



## Action plan 2017/18

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 Joint Action Group (JAG). 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 JAG 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.

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.

## 1. Antisocial behaviour

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
1.1 Prevent young people becoming involved in ASB.	a) Identify young people at risk through information sharing, referring individuals to appropriate agencies / programmes that instil life skills and safety awareness.	Police (Tara Adams-Cook)  SBC (Sarah Pateman)	HFRS Youth Connexions Child UK One YMCA SFCF Play Centres Targeted Youth Support	Existing staff / resources.  SafetyNet.	Year on year decrease in local youth ASB.  Referrals made to appropriate projects / initiatives.  Positive engagement with young perpetrators.	Re-introduced youth partnership meetings  Individuals signposted to projects and initiatives including YC in Herts and YMCA  Looking at new initiative including youth hubs for holidays etc
	b) Undertake targeted consultation with local young people to gain opinions on local youth provision and services available to young people.	Youth Strategy Group (Judith Sutton)	SBC Police Youth Connexions HFRS Child UK One YMCA SFCF Play Centres	Existing staff / resources.  External funding streams.	Consultation undertaken with local young people.  Increased understanding of gaps in Stevenage youth provision.	Consultation carried out by YC in Herts To review the gaps. A regular meeting now take place to review the youth provision in Stevenage
1.2 Reduce street begging and associated ASB in 'hot spot' areas.	a) Identify street homeless / beggars who may be adults with complex needs requiring signposting and agency intervention.	SBC (Matt Ewan)  Police (Mark Williams)	JAG The Haven	Existing staff / resources.  SafetyNet.	Individual action plans formulated when needed.  Referrals made to appropriate services following identification.	Partnership Action Plan was drawn up in July 2017  Referrals have been made to the No More Service, The Haven and other partners

	b) Identify opportunities for enforcement of the PSPO and utilise multi-agency events for enforcement opportunities and advertising of local support services.	SBC (Community Safety)	Police SBC Neighbourhood Wardens NhW No More Service	Existing staff / resources.  PSPO publicity materials and local services booklets.	One multi-agency event held each quarter (to incorporate enforcement and seasonal issues).  Positive media story.	The PSPO quarterly events have been successful, we have targeted the designated areas and offered advice and support to those we have spoken to
	c) Participate in partnership "Killing with Kindness" campaign to educate the public on the potential consequences of giving money to beggars.	SBC (Community Safety)	The Haven Homeless HYH	Existing staff / resources.  Funding for publicity materials	Campaign undertaken.  Positive media story.	The Killing with Kindness Campaign was launched and we were able to talk to people regarding how they can give donations to local charities rather than those that beg.  A new project having local contactless giving boxes is being introduced in 2018
1.3 Support ASB perpetrators with drugs / alcohol misuse.	a) Continue to support and develop the No More Service, including intensive and outreach support for offenders and high risk individuals.	SBC (Sarah Pateman)	Police CGL Probation Families First	Existing staff / resources.	All No more referrals agreed by JAG.  .	96% of No More Clients sustained their housing or secured housing  88% of clients have no ASB case following closure from the service
	b) Consider options for long term funding of the No More Service and bid to external funding sources to ensure continuation of the service.	SBC (Sarah Pateman)	Police CGL	Existing staff / resources.  External funding streams.	Funding secured for 2018/19.	We are continuing looking for funding streams to secure the service.  Currently the service has been extended

						until September 2018	
1.4 Reduce environmental ASB and make public areas in Stevenage safer.	a) Share information on environmental issues (e.g. fly-tipping, drugs paraphernalia) and target partnership intervention accordingly.	SBC (Julia Hill / Jane Konopka)	Police HFRS Neighbourhood Wardens	Existing staff / resources.	Information shared through JAG.  Environmental ASB reassurance provided through linking with quarterly PSPO events.	The Fly-Tipping Task Group has been instrumental to tackling fly-tipping in the town. Following a successful bid to the PCC through the HCC Waste Partnership we have been purchasing a specialist camera, signage and further training for officers	
	b) Engage with the community to provide reassurance and develop information around environmental ASB issues (e.g. criminal damage, deliberate fire).	SBC (Neighbourhood Wardens)  HFRS (Lee Hutchinson)	Police	Existing staff / resources.	Reports and information provided from patrols.  Neighbourhood Wardens accredited to enforce PSPO.  One Neighbourhood Agreement in place.	As a partnership we have been engaging with the community and using intelligence provided by them.  Successes include the Tower Block Action Plan. Representatives from Housing and other partners internally and externally held monthly surgeries to gather intelligence to help tackle complaint of ASB and Crime.	

