



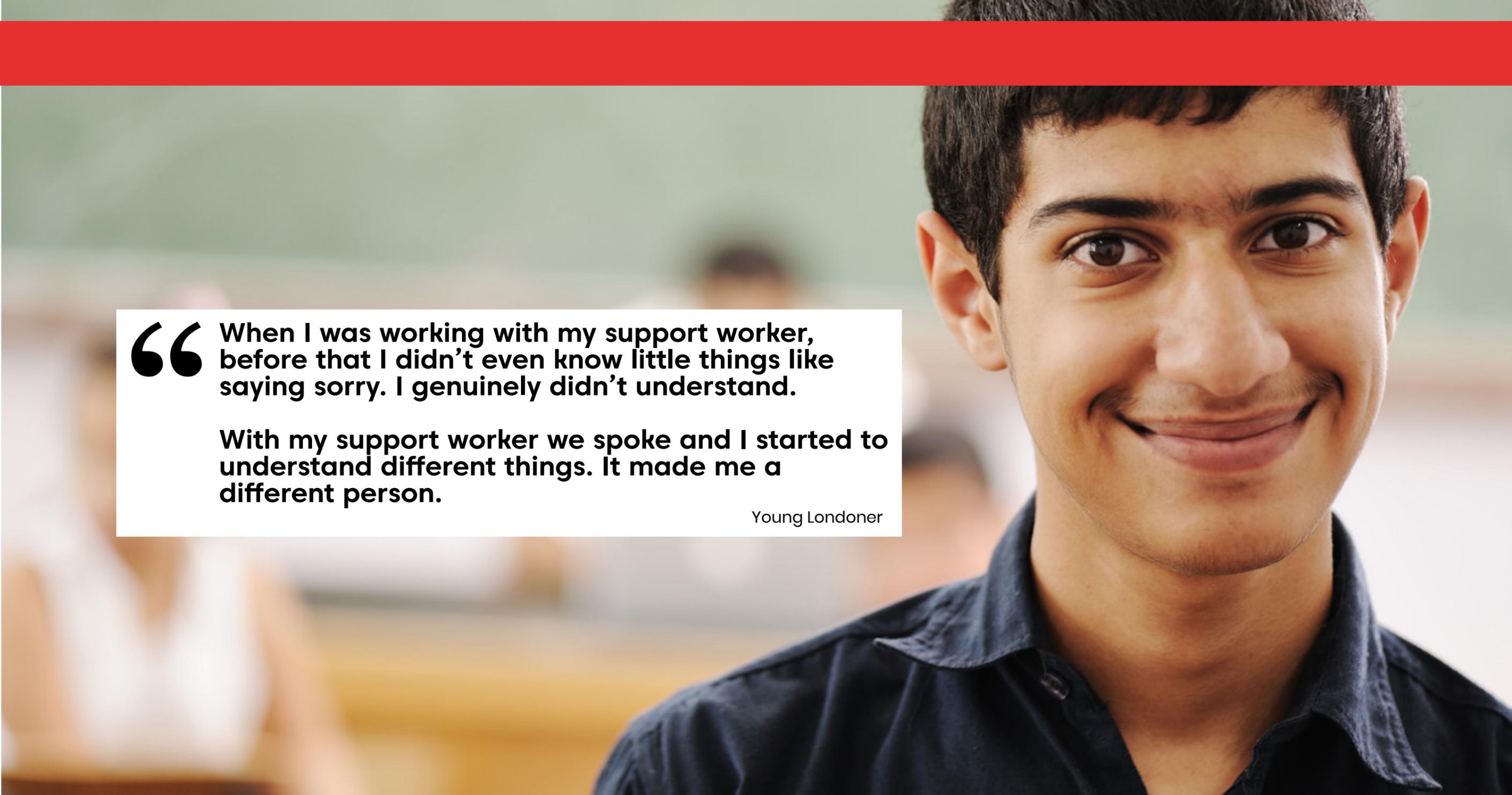
**A YEAR
IN REVIEW**

**OUR IMPACT
2019 | 2020**

saferlondon

CONTENTS

- 3 The Voice of London
A Safer London VIP shares their story
- 4 Working alongside young Londoners
A welcome from our Chief Executive
- 5 Safer London: Who we are and what we do
Our strategy
Our impact journey
- 6 Our Impact Journey
- 7 Last year
- 8 People: Our work with young Londoners and their families
The difference we made: One to one support
The difference we made: Rescue & Response - County Lines
What we've learnt & what we want to do next
- 13 Peers: Our work with young Londoners and their peers
The difference we made: Prevention based group programmes
The difference we made: Bystander approach
What we've learnt & what we want to do next
- 17 Places: Our work with housing and communities
The difference we made: Housing advocacy
The difference we made: Community of Practice
The difference we made: The Pan-London Housing Reciprocal
What we've learnt & what we want to do next
- 22 Working in partnership
- 23 Thank you
A message from our Chair
- 23 Acknowledgements



“ When I was working with my support worker, before that I didn't even know little things like saying sorry. I genuinely didn't understand.

With my support worker we spoke and I started to understand different things. It made me a different person.

Young Londoner

THE VOICE OF LONDON

Growing up in London for me was tough.

It's a place where there's a lot of things happening and it's hard for us as young people to find a different route in life. I've always been very ambitious, but no one ever really understood me or how ambitious I really was.

Growing up there was some good parts and some bad parts. Family life was pretty poor. I didn't really grow up with my parents. I grew up with my auntie and it was hard for me to talk to her about certain situations. She wouldn't really understand what was going on, how much it was affecting me or what I was going through.

There was a lot of different gangs coming into the area. They were selling drugs to young kids and telling them to go and make money. There were lots of people getting stabbed and sliced. The main issue in the area was that everyone was under a lot of peer pressure.



“ From a young age I got involved with a lot of wrong people and I associated myself with the wrong crowd.

I saw them as brothers from another mother. I thought they would support me and help me with anything I needed. Then things went sideways. I was staying out late and things just started building from there.

My main issues were gang affiliations and County Lines. A lot of people were saying to me 'you can make a lot of money doing this'. I had no one, I was getting moved from place to place. I thought that this was the best way to make money.

My situation got very bad. I did a lot of wrong to a lot of people. Certain things I'm not proud of doing. My safety was out of control. I knew that I was going to have a lot of people after me, but I didn't really care.



“ I knew I wanted to make a change in myself.

I almost lost my life three times. Someone stabbed me, someone tried to shoot me and I got beaten up. I know that once you die, you die. But I wasn't ready to lose my life in that moment. I knew I wanted to make a change in myself.

At one point I was living on the streets and I found myself in a hostel. It was whilst I was living in the hostel that I was referred to Safer London. Through them I received support for my mental health and my gang affiliations.



“ It was different from the other services I worked with because I didn't get judged. There was never anything that I did that was right or wrong.

What made it easier to get out of the lifestyle was having one person I knew who I could trust and rely on. There was a lot of consistency. I knew I always had someone to talk to when I needed them.

