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# Community Safety

## Action Plan 2018-19

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**This document is produced by the Organisational Development Team.**

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**This document and other Council services can be accessed at [elmbridge.gov.uk](http://elmbridge.gov.uk).**

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# Forward

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We want Elmbridge to be a place where people can go about their everyday lives, day or night, confident in the knowledge that this is a place where people treat each other fairly and with respect, and they are safe from harm or the effects of crime and disorder.

Our Vision is what we would like Elmbridge to be in 2023 and has been developed from extensive consultation with a range of stakeholders.

**A responsive and effective Council, protecting and promoting the interests of residents and businesses and safeguarding our environment, while maintaining a community for all.**

Our Priorities support our Vision and are reviewed every year.

**Character and Environment** – We will make Elmbridge a sustainable and attractive place.

**Quality Services** – We will work in partnership to ensure services are efficient, effective and offer value for money.

**Economic Development** – We will facilitate economic growth, including improved infrastructure and housing.

**Community Wellbeing** – We will listen to all of our residents and support communities to become healthier, empowered and safe.

In the last 12 months, we are seen an increase in both the fear of crime and actual crime. The agencies within the Community Safety Partnership have been working hard to address these rises. Addressing crime and anti-social behaviour with finite resources and delivering a comprehensive plan is a challenge which we do not underestimate, but one which we accept with enthusiasm and belief that reductions in crime and anti-social behaviour can be achieved. We know that crime is one of the key issues which directly impact upon the quality of life and satisfaction of place felt by our local community, which is why we are putting the needs of the victim at the heart of what we do.

To achieve this, we are committed to working openly and closely across organisations to develop and implement solutions which will enable us to meet our Community Safety priorities.

This Community Safety Plan outlines the way the Community and Safety Partnership will work towards these priorities. I am confident that we can build on the established record of partnership working across the Community Safety Partnership to deliver on this agenda.



**Rob Moran**  
**Chair of the Elmbridge  
Community Safety  
Partnership**



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# What are the Surrey Community Safety Priorities 2018/19?

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Crime is tackled in every local district and borough area by Community Safety Partnerships. These partnerships are made up of a wide variety of organisations all working together to make Surrey a safer place, including:

- Surrey County Council
- Surrey Police
- Borough and district councils
- Surrey Fire and Rescue Service
- Clinical Commissioning Groups
- Surrey and Sussex Probation Trust

Other agencies and organisations determined locally, for example the local social housing provider. The above named organisations are under a duty to formulate and implement a strategy to tackle crime and disorder in their area.

## Surrey Community Safety Board

In a two-tier authority area such as Surrey, where a County Council works alongside District and Borough Councils, there is a requirement for a county level community safety strategy group. In Surrey this is known as the Community Safety Board (CSB). Chaired by the Police and Crime Commissioner for Surrey, its' membership includes a wide range of partners that work together to provide strategic leadership on issues that affect the whole of Surrey. Current priorities are:

- Domestic Abuse
- High Harm Crime (serious organised crime, modern slavery, human trafficking)
- Prevent (counter terrorism)

The Community Safety Board also has oversight of the following issues:

- Anti-Social Behaviour
- Child Sexual Exploitation
- Cyber-Crime
- Mental Health Crisis
- Re-offending
- Resilience
- Road Safety
- Substance Misuse

Find out more here: <https://www.surreycommunitysafety.org.uk/>

## The Role of the Police and Crime Commissioner

David Munro was elected as the Police and Crime Commissioner for Surrey in May 2016. He is responsible for overseeing the work of Surrey Police, holding the Chief Constable to account and helping to tackle crime issues in Surrey in accordance with his Police and Crime Plan.

The Police and Crime Commissioner is also responsible for commissioning services that support victims, improve community safety, tackle drug use and crime, and reduce re-offending.

See the Surrey Police and Crime Plan here: <http://www.surrey-pcc.gov.uk/plan/>



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# The Elmbridge Community Safety Partnership

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The Crime and Disorder Act 1998, section 6, requires the 'responsible authorities', the district and county councils, fire and rescue authority, police service, probation service and Clinical Commissioning Groups, to formulate and implement a strategy for the reduction of crime and disorder in the area with a Community Safety Partnership. The Elmbridge Community & Safety Partnership fulfils this role. The aim of the ECSP is to improve the social, economic and environmental well-being of Elmbridge.