2. Hate Crime							
Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date	
2.1 Develop understanding of hate crime and trends / patterns for professionals and front line staff.	a) Arrange and deliver hate crime awareness training to front line staff and professionals.	SBC (Community Safety)  CCSU (Helen Whitehead)	Police True Vision	CCSU Hate Crime Officer.  Existing staff / resources.	2 sessions delivered.  Positive feedback received from attendees.	One session has now been delivered. A further session is being arranged for SBC Customer Service Centre advisors.	
	b) Commission hate crime analysis data to develop understanding of hate crime profile locally.	SBC (Community Safety)	CCSU Police	CCSU analyst	Quarterly data reports shared at JAG and RAG.  Countywide Hate Crime Strategy shared at JAG.	Hate crime data is now included in RAG reports and will be shared with JAG each quarter.	
	c) Share and use information to identify key individuals and formulate individual action plans where necessary.	Police (Simon Tabert)	SBC JAG	Existing staff / resources.	Individual action plans formed where necessary.	Following a recommendation at RAG, JAG now discuss those individuals who have the biggest impact on the community in regard to ASB, Crime and disorder	
2.2 Raise public awareness of the various forms of hate crime and how the public can report hate crime.	a) Utilise existing partnership events to promote equalities and raise awareness of hate crime, reporting pathways and third party reporting centres.	SBC (Community Safety)  Police (Simon Tabert)	JAG True Vision	Existing staff / resources.  Publicity materials.	Promote hate crime awareness through at least 2 partnership events.	Programme of events took place for Inter-Faith Week in November 2017 including an event in the town centre and a coffee morning  A workshop for faith and community leaders took place in January 2018 to highlight domestic abuse and how to report it. 17 delegates attended the	

						session	
	b) Co-ordinate a specialised partnership event to raise awareness of the various forms of hate crime and professional services available to victims.	SBC (Community Safety)	Police True Vision	Existing staff / resources.  Internal and external funding streams.	Positive feedback received from attendees.  At least 50 in attendance.  Positive media story.	We hosted a Hate Crime Conference in September 2017 for professionals. The conference was well attended and we received good feedback.	
2.3 Develop local reporting pathways for victims of hate crime.	Increase number of third party hate crime reporting centres in Stevenage.	SBC (Community Safety)  CCSU (Helen Whitehead)	Police	Existing staff / resources.	At least 2 new third-party reporting centres established in Stevenage.	Project is ongoing alongside the CCSU. There are currently 2 third party reporting centres in Stevenage. We have also spoken to the Mosque and they are in talks with the Hate Crime representative from the police regarding the possibility of becoming a reporting centre. NHC and Bowes Lyon have requested to be third party reporting centres.	

### 3. Safeguarding

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
3.1 Improve awareness of safeguarding issues, including CSE, modern slavery and FGM in the community.	a) Develop a training plan to deliver safeguarding awareness sessions training for CSP partners and SBC staff to raise awareness of people at risk of abuse and neglect, including publicising of training delivered by the HSCB.	SBC (Sandy Gill)	Police PCC HSCB	Existing staff / resources.  Internal accredited CSE trainers.	Deliver at least 10 safeguarding training sessions to key line professionals.  Key frontline staff trained in identifying signs and indicators of abuse and neglect and how to raise concerns.	Training programme in progress – 19 sessions have been arranged throughout the year which is open to SBC staff and CSP partners.  The sessions include: 8 Inductions, 7 Level 1 sessions, 3 Level 2 sessions and one DSP sessions.
	b) Identify opportunities to raise awareness of safeguarding issues, including signs, reporting pathways.	SBC (Sandy Gill /Sarah Pateman)  Police (Simon Tabert)	JAG HSCB Families First	Existing staff / resources.	Partnership social media campaign undertaken.	CSE awareness training packs were sent out to all local hotels.  A new CSE/modern slavery Partnership Acton Plan has been produced and an end is being organised for March 18
3.2 Minimise the risk of radicalisation and extremism in Stevenage by supporting the Prevent (counter terrorism) agenda.	a) Develop a training plan to deliver WRAP training to CSP partners and front line professionals to raise awareness of Prevent and channel referrals.	SBC (Sandy Gill)  SBC (Sarah Pateman)	Police Prevent Board Youth Connexions CSM	Internal accredited WRAP trainers.  Existing staff / resources.	Deliver at least 4 WRAP sessions to CSP partners and frontline staff.  Improved understanding of support mechanisms in place for those at risk of radicalisation.	WRAP training programme has been on a rolling programme There was one session planned each quarter (4 in total) Of the 3 sessions that have taken place have received positive feedback. The next session has been arranged for the 28 February 2018. The sessions for 2018/19 have been booked ready for the year.

