



Community Safety Action Plan 2016/17 – end of year updates

The aims in this action plan were identified through our Annual Strategic Assessment, partnership survey and annual action planning workshop. They directly relate to the five strategic objectives within the SoSafe Community Safety Strategy 2015-18:

1. Help people feel safe
2. Reduce crime
3. Provide a coordinated response to domestic abuse
4. Effectively tackle antisocial behaviour together with the community
5. Reduce the harm caused by alcohol and drug misuse.

This action plan also has regard to relevant county wide strategies and the Police and Crime Commissioner's plan; and provides details about how priorities will be addressed by SoSafe throughout the year.

This document records actions that are conducted through partnership working – and is updated by the Operational Delivery Group (ODG). It **does not** record the work of individual agencies in tackling our priorities.

The action plan will be updated quarterly by the lead officers for each action. This is a 'live' document and will be assessed regularly by ODG in light of shifting priorities, emerging issues and financial implications. Through quarterly police and councillor priority setting meetings, local area priorities may be subject to regular change, and may not necessarily directly reflect the priorities within this action plan.

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The Responsible Authorities Group (RAG) will receive quarterly updates on progress against the action plan. The police and crime commissioner will receive half yearly budget updates.

Partnership principles

The CSP has a set of guiding principles which can be applied to all of the partnership's projects, initiatives and operational work.

1. Partners share information in order to reduce and prevent crime.
2. Partnership resources are used intelligently.
3. Problems are better solved collectively.
4. Partners trust each other's expertise and integrity.
5. Strong leadership is guided by a set of overarching strategic priorities.
6. Operational strategy is based on the expected outcomes.
7. Evaluation is important, in order to encourage improvement.
8. Innovation and imagination enable change and growth.
9. Partners are willing to adapt and change in order to learn, develop and improve.
10. Early intervention is usually a better solution than intervention.
11. Public engagement and good communications ensure Stevenage people receive consistent messages.

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1. Antisocial behaviour							
Aim	Action	Lead	When by	Resource	Expected outcomes / outputs	Action taken and progress	r/a/g status
1.1 Develop alternative ways to identify trends and proactively organise problem solving responses.	Commission quarterly hot spot maps for youth ASB, alcohol related ASB, criminal damage, deliberate fires.	SBC (Vicki Hamilton)	Quarterly	CCSU analyst	<p>1. Analysis leads to targeted interventions.</p> <p>2. Included in RAG reports.</p> <p>3. Info shared with JAG for problem solving.</p>	<p>'Hot spot' maps for ASB and criminal damage are now included in Responsible Authority Group (RAG) reports and shared with the Joint Action Group (JAG) each quarter.</p>	1.
						<p>Data and intelligence has been used by partners to identify primary hotspots and identify opportunities for targeted enforcement, such as issuing of Community Protection Notices and referrals to appropriate services or programmes, such as the No More Service or specific projects.</p>	2.
						<p>JAG members regularly share information and intelligence on known individuals of concern in order to develop effective multi-agency solutions and decide appropriate intervention.</p>	3.

