
Community Safety

Elmbridge Action Plan 2026-27



This plan has been produced by the Elmbridge Community and Safety Partnership for 2026/27. The Plan is reviewed quarterly.



Elmbridge
Borough Council

Elmbridge
Community
& Safety
Partnership



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Foreword

Surrey is one of the safest places in England and Wales, currently ranked in the top 10 safest places to live in the UK. However, crime and the fear of crime still exists. Some want to do harm within our communities and to our most vulnerable residents. Elmbridge is a borough with thriving communities, cherished greens spaces and thriving high streets and villages.

The organisations that make up the Elmbridge Community and Safety Partnership 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.

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.

As outlined in our Vision, in order to keep Elmbridge safe, we will:

- Protect the community through targeted crime reduction and enforcement initiatives, as well as partnership working.
- Engage young people in safety initiatives in conjunction with our partners such as Surrey Fire and Rescue and Surrey Police.
- Work to improve safety around our inland waterways with the Surrey Water Safety Partnership

This Community Safety Action Plan outlines the way the Elmbridge Community and Safety Partnership (ECSP) will work towards these priorities, amongst others drawn from partners. 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 are confident that we can build on the established record of partnership working across the Community and Safety Partnership to deliver on this agenda.



Community Safety in Elmbridge and Surrey

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:

- [Elmbridge Borough Council](#)
- [Surrey County Council](#)
- [Surrey Police](#)
- [Borough and district councils](#)
- [Surrey Fire and Rescue Service](#)
- [Integrated Care Systems](#)
- Probation
- Housing Associations

Other agencies and organisations are 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 Police and Crime Commissioner

Lisa Townsend is your Police and Crime Commissioner for Surrey. The Commissioner represents your views on local policing. Lisa is responsible for overseeing the work of Surrey Police, holding the Chief Constable to account on your behalf, and commissioning key services that strengthen community safety and support victims.

One of her key tasks is to set the [Police and Crime Plan](#) that outlines the priorities for Surrey Police.

Roles & responsibilities

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.

Community Safety Agreement

As a two tier authority Surrey is required under section 17 of the Crime and Disorder Act 1998 to have a county Community Safety [Agreement](#) (CSA).

This document is designed to help CSPs (Community Safety Partnerships) share capabilities and resources and enhance their response to the lives of those with complex needs, become better at identifying and supporting vulnerable people, focus on priority areas across the county and improve support for victims of crime and anti-social behaviour and take whole place approaches to commissioning and delivering preventative services.

The Elmbridge Community and Safety Partnership

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 (ECSP) 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.

Funding

The Elmbridge Community and Safety Partnership relies on contributions from partner agencies such as Elmbridge Borough Council, The Surrey Police and Crime Commissioner, Surrey Police and PA Housing. Occasionally, funding for projects and initiatives is made available from central government, and if applicable, Elmbridge CSP will apply.

Partner agencies in Surrey directly fund some community safety activity such as:

- Elmbridge Public Space CCTV
- ECINS (Information Management System for ASB cases)
- Junior Citizen
- Domestic Abuse Death Review (DADR) Central support

Problem solving

To carry out our work, we use the “OSARA” model, which is a 5-stage process consisting of:

- Objective
- Scanning
- Analysis
- Response
- Assessment

The ECSP has three problem solving groups:

- Community Harm and Risk Management Meeting (CHARMM)
- Joint Action Group (JAG)
- Serious and Organised Crime JAG (SOC JAG)

Community Harm and Risk Management Meeting (CHARMM)

Community Harm and Risk Management Meetings (CHaRMMs) will discuss and agree action to reduce the negative impact that problem individuals and families have on Surrey's communities through their anti-social behaviour. Using the expertise that exists on this multi-agency group, members will share information on high-risk cases and incidents and put in place appropriate risk management plans to address the behaviour of the perpetrator and reduce the negative impact on victims.

