

MEETING

COMMUNITY LEADERSHIP AND LIBRARIES COMMITTEE

DATE AND TIME

TUESDAY 11TH JUNE, 2019

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BG

**TO: MEMBERS OF COMMUNITY LEADERSHIP AND LIBRARIES COMMITTEE
(Quorum 3)**

Chairman: Cllr Reuben Thompstone

Vice Chairman: Cllr Roberto Weeden-Sanz

Councillors

Charlie O-Macauley

Reema Patel

Jennifer Grocock

Sara Conway

Lachhya Bahadur Gurung

Danny Rich

Brian Gordon

Helene Richman

In line with the Constitution's Public Participation and Engagement Rules, requests to submit public questions or comments must be submitted by 10AM on the third working day before the date of the committee meeting. Therefore, the deadline for this meeting is **Thursday 6th June at 10AM**. Requests must be submitted to Tracy Scollin Tel 020 8359 2315 tracy.scollin@barnet.gov.uk

You are requested to attend the above meeting for which an agenda is attached.

Andrew Charlwood – Head of Governance

Media Relations Contact: Gareth Greene 020 8359 7039

ASSURANCE GROUP

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ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	Minutes of last meeting	5 - 12
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.	Selection of new CLLC Sub Committee	13 - 18
6.	Preventing and Responding to Violence against Women and Girls & Domestic Abuse (VAWG & DA) - Annual Report (2018/2019)	19 - 54
7.	End of Year (EOY) 2018/19 Community Leadership and Libraries Performance Report	55 - 64
8.	Evaluation of new Library Service Model	65 - 74
9.	Q4 Performance Report Verbal update	
10.	Presentation on Community Cohesion Campaign	
11.	Public Comments and Questions (If any)	
12.	Members' Items (If any)	
13.	CLLC Forward Plan	75 - 78
14.	Any item(s) the Chairman decides are urgent	

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Decisions of the Community Leadership and Libraries Committee

7 March 2019

Members Present:-

AGENDA ITEM 1

Councillor Reuben Thompstone (Chairman)

Councillor David Longstaff (Vice-Chairman)

Councillor Charlie O-Macauley

Councillor Felix Byers

Councillor Reema Patel

Councillor Sara Conway

Councillor Lachhya Gurung

Councillor Jennifer Grocock

Councillor Danny Rich

Councillor Julian Teare

1. MINUTES OF LAST MEETING

RESOLVED - the minutes of the meeting held on 21 November 2018 were approved as an accurate record.

2. ABSENCE OF MEMBERS (IF ANY)

None.

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

Cllr Rich declared a non-pecuniary interest under Item 8: he is a Magistrate in South West London.

4. REPORT OF THE MONITORING OFFICER (IF ANY)

None.

5. PUBLIC COMMENTS AND QUESTIONS

The Chairman invited Mr Michael Crick to speak on Item 8, College Farm ACV application:

Mr Crick reported that he was not aware that College Farm's ownership had been transferred. It appeared to still be owned by the College Farm Trust. However the Charity Commission had delisted College Farm Trust in 2018 so he believed that ultimately College Farm could come into the Crown's ownership. Mr Crick added that he was not aware of any legal proceedings regarding the property at present.

Mr Crick noted that College Farm was tenanted and the tenant claims that he controls who has access to the farm. Mr Crick personally knows of a number of people who had been asked to leave when walking by the farm.

The chairman invited Ms Barbara Jacobson to make public comments on Items 7 and 10:

Item 7 – Outcome of annual Strategic Crime Needs Assessment:

Mrs Jacobson made a statement about the Barnet library service.

Item 10 – CLLC Delivery Plan:

Mrs Jacobson referred to Table 2 on the Delivery Plan and commented that the outcome on Barnet's libraries from the DCMS had been awaited for over a year. The committee agreed.

Mrs Jacobson asked a supplementary question: how many people were attending weekly groups in the libraries in Barnet and how many might use the libraries independently if they had access? The Libraries manager did not have this data available.

Mrs Jacobson was advised by the Chairman to submit Freedom of Information requests to the Council regarding further library-related questions since asking further supplementary questions was not allowed under the Constitution.

6. MEMBERS' ITEMS (IF ANY)

None.

7. COMMUNITY RIGHT TO BID NOMINATION FOR ASSET OF COMMUNITY VALUE - COLLEGE FARM, FITZALAN ROAD, LONDON N3 3PG

The Committee considered the Officer's report and comments made at the meeting by Mr Crick (Item 5, Public Comments and Questions).

Committee Members pointed out several reasons for listing College Farm as an ACV:

It was noted that a tenant at College Farm currently appeared to control access to the farm and it was not clear whether or not the community had the option to access the land.

In February 2018 College Farm Trust had been delisted as a charity by the Charity Commission. This might have some impact on College Farm Trust as a private limited company but the status was unclear.

There was no caselaw giving clear time limits as to what amounts to the 'recent past' for the purposes of section 88 of the Localism Act 2011

Cllr Longstaff moved a Motion to recommend that College Farm be listed as an Asset of Community Value. This was seconded by Cllr Grocock.

The vote was recorded as:

For the Motion – 10

Against the Motion – 0

Carried – the Committee resolved that College Farm be listed as an Asset of Community Value and added to the Council's Register, based on the statutory

criteria set out in the Localism Act 2011, and the evidence provided in the nomination.

8. OUTCOME OF ANNUAL STRATEGIC CRIME NEEDS ASSESSMENT

Mr Peter Clifton, Community Safety Manager, presented his report.

Councillor Conway asked the following questions, and responses were provided by Mr Clifton:

- Only 27% of people in Barnet cited being confident in how to contact their neighbourhood policing team. How can this be improved?
Response: 12000 residents had signed up to the OWL system and app. There has been an increase in engagement with Neighbourhood Watch in Barnet. Barnet is working closely with neighbourhood policing teams to continue this work.
- Domestic violence and rape statistics are dramatically worse – how do you think this can be tackled?
Response: this is the trend across London. In Barnet plans had been made to improve the sanction and detection rate for these crimes, including video body cams introduced for the police and specialised police officers to respond to domestic abuse incidents. The Violence Against Women and Girls Sub Group was working with the police.
- There had been recent incidents in the Cricklewood area, and gang-related crimes including child exploitation in East Finchley and Hampstead Garden Suburb. Can some mechanism be put in place when such issues arise?
Response: Barnet was meeting regularly with the Community Safety MARAC which focused on area-based anti-social behaviour.
Action: Mr Clifton offered to take this point away for discussion.
- Rather than just enforcement in relation to environmental crime, it might be helpful to raise awareness of for example the North London white goods collection service. Mr Clifton agreed that more could be done and he would take this away.
Action: Mr Clifton

Cllr Longstaff asked the following questions:

- What else can be done to address burglary in Barnet? Do you think the many actions taken so far have had any success?
Response: this needs to remain a priority; there is evidence of some progress. A few years previously Barnet's burglary rate was the highest in London - currently it was the 6th highest. The integrated offender management approach appeared to be helping and recently a review of offenders on the programme had been launched so it was hoped this would have an impact.
- How can Community Payback work and how can its progress be highlighted so that plans could be made to use it in the future?
Response: work was ongoing with CRC on joint activities such as street cleansing. The aim was that training would be provided for individuals on the scheme to improve their employability. Mr Clifton would provide details of future plans after the meeting. **Action: Mr Clifton**

- How many penalty notices for littering and flytipping were domestic and how many were commercial?. How many Fixed Penalty Notices were cancelled or retracted? Mr Clifton would take this away and respond after the meeting. **Action: Mr Clifton**
- Cllr Rich enquired about the age profile of perpetrators of robbery in Barnet. Mr Clifton would respond after the meeting.
Action: Mr Clifton

Cllr Patel suggested inviting the Barnet One Stop Shop to present to the Committee on their work. The Chairman noted that Cllr Patel should inform him for a future meeting stating which agenda item this related to.

Cllr Patel asked Mr Clifton:

- What are the Hate Crime trends in Barnet, and what can be done to tackle this?
Response: This was lower than the London average in Barnet. There had been a gradual upward trend since 2014 onwards which had levelled off in 2018, then there had been a slight rise at the end of 2018, in particular of anti-semitic Hate Crime. Barnet had introduced the Zero Tolerance to Hate Crime Project.
- What can be done to tackle knife crime in Barnet?
Response: Barnet has the second lowest rate of knife crime in London with a 4% drop in the number of knife injuries in the last 12 months. One of Barnet's priorities was its Strategic Knife Crime Reduction Plan which included preventative work in schools. Also a clinical practitioner had been appointed to work with young people.

After discussion and consideration of the item the Committee **RESOLVED** unanimously:

1. **To note the findings of the Community Safety Strategic Crime Needs Assessment**
2. **To note the progress made by the Safer Communities Partnership on delivering the 2017/18 objectives of the Community Safety Strategy.**

9. Q3 PERFORMANCE REPORT

The Committee received the Quarter 3 2018/19 Community Leadership and Libraries Performance Report.

A Member enquired about the funding bids for a Prevent Coordinator and Prevent Education post. Mr Clifton responded that funding had been awarded by MOPAC and the Home Office. MOPAC had provided £344,000 for two years to 2021.

A Member enquired about the success of the PSPOs. Mr Clifton responded that there had been a 40% reduction in calls relating to anti-social behaviour and the area looked cleaner.

A Member enquired about the success of the full-time Coordinator appointed to work with the most prolific and repeat offenders. Mr Clifton responded that the individual had been in post since early 2018 and was working on improving the effectiveness of the Reducing Offending Management Programme.

Further to a discussion the Chairman moved to the vote on the officer recommendations:

That the Committee is asked to review the financial, performance and risk information for Q3 2018/19 and make any referrals to Policy and Resources Committee or Financial Performance and Contracts Committee in accordance with the terms of reference of these Committees.

For – 8
Against – 2

Resolved – the report was noted and no referrals were made to the above Committees.

10. CLLC DELIVERY PLAN

The Committee received the report and Appendices A and B.

A Member requested an urgent meeting on the libraries review. The Thompstone noted that he would continue to request the DCMS outcome data so that this item could be taken forward.

The Chairman moved to the vote on the officer's recommendation:

That the Committee approve the Delivery Plan 2019/20 as set out in Appendix B.

For – 6
Against – 4

Carried – the Delivery Plan 2019/20 was APPROVED.

11. COMMUNITY INFRASTRUCTURE SUPPORT CONTRACT

The Chairman welcomed Katrina Baker, Groundwork London and Caroline Collier, Inclusion Barnet, who spoke to their presentation.

Ms Baker stated that Groundwork London and Inclusion Barnet had been commissioned to deliver the voluntary, community and faith sector (VCFS) contract for 2018-20 as part of the Participation Strategy.

Ms Collier reported that Inclusion Barnet would deliver the VCFS support service. This would include not only disability services but wider community services including mental health, partnership libraries, People's Choice, Hate Crime victim support and other services. Inclusion Barnet also provided surgeries, developed training and worked to engage organisations in partnerships and would work to collaborate with partners across the borough.

The immediate priority would be to develop a strong collective voice, developing partnerships with statutory partners and businesses to provide the best support for the borough.

Ms Baker reported that Groundwork London works to promote volunteering across the borough and to ensure that volunteering is accessible. Groundwork would be delivering two lots from the contract: the Community Directory and the Volunteering Service. In

addition it would provide skills programmes and strategic grants that would be open to local ventures and the service had been nationally accredited as Volunteering Barnet. The three main priorities were to promote volunteering across the borough; to make sure volunteering is accessible, and to provide training for organisations, particularly around best practice. Groundwork would also register and place volunteers, and give them support where needed. In addition it would look to involve small businesses in volunteering and also to help organisations to connect with each other.

Through Barnet Together and the Directory the aim was also to reach new local groups and help to develop new groups. There was also specific support for young people through the Young Barnet Foundation.

Monitoring and key performance indicators would be through quarterly meetings with officers and through the Delivery Plan. There would also be an Annual Report. Inclusion Barnet had some input into how they were monitored and KPIs could be helpful depending on how they were managed – if they focused on priorities, were outcome-focused and allowed some flexibility they could be helpful.

A Member enquired how Inclusion Barnet has the opportunity to work with planners and developers in providing accessible and family-friendly development and planning. Ms Collier responded that they had not been approached about family-friendly planning.

A Member suggested that details were shared with the Assets, Regeneration and Growth Committee. Ms Baker and Ms Collier were keen to approach these opportunities.

A Member asked for clarification on the numerous abbreviations they used during their presentation. These would be clarified on their respective websites.

A Member enquired about joint working with the faith sector and how these could link in to this work. Ms Baker noted that Groundwork London had been working with Jewish Volunteering at Work for several years, and she had also had discussions with the Barnet Multi-faith Forum on how work could be carried out collaboratively. She added that the offer was open to all.

The Chairman thanked Ms Collier and Ms Baker for their presentation.

12. REFERRAL OF MOTION FROM FULL COUNCIL

The Committee received a report from the Head of Governance. The Chairman suggested that the Committee ask officers to look at the suggestions made in the report in more detail and bring this back to a future meeting for discussion.

A vote was taken and the above was unanimously APPROVED.

Resolved – that officers were requested to submit a more detailed report to a future meeting of the CLLC with recommendations on the Motion.

13. WORK PROGRAMME

The Work Programme was received. The Chairman noted that this would be updated shortly with future meetings.

Cllr Patel suggested that the Barnet One Stop Shop could be invited to speak in relation to the item on Prevention of VAWG. The Chairman would discuss this further with Cllr Patel outside the meeting but agreed that they could attend.

