



Action plan 2024/25

The aims in this action plan were identified through our Annual Strategic Assessment and partnership survey. The aims are:

- Support those reporting or who are victims of crime and or Anti-Social Behaviour
- Work Co-operatively with Partners, elected members, and the community

The priorities for 2024/25, identified from the strategic assessment are:

- All ASB
- Serious violence
- Cuckooing
- Drugs possession and associated crime, which includes trafficking, cuckooing and knife crime
- VAWG, including domestic abuse sexual assaults, rape, and stalking & harassment
- County lines and Serious & Organised Crime (SOC)
- Fraud has been added following strategic conversations at the SoSafe meeting

They directly relate to the five strategic objectives within the SoSafe Community Safety Strategy 2021-24:

- 1. Understand the underlining causes as to why young people become involved in ASB and crime.**
- 2. Provide safe reporting, accommodations and support to domestic abuse survivors and victims of Modern Slavery.**
- 3. Promote reporting of hate crime and equality in the community and further develop training with staff.**

4. **To tackle fly tipping and related environmental crime co-operatively with partners.**
5. **Work with partners to encourage reporting of crime and address perceptions of crime.**

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 considering 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 SoSafe Community Safety Partnership will receive quarterly updates on progress against the action plan. The Police and Crime Commissioner will receive half yearly budget updates.

1. Divert young people from becoming involved in crime and ASB

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
1.1 Continue to promote the No More Youth service	Visiting schools and other services to advertise the service Send messages out via social media Create posters and leaflets to hand out to individuals we are working Produce videos on the service to share with partners No More Youth team to visit schools in Stevenage to support pupils and teachers Look at funding opportunities for 2025/26	NMS	Police Community Development GP surgeries CAMHS Intensive Family Support Team (IFST) SASH	Leaflets Posters Social Media Campaigns Visits to schools Events		Q1 NMYS – new leaflet completed and is being handing out by the team across Hertfordshire. Q2 Officers have been attending schools to promote the services and attending partnership events. Q3 Promotion of NMSY at Jackmans community day in Letchworth Q4

1.2 Educate young people in the dangers of using and becoming involved with “gangs” and carrying knives	<p>Education campaigns on the impact that drugs have on a person wellbeing, Peer pressure and County Lines.</p> <p>Research project regarding understanding the underlying reasons why young people get involved in crime/ASB</p> <p>NPCC Drink Driving Campaign</p> <p>Educate young people on the impact their actions have on others in the Community.</p> <p>Op Educ8</p> <p>To reduce the number of crimes including knives in Stevenage</p> <p>To promote Lives not Knives events facilitated by the police</p>	<p>Police/JAG members</p>	<p>Police</p> <p>Community Development</p> <p>CGL</p> <p>Youth Connections</p> <p>Herts Road Safety Partnership</p> <p>JAG Members</p> <p>No More Service</p> <p>Youth Offending Teams</p> <p>Turnaround Service</p>	<p>Posters</p> <p>Social Media Campaigns</p> <p>Visiting schools</p> <p>Social Media Campaigns</p>	<p>To provide education to young people to help them make better informed decisions of their actions.</p> <p>JAG Members to lead on review of the Knife crime action plan</p>	<p>Q1 NMYS has contacted junior schools in Stevenage about Op Educ8 and Leo has three sessions booked in already for The Leys, Giles and Longmeadow.</p>
	<p>Q2 Overview of schools' project shared with SoSafe members in July</p>					
	<p>Q3 Sceptre week in November: test purchases in retail stores – all passed.</p>					
	<p>Q4</p>					
1.3 To educate young people about Child Criminal Exploitation (CCE)	<p>Promote with partners and schools the 'Are You Listening' video</p> <p>Peer pressure talks in schools</p>	<p>Police</p>	<p>Police</p> <p>Community Development</p> <p>JAG Members</p> <p>Youth Connections</p>	<p>Video link</p> <p>Social Media</p>	<p>To promote the video 'Are You Listening' to help educate young people from the dangers of Child Criminal Exploitation</p>	<p>Q1 Events taking place during school holidays with No More Youth service around the county</p>

			Herts Fire and Rescue SASH and Youth Offending Team			Q2 HCC are drafting an exploitation JSNA, once completed this will be shared with partners including SoSafe and JAG
						Q3
						Q4