Working with their mental health worker was a hard experience for me. I didn't know what to expect. I didn't know the type of angles they would take or how it would work.

At the time my mental health was pretty bad. I wouldn't engage with workers that I was meant to be engaging with. I would put off meetings with my social worker because I wasn't feeling myself. The support was useful and beneficial because now I can engage with a lot more people. I feel more comfortable in myself now.

Working with Safer London helped me come to terms with things. I thought I was right about a lot of things, but they made me see it from a different angle. The most helpful part was knowing what can occur that can make you re-offend. What behaviours that I or anyone else needs to make sure that it doesn't happen again.

I'm now involved in Safer London's VIP (voice, influence and participation) work. It's been interesting because I've been able to hear a lot of different people's stories and what they've been through. I know we can all come together and make a difference.

My life right now is a bit hectic! I'm taking care of my daughter, trying to look after myself and find work, and trying to maintain a healthy household.

Without Safer London my life would most definitely have been different. I wouldn't have learnt to have the self-control I need to make sure I don't re-offend again. The encouragement I received gave me a lot of insight on what I could do to help myself. It helped me change my mindset and helped me really to become a better person.

Its really made me feel like I'm myself now.

WORKING ALONGSIDE YOUNG LONDONERS

As I write this during a global pandemic, it is difficult to reflect on what was happening during what seemed like a very different time.

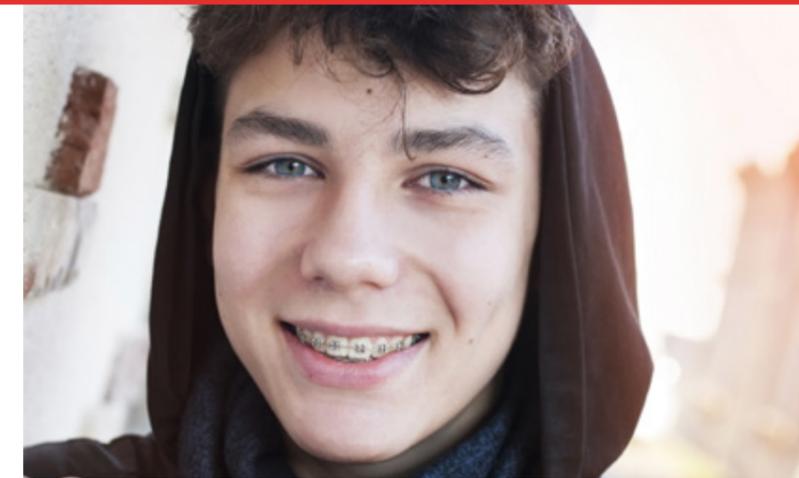
However, looking back 2019 was an exciting year for us. Throughout this busy year we worked on creating our new five year strategy with a renewed focus on working collaboratively with young Londoners, involving them in the shaping of our services and providing a platform for their voices to be heard.

Alongside our partnership working continued to grow. We worked with local organisations, as well as joined larger partnership groups such as the National Health Service London Violence Reduction Clinical and Professional Leadership group.

We were able to participate in a number of high profile events sharing our learning and insight. One highlight was a presentation at the UK Association of Women Judges Migration, Slavery and the Law conference, which included the opportunity for me to have dinner with Lady Hale, a truly inspirational woman.

We hope that sharing our insight and learning will give a voice to the young Londoners we work with and ensure that others understand the context in which children and young people are asked to live their lives.

2019 saw us invest in our IT and mobile working capacity ensuring staff were able to work remotely. Little did we know that this would be something we would be acutely thankful for, as the pandemic moved the country into lockdown in March 2020.



The entire Safer London team have managed incredibly, shifting our work with young Londoners and their families into a remote intervention overnight – with outstanding success.

Our Trustees have been supportive and young Londoners have engaged and taught many of us much about the applicability of the digital world.

This coming year, the first in our new strategy, is not at all playing out as we expected. The future is uncertain as we navigate through these unprecedented times. However, we will ensure the following remains central to Safer London's work – which is the vision of a city that is safe for all the young Londoners who live here.

We aim to continue working with young Londoners who are affected by violence and exploitation in every London borough, which we believe gives us a unique advantage, allowing us to cross borough boundaries and continue our support with a young Londoner if they move.

By working alongside young Londoners and inviting them to lead the conversation, we can create a safer London not just for them – but everyone.

Sherry Peck, Chief Executive

SAFER LONDON: WHO WE ARE AND WHAT WE DO

Safer London is a leading charity working with young Londoners, their families, peers and communities affected by violence and exploitation.

Our services are person centred and strengths based. We are committed to learning, innovating, and delivering high quality, evidence-based support.

We work tirelessly to provide needs-led and intensive support to young Londoners and their families every year. We're committed to learning, innovating, and delivering high quality, evidence-based support.

With a footprint in every London borough, we build trusting, professional partnerships with statutory, charitable and community partners to embed our approaches and work towards achieving our Vision.

The need to do more to safeguard young Londoners from violence and exploitation is widely recognised, evidenced through initiatives such as the establishment of Violence Reduction Units both in London and across the country.

Our Strategy lays down our plan to deliver services based on our belief that people, peers and places all have their own abilities and assets. We'll work alongside them to identify their strengths and enable them to find the solutions which work best for them.

We know we still have a long way to go. Too many young Londoners are still living lives where violence and exploitation is a regular occurrence.



Our Vision is a city where all young Londoners, their families, peers and communities can thrive, free from exposure to violence and exploitation.

The issues in London are complex, and will take collaboration across sectors and many years to resolve. Until that time we will be here for the young Londoners, families and communities who need our support.

OUR STRATEGY

Our Strategy

Our strategy will see us develop our work for the next five years through three themes:



All of this activity will help us to achieve our Vision of a London where all young Londoners and their families can thrive, free from exposure to violence and exploitation.

OUR IMPACT JOURNEY

The challenges of trying to understand whether things get better, stay the same, or get worse for the individuals, families and communities we work alongside - and then trying to decide how much of that change is down to the particular service provided is one familiar to all charities.

Trying to understand what difference we are making through our activities is essential to us. Investing time and energy into learning about what works and what doesn't is essential to the journey of continuously improving every part of what we do.

That journey involves working with young Londoners, front line delivery staff, our data team and external partners in order to learn. By trying to get the clearest picture about what difference we are making we can celebrate success, change what's not working well enough, and have the conversations that matter with young Londoners and our funders.

Currently we use a range of different techniques within our different services to try and measure outcomes and impact. This report highlights some of the data we collected about the impact of our services, and some of our learning from things that worked well, through to areas where further development is required.

We want to continue to develop our approach, and one of our key pieces of work in 2020/21 will be to secure funding and an external partner to help this part of our thinking around impact measurement.



This work will be guided by two key principles:

- ▶ What do young Londoners see as the best way of measuring whether or not our support made a positive difference
- ▶ Continuing to develop a culture of professional curiosity at Safer London – where both young Londoners and front line staff use their expertise to in order that we can test new approaches, collect relevant data, learn from it, and then repeat the cycle.



