing on doing something positive and rewarding.

The children love her classes, and have all become friends, despite coming to the UK from different countries and speaking different languages. One student has even seen their Science grade improve at school by 10 marks! Nazanin says so many migrants coming to the UK have skills that they can share. The trick is to find what you are good at and enjoy doing, and then share that with others. It brings positive results all round.

### **Nazanin, Volunteer Science Tutor for young asylum seekers**

---

I work as a Volunteer Officer at Volunteering Barnet, the accredited volunteering centre for Barnet residents. I have the pleasure of supporting so many people to find the right volunteering role and this makes me realise how powerful the act of volunteering is.

We support people from very different backgrounds and with different experiences: people of all ages; Disabled people and people with mental health conditions; students; people looking to (re)start their careers; and people who just need someone to talk to. I spend time over the phone and in person listening to people who tell me about their insecurities and concerns. I have helped to build people's confidence, by encouraging them to take the first step and reminding them that volunteering really is for all. When I think about my job I smile, because thanks to the support of

other charity organisations in Barnet and the amazing Barnet Together team I work with, in so many ways, we are also changing so many people's lives, and that's what I love the most about my job.

**Alice, Volunteer Officer at Volunteering Barnet, Barnet Together**

---

Liliane looked to volunteering as a way to support the diverse communities and residents within Barnet - something she is very passionate about. Motivated to help others in her community, volunteering with Citizens Advice Barnet offered Liliane a chance to support disadvantaged individuals from a range of backgrounds and to make a difference in the borough.

Seeing people changing is rewarding, moving from 1 to the next level, 2, 3, 4...  
There are lots of benefits to volunteering! It is an excellent way to up-skill and can be very valuable both personally and professionally. A very, very good experience: rewarding, motivating, positive.

**Liliane, Citizens Advice Barnet Volunteer**

---

Volunteering for the London Autism Group Charity was honestly one of the most welcoming experiences of my life. The organizers made sure that all volunteers felt comfortable and sure of their roles while creating a pleasant environment. For the most part, my volunteer role involved clearing and setting up the hall with tables, chairs and food, and talking to any of the visitors.

Everyone was so sweet and welcoming!

**Mariyah, London Autism Group, Barnet**

---

*About us:*

Volunteering Barnet has been inspiring and supporting volunteering since 2015 as the borough's accredited Volunteer Centre. We unite volunteers and organisations to strengthen the community we support and promote all aspects of volunteering. Volunteering Barnet is a proud partner of Barnet Together and the Barnet Together Alliance.

*Barnet Together (BT) is a partnership between Young Barnet Foundation, Volunteering Barnet (Groundwork London) and Inclusion Barnet. Established in 2018, the partnership provides support, training, resources and advice to Barnet's voluntary, community, faith and social enterprise sector. Each partner brings their own specialisms, knowledge and assets. The Barnet Together Alliance is a wider sector partnership, supported by London borough of Barnet (LBB).*

## Contact us

*If you would like to get involved contact:*

[Enquiry@volunteeringbarnet.org.uk](mailto:Enquiry@volunteeringbarnet.org.uk)

*Volunteering Service supporting groups and individuals*

*William Cooper, London borough of Barnet Council*

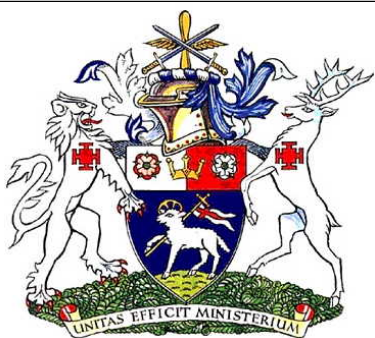
*Deputy Head of Strategy - Strategy and Engagement*

*[william.cooper@Barnet.gov.uk](mailto:william.cooper@Barnet.gov.uk)*

## REFERENCES

1. [Volunteering overview - Volunteering | UK Civil Society Almanac 2022](#) <div class="acknowledgement"> <h2 class="acknowledgement--text">This page was last reviewed for accuracy on <b>31 October 2022</b> </h2> </div> <div class="share-text">This page was last reviewed for accuracy on <b>31 October 2022</b> </div> | NCVO
2. [At a glance - Time well spent: impact of covid-19 on the volunteer experience | News index](#) <div class="acknowledgement"> <h2 class="acknowledgement--text">This page was last reviewed for accuracy on <b>22 July 2022</b> </h2> </div> <div class="share-text">This page was last reviewed for accuracy on <b>22 July 2022</b> </div> | NCVO

This page is intentionally left blank



# Community Leadership & Libraries Committee

11 May 2023

AGENDA ITEM 9

<b>Title</b>	<b>Mayoralty, Civic Events and Town Twinning</b>
<b>Report of</b>	Cllr Sara Conway – Chair of the Community Leadership and Libraries Committee
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix – Mayoralty, Civic Events and Town Twinning Update Report
<b>Officer Contact Details</b>	Angela Richardson, Mayoral Services and Civic Events Manager, <a href="mailto:angela.richardson@barnet.gov.uk">angela.richardson@barnet.gov.uk</a> , 020 8359 2179

## Summary

This report is to update the Committee on Mayoral engagements, civic events and town twinning activity which took place between May 2022 to May 2023.

## Officers Recommendation

**That the Committee note and comment on the update on the civic events and the mayoralty as set out in the Appendix.**

### 1. Why this report is needed

- 1.1 The Committee has within its terms of reference responsibility for civic events and the mayoralty.
- 1.2 The Mayor is the first citizen of the borough and ultimately the face of the council to the public.

- 1.3 To establish areas where there may be a requirement for Member and/or officer support in the delivery of civic events and the Mayoralty.
- 1.4 To provide a service to the Mayoralty and a programme of civic events contributing to the delivery of all corporate priorities and objectives as set out in the Barnet Plan.
- 1.5 Increase awareness of the Mayoralty and highlight the benefits civic events and the Mayoralty have to the Council, its partners and the community by providing visual reminders of how important it is to have a figurehead who appreciates the community efforts in all aspects.
- 1.6 Strive to ensure all those engaging with the Mayoralty have a memorable and good experience. Whilst delivering new and innovative ways of working, ensure the office delivers an exceptional service embracing any changes necessary. This includes the promotion and value of the Mayoralty in the borough with very limited resources, celebrating diversity, collaborating with our partners and sharing best practice.
- 1.7 To enable a smooth transition of the change of mayoralty every May at the Annual Council meeting, advise on expectations for the year ahead and manage the programme, often with changes and additions at short notice.

### **Background and Context**

- 1.8 The Mayor's Office is a team of three who manage and deliver a comprehensive annual programme of civic events and support the mayoralty. Staff time from other departments is occasionally necessary to deliver large events and relies on comms and media for promotion.
- 1.9 The Mayor's Office gain insight into best practice through a regular and comprehensive review of best practice in other boroughs and participation in the National Association of Civic Officers (NACO) network.

## **2. Reasons for recommendations**

- 2.1 As set out above.

## **3. Alternative options considered and not recommended**

- 3.1 None. The Council must provide support the mayoralty and civic events via the Mayor's Office.

## **4. Post decision implementation**

- 4.1 None

## **5. Implications of decision**

### **Corporate Priorities and Performance**

- 5.1 The Barnet Corporate Plan: Caring for people, our places and the planet: our plan for Barnet 2023 – 2026 was adopted by Council on 28 February 2023. Providing excellent support to the mayoralty and civic events supports delivery of all corporate plan priorities.

**Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

- 5.2 The budgets for Mayoral Services and Civic Events were £243,125 for 2022/23 and will remain at that level for 2023/24.

**Legal and Constitutional References**

- 5.3 Council Constitution, Article 7, Terms of Reference of Committees – The Community Leadership and Libraries Committee has within its terms of reference responsibility for civic events and the mayoralty.

**Insight**

- 5.4 N/A

**Social Value**

- 5.5 N/A

**Insight**

- 5.6 N/A

**Risk Management**

- 5.7 The Mayoralty carries a huge reputational risk to the council.
- 5.8 If the council is not represented by a figurehead (First Citizen of the Borough) this could have a negative impact.
- 5.9 If there is no promotion of the Mayoralty this may impact the service delivery and ultimately affect the community.

**Social Value**

- 5.10 N/A

**Equalities and Diversity**

- 5.11 The mayoralty and civic events celebrate the boroughs diverse communities.

**Corporate Parenting**

- 5.12 N/A

**Consultation and Engagement**

5.13 N/A

**Environmental Impact**

5.14 N/A

**6. Background papers**

6.1 None

## MAYORALTY REPORT MAY 2022 – MAY 2023

Mayor – Cllr Alison Moore

### CIVIC EVENTS

**Annual Council – 2022** The Mayoral year began in May with the inauguration at Annual Council of Cllr Alison Moore as Mayor and Cllr Nagus Narenthira as Deputy Mayor. The Mayor chose Mrs Helen Gordon as her Mayoress and the Deputy Mayor chose Cllr Zakia Zubairi as her Deputy Mayoress. Rehearsals before the event ensured the ceremony went smoothly



**Queen's Platinum Jubilee Celebrations 2-6 Jun 2022** The Mayor and Deputy Mayor visited several street parties, tree plantings, picnics and other community events over a very busy weekend to celebrate the QPJ. There were also Beacon Lightings across the country. The Mayor lit the beacon at Golders Hill Park (a joint event with LBB and City of London) and the Deputy Mayor lit the beacon at St Mary the Virgin in Monken Hadley.

A Borough Civic Service was arranged at St Mary's Hendon on Sunday evening and a celebratory reception held in the Greyhound pub. There were 17 QPJ engagements over the 4 days, some were very late invites but all were covered.



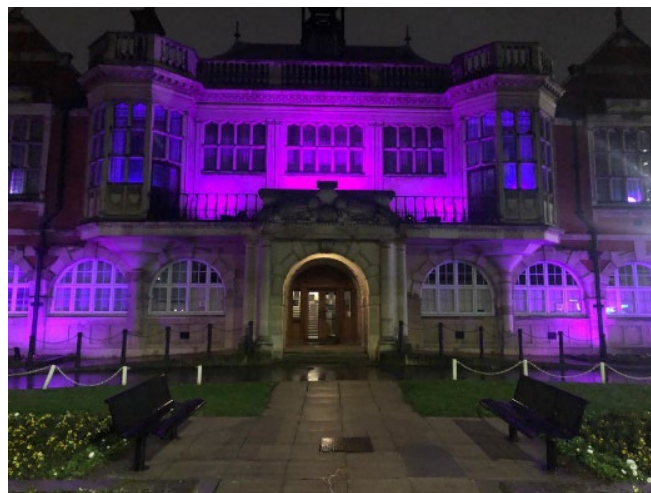
**Armed Forces Day 25<sup>th</sup> June 2022** Negotiations began earlier in the year with the RAF Museum as usual. We are very lucky to have the RAF Museum as a partner in our borough and so, raising a flag at the Town Hall at the beginning of the week followed by a public flag raising and parade on the Saturday at the RAF Museum was a huge success. A large parade from all military reserve and cadet units in the borough were in attendance. This raised better awareness of the Armed Forces in the borough as so many people attend the RAF Museum for daily visits. This enabled the families of our Armed Forces, veterans and cadets to join in making for a celebratory event all round and enjoyed by all attending. The parade was reviewed by borough dignitaries enabling a more personable

exchange and presentations were also made recognising excellence from the Military community. Awards were handed out by the Mayor and the Representative Deputy Lieutenant. See link - [Barnet marks Armed Forces Day in partnership with RAF Museum | Barnet Council](#)



**London Bridge is Down – 8<sup>th</sup> September 2022 – The passing of Her late Majesty Queen Elizabeth II**  
The Mayoral Services and Civic Events Manager, Angela Richardson is the lead in the borough for the Operation London Bridge taskings and produced a full instructional document which informed each department of the requirement in the area of their responsibility. The document was constantly reviewed with dynamic assessments and updated with further guidance as and when it became available. The guidance and awareness training delivered by the Mayor's office to other departments over the last 4 years showed the preparations were in very good order.

Operation London Bridge came into immediate effect on 8<sup>th</sup> September 2022. All departments in the council with service responsibility for the operation followed the guidance and their own service area instructions, and the whole 12 day mourning period went without hitch.



See link - [Barnet marks the passing of Her Majesty The Queen | Barnet Council](#)

### **Proclamation 11 Sep**

From the steps of the Town Hall the Mayor read the Proclamation for the new monarch King Charles III. A large crowd gathered to witness the occasion and all were invited into the town hall to sign the book of condolence.



### **Service of Commemoration for her late Majesty Queen Elizabeth II - 18 Sep**

A Commemorative service was held at St Mary's Hendon for all faiths and led by Reverend Dr Julie Gittoes, Vicar of Hendon and Area Dean of Barnet.

After the service attendees walked to the Town Hall to mark the silence.



### **Snowdrop planting Nov 2022 – Martin Primary School**

Snowdrop bulbs are planted in the borough to represent a child that perished in the holocaust. The bulbs are planted in a non-Jewish school in the borough or community area by the Mayor. So far

over 60,000 bulbs have been planted since the project began. This year the Mayor planted the bulbs with school children in the grounds of Martin Primary School.



Snowdrop bulbs are also handed out at the Holocaust Memorial Commemoration event in January by school children from Akiva School.

### **Remembrance Sunday Nov 2022**

The normal parade and service was held at Hendon War Memorial with a large attendance as expected. Mayoral representatives also laid wreaths at 14 other parades and services around the borough. We did not provide tea and coffee refreshments this year in the foyer at the Town Hall as the Registrars are still active on a Sunday and would have caused disturbance. No-one commented and this also resulted in a cost saving. Maroon rockets were let off for the 2 minute silence at the Town Hall. The Town hall was illuminated in red from 11 Nov (Remembrance day) A wreath was also sent to the twin town Chaville in France.



The Mayor also attended the AJEX Remembrance Parade at the Cenotaph in Whitehall on Sunday 20<sup>th</sup> November. This parade is always held a week after Remembrance Sunday.

### Christmas Card Competition Dec 2022

The Mayor chose Tudor Primary School to design her Christmas card. The school held a competition and the top 10 were chosen by the Headteacher then the Mayor chose the winning design.



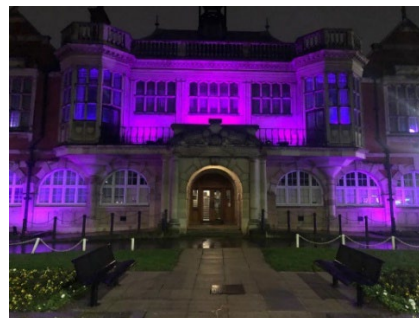
### London New Year's Day Parade

We did not have an entry in the parade this year, however the Mayor attended along with many other London Borough Mayor's on the open top bus to support this huge charity fundraising event.

### Holocaust Memorial 2023

This event, and every year since 2007 has been organised and directed by the Mayor's Office. The event is held at Middlesex University as they have a substantial venue. This also keeps costs to a minimum. The support from the service team at the university is immense. This includes IT and audio support, security services, cleaning services and setting up and clearing away from a great facilities team. This is an excellent example of partnership working at its best.

The theme this year was Ordinary People. The Town Hall was illuminated in purple in remembrance



See link - [Barnet communities come together to reflect on the 'ordinary people' of the Holocaust | Barnet Council](#)

### Civic Awards 25 April

Nominations opened on 1 October 2022 and closed on 31 December 2022.

This is the 23<sup>rd</sup> year of the Barnet Annual Civic Awards. We had some excellent nominations again this year for the categories; Lifetime Achievement, Outstanding Service to the Community and Outstanding Service to the Community as a Young Citizen of Barnet. A total of 11 Civic Awards and medals were presented and an additional 6 scrolls recognising excellence. Others who were not selected received notification of their nomination and a certificate.



## [Civic Awards | Barnet Council](#)

### **Civic Service 14 May**

At the time of writing this report the Mayor's Civic Service is being planned with the theme of King Charles III Coronation and celebrating Barnet's diverse communities. The event will be a multi-faith event and will take place at Middlesex University.

### **Annual Council**

The Annual Mayor Making ceremony will take place on 23 May 2023. At the time of writing this report rehearsals and preparations for the event are in progress.

## **MAYORAL ENGAGEMENTS**

The Mayoralty has had a particularly busy year. The office have received several hundred invitations. All invitations have been considered.

The value of the community engagement is hugely beneficial to the council as a whole and engagement with the Mayor has been very significant.

By taking into consideration the needs of the organiser and the organisation to which the Mayor has been invited to, the Mayor's office have ensured that everyone engaging with the Mayoralty has an enjoyable, memorable and personal experience.

By also working with Council partners we are able to share best practices, innovative ideas and even embark on some joint ventures. Using social media platforms, but also the media platforms of our partners, we are able to reach out to larger audiences.

### **Mayoral invitations**

#### **Mayoral Engagement Statistics 24 May 2022 – 25 April 2023**

Invitation received: 503

Invitations accepted: 400

Invitations declined: 90

Invitations cancelled: 13

Invitations attended by Mayor: 319

Invitations attended by Deputy Mayor: 67

Invitations attended by Past Mayor's: 14

### **Young People**

The Mayor has given particular focus to young people during her term of office.

There has not been a chaplain to lead prayer at the beginning of the council meetings but groups of young people from My Say Matters have been given the opportunity to speak and have their voices heard.

The council meetings now have a much wider audience with the meetings now being live streamed.

### **Robe Shows**

Several robe shows explaining the history and traditions of the borough, the Mayoralty and civic life in the Borough and Barnet's current statistics have been delivered in the council chamber by the Mayoral team with the Mayor present to many groups of all ages, particularly schools and youth groups. It doesn't matter if they are 6 or 96 everyone has an engaging, fun time and ask all sorts of questions.

### **Mayor's Hospitality in the parlour**

Numerous groups and individuals have been invited to take Brunch, Lunch or Afternoon tea with the Mayor in the parlour. The catering for these events is managed by the Mayor's office without using outside catering services to save costs.

### **Citizenship Ceremonies**

The Mayor usually officiates at these weekly ceremonies held at the Town Hall. The Deputy Mayor and the Representative Deputy Lieutenant have also officiated in the Mayor's absence.

Anyone in Barnet who successfully applies to be a British citizen and is aged over 18 must attend a citizenship ceremony. During this ceremony people make an oath and pledge their loyalty to the King and the laws of the United Kingdom. Last year, we held citizenship ceremonies for nearly 3,000 new British citizens, making us the fourth busiest local authority delivering this service in the UK. Group ceremonies are held each week at the Town Hall in Hendon with between 15 – 25 from different countries. This is a very busy service provided by the Registrars with around 8000 new citizens new to the borough every year.

### **Work Experience**

Continuing with the Mayor's young people theme the Mayor had a work experience student from the Archer Academy. The student shadowed the Mayor at appropriate engagements for one week. The student was delightful and engaged well with the team and the organisations visited. Although the office have had work experience students before, shared with the Governance department, this is the first time we have had someone shadow the Mayor. The student gained a great deal of insight and information and was very grateful for the opportunity.

### **Social media**

The Mayor now has a Twitter account!

Although staff and Mayoral time has not allowed for the Twitter account to be as active as it could be.

### **The Mayoral Car**

#### **Volvo S90 Hybrid 2018**

The Mayoral car is a frequent topic for Freedom of information requests.

The Mayoral car was purchased, second hand, in 2018 and has proved to be very cost efficient, economical and importantly, environmentally compliant.

This Mayoral year (May 2022 – April 2023) fuel costs were £401.19

### **The Civic Room**

The Town Hall has undergone a refurbishment and included the creation of a Civic Room replacing Committee Room 3. The former Heritage Room had been taken over by Registrars and replaced with a Wedding Room.

It was formally opened by the Mayor on 28<sup>th</sup> February however there are still some areas in the room requiring attention with the fixation of certain civic memorabilia and movement of electrics.

## **Town Twinning**

### Morphou, Cyprus (Outgoing)

In October 2022 the Mayor travelled to Cyprus to attend the annual rally and associated events. This is an annual event whereby the council give their support to the cause of a viable solution to the Cyprus problem that will safeguard the rights of both Greek and Turkish Cypriots.

### Morphou, Cyprus (Incoming)

In March 2023 a delegation from the Morphou Municipality came to Barnet for one day during a schedule of events elsewhere in London.

The Mayor's Office organised a visit for the delegation to the Brent Cross regeneration project and guided tour followed by a Cyprus Human Rights Lecture delivered by and held at Middlesex University, which again is testament to our excellent partnership working. The Cyprus High Commissioner also attended. In the evening a Civic Dinner was held.

### Berlin

Our engagement with Tempelhof-Schöneberg continues to flourish with a good working relationship between the two Mayor's offices.

This year, again, the Mayor's office arranged, at the request of Berlin, for a work placement of an individual from one of their local councils within one of our departments, through the LoGO Europe program, the Mayoral Services and Civic Events Manager, Angela, managed to secure a 6 week placement within the Planning Department under the direction of Fabien Gaudin. This was hugely successful and of great benefit to both Tempelhof- Schöneberg and Barnet as best practices and alternative views were shared.

Later in November both Fabien and Angela were invited to Berlin to share the experiences along with other representatives from Amsterdam, Copenhagen, Utrecht, Graz, Vienna, Palermo, Istanbul and Dublin who had also participated in the work placement program.

Angela also had a pre-arranged meeting with Simon Peter, a Head Teacher at Nahariya Primary School in Lichen Rade near Brandenburg, taking students from ages 6 – 12. The school is named after a city in Israel and they wanted to set up a link with a primary school in Barnet. The school specialises in Music. A link with Moss Hall Junior school in West Finchley is a possibility and the Headteachers have been put in touch with each other.



### Le Raincy, France

Good communication between the Mayor's offices continues.

This year residents of the Borough have the opportunity to participate in the digital photographic competition between Le Raincy's twin towns in Italy and Portugal. This has been advertised.

### Chaville, France

Communication with the office of Chaville has been difficult over the last year as their computer systems suffered a cyber attack. This is still to be rectified and direct electronic communication with

the Mayor's office is to be re-established. However, a member of the Friends of Barnet attended the Remembrance Sunday parade and service at Hendon and laid a floral tribute from Chaville and a poppy wreath was sent to the town hall in Chaville to be laid at the Chaville memorial. There is good communication with the independent Barnet organisation of the Friends of Chaville.

#### Kreis Siegen Wittgenstein.

There has been no communication this year other than with the independent Barnet organisation of the Friends of Siegen Wittgenstein.

#### Montclair

There has been no communication with the Mayor's office in Montclair for some years, however, the Mayor has attended some local events organised by the Barnet organisation of the Friends of Montclair.

#### Pokhara, Nepal

The Deputy Mayor of Pokhara visited Barnet independently. The Mayor's hosted the Deputy Mayor of Pokhara in the parlour in April.



#### Ramat Gan, Israel

A delegation from Barnet will be visiting Ramat Gan in May/June 2023 (The next Mayoral year)

#### Jinja, Uganda

Jinja is no longer recognised as a twin town with Barnet as Jinja now has city status and dropped the association with Barnet. However, to recognise the original reason for the twinning the Mayor hosted an event at Middlesex University for the 50<sup>th</sup> anniversary of Ugandan Asians in Barnet.

### **THE MAYOR'S OFFICE**

The busy Mayor's office is made up of a team of 3, all of which have to work flexibly to accommodate timings of events which are often late in the evening or at weekends.

The Mayoral Services and Civic Events Manager & Armed Forces Champion (Angela)

The Mayor's Senior Support Officer/Chauffeur (Tim)

The Mayor's Administrative Assistant (Valerie)

Valerie retires at the end of May and the post has been advertised.

#### **In Summary**

The small Civic office team who are all committed, dedicated and willing, continually strive to ensure all those engaging with the Mayoralty have a memorable and good experience. Whilst delivering new and innovative ways of working and by being flexible we have ensured the office continues to deliver an exceptional service to the Mayoralty, the Council and the borough. This includes the

promotion and value of the Mayoralty in the borough with very limited resources, celebrating the diversity, collaborating with our partners and sharing best practices.

The Mayor has been particularly keen to ensure meaningful engagement with borough residents and organisations and this has been helped by the Mayor's prompt responses to communication and decision making, her flexibility and her thoughtful demeanour whether it be with the team or the community.

The Mayoral staff act with integrity. All of the team are contactable by telephone as well as email and this provides a personal and reassuring approach. Following up and providing answers and solutions to queries in a timely manner is reassurance that the office can be relied upon.

The Mayor's Office need to get it right first time, every time as the Mayoralty carries a huge reputational risk to the council. We have moved on considerably since the pandemic. The Mayoralty has been exceptionally busy this year. This has applied strain on the small team in terms of volume and time along with additional contractual tasks.

The Mayoralty require assistance for comms and media output as time pressures within the team under the current staffing level is difficult. The team was reduced in 2011 and again in 2018.

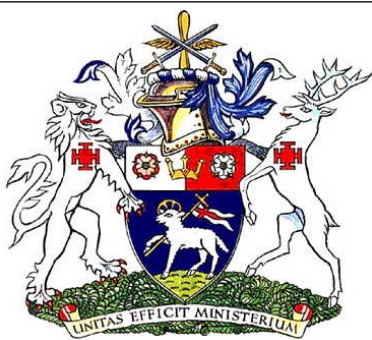
Partnership working in the community is very important and we are very fortunate to have an excellent relationship with our partners. This relationship is continually nurtured in many areas and this has helped the Mayor's office deliver some very large Civic Events in the community with enormous cost savings.

It cannot be underestimated the value of the Mayoralty to the community and council in general as it provides a visual reminder of how important it is to have a figurehead who appreciates community efforts in all aspects.

