



**Strategic Assessment  
2016/17**

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## **Introduction**

The aim of the SoSafe (Stevenage Community Safety Partnership (CSP)) strategic assessment is to identify crime and disorder issues and emerging trends; and to inform the annual revision of the SoSafe action plan and overarching three year community safety plan. The purpose is to ensure SoSafe has a detailed understanding of all crime and disorder issues across the district, allowing for multi agency problem solving. The priorities identified in this assessment will inform an action planning workshop with responsible authority group (RAG) members, to decide partnership priorities and objectives for 2016/17.

## **Population and demographics**

There are approximately 35,000 homes in Stevenage, with a population of around 86,000 (Mid-year estimate 2014). This is expected to increase to almost 93,000 by 2035.

Stevenage is situated just off the A1M with easy access to the M1, M11 and the M25. It has good rail links via the East Coast mainline and is on the main London to Edinburgh line, with Kings Cross just a twenty minute journey. The town also has excellent air links, being in close proximity to both Luton and Stansted airports. Stevenage is served by 45 km of cycle ways connecting all neighbourhoods to the industrial areas and town centre. The town centre has over 250 shops, offices and leisure facilities.

## **Community Profiles**

For information on demographics, ethnic composition, religious composition, economic wellbeing, health, housing and many other themes click [HERE](#) then navigate to the required District/Borough to view the summary and more detailed community profiles.

For more detailed diversity information, including sexual orientation, click [HERE](#) and navigate to the required District/Borough.

For a comprehensive set of health and wellbeing profiles, including the Joint Strategic Needs Assessment (JSNA) and the Public Health England profile, please click [HERE](#) then navigate to the required District/Borough.

For an introductory profile presenting key intelligence regarding people's Health & Wellbeing please click [HERE](#) then navigate to the required District/Borough.

## **Partnership working**

### **Responsible Authorities Group (RAG)**

This group meets on a quarterly basis to set the strategic direction for SoSafe. The meeting includes the responsible authorities:

- Stevenage Borough Council (SBC)
- East & North Herts Clinical Commissioning Group (CCG)
- Herts Fire & Rescue Service (HFRS)
- Hertfordshire Constabulary

- Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire Community Rehabilitation Company (BeNCH CRC)
- other cooperating bodies including Hertfordshire County Council (HCC) and the Office of the Police and Crime Commissioner (OPCC).

### Operational Delivery Group (ODG)

This group meets every two weeks. ODG is the operational arm of SoSafe and monitors progress against the annual action plan. ODG is made up of representatives from the responsible authorities and other agencies whose work contributes to reducing crime and disorder. The group reviews current data, crime, antisocial behaviour (ASB) activity and anecdotal evidence; tasking and coordinating partnership activities and reviewing previous actions. Examples of partnership working can be seen in Appendix Four.

The strategic assessment is intended for use by all partner organisations in the CSP, enabling them to contribute to the annually revised community safety action plan. Partners may wish to use the statistical data provided, to support actions based around their own organisational priorities. The data can also be used to support bids for funding.

### Risk assessment priorities 2016/17

The risk levels assigned to community safety priorities based on this strategic assessment are set out in the table below:

High Risk	Medium Risk	Low Risk
Domestic abuse Theft from shop Antisocial behaviour (ASB) Night-time violence against the person Drug trafficking other Drug trafficking class A	Violence against the person Serious sexual offences Theft from person Reassurance (feeling safe) Possession class A drugs Hate crime Burglary other Criminal damage	Burglary dwelling Deliberate fire Vehicle crime Drug possession other

### Strategic assessment analysis

The issues affecting each district and CSP in Hertfordshire are assessed using a risk matrix. Information supplied by police and other partners is fed in to a risk assessment which identifies the key issues for each district. This enables the strategic assessment to focus on issues presenting a significant risk for each CSP. It is important to note that this document highlights **potential** risk, which may or may not come to fruition.

The Home Office has identified a ‘family’ of 14 most similar CSPs for comparison purposes. This is a more useful set of comparators by which to assess Stevenage’s situation and performance. When comparison is made with other CSPs within Hertfordshire, **1<sup>st</sup> indicates the lowest number of offences / persons in treatment etc. and 10<sup>th</sup> the highest.** When comparison is made with the most similar group,

**1<sup>st</sup> indicates the lowest number of offences and 15<sup>th</sup> is the highest.** Graphs comparing crime types across Hertfordshire's districts are included for information in Appendix Three.

Crime data in this assessment is extracted from Hertfordshire Constabulary's Crime and Information System (CIS) using ibase and SSRS. Unless otherwise stated, data relates to the 12 months between 1 August 2014 and 31 July 2015. Home Office data available through iQuanta referred to as current is for the twelve months to the end of July 2015.

### **Progress monitoring**

SoSafe monitors progress of community safety priorities against the annual community safety action plan. The current plan runs until 31 March 2016. Progress has also been measured against indicators set out in the community safety strategy 2015/18. This strategic assessment will inform the SoSafe action plan for 2016/17.

## All recorded crime

**County position: 9<sup>th</sup> (no change)**

**Most similar CSP position: 9<sup>th</sup> (same as last year)**

**Notable decreases:**

- Theft from person -25.4%
- Vehicle crime -36.2%
- Personal robbery -24.6%
- Possession Class A -21.7%

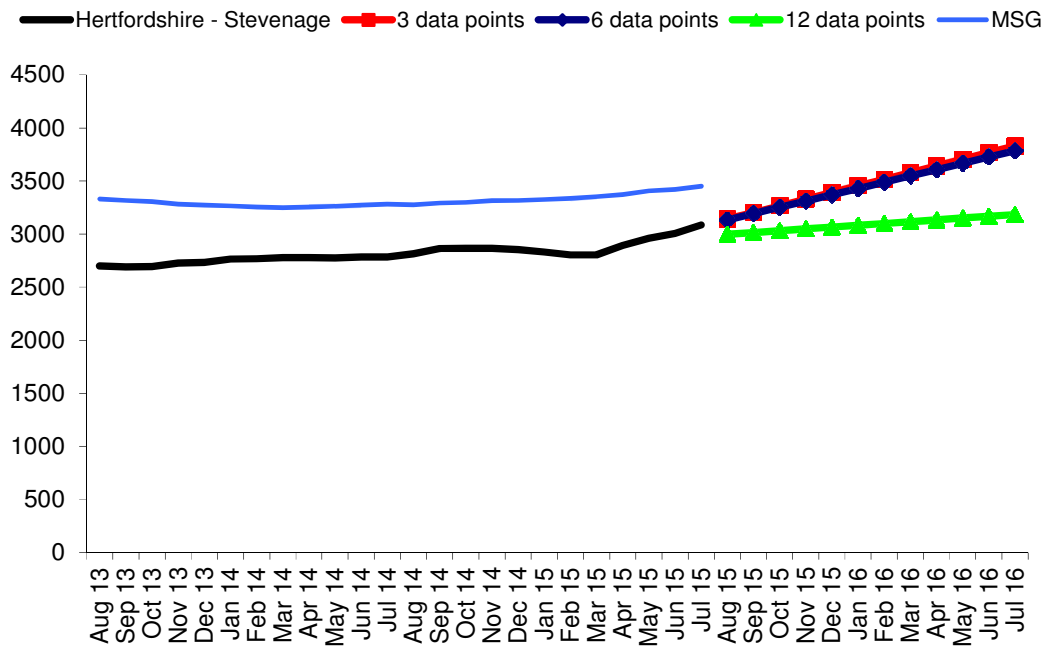
**Notable increases:**

- ASB +15.8%
- Hate crime +26.6%
- Domestic abuse +35.4%
- Violence against the person +43%
- Trafficking Class A +221.4%
- Trafficking other +12%
- Possession other +42.4%
- Criminal damage +13.6%

There were mixed results on the crime groups with some seeing increases and others seeing decreases. Drug Trafficking Class A and Other increased by 221.4% and 12% respectively; however this is likely to be due to an increase of proactive police operations during which arrests were made. Criminal damage has seen an increase of 13.6%, and anti-social behaviour (ASB) increased by 15.8%. Domestic Abuse (DA) has increased by 35.4%. Hate crimes increased by 26.6%.

Stevenage has stayed the same at 9<sup>th</sup> out of the ten CSPs within Hertfordshire, recording 75.08 offences per 1000 of the population. SoSafe stands 4 out of 15 in the MSGs.

**iQuanta Projection Chart - Rolling 12 Month Crimes  
Hertfordshire - Stevenage  
BCS comparator crime  
01 Aug 2013 - 31 Jul 2015**



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

**Serious acquisitive crime (SAC)**

Most similar CSPs position: 1<sup>st</sup> (increase of 3 positions from 4<sup>th</sup>)

SoSafe is 1<sup>st</sup> amongst its MSGs for SAC with 5.710 offences per 1000 population. This is an increase in position from 4<sup>th</sup> the previous year. Stevenage has recorded a lower number of offences when compared to the MSG average (MSG average 11.662).

**Burglary in a dwelling  
Risk assessment status: Low**

County position: 1<sup>st</sup> (same as last year)  
Most similar CSPs position: 1<sup>st</sup> (from 2<sup>nd</sup> last year)  
Direction of travel since last assessment: Increase of 4.4%

There were 166 dwelling burglaries committed within the period covered, which is a 4.4% increase (up 7 offences) when compared to 159 dwelling burglaries during the same period last year. Of the 166 offences 48 (28.9%) were attempts, compared to 33 of the 159 offences last year (20.7%). There were two distractions and no aggravated offences reported over the year. Stevenage is 1<sup>st</sup> in the county for this offence type, which was the same as the previous year.

IQuanta data shows the CSP as 1<sup>st</sup> against the MSGs, which is an improvement of one position from the previous year. The CSP has reported 4.900 offences per 1000 households. The average for the MSG is 10.221.

## Local context

Roebuck has again reported the highest number of dwelling burglaries (including attempts) with 22 offences, which is an increase of two offences (10%) when compared to the previous year. Martins Wood is the ward with the largest increase in burglary offences from nine to 19 this year (111.11%). The greatest decrease in offences was seen within Woodfield, down from 21 offences last year to nine this year (57.2%).