Action: Chairman, Cllr Patel

14. ANY ITEM(S) THE CHAIRMAN DECIDES ARE URGENT

Paperlight meetings

The Chairman noted that for future meetings of the CLLC Members should 'opt in' to receive papers – they would otherwise automatically be opted out for receipt of hard copies by courier and this would help to work towards the target savings of £60,000 per year. All papers were available via the Modern Gov app and any queries should be directed to tracy.scollin@barnet.gov.uk.

If any Member had problems in relation to IT they should report these to Andrew Charwood, Head of Governance who was monitoring the move towards paperlight meetings.

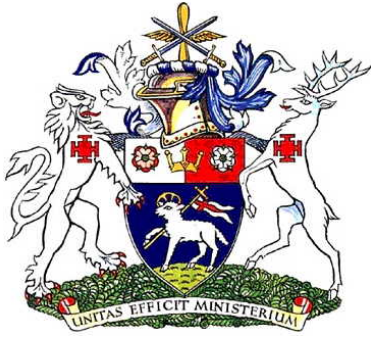
The meeting closed at 21:01 hrs.

The meeting finished at 9.01 pm

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Community Leadership and Libraries Committee (CLLC)

11 June 2019



Title	Report of Head of Governance – appointment of CLLC Sub Committee
Report of	Head of Governance
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Appendix A
Officer Contact Details	Andrew Charlwood, Head of Governance, 020 8359 2014, andrew.charlwood@barnet.gov.uk

Summary

This item represents a constitutional matter for the agreement of the Community Leadership and Libraries Sub Committee.

Officers Recommendations

1. That the Committee consider and make appointments to the CLLC Sub-Committee as set out in Appendix A

1. WHY THIS REPORT IS NEEDED

- 1.1 The Head of Governance report seeks the Community Leadership and Libraries Committee's (CLLC) approval for a matter of business relating to the CLLC's statutory and constitutional functions.

2. REASONS FOR RECOMMENDATIONS

- 2.1 As set out in Appendix A.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 N/A

4. POST DECISION IMPLEMENTATION

- 4.1 The decision of CLLC will be minuted and implemented through the Head of Governance.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 None specifically arising from this report.

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

- 5.2.1 There are no specific financial implications from the change in Appendix A.

5.3 Social Value

- 5.3.1 None specifically arising from this report.

5.4 Legal and Constitutional References

- 5.4.1 Council Constitution, Committees, Forums, Working Groups and Partnerships, requires

that – “Following the Annual Meeting of the Council, and at any time during the year, committees may appoint: sub-committees and/or working groups and, if appropriate, agree their terms of reference, a Chairman and, if considered necessary, a Vice-Chairman and substitute members of the sub-committee or working group.

5.4.2 The CLLC should appoint to its Sub-Committee: Chairman, Vice Chairman and Opposition Spokesperson, and 3 Substitutes

5.5 **Risk Management**

5.5.1 None specifically arising from this report.

5.6 **Equalities and Diversity**

5.6.1 None specifically arising from this report.

5.7 **Corporate Parenting**

5.7.1 None specifically arising from this report.

5.8 **Consultation and Engagement**

5.8.1 None specifically arising from this report.

5.8 **Insight**

5.8.1 None specifically arising from this report.

6. **BACKGROUND PAPERS**

6.1 None.

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Appendix A

COMMITTEES AND OTHER BODIES TO BE APPOINTED TO THAT ARE NOT SUBJECT TO POLITICAL BALANCE (PROPORTIONALITY) RULES

On 14 April 2015, the Community Leadership Committee resolved to set up a Sub-Committee:

“to be convened only for the purpose of receiving nominations and determining applications for buildings / land to be listed as an Asset of Community Value (Community Right to Bid) when there is no scheduled meeting of the full Committee which falls within the eight-week statutory deadline for determining applications. Membership of the Sub-Committee is proposed to be the Chairman, Vice-Chairman and Opposition Spokesperson, subject to this being reflective of the political balance of the Council. The Sub-Committee is to be effective from the Annual Council meeting on 13 May 2015 and will be incorporated into the report on the Appointment of Standing Committees and Political Proportionality”

Following appointment by Council, the new Community Leadership and Libraries Committee is requested to vote on the new Membership of the Sub-Committee. Nominations are as below:

Community Leadership and Libraries Sub-Committee - 3 Seats

(Membership to consist of the Chairman, Vice-Chairman and Opposition Spokespersons appointment by CLLC)

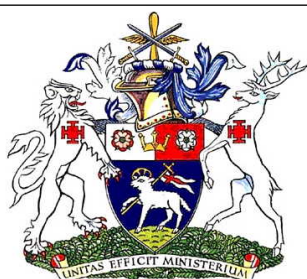
Conservative (2)	Labour (1)
1. Reuben Thompstone	1. Sara Conway
2. Roberto Weeden-Sanz	

Substitutes (3 Members to be drawn from either Party)

(Substitute Membership to consist of 3 Members to be drawn from either Party)

Conservative	Labour
1. Lachhya Gurung	1. Charlie O-Macauley
2. Helene Richman	2. Reema Patel
3. Jennifer Grocock	3. Danny Rich
4. Brian Gordon	

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Community Leadership and Libraries Committee

11 June 2019

Title	Preventing and Responding to Violence against Women and Girls & Domestic Abuse (VAWG & DA) - Annual Report (2018/2019)
Report of	Councillor Thompstone, Chairman of the Community Leadership and Libraries Committee
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Housing and VAWG presentation (including Domestic Abuse One Stop Shop Presentation)
Officer Contact Details	<p>Kiran Vagarwal, <i>Assistant Director Community Safety & Regulatory Services</i> <i>Environment Commissioning Group</i> Kiran.vagarwal@barnet.gov.uk Tel 0208 359 2953</p> <p>Peter Clifton, <i>Community Safety Manager</i> <i>Environment Commissioning Group</i> Peter.clifton@barnet.gov.uk Tel: 0208 359 3120</p>

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Summary

This report provides the Community Leadership and Libraries Committee (CLLC) with an update on the delivery and implementation of the Barnet Violence Against Women and Girls 2017-2020 Strategy.

The Barnet Violence Against Women and Girls (VAWG) Strategy 2017-2020 sets out how the Barnet Safer Communities Partnership (BSCP) works to prevent and respond Domestic Abuse, and underlines the partnership's commitment to working together to prevent all forms of violence against women and girls (VAWG).

The Community Leadership Committee (CLC) endorsed the *Barnet VAWG strategy 2017-2020* on the 21st June 2017 and the Leader of the Council formally launched the VAWG strategy on the 8th March 2018, which was International Women's Day.

Recommendations

- 1. That the Community Leadership and Libraries Committee note and comment on the progress made by the Safer Communities Partnership on delivering the four priority objectives of the Barnet Violence Against Women and Girls Strategy 2017-2020.**

1. WHY THIS REPORT IS NEEDED

- 1.1 The Barnet Violence Against Women and Girls (VAWG) Strategy 2017-2020 sets out how the Barnet Safer Communities Partnership works to prevent and respond Domestic Abuse and underlines the partnership's commitment to working together to prevent all forms of violence against women and girls (VAWG).
- 1.2 The Community and Leadership Committee (CLC) endorsed the *Barnet VAWG strategy 2017-2020* on the 21st June 2017.
- 1.3 The delivery of the Barnet VAWG strategy is overseen by the Barnet Safer Communities Partnership Board ('BSCP'). This is in line with the responsibility of the Barnet Safer Communities Partnership ('BSCP' or 'the Partnership') for producing and implementing an overall partnership strategy for reducing crime and anti-social behaviour.
- 1.4 Within the overall Barnet Community Safety Strategy 2015-2020, one of the seven priority objectives is that: *"The Safer Communities Partnership prevents violence against women and girls, improves outcomes for victims and their children and holds perpetrators to account."*
- 1.5 The Violence Against Women and Girls Partnership Delivery Group (a sub group of the BSCP) brings together partner organisations in the borough so that they can work together to respond to VAWG with the aim of preventing it and reducing the harm it causes to victims, their families and the wider community. This group agrees an annual VAWG delivery plan setting out the key partnership activities required, in order to deliver against the four partnership priorities within the Barnet VAWG strategy.
- 1.6 The four partnership priorities within the Barnet VAWG strategy are:
 - Preventing Violence Against Women and Girls
 - Improving outcomes for victims and their children
 - Holding perpetrators to account
 - Enhancing joint working practices between agencies

Background context

1.7 Performance

- Barnet's rate of domestic violence and abuse is 13 per 1,000 population. This is the 3rd lowest rate of the 32 London boroughs.¹
- There were 792 Domestic Abuse Violence with Injury offences recorded by the police in Barnet in 2018/19² (an increase of 5.6% compared to the previous year).
- In the 12 months between April 2018 and March 2019 in Barnet 373 suspects were identified and proceeded against by police³. This equates to a Sanction Detection Rate of 13% (down from 18% a year ago).
- During the same period, for Violence with Injury Domestic Abuse offences, 134 suspects were identified and proceeded against by police. This equates to a Sanction Detection Rate of 17%, down from 23% a year ago.
- Over the last 12 months⁴ (2018/19) the Domestic Abuse MARAC has received 402 referrals of high risk cases of domestic abuse.

1.8 An assessment of the DA MARAC referrals over a 12-month period⁵ showed that:

- 32% of victims are aged between 31-40 years old (up from 28% a year ago)
- 98% of victims referred to Domestic Abuse MARAC are female
- 95% of perpetrators at the Domestic Abuse MARAC are male
- 21% of victims in the cohort had a mental health issue (up from 17% a year ago), 6% had an alcohol misuse issue, and 2% had a drugs misuse issue
- 16% of perpetrators had a mental health issue (down from 18% a year ago), 15% had an alcohol misuse issue, and 12% had a drugs misuse issue.
- 7.5% of cases involved child to parent violence (compared to 9% a year ago)

¹ 12 months up to March 2019.

² 12 months up to March 2019

³ I.e. either charged or proceeded against in some other way (e.g. cautioned, or receiving another sanction such as Formal Warnings, Penalty Notices)

⁴ 12 months up to March 2019

⁵ 12 months to March 2019

Partnership activity highlights

1.9 Partnership work delivered under the Barnet VAWG Strategy has included:

- Barnet Council's continued funding of specialist services for victims of DA and VAWG; this includes refuge provision, IDVA Services and the Domestic Abuse MARAC
- Between April 2018 and March 2019 Solace Women's Aid received 1169 referrals to Barnet's IDVA service, up from 1144 in the previous year; 173 women and children supported in the Barnet refuge service; and our DA MARAC, delivered by Hestia, received 402 referrals with 333 children within these households
- Barnet council commission RISE Mutual CLC to deliver an adult and young people's perpetrator service to support perpetrators in changing their behaviour. Between April 2018 and March 2019, 42 adult perpetrators received interventions under the Perpetrator Behaviour Change programs
- Barnet's One Stop Shop (OSS) is a drop-in service for early intervention and advice for victims of Domestic Abuse. The OSS which is delivered by Barnet Homes (with partners including Barnet council, Victim Support, Jewish Women's Aid, Solace Women's Aid, private solicitor firms, Barnet Magistrate and Cyber Care) has provided advice and support to 486 victims of Domestic Abuse in the 12 months to March 2019.

2 DELIVERING THE VAWG STRATEGY IN 2018/2019

2.1 The following section provides an update on the partnership activities delivered under the 2018/19 VAWG delivery plan, taking each of the four Barnet VAWG Strategy priorities in turn:

- Preventing Violence Against Women and Girls
- Improving outcomes for victims and their children
- Holding perpetrators to account
- Enhancing joint working practices between agencies

Priority: Preventing Violence Against Women and Girls

2.2 This priority aims to prevent violence against women and girls by focusing on changing attitudes and behaviour that foster violence against women and girls, and by intervening earlier.

2.3 Some of the key partnership activities that have been delivered or have taken place during 2018/19 to make this happen have been:

- VAWG Training
- An awareness raising campaign
- A Healthy relationships education programme
- Signing up to the Chartered Institute of Housing's "Make a Stand pledge"

VAWG Training

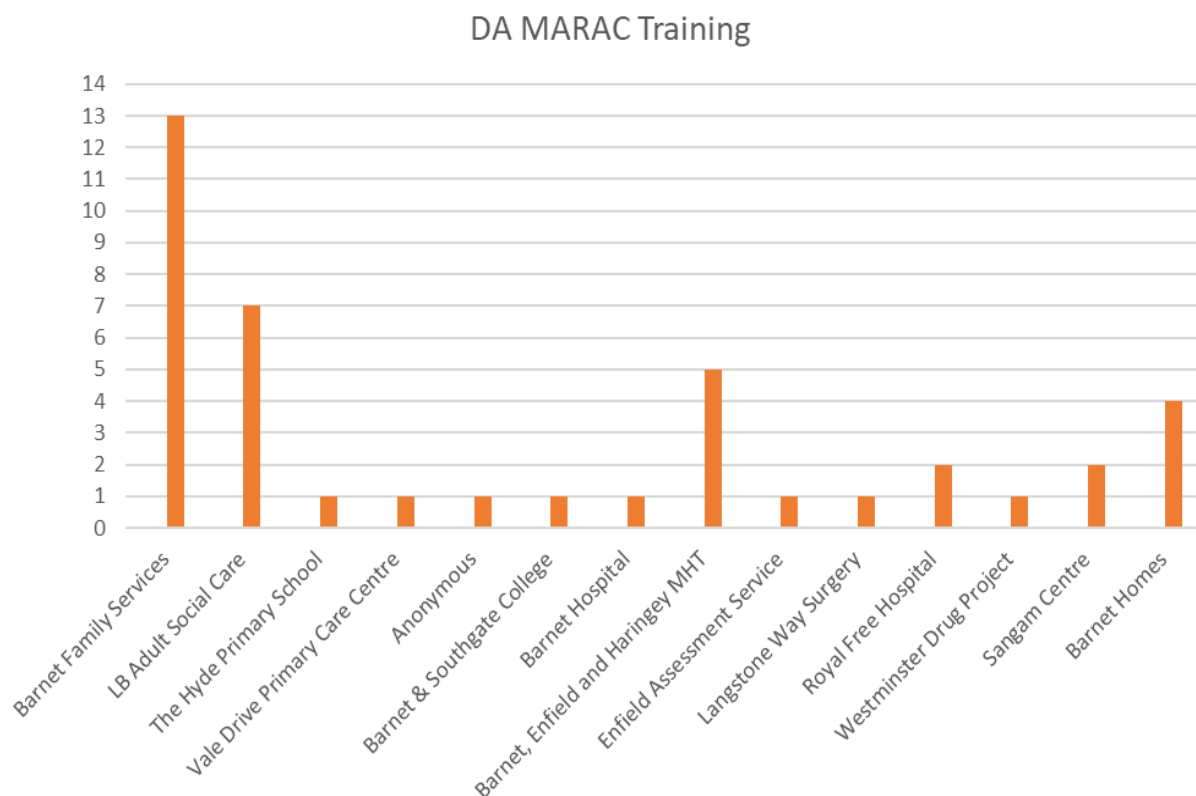
2.4 A *Partnership VAWG Skills and Training Needs* analysis was conducted and an annual VAWG Partnership Training Plan was developed for 2018/19. The training plan sought to foster an approach across the partnership whereby every encounter with a service user experiencing or perpetrating domestic abuse would be made to count, and be seen as an opportunity for an intervention.