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<p>1.2 Reduce ASB in Public Space Protection Order (PSPO) zones.</p>	<p>Identify opportunities for enforcement of PSPO undertaking multi agency targeted events on an evidence led basis.</p>	<p>SBC (Vicki Hamilton / Sarah Pateman)</p>	<p>Events to be scheduled post launch.</p>	<p>Funding for launch, signage & publicity materials c. £1k</p> <p>Events – existing resources and c. £500 for materials.</p>	<p>4. One multi agency event each quarter (to incorporate PSPO enforcement and seasonal / trend issues).</p> <p>5. Year on year ASB total within 5%+/- range of five year average:</p> <p>Shephall: (Avg: 303.8) +5% = 318.99 -5% = 288.32</p> <p>Pin Green: (Avg: 177.8) +5% = 186.69 -5% = 168.91</p> <p>Bedwell: (Avg: 723) +5% = 759.15 -5% = 686.85</p>	<p>A PSPO was implemented in Stevenage on 15th August 2016, following Executive approval. The PSPO prohibits certain types of ASB in identified ‘hot spot’ areas.</p> <p>The PSPO is promoted to the public at quarterly partnership events, which provides an opportunity for the public to ask questions and receive crime prevention and safety advice. The allocated JAG funds have been used towards signage, publicity materials, supplies for events and the creation of identification cards for enforcement officers.</p> <p>Add ward statistics here.</p>	<p>4.</p> <p>5.</p>
<p>1.3 Increase engagement with children and young people (CYP); and problem solve issues in hot spot areas.</p>	<p>Support partner’s activity at 15 The Hyde; evaluating ASB levels and partnership activities regularly.</p> <p>Increase multi agency work with Youth Connexions detached</p>	<p>SBC (Vicki Hamilton)</p> <p>Police (Insp Simon Tabert)</p>	<p>Quarterly evaluation</p>	<p>Existing resources</p> <p>c. £5k for youth related projects</p>	<p>6. Referrals made to appropriate projects / initiatives e.g. cadets.</p>	<p>A building at the youth ASB hotspots, The Hyde, has now been refurbished into a youth hub following the allocation of a grant from Stevenage Borough Council (SBC) to support the refurbishment and</p>	<p>6.</p>

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	team inc. representation at ODG.					<p>development of local activities for young people.</p> <p>Partners regularly discuss individuals / groups of concern through JAG and other channels, such as the Youth Multiple Needs Working Group, and make suggestions and referrals to appropriate programmes (e.g. Cadets, Life project, Box Cleva). JAG is also now attended by agencies offering youth activities, including Youth Connexions and Stevenage Football Club Foundation, to increase opportunities available to young people.</p>	
	Develop partnership bid for youth diversionary activities, to incorporate early intervention (drugs, alcohol, ASB, petty crime) for submission to PCC in 2017.	SBC (Vicki Hamilton)	December 2016	Existing resources	7. Bid submitted to PCC	A partnership bid was submitted to the PCC with a key focus on youth and early intervention. The application included a bid for the recruitment of a multi-district Youth Co-ordinator, as well as bids for youth intervention programmes and community	7.

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						reassurance events. SoSafe were unsuccessful in these bids, but are exploring potential alternative routes of funding for these initiatives with the PCC's office.	
2. Safeguarding							
Aim	Action	Lead	When by	Resource	Expected outcomes / outputs	Action taken and progress	r/a/g status
2.1 Support the Prevent (counter terrorism) agenda by raising awareness of radicalisation issues and indicators for different groups of professionals: <ul style="list-style-type: none"> • Members • Front line Council staff • Police • Other relevant partners 	Commission bespoke training sessions relevant to each service.	SBC (Debbie Barker / Sandy Gill)	Oct 2016	Funding required c. £4k	8. 2 training days delivered. 9. Positive feedback from groups trained.	Two bespoke Prevent training sessions were booked for September with a total of four separate workshops. Training days went ahead but had very low attendance, despite making partners aware of the training. As there is no other funding for bespoke training, SBC can now only offer WRAP training, which several SBC officers have been trained to deliver. A new action plan will be created for 2017/18 which will incorporate this training.	8. 9.

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						Positive feedback was received on the sessions but due to low attendance did not engage with as expected.	
8.2.2 Enable learning disabled people to understand personal safety and help them to feel confident in different situations.	Develop and support the Think Safe programme.	HFRS (Trevor Brown)	March 2017	Existing staff / resources e. £600 for materials	3 sessions delivered	<p>Mid-year review Oct 2016 - NOT ACHIEVABLE – programme will not be going ahead but Fire Service have provided other youth initiatives for groups such as young carers, rehabilitation with offenders and other vulnerable groups. JAG have agreed that allocated funds will now be used to support HFRS Driving Home for Christmas campaign following its success last year.</p> <p><u>Removed from action plan</u></p>	

