

Appendix B

Chronology

Comprehensive Agency Chronology

| Date | Time | Source of evidence | Initials of Professional making entry | Family/ friend referred to | Event description, action taken, decision made |
|------------|------|--------------------|---------------------------------------|----------------------------|---|
| 19.12.2011 | | I.T. Systems | SAW | Zoe | UoR application received in the name Zoe. On the application she also declared that she was house sharing with deleted who was a colleague from work. That her sister deleted was her family connection to St Helens who currently resides at deleted and had been in the UK for 5 years. |
| 20.12.2011 | | I.T. Systems | SAW | Zoe | Letter sent from UoR requested employer's / employment details. |
| 09.01.2012 | | I.T. Systems | SAW | Zoe | UoR receive letter from deleted confirming employment details. |
| 11.01.2012 | | I.T. Systems | SAW | Zoe | UoR request a reference via letter from Zoe's current landlord. |
| 09.03.2012 | | I.T. Systems | SAW | Zoe | Phone call to UoR from Zoe checking to see if her landlord had returned a completed reference. |
| 03.05.2012 | | I.T. Systems | SAW | Zoe | UoR receive an L/Lord reference for Zoe confirming that she has been residing at deleted since deleted and there have been no issues. Landlord is deleted. |
| 28.05.2012 | | I.T. Systems | SAW | Zoe | UoR received a letter from Zoe notifying them of a name change from deleted (Married name) to deleted proof provided . |

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| 18.06.2012 | I.T. Systems | SAW | Zoe | UoR amendment received, notifying of a change of address to deleted, proof provided. |
| 18.06.2012 | I.T. Systems | SAW | Zoe | UoR amendment received, notifying of a change of address to 18 (Deleted), proof provided. |
| 24.04.2013 | I.T. Systems | SAW | Zoe | UoR amendment received, notifying of a change of address to deleted, proof provided also declared that she had moved in with her auntie & uncle deleted. |
| 04.09.2013 | I.T. Systems | SAW | Zoe | UoR amendment received, notifying now at C/o address 38A (Deleted), proof provided. |
| 13.11.2013 | I.T. Systems | SAW | Zoe | UoR send a letter offering accommodation / tenancy at 54 (Deleted). |
| 29.11.2013 | I.T. Systems CRM (Customer relationship management) | SAW | Zoe's Sister | Phone call to UoR from Janet arranging a viewing at 54 (Deleted). Signup for 54 deleted - Zoe has an income of £ wage pw. Full rent payer, 2 weeks paid at sign up, DD form completed. |
| 02.12.2013 | CRM | Lettings/SL | | SIGNED UP 2.12.13 - Tenant speaks very little English. Did have interpreter with her. Gas Stage 2 booked for Thursday PM. My Communal Key given to tenant (got Helena red key ring on it and I need it back when LO issue communal key) Wilko £130. |
| 05.12.2013 | I.T. Systems | SAW | Zoe | Helena Homes Neighbourhood Officer completes a home visit and provides Zoe with information on a coffee morning that takes place in the area that many Polish / Turkish residents attend. |
| 16.01.2014 | I.T. Systems | SAW | Zoe | Zoe called into Helena Central (HC) to add her son Kevin to her tenancy as an occupant. |

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| | | | | Letter sent from Helena Homes advising of a home visit on 1st April to complete post tenancy visit. |
| 03.03.2014 | I.T. Systems | SAW | Zoe | |
| | School health records | JF Nurse | Kevin and Zoe | School health service informed by school that child Kevin had transferred into the school from Poland. Kevin had no NHS number and not yet registered with a GP. Not known how long Kevin had been in England. Letter sent from school health service with health questionnaire for completion and return to school health service before any health assessments take place. This was not returned and not followed up by school health service. |
| 11.03.2014 | | | | |
| 17.03.2014 | I.T. Systems | SAW | Zoe | Zoe called into HC to report a repair to bedroom light fitting. |
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| 01.04.2014 | I.T. Systems | SAW | Zoe | Home visit by Helena Homes to complete post tenancy visit, Zoe was not at home, card left. |
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| 04.04.2014 | I.T. Systems | SAW | Zoe | Repair to bedroom light fitting completed. |
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| 25.04.2014 | I.T. Systems | SAW | Zoe | Zoe called into HC to request the gas connection to cooker to be raised to accommodate her cooker. |
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| 29.04.2014 | I.T. Systems | SAW | Zoe | Repair to gas cooker connection completed. |
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| 21.05.2014 | I.T. Systems | SAW | Zoe | Zoe called into HC to ask if any further works were required to the gas cooker connection. She was informed all works had been completed. |
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| 18.11.2014 | I.T. Systems | SAW | Zoe | Letter sent to Zoe informing her of an overpayment and that she had been refunded £439.10, this was paid direct to her bank account. |