Table 1: Training participation

Training Course	Attendance numbers
MARAC	34
Getting to grips with coercive control	25
Online domestic abuse & sexual awareness	117
Domestic abuse & sexual violence (DA & SV) – Level 2	41
Total	217

- 2.5 The 217 attendees came from over 45 different service areas and partner agencies, including Family Services, Adult Social care and Barnet Homes as well as other statutory and non-statutory partnership agencies.
- 2.6 Barnet homes have made the Online Domestic Abuse and sexual awareness training compulsory for front line professionals. As a result, the uptake of this course has increased considerably.
- 2.7 Breakdown of attendance at the DA MARAC training during 2018/19:

Table 2: DV MARAC Training attendance by partners



Awareness raising campaigns

- 2.8 The partnership VAWG Communications plan has overseen the delivery of a publicity campaign focused on raising awareness about Domestic Abuse, the unacceptability of abusive behaviour, and encouraging people to report domestic abuse.
- 2.9 The partnership was successful in a bid to the Home Office to fund a 1-day event on FGM, forced marriage and honour based violence. This multi-agency event took place on the 27th November 2018 with over 100 attendees, including the Mayor of Barnet. Subsequently, and as a result of group discussions held at this conference, a multi-agency

working group was formed (lead by the Barnet Children Safeguarding Partnership). This working group has been developing a *Harmful Practices* strategy and action plan.

2.10 In addition, the Children Workforce Development team has secured funding (in March 2019) for a one-day awareness campaign in Barnet focused on 'Supporting victims of modern day slavery, human trafficking and prostitution'. The campaign will take place during 2019/20.

2.11 An awareness training on Clare's Law- Domestic Violence Disclosure Scheme (DVDS) was held in December 2018 for all MARAC members. The aim is to increase awareness of the scheme allowing anyone with concerns the Right to Ask & Right to Know on previous violence committed by partners so they can make an informed choice.

In 2018/19, eleven disclosures were requested to Barnet Police and five were declined.

Healthy relationships education programme

2.12 A Healthy Relationships training programme has been developed for schools in Barnet. The training focuses on educating young people about healthy relationships and about abuse (including online-abuse) and reinforces the importance of respect and consent in relationships.

2.13 A number of schools have responded to a school circular, expressing interest in receiving the training. IKWRO⁶ have delivered the programme to year 5 and year 6 at Chalgrove Primary School. It is envisaged that training sessions at other schools will be delivered during 2019/20

Make a Stand pledge

2.14 Barnet Homes has signed the Chartered Institute of Housing's "Make a Stand pledge" as a demonstration of Barnet Homes ongoing commitment to supporting people experiencing domestic abuse. In connection with this pledge, Barnet Homes will designate an individual at a senior level to champion the activities delivered by Barnet Homes which support victims and challenge perpetrators of Domestic Abuse and to promote the #MakeaStand pledge campaign.

⁶ Iranian and Kurdish Women's Rights Organisation

- 2.15 This priority aims to improve outcomes for victims and their children by focusing on intervening in the right way, at the right time, with the right services.
- 2.16 Some of the key partnership activities that have been delivered or have taken place during 2018/19 to make this happen have been:
- Women's refuge provision
 - Independent Domestic Violence Advocacy (IDVA) service provision
 - Domestic Abuse Multi-Agency Risk Assessment Conference (MARAC)
 - Securing funding for an Female Genital Mutilation (FGM) project
 - Barnet Sanctuary Scheme

Women's refuge provision

- 2.17 Solace Women's Aid are commissioned by the Barnet Council to provide two women's refuges for Barnet. A third women's refuge (Minerva House) is run by Barnet homes. Barnet Homes has been successful in securing £161,770 of funding from the MHCLG to support the continuation the Minerva House provision in 2018/19 and 2019/20.
- 2.18 Minerva House supports women who approach Barnet Homes fleeing domestic abuse. It provides victims with supported refuge accommodation and thereby can sometimes help avoid victims being isolated in temporary accommodation far away from their support networks.

Table 3: Refuge provision in Barnet for 2018/2019

Refuge	Bed space	Support provided in 2018/19
Minerva House	6 bed spaces	Supported 20 women and 18 children
Hannah House and Arlene House	18 bed spaces	Supported 63 women and 72 children fleeing domestic abuse

IDVA service provision

2.19 During 2018/19 the Solace Women's Aid IDVA service in Barnet supported 1169 new service users, up from 1144 in 2017/18.

Table 4: DV referrals to Solace Advocacy Project

Date period	2018/2019 Q1	2018/2019 Q2	2018/2019 Q3	2018/2019 Q4
Number of Solace Referrals	273	297	280	319

2.20 The top five sources of referrals into the Advocacy service during this period (by volume) were: the Domestic Abuse MARAC (19%), Self-referrals, Family and Friends (17%), the Police (15%), the One Stop Shop (13%) and Family Services (9%).

2.21 A review of the IDVA services was conducted in March 2019. The aim of the review was to ensure our IDVA services are accessible and delivered at the right place and right time to meet local demand as well as identifying areas where increased IDVA support was required for victims. The recommendations of this review, which will help inform decisions about the allocation and deployment of IDVAs are now being finalised.

2.22 In addition to the locally commissioned IDVA service, MOPAC commission Victim Support to provide an uplift in IDVAs across London. This provision is called the *Integrated Victims and Witnesses Service*. MOPAC have recently completed a review and re-organisation of the allocation of the Victim Support IDVAs to align the provision with the new the Police BCUs (Basic Command Units).

2.23 As a result of this exercise there will be one Victim Support IDVA based jointly between Colindale and Wembley police stations, one based within Barnet Hospital, and two IDVAs aligned to the criminal justice system to support victims through the criminal justice process, including attendance at court.

Domestic Abuse MARAC

- 2.24 Over the last 12 months (2018/19) the Domestic Abuse MARAC has received 402 referrals of high risk cases of domestic abuse. The main sources of referrals to the Domestic Abuse MARAC are the Solace Advocacy project, Police and Victim Support.
- 2.25 To improve the quality of referrals, information sharing and multi-agency risk management at the Domestic Abuse MARAC, a quality assurance panel is being set up. This panel will review two DA MARAC cases each quarter to identify learning points. The first meeting of the panel (the Barnet MARAC Quality Assurance Panel) will be in June 2019.

Securing funding for an FGM project

- 2.26 The Partnership has secured a grant of £10,135 from MHCLG⁷ in March 2019 to improve outcomes and support for victims of FGM in the borough. The funding will support both the VAWG delivery plan and the Harmful Practices action plan to provide FGM awareness raising training to staff across the partnership.

Barnet Sanctuary Scheme

- 2.27 The Barnet Homes Sanctuary Scheme helps victims of domestic abuse, who live in Barnet, to remain in their own home, if it is safe to do so, by increasing the security at their home. In the last year, 60 homes received crime prevention security measures under the Sanctuary scheme.

⁷ Ministry of Housing, Communities and Local Government

Priority: Holding perpetrators to account

- 2.28 This priority aims to hold perpetrators to account through enforcement, and placing the onus on perpetrators to change their behaviour.
- 2.29 Some of the key partnership activities that have been delivered or have taken place during 2018/19 to make this happen have been:
- Perpetrator programme for Behaviour change
 - Young Person Perpetrators programme
 - Investigation and Enforcement action
 - Tackling online offending

Perpetrator programme for Behaviour change

- 2.30 Barnet Council commissions Rise Mutual to deliver a domestic abuse perpetrator programme in Barnet aimed at reducing re-offending and repeat victimisation. The programme uses proven evidence-based models for behaviour change. They help perpetrators to take positive and tangible steps to prevent re-offending.
- 2.31 During 2018/19 - 42 adult perpetrators received interventions under the Perpetrator Behaviour Change programs.

Young Person Perpetrators programme

- 2.32 There has been an increase in the number of referrals to the Domestic Abuse MARAC which relate to cases of child to parent violence. During 2018/19 - 7.5% of the Domestic Abuse MARAC cases related to violence perpetrated by a son or daughter towards their parent.
- 2.33 Rise Mutual delivers a Young Person Perpetrator programme in Barnet. This programme provides one-to-one and group interventions for young people who have been involved in abusive relationships of child to parent violence.
- 2.34 The Child to Parent Violence one -to-one programme is for 11 to 18-year olds. The Respect and Principles (RAP) Programme is for 13 to 18-year-old males who have been involved in adolescent intimate relationship abuse.

Investigation and Enforcement

- 2.35 In the 12 months between April 2018 and March 2019, in Barnet 373 domestic abuse suspects were identified and proceeded against by police⁸. This equates to a Sanction Detection Rate of 13% (down from 18% a year ago).
- 2.36 During the same period for Violence with Injury Domestic Abuse offences, 134 suspects were identified and proceeded against by police. This equates to a Sanction Detection Rate of 17% (down from 23% a year ago).
- 2.37 The Domestic Abuse Sanction Detection rate has fallen across London, not only in Barnet. Police have a number of actions in place aimed at increasing the Domestic Abuse Sanction Detection rate. These include a plan for the improved use of Body Worn Cameras to secure evidence.
- 2.38 The Body worn cameras being used by Barnet Police to gather evidence at a domestic abuse incidents, record the behaviour of the offender, the response of adult and child victims, and the scene itself. This evidence can then support witnesses by providing evidence-led prosecutions to help ensure perpetrators are brought to justice.

Tackling online offending

- 2.39 Online domestic abuse includes such offences as stalking and harassment. Cyber Care UK participates in the weekly Barnet Domestic Abuse One Stop, providing face to face support to victims of domestic abuse along with advice, and practical help to safeguard against online abuse. In the last year, at the one OSS in Barnet, Cyber Care UK has supported **27** victims of cyber abuse.

⁸ I.e. either charged or proceeded against in some other way (e.g. cautioned, or receiving another sanction such as Formal Warnings, Penalty Notices)

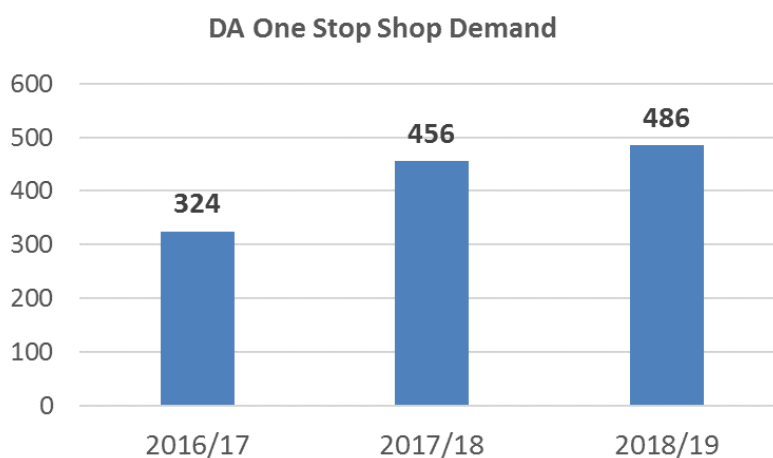
Priority: Enhancing joint working practices between agencies

- 2.40 This priority aims to prevent violence against women and girls by developing joint working practices to provide a consistent, co-ordinated response to victims and their children
- 2.41 Some of the key partnership activities that have been delivered or have taken place during 2018/19 to make this happen have been:
- The Barnet Domestic Abuse One Stop Shop
 - Delivery of the Barnet IRIS project
 - Safeguarding Children in Barnet through Operation Encompass
 - Domestic Homicide Reviews (DHRs)
 - Governance arrangements for the delivery of the VAWG Strategy

The Barnet Domestic Abuse One Stop Shop

- 2.42 Barnet's One Stop Shop (OSS) is a drop-in service for early intervention and advice for victims of DA and VAWG. The OSS which is delivered by Barnet Homes (with partners including Barnet council, Victim Support, Jewish Women's Aid, Solace Women's Aid, private solicitor firms, Barnet Magistrate, Latin American Women Association, Sangam, Asian Women Resource Centre and Cyber Care) has provided advice and support to **486** victims of Domestic Abuse in the 12 months to March 2019. This is an increase from **456** in 2017/18 and **324** in 2016/17.