Offences peaked in April during the current strategic assessment year (2014/15), compared to September and August in the previous strategic year (2013/14).

## Vehicle crime

### Risk assessment status: Low

County position: 2<sup>nd</sup> (increase from 7<sup>th</sup> last year)  
Most similar CSPs position: 1<sup>st</sup> (improvement of 4 places from 5<sup>th</sup> position last year)  
Direction of travel since last assessment: Decrease of 36.2%

There were 273 reports of vehicle crime committed in the period. This is a decrease of 36.2% (down 155 offences) from 428 offences in the previous year. IQuanta data shows the CSP as 1<sup>st</sup> in its MSG (an improvement from 5<sup>th</sup> last year), reporting 3.361 offences per 1000 residents. The average for the most similar group is 7.615. Stevenage is now 2<sup>nd</sup> in the county for this offence type, increasing from 7<sup>th</sup> place last year.

67.7% of vehicle crime offences were theft from motor vehicle (TFMV) (185 offences). TFMV (including attempts) have decreased by 48.6% (down 175) from the previous year and theft of motor vehicle (including aggravated vehicle taking and attempted theft of motor vehicle) has increased from 44 to 67 offences; an increase of 52.3%.

## Local context

Roebuck has this year reported the highest number of vehicle crime offences within the CSP, with 33 offences (which is down 2 offences on last year (6.1%)). The second highest beat was Bedwell and St Nicholas both with 32 offences (down 3 (8.6%) and up 14 (77.7%) respectively from last year) The Old Town saw the greatest decrease in offences down 80 from 101 last year to 21 this year (79.2%).

The top month for vehicle crime (excluding interference) was July 2015 with 37 offences; this was followed by April 2015 (32 offences) and September 2014 (28 Offences).

## Operation Armoury

This was a Hertfordshire led investigation into the theft of high value motor vehicles that were advertised for sale in Auto Trader. The modus operandi (MO) of a series of offences were identical, whereby the same male made contact with the seller and arranged to view the vehicle. Upon arrival, the male would test drive the vehicle during which he will make an excuse, such as testing the brakes, and accelerate away from



the scene leaving the seller at the roadside. The seller would attempt to call the male and then call Police. This case summary focusses on five offences spread over Herts and several other counties. The case is now with the Crown Prosecution Service (CPS) after offenders were identified through mobile phone data. These five offences are believed to be only a snap shot of their offending. The suspects also used hire cars to commit offences and automatic number plate recognition (ANPR) evidence on these hire cars was also key to the investigation.

### **Keyless thefts**

Keyless vehicle thefts are a relatively new crime type in Hertfordshire and have only been monitored since March 2014. Keyless thefts are becoming more prevalent in the whole of the UK. Keyless entry systems were originally restricted to luxury brands but are now commonplace, meaning hundreds of thousands of vehicles are potentially at risk. In terms of monitoring these offences in Hertfordshire, it's difficult to establish which offences may be applicable. This is because whether the car has a keyless entry system or not, is not routinely monitored or recorded on the crime. It's also sometimes unclear as to whether the car keys have been stolen or not. However from the Hertfordshire schedule of known offences (501 to date), dated 01/11/2013, 18 offences are known to have occurred in Stevenage.

### **Operation Scorpion**

Stevenage police are active in undertaking Operation Scorpion - Hertfordshire's initiative to drive down crime, relentlessly pursue criminals, bring them to justice and make the county a more hostile place for them, targeting burglars, robbers, vehicle thieves and related drug crime. Activity is focused on those criminals causing the most harm to communities through a wide range of proactive work carried out by police officers and staff across the constabulary.

### **Operation Twist**

Officers from the safer neighbourhood team (SNT) undertake this initiative in the run up to Christmas, using high visibility, extra patrols to urge shoppers and retailers in the town centre to be on their guard for purse dippers and shoplifters. Police work alongside Town Centre Management, CCTV management and members of Shop Watch.

Partners also participate in a Town Centre walk through. This is a high visibility initiative, undertaken in the busiest period before Christmas, checking on Trading Standard contraventions, fire safety and town security; and reminding members of the public how to protect themselves and their property.

## **Violence against the person**

### **Risk assessment status: Medium**

County position: 10<sup>th</sup> in county  
Most similar CSPs position: 11<sup>th</sup>/15

There were 1694 reports of Violence against the person recorded in this period. This represents a 43% increase (up 509 offences) on the previous year.

Stevenage is in 10<sup>th</sup> place within the 10 Hertfordshire CSPs. IQuanta data shows Stevenage as 11<sup>th</sup> against its MSGs, Stevenage CSP reported 22.350 per 1000 residents, which is higher than the average for the most similar group of 20.623.

### **Local context**

Bedwell has this year reported the highest number of Violence against the person crime offences within the CSP, with 415 offences. This is an increase of 46.6% compared to 283 offences last year (up 132 offences). The second highest beat was Old Town with 194 offences. This is an increase of 29.3% compared to 150 offences last year (up 44 from last year).

## **Serious sexual offences**

### **Risk assessment status: Medium**

County position: 10<sup>th</sup> in the county  
Most similar CSPs position: 7<sup>th</sup>/15

There were 125 reports of Serious sexual crime recorded in this period. This represents a 45.3% increase (up 39 offences) on the previous year.

Stevenage is in 10<sup>th</sup> place within the 10 Hertfordshire CSPs. IQuanta data shows Stevenage as 7<sup>th</sup> against its MSGs. Stevenage CSP reported 1.454 per 1000 residents, which is lower than the average for the most similar group of 1.483.

### **Local context**

Bedwell has this year reported the highest number of Serious sexual offences within the CSP, with 24 offences. This is an increase of 71.4% compared to 14 offences last year (up 10 offences). The second highest beat was Old Town with 13 offences. This is an increase of 85.7% compared to seven offences last year (up six from last year).

## Domestic Abuse

### Risk assessment status: High

County position: 10<sup>th</sup> (unchanged from last year)  
Most similar CSPs position: not available  
Direction of travel since last assessment: Increase of 35.4%

There were 846 Domestic Abuse notifiable offences reported during this period which is an increase of 35.4% (221 offences), compared to 625 the previous year. Stevenage remains 10<sup>th</sup> in the county for this crime type, recording 9.97 offences per 1000 residents. IQuanta MSG Comparison data for domestic abuse is not available at CSP level.

### Local context

Data shows that Bedwell recorded the highest number of offences with 154 (this excludes non-crime incidents). This is an increase of 37.5% (42 offences) compared to the previous year. St Nicholas had the next highest number of Domestic Abuse offences with 79 crimes recorded, which is an increase of 44 offences (125.7%) from the previous period.

Domestic Abuse non-crime incidents have increased from 1045 to 1188, an increase of 13.7% (143 incidents) with Bedwell again the most affected beat (190 offences a decrease of 1.6% from last year) and the Old Town again in second place with 125 offences, an increase of 6.8% from last year.

### MARAC (multi agency risk assessment conference)

National Indicator 32 was introduced as part of the LAA2 to target and measure a reduction in the repeat incidents of domestic violence presenting at multi agency risk assessment conference (MARAC). For a definition of MARAC and repeat incidents please refer to Appendix 1.

At the end of quarter one (01/04/2015 to 30/06/2015) the baseline target for Hertfordshire remained at 25%. This target is regularly reviewed and successes against this to date are demonstrable through formal performance monitoring and reporting mechanisms. At the end of June 2014 the countywide rate was 25.14%, with the rate for North Herts and Stevenage being 29.58%.

MARACs are utilised to share information about the highest risk domestic abuse cases. Representatives include officers from local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors.

Since February 2015, Herts have five MARACs – St Albans and Dacorum, Watford and Three Rivers, Welwyn/Hatfield and Hertsmere, North Herts and Stevenage and East Herts and Broxbourne, each meeting monthly. MARAC referrals totalled 1208 countywide in the 12-month rolling period August 2014 to the end of July 2015. This is an increase of 502 on the same period the previous year. The number of repeats countywide stands at 268 for the same period, which is an increase of 126 over the previous year.

The number of MARAC referrals from Stevenage has increased considerably, in line with the rest of the county and country as a whole; 193 referrals and 41 repeats were recorded, compared to 84 referrals and 20 repeats the previous year.

## Herts Change

SoSafe is currently working with Herts Change, a programme working with perpetrators of DA who recognise the need to change their behaviour. This 26 week programme helps them to understand and address the harm caused to their families, and provides tools and strategies to help them change.

## Operation Acorn

This programme is led by one of Stevenage's Detective Inspectors. Stevenage has the highest rate of DA in Hertfordshire; and the highest propensity of high risk DA perpetrators. The aim of the operation is to target high risk and prolific offenders utilising the Op Scorpion model, and maximising the police's relationship with the Integrated Offender Management (IOM) team. The Safer Neighbourhood Team work with Op Acorn to provide local intelligence and context around each targeted offender. The aim is to reduce DA and violent crime through a strategy of 'catch and convict' or 'engage.' Whichever approach is taken, there will be a positive impact on the problem of DA, and further protection for victims.

## Hate crime

### Risk assessment status: Medium

County position: 8<sup>th</sup> (increase of 1 position from last year)  
 Most similar CSPs position: Not available  
 Direction of travel since last assessment: Increase of 26.6% (34 offences).

For the purpose of this assessment we are using the figures and the same reporting methods as Hertfordshire Police Corporate Services Department, who report the same figures to the Home Office. All offences used are those that are 'notifiable' and have a description of Hate Crime, or an aggravating factor with one or more of the hate elements flagged. The offences that are covered as 'Hate Crime' are race/ethnicity, faith/religion, homophobic, Transphobic and disability.

There were 162 reports of Hate Crime, as described above, recorded during the period (please note that some Hate Crimes have more than one element recorded per crime e.g. racial and homophobic). This is an increase of 34 offences from 128 in the previous year. Stevenage CSP is 8<sup>th</sup> in the county reporting 1.91 offences per 1000 residents. Hate Crime is not currently recorded by IQuanta, but within Hertfordshire Stevenage's most similar CSP, Hertsmere, was placed in 9<sup>th</sup> position with 208 offences (equating to 2.06 offences per 1000 residents).