	b) Develop a Prevent action plan in line with standards and requirements set out by the Prevent Board.	SBC (Sandy Gill)	Police Prevent Board	Existing staff / resources.	2017/18 Prevent action plan developed.  Increased partnership working with multi agency partners, including Prevent Board members and the Channel Panel.	Prevent action plan was signed off by RAG in October 2017.  The WRAP trainers meet to review the Action Plan on a quarterly basis. SBC currently has 4 WRAP trainers
3.3 Improve public awareness of cybercrime and how residents can minimise the risk of becoming a victim of online-related crime.	a) Identify opportunities to promote online safety advice to the public.	SBC (Community Safety)  SAFS (Darren Bowler)	Police Trading Standards Get Safe Online Youth Connexions	Existing staff / resources.  Publicity materials.	Online safety advice promoted through at least 2 events.  Social media messages sent.	Business Cyber Crime conference took place at the Police HQ in September 2017 and was promoted through partnership communications and through local business networks.  Community safety team attended an open evening at Ashtree Primary School to promote online safety advice for children and parents.
	b) Commission data for cybercrime and online-related incidents in Stevenage.	SBC (Community Safety)	CCSU Police	CCSU analyst.	Local cybercrime data shared at RAG and JAG every 6 months.	Cybercrime profile was received and shared with partners.
3.4 Improve older people's personal safety and confidence.	a) Support annual multi-agency OPALS event.	HFRS (Julie Springett)	JAG	£350 grant funding for materials.	100 people in attendance.  Positive feedback received.	The OPALS event was a success and further event is being organised for April 2018



	b) Identify vulnerable adults through information sharing for referral to the Safe and Well scheme.	HFRS (Julie Springett)	JAG Trading Standards	Existing staff / resources.	Increase in number of visits to vulnerable adults.  Individuals identified through JAG for referral to appropriate services.	Safe and Well scheme is now running and has seen an increase in visits to vulnerable adults in their homes. Information is regularly shared through JAG and HFRS.
	c) Maintain and support multi-agency programme of Silver Street Meets.	Police (Simon Tabert)	JAG	£1,000 for materials and publicity.	4 events undertaken.  100 people engaged with through the programme.	<p>There have been 5 silver street meets this year. We have currently engaged with 130 people.</p> <p><b>April</b> <b>Bragbury</b> <b>End Get Together</b> <b>25</b> <b>attendees</b></p> <p><b>May</b> <b>Hampson</b> <b>Park – MH Group</b> <b>19</b> <b>attendees</b></p> <p><b>June</b> <b>Bedwell</b> <b>Good Companions Club</b> <b>26</b> <b>attendees</b></p> <p><b>July</b> <b>Widows</b> <b>Group, Timebridge Centre</b> <b>40</b> <b>attendees</b></p> <p><b>October</b> <b>St Peters</b> <b>Church, Broadwater</b> <b>20</b> <b>attendees</b></p>