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<p>2.3 Improve links and engagement with local children's homes.</p>	<p>Invite relevant services to attend ODG e.g. HCC Children's Services.</p>	<p>Police (Insp Simon Tabert)</p>	<p>Ongoing</p>	<p>Existing staff / resources</p>	<p>10. Early identification of vulnerable children. 11. Reduction in numbers of children absconding.</p>	<p>Stevenage Safer Neighbourhood Team (SNT) has been visiting local Children's Homes and Children's Centres on a regular basis throughout the year, in order to develop links and engagement. Numbers of missing and absconding young people have remained fairly high. A police plan is now in operation to deal with reports of missing children and young people and the partnership are continuing to explore alternative ways to reduce these numbers.</p>	<p>10.</p>
<p>2.4 Improve awareness of domestic abuse and reporting pathways for victims.</p>	<p>Develop annual plan of activities for the year with the aim of encouraging people to report.</p>	<p>SBC (Sarah Pateman)</p>	<p>ongoing</p>	<p>Existing staff / resources c. £1k for materials</p>	<p>12. Year on year DA increase of 5% = 1031 (at year end 2015/16, DA at 982, +37.5% on previous year).</p>	<p>The SADA and SoSafe partnerships have undertaken a number of activities this year to raise awareness of domestic abuse and reporting pathways for victims. According to the annual Strategic Assessment, reports of domestic abuse in Stevenage</p>	<p>11.</p>

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						have increased by 17% this year. Despite this figure being an increase on the previous year, this indicates that more domestic abuse is being reported through various pathways. Police data indicates that Stevenage has a high reporting and detection rate compared to other Hertfordshire districts.	
2.5 Support Countywide Safeguarding Adults strategy by raising awareness of adults at risk of abuse and neglect for all staff across the Council – and share training with SoSafe partners.	Develop training package for Council staff (and relevant partners) to inform them of the signs and indicators of abuse and neglect (including physical, domestic, honour based abuse, female genital mutilation, forced marriage, sexual, psychological/emotional ,financial/material, modern slavery, discriminator, organisational, neglect and acts of omission, self-neglect, hate (and mate) crime and referral pathways.	SBC (Sandy Gill)	ongoing	Existing staff / resources c. £1k for materials	13. 6 training days delivered to priority staff	7 Safeguarding Adults at Risk training sessions have been delivered by SBC's Safeguarding Officers to 120 staff this year, alongside a number of other Safeguarding training sessions for front line staff. Safeguarding training is now also offered as part of SBC's training package for new Council staff to develop awareness of officer's duties to safeguard.	13.
					14. Positive feedback from groups trained.		14.
					15. Increase in number of concerns raised internally.		15.
						Positive feedback has been received on the training and more officers have been identifying and raising	

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						safeguarding concerns where necessary.	
2.6 Safeguard vulnerable adults using Lister Hospital A&E service and Aston Ward.	Improve communications and interaction with Lister staff in order to ensure understanding of partners' priorities; defining common aims and organisational responsibilities.	Police (Simon Tabert) E&N Herts NHS Trust	March 2017	Existing staff / resources Additional resources when possible.	16. Missing persons policy embedded; and improved risk assessment process in place. 17. Year on year total absconsion rate (at year end 2015/16 total =141) – within 5% +/- range: +5% = 148.05 -5% = 133.95 18. PCSOs embedded as part of A&E team.	Hertfordshire Constabulary have been working with the Lister Hospital to improve links with key staff. A designated Police Community Support Officer (PCSO) is now embedded in the A&E department, with a possibility that there will be a second PCSO in post soon.	16.
						A missing persons policy is not yet in place, but Stevenage SNT are continuing to engage with hospital staff to encourage joint working and improve risk assessment process.	17.
							18.
2.7 Improve older people's personal safety and confidence.	Maintain multi agency programme of Silver Street Meets.	Police (Sgt Jim Moatt)	ongoing	£1k for materials	19. 4 events undertaken	5 Silver Street Meets have been undertaken this year, which have engaged with approximately 150 vulnerable residents of	19.