The objectives of the ECSP are:

- To provide strategic leadership and co-ordination between agencies for improving the social, economic and environmental well-being of the borough (and in doing so, ensure that the specific needs of different communities within the borough are addressed).
- To foster positive working relationships between the public, private, voluntary and community sectors.
- To share information and intelligence about the needs of the borough.
- To oversee and co-ordinate community consultation and engagement
- To discharge the statutory responsibilities of the Borough's Community Safety Partnership and for that purpose:
  - To act jointly to seek to reduce crime and disorder in the Borough
  - To develop and co-ordinate the activities of the partners in implementing the Elmbridge Community and Safety Partnership Action Plan.
  - To assist and enable the responsible authorities to exercise their functions under section 17 of the Crime and Disorder Act 1998.
  - To make decisions about priorities, programmes, initiatives and the allocation of resources.

Membership of the Board is based on the ability of representatives to make high level strategic and operational decisions, including committing budgets and resources.



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# What are the Community Safety Partnership's Priorities 18/19?

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1. To work in partnership to address causes of offending and reduce crime and anti-social-behaviour.
2. To ensure that all victims in the Borough are given the appropriate level of support feel safe and to tackle issues that may have emerged as a result of being a victim of crime or anti-social behaviour
3. To ensure that residents are aware of the work carried out by the Community Safety Partnership and through this, to enhance the feeling of safety and public confidence.



## How does the CSP know it is making the Borough Safer?

The Community Safety Partnership monitor a number of performance indicators to see how it is dealing with crime disorder in the Borough, these include:

- **Rate of proven re-offending:** to see how well we are steering offenders away from a life of crime and disorder
- **Reports of anti-social behaviour;** to monitor the number of ASB incidents in the Borough
- **No. of repeat referrals to MARAC:** to show successful prevention of domestic abuse
- **Reduction in serious acquisitive crime;** to show that operations, communications, Intelligence sharing, and other disruption activity is working
- **Alcohol-attributable recorded crimes:** will show how well we are preventing disorder caused by alcohol.
- **No. of incidents of domestic abuse;** a complex figure, as rises in known incidents can indicate an improvement in reporting – meaning perpetrators can be held to account and victims supported-rather than an increase in incidents.
- **Reduced risk attributed to victims of ASB;** this will show confidence in community safety and ability to manage complaints.

Keep a track of crime and anti-social behaviour at: <https://www.police.uk/>

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# Priority One: Integrated Offender Management

2018/19

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Integrated Offender Management (IOM) is a key priority both nationally and locally. Drawing together a range of agencies to address offending through interventions and enforcement is critical if we are to reduce crime in the borough. The key principles of Integrated Offender Management, include:

- all partners tackling offenders together local partners (both criminal justice and non-criminal justice agencies) encourage the development of a multi-agency problem-solving approach by focussing on offenders, not offences
- delivering a local response to local problems all relevant local partners are involved in strategic planning, decision making and funding choices
- offenders facing their responsibility or facing the consequences offenders are provided with a clear understanding of what is expected of them
- making better use of existing programmes and governance this involves gaining further benefits from programmes (such as the prolific and other priority offenders programme, drug interventions programme, and community justice) to increase the benefits for communities, and will also enable partners to provide greater clarity around roles and responsibilities
- all offenders at high risk of causing serious harm and/or reoffending are 'in scope'

This is indicative of the work carried out by the Community Safety Partnership, drawing together a range of agencies to address local crime priorities.



## 1.0. Delivery Plan

<b>Vision</b>	To work in partnership to address causes of offending and reduce crime and anti-social-behaviour.
<b>What will the CSP do?</b>	<ol style="list-style-type: none"> <li>1. Facilitate partnership working and information sharing processes between relevant agencies</li> <li>2. Support the development of intelligence around local crime in order to feed strategy and target resources appropriately.</li> </ol>

