



Metropolitan Police Authority

Domestic Violence Board – 6 November 2007

Kingston Borough Response to Domestic Violence

This report has been compiled at the request of the MPA Domestic Violence Board to give information on how Kingston BOCU in partnership with others responds to domestic violence.

The report will describe how the BOCU works to;

- Tackle Domestic Violence
- Keep Survivor's safe
- Hold Offenders to account
- Prevent domestic violence
- Work in partnership with organisations and communities to improve its response to domestic violence

Areas of best practice and innovation will be highlighted. Also the challenges that the borough faces in providing an effective response to domestic violence.

A. Domestic Violence Data Provided by the MPS Directorate.

- This data covers the period between 1st April 2006 and 31st March 2007.
- There have been 1474 domestic violence incidents of which 791 were substantive criminal offences. 54% of domestic violence incidents were criminal offences.
- A sanctioned detection rate of 48.2% was achieved
- A total number of 2671 victims reported incidents of domestic violence over the last three years, 749 of those were repeat victims. This represents 28%. The average numbers of offences per repeat victim equates to 2.5 per victim.
- Domestic violence incidents arrest rate was 56.3%. (this includes incidents as well substantive offences). Since April 2007 only

substantive offences are included. Kingston's arrest rate is 70.7% against an MPS average of 59.7% and a target of 60%.

- A total number of 174 persons were charged with domestic violence related offences, seven of those related to charges of GBH or above.
- Three DV cases were flagged as forced marriage
- 12 survivors were flagged as having mental health issues
- There has been one domestic violence homicide in the last twelve months. This was subject to a multi agency domestic violence review.

B. TACKLING DOMESTIC VIOLENCE

1. Kingston BOCU has made tackling domestic violence a borough priority. The Champion for domestic violence is the Borough Commander Laura Nicholson whose active interest and leadership ensures that it remains at the top of the agenda.

2. The Safer Kingston Partnership (SKP) previously the CDRP prioritises domestic violence. The SKP has six long term targets, one of them being to reduce hate crime, which includes domestic violence. To achieve this target it has set the following objectives:

- Providing support to victims
- Bringing perpetrators to justice
- Enhancing the confidence of victims to report
- Providing training to staff and community leaders

3. Activity to achieve these objectives is carried out by the borough Domestic Violence Forum supported by statutory and voluntary organisations of which the Community Safety Unit Detective Inspector is Co-Chair.

4. All incidents of domestic violence within Kingston BOCU are investigated and recorded in accordance with the MPS Standard Operating Procedures (SOPS) relating to domestic violence. Leadership, training and supervision ensures that the standards that are laid out in the SOPS are understood and adhered to. This report will not repeat the standards as laid out in the MPS SOPS.

5. All calls that are domestic violence related are flagged as such on the Computer Aided Despatch (CAD) system. They are marked as class 29 calls. Before any class 29 call can be shown as complete on the CAD system, a crime report number (CRIS) must be entered or an explanation as to why a crime report was not necessary. The Duty Officer is responsible for ensuring compliance. Kingston CAD to CRIS conversion rate for the period of April 2007 to July 2007 was 77%. This was above the MPS average of 75%.

6. Whilst compliance at Kingston is above the MPS average, it is still not acceptable. One of the reasons for the discrepancy is multiple calls to the same incident. Another reason has been lack of understanding by control room staff. In September of this year Kingston Integrated Borough Operations went live and it is anticipated that with the increased training of IBO staff and supervisors, our performance will improve. Cases of non compliance will now be brought to the attention of the daily Management Meeting.

7. Appropriate flagging of domestic violence cases on CRIS is ensured through training and supervision. The Crime Management Unit check that all CRIS reports are appropriately DV flagged before screening the crime into the CSU. The reports are further checked by the CSU DS when the reports are screened into the CSU for further investigation.

8. Some domestic violence investigations will involve the input of more than one department, for example an allegation of domestic rape or an allegation of domestic assault where there is also an allegation of child abuse. In such cases, the Detective Inspectors responsible for the different units will liaise to determine primacy for the investigation and agree an investigative strategy which best meets the needs of the victim. This may include explaining the rationale for prioritising one SOPS over another when the instructions from the different SOPS are at variance e.g. Sexual Offences SOPS are victim led whereas the Domestic Violence SOPS will prosecute offenders where appropriate without the support of victims. The co-location of the Sapphire, Jigsaw and CSU and the fact they are all managed by one DI ensures good communication and co-operation between the different units.

9. In accordance with the DV SOPS all domestic violence incidents are recorded in a 124D. It is BOCU policy that officers will record the fact that they have completed the 124D on the CRIS along with a Merlin reference number and a Crimint reference. In the last performance figures the BOCU's compliance rate for completion of 124Ds was 90% against an MPS average of 74%.