<p>3.5 Safeguard vulnerable missing children.</p>	<p>Improve communications across the CSP in relation to missing young people and continue to develop links with local children's homes.</p>	<p>Police (Simon Tabert)  HCC Children's Services (Elaine Smith)</p>	<p>SBC Families First</p>	<p>Existing staff / resources.</p>	<p>Missing person's policy embedded in the CSP.  HCC Children's Services in attendance at JAG.</p>	<p>Police are continuing to engage with local children's homes. A representative from Children's Services has been invited to JAG but has not yet attended.</p>
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4. Violent Crime							
Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date	
4.1 Review crime and incident data linked to specific premises and jointly tackle with licensed premises.	Continue to develop Pub Watch and utilise intelligence gathered through the system (e.g. Pub Watch bans) to inform JAG. Develop action plans for specific premises where necessary and appropriate.	Police (Simon Tabert)  SBC Licensing (Jeff Mason)	Pub Watch Licensed premises	£500 Pub Watch subscription.  Existing staff / resources.	Licensing action plans developed where necessary.  Licensing checks completed where issues are identified, escalating to RAG when necessary.	Licensing updates are given to JAG and shared with partners.  An event was held at the Leisure park during Alcohol week (November 2017) to talk to member of the public about being over the legal limit for driving. Partners involved in the event were SBC, The police and Fire & Rescue.	
4.2 Support victims of domestic abuse and empower them with the skills and knowledge to live their lives free from abuse and intimidation.	a) Raise awareness of domestic abuse with the aim of encouraging people to report.	SBC (Sarah Pateman)  Police (Simon Tabert)	SADA Herts Sunflower DA Forum	Existing staff / resources.  Internal and external funding.	2 awareness events undertaken.  Year on year increase in DA reporting.	SADA has engaged with members of the community at various events including the 16 days of Action, PSPO events in the town centre, the POWHER Events and at the Healthy Hub	
	b) Develop a designated safe space for victims of domestic abuse to use to make important decisions about their safety and future.	SBC (Sarah Pateman)	SADA WHBC Hightown Pretorian Police	£107,000 grant funding.	Facility users report feeling safer and empowered to make important decisions.  Partnership protocol created for use of facility.	The Safe Space has received 21 referrals since July 2017.  A partnership agreement was implemented in May 2017 and agreed by the SADA Board	

4.3 Identify and disrupt domestic abuse perpetrators.	Identify domestic abuse offenders of concern through shared information and refer to appropriate support services.	SBC (Sarah Pateman)  Police (Simon Tabert)	SADA MARAC MAPPA PPO meetings Herts Change	Existing staff / resources.  Agency referrals.	High risk and repeat offenders identified.  Positive rehabilitation / disruptive action taken against repeat offenders.	We have been working closely with partners to identify repeat/high risk offenders and have met with partners to discuss specific cases where required We are working in partnership with the Change Project and have helped them secure funding to help extend the project until April 2019
4.4 Minimise serious life threatening risk to victims of DA.	Monitor and evaluate outcomes of any DHRs to improve understanding and best practice.	SBC (Sarah Pateman)	CCSU Police SADA	Existing staff / resources.	Improved understanding for professionals attending DHR panels.	The DHRs have been reviewed and a process for Stevenage has been agreed by the SADA board

## 5. Reassurance / public engagement

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
5.1 Carry out proactive crime prevention campaigns / targeted operations in response to emerging crimes and seasonal trends.	a) Utilise national awareness days and crime prevention campaigns to promote partnership work and provide crime prevention advice.	SBC (Community Safety / Sarah Pateman)  Police (Simon Tabert)	JAG	£1,500 PCC funding.  SoSafe community engagement materials.	Partnership events calendar produced for 2017/18.  3 awareness campaigns undertaken.	There have been a number of events and campaigns throughout 201/18 including; <ul style="list-style-type: none"> <li>• Quarterly PSPO events</li> <li>• Silver street meets</li> <li>• Hate Crime Awareness Conference</li> <li>• Cyber Crime Awareness Event for Parents</li> </ul>

						<ul style="list-style-type: none"> <li>• Inter Faith Week</li> <li>• Personal Safety Event</li> <li>• Operation Night Owl</li> <li>• Faith Leaders Domestic Abuse Session</li> </ul>	
	b) Actively promote and support Neighbourhood Watch (including OWL messaging).	Police (Simon Tabert)	NhW SBC HFRS	£500 PCC funding.	1000 new members.	21% of Stevenage residents have signed up to Neighbourhood Watch, this is approximately 20,000 residents.	
5.2 Improve SoSafe communications.	a) Proactively share SoSafe and personal safety information through social media communications.	SBC (Corporate Comms)	JAG	Existing staff / resources.  Social media accounts.	Social media communications incorporated into SoSafe communications plan.	We have a communications plan and ensure that all our events are tweeted or press releases are competed	
	b) Develop new ways of promoting partnership work and crime prevention advice.	SBC (Community Safety)	JAG	Existing staff / resources.  Internal and external funding streams.	SoSafe Communications plan produced for 2017/18.  New method of SoSafe communications developed.	Regular update meetings are held with Communications and where required a representative is invited to either an event planning meeting or the JAG meeting	
	c) Utilise advertising space at Lister Hospital to display a range of personal safety information to the public on current and emerging issues for the partnership.	SBC (Community Safety)	JAG	4 advertising spaces and 3 leaflet holders at Lister Hospital.	Information posters / leaflets displayed based on seasonal and emerging issues.	Leaflets are replenished on a quarter bases at the Lister hospital. A review of the advertising space will take place in March 2018	