### Key points for delivery

Area	Delivery	Success Measures	Target	Monitoring / Leads	Progress (RAG)
<b>Anti-social behaviour (1.1)</b>	Undertake monthly Community Harm and Risk Management Meetings (CHARMM) and promote the use of SafetyNet for case management.	All partners using SafetyNet	100% of partners to be using SafetyNet by March 2019	Monthly/Quarterly ASB incident reports (Surrey Police)  6 Monthly CHARMM and SafetyNet use report (EBC)  Monthly ASB interventions report (Surrey Police/EBC)  Monthly CHARMM meetings (EBC)	
		Reduction in risk in reported cases	ASB matrix scores reduced in 3 weeks of nomination		
	Challenge the perpetrators of ASB and ensure appropriate enforcement and intervention	Reduction in ASB	A reduction over 12 months		
		Appropriate ASB measures applied	At least 1 RSL to be able to issue CPNs		
	Identify and respond to the causes of anti-social behaviour and where appropriate hold Joint Action Group meetings	Reduction in ASB	A reduction over 12 months		
	Monitor the impact of the Walton on-Thames PSPO	Reduced ASB in Walton Central	% reduction in reported ASB in 12 months		
<b>Environmental crime (1.2)</b>	Monitor the work of the Joint Enforcement Team (JET)	Reduction in reported incidents of fly-tipping, dog-	% reduction in incidents of fly tipping incidents	6-month JET performance report (EBC)	



	To promote the Fly-tipping reward scheme to ensure it is known about in our communities	fouling, graffiti and litter  Increase in rewards issued	100% increase in the no. of rewards issued for fly-tipping prosecutions  60% of CS survey respondents know about the scheme	Community Safety Survey (EBC)	
<b>CCTV (1.3)</b>	Ensure CCTV is used to identify offending and ASB and to reduce crime through detection, deterrence and enforcement	Increase in the number of incidents identified by CCTV	100% increase by March 2019	Monthly CCTV Performance Report (EBC)	
<b>Burglary (1.4)</b>	Communicate preventative messages to the public and support operations that deter and disrupt offenders	Reduction in the number of domestic burglaries	A reduction in domestic burglary by December 2018	Monthly/Quarterly Crime reports (Surrey Police)	
			No. of households receive SelectaDNA		
<b>Domestic and sexual violence (1.5)</b>	Reduce incidents of domestic abuse (DA) and sexual violence (SV)	Reduction in DA and SV	X%	Monthly/Quarterly Crime reports (Surrey Police)	
<b>Serious Organised Crime (1.6)</b>	To disrupt Serious Organised Crime Groups operating in the Borough.	Reduction in the number of Elmbridge OCGs	A reduction in OCGs operating Elmbridge	Monthly/Quarterly Crime reports (Surrey Police)	
<b>County lines and gangs (1.7)</b>	Improve understanding of exploitation and gangs  Improve the intelligence picture around exploitation and gangs	Increase in intelligence submitted by partner agencies  Greater engagement potential with those at risk	Complete actions within the SOC Local Profile by March 2019	Feedback from events (SCC/OPCC)	
			X	Monthly/Quarterly Crime reports (Surrey Police)  SOC Local Profile (Surrey Police)	

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## Priority Two: Integrated Victim Management

2018/19

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The majority of crimes that are committed involve a victim. The Elmbridge Community Safety Partnership use the Problem Analysis Triangle as a focussed method of dealing with crime; victim work is central to this.

As a Community Safety Partnership, we see it is as our duty to ensure that we work to improve outcomes for victims with the same level of fervency that we devote to working with offenders. The principles of Integrated Offender Management are therefore applied to our work with victims to ensure that we are able to support the multitude of needs a victim of crime may present.

The Community Safety Partnership puts victims at the centre of work it does, to ensure that they:

- feel safe;
- are supported throughout the criminal justice process
- are supported to engage in restorative justice where appropriate;
- reduce possibility of becoming a repeat victim;
- and are supported to achieve positive life outcomes and feel that they are part of the local community.

The focus on victims is underpinned by strategy across all of the Community Safety Partnership sub-groups and we strive to support delivery of a robust, integrated, victim service.



