



Metropolitan Police Authority

**Notes from the  
Metropolitan Police Authority Domestic Violence Board  
4<sup>th</sup> March 2008**

**Board Members**

Cindi Butts, Deputy Chair of MPA (*Co-Chair*)  
Anni Marjoram, Mayor's Advisor – Women's Issues, GLA  
Anthony Wills, Standing Together  
Davina James-Hanman, Greater London DV Project (afternoon)  
Sancita Hosali, Greater London DV Project (Morning)  
Dru Sharpling, CPS & LCJB DV Champion  
Kirsten Hearn, MPA Member  
John Preuth, GOL

**MPS**

Gerry Campbell, Violent Crime Directorate  
Glen Lloyd, Violent Crime Directorate  
Simon Foy, Central Communications Command  
Trish Lincoln, Central Communications Command  
Mark Heath, RBKC Borough Commander  
Mike Wise, RBKC Operations  
Steve Whitlam, RBKC Community Safety Unit/Sapphire  
Lukas Kelly, RBKC Community Safety Unit  
Stuart Priestly, Safer Kensington & Chelsea Manager  
Jayne Richardson, RBKC Community and Race Relations Officer  
Dominic Clout, Camden Borough Commander  
Adrian Lewis, Camden Community Safety Unit  
Mike Howard, Partnership Superintendent  
Tim Burton, CPS DV Specialist  
Victoria Paddison, Detective Constable Camden CSU

**MPA**

Laurence Gouldbourne, Head of Race & Diversity  
Michael Wadham, Equality & Diversity  
Gemma Deadman, Planning & Performance  
Richard Sumray, MPA Member

**Other Attendees**

Meghan Field, Woman's Advocacy Trust  
Joanna Davidson, Victim Support  
Beryl Foster, Standing Together Against Domestic Violence  
Warrick Lightfoot, Cabinet Member for Community Safety in Kensington & Chelsea  
Caitriona Scanlan, DV Strategy Camden Safety Net  
Rachael Nicholas, Camden Safety Net Senior Incident Manager



**Metropolitan Police Authority**

Megan Field, Women's Advocacy Unit  
Mary Wynne, RBKC Safeguarding Adults Co-ordinator  
Ruth Lacey, Team Manager, RBKC Family and Children's Services.  
Abigail Garraway, Commissioning Manager, Supporting People.  
Susan Paterson, MPS  
Tim Buton, CPS  
Mary Marsh, Solace Womens Aid  
Nicola Sharp, Refuge  
Sawsan Salim, Kurdistan Refugee Women's Organisation  
Bernie Oroarke, Solace Womens Aid  
Ian Jarman, Bexley  
Kathryn Smale, Westminster  
Lee Roberts, Merton  
Zoe Pullman, Merton  
Cllr. Edmond Yeo  
Margaret Hallah, Standing Together  
Mee Cheuk Walthamforest  
Joanne Marshall, Lewisham

**Apologies:**

Shaun Sawyer, Elizabeth Howlett, Jo Gordon.  
Victoria Hill, Domestic Violence Policy and Partnership Manager, Towerhamlets  
Annalise Elliott, Safer Merton Manager, Merton  
Helen Oliver, Domestic Violence and Hate Crime Manager, Barking and Dagenham  
Betsy Stanko, Senior Advisor - Strategic Analysis, MPS  
Hazel Waters, Domestic Violence Co-ordinator, Harrow  
Kelly Whitehead, Domestic Violence Co-Ordinator, Kingston  
Janet Bowstead, Domestic Violence Prevention Coordinator, Barnet  
Dave Gaywood, Domestic Violence Coordinator, Bromley  
Eve Featherstone, Haringey  
Elizabeth Harrison, *Haven Whitechapel Manager*  
Neil Smith, Herts

**Minutes of Previous Meeting 6<sup>th</sup> November 2007**

**1. Service Level Agreement.**

Laurence Gouldbourne said that negotiations are underway with the CPS. Gerry Campbell said a small working group, which includes himself, Wendy Williams and Jeanette Draper from CPS, is working on a full update on the SLA around cautions and the wider remit. This should be ready within the next 12 weeks and will dovetail with the MPS updated DV Standard Operating Procedures.

**2. LSP Chairs to be invited to a meeting.**

It was agreed this should be looked at in a future meeting.

**3. Board to write to Jacqui Smith**



**Metropolitan Police Authority**

Laurence Gouldbourne reported that a letter had been written but he is currently awaiting the publishing of the DVB annual report for inclusion with the letter before posting.

**Action: LG**

**4. LCJB learning to be incorporated into SLA**

This action has been added to the Matrix of actions, which Shaun Sawyer will update at the next meeting.

**5. LCJB Audit Report**

Laurence Gouldbourne said one is available at this meeting. There are also copies that can be made available to those Board members who do not have one.

**6. SNT Training Pilot Schemes**

Cindy Butts said she has not yet managed to meet with Shaun Sawyer to discuss the pilot schemes but hopes to do this within the next few weeks.

**7. MPS working with CPS to identify DV linked to an unexplained death/suicide.**

Gerry Campbell said this is still ongoing. It has been included as part of Strand 6 of the Project Umbra work plan.

**8. HMIC report to be provided to Board.**

Laurence Gouldbourne said the Her Majesty's Inspectorate of Constabulary (HMIC) report can be made available to those Board members who would like one.

**9. Disproportionality to be discussed at a separate meeting.**

Gerry Campbell said the MPS have started a project examining the disproportionality data in DV to look at Black and Minority Ethnic (BME) victims, disabled victims and Lesbian, Gay, Bisexual and Transgender (LGBT) victims. Gerry said they would be able to report back on this in early May.

**Other Agenda items.**

**10. Kingston Upon Thames Update**

Anthony Wills queried if we are now testing arrests in relation to offences and not all incidents. We need to ensure there is consistency.