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						Stevenage. Stevenage SNT has now appointed a nominated representative for Silver Street Meets and intends to continue their delivery for 2017/18.	
	Support annual multi agency OPALs event.	HFRS (Trevor Brown)	March 2017	£1800	<p>20. 1 event undertaken – in progress.</p> <p>21. 100 people in attendance – in progress.</p>	<p>Following last year's success, Hertfordshire Fire and Rescue Service (HFRS) have organised a second OPALs event will take place on 23 March 2017.</p> <p>HFRS are aiming to target vulnerable and isolated residents for attendance with help from SoSafe partners. HFRS are on target to achieve attendance of at least 100 residents.</p>	<p>20.</p> <p>21.</p>
	Promote Crime Stoppers and advice re fraud and scams / cyber crime through partnership events.	Crime Stoppers (Yvonne Barlett)	ongoing	£500 for materials	22. Increase in Crime Stopper anonymous reports by Stevenage residents.	The SoSafe partnership has invested in various promotional materials this year with a primary focus on fraud and scams and how residents are able to prevent and report these crimes, which have been promoted through	22.

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						<p>partnership events.</p> <p>Crime Stoppers have attended a number of partnership events this year to raise awareness of anonymous crime reporting.</p>	
	<p>Utilise Trading Standard's most vulnerable' list at ODG to target people for intervention, through multi agency problem solving.</p>	<p>Trading Standards (Yvonne Bartlett)</p>	<p>ongoing</p>	<p>Existing staff / resources</p>	<p>23. Top 20 most vulnerable targeted and referred to appropriate agency / scheme.</p>	<p>The National Scams Agency has produced and shared Hertfordshire's "most vulnerable" list with Trading Standards. The lists have not been shared locally, however, Trading Standards are engaging with all known Stevenage residents identified on the list and are working with SoSafe partners to target these individuals for intervention, including referral to the OPALS event.</p>	<p>23.</p>

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3. Reassurance							
Aim	Action	Lead	When by	Resource	Expected outcomes / outputs	Action taken and progress	r/a/g
3.1 Provide consistent messages and information to a wide range of service users.	Produce a community safety booklet, informing the public how to access a range of services; and use for multi agency events.	SBC (Vicki Hamilton)	October 2016	Existing staff / resources c. £1.5k for design / print	24. Booklet used at events. 25. Positive feedback from users.	<p>A community safety booklet has now been produced which provides a range of advice on local services and advice on a range of topics, including: personal safety; fire safety; crime prevention; crime reporting and many more.</p> <p>The booklets are to be used and distributed to residents at partnership events.</p> <p>The booklet has been viewed and co-designed by a range of partners and has received very positive feedback. The booklets contain a feedback form for users, but no feedback has yet been received as the booklets have only recently been printed.</p>	<div style="background-color: green; color: white; text-align: center; padding: 5px;">24.</div> <div style="background-color: yellow; color: black; text-align: center; padding: 5px;">25.</div>

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	Develop social media communications.	SBC (Debbie Barker / corporate comms)	June 2016	Existing staff / resources	26. At least 8 messages shared each month through # topics (track progress)	<p>A SoSafe communications plan was developed and authorised by RAG in July 2016.</p> <p>Social media messages have been sent through existing SBC and Hertfordshire Constabulary social media sites for awareness days, such as National Personal Safety Day and Alcohol Awareness Week, to advertise partnership events and to promote “good news” stories using # topics. SoSafe intends to develop a new communications planner for 2017/18 to increase SoSafe’s social media presence and promote partnership working.</p>	26.
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	<p>Utilise National Personal Safety Day to proactively promote SoSafe 'good news' campaign – highlight good partnership work and best practice.</p>	<p>SBC (Debbie Barker / corporate comms)</p>	<p>Oct 2016</p>	<p>Existing staff / resources</p>	<p>27. Positive media story. 28. Social media campaign.</p>	<p>SoSafe hosted an event for National Personal Safety Day on 5 October 2016, which coincided with National Older People's Day. Officers were stationed at the SoSafe gazebo in Stevenage Town Centre providing personal safety advice to residents and distributing personal safety leaflets and merchandise. Leaflets were also provided to SBC Housing staff to raise awareness of personal safety measures for those working in the housing sector.</p> <p>A media story did not result, but the event was advertised on social media and was well received by members of the public.</p>	<p>27.</p> <p>28.</p>
<p>3.2 Actively promote Neighbourhood Watch (inc. OWL messaging) and Pub Watch</p>	<p>Participate in Neighbourhood Watch events to promote SoSafe and partnership working.</p>	<p>Police (Nathalia Smith)</p>	<p>ongoing</p>	<p>£500 for promotional materials</p>	<p>29. 1000 new members</p>	<p>Neighbourhood Watch has gained over 1200 sign ups in Stevenage this year, with 16% of Stevenage residents now using</p>	<p>29.</p>