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| 26.11.2014 | School health records | CH Nurse | Kevin | School health received a referral from St Helens Youth Offending Service requesting a health assessment for child Kevin and support to register with a GP and Dentist. Appointment made for Child KP to have the assessment 04/12/2014. |
| 27.11.2014 | CRM | NN | | Approved for Home Swappers - Completed 12 months on 03.12.14. There were no issues with tenancy/rent to date at this property – just usual repairs etc. |
| 03.12.2014 | School health records | CH Nurse | Kevin and friend | School health service was contacted by a friend of Kevin to request a different appointment. Friend contacted school nurse as Kevin does not speak much English. Another appointment made for 12/12/2014. School Nurse met with Kevin to carry out a health assessment as planned. Kevin's English was enough to carry out the physical and emotional health assessment as planned. Kevin presented as generally healthy, did not know his immunisations status, was having additional support in school with his English language and learning, he informed the nurse that he had used cannabis but wasn't using at the time of the assessment, reported sleep disturbance, wasn't overly worried about anything and was attending a gym and using protein drinks to gain muscle. Kevin also reported that he had self-harmed and had split with his girlfriend which had affected him greatly. He wouldn't raise his sleeves to show the nurse. Kevin reported that he would be fine and declined a referral for support. Further appointment to see Kevin with his Mother in school 20/01/2015 to revisit the health plan. |
| 12.12.2014 | School health records | CH Nurse | Kevin | |
| 20.01.2015 | School health records | CH Nurse | Zoe | School Nurse met with Kevin and his Mother as planned. Kevin and Mother now registered with a GP and a Dentist. No outstanding health issues. School health contact details reinforced to Kevin and his Mother. |
| 17.05.2015 | I.T. Systems | SAW | Zoe | Zoe called into HC with proofs for her UoR application. She also completed an application to add Mark to her tenancy at 54 (deleted) as an occupant |
| 28.05.2015 | Medical | | Zoe | attended the x-ray department following a GP referral for an ultra-sound pelvis. |

notes

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| 19.06.2015 | I.T. Systems | SAW | Zoe | Letter sent by UoR requesting confirmation of Mark's addresses for the last 6 years and also to provide wage slips for the last 6 months |
| 24.6.2015 | I.T. Systems | SAW | Zoe | Home visit by neighbourhood officer to complete transfer inspection for UoR application. During the visit Zoe reported the window lock and the outer pane of her son's bedroom window broken. |
| 29.06.2015 | I.T. Systems | SAW | Zoe | window repairs cancelled due to no access. Zoe called into HC to provide supporting evidence for her UoR application. Letter from Mark providing previous addresses for the last 6 years until December 2013 he lived at deleted Poland. On arrival in the UK he lived at 2 - 6 deleted, in May 2015 Zoe |
| 14.07.2015 | I.T. Systems | SAW | Zoe and Mark | declared that Mark had moved into 54 deleted, although Mark provided wage slips as proof of address the earliest dating back to 12.4.15. |
| 19.09.2015 | Medical notes | | Mark | Attended A&E with a fractured Right ankle after jumping from a bridge. He was put in a cast and was admitted due to being unable to weight-bear. |
| 22.09.2015 | Medical notes | | Mark | Discharged home. |
| 24.09.2015 | I.T. Systems | SAW | Zoe | Letter send by UoR offering alternative accommodation / tenancy at 28 deleted. |
| 25.09.2015 | I.T. Systems | SAW | Mark | Mark contacted UoR by phone confirming that he and Zoe were interested in the offer of accommodation at 28 deleted. |
| 28.09.2015 | I.T. Systems | SAW | Zoe | Zoe called into HC to provide bank statement and proof of child tax credits as requested by Helena Homes. |

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| 06.10.2015 | I.T. Systems | SAW | Zoe | Phone call to Zoe arranging an appointment to view 28 deleted. |
| 09.10.2015 | I.T. Systems | SAW | Zoe and Mark | Completed viewing at 28deleted and accepted the property. |
| 14.10.2015 | I.T. Systems | SAW | Zoe and Mark | Mark and Zoe sign for the tenancy at 28 deleted, Zoe also signed a notice to end her tenancy at 54 deleted on the 25.10.15. |
| 26.10.2015 | I.T. Systems | SAW | Mark | Mark called into HC to return the keys to 54 deleted on Zoe's behalf MJ contacted Emergency Duty Team. Kevin had been brought to Whiston Hospital by ambulance in the early hours of Sunday morning. He had staggered into a petrol station after cutting his left wrist and staff there had called an ambulance. The cut was described as severe and required surgery to repair the tendons. Kevin described that he felt like a burden to his mother, he said she is an alcoholic and they have no money for food. He said they had lived in the UK for 2 years. Hospital could not contact his mother and advised police had been to his home address but had also failed to make contact so had left a note requesting she contact the Ward. Checks were completed by the police on 22/11/15 (DC Jade Wright) who advised mum was not known to the police. Kevin reported to be known due to possession of amphetamines, 2 years ago. At the time of referral to EDT, Kevin was still in hospital awaiting a CAMHS assessment and mum had not been contacted. |
| 22.11.2015 | Staff Nurse, 3F Whiston Hosp | CB | Kevin | |
| 23.11.2015 | Staff Nurse, 3F Whiston Hosp | CB | Kevin | Case sent to CYPS Duty Team and allocated to social worker, to complete a C&F Assessment. C&F Assessment was completed and agreed no further action for children's social care. |
| 15.01.2016 | Medical notes | | Mark | Attended fracture clinic, ankle is healing well. |