“ **An amazing organisation with young people at the heart of all that they do.**

Their interventions recognise and value that young people have different experiences.

Vulnerability and Exploitation Manger, St Giles Trust

LAST YEAR

2019/2020 was a busy year for Safer London with a range of activities that involved working directly with thousands of young londoners, their families and peers - to help them feel safer.



Contributed to research and reports, including the Victims Commissioner's Sowing the Seeds and The Children's Society's Seriously Awkward reports

2837

Young Londoners reached through our one to one interventions and targeted group work



Our work was recognised through a nomination in the Youth Justice category at the CYP Now Awards 2019



2054

Adults and professionals trained



136

Londoners supported to find safe and secure homes through our housing work



“

I feel I can speak with my family worker, she listens, and I never feel judged.

I feel safe with her. At times I honestly feel she is my lifeline.

Parent



PEOPLE

OUR WORK WITH YOUNG LONDONERS AND THEIR FAMILIES

One to one relational support to young Londoners and their families has been at the heart of Safer London's delivery for almost ten years, with our models being aligned to best practice.

At Safer London we work alongside young Londoners and their families. We work collaboratively to develop bespoke support plans, advocate on their behalf and provide a voice when they can't be heard.

Within this area of our work we offered the following services:

- ▶ One to one relational support for young Londoners
- ▶ One to one relational support for the families of young Londoners



OUR PEOPLE WORK IN NUMBERS

530

Young Londoners supported one to one by Safer London Support Workers



80

Families supported by our specialist family workers



114

Young Londoners accessed our specialist mental health and wellbeing support



69

Young Londoners supported into full or part time employment, education or training



WHAT WE'VE LEARNT & WHAT WE WANT TO DO NEXT

THE IMPACT OF OUR ONE TO ONE SUPPORT

We are renowned for building strong trusting relationships with the young Londoners and families we work alongside.

We listen to them and gain insight into their world, which allows us to understand what they need and how to keep them safe. As a result of this relational support:

81%

of the young Londoners and families we worked with reported having more self-worth and improved mental health and wellbeing

87%

of the young Londoners and families had an increased understanding of Healthy relationships

93%

of the young Londoners and families we worked with felt safer than when they first started working with us

**Children &
Young People Now**
Awards 2019

Finalist

Our work was recognised through a nomination in the youth justice Category at the children & young people Now awards 2019

“ Having a support worker was really vital. I feel like it changed me.

Before them I didn't have anyone to talk to. Sometimes you can't speak to your friends about certain things, they were the right person to speak to.

Young Londoner



RESCUE & RESPONSE – COUNTY LINES



SUPPORTING YOUNG LONDONERS TO BREAK FREE FROM THE CYCLE OF COUNTY LINES

With an estimated 4000 young Londoners, some as young as ten, being exploited through County Lines drug trafficking activity – the work of our Rescue & Response team is needed more than ever.

Delivered in partnership with Abianda and St Giles Trust, the project's success has been recognised with continued funding for another year up until March 2021.



“ I gave him a bit of myself, a lot of the time

At Safer London we pride ourselves on building strong trusting relationships.

It's through these relationships that we achieve the greatest impact. Young Londoners often tell us that they don't trust professionals. We aim to break down those barriers, forming bonds by letting them know we are there for them, whilst maintaining boundaries.

This is exactly the case with Safer London Housing and Support worker Jason, who worked with a young Londoner affected by County Lines.

“ I was working with a 14 year old young Londoner who had a lot of issues surrounding him. He was referred by social services and a lot of professionals had already been involved in his life for at least a year before I became involved.

He was referred to us based on having County Lines activity and suspected of being exploited by criminal gangs.

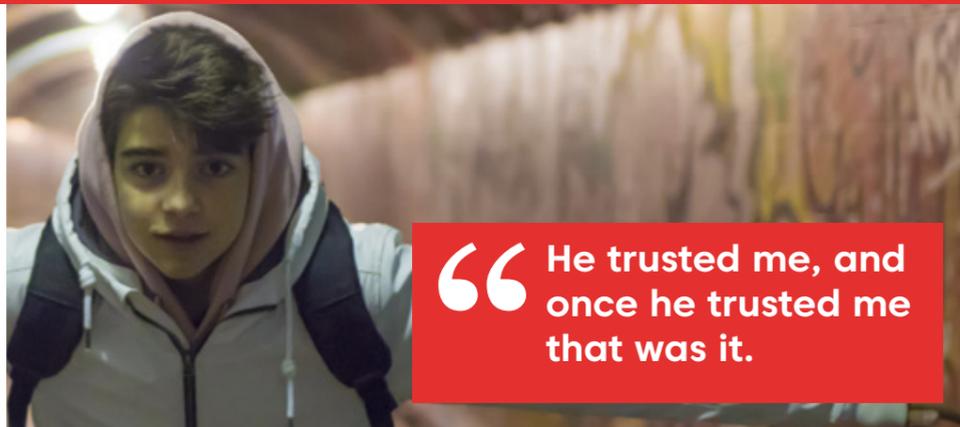
You have to remember that this young man was 14. When I first met with him, I knew I had to come in with a different approach to the other professionals. I believed that anybody who was 14 who was engaged with the level of criminality that this young man was, would most likely have a mindset of an 18 or 19 year old.

When I met with him that is exactly what he presented to me. He analysed me in the same way that I would be analysing a young person and their needs. I witnessed him seeing the kind of person that was walking into the room and how he was going to make me believe that he didn't need my support.

I decided to take a more of a peer mentoring approach with him. By that I mean that I gave him a bit of myself, a lot of the time.

A lot of the time he he would often sit down and brushed things off. For instance, one time he went missing for three weeks and when he returned he was like 'yeah I was just chilling at my boys'. Everyone involved in the strategy meetings was accepting that answer - they were just grateful that he was back. To me that was not acceptable.

RESCUE & RESPONSE – COUNTY LINES



“ He trusted me, and once he trusted me that was it.”

The approach I took was similar to some of his peers on the streets. I was somebody who wasn't going to mollycoddle him and say 'oh I'm so glad your back'. I said to him 'Excuse me my brother, you've been missing for three weeks. We've been deeply concerned. We've been having meetings about you every day. You're mum's been worried sick out of her mind and you roll up here three weeks later and say you've just been chilling.' I told him 'I think I need a bit more information than that. So going forward I know how to understand the issues you're going through.'

After this conversation he was able to disclosure more information about why he was absent and where he had been. Through this we were able to talk together about what we could put in place to make sure it didn't happen again, or if he did to simply let someone know of his whereabouts.

It's important to understand that this young Londoner felt like he was in this world where it was just him alone. Although he had numerous professionals and friends around him, he still felt he was alone. If a person at 14 can feel that way,

I think it's my duty to get in there and say 'you and me we need to have a relationship, where you can understand that it's not always going to be like this. It's not always going to be you alone'.