Gerry Campbell said there is consistency. The data was the percentage of DV arrests against incidents. The MPS has introduced an additional bespoke target for all boroughs around the percentage of arrests arising from offences. The corporate target (for arrests from offences) was 60% and this financial year to date the MPS have achieved 63.4%. The 60% bespoke target will now be raised to 64% for the forthcoming financial year.

**11. Hackney Update**

Anthony Wills said he met with the Borough Commander. Anthony said they are determined to tackle DV in partnership and have just put out a tender for a large piece of work to develop a more coherent and coordinated approach. However, at the last meeting Mark Coulter from Respect offered to help Hackney with LGBT issues and they don't seem to have utilised this help and this would be a great shame and a missed opportunity.



**Metropolitan Police Authority**

12. Cindy Butts said Hackney seem to challenge the idea that large sporting events have an affect on DV crime in their paragraph on the Olympics. Anni Marjoram said there is also the issue of trafficking in connection to the Olympics. She suggested the Board could write to the Borough Commanders of the 5 Olympic Boroughs and draw their attention to the need for an action plan around the Olympics. Gerry Campbell said he would ask Shaun Sawyer to revisit trafficking and the abuse of women during sporting events.

Kirsten Hearn suggested we ask the MPS Olympic Team to provide the Board with more information on what is planned to tackle DV crime connected with the Olympics.

Dru Sharpling said it is known that alcohol breeds violence and alcohol consumption goes up greatly when events such as the Olympics are watched on TV. Anthony Wills said he has not heard discussion before around events such as the Olympics triggering an increase in DV. Is it not more associated with football? Kirsten Hearn said work has been done around the Sydney games and perhaps the Board should instigate some research. Gerry Campbell said work has been done around football and DV crime in the past and it found that there were peaks and troughs around matches. Gerry said he would be happy to share this report with the Board. The MPS has an academic from Australia who will be with the team next week. Gerry said he would be happy to ask her to bring the research material on the Sydney games across with her.

Cindy said this would be good. She requested the MPS to do some research and perhaps do a commissioning report to the Olympic Command. Local interaction work could follow on from this.

**Action: GC**

**13. Utilising SNT officers in secondary arrest investigations for DV.**

Laurence Gouldbourne asked Gerry Campbell to clarify what the Hackney update meant when it says there was some resistance from the centre to the suggestion of utilising Safer Neighbourhood Teams (SNT) officers in secondary arrest investigations for DV. Gerry said Shaun Sawyer is raising the issue with Territorial Policing (TP) Command Team to get Tim Godwin's support. The initiative has met with good support from the SNT Command.

14. Anni Marjoram queried if there has already been a review on what the next stage is for SNT? She understood it was to be intelligence gatherers around the borough to get to grips with where neighbourhood problems and issues are arising. Gerry Campbell said SNT are to be mainstreamed within the wider police context around public protection matters. He is not able to say where the review is now but Shaun Sawyer will provide an update at the next meeting.

**15. Project Umbra, Strands 2,3,4.**

Sanchita Hosali asked Gerry Cambell to update the Board on this as we have not heard back on it. Gerry said Davina James-Hanman has written to Shaun Sawyer but she is not aware of what the reply is. Cindy Butts said the matter is near completion. Anni Majoram said there have been huge administration problems with Project Umbra. With hindsight, the administration should have been sorted out right at the beginning and put within the Greater London DV Project. Anthony Wills said the reality is that a lot of committed people have put so much into supporting Project Umbra strands and they are not kept updated which is wrong.

16. Cindy Butts said she feels the issue is what is happening now and what is to happen next. We need an urgent update on where Project Umbra is. Anni Majoram suggested the place to start would be



**Metropolitan Police Authority**

finance. Laurence Gouldbourne said the MPA would request an update report through a commissioning brief.

**ACTION: LG**

**17. Matrix Of Actions**

Cindy Butts said she would like to see some of the issues put together into categories so the Matrix is easier to read. Dru Sharpling said she would like to see clear objectives for the action points.

**18. Should the DVB have a representative from the Health Service?**

Cindy Butts asked if the Board felt this would be useful and if so in what form this should take place.

Laurence Gouldbourne read out Davina James Hanman response. There would be a number of issues to consider. What is in it for them? Health officials are often difficult to get hold of, let alone attend multi-agency forums. We would need to be clear about what added value they would be able to contribute. What would be their remit for sitting on the Board? Most victims of DV turn to their GP rather than seeking help at accident and emergency. Would it be better to get someone connected with GPs?

19. Anni Majoram said working with the Health Service has been an ongoing issue for the past 8 years. There have been a lot of false starts. The Dept of Health has conducted a lot of research on DV in the Health Service, however this work gets lost in the enormity of the Health Service. Anni said we could try to involve Health Visitors and Midwives as it is known that DV often starts in relation to pregnancy. Anni said it is known that one of the very few places men disclose being perps of DV is in their GP surgery.

20. Anthony Wills said the issue is that the Health Service must be involved more effectively in DV, but is this Board the place to tackle this issue? This Board is a place to hold the MPS to account. We could try to raise the issue with the Health Service but should we be involved past that?

21. Cindy Butts said that it would perhaps be more beneficial to have a focused item around Health in future meetings rather than try to invite a representative from Health to sit on the Board.