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						<p>Hertfordshire's award winning Online Watch Link (OWL) communication system.</p> <p>Neighbourhood Watch has been actively promoted through partnership events, including quarterly PSPO events.</p>	
	Enable Pub Watch to grow and develop; and utilise intelligence gathered through the system to inform ODG.	SBC (Jeff Mason)	ongoing	£500 for Pub Watch online subscription	<p>30. Maintain existing membership.</p> <p>31. Add 2 new members.</p>	<p>Pub Watch Online has become the main source of information sharing for licensed premises in Stevenage. The existing membership was renewed last year using allocating JAG funds.</p> <p>Pub Watch has continued to grow and develop this year, with six additional premises now registered on the scheme this year.</p>	<p>30.</p> <p>31.</p>

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4. Violent crime							
Aim	Action	Lead	When by	Resource	Expected outcomes outputs	Action taken & progress	r/a/g status
4.1 Improve understanding of violent crime trends and patterns.	<p>Utilise available data to identify hot locations and times, with supplementary data to be commissioned when required.</p> <p>Identify actions to be taken and formulate individual action plans for licensed premises when necessary.</p>	Police (Insp Simon Tabert)	August 2016	CCSU analyst	<p>32. Individual action plans formulated when needed.</p> <p>33. Year on year total violence against the person rate within 5% +/- range (at year end 201/16 = 1984, +39.7% on previous year):</p> <p>+5% = 2083.2 -5% = 1884.8</p>	<p>Violent crime has seen an increase across Hertfordshire this year, which is largely linked to changes in police recording standards.</p> <p>Violent crime levels are regularly monitored by the SoSafe partnership and partners have continued to share intelligence on individuals and “hotspots” through JAG and are monitored at a strategic level through RAG. Individual action plans are formulated when need through these groups.</p> <p>Violent crime has been identified as a priority for the coming year for the partnership.</p>	<p>32.</p> <p>33.</p>

