Welcome to South Staffordshire and Shropshire Healthcare NHS Foundation Trust’s Learning Lessons bulletin.

As a Trust we recognise the benefits that can be had from sharing and cascading learning from incidents and near misses, and know that if this is done effectively it can help to minimise future risk and strengthen the quality of the services we provide.

The Trust is committed to quality improvement, and will continue its strong focus on delivering high quality, safe and effective services. This new quarterly bulletin is an important component of a number of key approaches embraced by the Trust to drive forward the quality agenda.

The ultimate aim of evaluating our services and learning lessons is to improve outcomes for service users. This bulletin is intended to support this aim by communicating and strengthening local and national lessons to be learnt from both positive practice and areas for improvement.

In this issue we have focused on Prevent (prevention of radicalisation).

This risk will occur in a small minority of our patients but the impact, if we do not respond to early warning signs, can be devastating. Our focus is on the pre-crime stage.

National Picture

Since 11 September 2001 to date, there have been 53 deaths in Great Britain as a direct result of terrorist acts (excluding the perpetrators). These were the 52 people killed as a result of the bombing in London on 7 July 2005, and the murder of Fusilier Lee Rigby on 22 May 2013.

Radicalisation is defined by the UK Government within this context as “the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.”

‘Radicalisation’ is frequently seen as a special kind of process which is essentially linked to terrorism. However, as research has shown many terrorists are not radicals and most radicals are not terrorists. Indeed, there are many models of radicalisation most of which stress how difficult it is to predict and identify accurately.

Because of the difficulty of spotting the signs of radicalisation, there has been understandable concern about the potential of this new duty to restrict free speech and to potentially punish curiosity. The government guidance itself states, these rules are an extension of our responsibilities to safeguard our patients from many potential harms. These also include sexual, physical and emotional abuse. Staff should consider the potential harm from extremist ideologies and how they might be vocalised by patients in the wider context of safeguarding against abuse. In this context, radicalisation can be understood as a process of socialisation by which a person increasingly comes to hold a potentially harmful world-view.

1 The majority of data used in this paper has been collated from 11 September 2001 onwards. Limited data is available before this date.
2 Office for National Statistics, Focus on Violent Crime and Sexual Offences 2014/15, 2016, Appendix Table 2.08
Indicators:
Indicators that staff may observe or identify regarding individuals behaviour or actions may include the following:

- Graffiti symbols, writing or artwork promoting violent extremist messages or images.
- Patients/staff accessing violent extremist material on line, including social networking sites.
- Parental / family reports of changes in behaviour, friendships or action and requests for assistance.
- Patients voicing opinions drawn from violent extremist ideologies and narratives.
- Use of extremist or hate terms to exclude others or incite violence.
- Harmful influences on vulnerable individuals from staff, colleagues, volunteers, parents, spouse, family members, friends, external groups of other patients.
- Inappropriate use of the internet on Trust premises.
- External groups using the Trust premises for meetings, distributing violent extremist materials.

Factors which might make someone vulnerable:

- **Identity Crisis:** adolescents/vulnerable adults who are exploring issues of identity can feel both distant from their parents/family and cultural and religious heritage, and uncomfortable with their place in society around them. Radicalisers can exploit this by providing a sense of purpose or feelings of belonging.

- **Personal Crisis:** may produce a sense of isolation of the vulnerable individual from the traditional certainties of life.

- **Personal Circumstances:** may contribute to alienation from UK values and a decision to cause harm to symbols of the community or state.

- **Unemployment or under-employment:** individuals may perceive their aspirations for career and lifestyle to be undermined by limited achievements or employment prospects.

- **Criminality:** a vulnerable individual may have been involved in a group that engages in criminal activity or, on occasion, a group that has links to organised crime and be further drawn to engagement in terrorist-related activity.