Examples of individuals dealt with at the CHaRMM include:

- Persons displaying a disregard for community or personal well-being (i.e., excessive noise, rowdy, nuisance, drunken or loutish behaviour)
- Perpetrators of acts directed at people (i.e., intimidation/harassment, making threats, verbal abuse, coercion/exploitation)
- Perpetrators of environmental damage/vandalism (i.e., criminal damage, vandalism)

CHaRMMs are the agreed forum for implementation of tools and powers introduced by the ASB Crime & Policing Act, in particular: Civil Injunctions & Criminal Behaviour Orders. CHaRMMs are accountable to local Community Safety Partnerships (CSPs) and the overarching, Surrey Community Safety Board, and should contribute to the delivery of local community safety partnerships plans and the overarching strategies of the county Community Safety Board.

Joint Action Group (JAG)

Joint Action Groups (JAGs) will address crime and disorder issues that have been identified through the analysis of intelligence and statistics provided by all community safety partner agencies. Utilising the expertise that exists on the group it will identify desirable outcomes and determine the actions and interventions to be used to achieve

these outcomes. JAGs decide priorities, agree action plans, allocate resources and ensure there is a co-ordinated response to issues highlighted at the JAG and contained within Community Safety Partnership Plans. Examples of some of the issues dealt with by JAGs include:

- Residential burglary
- Unauthorised moorings
- Town centre, high street and greenspace disorder
- Youth disorder/nuisance
- Anti-social behaviour and public reassurance
- Fear of crime and vulnerable groups

Serious Organised Crime Joint Action Group (SOC JAG)

The Partnership also hold a quarterly serious organised crime joint action group chaired by Surrey Police. Examples of some of the issues dealt with by SOC JAGs include:

- Sharing intelligence
- Urban Street Gangs
- County lines
- Modern slavery
- Cuckooing
- Combatting drugs

Other Groups:

MAPPA: The Multi-Agency Public Protection Agreement meets monthly and monitors dangerous individuals, including sex offenders.

MARAC: The Multi-Agency Risk Assessment Conference meets fortnightly to assess high-risk domestic abuse cases to agree appropriate actions.

MASH: The Surrey Multi-Agency Safeguarding Hub is the initial point of contact that aims to improve the safeguarding response for adults at risk of abuse or neglect through better information sharing and high-quality and timely responses.

C-SPA: The Children's Single Point of Access is the front door to children's services in Surrey and provides direct information, advice, and guidance about where and how to find the appropriate support for children and families.

Domestic Abuse Management Board meets quarterly and oversees county wide domestic abuse work, including any campaigns.

Achievements in 2025/26

Over the course of 2025-2026, the Elmbridge CSP delivered the following:

- ✓ Home Office funding for Hotspot policing in Walton-on-Thames resulted in over 150 extra patrols.
- ✓ Partners coordinated action plans for 5 ASB (anti-social behaviour) Case Reviews.
- ✓ Increased and improved CCTV around Walton-on-Thames, Cobham, Weybridge and Claygate.
- ✓ Deployed 5 CCTV cameras across the Borough which are viewable remotely.
- ✓ Installed Crimestoppers signs in Molesey and Walton-on-Thames.
- ✓ Surrey County Council ran multiple parenting and youth programmes, the frequency of which had to increase due to demand.
- ✓ Secured funding from OPCC (Office of the Police & Crime Commissioner) to help support the Elmbridge Women's Hub.
- ✓ Held Elmbridge Junior Citizen for approximately 1000 Year 6 children from Primary schools across the Borough
- ✓ Introduced redeployable CCTV units and other preventative measures to deter fly-tipping in prevalent hotspots
- ✓ Delivered a comprehensive water safety plan with partners
- ✓ The Joint Enforcement Team undertook over 200 patrols of areas where ASB had been reported.
- ✓ Supported 54 residents through the Community Harm and Risk Management Meeting (CHARMM).
- ✓ Put partial closure orders in place to support residents impacted by ASB
- ✓ Elmbridge introduced a further 3 PSPO's to deter unauthorised moorings, fires in public spaces and fly-tipping
- ✓ Undertook partnership action days with the Environment Agency. Addressed unauthorised moorings on a number of sites

Crime and ASB in 2025

Below are some of the increases and decreases in crime for 2025 compared to the previous year (2024):

(January – December) 2024 vs 2025 Decreases:

