

Appendix C

Community Safety Strategy - Consultation Results

Introduction

Respondents were provided with a draft version of the strategy and a questionnaire in order to formulate their responses. The consultation was open on the Council's website between 16 November and 31 December 2014. It was advertised via the Council's website and through social media. A link to the questionnaire was sent by email to the following organisations:

- RAG and ODG members
- Interfaith Forum
- World Forum
- Housing Referral Group
- local voluntary and charity sector groups
- SBC Leader, staff and Members
- The Council's Overview & Scrutiny Committee (as a Budget & Policy Framework item)
- older people's network
- SoStevenage members
- local businesses.

A paper alternative was also offered to members of the public. One paper version was requested, but was not returned. Of the 23 questionnaires started online, 12 were fully completed and as such viable for inclusion in the analysis.

Responses to question 1 – do you agree with SoSafe's aims and objectives?

All 12 respondents were in agreement that the aims and objectives of the strategy are correct. No adjustments are required.

Responses to question 2 – do you think the 'what we will do' sections suitably address our objectives to...?

- Help people feel safe – nine out of 12 (75%) respondents felt that this section suitably addressed the objective.
- Reduce crime – eight out of 12 (67%) respondents felt that this section suitably addressed the objective.
- Provide a coordinated response to domestic abuse – nine out of 12 (75%) respondents felt that this section suitably addressed the objective.
- Effectively tackle antisocial behaviour together with the community – ten out of 12 (83%) respondents felt that this section suitably addressed the objective.
- Reduce the harm caused by drug and alcohol misuse – eight out of 12 (67%) respondents felt that this section suitably addressed the objective.

An overarching community safety strategy cannot predict levels for all crime types during a three year period. This is reflected in the 'what we will do' sections, which take a strategic overview of the objectives. More detail about current trends and hotspots will be included in an accompanying annual action plan, which is agreed by SoSafe every year in April. No adjustments are necessary for these sections of the strategy.

Responses to question 3 – please can you tell us what you like about the objectives?

On the whole, respondents were positive about the clarity and vision of the objectives. Individual comments were:

- it shows that you are aware of the problems and have a plan
- sensible and achievable
- they are clear and defined though utterly unworkable and wishful thinking
- the benefit of the objectives is the coordinated approach by partners working together sharing intelligence with the ultimate goal making Stevenage a safer place to live , work and visit
- engaging with the community and local business partners to help residents feel safe
- areas identified for development are good
- in touch with the needs of Stevenage
- they are clear and concise and focus on local issues.

From the comments above, it is clear that the strategy is clear and easy to understand, and therefore needs no changes to content, tone or structure. There was one negative opinion about the strategy’s scope.

Responses to question 4 – please can you tell us how our strategy could be improved or what else you think should be included?

Three responses were provided and have been addressed below:

Response	Comment	Change to strategy
Don't **** up the implementation. Give police the powers to intervene in nuisance properties.	<p>Police powers are authorised by the Home Office. Hertfordshire’s Police and Crime Commissioner (PCC) is best placed to influence Government policy, and is regularly lobbied by the CSP on various matters.</p> <p>Police do have powers in relation to nuisance properties which work well when a partnership approach is taken, as highlighted in our case study on page 14 of the strategy.</p> <p>Recent changes to the law have given police further powers for closure under Section 76 of the <i>Anti-Social Behaviour, Crime and Policing Act 2014</i>.</p>	None
It needs real police on the ground doing good effective police work across the entire town, currently we do not have that and thus this will fail.	<p>Stevenage police currently have very high crime detection and conviction rates.</p> <p>Police work is scheduled so that as many officers as possible are available to the public at any one time; and police activities are targeted to hotspot locations, crime</p>	None

	<p>trends and at peak times.</p> <p>Stevenage Borough Council match fund the salaries of six additional Police Community Support Officers (PCSO) for the town.</p> <p>Our new strategy points out that the objectives cannot be met without help from the public, who have a duty to contribute to making their communities safer. This ethos also echoes the PCC's countywide policing strategy, <i>Everybody's Business</i>.</p>	
<p>If you identify the needs of individuals as a group or age range diversionary intervention can be used before the problem manifests its self.</p>	<p>SoSafe works to identify issues and put early intervention measures into place. This is evidenced in our case study about the No More Project on page 15 of the strategy; and in our support for projects like Box Cleva which provide young people with positive activities.</p> <p>More detailed focus will be included in the annual action plan.</p>	None

Responses to question 5 – do you think we have chosen the right measures for us to monitor progress?

Of the 12 respondents, four agreed with the proposed measures, six disagreed and two abstained from the question. Respondents were asked to qualify their answer through the following question:

Responses to question 6 – please can you tell us how the measures could be improved or what else you think should be included?