22. Anni Majoram offered to circulate notes of a round table meeting held with the new Head of Public Health.

**ACTION: AM**

**23. Potential Future Focus Items**

- Cindy Butts said Shaun Sawyer had proposed looking at young people as perps and victims of DV crime.
- The issue of disability and DV crime. Kirsten Hearn said disability needs to be replicated across the Equality Strands.
- Cindy suggested a focus on survivors of DV crime.
- Dru Sharpling said the CPS is due to publish a piece on crimes against elder persons. We must not forget older people in relation to DV.
- Anthony Wills suggested looking at Government policy in relation to MPS policy. Is there consistency between the two? Are there tensions? Anni Majoram said she feels there is a 'London' policy. The MPA sets priorities for the MPS and pilot ideas are then rolled out to the



**Metropolitan Police Authority**

rest of the country. Anthony said boroughs don't always take the 'London' route and listen to central Government.

- Cindy suggested looking at high caution rates across the boroughs.

24. Gerry Campbell said Shaun Sawyer would welcome the board mapping out a two year plan for focused items. Gerry said he agrees with Kirsten Hearn that disproportionality needs to be looked at in relation to BME, disability and LGBT victims.

25. Gerry Campbell said it is clear that the MPS needs to take the lead from central Government but it has been shown that when London does drive a certain performance agenda, we do achieve.

26. Cindy Butts said we are all agreed that there is good practice in London, but what we need to see is consistency in policing across the boroughs.

**27. Case of woman killed by violent partner released on bail.**

Anni Majoram raised a case reported in the press. There were concerns about the quote by a spokesman for Scotland Yard who said "there had previously been a number of interventions relating to Wendy Billing and Sean Francis. On this occasion, we were not able to protect her."

Gerry Campbell agreed with Cindy Butts that this does not inspire confidence. Gerry said he is not aware of whom this spokesman is, but he will look into who sanctioned the release of that quote. It seems unlikely that a press officer would release that quote without it being cleared by a senior officer. Sometimes when an article quotes a 'spokesperson' it comes back to non attributable comments made by certain people who for whatever reason don't wish to see themselves quoted in the press. Gerry Campbell said he does know the Critical Incident Advisory Team looked into the case and made a number of separate recommendations. There were a number of intervention opportunities that should have been seized upon. Dru Sharpling said the perpetrator was released on bail which is a matter for the court decision, not the police.

Gerry said the report has not yet been released on the case but there will be a separate DV multi-agency review of the case which will be reviewed by Strand Six of Project Umbra.

28. Anthony Wills asked if there was a Multi Agency Risk Assessment Conference (MARAC) in place in that borough. Gerry Campbell said the case was in 2006 so he is unsure. There should have been some risk management structure in place certainly.

29. Dru Sharpling said the information flow should be explored. There are issues around risk assessed by courts based on previous convictions. If there are no previous convictions then the risk assessment shifts in the perpetrators favour. Work needs to be done around risk and how it is presented in court.

30. Gerry Campbell said it is recognised that all agencies have their part to play in the risk management process. The MPS have undertaken a programme of training with District Judges around what can be done to alleviate risk. Threats to kill form part of the Specs Plus Risk Identification Assessment and Management Tool. This must be completed in every DV case. The medium and high risk cases must then be assessed by the DS or the Detective Inspector. Gerry said the MPS does have a threat to Life Protocol to deal with systems and structures around the level of threat and risk whether it is DV related or not. There are clear responsibilities for inspectors and



**Metropolitan Police Authority**

superintendents as part of this. However all these support structures are very much dependent on front line officers recognising what they have got in front of them.

31. Gerry Campbell said that the Violent Crime Directorate attend daily management meetings to trawl data of all high risk DV and other protection matters incidents and crimes. These cases are reviewed by Gerry's team. Performance and investigative interventions are made where the current investigations do not meet expectations. High risk perpetrators are identified and pro active action is taken using the Racial and Violent Crime Task Force.
32. Laurence Gouldbourne said the CPS launched the DV policy in 2004 and this was accompanied by visits to district judges to try and explain the role of the CPS in DV prosecution. Laurence suggested this programme could be revisited and the CPS and MPS could work jointly on this project.
33. Cindy Butts requested a fuller update on the review that has been carried out. The Board should then pick up on the relevant issues in the report. If issues around risk are not adequately addressed within the report then this should be raised as an additional issue that requires exploration. Dru Sharpling said she would discuss this with Shaun Sawyer.

**ACTION: SS**

**Metcall**

34. Simon Foy said Metcall is the operational manifestation of what was the C3I programme. This programme was the attempt by the MPS to centralise all its command of control functions to three centres to make the response capacity of the organisation better. Metcall deals with the work previously done by CAD rooms and take all the emergency calls.
35. The challenge is to now make the operation match fit, and part of this is to give the people that work at Metcall a sense of purpose in their work. Simon Foy said it is recognised that there are one or two frailties that must be dealt with still, but a fantastic achievement so far is that more people are now able to get through with their emergency calls. There was a lack of capacity before.
36. Corporate standards are now applied to how calls are dealt with and accurate and detailed information is recorded for borough officers to then deal with. Information is passed to the dispatch function and also to IBO's to make intelligence checks.
37. Simon Foy said Metcall don't have responsibility for the interaction with the caller beyond the initial telephone call. It has taken some time to develop a smooth working relationship between Metcall and the IBOs. Simon said he is very optimistic that this can be improved. More work needs to be done to fill the expectation of those who call and also the quality of interaction with the caller once the call has been passed on. Work needs to be done on the correlation between the handling of the call and the expectation of what to expect which is given to the officer.
38. All the calls are recorded and then a certain number of them are checked against standards. It has been deemed that sending follow up texts to callers is not helpful but Metcall do try to gain feedback on call handling and this feedback is taken into consideration.
39. DV training is given to all unit groups after their initial training. It is assumed that those who come across from other boroughs have already received some kind of DV training, but Metcall have not



**Metropolitan Police Authority**

yet managed to complete their own DV training across the board yet. Training is largely taken up with technical issues to operate the systems.

