



BUILDING BRIDGES

Our Impact and Accountability Report
2023 - 2024



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My worker was very positive, and the sessions were insightful. It made me understand and reflect more around my future and past, and made me see what kind of person I can be.

Even though some conversations have been difficult she was always respectful of my boundaries and allowed me to have a safe word in case the conversation has become too much, which was really helpful. I have enjoyed all the sessions even the hard ones, as these have helped me to understand my past. I no longer feel as emotional when I think about my past.

I understand my past better. I feel more at peace with myself.

YOUNG LONDONER
who accessed Safer London support



INTRODUCTION

WHY WE EXIST

Every young Londoner deserves to have a positive, happy and safe future.

But that simply isn't the reality for every child and young person living in London. Too many are living lives that are affected by violence and exploitation.

Experiencing trauma at a young age can greatly impact the trajectory of someone's life. It can cause a sense of losing control and isolation.

The reality is that young Londoners can often feel that they are alone, without help or support. When they do get support they often express that they feel judged, unheard and that support doesn't take into account what makes them who they are.

That's where Safer London comes in. We work alongside young Londoners, including them in what their support looks like.

We listen to them. By listening, we can understand what they need – and by working together we build a programme of support that addresses their needs.

It is through their own resilience and tenacity that the young Londoners achieve positive outcomes for themselves, we're just there to guide them.

THE GUIDING PRINCIPLES OF OUR WORK

Our guiding principles enable us to continually adapt our methods and embrace innovative approaches when working with young Londoners.

By applying these principles, we have developed a robust and effective service for young Londoners and families affected by violence and exploitation.

SAFER LONDON'S SERVICES AND SUPPORT ARE ROOTED IN GUIDING PRINCIPLES:



PERSON CENTRED



CONTEXTUAL SAFEGUARDING



TRAUMA RESPONSIVE



NON JUDGEMENTAL



CO-PRODUCTION

Our guiding principles are the foundations of our support – but **building trusting relationships** is really what allows us to create success.

Young Londoners often express distrust of services, whether this be the Police or Social Care. This distrust may have formed from their direct experiences, but often it's rooted in systemic issues, which has created a broken trust between services and whole communities.

Trust is key, and **building trust takes time**. We understand and recognise not just the importance of building trust, but also the nuances of how that trust is built. At Safer London we pride ourselves on being able to build trust where others can't, and it is through this trust that we can bridge gaps, cross barriers and collaboratively create better futures for those we work alongside.

BUILDING BRIDGES OF TRUST

Building trust between a young Londoner and a caseworker is like constructing a bridge over a deep valley. Imagine this valley as the gap of mistrust and past disappointments that many young Londoners have faced.



This valley is often shaped by challenging and negative experiences including trauma, fear, judgment and a lack of consistent support.

- Past trauma: Experiences of violence and exploitation leave deep emotional scars, making trust difficult.
- Negative past experiences: Previous poor interactions with professionals leave them wary.
- Feeling judged: Young Londoners may feel misunderstood or judged, causing reluctance to engage.
- Inconsistent support: Frequent changes in professionals prevent transformative relationships to develop.
- Cultural barriers: Lack of cultural understanding can alienate young Londoners.
- Fear of repercussions: Concerns over retaliation or legal consequences can deter them from opening up.
- Shame and stigma: Feelings of shame about exploitation may prevent them from seeking help.
- Lack of youth-centred approaches: Rigid processes often don't address their specific needs.

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Building trust between a young Londoner and a caseworker is never straightforward. It takes time, patience, and understanding.

The bridge is not built overnight. It requires careful and deliberate effort, stone by stone. Each stone represents a critical element of trust.

Consistency

The sturdy foundation stones, ensuring that actions and words align over time.

Reliability

The weight-bearing stones, showing that promises are kept and support is constant.

Honesty

The transparent stones, clear and straightforward, with no hidden agendas.

Empathy

The compassionate stones, shaped by genuine understanding and care for the young Londoner's experiences and feelings.

It is the caseworker's responsibility to construct and place these stones. They must continuously demonstrate these qualities to provide a strong and stable path. Meanwhile, the young Londoner evaluates these stones, testing their strength and authenticity.

As each stone is set, the bridge extends further across the valley. Initially, the young Londoner might tread cautiously, having been let down by inconsistent and unreliable people in the past. They have learned to be wary, expecting this new bridge to crumble like so many others.





However, with patience and consistent effort, the caseworker shows that this bridge is different. Slowly but surely, the young Londoner steps forward, gaining confidence in each stone laid by the caseworker.

Together, they build this bridge. It is a collaborative effort where trust is earned through actions and time, not just words. Eventually, they meet in the middle, standing on a bridge built from genuine trust and mutual respect.

This bridge, once completed, becomes a pathway to a stronger, more trusting relationship where both can move forward together

You can read about how Kamisha, one of Safer London's expert caseworkers, built a bridge of trust with two young Londoners she worked with last year.

[Isabella's story](#)



[Michael's story](#)



EVIDENCE INFORMED PRACTICE

Research highlights the crucial role of trust in successful outcomes when working with children and young people affected by violence and exploitation.

At Safer London, establishing trust is fundamental to how we work. Time and time again we hear directly from young Londoners how they feel let down by professionals, which ultimately leads to distrust in services that were designed to help them.

Young Londoners aren't hard to engage - **services are hard to engage with**. That's why our caseworkers take the time to build that bridge of trust with every young Londoner they work alongside.

We know we can't just presume that what we are doing is what young Londoners want or need. We can only understand if we're doing the right thing by consulting the experts – the young Londoners and families we work alongside.

Last year we commissioned an evaluation* examining how we can further cultivate and develop trusted relationships at Safer London. Our goal was to take the insights from this evaluation to refine our understanding of trust and trusted relationships. This would allow us to clearly define the key factors and conditions necessary for building successful connections based on trust.

WE WANTED TO KNOW:

What **structural and interpersonal** factors impact trusted relationships between caseworkers and young Londoners affected by violence and exploitation?

How well does **Safer London's Strategy** support the development of trusting relationships?

What **barriers** hinder the building of trust between Safer London Caseworkers and young Londoners?

What is the **impact** of trusted relationships on our work with young Londoners ?

This evaluation exploring trusted relationships was conducted by [The Centre for Education and Youth \(CfEY\)](#) in collaboration with Ciaran Thapar. It forms part of Safer London's [Building Trust: Understanding Trusted Relationships at Safer London report](#).

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From September to November 2023, we collected data through surveys, focus groups, and interviews with 55 participants, including caseworkers, young Londoners and community members.

Through this participatory approach we learnt what young Londoners and caseworkers felt were conductors and inhibitors of trust in Safer London's offer of support.

Critically we learnt trust allows young Londoners to value caseworkers' perspectives, in turn aiding positive changes in their self perception and approach to challenges. This continues into their future, as experiencing a trusted adult relationship makes young Londoners more open to trusting others in the future.

FINDINGS

- Young Londoners have agency and choice in their Safer London support, including meeting logistics and session objectives. This choice is crucial for those impacted by violence and exploitation, who may feel a lack of control in their lives.
- Safer London caseworkers value reliability and often share experiences with young Londoners, but professional boundaries can hinder sharing commonalities. Relatability between workers and young Londoners is beneficial but not always needed.
- High workloads can have an impact on the support caseworkers can offer. Reliability and availability of workers are key to building trust, showing young Londoners that they are cared for.
- Support from Safer London workers is goal-oriented, with young Londoners involved in setting these goals, increasing ownership and trust.
- Young Londoners do not have agency in choosing their trusted adult at Safer London, affecting their sense of control.
- Traveling between sessions across London limits the time caseworkers can spend with each young Londoner, limiting valuable time needed to build relationships.
- Session location can affect the trust building process, with public or noisy meeting spaces hindering deep conversations.
- Unconditional positive regard from workers is crucial for building trust and affects young Londoners' future relationships.

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A set of recommendations fell out of the evaluation, alongside the creation of a [trusted relationship framework](#).

The framework acts as an internal tool that can guide Safer London Caseworkers in reinforcing the trusted relationships they are seeking to build, acting as the cement holding the stones of the bridge together.