Vehicle crime (excl. interference): 547 → 464 = -83 (-15.2%)
 Serious Acquisitive Crime 641 → 551 = -90 (-14%)
 Vehicle inter. and tampering: 97 → 80 = -17 (-17.5%)
 Violence with injury: 660 → 641 = -19 (-2.9%)
 Criminal damage: 671 → 662 = -9 (-1.3%)
 Domestic burglary: 363 → 290 = -73 (-20.1%)
 Non-domestic burglary: 88 → 54 = -34 (-38.6%)
 Theft and handling stolen goods: 1,234 → 1,158 = -76 (-6.2%)



(January – December) 2024 vs 2025 Increases:

Other sexual offences: 61 → 76 = +15 (+24.6%)
 Fraud and Forgery: 18 → 21 = +3 (+16.7%)
 Drug offences: 274 → 386 = +112 (+40.9%)
 Robbery: 54 → 60 = +6 (+11.1%)
 Hate crime: 234 → 254 = +20 (+8.5%)
 Anti-social behaviour: 1,346 → 1,505 = +159 (+11.8%)
 Total Notifiable Offences: 7,212 → 7,261 = +49 (+0.7%)
 Serious Sexual: 178 → 211 = +33 (+18.5%)
 Violence without injury: 2,699 → 2,872 = +173 (+6.4%)
 Other criminal offences: 268 → 286 = +18 (+6.7%)



(April – March) 2023/24 vs 2024/25 total anti-social behaviour by policing area:

Cobham and Oxshott: 256 → 196 = -60 (-23.4%)
 East Molesey and Weston Green: 94 → 109 = +15 (+16%)
 Esher and Claygate: 141 → 85 = -56 (-39.7%)
 Hersham: 126 → 110 = -16 (-12.7%)
 North Walton: 82 → 79 = -3 (-3.7%)
 South Walton and Ambleside: 77 → 107 = +30 (+39%)
 The Dittons and Hinchley Wood: 148 → 100 = -48 (-32.4%)
 Walton Central: 203 → 185 = -18 (-8.9%)
 West Molesey: 140 → 115 = -25 (-17.9%)
 Weybridge: 169 → 226 = +57 (+33.7%)
 ASB Case Reviews: 5

Priorities

Considering priorities from our partners, the [Joint Strategic Needs Assessment](#), Surrey Polices Joint Neighbourhood survey and ASB reports, we have designed the three priorities and a range of commitments that best reflect our areas of work for the year ahead that help protect our most vulnerable and our communities from harm.

Priorities for the Elmbridge Community and Safety Partnership 2026/27 are as follows:

Priority 1	Protecting the vulnerable and supporting victims of crime
Priority 2	Enhance feelings of safety and build confidence
Priority 3	Pursuing offenders

In each of our three priorities, we have identified the key deliverables and how we will measure and report on those - these are just some of the activities, amongst others, that the ECSP deliver.

Communications

Throughout the year, we will continue to work with our partners to raise awareness of a range of community campaigns through our communication channels on the following, but not limited to:

- Hate crime
- Cuckooing
- Domestic abuse
- Serious violence
- Scams
- Child exploitation
- Seasonal campaigns
- Water safety
- Anti-social driving

The campaigns often aim to encourage reporting, tell people what to look out for and provide support to our most vulnerable.

Priority 1: Protecting the vulnerable and supporting victims of crime

As a Community Safety Partnership (CSP), we see it 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 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.

Vision

To ensure all victims and survivors 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.

What will the CSP do?

1. Improve the feeling of safety in the Borough for those who are vulnerable
2. Ensure the processes and referral systems are in place to support the vulnerable

Key points for delivery:

Objective	Measure/How	Status
Administer the monthly CHARMM Lead: Elmbridge Borough Council	Reduce risk to vulnerable residents How: 12-month report	
Deliver the Sanctuary Scheme timescales Lead: NSDAS	Timescales met and positive feedback How: Quarterly report	
Deliver and publish a report and action plan for Domestic Abuse Related Death Review 3 and 4 Lead: Elmbridge Borough Council/ SSAB	Publish, report and action plan How: Plan update	
Refer young people to appropriate outreach, mentoring services etc. Lead: All	No. of referrals annually How: Report to CSP	

Priority 2: Enhance feelings of safety and building confidence

It is not just those that are directly involved in crime that are affected by it. Every individual who resides, works in or visits Elmbridge must have confidence in local criminal justice services and all partnership agencies. As a Community Safety Partnership, we have worked tirelessly to prevent and reduce offending. It is crucial that we build on and effectively communicate our work to continue to improve public confidence and community cohesion.