10. Form 124D's are checked by the initial investigating officer's supervisor. The BOCU currently faces some challenges around the initial supervision of the form. A recent audit showed that in the last three months only 53 out of a total of 356 124Ds were supervised. Initial supervision is crucial to ensure that all evidential opportunities are exploited and positive action has been taken. By the time the 124D and CRIS are supervised from within the CSU, some supporting evidence may have been lost, for example forensics, evidence that there has been a disturbance. Front line supervision is being addressed through the performance management framework and through the identification and adoption of best practice from other boroughs. (For example Kingston are about to introduce a supervision proforma developed by Tower Hamlets to increase and improve frontline supervision.)

11. All 124Ds together with the associated CRIS report are supervised by the CSU DS. The DS will quality assure both the form 124D and CRIS ensuring compliance with SOPS. Any failures to comply with the positive action policy

are brought to the attention of the Daily Management Meeting. If there are other short falls, the initial investigating officer will be tasked with any remedial action. A book of non compliance is kept to identify repeat offenders, be it individuals or across teams, and identify patterns of poor performance that can be addressed through the borough training cycle.

12. Performance management of domestic violence is robust. The Senior Management Team are provided weekly performance data by Territorial Policing which gives details of detection and arrest rates. At the Borough Commander's Quarterly Performance Meetings domestic violence is a standing agenda item. The Crime Manager and DI with responsibility for the CSU have sanctioned detection targets set within their Performance Development Review as do all officers working directly within the CSU

13. There is a Daily Management Meeting which is held every weekday. This is chaired by the BOCU Superintendent. At this meeting events of the previous day and activities for the day ahead are discussed. Domestic Violence is a standing agenda at this meeting and the Crime Manager will discuss domestic violence incidents that have been reported over the previous 24 hours. Any failures to comply with the positive action policy will be brought to the attention of the Superintendent and the Duty Officer of the team responsible will be called to account.

14. In recognition of the links that exist between domestic violence and sexual offences Kingston BOCU has formed a Public Protection Unit (PPU) that comprises of the Community safety, Sapphire and Jigsaw Units. This is in line with the Met Modernisation Programme. The close co-operation and joined up thinking between the three units means that victims and perpetrators are managed more effectively, increasing victim safety and ensuring perpetrators are held to account wherever possible. An experienced Detective Inspector has the dedicated role of managing this command. Ideally the PPU would also include the management of the investigation of child abuse given its well documented close links to domestic violence. Currently the investigation of child abuse sits outside the command of Territorial Policing within the Serious Crime Directorate. Close liaison does take place between Kingston and our Child Abuse Investigation Team (CAIT) at Barnes.

15. All incidents of domestic violence are investigated by a dedicated Community safety Unit (CSU). The last eighteen months has shown a considerable growth in the resourcing of the CSU, a testament to the BOCU's serious commitment to tackling domestic violence.

16. The current resource levels are set at one Detective Inspector, also with management responsibility for the Sapphire and Jigsaw Units, two Detective Sergeants, two Detective Constables, two Trainee Investigators, six Police Constables, one Administration Officer and One Crisis Intervention Worker. The unit is currently under resourced by two police constables. One has been selected and is awaiting a release date from team and a selection process is currently taking place for the other vacancy. Postings within the borough are

decided at the six weekly work force planning meeting. Postings are prioritised according to need. Whilst the CSU is a priority, there are occasions when due to other units more pressing needs, the CSU has to work below agreed staffing levels for a short period of time.

17. Officers within the CSU are selected on the basis of their skills and competency to carry out the role. The current demographic make up of the unit is a female Detective Inspector, one male and one female Detective Sergeant, three male investigators and five female investigators, one male administrative officer and one female Crisis Intervention Worker. One of the male Detective Constables is from a black and ethnic minority group, one investigator is Polish. One of the female investigators is gay. The officer is "out" and she prefers to be called "gay" as opposed to "lesbian". One of the investigators is part time.

18. The CSU has previously suffered from a lack of experience. This has been addressed through setting minimum tenures and a programme of staff development and training. Police Constables within the unit have a minimum tenure of two years. Any shorter time than this did not give them sufficient time to develop the requisite skills and expertise to carry out the role effectively. All TDCs have a minimum nine month attachment to the CSU as part of their TDC Development Programme. Some of the most serious crimes on the borough are investigated within the CSU. Previously our most experienced detectives were concentrated in other priority crime area such as burglary and robbery. This has been addressed and experienced detectives are now placed within the CSU in recognition of the boroughs commitment and determination to tackle domestic violence. The training received by CSU staff will be covered in section F of this report.

19. The Detective Inspector and Detective Sergeants stay in post for a minimum of a year. This allows for continuity of experience and also for the building and development of effective relationships with out partner agencies.