Discover how young Londoners shaped the framework



RECOMMENDATIONS

→ Look at the **geography** of caseworkers' caseloads to reduce travel between sessions

→ Cap caseworkers' caseloads

→ Expand **work hours** outside of 9am-5pm

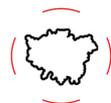
→ Consider how to reduce the risks around young Londoners' travel to provide **face-to-face support** for all young Londoners who want it

→ Increase training on sharing **personal experiences** with young Londoners

As an organisation, we have already implemented changes aligned with some of the recommendations from the research.

12

Caseloads are capped at 10 to 12 cases per worker, depending on the expertise and experience of the caseworker and the complexity of the cases.



Caseworkers are assigned to clusters of geographically close boroughs. Safer London's Front Door referral and screening team strives to allocate cases within these clusters, reducing travel time.

However, we recognise that it is not always possible to allocate cases exclusively within these clusters.

[Read the full report](#)



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The [Safer London] worker my daughter had was very warm, professional and held safeguarding paramount in all interactions. She worked in a creative child friendly way, allowing my daughter to take the lead on most sessions.

As a mother I have learnt many ways through this process to allow my daughter to explore her thoughts and feelings by being creative and using apps suggested by her worker, whilst exploring other services useful to my child.

How the worker made my child feel and the positive impact she has had reminds me to continue putting my daughter's needs first.

PARENT
whose child accessed Safer London support



A YEAR OF PRACTICE & SERVICE DELIVERY

Last year our service delivery started on a solid base designed to cultivate trust.

Our caseworkers were allocated smaller caseloads and young Londoners could access support for extended periods of time – up to two years if necessary.

We know that crafting those stones of consistency, reliability, honesty and empathy isn't done in the first meeting – it often takes months to establish the path on which the young Londoner and caseworker can walk across and meet in the middle.

With this foundation set, our caseworkers worked with more than **450 young Londoners**, providing specialist intensive support built around the specific needs of each child or young person.

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OUR YEAR IN NUMBERS

OUR WORK WITH YOUNG LONDONERS



1021

Total number of young Londoners reached through all our programmes and support

453

young Londoners supported one to one by Safer London caseworkers

24

young Londoners received specialist housing and resettlement support

41

young Londoners received specialist education, training and employment support

268

young Londoners took part in prevention group sessions

199

young Londoners attended Safer London class presentations

53

children and young people supported via Safer London family intervention work

OUR WORK WITH PARENTS /CARERS



189

Total number of parents/carers reached through all our programmes and support

39

parents/carers supported one to one by Safer London caseworkers

105

parents/carers took part in group sessions

45

parents/carers supported by Safer London community partner Code 7

OUR WORK TO INFLUENCE



487

Professionals took part in Safer London training or outreach. Topics included Safeguarding, CSE and County Lines

73

young people and adults contributed to research as participants

THE DIFFERENCE OUR WORK MAKES

Safety

**80%**

young Londoners who we worked alongside reported an increased feeling of safety and felt less affected by violence

84%

young Londoners who we worked alongside expressed they felt able to navigate safely through their environments

Wellbeing

**72%**

young Londoners who we worked alongside felt that they had more self-compassion

85%

young Londoners who we worked alongside stated they had improved coping strategies

Relationships

**89%**

young Londoners who we worked alongside reported improved relationships

81%

young Londoners who we worked alongside felt interactions with their peers were positive

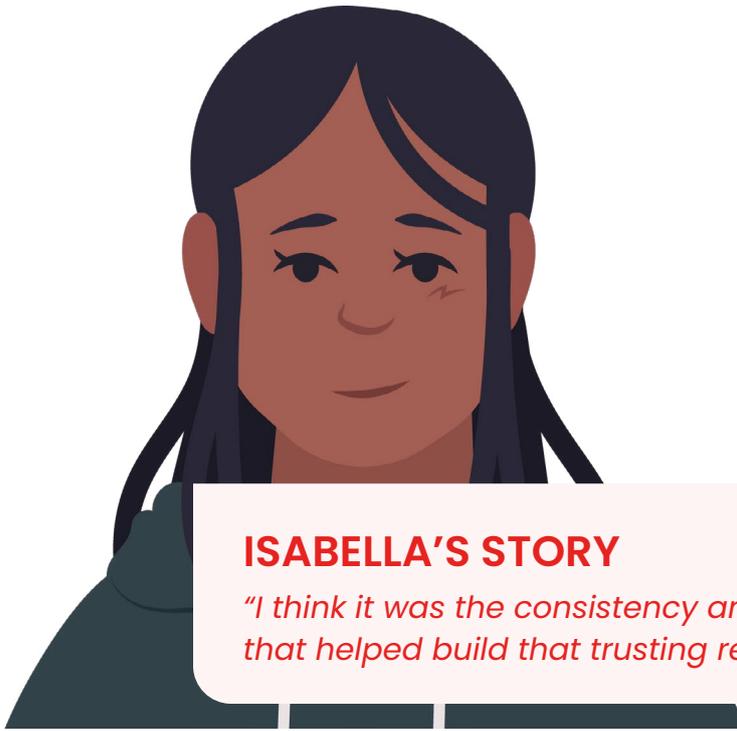
Future Focus

**69%**

young Londoners who we worked alongside felt positive about their life and the choices they were making

79%

young Londoners who we worked alongside stated they felt confident that they were ready to start working towards what they wanted achieve

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ISABELLA'S STORY

"I think it was the consistency and stability I gave her that helped build that trusting relationship"

At 15, Isabella had been excluded from education, was on a Child in Need plan and had an upcoming court case. At high risk of criminal exploitation, Social Care referred her to Safer London for expert support.

“

When I received Isabella's case, she was on a Child in Need (CIN) plan due to concerns around criminal exploitation and regular drug use. She had been excluded from school multiple times for smoking cannabis and had a history of violent behaviour.

Isabella was known to become aggressive when touched, leading to physical altercations with school staff, which resulted in her being taken to court.

She was extremely anxious about the court proceedings, because she thought she was going to go to prison. She would say *"I'm going to be in big trouble. What are they gonna do? What's the worst they can do?"*.

Every session she was just panicking about court. But she still kept seeing me. She still kept engaging.

In our sessions we worked on understanding laws and the criminal process. When I asked if she wanted me to attend court with her, she insisted.

At court, Isabella was extremely nervous. Ultimately, she received a conditional referral order. As long as Isabella stayed out of trouble, her record would be cleared. She was really happy about that.

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After court we focussed on getting her back into education. At the time of the court proceedings, she was receiving online lessons but desperately wanted to return to a physical school environment. The main concern was that Isabella could only return to the PRU that had taken her to court, as she was previously suspended from several other PRUs. This terrified her and she refused to go back to the PRU out of fear.

Then through the work we did as part of the intervention, she came around and said *"I wanna go back to school. I wanna see what it's like"*. So I advocated for her, organising meetings with the PRU and her mother to discuss her return and what that could look like. Isabella is now back in full-time education determined to get her GCSEs, which is a significant step for her considering her initial fear.

ISABELLA'S
INTERVENTION
FOCUSED ON:

Managing emotions



Awareness of the law and how it works



Criminal justice proceedings support



Advocating for full time education

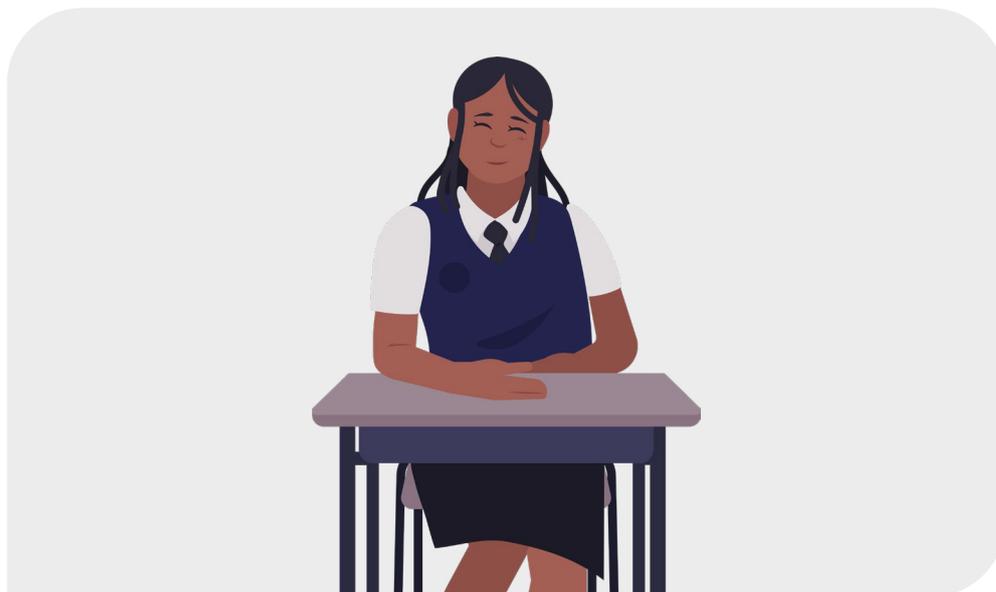
“

Isabella expressed appreciation for my consistency and support, saying I was the only worker who had stayed with her and genuinely helped her.