Vision

To ensure that residents are aware of the work carried out by the Community and Safety Partnership and through this, to enhance the feeling of safety and public confidence.

What will the CSP do?

1. Improve confidence in the CSP and its ability to tackle crime and disorder
2. Consult and engage with the community to deliver better services
3. Ensure that relevant, informative and inclusive communications are used to build awareness of support services and issues related to crime and disorder

Key points for delivery:

Objective	Measure	Status
Deliver actions set in the VAWG strategy Lead: All	Actions delivered How: Annual report	
Work with Neighbourhood Watch to deliver key messages and install signs Lead: All	Increase in sign ups How: Updates at CSP	
Coordinate partnership action days (PADs) Lead: EBC/Surrey Police	Conduct at least 4 PADs at key locations How: Report to CSP	
Administer the Joint Action Group (JAG) Lead: Surrey Police	Actions delivered on time How: Report to CSP	
Use data from the JSNA and other sources to lead activity in the Borough Lead: Elmbridge Borough Council	How: Review data	
Manage and review public space CCTV Lead: Elmbridge Borough Council/Surrey Police	Increase use of system How: Quarterly and Annual Report	

Priority 3: Pursuing offenders

Pursuing offenders 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 and hold offenders to account.

Vision

To work in partnership to address causes of offending and reduce crime and ASB

What will the CSP do?

1. Facilitate partnership working and information sharing processes between relevant agencies
2. Support the development of intelligence around local crime in order to feed strategy and target resources appropriately.

Key points for delivery:

Objective	Measure/How	Status
Consult with partners at CHARMM to use appropriate interventions to disrupt and stop unwanted behaviour Lead: All	Number of ASB tools and powers used How: Annual report	
Identify patterns and trends in crime and ASB and act accordingly Lead: Surrey Police/All	See a reduction of all reported ASB How: Report to CSP	
Monitor the effectiveness of the Walton-on-Thames PSPO (Public Spaces Protection Order) Lead: Elmbridge Borough Council	Reduction in Walton North and Central ASB How: Monthly report and report to CSP	
Monitor the work of the JET (Joint Enforcement Team) on enforcing fly-tipping, unauthorised moorings, litter and dog fouling Lead: Elmbridge JET	Reduction in fly-tipping incidents, dog fouling, litter and unauthorised moorings How: Report to CSP	
Target anti-social driving (ASD) through campaigns and interventions Lead: Surrey Police	See a reduction in number of ASD incidents How: JNS Quarterly and monthly JAG	
Respond to reports of drug taking/dealing Lead: All	Reduce reports of drug related activities How: Monthly report	
Deter and disrupt serious violence/county lines and gangs through the SOC (Serious Organised Crime) JAG Lead: Surrey Police	Number of disruptions for each OCG or CL How: Report to CSP	

Commitments

The Elmbridge CSP has a number of commitments such as:

- Domestic abuse
- Neighbourhood Watch
- Fire safety
- Road safety
- Anti-social driving
- Reducing serious violence
- Combatting drugs
- Water safety
- Reducing violence against women and girls

Respect the Water

Our Respect the Water campaign has been running since 2018 and we have a plan dedicated to water safety in Elmbridge.

The ECSP will regularly monitor progress on the [Respect the Water plan](#).

The ECSP will commit to:

- Meeting regularly with partners to discuss the Surrey-wide Water Safety strategy
- Hold at least one water safety event at key locations across the year
- Include water safety in the Junior Citizen programme

Domestic abuse

Under the new Domestic Abuse Act, Elmbridge will have a legal duty to provide life-saving support such as therapy, advocacy and counselling in safe accommodation, including refuges; for example, within sanctuary schemes, dispersed accommodation, and refuge. The types of support commissioned will need to reflect the needs identified and the approaches agreed to in the local strategy.