20. Kingston BOCU is supported by Territorial Policing to deliver effective performance in relation to domestic violence. The BOCU is assisted in the following ways;

- Weekly performance data is provided in relation to sanctioned detection and arrest rates, this includes comparative data with other boroughs.
- Six weekly DI Meetings are held by the CSU Service Delivery Team. At these meetings more detailed data is provided such as CAD to CRIS conversion rates and sanctioned detections and the ration of charges and cautions. Polices, procedures and issues impacting on performance are discussed. Best practice is identified and disseminated.
- TP Violent Crime Unit conduct a daily review of serious violent crime that falls within the public protection arena, flagging up to individual boroughs those crimes that are of critical concern, offering support and advice.

- CSU Service Delivery Team website is a central reference point for policies, guidance, legislation etc relating to domestic violence.
- CSU Service Delivery Team provides an advice service and will review investigations upon request. In the past twelve months the CSU Service Delivery Team have assisted Kingston BOCU by reviewing and giving advice on a number of critical investigations.
- CSU Service Delivery Team provide the BOCU with a single point of contact who regularly visits and provides support where appropriate.

C. KEEPING SURVIVORS SAFE AND HOLDING PERPETRATORS ACCOUNTABLE

21. The implementation of form 124D and the risk assessment tool has increased positive action and therefore our capacity to keep victims safe and hold perpetrators accountable.

22. The check-list in the 124D acts as an aide-memoir to officers and has improved the quality of initial evidence gathering at the scene. This has meant that in the absence of support from the victim, there is a greater chance of taking forward an independent prosecution. To ensure the quality of initial evidence gathering is maintained, CSU supervisors attend team briefings to remind officers of their responsibilities as initial investigators, the evidential opportunities available to them and why it is important to fully exploit them.

23. To support initial evidence gathering, all response vehicles are equipped with form 124Ds and ICE-FLO cameras to ensure that the scene and any injuries are photographed. In addition all officers now carry credit card size cards that they hand to victims at the time of reporting giving details of the Community Safety Unit, the Domestic Violence One Stop Shop and National Domestic Violence Helplines.

24. The risk assessment and risk management tools within the 124D have been valuable in ensuring victims are made safer and perpetrators held accountable. Officers are given clear guidelines on how to assess risk and a toolbox of options on how to manage that risk. Filling out the 124D is a reminder to officers that it is their responsibility to carry and manage that risk until the investigation is handed over to the Community Safety Unit. This will normally be by arresting the suspect. If an arrest is not made when a power of arrest exists, this decision must be endorsed and explained by the Duty Officer on the CRIS report. Any failure to comply with the positive action policy is brought to the attention of the Daily management Meeting. The BOCU's arrest rate of 56.3%, the third highest in the MPS indicates that positive action is being applied and enforced.

25. The risk assessment conducted by the initial investigating officer is supervised by the CSU DS. Each morning the Administrative Officer within the CSU will check that there is a 124D in existence for every CRIS report. Being a single site is an advantage. There is rarely a delay in 124Ds coming into the CSU. The CSU DS will check the 124D and CRIS and make sure that all the

information within the 124D has been accurately recorded on the CRIS. If a 124D has not been completed, the original reporting officer will be asked to explain the reasons and tasked with its completion. The risk assessment will be reviewed and if the assessment is medium or high the investigating officer will be instructed to carry out a more comprehensive risk assessment with the victim.

26. The recording of cross allegations and carrying out dual arrests at domestic violence incidents is discouraged. Officers are expected to carry out a full investigation of the incident which should identify the primary aggressor. Any cross allegations or dual arrests are reviewed by the CSU DI and where appropriate challenged. Whilst there is no data available on numbers of cross allegations or dual arrests, they represent very few cases.

27. Medium and high risk domestic violence victims are referred to our Crisis Intervention Worker (CIW) who is co-located within the CSU. She provides victims with a risk management plan and helps them to access support services. The Crisis Intervention Worker also facilitates the Domestic Violence One Stop Shop.

28. The Crisis Intervention Worker works four days a week and her post is jointly funded by police and through Local Authority Agreement domestic violence stretch target funding. She has been in post since April 2006 and her intervention has significantly impacted on victim safety and holding perpetrators accountable, measured through increased detection targets and reduced repeat victimisation. Through the support she gives them, victims have been more willing to support the prosecution process. In addition, whilst she is able to focus on the needs of the victim officers are freed to focus on gathering evidence against the perpetrators. The LAA funding is until April 2009 and a challenge that the borough will face after this time will be the continued funding of this post. It is unlikely that this post will be mainstreamed into existing police resources or those of RBK services. The continued funding of Crisis Intervention and advocacy services is an issue across London. Kingston borough would welcome the assistance of the MPA DV Board in lobbying not only Local Authority but also central government in respect of this matter.