KAMISHA
Safer London Expert Caseworker

We did a lot of work around managing her emotions. She really struggled when she was angry as she would just react. But now she's able to just go for a walk or have a cry. Before she didn't want people to see her cry and I said to her, *"just cry, just let it out. It doesn't matter what people think. It's about you letting out your emotions"*. So now she just she cries and she doesn't get angry. She doesn't have angry outbursts anymore.

Isabella was taken off the CIN plan as her risks of violent behaviour and criminal exploitation had significantly reduced. There were still risks around substance misuse. Isabella had previously had issues engaging with a substance misuse worker. She expressed *"I don't wanna go back. You can tell I don't wanna stop"*. So I said, OK, you're not gonna stop. Let's work on managing it then. So we focused on managing her substance and alcohol use instead. This approach worked and Social Care had no further concerns.

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Supporting Isabella to get back into full time education was important in creating sustainability beyond the intervention.

I can imagine that other professionals would perceive Isabella as challenging due to her violent history, but she was fine. I treated her like any other young person. We started by establishing boundaries. I was like, *"you tell me what you like and what you want from me and what you don't want me to do. And I will tell you what I like and what I want from you and what I don't want you to do"*. I was like let's set these boundaries at the start and then we won't cross them, and we will just work towards that and I think that really helped her.

Maintaining consistency also really helped. I called her every week and was there for her when she needed me. She responded well to this, never missing a session. I think it was the consistency and stability that I gave her and the feeling of not treating her like other professionals had treated her, like thinking oh she's another violent person, helped build that trusting relationship.

Isabella is now back in full-time education and she's learned to manage her emotions. She still smokes, but she doesn't smoke as much. School provides a big distraction and that's one of the reasons she wanted to go back. She wanted that distraction, something to keep her busy in a positive way. Honestly, she's come so far. She's amazing.

KAMISHA,
Safer London Caseworker



VOICES INFORMING OUR WORK

We understand that in our work impact goes beyond just numbers. We need to see the full picture, especially for young Londoners whose lives are shaped by their experiences.

To do this, our caseworkers team up with young Londoners right from the start to set goals. We use outcome measurement tools to check in on how they're feeling throughout their entire journey with us, not just at the beginning and end, recognising that the road to a brighter future isn't always linear.

Last year we introduced feedback forms to capture their journey from start to finish. By hearing their stories directly and understanding their experiences, we get a clearer sense of our impact.

These feedback forms are not just designed to understand where we're doing well – they're an opportunity to identify where we might be falling short. By providing this mechanism for those who access our support to suggest improvements, we can build a service that better meets their needs.



EXAMPLE QUESTION AND REAL RESPONSES

IS THERE ANY WAY THAT SAFER LONDON COULD IMPROVE YOUR OVERALL EXPERIENCE?

“ My experience was great and [I] wouldn't change anything

“ I think sessions could [be] longer

“ I think to have alternative spaces/rooms to meet for half-term

“ Looking at my journey with you, I cant think of anything else that you could have done different



↑ The Safer London team at the CYP Now Awards 2023

SAFER LONDON'S WORK RECOGNISED NATIONALLY

Last year Safer London was shortlisted at the CYP Now Awards in recognition of our work with young Londoners affected by violence, alongside our delivery partner Catch 22.

Although we didn't win it was an honour to be nominated – an amazing recognition of five years of work.

219

young Londoners accepted into Safer London's violence work last year

82%

young Londoners reported a reduction in being affected by violence

77%

young Londoners experienced a decrease in reoffending



MICHAEL'S STORY

"Michael taught me patience and helped me understand the young person's perspective"

Michael was referred to Safer London a week before he turned 18 by his Social Worker. Shortly after referral Social Care closed the case, ceasing to provide direct support.



Michael was at high risk of violence. There had been several instances where he'd been threatened with weapons, often outside the family home. He wasn't safe there due to 'gangs' trying to gain entry to get to Michael.

He was actually homeless at the time of the referral, with Michael sofa surfing due to the risks. He also had a lengthy criminal record, with over 100 mentions on his record and a lot of police stop and searches.

When I first met Michael, he was very hesitant and didn't want to see me face to face. He preferred to do it over the phone.

Before Social Care closed his case, they referred him to temporary shared accommodation. He was hesitant about that, but I urged him to go for the stability.

Our phone conversations improved, so I made a deal with him that if he stayed in this placement, I would come see him and bring snacks, and we could do a session then.

It took about 2 to 3 weeks for him to agree to see me in person. He started staying in the accommodation and we switched from phone calls to face-to-face meetings.

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INTERVENTION
FOCUSED ON:

Staying safe
by creating
plans



Awareness of
the law and
how it works



Emotional
wellbeing and
coping strategies



Healthy versus
unhealthy
relationships

The engagement from the start was good, but he suffered from a lot of mental health issues and trauma, which he wouldn't speak about. Sometimes he would not engage, not answer the phone, or say he couldn't make our sessions.

As the work progressed, he started to explain his mental health, trauma and anxiety. This helped me understand him better. Now, if he doesn't answer the phone, I know he's probably having a bad day and I'll try again another time.

My main focus for the intervention was violence, crime, and exploitation. I went straight into these topics, with a focus on how the law works. He engaged well with sessions, especially when I had different perspectives and challenged him. He would challenge me back until he understood my point.

From these sessions, his involvement in violence and crime started to reduce. He was still at high risk from others, but not to himself. He was never caught again carrying a knife or weapon. He was stopped and searched by police a few times but never found with anything. The sessions made a big difference.



I appreciate the time Kamisha has taken out to help me. She is funny, helpful and gives good advice. I learned a lot about things I should and shouldn't do.

I learned who I have healthy and unhealthy relationships with. Before I struggled to set boundaries with people I didn't trust or shouldn't trust anymore. Kamisha has changed me to believe things I didn't believe before, especially in myself.

**MICHAEL, 18
Young Londoner**

Throughout the intervention, we worked on his emotional wellbeing. I kept touching on coping strategies and other things he could do to help. By the end of the intervention, he was able to identify strategies that worked for him. He said he goes to the gym now because it helps his mental health.

When he's having bad days, he likes to be alone and process his emotions, which helps him feel better. He didn't want counseling or therapy but did work on trauma with me and spoke about his biggest challenge - accepting and forgiving what others had done to him.

We did a lot of work around healthy and unhealthy relationships, including peer mapping. Through this work he was able to identify who in his life is healthy and unhealthy to him. He gained perspective and now keeps a distance from unhealthy friends and certain family members who got him involved in violence and crime. He's learned to manage his priorities and emotions, and he's now even involved in community work with his mum.

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Through the safety plan we worked on together Michael can now confidently identify safe and unsafe places and avoids areas where he might encounter trouble.

For example, during a housing meeting I attended to support him, they asked me if I knew Michael's safe and unsafe places because he had never expressed it himself. However, Michael surprised everyone by sharing his own safe and unsafe places directly. It was a real shock because he usually doesn't speak up, but he confidently said, *"This is where I'm safe. This is where I'm not safe,"* identifying his own safe places for the first time. He's now advocating for himself and making positive changes in his life.

I also advocated for him to get help with work and employment because he's getting older. He had a work coach who helped him create a CV, brainstorm career paths and create a personal statement. She also provided job opportunities. He's getting housing, bidding for his own council property and has been shortlisted. Housing was a major issue for him. Once he's got stable housing, he'll start to feel safer and more settled.



Finding secure housing that was safe was essential for creating stability for Michael. Kamisha actively advocated for Michael as well as built his confidence so he could advocate for himself.