Barnet is a very diverse borough and the Mayor's office works very closely with different faith groups and community forums. At all of our civic events we ensure inclusion from different aspects of the community and celebrate this diversity. This will continue to keep the Mayoralty in the public eye in the future and for the right reasons.

We are an approachable team, offering sound advice to organisers when required.

It is important to maintain good relations with individuals, businesses, organisations, stakeholders partners and the Lieutenancy. This not only keeps the reputation of the Mayoralty and Council in high regard but benefits areas of good practice, sharing information and good news stories through our communications department, council publications and website and also council partners platforms.



## Community Leadership & Libraries

AGENDA ITEM 10

11 May 2023

<b>Title</b>	<b>Armed Forces Covenant Action Plan</b>
<b>Report of</b>	Cllr Sara Conway – Chair of the Community Leadership & Libraries Committee
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix - Updated Armed Forces Covenant Action Plan
<b>Officer Contact Details</b>	Angela Richardson, <a href="mailto:angela.richardson@barnet.gov.uk">angela.richardson@barnet.gov.uk</a> , 020 8359 2179

### Summary

The renewed Armed Forces Covenant was approved by Full Council on 29 October 2019. When approving the Covenant, it was agreed that the Council should work towards achieving the silver and gold Defence Employer Recognition Scheme accreditation. In November 2019 the Committee reviewed and approved the Barnet Council Action Plan aimed at delivering the requirements of the Covenant and achieving accreditation. An update was reported to the Committee in October 2021. This report is to highlight the current situation in line with the Barnet Action Plan: Renewing the Covenant in the Capital.

### Officers Recommendations

1. That the Committee note that the Armed Forces Covenant was re-signed in November 2021.
2. That the Committee note that the Defence Employer Recognition Scheme Silver accreditation was achieved in June 2022.

- 3. That the Committee note an application and evidence supplied to the Defence Employer Recognition Scheme for Gold accreditation has been submitted.**
- 4. That Officers be instructed to continue to implement the Barnet Council Action Plan.**

## **1. WHY THIS REPORT IS NEEDED**

- 1.1 The Committee agreed the Barnet Action Plan at their meeting on 20 November 2019. The Committee agreed the updated Barnet Action plan on 6 October 2021. This report is needed to update the Committee on the current situation and to monitor the further delivery of the Barnet Action Plan.
- 1.2 To establish where there is need for support in the delivery of the Barnet Action Plan.

## **2. REASONS FOR RECOMMENDATIONS**

- 2.1 To ensure Barnet Council are fully aware of the Covenant.
- 2.2 To review policies and ensure they have been adjusted to suit the Covenant and are accessible by all through dedicated council web pages.
- 2.3 Make frontline staff, Members and other officers aware of the Covenant and how to best signpost those in need.
- 2.4 To continue to increase awareness of the Covenant within the Council and its partners, military units and service families.

## **3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

- 3.1 None.

## **4. POST DECISION IMPLEMENTATION**

- 4.1 The Council will continue to deliver training to services in a range of areas to enable staff to support the Armed Forces Community and be aware of their specific issues and needs.
- 4.2 The Council will continue to deliver its support to the Armed Forces community. An application for Gold accreditation has been submitted to the Defence Employer Recognition Scheme and decision is awaited - due in July 2023.

## **5. IMPLICATIONS OF DECISION**

- 5.1 **Corporate Priorities and Performance**

5.1.1 The delivery of the Barnet Action Plan in relation to the Armed Forces Covenant in Barnet would contribute to all corporate priorities and objectives.

## 5.2 **Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 Staff time from various different services will continue to be delivered within the existing budgets.

## 5.3 **Social Value**

5.3.1 The aim of the Armed Forces Covenant is to encourage local communities to support the Service community in their area and nurture understanding and awareness amongst the public of issues affecting the Armed Forces community.

## 5.4 **Legal and Constitutional References**

5.4.1 Council approved the original Covenant in 2012. Given the significant and cross-cutting nature of the Covenant, it was determined that Full Council approval was required as it is a matter which is so significant that it requires all Members to determine (Council Constitution, Article 4 (The Full Council)).

5.4.2 Renewing the Covenant in the Capital – The revised Barnet Armed Forces Covenant was signed in November 2021.

5.4.3 The Armed Forces Act 2021 amended the Armed Forces Act 2006 ('the Act') These place a legal duty (the 'Covenant Duty') on specified public persons and bodies ('specified bodies'), including local authorities to have due regard to the principles of the Armed Forces Covenant when exercising certain statutory functions in the fields of healthcare, education and housing. The Covenant Duty came into effect on 22 November 2022.

5.4.4 Council Constitution, Article 7 – the Community Leadership & Libraries Committee has responsibility for "...libraries, culture, civic events, the Mayoralty, community safety, registration and nationality service."

## 5.5 **Risk Management**

5.5.1 If the armed forces community are not supported this could have a negative impact and carries a reputational risk to the council.

5.5.2 If there is a low take up of training to frontline staff, Members and other officers this may impact the service delivery to the Armed Forces Community.

## 5.6 **Equalities and Diversity**

5.6.1 Recognising the Armed Forces Community in relevant service area considerations and policies will ensure inclusion without prejudice.

- 5.6.2 The Armed Forces Covenant recognises that the whole nation has a moral obligation to members of the Armed Forces and their families and it establishes how they should expect to be treated. It exists to redress the disadvantages that the Armed Forces Community faces in comparison to other citizens, and to recognise sacrifices made.
- 5.6.3 In some cases this will require special consideration, especially for those who have given the most such as the injured and the bereaved. The principle behind the Covenant is that the Armed Forces Community should not face disadvantage because of its military experience. The Covenant covers issues from housing and education to support after Service, and in it veterans have great importance.
- 5.7 Corporate Parenting**
- 5.7.1 Implementing the action plan allows measures to be put in place to support the needs of children of serving Armed Forces members and their families.
- 5.8 Consultation and Engagement**
- 5.8.1 Consultation with the Project Manager for the Renewing of the Armed Forces Covenant in the Capital at a meeting held in June 2019 with Armed Forces Champion, Leader, Senior Staff and partners.
- 5.8.2 Engagement between the Barnet Armed Forces Champion and the Project Manager for the Renewing of the Armed Forces Covenant for delivery of training to upskill senior staff and frontline staff.
- 5.8.3 Council agreement of the renewing of the Covenant on 20 October 2019.
- 5.8.4 Committee approval of Barnet Action Plan 20 November 2019 and Updated Barnet Action Plan 6 October 2021.
- 5.8.5 Series of Face to Face training sessions held with senior managers and line managers across relevant service areas.
- 5.8.6 Engagement between Barnet Armed Forces Champion, Project Manager for renewing of the Armed Forces Covenant, Barnet Safety Health and Welfare team and Access E-learning platform supplier to upload e-learning training package.
- 5.8.7 Introduction of E-learning training sessions to frontline staff, members and other officers.
- 5.8.8 Engagement with Middlesex University to extend e-learning training.
- 5.8.9 Engagement with the Gurkha soldiers and the wider Nepalese community in Barnet to extend e-learning training.
- 5.8.10 Engagement with London District Armed Forces Headquarters, Horseguards, to discuss the introduction of standard policies across London.
- 5.8.11 Transfer of e-learning to new programme (POD) as Council discontinue Enterprise e-learning platform.



This page is intentionally left blank

## **London Borough of Barnet Action Plan: Armed Forces Covenant**

### **Aim**

To train and prepare staff to enable the Borough Council to meet its Armed Forces Covenant obligations

### **Objectives**

- To ensure all policies are reviewed and adjusted accordingly to deliver our commitment to the Armed Forces Covenant (AFC)
- To provide a training programme for managers and Armed Forces Champions in the Council, specifically those who have responsibility for main Covenant policy areas
- To deliver ongoing awareness training to all frontline staff and Councillors to enable them to 'ask the question' when engaging with residents
- To establish an AFC partnership meeting with relevant stakeholders
- To renew our commitment to the Armed Forces Community by re-signing the AFC
- To raise awareness of the Armed Forces Community in the borough

### **Benefits**

- Public awareness of the commitment / support provided by the council to an under-represented community group (~10-15% of the population)
- Continuous Professional Development for staff
- Improved efficiencies in service provision through use of support pathways and external providers
- Improved customer satisfaction through knowledgeable customer service of how to support / signpost Armed Forces community (via training, e-learning and signposting app).
- Gain a better understanding of local demographics by staff regularly "asking the question" and recording how many of this community are accessing services.
- Improved visibility and reputation as a 'forces friendly' employer through the Employer Recognition Scheme. Gain benefits of employing service leavers and reservists.
- Use of Armed Forces Covenant Grants to support the community and reduce spending requirements on Council.
- Closer partnership working with neighbouring Boroughs and military stakeholders to potentially reduce burden of support and avoid duplication of effort on events or community initiatives.

## Timeline

Date	Action	Description	Stakeholders	Comments
March 2019	Armed Forces Champion Approval	Discussion with Project Manager and Council Armed Forces Champion to look at military footprint, local need, what project can deliver and benefits to council	Renewing the Covenant Project Manager London District Council Armed Forces Champion	Completed 04/04/19 AR
+ 1 week	Approval	Project approved/rejected	Council Armed Forces Champion	Approved 04/04/19
June 2019	Meet with Senior Managers to outline the proposal in more detail	Discuss in more detail how to deliver this initiative across the council. Discussions to include policy reviews, training of both senior managers and frontline staff, installation of e-learning package, establishment of partnership meetings and re-signing AFC	Renewing the Covenant Project Manager London District Council Armed Forces Champion Councillor Armed Forces Champion Chief Executive Officer Leader of the Council Council Policy Lead Council Training Lead Council Communications Lead	Completed 06/06/19 at Hendon Town Hall Attendance by Council AFChampion Head of Governance Head of Comms Leader of the Council Councillor AFChampion CEO – Community Barnet Rep – NHS Barnet Hosp Rep – Middx Uni Director of Customer Experience – Barnet Homes
Oct – Nov 2019	Deliver senior training	Deliver two-hour training to Armed Forces Champions, senior staff, department leads and line managers to upskill them on the AFC, the unique needs / issues of Armed Forces Community and how their staff can support.	Renewing the Covenant Project Manager London District Council Armed Forces Champion Councillor Armed Forces Champion Extended Leadership Team Line Management Team	Delivered on 04/11/19

Nov 2019 – April 2020  Proposed new date 02 Nov 2021	Re-sign AFC	Organise a re-signing of AFC by council with local Military Leaders with a renewed and developed action plan in place to publicly deliver that commitment  Potential to combine with presentation of ERS Award	Renewing the Covenant Project Manager London District Council Armed Forces Champion Councillor Armed Forces Champion Senior Management Team Mayor Partners Council Communications Lead HQ London District (Army) Local Military Units GL RFCA Local military partners / charities	Has been on hold due to Covid 19 Lockdown  Signed on 2 Nov 21 at HTH with an Armed Forces reception
Jan 2020  All training is now delivered online via the e-learning portal	Deliver frontline staff training	Hold multiple 1-hour training events to upskill as many frontline staff as possible.	Renewing the Covenant Project Manager London District Frontline Staff	Barnet Homes arranged but room evacuated due to fire drill – no resume due to Covid 19 Lockdown Difficulty with arrangements with Adults and Childrens services to get dates. All training now available via new e-learning portal called POD for current and new starters. Once course complete it is not compulsory to re-complete however, will be available for reference
Mar 2020	Launch e-learning package	Install e-learning package into Learning Management System, roll out to frontline staff who interact directly with residents and then wider council staff for awareness	Renewing the Covenant Project Manager London district Council Training Lead	Slightly delayed due to Covid 19  26/06/20 rolled out to Adults and Health (323)

				<p>29/06/20 rolled out to Family services (690)</p> <p>30/06/20 rolled out to Members (63)</p> <p>22/07/20 rolled out to Barnet Homes (48)</p> <p>10/08/20 rolled out to Communications (12)</p> <p>10/08/20 rolled out to Assurance (64)</p> <p>Total 1200 in LBB plus Gurkha Community</p> <p><b>2021 transferred to new LBB E-Learning portal</b></p> <p>A larger audience will now be reached.</p> <p>Figures:</p> <p>Family Services: 1160</p> <p>Adults &amp; Health 385</p> <p>Adults &amp; Communities 74</p> <p>Assurance 111</p> <p>Commisioning 2</p> <p>Resources &amp; Finance inc HR</p>
--	--	--	--	--

				<p>99 Growth &amp; Corporate 118 The Barnet Group 1082 Elected Members 63</p> <p>Totalling: 3104 plus the Gurkha community</p> <p>All other audiences are non mandatory but have access to the course:</p> <p>StreetScene Environment Education &amp; Skills</p>
Any time	Review Employer Recognition Scheme (ERS) Status	Review status of council as an employer from Armed Forces Community. As a signatory of AFC you can self-nominate for Bronze ERS Award via Greater London Reserve Forces and Cadet Association (GL RFCA). If already held, review next steps to progress to Silver / Gold. Presentation of award to CEO / Councillors can be arranged	Council Officer Armed Forces Champion GL RFCA	<p>Bronze award granted June 2019</p> <p>Silver award granted June 2022</p> <p>Application for Gold submitted – Jan 2023</p>
On-going	AFC Partnership Meeting	<p>Partnership meeting to be facilitated by Project Manager Londist to:</p> <ol style="list-style-type: none"> <li>Review council commitment to AFC</li> <li>Understand any issues raised since start of initiative</li> <li>Discuss best practice with partner organisations</li> <li>Plan and deconflict events with local</li> </ol>	<p>Renewing the Covenant Project Manager London District</p> <p>Council Armed Forces Champion</p> <p>Councillor Armed Forces Champion</p> <p>HQ London District (Army)</p> <p>Local Military Units</p> <p>Partner Organisations</p>	Renewing the Covenant Project Manager London District to arrange

		<p>military units / neighbouring Borough Councils</p> <p>v. Build relationships for collaborative working</p> <p>Standing agenda to be provided to ensure continuity and consistency for future meetings</p>		
Ongoing	AFC Partnership	Networking events arranged throughout the year to include Armed Forces Day, Remembrance Sunday and an Armed Forces Reception hosted by the Mayor	Civic All military units reps, veteran associations and all council partners who have signed the covenant	Continuing Opportunities Should the need arise additional meetings can be arranged
Ongoing	AFC Partnership	Hybrid or F2F Information sharing Job Fairs Veteran welfare	Council Officer Armed Forces Champion Council Partners	
Complete - now all training is on e-learning portal	Sustainable awareness training	Embed e-learning package into new joiners routine and regular annual online training Frontline staff training package to be provided by for service heads / line managers / Armed Forces Champion to be able to deliver to staff on an ongoing basis	Council Officer Armed Forces Champion Council Training Lead	
Jan 2023	Policy Updates	HR review and additions to include Reservist Mobilisation policy	Council Officer Armed Forces Champion HR department	Completed Feb 2023
Pending	HR Recruitment	HR to ensure tick box applied to Barnet Council job applications – Are you a member of the armed forces community? This is to ensure that a guaranteed interview is given to the individual if they meet the requirements of the job criteria	HR Recruitment All service department recruiting managers	
Pending	Communications	Internal and External Communications to be	Comms	

		proactive recognising the Armed Forces Community promoting Armed Forces community activity through press releases, social media platforms and website		
Pending	Communications	All staff and members given the opportunity to display the Armed Forces Covenant Defence Employer logo on email signature blocks	All staff and members	

Completed

Pending

Ongoing

This page is intentionally left blank

# Community Leadership and Libraries Committee

## 11 May 2023

	
<b>Title</b>	<b>Family Services Domestic Abuse and Violence Against Women &amp; Girls (VAWG) Annual Report</b>
<b>Report of</b>	Chair of the Community Leadership and Libraries Committee
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	None
<b>Officer Contact Details</b>	Tina McElligott, Director Early Help & Children's Social Care <a href="mailto:Tina.McElligott@barnet.gov.uk">Tina.McElligott@barnet.gov.uk</a>

## Summary

This report provides the Community Leadership and Libraries Committee with an update on the delivery and implementation of the Barnet Domestic Abuse and Violence Against Women and Girls Strategy 2022-25.

## Officers Recommendations

1. The Community Leadership and Libraries Committee note and comment on the progress made by the Safer Communities Partnership on delivering the five priority objectives of the Barnet Domestic Abuse (DA) and Violence Against Women and Girls Strategy (2022-2025).
2. The Community Leadership and Libraries Committee note and comment on Safer Communities Partnership priorities as set out within Barnet's Domestic Abuse & Violence Against Women & Girls Strategy (2022 – 2025)

## 1. WHY THIS REPORT IS NEEDED

- 1.1 To provide an update to the annual report of June 2022 to the Community Leadership Committee (CLLC) on the work of the Safer Communities Partnership in meeting the aims of the Domestic Abuse and Violence Against Women & Girls Strategy 2022-25.
- 1.2 The Barnet Safer Communities Partnership ('BSCP' or 'the Partnership') are responsible for overseeing the development and implementation of an overall strategy for reducing crime and anti-social behaviour; this includes Domestic Abuse (DA) and Violence Against Women & Girls (VAWG). This report sets out the priorities and aims of BSCP's Domestic Abuse & VAWG Strategy for 2022-2025 and the partnership's commitment to working together to prevent all forms of VAWG.
- 1.3 The Barnet Corporate Plan 2023-26 has two priorities that are linked to the DA & VAWG Strategy Caring for People and Caring for Place; these priorities focus on working with residents, communities and our partners to support residents to stay well and free from abuse and creating a network of safe spaces for women and girls.
- 1.4 The Violence Against Women and Girls Partnership Delivery Group (a subgroup to the Barnet Safer Communities Partnership Board) brings together partner organisations in the borough to work together to respond to DA & VAWG with the aim of preventing it and reducing the harm it causes to victims, their families and the wider community. The Delivery Group agrees the annual VAWG Delivery Plan setting out the key partnership activities required, in order to deliver against the five new partnership priorities within Barnet's DA & VAWG Strategy.
- 1.5 The five partnership priorities within the draft Barnet DA & VAWG Strategy 2022-25 are:
  1. Early intervention and prevention of Domestic Abuse and VAWG
  2. Support all victims and survivors to report, access help and recover
  3. Pursue perpetrators and engage them in behaviour change interventions to eliminate harm to victims and their families
  4. Strengthen the partnership response to improve multiagency working and information sharing to deliver improved outcomes
  5. Working together for safer streets, community and public spaces

## 2. Background context

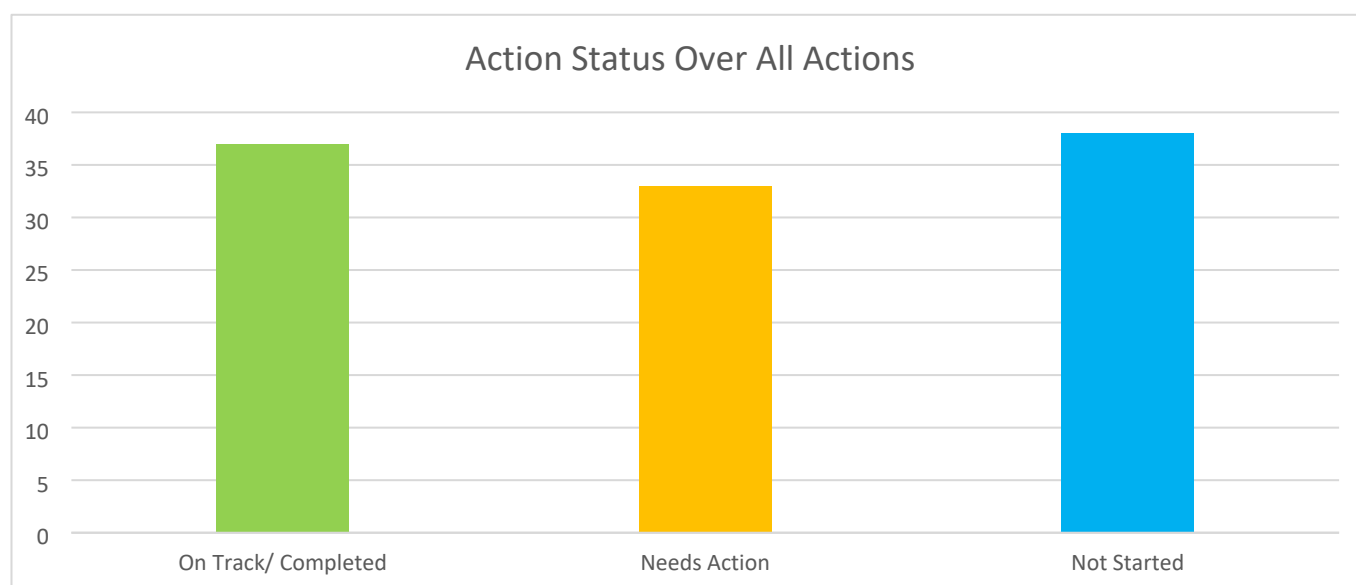
- 2.1 In the Annual VAWG Report presented to CLLC in June 2022, it was reported that the Barnet's Domestic Abuse (DA) and Violence Against Women & Girls (VAWG) Strategy 2022-25 was launched on 8 March 2022 on the occasion of International Women's Day 2022. It set out how the Barnet Safer Communities Partnership (BSCP) works to prevent and respond to Domestic Abuse and underlines the partnership's commitment to working together to prevent and tackle all forms of violence against women and girls (VAWG).
- 2.2 The government's 'Tackling Violence Against Women & Girls Strategy' 2021, has been shaped by a call for evidence from 180,000 respondents. It sets out four strategic aims which are reflected within our local strategic plan; these include prioritising prevention, supporting victims, pursuing perpetrators, and strengthening the system.
- 2.3 The Government published a Tackling Domestic Abuse plan in March 2022 to complement the Tackling Violence Against Women and Girls Strategy. It sets out how various aspects of the Domestic Abuse Act 2021 will be delivered,
- 2.4 A key amendment, which came into effect from 5<sup>th</sup> April 2023, to the Coercive Control Behaviour (CCB) offence under the Serious Crime Act 2015 amended the definition of "personally

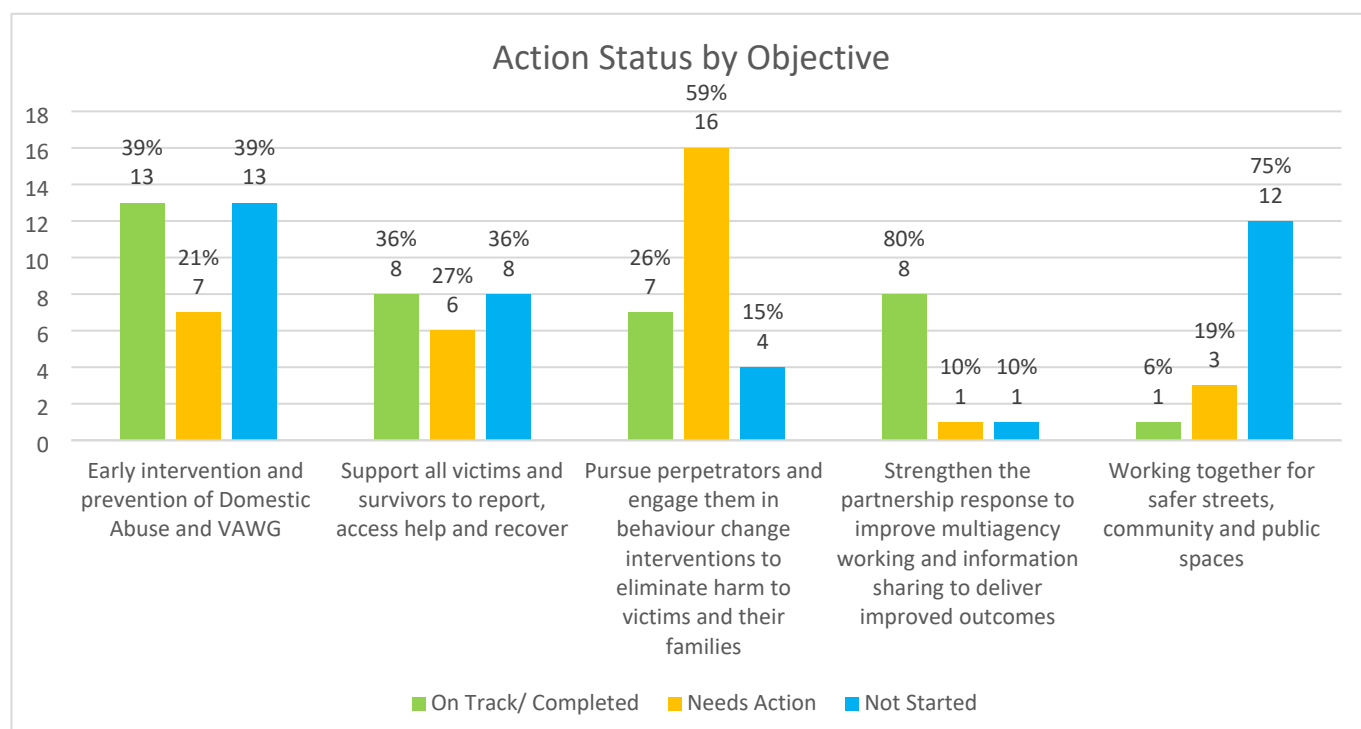
connected” in section 76 of the 2015 Act. This removed the “living together” requirement, which means that the offence of controlling or coercive behaviour now applies to partners, ex-partners or family members, regardless of whether the victim and perpetrator live together. The amendment was made to extend the offence recognising that controlling or coercive behaviour can persist and often increase when a relationship ends, or in cases where the victim no longer lives with the perpetrator. It is also important to be aware that controlling or coercive behaviour can evolve when the perpetrator no longer lives with the victim, with new tactics being deployed to exercise control over a victim. A new Statutory Guidance Framework on Controlling or Coercive Behaviour was also published on 5 April 2023.

