

Overview and Scrutiny Committee

AGENDA

DATE: Tuesday 27 June 2017

TIME: 7.30 pm

VENUE: Committee Rooms 1 & 2, Harrow Civic Centre,
Station Road, Harrow, HA1 2XY

MEMBERSHIP (Quorum 4)

Chair: Councillor Phillip O'Dell

Councillors:

Jo Dooley
Ms Pamela Fitzpatrick
Barry Kendler
Jerry Miles

Richard Almond
Ameet Jogia
Chris Mote
Paul Osborn (VC)

Representatives of Voluntary Aided Sector: Mr N Ransley / Reverend P Reece
Representatives of Parent Governors: 2 Vacancies

(Note: Where there is a matter relating to the Council's education functions, the "church" and parent governor representatives have attendance, speaking and voting rights. They are entitled to speak but not vote on any other matter.)

Representative of Harrow Youth Parliament

Reserve Members:

1. Mrs Chika Amadi
2. Jeff Anderson
3. Kairul Kareema Marikar
4. Ajay Maru
5. Aneka Shah-Levy

1. Susan Hall
2. Barry Macleod-Cullinane
3. Lynda Seymour
4. Stephen Wright

Contact: Frankie Belloli, Senior Democratic Services Officer
Tel: 020 8424 1263 E-mail: frankie.belloli@harrow.gov.uk

Useful Information

Meeting details:

This meeting is open to the press and public.

Directions to the Civic Centre can be found at:
<http://www.harrow.gov.uk/site/scripts/location.php>.

Filming / recording of meetings

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Please note that proceedings at this meeting may be photographed, recorded or filmed. If you choose to attend, you will be deemed to have consented to being photographed, recorded and/or filmed.

When present in the meeting room, silent mode should be enabled for all mobile devices.

Meeting access / special requirements.

The Civic Centre is accessible to people with special needs. There are accessible toilets and lifts to meeting rooms. If you have special requirements, please contact the officer listed on the front page of this agenda.

An induction loop system for people with hearing difficulties is available. Please ask at the Security Desk on the Middlesex Floor.

Agenda publication date: Friday 16 June 2017

AGENDA - PART I

1. ATTENDANCE BY RESERVE MEMBERS

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. APPOINTMENT OF COOPTED MEMBER

The law requires English local authorities to appoint representatives of the diocesan authorities of the Roman Catholic Church and the Church of England to committees which deal with matters relating to schools and education in the Borough. This does not apply to a local authority's Cabinet in councils which operate executive arrangements (as is the case with Harrow) – for these authorities, the appointments must be made to any relevant overview and scrutiny committee.

Mrs Julia Rammelt, who has been the representative of the Roman Catholic Church diocesan education authority, has resigned, and Mr Neville Ransley has been nominated to replace her. The Committee is therefore asked to approve the appointment of Mr Neville Ransley as a co-opted member of the Overview and Scrutiny Committee representing the Roman Catholic Church diocesan education authority.

3. DECLARATIONS OF INTEREST

To receive declarations of disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee;
- (b) all other Members present.

4. MINUTES (Pages 7 - 14)

That the minutes of the meeting held on 6 April 2017 be taken as read and signed as a correct record.

5. PUBLIC QUESTIONS *

To receive any public questions received in accordance with Committee Procedure Rule 17 (Part 4B of the Constitution).

Questions will be asked in the order notice of them was received and there be a time limit of 15 minutes.

[The deadline for receipt of public questions is 3.00 pm on Thursday, 22 June 2017. Questions should be sent to publicquestions@harrow.gov.uk

No person may submit more than one question].

6. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).

7. REFERENCES FROM COUNCIL/CABINET

(if any).

8. COMMUNITY SAFETY, VIOLENCE, VULNERABILITY AND EXPLOITATION STRATEGY (Pages 15 - 94)

Report of the Divisional Director, Strategic Commissioning

9. STREET TRADING POLICY AND CHARGES (Pages 95 - 132)

10. HEALTH VISITING SCRUTINY REVIEW (Pages 133 - 172)

11. ANY OTHER BUSINESS

Which cannot otherwise be dealt with.

12. EXCLUSION OF THE PRESS PUBLIC

To resolve that the press and public be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A to the Local Government Act 1972:

<u>Agenda Item No</u>	<u>Title</u>	<u>Description of Exempt Information</u>
13.	Health Visiting Review – Financial Information	Information under paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972, relating to the financial or business affairs of any particular person (including the authority holding that information).

AGENDA - PART II

13. HEALTH VISITING SCRUTINY REVIEW - FINANCIAL INFORMATION (Pages 173 - 174)

* DATA PROTECTION ACT NOTICE

The Council will audio record item 4 (Public Questions) and will place the audio recording on the Council's website, which will be accessible to all.

[Note: The questions and answers will not be reproduced in the minutes.]

Deadline for questions	3.00 pm on Thursday 22 June 2017
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OVERVIEW AND SCRUTINY COMMITTEE MINUTES

6 APRIL 2017

Chair: † Councillor Jerry Miles

Councillors:

* Ghazanfar Ali	* Ameet Jogia
* Richard Almond	* Kairul Kareema Marikar (2)
* Mrs Chika Amadi	* Paul Osborn (Vice-Chair, in the Chair)
† Jeff Anderson	* Stephen Wright (1)
* Jo Dooley	

Voting Co-opted: (Voluntary Aided) (Parent Governors)

Reverend P Reece

Non-voting Co-opted: Harrow Youth Parliament Representative

In attendance: (Councillors) Sachin Shah Minute 213

* Denotes Member present
 (1), (2) Denote category of Reserve Members
 † Denotes apologies received

207. Attendance by Reserve Members

RESOLVED: To note the attendance at this meeting of the following duly appointed Reserve Members:-

Ordinary Member

Councillor Jerry Miles
 Councillor Chris Mote

Reserve Member

Councillor Kairul Kareema Marikar
 Councillor Stephen Wright

208. Declarations of Interest

In connection with Agenda Item 6 (Access to Primary Care in Harrow), Councillor Kairul Kareema Marikar declared a non-pecuniary interest in that she is employed in the Patients Advice and Liaison Service in Harrow. She would remain in the room whilst the matter was considered and voted upon.

In connection with Agenda Item 8 (Peer Review), Councillor Mrs Chika Amadi declared a non-pecuniary interest in that she works in Wealdstone Town Centre and might be relevant to discussion of the Council's regeneration plans. She would remain in the room whilst the matter was considered and voted upon.

209. Minutes

RESOLVED: That the minutes of the meeting of the Committee held on 14 February 2017 be taken as read and signed as a correct record, subject to the following amendments:

Page 196 – the second sentence of the question about Project Infinity (second paragraph on that page) to be replaced with the following words: "Beyond the "My Community" e-purse, were the other items not products but concepts with speculative assumptions about income?"

Page 197 – penultimate paragraph on the page to be supplemented with the following sentence: "The Council has no idea when it will get 500 properties."

Matters Arising:

Minute 204 (Page 197): Councillor Almond referred to the agreement recorded in the minutes to report back to members of the Committee on the governance arrangements for the Concilium group of companies. An update would be obtained for members of the Committee.

Minute 204 (Page 198): Councillor Almond asked about progress in replying to the query about damage to grass verges. Councillor Ali reported that he had received a satisfactory response from the relevant Portfolio Holder.

Minute 205 (Page 198): Councillor Almond pointed out that the minutes referred to agreement recorded in the minutes to report to Members on the implications for changes in street trading policy and charges on the budget position. An update would be obtained for members of the Committee.

210. Public Questions and Petitions

RESOLVED: To note that no public questions or petitions were received at this meeting.

RECOMMENDED ITEMS

211. Scrutiny Annual Report 2016-17

The Committee received a report which outlined the activities of the Overview and Scrutiny Committee, the scrutiny sub-committees and the scrutiny lead councillors during the 2016-17 municipal year.

Resolved to RECOMMEND: (to Council)

That the annual report be submitted to Council for endorsement.

RESOLVED: That the scrutiny annual report for 2016-17 be approved.

RESOLVED ITEMS

212. Recommendation from Health and Social Care Scrutiny Sub-Committee - Access to Primary Health Care in Harrow

RESOLVED: That

- (1) the report from health scrutiny members be endorsed;
- (2) the Review's report and its recommendations be forwarded to the relevant agencies, as identified in the recommendations, for consideration and response; and
- (3) it be agreed that the Health and Social Care Scrutiny Sub-Committee revisit primary care access and the implementation of the report's recommendations in its work programme for 2017/18.

213. Peer Review

The Leader of the Council joined the meeting at this point (7.43 pm).

The Committee received a report by the Chief Executive which outlined some of the work which had taken place to address recommendations in the LGA Peer review report. The Cabinet had agreed that the Overview and Scrutiny Committee be requested to work with the Leader of the Council and the Chief executive to develop the draft action plan set out in the committee report and to help the organisation improve in response to the review.

A Member asked about the involvement of councillors in setting priorities for the Council's future work. The Chief Executive underlined the importance of positive and cooperative working relationships between Members and officers. He had written to all Corporate Directors to emphasise the need to work to engage councillors across the board so that they understood how proposals and projects were developing. He personally made efforts to go on ward visits so he could understand better the perspectives of individual councillors, and he would meet with new councillors to establish immediately a clear appreciation of respective roles and expectations. The Chief Executive encouraged Members to let him know if these efforts could be

improved and/or if at any time difficulties were being encountered in the working relationships with Corporate Directors.

A Member proposed some corrections to the description of items in the draft action plan as follows:

Item 10 – should refer to the “economic *regeneration* agenda”.

Item 13 – should refer to the “budget setting challenge *process*”.

He also suggested that the action plan follow the order of the proposals and recommendations in the peer review report itself.

In response to a Member’s question about the review’s comments on the level of challenge to the Cabinet’s work, the Leader of the Council referred to arrangements made to strengthen this, including the “deep dive reviews” established by the Portfolio Holder for Finance and Commercialisation and his own fortnightly meetings with Portfolio Holders with no officers in attendance. The Chief Executive added that these arrangements mirrored his own fortnightly meetings with Corporate Directors which he used to challenge proposals and promote coordination across the organisation. There were also improvement boards for each Directorate which established inbuilt challenge to their work and their directorates’ activities and performance. The Chief Executive also acknowledged that the introduction of informal Cabinet briefing sessions with Portfolio Holders would enable discussions with Members at an earlier stage, and this would help to inform proposals more effectively.

A Member commended the Chief Executive and Administration for commissioning the peer review which she regarded as a progressive and forward-thinking initiative. She asked about the reaction of residents to the Harrow Regeneration Plans. The Leader of the Council reported that residents’ feedback was mixed as could be expected in relation to very significant change plans, involving, for example, the construction of tall buildings in a town centre. Major change affecting the built environment, traffic, parking, businesses, etc., necessarily led to a range of responses, but he still considered it very important to engage with residents through the regeneration programme so that there was always transparency and dialogue even if complete agreement was impossible. The Leader was convinced that there would be benefits from the programme for many residents and businesses and that, overall, it would be accepted as a very positive initiative for the Borough.

The Member asked about the role of councillors in working together to support the Council’s regeneration efforts. The Chief Executive advised that the regeneration programme was such a significant project for the Borough, the impact of which would be felt over many decades, that it transcended political boundaries and demanded a fully cooperative approach. He had offered monthly meetings to the Opposition to ensure that they were kept informed of key developments and he was grateful for their advice to date. The Chief Executive acknowledged that quite rightly some challenge was inherent to these arrangements. The Chair added that the review by the Centre for Public Scrutiny would also help examine the arrangements in place to involve councillors across the board in these initiatives.

A Member considered that the reference in Item 3 of the action plan to “trust issues” did not reflect the language of the peer review report itself; he felt it was important to deal with any undercurrent of mistrust. The Chief Executive acknowledged that the point had not been portrayed in this particular way in the peer review report, but it had been raised nevertheless and it would be important not to ignore it. He emphasised his own positive working relationships with councillors and the fact that Corporate Directors reported the same in respect of their dealings with both Portfolio Holders and Shadow Portfolio Holders. He accepted that there would always be room for improvement and that he and his colleagues were committed to this. The Chair suggested that it would be helpful if committee reports on the peer review always included the original peer review team report as an appendix so that it would always be possible to cross-refer to its content.

In response to a Member’s query about the role of cross-party working, the Leader of the Council considered this to be important, particularly given that the Council was subject to changes of political control. In this context, joint working on major projects affecting the Borough over very many years, was critical. He felt that the different political groups were likely to agree on perhaps 90% of the decisions involved in such programmes, with the differences being primarily ones of emphasis rather than substance. The Leader accepted that his political group did not have a monopoly of good ideas and it was important to work cooperatively and encourage others to engage and make proposals which might improve the overall programme.

The Chair was disappointed with the comments in relation to Items 16 and 19 in the draft action plan. He felt that work in this area should be carried out; for example, the Member/officer Protocol could usefully be updated anyway as the existing version even predated executive arrangements. The Chief Executive agreed to look into the fact that the agreed protocol should be reviewed and modernised; he considered that the Council’s involvement in establishing private companies for commercial activities in itself provided a reason for reviewing some of the rules. He would discuss these matters with the Director of Legal and Governance Services.

A Member confirmed that monthly budget monitoring meetings with leading Opposition Members would start in May.

The Chair referred to the challenge of encouraging residents and stakeholders to engage with the Council’s improvement and regeneration activities. The Chief Executive felt this related in part to the silo arrangements in many public services. The aggregated budgets of all public services in the Borough totalled about nearly £2 billion and there were some 60 buildings available to those organisations. There were clear opportunities to do more with the overall resources available and also to focus on the needs of the service users in designing and improving service delivery. The Leader of the Council added that it was difficult to engage the public in such major projects, but there were interesting options which could be pursued such as the recruitment of volunteer accountants for local voluntary organisations.

In response to a Member’s question about the central message from the Council about the regeneration programme, the Chief Executive emphasised the importance of pride of place, new and improved housing, the creation of

new jobs and enhanced infrastructure, but also the value of coping with the financial pressures in public services by achieving growth through regeneration, supported by government incentives such as business rates and the New Homes Bonus. He looked forward to engaging as many residents as possible in what was an exciting and very significant project.

Referring to Items 7, 8 and 27 of the draft action plan, a Member made the following points:

- the Major Developments Panel met very infrequently and the “cross-party working framework” was not well understood;
- there had only been one meeting between the Leader of the Council and the Leader of the Opposition to date;
- the comment in Item 27 about utilising the skills and experience of councillors only referred to the Labour Group; it was unacceptable to profile only one of the political groups in this way.

The Member cautioned that consensus was sometimes the enemy of quality, particularly at the outset of a project, and there was a valid place for robust challenge.

The Leader of the Council reported that he had met at least twice with the Leader of the Opposition; he underlined the need to use these meetings to deal with substantive issues rather than simply focus on concerns about process. He accepted that the reference to the cross-party working framework was probably more an expression of future aspiration than established practice. The Chief Executive agreed that it was important to provide space for, and accept, robust questioning of proposals, both because substantial amounts of public money were involved, but also because there was a risk that projects would not be properly tested. He clarified that Item 27 referred to all Councillors. The Member accepted that there had been some recent improvement in this area, such as progress on Project Infinity.

In response to a Member’s question about the Council’s attitude to risk management, the Chief Executive’s starting point was very much the fact the Council spent public money and some services were critical to certain sensitive clients, such as vulnerable service users which made this a complex issue. This naturally conditioned the risk judgement and appetite, however, given the challenges the Council faced e.g. financial this had to be balanced against the value of “reward” from an ambitious and innovative approach which meant taking ‘calculated risks’ in certain situations

A Member expressed interest in attracting quality flagship stores to a regenerated town centre so it could compete more effectively with Watford and Hillingdon. The Chief Executive agreed that this should be the ambition, though these moves involved massive commercial investments. Harrow Town Centre was in competition with Brent Cross, Westfields and Watford which had already received significant investment. Whilst footfall in the Town Centre was good and the number of vacant shops low, the mix of retail in Harrow needed to further change and the advent of step-free access at

Harrow-on-the-Hill station and the possibility of improvements to bus facilities, would hopefully help attract new tenants.

A Member stressed the importance of access to timely information for all councillors; he considered that the “skills audit of councillors” mentioned in Item 27 of the action plan, should be for all councillors. The Chief Executive agreed with this and that was meant in item 27. He reported that he had conducted such an audit in a previous authority; he looked forward to the benefits this would bring to the organisation and the Borough. The Leader of the Council agreed with the point about timely information and in this context, he explained that it could sometimes cause frustration if the wider group of councillors were consulted at too early a stage since it would often not be possible in those circumstances to answer many questions. He acknowledged that, by the same token, if the consultation were left too late, then councillors could equally feel frustrated at the difficulty of influencing the course of decisions and actions at that later stage. The Chief Executive underlined the need to try to provide enough information at each stage so that appropriate challenge could be facilitated. Another Member recognised the difficulty in making these judgements in a complex environment, though he stressed the importance of allowing Members the time required to analyse the information so as to be able to make a meaningful contribution. The Chair added that councillors involved in the overview and scrutiny function had specific legal entitlements to information to support that work.

In response to a Member’s question about the “Crowdfund Harrow Platform” mentioned in Item 25 of the draft action plan, the Leader of the Council advised that it was focused on fostering giving to the smaller Harrow-based charities. The Chief Executive also added that, in addition, the Council had devolved a 2-year fund to Harrow Community Action to administer which would also be targeted at supporting smaller organisations in Harrow.

RESOLVED:

- (1) To note the progress made to date with addressing the peer review recommendations;
- (2) to agree to work further with the Leader of the Council and the Chief Executive to identify the key priorities to respond to the Peer Review; and
- (3) to monitor progress on the basis of regular reports back to the Committee.

(Note: The meeting, having commenced at 7.32 pm, closed at 8.43 pm).

(Signed) COUNCILLOR JERRY MILES
Chair

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**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE**

Date of Meeting:	27 June 2017
Subject:	Community Safety, Violence, Vulnerability and Exploitation Strategy
Responsible Officer:	Alex Dewsnap, Divisional Director, Strategic Commissioning
Scrutiny Lead Member area:	Cllr Jeff Anderson – Community and Regeneration Policy Lead Cllr Manji Kara – Community and Regeneration Performance Lead
Exempt:	No
Wards affected:	All
Enclosures:	Appendix A - Community Safety, Violence, Vulnerability and Exploitation Strategy Appendix B - Annual Crime Report

Section 1 – Summary and Recommendations

This report sets out the strategic vision of Harrow's Community Safety Partnership in the Annual Community Safety, Violence, Vulnerability and Exploitation Strategy for 2017-2020.

Recommendations:

The Overview and Scrutiny Committee is asked to consider the Strategy and forward relevant comments to Cabinet for consideration.

Section 2 – Report

Introduction

All Community Safety Partnerships are required by law to conduct an annual assessment of crime, disorder, anti-social behaviour, substance misuse and reoffending within the borough. This is known as the Strategic Assessment. The Strategic Assessment is then used to produce the partnership's Community Safety Strategy. The last Community Safety Strategy was published in 2016 and is refreshed on an annual basis. However, with a new Mayor of London in office, the priorities from the previous Mayor's Office for Policing and Crime (MOPAC) "7 crimes" have changed significantly¹, which involves the replacement of the previous Mayor's crime targets in favour of a thematic approach which gives local areas greater control of local police priorities.

This Community Safety and Violence, Vulnerability and Exploitation (VVE) Strategy sets out the Council's vision for tackling community safety in Harrow and takes into account the recommendations from the Home Office led Ending Gang and Youth Violence peer review in 2015, which addressed the issue of gang and youth violence locally. Furthermore, given that there is now a new strategic approach from the Mayor to policing and crime, there are clear synergies with the VVE agenda in general and also with domestic and sexual violence under the '*Tackling Violence Against Women and Girls*' theme. This Strategy will therefore include our vision for Domestic and Sexual Violence.

The following high volume crimes have been prioritised following a significant increase in these areas and in agreement with MOPAC:

1. *Burglary*
2. *Non-domestic violence with injury*
3. *Anti-social behaviour (ASB)*

¹ MOPAC 7 crimes are: Violence with injury; Robbery; Burglary; Theft of a motor vehicle; Theft from a motor vehicle; Theft from a person; Criminal damage

The Strategy also has a strong focus on the following aspects of high harm crime which reinforce the commitment to tackle violence, vulnerability and exploitation in the Borough. This also firmly echoes the current Mayor's priorities, and includes a renewed focus on tackling Youth Violence. The following areas are seen as priorities in Harrow:

1. *Youth violence and knife crime (including gang crime, and Child Sexual Exploitation)*
2. *Domestic and sexual abuse*
3. *Drug and alcohol misuse (including tackling the supply of illegal substances, and targeted support for ex-prisoners)*
4. *Extremism and hate crime*

In addition to this we have considered commitments within the forthcoming **Safeguarding Adults Strategic Plan 2017-20** and the **Review of Female Genital Mutilation (FGM) in Harrow**, in order to ensure a consistent and joined up approach across the Council.

Legal Implications

This strategy is to be considered by Overview and Scrutiny Committee before referral to Cabinet, with ultimate approval reserved to Council as set out in the Council's Budget and Policy Framework Procedure Rules.

The Crime and Disorder Act 1998, as amended by the Police and Crime Act 2009, requires that Crime and Disorder Partnership be set up, and the formulation of the strategy is required under Section 6 of the Crime and Disorder Act 1998.

The plan, formulated with the relevant partner agencies, must address

- (a) a strategy for the reduction of re offending, crime and disorder and for combating substance misuse in the area
- (b) the priorities identified in the strategy for the previous year
- (c) steps necessary for responsible authorities to implement the strategy and meet priorities
- (d) How resources should be allocated to implement the strategy and meet priorities
- (e) steps for each responsible authority to take to measure its success to implement strategies and meet priorities
- (f) steps strategy group proposes to comply with community engagement obligations, considering the extent that people in the area can assist in reducing re offending, crime and disorder and substance misuse, and publicising that partnership plan.

Section 17 of the Act imposes a duty on the Council when exercising its functions to have due regard to the likely effect of the exercise of those functions on, and the need to prevent, crime and disorder, misuse of drugs, alcohol and other substances and re offending.

Financial Implications

All councils have received funding under the MOPAC London Crime Prevention Fund (LCPF) to tackle priorities in the new London Police and

Crime Plan. Harrow has been allocated £266,525 in year 1, and £186,376 in year 2 (after a 30% MOPAC top slice), which provides the authority with a combined 2 year allocation of £452,628. As part of this, the service have approved funding aimed at a programme of Violence, Vulnerability and Exploitation projects which will help us respond to the gangs peer review, and the rise in youth violence that we are seeing in the Borough. There will be no impact upon existing service budgets.

Performance Issues

In delivering this Strategy, we are in the process of drafting a themed Delivery Plan which will oversee projects that will contribute to the strategic objectives outlined in the paper, including all of the MOPAC funded projects agreed for the 2017/18 and 2018/19 financial years. The Delivery Plan will include specific actions and measures with greater clarity of ownership of projects across the partnership. In light of our renewed focus in the Strategy we are now reviewing our current governance arrangements and are in the process of developing a process which will be better aligned to ensuring the effective implementation of the Delivery Plan.

Environmental Impact

There are no specific environmental issues associated with this report at this stage.

Risk Management Implications

There are none specific to this report.

Risk included on Directorate risk register? No

Separate risk register in place? Yes

Equalities implications

No; equality implications may have to be considered on implementation of the recommendations.

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

This Strategy relates to the corporate priorities of:

- Protect the most vulnerable and support families

Section 3 - Statutory Officer Clearance

Name: Dawn Calvert	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date:15 th June 2017		
Name: ...Sharon Clarke	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: ...14 th June 2017.....		

Ward Councillors notified:	NO – relevant to all wards
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Section 4 - Contact Details and Background Papers

Contact: Shumaila Dar, Policy Officer, tel. 020 8424 1820

Background Papers: The Community Safety, Violence, Vulnerability and Exploitation Strategy for 2017-2020 and the Annual Crime Report 2015/16 (both appendices to this report)

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**Community Safety,
Violence
Vulnerability and
Exploitation Strategy
2017 – 2020**

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Foreword

On behalf of Safer Harrow, the Harrow Community Safety Partnership, I am pleased to introduce Harrow's Community Safety and Violence, Vulnerability and Exploitation Strategy for 2017-2021. This year we are presenting a Community Safety Strategy that is different from last year's Strategy, which was based around the seven crime priorities from the Mayor's Office for Policing and Crime such as robbery, theft from vehicles and burglary (known as the MOPAC 7).

Following consultation on a new Police and Crime Plan, the Mayor has significantly changed his priorities for London, which involves the scrapping of the MOPAC 7 crime targets in favour of a thematic approach which gives local areas greater control of local community safety priorities. This new approach will ensure that police and councils are focused on the issues of greatest concern in their areas and that serious, high-harm, high vulnerability crimes that are a priority for the whole city are more central to our local approach. Within our strategy we still have a clear commitment to tackle high volume crime such as burglary, but we have also given a greater focus to what are low-volume but high harm crimes, which include youth violence, domestic abuse and drug and alcohol misuse. Given this greater focus on high harm crimes, we have also taken the decision to merge our Domestic and Sexual Violence Strategy (which would be up for renewal this year) into a single overarching Community Safety and Violence, Vulnerability and Exploitation Strategy.

Under my leadership, Safer Harrow will continue to work to address those high volume crimes which have seen an increase in the last year, including burglary, non domestic violence with injury, and anti-social behaviour, whilst ensuring we are tackling the high-harm crimes. Through this approach I feel we are firmly echoing the Mayor's priorities, which includes a renewed focus on tackling knife crime and youth violence, which also builds on recommendations from a Home Office led Ending Gangs and Youth Violence Peer Review which took place in 2015, and is clearly in my view aimed at delivering better outcomes for Harrow residents and making Harrow as a place safer for everyone.

Councillor Varsha Parmar

Portfolio Holder, Public Health, Equality and Community Safety

Chair, Safer Harrow

Introduction

The Council's vision is "working together to make a difference for Harrow". This is particularly relevant to the work of Harrow's Community Safety Partnership, Safer Harrow. The Partnership brings together many organisations that contribute to our ambition of making Harrow the Safest Borough in London. We are working together to achieve better and safer outcomes for people who live, work, and study in the borough.

All Community Safety Partnerships are required by law to conduct an annual assessment of crime, disorder, anti-social behaviour, substance misuse and reoffending within the borough. This is known as the Strategic Assessment. The Strategic Assessment is then used to produce the partnership's Community Safety Plan. The last Community Safety Strategy was published in 2016 and is refreshed on an annual basis. However, with a new Mayor in post, the priorities from the previous Mayor's Office for Policing and Crime (MOPAC) 7 crimes have changed significantly¹, which involves the replacement of the previous Mayor's crime targets in favour of a thematic approach which gives local areas greater control of local police priorities.

This new approach is designed to ensure that police, councils, and other partners are focused on the issues of greatest concern in their areas and that serious, high-harm, high vulnerability crimes that are a priority for the whole city are not overlooked. The new themes in the Mayor's Police and Crime Plan 2017-21 are:

- Neighbourhood Policing
- Keeping Children and Young People Safe
- Tackling Violence Against Women and Girls
- Criminal Justice that Works for London
- Hate Crime

This Community Safety and Violence, Vulnerability and Exploitation (VVE) Strategy sets out the Council's vision for tackling community safety in Harrow and takes into account the recommendations from two substantial reviews; the Home Office led Ending Gang and Youth Violence peer review in 2015 and the Local Assessment Process (LAP) in 2016,

¹ MOPAC 7 crimes are: Violence with injury; Robbery; Burglary; Theft of a motor vehicle; Theft from a motor vehicle; Theft from a person; Criminal damage

which addressed the issue of gang and youth violence locally. Furthermore, given that there is now a new strategic approach from the Mayor to policing and crime, there are clear synergies with the VVE agenda in general and also with domestic and sexual violence under the '*Tackling Violence Against Women and Girls*' theme. This Strategy will therefore include our vision for Domestic and Sexual Violence.

In taking forward the proposed Community Safety and VVE Strategy the following partners have been consulted through Safer Harrow:

- Environmental Crime / Community Safety (Public Protection)
- Children's Services (YOT, Early Intervention)
- Housing
- Domestic and Sexual Violence
- Local Safeguarding Children's Board
- Safeguarding Adults Services
- Police
- Public Health
- Probation
- Community Rehabilitation Company
- Health partners
- London Fire Brigade

Local Context

Harrow prides itself in being one of the most ethnically and religiously diverse boroughs in the country with people of many different backgrounds and life experiences living side by side. It is the richness of this diversity, and the positive impact that it has on the borough and our community, that we believe helps make Harrow such a great place to live, work and visit. 69.1% of residents classify themselves as belonging to a minority ethnic group and the White British group forms the remaining 30.9% of the population, (down from 50% in 2001). The 'Asian/Asian British: Indian' group form 26.4% of the population. 11.3% are 'Other Asian', reflecting Harrow's sizeable Sri Lankan community, whilst 8.2% of residents are 'White Other', up from 4.5% in 2001. In terms of religious belief, Harrow had the third highest level of religious diversity of the 348 local authorities in England or Wales. The borough had the highest proportion of Hindus, Jains and members of the Unification Church, the second highest figures for Zoroastrianism and was 6th for Judaism. 37% of the population are Christian, the 5th lowest figure in the country. Muslims accounted for 12.5% of the population.

Harrow has a population of 247,130 people² which has grown over the last decade by 11.8%. This is above the UK average annual population increase rate over the same time period. 49.8% of the population are male, whereas 50.2% of Harrow's residents are female. Harrow is an affluent borough with pockets of deprivation mainly around the centre, the south and east of the borough; including the wards, Roxbourne, Greenhill, Marlborough, Harrow Weald, and Wealdstone, which also has the highest level of income deprivation in the borough. Harrow's least deprived areas are largely found in the north and west of the borough.

² According to 2015 Mid-Year Population Estimates

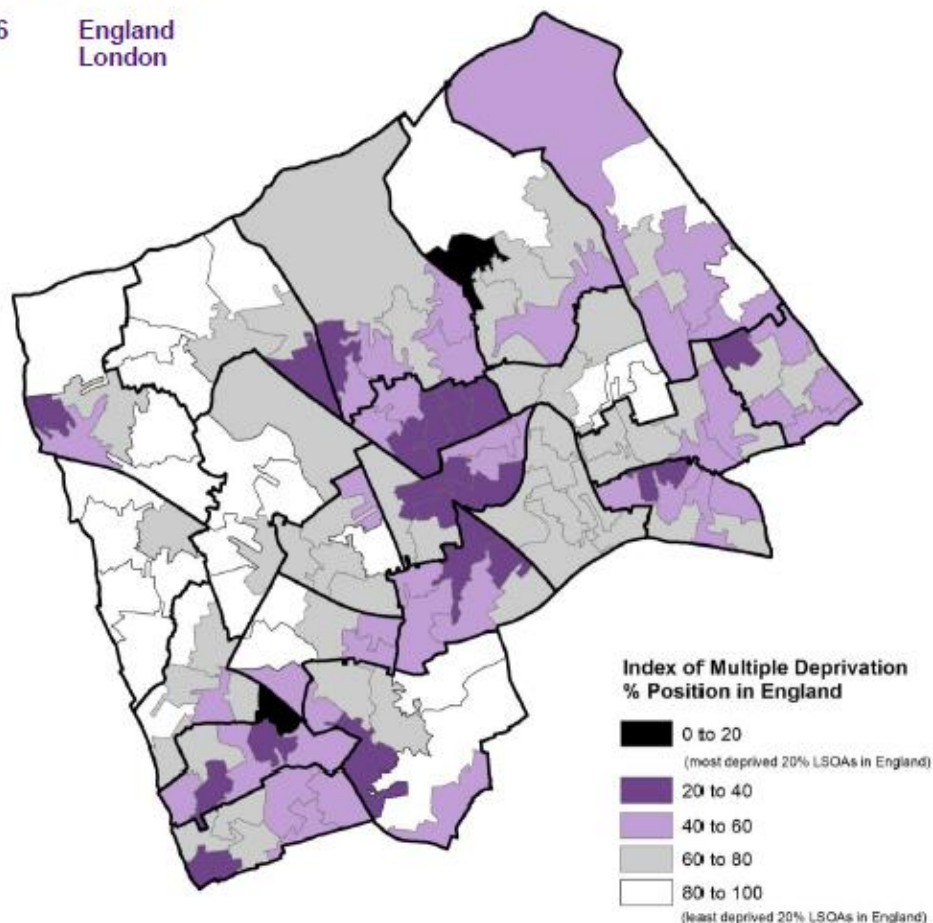


Figure 1 – Deprivation in Harrow based on the Index of Multiple Deprivation, 2015

Employment levels in Harrow are generally good, and Harrow has seen a reduction in unemployment and the number of long term unemployed claimants. However, a number of residents are low paid and have low functional skills. The employment deprivation domain within the 2015 Index of Multiple Deprivation (IMD) indicates 12,083 of Harrow's residents experiencing employment deprivation. This includes people who would like to work but are unable to do so due to unemployment, sickness or disability, or caring responsibilities.

Overall, Wealdstone is Harrow's most deprived ward for employment deprivation, closely followed by Roxbourne. Unemployment figures are highest in Greenhill, Wealdstone and Roxbourne wards. Employment deprivation is generally concentrated in areas with higher levels of social housing, such as the Rayners Lane Estate in Roxbourne; the Headstone Estate in Hatch End and Harrow Weald; the Woodlands and Cottessmore Estates in Stanmore Park; and the former Mill Farm Close Estate in Pinner.³

³ Harrow Council (2017) *Equality Matters: Reducing Inequality in Harrow*

It should be noted however that a report by London School of Economics (2016)⁴ suggests that the £140m regeneration programme in the Rayners Lane estate has brought positive changes to the estate. With residents saying that they think the estate is now 85% better than it was.

In terms of income deprivation, the Indices of Multiple Deprivation (IMD) Income Deprivation scale indicates that 30,733 of Harrow's residents are currently experiencing income deprivation. Wealdstone is Harrow's most deprived ward for this measure and for income deprivation affecting children, closely followed by Roxbourne, then Marlborough and Harrow Weald. Over a fifth of Harrow's residents are in low paid jobs. In part this relates to the business composition of the borough, with small businesses paying less than larger companies and in part due to a significant number of residents having low skills⁵.

In terms of child poverty⁶, Within Harrow, the highest proportions of the population without qualifications or with low level qualifications are in Kenton East, Edgware, Roxbourne and Roxeth. Poor language skills are a major barrier to progressing in the workplace. Harrow was one of 25 local authority areas identified by the Department for Communities and Local Government as an area with high levels of need for English Language provision. 28.5 % of Harrow's residents have a foreign first language. In 15.9 % of households English is not the main language of any household occupants, the 10th highest ranking nationally and much higher than the national level of 4.3 %. The 2011 census showed 1% of Harrow residents unable to speak English at all, compared to 0.6% for London and a national figure of 0.3%.

In terms of child poverty, 17% (London average 17%) children are living in poverty in Harrow before housing costs, and this rises to 27% (London average 37%) after housing costs in Harrow (Dec 2015)⁷. Child poverty has long-lasting effects. By the time children reach GCSE-age, there is a 28 per cent gap between children receiving free school meals

⁴ LSE, (2016) *Moving on without moving out: the impacts of regeneration on the Rayners Lane Estate*

⁵ CLG, *Indices of Deprivation 2015*, Crown Copyright

⁶ Poverty in this document refers to the *relative* poverty measure (defined by Peter Townsend as "Resources that are so seriously below those commanded by the average individual or family that they are, in effect, excluded from ordinary living patterns, customs and activities."). The definition of poverty used in this document is: *Families which have £79 less per week than families on average income.*

⁷ <http://www.endchildpoverty.org.uk/poverty-in-your-area-2016/>

<https://www.gov.uk/government/statistics/households-below-average-income-199495-to-201516>

(FSM) and non FSM in terms of the number achieving at least 5 A*-C GCSE grades. Families in Harrow experience poverty for a variety of reasons, but its fundamental cause is not having enough money to cope with the circumstances in which they are living. A family might move into poverty because of a rise in living costs, a drop in earnings through job loss or benefit changes. Children in large families are at a far greater risk of living in poverty – 34% of children in poverty live in families with three or more children.

Schools in Harrow are; on the whole, among the best performing in the country which has been maintained over a number of years, with 95% being judged as Good or Outstanding (31st August 2016). However, inequalities in education exist in Harrow, particularly amongst children with special educational needs (SEN), those eligible for FSM, and specific ethnic groups. There is a wider gap between pupils who have special educational needs and their peers at Key Stage compared to the national average. Additionally, children who receive FSM show less progress across all subjects between Key Stage 1 and Key Stage 2 compared to their peers.

In terms of public voice and victim satisfaction, *Harrow is currently recording 79% victim satisfaction (ranked 20th in London) and 64% ‘good job’ confidence levels for residents of the borough (27th of the 32 London boroughs);* this is according to data published by the Mayor’s Office for Policing and Crime.

Between October 2015 and September 2016, a total of 13,631 crimes were recorded in Harrow, this equates to 1.79% of all crime reported in Greater London and was the sixth lowest of actual crimes reported.

The table below shows the difference in crime rate between Harrow and our neighbouring boroughs from October 2014-September 2015 and October 2015-September 2016. Hillingdon has shown the greatest reduction in the crime rate between the same two time periods and Ealing’s reduction was slightly lower than Harrow’s. Barnet showed a similar increase to Harrow and Brent recorded the largest increase in the area.