He trusted me, and once he trusted me that was it. I believe that was the difference between the other professionals. I think if all professionals took that approach and built that relationship first, rather than getting in there with that note book and focusing on what interventions to use, we could reach more young Londoners.

One of the worrying things to me about this young man was that he believed that there was nothing better for him. He was arrested nine times within one year. He believed that going to prison was inevitable. Or even that dying was inevitable.

We had several conversations and a lot of the time he would say things like 'I just believe that I'm gonna die' or 'I'm gonna go the jail'. It hurts hearing someone say those things. However, at the same time it was good to know he could confide in me. I'd read the files, so I knew he hadn't said that to any other professionals.



“ He would say things like 'I just believe that I'm gonna die'.”

For a 14 year old to say that to me, I knew that he needed someone that he could at times just have a conversation with. This young person needed someone that wasn't going to lecture him and not to push him the direction he didn't want to go. Not someone telling him what to do.

I used to let him make his own decisions. That's very important. So many professional say 'you need to do this'. I walk in and say 'what is it that you want to do in life?' That makes them start thinking. I tell them that they don't need to give me the answer right then, but at some point we need to know where were going. That empowers young Londoners to set their own journey.

“ I believed that this young Londoner's hour, was his hour.”

There were numerous times that this young man wouldn't show up to our meetings. I never took anything personal. He would tell me he was going to come. I would speak to him ten minutes before our meeting and he would say he was coming. Then he would be a no show. However, I would always set aside his hour for him. If I said I was going to meet him at 12pm, I would not leave until 1pm.

I believed that this young Londoner's hour, was his hour. So if it was 12.15pm and he hasn't shown up, I'm not going to leave. I will not leave until 1pm, because I knew he could show at 12.55pm. I would always wait for him. I'd check my phone to make sure he was alright and if I didn't see him, I would let him know the next time that I was just glad to be seeing him then. By me letting him know I was there for him regardless, our relationship was built.



“ He never did tell me where he wanted to go in life - and that's ok.”

Eventually I was able to help relocate this young Londoner and his family to an area outside of London. I went to visit him with the social worker to make sure everything we had put in place was sustainable.

When we arrived he was there - this was a young man who never spent a full day in his house.

He was also excited to see me. He ran down the stairs and I said to him 'you've had a haircut' Now, this was a young man that for the whole time I worked with him he never had a haircut. He responded 'yeah, man's living a citizen's life now!' I knew this was his way of telling me that he was no longer a part of what he used to be part of.

He went to get his school work and showed it to me. For him to show me all these things in the short time we had, he was showing me the place he was at now. That to me was so rewarding.

He never did tell me where he wanted to go in life - and that's ok. He just knew that he didn't want to be involved in what he was doing at that time.

For him to be in that place where I left him, to me is what Safer London is all about. It's about the right person, forming the right relationship at the right time.

WHAT WE'VE LEARNT & WHAT WE WANT TO DO NEXT

COMBINING OUR EXPLOITATION AND VIOLENCE BASED ONE TO ONE MODELS INTO ONE NEW SERVICE MODEL WILL CONSOLIDATE AND STRENGTHEN OUR ONE TO ONE WORK

Up until now our one to one work has operated with differing service, depending on whether referrals were centred around issues of violence or exploitation. Next year we intend to capture the best of both models and develop one cohesive model. One that recognises the need for a more nuanced approach to young Londoners who may often be at risk of being affected by both violence and exploitation.

This development will also involve training our team in specialisms, as well as offering additional support via in-house subject experts, in areas such as housing and emotional health and wellbeing.

TAKE THE NEXT STEPS TOWARDS BECOMING A FULL TRAUMA RESPONSIVE ORGANISATION

The effects of trauma continue to be something we see regularly with those we seek to support. We need to build on work so far for frontline workers to recognise and respond to trauma, and we need to ensure our new service models are trauma responsive.

DEVELOPING ONE 'FRONT DOOR' FOR REFERRALS INTO ANY OF OUR SERVICES WILL HELP ENSURE YOUNG LONDONERS GET ALL OF THE SERVICES THEY NEED

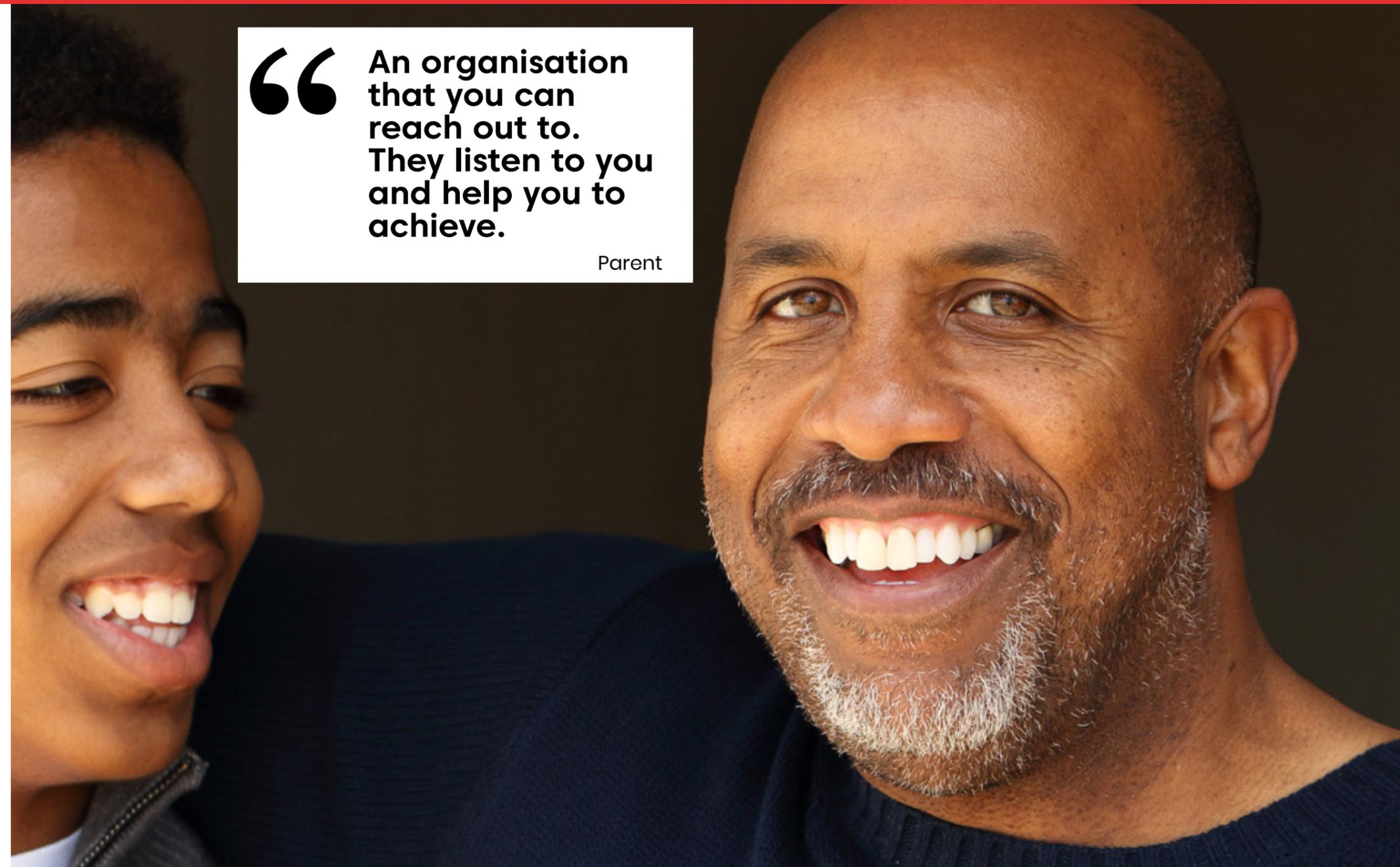
Streamlining our referral process will ensure we provide the best service needed to every enquiry for support, and will free up our staff to deliver more efficiently.