40. Anthony Wills said that DV is a unique situation and not a 'standard process' issue. Training does not seem to be multi-agency led. Simon Foy has said that calls are checked for standards but do those doing the checking understand the particular type of sensitivity necessary to handle a DV case? We know that it is very hard to get a conviction based only on the evidence given by a victim. The evidence from a call handler can make the difference to getting a prosecution.
41. Anni Majoram suggested presenting Metcall with information pulled together from voluntary agencies etc so that they have more of an understanding of what they are dealing with. Anni asked who gave the advice not to send follow up texts. Does this mean that DV is outside the loop for Metcall receiving feedback to ensure future training is effective?
42. Sanchita Hosali agreed that not getting feedback from survivors will make it difficult to judge how well Metcall are doing. This is vital for such a sensitive issue.
43. Dru Sharpling said call handlers have stressful jobs. How is it ensured that staff remain focused and motivated in their work and do not get sucked into the trauma of their jobs? Emergency calls often turn a weak case into a strong one in court and can even be used as evidence without the victim's presence in court. How can we utilise this tool better?
44. Simon Foy accepted the point that DV is such a sensitive issue that it does not fit with standard operating procedures. Procedures are put together in consultation with TP and with internal advice and marry together the two demands of sensitivity and the need for recording accurate information as quickly as possible. There are often issues of the caller being distressed and not thinking clearly combined with age issues and language barriers. We need to have procedures that give breadth across all these issues. Simon said that he accepts that these procedures should have input from external groups but the quality standards are there to ensure a standard response is made to calls and they are not subjective.
45. Trish Lincoln said the advice not to send follow up texts was given because it was thought that texts were not sent by the person who took the call and so could be insensitive to the particular case. Also texts received by a victim could be read by the perpetrator if they have access to the mobile phone. LGBT officers assist with listening to call recordings in relation to hate crime to check that these types of calls are handled sensitively. Trish said that Metcall would welcome volunteer groups input on training. Simon Foy said they would be more than happy to meet with volunteer groups.
46. Simon Foy said that call handlers do have very stressful jobs. They work twelve hour shifts and it is recognised that attendance is not good. There are links with occupational health and management do try to ensure that appropriate breaks are taken by staff. Debrief sessions are held in high profile cases where call handlers have had to tackle distressing calls.
47. Simon Foy said that at the moment dispatch and call handling are seen as two separate groups and the aim is to enable all staff to be able to work on both.
48. Metcall do have an Evidence Tapes Team and they work on providing evidence for court.





**Metropolitan Police Authority**

49. Trish Lincoln said that ‘pulse checks’ are made to see that staff motivation remains high. Call handlers are given the option to take a break and / or talk to someone if they have dealt with a particularly stressful call. Initiatives like dress down days and masseurs who visit at break times are made to try to deal with the stress levels at work.
50. Kirsten Hearn said the emergency call service is seen as a oral communication system. We would welcome measures to make the service more accessible to those with communication difficulties.
51. Cindy Butts referred to the reference made to the inability to track DV victims after the call is taken. Would this be an advantage to Metcall’s work? Does Metcall carry out community engagement? Is there a community engagement strategy in place? Cindy said it is still unclear what level of knowledge and sensitivity officers have. How much is evidence incorporated into training? Do call handlers fully appreciate the significance of these calls as evidence?

*Cindy Butts leaves the Meeting and Kirsten Hearn takes over as chair.*

52. Simon Foy said that Metcall needs a better understanding of how to handle calls from repeat victims. Metcall do have a Community Reference Group but this perhaps needs to be redesigned. Call handlers are made aware of how important their work is as part of evidence that can be used in court.
53. Trish Lincoln said Metcall are working with service providers on the issue of developing non-verbal communication tools and are considering the idea of using a pilot scheme to develop this. The aim is there to be better at non-verbal routes into communication.
54. **Kensington & Chelsea**  
Mark Heath said the borough has a population of around 178,000. There are probably around 100 languages spoken. There are both some very wealthy parts and some quite deprived areas in the borough. The Moroccan community is estimated to be one of the largest currently in Eastern Europe.
55. The police response to DV related crime is graded to see if an immediate response is required. Officers attend the scene and assess the situation and take any appropriate action. Arrests are made where there are reasonable grounds for one to be made. Measures are taken to ensure the safety of victims and any children involved. For example emergency refuges or police protection. There is a strong partnership arrangement within the borough. Details of the Woman’s Advocacy Trust are available to all police officers and 24 hour support is available to victims.
56. Assistance is also available from Victims Support and Women’s Aid. Front line officers are supported and supervised by the Sergeants and there is a strong expectation from Duty Officers and Inspectors around scrutiny.
57. Local policy around the Standard Operation procedure requires officer to arrest perpetrators where evidence of DV crime exists. The current arrest rate stands at just over 63% for offences.