The below table is a count of **all** elements of each of the hate crimes recorded.

Stevenage	2010/11	2011/12	2012/13	2013/14	2014/15
Race/Ethnicity	100	119	106	92	129
Faith Religion	2	3	8	1	3
Homophobic	20	9	10	12	13
Transphobic	0	2	2	2	1
Disablist	16	29	15	21	16
<b>Total Hate Crime</b>	<b>138</b>	<b>162</b>	<b>141</b>	<b>128</b>	<b>162</b>

The above table illustrates:

- There were 129 Race/Ethnicity offences compared to 92 the previous year (increase of 37).
- Faith/ religion increased by two offences from 1 to 3.
- Homophobic offences increased by one offence from 12 to 13.
- Transphobic offences decreased by one offence from 2 to 1 offence.
- Disability offences decreased from 21 to 16.

### **Diversity**

Hertfordshire County Council's Community Information and Intelligence Unit (CIU) have created a Diversity Profile that contains information on many themes including gender, ethnicity, religion and sexual orientation. The Profile can be viewed and explored by clicking [HERE](#) and navigating to the required district/borough.

### **Deprivation and Vulnerability**

The newly published Indices of Multiple Deprivation (IMD) 2015 ranks neighbourhoods by their score which is constructed by combining seven domains of deprivation according to their respective weights. The seven domains are: Barriers to Housing and Services; Crime and Disorder; Education, Skills and Training; Employment; Health Deprivation and Disability; Income; and Living Environment. The Crime and Disorder Domain measures the risk of personal and material victimisation. Follow the link [HERE](#) to view and explore the IMD 2015 for Hertfordshire. Navigate to the required District/Borough using the Filter button. A background map can be switched on in the Legend Box. Note that the base geographical unit used is Lower Super Output Area (LSOA).

Hertfordshire County Council's Public Health Directorate has transformed the Indices of Multiple Deprivation from LSOA onto 2015 wards. Eight of the thirteen wards in Stevenage fall within the most deprived quintile (fifth) of 2015 wards in Hertfordshire with Bedwell being the most deprived in the county. There are no wards within the least deprived quintile. The least deprived ward is Manor which is ranked 128 out of 179 wards in the county.

### **Theft from the person**

#### **Risk assessment status: Medium**

County position: 8<sup>th</sup> (no change from last year).  
Most similar CSPs position: 8<sup>th</sup> (improvement from 12<sup>th</sup> position last year).  
Direction of travel since last assessment: Decrease of 25.4% (equates to decrease of 29 offences)

There were 85 reports of Theft from the Person committed within the period, which is a decrease of 29 offences (25.4%) compared to 114 offences the previous year. Stevenage is ranked in 8<sup>th</sup> position within the county for theft from the person offences.

IQuanta data shows that Stevenage is in 8<sup>th</sup> position when compared to its most similar CSPs, an increase of four places from 12<sup>th</sup> position last year. Stevenage is below the MSG average, reporting 0.965 crimes per 1000 population, compared to an average of 1.107 per 1000 population for the 15 CSP's.

## Local context

The top beat in Stevenage again for theft from person is Bedwell with 49 offences (57.6% of the total), which is down from 57 offences (14%) last year. This top position is as might be expected, with this area including the town centre and Leisure Park (the focus of the CSP's night-time economy) as well as the train and bus stations. The top location within Bedwell remains Chicago Rock Café on the Leisure Park with four offences (down one from five offences last year). Chicago's has been the top location for the past two years. The second highest beat is the Old Town with ten offences. Its second position for this crime type is not unexpected as the Old Town is the second most popular area in terms of the CSP's night-time economy.

## Burglary Other

**Risk assessment status: Medium**

County position: 9<sup>th</sup> (no change from last year)  
 Most similar CSPs position: 7<sup>th</sup> (Increase from 8<sup>th</sup> position last year)  
 Direction of travel since last assessment: decrease of 5.3% (equating to 17 less offences)

There were 303 reports of Burglary Other (non dwelling) offences recorded in the period, which represents a decrease of 17 offences (5.3%) compared to the previous year when there were 320 reports of Burglary Other. Stevenage is ranked 9<sup>th</sup> within Hertfordshire CSPs which is no change in position from last year. IQuanta data shows Stevenage as 7<sup>th</sup> against its MSGs and reporting 3.512 crimes per 1000 residents, which is below the MSG average of 3.535 offences per 1000 residents.

## Local context

The majority of offences occurred within Chells with 41 offences (13.5% of the total), which is an increase of 16 offences from 25 offences the previous year (64%). The second highest ward was Bedwell with 36 offences (11.8% of the total), down from 44 offences last year (18.2%).

The highest month for offences was November 2014 with 59 Offences, followed by March 2015 and April 2015 with 34 and 32 offences respectively. July 2015 saw the lowest number of offences with eight.

## Drugs offences

**Risk assessment status: Drug Trafficking – Other - High**

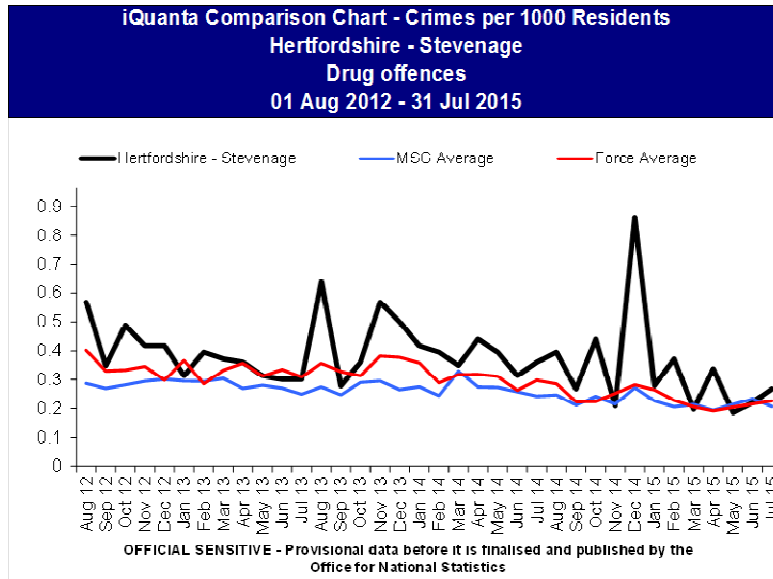
**Risk assessment status: Drug Trafficking – Class A - High**

**Risk assessment status: Possession of Drugs – Class A - Medium**

**Risk assessment status: Possession of Drugs – Other - Low**

County position: 9<sup>th</sup> (No change from last year) – possession class A.  
 Most similar CSPs position: 13<sup>th</sup> (improvement of 1 place from last year) – drugs offences.  
 Direction of travel since last assessment: Decrease in possession class A (-21.7% down 13 offences) and possession other (-42.4%, down 136 offences).  
 Increase in trafficking class A (+221.4%, up 62 offences), increase in trafficking other (+12%, up 3 offences)

**Please note:** In the following discussion about offences of possessing or trafficking drugs, it is important to recognise that the levels of recorded crime may reflect arrests due to targeted police operations, and cannot be used as a proxy to measure the prevalence of the use of illegal drugs.



The spikes in the above graph represent the culmination of proactive police operations.

Offence type	No. of offences per 1000 head of population	Number of offences 2013/14	Number of offences 2014/15	% change	Stevenage rank
<b>Drug trafficking – Class A</b>	1.061	28	90	+221.4	10 <sup>th</sup> out of 10
<b>Drug trafficking – other</b>	0.330	25	28	+12	10 <sup>th</sup> out of 10
<b>Possession – class A</b>	0.554	60	47	-21.7	9 <sup>th</sup> out of 10
<b>Possession – other</b>	2.181	321	185	-42.4	7 <sup>th</sup> out of 10

During the current period offences involving the possession of class A drugs have seen a decrease when compared to the previous year (down -21.7/13 offences), possession other has shown a significant decrease (-42.4/136 offences). Drug trafficking Class A has seen an increase by some 221.4% (up 62 offences compared to 28 last year) and drug trafficking other also saw an increase of 12% (up three offences); this increase may be due to more proactive drug-related operations within the CSP.

For drug possession offences Stevenage is in 11<sup>th</sup> position within its MSG, reporting 2.698 offences per 1000 population compared to an MSG average of 2.142. For trafficking the CSP is in 15<sup>th</sup> position reporting 1.337 per 1000 residents, with an MSG average of 0.542.

## Local context

Services for young people report that Stevenage had 27 young people (under 18s) receiving specialist / targeted treatment for drug issues during the year ending July 2015 compared to 18 during the previous period. Stevenage stands in 9<sup>th</sup> position in the county for the number of young people receiving such treatment.

During the 12 months to the end of July 2015 there were 335 clients aged over 18 in structured treatment in Stevenage. The CSP remains 10<sup>th</sup> (highest) in the county for this category. There were 20 residents taken onto the Drug Rehabilitation Requirement caseload during the year (compared to 18 the previous year). Stevenage stands in 9<sup>th</sup> position within Hertfordshire for this measure.

### **Drugs treatment**

Please refer to Appendix Two for an update concerning the provision of drug and alcohol treatment recovery services in Hertfordshire.

### **Alcohol related crime**

#### **Risk assessment status: No risk generated (please see below)**

County position: 9<sup>th</sup> alcohol-related crime (no change from last year)  
Most similar CSPs position: no data available  
Direction of travel since last assessment: Data inaccurate: unable to provide a % change

For the purposes of these figures, incidents where alcohol is recorded as a present factor are considered to be alcohol-related.

A new police crime recording system 'Solomon' was implemented in force in early 2013. This system did not originally have an alcohol-related flag which meant qualifying crimes were not always (if at all) identified correctly and transferred onto the Crime Information System (CIS) as being alcohol-related. This technical issue was not fixed until late autumn 2013, which means it is impossible to provide an accurate count of alcohol-related crimes for the period 2012/13 or the three months of the 2013/14 strategic period.