## 2.0. Delivery Plan

<b>Vision</b>	To ensure that all victims in the Borough are given the appropriate level of support to feel safe and to tackle issues that may have emerged as a result of being a victim of crime or anti-social behaviour
<b>What will the CSP do?</b>	<ol style="list-style-type: none"> <li>1. Increase the feeling of safety in the Borough for victims and their families</li> <li>2. Ensuring the processes and referral systems are in place to support victims and facilitate integrated working</li> <li>3. Raise awareness of specialist agencies that support victims</li> </ol>

### Key points for delivery

Area	Delivery	Success Measures	Target	Monitoring / Leads	Progress (RAG)
<b>Anti-social behaviour (2.1)</b>	Deliver robust, integrated support for victims of anti-social behaviour	Reduction in risk for cases referred to CHARMM	%	Quarterly report (Mediation/Alliance Support Coaching)	
	Continue to work with vulnerable and repeat victims to reduce risks	Increase in victim referrals to CHARMM	25% increase in nominations to CHARMM	6 Monthly CHARMM and SafetyNet use report (EBC)	
<b>Domestic abuse &amp; Sexual violence (2.2)</b>	Support the delivery of the Sanctuary Scheme	Sanctuary Referrals completed within timeframes	75%	6-month report (EBC)	
		Reduction in repeat victimisation	X		Communication with the Home Office for quality assurance (Surrey Police/EBC)
	Coordinate DHRs and the Final recommendations and Actions	Publication of DHR 2	DHR 2 publication by March 2019		
	Work in partnership locally to provide the best support for victims of domestic abuse	Increase in Domestic abuse support services	% increase in use of local support services		
	Ensure schools and colleges are aware of domestic abuse and sexual		Contact from the youth officer with		

	violence and refer possible victims to appropriate services		all primary and secondary schools in the Borough		
<b>Public Health (2.3)</b>	Where appropriate refer cases to the high-impact complex drinkers project, Alpha Extreme or other support service	Reduction in alcohol related crime and anti-social behaviour	3 referrals to HICDP in 12 months	Monthly/Quarterly Crime reports (Surrey Police)	
			Alpha Extreme work with at least 5 Elmbridge cases by March 2019	Monthly/Quarterly referrals (Public Health/EBC)	
<b>Hate crime (2.4)</b>	Increase the reporting of hate crime through improving victim's confidence to come forward	Increase in the reporting of hate crime and referrals	50% increase in reporting to Surrey Police	Monthly/Quarterly Crime reports (Surrey Police)	
			X % increase in use of third party reporting		

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# Priority Three: Improve Confidence

2018/19

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It is not just those that are directly involved in crime that are affected by crime and disorder. Every individual who resides, works in or visits Elmbridge must have confidence in local criminal justice services and all partnership agencies. The Community Safety survey 2018 showed that confidence has fallen slightly in the Partnerships ability to tackle crime and disorder in the Borough.

As a Community Safety Partnership, we have worked tirelessly to prevent and reduce offending and it is crucial that we build on and effectively communicate our work to continue to improve public confidence and community cohesion.

It is a strategic priority for the Community Safety Partnership and its sub-groups to work within these themes to ensure that:

- we listen to the views of our residents, through community consultation, and incorporate these into the design of services;
- we communicate effectively and inclusively with all residents, spreading awareness of local crime issues and interventions;
- we ensure our residents feel safe in their local neighbourhoods and the Borough as a whole and feel they are well informed to keep themselves safe from crime
- we promote a positive image of the Community Safety Partnership and ensure that local people feel confident that we will reduce crime and protect residents
- we promote community cohesion across all groups of society in Elmbridge;
- and we support residents so that they feel able to identify and report crime and Anti-Social Behaviour.





### 3.0. Delivery Plan

<b>Vision</b>	To ensure that residents are aware of the work carried out by the Community Safety Partnership and through this, to enhance the feeling of safety and public confidence
<b>What will the CSP do?</b>	<ol style="list-style-type: none"> <li>1. Increase confidence in the Community Safety Partnership and its ability to tackle crime and disorder</li> <li>2. Consult and engage with the community to help design better services</li> <li>3. Ensure that relevant, informative and inclusive communications are used to build awareness of support services and issues related to crime and disorder</li> </ol>

#### Key points for delivery

Area	Delivery	Success Measures	Target	Monitoring / Leads	Progress (RAG)
<b>Prevent (3.1)</b>	Raise awareness of the ACT Campaign and the Surrey Prevent Strategy	Greater awareness of Prevent and spotting the signs of radicalisation	60% confidence in CS Survey 2019	Monthly Prevent meetings (SCC)	
<b>Neighbourhood Watch (3.2)</b>	Promote the 'In the Know' information system to residents and businesses	Increase in the number of people signed up to NHW schemes and 'In the Know'	100% increase in no. of NHW schemes Reach X no. of schemes by March 2019	Monthly report (Surrey Police/Elmbridge NHW)	
<b>Young people (3.3)</b>	Nominate appropriate young people to participate in the Youth Engagement Scheme (YES) at Walton Fire Station	Consistent referrals to YES from Elmbridge	2 referrals for each YES	End of year YES Report (SFRS)	
	Deliver Elmbridge Junior Citizen 2018	Event held of 2.5 weeks	1350 year 6 children attend from 26 schools	Junior Citizen Evaluation Report (EBC)	
	Educate members, professionals and the	Increase in referrals to Family Support and improved outcomes	X	Quarterly FSP report (EBC)	