**Metropolitan Police Authority**

58. All allegations of DV are referred to the Home community Safety Unit. There is an expectation that victims are kept up to date with the investigation and progress.
59. Agency and Partnership support is reviewed by investigating officers throughout an investigation to ensure that the response is appropriate. High risk victims are dealt with within part of a multi agency management strategy and there is a MARAC in place which meets on a monthly basis to review risk.
60. It is recognised that there is low reporting in terms of forced marriage and honour based violence and this is perhaps one area that the Board would like to discuss. Between 1<sup>st</sup> April 2006 and 31<sup>st</sup> March 2007 there were two crime reports related to forced marriage and honour based crime. In the summer of 2006 the Independent DV Advocacy Service was commissioned and this has been jointly funded by the Local Public Service Agreement Community Safety Partnership funding.
61. There is a weekly survivor's support group provided by Victims Support. This has been running for two years and the group provides women in particular with the opportunity to share experiences and build up support networks and to learn new skills.
62. Sanctuary Schemes are undertaken on behalf of victims to further secure their homes where appropriate. The aim is to secure the whole property not just one room in the house as is the case in some other boroughs. Referrals to the Sanctuary Scheme comes from a variety of sources including the voluntary sector. A further £20,000 of funding has been secured for this project for the coming financial quarter by Environmental Health.
63. Within the borough there are two refuges for women to provide support for victims.
64. A Public Protection Unit has been formed which brings the police investigatory units into a single location. This includes the Community Safety Unit, the Sapphire Unit and the Missing Persons Unit. This is in line with the forthcoming requirements from the MPS starting in April 2008.
65. A project undertaken to provide best evidence is the purchase of digital cameras which meet the evidential requirement. This ensures that best quality evidence is collected at the earliest possible time for court. The images are downloaded and can be sent directly to the Prosecution Service.
66. There have been a number of focused operations on key sporting events including the last football World Cup. A positive intervention policy is used.
67. Each DV incident is reviewed every morning at the Daily Management meeting by the Senior Officers on the Borough to ensure the approach has been appropriate and where it has not to ensure that corrective action is taken straight away.
68. Sexual offences investigations have dedicated Sexual Offence investigations Officers to provide support to victims at an early stage.
69. In 2002 the Borough recruited a DV Services Co-ordinator and this post sits in a joint co-located police Community Safety Team. This role takes the lead in developing strategic and operational responses for tackling DV. They sit on all specialist work and arrange specialist partnership forums.



**Metropolitan Police Authority**

70. There is a Specialist DV Court based at West London Magistrates Court. This has now been running for four years. There is a Court Management Group which brings together such services as probation, witness care and the advocacy service.
71. With regard to prevention, the Risk Management Strategy is implemented in all cases of DV violence where the supervising and investigation officers consider it is required in order to meet the needs of the partners concerned. Panic alarms, crime prevention advisors, mobile phones, the support of SNT, MARAC and victim support are all normal prevention strategies used in the borough. There is an education system with the schools to raise awareness around issues of DV. The Crime and Disorder Partnership are particularly supportive in terms of funding for a range of resources for DV.
72. Mark Heath said there are three issues that need to be worked on within the borough.
- A. Meeting the 63% arrest rate target. We need to understand why arrests are not made in the other 37%. We need to ensure that the right flags are being picked up on in investigative reports.
  - B. Low reporting of 'honour' based crimes need to be looked at.
  - C. Training for the specialist constabulary which is a growing force within the borough as well as appropriate training for community support officers and the station reception officers.
73. Kirsten Hearn said she is pleased to hear of some of the work being done, for example working with LGBT Advisory groups and the work done on safeguarding adults.
74. Anni Marjoram asked how much engagement work has been done with the Moroccan community. Anni said she is aware that the voluntary sectors do carry out work on DV in the community. How many murders have the borough had that have been related to DV?  
Anni said the initial programme for the SNT was to reclaim the streets. There is now discussion around what they will be focusing on next and that amongst other things they should now be gathering intelligence around where DV crime and trafficking is happening in the borough and feed through information on the local DV services to the public. Kingston is a very good model to look at for this work.
75. Mark Heath said there is a sex trade within the borough. There is a small open street market and a closed market within flats. The SNT visit flats to ensure the welfare of the sex workers and ensure that no violence is happening. Anni said this answer fills her with consternation. We do not want to see the normalisation of prostitution and several recommendations have been made to the Home Office (HO) about this. Welfare visits seems the wrong focus here. Mark said there is a multiple approach taken to the sex trade in terms of closing it down and welfare visits form only part of what happens.
76. Borough meetings are held on a bi-weekly basis. Tactical assessments are made and discussed with section Inspectors for each area and these assessments are then filtered down to each area including DV crime and LGBT crime etc.
77. Mike Wise said a Moroccan voluntary group within the borough have strong connections with the MPS. They regularly attend community meetings and give advice on reporting to the police. Anni Majoram said she would like to know what direct contact the MPS are having with Moroccan women's groups. Moroccan voluntary group is represented on the MARAC.



**Metropolitan Police Authority**

78. Anthony wills said para 104 of the report refers to staffing levels in CSU. There seems to be no substantive Detective Constables which seems unusual. Para 68 says there are plans to provide training to the Woman's Advocacy Trust to take victim impact statements. How is this going? Para 89 refers to cautioning when appropriate. What are the criteria for deciding appropriateness? Do you dip sample to ensure rules are complied with?
79. Steve Whitam said there are 4 Detective Constables connected with CSU. Through training the Woman's Advocacy Trust to take victim impact statements the MPS saw an opportunity to improve the presentation of evidence to court. Training was conducted in the Sapphire Unit. Meghan Field said Officers attend the Women's Advocacy Trust to receive advocacy training as well.  
Steve said all cautions are looked at by Duty Officers and dip sampling does happen. The borough is satisfied that cautions are given when appropriate. Each case is looked at on its own merits and there are times when a caution is the only option the MPS can take.
80. Kirsten Hearn said she dislikes the term 'honour' based violence and considers it inappropriate.
81. Sanchita Hosali said Para 23 and 24 talk about sanction schemes. It seems there are several and she wondered how they interact with each other. There seem to be issues with the sanction detection rate versus the arrest rate. Sanchita said she would like to know how many panic alarms have been given out in the last 12 months.
82. Mark Heath said the arrest rate is 64% but the question is if this is an accurate figure. Mark said it is probably higher because arrests are not being recorded on secondary investigations process. Is appropriate action being taken in risk assessment?
83. Stuart Priestly said two sanctuary schemes have been running in parallel. Additional funding has been secured from the Environmental Health Department. The aim is to move forward with one sanctuary service provided by a number of funding streams.
84. There is a pool of 5 panic alarms to be used at short notice. 4 are level one alarms, and 8 level two alarms have been used in the past 12 months.
85. Mary Wynne said the DV procedures have been in place since 2002. It is very much a multi agency approach. All vulnerable adults who are victims of DV are referred.
86. Anni Majoram said she was pleased to see a Kensington and Chelsea (K&C) Elective member attending today. She said the GLA have done a borough by borough costing of how much DV costs each borough and she would be glad to send this information to them.
87. Anni Majoram said Hillingdon invested in mobile CCTV cameras for their sanctuary houses. As a consequence of how the sanctuary schemes were operated they have virtually nobody in emergency housing. The cost to the public purse of keeping people in emergency accommodation should be looked at and instead we should look at implementing the full sanctuary scheme instead.
88. Stuart Priestly said the approach to sanctuary schemes is very much a partnership approach with the voluntary sector. This goes beyond just making front doors tougher etc.