Total offences	October 2014-September 2015		October 2015-September 2016		% Change
	Offences	Rate (per 1,000)	Offences	Rate (per	

				1,000)	
Hillingdon	21921	73.63	22415	75.29	2%
Ealing	26775	78.05	27877	81.26	4%
Harrow	12598	50.98	13631	55.16	8%
Barnet	24002	63.21	25824	68.01	8%
Brent	24833	76.64	27540	85.00	11%
Greater London	727488	83.87	758919.00	87.50	4%

Figure 2: Rate change showing the change in percentage when comparing crime per 1,000 population

Crime increased by 8% compared to the same period of time the previous year; this is higher percentage increase than Greater London as a whole, where crime increased by just 4%.

Progress under the Mayor's Office for Policing and Crime (MOPAC) 7 crimes

This section reports on progress made against 6 of the 7 previous MOPAC 7 crimes, which includes, Violence with injury; Robbery; Theft of a motor vehicle; Theft from a motor vehicle; Theft from a person; Criminal damage. As Burglary has increased considerably in Harrow this has been identified as a strategic objective in this strategy and will be looked at in more detail in the Strategic Objectives chapter.

Violence with Injury includes a range of offences including murder, wounding / grievous bodily harm (GBH) and assault with injury, and there were 1,327 offences that took place in relation to this indicator from October 2015 to September 2016. There has been a reduction of 4 offences (or 0.3%) compared to the same period in the previous year (see table below). However, data on victims of knife crime shows an increase over the same period (see below) which corresponds with experience of local police and other front line staff.

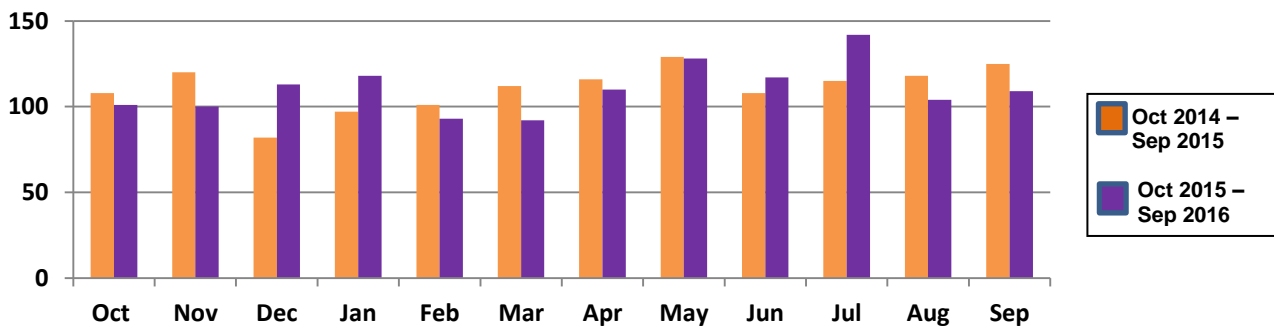


Figure 3 – Violence with injury offences (number) between October 2015 and September 2016 compared to the previous year

Incidences of *Robbery* (including crimes such as theft with the use of force or a threat of force, personal robberies, commercial robberies snatch), have increased significantly by 22.2%, with 391 offences being recorded this year compared to 320 offences being recorded in in the previous year.

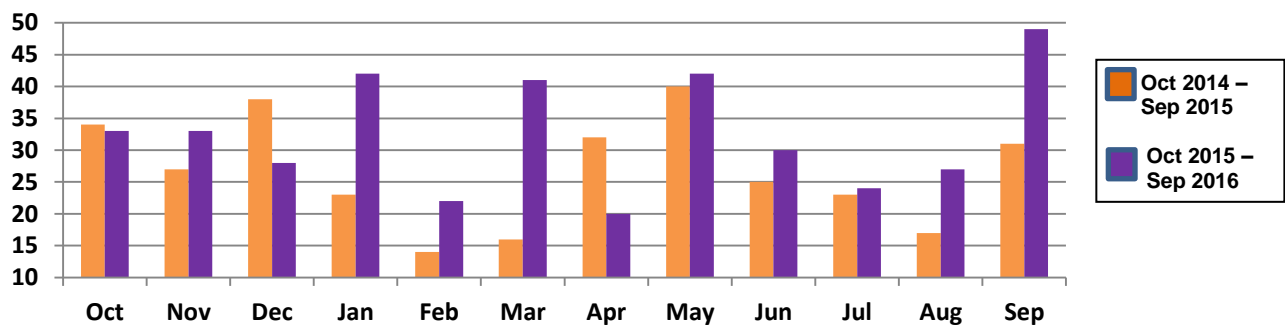


Figure 4 – Robbery offences between October 2015 and September 2016 compared to the previous year

Theft of a motor vehicle has seen the largest increase in percentage terms of all of the MOPAC indicators, having increased 44% in the last year in the same reporting period. When looking at this in a population context, this translates to an increase of 0.36 per 1000 population.

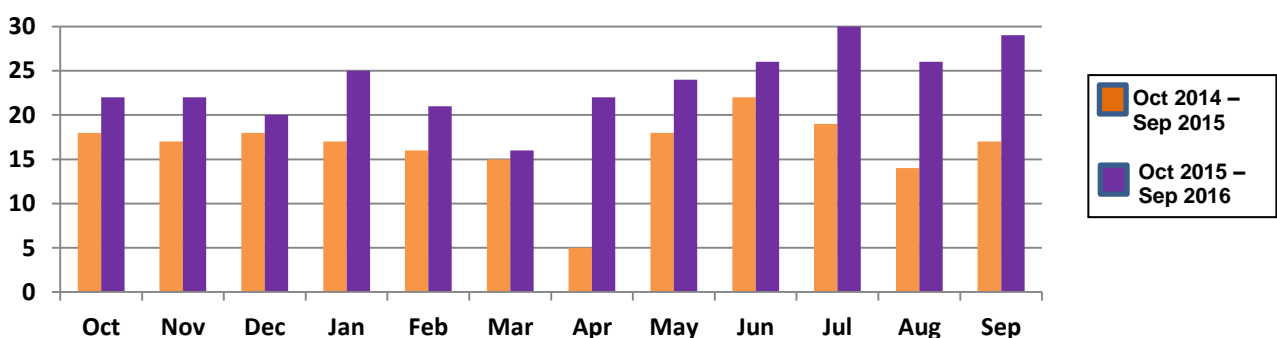


Figure 4 – Theft of a motor vehicle offences between October 2015 and September 2016 compared to the previous year

There were a total of 1,133 offences relating to *theft from a motor vehicle* between October 2015 and September 2016, which is an increase of 6% compared to the previous year.

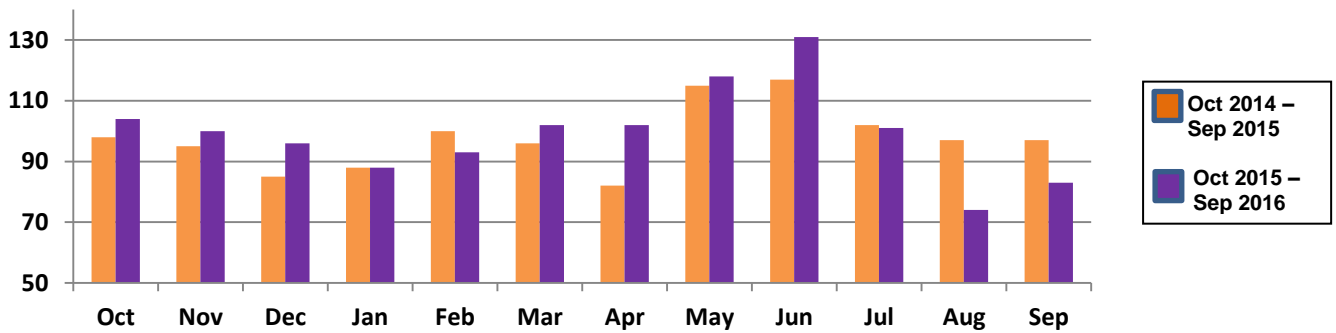


Figure 5 – Theft from a motor vehicle offences between October 2015 and September 2016 compared to the previous year

346 offences in relation to *theft from a person* took place during the last year; this has risen by 21.4%, and is a significant increase.

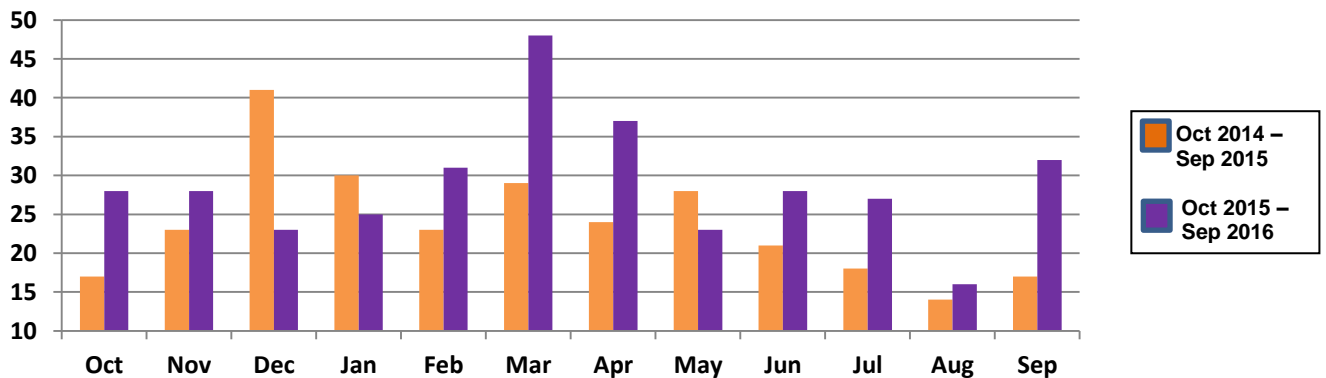


Figure 6 – Theft from a person offences between October 2015 and September 2016 compared to the previous year

Criminal damage includes offences such as damage to a dwelling, damage to other buildings, damage to a motor vehicle and other criminal damage offences. There were a total of 1,192 offences this year, which translates to a small increase of 1.7% or 20 additional offences.

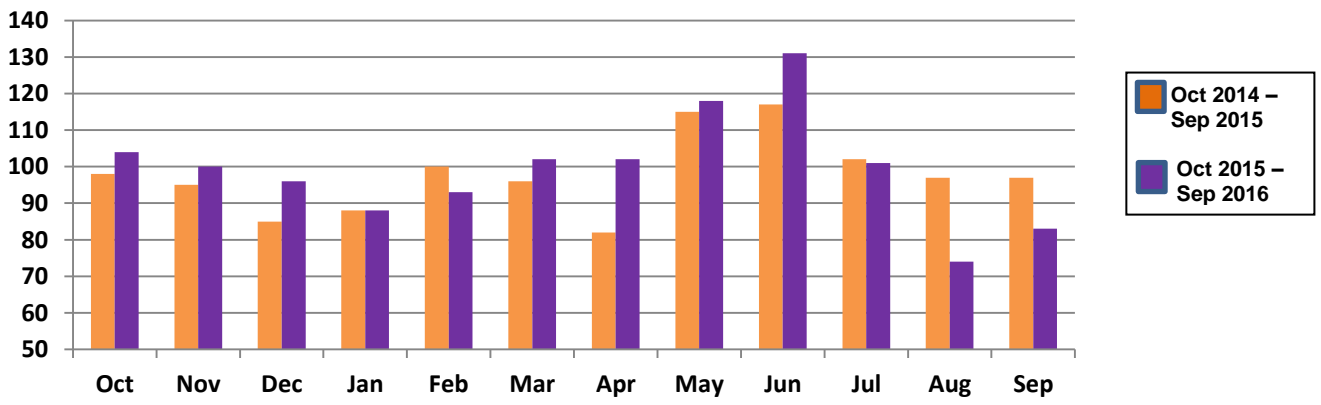


Figure 7 – Criminal damage offences between October 2015 and September 2016 compared to the previous year

Strategic Objectives

Our aim is to deal with the cause of crime and not just the problem itself through the continuation of our services across the partnership and a distinct set of projects which work with perpetrators and those on the edge of crime. Harrow's strategic objectives are two-fold, and based around intelligence gathered from the previous Mayor's Office for Policing and Crime (MOPAC) 7 crimes and around anecdotal accounts such as the rise in youth violence and gang-related activity, which has given us an understanding of what is important in Harrow. Our focus for the next four years will be based on two strategic areas; *high volume crime*, which include crimes that have seen a significant increase in the last year, and *high harm crime*, which encompass Harrow's central commitment to tackle *Violence, Vulnerability and Exploitation (VVE)* in the borough.

We understand that while there are many indicators of high harm crime, the nature of the root causes are not always understood. There has never been a more critical time to explore the strong link between the complex needs of vulnerable young people who are at risk of being exploited and individuals who take to offending. However, vulnerability isn't just limited to people, and at times local areas can turn into crime hotspots and vulnerability can become concentrated into particular areas, where people are more likely to become victims of both high volume and high harm crimes. By putting VVE at the core of our strategy we plan to reduce crime in the borough not just through enforcement and convictions but by also working with those people who are vulnerable to being brought into association with crime either as a perpetrator or as victim (and in some instances both).

We pledge to make Harrow the safest place to live for all those who live, work, and study in the borough and this will be achieved through a distinct set of strategic objectives set out below:

High volume crime

The following crimes will be prioritised following a significant increase in these areas and in agreement with the Mayor's Office for Policing and Crime (MOPAC):

1. *Burglary* – To reduce the number of burglaries and fear of crime in the borough and increase public confidence in the police;

2. *Non-domestic violence with injury* – To reduce the number of incidents of grievous bodily harm and actual bodily harm (NB, this is still an emerging theme with MOPAC, but in devising our strategy and concentrating on high harm crime, we believe we will cover non-domestic violence with injury with the areas in our delivery plan)
3. *Anti-social behaviour (ASB)* – To reduce the number of anti-social behaviour incidents that occur in the borough and ensure victims get the support they need.

High harm crime

We will have a strong focus on the following aspects of high harm crime which reinforce our commitment to tackle violence, vulnerability and exploitation in the borough. This also firmly echoes the current Mayor's priorities, and includes a renewed focus on Anti-Social Behaviour and Youth Violence.

1. *Youth violence and knife crime* –
 - a. To reduce the number of young people involved in youth violence and gang crime and to decrease the number of young people carrying offensive weapons,
 - b. To embed a cultural shift within the schools on the issues of sexual assault, child sexual exploitation and digital exploitation, and to promote a culture of awareness of child sexual exploitation;
2. *Domestic and sexual abuse* – To provide critical support to the most vulnerable members of our community who are affected by domestic and sexual violence and female genital mutilation;
3. *Drug and alcohol misuse* –
 - a. To reduce the number of young people involved in the supply of illegal substances and to build resilience in young people so that they are able to spot the signs of dealer grooming;

b. To reduce alcohol and drug-related reoffending via targeted early support and treatment for ex-prisoners;

4. *Extremism and hate crime* – To prevent young people from being drawn into terrorism; and to improve hate crime reporting rates.

High Volume Crime

1. Burglary

The Indices of Deprivation (IMD) Crime Domain and Burglary, Robbery, Violence with Injury and ASB Data from 2015-16 provides a list of wards in which residents are most at risk of crime victimisation. The following wards feature in both top 7 most at-risk lists: Greenhill, Edgware, Marlborough, Roxeth, Harrow on the Hill, Roxbourne, and Queensbury. Analysis of these wards shows a particular peak in some crime during the winter months when clocks go back and the nights get longer, making homes an easier target. Notably, Edgware, which is the 2nd most at risk according to BRVA data, and is also 1st in the IMD Crime Domain. Furthermore, 6 out of 10 of the most deprived wards according to the Index of Multiple Deprivation (IMD) are also in the top 10 wards at the highest risk of crime based on the BRVA measurement. These are, Roxbourne, Greenhill, Marlborough, Edgware, Roxeth, and Harrow on the Hill. This suggests a correlation between deprivation and crime levels.

There were a total of 2,025 burglary offences between October 2015 and September 2016. This is a significant increase when compared to the same period in the previous year, and translates to a 27% increase or 489 additional offences in this period. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

Burglary	October 2014 - September 2016		October 2015 – September 2016		Offences Change	% Change
	Offences	Rate (per 1,000)	Offences	Rate (per 1,000)		
Ealing	2782	8.11	2542	7.41	-240	-9%
Hillingdon	2471	8.30	2064	6.93	-407	-16%
Barnet	3700	9.74	3707	9.76	7	0%
Brent	2660	8.21	2747	8.48	87	3%
Harrow	1586	6.42	2025	8.19	439	28%
Greater London	58768	6.78	69456	8.01	10688	18%

Table 1 – Burglary offences in Harrow and neighbouring boroughs

The chart below shows the number of offences recorded in Harrow during each month between October 2015 and September 2016 (purple) compared to the previous year (orange).

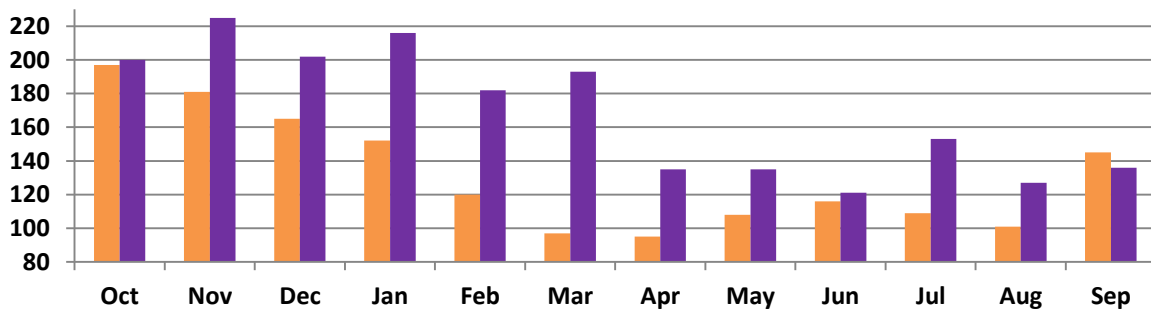


Figure 8 – Burglary offences between October 2015 and September 2016 compared to the previous year

Harrow Police have launched a campaign called ‘Autumn Nights’ which is aimed at increasing public confidence and reduction of a fear of crime, as well as a reduction of burglaries itself. This project aims to:

- Provide a lawful and proportionate policing response to the anticipated rise in residential burglary during the darker nights of the autumn

- Prevent burglary and provide a reasonable and proportionate response if a burglary is committed
- Work together with partner agencies

In preparation for this campaign, police teams will be working to identify vulnerable people and burglary and theft 'snatch' hotspots across the borough. Once launched, the campaign will provide specific Intelligence and the tasking of Safer Neighbourhood Teams, including fortnightly street briefings and weekly contact with hard to reach groups, community events, faith premises, and sellers which include supermarkets. In addition to this, literature and other publicity material will be used to promote anti-burglary messages, which typically increase as the clocks go back and the nights are longer.

The police also plan on increasing signage on roads, raising awareness of panic alarms and light timers and ensure there is higher visibility in burglary areas, including the deployment of high visual cycle patrol officers who will cover high-risk areas at particular times of the day or night. In addition to this, METRACE will continue to be rolled out to priority areas. The police commit to working closely with the Council to make best use of opportunities to use CCTV intelligence.

With regards to intervention and prevention at schools, dedicated Schools Officers already exist, and the aim is to ensure all Schools Officers discuss concerns in relation to the misuse of fireworks and 'trick or treating' and highlight the consequences of offences. Following on from this the police will maintain a list of bail/curfew restrictions and carry out truancy patrols.

In the past the Autumn Nights campaign has proved successful in reducing burglaries during autumn when a number of religious festivals, including Navratri, Diwali, Hanukkah and Christmas occur. In 2015 the project was very popular with the community in reminding them to keep their home safe. However with such a great increase in burglary in the last year it is clear that there now needs to be a greater focus on this area.

In addition to this, the Harrow Safeguarding Adults Board (HSAB) has identified a priority for future work in tackling scams, door step crime and distraction burglary which relate to older and vulnerable people. Locally there have also been victims and the HSAB wants to get a better understanding of the numbers and is promoting the "little book of big scams"

(Home Office/Metropolitan Police) and “watch out for scams” (“National Trading Standards/Police) publications as widely in the borough as possible.

2. Non-domestic violence with injury

This is a new indicator for MOPAC and is recorded as allegations of grievous bodily harm, actual bodily harm, wounding, and assault with injury. We aim to address this through our commitment to tackling violence, vulnerability and exploitation in its general sense and this is explored in further detail in the next section.

The MOPAC Crime Dashboard⁸ shows an increase in Common Assault offences in the last 12 months, which make up 9.5% of total notable offences. Offences are highest in five wards in the south and centre of the borough, namely; Greenhill, Harrow on the Hill, Roxbourne, Marlborough and Roxeth wards. Over 43% of Common Assault offences across the borough occur in these five wards.

3. Anti-Social Behaviour

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves a person feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

Examples of anti-social behaviour include:

- Nuisance, rowdy or inconsiderate neighbours
- Vandalism, graffiti and fly-posting
- Street drinking
- Environmental damage including littering, dumping of rubbish and abandonment of cars
- Prostitution related activity
- Begging and vagrancy
- Fireworks misuse
- Inconsiderate or inappropriate use of vehicles

⁸ <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-research/crime>

The police, local authorities and other community safety partner agencies, such as Fire & Rescue and social housing landlords, all have a responsibility to deal with anti-social behaviour and to help people who are suffering from it.

There has been an upward trend in incidents of Anti-Social Behaviour since summer 2016 with Harrow recording an 8.2% increase compared to the previous 12 month period, which currently ranks Harrow at 27th out of 33 boroughs within London.

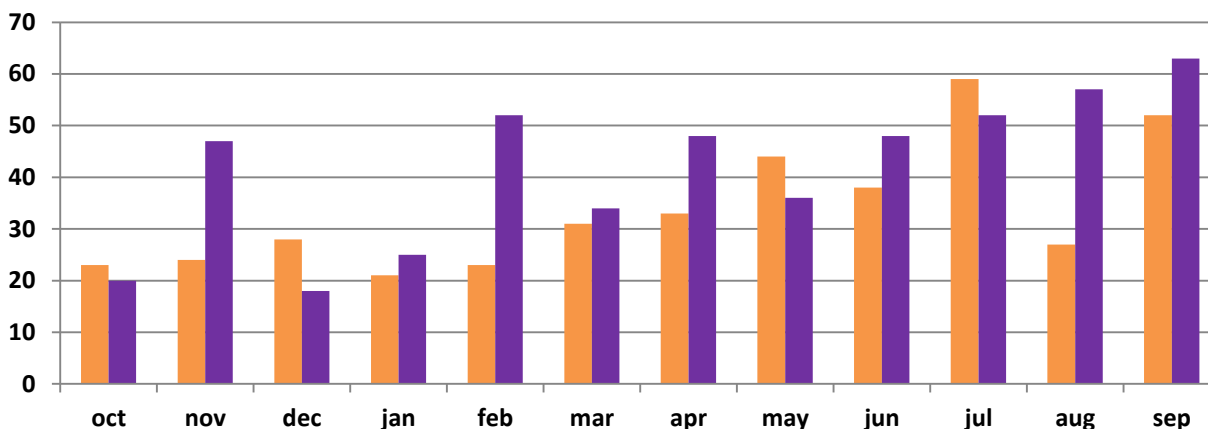


Figure 9 – Anti social behaviour incidents between October 2015 and September 2016 compared to the previous year

Locations in the borough that have seen a considerable rise include Queensbury, Stanmore Park, and Belmont, with the peak months for anti-social behaviour incidents occurring in September, August, and February.

The Council’s Community Safety Team is responsible for dealing with matters of Anti-Social Behaviour arising in the Borough and is responsible for investigating all complaints of ASB through to resolution using the appropriate tools and powers and through engagement with partners, including the Council’s Housing Team. In order to enhance our partnership between the Council and the Police, Police Officers sit with the Team to ensure sharing of information and a co-ordinated approach for the Borough. To ensure the protection of the community, the team remit includes elements of violence and vulnerability and the central focus of the team is the victim and also supporting the community. Officers are also responsible for taking forward recommended actions outlined on the partnerships Risk Matrix, part of the Council’s Anti-Social Behaviour Action Group (ASGAB), to support victims.

Currently the team has been acting as the Single Point of Contact for operational issues in relation to gangs and has been coordinating a partnership approach to dealing with gang related crime through monthly Gangs Multi Agency Partnership meetings, which has been set up in response to increasing violence from gangs on the borough and emerging risks of those exploited by gangs. The group meets on a monthly basis and bring together partners to add value to the enforcement options delivered by the police. The Community Safety Team work with internal and external agencies to tackle matters of violence, vulnerability and exploitation through identification, education, disruption and enforcement. The aims are to:

- Provide first line support and act as primary co-ordinators and enforcers for matters of ASB, crime and disorder in the Borough in partnership with other Council partners and external agencies;
- Take the recommended action outlined on the Partnership Matrix to support the victim(s) as well as the appropriate course of action to tackle the perpetrator(s)
- Investigate all ASB complaints to resolution using the appropriate tools and powers and through engagement with partners. This includes the organisation of a series of meetings that are governed by set protocols that ultimately report to the Safer Harrow Board and the Home Office where necessary;
- Provide proactive reassurance and support in relation to ASB issues, to those who live, work and visit Harrow in partnership with relevant agencies
- Work closely with other Councils to share best practice in combatting crime and disorder, in line with Home Office guidance
- Support and protect vulnerable victims and manage risk in accordance to them, working closely with safeguarding units

In addition to this, CCTV continues to play an instrumental role in making the borough safer. The Council works closely with the police in this area and delivers a 24/7/365 CCTV service. This has worked well and includes utilising direct video and radio links. The good work of the team has been recognised at a local and regional level.

Over recent months a MOPAC-led taskforce has been exploring opportunities to secure sustainable CCTV provision in London. This is in recognition of the challenging financial climate faced by local authorities, which are the primary funders of public space community safety CCTV. Harrow Council is one of the sites that the taskforce visited. The findings from the work of the taskforce will inform future approaches to CCTV. In addition,

the council will continue to engage with the development of any regional strategy in this area.

Services for offenders

All local authorities have a significant role to play in reducing reoffending as well as tackling crime. This includes ensuring partners take account of the concerns of residents and businesses and understanding the health and wider needs of offenders. A number of partners are responsible for commissioning and providing a range of services that support the rehabilitation of offenders. Examples include community based and residential drug and alcohol treatment and recovery services, support with mental health needs, housing provision and benefits, social care services, and access to training, volunteering, education, and employment opportunities.

The Council continues to develop an effective working relationship with the National Probation Service a Community Rehabilitation Company through various panels, including the Integrated Offender Management (IOM) service. The IOM panel meets on a monthly basis providing an opportunity for the provision of intelligence sharing through a number of partners and uses of a range of enforcement powers to take action against offenders who choose not to engage with IOM services, and who continue to offend. Harrow Council plays an integral role in the strategic development and operational delivery of IOM in terms of securing partnership buy-in and resources for multi-disciplinary IOM teams and ensuring robust governance arrangements are in place to support delivery and ensure accountability.

High Harm Crime

Violence, Vulnerability and Exploitation (VVE)

This strategic objective for Harrow has been informed by the Ending Gang and Youth Violence Peer Review, which was commissioned by the Home Office in 2015. The Review found that Harrow is dealing with some of the highest risk young people, and recognised emerging issues of serious youth violence vulnerability and exploitation. Following the Peer Review, a Local Area Profile was commissioned which involved a one-day Local Area Assessment, giving us invaluable insight through interviews and focus groups with front-line practitioners to gather information, building a qualitative picture of the key issues

and drivers around county lines with our neighbouring boroughs, gangs, youth violence and vulnerability. Additionally, one of the recommendations of the Peer Review was to develop a problem profile, which explores the risk factors that affect violence, vulnerability and exploitation and gain an in-depth understanding of the causes of gang membership. In identifying these issues, we hope to reduce the number of people drawn into gang membership through early intervention and equipping existing gang members with the support they need to exit a disruptive pathway. This will not only safeguard younger siblings and family members who may be on the periphery of exploitation but also help to prevent gang culture becoming further embedded in Harrow.

Several partners have a role to play in dealing with all aspects of VVE in our strategic objectives and boroughs have received funding from MOPAC via the London Crime Prevention Fund (LCPF) in order to address key priorities related to crime reduction. We have worked with our voluntary and community sector (VCS) to design a range of interventions that have been proven to be successful in the borough and elsewhere, these are outlined in more detail further on. Our aim is that by working in partnership with the local VCS they will be able to leverage in additional funding and resource to support this agenda in addition to what the Council can provide.

4. Youth violence and knife crime

We have seen an increase in the number of victims of knife crime within the borough and young people convicted of weapons offences has also risen. In 2016/17 36 young people were convicted of possession of an offensive weapon, compared to 28 young people in the previous year however, the number of first time entrants has decreased by 7.9% compared to the previous year; this is based on data collected by the Council's Youth Offending Team (YOT). The graph below shows how FTE has changed over the past six years.

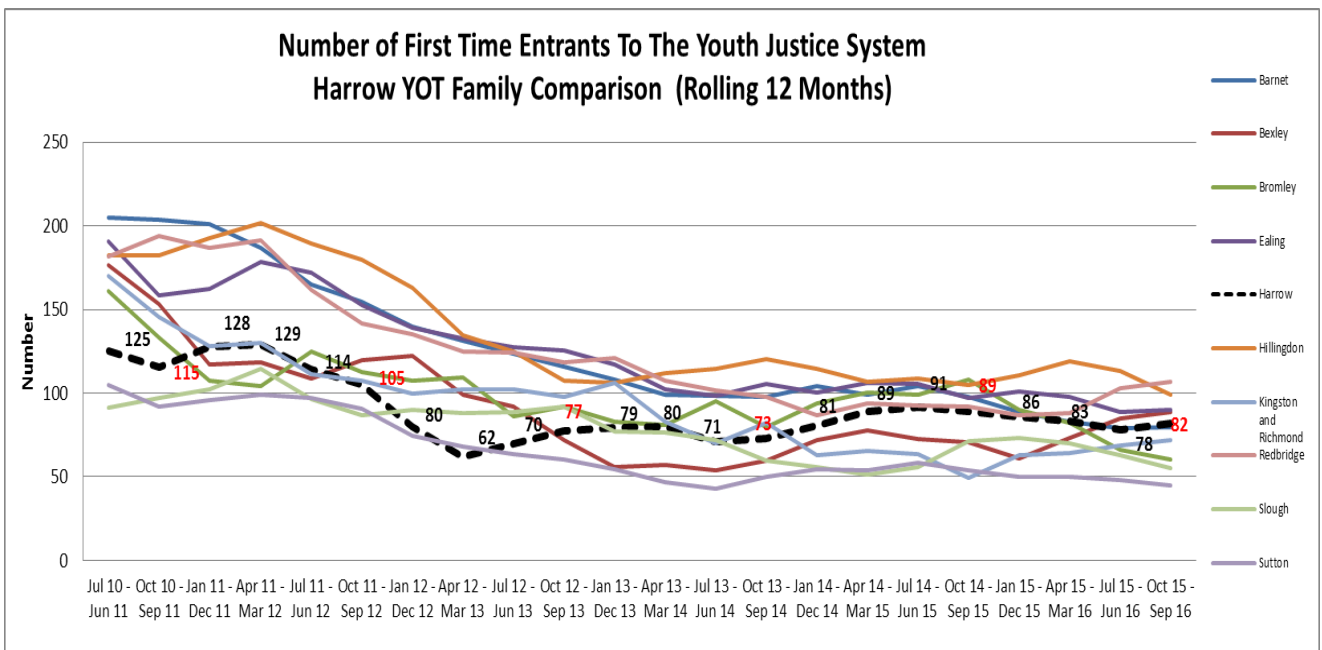


Figure 10 – Number of first time entrants to the Youth Justice System

In addition to this, the Triage service has been transferred to Harrow’s YOT service which has meant a more streamlined approach to early intervention to address youth violence. During 2016/17 the YOT received 73 referrals, 68 of which went on to have a triage intervention. Overall; including those already with triage at the start of the year; the team delivered triage interventions to 83 young people. There were a total of 50 young people discharged from the triage programme in 2016/17 45 (90.0%) of whom completed the programme successfully.

However, assessments of young people by the YOT indicate that young people are carrying knives due to feeling unsafe and the majority of knives have been kitchen knives rather than “trophy” knives. Knife crime incidents made up a total of 281 offences in April 2015 to March 2016 in young people aged 0-25, this increased by 29% in the following year to 362 incidents between April 2016 to March 2017. The graph below shows the upward trend of knife related incidents in the borough:

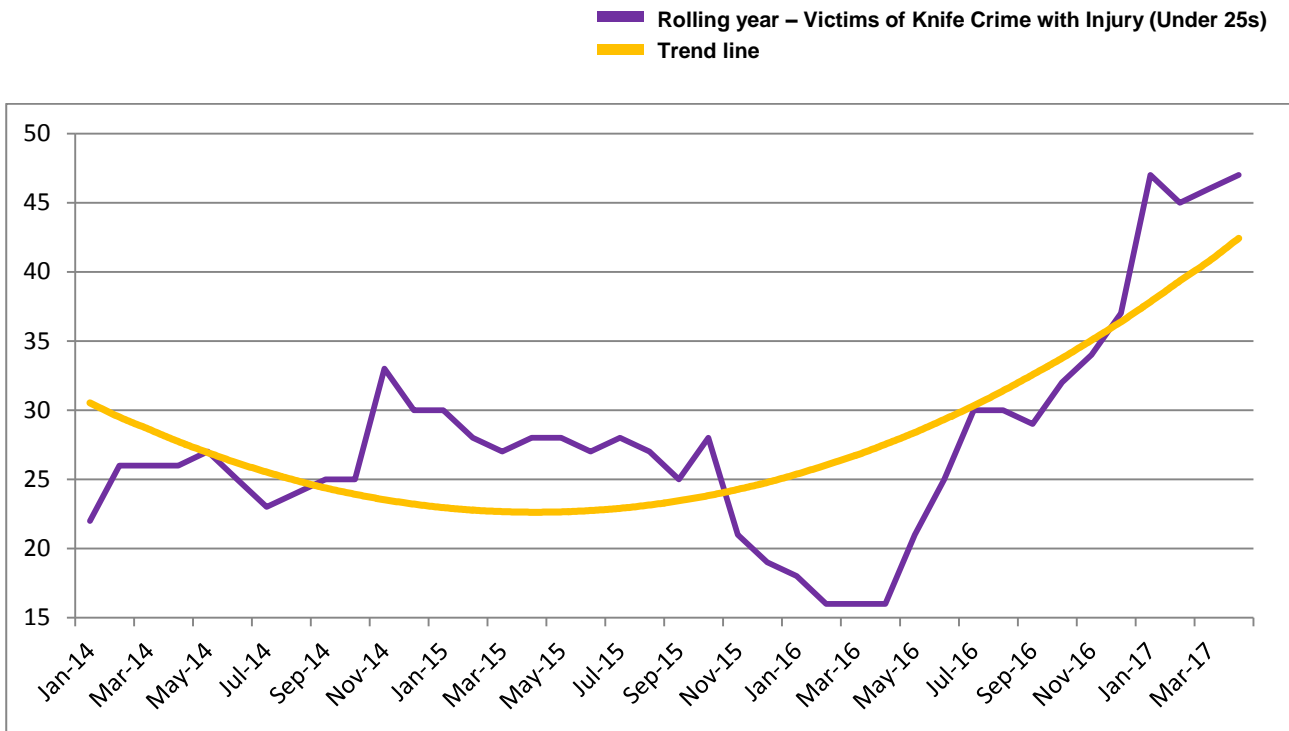


Figure 11 - Knife Crime with Injury (Under 25s) from October 2015 – April 2017, MOPAC Dashboard

Harrow has seen a particular rise in youth violence in the South Harrow and Rayners Lane area and in light of this increase, and in response to offences linked to knife crime and serious offences involving stabbings, the Council are developing a Youth Offer as part of the Early Support and in conjunction with Youth Offending Team to directly address young people who are vulnerable to being either victims or perpetrators of such crime.

In addressing the issue of youth violence, the Council have been working with Ignite a well-known voluntary and community organisation, with a team of experienced youth workers, to recruit a full-time Gangs Worker for the Rayners Lane Estate and South Harrow area. The programme is specifically aimed at working with young people connected to the known gangs in the area and those who are engaged in high levels of anti-social, violent and criminal behaviour.

This service aims to achieve a reduction in youth offending and gang-related behaviour, and support young people to disengage with and ultimately leave associated gangs. The Gangs Worker will work in close partnership with the Community Safety Team and attend monthly GMAP meetings to share intelligence and anecdotal insight. Outcomes will

include reduced incidents of violent youth crime in Harrow and a reduction in children and young people 'coming to notice' by the police and young people demonstrating improved self-esteem, engagement, confidence and skills, helping them to make positive choices and increasing their aspirations and hope for the future. The programme will enable young people to demonstrate improved personal and social skills such as communication and emotional resilience.

Connected to this, we believe that prevention and early intervention is better than cure, and we have therefore invested in a drama programme with Synergy Theatre. Synergy have a proven track record in working to rehabilitate ex-prisoners and have featured in the national press for their successful work in changing the attitudes and behaviours of participants and the audience. The production company will work in a select number of targeted schools where young people are at risk of entering the criminal justice system to help them discover alternative pathways and become an integral and meaningful part of society. Synergy have developed a ground breaking, interrelated programme of artistic work that seeks to build a bridge from prison to social reintegration, prevent young people from entering the criminal justice system, and inspire change by capturing the imagination and affecting the feelings, behaviours and attitudes of participants and public.