There were 693 alcohol-related offences recorded during this period. This is an increase of 22.4% (127 offences) from the previous year. Stevenage remains ranked 9<sup>th</sup> in the county for alcohol-related crime, reporting 8.17 offences per 1000 of the population.

Over half of all alcohol-related crime (55.12%, 312 offences) were Violence against the person. The dominant beat remains Bedwell. This beat recorded 27.4% of alcohol-related crime as compared to 31.1% last year. This beat's top position is to be expected due to the location of Stevenage Leisure Park, Town Centre, train and bus stations and the propensity of licensed premises being located within this beat. The police station also sits within this beat.

Of all alcohol-related incidents, the highest proportion of offences were Violence against the person, this accounted for 423 offences.

Approximately 2.89% of all alcohol-related offences fell into the category of Serious sexual offences, compared to 2.12% in 2012/13.



For the 12 months to the end of July 2014, Services for Young People report there are 6 residents in the district aged under 18 who are currently receiving treatment for alcohol abuse, up from 4 during the previous period. This places the CSP in 10th position within the county. There were 151 over 18s in structured alcohol treatment during the 12 month period up to the end of June 2015, compared to 152 for the previous period, placing Stevenage 8th/10 in the county.

Stevenage stands 6<sup>th</sup> in the county for the number of alcohol-related hospital admissions. This is the 'narrow' measure (i.e. admissions directly related to alcohol consumption) with a rate of 502.42 per 100,000 pop, down from 507.96 previously. The data for this runs for the financial year April 2014 – March 2015 and has been obtained from the Local Alcohol Profiles for England (LAPE) published by Public Health England. It should be noted this data relates to inpatient admissions and does not cover accident and emergency (A&E) departments.

During the 12 months assessed there were no underage alcohol test purchase operations carried out in Stevenage by Trading Standards.

**Night-time violence against the person**  
**Risk assessment status: High**

County position: 10<sup>th</sup> night-time violent crime, (decrease in one position from last year)  
 Most similar CSPs position: not available  
 Direction of travel since last assessment: an increase of 44.3%

There were 678 offences of night-time Violence against the person during the period, which is a 44.3% (208 offences) increase from the previous year when there were 470 offences.

Stevenage is currently ranked 10<sup>th</sup> in the county for night-time Violence against the person, recording 7.99 offences per 1000 population.

The below table shows the number of licensed premises within Stevenage:

VENUE	STEVENAGE ALCOHOL LICENSED PREMISES 2015
Food Stores / Post Offices / Video Rental Shop / Newsagents / Farm Shops / Chemist / supermarkets/clothes shop	56
Pubs	36
Social Club / Sports Club / Country Club	18
Restaurant / Restaurant-Bar	43
Off Licence	9
Petrol Stations	3
Community Centre / Halls	9
Hotel / Travel Lodges	9

Nightclubs	6
Fitness Centre / Health Centre / Leisure Centre/ sports	13
Outdoor areas / Field/Open Space	4
Bingo Hall / Club	1
Schools / Education Centres	4
Late Night Refreshment	22
Misc	6
Theatre/Cinema	2

Premises in total 241

\* NB this list is valid for the time period covered in this report – numbers of licensed premises may have changed since.

**Anti-social behaviour**

**Risk assessment status: High**

**Deliberate fire**

**Risk assessment status: Low**

**Criminal damage**

**Risk assessment status: Medium**

**ASB**

County position: 9<sup>th</sup> (increase from 7<sup>th</sup> last year)

Most similar CSPs position: not available

Direction of travel since last assessment: Increase 15.8% (357 more incidents)

**Criminal Damage**

County position: 10<sup>th</sup> (No change)

Most similar CSPs position: 9<sup>th</sup> (decrease in position from 6<sup>th</sup> in the previous year)

Direction of travel since last assessment: Increase 13.6% (108 more offences)

**Deliberate fire**

County position: 10<sup>th</sup> – Increase of 1 position from 9<sup>th</sup> last year.

Most similar CSPs position: not available

Direction of travel since last assessment: increase of 74 offences

There were 2611 incidents of anti-social behaviour (ASB) recorded by the police in Stevenage during this period. This is a 15.8% increase compared to the previous 12 month period (ending July 2014) when there were 2254. During the current period the CSP has reported 30.8 incidents per 1000 residents.

Stevenage is currently 9<sup>th</sup> amongst the county CSPs for anti-social behaviour, which is a decrease from 7<sup>th</sup> position in the previous year. The 'hot month' for ASB incidents this year was found to be July with 301 incidents increasing from 248 incidents in the previous year, followed by June with 267 incidents.

There were 901 reports of Criminal Damage in Stevenage during this period compared to 793 offences the previous year. This is an increase of 13.6% (down 108 offences). Stevenage still remains highest (10<sup>th</sup>) in the county for Criminal Damage. The CSP has reported 10.62 offences per 1000 population and is 9<sup>th</sup> in comparison of its MSG. The MSG average is 9.665 offences per 1000 residents.

Stevenage CSP is 10<sup>th</sup> in the county for deliberate fire calls, reporting 1.7 per 1000 population. This is a increase in position compared to 9<sup>th</sup> the previous year.

There were a total of 148 deliberate fire calls in Stevenage between 1 August 2014 and 31 July 2015, compared with 74 in the same period the previous year (an increase of 74). The top ward for deliberate fire calls was Shephall with 26. Bedwell was next highest with 22 calls followed by Symonds Green with 21. The most common category for both Shephall and Stevenage as a whole was 'Other Outdoor Location'.

**Local context**

The top beat for incidents of ASB in Stevenage was again Bedwell this year, which accounted for 598 incidents (22.9% of the total). Shephall is second highest with 315 incidents. Last year's second position Old Town has seen a decrease in incidents and is now placed 3<sup>rd</sup>, reporting 223 incidents (8.5% of the total).

**School exclusions**

There were four permanent exclusions of pupils living in Stevenage during the academic year September 2014 to July 2015, placing Stevenage joint 3<sup>rd</sup> in the county, with Hertsmere ranking 10<sup>th</sup> having 11 permanent exclusions. A figure of four accounts for 7.1% of the total of 56 permanent pupil exclusions in the county. There were 328 fixed

term exclusions (22.7 per 1,000 pupils), compared to 396 previously, ranking Stevenage 7<sup>th</sup> in the county, down from 10<sup>th</sup> previously.

### **Unauthorised school absences**

Stevenage had 741 pupils with an unauthorised absence of 5% or greater of possible session between the academic year September 2014 to July 2015. This equates to 51.3 per 1,000 pupils living in Stevenage and gives a rank of 10<sup>th</sup> in the county. The county average was 30.1 per 1,000 pupils.

## **Managing offenders / reducing reoffending**

Since April 2011 Hertfordshire has had an Integrated Offender Management (IOM) Scheme: 'Herts Horizons'. IOM targets and works with those prolific serious acquisitive crime offenders considered at a high risk of reoffending. A scoring matrix devised by the Constabulary is used to identify the cohort, which is then compared to the Probation Offender Group Reconviction Scale (OGRS) score. A multi-agency discussion then takes place to make the final decisions for adoption on to the scheme. The cohort is reviewed in April and September each year.

Under the Transforming Rehabilitation reforms it is the Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire Community Rehabilitation Company (BeNCH CRC) that has taken the role in IOM and not the new National Probation Service (NPS). The Constabulary maintain the lead for the enforcement activity against the cohort where necessary. Primary responsibility for rehabilitation currently sits with the CRC although there are significant resource changes taking place and both the CRC and Police are reviewing the future of IOM including what the cohort should look like, which prolific offenders should be targeted for inclusion and Governance of the scheme. A wide range of organisations are involved in the partnership approach including Hertfordshire County Council, Local Authorities, Public Health, Herts Criminal Justice Board, Job Centre Plus, HMP The Mount, HMP Bedford, HM Court Services, CPS and commissioned services for substance use (Spectrum) and accommodation (St Mungo's Broadway and Home Group). There are also a number of voluntary organisations involved that work to assist rehabilitation. Since its inception, a number of programmes and interventions including the Choices and Consequences (C2) Programme have made a significant impact in reducing offending and rehabilitating offenders.

At the end of quarter one (1 April 2015 to 30 June 2015) Stevenage CSP had 17 offenders adopted under the IOM approach, down from 23 previously. The county CSP average was 12. This cohort had a reoffending rate of 1.1 offences per offender compared to the county average of 0.9.

### **Youth offending**

The HCC Targeted Youth Support Service (Youth Offending Team), report 195 youth offences (previously 117) in the district during the period 1 August 2014 to 31 July 2015. This places Stevenage 9<sup>th</sup>/10 within Hertfordshire. A youth offence is defined as an offence with a substantive outcome; for example police reprimand, final warning, and community penalty given at court or a custodial sentence. For the number of youth offenders, Stevenage stands 9<sup>th</sup>/10 in the county with 91 (previously 50) offenders for the same period.

The Young People Substance Misuse team report there were six residents aged under 18 receiving treatment for alcohol abuse during the reporting period; this places the CSP in 10<sup>th</sup> place within the county with 18% of the county total of 33.

### **Probation (including Community Payback)**

Stevenage had 208 offenders on the probation caseload during the 12 month period ending 31 July 2015, placing it 10<sup>th</sup>/10 within the county. Stevenage stands 6<sup>th</sup>/10 within Hertfordshire for the number of offenders (73 compared to 79 previously) taken on to the probation caseload with an unpaid work order.

### **Targeting persistent and prolific offenders (IOMs)**

IOMs continue to be targeted and managed through the monthly Integrated Offender Management (IOM) meetings, which are attended by a variety of partners. This process enables information on key offenders to be shared, and all agencies to work together to reduce offending behaviour.