29. To support victims of domestic violence and their children, there are currently 16 refuge spaces within RBK. For reasons of safety, the majority of these spaces are taken up by women from other boroughs. By the same token, Kingston victims will be placed in refuge accommodation elsewhere. Refuge provision within the borough is provided by Hestia Housing and Support who are a main provider nationally of refuge services. There are two refuge projects in Kingston with an additional second stage "move on" project for women with lower support needs. Whilst at the refuge, women are supported by a key worker and a Children and Families Worker, later on by Floating Support and Resettlement Workers. One of the refuges is for women from the Asian sub continent with trained workers dealing with issues of honour based violence and forced marriage. The Asian women's refuge can refer women to The Islamic Resource Centre for counselling or English as a

foreign language classes. The referral mechanism for refuge accommodation is either through self referral or the Domestic Violence Helpline.

30. There exists good working relationships between the refuges, police, local authority and the voluntary sector. All of the above are members of the borough Domestic Violence Forum where refuge and other housing provision for domestic violence victims is an agenda item at every meeting. Officers from the Community safety Unit regularly visit the refuge projects on the borough to build relationships with both the staff and clients. The refuges are also regularly visited by their Safer Neighbourhood officers.

31. In addition to refuge provision, there is support for victims through the Local Housing Authority. Following a risk assessment victims can be moved off borough or apply for a transfer within the borough. Alternatively victims can remain in their homes but have them made safer through the Sanctuary Scheme. The Police and Crisis Intervention Worker work together with housing staff to ensure they have the necessary information to carry out a housing assessment.

32. In response to Questions 3 and 19 concerning Haven provision, there is not a Haven situated within the borough. There are four Havens within the MPS, all of which are attached to hospitals. They were set up to examine and provide support for victims of serious sexual assault, this includes domestic violence victims who have been subjected to such an assault. The Haven used by Kingston is situated within Kings College Hospital.

33. The BOCU recognises that high risk victims need to be managed as part of a multi-agency risk management strategy. In November 2006 the BOCU, together with partner agencies, submitted a bid to secure funding for the setting up of a borough Multi-agency Risk Assessment Conference (MARAC) based on the CAADA model. Our bid was unsuccessful. The purpose of MARAC is to increase the safety of domestic violence victims and their children by effective information sharing and action by partner agencies. Statutory and voluntary organisations meet on a regular basis to share information about high risk victims in confidence and plan how they can work together to improve their safety and well being. Since our unsuccessful funding bid, the CSU have successfully held a number of ad hoc MARAC style meetings with partner agencies. With a view to formalising this process, the Borough Commander has just agreed to fund the Crisis Intervention Worker for an additional day a week to provide the administrative support necessary to implement MARAC. Whilst this administrative support will be of assistance, it should be recognised that with our limited resources any system that is implemented will fall short of the full MARAC service. It is anticipated that a formal process will be in place by the end of 2007.

34. Positive action on the borough means that wherever possible, perpetrators of domestic violence are held to account through the Criminal Justice System. The CSU DI has regular meetings with the Borough Head Prosecutor to obtain feedback on the quality of file submissions and the reasons for discontinuances. It was recently identified that a significant

number of cases were being discontinued because victims were disengaging from the prosecution process. As a result of this, the DI has implemented a policy where a victim must be seen in person by a CSU supervisor or the Crisis Intervention Worker to discuss the reasons for withdrawing their support before a statement is taken to this effect. Whilst at this time, it too early to say whether this policy has reduced the number of discontinuances, a number of victims have agreed to continue with a prosecution having met with CSU supervisors or the Crisis Intervention Worker.

35. Figures taken from April 2007 until July 2007 showed that Kingston had a caution rate of 53% against an MPS average of 56%. Kingston are ranked 13th within the MPS for their charge to caution rates. Despite this, we are aware that our caution rates are still high. Wherever possible we prosecute DV perpetrators. Cautions are only used as an alternative when a prosecution is not viable. Cautions can be useful in supporting future prosecutions as they can be used to provide evidence of bad character. Cautions are not given to repeat offenders.

36. In those cases when it has not been possible to prosecute a high risk perpetrator, alternative courses of action are explored. Several high risk offenders have been discussed at MAPPA and within the last twelve months two high risk perpetrators have been referred to the Racial and Violence Crime task Force with a view to targeting them for other areas of criminality.

D. PREVENTING DOMESTIC VIOLENCE

37. In addition to preventing domestic violence by making victim's safer and holding offenders to account, the BOCU is working to prevent domestic by reducing repeat victimisation and raising awareness.