The ECSP will commit to:

- Spending the allocated funding relating to the support in safe accommodation duty as per the Domestic Abuse Act.
- Contributing to the Surrey Domestic Homicide Review Central Support post between to ensure reviews are adequately carried out and learning shared across Surrey.
- Participate in domestic abuse awareness week in November 2026.

Cybercrime

We recognise that cybercrime is a concern to our residents, and we will commit to raising awareness of these crimes, in their various forms, through social media, and community engagement events, along with making residents' voices heard in national discussions on cybercrime and its prevention.

Reducing violence against women and girls

Women and girls should be able to live free from fear of violence, but sadly that fear is often grown from a young age. Whether it is experiencing harassment in the street through to other forms of gender-based abuse, being the victim of such behaviour has become 'normalised' as part of daily life.

The Elmbridge Community and Safety Partnership want women and girls in Elmbridge to be safe and feel safe in public and private spaces. Combatting the scourge of Violence Against Women and Girls needs widespread societal change to address misogyny and gender inequality.

Everyone has a role to play in addressing unacceptable behaviour in others. Violence Against Women and Girls encompasses a wide range of gender-based crimes including domestic abuse, sexual offences, stalking, harassment, human trafficking and 'Honour' Based Violence. We know these crimes disproportionately affect women and girls, with women four times more likely to experience a sexual assault than men.

We will commit to:

- To engage on a regular basis with the Elmbridge Women's Hub
- Ensuring lessons and actions needed from domestic abuse death reviews are acted upon
- Playing an active role in all key strategic partnership boards and groups focused on tackling violence against women and girls
- Reviewing the [Streetsafe data](#) and acting accordingly to address concerns and issues.
- Commit to undertaking actions in the [Surrey VAWG strategy](#)

All victims of crime should have access to proper support. A successful approach to tackling violence against women and girls and keeping everyone safe is to recognise that whilst some offences can be committed by females, the vast majority of abuse and violence is perpetrated by men and the Partnership will continue to work closely to deliver a coordinated community response where concerns are raised.

Serious Violence Duty

The Home Office have created a public health duty to tackle serious violence. Its purpose is to ensure that relevant services work together to share data, intelligence and knowledge to understand and address the root causes of serious violence. In addition, the government amended the Crime and Disorder Act to ensure that serious violence is an explicit priority for Community Safety Partnerships by making sure they have a strategy in place to tackle violent crime.

The Elmbridge Community and Safety Partnership will:

- Have a common understanding of the cohorts that are most vulnerable to serious violence and the local strategy will need to demonstrate how each area is focusing resources on the defined population most in need of support.
- Consider both long- and short-term solutions to addressing the drivers of serious violence when developing the JSNA and local strategy. These documents should reflect and embed the voices and lived experiences of the communities they intend to support.
- Pool data to create new insights and a more complete understanding of the local drivers of serious violence.
- Use resources such as the YEF Toolkit and Early Intervention Foundation Guidebook to ensure they are commissioning activities which are known to deliver the greatest impact for people at risk of, or already involved in, serious violence.
- Engage with children and young people to make sure they have a say on the issues which affect them.

To complement the overarching Duty, amendments to the Crime and Disorder Act 1998 ensure that Community Safety Partnerships have an explicit role in evidence based strategic action on serious violence. These amendments require CSPs to formulate and implement strategies to prevent people from becoming involved in, and reduce instances of, serious violence in the area. As CSPs are subject to both the new Crime and Disorder Act requirements and the Duty, this will enable them to escalate local serious violence issues to a higher strategic level where necessary. This will ensure that CSPs have accountability for ensuring that a strategy to prevent and reduce serious violence is in place even if they are not the partnership arrangement chosen to deliver the Duty.

Combatting drugs strategy

We will commit to:

- ✓ Reduce the community harm caused by drugs, including crime (such as retail crime) committed to fuel drug dependence
- ✓ Tackle organised criminality, violence and exploitation that go hand-in-hand with the production and supply of drugs
- ✓ Work with partners including education providers to inform children and young people about the danger of drugs, the dangers of getting involved in county lines and how they can seek help

Anti-social driving

The Community and Safety Partnership will work closely with Surrey Police's Casualty Reduction Officers and Surrey County Council Highways to ensure the key areas of concern are highlighted.