2. Provide safe reporting and support to domestic abuse survivors and victims of modern slavery

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
2.1 To promote the Women's Centre and the courses it runs	<p>To invite groups to use the Women's Centre to host training, learning and group sessions</p> <p>Promote the "Care" courses use hybrid method for attendance</p> <p>Promote the virtual drop in with Housing Associations</p>	SADA (Tania King)	<p>JAG members</p> <p>Police</p> <p>Community Safety</p>	<p>Existing Staff and Resources</p> <p>Attending schools</p>	<p>To expand the courses run and peer support for victims, survivors, and their families</p>	<p>Q1</p> <p>Courses have been implemented for 2024/25 – CARE programme, You and Me, Mum</p> <p>Courses have been run in North Herts and Stevenage. A foodbank has also been run from the Stevenage drop-in</p>
						<p>Q2</p> <p>Courses are being expanded to include evening sessions of You and Me, Mum</p>
						<p>Q3</p>
						<p>Q4</p>
2.2 Expansion of SADA refuge provision and safe accommodation	<p>To expand the SADA refuge service across all of Hertfordshire and provide support to victims of Domestic Abuse</p> <p>To expand the work with children and capturing their voice</p>	SADA (Sarah Pateman)	<p>JAG members</p> <p>Police</p> <p>Community Safety</p> <p>Schools</p>	TBC	<p>To have another refuge for those fleeing Domestic abuse that offers support</p> <p>Support for children and the recognition that they are victims too</p>	<p>Q1</p> <p>Funding received to continue with the work with children in North Herts £10,000 from the Letchworth Heritage Foundation</p>
						<p>Q2</p> <p>Further funding has been applied for to continue with the work</p>

						around deprivation, the work in schools for this year commences January 2025
						Q3 Work has commenced with the food bank at North Herts to support clients through the winter months
						Q4
2.3 SADA staff to have IDVA training, You me and mum, modern slavery, and safeguarding	To have team members trained to be able to support visits, survivors, and their families	SADA (Tania King)	Police Women's Aid	Training course	Support for victims, survivors, and their families	Q1 1 member of the team completed management training 1 completed training to become a trainer 2 IDVA qualifications 1 ISVA Qualification
						Q2 Training was completed by the police around VAWG. The training was offered to partner agencies and was well attempted. The training was funded through a central fund which we applied for
						Q3 Work is to commence regarding plotting VAWG offences so we can

						analyse what types of crime are recorded
						Q4
2.4 Continuation and expansion of the County Modern Slavery project	Backpacks to be given around the county to be provided to victims of modern slavery Modern Slavery Action Plan signed off for 2024/25 by SBC/police	SADA (Roxie Chambers)	JAG members Police Community Safety	Backpacks Leaflets Posters	Training for partner agencies being carried out so colleagues have a better understanding and can spot the signs	Q1 Training continues around the county with partners, shared service with NHDC
						Q2
						Q3
						Q4

3. Promote reporting of hate crime and equality in the community

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
3.1 To promote reporting of Hate Crime.	Advertise where the Hate Crime 3 rd party reporting centres are and encourage residents to utilise them when they are needed. For the team to receive ongoing training and know how and where to report Hate Crime	CCSU (Helen Whitehead) SBC	CCSU JAG members Police Housing	The Hate Crime Strategy Social Media Existing staff and resources	Members of the public to be aware of where the Hate Crime 3 rd Party reporting centres are	Q1 Football matches arranges with residents of the IBIS hotel in July, with the Police
						Q2 Training and ongoing work with the NHS at the Lister to encourage the reporting of hate crime
						Q3 Hate crime awareness week and black history month including hate including pitch

						side talk with Stevenage FC at Noble School.
						Q4
	Advertise what the 5 types of Hate Crime are through further social media campaigns and at events	CCSU (Helen Whitehead) SBC	CCSU JAG members Police Housing	Social Media Existing staff and resources	Raising awareness of what the 5 types of Hate Crime are and encouraging individuals to report if they are a victim of Hate Crime.	Q1 MAY - Hate crime leaflet produced in partnership with the police
	Planning group pulled together, following concerns around protests and possible riots in the town.	SoSafe members, Police, SBC	SBC, elected members, Police	Existing staff and resources	Support for ethnic minorities residing in the town and community reassurance	Q2 Reassurance social media posts
						Q3 The Hate Crime JSNA for the county will be shared with partners
						Q4