### **Reassurance / feeling safe**

#### **Risk assessment status: medium**

County position: 10<sup>th</sup> (daytime) 9<sup>th</sup> (night time) based on 2009 data

A resident's survey in 2015 showed that less than half of residents (47%) feel safe outside in their local area after dark, an increase of 9 percentage points. Moreover, the proportion of residents who feel unsafe in their local area after dark has fallen by 8 percentage points since the 2013 Residents Survey (38% in 2015; 42% in 2013). Tackling crime and ASB was selected as a main priority by almost four fifths (79%) of residents, and came out as the top priority when a rank analysis was undertaken. This is a repeat of the result seen in 2013.

People in Stevenage have generally positive views of how the police and council are dealing with antisocial behaviour and crime issues, but SoSafe places great importance in reducing levels of fear among the most vulnerable.

### **Road traffic collisions**

Stevenage has recorded 134 road traffic collisions (RTC's) during the 12 month period (ending June 2015). This accounts for 5.6% of the total number of RTC's reported in the county. The CSP is ranked 1<sup>st</sup>/10 for the number of RTC's recorded. The killed/seriously injured measure placed the CSP in 2<sup>nd</sup> position within Hertfordshire.

Bedwell (E1A) had the highest number of RTCs with 29, all slight. The road with the most RTCs in this area was the A1155 with seven. Roebuck (E1G) had the second highest with 20, nine of which were on the A1M. The road with most RTCs in Stevenage was the A602 with 18 followed by the A1M with 13 and the A1155, also with 13.

The table below provides a breakdown of the total number of RTC's and severity in Stevenage, compared with the county totals.

Accident Severity	Stevenage		County	
	2013_14	2014_15	2013_14	2014_15
Slight	155	123	2187	2070
Serious	17	10	321	302
Fatal	1	1	32	29
<b>Grand Total</b>	<b>173</b>	<b>134</b>	<b>2540</b>	<b>2401</b>

## Appendix 1 - MARAC (Multi Agency Risk Assessment Conference)

Victim focused MARAC is a multi agency framework, in which high risk cases are reviewed, to provide an integrated response to protect victims and reduce the risk of homicides. Repeat rates are determined through the MARAC process.

The results for National Indicator 32 are 'read' as being the percentage of repeat cases reviewed at MARAC in a 12 month rolling period. A repeat case is defined as the same victim and perpetrator (or group of perpetrators) returning to the same MARAC within 12 months of the most recent/last MARAC referral.

Until April 2010 the performance monitoring across Hertfordshire was based solely on each MARAC area. This performance data is now aggregated to a district basis and has been backdated to April 2009.

MARAC	Rolling 12 Month Period Totals August 2014 to July 2015		
	No. of Cases	No. of Repeats	% Repeats
Broxbourne	148	35	23.65
Dacorum	202	46	22.77
East Herts	149	32	21.48
Hertsmere	141	34	24.11
North Herts	133	31	23.31
St Albans	146	42	28.77
<b>Stevenage</b>	<b>193</b>	<b>41</b>	<b>21.24</b>
Three Rivers	91	19	20.88
Watford	150	28	18.67
Welwyn Hatfield	185	38	20.54
<b>Total</b>	<b>1208</b>	<b>268</b>	<b>22.19</b>

It is assumed that the upward trend in repeat cases reflects a MARAC partnership which is becoming more effective in re-referring cases in the process, and it is hoped that a continued increase will be seen again next year.

County wide support is being provided through the Herts Sunflower website and domestic abuse helpline. These services are aimed at providing a more accessible and enhanced service across Hertfordshire. The Herts Sunflower website is completely confidential and can be accessed 24/7. The website provides information on specialist services for both victims and perpetrators.

The Hertfordshire Domestic Abuse Helpline provides free and confidential information and advice to those affected by or concerned about domestic abuse and is open from 10am to 10pm, Monday to Friday. The board of trustees continue to raise the profile of the helpline.

The helpline has experienced an increase in volumes of calls during the most recent financial year (ending March 2015), 2820 calls were recorded compared to 2653 the previous year (=6.3% increase). Of these 1372 (35% Increase on last year) were from mobiles and 171 were from outside Hertfordshire. The majority of the calls came from female victims and professionals. Due to the nature and sensitivity of the calls received, it is not possible to record the exact locations of the calls.

Between 1<sup>st</sup> April 2015 & 30<sup>th</sup> September 2015 (Q1 & Q2 data) there have been a total of 117 domestic abuse, stalking, harassment and honour based violence (DASH) risk identification booklets completed within Stevenage where a child has was in the house and also a child witness. Of these, 7 were graded as high risk, 36 were graded as medium risk and 74 were a Low risk.

## **Appendix 2 - Provision of Drug and Alcohol Treatment and Recovery Services in Hertfordshire**

Hertfordshire County Council's Director of Public Health is the responsible commissioner for community-based drug and alcohol treatment services. Hertfordshire's adult substance misuse treatment and recovery system is focused on the delivery of a range of evidence-based services and interventions, which address drug and alcohol misuse and support long -term sustainable recovery.

### **Community provision – Spectrum (formerly known as Hertfordshire Drug and Alcohol Recovery Service)**

Spectrum is Hertfordshire's single integrated drug and alcohol treatment and recovery service, provided by third-sector charity organisation CRI. Spectrum delivers a full range of intensive community-based support, treatment and rehabilitation services that are designed to meet individual needs and support the family and friends of service users. Services are delivered through nine hubs and 14 satellites in Hertfordshire's main localities. These services include:

- Assessment and recovery planning: a confidential assessment that enables individuals to plan their own recovery treatment program.
- One-to-one support - from an assigned recovery key worker who will assist with recovery planning and support individuals through the service pathways.

- Medically assisted recovery from an in-house prescribing service to support recovery from heroin addiction, with access to GP shared care.
- A needle exchange offers clean injecting equipment, swabs, disposable spoons, filters, water amps, sharps bins, and condoms, all free of charge. Service users can also dispose of used equipment safely using sharps bins
- Harm reduction: to help individuals reduce the damage caused to them and others by substance misuse.
- Group work provides support and help individuals develop an understanding of their problems.
- Counselling in a safe and confidential environment for individuals to explore their issues, feelings, attitudes and behaviors relating to their drug and/or alcohol use.
- Alternative therapies: a range of complementary therapies which help manage anxiety, ease stress and reduce cravings. Acupuncture is included.
- Access to confidential blood-borne virus (BBV) screening and on site vaccination along with a referral into treatment.
- Alcohol interventions and access to medically supported detoxification.
- A&E Brief Interventions in hospital settings
- Free and confidential help, support and advice for partners, family members and friends of people with drug and/or alcohol problems.

A county wide scheme for drug testing on arrest will commence on 1<sup>st</sup> April 2016.

### **Primary care**

Primary care also plays a key role in the treatment of those with substance misuse issues. Service users are referred from specialist prescribing in a community drug and alcohol service to receive their prescription from their GP. 29 GP's are part of Hertfordshire's GP Shared Care scheme, providing primary care support to drug and alcohol users, with Psychosocial support from Spectrum

Pharmacies enhance this primary care provision by delivering a pharmacy-based needle exchange scheme, and by providing supervised consumption of prescribed medications to address drug and alcohol use.

### **Detoxification and rehabilitation**

Hertfordshire has access to a wide range of options for community and residential detoxification from both drugs and alcohol. Similarly, a wide range of options exist to access residential rehabilitation services, both close to Hertfordshire and further afield.

### **Services to support recovery**

#### **Housing – Supporting Herts**

Supporting Herts is a consortium of three providers; working together to provide a countywide supported housing service for drug and alcohol users. The integrated service provides:

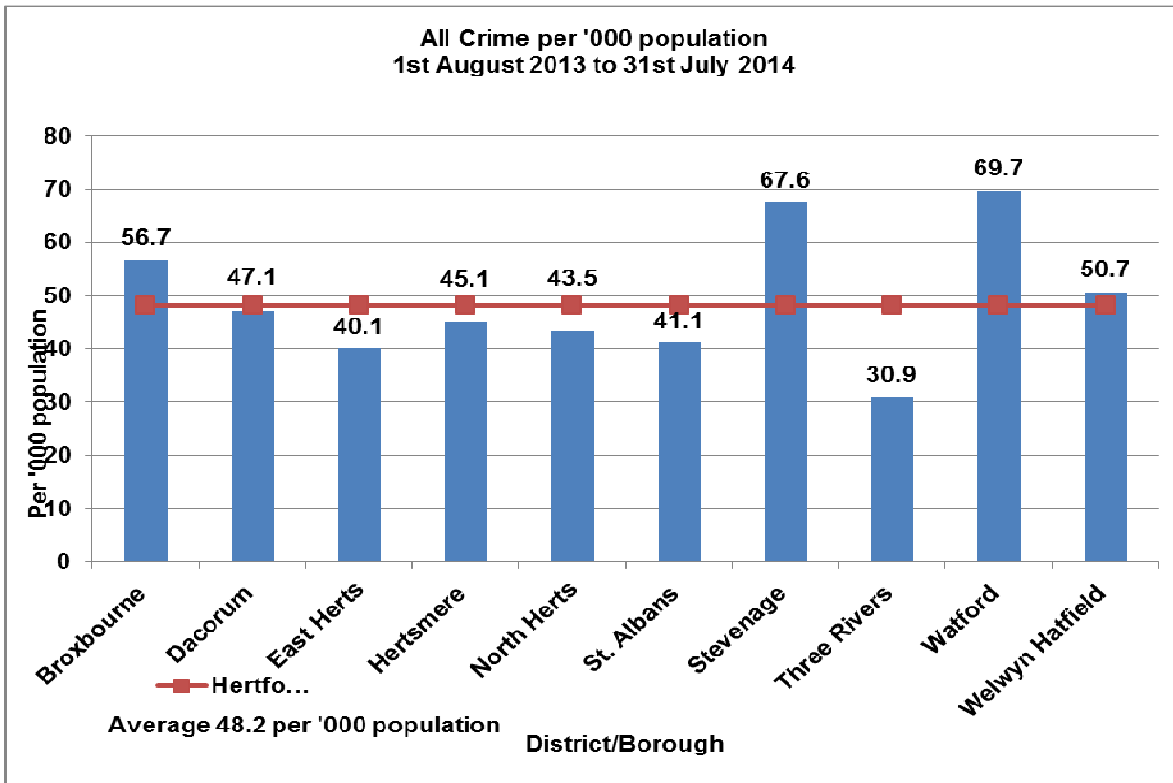
- floating support to people in their own homes
- access to private rented sector housing with support
- short-term accommodation and resettlement for people leaving prison, detox or rehab with no fixed abode