The Council's Joint Enforcement Team will work closely with Surrey Police and the County Council to patrol areas of concern while implementing deterrent measures.

Counter terrorism (Prevent and Protect)

We are committed to **Prevent**, which is one strand of the government's counter terrorism strategy known as **CONTEST**. There are four strands to the strategy:

- **Prevent:** is concerned with working in partnership to reduce support for terrorism of all kinds; to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- **Pursue:** is concerned with the apprehension and arrest of any persons suspected of being engaged in the planning, preparation and commission of a terrorist act.
- **Protect:** aims to strengthen our protection against a terrorist attack and reduce our vulnerability to such attacks. This involves managing the risks to crowded places and the safeguarding of hazardous materials.
- **Prepare:** seeks to mitigate the impact of a terrorist attack where that attack cannot be stopped. This includes work to bring a terrorist attack to an end and to increase our resilience so we can recover from its aftermath

Road Safety

Road safety, including the speed of traffic, is often raised by residents as a matter of concern.

Surrey County Council continues to make road safety a top priority, with significant progress and investment already in place right across Surrey. However, with an annual average of between 20 and 30 fatalities on Surrey's roads in recent years, as well as many hundreds of serious injuries, more needs to be done to reduce death and serious injury on our roads.

The [Surrey RoadSafe](#) Road Safety Strategy that has '[Vision Zero](#)' at its heart. This strategy aims to eliminate all traffic fatalities and serious injuries, while increasing safe, healthy, equitable mobility for all. We will deliver on this ambition by working collaboratively with the police, the Office of the Police and Crime Commissioner, Surrey Fire and Rescue and National Highways, with our collective work focussed through Surrey RoadSafe.

Officers target motorists committing the '[Fatal 5](#)' offences – inappropriate speed, not wearing a seat belt, driving under the influence of drink or drugs, distracted driving, including looking at a mobile phone, and careless driving.

Fire safety

Surrey Fire and Rescue Service (SFRS) provide fire and rescue services to over a million Surrey residents in addition to the county's many visitors.

Surrey County Council is our Fire Authority, meaning they have overall responsibility for fire and rescue services in Surrey. Any significant changes made are scrutinised and subject to approval by fire authority members.

Surrey County Council has set out a [vision for Surrey in 2030](#), placing greater emphasis on prevention, services for vulnerable people, and the need for greater collaboration with partners. As a county council service, SFRS will be playing a part in delivering this vision. How SFRS will do this is explained in the [Community Risk Management Plan 2025 – 2030](#).

Safe and Well visits

SFRS believe that successful firefighting starts with prevention and have introduced a service where they can visit you, a loved one, or someone you care for at home to provide personalised advice about fire safety.

It's totally free, available 24/7, and they will even fit free smoke alarms during the visit if you need them.

The SFRS will visit your home at the arranged time, day or night, and share their expertise. The visit is friendly and informal, and there's no need to tidy up or provide refreshments – they are there to keep you safe, not for the tea! After a chat about fire prevention, you will be asked you to show them around your home so that personalised advice can be provided on:

- Cooking and smoking
- Heaters and heating
- Candles and fireplaces
- Detection systems (smoke and heat alarms)
- Bedtime checks
- What to do if there is a fire
- Extra help and support

The CSP are committed to promoting safe and well visits.

The Suicide Prevention Partnership

In Surrey approximately 92 people a year die by suicide, each death by suicide is a devastating loss of life and behind these statistics are families, friends and communities bereaved by suicide. With each and every suicide, there are shockwaves sent through families and communities

The Surrey Suicide Prevention Partnership is a multi-agency collaboration between health, local government, people with lived experience and the voluntary and community (VCS) sector. This strategy refresh sets out our approach to reducing suicide in Surrey based on national and local intelligence/ evidence, local learning and national suicide prevention recommendations

The CSP will work with Surrey County Council to undertake the necessary actions in the [strategy](#).