Through the opportunities offered by this project, participants will be challenged to try new activities and learn new skills to overcome destructive patterns of thinking and behaviour. Many may discover untapped potential and talent and these achievements and skills gained can foster a more positive mode of behaviour and encourage re-engagement with education and increase future employability.

Another programme called Street Doctors has been selected to assist Harrow Youth Service in addressing the rise in knife crime. Street Doctors is a group of 2nd year medical students who volunteer their time to work with young people who may come into contact with a stab victim. They work with multiple partners across London to help fund, facilitate and strengthen the delivery of pragmatic, life-saving first aid to young people at risk of youth violence in the city. The programme they deliver includes a minimum of 42 young people (potentially 6 per cohort) at risk of youth violence educated in each of two modules – 'What to do when someone is bleeding' (6 sessions) and 'What to do when someone is unconscious' (6 sessions). Those at risk are defined as any one of the following:

- Young people who have already received a conviction for violence or weapon carrying
- Young people who are deemed by other services as being at higher risk. Example services include: Youth Offending Institutes/ Teams, Pupil Referral Units, Specialist Charities, and Youth Clubs
- Young people living in areas where there is a high rate of violence

Young people who attend the Street Doctors course receive a certificate of attendance at the end of the programme. Once the course is complete the team share subsequent intelligence and analysis with key stakeholders. Discussions are also underway with the Beacon Centre which is located in Rayners Lane to host these sessions. We know from recent experience that this is a worthwhile venture as two young people known to the YOT who witnessed the aftermath of a stabbing were able to utilise their skills learned from these sessions and stop the bleeding of a victim.

In conjunction with these practical activities, the Youth Offer delivers a programme to help young people explore their current mind-set and consider ways of approaching different situations that they are faced with both in and out of school. The Mental Toughness programme works closely with young people aged 12 to 19 to help them drive positive and sustainable changes that will make a real difference to their attitude, mind-set and behaviour. The aims of the programme are to help them; not to fear failure; challenge stereotypes & ditch labels; be resilient to challenge; be confident to make mistakes.

In addition, Children's Services have been in discussion with Ignite to look at ways in which to partner further and develop a more bespoke youth offer to the area which will include joint outreach/detached youth work, engagement events with young people in the South Harrow area and youth club sessions built on the feedback from young people as to what they want to see delivered. It is the intention that once a model of delivery is agreed and rolled out at the Beacon Centre, that this model is then replicated in other areas of Harrow where there is a need.

Work continues to extend the youth offer to other areas of the Borough including activities being run in partnership with Watford FC based at the Cedars Youth and Community Centre and plans to add youth services to the programme of activities from the Early Support Hub at the Pinner Centre.

Key to further developments around the Youth Offer is our partnership with Young Harrow Foundation, a not for profit youth organisation, who are assisting Harrow Early Support in developing an overarching youth strategy along with other partners within the private and voluntary sector.

In addition to this some of Harrow's young people access services at St Mary's Hospital Emergency Department run by Red Thread, a collaborative youth charity, which provides youth intervention programmes to support and engage with victims of serious youth violence and exploitation.

In providing a joint response to child sexual exploitation (CSE), missing children, and gang related activity, Harrow Children's Services took the steps to mobilise resources associated with Violence Vulnerability and Exploitation and create the Violence, Vulnerability and Exploitation (VVE) team in April 2016. The VVE Team has a CSE Coordinator, Missing Children/Runaways Family Support Worker and a Gangs worker in order to provide a joined up response to children and young people displaying vulnerabilities associated with these key risk areas. This work compliments the work being carried out by the Community Safety Team, informing and supporting intelligence shared at monthly Gangs Multi Agency Partnership meetings. The VVE team works in collaboration with key partners, including the Police, Youth Offending Team and Education to provide a joint response to CSE, Missing Children and Gang related activity, as well as being involved in Channel and preventing extremism. The team also serves to develop key themes and trends, improve collective response through an informed understanding of the issues, which will feed into the development of the problem profile in respect of young people.

In November 2016 a Harrow led Violence, Vulnerability and Exploitation mapping exercise of approximately 40 known young people was undertaken involving professionals across the partnership including Harrow Children's Services, Police, Education, Housing, Community Safety Team, Helix Pupil Referral Unit (PRU) and Health. The purpose was to explore the links and key themes between the young people in respect of VVE indicators and vulnerabilities. The mapping exercise highlighted links and relationships involving missing young people, CSE, youth violence, suspected county lines drug trafficking and gang associations, primarily the development of a new group/gang. The Helix PRU was also becoming a prominent location where a key number of VVE young people were meeting and forming peer groups.

Case Study

In December 2016 a Multi-Agency Child Protection Strategy meeting was held involving approximately 35 multi-agency professionals across the partnership regarding a family address and location in the Roxbourne Ward, Harrow. The location was a recurring theme with young people associated with VVE. The concerns at the address included CSE, Missing young people, substance use and youth violence associated with the new 'Group/Gang.

The Police, with support of Children's Services and the Community Protection Team, were able to submit representations to Harrow court and obtain a Closure Order for 3 months covering period 10.12.16 – 4.3.17. (*ASB Crime & Police Act 2014 – Sect.80*). *Disorderly, offensive or criminal behaviour ...serious nuisance... disorder to members of the public*. The order ensured that only the named individuals residing at the address could be there prohibiting access to the premises to anyone else.

Effective partnership working with corporate and with key stakeholders led to successful disruption activity, safeguarding children missing from home and care and at risk of Child Sexual Exploitation. The success of the disruption activity and reduced anti-social behaviour firmly rests with the strength of partnership working between Children's Services, Police, Community safety and Housing. Swift action on the part of everyone involved led to a reduction in criminality and children being safeguarded.

Over the next two years the Council will also invest in a programme aimed at generating a cultural shift within schools on the issue of sexual assault, CSE, and digital exploitation violence, and promote a culture of awareness.

We know that young women in Harrow, particularly from the Black, Asian and Minority Ethnic communities (BAME), are disproportionately affected by crimes of sexual assault in schools, and Child Sexual and Digital Exploitation. A report by the Government's Women and Equalities Committee released on 13 September 2016 shows that sexual harassment and sexual violence in schools are widespread nationally. Testimonials from young women and girls affected suggest that schools are failing to deal effectively with the problem. A

new programme aimed at early intervention and prevention will be delivered by Wish, a charity supporting young people into recovery from self harm, violence, abuse and neglect. Wish will work in close partnership with the Harrow Violence Vulnerabilities and Exploitation team, to deliver an Outreach and Support service to young people within identified schools and/or “hotspot” areas in Harrow. Working within clearly identified strategic goals agreed across multi-agency partnerships such as the local authority, police, health and other key agencies like probation and youth offending, information and intelligence will be shared to fully understand the local patterns of child sexual exploitation and peer related sexual violence, to disrupt and deter perpetrators and to identify, help and protect children. Raising awareness across the community is crucial, and the service will work with children to develop materials to support other children to understand the risks and issues. Schools will be supported to deliver appropriate responses to young people on the issues, and to tackle incidents such as sexual assault in appropriate ways.

This project aims to narrow the vulnerability gap by increasing targeted interventions in schools where a high percentage of sexual assault and digital exploitation incidents are known and through a whole school approach will generate a strong counter culture of challenge and change to tackle and prevent violence, vulnerability and exploitation.

Female Genital Mutilation (FGM)

Female genital mutilation (FGM) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. FGM is a criminal offence – it is child abuse and a form of violence against women and girls, and has been illegal in the UK since 1985, with the law being strengthened in 2003 to prevent girls travelling from the UK and undergoing FGM abroad⁹. FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for victims and can cause harm in many ways the practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in child birth, causing danger to the child and mother and/or death. The age at which FGM is carried out varies enormously according to the

⁹ Under section 1(1) of the Female Genital Mutilation Act 2003, a person is guilty of an offence if they excise, infibulate or otherwise mutilate the whole or any part of a girl's labia majora, labia minora or clitoris. Section 6(1) of the 2003 Act provides that the term “girl” includes “woman” so the offences in section 1 to 3 apply to victims of any age.

community. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy.

Between April 2015 and March 2016, 70 women or girls (i.e. under 18) in Harrow were identified as having had FGM at some point in their lives¹⁰. Compared to the rest of the local authorities in England, Harrow ranks joint 27th highest and joint 19th highest in London. The highest numbers identified were seen in Birmingham, Bristol and Brent. These small numbers do not allow us to divide the cases into those aged under or over 18. The recording of age at which FGM took place is very poorly recorded and so it is not currently possible to say how many are recent cases, or indeed, if any of them are.

Harrow ranks 4th highest nationally in the rate of hospital, clinical, or GP attendances for women or girls with FGM, i.e. the number of contacts with the health services that any woman previously or concurrently identified as having FGM. We do not have data on the reasons for these attendances. Some/most are certainly maternity cases and will be receiving a number of antenatal attendances while others may be having treatment for their FGM and other attendances could be completely unrelated to their FGM. What is clear is that the number of attendances in Harrow is 6 times the number of cases compared to 3 times the cases in Brent, who use the same hospital Trust, and between 1 and 2 times elsewhere. Due to poor quality data it is impossible to ascertain the reasons behind this at this time.

North West London Healthcare Trust safeguarding nurses have ensured that questions about FGM are routinely asked as part of the Trust's safeguarding policy. These questions are asked regardless of whether the child or mother are attending accident and emergency, paediatrics, maternity or a surgical ward. Since the introduction of mandatory reporting for certain professions, combined with the local awareness raising activity, referral figures are increasing. Referral figures to the MASH have risen from an average of 3-4 per year prior to 2015 to 14 in 2015-6. While most of these cases were children identified as potentially "at risk" of FGM, one case was of a young woman who had already had FGM. This case was investigated and it was established that she had undergone FGM prior to arriving in the UK.

¹⁰ The number of newly recorded cases has been rounded to the closest 5 to prevent disclosure.

The Harrow Domestic and Sexual Violence Forum has identified FGM as a priority area. In line with this, a series of posters and communication plan have been produced to raise the profile of this critical issue. They were distributed throughout the Borough at 26 on street sites and in council publications, with the design options distributed to local sites for display at their discretion. In addition to this, the Harrow Local Children's Safeguarding Board (LSCB) ran briefings for staff on the new duties and to reinforce understanding about the harmful initial and long term effects of FGM. Harrow has two safeguarding health professionals who lead on FGM based at Northwick Park Hospital within London North West Healthcare Trust (LNWHT). They provide training, advice, and support to health professionals within the hospital community; to other health providers such as the mental health trust; and to safeguarding leads based in general practice settings. This increased awareness has improved the quality and timeliness of GP referrals and their action plans. In turn, the GPs report that responses from MASH have improved so they know what is happening with their patients.

As part of the HSCB, colleagues in Public Health have FORWARD trained FGM trainers who deliver a cross agency session as part of our race, culture, faith and diversity implications for safeguarding children effectively course. These trainers work as part of our voluntary community and faith child safeguarding engagement.

Case Study

Schools in Harrow have been working with NSPCC and FORWARD on FGM. Norbury School is the leading primary school in the NSPCC Talk PANTS programme and lead in Female Genital Mutilation education, working alongside the Azure Project with the Metropolitan Police. The school had six months of regular meetings with stakeholders including health services, children's services, their parent group, the voluntary sector, the police, cluster schools and charities to understand the facts, the various educational approaches, training and engagement with communities. Following these meetings the school created their own FGM lesson plans, resources and approaches which they were shared with their stakeholders and modified as required. All Year 5 & 6 pupils' parents met the school and reviewed the resources before the lessons were piloted and INSETs were held for their staff, governors and parents. Under the slogan My Body My Rules, Norbury has specific FGM lessons from year 3-year 6. Norbury School has also delivered CPD Online seminar lessons and has participated in three conferences, a radio programme and has developed a video. They are also a case study championed by the

Home Office and have shared the approach and learning with other schools. Their role in raising awareness of FGM has also been recognised by the United Nation, within the Big Bro Movement.

A number of lesson plans are being created in Harrow schools and colleges, in partnership with their community, under the support and guidance of Norbury Primary School. Norbury is also working with older students from a high school to train as providers in lessons. As local education champions on FGM, Norbury has developed the lesson plans for PANTS from Nursery through to year 6. Norbury has trained and facilitated assemblies, seminar lessons and taught across 10 different boroughs in London. Norbury is now a facilitator for a national training provider speaking at Conferences in Bristol, Manchester and London.

In addition to this, Harrow High School met with KS3 parents to share Harrow High's Talk PANTS and FGM vision with the plan to deliver lessons. Elmgrove has received staff training and is working with Community Ambassadors to deliver Talk PANTS/FGM lessons. Grange has completely adopted the programme working with Norbury on a weekly basis in the Autumn Term. HASVO (Harrow Association of Somali Voluntary Organisations) are working with Rooks Heath School to support the FGM agenda and developing an FGM film. Harrow College has included FGM awareness in its health fair.

Domestic and Sexual Violence

Domestic violence and abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial and/or emotional abuse.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

Since the publication of our Domestic and Sexual Violence Strategy, the legislative and policy context has developed considerably. We see this is a positive step. A range of new legislative measures have been introduced including specific offences of stalking, forced marriage, failure to protect from Female Genital Mutilation (FGM), and revenge pornography, as well as a new definition of domestic abuse which includes young people aged 16 to 17 and “coercive control”. Other key legislative developments include the introduction of the Modern Slavery Act (2015), the rolling out of Domestic Violence Protection Orders (DVPOs) and the Domestic Violence Disclosure Scheme (DVDS), the introduction of FGM Protection Orders and an FGM mandatory reporting duty, and enhanced measures to manage sex offenders and those who pose a risk of sexual harm.

The Government has also released a national strategy, Ending Violence Against Women and Girls 2016-20. This refreshes the first UK national VAWG Strategy launched in 2010. The strategy retains the framework of Prevention, Provision of services, Partnership working and Pursuing perpetrators. In addition to this, the London Mayor has launched five new priorities for London as part of the Police and Crime Plan, and this includes a priority to tackle violence against women and girls, putting this issue right at the top of the political agenda.

There is a general acceptance that cases of domestic abuse are under reported, and the new laws around coercive control have not resulted in many convictions to date. There have been four reports to Police in Harrow over the past year, and none have resulted in further action being taken.

There has been a clear increase in recorded domestic offences in London. In the year to December 2016 there were over 149,000 incidents, which was an increase of 3.0% compared to the previous year. In December 2012 there were 118,013 incidents, which has increased year on year. Barking and Dagenham has the highest recorded rate of domestic abuse in London, with 26 incidents per 1,000 population as of December 2016. In Harrow the rate was 12 as of December 2016, with only Richmond upon Thames and Kensington and Chelsea having lower incident levels (11 recorded incidents per 1,000 population).

There are challenges in capturing an accurate picture of the levels of domestic and sexual violence in Harrow, including under-reporting by victims, inconsistencies in approach to data collection across services, Home Office changes to the way MPS police forces record

domestic violence offences and the hidden nature of this type of violence and associated stigma. Therefore, whilst the data we have collected enables us to look at general trends, we suspect that the true levels of domestic violence in the borough are likely to be higher.

In Harrow, the local Community Independent Domestic Violence Advocates (IDVAs) are now receiving an average of 93 referrals per quarter. This is set against 81 referrals per quarter for 2015/16 and 30 per quarter for 2014/15. The IDVA based in the MASH (Multi Agency Safeguarding Hub) is receiving an average of 30 referrals per quarter, slightly down on last year's peak of 35, but against just 18 referrals per quarter in 2014/15.

The local Multi Agency Risk Assessment Conference (MARAC), which deals with the highest level of domestic abuse cases, has considered an average of 16 cases each month; this number has remained largely consistent for the past two years (18 cases per month in 2015/16 and 19 cases per month in 2014/15). This may well reflect that the MARAC referral process is well embedded into local organisations and working well.

In terms of the national Troubled Families agenda, locally referred to as "Together with Families", 314 out of 718 eligible and verified families on this programme in Harrow have domestic violence recorded as one of the criteria; which is 43.7%.

This local data clearly demonstrates that the Harrow Domestic and Sexual Violence Strategy, and the hard work of the local authority and partner organisations, has been successful in terms of raising the profile of domestic violence services; educating the local community around how to access the available services; and ultimately, increasing our referral rates and therefore being able to provide an intervention, help and support to more local victim of domestic and sexual violence.

We need to better understand domestic violence in our local community, and will work jointly with our strategic partners to ensure access to high quality intelligence to map the nature of domestic violence in Harrow. In addition, we propose to work with local communities, partners and all stakeholders, to increase the number of crime reports, and in particular raising awareness of coercive control as a form of domestic violence.

Harrow has invested £552,000 over two years in domestic and sexual violence services through a contract with Hestia. Through this we have provided a six unit refuge for women and children fleeing domestic abuse; practical and emotional support, advice and

advocacy to victims and their children on matters including housing, welfare benefits, legal options, health, education, training and childcare; and Independent Domestic Violence Advocate (IDVA) provision.

The big success over the past year has been the successful delivery of Harrow Couple's Domestic Violence Programme, where Harrow Children's Services partnered with the renowned Tavistock Relationships to deliver a feasibility project trialling a 'mentalisation' based couple's therapy approach to intervention with couples who are parents of one or more Children in Need, and where there is situational violence between the partners. The aim of the pilot was to assess whether the intervention helps alleviate the incidence of violence, improves the couple's relationship, and improves outcomes for children. This was the first time a programme like this has been used in a domestic violence context and so was ground breaking; it was a small pilot and it indicated proof of concept as well as offering a promising potential intervention in a field where there is very little research on what works for couples experiencing domestic violence and abuse.

The results of the programme indicated that it is possible to deliver a couple therapy intervention to carefully assessed and selected parents with a history of domestic violence safely and productively. Couples referred to the project had a total of 67 police call outs (average of 6.1, range 1 - 24) and 41 contacts (average of 3.7, range 1 - 11) with Children's Services prior to starting the intervention (each police call out is calculated at £477). Working with the couples together led to no further incidents of domestic violence being recorded to date. A post-intervention review by Harrow Children's Services in October 2016 showed that there had been no new incidents involving the Police or referrals to Children's Services for any of the 11 couples in the project.

The improvements can also be demonstrated through the reduced need for statutory social care interventions. Four couples who had been on Child Protection Plans were stepped down to Child in Need Plans; two couples whose children had been on Child in Need Plans improved and their cases were closed; four couples remain on Child in Need Plans (partly because there are other concerns, for example about a parent's mental health or accommodation issues); one couple was not on a Plan.

Qualitative reports from interviews with the couples showed how much they valued the intervention and how much it helped change the interactions in their relationships, and, in some cases at least, had a beneficial knock-on effect on their children, who were happier

and more able to function at school. Partners reported not arguing as much or as heatedly and being able to cool things down between them when they did begin to argue. They talked about being able to keep their children in mind and being better parents. Eight out of eleven partners said they would seek the same kind of help again, and one had recommended it to a friend. Officers have now successfully secured funding from the Department of Education to extend the programme for another year.

Case Study

This case summarises the advice and support provided to a low/medium risk victim of domestic abuse during a two year period within the Harrow Floating Support Service.

The client's past experiences of domestic abuse within the former abusive relationship include physical abuse, intimidating/threatening behaviours, emotional abuse, controlling and/or coercive behaviour, verbal abuse, sexual abuse including rape and financial abuse. The provision of advice and support to the client has ensured on-going safety planning and review of relevant risk factors attributable to the former partner's abusive behaviour. In addition to safeguarding, the client was provided with support in gaining legal remedies (referral to immigration lawyer and family lawyer who applied for a Non Molestation Order and Child Arrangement Order), alleviating her housing situation (referral to housing service and support in applying for JSA and housing benefit), extending her support networks, assisting with her finances and budgeting and work (pursued an Employer User Programme within the NHS (Mental Health Service) and through this programme, the client secured part-time employment), and empowerment and self-esteem in her moving-on/recovery process towards leading an independent and safe life.

'The Floating Support Worker has accompanied me to the Police station on a number of occasions and she has also accompanied me to a Parent-Teacher meeting in relation to my child; her presence has made me feel safer and more confident. The Floating Support Worker has since the beginning of my case focused a lot on how I can increase my self-esteem, self-worth and sense of empowerment in my moving-on/recovery process in particular when I interact with my former partner during handovers and when we need to communicate by email. During this process I have gradually strengthened my emotional resilience and my ability to detach from my former partner's abusive behaviour on a mental and emotional level which has proved vital as I need to meet him face to face during handovers. I have learnt that I cannot give my power and control away to my former

partner and that I cannot stop him from exercising these forms of abuse against me. Instead I am slowly starting to understand that by detaching myself from my former partner on a mental, emotional and psychological level, I can reclaim power and control in my own life and chose how to respond to his abusive behaviour by not allowing it to affect me on a deeper level. This is a process however I have a greater belief in myself that I can do it'.

The Floating Support Worker has empowered me to take charge of the situation and it has made me realise that I have the right to assert boundaries and that my former partner can only stop me from exercising my independence if I allow him to. I feel that this is still a learning process and the Floating Support Worker has played a big part in lifting me up and supporting me to believe in myself and my potential to be able to move forwards in my life. In this context, I feel that the provision of emotional support and focus on increasing self-esteem and independence has had a significant and positive impact on my wellbeing and moving-on/recovery process. There is a safety plan in place which I a mindful of and I feel safer now compared to before when I was not supported by the Harrow IDVA or Harrow Floating Support Service'.

In 2014 we published our Domestic and Sexual Violence Strategy and over the past four years, this has enabled us to make real progress in delivering an integrated approach to tackling domestic violence across Harrow. We are proud to have made this a priority for the Council and provided additional investment to enhance our service offer. Despite our achievements, domestic violence still exists, and its prevalence remains too high and so we still have work to do.

One of the Strategy Group's priorities for 2016/17 was signing up to the UK SAYS NO MORE campaign. UK SAYS NO MORE is a national campaign to raise awareness to end domestic violence and sexual assault and is a unifying symbol and campaign to raise public awareness and engage bystanders around ending domestic violence and sexual assault. We were very proud to be the first local authority partner and will continue to support the campaign over the coming year.

Over the life of the strategy, there has been a marked increase in referrals received into our services. This can be attributed to a number of factors, including the increased investment the Council has made; the fact that it has been a priority for the Administration and therefore has been subject of a long running communications campaign; and the

profile of domestic violence having been raised significantly, through changes in legislation, national campaigns and high profile media cases.

We now make a renewed commitment through this strategy on behalf of all of the members of the Safer Harrow Partnership, to prioritise tackling domestic violence through a closer working and will now be integrated into the overall Community Safety and VVE Strategy. We commit to aligning budgets across the partnership, where possible, to make the best use of available resources in challenging financial times, to funding high quality provision, and to putting victims, and those affected, at the forefront of our work.

We recognise that some sectors of society can experience multiple forms of discrimination and disadvantage, or additional barriers to accessing support. These include victims from Black, Asian and Minority Ethnic (BAME) communities, lesbian, gay, bisexual and transgender (LGB&T), older people, disabled people, those with insecure immigration status and men. We are committed to ensuring that our approach takes into account the differing needs of victims, and the wider needs of our communities. In particular we recognise that adults in need of care/support are often at risk of domestic violence and abuse. A recent deep dive by the Safeguarding Adults Team showed that 33% (171 cases) of all safeguarding adults enquiries taken forward in 2016/17 had an element of domestic violence and abuse, and older people were the most “at risk group” (45%) followed by mental health users (42%). The Harrow Safeguarding Adults Board (HSAB) has agreed that training and awareness raising should be targeted to agencies where no/low referrals have been generated, this will also include a greater focus on the multi-agency training programme for safeguarding adults in relation to this domestic violence and abuse.

The Safer Harrow and Harrow Domestic and Sexual Violence Forum also aim to secure funding to continue current provision of domestic violence services for 2018/19. This will demand a true partnership approach with all avenues being considered. It is also proposed that a business case be developed to ascertain the options around potentially commissioning or developing a perpetrator programme locally. In addition, we would aim to future proof the Harrow Couples Domestic Violence Programme, to ensure that we can continue to provide this vital, ground breaking service. Perpetrator programmes aim to help people who have been abusive towards their partners or ex-partners change their behaviour and develop respectful, non abusive relationships. Taking part in a perpetrator programme can make a real difference to the lives of those involved, including children

who have been affected. The Harrow Domestic Violence Forum and Strategy Group have long called for a perpetrator programme to be provided more widely in Harrow (it is currently spot purchased by Children's Services on a case by case basis).

Drug and alcohol misuse

Our strategic objective for drug and alcohol misuse lie around the need to ensure there is a continuity of treatment from prison to community. There is evidenced correlation between the commission of acquisitive crimes such as burglary and the misuse of Class A drugs, especially crack cocaine and heroin. Most prisoners recovering from drug or alcohol addiction will continue to require treatment after they leave prison and there is also a greater risk of drug-related deaths in the few weeks after release. It is also crucial to attack both the supply and demand for drugs, while ensuring addicts are given the best possible help to recover and necessary for those prisoners and their families who are faced with the destructive consequences of addiction. It is also necessary for local people who become victims of preventable crimes every year at the hands of those desperately trying to pay for their drug and/or alcohol habits and reinforces our commitment to helping the most vulnerable.

The Harrow Substance Misuse Service is tailored for both young people and adults. The role of specialist substance misuse services is to support young people and adults to address their alcohol and drug use, reduce the harm caused by it and prevent it from becoming a greater problem.

Harrow Young People's Substance Misuse Service (YPSMS) is provided by Compass who delivers a well-developed care pathway and range of early, targeted and specialist interventions that have been further developed throughout the year to increase Service User engagement including a Young People's Service User Group. Compass's co-location continues within the Youth Offending Team (YOT) to respond to youth cautions, youth conditional cautions and court orders in partnership with the YOT and the Police. The Compass Service Manager is a member of the Youth Offending Board and the Service has recently developed closer joint working arrangements at A&E to identify young people attending A&E with drug and /or alcohol related conditions.

There has been a significant increase in referrals from universal and alternative education between 15/16 Q3 and 16/17 Q3 with referrals from YOT remaining consistent. In 16/17

Q3 there were more referrals from education than from YOT which reflects the changing national picture. The Young people’s statistics from the National Drug Treatment Monitoring System (NDTMS) recent report highlighted that nationally, it is the first year of reporting that referrals from education services have exceeded referrals from youth/criminal justice sources.

The number of young people receiving drug and alcohol treatment intervention has also increased and this is a reflection of the increased engagement and co-locations of Harrow’s Young People’s Substance Misuse Service across the borough.

Harrow Young People’s Substance Misuse Service	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17
Numbers in Treatment	72	78	89	83	90

During 2016/17 (information up until Q3) 48% of young people exiting treatment were drug free and 26% exiting treatment had reduced use. Compass has continued to undertake workforce development of multi-agency practitioners working with young people at risk of offending and offenders to enable early identification of substance use and to be able to deliver brief interventions.

Case Study

Compass’s first contact with a young person was in June 2016 when they were given ‘Triage’ by the Police for a possession of cannabis offence. The young person was required to complete statutory appointments with the YOT and Compass. Prior to their assessment with Compass, the young person had been using cannabis (on average) twice per month had a sibling in prison for a serious offence, a history of gang affiliation, anger issues and a complex family relationship. The young person (who had been using cannabis as a coping mechanism to deal with these issues) engaged well with the YOT who, as part of the process communicated with the police to inform them the young person had successfully completed their YOT programme. Once the sessions were completed with the YOT, the young person was given the option by Compass to continue to work with them on a voluntary basis which was accepted. The young

person appreciated the safe place they were given to talk and throughout their engagement and attendance was exemplary. The young person also reported during their Compass engagement that they only used cannabis on 2 occasions from their assessment with Compass to discharge (period of engagement lasting 9 months).

To encourage positive activities, Compass also visited a gym with the young person that they were interested in joining and also attended their school (with their permission) to complete some three-way work with the staff. In addition, Compass also completed some of their sessions at the school so this did not impinge of after school studies/activities. In planning discharge, Compass made arrangements with the school for the young person to have access to a staff member for regular support sessions/counselling so they did not lose a safe place to talk. The young person was discharged from Compass in March 2017 with no evident of reoffending during their time of engagement.

Compass have also recently been awarded a two-year grant which aims to provide preventative interventions to support young people at risk of becoming involved in the supply of illicit substances and build resilience in young people to recognise the signs of dealer grooming. This project will work with young people to help them build resilience so that they are able to spot the signs of dealer grooming and are able to choose not to supply substances, and to reduce the harm that supply of substances does to individuals, families and communities by supporting them to exit this lifestyle. It also seeks to reduce the numbers of young people choosing to or being coerced into supplying substances; by measuring the number of young people referred to the drug and alcohol service regarding preventative work using local public health data.

Compass will deliver focused early interventions to young people involved in the supply of illicit substances in the form of Cognitive Behaviour Therapy (CBT) based 1-1 sessions, and delivering targeted preventative interventions to support young people who are risk of becoming involved in the supply of illegal substances via psycho-educational 1-1 and group sessions. In addition to this, the project will roll out universal awareness sessions in schools via assemblies and tutor groups to help build young people's resilience against offending. Compass will build on its close working relationships with Harrow Council and specific agencies, including MACE, MARAC, YOT, CSE and Northwick Park paediatric A&E to deliver this programme.

The chart below shows Substance Misuse Service users by age during October 2015 to September 2016. The highest numbers of users of the Service are aged 35-39 and interestingly, where there is a high proportion of young people aged 15-19 years old entering the service, this drops dramatically young people aged 20-24, which could indicate a potential gap in services for young people transitioning to adult services. To reduce the risk of ‘cliff edge’ of support between Young People’s and Adult Services, the age range for access to Harrow’s Young People’s Substance Misuse Service has been extended to 24 years.

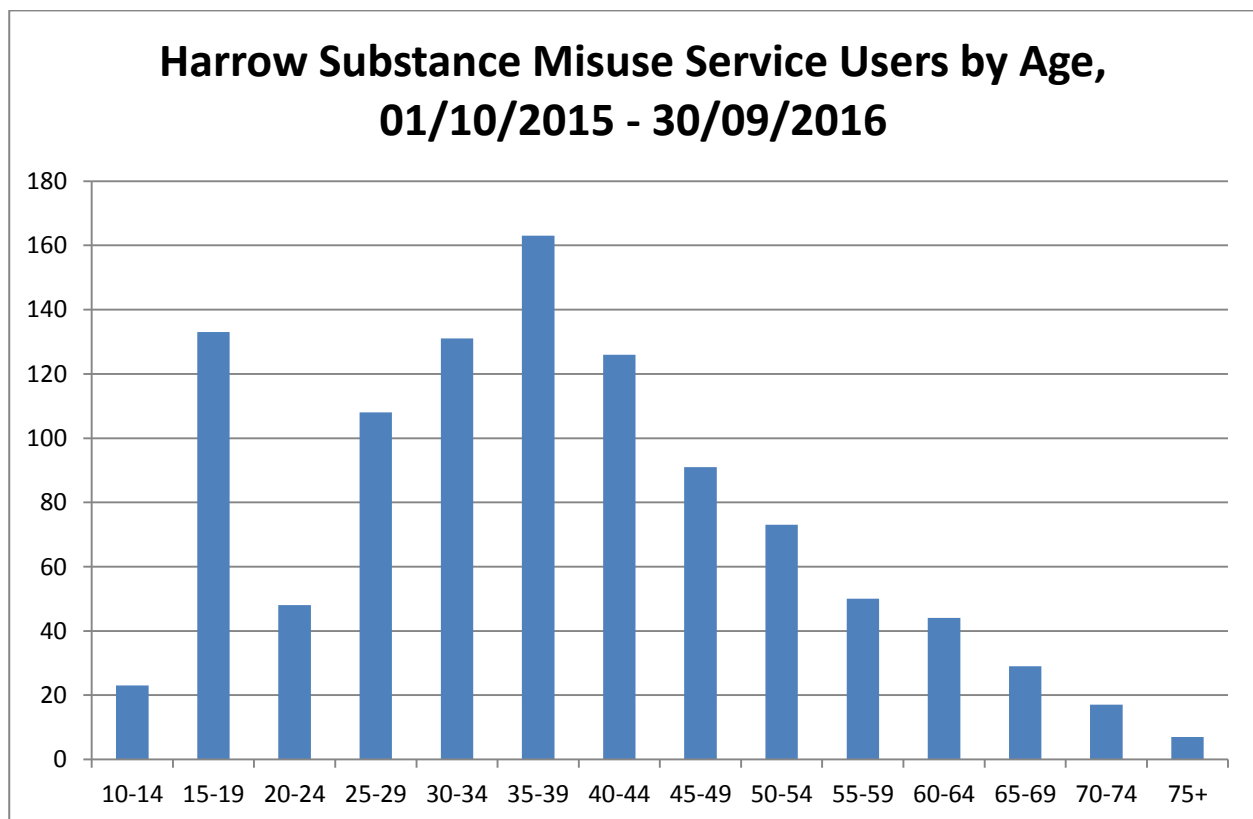


Figure 11 - Harrow Substance Misuse Service Users by Age, October 2015 – September 2016

The Harrow Adult Substance Misuse Service is delivered by Westminster Drug Project (WDP) who have a strong partnership and satellite provision with their Criminal Justice System partners by joint working and co-location with Police, Probation (National Probation Service and the Community Rehabilitation Company and at Court where Drug Rehabilitation Requirements and Alcohol Treatment Reports are delivered. WDP are co-located in Custody three mornings a week to undertake assessments and offer seven slots a week for required assessment appointments and all individuals that commit a “trigger offence” such as burglary, shoplifting and common assault are target tested. If positive for cocaine/heroin they will be required to come and see WDP for an assessment and also a

follow up appointment to support them into treatment. There is also continuation of the local drug testing on arrest (DTOA) initiative implemented in 2012 in partnership with the Metropolitan Police and continuation of the prison link/community resettlement pathway for substance-misusing prisoners with Integrated Offender Management (IOM). The presence of WDP staff in Custody also provides support to Custody officers in what to look out for in terms of an individual experiencing withdrawal of alcohol and / or opiates). WDP staff working in custody have MET clearance so they can undertake “cell sweeps” and deliver Identification and Brief Advice on alcohol (‘IBA’) which is a brief intervention approach and is aimed at identifying increasing risk drinkers.

The number of adults assessed in a Criminal Justice System (CJS) setting has remained consistent, although there was a sharp rise in referrals during 16/17 Q2. However there is still opportunity and on-going joint work between WDP and Police Custody to increase referrals and improve the rate of individuals being referred to and accessing treatment. A number of individuals coming through Police Custody reported themselves to be recreational users. Whilst numbers of individuals assessed in a CJS setting were lower in 16/17 Q3 than 16/17 Q2, the conversion rate into treatment was higher at 61% from 56%.

The number of individuals on Court ordered Drug Rehabilitation Requirements has increased over the past 12 months with an increase in treatment starts in 15/16 Q3 and the number of individuals on Court ordered Alcohol Treatment Requirements plus treatment starts have also increased.

The new Public Health Outcome Framework (PHOF) indicator 2.16 supports a priority under the National Partnership Agreement between NHS England, National Offender Management Service (NOMS) and Public Health England (PHE) to strengthen integration of services and continuity of care between custody and the community. Prisoners will need to be supported to engage in community treatment within three weeks of their release. The recent PHOF 2.16 activity shows the rate of successful transfer from prison to community treatment in Harrow is lower than the national average and represents a lost opportunity to potentially engage people who had been in treatment while in prison.

WDP have recently been awarded a two-year grant to provide a Prison Link Worker. Although a particularly difficult cohort to engage there is a great deal that can be undertaken to improve outcomes in this area and the Prison Link Worker will work with the prison’s CARAT (Counselling, Assessment, Referral, Advice and Through-care) team to

identify substance misusers within prisons. Links will be reinforced with key individuals within prisons and robust referral pathways implemented to ensure that all offenders are offered an appointment on release and where appropriate can be assessed within prison before their release. The Prison Link Worker will be co-located at NPs and CRC and other appropriate criminal justice settings including but not limited to prisons themselves.

Increased involvement of Harrow Substance Misuse Service with the CRC and NPS via a new Prison Link Worker will help make the critical phase of transition more likely to succeed and support the engagement of drug and alcohol misusing offenders into effective treatment with the objective of reducing drug and/or alcohol-related crimes and anti-social behaviour.

Despite high abstinence levels, partly due to the ethnic and religious breakdown of the borough it is estimated that 50,000 people in Harrow are drinking at hazardous and harmful levels and 1,607 people have an alcohol dependence requiring treatment¹¹. We are committed to addressing the cause of alcohol misuse. Those drinkers who are drinking at any elevated level of risk will benefit from accurate identification and advice from their professional and the evidence base for the effectiveness of IBA is strong. The World Health Organisation and the Department of Health have both acknowledged over 50 peer reviewed academic studies that demonstrate IBA is both effective and cost effective in reducing the risks associated with drinking. On average, 1 in 8 drinkers who receive this type of support from a health care professional will reduce their drinking to the lower-risk levels¹². However, this may be an underestimation of the benefits as some may reduce their drinking but not to lower-risk levels.

WDP is currently delivering IBA across the borough and supporting Harrow stakeholders in the shared objective to improve the wellbeing and quality of life of residents. IBA training is currently being offered to frontline staff including Custody and Neighbourhood Police, Domestic Violence Agencies, Children and Family Services (including supporting family members to respond to change resistant drinkers, making family members more aware of

¹¹ Estimates of Alcohol Dependence in England based on APMS 2014, including Estimates of Children Living in a Household with an Adult with Alcohol Dependence Prevalence. Trends, and Amenability to Treatment - Public Health England, March 2017

¹² Moyer, A., Finney, J., Swearingen, C. and Vergun, P. (2002) Brief Interventions for alcohol problems: a meta-analytic review of controlled investigations in treatment-seeking and non-treatment seeking populations, *Addiction*, 97, 279-292.

barriers to change, harm reduction and impact of physical effects) to improve engagement with individuals who may not normally access a Drug and Alcohol Service.