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| 18.03.2016 | Medical notes | | Mark | Failed to attend fracture clinic, discharged. |
| 18.05.2016 | IBS | | | IBS states that Mark was added as an occupant of 54 deleted on 18/6/15. |
| 06.09.2016 | I.T. Systems | SAW | Zoe | Zoe called into HC to re-arrange her appointment for her annual gas service. |
| 27.09.2016 | I.T. Systems | SAW | Zoe | Zoe reported online that the central heating boiler had broken down and that they had no heating or hot water . |
| 28.09.2016 | I.T. Systems | SAW | Zoe | Zoe called into HC to check when the central heating boiler would be repaired, she was informed 29.9.16. |
| 29.09.2016 | I.T. Systems | SAW | Zoe and Mark | Central heating boiler repaired and a new flue was fitted at the property. |
| 20.11.2016 | Medical notes | | Kevin | Chest infection. |
| 29/12/2016 | Merseyside Police | CB | Zoe and Mark | Referral received from Merseyside Police to the Emergency Duty Team wanting a check to see if either Mark or Zoe were known to social care. Advised neither were known to services but EDT made police aware that Zoe had a son, Kevin aged 17 years. Screening by the Front Door Team advised that Kevin is currently in Poland and was due to return on 6/1/17. C&F Assessment completed. Kevin seen on 12/1/17. He was with mum's sister, Janet. He had come to St Helens to collect his belongings and was returning to Poland on 14/1/17. No further action - case closed. |

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| 30/12/2016 | CRM | Onecall/JH | Janet | Called in by Neil Fairhurst (he is on call duty manager) he has received a call from Merseyside Police and requires a lock change - He has advised to bypass the charges and he has notified the on call joiner but can we ring him with a job number. |
| 03.01.2017 | I.T. Systems | SAW | | <p>Email received from Janet stating her sister had been arrested and won't be needing the property at 28 deleted, she would be flying over from Poland on 5.1.17 to clean the property and remove any belongings from the address.</p> <p>Email sent by S Williams to Zoe sister in Poland – “return email sent to Zoe sister, she is currently in Poland but looking to come to the UK to organise her sister's affairs. She wants access to her sister’s tenancy to remove her belongings and also wants to terminate the tenancy on her sister's behalf. Return email sent to sister Dear deleted, Thank you for contacting Helena Partnerships with regards to your sister’s tenancy at 28 deleted. I appreciate that you will be travelling over from Poland to organise your sister’s affairs however, the tenancy Zoe has at 28 deleted is still currently a crime scene and is being held by police, therefore no one other than crime scene investigators are allowed to enter the property. I believe that the keys to the property are with officer Tracy Aubrey and her contact number is 0151 XXXX or 0151 XXXX. I have attached a form for your sister to complete, she will need to provide 4 weeks’ notice to terminate the tenancy at that address and the form will need to be signed by her. However, I understand that you will be wanting to clear her home of her belongings during your visit, in order to do this you will need to make arrangements with the police as they may not provide access at this time. I have provided you with the police officers contact details above. Please do not hesitate to contact me if I can assist you further. Regards Sharon”</p> |
| 04/01/2017 | CRM | SW | | |

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| 04.01.2017 | I.T. Systems & Self | SAW | Janet | Email sent to Janet - 28 deleted is still a crime scene and Helena would be unable to provide access to the address. Provided names and contact numbers for the police dealing with the incident and advised her to contact them prior to flying to the UK. Also provided a termination notice and advised her that her sister Zoe would need to complete this to terminate the tenancy. |
| 11.01.2017 | I.T. Systems & Self | SAW | Janet and Kevin | Janet and Kevin called into Helena East to speak with me, they provided a termination notice signed by Zoe which ended the tenancy on 15.1.2017. A letter was also provided from Zoe granting her sister Janet permission to enter 28 (deleted) to remove her belongings on her behalf. They were advised that the keys to the property were still with the police and that they would need to contact them to arrange access. |
| 16.01.2017 | I.T. Systems | SAW | Janet | Janet called into HC to return the keys to 28 deleted. |
| 17/01/2017 | School health records | GL Nurse | Kevin and Zoe | Health information provided to St Helens Multi Agency Safeguarding Hub following a request for information in light of an alleged murder at the family home. |
| 11/04/2017 | School health records | AD NNSC | Kevin | Referral made to St Helens LSCB Case Review Panel to determine any learning. |