Table 5: One Stop Shop demand



2.43 In addition to bringing together a breadth of partnership expertise to support victims of Domestic Abuse the OSS receives referrals from a wide range of agencies across the partnership – during the last 12 months over 17 different agencies or organisations made referrals into the OSS.

Delivery of the IRIS⁹ project

2.44 The project started in February 2018, by April 2019, 18 GP Surgeries have received training, of which 11 are now fully trained.

2.45 Feedback about the impact of the IRIS project, from the GP practices has been positive and this has been reflected in a marked change in the rate of Domestic Abuse referrals from those surgeries. Of the GP surgeries to have receive training the number of Domestic Abuse referrals has increased from 4 per year prior to the IRIS training to 44 referrals in the period after the training was delivered. Joint partnership funding has been agreed to continue to deliver this project in 2019/2020 where a further 25 GP surgeries will be targeted. Funding has been provided by Barnet Clinical Commissioning Group (CCG), NHS England, Barnet Community Safety Team(LBB) and Public Health.

Safeguarding Children in Barnet through Operation Encompass (Metropolitan Police)

2.46 Operation Encompass has been introduced into Barnet. This initiative focuses on strengthening the information sharing to better support children who have been victims or witness of domestic abuse. Operation Encompass directly connects the police with schools to secure better outcomes for children who are subject or witness to police-attended incidents of domestic abuse. Rapid provision of support within the school environment means children are better safeguarded against the short-, medium- and long-term effects of domestic abuse.¹⁰

⁹ IRIS stands for: 'Identification and Referral to Improve Safety'. Its aim is to improve awareness among GP practices around domestic abuse and thereby to increase the early identification (and appropriate referral) of victims of domestic abuse by primary care practitioners.

¹⁰ <https://www.operationencompass.org/>

Partnership action for Domestic Homicides Reviews(DHR)

- 2.47 Domestic Homicide Reviews (DHRs) were established on a statutory basis in 2011 under section 9 of the Domestic Violence, Crime and Victims Act (2004).¹¹
- Barnet Council is currently conducting 4 DHRs as per the statutory guidance.
 - Currently the multi-agency partnership is promoting the early learning from the findings of first 2 DHRs in order to improve responses. Upon completion and sign off the DHRs, Barnet VAWG Delivery Group will monitor the implementation of the recommendations.¹²

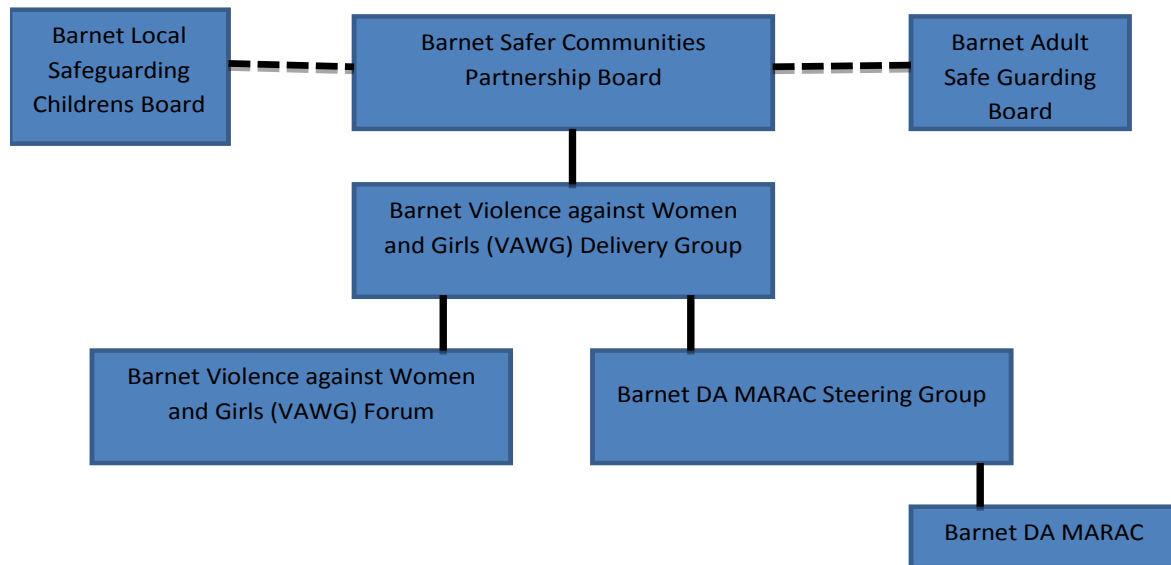
Governance arrangements for the delivery of the VAWG Strategy

- 2.48 The delivery of the Barnet VAWG strategy is managed by Barnet's VAWG Delivery Group (a sub group of Barnet's Safer Communities Partnership Board). The VAWG Delivery Group meets on a quarterly.
- 2.49 Alongside the VAWG delivery group there is a VAWG Forum which is comprised of agencies from the statutory and voluntary sector that work or have an interest in supporting the delivery of the VAWG strategy in Barnet. The forum seeks to monitor performance of multi-agency delivery of the VAWG action plan, share good practice, identify gaps, recognise emerging needs and issues.
- 2.50 Updates on progress of delivering on the VAWG strategy are provided quarterly to the VAWG Delivery Group and annually to the Safer Communities Partnership Board.

¹¹ Under the Act "domestic homicide review" means a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom he was related or with whom he was or had been in an intimate personal relationship, or a member of the same household as himself, held with a view to identifying the lessons to be learnt from the death.

¹² <https://www.barnet.gov.uk/community/community-safety/domestic-abuse-and-violence-against-women-and-girls/domestic-homicide>

Diagram 1: Barnet VAWG governance chart



Key	
_____	Reports to
-----	Provides updates to

3. REASONS FOR RECOMMENDATIONS

3.1 That the Community Leadership and Libraries Committee note and comment on the progress made by the Safer Communities Partnership on delivering the four priority objectives of the Barnet Violence Against Women and Girls Strategy 2017-2020.

4. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

4.1 Not relevant in relation to this report.

5. POST DECISION IMPLEMENTATION

5.1 Not relevant to this report.

6. IMPLICATIONS OF DECISION

6.1 Corporate Priorities and Performance

6.1.1 The Council's Corporate Plan 2019-24 sets out three main outcomes:

1. A pleasant well-maintained borough that we protect and invest in
2. Our residents live happy healthy independent lives with the most vulnerable protected
3. Safe and strong communities where people get along

6.1.2 Six key priorities have been set to support the delivery of the third outcome.

- Keeping Barnet safe
- Tackling anti-social behaviour and environmental crime
- Celebrating our diverse and strong communities and taking a zero-tolerance approach to hate crime
- Ensuring we are a family friendly borough
- Focusing on the strengths of the community and what they can do to help themselves and each other
- Supporting local businesses to thrive

6.1.3 The effective implementation of the Violence Against Women and Girls Strategy supports Barnet in achieving the outcomes and priorities set out in the corporate plan by helping to keep residents of Barnet safe and protecting the most vulnerable.

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

6.2.1 The council has an annual budget of £696,400 to commission the following services:

- 1 The Advocacy services
- 2 Refuge Services
- Perpetrator programme Services
- DA MARAC

6.2.2 All these services 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.

6.2.3 Where suitable opportunities exist we work 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 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.

6.3 Social Value

6.3.1 There are no direct social value considerations as this paper does not relate to a service contract.

6.4 Legal and Constitutional References

6.4.1 *S6 of Crime and Disorder Act 1998* ('the 1998 Act') places a statutory duty on responsible authorities (including local authorities, the Police, Probation Trusts, and Fire and Rescue Authorities) to formulate and implement strategies for the reduction of crime and disorder (including anti-social behaviour), for combating the misuse of drugs, alcohol and other substances; and for the reduction of reoffending.

6.4.2 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*.

6.4.3 Under s.17 of the *Crime and Disorder Act 1998*, it is also a duty of the Council (and other partner agencies, including Police, Fire & Rescue, GLA, TfL) 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 and re-offending.

6.4.4 Under section 19 of the *Police and Justice Act 2006* every local authority shall ensure that it has a crime and disorder overview and scrutiny committee with power to review or scrutinise decisions made, or other action taken, in connection with the discharge of crime and disorder functions and to make reports or recommendations to the local authority or its executive with respect to the discharge of those functions. The *Crime and Disorder (Overview and Scrutiny) Regulations*

2009 complement these provisions and are supported by Home Office guidance. Barnet operates a committee system form of governance and consequently does not have a system of overview and scrutiny committees save for the statutory Health Overview and Scrutiny Committee. However, the duty to perform crime and disorder scrutiny remains a requirement in committee system authorities. As such, Barnet have elected that the Community Leadership and Libraries Committee to be the committee responsible for discharging responsibilities relating to the scrutiny of crime and disorder matters.

6.5 Risk Management

6.5.1 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.

6.6 Equalities and Diversity

6.6.1 Section 149 of the *Equality Act 2010* sets out the public-sector equality duty to which the authority must have due regard. The Council's public-sector equality duty is set out in s149 of the *Equality Act 2010*:

6.6.2 A public authority must, in the exercise of its functions, have due regard to the need to —

a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.6.3 The relevant protected characteristics are age; disability; gender

reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Barnet Safer Communities Strategy and the services delivered as part of this strategy take into account the protected characteristics to ensure services are accessible and fair to all sections of the community.

6.7 Consultation and Engagement

6.7.1 Extensive consultation was carried out during 2017 to support the development of the Barnet Violence Against Women and Girls Strategy.

6.7.2 Feedback from these consultations highlighted that service users wanted the process for accessing help, which can often involve multiple agencies, to be as straightforward and clear as possible with strong co-ordination between the agencies involved.

6.7.3 The quarterly VAWG Forum provides feedback from partner agencies and organisations on the implementation of the VAWG strategy.

6.8 Corporate parenting

Not relevant in relation to this report.

6.9 Insight

Not relevant in relation to this report.

7 BACKGROUND PAPERS

Community Leadership and Libraries Committee 7th March 2019

Agenda Item 8 “*Outcome of annual Strategic Crime Needs Assessment*”

<https://barnet.moderngov.co.uk/documents/s51425/6406963%20-%20CLLC%20%20Mar%202019%20%20for%20publicationOutcome%20of%20annual%20Strategic%20Crime%20Needs%20Assessment%20%20%20f.pdf>

Community Leadership and Libraries Committee 6th June 2018

Agenda Item 11 “*Update on annual refresh on Community Safety Strategy*”

<https://barnet.moderngov.co.uk/documents/s46665/CLC%20report%20review%20of%20SCP%20Strategy%20V%200.1.pdf>

Community Leadership Committee 6th September 2017

Agenda Item 11 “*Update on the annual strategic crime needs Assessment*”

<https://barnet.moderngov.co.uk/documents/s41920/Update%20on%20the%20annual%20strategic%20crime%20needs%20Assessment.pdf>

Community Leadership Committee 21st June 2017

Agenda Item “*London Borough of Barnet Violence against Women and Girls(VAWG) Strategy 2017-2020*”

<https://barnet.moderngov.co.uk/documents/s40298/London%20Borough%20of%20Barnet%20Violence%20against%20Women%20and%20GirlsVAWG%20Strategy%202017-2020.pdf>

Domestic Abuse and Housing

Delivering on Barnet's VAWG Strategy 2017-2020

Ian Helcke
Housing Service Manager



Barnet VAWG Strategy 2017-2020

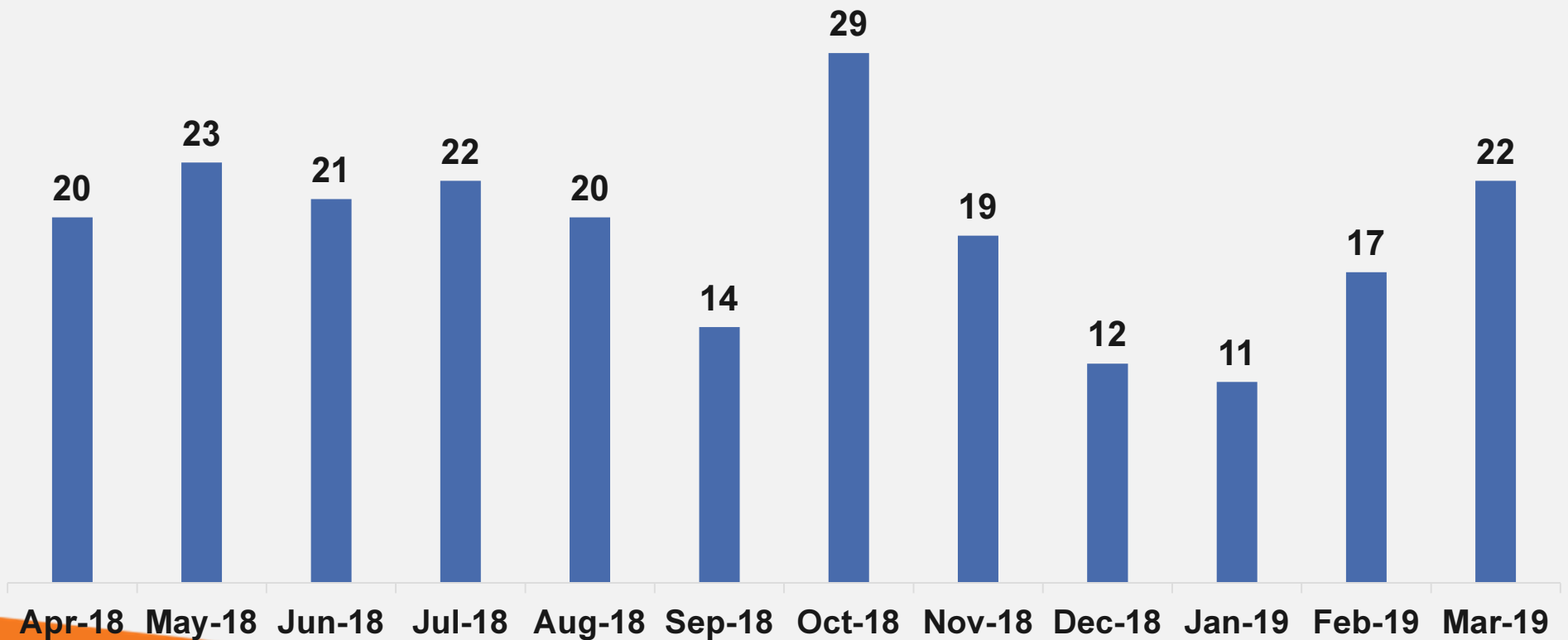
- In March 2018, Barnet launched its new Violence against Women and Girls Strategy.
- The strategy is supported by an annual delivery plan and focusses on the following objectives:
 - Preventing violence against women and girls
 - Improving outcomes for victims and their children
 - Holding perpetrators to account
 - Enhancing joint working practices between agencies
- The VAWG strategy recognises that a Housing officer is often a victim's first port of call, and is ideally placed to support victims and those at risk including children with alternative accommodation or other options for their safety
- Housing Officers are also best placed to identify perpetrators
- Barnet Homes continues to support the delivery of Barnet's VAWG Strategy