4. Tackle the harms caused by drugs, alcohol and offending.

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
4.0 Supporting individuals to maintain current accommodation using the Housing Futures Model	Partnership working to ensure the individual is getting all the support they need to help them maintain their accommodation.	SBC (Will Peters/Mel Cucos/Maddy Heredia)	Income Police Debt Advice Team Citizen's Advice Job Centre	Professionals' meetings Food parcels	For individuals struggling with substance misuse to maintain accommodation instead of becoming homeless.	Q1 A team member will be sitting all the MAPPAs across the county as part of the AOP Hertfordshire Project

	<p>Adult Offender Protocol project being rolled out across Hertfordshire with funding from the serious violence fund and probation the project will run for 12 months from April 2024</p> <p>DA perps being supported as part of the Evolve programme can access two properties managed by NMS</p>	<p>SBC (Maddy Heredia)</p> <p>SBC (Mel Cucos)</p>	<p>Probation (MAPPA) prisons, approved premises, Public Protection Officers, local authorities</p> <p>Probation Police Debt Advice</p>	<p>Two self-contained flats Food parcels</p>		<p>Q2 AOP project is being rolled out across the County with panels taking place for Stevenage, East Herts, Broxbourne, and Watford during August</p> <p>Q3 NMS Evolve properties for high-risk offenders continue to be inhabited by clients supported by NMS</p> <p>Q4</p>
<p>Added August 2024</p> <p>4.1 Dangerous Dogs</p>	<p>Review process for dealing with dangerous dogs internally, update partners and website</p>	<p>SBC (Sarah Pateman, Karen Long, Donna Smith)</p>	<p>Co-operative Teams</p> <p>JAG members</p>	<p>Existing resources</p>	<p>Process to be written following meetings with Environmental Health</p> <p>Share process with partners internally and externally</p>	<p>Q1 N/A</p> <p>Q2 Initial meeting took place 13/08/24</p> <p>Q3 Further meeting took place with Environmental Health who are looking into the legislation further and powers available</p>

						Q4
4.2 Develop a robust partnership process to support those who have experienced Cuckooing	Review the process implemented in 2023/24 and report to SoSafe Meeting Qtr3	SBC (Jessica Warren/Maddy Heredia/Mel Cucos)	Co-operative Neighbourhood teams JAG members	Existing staff and resources	Partners know the process and how to refer	Q1 Continuing to work with Police and partners to support victims of cuckooing including holding street meets in areas where we believe someone is being cuckooed.
	Work with partners to create a cuckooing process to help and support victims of cuckooing.	Police			To create a standard process to support victims of cuckooing and a fleeing framework to support them to leave their home and flee to another safe area.	Q2 Received cuckooing leaflets that have been distributed at events to make residents aware of the signs their neighbours may have been cuckooed.
	Work with partners through JAG so they know the process and how to refer Continue to use Police leaflet to inform residents of signs of cuckooing and what to report Work with the police on the review of the Serious & Organised Crime profiles	Police (SOC team) SBC Sarah Pateman				Q3 Shared social media messaging from HSAB's campaign to coincide with ASB Week (18-24 November)

	Build a better Bedwell & Safer Streets funding, report for SoSafe in Q3	SBC Jane Konopka	Police Housing Rough Sleeper Team			Q4
4.3 Educate all drivers on the effects of drugs/alcohol and the Fatal 5	<p>Develop educational programmes (some online) to be delivered into schools, colleges and directly to vulnerable groups</p> <p>Raise awareness and educate the public about illegality of e-scooters</p> <p>Seasonal drink driving awareness campaign</p>	Suzanne Aldridge (HCC) Hertfordshire Road Safety Partnership	Police HFRS PCC Road Victims Trust National Highways	Existing staff and resources	To reduce the amount of killed and seriously injured on Hertfordshire roads.	Q1 Young driver/passenger programme offered to schools and colleges free of charge
						Q2 Visits to schools and colleges during safety events
						Q3 Designed education SM comms packages for distribution and include VMS
						Q4 Attended older people's safety events and other engagement activities.
4.4. Expand "Evolve" in supporting perpetrators of domestic abuse	Further develop the Evolve model to support perpetrators under the age of 18	SBC (Mel Cucos)	NMS For Baby's Sake Change Project Probation	Existing staff and resources	RESPECT Accredited To reduce the number of repeat DA perpetrators in Hertfordshire.	Q1 Evolve youth program, now offered across Herts as part of the NMYS