Michael's doing well now. He's changed so much, in the ten months we worked together. Michael gave me feedback saying *"you've changed my life. You made me believe that there's good people in this world. You've encouraged me to do better. You made me believe that things I couldn't do in myself I can do."*

Building a strong relationship with Michael was about meeting him where he was, not being too formal and working at his pace. I shared personal experiences to show him he wasn't alone and that I trusted him, which helped him trust me. I think sometimes all young Londoners need is someone who will just listen to them, not be patronising, not judge them. It's surprising how much they don't get that. I think having an impact and being the person he trusted to the point where he's changing his life himself and wanting it for himself, that's the biggest achievement.

Michael taught me patience and helped me understand the young person's perspective. He showed me that sometimes they just need someone to listen and support them at their own pace. I'm really excited about his progress. He blew me out the park. I believe he's on a good path and will achieve a lot in the next five years.

KAMISHA,
Safer London Caseworker

LOOKING TO THE FUTURE

Reflecting on a year of practice and service delivery, the central theme of building trust has proven to be the cornerstone of creating and sustaining positive outcomes.

The unwavering commitment of our caseworkers to establishing trust with young Londoners has allowed us to bridge the gap of mistrust, creating a solid foundation for positive change.

By consistently demonstrating reliability, honesty, empathy and presence, our caseworkers have built strong, trusting relationships that enable young Londoners to feel supported and understood. This collaborative effort has empowered young Londoners to step forward with confidence, knowing they are not alone in their journey.

As we move forward, we remain committed to these principles, ensuring that every interaction is an opportunity to strengthen the trust that is essential for achieving lasting, positive outcomes.

Together, we will continue to guide young Londoners towards a brighter, safer future, built on the solid foundation of trust and mutual respect.

Discover more about the future of Safer London as we enter the first year of delivering a new violence and exploitation service for young Londoners and their families as part of an alliance partnership.





A YEAR OF YOUTH VOICE & PARTICIPATION

Meaningful participation is important to Safer London. It forms who we are and how we work and ensures that young Londoners' voices remain firmly at the heart of Safer London.

We're incredibly proud of the work we've done over the past year to actively involve young Londoners and parents/carers in shaping our services and support, as well as providing opportunities for them to contribute to the wider conversation around violence and exploitation.

Whether it is through Safer London research, our VIP youth participation programme, or via external partner projects - we're making sure their voices, experiences and opinions are heard, acknowledged and acted upon.

LAST YEAR

15 young Londoners were part of Safer London's youth voice and participation programme - the Safer London VIPs

35 young Londoners trained in youth voice skills

13 young Londoners helped shape Safer London research projects

35 children and young people contributed to Safer London research as participants

38 adults contributed to Safer London research as participants

THE SAFER LONDON VIPS

Over the past four years, Safer London has been running a dynamic and impactful Youth Voice, Influence and Participation programme* – **the Safer London VIPS**.

The goal of this programme is to create meaningful opportunities for young Londoners to shape how we think, work, and operate, while ensuring they benefit from the experience. Whether gaining formal AQA qualifications, developing new skills, developing positive peer relationships, or building confidence, the VIP programme is designed to empower young Londoners.

The VIPS meet every other week, either in person or online. These sessions vary in format – sometimes it's just the group, while other times senior leaders or decision makers

Find out more about the
Safer London VIPS



15
young Londoners
engaged in the
VIP programme

14 VIP group sessions took place over a 12 month period

15 1-2-1 sessions with VIPS to discuss their personal and professional development as part of their engagement in VIP activities.

6 group sessions included Safer London decision makers

Last year, during these sessions, the VIPS played a crucial role in:

- ➔ Contributing to Safer London's recruitment process
- ➔ Shaping London's violence and exploitation service for children and young people
- ➔ Providing input into the ongoing development of a digital youth hub
- ➔ Youth proofing resources and materials for young Londoners who access Safer London's services and support

*Safer London's youth voice and influence participation activities are facilitated by youth voice experts [Participation People](#). This includes the planning, execution and running of the VIP programme.



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At the close of last year, we took the opportunity to refresh our VIP cohort. We invited our existing members to either continue their involvement or move on to new opportunities. Three chose to stay, and we welcomed eight new members to the programme!

Refreshing the membership of a youth voice group is essential to ensure we bring in diverse perspectives and fresh ideas. This allows more young Londoners to contribute, keeps the programme dynamic and ensures a wide range of voices shape the future of Safer London.



↑ Cartoon images of the Safer London VIPs

The impact of the VIP programme is clear, not just for Safer London, but for the young Londoners who engaged.

At the end of the year ...

(84%) of VIPs reported gaining knowledge and transferable skills from their participation

(89%) felt their confidence had significantly improved through their involvement

(98%) stated they felt they had successfully represented the views of young people to Safer London

(93%) believed they had made an impact on decision making

(94%) of young Londoners felt valued during their time as VIPs

Discover last year's youth voice, participation and influence highlights



YOUNG LONDONER VIPS LEADING RECRUITMENT

Last year, the VIPs played a key role in recruiting new Safer London caseworkers and members of the safeguarding team. Together, they designed a safeguarding scenario to be used during a practical session with candidates. This scenario was based on the lived experiences of young Londoners accessing Safer London's services and support.

The scenario, along with a scoring matrix, was used to assess candidates. Three VIPs attended a recruitment day to take part in the practical session, evaluating the candidates' approaches and how they interacted with young people.

The VIPs found the experience insightful, gaining valuable knowledge about strategic processes, which they plan to highlight in their professional journeys. Three of the VIPs who took part earned AQA accreditation for their contributions, having met the criteria for formal recognition.

“

I'm really enjoying how you've structured your interview process; I think the safeguarding element involving young people was incredible!

CANDIDATE



↑ The Safer London VIPs working on their interview task

YOUTH VOICE SHAPING LONDON'S VIOLENCE AND EXPLOITATION SERVICES AND SUPPORT

At Safer London we are committed to shaping our services around the voices of young Londoners. We're also committed to ensuring that they feed into the wider narrative, providing opportunities to do this in a meaningful and impactful way. It's essential that their voices are included in discussions so they can help shape solutions.



I don't really feel like we're listened to. Our voices aren't heard. The youth are the ones that need to be heard as they are the ones going through it.

SAFER LONDON VIP

Last year we facilitated collaborative discussions with the Safer London VIPs and the Mayor of London's Office for Policing and Crime (MOPAC). MOPAC sought insights from young Londoners affected by violence and exploitation to inform a new service for children and young people.

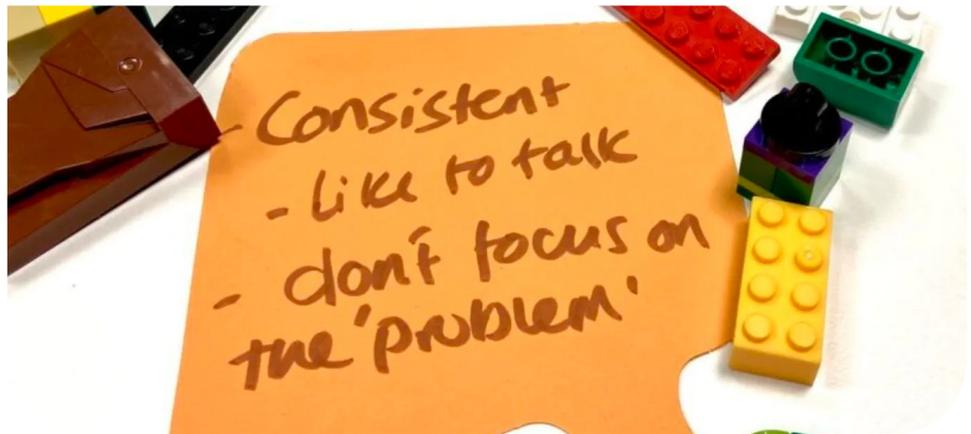
When asked how they would spend £1 million to improve services, the VIPs highlighted several key areas:

- **Training for professionals and peers**
Ensuring consistent, high-quality support, including training for young Londoners to help each other during tough times.
- **Specialist mental health support**
Integrating emotional wellbeing services within organisations instead of relying on CAMHS, which they found to be slow and inadequate.
- **Employment pathways**
Providing better access to long-term, secure job opportunities to foster positive futures.
- **Youth-led services**
Designing support systems that are shaped by the needs and experiences of young Londoners.