Delivering housing support and advice to victims of domestic violence

Actions for Barnet Homes in The VAWG Action Plan include:

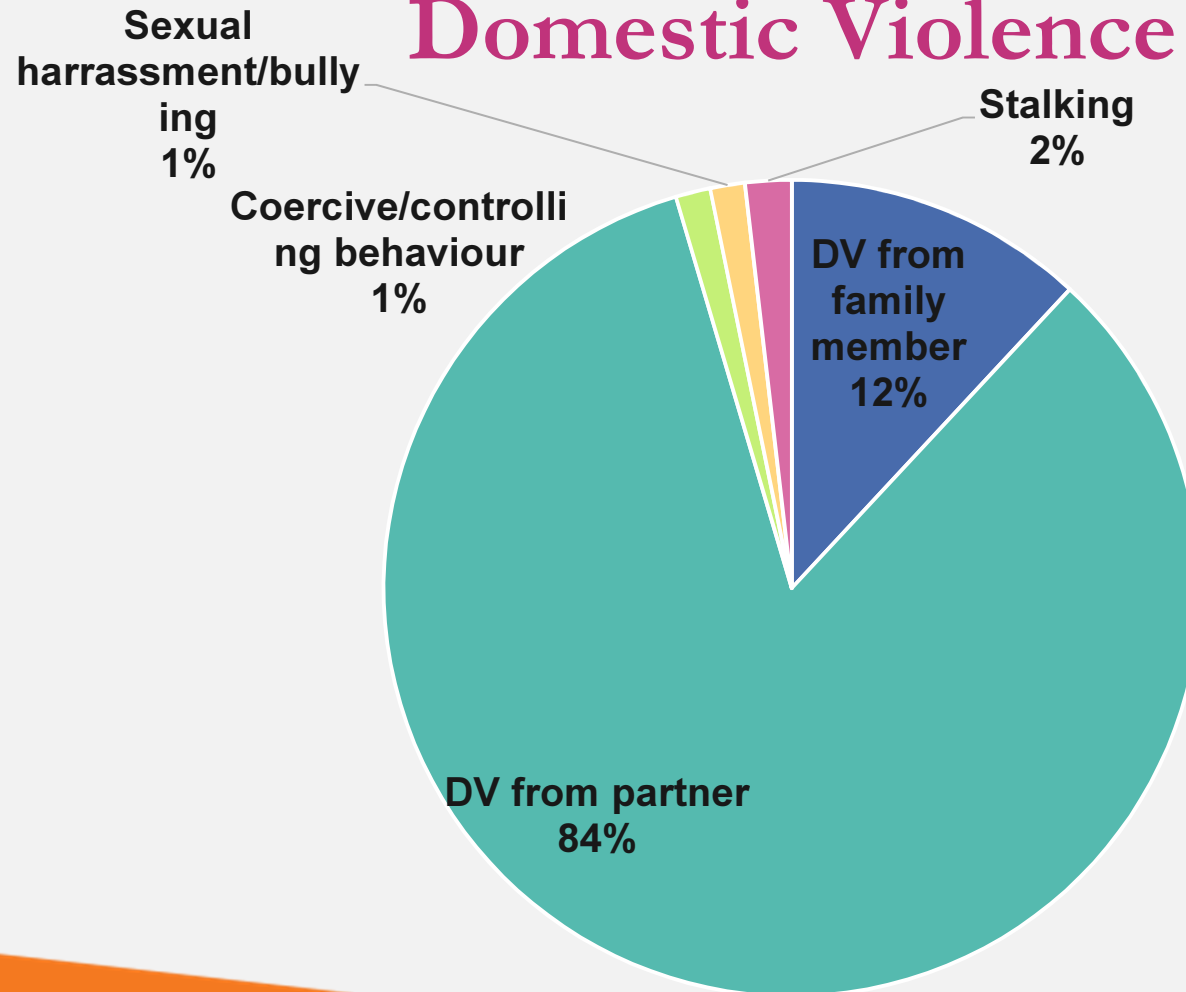
- Introducing compulsory VAWG training to all housing staff
- Delivering a multi-agency Domestic Violence and Abuse One Stop Shop
- Delivering Barnet's Sanctuary Scheme
- Participating in the Pan London reciprocal move
- Securing funding and commissioning a women's refuge - Minerva House
- Demonstrating commitment by signing up to The Chartered Institute of Housing 'Make a Stand Pledge'
- Updating the allocation scheme in relation to domestic violence

Housing Options Applications Due to Domestic Violence



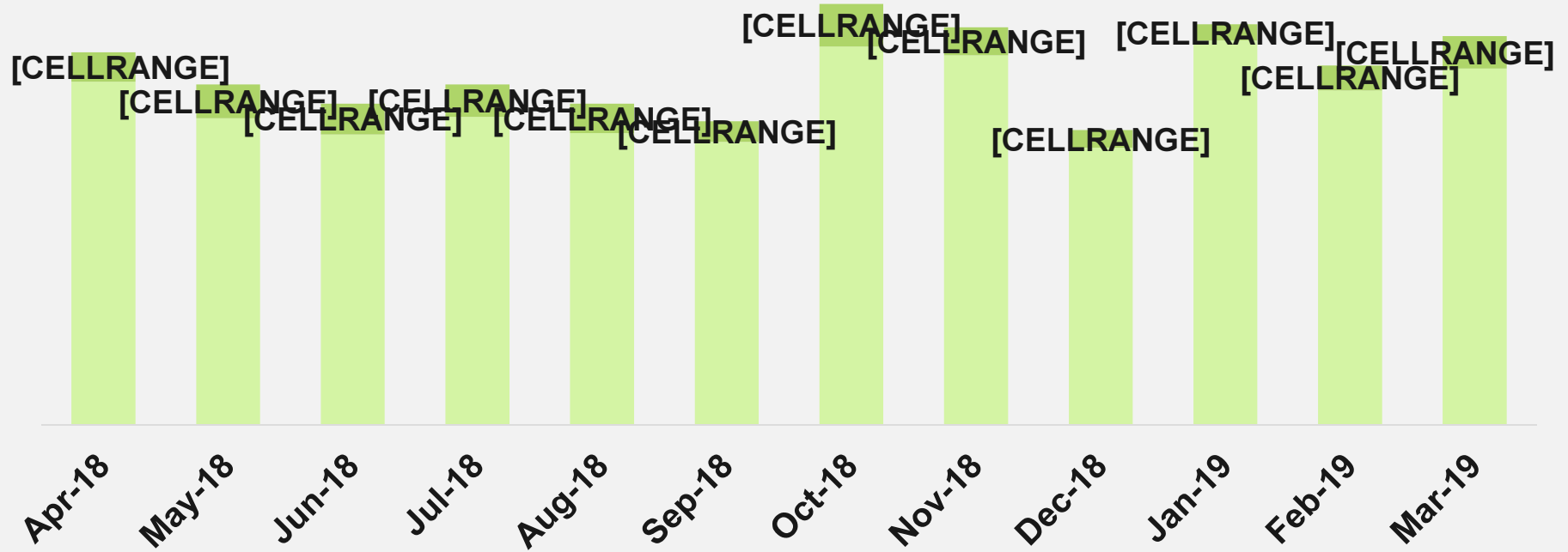
**barnet
homes**
working together

Breakdown of Applications Due to Domestic Violence



DV Applications as a Percentage of Total Applications

Total applications DV applications



Applications Due to Domestic Violence

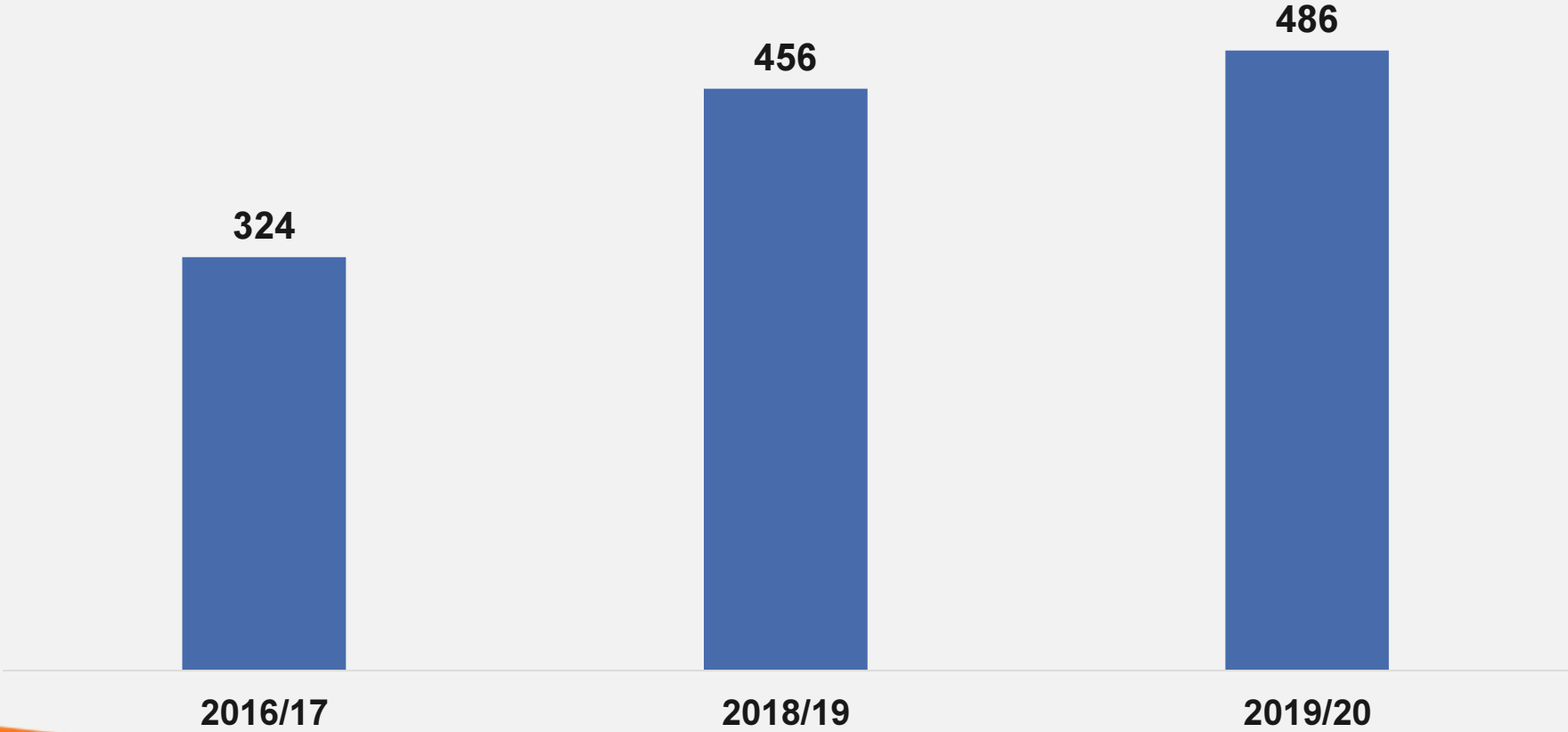
- **91 open cases**
 - **59** households currently in TA
 - **89** TA placements over the year
 - Avg. stay of **85** days
- **117 closed cases**
 - **80** households moved on to PRS accommodation
 - **1** household moved on to social housing
 - **22** applications were withdrawn
 - **7** households not eligible for help