- 2.5 Domestic abuse data from the Crime Survey for England and Wales estimates that 2.4 million adults (1.7 million women and 699,000 men) aged 16 years and over experienced domestic abuse in the year ending March 2022. Domestic abuse disproportionately affects women and girls, accounting for 74.1% of the total victims of domestic abuse-related crimes in 2021/22.
- 2.6 According to the same Crime Survey, there were 41,626 offences of coercive control recorded by the police in England and Wales in the year ending March 2022. This is compared with 33,954 in the year ending March 2021 and 24,856 in the year ending March 2020. The rise in coercive control offences over recent years may be attributed to improvements made by the police in recognising incidents of coercive control and using the new law accordingly.

### 3. Annual report 2022/23

- 3.1 The DA & VAWG Strategy 2022-25 Action Plan is monitored and reported to the VAWG Delivery Group. Progress against the 108 partnership commitments within the Action Plan is RAG rated. The charts below show the overall progress against meeting the aims of the DA & VAWG Strategy and demonstrate purposeful progress for year one of delivery.





### 3.1.1 Key highlights of the DA and VAWG Delivery Action Plan 2022/23:

#### 3.1.1.1 IRIS funding for 2023/24

Family Services secured £40k from North Central London (NCL) Integrated Care Board (ICB) and £50k from Public Health to run the IRIS programme and train all 50 GP surgeries in Barnet by March 2024

#### 3.1.1.2 New CIFA programme for 2023/25

Barnet successfully bid for Home Office/Mayor's Office for Policing and Crime (MOPAC) for two-year funding 2021-23 amounting to £305,832 per year. RISE delivered a Culturally Integrated Family Approach (CIFA) to Domestic Abuse Perpetrator Programmes to minoritised and/or marginalised communities in Barnet, Brent and Enfield. Barnet was the lead. The MOPAC Deputy Mayor, Sophie Linden visited the CIFA programme in Barnet on 23rd June 2022 and had the opportunity to hear from one service user of the CIFA programme.

Led by Barnet with 9 other London boroughs (Brent, Harrow, Newham, Tower Hamlets, Haringey, Enfield, Hammersmith & Fulham, Royal Borough of Kensington & Chelsea and Westminster) continued funding to the amount of £1.46m, has successfully been secured for a further two years of a Culturally Integrated Family Approach (CIFA) to Domestic Abuse perpetrator programmes ending in March 2025.

#### 3.1.1.3 Against Violence and Abuse (AVA) funding to Barnet Homes

Barnet Homes successfully obtained AVA funding for a three-year project, a two-year partnership to Barnet Homes which started in January 2023, with the remainder of the project focussed on creating and publishing guidance and sharing learning. Through the project Barnet Homes will recruit and train a new expert panel of local survivors. Working with Barnet Homes, survivors, and local expert organisations, AVA will create a co-produced programme of work to tackle identified challenges in Barnet.

#### 3.1.1.4 Barnet Homes Domestic Abuse (DA) One Stop Shop

Barnet Homes DA One Stop Shop face to face drop in has resumed from February 2023 and an official relaunch was held on 9 March 2023

#### **3.1.1.5 Minerva House funding for 2023/24.**

The council was successful in securing £100,000 of funding from the Department of Levelling Up, Housing & Communities to support the continuation the Minerva House provision by Barnet Homes in 2023/24.

#### **3.1.1.6 Ask for Angela initiative.**

At present 57 of Barnet's 73 licenced venues are participating in "Ask for Angela". initiative to address women's safety. The Community Safety Team are exploring if training in Ask for Angela can be included in licensing conditions.

#### **3.1.1.7 #HearMyVoice – a Barnet community initiative with Middlesex University students addressing DA and VAWG**

In partnership with the VAWG team of London Borough of Barnet, Middlesex University's Changing the Culture Initiative (CCI) worked on a project since April 2022 to deliver #HearMyVoice –to address VAWG and DA. #HearMyVoice is specifically focused on capturing the local context of Barnet and in particular the narratives of individuals, groups and organisations in the community. It is planned that those narratives would be amplified through the delivery of a hub of resources on the CCI webpage, a showcasing/community networking event at the end of the academic year, and further dissemination through various online and social media channels. #HearMyVoice event planning is going well and will be held on 24 May 2023, 5-7pm at Middlesex University.

#### **3.1.1.8 New Co-locations**

A new Independent Domestic Violence Advocate (IDVA) has commenced alongside social workers in Children's Social Care and part-time IDVA is now located within the Children and Family Early Help Service.

#### **3.1.1.9 Accredited IDVA Training and DA Champion Network**

A 4-month accredited IDVA training, funded by LB Barnet, was completed by Safelives in June 2022. The 23 learners were from voluntary sector youth support services, early help, children's social care, Adult MASH, Royal Free London NHS Foundation Trust, Barnet Homes, drug and alcohol services, and specialist DA services. The trainees have completed their assessments to gain their Level 3 IDVA Certificate in Domestic Abuse.

A DA Champion Network was set up with the newly trained IDVAs and the first meeting was held in September 2022. The aim is to maintain the inter-agency relationships built during the training and support the group as they implement the training into their roles. The terms of reference of this network will include sharing the multi-agency knowledge and expertise between Champions within the network and onwards into their respective agencies. It will also include support on a rota basis to the DA One Stop Shop.

#### **3.1.1.10 New dedicated Team within the Housing Options Service**

Barnet Homes had secured funding from MOPAC to create a dedicated DA Team within the Housing Options Service. The Team started in October 2022. The DA Team manages the most complex and high-risk housing cases for DA survivors, from the initial assessment of survivors' and their children's needs to their placement in safe-accommodation, to their move-on and resettlement in long-term accommodation. At each point, floating support will be available to hand-hold individuals through their recovery and resettlement pathway. The team support survivors to access DA services, and will be a consistent, supportive presence to aid the recovery of those who face complex issues and additional barriers. Any movement between accommodation types will be overseen and supported to minimise trauma.

#### **3.1.1.11 LB Barnet Staff and Managers DA Guidance**

The VAWG team identified and reviewed council policies to ensure domestic abuse support was set out for council staff. A staff guidance document to link to those policies which

demonstrates a zero-tolerance approach to sexist, harassing or abusive behaviours within the workforce with clear systems for reporting, assessing, dealing with, and reporting incidents of sexism, harassment, abuse, sexual assault or violence. The aim is to build confidence in reporting and raising awareness on what is acceptable behaviour at work. The guidance will also provide clear information about the response people can expect when they tell someone at work about domestic abuse, and the steps that are available to ensure they stay safe and supported in the workplace.

#### **3.1.1.12 New funding from Department for Levelling Up, Housing and Communities**

The funding for the Part 4 statutory duty of the Domestic Act 2021 for 2023/24 and 2024/25 has been confirmed from Department for Levelling Up, Housing and Communities in December 2022. This provides continued funding for a DA consultant role which has been invaluable in both developing and implementing the DA & VAWG Strategy.

#### **3.1.1.13 DA Multi-Agency Risk Assessment Conference (MARAC) Quality Assurance Panel**

Barnet's DA MARAC is subject to a 6-monthly Quality Assurance Panel (QAP) to evaluate effectiveness. The Panel is chaired by the Head of Safeguarding, Access and Occupational Therapy, Adult Social Care and is attended by agencies who have been involved with the selected cases. QAP was held on 31 October with some good practice identified and with a recommendation to explore practice improvements against 8 of the Safe Lives effective practice principles. The audit provides evidence of multi-agency efforts to provide support to the victim as part safety planning before and after the MARAC; this is particularly evident in support provided by IDVA's. In addition, any emerging issues are always discussed at the MARAC Steering Group and if appropriate escalated to the Violence Against Women and Girls Forum. The questions within the 8 Safe Lives principles have been circulated to partners via a survey monkey for a report in July 2023.

#### **3.1.1.14 Ending male violence against women.**

Barnet Council has committed towards working to end men's violence against women. A steering group comprising champions and male ambassadors continues to meet monthly to implement a 3-year action plan.

#### **3.1.1.15 Events**

- A successful International Women's Day event was held on 8 March 2023 organised by the council and supported by the lead member for Community Safety and many DA/VAWG partners. The event was held at StoneX Stadium and attended by over 150 people from the voluntary, community and faith sector, and key partners including the Met Police. Guest speakers included Dr Doirean Wilson, Senior Lecturer & Diversity Lead at Middlesex University, and Barnet resident Propa Rezwana Anwar, Vice Chair of The Barnet Multi Faith Forum, and Youth Council Events Manager for The Faith & Belief Forum. There were also special performances from pupils at Copthall School and the Barnet Education Arts Trust.
- The Women's Network at Barnet Council have led an 'InspirationAll' awards campaign internally and externally to support attitude changes by identifying, empowering and celebrating women and girls in Barnet and those who make a strong contribution to gender equality within their everyday roles
- The award categories include: Business and Construction, Sport and Wellbeing, Environment and Sustainability, Inspiring Young Woman and Community and Culture

- As part of a month-long celebration, the council offered funding of between £500 - £1,000 for community groups, local charities, and organisations to host an event in March. Successful applications included a mother and daughter programme for the Somali community in Grahame Park, a community quilt blanket by a church in Barnet, and a synagogues and refugee communities' event in Finchley.
- A successful World Social Work Day event jointly organised by Family and Adult Services and held on Tuesday 21 March 2023 with the theme 'Respecting diversity through joint social action', was attended by Rise, Solace and Barnet Homes stalls.
- During 16 days of activism between 25 November-10 December 2022, a series of events with expert speakers including Rachel Williams, a survivor, was organised.
- A partnership webinar around the new offence of non-fatal strangulation or non-fatal suffocation (Domestic Abuse Act 2021) was held on 6 December 2022. 80 participants from the multiagency partnership attended. The webinar was very well received.

#### Participant Feedback:

*"I thought it was an excellent webinar, thanks so much. It was a good mix I thought and the case studies very powerful."*

*"Thank you, Rachel. I love how spirited and determined you are in your mission to change the law and get the message out there! Powerful!"*

- The VAWG Team and the Lead Member for Community Safety visited the 3 women refuges commissioned by the Council and Barnet Homes on 7 December 2022. The survivors' messages were very powerful in how their journey was supported by the refuge and the positive impact it made on their road to safety.

#### Survivor Feedback:

*"I want to thank all who helped with my difficult time now I live in a women's refuge house. I suffer from domestic abuse by my husband and his family. I decided to talk to my doctor about my husband and she helped me, and she contacted solace women's aid. before I came to this refuge, I have been in hospital for 2 months. I have tuberculosis in my brain and spine. I still take medicine and go to the hospital for a monthly check-up. I came to refuge house last year and they helped with my visa which I got last October. Then they helped my English course which starts this month. It was a very difficult time to stay in one room by myself, but my support worker and my manager always help to do something and busy myself. They provided in the summer many different activities; I really enjoyed it with another resident. I did 'Arise' course in the refuge. I attended last year in December 16 days activism which was a big day for me because I shared my experience with others for the first time. I enjoyed their lovely food and drinks. I received a gift from them. I meet during a time with Barnet councillors. I was so happy to talk with them. I really appreciate my manager and support workers."*

### 3.1.1.16 Communication

- A Leaflet on where to get help and support for domestic or sexual abuse in Barnet was launched on 25 November 2022 and widely circulated to all networks and residents.
- The Barnet Council Domestic abuse website: [www.barnet.gov.uk/domesticabuse](http://www.barnet.gov.uk/domesticabuse) has been updated with the new leaflet and videos produced by students from Middlesex University who have worked with the council to create short films to promote awareness about local support services for people at risk of Domestic Abuse and Violence Against Women and Girls. Included are videos from Jewish Women's Aid, Youth Realities, Art Against Knives, Rise Mutual, Barnet Homes One Stop Shop and Middlesex University students.  
<https://www.barnet.gov.uk/children-and-families/domestic-abuse/helpful-videos-barnet-residents>
- The Comms team produced a comms toolkit for the 16 days activism. The key messages were promoted across the 16 days of activism (with one social media post per day) to support residents and signpost residents to information about where to get help and support through provision of key contact information of voluntary sector organisations and partners working in Barnet and also to share video content to promote awareness of how local voluntary organisations and partners are supporting and promoting events for professionals. The assets for the campaign were:
  - Barnet first magazine article page Barnet First magazine - Winter 2022.pdf
  - 4-page leaflet to given out locally and at community safety hubs
  - Press release.
  - Video with Cllr Sara Conway
  - Films from local support groups and voluntary organisations
  - Mayor of London #haveawordwithyourself campaign
  - Home office 'enough' campaign

## 3.2 Delivering the DA and VAWG Strategy Annual report 2022/2023

### 3.2.1 Objective 1: Early Intervention and Prevention of Domestic Abuse and VAWG

Early intervention and prevention are key to reducing the amount of domestic abuse, domestic homicide, and suicides linked to domestic abuse and by stopping people from becoming perpetrators and victims to begin with. Domestic abuse devastates the lives of millions. In Barnet in the 12 months to March 2023, there were 5048 DA incidents, 3149 DA offences and 737 DA violence with injury cases reported to Police. The interventions set out below aims to address this by driving down domestic abuse and domestic homicide and preventing them from ever happening in the first place.

#### 3.2.1.1 IRIS programme in Barnet

In 2023, IRIS have delivered training to 9 new surgeries that previously never had any IRIS training and completed those partially trained. To qualify as "fully trained" a GP practice must complete numerous trainings: Reception & Admin, Clinical 1 and Clinical 2 teams. This is both a time and resource pressure which has made it difficult to achieve full coverage. We have 50 GP surgeries in Barnet-there are currently 28 fully trained practices and a further 15 partially trained and 7 have not engaged. We have recently linked Solace with Barnet Primary & Community Care Training Hub who will support engagement with surgeries.

This means that 43 out of 50 GP surgeries in Barnet have engaged with IRIS training. During trainings, GP's have commented that they previously didn't think of domestic abuse as a health issue and felt it was not their place to ask patients about it. They felt that doing the IRIS training gave them permission to engage in discussions with their patients, indicating towards a shift in the General Practitioner perspective and approach to DA in Barnet.

**Service user feedback:**

*"My GP has been supportive. For the first time in my life, I had somebody I felt safe enough to open up to" and "My GP made me feel like she cared. My GP was the first professional to tell me that I was amazing and could do this. That made all the difference."*

- In 2022/23, IRIS received 118 referrals from GP's. IRIS also provided a further 17 individual DA consultations to GPs for their patients. Service users greatest support needs were in relation to housing, family law, criminal justice, mental health, their children and finances.
- 80 service users completed support with IRIS, of these, 26 service users were supported with housing: 13 moved into a safe accommodation, 7 added safety measures to the property so they could continue living there, and in 5 cases the perpetrator was removed from the property. 26 service users were supported with family law and 19 were supported with police and criminal justice. 16 were linked with support for their mental health.
- From all the referrals, 27% service users had a disability, 58% had mental health issues and 19% had a physical health support need. Several service users had multiple disadvantages with the above as well as suicidal ideation and drug and alcohol support needs. IRIS provided them with more intensive, longer-term support.
- IRIS can provide 4 emotional support sessions to service users on identifying and understanding DA dynamics, rebuilding their self-esteem, confidence, agency and identity.

**Service user feedback:**

*"Thank you very much for giving me the confidence" (06/04/2023)*

*"I am in a much better space mentally." (23/2/23).*

*"Through [IRIS] support I have decided I do not want a relationship with that man anymore. I have also learnt that I will not be co-dependent with any future relationships." (23/01/2023).*

- In March 2023, IRIS funding came to an end. The IRIS steering committee requested an investment of £202,000 (£101,000 reoccurring for two years) to fund two advocate educators (AE) to work in primary care for two years. £90k was agreed and funded by Barnet Public Health and North Central London (NCL) Integrated Care Board (ICB for one year with a review with); this leaves a shortfall of £10k which will reduce capacity for a IRIS Advocate Educators

Referrals into Solace Services from Local GPs in Barnet have been constant.

Year	Date Range	Referrals to Solace Services from local GPs
<b>Baseline</b>	Feb 17 – Jan 18	4
<b>1</b>	April 18 – March 19	53
<b>2</b>	April 19 – March 20	92
<b>3</b>	April 20 – March 21	74
<b>4</b>	April 21 – March 22	131
<b>5</b>	April 22 – March 23	118

### 3.2.1.2 Education in schools

Public Health have led work to map support, resources and training for schools, and their pupils and families in relation to prevention of domestic and sexual abuse. Following an initial scoping meeting a draft version of the information has been circulated for comment.

A request has been made to the VAWG team for training to all Designated Safeguarding Leads in schools on brief overview of signs and indicators, some useful information for schools in responding to children and non-abusive parents plus local support options.

### 3.2.1.3 Operation Encompass

Operation Encompass is led by the Metropolitan Police (MPS) in partnership with the local authority and schools. The joint-agency protocol enables the Police to share information with schools following a reported domestic abuse incident where the police have been called out and a child has been present the following day.

Sharing information about incidents of domestic abuse to which children have been exposed ensure school staff have immediate awareness so they can practice silent observation, assess needs and/or provide appropriate support to children and young people who have experienced domestic abuse.

The protocol does not replace or supersede existing protocols for child safeguarding or welfare and is used in conjunction with current safeguarding procedures and practice guidelines. Schools will receive information when:

1. Police have been called out to a domestic incident
2. AND the child is present at the time of the incident
3. AND the child is Under 18

Further information about Operation Encompass can be found <https://www.operationencompass.org>; the local authority is exploring ways in which to capture and report impact on children in the borough.

#### 3.2.1.4 DA/VAWG partnership training

- 139 practitioners attended 4 multi-agency DA trainings over 2022/23 organised by Barnet Council. 37 attended Domestic abuse awareness level 1, 27 attended level 2, 'Responding and Recognising DA', 38 attended DA MARAC and 37 attended 'Understanding the coercive control and economic abuse' training.
- Of all attendees, the majority were from voluntary sector organisations (28%); with 21% from Family Services; 16% from Adults and Health; 13% from housing; 8% were foster carers; and small numbers of attendees from education, early years, mental health, and probation.
- Everyone who provided feedback said it is likely that their learning will change the way they work for the better. Many learners valued the opportunity to have discussions with others and liked the interactive nature of the training, with some saying they wanted more case studies and longer time for discussion.
- Suggestions for improvement included one learner who said a film of a DA survivor would be impactful, and one saying they think DA training should be delivered face to face.

##### Learner feedback:

*"Thank you for organising it. It is a course that is necessary for all those who provide services and support to people to take part in."*

*"I am much more prepared in directing people to the appropriate organisations for support."*

*"I have recognised the importance of knowing the Key voluntary agencies that support victims/survivors of DV and how they can offer support in a variety of ways."*

*"I have gained a more nuanced understanding of the subject".*

- DA/VAWG training has been paused for Q1 2023/24 with the exception of MARAC training until a training needs assessment is completed with an analysis to review the trainings for 2023/24. Some training events have had low attendance and it is important to review and learn from the multiagency partnership and practitioners themselves in order to co-produce the training programme with the intended trainees.
- The new administration received a briefing on Domestic Abuse and VAWG Strategy and work in the borough to support victims and work with perpetrators on 20 June 2022.
- A partnership webinar around the new offence of non-fatal strangulation or non-fatal suffocation (Domestic Abuse Act 2021) was held on 6th December 2022. 80 participants from multiagency partnership attended with expert speakers from The Faculty of Forensic and Legal Medicine and Rachel Williams, a survivor. Attendees were introduced to resources and key information following the introduction of the new offence of non-fatal strangulation and suffocation.
- The VAWG team together with the Barnet Safeguarding Children Partnership Manager delivered a briefing on multi-agency responses to domestic abuse involving children based on learning from the national Child Safeguarding Practice Review Panel on 2 March 2023.

### **3.2.2 Objective 2: Support all victims and survivors to report, access help and recover**

Support is crucial to help all victims and survivors who have escaped from domestic abuse feel that they can get back to life as normal, with support for their health, emotional, economic, and social needs.

In Barnet there is a range of support available to ensure that every victim and survivor can have their needs met. The DA/VAWG team also monitor changing needs and reflect these in the partnership action plan.

The council commissions Solace Women's Aid to deliver Advocacy and Support Services and 2 women's refuges to support our victims and survivors in the borough. DA MARAC is managed in-house in which high risks cases of domestic abuse are discussed on a weekly basis and risk reduction safety plans are implemented. Barnet Homes manages the Sanctuary Scheme, DA One Stop Shop and one women's refuge funded by MOPAC (Minerva House). Victim Support provides an uplift for a Senior IDVA at Barnet Hospital.

#### **3.2.2.1 Commissioned Services**

Contract monitoring meetings are held on a quarterly basis. A tool kit with agreed data together with feedback and case studies are presented to the VAWG team on a quarterly basis.

#### **3.2.2.2 Solace Advocacy and Support Service (SASS)**

Solace received 1251 referrals in 2022/23 bringing the total referrals for the year to 1251, this exceeds their annual target of 1200 and represents a 9.2% decrease from the previous year. The number of accepted cases in the year was 512, a 2.5% decrease from 525 last year. In this reporting period, 14 service-users identified as LGBT+ and 17 male victims accessed the service. 46 (4%) service-users referred had no recourse to public funds and 68 (13.3%) of service-users self-reported mental health needs.

Over the course of 2022/23, Barnet SASS supported 512 service users – 80 of which were assessed as high risk, 285 were medium risk, and 97 were standard risk. In addition to supporting service users to reduce the risk posed from further incidents of domestic abuse, Solace staff also provided 116 consultations with professionals regarding domestic abuse support. The Barnet SASS service was regularly engaged in events across the borough, including providing training to other professionals on recognising and responding to domestic abuse, strengthening partnerships with mental health services in the borough to best support survivors, and establishing the Early Help and Children's Social Care IDVA roles to support the children's workforce best respond to DV affecting children.

The Barnet SASS team consistently supports service users to reduce the risk posed to them. Over 2022/23, there were 485 exits from the Barnet SASS service. Of these exits, 380 service users reported feeling that there was some or significant improvement to their perception of their own safety. Additionally, a majority of clients were supported to end the abusive relationship they were seeking support around with 343 service users reporting that they had not reconciled with the abusive partner at the point of exit from our service. 245 service users completed exit PoWER forms, which are used to assess how clients' perception of their situation has changed since engaging with the service. Of the completed forms:

- 113 reported they were feeling safer
- 109 reported feeling more confident
- 108 reported feeling better about themselves
- 85 reported feeling close to other people

- 95 reported they are dealing with their problems well
- 81 reported they felt more confident to make decisions, and;
- 87 reported feeling optimistic about the future.

Due to service users exiting our service feeling more confident about making decisions, feeling close to others, and reporting increased confidence, many service users will therefore be supported to either stop a relationship before it becomes abusive in the future or seek support from our service if needed in the future.

SASS delivered Arise Group Programmes 8 times while Picking Up the Pieces (PUTP) was delivered 3 times. 68 women attending the Arise programme reporting having an increased understanding of what a healthy relationship looks like, while 20 women attending PUTP reported an improved understanding of the impacts of domestic abuse on children. Whilst attending these programmes, the Barnet SASS group worker has shared that feedback is largely positive, with women gaining a great deal of support from one another in a peer-to-peer capacity, which strengthens the social support survivors are receiving in the borough. Overall, between the risk reduction work being completed within the IDVA services, the prevention and awareness raising across the service, and the ongoing identification and strengthening of partnerships across the borough, Barnet SASS is continuing to combat instances of DA and VAWG across the borough of Barnet.

### **3.2.2.3 Collocations of independent Domestic Violence Advisers (IDVAs)**

The part time role at Police CSU from Victim Support has been withdrawn. A new IDVA has been co-located with social workers in Children's Social Care to facilitate referral pathways, provide options and advice and also to accompany social workers to visit families experiencing domestic abuse.

A part time IDVA has also been co-located with the Child & Family Early Help Service. The IDVA sits on the multi-agency referral panel and provides consultation to practitioners around cases where may initially be unclear if there is domestic abuse or Parental Conflict, so the correct referral pathway is followed.

### **3.2.2.4 Womens refuges**

Solace Women's Aid are commissioned by the Barnet Council to provide support and manage two women's refuges for Barnet. A third women's refuge (Minerva House) is run by Barnet homes. Barnet Homes was successful in securing £100,000 of funding from the Department of Levelling Up, Housing & Communities to support the continuation the Minerva House women's refuge provision in 2023/24

Barnet Council commissions 2 refuges offering 18 adult bed spaces with 20 children's bed spaces. Minerva House provides 6 adult bed spaces and 10 children's bed spaces for homeless women fleeing domestic abuse and approaching Barnet Homes for housing assistance. For the period 2022-23 Barnet Refuges supported 38 women and 26 children with 19 departures. Minerva House accommodated 14 women and 16 children with 8 departures.

The Refuge team accepted 21 new referrals to Barnet refuges and 10 new referrals to Minerva House with the largest number coming from The National Domestic Violence Helpline, Barnet Homes, out of borough housing, other Domestic Abuse Services and Solace Advocacy Services.

The majority of victims were rehoused in the private rented sector. Victims benefit from holistic and trauma-informed support through risk and needs assessment, safety planning, individual support

planning to achieve the best outcomes for independent living which includes crisis support, advocacy, ongoing emotional support, counselling, children's creative play therapy, children's activities, support to achieve employment, education and training goals including accessing ESOL classes, budgeting and financial support, immigration support. The service provides a specialist Family Support Worker providing age-appropriate 1:1 support to children, young people and their mothers. The service also received funding to recruit a Multiple Disadvantage Worker. Safeguarding referrals were made to Adult and Children's Social Care as appropriate.