BUILDING
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The VIPs expressed concern that current support often highlights negative experiences rather than personal strengths. They emphasised what effective support should be:

- ➔ Consistent and reliable
- ➔ Positive and strength-focused
- ➔ Respectful and non-patronising
- ➔ Open and honest about their needs
- ➔ Available when it is need- for as long as it is needed



↑ The VIPs felt that too much of support focused on negative experiences and not personal strengths

The voices of young Londoners are vital in addressing the challenges they face and shaping the future of support services. Their insights, experiences, and opinions have been instrumental in informing MOPAC's new violence and exploitation service, ensuring it meets the real needs of those affected.

The insights from the consultation played a crucial role in shaping the commissioning of MOPAC's new Violence and Exploitation Support Service. This innovative service, funded at £5 million per year, is designed to support young Londoners and their families who have been impacted by violence and exploitation.

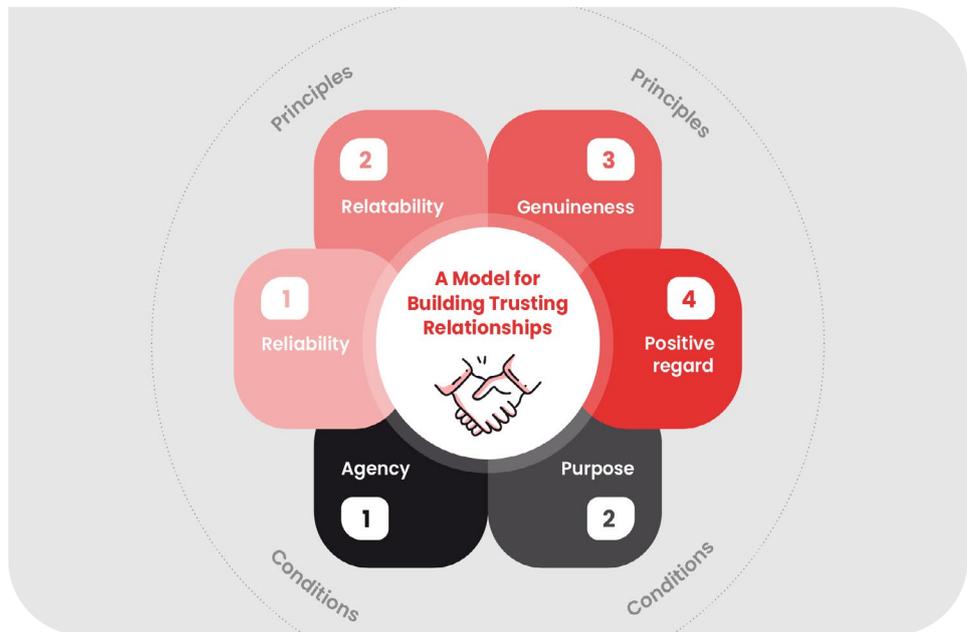
At Safer London, in collaboration with our partners, we were committed to ensuring that the voices of young Londoners were heard and valued. Many of their perspectives from the consultation have been directly incorporated into the new service we now deliver as part of an Alliance partnership.

Find out about this new service and the role Safer London played in its development



YOUTH VOICE STEERING OUR PRACTICE

Following the [commissioned evaluation by Safer London](#), a framework was developed as a tool for caseworkers to build effective trusted relationships with young Londoners. This framework identified four principles of building trust and two conditions.



↑ Trusted relationships framework

This framework was then taken to young Londoners through focus groups, allowing them to review and contribute their insights. A total of five participatory workshops were co-led by author Ciaran Thapar, CfEY's Head of Participation and Programmes Abi Angus, and youth worker Demetri Addison.

This provided the opportunity for the framework to be 'stress tested' by the experts – young Londoners. The framework was adjusted and adapted based on their opinions and discussion contributions.

Throughout the workshops, participants were also supported in creating an anthology of writing, illustrations, and creative expressions that reflected their unique perspectives on trust.

[Read a young Londoner poem from the anthology](#)



FRAGILITY OF TRUST

by Millie

If something is weak, weary
and is offered a solution, it is given hope

It imagines a world free of pain and problems,
and to be welcomed into peace

I was lifted up by your words,
where I floated on hope

I held my breath, waiting
for your promises to become a reality

I built a facade, a skeleton waiting for you
to support the structure

And when you did not fulfil your promises,
I continued to wait

I was floating higher and higher,
until I could no longer see reality

And then it hit me: it was never true

A pile of statements without backing
had been formed

You failed me: left me falling down
a facade without a structure

Left me crashing down
further than where I started

I was a puzzle of lost pieces, and rather than
connecting me like you promised, you cut
away the connections

Empty promises chipped away at my hope,
slowly taking away from me as a person,
breaking away from my hope to trust again

I believed the words that poured out of you,
alongside your smiling face

I took it as kind and trusting

Now it feels like deception

My panicked mind asks:

Was it me?
Am I incurable?
Am I the reason for their failure?

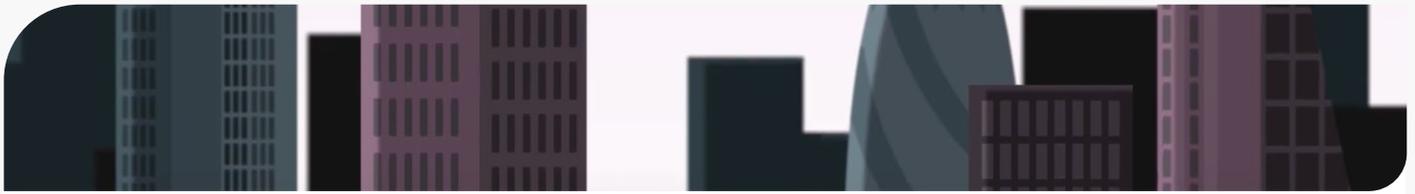
A trigger of their actions
leading to permanent damage

I have people to trust, people with reliability

But, to this day, there is still hesitation
each time I hear a solution, a promise.

Read the full
anthology





A YEAR OF ENABLING SUCCESS

Driving forward and supporting our practice and service delivery are internal structures, processes and strategic enablers.

Pushing forward these strategic enablers are an effective and dedicated central resources team, whose remit covers HR, data, governance, finance, fundraising, learning and development and communications.

Although not working in direct practice, each member of the team works towards one goal – the effective safeguarding and welfare of young Londoners.

Some of the team's achievements last year:

- ▶▶ Spearheading Safer London's shift to a four-day working week organisation
- ▶▶ Developing and rolling out a new induction programme
- ▶▶ Building and launching the Safer London staff intranet
- ▶▶ Leading on and delivering successful bids, resulting in the securement of Safer London's service and support, as well as supporting innovative projects
- ▶▶ Ensuring that Safer London is protected against cyber-attacks by securing a new IT supplier and updating the team's hardware and software. Whilst also creating new bespoke data protection training.
- ▶▶ Further supporting our team development by rolling out new training on our e-learning platform Rise, which was accompanied by a comprehensive learning and development guide.

None of these achievements could have been possible without collaboration and support from the practice teams. Safer London strives to operate as one team, with everyone working together to achieve our organisational goals.

BUILDING
BRIDGES

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The central resources team are the backbone of Safer London, working together to drive efficiency, ensuring that every resource is used effectively to support our mission.

Together they identify and mitigate potential risks, ensure compliance with relevant laws and regulations, and provide strategic insights through timely and accurate data. By working in close collaboration with frontline staff, they support the organisation to bring in the necessary funds to maximise our impact and transform lives.

KATIE MITCHELL
Deputy CEO, Safer London

FOUR DAY WORKING WEEK

One of our most significant achievements last year was the successful transition to a four-day working week. This change was driven by our commitment to enhancing the wellbeing of our team. We recognised that a better work-life balance could lead to increased productivity, higher job satisfaction and overall improved mental and physical health for the Safer London team.

The journey towards implementing the four-day working week began with consultations. We engaged in open dialogue with our staff, seeking their input and understanding their concerns and aspirations. This collaborative approach ensured that the transition was smooth and aligned with the needs and expectations of our team.

In addition to staff consultations, we worked closely with one of our Trustees, as well as our legal counsel. Their expertise and guidance were invaluable in navigating the legal, logistical, and practical aspects of this significant change. Together, we developed a comprehensive plan that addressed potential challenges and ensured that the new working arrangement would be beneficial for both our employees, the organisation and most importantly – the young Londoners and families we work alongside.



The four-day working week is a huge benefit and has really helped my work-life balance.