The Council helps support the responsible retailing of alcohol through its' statutory duties under the Licensing Act 2003, which includes preventing crime and disorder arising from alcohol-licensed premises. In 2016 it launched the Best Bar None accreditation scheme for pubs and bars with the police, Harrow Town Centre Business Improvement District and the private sector, in which thirteen premises participated. The Council's plan is to increase the number and type of premises taking part in Best Bar None year-on-year.

In 2017 the Council's licensing team conducted on-street surveys in Burnt Oak Broadway and Sudbury which confirmed that on-street drinking was perceived as a concern for local residents of both sexes and across different ages and ethnic backgrounds. The licensing team will work with the police and Trading Standards to introduce Neighbourhood Watch-style schemes with off-licences in Wealdstone, Burnt Oak Broadway, Sudbury Town and potentially Northolt Road to promote responsible alcohol retailing, information-sharing and reduce on-street drinking.

Extremism and hate crime

The Counter Terrorism and Security Act (2015) placed a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. Authorities subject to the provisions must have regard to the Prevent Duty Guidance when carrying out the duty.

Specified authorities include:

- Local authorities
- Higher/further education
- Schools and registered child care providers
- The health sector
- Prisons and probation (including Young Offenders Institutions)
- Police

By endorsing and supporting the approach being taken in Harrow the Council will be working towards complying with the Prevent duty Harrow. The Prevent strategy, published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST.

There are four work streams within CONTEST:

- PREVENT: to stop people becoming terrorists or supporting terrorism
- PROTECT: to strengthen our protection against an attack
- PREPARE: to mitigate the impact of an attack
- PURSUE: to stop terrorist attacks

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. The Prevent strategy has three specific objectives:

- Responding to the ideological challenge of terrorism and the threat we face from those who promote it;
- Preventing people from being drawn into terrorism and ensuring that they are given appropriate advice and support; and
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

Terrorist groups often draw on extremist ideology, developed by extremist organisations. The Government has defined extremism in the Prevent strategy as: 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces.'

The Prevent strategy was explicitly changed in 2011 to deal with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists then exploit. Prevent is intended to deal with all kinds of terrorist threats in the UK.

The current threat level for international terrorism for the UK is assessed as severe, which means that a terrorist attack is highly likely. Preventing people from being drawn into

terrorism is therefore a high priority for government, and by introducing the Prevent duty all named authorities must ensure that they have due regard to the need to prevent people from being drawn into terrorism.

The approach taken in Harrow has been to work in partnership with other named authorities bound by the duty, and to engage with communities in this challenging and high profile area of work.

Harrow's approach has also been firmly rooted from a safeguarding perspective. The Prevent strategy states that 'safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm'.

In complying with the duty a risk assessment has been carried out in Harrow (in partnership with Harrow police and SO15 – Counter Terrorism Command) and a local Prevent Action Plan has been drawn up. A multi-agency Prevent Action Plan Group has been set up to review progress of the action plan and where necessary to agree additional actions if required.

Some of the main areas of work to date have been around raising awareness of Prevent, staff training (Workshop to Raise Awareness of Prevent – WRAP), establishing and effectively operating a multi-agency panel for those individuals identified as vulnerable to radicalisation (Channel), and ensuring that publically owned venues and resources do not provide a platform for extremists. All of these actions assist us in meeting the recommendations of the Prevent Duty Guidance which was issued in 2015 alongside the counter Terrorism and Security Act.

Our aim is to ensure that all relevant practitioners and frontline staff, including those of its contractors, have a good understanding of Prevent and are trained to recognise vulnerability to being drawn into terrorism and are aware of available programmes to deal with these issues. Over the last year over 1,500 people were trained, by the Council, using the Home Office WRAP package – Workshop to Raise Awareness of Prevent.

There are a number of expectations upon local authorities including:

- Making appropriate referrals to Channel (a programme that provides support to individuals who are at risk of being drawn into terrorism, which has been put on a

statutory footing by the Counter Terrorism and Security Act). Channel arrangements are established in Harrow and the multi-agency panel meets on a monthly basis.

- Ensuring publically-owned venues and resources do not provide a platform for extremists and are not used to disseminate extremist views. This includes considering whether IT equipment available to the general public should use filtering solutions that limit access to terrorist and extremist material. Prevent advice (and police recommendations regarding halls for hire), has been shared across the Council and with partners.
- Ensuring organisations who work with the Council on Prevent are not engaged in any extremist activity or espouse extremist views. Currently the Council is not delivering any specific Prevent projects.

In addition to this, all Local Authorities are also expected to ensure that these principles and duties are written into any new contracts for the delivery of services in a suitable form. Discussions around this have been started with procurement colleagues and commissioners.

In relation to community cohesion, Harrow is a hugely diverse borough, which benefits from positive levels of community cohesion. In the last Reputation Tracker 79% of residents were positive about people from different backgrounds in their area getting on well together.

However, we are not complacent about community cohesion, and on a weekly basis (in partnership with Harrow police) we monitor community tensions. Where necessary, appropriate action is taken with relevant partners to ensure that tensions do not escalate.

Following national and international events the Council has brought leaders from different communities together to hear key messages from the police and council and to ensure that messages of unity, community cohesion and reassurance are given and disseminated via different community leaders. This has proved to be a very helpful approach.

Harrow has the lowest level of hate crime in London, but we recognise that hate crime is often under reported. The Council has commissioned Stop Hate UK to provide third party reporting arrangements. Stop Hate UK information is widely promoted and communities

are encouraged to report incidents of hate crime directly to the police or via Stop Hate UK. Victims of hate crime are provided with casework support via the Community Safety Team.

In addition to this we often hear from people with care/support needs and those with learning disability about being targeted e.g. bullying by young people around the bus station. They also experience “mate crime” where they can be befriended for the purposes of exploitation. The Safeguarding Adults Board has prioritised community safety this year and hope to formally launch the “Safe Place Scheme” later this year.

Delivering the Strategy

The Strategy's objectives will be delivered in partnership through Safer Harrow, which is responsible for co-ordinating activity between the Police, the British Transport Police, the Council, the London Fire Brigade, the London Probation Service, the Voluntary and Community Sector and any other relevant organisation to reduce crime, disorder, anti-social behaviour and the fear of crime. In light of our renewed focus in the Strategy, Safer Harrow will be reviewing the current governance arrangements and are in the process of developing a process which will be better aligned to ensuring the effective implementation of the Delivery Plan.

The role of Safer Harrow is to bring key agencies and players together in order to ensure that we are working effectively with one another in order to reduce crime and disorder in Harrow. Safer Harrow adds value by having a strategic overview of all programmes and providing support to partners in order to ensure that the overall objectives of the partnership are achieved through effective collaboration. Its purpose is to identify links, reduce duplication, and make sure that gaps in service provision are identified so that programmes can address issues that are of particular concern. Although Safer Harrow cannot instruct other agencies what to do or how to do it, it can highlight 'need' and encourage joint working, co-operation and participation in achieving improvements and solutions.

Safer Harrow also provides a forum in which to examine the performance of programmes and how they can be assessed. This includes facilitating the sharing of data and information in a timely and relevant way so that those who need to know can easily find out about problems, issues, individuals of interest, and those needing support. A number of data sharing agreements have been reviewed in the last year and will be refreshed to facilitate better joint working.

Governance of community safety, including this Strategy, sits with Safer Harrow and the strategic objectives will be measured through a Delivery Plan, which will clear outcomes and measures. In order to establish an effective delivery mechanism of the fund, Safer Harrow will be working closely with the voluntary and community sector to deliver the projects outlined in this strategy aimed at reducing violence, vulnerability and exploitation, and a Delivery Group will oversee the whole programme. In doing this we will ensure that we avoid duplication and support existing bodies where they already exist.

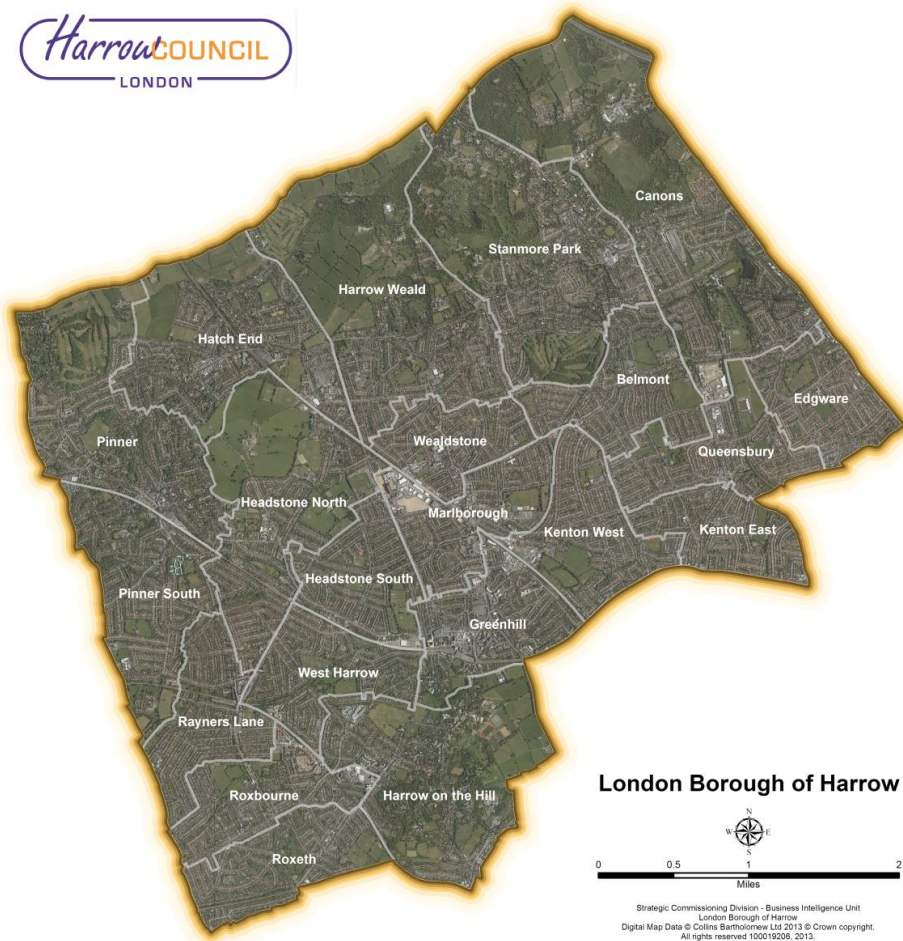
Over the next two years the Council will be receiving funding under the Mayor's Office for Policing and Crime (MOPAC) through the London Crime Prevention Fund (LCPF) to tackle priorities in the new London Police and Crime Plan. As part of this, MOPAC have approved funding aimed at a programme of Violence, Vulnerability and Exploitation projects, outlined in this strategy, which will help us respond to the gangs peer review, the rise in youth violence that we are seeing in the borough.

We are fortunate in that we have a vibrant and efficient voluntary and community sector with which we have a close working partnership. This has meant that to date we have made substantial gains in closing the gap between vulnerable groups through targeted interventions, and this will continue to be the theme of our forthcoming programmes.

In delivering this Strategy Safer Harrow will be producing a themed Delivery Plan which will oversee projects which will contribute to the strategic objectives outlined in this Strategy, including all of the MOPAC funded projects agreed for the 2017/18 and 2018/19 financial years.

Annual Crime Report 2015 & 2016

A Summary of Crime in Harrow



Harrow Council, Station Road, Harrow, HA1 2XY
Strategic Commissioning Division - Business Intelligence Unit

Harrow Annual Crime Report 2015 & 2016

Title:	Safer Harrow Annual Crime Report
Purpose:	Planning for Community Safer Strategy
Relevant to:	Safer Harrow Management Group
Authors:	Harrow Council - Business Intelligence Unit
Date Created:	December 2016

Acknowledgements

- Metropolitan Police – <http://maps.met.police.uk/tables.htm>
 - Data extract: December 2016
- Safe Stats – <https://maps.london.gov.uk/safestats/>
 - Data extract: March 2017



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Purpose

Safer Harrow refers to the Community Safety Partnership that was set up following the 1998 Crime and Disorder Act with the aim of promoting a multi-agency approach to reducing crime and anti-social behaviour. Safer Harrow comprises the Police, Harrow Council, the Primary Care Trust, London Probation, London Fire Brigade, Trading Standards and the voluntary sector.

Crime rates were based on ONS Mid-year Population Estimates:

- Harrow: 246,000 (2014), 247,130 (2015)
- Greater London: 8,530,700 (2014), 8,673,713 (2015)

Time periods:

1. October 2014 through September 2015
2. October 2015 through September 2016

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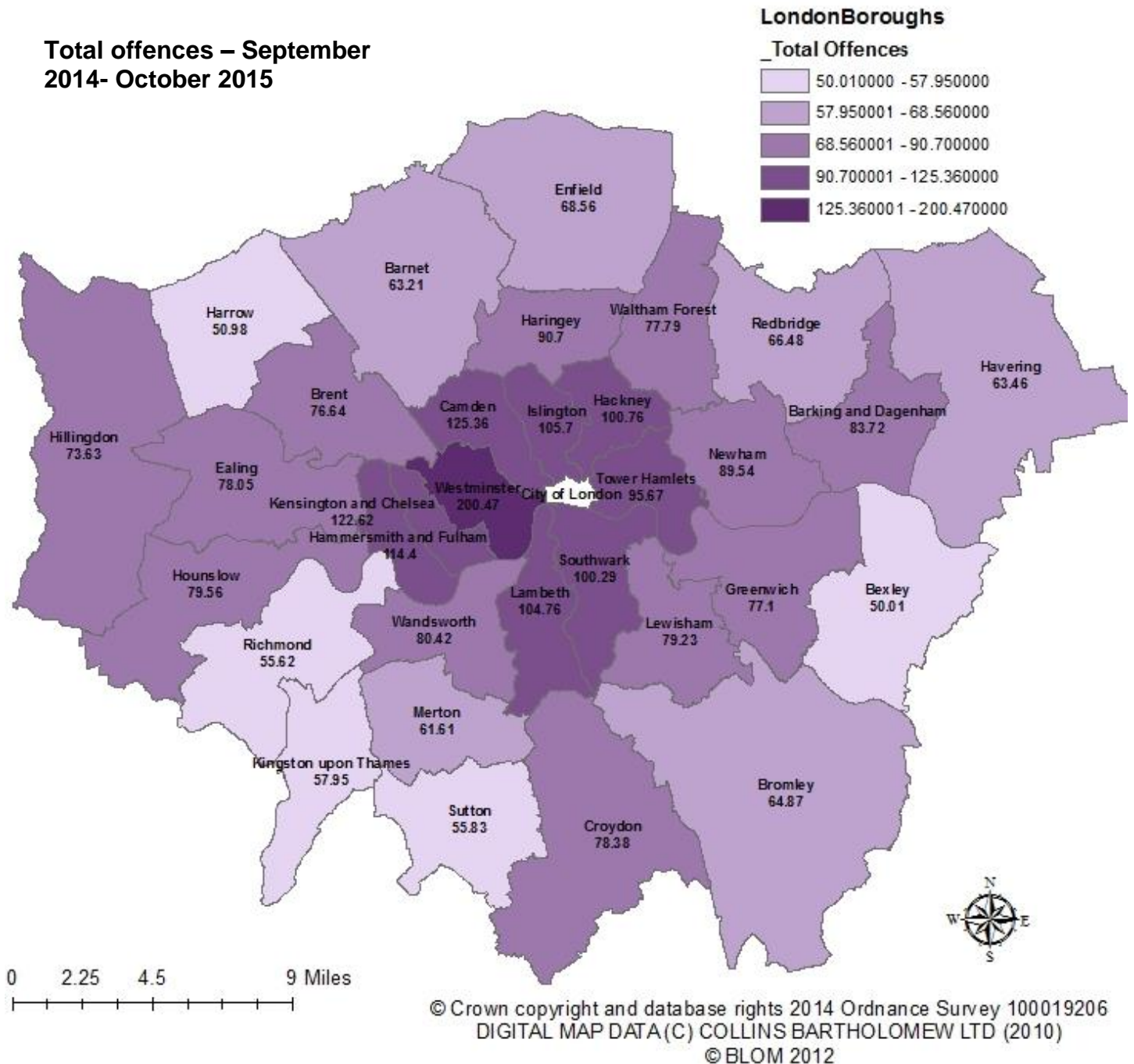
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Level of total crime in Harrow & Greater London

Greater London

The total of recorded offences during Period 1 (October 2014 - September 2015), for Greater London, was 727,488. The total of recorded offences during Period 2 (October 2015 - September 2016), for Greater London, was 758,919

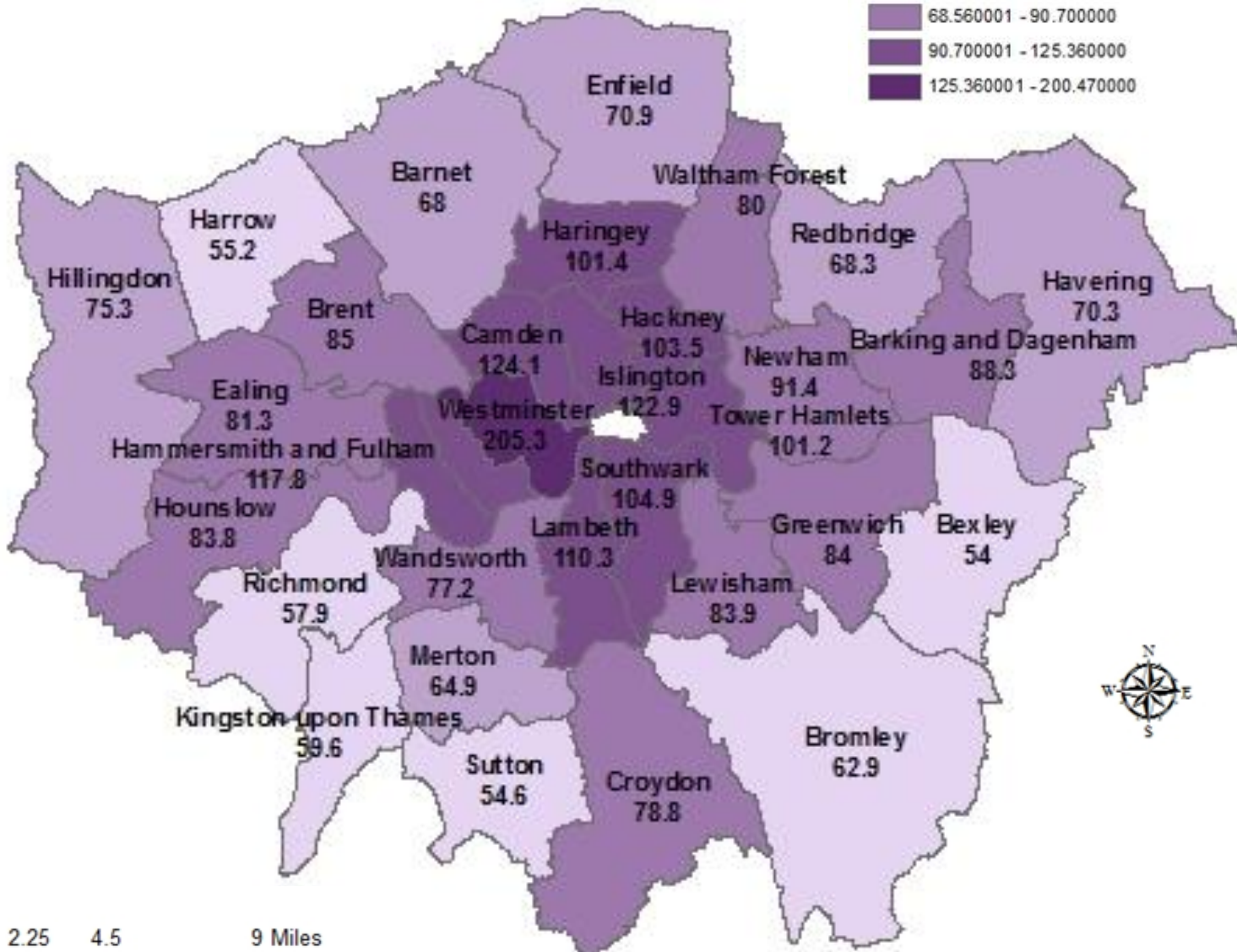
This represents a 4.32% increase or 31,431 more crimes in period 2 over period 1.



Total offences – September 2015- October 2016

London Boroughs

_Total Offences



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Greater London
727,488
 Total Crimes – Period 1

31,431
 More Crimes

Greater London
758,919
 Total Crimes – Period 2

Greater London
83.9
 Crimes per 1,000 populations

3.6
 More crimes per 1,000 Population

Greater London
87.5
 Crimes per 1,000 populations

Change in the level of crime in Harrow & Greater London

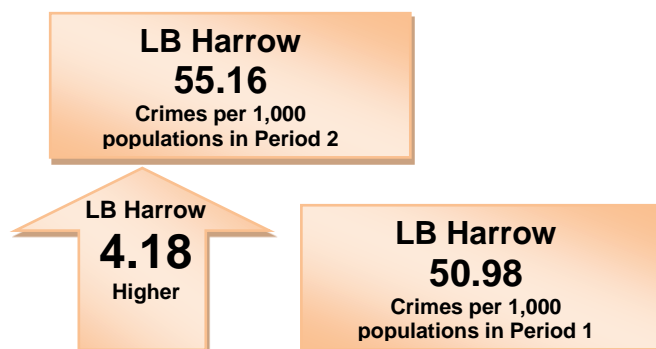
Harrow

In Harrow, a total of 13,631 crimes were recorded during Period 2, which was 1.79% of all crime reported in Greater London. This was the sixth lowest of actual crimes reported. When this total is divided by Harrow's population the resulting crime rate is 55.2 crimes per 1,000 population. This gives Harrow the third lowest crime rate in London.

The total number of all crimes in Harrow in Period 2 increased by 8.19%, compared to Period 1 (12598 to 13631). This is higher than Greater London's 4.42% increase as a whole.

When comparing with Harrow's neighbouring boroughs; Hillingdon has shown the greatest reduction in the crime rate between the two time periods and Ealing' increase was slightly lower than Harrow's. Barnet showed a similar increase to Harrow and Brent recorded the largest increase in the area.

Total offences	Period 1 - Previous		Period 2 - Current		Offences Change
	Offences	Rate	Offences	Rate	
Hillingdon	21921	73.63	22415	75.29	1.66
Ealing	26775	78.05	27877	81.26	3.21
Harrow	12598	50.98	13631	55.16	4.18
Barnet	24002	63.21	25824	68.01	4.80
Brent	24833	76.64	27540	85.00	8.35
Greater London	727488	83.87	758919.00	87.50	-3.62



Borough	Previous *	Current *	Change *	Borough	Previous *	Current *	Change *
Barking and Dag'	83.72	88.28	4.56	Hounslow	79.56	83.77	4.21
Barnet	63.21	68.01	4.80	Islington	105.70	122.89	17.20
Bexley	50.01	53.97	3.96	Kens' and Chelsea	122.62	129.67	7.04
Brent	76.64	85.00	8.35	Kings' upon Thames	57.95	59.60	1.65
Bromley	64.87	62.91	-1.96	Lambeth	104.76	110.25	5.48
Camden	125.36	124.11	-1.25	Lewisham	79.23	83.88	4.65
Croydon	78.38	78.83	0.45	Merton	61.61	64.88	3.27
Ealing	78.05	81.26	3.21	Newham	89.54	91.40	1.86
Enfield	68.56	70.88	2.32	Redbridge	66.48	68.35	1.87
Greenwich	77.10	83.98	6.88	Rich' upon Thames	55.62	57.92	2.31
Hackney	100.76	103.49	2.73	Southwark	100.29	104.91	4.62
Ham and Fulham	114.40	117.85	3.45	Sutton	55.83	54.61	-1.23
Haringey	90.70	101.38	10.68	Tower Hamlets	95.67	101.23	5.57
Harrow	50.98	55.16	4.18	Waltham Forest	77.79	80.04	2.25
Havering	63.46	70.35	6.89	Wandsworth	80.42	77.21	-3.21
Hillingdon	73.63	75.29	1.66	Westminster	200.47	205.34	4.87

* Previous - Crime rates based on offences from October 2014 - September 2015 with ONS Mid-Year Estimates from 2014 & 2015.

* Current - Crime rates based on offences from October 2015 - September 2016 with ONS Mid-Year Estimates from 2015.

* Change - The percentage change based on the two time periods.

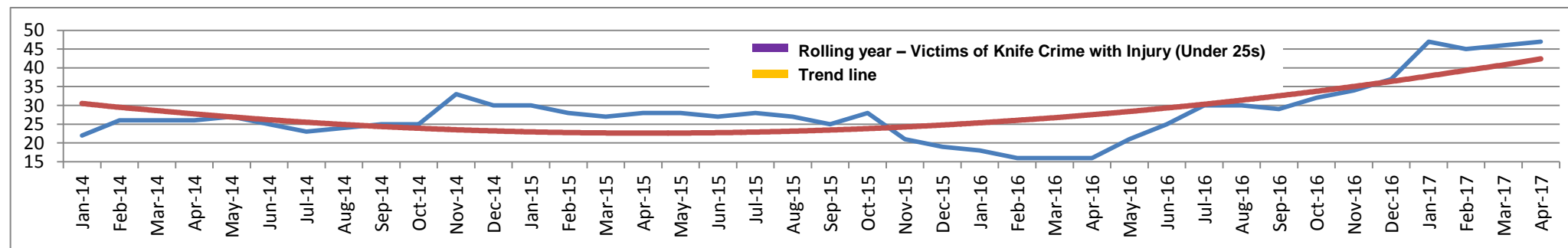
Gang Crime and Serious Youth Violence

Knife Crime w/Injury

This includes victims of knife injury aged between 1-24 years not flagged as Domestic Abuse. There was a total of 47 under 25s victims of knife crime injury in 2016/17. This translates to a 0.13 rate increase or 31 additional victims from 2015/16. Both Barnet and Ealing have seen a decrease in victims both over last 4 years and the recent year. Brent and Harrow have seen significant increases over these periods.

	Rolling year April 2014		Rolling year April 2015		Rolling year April 2016		Rolling year April 2017		(over 4 years) Actual Change	(over 4 years) Rate change	(over last year) Actual Change	(over last year) Rate change
Barnet	42	0.11	34	0.09	67	0.18	37	0.10	-5	-0.01	-30	-0.08
Brent	40	0.12	60	0.19	55	0.17	92	0.28	52	0.16	37	0.11
Ealing	65	0.19	78	0.23	67	0.195	61	0.18	-4	-0.01	-6	-0.02
Harrow	26	0.11	28	0.11	16	0.06	47	0.19	21	0.08	31	0.13
Hillingdon	28	0.10	30	0.10	32	0.11	47	0.16	19	0.06	15	0.05

The graph shows from January 2014- April 2017 that there is an upward trend in under 25 year old victims of knife crime with injury. In January 2014 the trend began by decreasing but then started increase from June 2015 with a sharper increase from October 2016.



Source: MOPAC Gangs Dashboard April 20

Gang Flagged offences

This includes any crime or crime-related incident where any individual believes that there is a link to the activities of a gang or gangs.

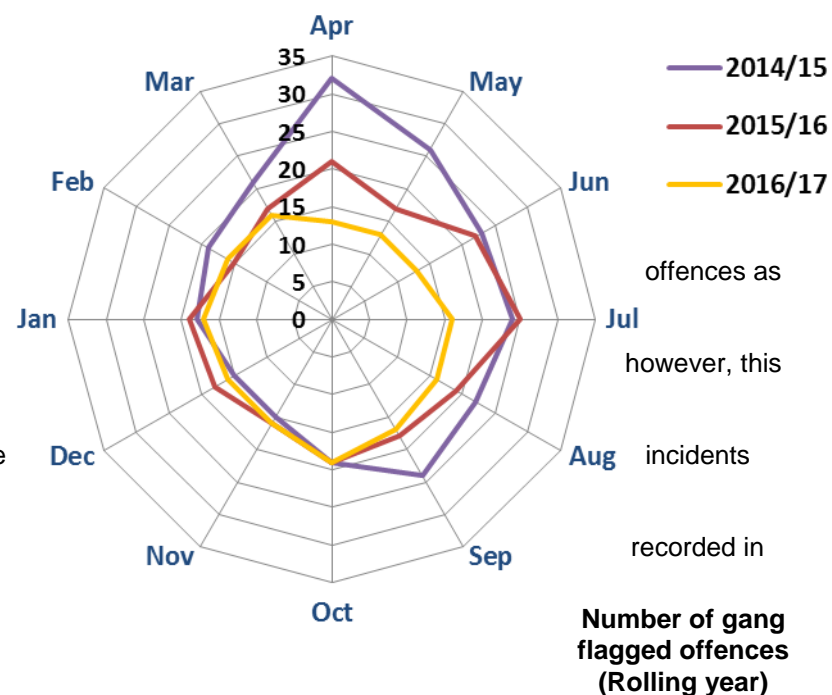
The chart below shows that since 2014/15 the number of gang flagged offences has fallen significantly. There has been a downward trend in gang flagged offences in Harrow, with a total of 17 in 2016/17. This translates to a 0.6 rate decrease or 15 fewer incidents since 2014.

The data does not correspond with local experience so may reflect a change in the tendency to flag gang related

In 2014 Brent had the highest amount of offences, reducing significantly to 39 in 2016. Over the last year has increased to 53.

Barnet has experienced the most significant upward trend of Harrow's nearest neighbours – with 38 more recorded in 2017 than in 2014.

Over the last four years Ealing has sustained a downward trend in offences, with 38 fewer incidents 2017 than in 2014 and 4 fewer incidents since 2016.



08

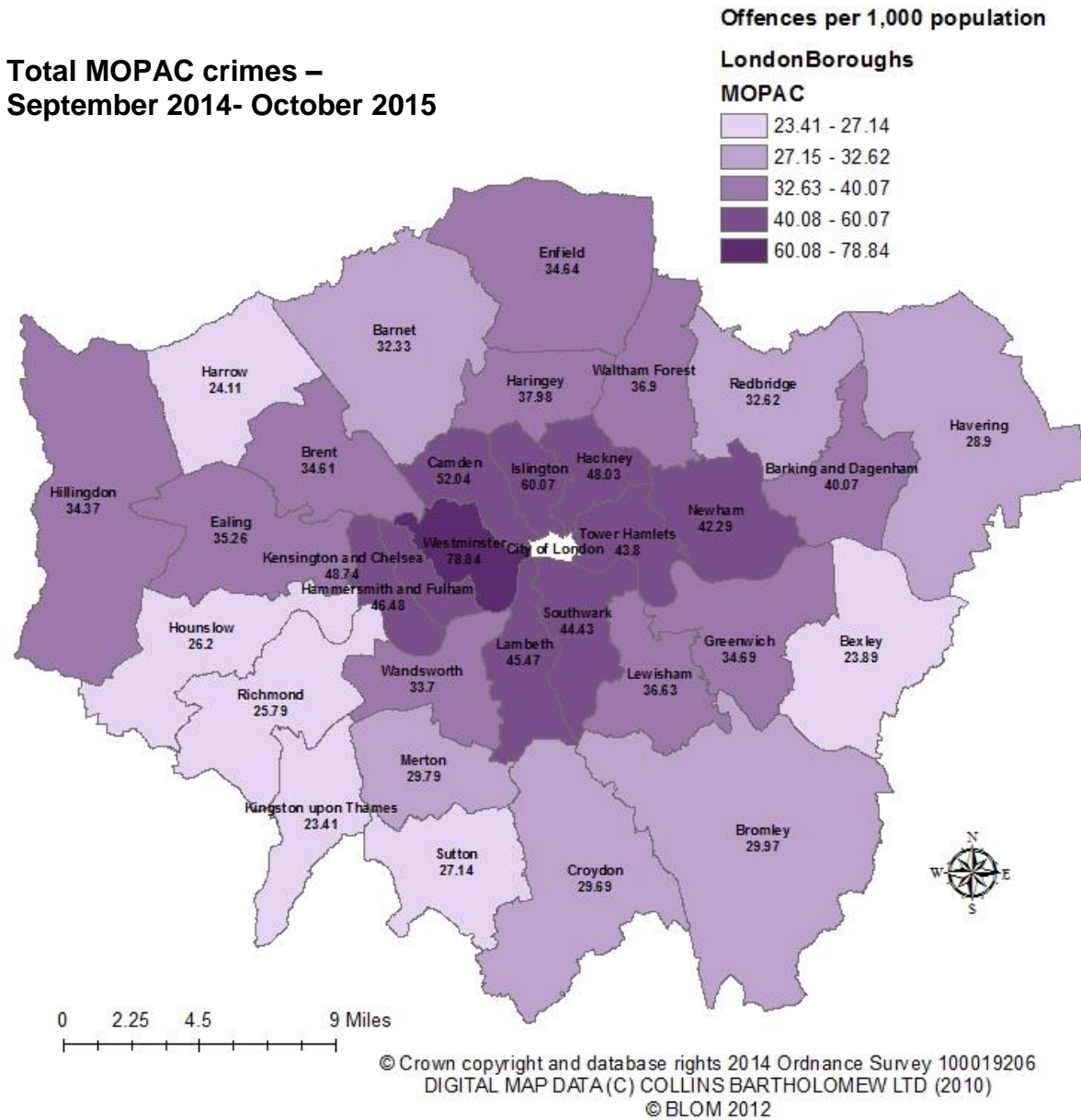
	Rolling year April 2014	Rate	Rolling year April 2015	Rate	Rolling year April 2016	Rate	Rolling year April 2017	Rate	(over 4 years) Actual Change	(over 4 years) Rate change	(over last year) Actual Change	(over last year) Rate change
Barnet	22	0.06	54	0.14	20	0.05	58	0.15	36	0.09	38	0.10
Brent	71	0.22	44	0.14	39	0.12	53	0.16	-18	-0.06	14	0.04
Ealing	30	0.09	42	0.17	18	0.07	14	0.04	-16	-0.05	-4	-0.03
Harrow	32	0.13	21	0.08	13	0.05	17	0.07	-15	-0.06	4	0.02
Hillingdon	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a

Source: MOPAC Gangs Dashboard April 2017

MOPAC 7 Crimes in Greater London

There were 406,797 MOPAC offences reported throughout Greater London during Period 2 (October 2015 - September 2016) giving a rate of 46.9 crimes per 1,000 population. This was an increase of 2.5% from the 335,482 MOPAC 7 crimes committed during time Period 1 (October 2014 through September 2015) at a rate of 38.68 crimes per 1,000 population.

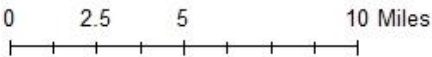
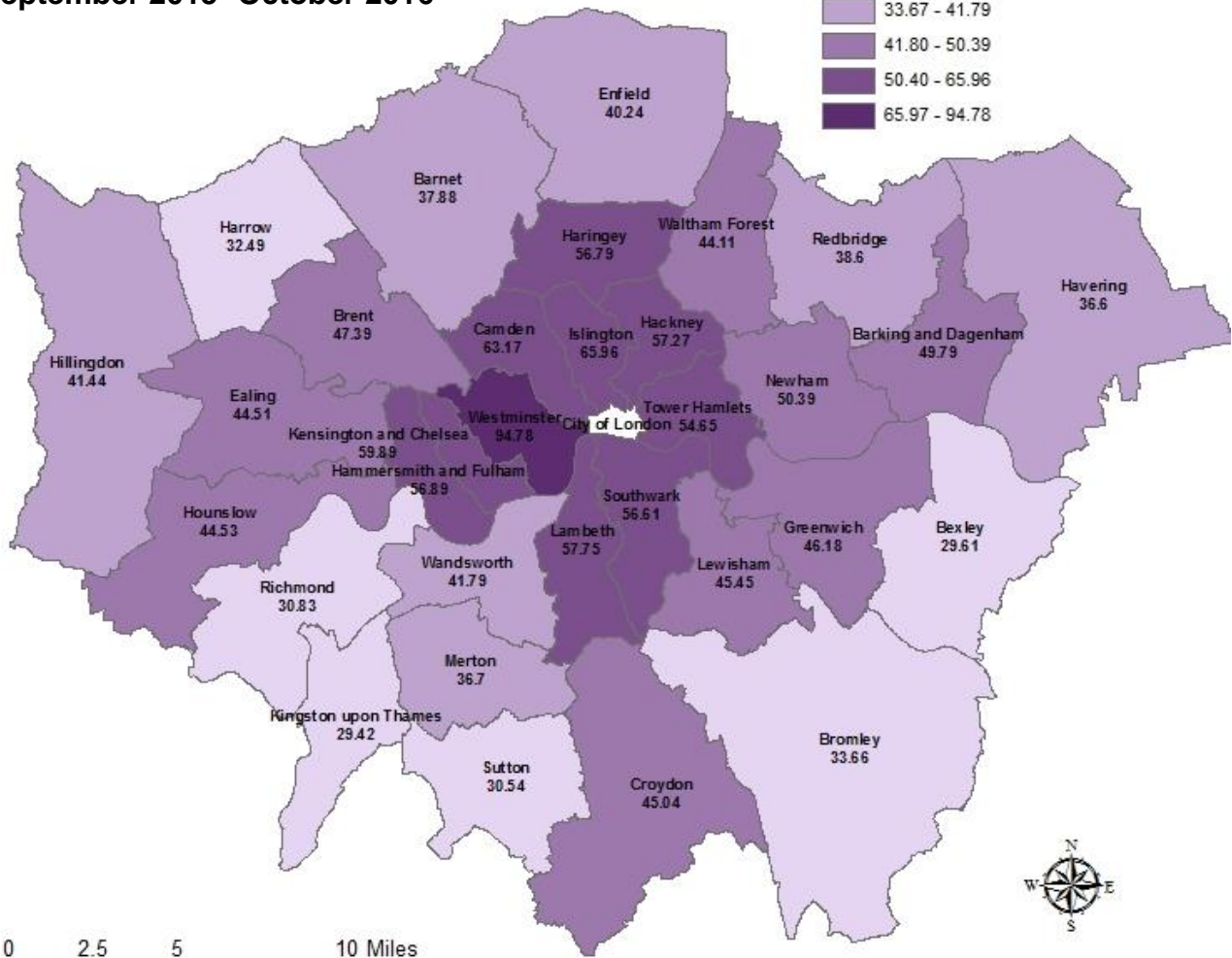
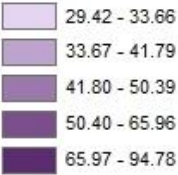
In Harrow, a total of 6,697 MOPAC crimes were recorded during Period 2, which was 2% of all MOPAC 7 crimes reported in Greater London. This was the sixth lowest number of crimes reported giving Harrow a rate of 27.10 MOPAC crimes per 1,000 population. Harrow had the sixth lowest MOPAC 7 recorded crime rate, with Barnet Kingston upon Thames, Bexley, Sutton and Richmond upon Thames all being above Harrow.