38. The Violent Crime Focus Desk within the Borough Intelligence Unit identifies repeat victims. The Crisis Intervention Worker focuses on the risk management of these victims. She checks on CRIS the details of all reports made by the victims and checks that the risk management plans set by the CSU DS have been completed by the investigating officers. Victims are then called by the CIW and a further appointment is made to discuss safety planning and referral pathways such as housing. Where victims are high risk or hard to engage, then a referral to MARAC is considered. The perpetrator may be discussed at MAPPA or be the subject of pro-active tasking.

39. Preventative work is taking place through the borough's involvement with the Integrated Domestic Abuse Programme (IDAP). As part of their sentence, perpetrators convicted of domestic violence can be placed on IDAP. They then undertake a 33 week programme of one to one and group sessions which addresses their abusive behaviour. The partners of those placed on the programme are offered a Women's Safety Officer who will work closely with the CSU and the Crisis Intervention Worker to ensure that any repeat incidents are reported and the risk to the victim is managed. The Women's

Safety Officer will often be in a position to pass information to the Probation Officer supervising the offender and if necessary to MAPPA.

40. A Forced Marriage Action Plan has been developed. A problem profile produced by the BIU identified high risk groups within our community and identified intelligence gaps around the under reporting and flagging of incidents. To address this, an action plan was produced to raise awareness amongst both police and partner agencies so they could identify possible cases and provide an effective response. Since the development of the plan, three incidents have been reported indicating an increased awareness. The incidents were investigated by the CSU in partnership with other agencies and in accordance with the Forced Marriage Guidelines. The police will be able to respond to more detailed questions about the individual cases at the Domestic Violence Board.

41. The BOCU is continually involved in initiatives to raise awareness of domestic violence amongst both partner agencies and the community and to encourage reporting. The following are examples of supporting activity within the last twelve months:

- **Kingston InterFaith Forum.** CSU DI & CIW gave a presentation to the Forum highlighting the extent and severity of domestic violence within the borough and services available to victims locally.
- **CSU Stall at Freshers Fair.** CSU staff attended Kingston University and Kingston College Freshers Fairs, providing information on the CSU, Sapphire Unit, One Stop Shop and other local support services. This has led to work with the LGBT student body at the university and the Woman's Group from both the college and the university.
- **Work with the Extended School Summer Road shows.** CIW ran a mask making stall for children in the borough whilst providing information on DV services to mothers. These roadshows were targeted in areas where there had been high incidence of repeat victimisation.
- **Publicity Campaigns in the Borough.** During Operation Athena and the 16 days of activism the CSU DI and CIW gave interviews to both local radio and press.
- **Work with different communities.** CSU staff each have been given communities within the borough to engage with and raise their awareness of hate crime and services available to them. Communities include Korean, Muslim, Sikh, LGBT, Vulnerable Adults, Gypsy and Traveller community. Examples of activity include attending Drop Ins at Mosque and Korean Residents Association with SNT colleagues.
- **Information to Statuary & Voluntary Agencies.** Attending Team Meetings and open days with a view to targeting frontline workers who are likely to be the first point of contact for victims.

42. The following preventative work is being carried out by the Safer Kingston Partnership;

- **Pay and Display Campaign.** The SKP funded and developed a 'Domestic Abuse, There's No Excuse' publicity campaign (currently coming to the end of a 6 month run) on the back of pay and display parking tickets
- **White Ribbon Campaign.** The SKP funded and co-ordinated actions during the 16 days of activism and organised collections for white ribbon day in conjunction with operation Athena and the International day for the elimination of violence against women. Plans are underway for similar events this November.
- **Prevention Work in Schools.** The SKP has funded provision of Westminster domestic violence education packs for all schools in the borough. Training for all clusters has just been delivered and standard lesson plans are being developed for use in PSHE lessons. SKP partners have also provided various other domestic violence workshops on request to schools at events such as 'Health Days'.

43. The multi agency review process of domestic violence murders provides the opportunity to look at what interventions different agencies had with a victim or perpetrator before the murder took place, to consider whether any intervention by those agencies may have prevented it and whether there are any lessons to be learnt for the future. The mechanism for conducting a review on this borough is through the Domestic Violence Forum.

44. There has been one domestic violence review conducted within the past two years. The case involved a father who was killed by his son following a drunken argument. The father was also a domestic violence perpetrator. The review panel consisted of representatives from Police, Social Services, RBK Housing, Drugs and Alcohol Team, Mental Health Services, Domestic Violence Support Services and Kingston Primary care Trust. The review was led by the CSU DI and the Chair of the Community Safety Partnership. All agencies fully participated in the process and demonstrated both a willingness to share information and a desire to learn lessons for the future.

45. The review identified that prior to the murder there had been good communication and information sharing between those agencies that had had involvement with the family. Despite repeated attempts by those agencies, the family had repeatedly disengaged from any form of intervention. There were no recommendations from the review.