We will achieve this by developing a referral and assessment team with a focus on processing all referrals that come into the organisations, whether the young Londoner is affected by violence, exploitation or both.



“ An organisation that you can reach out to. They listen to you and help you to achieve.

Parent



PEERS

OUR WORK WITH YOUNG LONDONERS AND THEIR PEERS

Engaging with peer is a core part of our delivery at Safer London. We understand how important this work is, the spaces we provide allow young Londoners not to only learn from us – but from each other as well.

In 2019/2020 across ten London Boroughs we provided a range of single and mixed gender groups with a focus on issues that affect young Londoners around exploitation, violence and healthy relationships.

Our education facilitators develop the sessions in a way that help young Londoners settle in to the group and understand that it is a safe environment for them to participate in.

At Safer London we make sure that young Londoners know we are not there to judge them, but to provide a space for them to talk openly, share their views and opinions and learn from one another.

Within this area of our work we offered the following services:

- ▶ Targeted group work
- ▶ Bystander model group work
- ▶ Voice and influence groups
- ▶ Awareness raising



OUR PEERS WORK IN NUMBERS

2334

Young Londoners reached through our education programmes and one off sessions



818

Primary school children in Enfield took part in our Bystander programme



646

Sessions delivered through our targeted group sessions



16

Young Londoners became part of our new Voice and Influence group

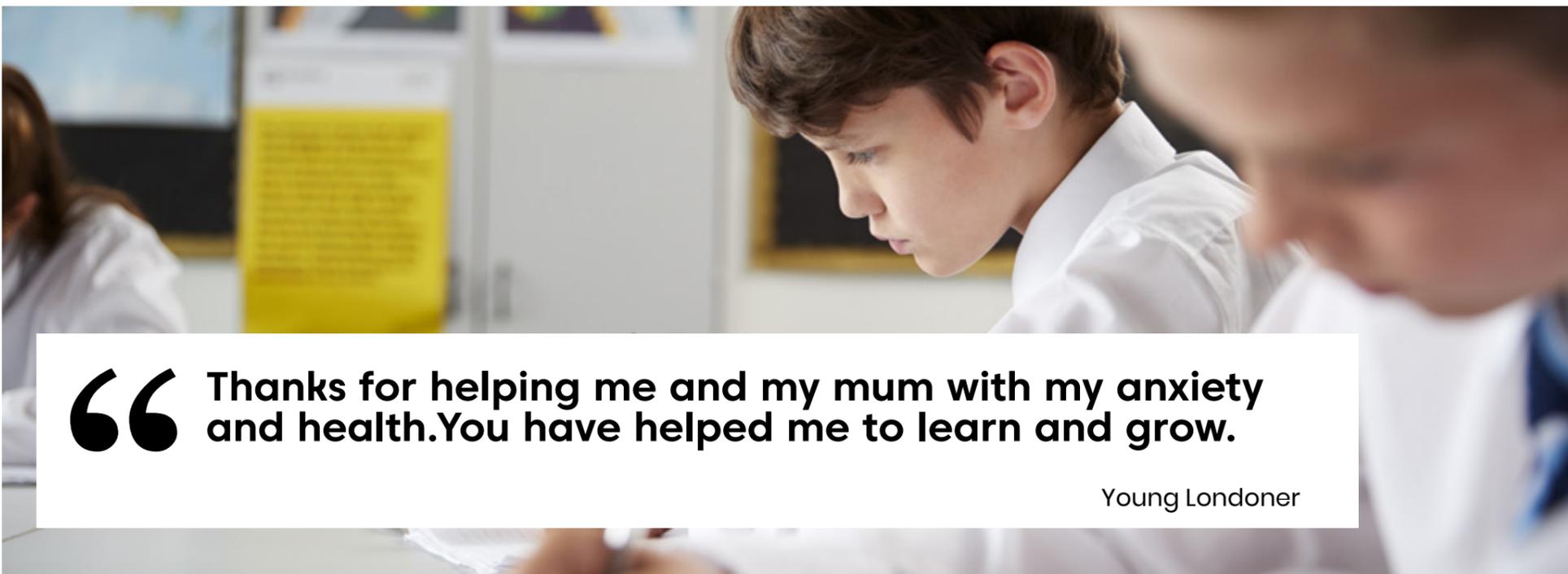


TARGETED GROUP PROGRAMMES

TARGETED GROUP PROGRAMMES

The impact of this group delivery raises awareness, as well as provides a safe space for young Londoners to talk about issues affecting them and their peers.

This preventative approach provides early intervention through education and also signposts to other services where needed.