There was a total of 11 MARAC cases with key professionals attending the refuge to carry out visits i.e. social workers, health visitors and midwives. The ARISE Domestic Abuse Awareness Programme was facilitated in-house by our dedicated refuge team to improve understanding of DV/A, the effects on survivors and their children, to recognise unhealthy relationships in order to recover from trauma and move forward in their lives free from abuse.

They have achieved positive outcomes for victims through partnership working with a number of agencies: Acacia, The Arts Depot, Barnet Adult Social Care, Barnet Family Services, Barnet One Stop Shop, Barnet Homes, Barnet Job Centre, Barnet Benefits Service, Barnet and Southgate College, Barnet Public Health, Barnet Well Being Hub, Boost, Bowling & Co Solicitors, Bright Horizons, Buddy Bag Charity, Buttle Trust UK, CAHMS, Chipping Barnet Food Bank, CLG Drug and Alcohol Service, Crisis Fund, Cyber Care, Dawn counselling, Debt Advisory Service, Debt Recovery Service, Finchley Women's Institute, GN Law Solicitors, GPs, HAB Law Solicitors, Health Visiting Team, Home Start, Historic Royal Palaces, Jewish Deaf Association, Jewish Women's Aid, Little Village, MARAC, Mencap, Met Police, Neighbourhood Doula, Pram depot, Renew, Sangam, Southall Black Sisters and Trinity Church Mill Hill

Survivors living at the refuges provide peer support by accompanying new arrivals to the GP, hospital and local shops enabling them to settle into the refuge which alleviates feelings of isolation. Our refuges encourage co-designed and survivor-led activities such as baking/ cooking activities, responsible for purchasing ingredients and upskilling each other. This has been a great success at various events throughout the year, including Black History Month, Eid, International Women's Day and the 16 Days of Activism partnership event with Barnet Homes at which the women shared their stories with local councillors. The vegetable beds, herb garden implemented through a partnership with Finchley Women's Institute inspired the women to learn basic garden skills by sharing their gardening expertise with survivors. The Flower Bank in Barnet is another example of using local projects to develop skills, service users created hanging baskets and hand painted individual flowerpots that they were able to keep at the end of the session.

Activities for the period included a seaside trip to South End, London Zoo, Discovery Children's Story Centre, Clown Town, Flip Out Trampoline, Swimming, Cinema, Belmont Farm, Summer Picnic and Sports Day and our End of Year Christmas Party.

The refuge provisions are immensely grateful to the generosity of key stakeholders and partners who work so hard to provide the many donations to families for special occasions and throughout the year. Barnet Homes, Bright Horizons, Chipping Barnet Food Bank, United Synagogue, Jewish Deaf Association, Trinity Church Mill Hill. New partnerships were developed with The Arts Depot a cultural hub in Finchley offering free tickets to theatre shows for families, also Historical Palaces. The Family Support workers at the 3 refuges received training to facilitate the trips. Chipping Barnet Foodbank provides targeted donations, resettlement funding and on-going support with food supermarket vouchers and Vodafone SIM cards allocated to women with NRTPF, those experiencing benefit delays, deductions, or financial hardship due to the increase in cost of living. The refuges have also approached other charities including Lifetime Chances for individual grants for furniture items needed when moving into independent living.

Equality, diversity, and inclusion is promoted within the service, utilising all available resources to ensure service users feel welcome and safe in Solace refuges. All women are provided with face to face and telephone interpreting services. There is Halal cooking equipment in shared kitchens and

Diwali coffee mornings alongside celebrations for Black History Month and religious festivals such as Easter, Eid and Christmas. One refuge has a self-contained adapted unit for wheelchair users. Solace has received funding from MOPAC for a multiple disadvantage refuge worker and are recruiting to this role currently. Solace have been consulting with staff and service users on their trans-inclusive approach and policies. They have also consulted through House Meetings, children's meetings, exit surveys and through annual service user consultation meetings learning of the positive impact of the service on women and children's self-esteem, confidence and independence.

### 3.2.2.5 Inhouse service : DA MARAC

MARAC	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Apr 2022- Mar 2023 Total
Number of MARAC referrals	87	123	122	145	<b>477</b>
Number of children in the household	51	64	68	111	<b>294</b>
Number of families with children	38	48	37	64	<b>187</b>
Number of repeat MARAC referrals	9	22	19	35	<b>85</b>
Percentage of repeat MARAC referrals	10%	18%	16%	24%	<b>17%</b>

- Over 2022/23 Barnet has seen a gradual increase in MARAC referrals which is increasing the number of children exposed to this behaviour. Also, the percentage of repeat MARAC referral has increased.
- 36% of victims in 2022/23 reported mental health needs and 21% of the alleged perpetrators reported mental health needs.
- The victims in 2022/23 identified as female in 90.6% of the cases. 89.8% of alleged perpetrators in 2022/23 were reported as being male.
- The majority of perpetrators in 2022/23 are the victim's Ex-partner 182 (37%), Partner 157 (32%) or son 26 (6%)
- The DA consultant has started a review of the DA MARAC based on the Safe lives review tool. 8 of the 10 SafeLives principles will be reviewed, including quality assuring the action planning process. This will also explore increased referrals and re-referrals reported in Q4.
- Alongside the review of MARAC, Family Services are leading a multi-agency audit of a sample of MARAC victims with caring responsibility for children to identify good practice and areas for learning and improvement. This is due for reporting to the VAWG Delivery Group in July 2023.

### 3.2.2.6 Other partnership services:

#### Housing support

- There were 405 homelessness approaches due to domestic abuse in 2022/23. Of these, 106 were provided temporary accommodation (TA). Housing options include refuge accommodation, sanctuary installations to make victims' homes safer, move to private sector properties, move through the North London DA reciprocal scheme and for single applicants housing in the private rented sector. Some victims also prefer to remain with friends or family until they secure suitable accommodation and refuse TA as they want to minimise the number of moves whilst awaiting alternative housing.
- The Barnet Sanctuary Scheme is a housing option available for survivors of domestic abuse. It is managed by Barnet Homes -Housing Options Team where we have a DA & Sanctuary Scheme Coordinator. Sanctuary Scheme is for DA survivors who live in the London Borough of Barnet and want to remain living in their properties with extra security measures. This is a housing option which allows them to avoid homelessness and achieve safety. This scheme is for survivors who have sole tenancies or have sole occupation through a court order, where the alleged perpetrator has no legal right to enter the property.
- The Barnet Sanctuary Scheme received 130 referrals and secured 88 properties between April 2022 and March 2023. Most referrals came from Solace Women's Aid, in addition to referrals received from Children and Social care, Barnet Homes, Police, Victim Support and other voluntary agencies across VAWG sector.
- Barnet Homes dedicated DA Team within the Housing Options Service manages the most complex and high-risk housing cases for DA survivors, from the initial assessment of survivors' and their children's needs and their placement in safe accommodation, to their move-on and resettlement in long-term accommodation. At each point, floating support is available to hand-hold individuals through their recovery and resettlement pathway. The team support survivors to access DA services, and are a consistent, supportive presence to aid the recovery of those who face complex issues and additional barriers. From October 2022-31st March 2023, the DA Team supported 43 victims with multiple needs and assessed as high and medium risk.
- The DA Manager in her role has started delivering bespoke training to housing teams - 15 staff have so far been trained.

### 3.2.2.7 BEH MHT –Safeguarding Team, DA and Sexual Safety

A Domestic Abuse and Sexual Safety Co-ordinator (DASSC) was appointed in August 2022 to support the Trust in developing its response to domestic abuse and sexual abuse. As a part of this role, the co-ordinator serves as an expert point of reference within the safeguarding team, providing consultation on disclosures of domestic and sexual abuse, including harmful practises alongside developing key resources that can be utilised by frontline staff. A weekly Domestic Abuse and Harmful Practices drop-in surgery was set up, providing staff with a drop in space for advice around disclosures or concerns. The DASSC also attends Perinatal, Child & Adolescent Mental Health Services and Acute Inpatient and Community Supervisions.

There was limited means to collect data on domestic abuse, and as such data is now pulled from 5 sources and triangulated to ensure a more accurate reflection of the reports seen throughout the Trust (Incident reports via Ulysses, Adult/Children Safeguarding referrals, MARAC referrals and direct approaches to the DASSC). Between Q3 and Q4 there was an increase in disclosures of domestic abuse being raised, with further support given by the DASSC to frontline workers

around risk assessment, safety planning, appropriate referrals to support the victim/survivors, children and perpetrators. It is expected that identification will increase further with the ongoing embedding of the DASSC post.

Domestic Abuse Training has been developed and is available to all teams. Specialist DA workshops have been delivered to staff within older peoples and memory services by the Silver Project and the domestic abuse co-ordinator. Monthly Learning sessions are run and available all staff which have covered/due to cover; Child/Adolescent to Parent Violence and Abuse, Black, Asian and Minoritized Young Women & Girls and Sexual Violence, Harmful Practises with more to be confirmed. A Stalking masterclass was delivered throughout the trust by the BEH Stalking Threat Assessment Centre (STAC) psychologists and Domestic Abuse & Sexual Safety Co-ordinator, equipping staff to be able to effectively identify and respond to stalking. Additionally, staffing teams are able to request individual CPD sessions delivered within team meetings addressing themes of abuse that they are identifying within the services.

### **3.2.2.8 Sexual Health IDSVA –CNWL NHS Sexual Health Clinic- Edgware Community Hospital since July 2022**

The Sexual Health IDSVA Project sits under the Islington SASS team, in Solace Women's Aid and is partnered with CNWL NHS sexual health clinics. They support people of any gender, ages 16 and above, who have experienced domestic abuse and or sexual violence.

The IDSVA project only receives referrals from CNWL sexual health clinics. If a patient discloses domestic abuse and/or sexual violence to someone at these clinics, a referral to the IDSVA project will be offered.

The IDSVA provide emotional and practical support. They are primarily an advocacy service. They frequently advocate for survivors with housing, the criminal justice system, and social care, as well as other statutory and voluntary organisations. They also regularly signpost to other services including counselling, and lawyers. They work in line with a trauma informed, person-centred and strength-based approach. The needs and wants of service users is central to the work that we do.

### **3.2.2.9 LBB Family Services: Recovery for mothers and children: AVA CODA (Children overcoming domestic abuse) Mother and Children's groups and 1:1 through the Child & Family Early Help Hubs.**

Children and Family Early Help Hubs aims to provide the right help first time; meet identified needs and improve outcomes for children and young people; preventing the escalation of issues that would then require specialist services. Early Help hold a weekly multi-agency panel to ensure the right team around the family is in place for the support needs identified.

Each Early Help Hub provides a recovery group programme for mothers and their children who have experienced DA. The team has developed training for LBB and partner staff as part of their work on parental conflict, which includes tools and interventions for work with children and families. The training is explicit in identifying where parental conflict has escalated to DA so that safeguarding, and the right support can be put in place. Children Overcoming Domestic Abuse (CODA) Community group programmes run by AVA (Child and Family Early Help) are offered for children and mothers that aren't living with the alleged abuser.

The aim is to help children sharing their experiences, exploring ways of expressing their feelings and looking at coping strategies for the future. Mothers have the opportunity to network with other women who have similar experiences, explore the impact the experiences may have had on their children and understand how to help their children recover. In 2022/23 more than 20 women have attended AVA Women's Group.

The AVA/CODA Group programme is not suitable for all families, as some children may have special needs or be outside of the age-group for the particular programme, and some women may not be group-ready, or need an interpreter, so the CODA trained practitioners also can offer this support on an 1-1, as required.

There have been no repeat referrals into Barnet's Family Service (in relation to domestic abuse or otherwise) for any of the women or children who have attended groups. In addition, women attending the group shared the positive feedback having the opportunity to connect with other women who have experienced similar issues in their lives.

In the west Children and Family Hub, practitioners have adapted the AVA/CODA materials to be more suitable to women from Muslim background following consultation with community leaders and the women themselves and have a planned pilot for a AVA/CODA group aimed at teenagers (all staff trained in CODA can cover all age-groups, but until now, have focused on under 11yrs, and referred older children to Safer Spaces Plus, or offered 1-1 intervention).

### **3.2.2.10 Family Services Early Help reducing parental conflict programme - Early intervention to prevent escalation to Domestic abuse.**

The Early Help reducing parental conflict programme is an early intervention to prevent escalation to Domestic abuse. The service has completed the first year of a new round of 3-year funding from DWP (Department for Work and Pensions) Reducing Parental Conflict Grant. Over the year, 10 awareness-raising virtual workshops have been held for a wide range of professionals about Parental Conflict; refresher training has been provided for Early Help Practitioners around the structured interventions which form part of the Early Help offer. Two workshops via the Tavistock on the Mentalisation Approach, when working with higher levels of parental conflict and two workshops on helping professionals to differentiate the difference between domestic abuse and parental conflict have also been held.

Early Help have refreshed their website to include information for parents i.e. self-help manuals, animations (to help parents to put themselves in their children's shoes when caught up in the middle of parental disagreements), and links to other relevant websites, such as CAFCASS. The page also ensures that parents are clear where to go for help if they are experiencing domestic abuse and directs them to the Children and Family Early Help Hubs, if they need support beyond self-help materials. The Early Help Hubs provide up to 6 weeks of structured interventions to help both parents together, and those who are separated to reduce parental conflict, information is contained in these links [Reducing parental conflict | Barnet Council](https://youtu.be/uqlhHbDcCzo)  
<https://youtu.be/uqlhHbDcCzo>  
<https://youtu.be/qXJSW759GRo>

### **3.2.3 Objective 3: Pursue Perpetrators and Engage them in behaviour change interventions to eliminate harm to victims and their families**

Perpetrators are the ones who need to change their behaviour and stop offending. By relentlessly pursuing them the prevalence of domestic abuse will drive down and reduce the number of domestic homicides.

This involves better understanding and addressing the falling number of charges, prosecutions, and convictions so perpetrators are stopped and face justice. We also need to continue in investing in interventions and programmes which change their behaviour in the long-term.

#### **3.2.3.1 DVPNs and DVPOs**

Police in Barnet have issued 26 DV Protection Notices (DVPN) and 22 DV Protection Orders (DVPO) in rolling 12 months to March 2023.

### 3.2.3.2 Clare's Law disclosures

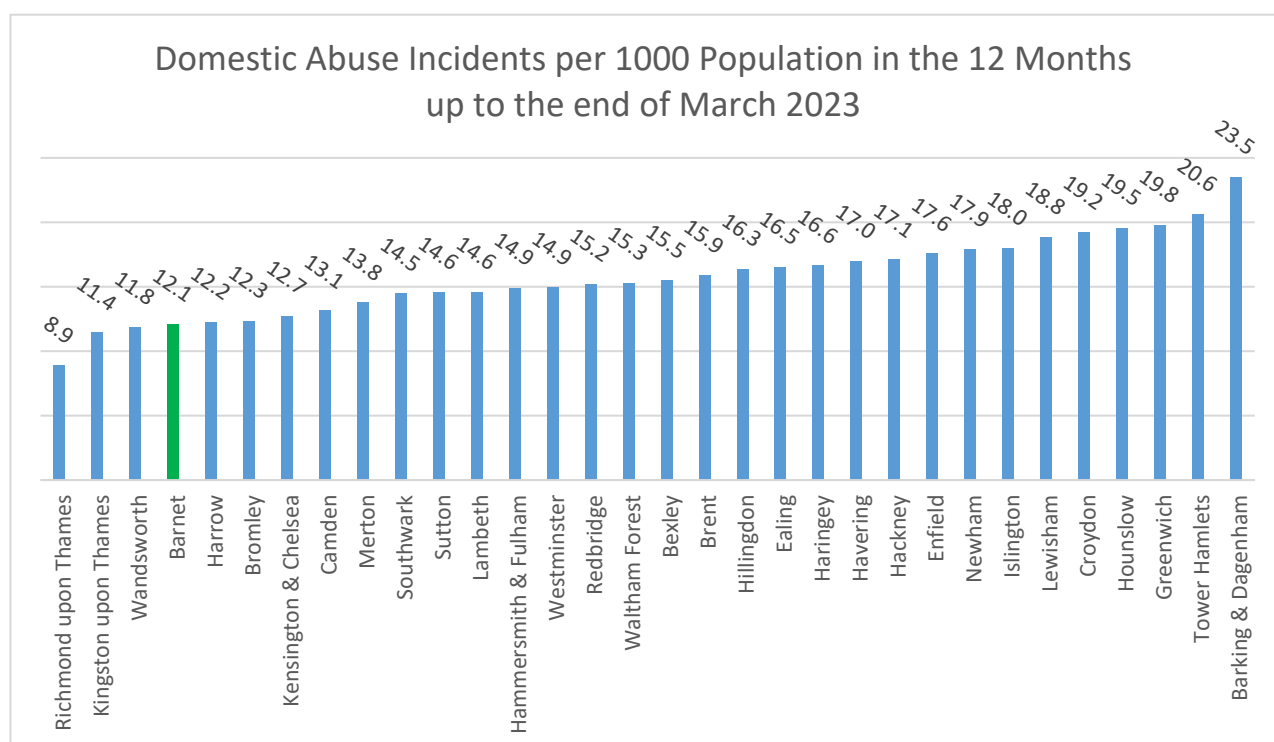
45 requests for Clare's Law disclosures at DA MARAC during 2022/23

### 3.2.3.4 Body worn cameras in DA calls

The percentage of body worn cameras used in DA calls by Police were 65% in March 2023 down from 75% in September 2022. This reduction will be explored with Police at the next VAWG Delivery Group meeting in June 2023.

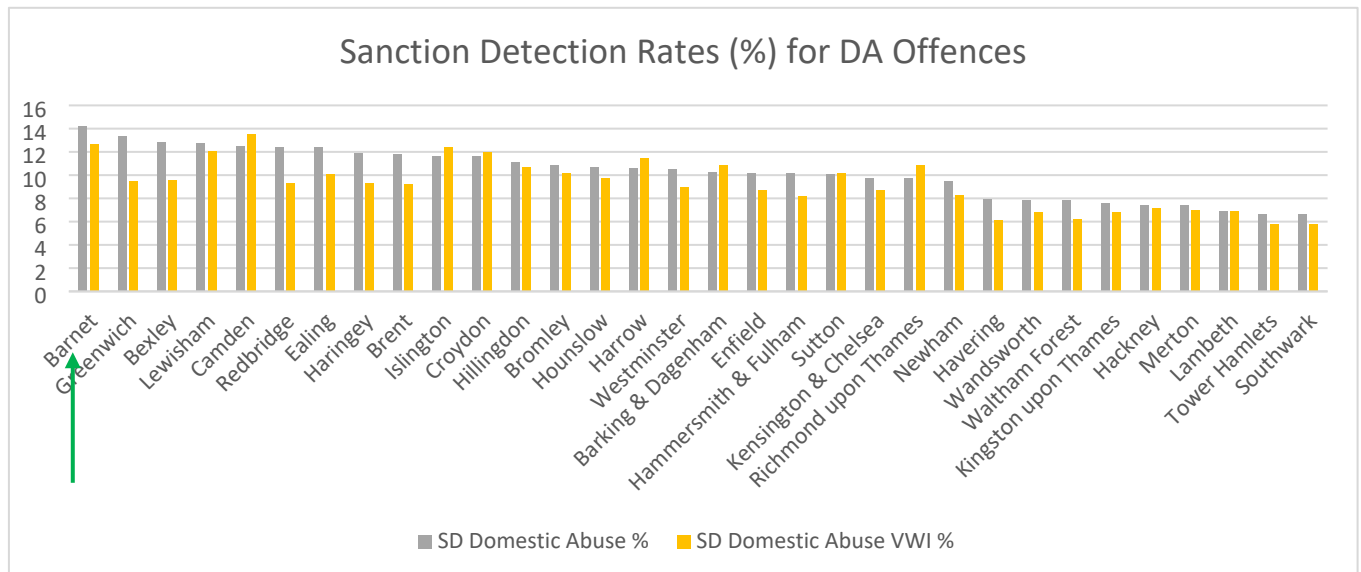
The table below highlights the DA incidents and offences reported from Barnet:

Barnet	DA Incidents	DA Offences	DA VWI
12 months to March 2022	5222	3243	730
12 months to March 2023	5048	3149	737
Change	Decrease (3.5%)	Decrease (3.0%)	Increase (1.0%)



Barnet had the 4th lowest rate of all 32 London boroughs in 2022/23 compared to 3rd lowest in the previous year. In Barnet, the rate of DA incidents was 12.1 per 1000 population (12 months to March 2023).

The rate of DA incidents that become DA Offences is 62% (12 months up to March 2023), this is remaining steady.



Barnet has the highest Sanction detection rate of the London boroughs for Domestic Abuse Offences of 14.2% (12 months up to March 2023), last year it was 11.0%. For Domestic Abuse Violence with injury (VWI) sanction detection rate, Barnet is 2<sup>nd</sup> highest with a rate of 12.7% (12 months up to March 2023), last year it was 11.4%.

### 3.2.3.5 Probation

The revised Domestic Abuse Policy Framework was relaunched in September 2022 and mandates that all staff, in line with their roles and responsibilities, are pro-active in looking for indicators of domestic abuse, i.e., exercising professional curiosity, so that it is identified at the earliest possible opportunity in every case. Staff are expected to maintain an investigative approach to their work with domestic abuse perpetrators and share information to manage risks identified, in order that; current and potential victims, including family members and children, are protected and supported sufficiently.

A comprehensive risk assessment (using the Offender Assessment System (OASys) or other approved authority tool is completed in every case where domestic abuse has been identified within current or previous behaviour, so that acute risk factors are assessed and where required, a plan is in place to manage the risk. All eligible and suitable domestic abuse perpetrators are referred to an appropriate accredited programme, so that their criminogenic needs are addressed. Post pandemic the waiting lists are decreasing and perpetrators posing the highest risk are prioritised. Activities to reduce domestic abuse-related reoffending and risk of serious harm are prioritised in every case of intimate partner and familial domestic abuse. In addition, Probation Staff are expected to undertake mandatory Domestic Abuse training as part of the Competency Based Framework. This must then be refreshed every 2 years.

This year Probation staff have fully utilised the capabilities of the MOPAC DA GOS Tagging pilot, with 9 cases completed successfully and only 2 perpetrators recalled. This intervention is reserved for individuals presenting a high risk of serious harm in a DA context and has been impactful in ensuring that the increased monitoring and control measures have served to protect survivors and victims.

Staff have been briefed on the changes to the Victim Notification Scheme which has been extended to cover cases of harassment/stalking who receive less than 12 months imprisonment.

The unwanted prison contact service launched in November 2022. This has particular relevance for survivors of DA and is accessible to any member of the public. It has been promoted amongst staff and the details circulated to the wider Barnet partnership.

Despite challenges with staffing, Probation have remained committed to contributing to MARAC. There is a standardised administrative process to support the research required on referrals and there is now an agreed recording convention in place on the Probation case management system, nDelius, to reflect Probation involvement.

For all cases where electronic monitoring is being considered, mandatory Police intelligence and safeguarding enquires are taking place to assess any potential for DA is identified at pre-sentence stage or immediately thereafter.

### **3.2.3.6 RISE Mutual CIC:(Barnet Council's Commissioned service)**

Barnet Council commission RISE Mutual CIC to implement programmes which change the behaviour of perpetrators in the long-term. Funding is also received from the Home Office and MOPAC for Culturally Integrated Family Approach (CIFA) domestic abuse perpetrator programmes.

### **Impact of RISE DA work April 2022-March 2023**

RISE worked with a total of 79 perpetrators in 2022/23. 64 of these were newly referred in the reporting year.

- 93% were successfully contacted and booked for an Initial assessment and of these;
- 85% were assessed suitable.91% started a DV programme. The retention rate on the programme up to the midway point was 83%.
- 100% of those who reached the midway point of the programme went on to complete.
- 19 completed the full intervention, either the groupwork programme, Safe Relationships or the 1:1 programme, Preparing Men for Change.

### **Child to Parent Violence (CPV)**

RISE worked with a total of 81 individuals in 2022/23r. 62 of these were newly referred in 2022/23.

- 92% were successfully contacted and booked for an Initial assessment. 94% attended.
- 100% were assessed suitable.
- 95% started the CPV programme. The retention rate on the programme up to the midway point was 70%,91% of those reaching the midway point of the programme went on to complete (14 sessions)

### **Victims**

RISE received referrals for a total of 57 victims this year.

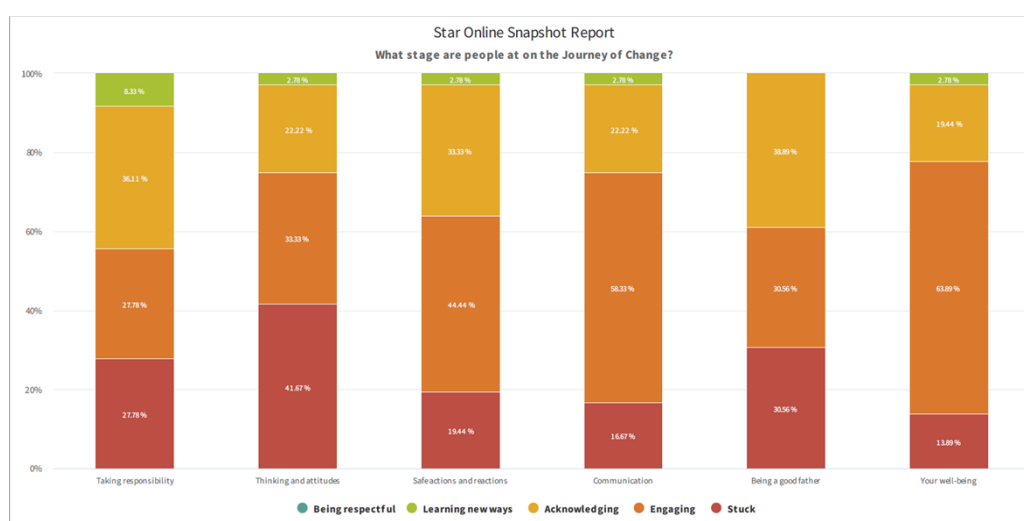
- 88% of victims were successfully contacted and 67% consented to a RISE service.
- The DASA team delivered 158 support sessions during the financial year with an average of 10 support sessions per person.