**Total MOPAC crimes –
September 2015- October 2016**

Crime rate values

London Boroughs



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Greater London
38.68
MOPAC Crimes per 1,000
populations in Period 1

Greater
London
8.22
higher

Greater London
46.9
MOPAC Crimes per 1,000
populations in Period 2

LB Harrow
24.11
MOPAC Crimes per 1,000
populations in Period 1

LB Harrow
higher
2.99

LB Harrow
27.10
MOPAC Crimes per 1,000
populations in Period 2

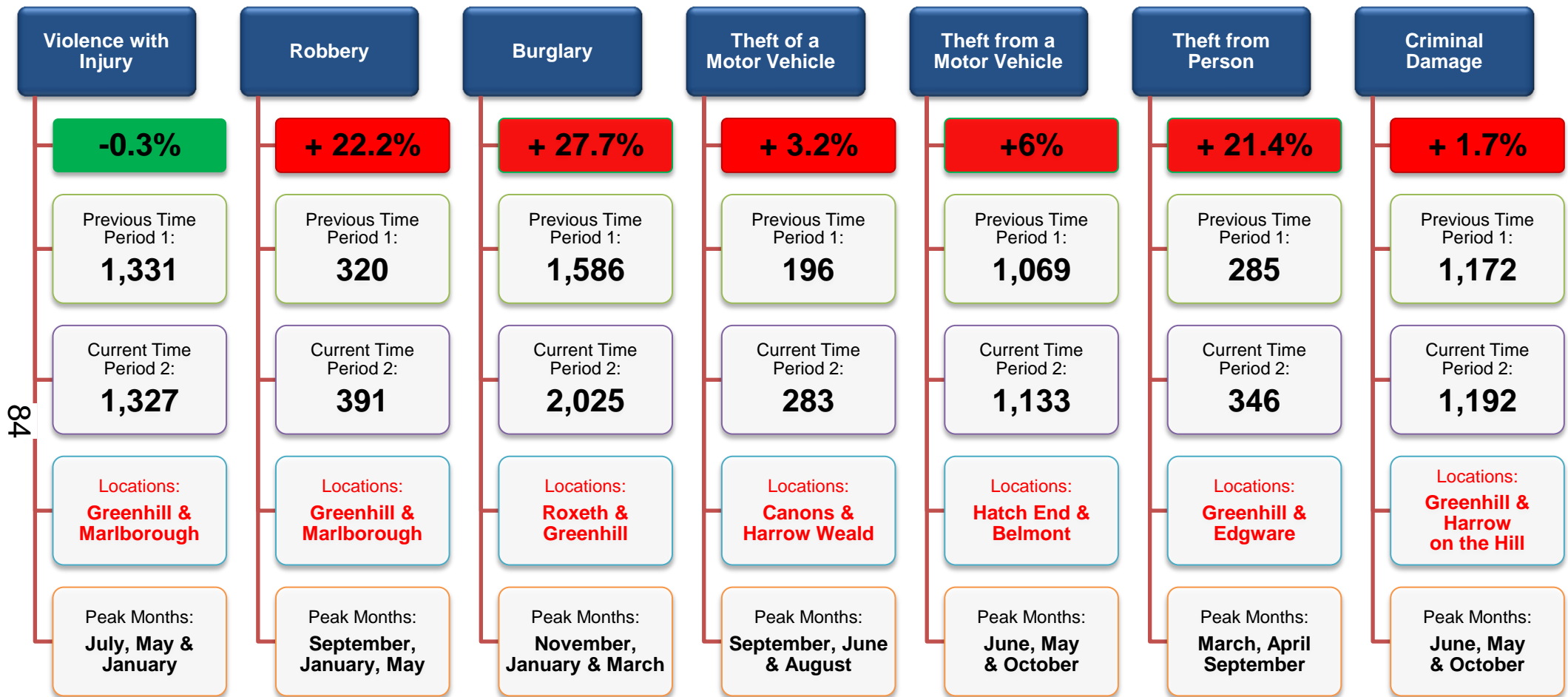
MOPAC 7 Crimes in Greater London Below are the MOPAC 7 Crime totals and rates per 1,000 pop from the latest 12 month period (October 2015 to September 2016).

Borough	Violence with Injury		Robbery		Burglary		Theft of Motor Vehicle		Theft from a Motor Vehicle		Theft from Person		Criminal Damage	
	Figures	Rate	Figures	Rate	Figures	Rate	Figures	Rate	Figures	Rate	Figures	Rate	Figures	Rate
Barking and Dagenham	2139	10.59	587	2.91	1413	7.00	868	4.30	1025	5.07	353	1.75	2004	9.92
Barnet	2226	5.86	478	1.26	3707	9.76	832	2.19	2323	6.12	667	1.76	2244	5.91
Bexley	1494	6.17	198	0.82	1055	4.36	570	2.35	919	3.80	164	0.68	1646	6.80
Brent	3042	9.39	975	3.01	2747	8.48	827	2.55	1965	6.06	729	2.25	2247	6.93
Bromley	2014	6.20	339	1.04	2340	7.20	733	2.26	1390	4.28	308	0.95	2179	6.71
Camden	2378	9.86	865	3.59	2697	11.19	849	3.52	1563	6.48	2614	10.84	1954	8.11
Croydon	3475	9.17	1106	2.92	2755	7.27	1077	2.84	1895	5.00	587	1.55	3253	8.58
Ealing	2935	8.56	667	1.94	2542	7.41	838	2.44	2114	6.16	624	1.82	2633	7.68
Enfield	2377	7.24	861	2.62	2715	8.27	704	2.14	1905	5.80	534	1.63	2097	6.38
Greenwich	2761	10.05	500	1.82	1754	6.38	858	3.12	1384	5.04	559	2.03	2500	9.10
Hackney	2723	10.12	1028	3.82	2816	10.47	641	2.38	1531	5.69	2485	9.24	1984	7.38
Hammersmith & Fulham	1759	9.80	368	2.05	1605	8.95	829	4.62	1770	9.87	722	4.02	1437	8.01
Haringey	2922	10.71	1209	4.43	2441	8.95	898	3.29	1807	6.62	1775	6.51	2246	8.23
Harrow	1327	5.37	391	1.58	2025	8.19	283	1.15	1133	4.58	346	1.40	1192	4.82
Havering	1984	7.97	308	1.24	1940	7.79	793	3.18	1004	4.03	392	1.57	1827	7.33
Hillingdon	2492	8.37	393	1.32	2064	6.93	701	2.35	1706	5.73	447	1.50	2472	8.30
Hounslow	2357	8.77	383	1.43	1817	6.76	758	2.82	1914	7.12	444	1.65	2255	8.39
Islington	2443	10.73	923	4.05	2167	9.52	703	3.09	1398	6.14	3344	14.69	2010	8.83
Kensington & Chelsea	1246	7.90	485	3.08	1506	9.55	875	5.55	1678	10.64	1234	7.82	1073	6.80
Kingston upon Thames	1121	6.46	132	0.76	872	5.03	242	1.39	464	2.67	404	2.33	1060	6.11
Lambeth	3732	11.50	1141	3.52	3010	9.28	961	2.96	2144	6.61	2092	6.45	2791	8.60
Lewisham	2852	9.59	837	2.82	2130	7.16	889	2.99	1407	4.73	588	1.98	2365	7.95
Merton	1433	7.01	267	1.31	1512	7.39	567	2.77	957	4.68	241	1.18	1411	6.90
Newham	3312	9.95	1295	3.89	2123	6.38	969	2.91	2463	7.40	1369	4.11	2478	7.45
Redbridge	2051	6.91	589	1.98	1952	6.58	952	3.21	1738	5.86	546	1.84	1748	5.89
Richmond upon Thames	930	4.78	125	0.64	1292	6.63	472	2.42	1001	5.14	210	1.08	1154	5.93
Southwark	3275	10.60	1239	4.01	2925	9.47	1039	3.36	1920	6.22	1724	5.58	2678	8.67
Sutton	1254	6.27	158	0.79	1216	6.08	332	1.66	751	3.75	145	0.72	1287	6.43
Tower Hamlets	2933	9.93	1183	4.01	2700	9.15	1163	3.94	1539	5.21	1606	5.44	2353	7.97
Waltham Forest	2466	9.09	583	2.15	1970	7.26	678	2.50	1518	5.60	648	2.39	2034	7.50
Wandsworth	2162	6.87	597	1.90	2444	7.77	1173	3.73	2122	6.75	703	2.23	1860	5.91
Westminster	3339	13.78	1770	7.31	3192	13.17	985	4.07	2166	8.94	5919	24.43	2182	9.01
Greater London Totals:	140268	16.17	21984	2.53	69456	8.01	25090	2.89	50680	5.84	34590	3.99	64729	7.46
Upper Quartile		6.91		1.32		6.89		2.37		4.93		1.57		6.64
Median		8.93		2.02		7.59		2.83		5.77		2.01		7.42
Lower Quartile		9.94		3.54		9.00		3.23		6.51		5.48		8.25

MOPAC 7 Crimes in Harrow

October 2015 to September 2016

All figures stated below were taken from the MET Police website that was available at the end of December 2016. (+/- Percentage change of **actual** recorded crimes)



MOPAC 1: Violence with Injury

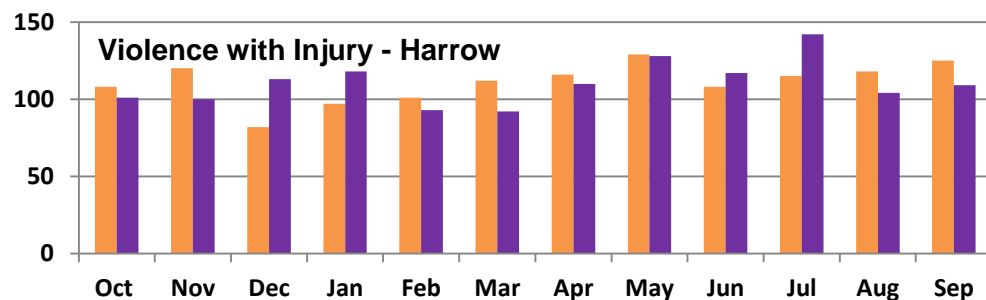
This includes a range of offences such as Murder, Wounding / GBH and Assault with Injury.



There were a total number of 1,327 offences during Period 2, which is a slight decrease from the Period 1. This translates to a 0.02 rate reduction or -4 offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

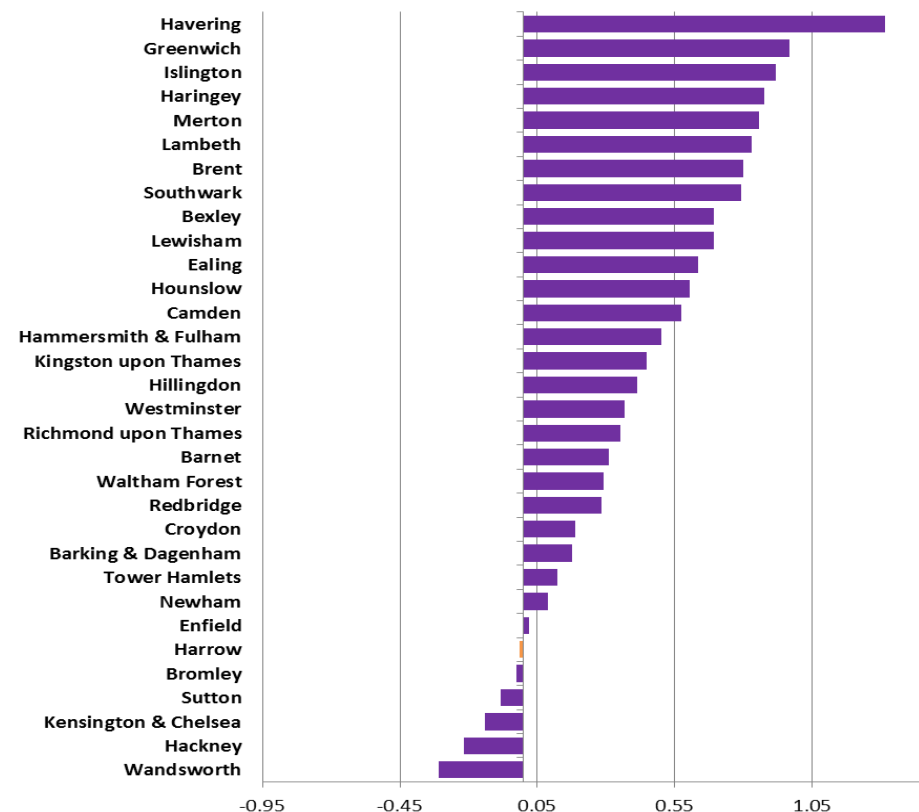
Violence with Injury	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Harrow	1331	5.39	1327	5.37	-4	-0.02
Barnet	2108	5.55	2226	5.86	118	0.31
Brent	3042	9.39	3042	9.39	0	0.00
Ealing	2717	7.92	2935	8.56	218	0.64
Hillingdon	2369	7.96	2492	8.37	123	0.41
Greater London	116162	13.39	140268	16.17	24106	2.78

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. Harrow has recorded small decrease in violence with injury between Periods 1 and 2. Less than a fifth of boroughs recorded a decrease.

Violence with injury - Rate change Period 1 – 2



MOPAC 2: Robbery

This includes crimes such as theft with the use of force or a threat of force. Personal robberies, commercial robberies and snatch are also included.

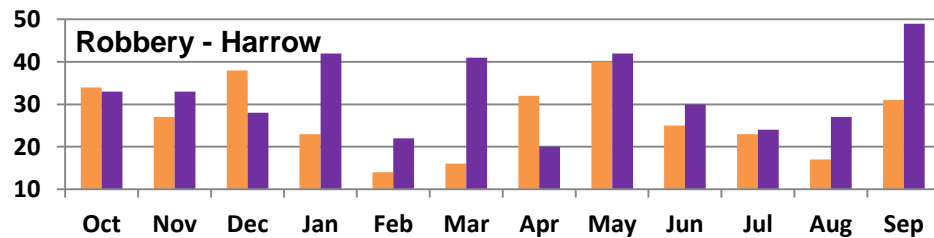


There was a total of 391 offences during Period 2, which is an increase from Period 1. This translates to a 0.29 rate increase or 71 additional offences in Period 2. The chart below also shows the number of offences in neighbouring boroughs and in Greater London.

Robbery	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Ealing	637	1.86	589	1.98	-48	-0.12
Barnet	635	1.67	478	1.26	-157	-0.41
Hillingdon	345	1.16	393	1.32	48	0.16
Harrow	320	1.29	391	1.58	71	0.29
Brent	792	2.44	975	3.01	183	0.57
Greater London	18623	2.15	21984	2.53	3361	0.39

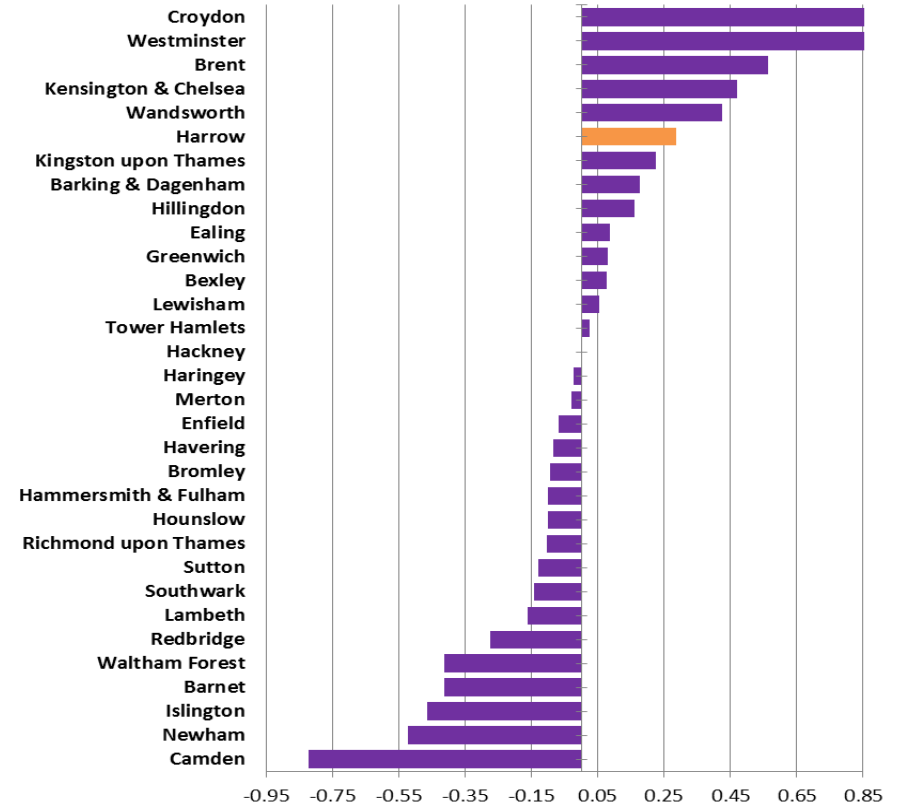
03

The chart below shows in purple the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2.



The following chart shows the change in robbery from Period 1 and Period 2 by each London Borough. Harrow has recorded an increase. Slightly fewer than half of boroughs saw a decrease in robbery between Periods 1 and 2.

Robbery - rate change Period 1 – 2



MOPAC 3: Burglary

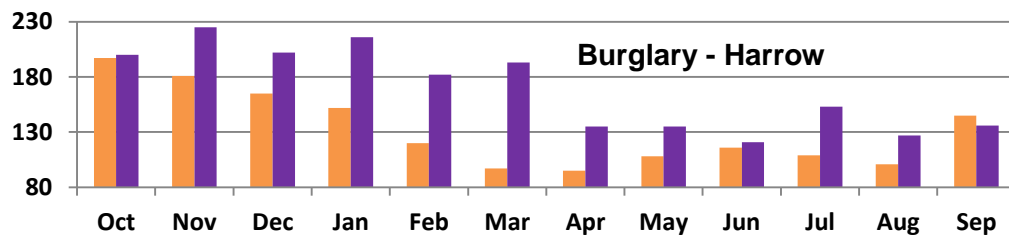
This includes the theft, or attempted theft, from a residential or commercial building/premises where access is not authorised. Damage to a building/premises that appears to have been caused by a person attempting to enter to commit a burglary, is also counted as burglary.

1.78
Increase

There was a total of 2,025 offences during Period 2, which is a significant increase from Period 1. This translates to a 1.78 rate increase or 489 additional offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

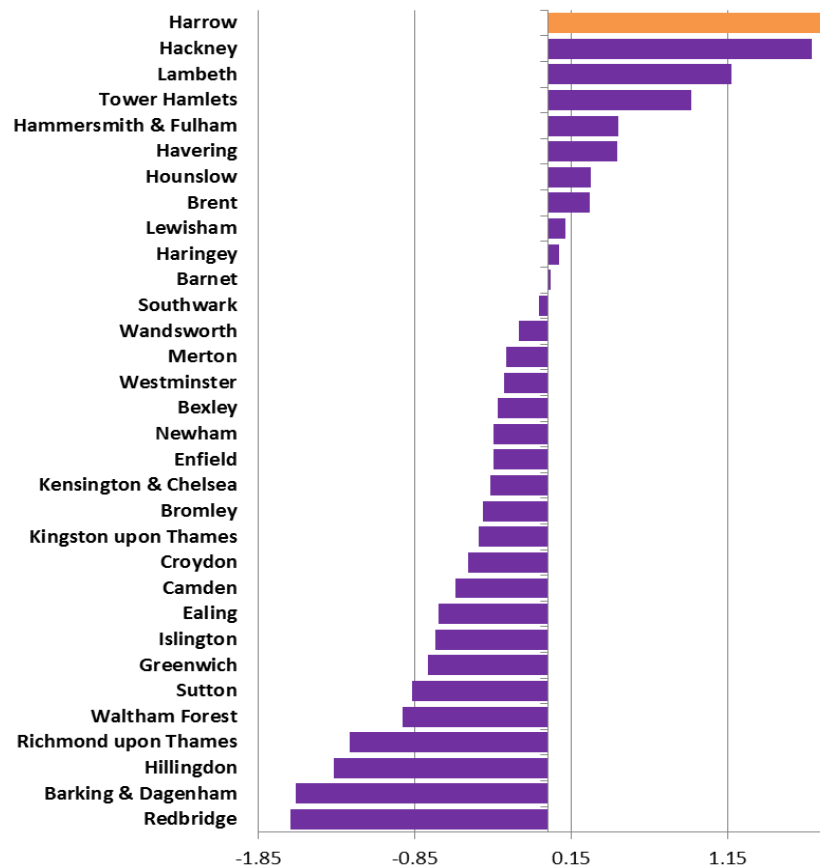
Burglary	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Ealing	2782	8.11	2542	7.41	-240	-0.70
Hillingdon	2471	8.30	2064	6.93	-407	-1.37
Barnet	3700	9.74	3707	9.76	7	0.02
Brent	2660	8.21	2747	8.48	87	0.27
Harrow	1586	6.42	2025	8.19	439	1.78
Greater London	58768	6.78	69456	8.01	10688	1.23

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. The burglary rates in over half of London boroughs have shown a decrease. Harrow experienced the largest rate increase when compared with the rest of Greater London.

Burglary rate change Period 1 – 2



MOPAC 4: Theft of a Motor Vehicle

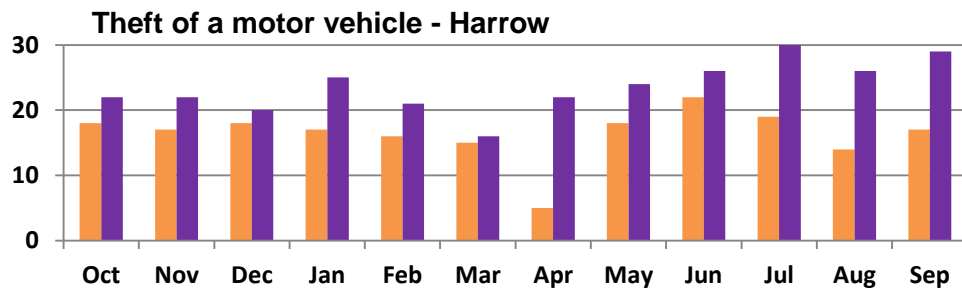
This includes the theft / taking of a motor vehicle or a similar type of motor vehicle.

0.35
Increase

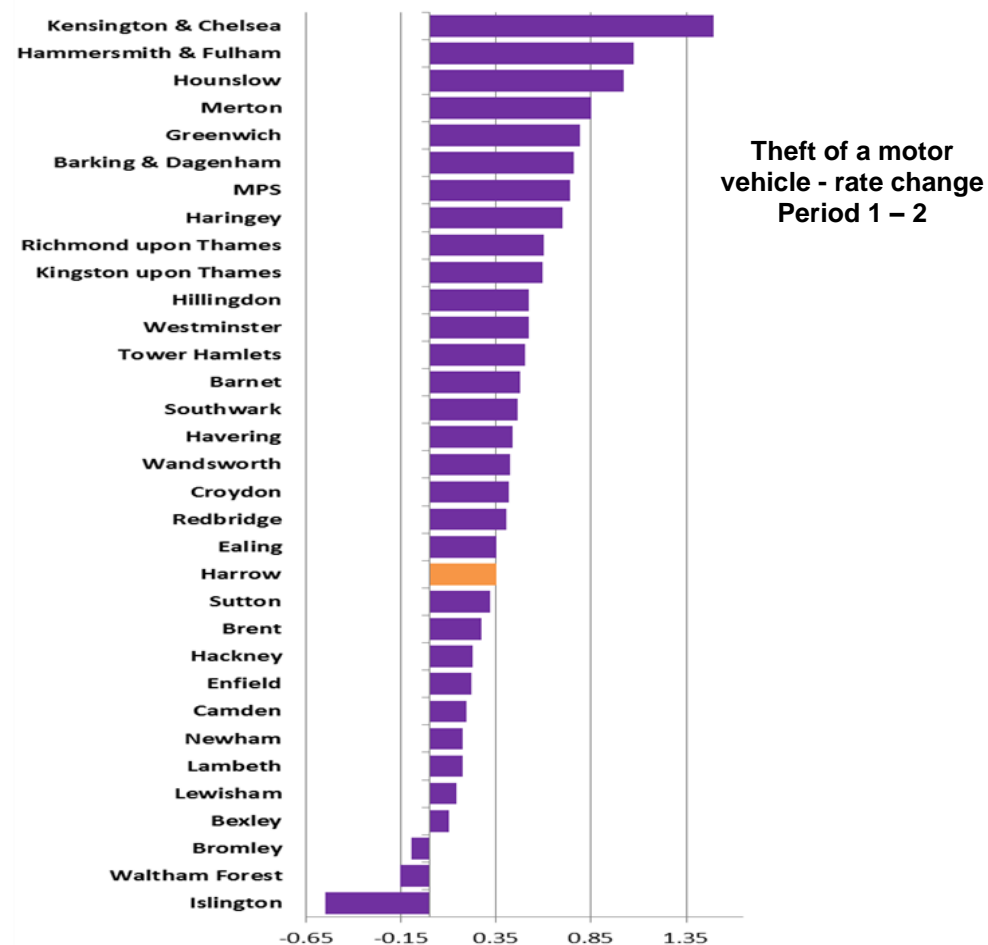
There was a total of 283 offences during Period 2, which is up from the previous Period. This translates to a 0.35 rate increase or 87 additional offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

Theft of a motor vehicle	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Hillingdon	546	1.83	701	2.35	155	0.52
Barnet	651	1.71	832	2.19	181	0.48
Harrow	196	0.79	283	1.15	87	0.35
Ealing	717	2.09	838	2.44	121	0.35
Brent	739	2.28	827	2.55	88	0.27
Greater London	18677	2.15	25090	2.89	6413	0.74

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. Harrow has shown a small increase in the rate of theft of a motor vehicle within Greater London. There is an upward trend across London as nearly all London Boroughs also experienced an increase.



MOPAC 5: Theft from a Motor Vehicle

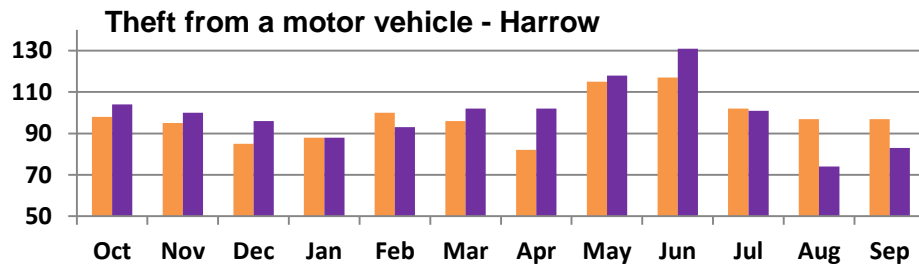


This includes theft of an item or object from a Motor Vehicle.

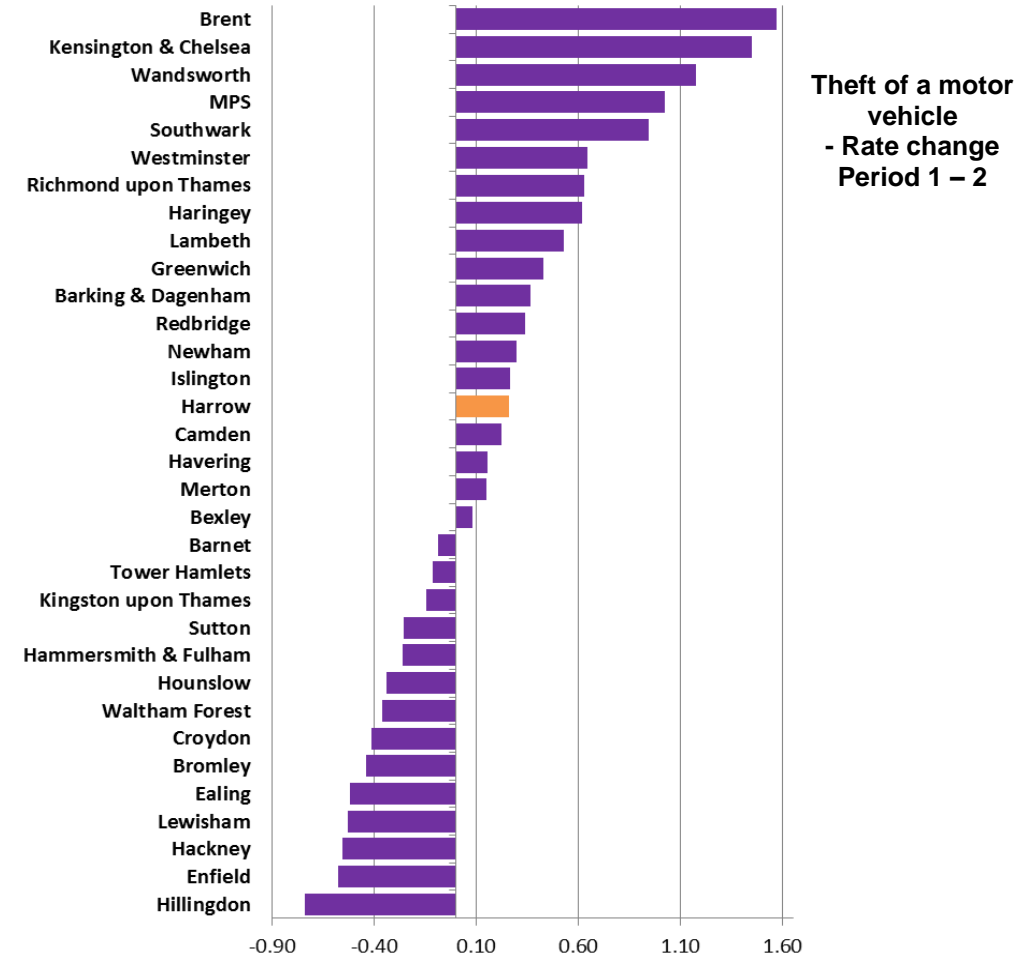
There was a total of 1,192 offences during Period 2, which is an increase from Period 1. This translates to a 0.08 rate increase or 20 additional offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

Theft from a Motor Vehicle	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Harrow	1,172	4.74	1,192	4.82	20	0.08
Barnet	2,202	5.80	2,244	5.91	42	0.11
Brent	2,109	6.51	2,247	6.93	138	0.43
Ealing	2,402	7.00	2,633	7.68	231	0.67
Hillingdon	2,214	7.44	2,472	8.30	258	0.87
Greater London	53,456	6.16	64,729	7.46	11273	1.30

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. Over half of boroughs experienced an increase in the rate of theft from a motor vehicle within Greater London. When compared to these areas Harrow's increase was relatively small.



MOPAC 6: Theft from a Person

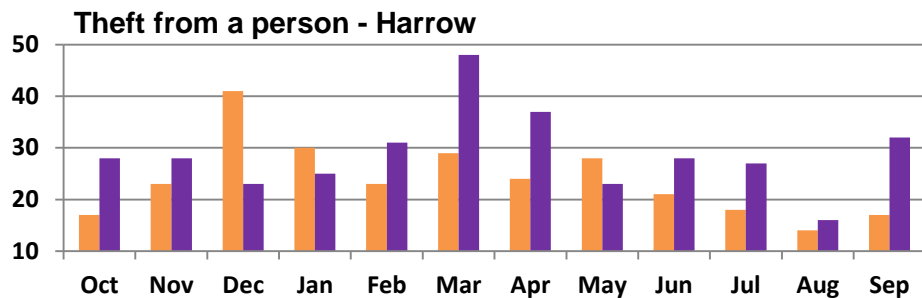
This includes theft from a person, pickpocket and other theft.

There was a total of 346 offences during Period 2, which is down from Period 1. This translates to a 0.25 rate increase or 61 additional offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

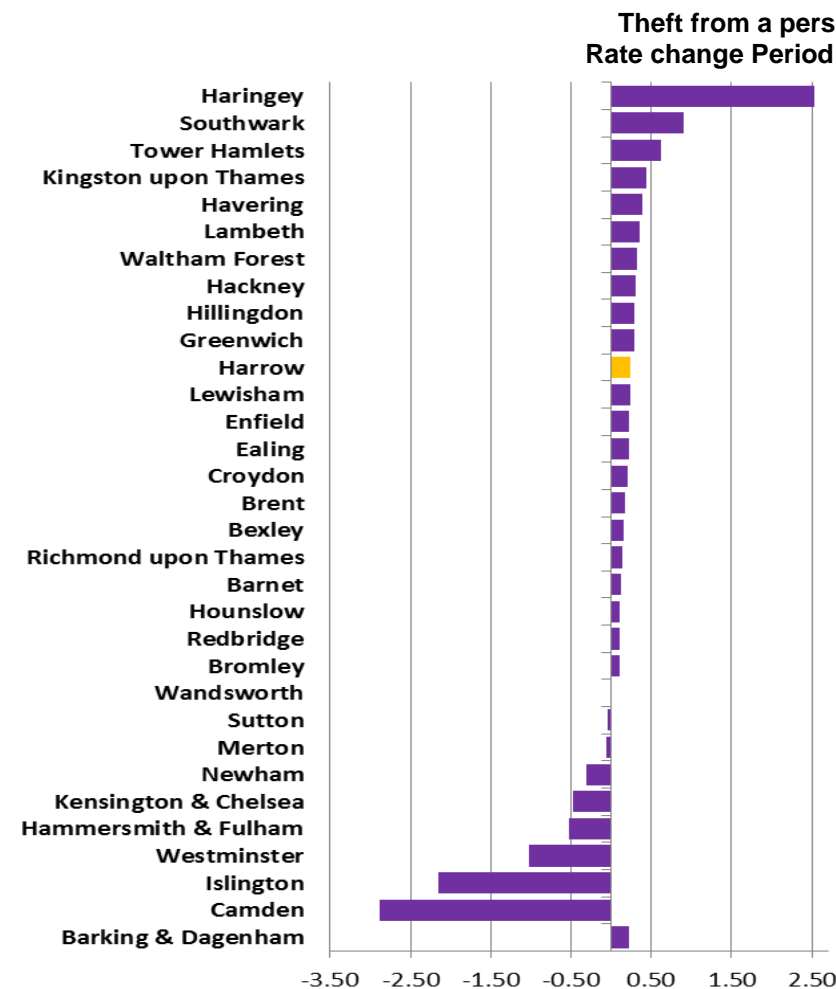


Theft from a person	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Harrow	285	1.15	346	1.40	61	0.25
Barnet	621	1.64	667	1.76	46	0.12
Brent	675	2.08	729	2.25	54	0.17
Ealing	547	1.59	624	1.82	77	0.22
Hillingdon	361	1.21	447	1.50	86	0.29
Greater London	27,981	3.23	34,590	3.99	6609	0.76

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. Harrow has shown an increase in the rate of theft from a person. Over half of boroughs experience an increase within Greater London.



MOPAC 7: Criminal Damage

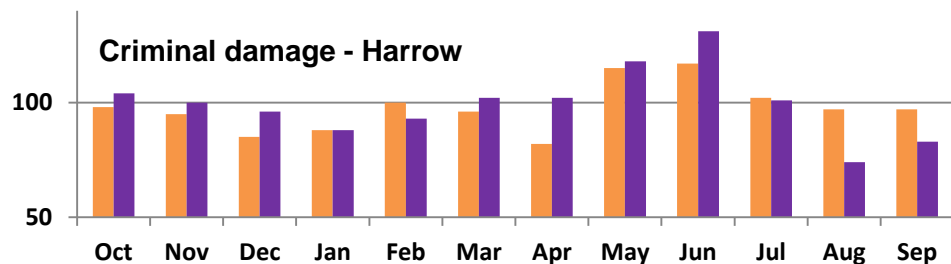
This includes offences such as damage to a dwelling, damage to other buildings, damage to a motor vehicle and other criminal damage offences.