46. The review process was time consuming for all those involved. If the information is used by the organisation to inform future learning, the investment of time can be justified. There needs to be clarification from Territorial Policing that the considerable work being requested of boroughs and their partners is being used to good effect.

47. Following a scrutiny of domestic violence services within the borough in 2004, a proposal was made for a computerised information sharing system between partner agencies. This would enable agencies to share information with one another and through better communication, increase the safety of

victims and reduce repeat victimisation. Information sharing between agencies would also ensure that victims accessing services from more than one agency would not have to repeat their stories. Individual agencies will be responsible for ensuring their information is up to date. The project has been funded and led by the safer Kingston Partnership. The information sharing system is about to be launched.

E. WORKING IN PARTNERSHIP

48. The BOCU works in partnership with a number of statutory and voluntary organisations to tackle domestic violence.

49. Our most successful partnership project is the Domestic Violence One Stop Shop. The project which is police led was set up in 2003. Its aim is to provide a One Stop Service to all victims of domestic violence regardless of whether they have reported to police. The One Stop Shop is open one morning a week and operates out of a local church hall. Originally just two or three agencies supported the project but now there are ten agencies working in partnership. Agencies involved are Kingston Police Community safety Unit, Crisis Intervention, Islamic Resource Centre, Victim Support Service, Health Visitors, Citizens Advice Bureau, Drugs and Alcohol Team, Hestia Domestic Violence Outreach, Solicitors. A comprehensive service is provided in that a victim can walk through the door and receive advice regarding injunctions, housing, health, welfare benefits and drug/alcohol issues. They also have the opportunity to be assigned a VSS volunteer for support or more practical support from the Domestic Violence Outreach Worker. The most recent addition to the service is the Health Visiting Team who are on hand to provide information and advice regarding the effects of domestic violence on children. The health visitors will also ensure that no families are slipping through the net, they have a legitimate reason to visit families and feedback any concerns to the One Stop Partnership. The service is widely publicised in the borough, all GP surgeries, dentists and clinics display the poster. The A & E department is involved by providing details of the service to all victims presenting with domestic violence injuries. All housing officers are aware of the service and all council buildings display the poster and actively promote the service.

50. The project costs very little to run. All of the agencies give their services free of charge. The rent of the premises and costs associated with promotional literature are paid for out of the Police BCU fund. Over the past six months the service has supported 191 victims, 20 of those were men.

51. Partnership work across the borough is co-ordinated by the Domestic Violence Forum. It is co- chaired by the head of the Community Safety Partnership and the CSU DI and since September 2006 a full time Domestic Violence Co-ordinator has been in post. The forum meets quarterly and its purpose is to co-ordinate a programme of work to deliver the domestic violence objectives of the Safer Kingston Partnership Domestic Violence Strategy. The forum is well attended and is represented by a wide range of

statutory and voluntary organisations. (see appendix A and B for membership list and terms of reference).

52. Safer Kingston Partnership (CDRP) funding for domestic violence for 2006/2007 was £52,225.64. This figure does not include initiatives funded from partner agencies' main stream sources. Appendix C gives a fuller picture of spending on the borough that supports domestic violence services.

53. Current Safer Kingston Partnership Domestic Violence Projects are as follows:

- **Domestic Violence Information Sharing System.** The SKP has funded development of a software solution to improve services and responses to people who have experienced domestic violence. It aims to improve information sharing between agencies and reduce the distress experienced by survivors when having to disclose details of the abuse numerous times. The system is currently at the testing stage and will be piloted by the end of this year.
- **Victim Support Co-ordinator.** The SKP is currently part-funding a full time Victim Support domestic violence worker who manages volunteers, caseworks victims, helps to run the One Stop Shop and has a set up a non-molestation drop-in service at the magistrates court.
- **IDVA.** The SKP has worked jointly with Hestia housing and support in putting together a proposal for an IDVA service. The IDVA will be employed by Hestia but be based in Kingston police and work along side other domestic violence workers in the borough. A bid for Home Office funding has been submitted and the outcome is awaited.
- **Crisis Intervention Worker.** The SKP is currently part-funding the police domestic violence crisis intervention worker who supports high risk victims of domestic violence and runs the One Stop Shop. The post has been funded to improve support to victims and increase sanction detection rates in the borough which is an LAA stretch target.
- **Sanctuary Scheme.** The SKP is jointly funding the sanctuary scheme which was set up in order to offer domestic violence victims the choice of staying in their own home safely with additional security measures and support. The scheme is being rolled out to all Registered Social landlords (RSL) and privately owned properties this year.
- **Revised Multi-agency Training Programme.** The SKP has overseen the planning of a revised 3 level multi-agency domestic violence training programme to be available to all staff and volunteers working in the borough.
- **Children and Young People Subgroup.** The SKP set up a subgroup of the domestic violence forum jointly with the LSCB this year focusing specifically on children and young people affected by domestic violence. Projects include providing guidelines and training to staff working with C&YP and training school clusters in domestic violence awareness and rolling out the Westminster Domestic Violence education pack. The subgroup is currently working on a proposal for a new community based post working directly to support children and young people affected by domestic violence. The SKP is currently

considering piloting a weekly domestic violence outreach service for victims at one of the borough children's centres.