	public on what CSE is, the risk indicators and the warning signs	Increase in awareness of CSE	X no. of partnership events held	Quarterly CSE monitoring report (SCC)	
	Support outreach work and positive activities for young people	Contribute to outreach sessions in ASB hotspots	% CSP budget spent on outreach work and Positive Activities for Young People	Report from Eikon (Quarterly)	
<b>Domestic Abuse (3.4)</b>	Action the recommendations from Surrey and Elmbridge Domestic Homicide Reviews	Greater awareness of services available	% increase use of local support services	Quarterly Report (SCC/CSB)  DA Analysis  DHR2 Recommendations	
			% increase in BME populations reporting incidents of DA		
			DA work place policies to be discussed at Business events		
<b>Water Safety (3.5)</b>	Hold multi-agency meetings	Greater awareness of water safety in the Borough and reduction in near misses and deaths	% reduction in near misses	Monthly Respect the Water Action Plan updates (SFRS/EBC)	
			% deaths		
<b>Communications (3.6)</b>	To hold community events and promote national campaigns	Increase in awareness events and partnership action days	Hold 4 Community safety/partnership action days in the community	Annual Report to Cabinet (EBC/Surrey Police)	
	Undertake the Community Safety Survey 2019	Increase in confidence in partner agencies in tackling crime and ASB	60% of respondents in the Community Safety Survey 2019 have confidence in the EC&SP ability to tackle crime	Community Safety Survey 2019 (EBC)	

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## Community trigger

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The Anti-Social Behaviour, Crime & Policing Act 2014 introduced a process to give victims and communities the right to request a review of their anti-social behaviour complaints and bring agencies together to take a joined up, problem-solving approach to find a solution. If a complainant has reported 3 times in the last 6 months separate but related incidents to any of the partner agencies or 5 or more individuals have made separate but related reports over a 6-month period and the problem persists they may call for a review.

The Community Trigger process will be managed through the established CHARMM and JAG processes by the appropriate Chair of those working groups on behalf of the Partnership.

In instances where a complainant remains unsatisfied with the response of the Partnership they will be referred to the Office of the Surrey Police & Crime Commissioner.

For further information: <http://www.elmbridge.gov.uk/safety/community-triggers/>

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## Equality and Diversity

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The Elmbridge CSP is committed to ensuring equality of opportunity in the delivery and accessibility of its activities. Except where activities are specifically and legally targeted to address the needs of particular sectors of the community, the Partnership will ensure equitable access to these regardless of a person's gender, gender identity, race and ethnicity, disability, sexual orientation, religious affiliation (or none), age, condition of pregnancy, marital status, level of income, family responsibility, family definition or educational attainment. Partners are committed to providing a safe environment free from unlawful discrimination and harassment both in employment and service delivery.

Additionally, the Partnership recognises that some of its constituent partners who are public authorities are subject to additional legislative requirements with respect to equalities and diversity, enshrined in their various equality schemes and/or equality plans. These duties commit such authorities to ensuring that any partnerships they enter into meet the statutory equality duties forbidding discrimination which they themselves are subject to. Further details can be obtained by consulting the relevant equality schemes and equality plans operational in those authorities.

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## Reporting Crime and Anti-social behaviour

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Call 999 if you or someone else is in immediate danger, or if the crime is happening right now.

Call 101 to report non-emergencies. This could be for suspicious behaviour for example. You can also report non-emergency crime using [Police.uk's online form](#).

Anti-social behaviour can also be reported to the Council: <http://www.elmbridge.gov.uk/safety/>

To report crime anonymously, contact CrimeStoppers on 0800 555 111

To contact your local policing team, you can email [elmbridge@surrey.pnn.police.uk](mailto:elmbridge@surrey.pnn.police.uk)

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