**Metropolitan Police Authority**

89. Dru Sharpling said the use of digital cameras is very good as evidence. Will this resource be used more across the boroughs or are we waiting to see how successful it has been in Kensington & Chelsea?
90. The attrition rate on DV cases still runs at around 40%. Dru asked if there is more understanding of what needs to be done to secure a conviction in a Specialist DV Court.
91. Mark Heath said he had not heard if the use of digital cameras would come out as good practice for the whole of the MPS or not. Kensington & Chelsea have found it to be very effective as powerful evidence in court. The conviction rate with attrition is above average in the borough. It's an argument that cases should be taken to court.
92. Steve Whitlam said the problem lies with getting victims to take a case to court. A great deal of support is needed. Once the case has got to the specialist court then it's a good success rate.
93. Joanna Davidson asked how many other boroughs have a full sanctuary scheme? The CCTV sounds like an initiative that Lewisham could use. Anni Majoram said the only borough she knows that uses it is Hillingdon.
94. Beryl Foster said that she is cautious about boroughs like Hillingdon who say they have no victims in temporary accommodation. Risk assessment is very important to making safe choices and there are some cases where victims need to get out of the property.
95. Joanna Davidson asked what work is being done in other boroughs on Sanctuary Schemes. Sanchita Hosali said her organisation have produced a paper on work done on sanctuary in the boroughs and this is available on the website.
96. Anthony Wills said that paragraph 10 is about initial risk assessment and if the risk is deemed medium or high the case then goes to a secondary risk assessment. Are the low risk cases adequately assessed to ensure they are low risk?  
Kensington & Chelsea have invested a great deal in their MARAC. Anthony said it concerns him that the MPS get referrals which are high risk and they are put to the MARAC. What happens to information sharing for cases that are not considered high risk? Are there high risk cases lurking in low risk areas that are not being picked up on? Steve Whitlam said other agencies may flag up issues to do with a case which then moves it from a low to a high risk. Anthony said we need a central database. This would be an enormous and complex task but unless agencies talk to one another then issues will be missed. Meghan Field said that the Advocacy Trust receive referrals from an enormous number of sources which are both high and low risk. The Trust do their own risk assessments which because of the kind of relationships the Trust have with their clients and because they are independent mean they often have access to additional information which can increase the level of risk.
97. Laurence Gouldbourne referred to paragraph 20 and the DV advisory support group. Such an initiative is to be commended. Are there different dynamics and experiences due to the diverse cultural mix of those who attend the group that has helped? What is the composition of the group when referring to the equality strands? Are there any experiences these women have that are both shared and also differing? Where there is a difference, how does that inform service inclusion?



**Metropolitan Police Authority**

Joanna Davidson said women do attend from different cultural backgrounds. Positive feedback is given to the MPS Community Safety Team with regards to repeat victimisation, age and cultural background. Joanna Davidson said she is unsure what is done with this information. Stuart Whitlam said that the MPS ensure that all projects of this nature have robust outcome measures that are fed back into the local commissioning systems and do have influence on future commissioning decisions.

98. Warrick Lightfoot said there is a whole range of families involved in domestic violence who do not necessarily fit the usual criteria. For example a grown up stepson inflicts violence on his mother and the rest of the family not knowing what to do about it. Anni Majoram said this is an interesting point. She referred to the DV safety plan Davina James-Hanman wrote for the I Kiosks that were installed around London. This plan was devised as an exit strategy for those suffering domestic violence. It was interesting that Merton and Sutton were the boroughs where the most of these plans were downloaded. This highlights that in some of the boroughs; particularly the suburbs the councils are not as proactive and visible to the community. A lot of families similar to those Warrick referred to are very under represented in terms of refuge provision, perhaps because they have access to funds to get them out of the immediate situation.

*Cindy Butts returns to meeting as Chair*

**Camden**

99. Dominic Clout said he joined Camden five weeks ago. The borough is one of the most economically polarised boroughs in London. It has a large population of approximately 220,000. It has a rich ethnic mix and apart from English, Bengali is the most widely spoken language followed by Somali, Albanian and Arabic.
100. Camden's financial data for 2006/2007 is compared to up to the end of December 2007 in the report. The standard offence rate has seen a 34% reduction which equates to 875 offences. Dominic said they do not know the reason for this and this needs to be investigated. 2006/2007 saw a 35% sanction detection target achieved. Up to Dec 2007 Camden has reached a 53% sanction detection rate. Repeat victimisation has fallen by 4% which equates to a total of 295 victims. The arrest rate in Camden for substantive offences in December 2007 was 64.5% compared to an MPS average of 61%.
101. Dominic Clout said Camden's policy is to seek to charge where possible. The charge rate is 29.8% against an MPS average of 18%. However the attrition rate needs to be discussed in respect of domestic violence.
102. Dominic Clout said he feels this strong and improving performance is a direct result of some key processes embedded in the way Camden works.
- A. Effective initial action and response at the scene.
  - B. Strong compliance with positive action and arrest policy. This is supported by a strong performance framework of monitoring and review.
  - C. A comprehensive risk assessment and management process. This gains victim's confidence.
  - D. A close working relationship with the Crown Prosecution Service. Quality evidence through a strict gate keeping system.
  - E. Close multi agency partnership working.