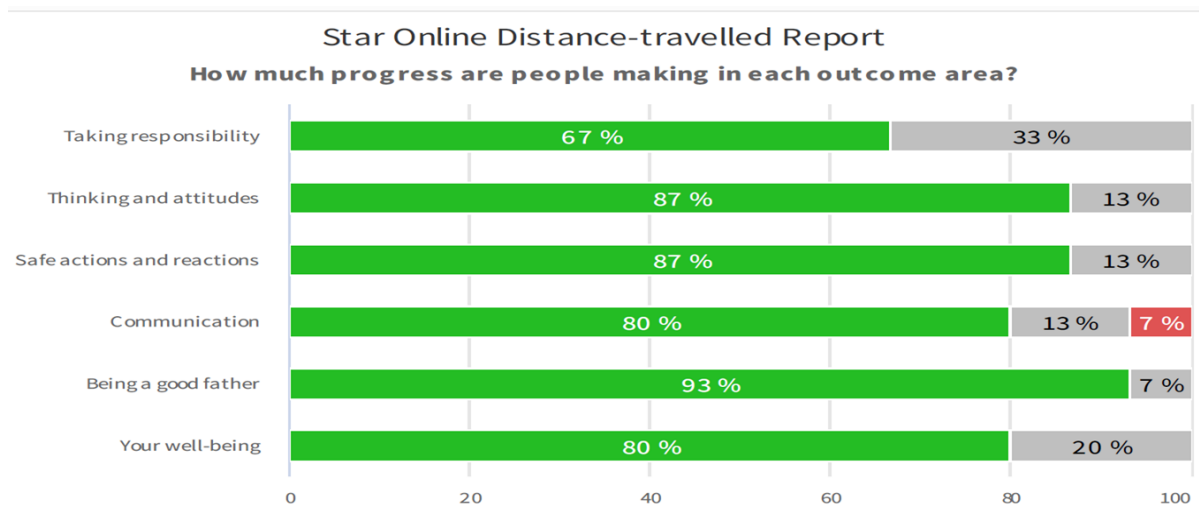
### **Evaluation**

RISE uses the evaluation system called Change Star (Triangle Consulting) to measure our outcomes. Perpetrators' behaviours and attitudes are measured at assessment stage, midway stage and following completion of the intervention. The Star measures change across six areas: accountability, thinking and attitudes, safe reactions, communication style, being a child centred father and personal well-being. In addition, the evaluator will conduct interviews and distribute surveys with victim/survivors to ascertain perceived levels of safety and will draw on feedback from social workers/other key professionals who may be involved with the family.

A 'snapshot report' of Barnet cases over the year shows the following results at the initial assessment. The red colour represents men assessed as being 'stuck' in initial interviews whether that be denial, thinking and attitudes, safe reactions, communication, child centred fathering and well-being. The orange colour indicates men who are willing to discuss their behaviour and accept that they may have something to learn. Yellow represents those who have admitted to some level of abuse. Green indicates they have already made some positive change. Dark blue (not represented here) is selected when practitioners have observed and received feedback related to meaningful change.

Beneath the snapshot report we have the 'distanced travelled' graph which shows the amount of progress made. This a combination of midway and final stars and shows that 67% of men have achieved progress with regard to accountability with 33% remaining static in this area, 87% have made progress with regard to thinking and attitudes and safe reactions, 80% have improved in terms of communication, 90% have made improvements with regard to parenting and 80% in terms of their well-being. Some of those scores are likely to shift further when final stars are completed.





### 3.2.3.7 CIFA Perpetrator programme (funded by Home Office and MOPAC)

RISE has also completed its pilot intervention, the Culturally Integrated Family Approach, across the boroughs of Barnet, Brent and Waltham Forest and a cut-off was agreed from mid-November for new referrals.

RISE positively worked with referrers to secure men's engagement post-March and following a successful bid led by Barnet and in partnership with 9 other boroughs (Brent, Harrow, Newham, Tower Hamlets, Haringey, Enfield, Hammersmith & Fulham, Royal Borough of Kensington & Chelsea and Westminster) a further 2 years of funding totalling £1.46m, has been awarded for 2023-25.

RISE practitioners report high levels of poverty, trauma, homelessness, and isolation as exhibited by CIFA men; many are reported to have more than one job and to be working long hours on low pay, some have responsibilities to send money home to family in their country of origin. These stressors can impact behaviour and responses towards partners and children.

In relation to the CIFA 'distance travelled' stars, to date (which are a combination of midway and final stars), CIFA findings demonstrate an increase in markers of progress, with 83% of service users having made progress with regard to taking responsibility (with 13% static at the point of the assessment and 3% dropping back.)

### 3.2.4 Objective 4: Strengthen the partnership response to improve multi-agency working and information sharing to deliver improved outcomes.

The whole of society needs to work together to reduce the prevalence of domestic abuse, domestic homicide, and suicides linked to domestic abuse, and deliver the best possible outcomes for victims and survivors. Domestic abuse must be identified quicker and in greater numbers. In Barnet, we are working to improve collaboration and coordination between and within organisations.

#### 3.2.4.1 #HearMyVoice

**#HearMyVoice** is a campaign which addresses various aspects of VAWG and DA, a collaboration between London Borough of Barnet; Middlesex University; and DA & VAWG partners from across the borough with a specific focus on capturing the local context of Barnet and in particular the narratives of individuals, groups and organisations in the community.

These narratives will be amplified through the delivery of a range of outputs. On the 24th of May, Middlesex University student's work will be showcased including projects where they have paired with Barnet DA/VAWG community partners. The aim of the event is also to bring Barnet partners

together to share knowledge and experience, build connections, and renew our shared commitment to working together to address DA and VAWG in Barnet. The planning is going well.

### 3.2.4.2 Multi-agency Governance

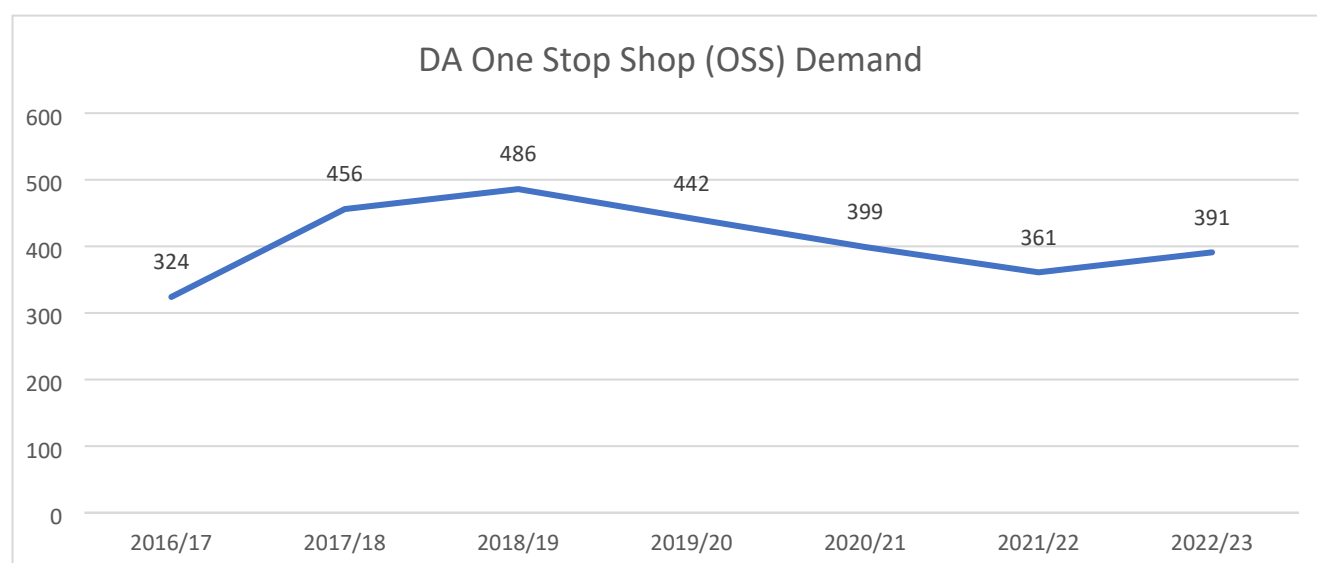
The VAWG Delivery Group with representatives from the partnership is a decision-making group and works to support victims of DA and VAWG and coordinate delivery against the DA and VAWG Strategy and Action Plan 2022-2025. It aims to ensure a robust, coordinated response to DA/VAWG issues across the strategic partnership, plan the effective use of resources in the borough, make explicit the roles, responsibilities and commitments of the key partners to ensure that VAWG outcomes and targets are agreed, owned and delivered and that there are clear lines of accountability. The Delivery Group seeks to build on continual improvement in the Barnet multi-agency response to DA/VAWG and disseminate best practice and innovation across services in and outside the borough. Issues that need a decision from the VAWG Forum are escalated to this group. The group meets quarterly and quarterly reports on the strategy and its action plan, the VAWG DASH board together with updates and discussions on new legislation/good practice as well as challenges in delivery.

The VAWG Forum has an appointed Chair from the DA/VAWG partnership is a forum that works to support victim/survivors of all forms of VAWG and aims to support Barnet Partnership DA and VAWG Strategy and Action Plan 2022-2025. Members are practitioners from agencies from the statutory and voluntary sector that work or have an interest in DA/VAWG. They contribute to relevant actions identified in the Barnet DA & VAWG action plan, share good practice, identify gaps, recognise emerging needs and raise issues. They also share their respective agency's objectives and expectations of each other in the partnership and provide regular updates about their agency's programmes and developments.

### 3.2.4.3 Multi agency partnership working.

Barnet's One Stop Shop (OSS) resumed face to face drop-in services in February 2023 and holds the OSS every Thursday from 9.30am to 12.30pm at the new office of The Barnet Group, at 2 Bristol Avenue, Colindale, NW9 4EW. The OSS is led by Barnet Homes in partnership with Barnet council, Solace Women's Aid, Asian Women's Resource Centre, private solicitor firms, Barnet Magistrate.

Barnet Homes Domestic Abuse One Stop Shop (OSS) had 85 referrals in Q4 bringing the total for the year to 391 The demand for service over time is set out in the chart below. The impact of this on referrals and service take up will be monitored.



**Anonymised OSS service user case study:**

*Vanessa shares her recent experience of the One Stop Shop. Barnet Homes staff spoke to Vanessa who had suffered domestic abuse for the past 15 years. Vanessa came to the OSS and received support from the multi-agency team, she tells us about her experience.*

***Tell us a bit about yourself?***

*I live in Barnet with my children. I have suffered domestic violence from my partner for 15 years. I still suffer it now even though we're not together. I have been supported by the police and an independent advocate for domestic violence (IDVA) from Solace Women's Aid and the Barnet Homes' OSS service.*

***How you have been supported by Barnet Homes' multi-agency OSS?***

*I came to the OSS six weeks ago to get help with housing because my ex-partner found out where I'm living, currently he's in prison. The OSS have been amazing. I've been treated with a lot of respect and dignity. I've had help from the legal team there with getting a non-molestation order, and from the housing officer to get help with my housing.*

***Would you recommend the One Stop Shop?***

*I'd recommend the domestic abuse one stop shop to people suffering domestic violence. If I'm honest people might not realise that the one stop shop is not just for housing, it is for legal stuff, counselling, female support groups, and there's a lot of other ways you can be helped including financially if you're struggling.*

***What are your hopes for your future?***

*I just want to live a normal life with my children and not have to live in this constant state of fear and stress.*

***Do you have a message that you would like to share with survivors?***

*My message for survivors is to just keep going and to stay strong and try to stay safe. And to focus on your mental health because it will, and it does get better. Get any support you can, like from the Domestic Abuse One Stop Shop and other agencies. There are lots of forums out there and people that you can talk to because it is a very lonely time. But it's not as lonely as you think it is, even though it feels that way sometimes.*

***Feedback from Barnet Homes DA floating support service user:***

*Thank you for the help you gave to me and my son. I thank you very much. If it wasn't for you, I wouldn't have been able to handle anything alone. You really did your best like a kind sister. I hope you will always be successful. I am very happy with you.*

### **3.2.5 Objective 5: Working together for safer streets, community and public spaces.**

We want all Barnet residents to feel safe out in the community. We want to work together across Barnet to reduce Violence against Women and Girls (VAWG) and raise awareness about unacceptable behaviour towards women and girls.

#### **3.2.5.1 Mayor's Women's Night Safety Charter.**

Barnet Council has signed up to the Mayor's Women's Night Safety Charter. The resources and training through the charter will be linked to the Safer Spaces Network Pilot for business operating in the night-time in the borough.

#### **3.2.5.2 Survivor forum and Survivors voices**

The scoping for setting up a survivor forum is in progress. While setting the survivors forum can have its benefits as well as some challenges, careful consideration is being given to have a discussion on having survivors voices heard across the quarters from various community meetings to diverse groups of victims and survivors and platforms. It is intended that the approach will provide a space for the voices of diverse groups of survivors to ensure the needs of specific groups of victims and survivors can be heard more consistently and acted upon, and for the council to hear from the survivors' voice across the commissioning cycle.

#### **3.2.5.3 Safer Spaces**

The government published the Protection from Sex-based Harassment in Public Bill 2022-23 on 22 March 2023 for a third and final reading on 24 March 2023. The Bill would introduce a new offence causing intentional harassment, alarm or distress to a person in public where the behaviour is done because of that person's sex. This will be considered for local education, action and awareness raising once the Bill has passed through Parliament.

A transformation project lead has been appointed to develop a Safer Spaces Network Pilot and will reach out to engage local businesses, town planners, housing providers, open spaces and a range of council services and launch in Autumn/Winter 2023.

#### **3.2.5.4 VAWG events led by Barnet Safer Transport Police across the borough.**

Barnet Safer Transport Team run a twice a month Violence Against Women and Girls events, providing advice and support on Female safety, travel safety and personal safety. Many organisations work in joint partnership with us including residents' groups and local women's groups. A series of intelligence led locations across the boroughs have been identified and circulated from March to August 2023 where the Barnet Safer Transport Team can engage with commuters and people going out for the evening, encouraging members of the public to interact with the team on all topics of women's safety.

#### **3.2.5.5 The impact of "Ask for Angela" on addressing women's safety**

The safety initiative 'Ask for Angela' helps licensed venues across the country keep people safe while enjoying a night out. People who feel unsafe, vulnerable or threatened can discreetly seek help by approaching venue staff and asking them for 'Angela'. This code phrase will indicate to staff that they require help with their situation and a trained member of staff will then look to support and assist them. This might be through reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police.

Since October 2020 the Barnet Safer Transport Team have been leading the programme of work to visit and sign up Barnet licenced venues to the "Ask for Angela" scheme. Feedback received up to December 2022 showed very few incidents. Although they are increasing by 50% year on year.

When visiting each venue, officers also provide female bar staff with travel safety advice and a personal alarm app to use. This year a new spring promotion of "Ask for Angela" will be rolled out

across Barnet, this is in addition to the regular one leading up to Christmas. Officers are revisiting all the signed up licenced venues between April and June to offer support, on extra safeguarding training and more posters. They will also focus on signing more licensed premises to the scheme. At present 57 of Barnet's 73 licenced venues are participating in "Ask for Angela".

### **3.2.5.6 Domestic Homicide Review**

When a death occurs as a result of domestic abuse, there is a statutory requirement to conduct a multi-agency Domestic Homicide Review (DHR) to identify what changes can be made to reduce the risk of similar incidents happening in the future. The purpose of Domestic Homicide Reviews is not to assign blame or responsibility but to understand what lessons there are to be learned and make recommendations based on those lessons as to how we can better work together to prevent future homicides.

Two Statutory Domestic Homicide Reviews (DHRs) are being finalised by an Independent Chair and were submitted to Barnet Safer Communities Partnership (BSCP) in January 2023 for approval. These are the cases of 'Duncan' (pseudonym, a male victim), who was, in October 2018, killed by his partner and 'Alyssa' (pseudonym, a female victim) killed by her partner in March 2019. The DHR Chair has finalised the reports and these are being submitted to Home Office.

## **4 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

4.1 The council has an annual budget of £696,400 to commission services. These have been procured in line with the Councils procurement procedures, and a contract performance monitoring regime is in place to ensure the services deliver and demonstrate value for money. The cost for the delivery of the above services will remain within the existing budget allocations.

- The Advocacy services
  - Refuge Services
  - Perpetrator programme Services
- DA MARAC has been brought in-house

4.2 Where suitable opportunities exist, we work with local partners, including health, police, education, housing, and the wider third sector to secure additional external sources of funding to fund initiatives to support the delivery of the DA and VAWG strategy in response to our local needs assessment and the best available evidence of what works. Given the above, there are no significant resource implications arising from the recommendations of this report.

## **5 Legal and Constitutional References**

5.1 Under s.17 of the Crime and Disorder Act 1998, it is a duty of the Council (and other partner agencies, including Police, Fire & Rescue, Greater London Authority, Transport for London) when exercising its functions to have due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder (including anti-social behaviour), misuse of drugs, alcohol and other substances, re-offending and serious violence.

5.2 The BSCP is a Community Safety Partnership set up in accordance with the requirement of the section 5 Crime and Disorder Act 1998 as amended by section 108 of the Policing and Crime Act 2009.

5.3 The Domestic Abuse Act 2021 which received Royal assent in April 2021 creates for the first time a statutory definition of domestic abuse, establishes in law the office of Domestic Abuse Commissioner and set out the Commissioner's functions and powers, places a duty on local authorities in England to provide, among others, accommodation based support to victims of

domestic abuse and their children in refuges and other safe accommodation, clarifies the circumstances in which a court may make a barring order under section 91(14) of the Children Act 1989 to prevent family proceedings that can further traumatise victims.

- 5.4 The Terms of Reference of the Community Leadership and Libraries Committee in Barnet's Constitution states that the Committee acts 'as the Crime and Disorder Scrutiny Committee in accordance with the Police and Justice Act 2006 (Crime and Disorder (Overview and Scrutiny Regulations) 2009'.

## **6. Insight**

N/A

## **7. Social Value**

- 7.1 None applicable to this report, however the council must take into account the requirements of the Public Services (Social Value) Act 2012 to try to maximise the social and local economic value it derives from its procurement spend.

## **8. Risk Management**

- 8.1 Risk management varies according to the different initiatives. The partnership or appropriate agencies are made aware of risks and actions to mitigate the risk are agreed and put in place. There is always risk that the partnership may not achieve the targets set due to factors outside its direct control – however there is strong partnership working in place enabling agencies to identify and highlight risk and be open to addressing the risk collectively.

## **9 Equalities and Diversity**

- 9.1 Decision makers should have due regard to the public sector equality duty in making their decisions. Section 149 of the Equality Act 2010 sets out the public-sector equality duty to which the authority must have due regard.
- 9.2 Elected Members are to satisfy themselves that equality considerations are integrated into day-to-day business and that all proposals emerging from the business planning process have taken into consideration the impact, if any, on any protected group and what mitigating factors can be put in place. The equalities duties are continuing duties they are not duties to secure a particular outcome.
- 9.3 A public authority, when exercising its functions, must have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Act.
- 9.4 It must also have due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and this involves having due regard, in particular, to the need to:
- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
  - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

9.5 The public authority must also have due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it and this involves having due regard, in particular, to the need to:

- Tackle prejudice, and
- Promote understanding.

9.6 Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act. The relevant protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race,
- Religion or belief
- Sex
- Sexual orientation
- Marriage and Civil partnership

9.7 It is set out in the council's Equalities Policy together with the strategic Equalities Objective of the Corporate Plan - that citizen's will be treated equally with understanding and respect; have equal opportunities and receive quality services provided to best value principles.

9.8 The public sector equality duty considerations and the council's commitments to tackling inequalities and disproportionality are central to the development of local strategies and actions plans that deliver against domestic abuse and violence against women, tackling violence and reducing offending. This will include giving focus to areas of known disproportionality, such as over-representation of people from ethnic minority backgrounds in our dementia services. As well as considering the needs of groups with specific needs, such as people with a learning disability and a diagnosis of dementia and people diagnosed with early onset dementia.

## **10 Corporate Parenting**

10.1 Many children who are cared for by the local authority have been exposed to domestic abuse prior to entry into care and young women in care and leaving care may have adverse childhood experiences that may make them more vulnerable to domestic abuse, coercion and control in relationships. The DA and VAWG Strategy 2022 – 2025 aims to ensure that domestic abuse services are accessible to all that need them, including children. The strategy will overlap with Corporate Parenting Services and arrangements for transitional safeguarding.

## **11 Consultation and Engagement**

11.1 As a matter of public law, the duty to consult with regards to proposals to vary, reduce or withdraw services will arise in four circumstances:

- where there is a statutory requirement in the relevant legislative framework
- where the practice has been to consult, or, where a policy document states the council will consult, then the council must comply with its own practice or policy

- exceptionally, where the matter is so important that there is a legitimate expectation of consultation
- Where consultation is required to complete an equalities impact assessment.

11.2 Regardless of whether the council has a duty to consult, if it chooses to consult, such consultation must be carried out fairly. In general, a consultation can only be considered as proper consultation if:

- comments are genuinely invited at the formative stage
- the consultation documents include sufficient reasons for the proposal to allow those being consulted to be properly informed and to give an informed response
- there is adequate time given to the consultees to consider the proposals
- there is a mechanism for feeding back the comments and those comments are considered by the decision-maker / decision-making body when making a final decision
- the degree of specificity with which, in fairness, the public authority should conduct its consultation exercise may be influenced by the identity of those whom it is consulting
- where relevant and appropriate, the consultation is clear on the reasons why and extent to which alternatives and discarded options have been discarded. The more intrusive the decision, the more likely it is to attract a higher level of procedural fairness.

11.3 The Domestic Abuse and VAWG Strategy 2022-25 has been informed by consultations - including with partnership organisations through the VAWG delivery Board and VAWG Forum. In addition, an extensive consultation exercise has been undertaken with service users.

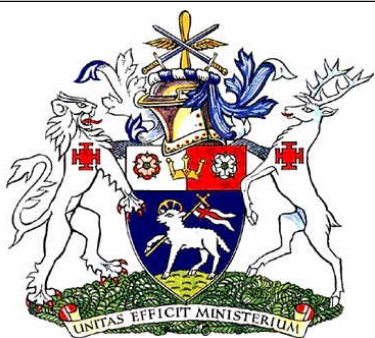
## 12 BACKGROUND PAPERS

[A4 Letterhead \(moderngov.co.uk\)](https://moderngov.co.uk)

Community Leadership and Libraries Committee 20 June 2022

[Agenda for Community Leadership and Libraries Committee on Monday 20th June 2022, 7.00 pm \(moderngov.co.uk\)](#)

[Domestic Abuse and Violence Against Women and Girls Strategy 2022-2025 | Barnet Council](#)



# Community Leadership and Libraries Committee

AGENDA ITEM 12

11 May 2023

<b>Title</b>	Community Safety Annual report 2022/23
<b>Report of</b>	Community Leadership and Libraries Committee Chair
<b>Wards</b>	N/A
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix A – Community Safety Annual report
<b>Officer Contact Details</b>	<p>Maggie Higton-Brown – Head of Community Safety  <a href="mailto:maggie.higton-brown@barnet.gov.uk">maggie.higton-brown@barnet.gov.uk</a></p> <p>Clair Green, Executive Director of Assurance  <a href="mailto:clair.green@barnet.gov.uk">clair.green@barnet.gov.uk</a></p>

## Summary

This report demonstrates the work undertaken by the Community Safety Team during the period April 2022 – March 2023.

## Officers Recommendations

1. That the Community Leadership and Libraries Committee note and comment on the Community Safety Team Annual report.

### 1. Why this report is needed

- 1.1 There is a need to inform the Community, Leadership and Libraries Committee of the work undertaken by the Community safety Team (CST) between April 2022 – March 2023.
- 1.2 This report provides the Committee with the opportunity to acknowledge and comment on the work carried out by the Assurance Community Safety Team during April 2022 – March 2023.

- 1.3 This report provides the Committee with the opportunity to acknowledge and comment on the progress made with delivering some the priorities of the Community Safety Strategy.

## **2. Reasons for recommendations**

The administration has made several priorities, one of which is a 'Safer Barnet'. The ongoing work of the Community Safety Team supports the various commitments including, working with member agencies of the SCPB to deliver the Community Safety Strategy 2022 – 2027.

## **3. Alternative options considered and not recommended**

- 3.1 Not relevant in relation to this report

## **4. Post decision implementation**

- 4.1 Not relevant in relation to this report

## **5. Implications of decision**

### **5.1 Corporate Priorities and Performance**

- 5.1.1 The Annual report demonstrates how the Community Safety Team have contributed to the delivery of the council's priorities.
- 5.1.2 The Barnet corporate plan puts Caring for People, our Places and the Planet at the heart of everything we do, with a commitment to create places that are clean, safe and welcoming. The CST annual report demonstrates how the work of the Community Safety Team contributes to the corporate plan.