6. Scams and Fraud							
Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date	
6.1 Develop local intelligence relating to scams and fraud and target intervention accordingly.	a) Conduct multi-agency targeted operations throughout the year based on local intelligence (e.g. Blue Badge operations, test purchasing, licensing operations for counterfeit alcohol).	SAFS (Darren Bowler)  Trading Standards (Yvonne Bartlett)	Police SBC HFRS Licensing	Existing staff / resources.	4 targeted operations undertaken.	2 blue badge prosecutions in Stevenage  arranging an underage sales operation  Attended PSPO event for blue badge operation.	
	b) Develop intelligence of vulnerable individuals and target intervention through a multi-agency approach.	Trading Standards (Yvonne Bartlett)	Police HFRS SBC SAFS	Trading Standards "most vulnerable" list.	Vulnerable adults identified and referred to appropriate support services.  Housing Wellbeing Days utilised to identify and refer vulnerable adults.	Two events have been held at SBC one for staff and partners and the other for members of the public	
6.2 Improve fraud awareness for front line professionals.	Continue to deliver fraud training sessions to SBC staff and partner agencies.	SAFS (Darren Bowler)	Police SBC Trading Standards	Existing staff / resources.	Improved intelligence sharing for fraud.  2 training sessions delivered.  2 refresher training sessions for CSP partners.	Waiting for update	
6.3 Educate residents how to protect themselves from fraud and	Identify opportunities to provide fraud prevention advice to the public.	Police (Simon Tabert)  SAFS (Darren Bowler)	SBC Police Trading Standards	SoSafe local services booklets.	Fraud prevention advice promoted through existing events / operations.	Campaign "Ilatch" being launched around rented accommodation and sub letting  Trading Standards	

scams.						public event in November 2017 at SBC.	
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**7. Serious / organised crime and drugs**

<b>Aim</b>	<b>Action</b>	<b>Lead</b>	<b>Partners</b>	<b>Resources</b>	<b>Expected outcomes</b>	<b>Progress to date</b>	
7.1 Develop a multi-agency approach to disrupting SOC at district level.	a) Utilise local SOC profiles and local intelligence to disrupt SOC activity.	Police (Simon Tabert)	SBC	Existing staff / resources.	Positive action taken as a result of targeted activity.	Professionals meetings are held to gather intelligence and disrupt criminal activity.  We attend MAPPA, PPO and MARAC on a regular basis	
	b) Discuss known SOC individuals at closed JAG sessions and target multi-agency action accordingly.	Police (Simon Tabert)	SBC	Existing staff / resources.	Closed JAG sessions when required.  SOC individuals discussed at closed JAG sessions.	Individuals are discussed at a closed meeting at the end of JAG on a four weekly basis	
7.2 Encourage anonymous crime reporting for suspicious activity relating to drugs / SOC to develop local intelligence.	Promote Crime Stoppers and advice for anonymous crime reporting at targeted multi-agency events.	Crime Stoppers (Yvonne Bartlett)	SBC Police HFRS	Existing staff / resources.  Crime Stoppers leaflets.	Crime Stoppers promoted through existing partnership events.	Crime Stoppers is promoted through partner events throughout the year	





## 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.

<b>Abbreviations</b>			
ASB	Anti-social behaviour	NhW	Neighbourhood Watch
CSE	Child Sexual Exploitation	OWL	Online Watch Link
DA	Domestic Abuse	PCC	Police and Crime Commissioner
DHR	Domestic Homicide Review	PPO	Prolific, persistent offender
FGM	Female Genital Mutilation	RAG	Responsible Authorities Group
JAG	Joint Action Group	SADA	Stevenage Against Domestic Abuse
HCC	Herts County Council	SAFS	Shared Anti-Fraud Service
HFRS	Hertfordshire Fire and Rescue Service	SBC	Stevenage Borough Council
HYH	Herts Young Homeless	SFCF	Stevenage Football Club Foundation
MAPPA	Multi Agency Public Protection Arrangement	SOC	Serious and Organised Crime
MARAC	Multi Agency Risk Assessment Conference	WHBC	Welwyn Hatfield Borough Council