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<p>4.2 Identify domestic abuse offenders of concern through intelligence and shared information.</p>	<p>Develop and maintain a link between MARAC and ODG.</p> <p>Seek regular offender information from DAISU and adopt a multi agency approach to targeting high risk offenders.</p>	<p>SBC (Sarah Pateman)</p>	<p>ongoing</p>	<p>Existing resources</p>	<p>34. Information sharing process set up between CSP and DAISU.</p> <p>35. Identification of repeat and high risk offenders.</p> <p>36. Positive disruptive action taken against repeat offenders.</p>	<p>SoSafe partners have continued to work with perpetrators of domestic abuse through the Herts Change programme, SBC Domestic Abuse Service, Operation Scorpion, the No More Service and referrals to appropriate agencies.</p> <p>An information sharing process has been set up between SADA and the CSP. DAISU are now represented at the SADA Working Group and MARAC and any information is then fed back to the CSP through JAG.</p> <p>Partners are continuing to work in partnership to identify DA perpetrators through information sharing and refer them to appropriate agencies, with intervention activity where appropriate.</p>	<p>34.</p> <p>35.</p> <p>36.</p>
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5. Information / intelligence sharing							
Aim	Action	Lead	When by	Resource	Expected outcomes outputs	Action taken & progress	r/a/g status
5.1 Improve fraud awareness and identification for front line professionals.	Develop and provide training sessions for partner agencies.	Shared anti-Fraud Service (Paul Taylor)	March 2017	Existing staff / resources	<p>37. Improved intelligence sharing and increase in referrals.</p> <p>38. 3 training sessions delivered.</p>	<p>Hertfordshire Shared Anti-Fraud Service (SAFS) have been regularly attending JAG throughout the year, sharing information and intelligence where appropriate. SAFS have received some very positive results and publicity this year, which are attributable to effective partnership working.</p>	37.
						<p>Fraud awareness sessions have now been embedded as part of the induction programme for new SBC and SAFS staff and SAFS have been delivering document fraud awareness training to key professionals.</p>	38.
5.2 Ensure that all partners understand legalities and boundaries of	Review and revise partnership information sharing agreement; ensuring provision for	SBC (Debbie Barker)	Sept 2016 for sign off at Oct RAG	Existing staff / resources	39. Agreement signed off by all partners.	The SoSafe Information Sharing Agreement has been revised in line with new	39.

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information sharing.	health and mental health partners.					duties and responsibilities that the partnership has picked up over recent years. The JAG and RAG Terms of Reference documents have been updated to reflect these changes and are awaiting sign off from partners at the April RAG meeting. The new agreement has been shared with partners.	
6. Serious / Organised crime (SOC) and drugs							
Aim	Action	Lead	When by	Resource	Expected outcomes outputs	Action taken & progress	r/a/g status
6.1 Research crime patterns in order to develop and implement a multi-agency approach to SOC at district level.	Horizon scan issues moving across borders from other districts and London areas. Utilise local profiles and intelligence. Research existing and new ways of multi	Police (Insp. Simon Tabert) SBC (Debbie Barker)	Multi agency group set up by December 2016. Action plan drafted by Feb 2017.	Existing resources c. £1k for research / study	40. Multi agency group formed. 41. Action plan drafted.	The SOC local profile has been viewed at RAG level. Any known Stevenage SOC individuals of concern are discussed as part of the closed, confidential session of JAG meetings.	40.

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	agency working.					An overarching partnership SOC action plan has not yet been developed, however individual action plans are created in partnership where issues arise that can be dealt with through multi-agency action.	41.
6.2 Disrupt known SOC individuals.	Discuss local nominals at closed ODG sessions – multi agency action and targeted activity to be planned.	Police (Insp Simon Tabert)	Local profiles to be updated 31 March 2016. Closed ODG session when required.	Existing staff / resources c. £600 contingency fund	42. Positive action taken as a result of targeted activity.	As above, known Stevenage individuals are discussed during the closed session at JAG meetings, at which stage partners will discuss any opportunities for intervention activity. This approach has led to a number of targeted intervention activities this year, including Operation Estray, which targeted local drug dealers with connections to dealers from outside of Stevenage. Operations such as these have significantly disrupted drug activities in Stevenage.	42.

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<p>6.3 Improve understanding of New Psychoactive Substances and associated risks for users.</p>	<p>Organise quarterly updates for ODG, in order to develop strategies to tackle emerging issues.</p>	<p>SBC (Jeff Mason)</p>	<p>Quarterly</p>	<p>Existing staff / resources</p>	<p>43. Improved street knowledge.</p> <p>44. Information used for enrichment days by Police / partners in schools.</p>	<p>The Psychoactive Substances Act was enacted in 2016. Herts Constabulary have briefed partners on the new legislation and licensed premises have been engaged and informed of the changes through the Pub Watch scheme.</p> <p>Expected outcome 44 - NOT ACHIEVABLE. Staff time and resources do not allow for this work at the present time. Information not yet been used for enrichment days due to ongoing work to develop links with local schools. <u>Outcome removed from action plan.</u></p>	<p>43.</p>
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