### **5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

- 5.2.1 None in the context of this report

### **5.3 Legal and Constitutional References**

- 5.3.1 Article 7 of the Council's constitution sets out the responsibility for functions of the Community Leadership and Libraries Committee, which states "To act as the Crime and Disorder Scrutiny Committee in accordance with the Police and Justice Act 2006 (Crime and Disorder (Overview and Scrutiny Regulations) 2009).

### **5.4 Insight**

- 5.4.1 None in the context of this report.

### **5.5 Social Value**

The Public Services (Social Value) Act 2013 requires people who commission public

services to think about how they can also secure wider social, economic, and environmental benefits. While there are no Social Value implications for this report, Social Value will be considered in work programmes. All programmes will be developed in a manner that is consistent with the Council's Social Value policy (December 2021)

## **5.6 Risk Management**

5.6.1 None in the context of this report.

## **5.7 Equalities and Diversity**

5.7.1 Pursuant to section 149 of the Equality Act, 2010, the Council has a public-sector duty to have due regard to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advancing equality of opportunity between those with a protected characteristic and those without; promoting good relations between those with a protected characteristic and those without. The, relevant, 'protected characteristics' are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. It also covers marriage and civil partnership with regard to elimination discrimination.

5.7.2 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a) Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- b) Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

## **5.8 Corporate Parenting**

5.8.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no implications for Corporate Parenting in relation to this report.

## **5.9 Consultation and Engagement**

5.9.1 N/A

## **5.10 Environmental Impact**

5.10.1 There are no direct environmental implications from noting the recommendations. Implementing the recommendations in the report will lead to a positive impact on the Council's carbon and ecology impact, or at least it is neutral.

# **6. Background papers**

6.1 None



This page is intentionally left blank

## Appendix A

# Community Safety End of Year Annual Report: April 2022- March 2023 (incl.) Community Safety Strategy update



## 1. Executive Summary

This is the end of year report for Community Safety following the mid-year report submitted to the Communities Leadership and Libraries Committee (CLLC).

The previous 2022 mid-year report highlighted to the Communities Leadership and Libraries Committee (CLLC) that several areas of the Community Safety Team's operational and governance were transferred in 2021 into the Family Services Directorate namely those services for Domestic Abuse-Violence against Women and Girls: The Violence, Vulnerability and Exploitation and Reducing Offending workstreams. These areas of work will bring their own reports to the CLLC and BSCPB as scheduled by those meeting forward plans.

Therefore, this report covers the work of the Community Safety Team within the Assurance Service over the last financial year (April 2022-March 2023) including:

- o Barnet Community Safety Team's Restructure
- o The Community Safety Team's Case Volumes
- o Anti-Social Behaviour (ASB)
- o CCTV
- o Prevent Agenda (including Hate Crime)

This report will also provide a brief summary of the actions and progress made by the partnership with delivering the priorities of the new Community Safety Strategy 2022-27.

## 2. Purpose of this report:

The purpose of this document is to provide an end of year summary report on the workstreams of the Community Safety Team; community safety operations, CCTV, Prevent and Hate Crime, undertaken during the financial year 2022-23 (April 2022-March 2023); Including, the progress being made to deliver some of our priorities of the Community Safety Strategy 2022-2027:

- Tackling and reducing anti-social behaviour.
- Safeguard and support those vulnerable to radicalisation.
- Access to justice for those affected by hate crime.

## 3. Barnet Community Safety restructure:

The new Community Safety Team structure was agreed following approval at Constitution and General Purposes Committee in January 2022 and implemented from 1st April 2022.

The redesign of the Community Safety Team;

- Provides a uniformed and highly visible, patrolling presence in our communities by seeking to reduce environmental crimes including fly tipping, littering and anti-social behaviour, as well as combat the fear of general crime by providing reassurance and assistance with the aim to create safer streets across Barnet, with a strong focus on tackling crime and anti-social behaviour.
- Adopt a new 7-day shift based working pattern to ensure the streets of Barnet are patrolled by uniformed council officers between the hours of 8am-8pm Monday to Friday, 10am – 5pm Saturdays and 10am – 4pm on Sundays.
- Increased resource to create a ward-based approach to deal with community safety issues.
- Improve productivity and outcomes by exploring opportunities for different enforcement operational models.
- Enhance joint working/multi-tasking across the range of functions by creating a specialist

investigation and enforcement capability for the council.

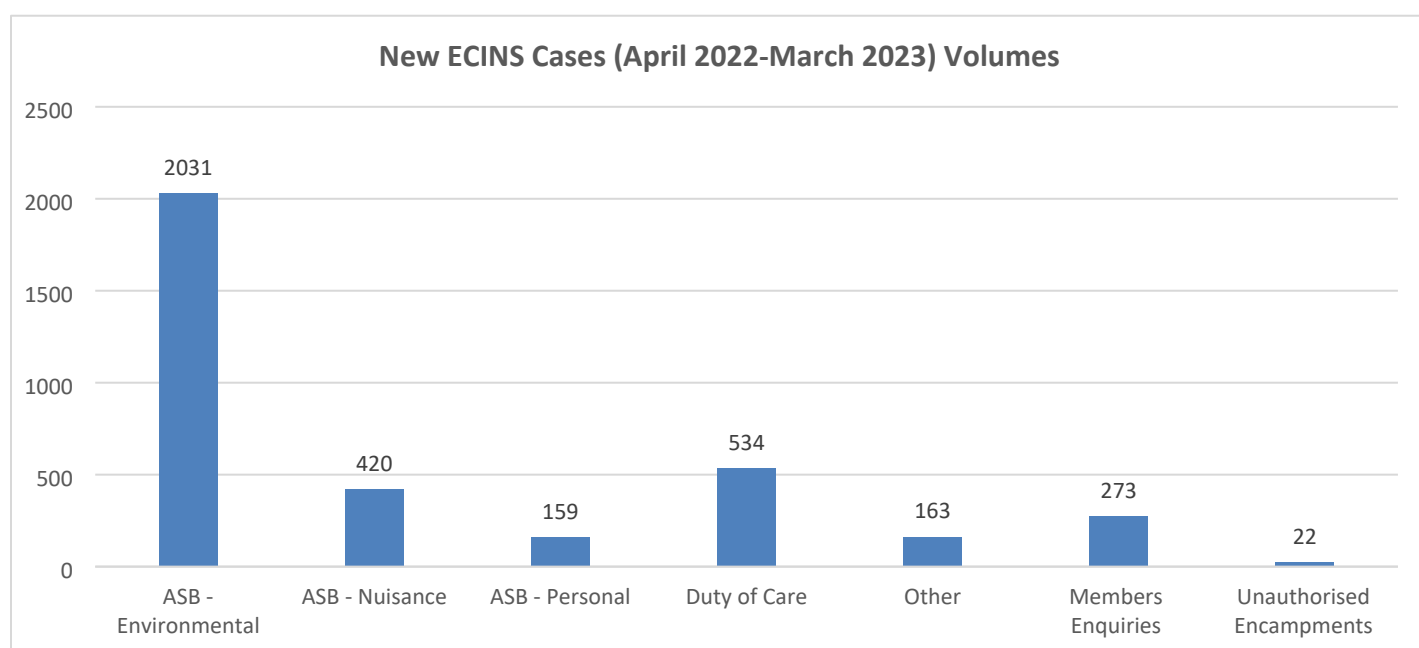
- Work with partner organisations to address issues of anti-social behaviour such as fraud, fly-tipping, noise nuisance and illegal parking.
- Obtain and collate intelligence on anti-social behaviour, suspicious conduct, and criminal activity to instigate remedial counter measures.
- Be a point of liaison for Police, Law Enforcement Agencies (Enviro Agency, DVLA etc), MOPAC, Home Office as well as Council Departments, Partners and Community Groups to enable an effective coordinated response.
- Create a dedicated CCTV qualified and specialist service.

## 4. Community Safety Team case volumes

The ECINS (Empowering Communities with Integrated Network Systems) secure web-based case management system is used by the Community Safety Team for all the Community Safety Team's case management functions in Barnet. The ECINS system is also used in Barnet by the partnership officers such as our police and housing linked practitioners enabling a fully integrated partnership case management IT platform. In 2021 the Council's Corporate Anti-Fraud Team adopted the use of ECINS for their case management processes.

The Community Safety Team received and logged **3602** cases between **Apr 2022 – Mar 2023**. This compares to the previous reporting year of **2495** cases and represents a **44% increase** in cases.<sup>1</sup> These cases cover the team's multiple multi agency workstreams such as the Community Safety Multi Agency Risk Assessment Conference (CS MARAC); Unauthorised Encampments; Members Enquiries for the Community Safety Team; Environmental Crime Investigations (Fly tipping, ASB – Personal, ASB – Nuisance and ASB – Environmental).

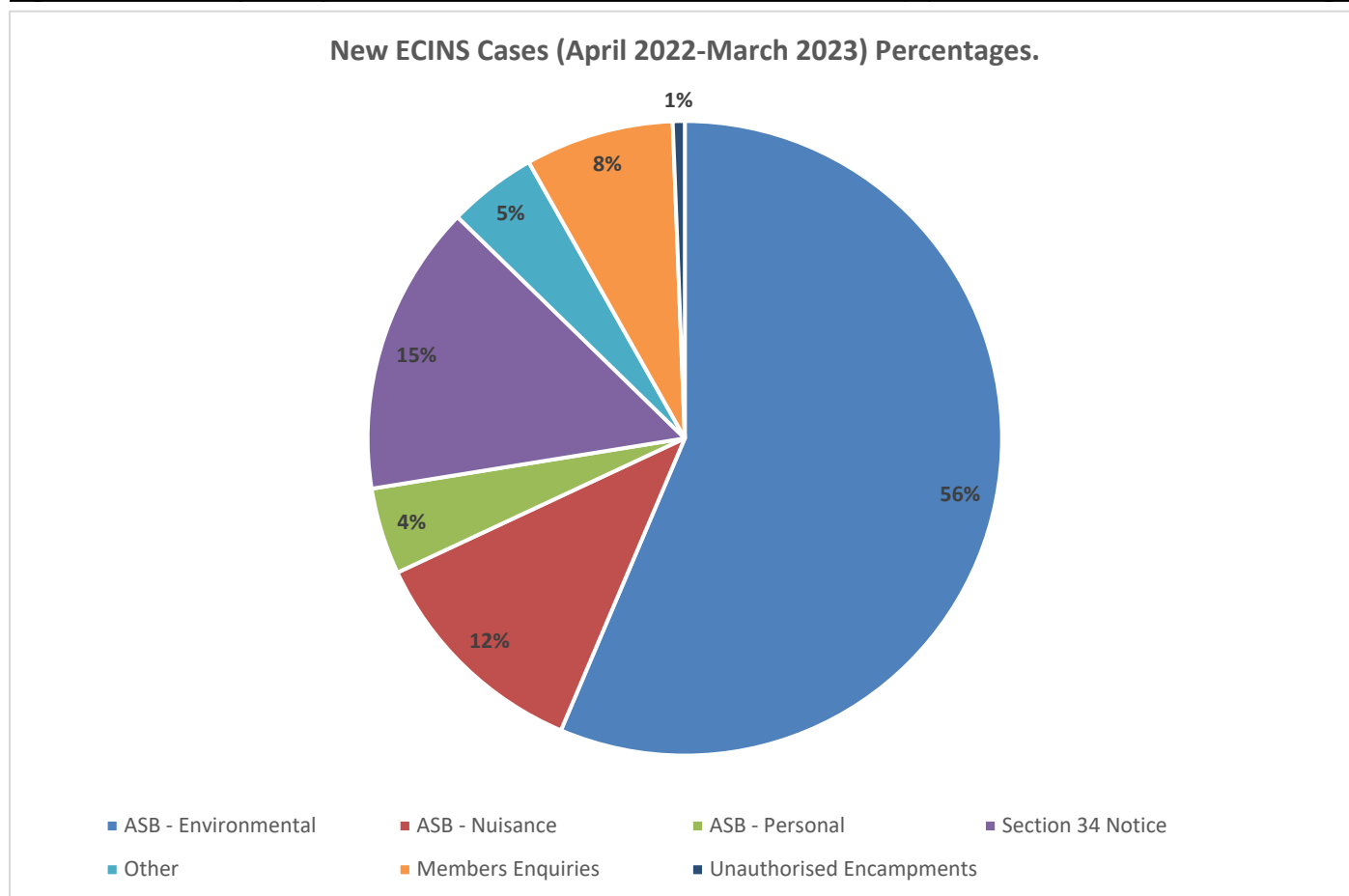
Fig 4.1: Community Safety Team's cases recorded on ECINS Qtr1 to Qtr4 (April 2022 - March 2023 – Volumes).<sup>2</sup>



<sup>1</sup> 2022/23 Data verified by ECINS

<sup>2</sup> 'Other' included 36 different categories that were not included in the main subheadings.

Fig 4.2: Community Safety Team's cases recorded on ECINS Qtr1 to Qtr4 (Apr 2022 - March 2023– Percentages).



## 4.b. Case Closure Outcomes

The table below (Fig 4.b.1) reflects the number of community safety team cases that were closed during April 2022- March 2023. It should be noted that there may be cases that were closed during this reporting year that had been opened during the previous year. The table below details the number of cases closed during this reporting year and their case closure code.

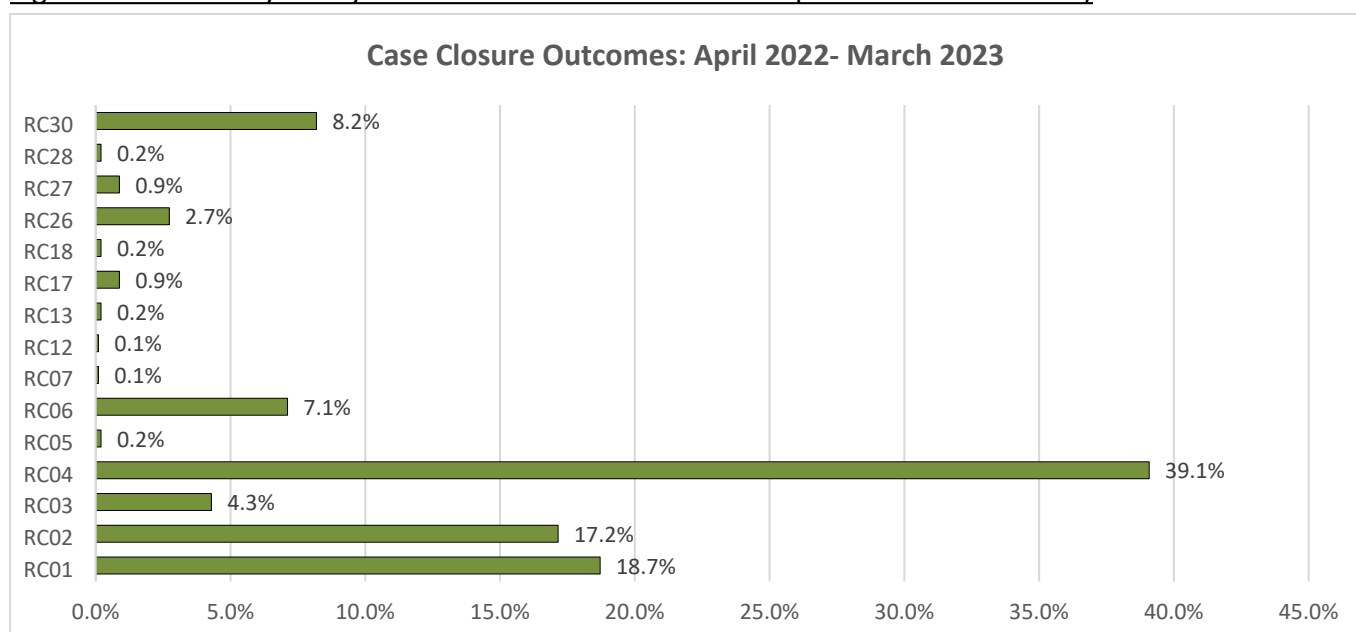
When deciding whether there is enough evidence to pursue an enforcement action the Council must consider whether evidence can be used in court and is reliable and credible, and there is no other material that might affect the sufficiency of evidence. Therefore, the Council must be satisfied there is enough evidence to provide a "realistic prospect of conviction" against a defendant.

Fig 4.b.1 Community Safety Teams Closed Cases Outcomes April 2022- March 2023)

Cases Closed: Outcome Code		Number	%
RC01	NFA - no evidence found	192	18.70%
RC02	NFA - evidence found but case not suitable for prosecution (failed public interest check	176	17.20%
RC03	NFA - Case discontinued - management oversight	44	4.30%
RC04	Resolved - issue compliant	401	39.10%
RC05	Verbal Warning issued	2	0.20%
RC06	Written Warning issued (CPNW)	73	7.10%
RC07	Notice served (CPN)	1	0.10%
RC12	Injunction	0	0.10%
RC13	UE S61 Public Order Act	2	0.20%
RC17	Fixed Penalty Notice S87/88 (Littering)	9	0.90%
RC18	Fixed Penalty Notice S33 (Fly tipping)	2	0.20%
RC26	Closed-Referred to Police	28	2.70%

RC27	Closed-Referred to Environmental Health	9	0.90%
RC28	Closed-Referred to Adults Safeguarding	2	0.20%
RC30	Closed-Referred to Other	85	8.20%
<b>Total</b>		<b>1026</b>	<b>100.00%</b>

Fig 4.b.2 Community Safety Teams Case Closure Outcomes April 2022- March 2023)



The above table (Fig 4.b.1) and chart (Fig. 4. b.2) shows the largest volume and percentage of case closures during the reporting year 2022/23 are for code RC04. (Resolved - issue compliant) 39%.

## 5. Anti-Social Behaviour

The term 'Anti-Social Behaviour' (ASB) covers a wide range of unacceptable behaviours or activities that have a detrimental impact on the quality of life of residents, visitors and businesses in an area. These acts in themselves although may be considered as low-level nuisance can vary to being serious and classified as a high risk of harm depending upon the nature of the conduct and the impact upon the victims and/or witnesses.

The Community Safety Team utilises a multi-agency problem solving approach to managing complex or entrenched anti-social behaviour cases. Most of these cases are identified by either a key partner, such as Barnet Homes, Neighbourhood Policing Teams, elected member referrals, or in the most part by complaint by a witness or victim to the police and/or Council.

The Community Safety MARAC (CS MARAC) panel delivers our coordinated multi-agency response for victims of repeat and/or high risk anti-social behaviour. The panel convenes every 6 weeks and routinely has 4 new case referrals per meeting. During April 2022 – March 2023 the panel heard an average of approx. 20 cases per meeting (see Fig 5.1), implementing a bespoke partnership action plan for each case.

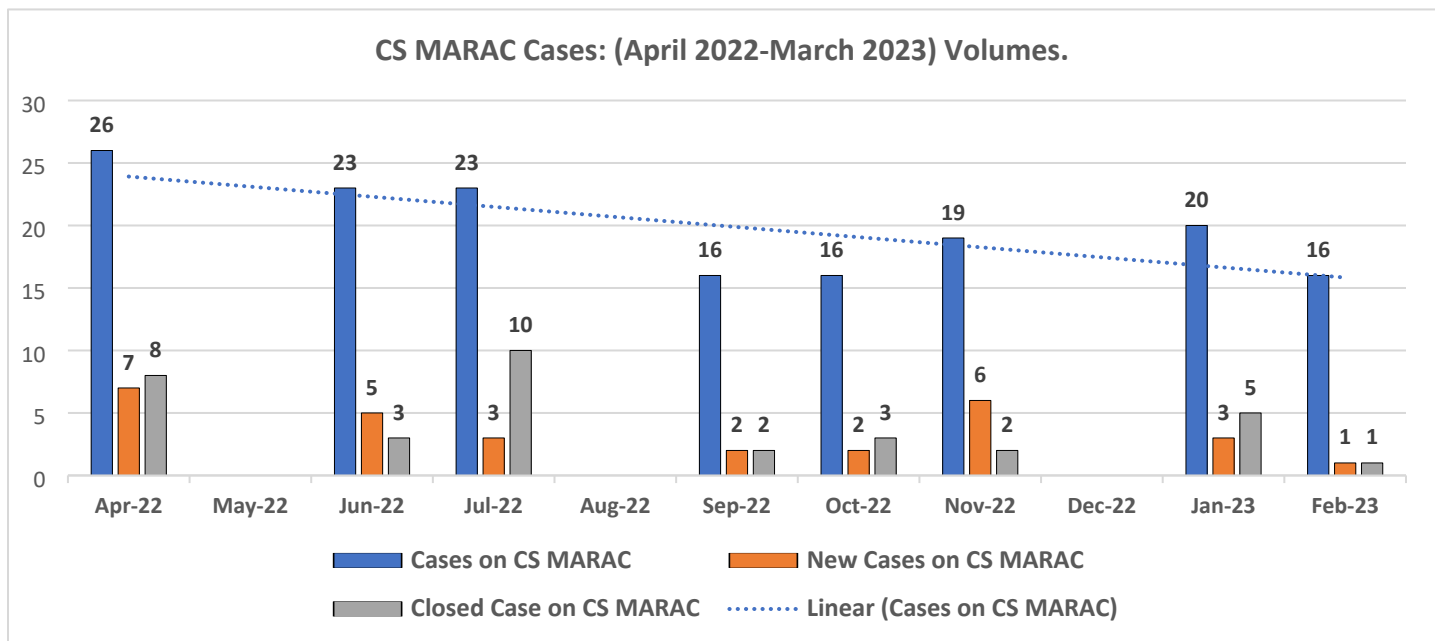
### New Referrals Received

**20** Cases on average per month are reviewed during each CS MARAC meeting.

**4** new referrals are received into the CS MARAC per month on average.

**4** CS MARAC cases closed per month on average.

Fig 5.1: Community Safety Team’s MARAC cases Qtr 1 to Qtr 4 (April 2022- March 2023) -Volumes.



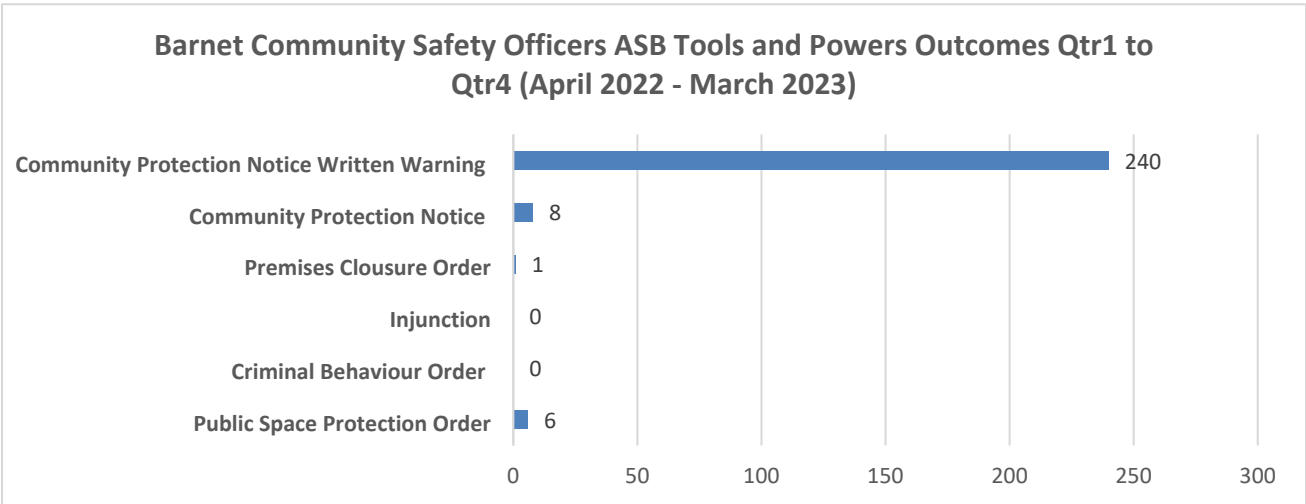
## 6. Community Safety ASB Enforcement Tools and Powers activity

The data below shows the use of the anti-social behaviour tools and powers used by the Community Safety officers during the period April 2022 – March 2023.

The table in Fig 6.1 below shows that during the reporting period there was a high use of the early intervention power Community Protection Notice Written Warnings **(240)**. The use of this power in this period was linked to various behaviours including a fly tipping prevention project in partnership with Barnet Homes, unauthorised music events, neighbour disputes and the associated ASB, the clearing of waste from private land and managing the behaviours of the occupants of unauthorised encampments in the borough.

Breach rates for these written warnings during the period was relatively low leading to only **8** full Community Protection Notices being served. In some cases, this also contributed to the case management progression in applications for Criminal Behaviour Orders or Closure Orders.