SAFER LONDON TEAM MEMBER
Verbatim comment from Safer London 2024 staff survey

The shift to a four-day working week happened in April 2024. Since then, team members report feeling more rested and motivated, and we have observed a positive impact on their overall productivity and creativity.



↑ Karen Green Stewart and Lashawna Stewart filming the Overlooked & Forgotten campaign film

OVERLOOKED & FORGOTTEN CAMPAIGN FILM

Overlooked & Forgotten is research aiming to explore what bereavement support is – or isn't – in place for those who have lost someone to youth violence related murder.

Spearheaded by bereaved parent Karen Green Stewart, who lost her son Lamar to youth violence in 2017, our aim is to develop a set of recommendations informing a bereavement model or approach for families, friends and communities affected by this type of tragedy.

To support recruitment of participants into the research, we created a [campaign film](#).

Produced by [Neck of the Woods films](#), the film's direction and narrative was steered by Karen and her Lamar's twin sister Lashawna Stewart, ensuring that their story was told the way they wanted it to be.

The film was shortlisted for an award in the 2024 Smiley Charity Film Awards.



108,798
views

[Read the full report](#)



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When I met my worker she was always outgoing and always made sure I was comfortable no matter where we were or what we would converse about.

I really enjoyed the sense of comfort that came with all our sessions. I've learnt how to contain anger, how to motivate myself when things get tough and how to not give up on my survival.

YOUNG LONDONER
who accessed Safer London support



ACCOUNTABILITY: LOOKING BACK & LOOKING FORWARD

LOOKING BACK: REFLECTIONS

Self-reflection is incredibly important. It allows us to pull out valuable lessons from our past experiences, which helps shape our future direction.

Each year, we establish three major goals and we hold ourselves accountable against those goals by looking back on them.

It involves both recognising and celebrating our successes, as well as assessing areas that need further growth and improvement.

LAST YEAR'S GOALS

Taking a closer look at the Safer London Front Door



Formalising a set of behaviours to enhance service delivery and support



Continuously reviewing the landscape in which young Londoners operate and swiftly adapting to emerging themes with agility



HOW WE PERFORMED AGAINST THE GOALS WE SET LAST YEAR



TAKING A CLOSER LOOK AT THE SAFER LONDON FRONT DOOR

The Safer London Front Door acts as a single point of entry for all young Londoners and families accessing Safer London's support and services.

Our goal with the Front Door was always to create an effective and efficient way of processing and screening referrals, in a way that benefited those that matter the most – the young Londoners, parents and carers accessing our service and support.

Last year, we committed to carrying out a review of the Front Door to determine if it is truly an effective pathway. Understanding the value of an outside perspective we commissioned an external review. From this evaluation we have identified future areas of focus:

- Develop a youth friendly referral pathway into our services. We will work alongside the Safer London young Londoner VIPs to achieve this.
- Implement effective methods of tracking referrals that will enable meaningful analysis. This includes where referrals weren't accepted into Safer London.
- Explore proactive methods of promotion of Safer London's services and support.



FORMALISING A SET OF BEHAVIOURS TO ENHANCE SERVICE DELIVERY AND SUPPORT

Last year, we successfully developed and implemented our first Behaviours Framework.

This framework was created through a collaborative effort with the entire team, ensuring it reflected the insights and views of everyone who is a part of Safer London.

Our Behaviours Framework is closely linked to our values, ensuring that our actions and decisions consistently reflect what we stand for as an organisation, creating a value-driven culture across Safer London.

It is now fully embedded within our performance review process, providing a clear understanding of the effective behaviours required at various levels within the organisation.

It runs alongside significant improvements we have made in our people management processes, which include enhancements in case management discussions, as well as a stronger focus on Equity, Diversity, and Inclusion (EDI) and intersectionality.



CONTINUOUSLY REVIEWING THE LANDSCAPE IN WHICH YOUNG LONDONERS OPERATE AND SWIFTLY ADAPTING TO EMERGING THEMES WITH AGILITY

Being agile and responsive to emerging themes is essential when developing services for children and young people affected by violence and exploitation.

When we noticed a significant gap in our service delivery and support, we set out to take action.

When looking at our data we realised that many young Londoners accessing Safer London's services were neurodivergent or had Special educational needs and disabilities (SEND), whether formally diagnosed or not.

We recognised the need to create impactful, responsive, and tailored interventions to genuinely address the challenges faced by this demographic.

In response we created and recruited to two new roles whose focus was to work specifically with young Londoners with SEND. One with a focus on violence and exploitation, the other on Harmful Sexual Behaviours. These caseworkers have expert knowledge and experience of working alongside children and young people with SEND, knowledge that they share with their colleagues via weekly drop-in surgeries.

Furthermore, they have been leading an internal team working to obtain an Autism Inclusion Award.

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I get to work with brilliant personalities every day and
I can make an actual difference to young
Londoners' lives.

LEE

Expert Neurodiversity Caseworker, Safer London

LOOKING AHEAD: FUTURE GOALS

Setting organisational goals for the next year is essential for Safer London's growth.

By establishing specific objectives, we can prioritise, streamline decision-making, and allocate resources effectively.

This strategic planning enhances accountability, motivation, and impact, driving progress and achieving our mission in the year ahead.

THIS YEAR'S GOALS

Build sustainability and growth into Safer London's youth voice and influence programme



Evaluate Safer London's approach to extremism as a form of exploitation



Explore options for evaluation and research supported by young peer researchers



HOW WE WILL ACHIEVE OUR GOALS HEADING INTO NEXT YEAR



BUILD SUSTAINABILITY AND GROWTH INTO SAFER LONDON'S YOUTH VOICE AND INFLUENCE PROGRAMME

Safer London has a thriving youth voice programme, with an active group of young Londoners – the Safer London VIPs – spearheading meaningful conversations and activating change both within and outside of Safer London.

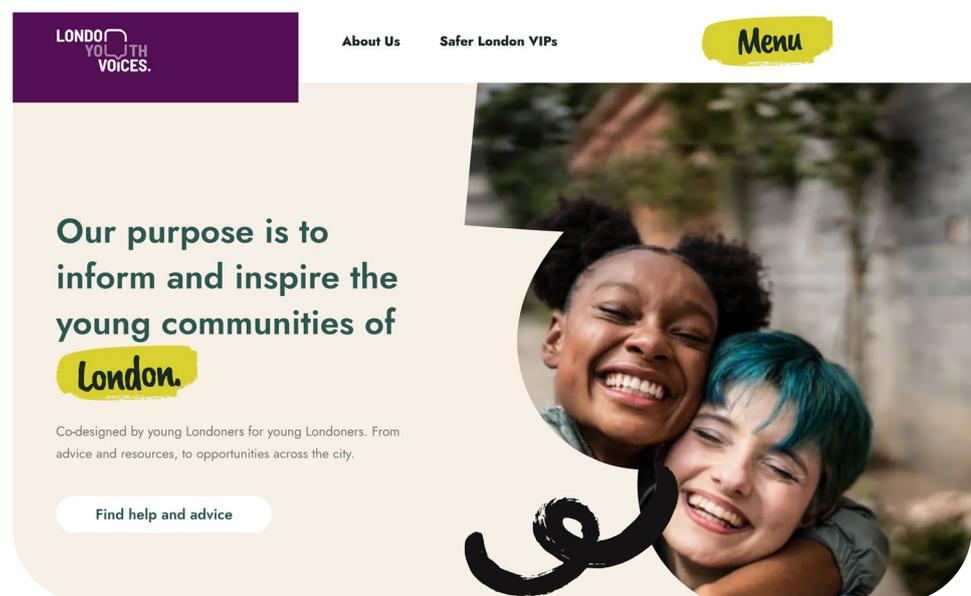
We want to make sure that this programme continues to grow and that all young Londoners – whether they are part of the VIPs or not – have platforms and mechanisms where they can share their voices, experiences and opinions.

A big focus for the next year will be to further embed youth voice and participation throughout the organisation, moving this work to sit directly within our practice teams.

The aim is that everyone at Safer London will look at their work with a participation lens, proactively creating opportunities for youth voice in what they do.

Secondly we aim to launch a digital youth hub*. An online space where young Londoners can go for advice and support, as well as share their own experiences.

Furthermore, the youth hub will be used by Safer London caseworkers in their interventions, as a tool for pointing to resources and signposting to further support.