DVAOSS - Partners

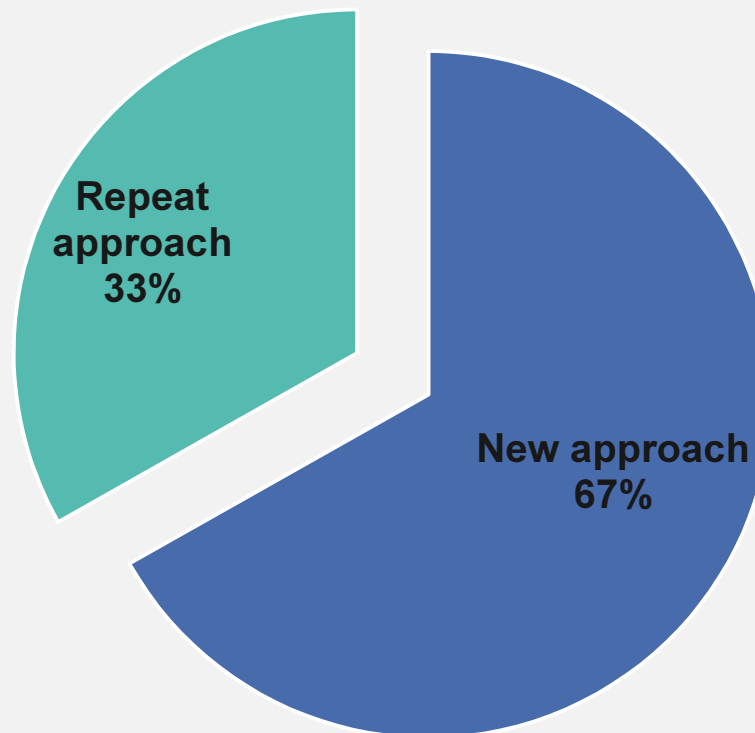
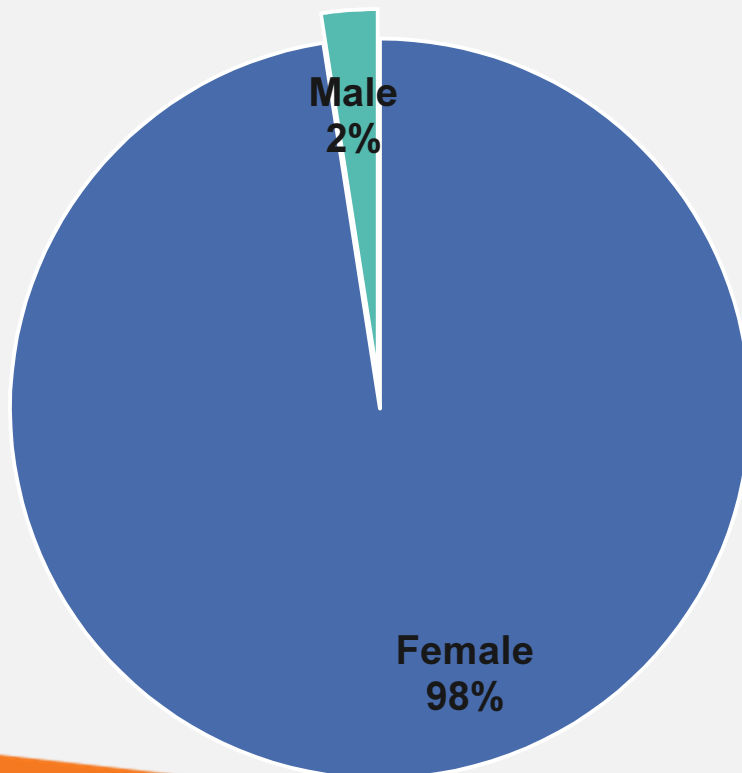
- Started September 2015
- Early intervention and support provided to DV victims in one place every Thursday morning
- Partners - Barnet council, Victim Support, Jewish Women's Aid, Solace Women's Aid, private solicitor firms, Barnet Magistrate, Latin American Women Association, Sangam, Asian Women Resource Centre and Cyber Care.

DV One Stop Shop Demand

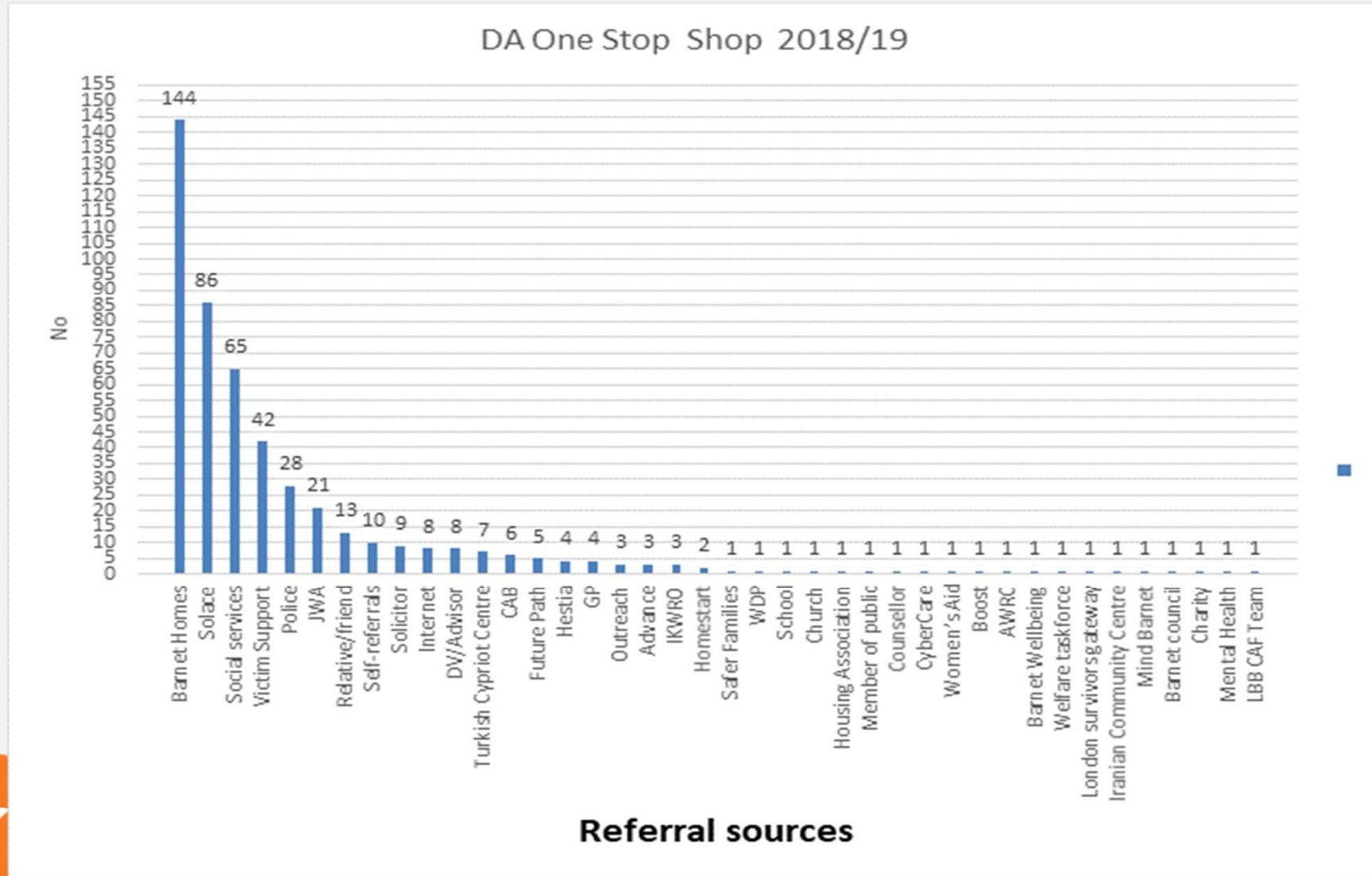


DV One Stop Shop Demand

In 2018/19 these were:



DVAOSS – Referral Sources



Barnet Homes - Other DVA Interventions

- **DV and Sanctuary Scheme Coordinator**

Sanctuary Scheme, training and support, Minerva House, Pan London Reciprocal, DVAOSS

- **Sanctuary Scheme – security measures**

60 households have been assisted with safety measures in 2018/19

- **Pan-London Housing Reciprocal**

Allows secure tenants to move to another London borough. 3 applications received, of which all 3 have accepted alternative housing options

- **Training and Support 2018/19**

74 staff in Housing Options completed on line DV training. **25** Assessment Officers completed the ‘Domestic abuse and Sexual Violence level 2 training, **8** completed the ‘Getting to grips with coercive control’ training. Barnet Homes signed up to the Chartered Institute of Housing “Make a Stand Pledge”

Barnet Homes - Other DVA Interventions

- **Minerva House – women's refuge**


Successful bids to the Domestic Abuse Fund together with rental income support a 6 bedroom refuge. **20** women + **18** children accepted refuge places 2018/19. Outcomes over the period:

- PRS: **7**
- Refuge: **6**
- Long-term temporary accommodation: **1**
- Returned to previous address: **1**

- **Supporting Housing Allocation Scheme changes**

New Guidance “Improving Access to Social Housing for Victims of Domestic Abuse in Refuges or Other Types of Temporary Accommodation 2018”. Discretion can be used to waive the 5 year residential connection for those placed in refuges and TA in the borough.

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	Community Leadership and Libraries Committee 11 June 2019
Title	End of Year (EOY) 2018/19 Community Leadership and Libraries Performance Report
Report of	Councillor Reuben Thompstone – Committee Chairman
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	None
Officer Contact Details	Alaine Clarke, Head of Programmes, Performance and Risk alaine.clarke@barnet.gov.uk

Summary

This report provides an update on the Theme Committee priorities in the Corporate Plan 2018/19 Addendum at the **End of Year (EOY) 2018/19**, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level (scoring 15+) risks.

Officer Recommendations

- The Committee is asked to review the financial, performance and risk information for EOY 2018/19 and make any referrals to Policy and Resources Committee or Financial Performance and Contracts Committee in accordance with the terms of reference of these Committees.**

1. PURPOSE OF REPORT

Introduction

- 1.1 The Community Leadership and Libraries Committee has responsibility for libraries, culture, civic events, the mayoralty, community safety, community engagement and cohesion, registration and nationality service and grants to the voluntary sector. The priorities for the year (see table 1) were set out in the Corporate Plan 2018/19 Addendum, which is available online at <https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance>
- 1.2 This report provides an update on these priorities for the **End of Year (EOY) 2018/19**, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level (scoring 15+) risks.
- 1.3 This report is in addition to the EOY 2018/19 Strategic Performance Report to Policy and Resources (P&R) Committee (17 June 2019) and the EOY 2018/19 Contracts Performance Report to Financial Performance and Contracts (FPC) Committee (19 June 2019). These reports will be published on the committee section of the council's website at <https://barnet.moderngov.co.uk/ieDocHome.aspx?bcr=1> prior to the committees.

Table 1: Community Leadership and Libraries Committee priorities for 2018/19

Priorities	Key activities
Safer communities	<ul style="list-style-type: none"> • Increase engagement with local communities and inform of action taken to respond to crime and anti-social behaviour e.g. via the OWL (Online Watch Link) app which gives the latest crime prevention advice and updates from Neighbourhood Policing Teams and Neighbourhood Watch • Work with local community groups to respond to Hate Crime through joint working with Barnet Mencap • Develop a multi-agency response, targeting areas in Barnet subjected to persistent crime and anti-social behaviour • Safeguard vulnerable adults and children who are at risk of radicalisation, violence, and criminal exploitation • Balance the use of enforcement with prevention, ensuring enforcement action is taken where necessary
Tackling issues with domestic violence, mental health and substance misuse	<ul style="list-style-type: none"> • Implement the Violence Against Women and Girls (VAWG) Strategy, focusing on preventing violence against women and girls; improving outcomes for victims and their children; holding perpetrators to account; and enhancing joint working practices between agencies • Improve understanding of the inter-relationship between domestic violence, mental health and substance misuse and identify improvements to the multi-agency approach to risk identification, management, early intervention and prevention • Invest in frontline services that support victims, including provisions such as the refuge, independent advocacy service, high risk domestic violence panel and perpetrators programme
Co-ordinating a package of measures to support	<ul style="list-style-type: none"> • Launch the Barnet Community webpage to showcase how residents and businesses can get more involved with the community and signpost community and voluntary groups to support available in the borough • Develop a training programme for the voluntary sector and support the

Priorities	Key activities
community activity and resilience	voluntary sector to be sustainable <ul style="list-style-type: none"> Develop a programme of support for the voluntary, community and faith sector to help it to be sustainable and resilient

Budget outturns

1.4 The **Revenue Outturn** (after reserve movements) for Community Safety was £1.892m and for Libraries and Community Engagement was £3.498m (see table 2).

Table 2: Revenue Outturn (2018/19)

Service	Revised Budget	18/19 Outturn	Variance from Revised Budget Adv/(fav)	Reserve Move-ments	18/19 Outturn after Reserve Move-ments	Variance after Reserve Move-ments Adv/(fav)
	£000	£000	£000	£000	£000	£000
Community Safety	1,939	1,978	39	(86)	1,892	(47)
Libraries and Community Engagement	3,443	3,508	65	(10)	3,498	55

1.5 Community Safety underspent by £0.047m. The main underspend was on Domestic Violence Commissioning due to reduced costs on demand led services.

1.6 Libraries and Community Engagement overspent by £0.055m due to late notification of £0.122m backdated rate charges to 2017/18 for Church End library. This was offset by £0.061 reduction for security costs. In addition, credits for utilities were received which were backdated to 2017/18.

Committee priorities

1.7 The update on Committee priorities includes performance and risk information as follows:

- Progress on activities
- Performance of key indicators¹
- High level (scoring 15+) risks from the Corporate Risk Register²
- Strategic issues/escalations related to Theme Committee.

¹ RAG rating reflects the percentage variance of the result against the target as follows: On target = GREEN (G); Up to 9.9% off target = AMBER (A); 10% or more off target = RED (R). The Direction of Travel (DOT) status shows the percentage variation in the result since last year e.g. Improving (↑ I), Worsening (↓ W) or Same (→ S). The percentage variation is calculated as follows: EOY 18/19 result minus EOY 17/18 result equals difference; then difference divided by EOY 17/18 result multiplied by 100 = percentage variation. Any results not for the full year are illustrated by (s) snapshot at end of year or (r) rolling 12 months.