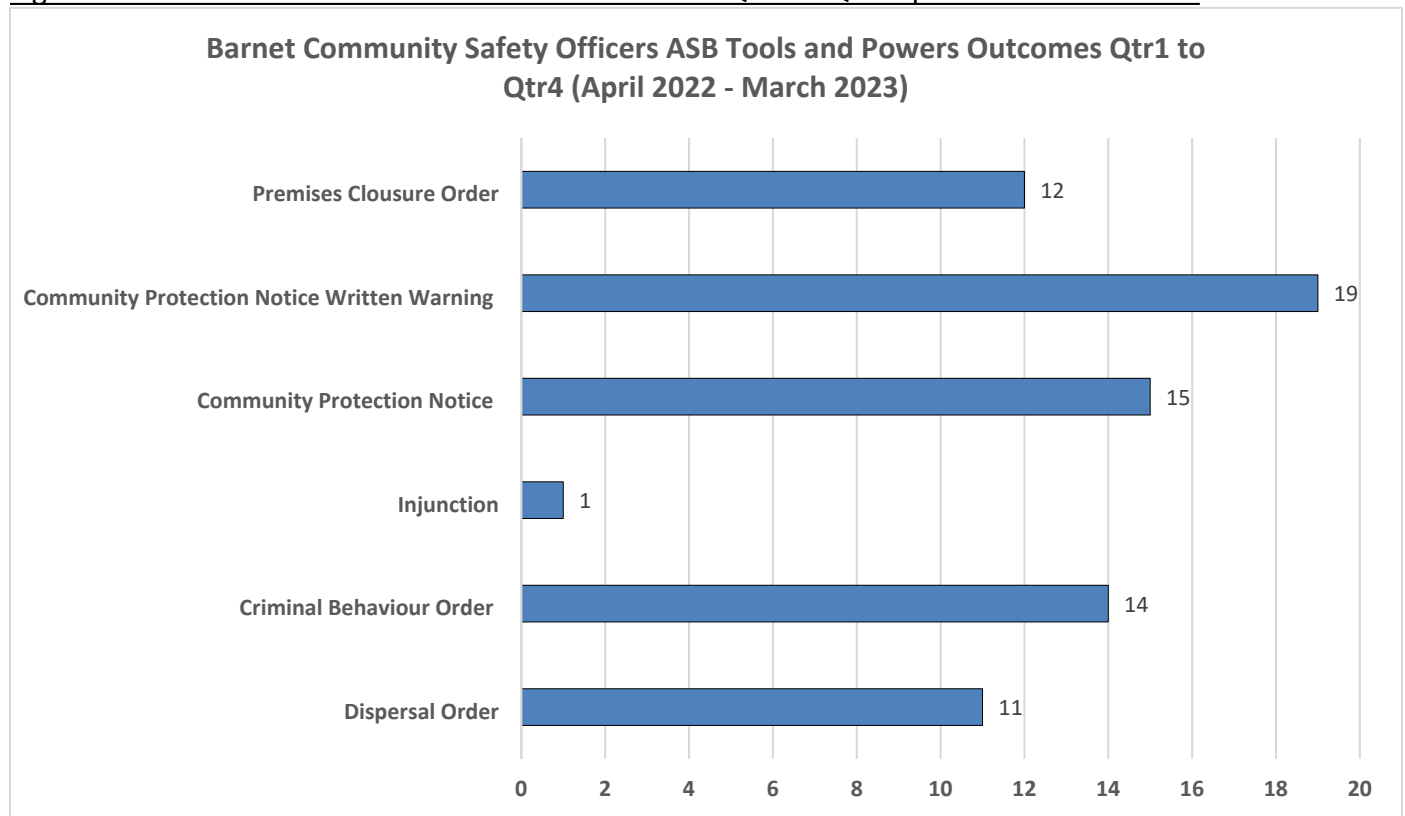
Fig 6.1: Barnet Community Safety Officers ASB Tools and Powers Return: Qtr1 to Qtr4 Apr 2022 - March 2023<sup>34</sup>



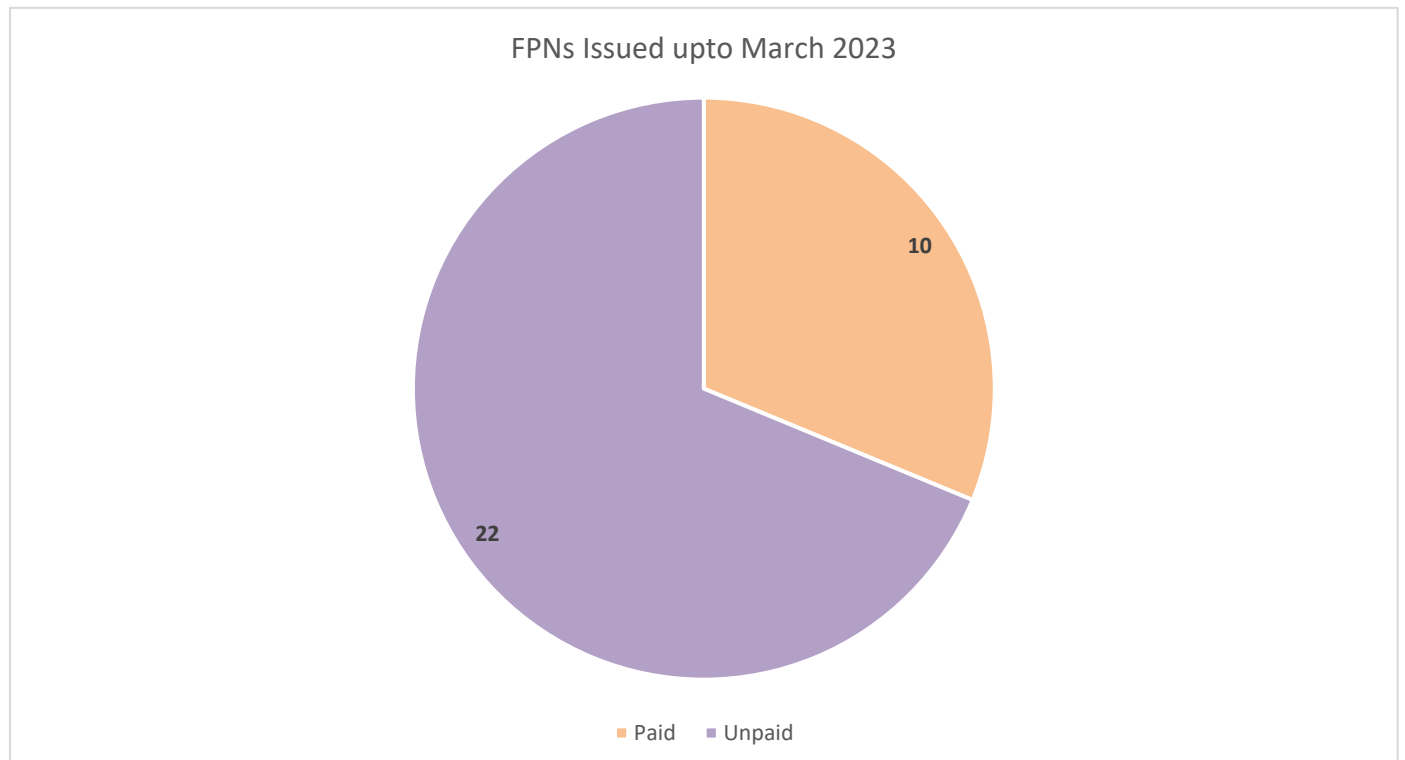
<sup>3</sup> Significant increase due to fly-tip prevention work with Barnet Homes during the Garrowsfield and Millbridge Estate move

<sup>4</sup> Premises closure order obtained in partnership with Barnet Police.

**Fig 6.2: Barnet Police ASB Tools and Powers Return for Qtr1 to Qtr4 April 2022- March 2023**

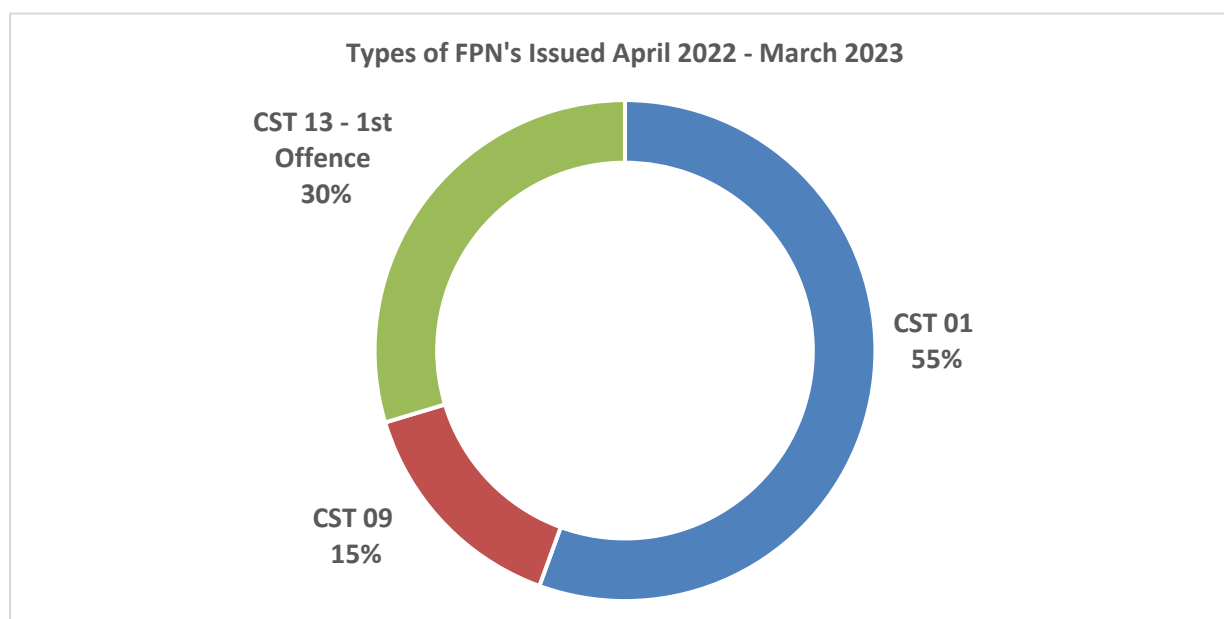


**Fig 6.3: Barnet Fixed Penalty Notices (FPNs) Issued and Paid for April 2022 – March 2023**



At the end of January, the Enforcement Officers received their new Fixed Penalty Notice (FPN) pads which enabled them to issue FPNs 'on the spot'. The above chart shows there was a total of 32 FPNs issued after January 2023 up to March 2023.

Fig 6.4: Barnet Type of FPN's Issued for April 2022 – March 2023<sup>5</sup>



## 7. Community Triggers

If a victim/complainant has reported instances of anti-social behaviour to the police, council, a housing association, or other agencies but the problem is continuing, they can apply for the Community Trigger.

It gives the victim/complainant the right to call for the Barnet Community Safety Partnership (BSCP) to work together to review the problem and devise an action plan to resolve it, with its main aims being to:

- Support victims and communities
- Reduce the number of repeat victims of anti-social behaviour.

Before a Community Trigger can be heard at a review panel certain criteria must be met:

- A victim/complainant has made three reports to either the council, police or registered housing provider about the same issue in the last six months and no action has been taken\*

**or**

- Five individuals have separately reported about the same issue in the last six months and no action has been taken\*.

***\*Please note that the definition of 'no action has been taken' is defined as:***

- The reported problems have not been acknowledged i.e., no one has contacted the victim to advise what action would be taken.
- The reported problems have not been appropriately investigated by the relevant authorities.
- The victim's vulnerability and/or the potential for harm has not been considered and this has affected the potential service delivery.
- No action has been taken because information has not been shared between partners and this has affected potential service delivery.

<sup>5</sup> CST01 – Environmental protection Act 1990 Section 87/88: Littering.

CST09 – ASB, crime and policing act 2014 section 63 and s67: Breach of PSPO.

CST13 – Environmental protection act 1990 s33 1a: Unauthorised deposit waste (fly tipping).

Between Qtr1 and Qtr4 2022/23 there was a total of:

**12** community trigger applications of which;

**5** were accepted and made subject to formal community trigger action plans.

**7** were rejected however, the cases were still subject to a full multi agency case review.

## 8. Community Safety Team other Notable Workstreams

### Hubs

Community Safety Hubs were introduced in Qtr3 of 2022/23 as part of a range of pathfinder projects to further increase the feeling of safety and to tackle crime and anti-social behaviour in the borough of Barnet.

The hubs are managed and staffed by the Community Safety Team and are accessible for all who live in, work in and visit Barnet, to anonymously report or raise concerns about crime and anti-social behaviour in the area. The Hubs also contain a wide range of materials and information from other services within the council and from partners, to help promote different services, borough wide support schemes available, and to signpost residents.

There are four community safety hubs currently located across the borough:

- Chipping Barnet – Chipping Barnet Library, 3 Stapylton Road, EN5 4QT (Wednesdays 3-6pm)
- Edgware – The Meeting Room, Boardwalk Shopping Centre, Station Road, HA8 7BD (Tuesdays 2-5pm)
- North Finchley – Artsdepot, 5 Nether Street, Tally Ho Corner, N12 0GA (Mondays 3-6pm)
- West Hendon – The Community Hub, Gadwell House, Perryfield Way, Hendon, NW9 7DZ (Thursdays 2-5pm)

A fifth Community Safety Hub will open as a 'Pop-up Hub' to be used at community events throughout the borough. The first 'Pop-up Hub' will open on Wednesday 3<sup>rd</sup> May, joining the Community Skips Roadshow event at Lodge Lane Car Park, North Finchley, N12 8BU.

### Ward Walks

Ward Walks are a programme of walks throughout the borough, introduced in Qtr3 2022/23 that enable residents to raise concerns about their area with council officers and police partners. Two ward walks for each ward are scheduled to take place throughout the year, with 11 ward walks having already taken place between Qtr3 and Qtr4 2022/23.

The walks predominantly look at community safety issues reported by members of the public via the [saferstreets@barnet.gov.uk](mailto:saferstreets@barnet.gov.uk) email address, police street safe data, local councillors or ward panel chair, and local resident associations and community groups.

Ward Walks are managed and attended by the Community Safety Team, with police, councillors, resident associations, and other council departments working together to identify ways of making spaces safer for those who live in, work in and visit Barnet.

### All Member Briefing

A community safety briefing available to all members took place in January 2023 to inform members of the work areas and responsibilities of the team. The briefing included details of CCTV, CST Operations, team structure with named officers, governance of the team and the main workstreams and areas of focus for the community safety team.

## Case Studies:

To help demonstrate the work the Community Safety Team carry out on typical cases within their areas, three Community Safety Team ASB case studies for 2022/23 are attached at Appendix 1.

## 9. CCTV

A full review of the existing system was undertaken, and a plan was put in place to address all issues found with the existing cameras and system. A report was then submitted to the CLLC on the 6th of October 2021 set out the commencement of a strategic review of Barnet's Community Safety CCTV requirements, including the procurement requirements for new CCTV contracts for the Community Safety Team and the Libraries Service.

A further report: CCTV Programme – The CCTV full business case and update on the Strategic Review was presented to the February 2023 CLLC which detailed the work to date and update to the overall project, covering details of the decommissioning of the Enfield site for CCTV monitoring, a new monitoring contract for public space surveillance (PSS) cameras and libraries, and the installation and maintenance of the control room at Colindale (Barnet council offices). Fibre installation is underway to enable the major CCTV system upgrade and expansion and is on target to be delivered within Qtr1 2023.

On 1<sup>st</sup> September 2022 Barnet council increased the monitoring hours of the PSS and library cameras within the borough from 1200 – 0400hrs to 24hours a day/7 days a week. The control room process police generated CCTV enquires (reactive) and control room operator identified incidents (proactive); which are then relayed to the police control room for assistance in the apprehension of offenders and support and wellbeing of the public.

As part of this review and in line with the Community Safety Team's restructure implemented from April 2022, the Investigation and Enforcement officers are now issued with Body Worn Cameras (BWC) which are worn whenever the officers deploy into their wards on duty. This is to assist with evidence gathering, crime prevention, officer and public safety, and to support prosecutions.

The Community Safety Team has also procured a dedicated CCTV car which can be deployed to areas of interest to capture activity where required.

## 10. Prevent

Prevent is one of the four elements of CONTEST<sup>6</sup> with a statutory requirement for Barnet Council to safeguard and support those vulnerable to radicalisation and influences towards extreme ideologies, this is referred to as the Prevent Duty.

The Prevent Duty, under the Counter terrorism and Security Act 2015, requires all specified authorities to have "due regard to the need to prevent people from being drawn into terrorism". Barnet Local Authority, and our partners, have a core role to play in countering terrorism at a local level and helping to protect vulnerable individuals from those that may want them to harm others or themselves.



### 10.1 What does Prevent Do?

<sup>6</sup> <https://www.gov.uk/government/publications/counter-terrorism-strategy-contest-2018>  
(CONTEST 2018 - Prevent, Pursue, Protect, Prepare and Overseas)

At the heart of Prevent is safeguarding adults and children by providing early intervention to protect and divert people away from being drawn into terrorist activity.

Prevent addresses all forms of terrorism but continues to ensure resources and efforts are allocated based on threats to our national security.

Barnet's Prevent Strategy is our response to the government's national counter terrorism strategic aims which are to stop people being drawn into or supporting terrorism. The strategy focuses on three key objectives which are:

- responding to the ideological challenge of terrorism and the threat from those who promote it
- preventing people from being drawn into terrorism and ensure that they are given appropriate advice and support
- working with sectors and institutions where there are risks of radicalisation that we need to address

## 10.2 Prevent referrals received April 2022- March 2023.

Channel and Prevent Multi-Agency Panel is part of the Prevent strategy. The process is a multi-agency approach to identify and support individuals at risk of being drawn into extremism and terrorism.

During 2022/23 **77** referrals were received and assessed for Channel suitability, a very small fall from **79** the previous year. **6** were considered suitable for a multi-agency safeguarding plan and were accepted at Channel where bespoke safeguarding plans were deployed, with the remaining individuals being referred for other intervention and support.

**76%** of all referrals were under 18, a **10%** increase in young people being referred from the previous year,

**44%** of all referrals for concerning behaviour were for Mixed, Unclear and Unstable ideologies, which includes those individuals who have displayed behaviours concerning misogynistic traits.<sup>7</sup> **36%** for Islamic Inspired ideologies and **20%** for Far-Right Wing belief systems, a rise of almost 8% over the previous year.

### Of the 6 Channel cases:

**84%** were male, **16%** female.

## 10.3 Prevent Awareness training performance.

It is imperative that the Local Authority have a robust training programme in place to ensure staff and volunteers possess the skills required to identify and refer vulnerable individuals for safeguarding. The Prevent Duty requires that a training programme is in place and all relevant personnel, both core to the LA and commissioned services, are aware of the signs of possible radicalisation and understand the need to raise concerns and know how to make a referral.

Barnet's Prevent Coordinator and Prevent Education Officer deliver a continuous programme of training for frontline staff to enable them to recognise, refer and respond to risks of radicalisation that emerge. In 2022/23 **1733** education professionals, LA frontline staff and commissioned partners received updates and awareness workshops of the Prevent Duty. In addition, **210** parents attended online safety risk and threat awareness sessions. A programme is also delivered which focusses on strengthening the critical thinking of young minds (see 12.2). **2830** pupils received online safety advice that covers areas such as conspiracies,

---

<sup>7</sup> For more information regarding PREVENTs referral categories, please see: [User guide to: Individuals referred to and supported through the Prevent Programme, England and Wales - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/user-guide-to-individuals-referred-to-and-supported-through-the-prevent-programme-england-and-wales)

## 11. Delivery of the Barnet Zero Tolerance to Hate Crime Project

The Barnet Zero Tolerance to Hate Crime Project is delivered by Barnet Mencap and has the overarching aim to “To keep the people of Barnet safe by reducing hate crime in the borough. This continues to be achieved by increasing people’s confidence to report hate crimes in Barnet; improve the support for victims of Hate Crime; and raise awareness of how to report Hate Crime in Barnet while safeguarding the most vulnerable in the community who are impacted”.

The table in Fig 11.1 shows the types of hate crime reported within Barnet for Qtr1, Qtr2 and Qtr3 2022/23 in comparison to the same period in previous years.

Fig 11.1: Barnet Hate Crime Data Qtr1, Qtr2 and Qtr3 April-December 2022<sup>8</sup>

Category of Hate Crime	2022	2021	2020	2019	2018	2017
Race and Religion	735	819	794	824	738	702
Anti-Semitism	141	148	129	180	193	127
Islamophobic	27	28	20	35	26	67
Disability	16	26	15	18	14	23
Homophobic	81	79	66	70	35	48
Transgender	11	12	3	6	5	3

The Zero Tolerance to Hate Crime Project has worked with Why-me? a voluntary organisation which offers victims of crime the opportunity to take part in a restorative justice process. Over the course of the partnership, the Hate Crime Reporting Co-Ordinator has offered the opportunity to participate in the restorative justice process to all victims of hate crime who have reported via Barnet Mencap.

The partnership with Why-me? also involved a collaboration with Middlesex University and Fixation Academy to produce four Disability Hate Crime Short Films. The films were produced by Middlesex University Media Students and featured Barnet Mencap Clients. The films were launched by Why me? and Middlesex University in December 2021. They are an excellent learning resource which will be made available for viewing via the Barnet Mencap website and will be shown during future Hate Crime Training Workshops. The films went on to win the Learning ON Screen Awards and were showcased at the ceremony which was broadcast live online in April 2022 <https://www.barnetmencap.org.uk/whymevideos/>.

<sup>8</sup> Source: Metropolitan Police Crime Dashboard: [Monthly Crime Data New Cats | Tableau Public](https://www.barnetmencap.org.uk/whymevideos/)

There has been an overwhelming response from the community with over 40 businesses/venues in Finchley, Edgware, Burnt Oak, Hendon, West Hendon and High Barnet joining the scheme. The Scheme is aiming to cover all parts of Barnet by the end of 2023.

Eight Hate Crime Awareness Raising Workshops/Webinars were delivered to 69 attendees. Webinars focused on: Online Hate Crime and Cyber Bullying; Racism and Children – How to address hate speech concerns; Hate Crime, Racism and Cultural Awareness; Hate Crime and Gender – Are women targets of hate crime more than men; and Financial Abuse and Scams.

In October 2022, the Project delivered its fifth annual **Hate Crime Awareness Week** for Barnet residents. Hate Crime Awareness and Information Stands were set-up in Finchley Central (Albert Place), Barnet Hospital, Islamic Centre Edgware, Golders Green Bus Station, Edgware Bus Station and Hendon Central Underground Station. Staff and volunteers from Barnet Mencap, Barnet Council and the Metropolitan Police engaged with over **300** residents and signed up **32** Hate Crime Reporting Champions. The events were supported by Barnet's Councillors and Community Leaders.

## 12. SCPB Strategy update

The Barnet Community Safety Strategy 2022 – 2027 outlines how the Barnet Safer Communities Partnership will work together to reduce crime, the fear of crime and help ensure Barnet remains one of London's safest boroughs to live, work and visit. The strategy outlines the priorities the Safer Communities Partnership Board (SCPB) will deliver in partnership over the next five years:

- 1) Tackling and reducing anti-social behaviour (Community safety leads on)
- 2) Early intervention and prevention of domestic abuse and violence against women and girls (**Family Services leads on**)
- 3) Reducing offending including violence, vulnerability and exploitation, with a focus on acquisitive crime (**Family services leads on**)
- 4) Safeguard and support those vulnerable to radicalisation (Community safety leads on)
- 5) Access to justice for those affected by hate crime (Community safety leads on)

### 12.1 Priority 1 - Tackling and reducing anti-social behaviour

In addition to the 'business as usual' work of CST noted earlier in the report which has contributed to the delivery of priority 1, the Community Safety Team have also carried out other workstreams to tackle anti-social behaviour in the borough:

#### 12.1.1 Public Space Protection Order (PSPO)

A borough wide PSPO with 11 conditions has been implemented in Barnet and is in place for 3 years. A Public Space Protection Order (PSPO) is a power under the Anti-Social Behaviour, Crime and Policing Act 2014. It is intended to allow a council (and police) to deal with a particular nuisance or problem behaviour that is detrimental to the local community's quality of life in a particular area. It allows councils to impose either restrictions or requirements in that particular area, or across a wider area such as the whole borough. They are designed to ensure that people can use and enjoy public spaces safe from nuisance and anti-social behaviour.

Breach of a PSPO is a criminal offence with a maximum penalty of £1000 in court or a £100 fixed penalty notice (30% reduction if paid within 14 days). The PSPO is enforced by authorised council officers, police officers and police community support officers.

The 11 conditions of the PSPO which apply across Barnet are:

1. Not to commit alcohol related nuisance /anti-social behaviour.
2. Not to cause harassment, alarm, or distress to any individual(s) by committing anti-social behaviour.
3. You must pick up all dog fouling belonging to a dog under your control.
4. Not to drive any vehicles on/in green spaces without prior written permission of the council.
5. Not to be in possession of, or misuse fireworks in any public space in Barnet unless individually licensed by the council.
6. You must not have any more than 6 dogs under your control at any time.
7. Not to urinate/defecate, spit or litter in a public place.
8. Not to beg in an aggressive or intimidating manner.
9. Not to promote or deliver any music events unless individually licensed by the council.
10. Not to misuse, nor share with others, or be in possession of any intoxicating substances.
11. Not to start or attempt to build any open fires or BBQs in Barnet's green spaces.

Since its borough wide implementation, there have been a total of 6 FPNs issued for breaching the conditions. The table below presents the details:

**Fig 12.1.1a: FPNs Issued by Community Safety Enforcement Officers for PSPO Breaches 2023**

Month	PSPO Breach Condition	Ward
February	1) Not to commit alcohol related nuisance/anti-social behaviour.	East Finchley
February	8) Not to beg in an aggressive or intimidating manner	Woodhouse
February	7) Not to urinate/ defecate in a public place	Burnt Oak
February	1) Not to commit alcohol related nuisance/anti-social behaviour	Burnt Oak
February	8) Not to urinate/defecate in a public place	Colindale
February	10) Not to misuse, nor share with others, or be in possession of any intoxicating substances	Colindale

### 12.1.2 Location Problem Solving Groups (PSGs)

Location problem solving groups look at a specific area/estate where multiple complaints of anti-social behaviour and crime have been received by the council from residents, with a commitment to make a positive change for the residents living there. The complaints are then cross referenced with intelligence from the council database and the appropriate agencies/council departments and policing teams are invited to identify the main areas for improvement and the action they can take individually and as a group to improve the lives of those living on the estate and experiencing issues.