↑ [Safer London's digital youth hub London Youth Voices](#)

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We are excited to launch a digital space for young Londoners, designed by young Londoners themselves.

This project is a true collaboration between our communications and participation teams, and most importantly, the Safer London young champion VIPs.

Our goal is to create a platform where young Londoners can access information, advice, and guidance, while also sharing their own experiences to inspire and support their peers.

HELEN GREEN

Marketing and Communications Manager, Safer London



EVALUATE SAFER LONDON'S APPROACH TO EXTREMISM AS A FORM OF CHILD EXPLOITATION

Over the past few years, Safer London has identified extremism as a growing threat among young Londoners. At its core, the radicalisation of young Londoners is simply another form of exploitation. Radicalisation is complex, but it starts the same way as other forms of exploitation – by preying on vulnerabilities and trauma.

Last year we partnered with [Exit Hate](#) to establish a specialist caseworker role focused on extremism and radicalisation. This role was designed to work closely with our teams to develop an effective approach to working with young Londoners who are at risk of, or have been, radicalised.

Over 12 months this specialist worker focussed on three areas to develop our approach to working with young Londoners impacted by extremism.



Manual, Policy and Procedures

We amended caseworker processes and created escalation documents to address radicalisation concerns promptly and effectively.



Support Tools

The specialist worker developed resources to help caseworkers recognise signs of radicalisation and support difficult conversations with young Londoners at risk. This included session plans and tailored questions for interventions to address individual needs and circumstances, as well as resources that address the intersection of online gaming and extremism.



Training and Workshops

Workshops and training sessions for the Safer London team, as well as families, were developed. This legacy piece of work aims to equip attendees with the knowledge and skills to counteract extremism.

Although what we achieved last year will support the Safer London team to more confidently navigate the landscape of extremism, we know more needs to be done. Looking to the future we want to focus on strengthening our approach, as well as share our learnings with others.

We will achieve this by:



Establishing collaborative networks

We understand there are differing areas of extremist thoughts and ideologies, and that these thoughts can grow in young Londoners - in particular the growing rise in harmful misogynistic ideologies amongst young males. We want to build an approach that covers all forms of extremism and harmful ideologies. By building our collaborative networks we can further understand the nuances of extremism ideologies and ideas and in turn better equip our team to handle them.



Enhancing knowledge of radicalisation in the contextual space

Online gaming platforms and social media have been identified as potential platforms for radicalisation, with young people frequently being exposed to and indoctrinated into extreme ideologies. As online spaces continue to evolve, it is vital we remain vigilant in understanding and addressing the complex dynamics at play. We will continue to investigate the growing trends of radicalisation in online spaces, ensuring the safety and wellbeing of young Londoners vulnerable to the influences of radicalisation and extremism.



Expand community engagement initiatives

We will continue our proactive approach to engaging with local communities, listening to their concerns, and involving them in the development and implementation of services and support. Strengthening these connections will not only foster trust but also ensure that interventions are tailored to the specific needs of each community.



Collaborate with stakeholders

We will build strong partnerships with local authorities, criminal justice agencies, schools, businesses, and other stakeholders. This is crucial for creating a cohesive and comprehensive approach to safety. We will actively seek opportunities for collaboration, sharing resources, expertise, and best practices to maximise their impact.



EXPLORE OPTIONS FOR EVALUATION AND RESEARCH SUPPORTED BY YOUNG PEER RESEARCHERS

At Safer London we understand the important role peers play in young Londoners' lives and we're committing to harnessing the positive influence of peers.

Moving into the future we are supporting research which looks specifically at love and protection within peer relationships and its potential to inform practice.

A strong support system is essential in navigating life's challenges. Friends play a crucial role in adolescence. Strong social networks and positive friendships enhance self-esteem, confidence and resilience while reducing the risk of social isolation, depression and other mental health issues.

When looking at children and young people affected by violence and exploitation traditionally, peer relationships have been examined through a lens of risk, often resulting in increased surveillance and criminalisation, particularly for marginalised youth. This perspective neglects the protective potential of peer relationships. It's crucial to reframe peer relationships as sources of safety rather than risk.

Safer London's Director of Practice is currently carrying out PhD research, supervised by Professor Carlene Firmin and Dr Hannah King, focusing on love and protection in peer relationships.

This research, in collaboration with Safer London, aims to develop a co-produced study with 'Young Researchers' – a group of young people affected by exploitation and violence, ensuring their voices shape understanding and practices.

The goal is to promote strength-based safeguarding practices that leverage the protective power of peer relationships.

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To challenge this risk-focused lens on friendships and peer relationships I have decided to undertake post graduate research to explore these issues.

Safer London will be a collaborative partner in this research. The ambition is to develop a co-produced piece of research with children and young people who are impacted by exploitation and violence, and who are so often excluded from knowledge generation.

Their voice and experience will help shape the design and delivery of the research to help us to better understand the role peer relationships can play in safeguarding adolescents and hopefully tip the lens towards more strength-based safeguarding practice with peers.

YOUNG LONDONER
who accessed Safer London support

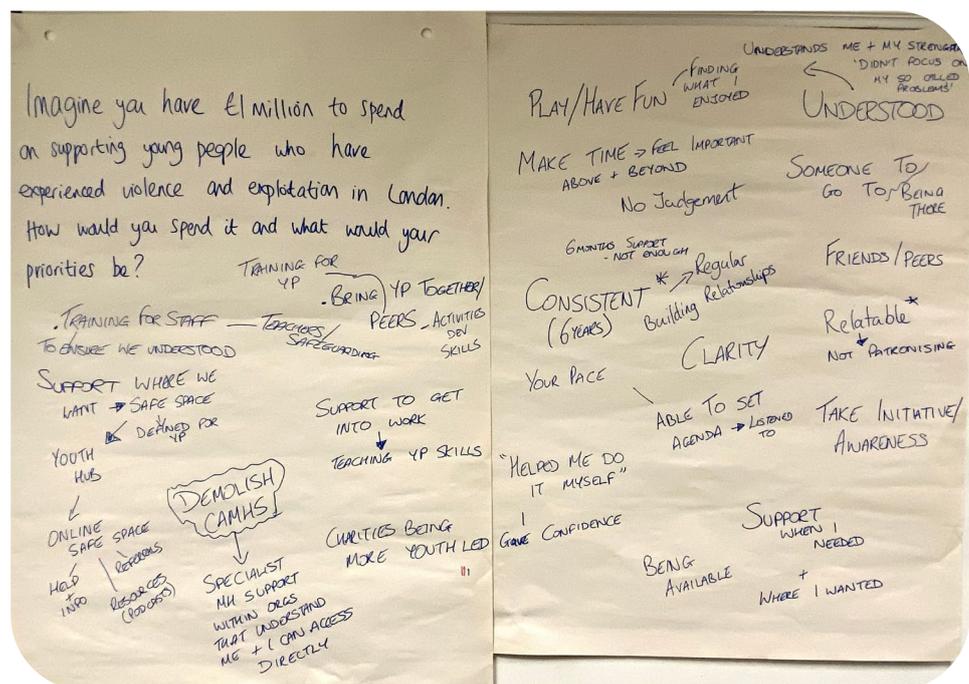
WHAT'S NEXT FOR SAFER LONDON

At Safer London, we've been heavily involved in shaping a new service that addresses the needs of young Londoners and families affected by violence and exploitation.

Over the past year, we participated in a process led by the Mayor's Office for Policing and Crime (MOPAC), attending a series of workshops that brought together voluntary and statutory organisations from across London. These workshops provided a platform for us to influence the development of a new violence and exploitation service, ensuring they reflect the real needs of young Londoners and their families.

Through these workshops, we advocated for safeguarding to be at the heart of the new service, ensuring both young Londoners and their families are supported and protected.

Our engagement with young Londoners was central to this process, especially through the involvement of the Safer London VIPs. Their voices and lived experiences helped shape how we approached the design of the service, ensuring it was grounded in the realities faced by those impacted by violence and exploitation.



↑ The Safer London VIPs shared their thoughts on what services for young Londoners affected by violence and exploitation should look like

BUILDING
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In collaboration with our partners – St Giles Trust, New Horizon Youth Centre and Anna Freud – we worked to co-develop a service that provides comprehensive, trauma-informed support for young Londoners and their families. Our focus was on creating a service that empowers young Londoners to take control of their own journey, while surrounding them with skilled professionals who can provide tailored assistance for their unique needs.