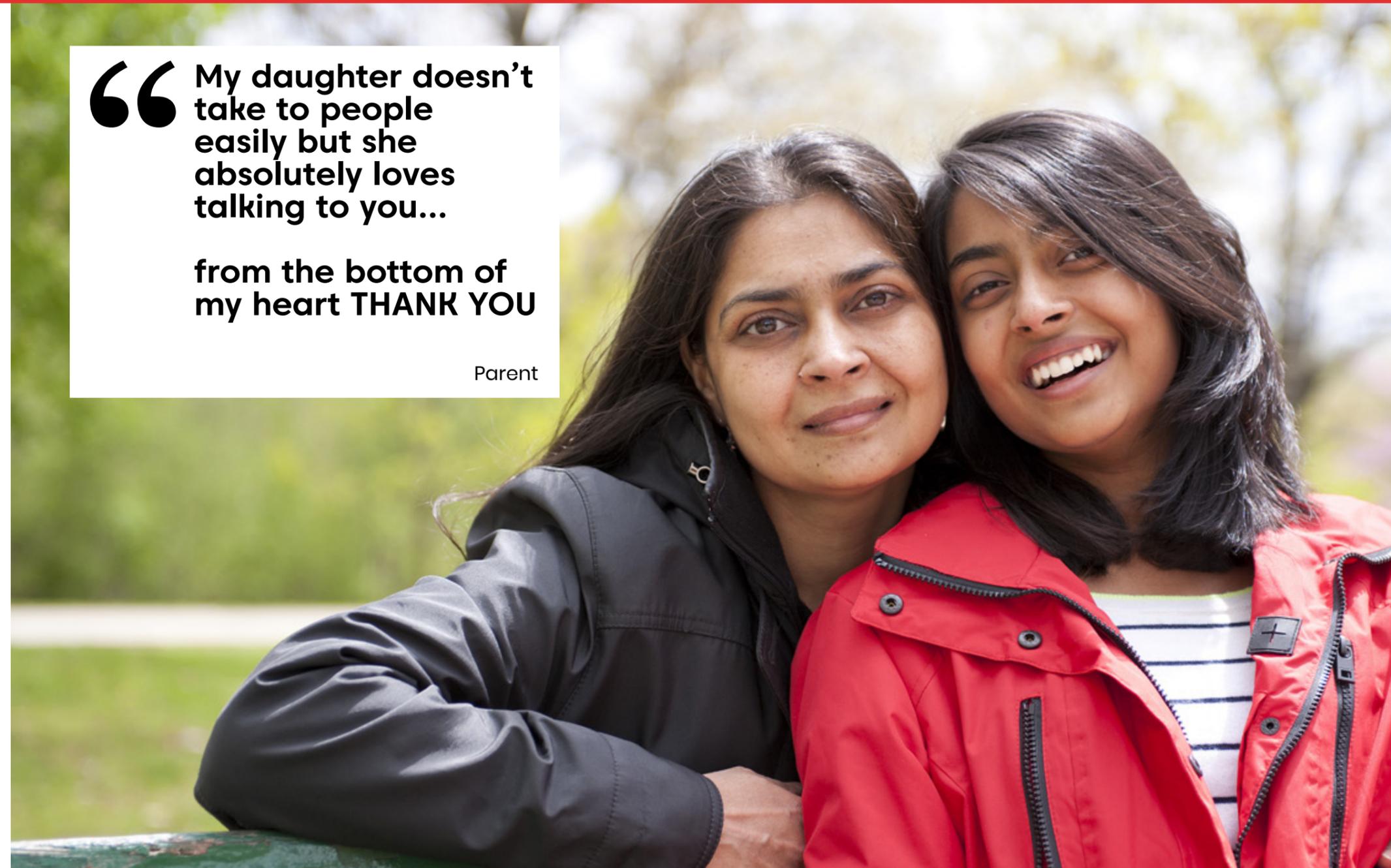
“ Thanks for helping me and my mum with my anxiety and health. You have helped me to learn and grow.

Young Londoner

“ My daughter doesn't take to people easily but she absolutely loves talking to you...

from the bottom of my heart THANK YOU

Parent



BYSTANDER APPROACH

OUR BYSTANDER APPROACH

We partnered with Graham Goulden at Cultivating Minds UK to develop our programme. Themes covered in sessions included building healthy relationships; risk and consequence, how to manage peer pressure; managing emotions; staying safe in life and on social media; and identifying trustworthy people.

The aim was to prepare and equip them with the skills, knowledge and confidence for their transition in to secondary school and to make positive contributions with their peers and community.

We reached 818 primary school children in Enfield. We worked with Change & Challenge Enfield to deliver a programme that was underpinned by the Bystander Model and used a public health approach to focus on building young Londoner's awareness of the 4 R's – Responsibility, Resilience, Risk & Consequence and Reassurance.

Over the course of six weeks we delivered 264 workshops to years 5 and 6 pupils in four primary schools. Most importantly this work resulted in 37 referrals to provide one-to-one mentoring to children assessed as most at risk by their school, Change & Challenge and their parent(s)/guardian(s).

By the close of intervention those receiving one to one mentoring reported:

100%

improvement in their coping strategies and relationships

86%

increase in health and wellbeing

79%

felt their education had improved

76%

increase in their safety



“A professional, compassionate team, who go above and beyond to ensure that young people are treated with respect and dignity, and that wider partners are steered towards using appropriate language with regards to young people.

Partnership Coordinator Rescue and Response County Lines Project, Brent Council

WHAT WE'VE LEARNT & WHAT WE WANT TO DO NEXT

WE NEED TO DIVERSIFY HOW WE DELIVER OUR EDUCATION WORK

The global pandemic had a massive impact on our education work at the end of 2019/2020. Covid-19 has taught us that we need to be flexible and ready to deliver our existing programs virtually. We will explore new ways of delivery, whether this be virtual conferencing systems or bite size video content.

WE NEED TO INCREASE THE VOICE AND INFLUENCE THAT YOUNG LONDONERS HAVE IN HOW SAFER LONDON DELIVERS ITS SERVICES

At Safer London young Londoners are at the very core of what we do. However, we recognised we weren't doing enough to ensure they were actively influencing how we worked as an organisation.

That's why in 2019/2020 we developed a strategy from which we could take direction and then recruited into a role specifically focused on building voice and influence. Still very much in its infancy, the voice and influence pathway will allow us to engage with the young Londoners that we work with in a more meaningful way.

WE NEED TO EVALUATE THE DELIVERY OF PEER BASED INTERVENTION WORK IN COMMUNITIES, IN ADDITION TO ESTABLISHED SETTINGS SUCH AS SCHOOLS

We understand the strong influence that young Londoners friends have on their lives. Too often this influence is seen as negative and not seen as an opportunity to reduce violence and exploitation - we disagree with this.

We will develop partnerships to explore delivering peer to peer interventions in communities that build on these positive relationships.



“

Sometimes I really struggled to see where we were, if we were getting anywhere - whether it was better or worse, but at least there was someone. I remember when I didn't have anyone to talk to except you.

Parent



PLACES

OUR WORK WITH HOUSING AND COMMUNITIES

The places and spaces where young Londoner's live and spend their time can have a great impact on their lives – and their safety.

We have a strong track record of housing advocacy. We advocate on behalf of young Londoners and work with partners across London to help people find safe homes.

Our emerging knowledge around Contextual Safeguarding approaches underpins our work with young Londoners, their families, peers and communities. We are keen to learn more as we move forward.

In the past year we have built on that knowledge and created innovate partnerships to embed it in our work and processes.

Within this area of our work we offered the following services:

- ▶ The Pan London Housing Reciprocal
- ▶ Specialist housing advocacy support
- ▶ Developing a contextual safeguarding approach
- ▶ Training
- ▶ Supporting communities



OUR PLACES WORK IN NUMBERS

76



Adults and children at risk of violence moved via the Pan-London Housing Reciprocal



33

Organisations signed up to 'Community of Practice' group



32

Young Londoners at risk of violence moved via the Pan-London Housing Reciprocal

637



People trained via the Pan-London Housing Reciprocal

33



London boroughs signed up to the Pan-London Housing Reciprocal



28

Young Londoners relocated to safety with support from one to one housing advocacy

HOUSING ADVOCACY

WE SUPPORTED 28 YOUNG LONDONERS TO MOVE TO SAFETY THROUGH OUR ONE TO ONE HOUSING ADVOCACY WORK

It is often the case that a young Londoner's safety is greatly impacted by the area in which they live.