² The Corporate Risk Register includes strategic risks (strategic and business critical risks) and high level (scoring 15+) service/joint risks (service and contract delivery risks). All risks are managed in line with the council's risk management framework. The risk registers are live documents and the Q4 18/19 Corporate Risk Register provides a snapshot in time (as at end March 2019).

- 1.8 There were a number of indicators in the Corporate Plan Addendum 2018/19 that were due to reported as part of the Residents' Perception Survey. These indicators are not included in the report, as the survey has been delayed until autumn 2019.
- 1.9 An overall status for each of the Committee's priorities is shown in table 3. This reflects the EOY 2018/19 position on budget forecasts, progress on activities, performance of key indicators and any high level (scoring 15+) risks.

Table 3: Overall status for priorities (EOY 2018/19)

Community Leadership and Libraries Committee priorities	Overall status
Safer communities	Amber
Tackling issues with domestic violence, mental health and substance misuse	Amber
Co-ordinating a package of measures to support community activity and resilience	Green

Safer communities

- 1.10 Barnet remains one of London's safest boroughs. The overall crime rate is 23 per cent below the London average and the violence with injury rate is 34 per cent below the London average.

There were 28,745 total notifiable offences in Barnet over the rolling 12 months to February 2019. This was a seven per cent increase compared to a year ago (London has seen a three per cent increase). Barnet's crime rate per 1000 population is the 9th lowest and the rate of violence with injury offences is the 2nd lowest out of the 32 London Boroughs. There was a four per cent reduction in knife injury offences in the rolling 12 months to February 2019 compared to a year ago. There was also a one per cent reduction in anti-social behaviour reports to the Police in the 12 months to February 2019 and a 17 per cent reduction in the number of repeat victim anti-social behaviour reports compared to a year ago. A 40 per cent reduction in anti-social behaviour calls was seen in Burnt Oak following implementation of Barnet's first Public Space Protection Order (PSPO) in October 2018. Since then PSPOs to tackle street drinking related anti-social behaviour have been introduced in Edgware and Childs Hill.

During the year, the Barnet Safer Communities Partnership:

- o increased engagement with local communities, informing residents of actions being taken to tackle crime and anti-social behaviour – over 12,500 residents signed up to the OWL (Online Watch Link) app, which provides the latest crime prevention advice and updates from the Neighbourhood Policing Teams and Neighbourhood Watch;
- o worked with local community groups to respond to Hate Crime through joint working with Barnet Mencap to deliver the Barnet Zero Tolerance to Hate Crime project, with 250 residents signing up to become Hate Crime Reporting Champions;
- o delivered a multi-agency response to areas subject to persistent crime and anti-social behaviour, including co-ordinating multi-agency weeks of action and increasing enforcement against environmental crimes such as littering and fly-tipping.

1.11 There were three key indicators linked to this priority in the Corporate Plan. The overall crime rate has worsened since last year.

- **Overall crime rate in Barnet – 74.12 compared to 71.8 last year.** Whilst overall crime has increased in Barnet, this is in line with other London Boroughs. Barnet remains the 9th lowest London Borough for overall crime and has the 2nd lowest rate of violent crime in the capital.

Indicator	Polarity	Annual Target	EOY 18/19		EOY 17/18	Benchmarking
			Result	DOT	Result	
Overall crime rate in Barnet (total notifiable offences) (r)	Smaller is Better	Sustain reductions	74.12 ³	↓ W +3%	71.8 ⁴	London 96.0 (Mar 18 - Feb 19, Met Police)
Racist and religious hate crime (r)	Smaller is Better	Monitor	729 ⁵	↑ I -11%	815 ⁶	No benchmark available
Proven re-offending rate (r)	Smaller is Better	Monitor	27.1% ⁷	↑ I -7%	29.1%	London 27.8% National 28.5% (Apr-Mar 17, Ministry of Justice)

1.12 There were no high level (scoring 15+) risks linked to this priority in Q4 2018/19.

Tackling issues with domestic violence, mental health and substance misuse

1.13 The Public Health and Community Safety teams undertook a joint piece of work to produce an in-depth analysis on domestic abuse, mental health and substance misuse. The key findings were presented to senior managers and the Violence Against Women and Girls (VAWG) Delivery Group and informed the development of recommendations for service delivery and practice.

The rate of Domestic Abuse (DA) incidents in Barnet was 12 per 1000 population (12 months to February 2019). This was the 3rd lowest rate of all 32 London Boroughs. There were 769 Domestic Violence with Injury offences in the 12 months to February 2019 compared to 806 last year (a decrease of three per cent). The Sanction Detections for DA Violence with Injury offences in the 12 months to February 2019 was 17.4 per cent (134 offences) compared to 27.1 per cent last year.

Through the Identification and Referral to Improve Safety (IRIS) project, the council and Barnet VAWG continued to work with primary health care practitioners to increase awareness of the signs of DA and the referral pathways available to support victims. By the end of Q4, 19 surgeries had engaged with the project and received training. A notable increase in DA referrals from these surgeries was seen.

³ Rolling 12 months to February 2019.

⁴ 71.8 per 1000, 12 months to 30 March 2018.

⁵ Rolling 12 months to February 2019.

⁶ This was figure was reported as 178 as a data was available for a period of three months. This has been updated to reflect the rolling nature of the indicator.

⁷ Rolling 12 months to January 2019 (data refers to Apr 2016 – Mar 2017).

1.14 There was one key indicator linked to this priority in the Corporate Plan. This is a 'Monitor only' indicator and has worsened since last year.

- **Sanction detection rate of Domestic Abuse – 16.9% compared with 23.4% last year.** The sanction detection rate has fallen for the fourth consecutive quarter (Q4 23.4%; Q1 23.0%; Q2 21.2%, Q3 18.4% and Q4 16.9%) and is lower than the rate for London (23.2%). Whilst noting that Barnet is below the Met average for London, the downward trend over the last couple of years in the sanction detection rate for DA is something that has been London-wide and not only in Barnet. The Police have continued their efforts to ensure opportunities are taken to capture evidence to support prosecution in cases of domestic abuse. This includes the use of Body Ward Video to help improve the quality of evidence captured by officers responding to DVA calls and utilising a specialist Domestic Violence arrest car. Training has also been provided to Health Practitioners on identifying early signs of domestic abuse and campaigns on the Domestic Violence Disclosure Scheme (DVDS) have been promoted in Barnet.

Indicator	Polarity	Annual Target	EOY 18/19		EOY 17/18	Benchmarking
			Result	DOT	Result	
Sanction detection rate of Domestic Abuse - violence with injury offences (r)	Bigger is Better	Monitor	16.9% ⁸	↓ W -28%	23.4%	London 23.2% (Mar 18 – Mar 19, Met Police)

1.15 There were no high level (scoring 15+) risks linked to this priority in Q4 2018/19.

Co-ordinating a package of measures to support community activity and resilience

1.16 A range of measures were co-ordinated to support community activity throughout the year. The Voluntary and Community Sector (VCS) Development Partner contract was awarded in July 2018 and meetings were held with the new partners, Inclusion Barnet and Groundwork. The new service was officially launched in February 2019, with a Funders Fair and new CEO Network. To further unite the sector, the Young Barnet Foundation was also included to bring together all services under the Barnet Together banner. A report was presented to CLL Committee in March 2019 and is available online at:

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=694&MId=9610&Ver=4>

The Barnet 'Community' webpage was launched (<https://www.barnet.gov.uk/community>), providing information on how individuals, businesses and organisations could come together to support each other.

The Communities Together Network (CTN) met three times to discuss strategic priorities for the sector. The CTN was supported by a fortnightly newsletter, bringing together useful information for the sector and enabling the council to highlight important events and consultations. The CTN Annual Report was reviewed by CLL Committee in November 2018; and the results of the VCS survey, which looked at the needs of the sector, were presented to the CTN meeting in March 2019.

⁸ Rolling 12 months to March 2019.

The Barnet Together Community Participation Action Plan 2018-20 was approved by CLL Committee in November 2018.

Four internal Participation and Engagement Network meetings were held to support a co-ordinated community approach across the council.

A new crowdfunding contract was put out for procurement, with a new contract expected to be ready from spring 2019.

A new Community Cohesion programme was developed, in consultation with partners and Members. The communication element will launch in spring 2019 and a presentation will be made to CLL Committee in June 2019.

- 1.17 There were no key indicators linked to this priority in the Corporate Plan; and no high level (scoring 15+) risks linked to this priority in Q4 2018/19.

Strategic issues/escalations

- 1.18 There were no strategic issues/escalations in relation to this report for P&R Committee.

2 REASONS FOR RECOMMENDATIONS

2.1 These recommendations are to provide the Committee with relevant financial, performance and risk information in relation to the priorities in the Corporate Plan 2018/19 Addendum. This paper enables the council to meet the budget agreed by Council on 6 March 2018.

3 ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 None.

4 POST DECISION IMPLEMENTATION

4.1 None.

5 IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 The report provides an overview of performance for EOY 2018/19, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level (scoring 15+) risks.

5.1.2 The EOY 2018/19 results for all Corporate Plan indicators are published on the Open Barnet portal at <https://open.barnet.gov.uk/dataset>

5.1.3 Robust budget, performance and risk monitoring are essential to ensure that there are adequate and appropriately directed resources to support delivery and achievement of council priorities and targets as set out in the Corporate Plan.

5.1.4 Relevant council strategies and policies include the following:

- Corporate Plan 2015-2020
- Corporate Plan - 2016/17, 2017/18 and 2018/19 Addendums
- Medium Term Financial Strategy
- Performance and Risk Management Frameworks.

5.1.5 The priorities of the council are aligned to the delivery of the Health and Wellbeing Strategy.

5.2 Resources (Finance and Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 The budget outturns are included in the report. More detailed information on financial performance will be provided to Financial Performance and Contracts Committee.

5.3 Social Value

5.3.1 The Public Services (Social Value) Act 2012 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders. The

council's contract management framework oversees that contracts deliver the expected services to the expected quality for the agreed cost. Requirements for a contractor to deliver activities in line with Social Value will be monitored through this contract management process.

5.4 Legal and Constitutional References

5.4.1 Section 151 of the Local Government Act 1972 states that: "without prejudice to section 111, every local authority shall make arrangements for the proper administration of their financial affairs and shall secure that one of their officers has responsibility for the administration of those affairs". Section 111 of the Local Government Act 1972, relates to the subsidiary powers of local authorities.

5.4.2 Section 28 of the Local Government Act 2003 (the Act) imposes a statutory duty on a billing or major precepting authority to monitor, during the financial year, its income and expenditure against the budget calculations. If the monitoring establishes that the budgetary situation has deteriorated, the authority must take such action as it considers necessary to deal with the situation. Definition as to whether there is deterioration in an authority's financial position is set out in section 28(4) of the Act.

5.4.3 The Council's Constitution (Article 7, Article 7 – Committees, Forums, Working Groups and Partnerships) sets out the responsibilities of all council Committees. The responsibilities of the Community Leadership and Libraries Committee include:

- (1) Responsibility for libraries, culture, civic events, the mayoralty, community safety, registration and nationality service and grants to the voluntary sector.
- (2) To receive nominations and determine applications for buildings / land to be listed as an Asset of Community Value (Community Right to Bid)
- (3) To submit to the Policy and Resources Committee proposals on the Committee's budget for the following year in accordance with the budget timetable and make recommendations on issues relating to virements, underspends or overspends. No decisions which result in amendments to the agreed budget may be made by the Committee unless and until the amendment has been agreed by Policy and Resources Committee.
- (4) To receive reports on relevant performance information and risk on the services under the remit of the Committee.

5.4.4 The council's Financial Regulations can be found at:

<https://barnet.moderngov.co.uk/documents/s47388/17FinancialRegulations.doc.pdf>

5.5 Risk Management

5.5.1 The council has an established approach to risk management, which is set out in the Risk Management Framework. All high level risks (scoring 15 or above) associated with the priorities for this Committee are outlined in the report.

5.6 Equalities and Diversity

5.6.1 Section 149 of the Equality Act 2010 sets out the Public Sector Equality Duty which requires a public authority (or those exercising public functions) to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.
- Fostering of good relations between persons who share a relevant protected characteristic and persons who do not.

5.6.2 The broad purpose of this duty is to integrate considerations of equality into everyday business and keep them under review in decision making, the design of policies and the delivery of services. The protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

5.6.3 In order to assist in meeting the duty the council will:

- Try to understand the diversity of our customers to improve our services.
- Consider the impact of our decisions on different groups to ensure they are fair.
- Mainstream equalities into business and financial planning and integrating equalities into everything we do.
- Learn more about Barnet's diverse communities by engaging with them.

This is also what we expect of our partners.

5.6.4 This is set out in the council's Equalities Policy, which can be found on the website at: <https://www.barnet.gov.uk/your-council/policies-plans-and-performance/equality-and-diversity>

5.7 Corporate Parenting

5.7.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in carrying out any functions that relate to children and young people. There are no implications for Corporate Parenting in relation to this report.

5.8 Consultation and Engagement

5.8.1 Consultation on the Corporate Plan 2015-2020 was undertaken between summer 2013 and March 2015. Consultation on the new Corporate Plan 2019-24 was carried out in the summer 2018. The Corporate Plan will be approved by Council in March 2019.

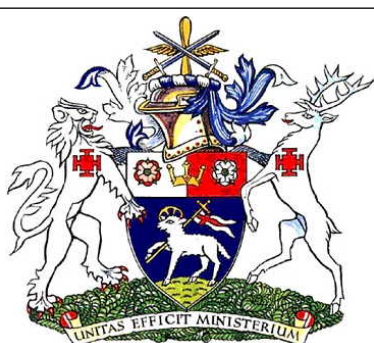
5.9 Insight

5.9.1 The report identifies key budget, performance and risk information in relation to the Corporate Plan 2018/19 Addendum.