- **Grievances:** such as:
  - a misconception and/or rejection of UK foreign policy
  - a distrust of western media reporting perceptions that UK government policy is discriminatory (e.g. counter-terrorist legislation).
Raising a PREVENT Concern
Escalation Process

Member of Staff Identifies a Potential Concern

- Discuss with Line Manager (or On-call Manager if Urgent Out of Hours) and/or Trust PREVENT Lead
- Obtain Further Advice or Clarification If Required

No Further Action

- No concern

Document in health records

- Concern

Person identifying the risk takes the concern forward by:
- Contact Trust Prevent Lead
- Refer through Prevent (see contacts next page)
- Or, Counter Terrorism Hot Line 0800 789 321
- If Urgent (Immediate Risk) Contact Police 999

Act on Advice Received
- Document all Conversations and Advice Received
- If Not Already Done So Complete Prevent Referral (copied in to risk.management2@nhs.net)
- Present case to Channel Panel
- Act on Advice Received
- Document all Conversations and Advice Received
- If Not Already Done So Complete Prevent Referral (copied in to risk.management2@nhs.net)
- Present case to Channel Panel

No concern

- No Issue identified

- Issue identified

Clarify concern
What happens with the referral to Prevent?

- Each referral is screened for suitability through . If the referral is not deemed appropriate it will exit the process or be referred to those services which are more appropriate to the vulnerable individual’s needs.
- Appropriate referrals will go through a preliminary assessment carried out by specialist police officers.
- If appropriate the case will then be presented to a multi-agency team known as Chanel Panel.

Chanel Panel

Chanel is a supportive multi-agency process, designed to safeguard those individuals who may be vulnerable to being drawn into any form of terrorism.

Chanel works by identifying individuals who may be at risk, assessing the nature and extent of the risk, and where necessary, providing an appropriate support package tailored to their needs. The multi-agency panel, chaired by the local authority, decides on the most appropriate action to support an individual after considering their circumstances. It is about early intervention to protect and divert people away from the risk they may face at an early opportunity. Partners already work with individuals vulnerable to being drawn into criminal activity such as drugs, knife or gang crime. In a similar way the process of radicalisation allows us to intervene to prevent individuals being drawn into terrorist related activity.

Partnership involvement ensures that those at risk have access to a wide range of support ranging from mainstream services such as health and education through to specialist mentoring or faith guidance and wider diversionary activities such as sporting activities. Each support package is monitored closely and reviewed regularly by the multi-agency panel.

Contacts:

<table>
<thead>
<tr>
<th>Area</th>
<th>E-mail</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Trust Prevent Lead</td>
<td><a href="mailto:Risk.management2@nhs.net">Risk.management2@nhs.net</a></td>
<td>0300 790 7000 – Risk Management</td>
</tr>
<tr>
<td>Staffordshire</td>
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<td>01785 232054</td>
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<td>Shropshire, Telford &amp; Wrekin</td>
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<tr>
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<tr>
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<tr>
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<td></td>
</tr>
<tr>
<td>HMP (Prisons)</td>
<td>Prison Prevent Lead</td>
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The Prevent strategy 2011 has been re-focused following a review. The strategy now contains three objectives: to respond to the ideological challenge of terrorism and the threat from those who promote it; to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and to work with sectors and institutions where there are risks of radicalisation that we need to address.

http://www.radicalisationresearch.org/research/regions/prevent-strategy-2011/

The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. The government has produced guidance (issued under section 29 of the Act) for specified authorities, which they must have regard to when complying with the duty.


Islamist Terrorism: Analysis of Offences and Attacks in the UK (1998-2015), a new research project from The Henry Jackson Society, presents the most comprehensive ever overview of the threat from Islamism-inspired terrorism in the United Kingdom.


SSSFT Prevent Policy: This Policy/Strategy document highlights direction, processes and procedures to be adopted by South Staffordshire & Shropshire Healthcare NHS Foundation Trust in relation to the implementation of the PREVENT agenda.

http://www.sssft.nhs.uk/images/Policies/PreventingRadicalisationPREVENTStrategyImplementationPolicy.pdf

Further resources:

Preventing Tragedies Campaign - http://www.preventtragedies.co.uk/

Families Against Stress and Trauma (FAST) - http://familiesmatter.org.uk/

Let’s Talk About It - http://www.ltai.info/

Radicalisation Awareness Network - http://europa.us6.list-manage.com/subscribe?u=c3beef00c1800c927c40284a8&id=30bc37284b&mc_cid=d9f45a1ddd&mc_eid=4a8c7c43ac
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- We welcome your feedback on this Learning Lessons Bulletin to help us to ensure that future editions are helpful and informative

- We would also welcome your ideas for future features or areas of learning you feel are relevant to be cascaded across the Trust

For all enquiries and comments please Contact:

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