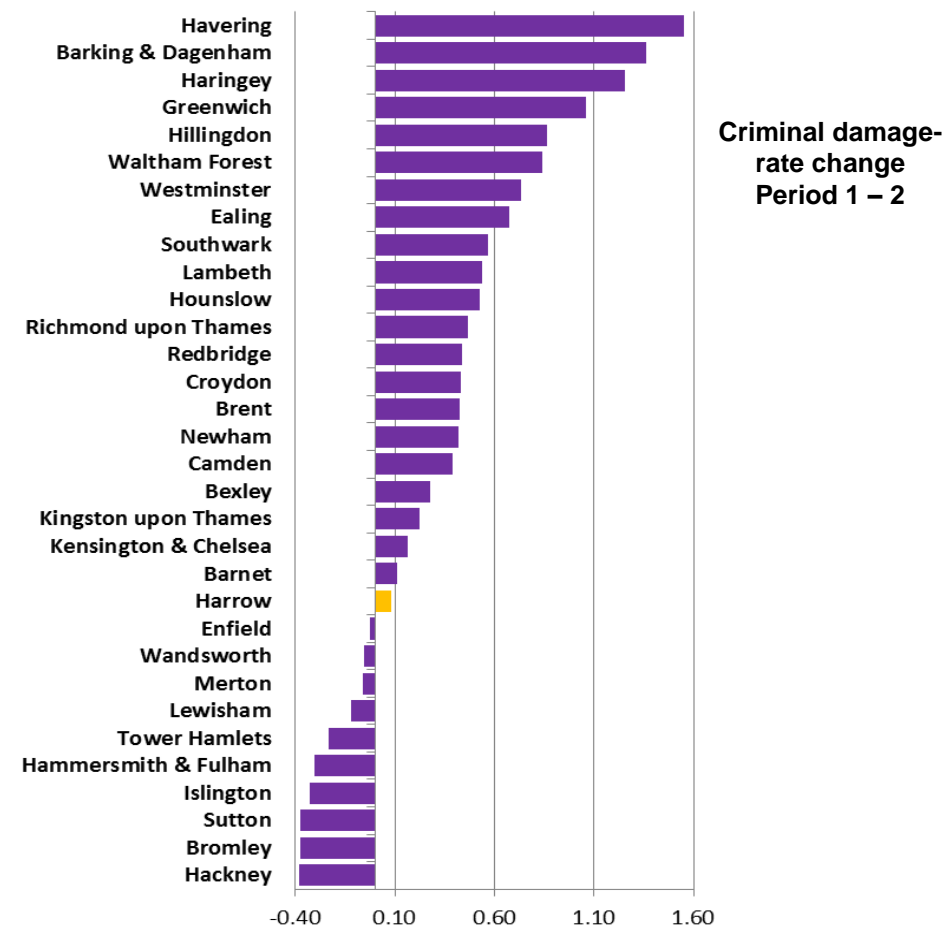
There was a total of 1,192 offences during Period 2, which is up from Period 1. This translates to a 0.08 rate increase or 20 additional offences in Period 2. The chart below also shows the number of offences in boroughs around Harrow and in Greater London.

Theft from a Motor Vehicle	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Harrow	1,172	4.74	1,192	4.82	20	0.08
Barnet	2,202	5.80	2,244	5.91	42	0.11
Brent	2,109	6.51	2,247	6.93	138	0.43
Ealing	2,402	7.00	2,633	7.68	231	0.67
Hillingdon	2,214	7.44	2,472	8.30	258	0.87
Greater London	53,456	6.16	64,729	7.46	11273	1.30

The chart below shows the number of offences recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



The following chart shows the change in crime from Period 1 and Period 2 by each London Borough. Harrow has shown a relatively small increase in the rate of criminal damage in Greater London. There is an upward trend across London as nearly all London Boroughs also experienced an increase.

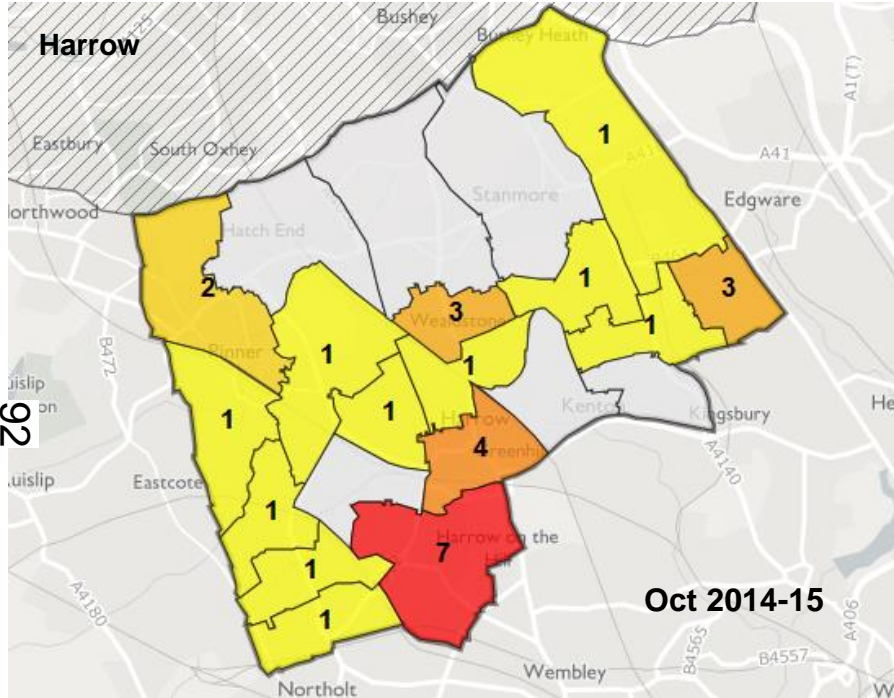


Emergency Care Data Set

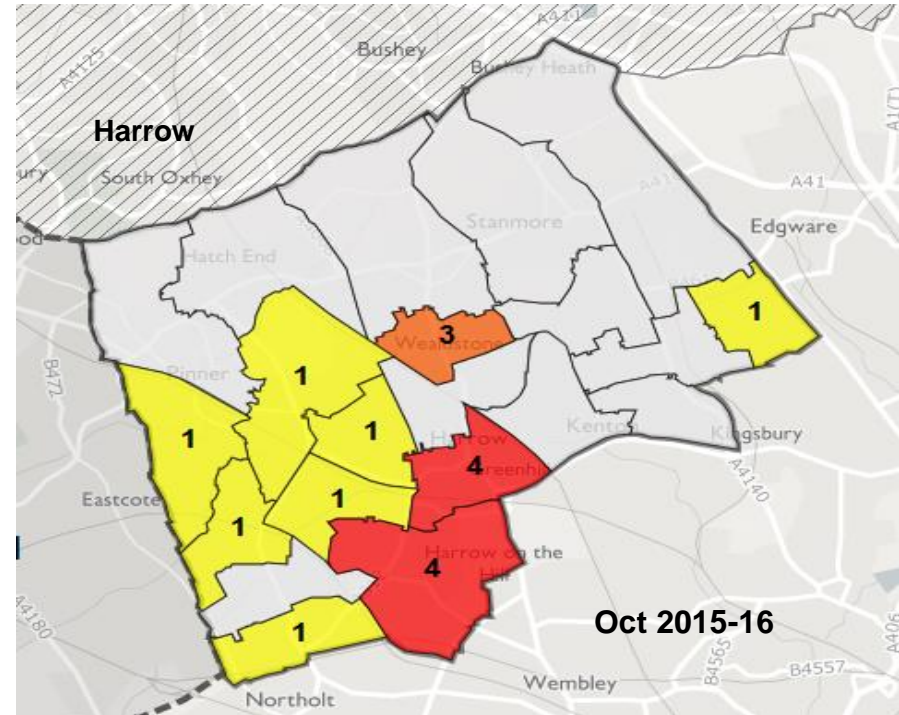
London's Information Sharing to Tackle Violence (ISTV) project estimates that currently only 23% of people injured and treated in hospital as a result of violent assaults are also recorded by police.

**62%
Reduction**

The maps below illustrate Emergency Department (ED) attendances from across London, resulting from violent incidents taken place in Harrow. This data does not include ED attendances from outside London.



For period 1 there were a total 29 emergency attendances where the location of the incident given was a ward in Harrow. The majority of these incidents took place in and around the Borough's boundaries. The highest number of these incidents took place in Harrow on the Hill.



For period 2, a total 18 (11 fewer than period 1), emergency attendances took place where the location of the incident given was a ward in Harrow.

The majority of these incidents took place in the south west of the borough- with the highest numbers in Harrow on the Hill and Greenhill wards.

Data Source: Safe Stats portal (Information sharing to Tackle violence, ISTV), March 2017

Anti-Social behaviour

Anti-Social behaviour incidents- Local

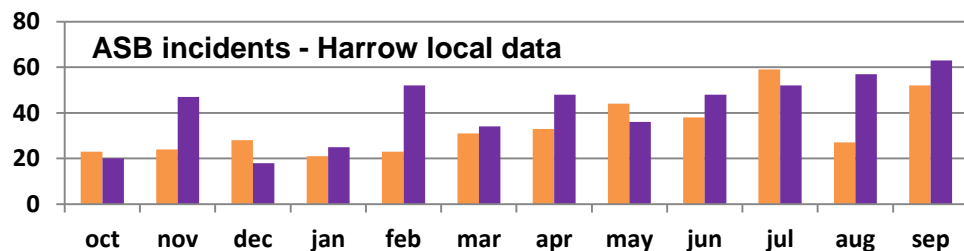
Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves a person feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

Examples of anti-social behaviour include nuisance, rowdy or inconsiderate neighbours, vandalism, graffiti and fly-posting, street drinking, environmental damage including littering, dumping of rubbish and abandonment of cars, prostitution related activity, begging and vagrancy, fireworks misuse, inconsiderate or inappropriate use of vehicles.

There were a total of 500 incidents recorded during Period 2, which is up from Period 1. This translates to a 0.37 rate increase or 97 additional incidents.



The chart below shows the number of incidents recorded in Harrow during each month for Period 1 in orange and Period 2 in purple.



Source: Harrow MVM data March: 2016

Ward	Sep-Oct 2014/15	Sep – Oct 2015/16	Incidents +/-
Belmont	11	25	14
Canons	27	28	1
Edgware	43	54	11
Greenhill	34	36	2
Harrow on the Hill	16	10	-6
Harrow Weald	20	23	3
Hatch End	6	8	2
Headstone North	8	9	1
Headstone South	13	17	4
Kenton East	21	20	-1
Kenton West	9	15	6
Marlborough	18	29	11
Pinner	7	13	6
Pinner South	8	3	-5
Queensbury	27	49	22
Rayners Lane	30	16	-14
Roxbourne	30	25	-5
Roxeth	26	45	19
Stanmore Park	17	38	21
Wealdstone	23	21	-2
West Harrow	9	16	7
Grand Total	403	500	97

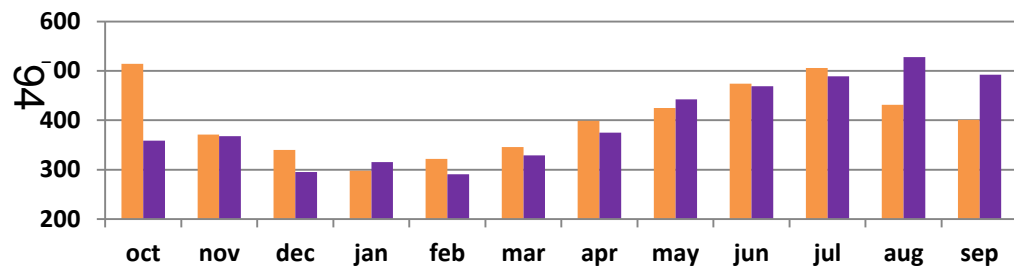
Anti-Social behaviour incidents- MET

There were a total of 4752 incidents recorded during Period 2, which is up from Period 1. This translates to a 0.3 rate decrease or 75 fewer incidents.

ASB	Period 1 - Previous		Period 2 - Current		Offences Change	Rate Change
	Offences	Rate	Offences	Rate		
Harrow	4827	19.53	4752	19.23	-75	-0.3
Barnet	8074	21.26	8242	21.71	168	0.44
Brent	8242	25.44	9234	28.50	992	3.06
Ealing	9613	28.02	9981	29.09	368	1.07
Hillingdon	8188	27.50	8949	30.06	761	2.56

Source: Police street crime data set,
<https://data.police.uk/docs/method/crime-street/> March 2016

The chart below shows the number of incidents recorded in Harrow during each month for Period 1 in orange and Period 2 in purple. The chart shows that for period 2 the peak months were August, September and July.



**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE**

Date of Meeting:	27 June 2107
Subject:	Street Trading Policy and Charges
Responsible Officer:	Simon Baxter, Divisional Director (Environment and Culture)
Scrutiny Lead Member area:	Councillor Manjibhai Kara, Community and Regeneration Performance Lead
Exempt:	No
Wards affected:	All
Enclosures:	Appendix A - Street Trading Policy and Fees and Charges Appendix B - Benchmarking

Section 1 – Summary and Recommendations

This report sets out update the Committee about the implementation of Street Trading Policy following its introduction in 2016, following approval from Cabinet and Council and the way forward in terms of fees for private land and tables and chairs.

Recommendations:

- a) To note the contents of the report
- b) To comment on a possible review of fees and charges in terms of tables and chairs, and on the approach taken regarding private land

Section 2 – Report

Background

Harrow Council sought to introduce street trading in 2000, but never designated streets or introduced a policy. As a result, over the years premises have started to expand on to the public highway to increase their trading area. This is particularly seen in the main shopping areas, with shop front displays.

Harrow Council has an obligation to ensure the safe use and passage on the public highway, and has had to deal with the above expansion using existing legislation around highway obstruction. These provide little enforcement options and has proved to be unsustainable. Additionally, premises continue to gain commercially at the expense of those using the public highway. Other landowners, for example Transport for London, charge for the use of their land for such activities (e.g. Costa Coffee at Rayners Lane)

Up to 2016, Harrow Council only licensed tables and chairs on the highway under the Highways Act 1980.

At November 2015 and March 2016 Cabinets, the following aspects of street trading were approved:

- Street Trading Policy covering stalls, markets, shop front trade and tables and chairs
- Designation of 11 areas in Harrow to have “licensed streets” (any highway activity must be licensed) with an annual licence
- Rest of Borough can have street trading as long as Council is inclined to do so, but can issue a licence for up to 6 months at a time (temporary licence)
- Introduction of Fixed Penalty Notices for enforcement in this area

This Licensing regime moved all activities under the London Local Authorities Act 1990 (the Act), which superseded any previous scheme. A copy of the latest policy and fee regime are attached for reference (Appendix A)

Street trading (subject to certain exceptions and additional inclusions) is defined in the Act as the selling or the exposure or offer for sale of any article (including a living thing); and the purchasing of or offering to purchase any ticket; and the supplying or offering to supply any service in a street, for gain or reward.

With the introduction of street trading, a consistent standard of use is put in place to ensure the safe use of the highway. The London Local Authorities Act 1990 (as amended) expands the area that needs to be licenced, defining streets as:

- *any road or footway;*
- *any other area, not being within permanently enclosed premises, within 7 metres of any road or footway to which the public obtain access without payment,*
- *any part of such road, footway or area;*
- *any part of any housing development provided or maintained by a local authority under Part II of the Housing Act 1985.*

The designated areas approved as licensed streets by Cabinet are:

- *Burnt Oak*
- *Edgware*
- *Harrow Town Centre*
- *Kenton*
- *Kingsbury*
- *North Harrow*
- *Pinner*
- *Rayners Lane*
- *South Harrow*
- *Stanmore*
- *Wealdstone*

By being designated, it allowed those commercial premises that wanted to trade on the highway to apply for a yearlong licence. The purpose of designating these areas was the recognition these were areas that the Council saw as suitable for this activity. Areas not designated could still get licences, for a maximum 6 months at a time, as were seen as potential areas that such activities were either not suitable or not to be encouraged (e.g. pavements may not be wide enough to support such activities)

All activities that are licensed will be required to meet the conditions attached to the licence, which include aspects of safety, cleaning, standard of display and hours of trade. The introduction of street trading brings the Council in line with the majority of London Boroughs who operate such schemes.

The Community and Public Protection Service, and more precisely the Environmental Compliance Team, were tasked with implementing this policy. No additional resources were provided for to enable this, and it was absorbed

as part of their other work. Implementation did not start until October 2016 as while the policy was in place, the operational aspects had not been arranged (e.g. licensing templates, database set up and so forth).

Ultimately the street trading licensing regime was put in place to ensure a consistent standard of approach for this activity, ensure the correct and beneficial use of the public highway, and to aid business through activities that enhanced an area that led to it being seen in a detrimental way.

Financial Implications

On the introduction of the street trading licensing regime, Community and Public Protection were also set a £200,000 income target to meet from this. This was set out in the Medium Term Budget Strategy (MTBS) plans for the directorate.

While the role was absorbed into the Environmental Compliance Team, the pressures already placed on that team (e.g. fly tipping investigations and other highways enforcement) meant that an additional seconded resource was put into place to focus specifically on this area. The costs of this post were met within the service, as were the costs of implementation and set up.

The fees and charges agreed originally in 2016 as part of the Council report, and again in February 2017 as part of the annual fees and charges, can be found in Appendix A.

A benchmark exercise can be found in Appendix B in terms of other Councils fees and charges. As can be seen, Harrow is in line with these charges

Performance Issues

Current situation

72 premises have applied to date for a street trading licence

495 visits have been carried out to premises to assess whether a street trading licence is needed, provide information and seek to get applications where necessary.

An escalated enforcement process is being adopted: educating, warning then taking formal action (including Fixed Penalty Notices).

Business and Environment

Harrow Council is committed to maintaining a vibrant economy for the benefit of those who live, work and conduct business in the borough. The Council has also committed itself to being more business friendly and business like.

The introduction of such a regime can be seen as contrary to this initially, as further financial burdens are placed upon the business. Ultimately there is no

requirement to have street trading, or for a business to use public highway, as the business sets itself up to operate within the confines of its own premise.

It is recognised though that street trading does form part of everyday commercial activity for a lot of premises and has done for a number of years, especially in areas such as grocer premises. What has been seen with this expansion is an ad hoc approach from the business in how this is carried out, including:

- Variety of “display” methods ranging from cardboard boxes to bread crates
- Lack of responsibility for clearing up afterwards, leading to expense being put back on the Council
- No set standard of how big these displays are, leading to restriction on those using the footway, especially disabled and those with prams

Ultimately instead of enhancing an area, in a lot it has led to being detrimental visually and practically. Those businesses who attempt to put in street trading properly, and manage it properly, are then undermined by those who do not.

By having a consistent approach, it does lead to an improvement in the perception of the area. An example seen since its introduction is Burnt Oak Broadway, and area that was constantly subject to complaints of premises taking over the highway and lack of footway for pedestrians. The introduction of the scheme has seen a marked improvement, noted by businesses and pedestrians



Finance

Financially the scheme has not to date been able to meet the requirements of the MTFS target. This is as a result of a number of factors:

- In the designated areas, there are 134 premises that could be subject to street trading. This meant that, at £1150 and £42 administration fee, only £159,000 was the maximum realistic target if enforced rigorously in line with why street trading was introduced. In reality, a lot of these premises did not carry out street trading or withdrawn from conducting it.
- Premises that have been trading in this way for over a decade were faced with a new licensing regime and, in line with being more business friendly, Community and Public Protection chose to work with

them to introduce the scheme rather than impose it. The result is a slower take up, but a more sustainable approach

- Resource wise, the service put in place a dedicated resource to take this regime forward, but was one dedicated officer on a day to day basis.

Mitigation has and will take place around this including:

- Continued days of action where areas are targeted and additional staffing resources are available
- Work to expand the regime to cover other areas of the Borough (e.g. Shaftesbury Circle, Belmont Circle etc.) to allow more sustainable, consistent street trading to take place
- Enforcement review to look at improving efficiency and resource around this area amongst others.

All this action is in line with the fundamental reason for introducing street trading under the London Local Authorities Act, being to improve access to the highway and improve the environmental impact.

Private Land

As the regime falls under the London Local Authorities Act 1990, the scheme automatically extends to cover more than just public highway, as "street" now includes:

- *any other area, not being within permanently enclosed premises, within 7 metres of any road or footway to which the public obtain access without payment,*

Section 5.5 of the Policy covers this aspect and provides exemptions being:

- *A shopkeeper who is selling goods which forms part of the business (of his/her shop) on his private forecourt, and the exposure for sale of those good during the shop opening hours does not need a street trading licence. If however the trade does not form part of the business then a street trading licence will be necessary.*

It should be noted that under the Highways Act 1980, where there is an established right of way over a private forecourt then it is deemed highway. For example, the premises opposite Debenhams in Harrow Town Centre:



The Council is taking a pragmatic approach and has looked to introduce the scheme where it is clear that the public would see the area as highway (and there is no clear delineation)

Harrow Council Street Trading policy reflects this, and therefore premises such as the Queens Head in Pinner, who have tables and chairs on their own land and is an extension of their own business, but is clearly set back from the highway, is not licensable.

Fees and Charges

In line with this, the fees and charges report that went to full Council at the start of 2017 includes the provision to:

Delegate authority to the Director of Finance and relevant Corporate Director, following consultation with the relevant portfolio holders, the ability to amend fees and charges in year with the introduction of a discount rate for fees that are discretionary if there is a business need to do so.

Work is taking place to look at options to ensure fairness and equality going forward, with a current proposal being drafted to introduce a fairer fee regime for tables and chairs.

In terms of a fairer fee regime, this takes into account that the current fee regime for tables and chairs sets one fee regardless of number of tables and chairs. A scheme to set a baseline fee with increments depending on additional tables and chairs is being explored.

This is in line with other councils' approaches which work on either number of chairs and tables (e.g. Westminster based on number of chairs) or space taken (e.g. Hillingdon and Hounslow who charge at pm²)

Options

Scrutiny is presented with the main issues that have arisen from the introduction of the new licensing regime. The options being considered are as follows:

Tables and Chairs

Option 1: Carry out a review of the fees and charges affecting table and chairs to be in line with neighbouring Boroughs

This option would seek to take into account the diversity of approach from small to larger commercial premises, would be a fairer regime and is recommended by officers.

Option 2: To continue with the current regime based on a fee for having tables and chairs regardless of numbers

This option potentially discriminates against small traders with limited tables and chairs.

Private Land

Option 1: Continue with the policy that private land clearly identifiable as such will not form part of the licensing regime

This is in line with being more business-like and takes into account that this land is private and clearly seen as the premises. It would still allow the Council to approach those premises that have established rights of way over their land to licence and make sure they contribute to the positive environment or to delineate properly to inform the public appropriately. This is also the approach taken by all neighbouring Boroughs. This is recommended by officers.

Option 2: Seek to licence all land that abuts public highway

This will lead to increased complaints and an increased view that the scheme is about income generation and not improving the public highway (and that perceived to be)

Environmental Impact

The introduction of the street trading licensing regime does not have any diverse impact on the environment. Its introduction at a local level does seek to improve the environment through conditions placed on premises including:

- *The licence does not permit the playing of music, singing or performance of entertainments, or the use of an external public address system or speakers, on the highway, including within the licensed area. The licensee is to ensure that any noise disturbance to the neighbourhood, including noise from patrons, is kept to a minimum and does not cause offence.*
- *The licence holder shall not place any furniture or equipment in the immediate area of the premises other than as permitted by the licence. All goods or equipment on display under the terms of the licence shall be kept within the area specified in the licence. All displays, stands, etc. are to be removed from the highway outside of licensed hours.*

- *Waste from the licence holders operations must not be disposed of in the permanent litter bins provided by the Council. Any commercial premise must have a trade waste agreement in place and waste receptacles kept within the boundaries of the premises apart from on the day of collection.*

Risk Management Implications

Street Trading does not appear on any Council Risk Register

The introduction of a consistent standard across an area also enables that premises trading on the highway are treated fairly and consistently, minimising any complaint regarding process or policy.

Risk included on Directorate risk register? No

Separate risk register in place? No

Equalities implications

Was an Equality Impact Assessment carried out? Yes (accompanied Cabinet Reports)

No adverse effects were identified

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

Please identify how the report incorporates the administration's priorities.

- Making a difference for the vulnerable
- Making a difference for communities
- Making a difference for local businesses
- Making a difference for families

Ward Councillors notified:

NO – applies to all wards

Section 3 - Contact Details and Background Papers

Contact: Richard Le-Brun. Head of Community & Public Protection, 020 8736 6267

Background Papers: Cabinet Report introducing Street Trading Regime

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Street and Shop Front Trading Policy

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1 Introduction

Harrow Council is committed to maintaining a vibrant economy for the benefit of those who live, work and conduct business in the borough. Local authorities may regulate street trading in their area if they adopt Part III provisions under the London Local Authorities Act 1990 (the Act). If they adopt these provisions they can apply street trading licensing controls in any area of the borough. This policy recognises the importance of licensed businesses to the local economy and the character of the area whilst trying to ensure that the activities do not cause nuisance or annoyance to the people in the area. This policy sets out the council's approach to the licensing of street trading. It informs applicants of the parameters in which the council will make decisions and how their needs will be addressed. It also highlights the council's intention to avoid duplication with other statutory provisions and its commitment to work in partnership with other enforcement agencies. The council aims to provide a clear, consistent service for users. At the same time, it aims to protect the safety of highway users, to prevent nuisance and to regulate the location and number of street traders.

This policy will be reviewed in light of developing practice, guidance and changing legislation as necessary, and in any event every three years

The policy aims to support economic growth and regeneration initiatives to better meet the needs of the residents and businesses in the borough, and support the council's vision of working together to make a difference for Harrow.

The policy enables the council to:

- Take leadership in supporting and promoting economic activity in the Borough;
- Demonstrate transparency and integrity when dealing with street market matters;
- Ensure that there is consistency when making decisions; providing equal chance of fair trade to all residents and businesses;
- Deliver high quality services by responding to changing needs through constant evolution and innovation; and
- Introduce operating efficiency in carrying out the council's duties

The policy covers the regulation of:

- Markets
- Stalls and Pitches
- Mobile Traders
- Tables and chairs
- Shop fronts

2 Background

Street trading has always formed part of life in Harrow. It provides valuable employment opportunities for local people as well as providing convenience for customers to the borough. Markets can help reinforce the economic strength of the areas in which they are located, increasing footfall and drawing in custom for other retailers. The development of this policy presents an opportunity to encourage small independent businesses and traders and increase employment opportunities, and at the same time maintaining sensible levels of public protection and complimenting trading from permanent businesses.

The policy sets out the council's approach and requirements for street trading and provides transparency and consistency of approach. The grant of a licence for street trading does not override the need for licensees to comply with other legal requirements such as planning permission etc.

The policy also links directly to two of the Council's priorities. These are:

1. Making a difference for communities: by improving an area for its residents, visitors and businesses.
2. Making a difference for local businesses: by supporting economic development.

3 Legislation

The London Local Authorities Act 1990 ("the Act") (as amended) provides a regime for the licensing of street trading in the London area. The regime applies to London boroughs who are participating councils. It is an offence to carry out street trading in a Licence Street without a licence.

Street-trading without the required licence is an offence under section 38 of the Act and carries a maximum fine not exceeding level 3 on the standard scale, which is currently £1000.

Street trading licences are granted pursuant to the provision of the act but if the applicant need to gain any other approvals, those approvals must be sought separately.

The Council is permitted to charge fees and charges under s32 of the London Act in respect of street trading licences and related costs.

Other legislation also impacts on street trading and this includes the Highways Act 1980, and the London Local Authorities Act 2004 which provides for fixed penalty notices.

4 Street Categories

Under the Act, streets may be designated as “Licence Street” for street trading purposes.

A “street” is defined under the act to include

- a) any road or footway;
- b) any other area, not being within permanently enclosed premises, within 7 metres of any road or footway to which the public obtain access without payment,
- c) any part of such road, footway or area;,,
- d) any part of any housing development provided or maintained by a local authority under Part II of the Housing Act 1985.

4.1 Licence Streets

If a street is designated as a “licence street” then an application can be made by persons over 17 for a licence to trade on that street. To trade without a street trading licence is an offence as noted earlier. Licence streets are designated by the council following a statutory procedure under the Act.

4.2 Unlicensed Streets

If a street has not been designated, it is an offence to carry out street trading within it. The Local Authority can grant a temporary licence for such trade, and such licences will be subject to the same terms and conditions as those operating within a designated area.

5 New applications

The application form needs to be completed for all applications including renewals. Temporary licences can also be applied for.

These forms are also available from the Public Protection team or can be downloaded from the council’s website – www.harrow.gov.uk. Please read the associated guidance before completing your application. Applications for street trading licences must take into account the council’s list of prohibited goods and services in Appendix A.

5.1 Market Operator

A Market Operator selected to provide a market can provide a collated single document that captures the necessary information for all the proposed market traders.

5.2 Sites that attract applications from more than one Applicant

Multiple street trading licences may be granted to different applicants for the same site provided specific trading days/periods are applied for. At any one time only one Licence Holder will be permitted to trade on a site and in its immediate vicinity.

5.3 Mobile Traders

Some applicants may wish to engage in street trading from a number of locations across the borough of Harrow rather than from a fixed location. In such cases, applicants must, when submitting the application, clearly identify all of the locations they wish to trade from.

5.4 Ice Cream Trading

Harrow Council does not issue street trading licences in respect of Ice Cream trading unless on a designated street for more than 15 minutes. "Ice Cream" includes goods that are wholly or mainly ice cream, frozen confectionary or other similar commodities. People who own ice cream vans may trade as "itinerant traders" going from place to place remaining in any one location in the course of trading for periods of 15 minutes or less and not returning to that location or any other location in the same street on the same day. People trading from the traditional stop-me-and-buy-one tricycle or the like are also subject to the same conditions. If you leave the vehicle parked and travel on foot with, for example, a small frozen cabinet, you would still infringe the law. If you are delivering house-to-house or by order by phone or the internet then you do not infringe the law if you deliver to the door and take the cash or cheque payment on the householder's property.

5.5 Forecourts

A shopkeeper who is selling goods which forms part of the business (of his/her shop) on his private forecourt, and the exposure for sale of those good during the shop opening hours does not need a street trading licence. If however the trade does not form part of the business then a street trading licence will be necessary.

Examples:

1. Coffee Shop selling coffee from its own private forecourt, then no licence is needed (unless the shop is closed for business and trade continues from the forecourt)
2. Coffee Shop selling sweet corn from its own private forecourt, then a licence is needed
3. Coffee Shop letting out its private forecourt to a sweet corn seller, the sweet corn seller needs to have a licence

If a shopkeeper wants to place goods for sale outside of his/her shop on the footway (council land), then a street trading licence is required to cover this shop front sale. It is important to note that a number of factors will be taken into consideration when determining such applications including, accessibility of the footway, footfall and the type of goods to be sold. There are basic requirements in terms of the type of product, which either must be a continuation of the business or a separate business completely.

Examples:

1. Fruit & Veg shop wanting to sell fruit and veg at its shop front can apply for a licence
2. Butcher wanting to sell fruit and veg at its shop front won't get a licence
3. Fruit and Veg seller wanting to sell outside a butchers, can apply for a licence (in this case the butcher would have the right to put in a representation if they were not in agreement)

In the case of forecourts, the same principals would apply to any private land, including car parks, if within 7 metres of any road or footway. Where there is an established right of way over a private forecourt then it is deemed highway.

Section 31 of the Highways Act 1980 adds to the Common Law by introducing a rebuttable presumption that, if the public at large have been using a way as of right for 20 years, the way will be deemed to have been dedicated as highway. If the 20 year rule applies, it is for the land owner to provide evidence that they did not intend to dedicate the land as highway – this will usually take the form of overt acts making it clear to users of the highway that there was no intention to dedicate.

5.6 Private Land

If someone trades within 7 metres of any road or footway to which the public can obtain access without payment, then this would also be liable for a street trading licence. In the case of domestic dwellings, where the front area is being used for trade, planning permission is likely to be required as will a street trading licence as there is no continuation of business.

5.7 Tables and Chairs

Any table and chair position on the “street”, as defined under Section 4 above, will require a licence.

6 Renewal Applications

The application form needs to be completed for all applications including renewals. These forms are also available from the public protection team or can be downloaded from the council’s website – www.harrow.gov.uk. Please read the associated guidance before completing your application. Any renewal must be made no later than 2 months or earlier than 3 months from the end of the current licence

7 Consultation

Consultation will take place with any appropriate party as deemed appropriate, and through a public notice that must be displayed on application by the applicant. A period of 28 days will be allowed for comments to be received which will then be considered.

8 After Submitting an Application

Once a valid application has been received the applicant will display a site notice at the proposed site for 28 consecutive days.

The Council reserves the right to seek further reasonable information on receipt of an application, and failure to provide can lead to delay / rejection of the application

It is the responsibility of the applicant to ensure that all other permissions and requirements set out under other legislation (e.g. Planning Permission) is met prior to the application being received. On signing the declaration, the applicant is agreeing this. Any false statement or provision of false information is an offence.

The council will also maintain a register of applications on its website which will be updated regularly.

9 Making a Decision

The licence will be granted by officers authorised to do so provided that the necessary preconditions / requirements are met.

For those applications where it is proposed to refuse the application or revoke the licence, the applicant will be given the opportunity to make representations to the licensing panel. Such representations should be made within 28 days of being notified of the intention to refuse the licence. Where no representations are made within the notified timescale the council will proceed to make a decision on the application and will notify the applicant of this in due course.

Where the application is to go before the licensing panel, the applicant will be expected to present the case and assist the panel with any questions. To facilitate this, the applicant will be advised in writing of the date, time and place when the application will be heard. The applicant can be represented if they wish, whether or not the person is legally qualified. The Public Protection team will prepare a report for the licensing panel regarding the application. The report will be made available to the applicant at least five days before the date of the meeting together with any relevant hearing procedure.

An application may be refused on statutory grounds and / or criteria as outlined in this policy. A Licence may be revoked on statutory grounds and / or criteria as outlined in this policy..

Harrow Council cannot be held liable for any costs incurred and lost as a result of a refusal to issue a licence.

10 Conditions

Standard conditions will be attached to all licences which will include the holder’s responsibility to maintain public safety, prevent nuisance and generally preserve the amenity of the locality. Additional conditions may also be attached which are specific to certain types of street trading/market activities. Failure to comply with conditions may lead to revocation or non-renewal of licence. Persons engaging in street trading without licence or who fail to comply with the licence conditions will be committing an offence and may be liable to prosecution. Decisions regarding enforcement action will be made in accordance with the council’s enforcement policy for regulatory services.

The conditions that will attach to street trading and market licences can be found in the following notes (at the end of this policy);

- Note 1 – General conditions that will normally be attached to street trading licences
- Note 2 – Additional conditions applicable to motor vehicles
- Note 3 – Additional conditions applicable to fixed sites
- Note 4 – Additional conditions applicable to food related activity
- Note 5 – Additional conditions applicable to mobile traders
- Note 6 – Additional conditions applicable to tables and chairs licences
- Note 7 – Additional conditions applicable to shop front licences
- Note 8 – Additional conditions applicable to markets

11 Duration of Licences

Street trading licences will normally be issued for one of the following periods:

<p>Stalls / Market (including mobile units):</p> <ul style="list-style-type: none"> • 1-7 days • 2 months • 6 monthly • Annual 	<p>Shop Front:</p> <ul style="list-style-type: none"> • 3 month • Annually
--	--

Any period of less than 6 months shall result in the issuing of a temporary licence in line with Part III, Section 21(1) of the London Local Authorities Act 1990 as amended.

Any street trading that takes place outside of a designated area, and therefore on an unlicensed street, shall only receive a temporary licence of up to 6 months as per 4.2 above.

12 Enforcement

The council is committed to enforcing the provisions contained within the relevant legislation and to work in partnership with all enforcement agencies, to provide consistent enforcement on licencing issues. The decision to use enforcement action will be taken on a case by case basis, and, to ensure consistency of approach, in accordance with this and any more specific policies which may be applicable. The action taken, which may be immediate, will be proportionate to the seriousness and nature of the non-compliance. Licences can be revoked or varied.

Once a licence has been granted, it is the responsibility of the licence holder to ensure that the requirements of the licence are managed in accordance with the conditions of the permission and guidelines. The licence holder is wholly responsible to ensure that any items are located at the approved location and must ensure it is inspected and maintained on a regular basis. This must be conveyed to staff that are involved in the business.

All complaints of un-licensed street trading will be investigated. Enforcement action in relation to un-licensed street trading will be undertaken where appropriate by the Public Protection Team.

Officers will regularly inspect Street Trading areas to ensure compliance with the Licence terms and conditions and enforcement action will be taken if appropriate.

The council may take the following types of enforcement action (in no particular order):

- Verbal/written warnings – e.g. a contravention and/or where officer contact has not resolved the contravention usually relating to a first offence (verbal warning), second offence/major obstruction (written warning);
- Simple cautions by authorised officers (Environmental Compliance Officer/ Licencing Officer);
- Licence review or application for licence revocation e.g. when fees go unpaid, a breach of licence condition;
- Fixed Penalty Notices;
- Prosecution.

Any decision to prosecute will be made in accordance with the council enforcement policy and the Code for Crown Prosecutors issued by the Director of Public Prosecutions

Additionally, any receptacle as defined under the London Local Authorities Act 1990, Section 21(1) as amended, can be removed and stored by the Local Authority if in breach of street trading, at a cost to be borne by the licence holder. A receipt will be given, and the cost of storage recovered from the licence holder.

13 Complaints and Appeals

If a complaint relates to the conduct of an officer, rather than the actual street trading licence, the complaint will be dealt with through Harrow Council's complaints procedure.

The London Local Authorities Act 1990 sets out the circumstances in which an appeal can be made to the Magistrates Court.

14 Fees and Charges

The Council has power to charge fees and other charges under s32 of the London Act.