- **Borough Literature.**The SKP has funded production of revised domestic violence resources and literature this year including crisis cards and domestic violence leaflets. The domestic violence directory is currently being updated and hard copies will be produced later this year with additional guidance for staff.
- **No Recourse to public funds working party.** A working group has been set up to look at how best domestic violence victims with no recourse to public funds can be supported in the borough. It's aim is to produce a toolkit for staff working with victims and make recommendations around best practice.
- **Improving link with SMU services.**The SKP is currently working to improve links between domestic violence and substance misuse services. Plans include SMU outreach workers providing sessions at the refuges, ensuring staff in all agencies receive reciprocal training and introducing routine enquiry about substance misuse or domestic violence into initial assessments.

54. Feedback from survivors of domestic violence and community voluntary agencies is vital if we are to provide a service which truly makes a difference.

55. The Domestic Violence Forum and its subgroups has representation from numerous voluntary organisations that provide advocacy and support to survivors. These include Victim Support, Hestia housing and Support, Islamic Resource Centre, Citizens Advice Bureau, Kingston Voluntary Action, Relate, Kingston Refugee Action, Kingston racial Equality Council and Welcare. The views of these organisations and their service users are represented at the Domestic Violence Forum. Forum members are consulted with regards to all new projects when compiling domestic violence action plans for the year within the Hate Crime Policy Group.

56. Consultation is carried out with services users of the One Stop Shop on a regular basis by way of Customer Satisfaction Questionnaires. They are asked for feedback on the quality of service they have received from both police and partner agencies. A survivors group meets fortnightly co-ordinated by the Hestia Outreach Worker. Views from both this group and the One Stop Shop are fed back into the Domestic Violence Forum and up to the Hate Crime Policy Group and Safer Kingston Partnership.

57. All borough residents and employees are currently being consulted with on a number of issues including domestic violence for the strategic analysis which will inform the development of future SKP strategies.

F. TRAINING

58. Kingston BOCU and partners have recognised that raising awareness about domestic violence amongst our staff and our communities and how they should respond is critical to our success in tackling domestic violence. The provision of training is therefore one of the key objectives of the Safer

Kingston Partnership domestic violence strategy. Domestic violence training takes place within the different agencies and across organisations in a multi agency context. In addition there is continual activity to engage with the community, raise awareness and promote services.

59. There is a rolling programme of training for police officers and relevant police staff. The training is jointly delivered by borough trainers and our Crisis Intervention Worker. When the training was first delivered on the borough it was attended by our partner agencies which included representatives from housing, Victim Support, Social Services and Hestia. Current training figures show that 271 out of a total of 298 officers within the BOCU are trained. Nine % of staff are currently not trained. These represent new recruits and transferees to the borough who will be picked up in the next cycle of training. The majority of the Senior Management Team have been trained. Although domestic violence is not mandatory for police staff, 26% of police staff have received domestic training. This represents those that are in front line posts. Training issues that are identified by the CSU supervisors through daily supervision are either fed back into the training cycle or via ad hoc training to individual teams.

60. In addition to the rolling programme, all probationers have a two day attachment to the CSU as part of their CID awareness programme. During this time they visit the One Stop Domestic Violence Project.

61. Community Safety Unit staff receive additional specialist training. When officers join the unit an assessment is carried out of their training and development needs. As a minimum police constables will attend the two week CSU course and the Tier Two Interview Training. Those officers on the TDC programme will already be Tier Two trained and will have had or be awaiting their Initial Investigators Course which includes a CSU module. Officers will have a familiarisation meeting with the Crisis Intervention worker and attend the Domestic Violence One Stop Shop. A welcome pack has also been produced which gives information on partner agencies and support services within the borough that they may need to access in providing support to victims. A mentoring scheme is also in existence where new members of the team are paired up with a more experienced colleague so they can develop their skills in a safe learning environment.

62. All staff attend the Community Safety Seminars organised by the CSU Service Delivery Team at TP and representatives attend the more specialist training that is organised centrally. The LGBT liaison officer has recently attended an LGBT seminar and the DI and a DS have completed the first module of the Honour Based Violence (HBV) Training to become HBV Tactical Advisors.