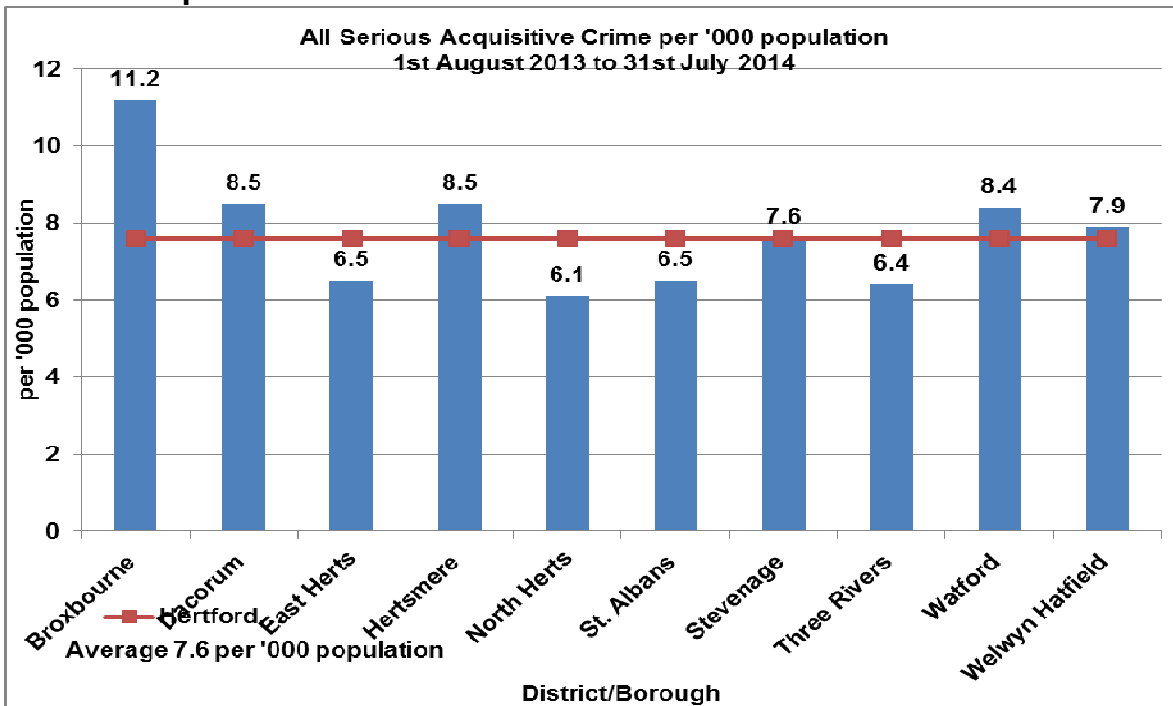
- advice and information for other housing providers to support their management of drug and alcohol using tenants.