Fees will be set and reviewed annually on a full cost recovery basis. Fees must be paid in advance. There is right to a refund of a fee if the application to renew is refused. Under the Act, if the licence is revoked a refund can be made for part of the fee paid for grant or renewal. If the licence is revoked other than under the Act or is surrendered a refund of whole or part of any fee can be paid.

Applicants for charity/community markets may apply to the council for a reduction or waiver of market licence fees.

All applications (renewal, new and variations) are subject to an administration fee

15 Partnership working

This policy relies on strong partnership working. We aim to work with the following partners in delivering the policy:

- Retailers
- The Police
- Harrow Town Centre Business Improvement District (BID)
- Employment groups both locally and regionally
- Community Champions
- Resident Groups
- Traders Associations
- Business Friends of Harrow
- Local business and community groups

16 The Storing and Disclosure of Information

Information collected or recorded as part of the council's street trading activities will be securely retained in a paper and/or electronic format for a period defined by legislation or required for future reference by the service. This information will include decisions taken about the choice of enforcement options.

The identity of a person providing the council with information about other people committing crime, will remain confidential unless prior agreement by the person is obtained, or its disclosure is authorised by law or by a Court Order.

Personal data held manually or as computer records will be handled in accordance with the Data Protection Act 1998 (DPA). This information will be used in accordance with the council's DPA registration. Exemptions to this include where information is disclosed to other agencies or used for another reason for the purposes of detecting or preventing crime. This will include the sharing of information between council services and with the police and other enforcement agencies. Sharing of information relating to the Crime and Disorder Act will be undertaken in accordance with the appropriate information sharing protocol.

Right of access to information held by the council will be given on request, in accordance with the Freedom of Information Act 2000 and Environmental Information Regulations 2004 unless the information is already publically available (as described in the council's publication scheme). Some exemptions to the council can be found in the Act, Regulations and the council's publication scheme.

17 Monitoring and Review

This policy will be reviewed in light of developing practice, guidance and changing legislation as necessary and in any event every three years. At the time of review consultation will take place with appropriate parties.

Monitoring the effectiveness of the policy will include measures such as:

- Number of applications received and considered
- Footfall in markets being maintained or improved
- Markets and stalls continuously improving (e.g. appearance, quality of goods on offer, ability to meet local need or particular demand)
- Reduction in levels of complaints

The Public Protection Team will be responsible for monitoring this policy.

18 Amendments to this Policy

As may be necessary, for instance with the issuing of new guidance by Government, amendments will be made to this street trading policy. Should such amendments be minor, for example change of complaints process, or to reflect updated guidance etc., such amendments will be attached through an amendment document rather than the re-issuing of the street trading Policy as a whole, until the next full review takes place.

Any matters of legal doubt will be assessed by the Councils Legal Section, prior to coming into place, where there is no clear-cut guidance, case law or precedent.

19 Definitions

Within the terms of this policy in respect of street trading the following definitions apply, and are in addition to those defined under Section 21(1) of the London Local Authorities Act 1990 as amended:

- 1 **Authorised Officer** An officer employed and authorised by the Council to act in accordance with the provisions of the London Local Authorities Act 1990 (as amended).
- 2 **Permanent Street Trading Licence** A licence given by the Council to trade on a Licensed Street
- 3 **Temporary Street Trading Licence** A short term/provisional licence given by the Council to trade on a street. Usually issued for table and chairs and shop front displays outside of an established premises
- 4 **Licence** The term used when this policy applies equally to both a Street Trading Licence and Temporary Street Trading Licence.
- 5 **Licence Holder** The person or company to whom the licence to trade has been granted.
- 6 **Market** An outdoor space where three or more stalls are situated together for the purpose of allowing people to street trade.
- 7 **Street Trader** A trader granted permission by the Council to trade from a specified position.
- 8 **Street** Shall have the meaning ascribed in Section 21(1) of the London Local Authorities Act 1990 (as amended).
- 9 **Street Trading:** Shall have the meaning ascribed in Section 21(1) of the London Local Authorities Act 1990 (as amended) and includes the use of tables and chairs on situated the highway for business purposes.
- 10 **Street Trading Pitch/Location** The area in any street authorised as a place at which street trading may be engaged in by a street trader, and includes any temporary alternative place approved by the Council.
- 11 **Advertisement** Any word, letter, model, sign, placard, board, notice, whether illuminated or not, in the nature, and employed wholly or partly for the purposes of advertisement, announcement or direction and includes any hoarding or similar structure or any balloon used, or adapted for use for the display of advertisements, and references to the display of advertisement shall be constructed accordingly.
- 12 **Assistant** A person employed by and acting under the directions of a street trader to assist him/her about the business

		of the stall and whose name and address has been notified to the Council.
13	Awning	A sheet of canvas or other material, used as a protection against the weather, which projects as an extension of the roof beyond the structure of the Stall.
14	Goods	Any goods, wares or merchandise displayed for sale at a Stall.
15	Pitch Limits	The agreed area within which street trading is permitted.
16	Refuse	Any waste material.
17	Stall	Any structure used by a trader for the display of goods, or in connection with his or her business, and which occupies a licensed street trading pitch; and includes all goods offered or to be offered for sale and any additional structure or equipment used as part of the stall or business. On "isolated pitches" this also includes all rubbish created as a result of the business.
18	Premises	Any shop, house or block of flats or other building.
19	Enforcement Concordat	Introduced in 1998 the Concordat aims to promote good enforcement that brings benefits to business, enforcers and consumers.
20	Licence Street	Application can be made by persons over 17 for a licence to trade on certain days on that street.
21	Mobile Trader	Applicants who engage in street trading from a number of locations across the Borough rather than from a fixed location
22	Itinerant Traders	Traders going from place to place remaining in any one location in the course of trading for periods of 15 minutes or less and not returning to that location or any other location in the same street on the same day

Appendix A – List of prohibited goods and services

Some goods and services are not permitted to be sold from street trading pitches because they are unsuitable, dangerous and/or subject to additional licensing regimes.

No	Goods and services description
1	Live animals
2	Second-hand electrical goods
3	Medicines or treatments
4	Sex articles as defined by the Local Government (Miscellaneous Provisions) Act 1982
5	Alcohol
6	Cigarettes/tobacco
7	Any form of gambling
8	Firearms (including replicas) and ammunition
9	Fireworks

Note 1 – Standard Conditions that will normally be attached to street trading licences

The licence holder shall only trade on the days and between the times stated on the licence.

The licence holder shall only trade in the description of articles stated on the licence.

The licence holder shall not carry on business on any street so as to cause obstruction or cause danger to people using the street.

The licence holder shall not carry on business from any vehicle or erect or place any stall or other structure in any street except in the area mentioned in the licence.

The licence holder shall on all occasions, when carrying on business, be strictly sober, and conduct him/herself in a proper, civil and courteous manner, and he/she shall not carry on his/her business in such a way as to cause annoyance to the occupier or person in charge of any shop, business, resident, or any person using the street.

The licence holder shall at all times conduct his/her business and position any vehicle used by him/her in connection with his/her business in such a manner that no danger is likely to arise to persons trading or intending to trade.

The licence holder shall at all times conduct his/her business in a clean and tidy manner.

The licence holder shall make no fixtures to or excavations of any kind in the surface of the highway, which shall be left entirely undisturbed.

The licence holder shall ensure that a copy of the licence is clearly visible to the public and made available upon request to an authorised officer of the council or the police.

The licence holder shall not permit any person to assist him/her in his/her trading unless the details of that person have been supplied to the Licensing Authority.

If, during the life of a licence any change occur in the facts of that were supplied with the original application the holder of the licence shall report such changes to the Council within 72 hours of that change.

Neither the licence holder nor any assistant shall display merchandise which is likely to cause offence or distress to any other person or which would be deemed an offence under any other legislation.

The licence does not permit the playing of music, singing or performance of entertainments, or the use of an external public address system or speakers, on the highway, including within the licensed area. The licensee is to ensure that any noise disturbance to the neighbourhood, including noise from patrons, is kept to a minimum and does not cause offence.

The licence holder shall make no claim or charge against the Council in the event of any item being displayed or used being lost, stolen or damaged in any way from whatever cause.

Advertisements or other notices shall not be placed in the immediate area of the premises without approval of the council. No displays will be affixed to the highway or to the street furniture.

The licence holder shall not place any furniture or equipment in the immediate area of the premises other than as permitted by the licence. All goods or equipment on display under the terms of the licence shall be kept within the area specified in the licence. All displays, stands, etc. are to be removed from the highway outside of licensed hours.

Waste from the licence holders operations must not be disposed of in the permanent litter bins provided by the Council. Any commercial premise must have a trade waste agreement in place and waste receptacles kept within the boundaries of the premises apart from on the day of collection.

The council reserves the right to alter or amend these conditions at any time.

Licenses are not transferable and the subletting of any licence is prohibited. The Licensee shall be responsible for any rates, taxes and other outgoings which may be charged

The licence holder shall be responsible for the temporary storage of refuse, liquid and other material accumulated or created whilst trading and its subsequent removal from the site. The removal and disposal must be to the satisfaction of the council.

No articles of firearms, replica firearms, knives, tobacco or fireworks shall be sold.

The Licensee shall indemnify the Council against all actions, proceedings, claims, demands and liability which may at any time be taken, made or incurred in consequence of the use of the chairs and tables and other objects and for this purpose must take out at the Licensee's expense a policy of insurance approved by the Council in the sum of at least £5,000,000 in respect of any one event and produce to the Council on request the current receipts for premium payments and confirmation of the annual renewals of the policy. A valid Third Party Public liability Insurance certificate shall be held by the licence holder at all times to the satisfaction of the council.

The licence holder must comply with any reasonable request of an authorised officer of the Council or a police officer, providing such request does not require excessive additional expenditure

The granting of a licence by the Council does not give any approval other than the permission which the Council is authorised to give under the London Local Authorities Act 1990 as amended.

Licenses are not transferable

Note 2 - Motor Vehicle Conditions

Any trailers used for the purpose of street trading shall be removed from the highway when the licence is not in operation.

Any motor vehicle used for the purpose of street trading shall at all times be in a roadworthy condition and have the relevant documents i.e. insurance, tax and MOT to make the use of that vehicle on a road legal. These documents will be produced by the licence holder to any police officer or authorised officer of the council.

Any vehicle used for the purpose of street trading, or in connection with the street trading, must be parked in accordance with parking regulations and so not to cause nuisance, obstruction or issue.

Note 3 - Fixed Site Conditions

The licence holder shall ensure that sufficient sanitary accommodation is available for both the licence holder and assistants when operating at a static site.

Note 4 - Food Related Conditions

The licence holder, if intending to sell food from a stationary vehicle/stall shall operate from a purpose made vehicle/stall constructed and managed so as to comply with the relevant hygiene regulations currently in force, and any subsequent changes to those regulations.

All hot food vans/trailers are required to comply with current legislation on fire safety. Where gas cylinders are used an annual gas safety certificate (from an approved body) shall be required to ensure the safety of all gas cooking and heating equipment. A fire blanket and a foam fire extinguisher shall be provided in all vehicles selling hot food.

All hot food vans/trailers are required to carry a basic first aid kit.

The licence holder shall ensure that litter checks are carried out regularly in the vicinity of the premises.

A licence holder selling food shall at all times comply with any food hygiene regulations in force at that time, and when required by the Licensing Authority, shall produce appropriate food handling certificates for relevant food handlers.

The licence holder shall provide and maintain at his/her own expense adequate refuse receptacles for litter.

The licence holder shall ensure that measures shall be put in place to remove litter or waste arising from customers and to prevent such litter from accumulating in the immediate vicinity of the site or neighbouring premises.

Odour from any flue used for the dispersal of cooking smells serving the site shall not cause nuisance to the occupants of any properties in the vicinity.

Note 5 – Mobile Traders Conditions

The maximum stop time for any site is 15 minutes. After which the vehicle/cart/wagon must move at least 200 metres further from the previous location.

There shall be no return to a site within 24 hours.

Ice Cream vans must comply with the requirements of the Code of Practice on Noise from Ice-Cream Van Chimes Etc. in England 2013, and any amendments / replacement to this document

Note 6 - Additional conditions applicable to tables & chairs licences

In addition to the conditions relating to all street trading and market licences, these conditions apply specifically to “tables and chairs” licences only

The holder of a licence for table and chairs will need to ensure that s/he obtains any other approval/permission required by legislation in order to locate tables and chairs on the authorised space. The granting of a tables and chairs licence does not give any approval which may be needed under any other legislation other than under the Act(s).

A copy of the tables and chairs licence must to be displayed in the window of the licensed premises outside which the tables and chairs will be located.

Only those commodities sold in the relevant shop premises can be served, and the area so permitted is to be used solely for the purpose of consuming refreshments.

Any furniture used in the licensed area must be of sufficient high quality and appearance as not to be detrimental to the area. The use of garden furniture (e.g. plastic patio type chairs and tables) will not be suitable. Any furniture or associated item must be in a good state of cleanliness and repair at all times, and uniform in appearance for the premise.

Only those services provided within the relevant shop premises can be provided in the licensed area where a licence permits tables and chairs to be placed on the street.

The licensed premises should ensure that the trading area is kept clean and tidy by periodic litter picking.

The licensee will be responsible for the cleansing of the trading area. Any food debris, packaging, wrapping or similar material must be removed at once from the trading area and placed in a suitable bin. If a licensee damages or fails to cleanse the highway or remove refuse from within the trading area, the Council will take remedial action and the cost charged to the licensee.

The licensee shall take measures to discourage the feeding of vermin by patrons and put in place appropriate measures. More specific advice can be obtained from Environmental Health.

The licensed areas should be physically defined, during hours of operation, and removed outside trading hours. Enclosures should have a minimum top rail height of 800mm but no taller than 1000mm. Rope or chain barriers are not considered suitable, and the means to enclose must be sufficiently robust to withstand wind or accidental contact.

Any furniture or equipment must not overhang the designated tables and chairs areas, and be stable enough (e.g. weighted down) to withstand wind or accidental contact. No advertising should be on them apart from that related directly to the name of the company / premise, and this must be pre-approved as part of the application.

If heaters are proposed the heaters must meet BS Standards BS EN 60529:1992 (electric heaters) and BS EN 14543:2005 (gas heaters). Any non-furniture item ((e.g. menu boards,

heaters etc.) must be approved as part of the enclosed permitted area, and any that cause unacceptable clutter or intrusion of sight lines will need to be removed if deemed to be causing an issue or hazard.

An awning may be permitted (dependant on planning permission) to extend up to a maximum of 30 cm (12 inches) at the front of the street trading pitch but no articles are to be suspended from the awning beyond the permitted area. Additionally, the placement of the awning must permit safe pass and re-pass by pedestrian traffic (minimum 8ft in height). Planning consent must be in place and must be provided where relevant.

The licence holder shall remove tables and chairs from the highway outside trading hours and immediately if required to do so to permit works in or the use of the highway by the Council, the Police, fire and ambulance services, any statutory undertaker or telecommunications code operator.

No alcohol shall be consumed on the highway unless a licence has been issued by the Local Authority Licensing Team

There must be adequate toilet provision relating to the occupancy levels due to having additional tables and chairs. These must be available at all times the tables and chairs are in operation.

There must be a minimum clear footway of 2 metres between the trading area and the kerb line. If the width of the footway is temporarily reduced to less than 2 metres then the depth of the trading area must also be reduced accordingly

Note 7 - Conditions Specific to Shop Front Licences

In addition to the conditions relating to all street trading and market licences, these conditions apply specifically to "Shop Front" licences only.

Any display or part of a display of goods or services sold or offered within a shop and that is located on a public forecourt adjacent to the shop shall require a shop front licence, if the display is placed within 7 metres of the boundary at the rear of the footway delineating between the private property and the public highway, as may be evidenced by deeds of the property and / or the highway register.

A copy of the shop front trading licence must be clearly displayed in the window of the premises outside which trading is permitted.

Food traders shall comply with the necessary food hygiene and food registration requirements as required by the council's Public Protection Team.

The licence holder shall keep his trading location and the immediate area in a clean and tidy condition during the permitted hours and at the end of each daily period of use. The licence holder will ensure that appropriate precautions are taken to prevent the highway from becoming littered as a result of trading activity and shall provide a litter bin for their customers where necessary

The licence holder's pitch cannot exceed the dimensions specified in the licence.

There must be a minimum clear footway of 2m between the trading area and the kerb line. If the width of the footway is temporarily reduced to less than 2m (i.e. due to road works) the

depth of the trading area must also be reduced accordingly. Any display must protrude to a maximum 1 metre from the premise.

No equipment, stall, container, or display or tables(s) or chair(s) shall at any time be permitted to obstruct an entrance or exit to any adjacent premises or to any part of the building to which the licence applies.

Only that equipment, stall, container, or display or tables(s) or chair(s) and containers which is suitable and fit for purpose and approved by the council shall be used by the licence holder and assistants for shop front trading or ancillary to shop front trading.

Any equipment, stall, container, or display or tables(s) or chair(s) and containers must be of sufficient high quality and appearance as not to be detrimental to the area. The use of temporary equipment (e.g. uncovered bread trays) will not be permitted.

The following items may not form part of the commodities displayed under a shop front licence:

- Alcoholic beverages, tobacco and tobacco products;
- Lottery tickets, phone cards, raffles, tombola and/or other games of chance;
- Medicines, drugs and other prescribed substances
- Uncooked meat or fish
- New and used cars and motorcycles
- Pets and livestock Containers of Liquid Petroleum Gas (LPG) including any which are fully or partly discharged or emptied;
- Explosives, including fireworks;
- Goods considered by the council to pose a Health and Safety risk to the public.

Items that are likely to cause damage the street or street furniture may not be used.

An awning may be permitted (dependant on planning permission) to extend up to a maximum of 30 cm (12 inches) at the front of the street trading pitch but no articles are to be suspended from the awning beyond the permitted area. Additionally, the placement of the awning must permit safe pass and re-pass by pedestrian traffic (minimum 8ft in height). Planning consent must be in place and must be provided where relevant.

There must be no obstruction to the line of sight fire hydrants, manholes or other street furniture etc. by goods or equipment within the trading area.

Note 8 - Additional conditions applicable to markets

In addition to the conditions relating to all street trading and market licences, these conditions apply specifically to "Market" licences only.

No person shall sell in a market place any goods other than during market hours.

No person shall bring a vehicle into the market place during market hours unless in case of emergency, or for loading or unloading of goods during permitted loading/unloading times.

No person shall bring any goods into the market place more than three hours before the market hours begin or allow them to remain there more than two hours after the market hours end.

No person shall erect, occupy or deposit any goods on any stall or pitch without the permission of the licensed market operator.

Every tenant or occupier of a stall / pitch shall;

- Ensure that the stall/pitch is properly cleansed before and after market hours as often as may be necessary during those hours;
- Ensure that all refuse accumulated in connection with the stall is placed in a bin or container provided or approved by the council for that purpose;
- As often as is necessary, ensure that the contents of the bin or receptacle are removed to an area designated by the council for that purpose.

No person shall light a fire in the market place.

No person shall keep or sell any explosive or highly flammable substance in the market place.

No person shall post or display any bill, placard or poster, other than a description of goods advertised for sale, in any part of the market place except with the prior permission of the council.

No person in the market place or in its immediate approaches shall, except by way of sale, distribute or attempt to distribute to the public any printed matter unless prior consent has been obtained from the council.

No person shall bring into or allow to remain in the market place any animal (save for guide dogs).

Food traders shall comply with the necessary food hygiene and food registration requirements as required by the Council's Public Protection Team.

Appendix B – Amendment Document

Any changes, in line with Section 18 of the Street Trading Policy, shall be recorded below. Such changes shall be in line with the spirit of the policy, and not require the policy to obtain approval.

August 2016

Section 4	Unlicensed street element added in line with London Local Authorities Act 1990 as amended
Section 5	Clarification of licensing a private forecourt and private land
Section 6	Addition of renewal period in line with London Local Authorities Act 1990 as amended
Section 8	Addition of right of Council to seek further information
Section 11	Addition of “temporary licence” element, and clarification of durations
Section 12	Addition of receptacle removal, in line with London Local Authorities Act 1990 as amended
Section 14	Clarification of administration fee
Notes	Updated to include previous table and chairs conditions and requirements. Addition of appropriate requirements

19.1 Table of Fees and Charges – Street Trading

Licence Administration Fee £42

(Applicable to all Licensing Types)

Standalone Street Trading Unit Licence (e.g.Stall)

Up to 7 days	£18 per trader
Up to 2 months	£180 per trader
2 to 6 months	£400 per trader
7 to 12 months	£550 per trader

For markets of 10 or more stalls, additional costs apply as follows:

Market which requires the closure of a non-classified road	£2,080 (6 weeks notice required)
Market on the footway only	£1,250

Front of Shop Displays (connected with business)

(based on a standard single shop front)

12 weeks Licence	£312
1 Year Licence	£1150 (15% discount)

(have removed the 6 month licence)

FIXED PENALTIES UNDER THE LONDON LOCAL AUTHORITIES ACT 2004 RELATING TO STREET TRADING

Legislation	Section	Description of Offence	Amount of Fixed Penalty
London Local Authorities Act 1990	34(1)	Contravention of condition of street trading licence or temporary licence	£100
	34(2)	Making false statement in connection with application for street trading licence or temporary licence	£125
	34(3)	Resisting or obstructing authorised officer	£250
	34(4)	Failure to produce street trading licence on demand	£100
	38(1)	Unlicensed street trading	£150

Please note that the fees and charges are subject to the terms and conditions of the licence.

APPENDIX B – BENCHMARKING OF BOROUGH FEES AND CHARGES

	Harrow	Brent	Barnet	Ealing	Hillingdon	Hounslow
Admin Charge (all licences)	£42	£74		£48		£110
Cost of Street Trading	£1150 per annum	£3 per m ² per day (£1095 per annum)	£550 pa	£14pw (part) £29pw (full - £1508 pa)	£880 pa	£132 per m ²
Cost of Temporary Licence	£312 for 12 weeks	£177	£400 (6mnths) £180 (2mnths)	As Above	£440 (6mnths)	As Above
Tables & Chairs	£585 (£293 renewal)	As Above	As Above	As Above	£72 per m ² per 6 mnths	£110 + £54 pm ²

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**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE**

Date of Meeting:	27 June 2017
Subject:	Review of the Health Visiting Service
Responsible Officer:	Alex Dewsnap Divisional Director, Strategic Commissioning
Scrutiny Lead Members:	Councillor Michael Borio Councillor Vina Mithani
Exempt:	No
Wards affected:	All
Enclosures:	Appendix - Report from the Health Visiting Service Review

Section 1 – Summary and Recommendations

This report accompanies the report from the Health Visiting Service Challenge Panel. The report outlines the review's observations and findings with regard to improving the Health Visiting Service

Recommendations:

Councillors are recommended to:

- a) consider the findings and recommendations of the Health Visiting Service Review
- b) refer the review's recommendations to Cabinet and to the London North West NHS Trust for consideration
- c) acknowledge that the substantive Cabinet response will be available in September.

Section 2 – Report

Introductory paragraph

The Scrutiny Leadership Group (SLG) agreed to undertake a review of 'Health Visiting Service in Harrow in the form of a Challenge Panel. The Challenge Panel took place on the 8th March 2017. The membership of the Panel consisted of nine (5 Conservative and 4 Labour) councillors and was supported by a Policy Officer from the Corporate Policy Team.

The main aims of the review were to:

- Understanding the service on the ground through work-shadowing, meeting parents and meeting London North West service managers.
- Understanding how other boroughs' HV service works.
- Understanding how it fits with LBH Early Years Service
- Understanding the current budget
- Examination of the expenditure involved in provision of the service
- Meeting national representative of e.g. PHE or Institute of Health Visiting to understand the national picture.

The Challenge Panel invited submissions and heard evidence from the Director of Public Health, Council Officers, and from representatives from London North West Trust and Public Health England.

Reference to Cabinet

Subject to the Overview and Scrutiny Committee's agreement, the Challenge Panel's report and recommendations will be referred to the Cabinet at its meeting on 13th July. Most of the recommendations are directed at the service provider, the London North West NHS Trust, and in order to secure a comprehensive and meaningful response, it will be necessary to consult with the Trust over the summer period. It is therefore planned that the report

outlining a substantive response to the recommendations will be taken to the Cabinet for consideration at its meeting on 14 September 2017.

Financial Implications

There are no direct financial implications associated with this report.

Health Visiting services are funded by the annual public health grant, the funding having transferred from NHS England in October 2016 to fund the contractual services which became the responsibility for local authorities at this time.

Cabinet in December 2016 approved the annual expenditure for Public Health services which included £2.898m for these mandatory services planned for 2017/18. The service will be re-procured during 2017/18 as part of the 0-19 service and will include school nursing services. The recommendations made by the panel will inform the specification for the new service which will be expected to be delivered within the existing budgetary provision set aside for these services.

Whilst there are no specific Medium Term Financial Strategy proposals associated with these services, there is a significant reduction in the Public Health team planned for 2018-19 which may affect the ability to manage this contract in the longer term.

The Public Health grant is currently ring-fenced until March 2019, after which it is expected that the service will be funded by business rates. It is not clear what impact, if any, the changes to the funding will have on the level of available resource but as a statutory service, these costs will need to be funded by the Council.

It should be noted that award of any future contract results in contractual obligations with the provider for services which are funded by external grant and which cannot be guaranteed in the longer term.

Legal Implications

The terms of reference for Overview and Scrutiny Committee include making recommendations to the Cabinet arising from the scrutiny process, which can include scrutiny of matters relating to health.

Performance Issues

There are no specific performance issues associated with this report.

Environmental Impact

There are no specific environmental impacts associated with this report.

Risk Management Implications

There are none specific to this report.

Equalities implications

An EqIA was not carried out specifically for this report as it includes no proposals for service change. Where changes result from the acceptance of these reports recommendations, these will be accompanied by an EqIA.

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

This review relates to all three priorities of the Harrow Ambition Plan, including:

- Build a Better Harrow
- Be More Business-like and Business Friendly
- Protect the Most Vulnerable and Support Families

Section 3 - Statutory Officer Clearance

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 6 th April 2017		
Name: Sharon Clarke	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 4 th April 2017		

Ward Councillors notified:	NO
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Section 4 - Contact Details and Background Papers

Contact: Mohammed Ilyas, Policy officer. 0208 424 1322

Background Papers: None

APPENDIX

April 2017

Overview and Scrutiny Committee

Review of the Health Visiting Service

Report from Scrutiny Challenge Panel

Members of the review group

Councillor Janet Mote (chair)

Councillor Chika Amadi

Councillor Camilla Bath

Councillor Michael Borio

Councillor Barry MacLeod Cullinane

Councillor Phillip O'Dell

Councillor Mina Parmar

Councillor Kanti Rabadia

Councillor Sasikala Suresh

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1. CHAIRS FOREWORD

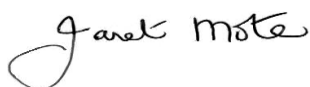
When I first chose to be on the Health visiting Challenge Panel and to be Chair, little did I know what an exciting and privileged journey I would undertake. I wanted to explore all avenues with this review and to start at the ground roots with practitioners and clients and experience first-hand what their views were. Therefore I was delighted with other panel members to attend Antenatal checks, Birth visits, 6-8 weeks, 1 year and 2 – 2 ½ checks with Health visitors and Mothers, Fathers and Babies.

All of us who were lucky enough to have been able to attend these visits and clinics were very impressed by the skills, dedication and professionalism of all the health visitors and other colleagues who allowed us to observe. We all learnt – I have just been telling my daughter-in-law that her baby's feet should be at the bottom of the cot!

We are making a series of recommendations and these should be read in the context of our respect and admiration for the professionalism of all the staff that we met.

Then we continued with our journey to have a meeting with the Director of Public Health, General Managers of the London North West Trust and Public Health England. Lastly we had teleconference opportunities with Norfolk, Leicestershire, Merton, Hillingdon and Greenwich to find out about the best practice carried out.

Finally all of this journey would not have been possible without the dedication of my fellow councillors on the panel and the officers, especially Mohammed and Jonathan.



Councillor Janet Mote

Chair, Harrow Health Visiting Service Review

2. EXECUTIVE SUMMARY

As part of the review, information and intelligence was gathered through desktop research, visits to clinics, teleconferences with other Local Authorities and a Challenge Panel. The Challenge Panel gathered substantial evidence, heard from and questioned several key witnesses and considered evidence put before them to understand the impact of the Council's current Health Visiting Service. The Panel had particular regard to the first hand intelligence gathered from the clinic visits by members of the review. The Panel also sought to obtain vital best practice information from other local authorities and to produce a report that could inform managers and councillors in re-procuring the new Health Visiting Service as part of a combined 0-19 service including school nursing.

The Panel's key findings and unanimous recommendations (pages 14-27) put forward by the Panel are presented in the report, grouped by the following themes:

- Staffing Levels and Caseload
- Training and Staff Development
- Booking Procedure and No shows
- Performance
- An Accessible and Inclusive Service

The Panel recommends the Council incorporate the recommendations into the procurement of the new service.

3. RECOMMENDATIONS

1. To ensure the vacancy rate is filled across all the grades and not just the Health Visitors in order to meet the demand of the service, which will reduce the caseload per HV and improve the efficiency of the service.
2. To improve the level of skill-mix within the Health Visiting teams to deliver the Healthy Child Programme focusing mainly on the underperforming 12 months and 2-2.5 year developmental checks while maintaining performance levels for the other mandated checks.

3. To develop and implement a programme to recruit, develop and retain HV staff to meet the demand in service, which will reduce waiting times and deliver a more efficient service.
4. That Health Visitors (HVs) are trained to ensure information and advice provided to parents is consistent across the board including knowledge on language line and providing the service in various community languages
5. That HVs undergo diversity and cultural awareness training to develop an understanding of different cultures and how this impacts on their roles improving the quality of service being delivered.
6. That HVs are trained to recognise cultural pressures and are able to provide the relevant support, information and advice in a confidential and safe environment to mothers/parent, which will help pick up and address potential issues such as depression and domestic violence.
7. To further promote appointments within dedicated Saturday clinics to address the low take up of Antenatal and 12 months and 2-2.5 year Health Reviews to reduce the number of parents not attending.
8. To undertake a publicity campaign (including posters, social media, engaging with the voluntary and community sector, faith groups, schools and partners) to raise awareness and educate parents on the importance of the clinics, which will educate parents on the importance of the clinics and could reduce the no shows.
9. To ensure adequate information (posters) is displayed at all clinics and also available to provide to parents, as lack of information was available at a number of clinics.
10. **[Council]** To agree targets (comparative to neighbouring boroughs) and include these as Key Performance Indicators (KPIs) within the contract to be monitored on a regular basis, which will help to improve performance.
11. To change the way ethnicity and mother tongue/language competence are recorded on patient records. At the moment the Health Visiting patient record system records 132 different ethnicities. It is recommended that ethnicity is simplified and the Council's Diversity Monitoring categories (**Appendix 4**) are used and a separate record is kept of language and language proficiency.

12. To review the contact material (letters) to ensure they are inclusive and incorporate a strap line offering the information in alternative formats and community languages, which will contribute to addressing the language barrier.
13. To ensure all staff are aware of and trained to arrange for interpretation services if required to address the issue of language barrier.
14. To undertake a review of the set-up of all clinics to ensure customer confidentiality is maintained at all times so that no more than one visit is conducted in the same room at any one time.
15. **[Council]** That a fully comprehensive Equality Impact Assessment is undertaken to highlight potential barriers and identify ways to improve the service. The findings and requirements of this to be incorporated in the service specification of the new contract.
16. That the service develops and supports five groups for the five most common language groups. The purpose of these groups would be to act as a sounding board for translated documents and invitation letters etc., and be able to support other parents from those communities

4. INTRODUCTION AND SCOPE

The Scrutiny Leadership Group (SLG) agreed to undertake a review of the 'Health Visiting Service' in Harrow, which involved site visits and a challenge panel. The site visits took place between the 16th January and 5th February, and the Challenge Panel took place on the 7th March 2017. The membership of the Panel consisted of nine (5 Conservative and 4 Labour) councillors and was supported by a Policy Officer from the Corporate Policy Team. The aim of the review is to understand the current service performance and how it compares to other London Boroughs.

The main aims of the Panel were to:

- Understanding the service on the ground through work-shadowing, meeting parents and meeting London North West service managers;
- Understanding how other boroughs' HV service works;
- Understanding how it fits with LBH Early Years Service;
- Understanding the current budget;

- Examination of the expenditure involved in provision of the service;
- Meeting national representative of e.g. PHE or Institute of Health Visiting to understand the national picture.

The formal scope for the project is attached at **Appendix 1**.

5. POLICY BACKGROUND

The Health Visiting Programme

Every child is entitled to the best possible start in life and health visitors play an essential role in achieving this. By working with, and supporting families during the crucial early years of a child’s life, health visitors have a profound impact on the lifelong health and wellbeing of young children and their families.

In recent years the 4-5-6 model has been developed which represents the following:

4	<p>levels of service: Your community Universal Universal plus Universal partnership plus</p>
5	<p>universal health reviews*: Antenatal New baby 6 – 8 weeks 1 year 2 – 2 ½ years *mandated for 18 months</p>
6	<p>high impact areas: Transition to parenthood Maternal mental health Breastfeeding Healthy weight Managing minor illness & accident prevention Healthy two year olds & school readiness</p>

The 4 Levels of Service

These levels set out what all families can expect from their local health visitor service:

1. **Community:** health visitors have a broad knowledge of community needs and resources available e.g. Children’s Centres and self-help groups and work to develop these and

make sure families know about them.

2. **Universal (the 5 key visits):** health visitor teams ensure that every new mother and child have access to a health visitor, receive development checks and receive good information about healthy start issues such as parenting and immunisation.
3. **Universal Plus:** families can access timely, expert advice from a health visitor when they need it on specific issues such as postnatal depression, weaning or sleepless children.
4. **Universal Partnership Plus:** health visitors provide ongoing support, playing a key role in bringing together relevant local services, to help families with continuing complex needs, for example where a child has a long-term condition.

The 5 universal health reviews

As part of the transformation of the health visiting service, all families will receive five key visits from their health visitor. Families are also offered a range of advice and support on everything from breastfeeding and weaning to immunisation and minor illnesses.

First visit: Antenatal - When you are around 28 weeks pregnant: This first visit is an opportunity for expectant mothers to meet the health visitor and discuss how they're feeling about having a baby. The baby's father or other parent is very welcome at this visit, which usually takes place in the home.

As part of the visit, the health visitor will ask about plans for having the baby and answer any questions the expectant mothers and partners may have. They will provide you with information on infant development, feeding, parenting, and the Healthy Start Programme. They will also provide their contact details and explain how they can support following the birth of the baby.

The midwife will provide immediate care and support for the first few days after the birth of the baby.

Second check: 10-14 days following the birth of your baby: The health visitor will visit the home to see how the mother is getting on and provide support with feeding and caring for the baby. The baby's father or other parent is very welcome to be present at this meeting.

The health visitor will establish how the mother is feeling and how the family is adjusting to the new arrival. They will also ask if the parents have any questions and listen to any concerns they may have about the baby's health or their own health.

Examples of issues that may be discussed include interacting with the baby (e.g. songs and music, books); feeding; diet and nutrition; colic; sleep; crying; establishing a routine; safety; car seats and the immunisation programme. They may also weigh the baby during their visit.

Third check: When your baby is 6-8 weeks old: At this visit in the home, the health visitor will see how things are going and how the mother is feeling. This visit is in addition to the GP medical visit, which takes place at around the same time at the GP surgery.

The Health Visitor may weigh the baby, review their general health and discuss their immunisations. They will also provide contacts for local health clinic or children's centre where parents can get their baby weighed and access a range of support.

Fourth check: A review of your child's development at 9-12 months: This visit may take place in the home or in the local clinic and is an opportunity for parents to assess and discuss the child's physical health and development.

This includes lots of things, such as the child's diet, dental health and safety issues. As part of the visit, the health visitor may weigh and measure the child and discuss their immunisations.

If parents wish, the health visitor can also put them in touch with local mother and baby groups, children's centres or activities in their area.

Although the next scheduled visit isn't until the child is 2-2 ½ years, parents can always contact their health visitor or their GP if they have any questions or concerns about the child's development.

Fifth check: A review of your child's development at 2-2½ years: This is the fifth and final scheduled visit from the health visitor or nursery nurse, which can take place at the home, local clinic or children's centre.

This visit is an opportunity to talk about any issues parents may have regarding their child's health. This may include their hearing and vision, language development, behaviour, sleeping or toilet training. The child will also be weighed and measured, and

parents can discuss their immunisations and the various options for childcare and early year's education.

Although this is the last scheduled visit, parents are reminded their health visitor is on hand to offer advice, information and signposting until the child is five years old.

Our Harrow, Our Community

Harrow prides itself in being one of the most ethnically and religiously diverse boroughs in the country with people of many different backgrounds and life experiences living side by side.