63. The Safer Kingston Partnership is currently overseeing the planning of a revised 3 level multi-agency domestic violence training programme to be available to all staff and volunteers working in the borough. This training programme will complement the 124D training in that all officers that have

completed the 124D training will be able to go straight in at level 2. This will be an intermediate level aimed at those working with victims/survivors, the advanced level (3) will be for those working with victims/survivors and the child protection implications. See appendix D

G. Employee Domestic Violence

64. Kingston BOCU has had a number of domestic violence incidents involving police officers/staff. In such cases the Domestic Violence SOPS and SOPS relating to Domestic Violence cases involving police officers/staff are strictly adhered to. The case will be investigated by the CSU DS and overseen by the CSU DI. In accordance with policy employees of the MPS who are perpetrators of domestic violence are dealt with in the same manner as any other perpetrator thereby ensuring they are held to account for their actions. TP crime and the Directorate of Professional Standards are informed at the outset and kept abreast of the investigation and case disposal.

65. Kingston BOCU Human Resources Manager leads on the internal MPS Domestic Violence Policy. This is to ensure that all appropriate welfare needs are considered and victims are referred to Occupational Health and support services. In addition, the Crisis Intervention Worker is located within the police station and is another reference point for staff who may need advice or support.

H. PROJECT UMBRA

66. Project Umbra represents the MPS' strategic response to domestic violence. As such all activity carried out within the borough in relation to domestic violence supports the six stands of the project.

I. CONTINUOUS IMPROVEMENT

67. The support to victims and their families through crisis intervention and advocacy is essential. At present the availability of advocacy services across the MPS differs from borough to borough and frequently there is no long term funding in place. Funding for the Kingston Crisis Intervention Worker will run out in 2009 and despite the proven worth of her role, there is no guarantee that there will be any future funding available. Whilst it is accepted that given the diversity of the capital, each borough will have its own specific needs, there does need to be some corporacy around both the provision and the quality of domestic violence services pan London.

68. Given the success of Kingston Domestic Violence One Stop Shop, the MPS may wish to consider its replication on other boroughs.

J. EQUALITY AND DIVERSITY IMPLICATIONS

69. In delivering domestic violence services Kingston BOCU and partner agencies continually work to ensure that all members of the community have the same opportunity to access our support and services.

70. The Domestic Violence Forum is represented by a diverse section of agencies and community members ensuring that diversity implications are always considered when planning activity and services.

71. In addition to being Co-Chair of the Domestic Violence Forum, the CSU DI is also a member of the Racist Incidents Forum and the LGBT Forum. Members of these forums are also involved with the Domestic Violence Forum. The CSU DI is also a member of a newly formed sub group of the DV forum aimed at looking at the provision of services for children and young persons affected by domestic violence.

72. The CSU DI has recently worked in partnership with Kingston Racial Equality Council to set up a Racist Incidents Drop In and a LGBT Third Party Reporting Site has been established at a sexual health clinic in Kingston hospital. Both these sites are regularly supported by CSU staff and provide promotional literature concerning domestic violence. A number of domestic violence incidents have been reported through these sites.

73. Within the Community Safety Unit there is both an LGBT Liaison Officer and a Vulnerable Adults Liaison Officer. Recently other officers within the CSU have been allocated other specific communities and organisations with whom to engage, build relations with and raise awareness about domestic violence and the services available to victims, perpetrators and their families. Specific communities or organisations include Korean, Sikh, Muslim, Hindu, Christian, Jewish, Refugee Action, Mental Health Trust and the Gypsy and Traveller community.

J. FINANCIAL IMPLICATIONS

74. Information that addresses the financial implications of work being done in response to domestic violence has been covered through out the report where relevant.

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Background Papers

Appendix A

Membership list for Kingston Domestic Violence Forum

Appendix B

Terms of Reference for Domestic Violence Forum

Appendix C

Domestic Violence Spending within Kingston.

Appendix D

Safer Kingston Partnership Domestic Violence Training Programme

GLOSSARY

CDRP	Crime and Disorder Reduction Partnership
SKP	Safer Kingston Partnership (previously the CDRP)
CSU	Community Safety Unit
BOCU	Borough Operational Command Unit
CAD	Computer Aided Despatch
CRIS	Crime Reporting Information System
SOPS	Standard Operating Procedures
DV	Domestic Violence
CMU	Crime Management Unit
TP	Territorial Policing
CIW	Crisis Intervention Worker
MARAC	Multi-Agency Risk Assessment Conference
BIU	Borough Intelligence Unit
IDAP	Integrated Domestic Abuse Programme
MAPPA	Multi-Agency Public Protection Arrangements
IDVA	Independent Domestic Violence Advocate
LGBT	Lesbian, Gay, Bisexual and Transgender