**Metropolitan Police Authority**

F. Together with partners, Camden looks to improve service delivery to survivors of DV through a robust governing system. This is overseen by the Crime and Disorder Reduction Partnership (CDRP) and the DV Working Group.

103. Dominic Clout said Camden feels that it is important that training given is successful. There is a training cycle in place so that officers are trained more than once with new developments. Training is about day-to-day supervision. Officers that fail to meet standards expected of them are given feedback and if they fail to correct their work then they are given an attachment to the Community Safety Unit to learn first hand about what is expected of them.
104. Camden is committed to improvement. The borough is working with Islington to obtain funding for a Specialist DV Court and Dominic said he feels the borough is ready for this.
105. In April the SCU, Sapphire Unit, the Jigsaw and the Compass Unit, the Camden Safety Net and Operation Curb will be co-located together under Public Protection.
106. In March Camden are introducing a Middle Management Performance Unit. Monthly meetings will be held to hold management to account across a range of performance indicators including domestic violence. DV Advocates are going to be increased for the borough from 4 to 6.
107. Anthony Wills referred to the number of offences going down by 34%. Are there any early indications as to why this is?  
Anthony said it is the first time the Board has had a CPS DV Co-ordinator attend which is excellent. What is the current position with the DV Specialist Court?
108. A Camden rep said Camden is holding an independent review to see why the number of offences has gone down by 34%. They have gone down in line with the actual DV incidents.
109. Camden shares a court with Islington. Both boroughs work well together. It is not known what is happening with the Specialist DV Court. Funding was applied for but rejected so it is being applied for again. Everything is now in place for it to go ahead.
110. Davina James-Hanman asked how long an attachment is with CSU for officers who are not performing up to standard.  
Why is the DV Murder Review taking so long?
111. Adrian Lewis said the attachment with CSU is very successful and raises standards when the officers return to their team, not just with them but with the team. The attachment is usually for a week depending on how stretched resources are in their team.
112. Davina James-Hanman said it is our understanding that research was commissioned into the DV Murder Review but it was turned down. Caitriona Scanlan said the person approached was undertaking research for her own extended work on partnership working. At the DV Working Group the issue of under reporting was raised with her and if she could address this issue in her interviews.
113. Beryl Foster said it is good practice to see that every DV case is risk assessed. Is this linked to Support for Victims is co-located and this must facilitate 100% referral for support. The report



**Metropolitan Police Authority**

states 100% referral for incidents. What level of service is ensured if they are getting 100% referral for incidents? How is this managed and how is the work prioritised.

The report makes it sound like the new IBIS would be a new or different type of service. Is it more of the same or will it be something different?

114. Adrian Lewis said the IBIS would be the same service but enhanced. It will take on the medium and high risk. The low risk will be going to Victim Support. Cases should be taken from cradle to grave and this should have an impact on the attrition rate. Everything is risk assessed because a non-crime domestic case could be an honour related crime etc. The Specs Risk Assessment Model is used on all DV incidents.
115. Rachel Nicolas spoke about the Camden Safety Net Support for the victim and referrals. 100% referrals are not ever actually achievable. The level of service and how it is prioritised is done by looking at the risk assessment done by the Safety Net. History and risk assessment by the MPS is considered. Over the next year the number of people working at the Safety Net Support is hoped to increase. All workers will be brought on site. They are looking at building up a referral pathway with other partners.
116. Anthony Wills said it seems like Camden are being successful. We need to distil why this is. It seems that Camden has rules that are systematically evoked and are then quality assured. There is a sense of good partnership working and there is good process involved in delivering services to victims.  
The LSJB project dealing with MARAC, are they keeping Camden informed about the Specialist DV Court?
117. Dominic Clout said the report shows that Camden has a set policy and there is a performance management framework to check and double check this policy is being adhered to. The human element also has a profound impact on staff behaviour. This is a sign of a mature partnership.
118. Caitriona Scalan said the frustration is that agency partnerships are not easy. She feels Camden is not kept informed about what is happening with the DV Specialist Court.
119. Rachel Nicholas said the Camden Safety Net has been running alongside the CSU for the past 8 years. This is where mature partnership work comes from.
120. Beryl Foster asked if Diane Campbell attended the MPS meeting. Adrian Lewis said that she did and she also sat on one of the MARAC as well. The feedback was very encouraging but Camden is still waiting for direction.
121. Cindy Butts asked about the use of the SNT in the borough. Do they give out information on the volunteer agencies available in the borough for DV incidents? Adrian Lewis said there is a policy that any report of any domestic incident has a 24 service available within the CSU. The Police Community Support Officers (PCSOs) have a duty to contact the CSU if they do not have the necessary information at hand. Cindy said she is trying to understand how boroughs seek to enhance the knowledge of PCSOs so that they know where to send someone for help. Not to ask someone in CSU and get back to them the next day. Caitriona Scalan said the SNT are supplied with cards that have all the relevant numbers on. Adrian said that all front line officers are trained on the services available out there. The SNT are given points of contact for high profile cases.





**Metropolitan Police Authority**

122. Laurence Gouldbourne said the report is impressive. Laurence asked:

- A. How much did the MARAC Co-ordinator cost?
- B. How much did the Hate Crime Car cost?
- C. How much was the funding for the Independent Domestic Violence Advisors (IDVA)?  
How is effectiveness measured around these three points, particularly the Hate Crime Car?
- D. Please tell us about the Integrated Prosecution Team.