At Safer London we have a specialist Housing Advocacy Officer who works alongside young Londoners, raising awareness of their housing options and assisting them with applications for both social and private accommodation.



“ I met Safer London's Housing Officer. He worked with me and helped me a lot. We went through hours of council meetings and applications.

He helped me into my hostel flat and we successfully got a grant, which I doubt I would have received without his help.

Young Londoner

COMMUNITY OF PRACTICE

ESTABLISHED A 'COMMUNITY OF PRACTICE' TO ENABLE VOLUNTARY AND COMMUNITY SECTOR ORGANISATIONS TO PROTECT THE YOUNG LONDONERS LIVING IN THEIR COMMUNITIES.

In a system predominantly geared towards one to one intervention, the idea of targeting the context in which young people are being harmed can often feel outside the remit of Local Authority, social care teams and most front facing charities.

Instead we often focus on the individual young Londoner or family, hoping to change their behaviour to reduce the risks of extra-familial harm; without changing the context within which that harm occurs.

In collaboration with Dr Carlene Firmin and Prof David Shemmings, Safer London worked to set up a 'Community of Practice' network.

The practice network involves a team of practitioners and community leaders from a variety of voluntary and grassroots organisations, coming together to build understanding and support the integration of creative and responsive contextual and trauma-aware interventions into everyday service delivery.

Although still in its infancy, this group will nurture and develop a team of skilled 'Champions', whose aim is to integrate contextual safeguarding and trauma-informed practices into their services for young Londoners, families or communities affected by violence and exploitation.

This work will mean that these organisations will be able to protect the young Londoners living in their communities.



THE PAN-LONDON HOUSING RECIPROCAL

EXPANDED THE REACH AND INFLUENCE OF THE PAN-LONDON HOUSING RECIPROCAL

In the third year of the Pan-London Housing Reciprocal the team helped 34 households, with a total of 76 adults and children move to safety.

We worked with landlords to find innovative solutions to the lack of social housing properties in London.

For example, pro-actively facilitating 'direct reciprocal' arrangements where two landlords commit to support each other's tenants who have a matching need.

Building on existing relationships we continued to work with specialist organisations across London to improve access to the Pan-London Housing Reciprocal for people experiencing barriers to safe housing.

This includes care leavers, female offenders and people identifying as LGBTQ+.



DRAWING ON OUR LEARNINGS FROM OPERATING THE PAN LONDON HOUSING RECIPROCAL, WE WORKED WITH PARTNERS TO PILOT SIMILAR SCHEMES BASED ON LOCAL DEMAND.

Working with a range of partners we helped to set up two reciprocal schemes in Cambridgeshire and Stockton-On-Tees. This was part of the Whole Housing Approach to Domestic Abuse pilot project.

Cambridgeshire have since set up their own local reciprocal scheme. Six districts and ten housing associations signed up and people have already moved to safety via the scheme.

This demonstrates the Reciprocal as an effective tool to help relocate those fleeing violence who have a social housing tenancy.

We also contributed to the [Whole Housing Toolkit](#) which provides guidance on how to support people affected by domestic abuse.

Our chapter focused on how to set up a managed housing reciprocal based on local need, drawing on our experience of running the Pan London Housing Reciprocal.

The toolkit will help to support those fleeing domestic abuse and violence in other parts of England, are able to relocate to safety.



THE PAN-LONDON HOUSING RECIPROCAL

Eftychia Moustaka, Housing First Westminster Project Worker at Solace Women's Aid, talks about how one of her clients was able to move to safety and start her journey to recovery via the Pan London Housing Reciprocal.

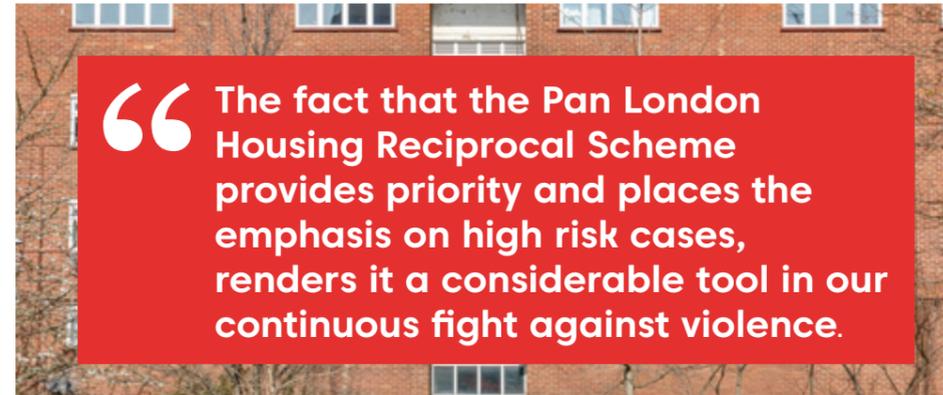


“ Finding a suitable property so fast, had a massive impact on her life. She now has her own place to call home, in a safe area where she can make a new beginning and focus on her healing and recovery

“ My client is an extremely vulnerable woman who has experienced complex trauma throughout her life.

She experienced physical and emotional abuse since she was a child. This made her run away from home at the age of 14 and being groomed by a 30 year old male who was extremely abusive to her. Other abusive partners followed, with her current partner also being emotionally and physically abusive and extremely controlling.

My client had a council tenancy, but she was unable to go back living there due to the high risk of domestic violence. She was therefore referred to the Pan London Housing Reciprocal.



“ The fact that the Pan London Housing Reciprocal Scheme provides priority and places the emphasis on high risk cases, renders it a considerable tool in our continuous fight against violence.

She was provided with access to the Housing Moves website. Housing moves has a bidding system was fairly easy for her to navigate on her own. It allowed her to have a good overview of the properties available, while also giving her complete control on her housing options and thus restoring her sense of agency and independence.

She was able to find a property that matched her wishes within four months - which is record time given the waiting times for social housing in London.

She has made huge progress in terms of her wellbeing and achieving her life goals since she moved into her own house. She has stopped using altogether, has started volunteering with her local church and is in the process of starting college. As we know, access to stable, safe and affordable housing is one of the main barriers for women who are trying to break the circle of violence and oppression they are experiencing in their lives.

The fact that the Pan London Housing Reciprocal Scheme provides priority and places the emphasis on high risk cases, renders it a considerable tool in our continuous fight against violence. One that can be used to counteract the trauma incurred in a lasting and meaningful way.



“ I truly believe the reciprocal is a valuable tool in supporting survivors of domestic abuse.

It gives tenants the opportunity of keeping their secure tenancy status, preventing further victimisation and reducing stress relating to moving homes.