6 BACKGROUND PAPERS

6.1 Council, 6 March 2018 – approved 2018/19 addendum to Corporate Plan
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=162&MId=9162&Ver=4>

AGENDA ITEM 8



Community Leadership and Libraries Committee

Date: 11 June 2019

Title	Evaluation of New Library Service Model
Report of	Chairman of Community Leadership and Libraries Committee
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	None
Officer Contact Details	<p>Collette McCarthy Assistant Director, Commissioning Collette.mccarthy@barnet.gov.uk</p> <p>Hannah Richens Head of Libraries Service hannah.richens@barnet.gov.uk</p>

Summary

This report sets out the proposal for an independent evaluation of the new model library service approved by Council on 4th of April 2016.

The new model library service was developed following two rounds of public consultation with residents regarding library services in the borough. In total over 5,000 responses were received during this process.

On the 9th April 2019 The Department of Digital Culture Media and Sport (DCMS) confirmed the Secretary of State's decision not to order an inquiry following their investigation into a formal complaint regarding the changes made to the library service. His conclusions confirm that Barnet is meeting its statutory duty to provide a comprehensive and efficient library service in line with the Public Libraries and Museum's Act (1964).

It is proposed that a local evaluation now take place to assess the outcomes of the new model library service. The intention of the evaluation is not to re-run the review undertaken in 2015 but to make recommendations on further adaptations and improvements that will enhance the current model and ensure the service remains effective and sustainable into the future. This paper sets out the evaluation principles, scope and methodology.

Principles

It is proposed that the evaluation is underpinned by the following principles:

- That the review focuses on recommendations to enhance the future sustainability and effectiveness of the current library offer.
- That the review considers the totality of the library offer including digital as well as branch-based services.
- That the review is informed by stakeholder and service user engagement.
- That an independent agency is contracted to undertake the review.

Scope

It is proposed that the evaluation include:

- Consideration of the overall library offer in Barnet and the range of services available both in branch and online.
- Performance indicators, including usage of self-service and staffed opening hours and uptake of digital services.
- An updated Equality Impact Assessment (EIA) with associated recommendations.
- Consideration of the quantity and distribution of opening hours across the borough.
- Consideration of access arrangements during self-service opening, including an assessment of library use by children and young people and older adults.
- Consideration of security arrangements.
- Assessment of the deployment of volunteers.
- Use of libraries and community rooms by local organisations.
- Comparison to other London Borough Library Services and examples of good practice.

Consideration of the commercial spaces within library buildings will not be in scope of this evaluation.

Methodology

The proposed methodology for this evaluation is a mix of desk top research, the review of data and targeted stakeholder engagement. The focus of this engagement will be the key demographic groups highlighted within the EIA as most likely to be impacted by the changes made to the library service.

Recommendations

1. That the Committee approve and comment on the proposed principles and scope of the evaluation of the library service.
2. That the Committee approve in principle, the appointment of an independent agency to conduct the evaluation and that delegated authority be provided to the Executive Director Family Services to source, through procurement the appropriate provider, in consultation with the Chairman of the Committee.

1. WHY THIS REPORT IS NEEDED

- 1.1 On the 4th of April 2016, Council approved a report that set out a vision, outcomes and objectives for the future of Barnet's library service. Implementation of the proposed changes began in April 2016 and included a staffing restructure, installation of self-service technology and the introduction of self-service opening hours alongside the reconfiguration of all 14 library sites. Hendon, the final library to be reconfigured, reopened to the public in October 2017.
- 1.2 Following reconfiguration, each library reopened with revised opening hours comprising both staffed and self-service sessions. Self-service opening hours have been extended in two phases, first in July 2018 and again in October 2018.
- 1.3 In addition to live monitored CCTV, on site security guards were deployed in all Core and Core Plus libraries during the transition to the new service model. These have been reduced gradually in three phases in July and October 2018 and again in January 2019.
- 1.4 On the 9th April 2019 The Department of Digital Culture Media and Sport (DCMS) confirmed the Secretary of State's decision not to order an inquiry following their investigation into a formal complaint regarding the changes made to the library service. In his letter, the Secretary of State made clear his view that the council 'is complying with its legal obligations to provide a comprehensive and efficient library service.'
- 1.5 An update report regarding library services was requested by members at the Community Leadership and Libraries Committee on 12 June 2018. It is now an appropriate time, therefore, to undertake a local evaluation of the impact of the changes that have been implemented.
- 1.6 It is proposed that the evaluation is underpinned by the following principles:
 - That the review focuses on recommendations to enhance the future sustainability and effectiveness of the current library offer.
 - That the review considers the totality of the library offer including digital as well as branch-based services.

- That the review is informed by stakeholder and service user engagement.
- That an independent agency is contracted to undertake the review.

1.7 In scope of the evaluation:

- Consideration of the overall library offer in Barnet and the range of services available both in branch and online.
- Performance indicators, including usage of self-service and staffed opening hours and uptake of digital services.
- An updated Equality Impact Assessment (EIA) with associated recommendations.
- Consideration of the quantity and distribution of opening hours across the borough.
- Consideration of access arrangements during self-service opening, including an assessment of library use by children and young people and older adults.
- Consideration of security arrangements.
- Assessment of the deployment of volunteers.
- Use of libraries and community rooms by local organisations.
- Comparison to other London Borough Library Services and examples of good practice.

1.7 Out of scope of the evaluation:

- Consideration of the commercial spaces within library buildings.

1.8 The proposed methodology for this evaluation will comprise:

- Review of a range of data sets including visitors, transaction data, registrations, room hire, PC and wifi use, use of online resources, activity attendance.
- Review of borough demographic data and patterns of library use.
- Review of and update to the library service EIA.
- Desk top research regarding services provided via Barnet Libraries and other London borough library services.
- Stakeholder and user engagement to include targeted resident focus groups and a general user survey.

1.9 The organisation contracted to undertake this evaluation will have a proven track record within the field of library transformation and will have experience of conducting public sector stakeholder engagement. These skills and experience will be drawn upon to further develop the above methodology and to expand the range of data sources as applicable.

- 1.10 It is anticipated that this process will take circa three months from August 2019. The evidence gathered will be used to produce an evaluation report with recommendations for the further development of the library service. It is intended that this report be presented to the Community Leadership and Libraries Committee in November 2019.

2 REASONS FOR RECOMMENDATIONS

- 2.1 Conducting an evaluation at this time will ensure that the library service continues to develop to meet the challenges of the future and that the Council continues to meet the requirements of the Public Libraries and Museums Act (1964).

3 ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 A review could be undertaken with in-house teams. Whilst this would provide a comprehensive evaluation of the service model, it is felt that there is greater benefit to an external assessment undertaken by an independent agency.

4 POST DECISION IMPLEMENTATION

- 4.1 If agreed, the evaluation will take place between July/August and October 2019 with a subsequent report to the Community Leadership and Libraries Committee in November 2019.

5 IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The report outlining proposed changes to the service submitted to council on the 4th of April 2016 articulated how the new model libraries would contribute to the delivery of corporate priorities and objectives. The proposed evaluation will assess the impact of these changes.

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

- 5.2.1 It is anticipated that this evaluation will cost in the region of £25,000 – £30,000. This is based upon two indicative quotations and reflects the resources required to undertake targeted stakeholder engagement sessions (including circa five to six focus groups) alongside desk-top data analysis.
- 5.2.2 Procurement of a one-off contract will commence in June 2019 following approval of this report, with an anticipated contract length of approximately 3-4 months. These costs will be managed within existing budgets.

5.3 **Social Value**

- 5.3.1 The Public Service (Social Value) Act (2012) places a duty upon those commissioning public services to pay due regard to economic, environmental and social well-being in the procurement of public service contracts.
- 5.3.2 Public libraries deliver significant social value with outcomes related to health and well-being, education and learning and social cohesion. An independent evaluation of the library service in Barnet will assist the council in continuing to deliver social value through its libraries.

5.4 **Legal and Constitutional References**

- 5.4.1 The Public Libraries and Museums Act (1964) provides a general duty for library authorities. Section 7 makes it a duty to provide a comprehensive and efficient library service for the borrowing of books and other materials. The duty is owed to all persons desiring to make use of the service whose residence or place of work is within the borough and those who are undergoing full time education within the borough.
- 5.4.2 On the 27th July 2017 the Department of Digital Culture Media and Sport (DCMS) informed the Council that it would be considering representations received from the Save Barnet Libraries group as a formal complaint under section 10 (1) (a) of the Public Libraries and Museums Act (1964).
- 5.4.3 In December 2017 the Council received the DCMS's provisional decision not to order an inquiry into the changes made to the library service. However, they indicated that further representations would be sought before a final judgement could be made.
- 5.4.4 On the 9th April 2019 the Secretary of State confirmed that the DCMS would not be proceeding with a formal inquiry. His full response is appended to this report in section 6. In his letter he draws the following conclusion:

Overall and after considering carefully all the factors and points that have been made by all parties, the Secretary of State does not consider there to be any serious doubt or uncertainty as to whether BC is complying with its legal obligations to provide a comprehensive and efficient library service.
- 5.4.5 The Council's Constitution (Article 7) sets out the terms of reference for this Committee, which includes: Responsibility for libraries, culture, civic events, the mayoralty, community safety, registration and nationality service.

5.5 **Risk Management**

- 5.5.1 Not receiving this report would present a risk in the Committee not having the opportunity to input into the matter.

5.6 Equalities

- 5.6.1 An Equalities Impact Assessment (EIA) was included in the proposals for the new model library service approved by Council on the 4th of April 2016. This considered the impact of changes to the library service based upon considerations of age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The EIA also reviewed the potential impact of the changes on the unemployed, people from areas of high deprivation and those in full-time education.
- 5.6.2 An update to the EIA will be included in this evaluation alongside associated recommendations. It is proposed that stakeholder engagement focuses particularly upon groups referenced in the EIA as likely to experience greater potential impact from the changes implemented. These are: children and young people, particularly those in full time education and aged between 10 and 15 years of age and disabled people.

5.7 Corporate Parenting

- 5.7.1 In 2016 the government developed a set of corporate parenting principles. These are:
- to act in the best interests, and promote the physical and mental health and well-being, of those children and young people.
 - to encourage those children and young people to express their views, wishes and feelings.
 - to take into account the views, wishes and feelings of those children and young people.
 - to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners.
 - to promote high aspirations, and seek to secure the best outcomes, for those children and young people.
 - for those children and young people to be safe, and for stability in their home lives, relationships and education or work.
 - to prepare those children and young people for adulthood and independent living.
- 5.7.2 The library service supports these principles by providing a wide range of resources, services and activities for all children and young people in Barnet as well as specialist library cards for practitioners such as foster carers and social workers. The proposed evaluation will help the council to better understand how the service to looked after children and care leavers can be further developed and improved.

5.8 Consultation and Engagement

- 5.8.1 In recent years there has been substantial public engagement around the future of library services. These have included:

- Focus groups undertaken to inform options paper in summer 2014.
- Public consultation (surveys and focus groups) between 10 October 2014 and 22 February 2016.
- Public consultation (survey) on elements of the proposals between 26 October 2015 and 4 January 2016.

5.8.2 Whilst it is not intended to re-run a full-scale resident feedback process, the proposed evaluation will incorporate a general user survey and targeted stakeholder engagement as referenced in section 5.6.2.

5.9 **Insight**

5.9.1 Insight data will be used to inform the evaluation and to shape the recommendations. The range of data sets within scope are outlined in section 1.8 and include transaction, library usage and demographic data.

6. **Background Papers**

Barnet's Future Library Service

<http://barnet.moderngov.co.uk/documents/b27489/Referral%20from%20Children%20Education%20Libraries%20Safeguarding%20Committee%20-%20Barnets%20Future%20Library%20Serv.pdf?T=9>

DCMS Letter 2019

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/793980/Letter_to_Richard_Cornelius_Leader_of_Barnet_Council.pdf

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**Forward Plan
Community Leadership and
Libraries Committee
May - December 2019**

Contact: Tracy Scollin Tel 020 8359 2315 tracy.scollin@barnet.gov.uk

Title of Report	Overview of decision	Report Of (<i>officer</i>)	Issue Type (Non key/Key/Urgent)
11 June 2019			
Update Report: Preventing and Responding to Violence against Women and Girls & Domestic Violence and Abuse (VAWG & DVA) in Barnet 2017-2010			Non-key
Presentation on Community Cohesion Campaign (response to Motion from Council)	Will Cooper, Interim Community Engagement, Engagement and Strategy Lead		Non-key
End of Year 2018/19 Performance Report	To include an update on the Corporate Plan or Delivery Plan		Non-key
Evaluation of new Library Service Model			Non-key
18 September 2019			
Q1 2019/20 Performance Report	Including update on the Corporate Plan or Delivery Plan		Non-key
20 November 2019			

Title of Report	Overview of decision	Report Of (<i>officer</i>)	Issue Type (Non key/Key/Urgent)
Community Participation Strategy Update	Will Cooper, Interim Community Engagement, Participation and Strategy Lead		Non-key
Communities Together Network report			Non-key
Q2 Performance Report 2019/2020	Including update on the Corporate Plan or Delivery Plan		Non-key
5 March 2020			
Q3 2019/20 Performance Report	Including an update on the Corporate Plan or Delivery Plan		Non-key
To be allocated			
Annual Review Report on the changes and impact of the new library system	To be brought to the CLLC when the DCMS decision letter has been received and officers have had sufficient time to scope the evaluation to take account of the outcome and recommendations.		Non-key

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