Population: Harrow's resident population is estimated to be 247,130¹

Table 1: Live Births in Harrow – Actual and Projected

Year	Live Births	Year	Live Births
2004	2,870*	2013	3,559*
2005	2,872*	2014	3,525*
2006	2,924*	2015	3,566**
2007	3,088*	2016	3,571**
2008	3,230*	2017	3,570**
2009	3,265*	2018	3,564**
2010	3,503*	2019	3,555**
2011	3,466*	2020	3,543**
2012	3,585*		

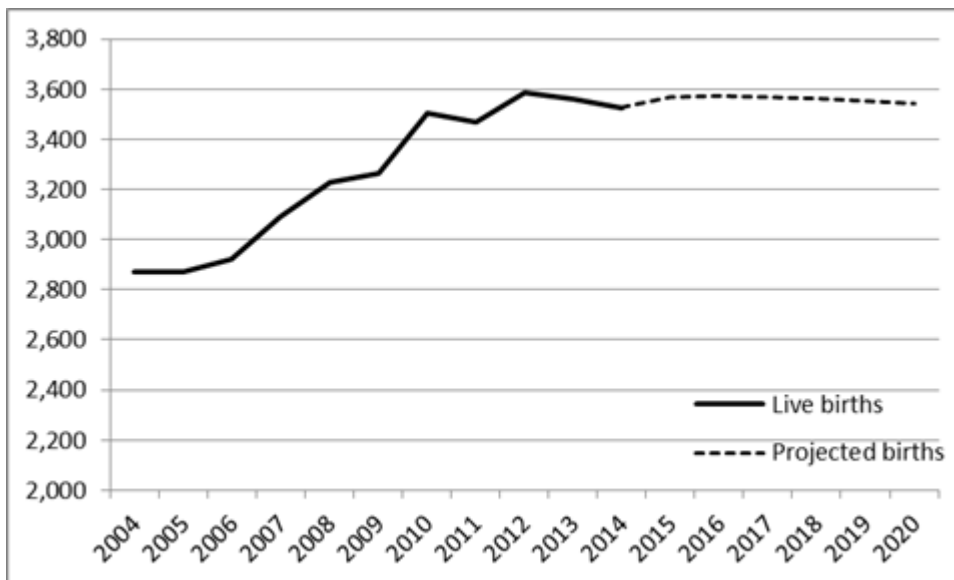
* ONS data²

** GLA projected figure³

¹ At 30th June 2015, Office for National Statistics (ONS) 2015 Mid-Year Estimates

² <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/datasets/birthsbypareaofusualresidenceofmotheruk>

³ http://data.london.gov.uk/dataset/2015-round-population-projections/resource/9af1a907-9546-4018-b27b-7bb6758d96ff?utm_campaign=2015-round-trend-based-population-and-household-projections&utm_source=emailCampaign&utm_medium=email&utm_content=



As can be seen, it would appear that the peak level of new live births has been reached.

Age – 20.6% of Harrow’s residents are under 16. 64.5% of Harrow’s population are of working age (16 to 64) and 14.9% of Harrow’s residents are 65 or older.⁴ The average (median) age is 37 years, lower than most other places⁵. As with most areas in the country, the borough has an aging population. It is expected that the number of residents aged 65 plus will increase by nearly 42% and those aged 85 plus could increase by over 62% by 2029⁶.

Gender/Sex – 49.8% of the population are male and 50.2% are female⁷.

Disability – 15.4% of Harrow’s working age population classified themselves as disabled, a total of 24,600 people⁸. 7,690 individuals, 3.1% of the total population, receive Disability Living Allowance.⁹

Race (Ethnicity) – 69.1% of residents classify themselves as belonging to a minority ethnic group. The White British group forms the remaining 30.9% of the population, (down from 50% in 2001). The ‘Asian/Asian British: Indian’ group form 26.4% of the population. 11.3% are ‘Other Asian’, reflecting Harrow’s sizeable Sri Lankan community. 8.2% of residents are ‘White Other’, up from 4.5% in 2001.

In percentage terms, in 2011, Harrow had the second largest Indian, the largest ‘Other Asian’ and the 7th largest Irish population of any local authority in England and Wales.

⁴ ONS, 2015 Mid-Year Estimates

⁵ ONS, 2015 Mid-Year Estimates

⁶ 2014-2029, ONS, 2014 Sub-National Population Projections

⁷ ONS, 2015 Mid-Year Estimates

⁸ Oct 2015-Sept 2016, ONS, Annual Population Survey

⁹ May 2016, ONS/DWP. Rates calculated using the ONS 2015 Mid-Year Estimates

Harrow also had the highest proportion of Romanian (4,784) and Kenyan born residents, the latter reflecting migrants from Kenya who are of Asian descent.¹⁰

Religion or Belief – Harrow had the third highest level of religious diversity of the 348 local authorities in England or Wales. The borough had the highest proportion of Hindus, Jains and members of the Unification Church, the second highest figures for Zoroastrianism and was 6th for Judaism. 37% of the population are Christian, the 5th lowest figure in the country. Muslims accounted for 12.5% of the population¹¹.

Sexual Orientation – It is estimated that 10% of the UK population are lesbian, gay and bisexual (LGB), which would equate to approximately 24,713 of our residents.

Civic Partnerships / Same Sex Marriage – As of 31st December 2016, there have been 142 Civil Partnerships in Harrow, 19 of which have been converted to marriage. There have been 32 same sex marriages in Harrow since inception on 29th March 2014.

Our Commitment to Fair and Inclusive Services

In serving a diverse population, the Council aims to ensure there is equality of opportunity for its residents, service users, employees, elected members, stakeholders and partner organisations irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

As an employer, we are committed to employing a diverse workforce, to help us to understand and relate to the community we serve.

As a service provider, we are committed to ensuring our services are open, fair and accessible by taking into consideration the needs and requirements of our diverse community and service users.

As a procurer of goods and services, we will continue to ensure our commissioning processes are fair and equitable and that service providers delivering a service on our behalf share our commitment to equality and diversity.

Health Visiting Service in Harrow

In October 2015, NHS England transferred the commissioning of services for children between the ages of 0-5 to Local Authorities, including the health visitor service.

¹⁰ ONS, 2011 Census, Table QS203EW

¹¹ ONS, 2011 Census, Table KS209EW

The idea was that Local authorities know their communities and understand local need so can commission the most vital services to improve local children's health and wellbeing. One of the benefits of councils commissioning health visitor services is that it offers opportunities to link with wider systems, such as housing, early year's education providers. This in turn will provide a more joined-up, cost effective service built around the individual needs, paving the way to deliver across a wider range of public health issues.

Financial Context

This information (Appendix 2) is commercially sensitive and is therefore being treated as exempt information under Paragraph 3 of Schedule 12A of the Local Government Act 1972.

6. FINDINGS AND RECOMMENDATIONS

As part of the review, the group attended various clinics to gain further knowledge and insight, understand how the clinics operated and learn more about the service user experience.

"I felt very privileged to have had the experience of attending the home visit and clinics"

Chair of the Review

All the members agreed that the visits had been extremely valuable and definitely an important part of the review. A summary of the feedback for each visit is available in **Appendix 3.**

The Challenge Panel invited submissions and heard evidence from Council Officers, the Director of Public Health, service managers from London North West NHS Trust, as well as a representative from Public Health England. The purpose was to understand in depth the Health Visiting service provided in Harrow and the impact of the service on the residents of Harrow.

The evidence gathered from the clinic visits and the challenge panel highlighted the emergence of a number of key themes. The following section therefore looks at these highlighting the evidence provided and recommendations put forward by the Panel.

Staffing Levels and Caseload

The Health Visiting (HV) Service in Harrow is provided by London North West Healthcare NHS Trust for the Council since it was established on the 1st October 2014.

The service is overseen by a General Manager and a Service Manager, with two teams (East and West) beneath them. The East team is based at the Caryl Thomas Clinic building near the Civic Centre (plus sites at Alexander Avenue Health and Social Care building); the West Team is based at Talbot House.

Staffing levels (Full Time Equivalent – FTE) as at July 2016:

31.5 FTE Health Visitors (HVs)
2 FTE Community nurses
4.2 FTE nursery nurses
4.6 FTE HV assistants
1.8 FTE Administration

London North West (LNW) runs a Clinical Academic Hub for Health Visitor training which has been successful in recruiting and training staff: 90+ HVs in the last two years. For this round of training places there have been 30 applications for 20 places.

As a trust LNW has committed to taking on 201 apprentices. They are paid at Band 2 and 80% of their training costs can be recouped. Public Health has linked the Council's apprenticeship lead with the relevant colleagues at LNW and Health Education England to ensure that this opportunity is maximised for Harrow's young people.

Within the HV staff, there are some specialist roles including Paediatric Liaison, Domestic Violence, CONI (Care of the Next Infant – after an infant death), Haemoglobinopathies (e.g. sickle cell) and Breastfeeding.

Local Caseload and Key Activity Measures

Overall numbers as at 1 June 2016

The average Health Visitor caseload size: 645 (The recommended caseload is 300 for an area with Harrow's levels of deprivation. Harrow is in the 65th percentile according to the data for IMD.)

Universal Caseload: 19,000 approx.

Universal Plus: 800 Children approx.

Universal Partnership Plus: 499 Children (of whom 55 children on Child Protection Plan, remaining 442 are CIN and children with complex needs)

Recommendations

- 1 To ensure the vacancy rate is filled across all the grades and not just the Health Visitors in order to meet the demand of the service, which will reduce the caseload per HV and improve the efficiency of the service.
- 2 To improve the level of skill-mix within the Health Visiting teams to deliver the Healthy Child Programme focusing mainly on the underperforming 12 months and 2-2.5 year developmental checks while maintaining performance levels for the other mandated checks.
- 3 To develop and implement a programme to recruit, develop and retain HV staff to meet the demand in service, which will reduce waiting times and deliver a more efficient service.

Training and Staff Development

Training and the development of staff was also highlighted by the review.

All members agreed the HVs seemed very professional, caring and dedicated individuals who built a good relationship with the service users. They covered various topics including family history, family health, mothers wellbeing, breastfeeding (including expressing milk), signposting to other clinics and support groups. However, there was room for improvement in terms of consistency in terms of the information and depth of details provided to parents.

“The HV went through everything, even though it was a 4th child for one family”

Panel Member

Some HVs stressed at the clinics how important it was to develop floor play, some stressed the importance of the mum doing pelvic floor exercises, and others did not. The need for consistency in terms of the information provided is important.

On one visit, a member picked up how a HV was not aware of the process to book an interpreter. The service confirmed Language Line was available and all staff should be aware of this.

Cultural Differences - During the visits, members also picked up concerns from parents due to differing cultures. Many parents needed information and advice to address behaviour and way of life due to cultural difference. For example, certain cultures believe having coca cola reflects their status and is good for the children.

“One family told me having coca cola in the house was a symbol of status”

Panel Member

In certain cultures issues such as mental health or post natal depression are not openly discussed, or even acknowledged. The birth of a female child is still frowned upon in many cultures, which put pressure on mothers who are often blamed for this. In such circumstances, mothers may not be able to discuss these issues in a home environment, with family around especially if these family members are relied on to act as interpreters. This was an important issue highlighted by the panel and something which needs to be addressed.

Recommendations

- 4 That Health Visitors (HVs) are trained to ensure information and advice provided to parents is consistent across the board including knowledge on language line and providing the service in various community languages [state rationale for this recommendation] Recommendation that the service develops and supports five groups for the five most common language groups. The purpose of these groups would be to act as a sounding board for translated documents and invitation letters etc., and be able to support other parents from those communities
- 5 That HVs undergo diversity and cultural awareness training to develop an

understanding of different cultures and how this impacts on their roles improving the quality of service being delivered.

- 6 That HVs are trained to recognise cultural pressures and are able to provide the relevant support, information and advice in a confidential and safe environment to mothers/parent, which will help pick up and address potential issues such as depression and domestic violence.

Booking Procedure and No Shows

In Harrow, service users receive three letters reminding them of their appointment followed by a SMS and a telephone call the day before.

The evidence highlighted a significant number of parents not attending and therefore wasted appointments. Members who attended clinics also reported a number of 'no shows', which obviously has an impact on the performance.

Table 2 below shows the number of parents who did not attend their appointments per clinic.

**Table 2: Did Not Attend (DNA) rate for the different clinics
Apr16 - Feb17**

Count of Outcome Equivalent Row Labels	Column Labels		Grand Total	DNA Rate %
	Attended	DNA		
Clinic Alexandra Avenue	273	12	285	4.2%
Clinic ASQ Alexandra Avenue	150	62	212	29.2%
Clinic Caryl Thomas	180	53	233	22.7%
Clinic Caryl Thomas 2	615	432	1047	41.3%
Clinic Cedars Children's Centre	253	7	260	2.7%
Clinic Chandos Children's Centre	92	81	173	46.8%
Clinic Elmgrove Children's Centre	23	28	51	54.9%
Clinic Gange Children's Centre	333	90	423	21.3%
Clinic Gange Children's Centre 2	76	16	92	17.4%
Clinic Hillview Children's Centre	298		298	0.0%
Clinic Honeypot Lane	998	655	1653	39.6%
Clinic Kenmore Park Children's Centre	316	116	432	26.9%
Clinic Pinner Wood Children's Centre	221		221	0.0%
Clinic Stanmore Park Children's Centre	566	172	738	23.3%
Clinic Stanmore Park Children's Centre 2	138	91	229	39.7%
Clinic Stanmore Park Children's Centre 3	94	25	119	21.0%

Clinic Wealdstone Centre	909	302	1211	24.9%
Grand Total	5535	2142	7677	27.9%

What further action is being taken to address the DNAs?

- Health Review clinics with high DNA rate such as Chandos , Elmgrove Children Centres and Honeypot Lane Clinic are under review. Due to poor attendance some sessions will be relocated to Health Centres and Children centres sessions, where there is a good uptake.
- Audit to establish reasons for DNA appointments to improve service delivery.
- Saturday clinics appointments to accommodate those parents / antenatal clients who are unable to attend appointment during week days.
- Booking system allowing parental choice of venue and time to reduce DNA.
- Centralised administration process to follow up DNA appointments and offer second appointments
- Clients who DNA 6 – 8 weeks clinics appointments are followed up at home by health visitor.
- Reminder text messages sent out to all appointments.

The service already offers a Saturday clinic to address issues of parents working and encourage fathers to attend. Although this is a step in the right direction, it was noted that more Saturday clinics can be provided and publicised.

Publicising and Promoting the Service: A theme which emerged from the review was the importance of publicising and promoting the service across the borough. Due to various reasons including cultural differences, not understanding the importance of the clinics and language barrier, members agreed it was important for the service to be promoted not only through posters and leaflets, but word of mouth, engaging with local community groups, places of worship, schools and partners. This will not only educate parents on the importance of the visits but potentially increase the take up and reduce non-attendance.

“In one clinic, the walls were empty with no posters and also no literature to hand to parents. Instead they were advised to go onto a website for the information”

Panel Member

Lack of information – it was noted that there was a lack of information including posters on walls and information leaflets to hand to parents at a couple of clinics. Members agreed it was important for the clinics to be welcoming, publicising and promoting relevant services to parents and ensuring literature is available for parents to take away.

Recommendations

- 7 To further and promote appointments within dedicated Saturday clinics to address the low take up of Antenatal and 12 months and 2-2.5 year Health Reviews to reduce the number of parents not attending.
- 8 To undertake a publicity campaign (including posters, social media, engaging with the voluntary and community sector, faith groups, schools and partners) to raise awareness and educate parents on the importance of the clinics, which will educate parents on the importance of the clinics and could reduce the no shows.
- 9 To ensure adequate information (posters) is displayed at all clinics and also available to provide to parents, as lack of information was available at a number of clinics.

Performance

Table 3 below provides our performance on the five checks in the last 21 months.

	KPI	15/16				16/17		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
1	Number of mothers who received a first face to face antenatal contact with a	13	17	18	5	94	163	243

		15/16				16/17		
	KPI	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	Health Visitor.							
2	Percentage of births that receive a face to face NBV* within 14 days by a Health Visitor	90.9%	90.0%	88.4%	91.0%	90%	96%	94%
3	Percentage of children who received a 6-8 week review by the time they were 8 weeks.	3.2%	2.3%	64.9%	86.8%	63%	66%	70%
4	Percentage of children who turned 15 months in the quarter, who received a 12 month review, by the age of 15 months.	4.9%	14.9%	4.8%	7.6%	22%	40%	60%
5	Percentage of children who received a 2-2½ year review	3.3%	3.2%	2.1%	8.4%	14%	25%	31%

Table 4 below provides an overview of our performance against other London Boroughs, for Q1 2016/17.

Table 4: Health Visitor Service Delivery Metrics 2016/17 Quarter 2


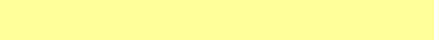



Area	PHE Centre	C2: Percentage of births that receive a face to face New Birth Visit (NBV) within 14 days by a Health Visitor	C8i: Percentage of infants who received a 6-8 week review by the time they were 8 weeks	C4: Percentage of children who received a 12 month review by the time they turned 12 months	C5: Percentage of children who received a 12 month review by the time they turned 15 months	C6i: Percentage of children who received a 2-2½ year review
		%	%	%	%	%
England (aggregate value of local authorities passing Stage 1 validation)		88.5%	81.9%	75.3%	82.5%	78.1%
North East (aggregate value of local authorities passing Stage 1 validation)		91.0%	92.9%	89.5%	96.2%	89.9%
North West (aggregate value of local authorities passing Stage 1 validation)		88.5%	88.9%	83.4%	90.2%	86.9%
Yorkshire and The Humber (aggregate value of local authorities passing Stage 1 validation)		85.1%	86.1%	81.6%	88.8%	82.6%
East Midlands (aggregate value of local authorities passing Stage 1 validation)		90.4%	91.7%	83.4%	91.3%	84.1%
West Midlands (aggregate value of local authorities passing Stage 1 validation)		91.9%	88.3%	85.3%	84.1%	83.2%
East of England (aggregate value of local authorities passing Stage 1 validation)		93.9%	90.8%	87.7%	92.4%	86.1%
London (aggregate value of local authorities passing Stage 1 validation)		91.1%	54.1%	47.3%	64.0%	57.4%
South East (aggregate value of local authorities passing Stage 1 validation)		85.0%	83.5%	74.7%	79.2%	78.2%
South West (aggregate value of local authorities passing Stage 1 validation)		78.8%	81.8%	74.1%	79.7%	74.8%
Barking and Dagenham	London	90.8%	47.2%	23.9%	57.4%	41.9%
Barnet	London	95.5%		65.1%	77.2%	71.9%
Bexley	London	94.8%	13.1%	16.7%	69.8%	81.6%

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Brent	London	88.9%	66.2%	27.0%	35.0%	23.4%
Bromley	London	94.2%	83.7%	86.7%	90.4%	80.0%
Camden	London	93.5%	66.3%	66.7%	86.0%	
Croydon	London	49.7%	9.2%	2.9%	23.3%	25.0%
Ealing	London	93.1%	56.7%	36.4%	52.1%	44.1%
Enfield	London					
Greenwich	London	91.7%	41.0%	33.8%	81.5%	80.2%
Hackney and City of London*	London	95.6%	23.9%	90.8%	94.1%	86.6%
Hammersmith and Fulham	London	95.7%		78.7%	77.3%	75.8%
Haringey	London	92.8%	0.0%	42.2%	55.1%	39.7%
Harrow	London	96.0%	66.0%	18.4%	40.1%	25.1%
Havering	London	91.3%	43.5%	52.6%	84.2%	70.5%
Hillingdon	London	93.0%	94.4%	84.3%	59.0%	74.5%
Hounslow	London	97.2%	91.3%		27.1%	29.3%
Islington	London	93.3%	46.9%	16.0%	62.7%	77.9%
Kensington and Chelsea	London	98.2%		69.9%	73.8%	74.3%
Kingston upon Thames	London	82.9%	93.8%	52.6%	17.2%	52.2%
Lambeth	London	96.2%		83.4%	84.9%	84.2%
Lewisham	London	98.5%	75.2%	75.2%	78.2%	73.4%
Merton	London	98.2%	85.4%	54.7%	63.5%	
Newham	London		28.4%	31.8%	73.0%	34.2%
Redbridge	London	90.6%	83.0%	40.5%	53.3%	55.9%
Richmond upon Thames	London	98.7%	93.6%	48.7%	66.0%	39.8%
Southwark	London	94.2%	0.0%	80.2%	80.2%	
Sutton	London	90.7%	84.6%	66.5%	81.7%	66.0%
Tower Hamlets	London	86.9%	78.0%	60.2%	70.7%	70.6%
Waltham Forest	London	91.1%		14.3%	57.4%	36.6%
Wandsworth	London	91.9%	74.4%	45.1%	71.7%	54.1%
Westminster	London	96.0%		84.4%	87.0%	
Slough	South East	94.1%		82.4%	82.5%	83.1%

Harrow's statistical neighbours

Notes:

	No submission
	Does not pass Stage 1 validation
	Does not pass Stage 2 validation
	Local authority entered 'Don't Know'
	Blank cells (with no colour highlight) show where data does not meet validation criteria, therefore values can not be published * joint submission

Source: Public Health England

As you can see from the table, Harrow's performance is considerably poor for the last three visits compared to its statistical neighbours. It is also worth highlighting that the Health Visiting Service for Brent, Ealing and Harrow is delivered by LNW.

1-year and 2-year checks

In terms of performance regarding the 1-year and 2-year checks, the provider has stated that the workforce identified to deliver the 1-year and 2-year checks are currently running at 35% vacancy. Two staff nurses, and one community nursery nurse posts were vacant. One community nursery nurse was on maternity leave. One staff nurse is currently being recruited; one community nursery nurse has been recruited.

50% of clients are Did Not Attend (DNA) so the service is now implementing a new offer/access process including SMS reminders/more clinics/phone call follow-up that should see rates increase. There was also insufficient capacity in the children's centres. Those clinics have now been booked.

The links with Private, Voluntary or Independent (PVI) nurseries has improved so that they are referring when they complete their 2.5yr check if the child has not already seen the health visitor for their 2.5yr check.

The service has said that performance for 1- and 2-year checks should be up to 35% in Q1. We are currently looking at the targets for the new specification. These targets will be at least 65%.

Recommendations

10 **[for the Council]** To agree targets (comparative to neighbouring boroughs) and include these as Key Performance Indicators (KPIs) within the contract to be monitored on a regular basis, which will help to improve performance.

An Accessible and Inclusive Service

In general the feedback was the clinics were accessible, inviting and with friendly reception staff. Only one clinic was hard to find as the postcode was not recognised on the GPS.

Staff have also been provided with devices which has helped them to work more flexibly and save time by inputting information and updating the accounts straight after the visits.

One of the biggest (if not the biggest) issue witnessed by members attending the clinics and highlighted by the review was 'language barrier'. A significant proportion of parents visiting the clinics found it difficult communicating with the HVs and understanding the conversation. Although the HVs tried their best to try and get the information across, in some cases members realised this was not being understood. In one case the HV had to find a picture online and show this to the parent. This not only questions the quality of service provided but highlights important and vital information relating to the child and parents health being lost in communication.

In another case, the HV kindly offered to help the parent with various queries and promised to get back to them. The member present asked how they would communicate the information to the parent who had difficulty speaking and understanding English, and the HV responded 'I don't know'!

"Language barrier was a big concern witnessed in almost all the visits, which can result in information lost in communication and service users not understanding vital information"

Panel Member

It also seemed the onus was on service users to arrange for interpreters (family members, relatives and friends) to accompany them to the visits. The concern raised here by members was that, in some cases parents may not wish to share or discuss certain information with HVs via family, relatives or friends.

"HV's seemed very professional and engaging at all times, even when there were language barriers and on one occasion a mother did not seem to engage"

Panel Member

Confidentiality – at one clinic, a member witnessed two visits being conducted in one room which runs the risk of confidentiality issues and service users reluctant to openly discuss issues of concern. It is therefore important to review this and ensure customer confidentiality is maintained at all times.

Harrow is one the most diverse boroughs in the country, and therefore services need to cater for all service users addressing issues such as language barrier, access and taking into consideration cultural and religious requirements.

Recommendations

- 11 To change the way ethnicity and mother tongue/language competence are recorded on patient records. At the moment the Health Visiting patient record system records 132 different ethnicities. It is recommended that ethnicity is simplified and the Council's Diversity Monitoring categories (**Appendix 4**) are used and a separate record is kept of language and language proficiency.
- 12 To review the contact material (letters) to ensure they are inclusive and incorporate a strap line offering the information in alternative formats and community languages, which will contribute to addressing the language barrier.
- 13 To ensure all staff are aware of and trained to arrange for interpretation services if required to address the issue of language barrier.
- 14 To undertake a review of the set-up of all clinics to ensure customer confidentiality is maintained at all times so that no more than one visit is conducted in the same room at any one time.
- 15 **[for the Council]** That a fully comprehensive Equality Impact Assessment is undertaken to highlight potential barriers and identify ways to improve the service. The findings and requirements of this to be incorporated in the service specification of the new contract.
- 16 That the service develops and supports five groups for the five most common language groups. The purpose of these groups would be to act as a sounding board for translated documents and invitation letters etc., and be able to support other parents from those communities

7. CONCLUSION

The Panel appreciate the financial pressures on Local Authorities and the Public Sector as a whole. However, Local Authorities do have a duty to ensure services delivered meet the needs

of its service users and are fair, equitable and accessible. This also applies to services commissioned out to external providers.

Despite limited budgets and many competing priorities, Members have put forward a number of recommendations to help improve the Health Visiting Service in terms of improving our performance and providing an accessible and inclusive service to some of our most vulnerable residents.

Appendix 1: Scope of the Review

HARROW COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

DATE: 8 November 2016

REVIEW OF HARROW HEALTH VISITING - DRAFT SCOPE

1	SUBJECT	Review of Harrow Health Visiting and proposals for new 0-19 service
2	COMMITTEE	Sub-committee or O&S
3	REVIEW GROUP	Councillors – Chair – Cllr Janet Mote Membership to be confirmed Co-optees: Potentially could be one or more representatives from CCG, service users, representative from Health watch. This would be for the Members to decide.
4	AIMS/ OBJECTIVES/ OUTCOMES	To understand the current service performance and how it compares to other London Boroughs To make recommendations for a service specification for new 0-19 service
5	MEASURES OF SUCCESS OF REVIEW	To have an understanding of the Health Visiting Services performance and have made recommendations for 0-19 service.
6	SCOPE	The suggestion is that it includes: <ul style="list-style-type: none">• Understanding the service on the ground through work-shadowing, meeting parents and meeting London North West service managers.• Understanding how other boroughs' HV service works.• Understanding how it fits with LBH Early Years Service• Understanding the current budget• Examination of the expenditure involved in provision of the service• Meeting national representative of e.g. PHE or Institute of Health Visiting to understand the national picture.
7	SERVICE PRIORITIES (Corporate/Dept)	Harrow's Health and Wellbeing Strategy 2016-2020 ¹² sets out the Council's commitment to enabling children to "Start Well" so that "children from the womb to adulthood [can] be safe, happy and

¹²

<https://www.harrow.gov.uk/www2/documents/s130914/DRAFT%20Harrow%20Health%20and%20Wellbeing%20Strategy%202016-20%20FINAL%20UPDATED.pdf>

		have every opportunity to reach their full potential.”
8	REVIEW SPONSOR	Andrew Howe, Director of Public Health
9	ACCOUNTABLE MANAGER	Rachel Gapp, Head of Policy Audrey Salmon, Head of Public Health Commissioning
10	SUPPORT OFFICER	Mohammed Ilyas, Policy Officer
11	ADMINISTRATIVE SUPPORT	Policy Team
12	EXTERNAL INPUT	Could come from: Health Visiting Service, School Nursing Service, Maternity services, social care, LSCB, early years/children’s centres, parents, PVIs/nurseries, childminders, PHE London, Institute of Health Visiting, other LAs that have a 0-19 service
13	METHODOLOGY	<p>1) Research and evidence gathering phase</p> <ul style="list-style-type: none"> • Public Health Commissioning Manager (November 2016) • Meet/shadow health visitors and talk with mums on a new birth visit and the clinic sessions for the 12/24 month checks. (December 2016 – day-time visits) • Meet Harrow HV service manager(s) (December 2016) • Meet managers from other high-performing LAs (December 2016/January 2017 – day-time visits) • Meet national expert(s) (January 2017) <p>2) Challenge Panel</p> <p>The evidence from these meetings and visits would feed in to a challenge panel to take place in February 2017.</p>
14	EQUALITY IMPLICATIONS	This is a universal service. Members might like to look at how to target resources best and in the most equitable manner if it is not possible always to offer a universal service.
15	ASSUMPTIONS/ CONSTRAINTS	Member/officer time. Need to complete review by end March 2017.
16	SECTION 17 IMPLICATIONS	The challenge panel will have regard to the possible community safety implications of any recommended changes to policy or practice.
17	TIMESCALE	<p>In order for recommendations from the review to be taken into account in the tender process the review needs to be completed – or an interim report needs to be produced by end March 2017.</p> <ol style="list-style-type: none"> 1) O&S 8th Nov 2016 agree scope and panel members 2) Research and evidence gathering – Dec 2016/Jan 2017 3) Challenge panel – late Feb – early March 4) Panel agree report by March 2017 5) O&S agree report and forward to Cabinet 6th April 2017 6) Cabinet receive report 27th April 2017 7) Response to report at the June Cabinet

18	RESOURCE COMMITMENTS	Support from Public Health Commissioning Manager is only possible till end March 2017. During that time 5-7 visits/meetings can be supported by Public Health.
19	REPORT AUTHOR	Jonathan Hill-Brown, Public Health Commissioning Manager.
20	REPORTING ARRANGEMENTS	<p>Outline of formal reporting process:</p> <p>To Divisional Director <input checked="" type="checkbox"/> throughout the course of the challenge panel and when developing recommendations and as a witness at the challenge panel</p> <p>To Portfolio Holder <input checked="" type="checkbox"/> as a witness at the challenge panel and when developing recommendations</p> <p>To CSB <input checked="" type="checkbox"/> TBC</p> <p>To O&S <input checked="" type="checkbox"/> TBC</p> <p>To Cabinet <input checked="" type="checkbox"/> TBC</p>
21	FOLLOW UP ARRANGEMENTS (proposals)	Are these proposals required at this stage of approving the scope?

Appendix 3: A summary of the feedback from the visits

First Visit: Antenatal – when you are around 28 weeks pregnant	
<p>Positive</p> <ul style="list-style-type: none"> • One member received a leaflet about the clinic beforehand, which was very useful • The Health Visitor (HV) covered various topics including family history, family health, mothers wellbeing, breastfeeding (including expressing milk), signposting to other clinics and support groups available, recommendation of first aid course and completion of the red book • HVs enquired about the mothers health and wellbeing, allowing time for questions and answers • Overall very comprehensive visits covering topics and areas which members had not expected • HV's seemed very professional, caring and dedicated individuals who built a good relationship with the service users • Willingness of HVs to make follow up calls and visits if necessary • Offered Saturday visits to encourage fathers attendance 	<p>Areas of Concern</p> <ul style="list-style-type: none"> • Average time of visits varied from 30-45 minutes, policy document states 60-90 minutes • Language barrier was a big concern witnessed in almost all the visits, which can result in information lost in communication and service users not understanding vital information • It seemed the onus was on service users to arrange for interpreters (family members, relatives and friends) • Service users may not be willing to share/discuss certain information in the presence of family members, relatives and neighbours who have been brought along as interpreters due to cultural issues. • 3 out of the 5 parents invited did not attend.

Second Check: 10-14 days following the birth of the baby	
<p>Positive</p> <ul style="list-style-type: none"> • The Health Visitor (HV) covered various topics including family history, family health, mothers wellbeing, breastfeeding (including expressing milk), signposting to other clinics and 	<p>Areas of Concern</p> <ul style="list-style-type: none"> • One service users had a midwife visit the day before, so not enough time between visits • Language barrier was a big concern

<p>support groups available</p> <ul style="list-style-type: none"> • The HV went through everything, even though it was a 4th child for one family • Also provided information on living environment, room temperature, financial support, relationship support and sibling rivalries • HVs seemed very professional and engaging at all times, even when there were language barriers and on one occasion a mother did not seem to engage • Parents spoke highly of the breast-feeding peer support group 	<p>witnessed in almost all the visits, which can result in information lost in communication and service users not understanding vital information</p> <ul style="list-style-type: none"> • Some visits seemed more thorough e.g. one HV asked about the health of the grandparents, others did not touch on this. • Some HVs stressed at this stage how important it was to develop floor play. Some stressed the importance of the mum doing pelvic floor exercises. Other HVs did not. What is in place to ensure greater learning and consistency of message – while maintaining each professionals’ clinical responsibility and integrity?
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Third Check: Antenatal – when the baby is 6-8 weeks old

<p>Positive</p> <ul style="list-style-type: none"> • Kenmore, very good clean and accessible clinic but not very good signage in the street • Children of all ages attending the clinic and the HV responded to questions and queries from walk in mothers/parents • Mother and baby health covered • Weight checks done and the red book completed • Provided various information including breastfeeding, benefits of solid foods, parental hygiene, support clinics and network groups 	<p>Areas of Concern</p> <ul style="list-style-type: none"> • ASQ under pressure due to reduction of HVs • Health Assistants have no nurse training and mainly administrative • Not enough leaflets and information available at a number of children centres to give to parents • Kenmore – a long wait for some parents • Kenmore – it was difficult to find your way round. Signage was not great. • Communication barriers came up again
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Fourth Visit: A review of the child’s development at 2-12 months

<p>Positive Honeypot Clinic</p> <ul style="list-style-type: none"> • Generally went well with key topics including feeding, sleeping patterns, safety tips around the home and the 	<p>Areas of Concern</p> <ul style="list-style-type: none"> • Two visits being conducted in one room which runs the risk of confidentiality issues and service users reluctant to openly discuss
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<p>mothers/baby's health covered</p> <ul style="list-style-type: none"> • Also provided information on vitamins and encouraged to take Vitamin D supplements • HV picked up missed information in the red book and promised to follow this up with the GP <p>Kenmore</p> <ul style="list-style-type: none"> • Clinics near fully booked, so some (walk in) parents waited to be seen • Child was quite sick, and the HV was very calm, professional and encouraging at all times • Referred to key professionals but 2-3 months wait! • Good IT systems, which allow remote working. 	<p>issues of concern</p> <ul style="list-style-type: none"> • Language barrier – reliant upon service users to bring an interpreter with them • Questionnaire was sent back but HV not aware of where it was or returned to, so another one had to be completed • HV promised to follow up and get back to the service user, but how will the language barrier be addressed? • A few non attendees – more could be done to promote the service • Long waiting times for professionals <p>Alexandra Clinic</p> <ul style="list-style-type: none"> • No posters on walls or information about clinic or key information • Lack of information leaflets to provide to service users
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Fifth Check: A review of the child's development at 2-2.5 years	
<p>Positive</p> <ul style="list-style-type: none"> • The Health Visitor (HV) covered various topics including family history, family health, mothers wellbeing, breastfeeding (including expressing milk), signposting to other clinics and support groups available, recommendation of first aid course and completion of the red book • HVs acquired about the mothers health and wellbeing, allowing time for questions and answers • HV completed forms for mother who experienced difficulties due to language barriers 	<p>Areas of Concern</p> <ul style="list-style-type: none"> • Issue with service users not turning up • Language barrier was an issue again with the husband interpreting, potentially an issue as mother may be reluctant to discuss certain issues due to personal and cultural reasons

Appendix 4 – Harrow Council’s Diversity Monitoring Categories

Why do we monitor?

Harrow Council is committed to making sure people are treated fairly. We recognise that our job applicants, employees, our community and service users have different backgrounds and/or needs and we continuously work towards creating a culture and practices that recognise, respect, value and harness difference for the benefit of all.

This equalities monitoring form is used by service users/residents, employees and job applicants. By completing this form you are helping us to:

- Understand the demographics of job applicants and employees to ensure we are applying equality of opportunity for all, including those with criminal records
- Better understand our service users / residents and shape services to meet their specific needs
- Identify and address any barriers / issues individuals may experience when accessing our services (including information about our services)
- Ensure our policies, processes and services are accessible to everyone who uses them

Data Protection – it is your choice whether you provide this information. Your replies will not be used in a way that identifies you or used for any other purpose.

Age - What is your age group?

Under 16	<input type="text"/>	16 – 24 years	<input type="text"/>
25 – 44 years	<input type="text"/>	45 – 64 years	<input type="text"/>
65 & over	<input type="text"/>		

Disability – Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?

Yes	<input type="text"/>	No	<input type="text"/>
Prefer not to say	<input type="text"/>		

Ethnic origin - What is your ethnic origin?

Asian or Asian British

Afghan	<input type="text"/>	Bangladeshi	<input type="text"/>
Chinese	<input type="text"/>	Indian	<input type="text"/>
Pakistani	<input type="text"/>	Sri Lankan	<input type="text"/>
Any other Asian background – please specify	<input type="text"/>		

Black or Black British

African	<input type="text"/>	Caribbean	<input type="text"/>
Somali	<input type="text"/>		
Any other Black background – please specify	<input type="text"/>		

Mixed background

White and Black African	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>		
Any other mixed background - please specify	<input type="text"/>		

Other ethnic background

Arab	<input type="checkbox"/>	Iranian	<input type="checkbox"/>
Any other Ethnic group – please specify	<input type="text"/>		

White or White British

Albanian	<input type="checkbox"/>	English	<input type="checkbox"/>
Gypsy / Irish Traveller	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Polish	<input type="checkbox"/>	Romanian	<input type="checkbox"/>
Scottish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
Any other White background - please specify	<input type="text"/>		

Marriage or Civil Partnership

Are you married?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you in a Civil Partnership?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Pregnancy or Maternity

Have you been pregnant and / or on maternity leave during the past 2 years?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Religion and belief - What is your religion?

Buddhism	<input type="checkbox"/>	Judaism	<input type="checkbox"/>
Christianity (all denominations)	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Hinduism	<input type="checkbox"/>	Zoroastrian	<input type="checkbox"/>
Islam	<input type="checkbox"/>	No religion / Atheist	<input type="checkbox"/>
Jainism	<input type="checkbox"/>	Other -please specify	<input type="text"/>

Sex - Are you?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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Is your gender identity the same as the gender you were assigned at birth?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

Sexual orientation - What is your sexual orientation?

Bisexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>
Gay Woman / Lesbian	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>
Other; please specify	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

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