Four comments were provided and have been addressed below:

Response	Comment	Change to strategy
<p>Find out the causes and treat that.</p>	<p>SoSafe aims to identify the causes of crime and work with wider partners to address the issues using early intervention. This is evidenced through our bi weekly information sharing / problem solving meetings, resulting in initiatives like shoplifting and night time economy action plans (in partnership with local businesses).</p>	None
<p>Self monitoring is not monitoring independent monitoring would be useful.</p>	<p>In addition to the performance monitors mentioned in the strategy the PCC, as elected representative of the public regarding crime and policing, informally monitors the</p>	<p>Information added in regard to CSP monitoring by the PCC – page 5.</p>

	<p>performance of Hertfordshire's community safety partnerships (CSP); and also receives twice yearly information from CSPs regarding budgets, spending and outcomes.</p>	
<p>Can we get anything into the measures around quality? These tend to be all about numbers.</p>	<p>Noted. There is a strong emphasis on quantitative data. Amendments have been made to incorporate some outcome or quality based measures.</p>	<p>Additional / amended measures:</p> <p>Help people feel safe:</p> <ul style="list-style-type: none"> • customer feedback from Silver Street Meets (p6). <p>Reduce crime:</p> <ul style="list-style-type: none"> • customer satisfaction surveys • outcomes for offenders subject to the integrated offender management (IOM) programme (p7). <p>Provide a coordinated response to domestic abuse:</p> <ul style="list-style-type: none"> • outcomes for clients referred to Herts Change perpetrator programme • outcomes for clients referred to the Council's domestic abuse panel (p8). <p>Effectively tackle ASB together with the community:</p> <ul style="list-style-type: none"> • customer satisfaction surveys and consultation (p9). <p>Reduce the harm caused by drug and alcohol misuse:</p> <ul style="list-style-type: none"> • effectiveness of Stevenage Pub Watch scheme and Pub Watch online • outcomes for people

		<p>undertaking the No More Project</p> <ul style="list-style-type: none"> outcomes of age restricted product test purchases (p10).
<p>Identify the needs of young people and involve the community to provide opportunities that benefit a persons qualifications for employment.</p>	<p>This is an area to which SoSafe is engaging more widely with community leaders, charity and voluntary groups. As public sector funding continues to be reduced, communities will need to take the lead in this work, which could be facilitated through the CSP. This is a recognised area of need, and will be reflected in more detail in the annual action plan, and through our wider SoStevenage (local strategic partnership) partners.</p>	None

Responses to question 7 – do you have any suggestions as to how SoSafe can make Stevenage even safer?

Six comments were provided and have been addressed below:

Response	Comment	Change to strategy
<p>No as I believe you have covered everything I can think of.</p>	None	None
<p>Demand greater police presence across the town and increase time scales for resolving nuisance and anti social behaviour. The town is not rife with domestic abuse so lose the politically inspired nonsense and concentrate on what matters.</p>	<p>Police presence – addressed in comment for question 4.</p> <p>Antisocial behaviour (ASB) – ASB is the top priority for Stevenage residents, and as such, remains a priority for SoSafe. The annual action plan will reflect this in more detail.</p> <p>Domestic abuse – Stevenage has the highest rate of domestic abuse offences in Hertfordshire, and a very high number of offenders. We know that this is an under reported crime, and as such, it remains a SoSafe priority.</p>	None
<p>I would strongly agree lights need to be kept on longer and not turned off before midnight.</p>	<p>Street lighting is controlled by the County Council, and beyond the scope of the borough council or partners.</p> <p>However, in hot spot crime areas, SoSafe has negotiated with the</p>	None

	county council to have night lighting reinstated when necessary.	
Ensure our partners in other fields such as the Lister fulfil their own responsibilities allowing other agencies to focus on core functions.	Noted. Greater links need to be made with the NHS, in order to identify the correlation between crime and health; and to ensure that all agencies can undertake their statutory obligations effectively.	Additional content added on page 7.
Greater support for people struggling with domestic violence and their children.	<p>The Council employs a domestic abuse coordinator who has facilitated many initiatives, particularly around supporting families and children:</p> <ul style="list-style-type: none"> • work with the NSPCC to offer support to children and mothers who have been victims of domestic abuse • work with the Stefanou Foundation who are starting a family based programme in 2015, undertaking early intervention work with babies at the heart of the programme • formed a domestic abuse panel which assesses and helps victims who fall below the MARAC threshold • providing child friendly consultation rooms at the Council where victims can seek help and advice <p>The Stevenage Against Domestic Abuse (SADA) steering group has its own action plan, which is supported by SoSafe.</p> <p>The council employs a Safeguarding Officer, who works closely with the county council in all aspects of child safety, including domestic abuse.</p>	None
I would like to provide pre 17 driving lessons in Stevenage that includes driver responsibility. This covers mobile phones, drink / drug driving and the consequences. This will go a long way to reducing collisions and injury on our roads.	Noted. There is a high incidence of teenage car accidents caused by illegal use of substances and mobile phones.	Additional content added to objective five, page 10.