### Appendix 3 – district comparator graphs\*

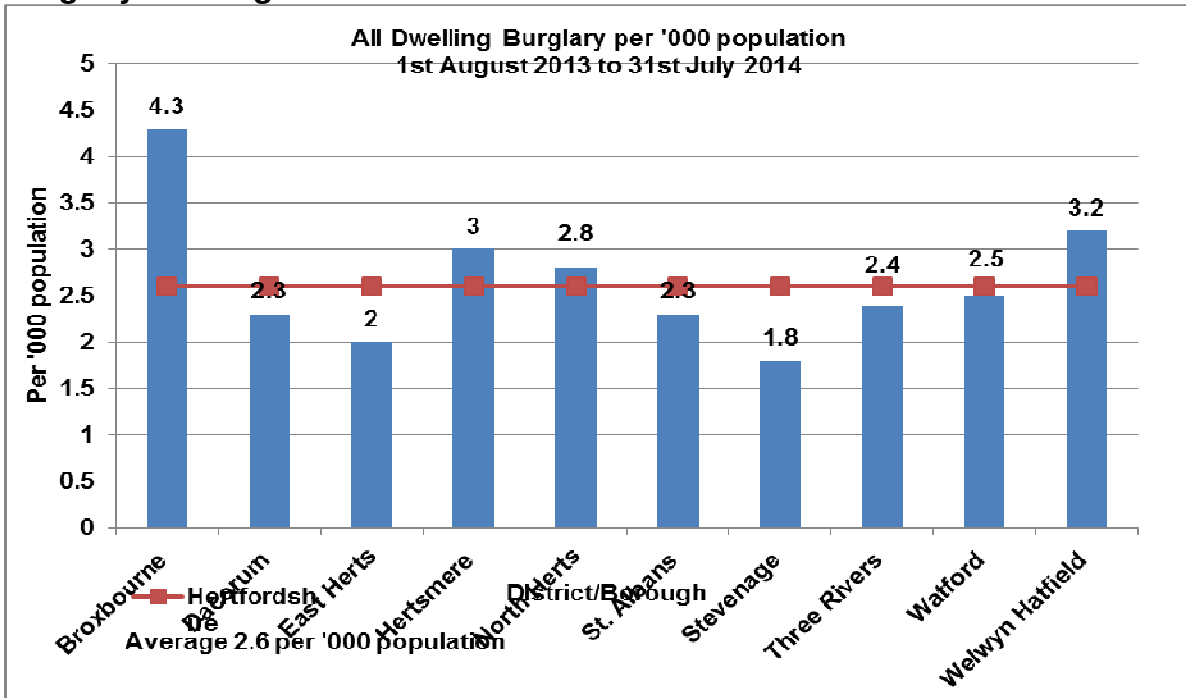
#### All crime



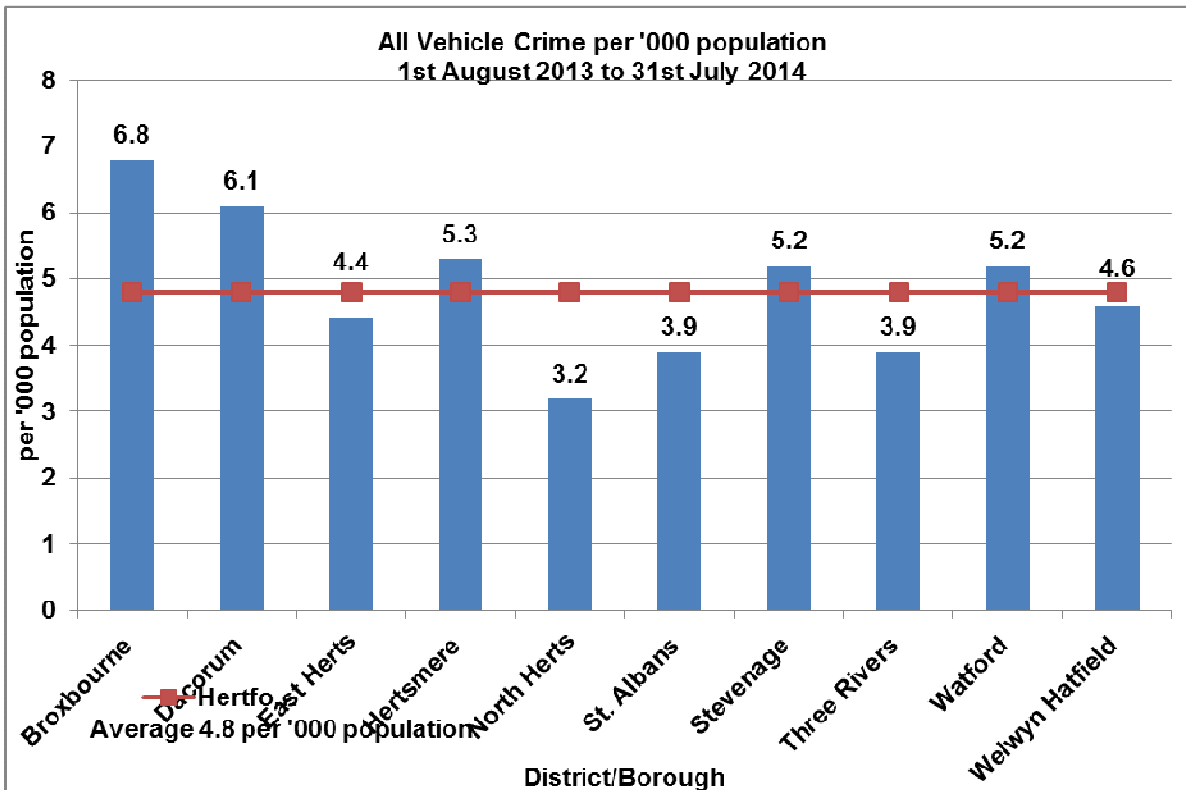
#### Serious Acquisitive Crime



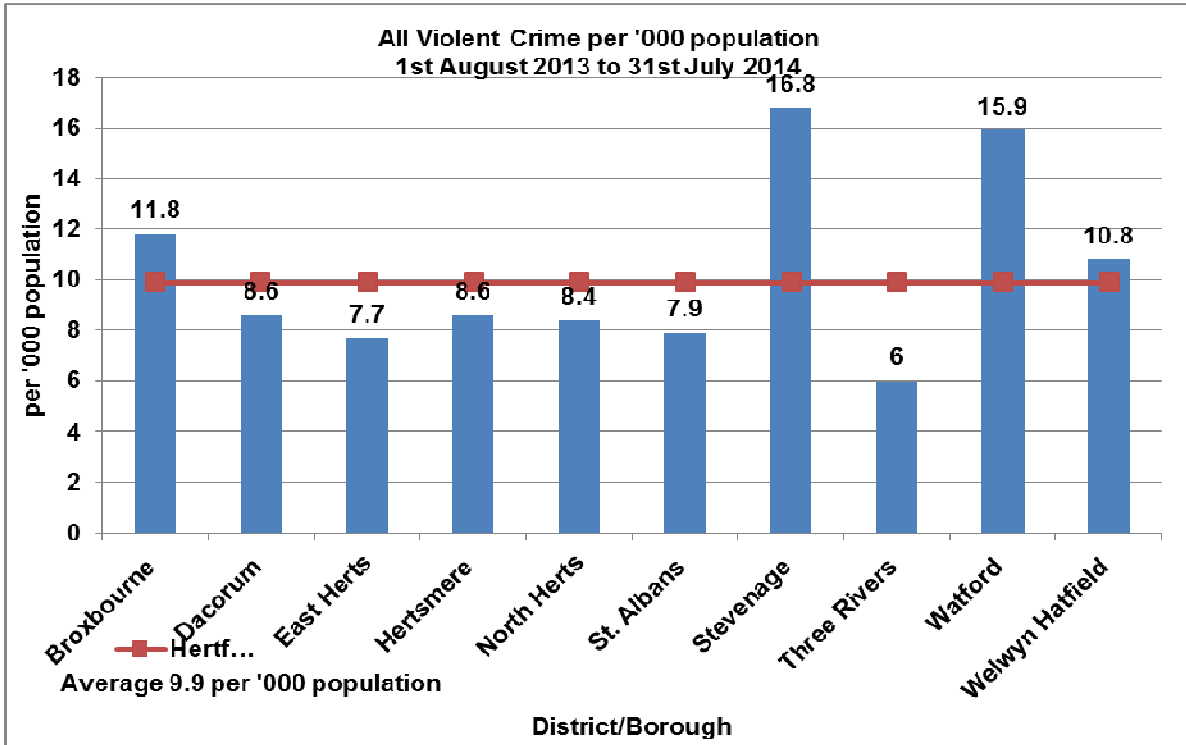
### Burglary dwelling



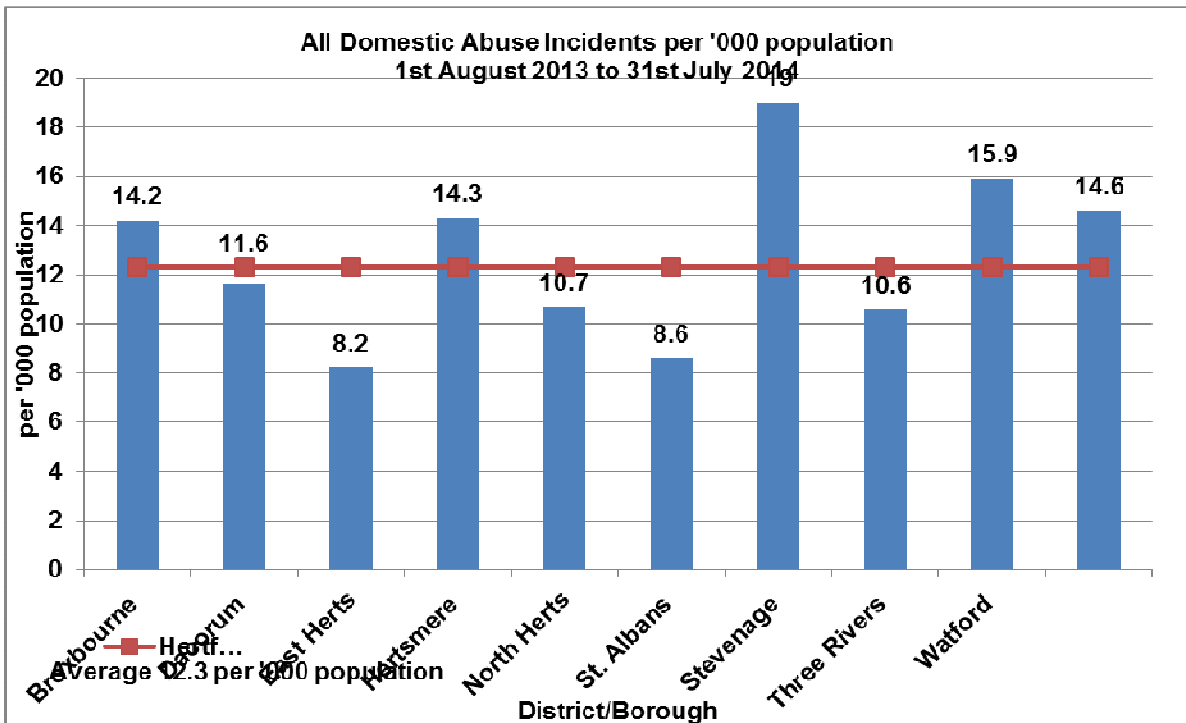
### Vehicle crime



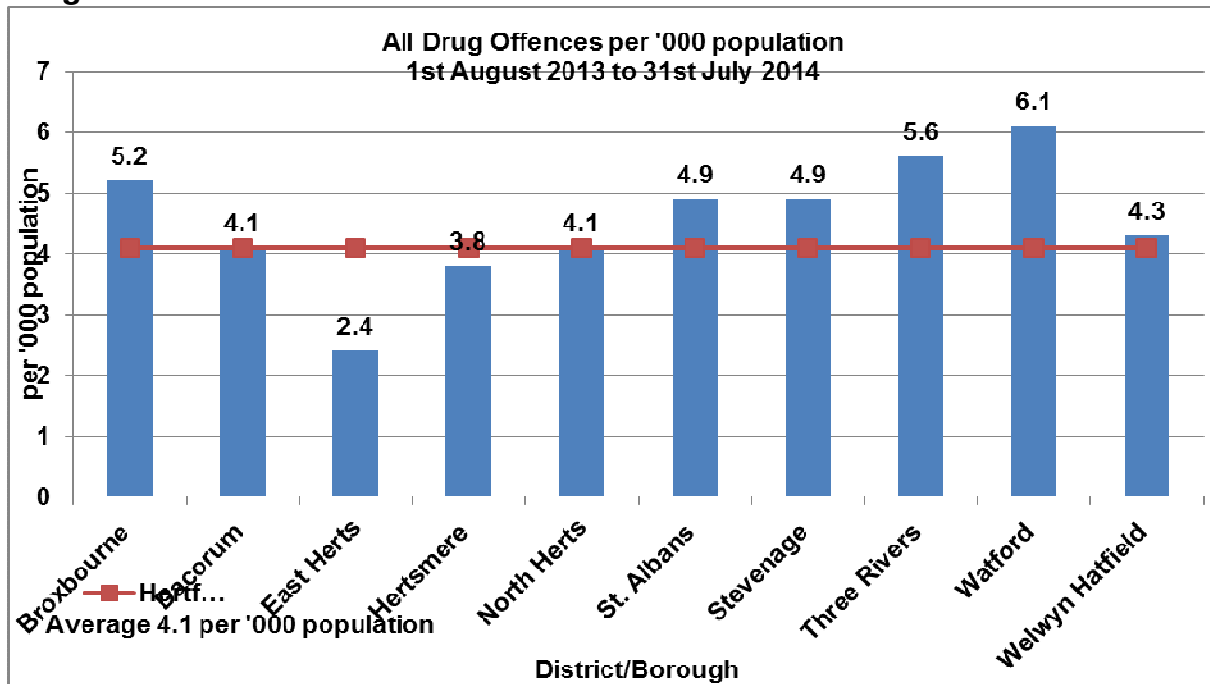
**Violent crime**



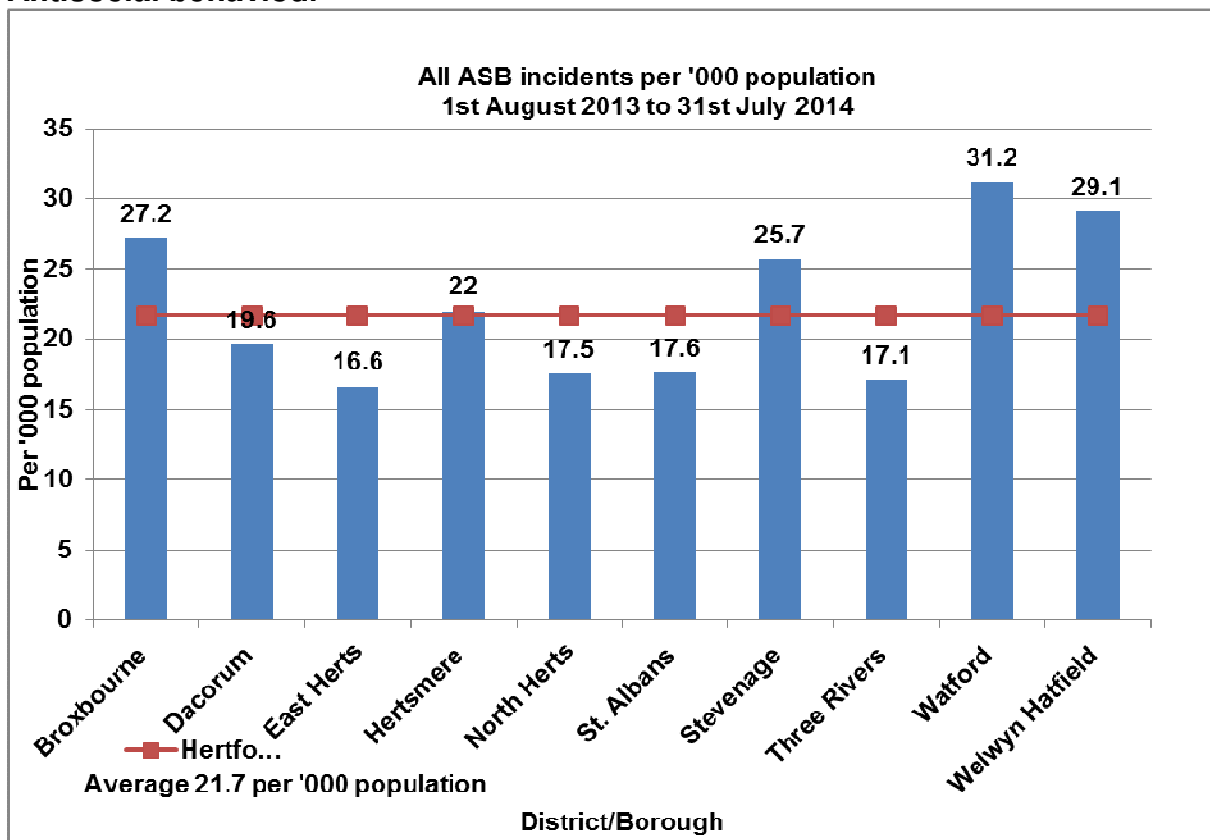
**Domestic abuse**



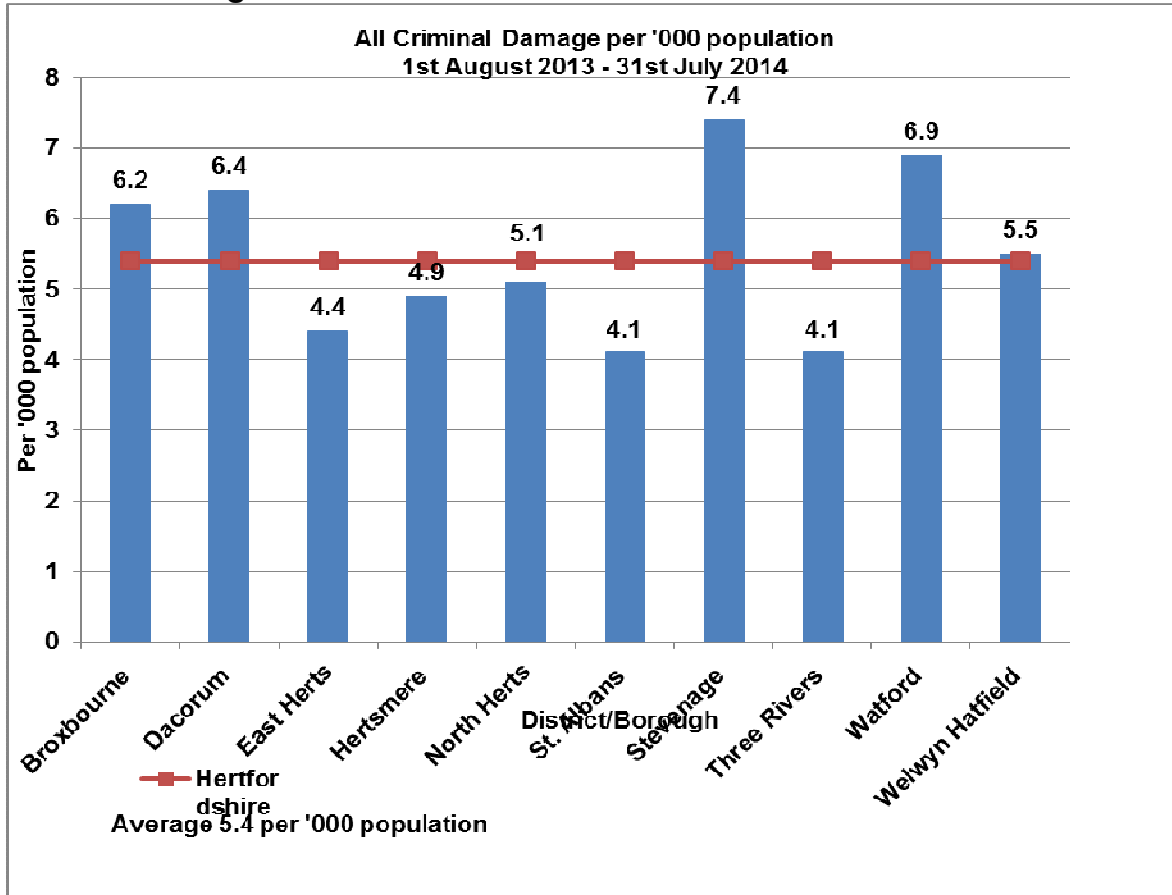
### Drug offences



### Antisocial behaviour



## Criminal damage



\*Graphs supplied by Broxbourne Borough Council Community Safety Team

## Appendix 4

### SoSafe examples of partnership working

#### Watch schemes

Neighbourhood Watch and Dog Watch continue to be successful tools to reduce burglary and increase feelings of safety. Online Watch Link (OWL) messages are used regularly to share information with the community about key issues and concerns. Stevenage Shop Watch continues to operate in the Town Centre. Retailers are able to interact with themselves and police via two way radio.

Pub Watch continues to grow in Stevenage, with a 'banned from one, banned from all' initiative. Licensees also use an online communication tool for instant messaging and alerts.

#### Street meets

Police officers from the Safer Neighbourhood team (SNT) regularly undertake street meets, targeted to areas experiencing higher levels of crime, where they visit every household to speak to people about their concerns. These officers are sometimes joined by a council officer such as a member of the environmental enforcement team, or local councillors. Street meets provide residents with an informal opportunity to raise their

concerns. Neighbourhood police teams also promote 'Immobilise,' and encourage residents to sign up to the service in order to protect their property.

### **Social media – Twitter / Facebook**

Partners make regular and effective use of social media to provide safety and information messages. This is also a good way to make the public aware of current practice and partnership initiatives.

### **Operation Advisory**

This operation raises awareness of the dangers associated with excess alcohol consumption, and how it can make people vulnerable to sexual attack. Police officers and partners in the main night time economy (NTE) areas give out information leaflets, anti-drink spiking bottle tops and provide advice to the public.

### **NHS – Lister Hospital**

SoSafe has been working with the county community safety unit (CCSU) and Lister Hospital Trust A&E department, to organise data collection about violent crime and alcohol related admissions. This improvement in information sharing will prove to be a vital tool to enable targeting and reduction of violent crime.

### **Third party reporting – hate crime**

SBC has become a third party reporting site for hate crime. This enables members of the public to gain help and assistance in order for their report to be escalated to the correct services; offer an alternative to approaching the police directly.

### **Enforcement against drug dealing**

There is a collaborative approach within SoSafe to the enforcement of drugs legislation within premises. Legislation under the ASB, Crime and Policing Act 2014, has allowed us to work quickly and proactively to close premises where there is evidence of drug dealing, working in conjunction with Operation Scorpion.

### **No More project**

'No More' provides intensive support and focused challenge to high need individuals and their families, where there are issues of alcohol and drugs misuse. These individuals are amongst the most challenging in society, with many having chaotic lifestyles which impact on their ability to manage their day to day responsibilities successfully parent their children or sustain a regular home. Their actions may also have an impact on the community in which they live, often resulting in multiple ASB incidents or other crime. Many individuals are actively involved in alcohol related crime, and are often prolific offenders. The project works with the individual and their families to bring stability to their lives, prevent homelessness and provide opportunities to make change.