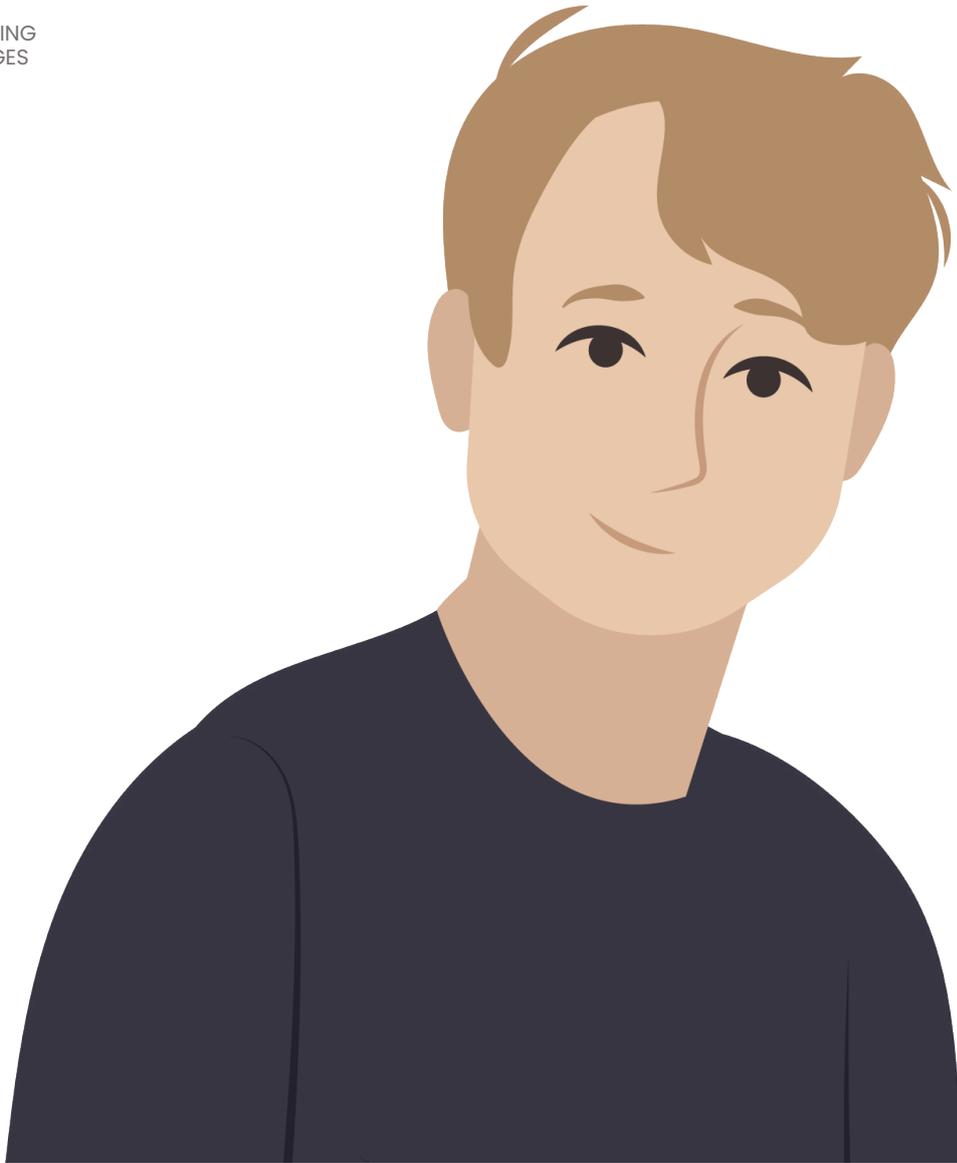
This service, built on the AMBIT "team-around-the-worker" model, will enable caseworkers to build trusting relationships with young Londoners and ensure they receive the right support at the right time. By minimising the need for young Londoners to repeatedly share their stories with multiple professionals, we aimed to create a supportive and seamless process, not just for them but for their families as well.

At Safer London, we are proud of the role we played in shaping this service, which is grounded in safeguarding, collaboration, and the direct input of young Londoners and their families. We believe this partnership will help us support more young people and their families in building positive futures, free from violence and exploitation.

Find out about this new service
and make a referral on the Safer
London website.



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My worker was very supportive in guiding me to how to deal with different things. I felt like I could be open and share any worry or support that I needed with them.

I know what to do and how to relax if I am stressed out. When I am stressed I know I need a moment to myself to feel better - I know now that going to the park for a short walk helps.

I feel really good about receiving support from Safer London. I have a different view of services now because I never thought I would get the support that I did from Safer London, so this has helped me to have an open mind about other services. I can easily open up and share information with other services now because my worker made me feel more confident.

YOUNG LONDONER
who accessed Safer London support



THANKS AND ACKNOWLEDGEMENTS

The Safer London Senior Leadership Team and Board of Trustees want to extend their thanks to all of our partners, funders and supporters who allow us to continue our work, ensuring young Londoners have the future they deserve.

What we achieved last year wouldn't have been possible without the support and dedication of the incredible Safer London team.

Our biggest thank you is to the young Londoners and families we worked alongside, whose tenacity, resilience and dedication amazes us every day - for being willing to trust us we thank you.

Safer London supporters, funders and Trustees





↑ Safer London fundraiser Viola and her partner after completing the Paris half marathon

FUNDRAISER SPOTLIGHT

VIOLA TAKES ON THE PARIS HALF FOR YOUNG LONDONERS

Having recently moved to London, Viola realised the importance of a safe environment for young Londoners. This motivated her to support Safer London by running the Paris Half Marathon in March 2024.

During her training Viola mapped out all the routes in central London where she felt safe running before sunrise and after sunset hoping to make it easier for everyone to enjoy being active while feeling safe.

“

Being a young person in this vibrant city, I understand the importance of a safe environment for personal growth.

VIOLA
Safer London Fundraiser



Make a difference, start your fundraiser today!



SUPPORTERS AND FUNDERS

- Barrow Cadbury Trust
- City Bridge Trust
- Esmée Fairbairn Foundation
- Help for Children UK
- The London Community Foundation
- Mayor's Office for Policing and Crime (MOPAC)
- The Ministry of Justice (MoJ)
- NHS South East London ICB
- Paul Hamlyn Foundation
- Vanguard Group Foundation
- The many schools and individuals who fundraised to support our work.

PARTNERS AND COLLABORATORS

- Anna Freud
- Catch 22
- Child Bereavement UK
- Code 7
- Exit Hate UK
- Karen Green Stewart
- KIKIT
- Participation People
- University of Sussex School of Education and Social Work
- UCL Psychoanalysis Unit
- WAGN

SAFER LONDON TRUSTEES 2023 - 2024

- Janine McDowell, Chair
- Fiona Hazell, Vice Chair (resigned 31st December 2023)
- Gemma Bailey
- Vaneesha Bailey
- André Campbell (resigned 22nd November 2023)
- Valerie Floy, Hon. Treasurer
- Anthony Gunter
- Baroness Sally Hamwee
- Tim Jones

ABOUT SAFER LONDON

Safer London works with young Londoners and families affected by violence and exploitation.

Through specialist one-to-one intervention, we are supporting young Londoners to move onto the positive futures they deserve. We put young Londoners at the centre of their support, focusing on them and their needs. By building strong, trusting relationships we gain an insight into their world, begin to understand what they need and together we find the best ways to keep them safe.

Understanding young Londoners' lives are shaped by the world in which they live, we work not only with them and their families, but also their peer networks and directly within the communities and places where they live and spend their time. We are committed to learning, innovating, and delivering high quality, evidence-based support.

With a footprint in every borough in London, we build trusting, professional partnerships to embed our approaches and work towards achieving our vision of a city that is safer for all young Londoners who live here.

Safer London is a registered charity in England and Wales No. 1109444; and a company limited by guarantee No. 5190766. www.saferlondon.org.uk

REPORT CREDITS

Report Design: Safer London

Report Illustrations: Charlie Emsley [Neck of the Woods Films](#)

Icons: [Flaticon.com](#)

GET IN TOUCH

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

If you'd like us to speak at your event or conference please email communications@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

For general enquiries please email info@saferlondon.org.uk



BUILDING BRIDGES

Safer London Impact and Accountability Report
2023 - 2024

saferlondon

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