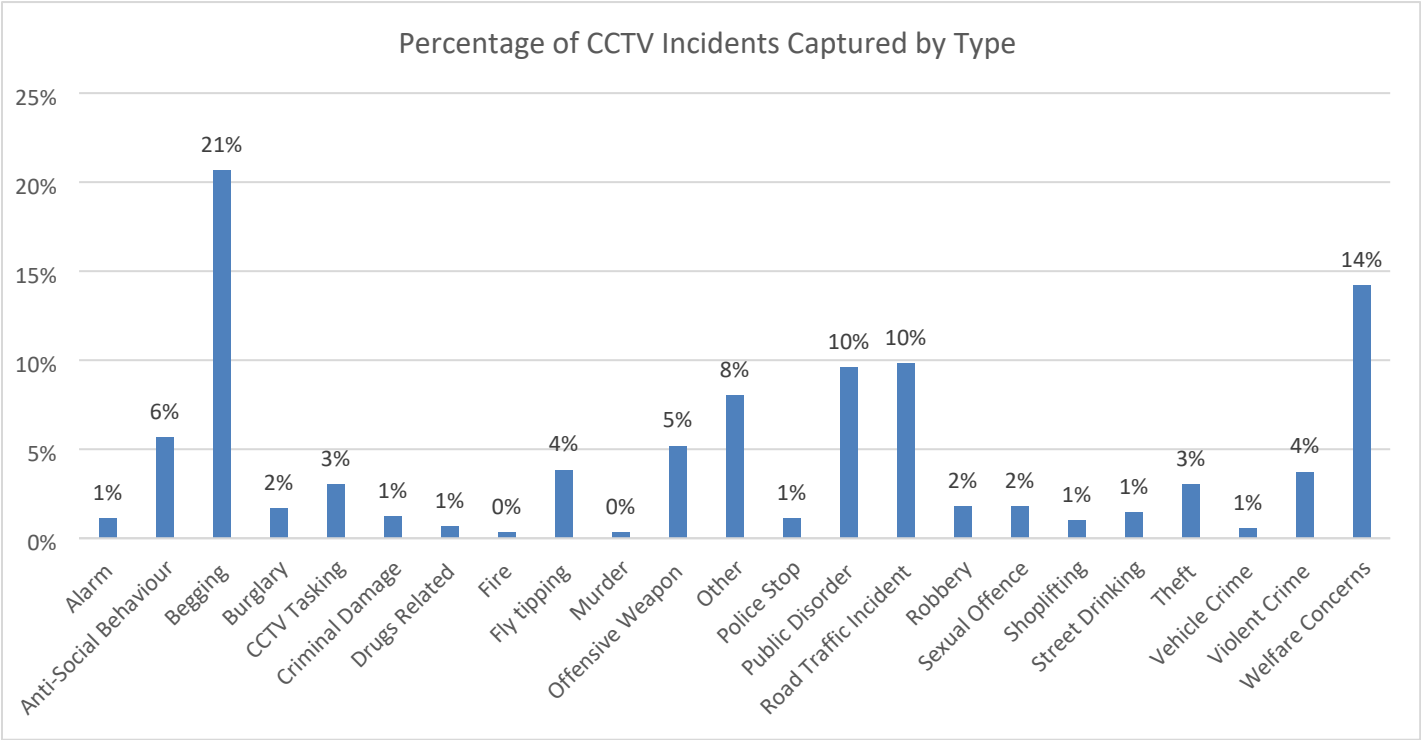
The meetings are held in person, with no online meeting option provided, this has helped to ensure that everyone is engaged and accountable in the meeting and contribute on behalf of their service area/agency.

The location PSG has proved to be very successful so far with members of the meeting expressing their gratitude and that of their residents and contacts within the community. Partners and internal teams have expressed their passion and commitment for the PSG and expressed their willingness for the PSGs to continue and be rolled out throughout the borough for relevant areas.

### 12.1.3 CCTV

Since the end of October 2022, a report log has been created which is refreshed and updated daily. This captures the number of incidents and whether it was reactive or proactive. The tables below show the number of incidents captured between October 2022 to March 2023 by incident type, by time of day, ward and whether reactive or proactive.

Fig 12.1.4 Barnet CCTV incident type by percentage: November 2022

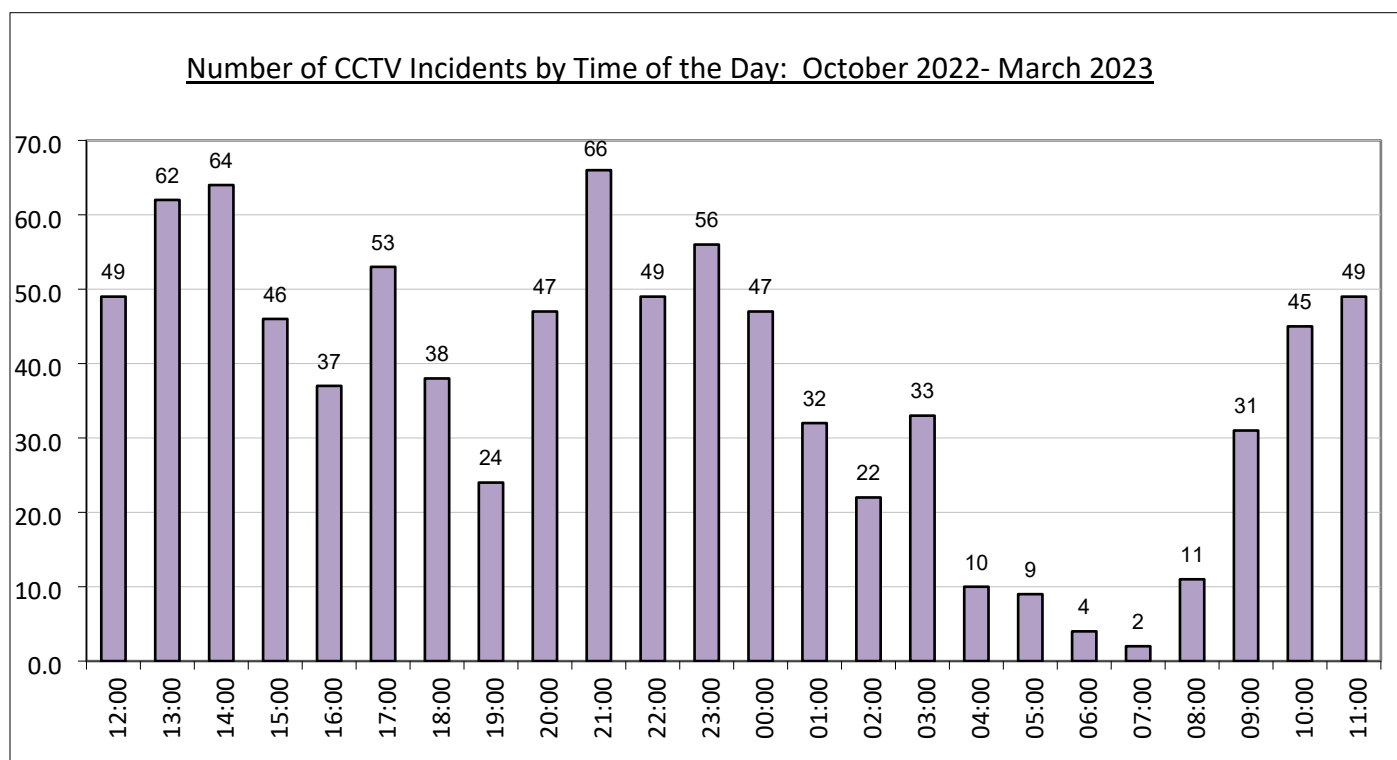


Of the top 4 incidents captured by CCTV between October 2022, up to and including March 2023:

- 21% involved Begging
- 14% involved a Welfare Concern
- 10% involved Public Disorder
- 10% involved a Road Traffic Incident

Fig 12.1.5 Barnet CCTV Incident Volumes by Time of Day: October 2022- March 2023.<sup>9</sup>

<sup>9</sup> Time of day has been rounded to the nearest hour. E.g., 10am is between 9.30am and 10:29am.



The above chart shows during this period, the quietest times were between **04:00am** and **08:00am**.

Figure 12.1.6 below illustrates the number of CCTV incidents captured by ward.

The table shows that the top 5 wards that had captured the largest percentage of CCTV incidents were Burnt Oak (15%), Golder's Green (12%), Edgware (11%), West Finchley (11%) and Woodhouse (11%).

Fig 12.1.6 Barnet CCTV Incident Percentages by Ward: October 2022- March 2023.

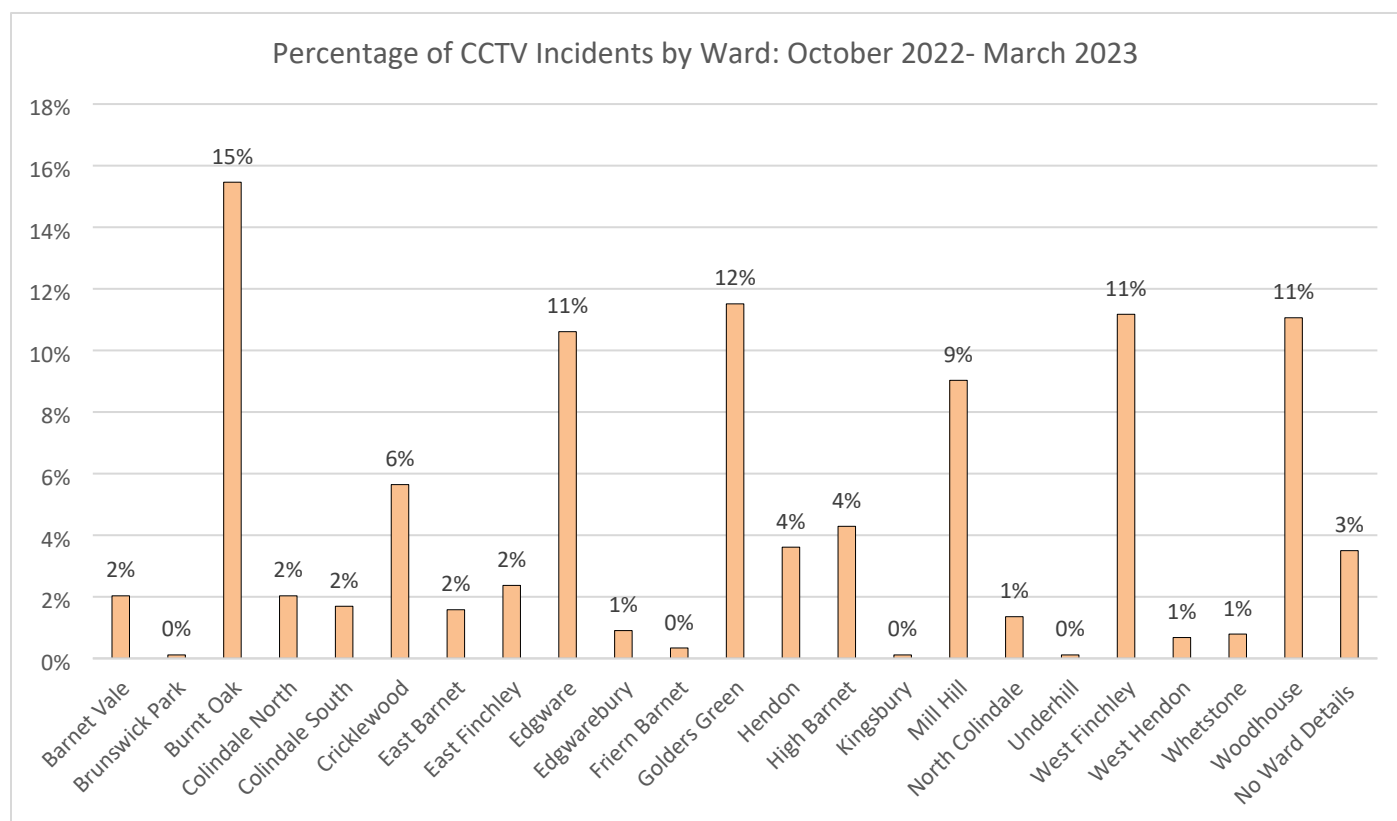


Fig 12.1.7 Barnet CCTV incident Volumes (Reactive/Proactive Data) November 22

Proportion of CCTV Incidents: Proactive vs Reactive

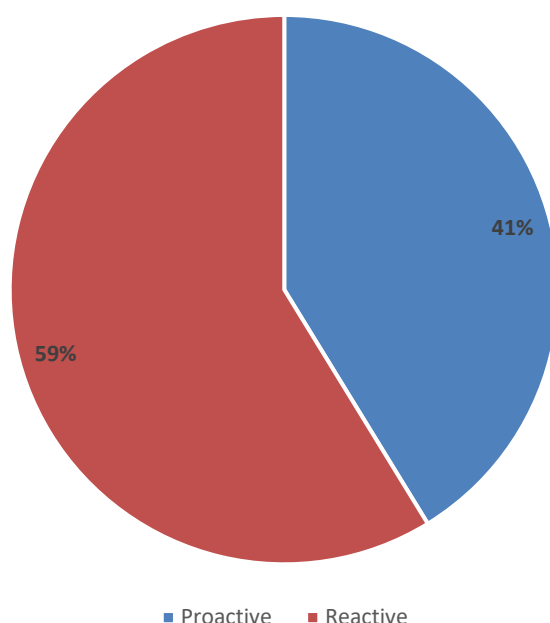


Fig 12.1.7 shows almost **60%** of incidents captured during this period were 'proactive' (by the control room staff)

### 12.1.8 CCTV Case study

On the 2nd of April 2023 at approximately 12:35hrs, a CCTV Operator noticed a young girl wandering alone on a busy high street in North Finchley.

The CCTV Operator notified Metropolitan Police Service of the vulnerable person and monitored the scene until the police were in attendance.

The police made further enquires and then reunited the young girl with her parents.

## 12.2 Priority 4 – Safeguard and support those vulnerable to radicalisation

### Homeland Security project funding: Radicalisation priority

Barnet received funding for one project during 2022/23. A partnership project in conjunction with the Young Barnet Foundation, Shout Out UK and Exposure, the project aimed to raise awareness of online risks. Using a combination of young people workshops and social media, the project would improve understanding of the Prevent Duty. The core outcome is to encourage community participation in referrals of people believed to be vulnerable to radicalisation by identifying the Prevent Duty as a safeguarding process.

## 12.3 Priority 5 – Access to justice for those affected by Hate Crime

The zero Tolerance to Hate Crime Project has met the following objectives in 2022/23 which contributed towards the delivery of the community safety strategy priorities:

- **Delivered Staff Training Workshops for 87 staff at 7 organisations / service providers.** Workshops included information on identifying and reporting hate crime so that frontline staff can support victims to report hate crime to the police.
- **Delivered 9 online Hate Crime Awareness Raising Workshops/Webinars for 85 residents, clients, carers and professionals.** Webinars focused on: Online Hate Crime and Cyber Bullying; Racism and Children – How to address hate speech concerns; Hate Crime, Racism and Cultural Awareness; Hate

Crime and Gender – Are women targets of hate crime more than men; and Financial Abuse and Scams.

**Engaged with over 300 residents at Hate Crime Awareness Week Information Stands** set-up in Finchley Central (Albert Place), Barnet Hospital, Islamic Centre Edgware, Golders Green Bus Station, Edgware Bus Station and Hendon Central Underground Station and signed up **32** volunteers to become Hate Crime Reporting Champions, pledging to report hate crime to the Police if they encounter it in the community. Volunteers receive hate crime reporting bulletins and opportunities to attend workshops.

- **Co-ordinated and monitored 12 Hate Crime Reporting Centres** operating across Barnet where victims and witnesses of hate crime, in particular our more vulnerable members, can access support to report offences to the Police and be referred or signposted to local community organisations for ongoing support. Most Reporting Centres operate a physical and virtual system of reporting hate crimes and incidents, for example Middlesex University officially launched as a Community Hate Crime Reporting Centre in October 2021 and has developed an online reporting platform, Report.It.To.Stop.It to facilitate students, visitors and members of the public to report any incident of discrimination, bullying, harassment, intimidation, violence or any other form of hate.
- **Barnet Mencap recorded 11 hate crime incidents and supported clients** to report these incidents to the Police. The Project continues to monitor and provide support to all Hate Crime Reporting Centres to ensure partnership in identifying and responding to all forms of hate crime that emerge in Barnet.
- **Registered 40 sites to be designated Safe Places across Barnet** and engaged with over **50** residents at Safe Place Information Stands. In September 2021 the Barnet Safe Places Scheme was relaunched. A Safe Place helps people (particularly those with learning disabilities, autism, or other care needs) if they feel scared, anxious or at risk when they are out in the community. The Safe place could be, for example, a café, a shop or supermarket, a library or a community centre. Trained staff can help vulnerable adults to phone a family member or carer and/or offer them somewhere safe to wait. Safe Place sites are identified via an official window sticker.

## Report ends

## **Appendix 1**

### **CST Case Study 1**

**This case was brought to the Community Safety Team when a victim reported noise nuisance to the CST team, a high visibility patrol was carried out to the location in mention where severe risks and incidents were observed. The case was referred to Barnet Community Safety Multi Agency Risk Assessment Conference (CS MARAC) due to the severity of the risk involved.**

The persistent anti-social behaviour caused by a resident was having a negative and detrimental affect on surrounding neighbours in the area. This conduct had been affecting many of the neighbours and had prompted over 100 calls regarding the anti-social behaviour and welfare concerns of the individual responsible for the behaviour. There were several mental health referrals and calls to the Crisis Team. However, no mental health concerns were confirmed for the person at the time, so no immediate mental health intervention was provided.

Behaviour observed consisted of:

- Verbal abuse to several residents, screaming and shouting in residential areas at early hours of the morning.
- Loud music being played at unacceptable hours.
- Fly tipping, disposing of household items in an inappropriate and unsafe way.
- Hoarding items and interfering with gas boiler, safety concerns.

Police reports and incidents consisted of:

- Person in mention was one of the top callers to the MET for a NW borough.
- Hallucinations that someone is breaking in and setting fire to the property.
- Hallucinations that an ex-partner and their own daughter were setting fire to the individual's home.

Due to the severity of the incidents an urgent TAFG (Task and Finish Group) meeting was held with all relevant partners to ensure that all were aware of the frequency and intensity of the incidents. The community safety team run background checks to ascertain the situation and the vulnerability of the individual in mention.

We then established that the person had over 19 Merlins<sup>1</sup> in 1 month due to frequent intervention by the local Police and response team and the concerns that were highlighted for the welfare of the individual. The behaviour continued to escalate, and the situation deteriorated. There was constant threatening and verbal abuse to neighbours, screaming and shouting early hours of the morning and loud music playing. There was now an overall concern for their safety and wellbeing, and that of their son who has learning difficulties and the cognitive functioning of an 11-year-old. All of this information was shared with professionals.

It was decided an emergency joint visit was to be carried out by the social landlord, mental health professionals, adult disability, and the Police. Intervention and support were provided to both individuals in the property and several professionals' meetings were held to ensure that sufficient care plans were put in place for both the adult and child at the property.

#### **CST carried out the following:**

- General patrol within the area where an incident was observed by the CST team. Due to the risk involved the Police were called as the individual within the property informed the patrolling officers they had barricaded their heavily pregnant daughter in the bedroom.

---

<sup>1</sup> Police generated vulnerability report used to notify partners of vulnerabilities of an individual to help safeguard them.

- Case was referred to CS MARAC due to the severity of reports made to the Police and the incident observed by CST, including the anti-social behaviour, and welfare concerns.
- Ensured all partners including mental health and the 0-25 disability team were aware of the incidents regarding the welfare of both individuals at the property.
- Referral made to the Crisis team regarding the immediate mental health concerns for the adult.
- Chaired TAFG (Task and Finish Group) meetings to ensure that information was being shared with all relevant partners and the risk was being managed accordingly.

#### **Final Outcome:**

- Housing provider carried out several welfare checks accompanied by the safer neighbourhood team to the property to ensure that all health and safety compliance checks were satisfactory.
- Mental health assessment was carried out by the Mental Health North Core Team and the Crisis Team.
- Mental Health and 0-25 disability teams put care plans in place for both individuals.
- NPT Safer Neighbourhood Team and Community Safety Team continued high visibility presence patrols.
- Behaviour of the individual was addressed; it was agreed that the behaviour was not malicious but related more to welfare. Therefore, the resident was provided with appropriate medication and support.

Since intervention from the Community Safety Team there has been no new incidents, reports, or concerns.

The follow up victim support welfare visit was made by the lead officer from the Community Safety Team and the victim confirmed they were very grateful for Barnet Council's assistance and professionalism throughout the case, stating that the behaviour and issues have stopped, and they are very grateful for the constant reassurance and support.

#### **CST Case Study 2**

**This case was referred to the Community Safety Team as a resident complaint where they reported issues including multiple residents causing a nuisance at the property's promenade, intimidating residents, and fly-tipping.**

This case involved persistent drug use or dealing, nuisance, and environmental crime and the residents complained to the council.

Once referred to the council, we went to the site to investigate, and evidence of human excrement, urination, and litter was found on the site. The communal area was not well maintained, and the entrance to the building was not secured.

The issues are constant littering by the perpetrators, the leaseholder was aware of the ongoing nuisance and did nothing to resolve the matter. The perpetrators were observed via CCTV disposing of their waste on the staircase and communal promenade. Domestic waste consisting of mattresses, food packages and household items was seen thrown through windows on many occasions without any concerns to other residents passing by.

A meeting and a joint site visit were then scheduled to follow up on correspondence received from both the freeholder and leaseholder accepting their responsibility to secure the site, clear the waste and address the conduct of their tenants which was negatively impacting the premises.

The council recommended a collective response approach to all the landlords involved. They all complied and contributed towards cleaning the communal areas for their tenants' well-being but the leaseholder responsible for the flats where the perpetrators reside refused to participate or control their tenants.

The Community Safety team and the police revisited the property and discovered that the flats where the perpetrators reside were being used as temporary accommodation by various local boroughs and some of the suspects were in desperate need of safeguarding including a support network. It was clear that they needed suitable accommodation.

A Task and Finish Group meeting took place, and it was agreed that all the managing agents must act quickly to resolve the issues due to the negative impact on the area and to other residents.

The Community Safety team liaised with the local boroughs involved with the temporary housing to take a multi-agency approach with the police to resolve the issues.

### **Outcome**

In February 2023, the perpetrators with safeguarding concerns were relocated while the rest of the tenants were evicted. No further complaints or reports of anti-social behaviour have been received since this action. The leaseholder was happy and grateful to the Community Safety Team including the police for their support.

### **CST Case Study 3**

This case was brought to the Community Safety Team (the Team) after receiving complaints from Local Residents that primarily, unauthorised Persons were depositing waste at the Private Refuse Location (Waste Store) belonging to a Block of Flats front facing onto the public highway and that waste was often overhanging the Footpath constituting a highway obstruction. This led to the land being considered untidy and negatively affecting the quality of the local area. We understand the above issues for landowners often create difficulties for Block Managers in meeting waste presentation and land cleansing standards as landowners are responsible for removing unauthorised deposits of waste on their land.

The Community Safety Team begun by discussing the location in a meeting held with the Waste Refuse Collection Team (Street Scene) who had noted that waste was often presented outside of receptacles, either on top or at the side of them and that bulk items such as white goods and mattresses were often presented at the location blocking refuse access. Notably the waste presented outside of receptacles is not collected and atypically requires additional billing to remove waste on private land. This is a process often managed by the Block Manager and Street Scene/Their nominated Waste Services Provider.

During the investigation process Intelligence suggested that persons depositing the waste did not live at the privately managed housing block, however limited information was able to be obtained on who had deposited such waste in absence of reporting parties and CCTV coverage.

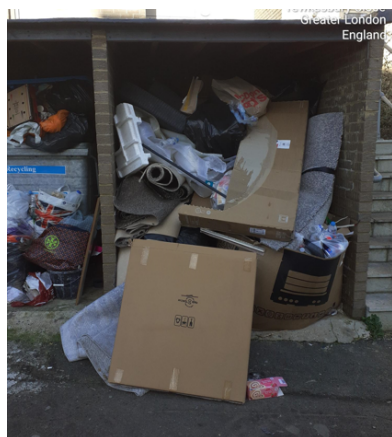
Initially 'No Fly' tip signage was placed at the location for crime prevention and public reassurance. The Community Safety Team discussed the issues with the Block Management Team and a multi-agency problem solving approach was adopted including educating all residents in the Block regarding waste presentation standards.

A Community Protection Warning was issued to the Block Management with positive requirements regarding waste presentation, cleansing cycles and the securing of the location in terms of screening and or containing the waste to prevent continued waste related nuisance. The Community Safety

Team monitored the location and observed that problems were persisting, and that physical intervention was needed. A Community Protection Notice was served on the Managing Agents with positive requirements sought to address the issues.

The Managing Agent worked closely with the Community Safety Team and has secured the site in efforts to prevent untidy land, fly-tipping and improve waste presentation on site.

**Area Before**



**Area After**



Overall, this case demonstrates how effective teamwork within Barnet Council and partnership working between the Community Safety Team and property management companies can help to combat Environmental Crime in the community and achieve beneficial outcomes for residents affected by Envirocrime and waste related nuisance.