Elmbridge Multi-Faith Forum (EMFF)

The purpose of the Forum is to promote friendship and understanding amongst people of varying faiths and cultures living within, or associated with, the Borough of Elmbridge and to provide a point of contact with the Borough.

The Forum arranges social events, visits to places of worship, meetings, speakers and discussions. It is prepared to offer information, help and advice, in whatever ways it can (e.g. language) to promote understanding, integration and harmony.

The executive committee includes representatives of Baha'i, Buddhist, Christian, Hindu, Jewish, Muslim, Sikh and Zoroastrian faiths.

The CSP will work closely with the EMFF to deliver events and bring our communities together.

Communications

Throughout the year, we will continue to work with our partners to raise awareness of a range of community campaigns through all our communication channels on the following, but not limited to:

- Hate crime and celebrating diversity
- Domestic abuse and VAWG
- Serious violence
- Scams
- County lines
- Child exploitation
- Seasonal campaigns
- Water safety
- Anti-social driving
- Protect duty

The campaigns often aim to encourage reporting, tell people what to look out for and how to provide support to our most vulnerable.

Monitoring

The Community and Safety Partnership monitor a number of performance indicators to see how it is dealing with crime and disorder in the Borough, these include but are not limited to:

- Reports of anti-social behaviour; to monitor the number of ASB incidents in the Borough
- Reduction in serious acquisitive crime; to show that operations, communications, intelligence sharing, and other disruption activity is working
- No. of county lines operating
- No. of serious violence incidents
- 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.

Keep track of criminal behaviour on the [Police website](#).

Anti-Social Behaviour Case Reviews

The [Anti-Social Behaviour Case Review](#) (formerly known as the Community Trigger) was introduced by the Anti-Social Behaviour Crime and Policing Act 2014 and went live on 20 October 2014. It gives victims of anti-social behaviour (ASB) the right to request a review of their ASB complaints and brings agencies such as the local council, police and housing providers, together to take a joined up, problem solving approach to find a solution.

If an ASB Case Review submission meets the defined threshold, a case review will be undertaken by your local Community Safety Partnership. Agencies will share information, review what action has been taken and decide whether additional actions are possible.

The [Office of the Police and Crime Commissioner](#) will provide a route for victims to query the decision on whether the threshold was met or the way an ASB Case Review was carried out if they remain unhappy following the Community Safety Partnership's response.

We welcome the opportunity to review cases of Anti-social Behaviour, but a community trigger application may be rejected if it is thought to be prejudicial, discriminatory, malicious, unreasonable or vexatious.

How many ASB Case Review have there been to date in Elmbridge?

- 2016/17: 0 Community Trigger submissions.
- 2017/18: 1 Community Trigger submissions. This did not meet the threshold for review.
- 2018/19: 3 Community Trigger submissions. These did not meet the threshold for review.
- 2019/20: 5 Community Trigger submissions. These did not meet the threshold for review.
- 2020/21: 6 community trigger submissions. One did not meet the threshold for review.
- 2021/22: 8 Community trigger submissions.
- 2022/23: 8 ASB Case Reviews (name change) (1 did not meet the threshold)
- 2023/24: 8 submissions to date (1 revoked by the resident)
- 2024/25: 3 submissions (two did not meet the threshold for review)
- 2025/26: 5 ASB Case Reviews.

Equality Diversity and Inclusion

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.

How to report crime and disorder

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](#).

You can report incidents to Surrey Police directly through messaging Surrey Police through Facebook at either @ElmbridgeBeat or @SurreyPolice

To report crime anonymously, contact CrimeStoppers on 0800 555 111 or use their [online form](#).

You can report safety concerns in public places (this includes issues like poorly lit streets, abandoned buildings, or vandalism, as well as instances where you feel unsafe due to someone following or verbally abusing you) anonymously through StreetSafe by completing the [online form](#).

Anti-social behaviour

Anti-social behaviour can be reported to the Council using our [anti-social behaviour report form](#).

Elmbridge Neighbourhood Policing Team

To find out details of your local team visit the [Elmbridge](#) page on Surrey Police's website.

To contact your local team please use either 101, report online or message through Facebook.