### **Joint visits to licensed premises**

Stevenage Safer Neighbourhood Police and SBC continue to conduct joint licensing visits to premises across the town.

### **Licensed premises action plans**

SoSafe has identified key threats, and worked with specific premises to develop action plans which have been very successful in reducing crime. A template for this work is ready and available to be used, should data demonstrate that this is necessary.

### **Mobile CCTV**

Through ODG, mobile CCTV cameras are deployed to hotspot ASB areas. These are used as a short term prevention and detection tool. Cameras have been utilised effectively to decrease ASB in these areas, and are especially useful for seasonal ASB.

### **Operation Night Owl**

This is an initiative organised by SBC's ASB team. They work with partners to visit ASB hot spot areas outside of office hours, with more likelihood of witnessing and dealing with ASB. Op Night Owls are often attended by Stevenage SNT and Herts Fire and Rescue Service (HFRS).

### **Tenant welfare days**

The objective of this initiative is to identify vulnerable tenants living in the community. Organised by SBC, information generated through these events is shared with partners to ensure that tenants receive appropriate support, help and advice. For instance, HFRS have increased fittings of smoke detectors for elderly and vulnerable people, and issues related to lack of heating and monetary worries have been identified.

### **Youth provision**

SoSafe continue to support local youth clubs and initiatives, in order to reduce ASB and provide young people with engaging and productive activities. We take a multi agency approach, drawing on relevant organisations' expertise to address arising issues quickly and proactively.

### **Shared information – SafetyNet**

This central point of information captures activity and gaps in response to victims flagged as at risk due to vulnerability or repeat victimisation. Information can be immediately shared between officers from a variety of agencies. The use of SafetyNet has also formalised actions of first responders to recognise vulnerability through risk assessment.

### **Operation Sabre**

Volunteer staff from HFRS continue to coordinate this successful initiative, whereby fire and police officers use bicycles for high visibility arson / ASB patrols around the town. Op Sabre was initially formulated to combat youth related ASB during the Halloween and Bonfire Night period, and to reduce incidences of deliberate fires; it was soon expanded to take place all through the year at hot spot locations.

### **Box Cleva**

Box Cleva started in Stevenage in September 2012, and was funded by SBC, HFRS and Stevenage Town Centre Management, through SoSafe. It is a non contact training programme for young people at risk of ASB, focussing on respect, discipline and healthy living. The course runs for 40 weeks and can accommodate 20 children. The course has proved to be a great success in Stevenage. Box Cleva has taken young people on referral from Stevenage Police, SBC and the Youth Offending team.

### **Silver Street Meets**

Silver street meets expand on the street meet model by targeting and engaging with vulnerable people most fearful of crime, through a multi agency' road show' type approach.

There are a number of talks from various agencies:



- Crime Prevention Officer - talking about doorstep and phone scams, keeping bags, purses, wallets safe when out and about
- Herts Fire and Rescue Service - talking about fire safety in the home, smoke detectors (testing and fitting), escape routes
- University of the Third Age - talking about educational and social opportunities available locally for older people
- ASB officer - providing reassurance regarding true crime figures, low crime in Stevenage, and not all 'hoodies' are bad
- police officer - further reassurance, discussion about 101 number - what's an emergency and what's not
- local councillor - available for any issues to be raised that could be tackled through the council or community safety partnership
- Herts Help - provide help and information about trips and falls prevention, and details of free services available to older people.