123. Caitriona Scalan said the MARAC Co-ordinator funding was £30,000 from the Local Area Agreement. Adrian Lewis said the Hate Crime Car was funded across the working groups for LGBT, Homophobic, Racial and DV crime. The effectiveness is measured across the portfolios in relation to the number of visits and the number of arrests made. The funding was £6000 supplemented by £6000 from the borough. Caitriona Scalan said the IDVA was initially a Home Office project subsequently mainstreamed into the Local Authority. There are a number of services who work with domestic violence. Camden Safety Net is becoming the IDVA service. 3 members of staff are based in the police station and three others work with other referral groups. All this will be amalgamated. Laurence Gouldbourne said he would write to Camden to obtain information about the relationship with the Health Service.

**ACTION: LG**

124. Tim Burton said the term Integrated Prosecution Team has more than one meaning. It can be the way the CPS work with the police on cases as a whole and how the work is carried out after charge with a view to the case progressing through court.

Tim said the CPS has a commitment to improvement and the MPS has a benchmark target of the attrition rate. The meaning of attrition for the MPS is simply the raw measurement of cases not resulting in conviction. There is a benchmark of 30% attrition being achieved by April 2008. In terms of integration there is a multi strand approach where there is an overall commitment to cutting down delay with cases so that witnesses don't lose faith in the criminal justice system. This is why officers seek early advice and extended consultation. This applies across the board, not just to DV cases.

Tim said the commitment to improvement looks at not just the standard application of Crown Prosecutors but also the view to reduce the attrition rate. In terms of integration with the police the CPS aim to identify cases where there is potentially evidence independent from the claimant and witness with a view to taking a case to court.

125. Davina James-Hanman asked if work is done with faith groups in Camden given that it is such a diverse community. How many victimless prosecutions are taken forward? There seems to be a lack of strategic buy in. How can we ensure that this happens?

126. Adrian Lewis said there is a part-time reverend who is also a part-time police officer in Camden who co-ordinates faith leader meetings in the borough. Davina said she has a lot information and training she can pass on for this.

127. Adrian Lewis said he does not have a breakdown to hand for victimless prosecutions. Camden tries to support the CPS and push for victimless prosecutions particularly around repeat victims. Cindy Butts asked Adrian to provide a breakdown to the Board.

**ACTION: AL**

128. Dominic Clout said strategic buy in comes from the CDRP. Dominic said that Camden still needs buy in at a strategic level from the Health Service.



**Metropolitan Police Authority**

129. Cindy Butts asked what interaction there is with the survivors of DV. Does Camden receive feedback from them on the service received? Dominic Clout said victims are consulted about the service they received. An example of how improvements have been made as a result are the joint visits arranged with MPA advisors and MPS advisors working together. Adrian Lewis said the Citizens Focus Quality Call Back service is also utilised by Camden. A victim support package is sent out and feedback is sought. A survivor of DV is due to attend training days to give their perspective.
130. Cindy Butts asked how often the Commander holds Camden to account for tackling DV crime. Dominic Clout said DV is not looked at as a separate agenda item. DV crime is focused on in the CCSM meetings and Link Commanders are held to account for DV crime here. However this meeting is only held once a year with DV as the focus. The Violent Crime Directorate does to quality checks for DV crime.
131. Anthony Wills said it doesn't seem like Dominic Clout as Borough Commander is held to account for DV in the report. How does the work of the Violent Crime Directorate reflect itself in the work of Dominic as Borough Commander? Dominic said Tim Godwin holds him to account across a range of issues. Dominic said it is the culture of the job to deliver what is required and the board can rest assured he is held to account by the performance regime that is very much in place but there is an element of trust involved.
132. Beryl Foster asked how long people tend to serve in the CSU. Dominic Clout said this is an issue right through the police service. As Borough Commander you must serve at least two years in your post before contemplating your next move. Cindy said that this then makes it all the more crucial that all borough staff are knowledgeable and understanding of the issues surrounding DV crime.
133. Richard Sumray said that he feels it is not necessarily that useful to have a health representative sit on the Board. It would perhaps be more useful to consult with them on where they believe they can be of assistance. Catriona Scalan said £25,000 had been put into a local area sharing information resource but this all failed because of the Health Department and their unwillingness to share information with the police.
134. Anthony Wills said it is GPs that always tend to see the victims of DV. However GPs are always very reluctant to be involved in work such as ours.
135. Richard said Havens were imposed on the NHS and now they are very successful. It's about creating models to gain more participation from the Health Service.
136. Cindy Butts thanked Camden for the report and said that it does represent commitment and good partnership working. We would like to see this continue and go from strength to strength.
137. The use of the Specs model for risk assessment in all cases is excellent.
138. Cindy Butts said she would like to offer the Boards support on Camden's Specialist DV Court. Anthony Wills said the reality is London has missed out on the National Accreditation Process for Specialist DV Courts. There are at least 4 courts that are ready to go but cannot become credited DV courts. Anthony said he feels that in the localities there is a lack of information available to the



**Metropolitan Police Authority**

Partners. The London Criminal Justice Board (LCJB) could be clearer about what the plans are. Cindy said the Board will draft something to go to the LCJB on Specialist DV courts.

**ACTION: CB**

139. Cindy Butts said there are a number of issues we would like Camden to take away and report back on.

- The strategic buy in. There are issues that could be strengthened in this regard.
- The breakdown on victimless prosecution. We would like to see an indication of what Camden would do with this information.
- The homicide review. Glen Lloyd to come back on this.
- Glen to look at ways Borough Commanders are held to account for DV crime.
- SMT training. How are PCSOs and SNT aware of what exists locally for DV victims?
- More information on the middle management performance process.
- Buy in from the Health Service. How this is developing.
- The reduction in offences. What is the reason for this? If it is due to a reduction in reporting then this could be a problem.
- Succession planning around DV. What is in place? Is there a strategic gap?

**The End**