Domestic abuse support worker

WHAT WE'VE LEARNT & WHAT WE WANT TO DO NEXT

WE NEED TO FURTHER EXPLORE BUILDING PROCESSES TO RESPOND TO REFERRALS ABOUT RISK OF HARM BASED ON PLACES AND SPACES

Drawing on our knowledge of Contextual Safeguarding we will support and develop our team to start taking referrals about places of concerns.

We will work closely with academic experts and partners to ensure that we are able to engage and work with these spaces and places in a way that creates long lasting change and directly benefits young Londoners and the wider community.



BUILD OUR KNOWLEDGE AND CAPACITY TO SUPPORT RETAINMENT AND RESETTLEMENT FOR LONDONERS AFFECTED BY VIOLENCE AND ABUSE.

We know that when people must move to flee violence and abuse, they often lose their surrounding support networks. This can be counterproductive in a journey to recovery.

Building on our knowledge and developing work in contextual safeguarding approaches we will look to work on place-based interventions. So that Londoners can remain safe in their own home and communities.

For those where the only choice is to move to a different area, we will build partnerships across the city to ensure the required resettlement support is in place.

“ I think there are so many people that are victims of violence in London that would be relieved to know about the Safer London Housing Reciprocal Scheme.

Safer London has the potential to safely rehouse so many people without the risk of losing their tenancy.

Pan London Housing Reciprocal Applicant

WORKING IN PARTNERSHIP

We know that only by working with partners and organisations across the city can we hope to achieve our vision.

In 2019/2020 we embarked on a year long partnership with the Damilola Taylor Trust and Rio Ferdinand Foundation, as well as many other youth led organisations, on a campaign that recognises the ambition and aspiration of children and young people in London and beyond.

Safer London was an integral part of the [Hope 2020](#) Campaign launch, held on the 19th Anniversary of Damilola Taylor's tragic death.



Inspired by the young man that Damilola was growing up to be, the campaign allows organisations from across the UK to come together and collectively change the narrative around young people – who too often are blamed for the issues that society has created.

Launch of hope 2020 campaign, on the 19th anniversary of Damilola Taylor's tragic death.



Going forward we want to work more cohesively across the sector, as well as engage more with corporate organisations in London, who can help support our work with young Londoners – but also provide them with opportunities to develop and progress

“ We chose to support and work with Safer London as their vision of a city that is safe for the young Londoners who live here resonated with our people.

At North Highland and as a London office, we've always worked to contribute and give back to our local communities. Through working with Safer London, we were able to support their vision and have a rewarding time working alongside their team.

Our global philanthropy approach focuses on the theme of economic empowerment for low-income and impoverished individuals and families, many of whom may live in communities where safety and security is a challenge.

We recognised that Safer London's work is targeted at giving all Londoners safer lives and environments, so that they can be empowered to achieve their goals.

As part of our philanthropy approach around community engagement and volunteerism, every year all North Highland offices take half a day off to give back to the local community through a series of different activities.



We had two activities supporting Safer London. A group of 30 consultants used their problem solving expertise to provide informal pro-bono support to Safer London on key priorities including refreshing their internal communications, devising a business strategy and improving their fundraising offerings.

Another 25 Consultants participated in a mass spinathon to raise money for Safer London including one particularly brave North Highlander who donned a Wilson from Cast Away costume!

In total, we were delighted to raise over £7500 throughout the year with Safer London and work alongside them on meaningful and strategic work.

Simon Piesse, Executive and Sponsor for London Philanthropy

THANK YOU

As I look back on the past year I can't help but feel incredibly proud of all we've achieved.

Last year we took the opportunity to reflect on and review what we do, how we do it, and to identify areas where we could further develop and improve.

We began work on aligning our services, developing our five year strategy and setting up a youth participation pathway. All of this and more will help us push forward as an organisation and reach more young Londoners than ever before.



The Covid-19 pandemic has meant that we're now operating in a difficult and uncertain time. It is with little doubt that I say that those who will feel the long term effects of the pandemic the most, will be the young Londoners and families we work with.

Now more than ever it is vital that we build on the amazing work we do and further extend our reach, whilst ensuring that the voices of those we work alongside are heard.

As a charity we will endeavour to continue to work alongside young Londoners, families and communities affected by violence and exploitation. The Trustees and I are fully committed to supporting Safer London - together we can navigate through this time of uncertainty.

I'd like to say thanks to our supporters, funders and partners, whose generosity allowed us to reach over 3000 young Londoners and their families.

Finally, to all our staff - thank you for your continued dedication and commitment to your work. The tenacity and resilience of this incredible team never fails to amaze me.

Janine McDowell, Chair of the Board of Trustees

Get in Touch

To discuss potential partnerships, or commission our services, please email bd@saferlondon.org.uk

For general enquiries please call 0207 021 0301 or email info@saferlondon.org.uk

Information on our services, including criteria and how to make a referral can be found on our website www.saferlondon.org.uk

Stay Connected

Read our blog www.saferlondon.org.uk/our-blog/
Follow us on Twitter [@SaferLondon](https://twitter.com/SaferLondon)

ACKNOWLEDGEMENTS

Thank you to all of our partners, funders and supporters who work with us to support young Londoners to have the future they deserve.

- BBC Children in Need
- Buzzacott Stuart Defries Memorial Fund
- CBRE (Southbank Central team)
- City Bridge Trust
- Esmée Fairbairn Foundation
- Garfield Weston Foundation
- Gregson Family Foundation
- Help for Children UK
- Home Office
- John Laing Charitable Trust
- Leathersellers' Company Charitable Fund
- London Borough of Croydon
- London Borough of Enfield
- London Borough of Hackney
- London Borough of Haringey
- London Borough of Islington
- London Borough of Redbridge
- London Borough of Waltham Forest
- Mayor's Office for Policing and Crime (MOPAC)
- Ministry of Housing, Communities & Local Government
- Newlon Housing Trust
- North Highland Worldwide Consulting (London Office)
- Norton Rose Fulbright LLP
- Paul Hamlyn Foundation
- Salford Foundation
- NHS South East London CCG
- Spitfire Audio
- The Goldsmiths' Company Charity
- The Master Poulter's Pelican Trust
- The Pilgrim Trust
- The Rayne Foundation
- The Thousandth Man - Richard Burns Charitable Trust
- The Worshipful Company of Basketmakers
- Youth Endowment Fund
- The many schools and individuals who fundraised to support our work.



Thank you to all our staff, volunteers and Trustees who made our achievements in 2019/2020 possible.

Safer London Trustees 2019/2020

- Janine McDowell, Chair (appointed Chair 27 Nov 2019)
- Bruce Melizan, Chair (resigned 27 Nov 2019)
- Fiona Hazell, Vice Chair
- André Campbell
- Anthony Gunter
- Francis Duku (resigned 10 Sept 2019)
- Jenny Oklikah (resigned 24 Jul 2019)
- Jeremy Hall, Hon. Treasurer
- Baroness Sally Hamwee
- Tim Jones
- Valerie Floy

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**Working alongside young Londoners,
their families, peers and communities
affected by violence and exploitation**

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and a company limited by guarantee No. 5190766.