	Review the two properties that support the Evolve project and the clients that have been through the program	Home Office Sarah Harris	Police SADA			Two houses for the Evolve perpetrator programme are up and running.
						Q2 A member of the SADA Board visited NMS Evolve properties and will feed back to the Board at the next meeting.
						Q3
						Q4

5. Work with partners to encourage reporting of crime and address perceptions of crime

Aim	Action	Lead	Partners	Resources	Expected outcomes	Progress to date
5.0 Promote the use of Crime Stoppers to report crimes anonymously, and encourage sign-ups to Herts	Educate members of the public on what Crime Stoppers is and how to use it	Police	Police	Social Media campaigns Leaflets	An increase in use of Crime Stoppers as more individuals will feel safe reporting crimes and nuisance to the Police	Q1
						Q2
						Q3

Connected and Business Watch	Encourage signups to Business Watch and Herts Connected			Town-wide engagement events Herts Connected platform	An increase in use of Herts Connected platform, as more individuals will feel safe reporting crimes and nuisance to the Police	Q4
5.1 Tackle graffiti, fly-tipping and associated enviro crime	<p>Review the Graffiti Project, including the work with schools</p> <p>Produce data regarding the amount of fly tipping reported in the town</p> <p>Review data for graffiti and fly-tipping so we can plot the trends throughout the year</p>	<p>SBC (Jessica Warren)</p> <p>Police (NPT Inspector)</p>	JAG members	<p>Social Media</p> <p>Town-wide engagement events</p>	<p>To educate members of the public the importance of reporting so that action can be taken.</p>	<p>Q1 Social media posts have been put out around Environmental Crime and the importance of reporting if someone has evidence of this.</p> <p>Q2 Continuing work on a graffiti action plan with partners and councillors. A Steering group has now been put together to tackle this.</p> <p>Q3 Meeting held to review graffiti process and highlight any areas for improvement, action plan created</p> <p>Q4</p>

5.2 Tackle perceptions of crime, by giving the public the facts, evidence, and statistical information, through social media posts	Use the Herts Connected platform to inform elected members at the Police Priority Setting meetings Continue to identify at events and through consultation what people's perceptions are of ASB and crime Use information from street meets and neighbourhood surveys to review the views of the community regarding nuisance and crime	Police (NPT Inspector) SBC (Jessica Warren)	HFRS Youth Connexions One YMCA Play Centres Targeted Youth Support Fire & Rescue JAG members	Existing staff / resources. Town wide engagement events Herts Connected platform	Increased understanding of the perception of ASB and crime in Stevenage Year-on-year decrease in the perception of ASB and crime. Positive engagement with the community	Q1 Q2 Echo is now closed. Everything is on Herts Connected. Q3 Q4
	b) Actively promote ECHO and Herts Connected at events	Police (Neighbourhood Watch Co-ordinator?)	JAG members Housing, Fire & Rescue, Community Development, Wardens	Existing staff / resources. Funding for publicity materials	Campaign undertaken. Positive media stories Social media campaign	

	c) Engage with the community to provide reassurance and develop information around crime.	SBC (Jessica Warren, Community Wardens, Housing staff) Police (NPT Inspector)	Police, Housing, Community Advice & Support, SDS Community Development/ Neighbourhood Wardens	Existing staff / resources	Reports and information provided from patrols ASB forum members reviewing policies/procedures Social media posts Partnership events	We have recently reset up the ASB forum and invited residents who have been through the ASB service in to speak with us and engage with them around the updated ASB Policy and
	d) Monitor ASB/crime from privately rented accommodation, and review to see if there are any patterns	SBC (Jessica Warren, Community Wardens, Housing staff) Police (NPT Inspector)	Police, Housing, Community Advice & Support, SDS Community Development/ Neighbourhood Wardens	Existing staff / resources	Reports and information provided from patrols ASB forum members reviewing policies/procedures Social media posts Partnership events	We have put out a post on social media to inform residents that cannabis use is illegal and that SBC can and will take action against private rented residents and homeowner as well as SBC tenants.
5.3 Promote Community Case Reviews (Community Trigger)	Review of Case Reviews to be taken to SoSafe meeting Q4	SBC (Madeline Heredia)	JAG members	Leaflets Events	Increased awareness of trigger process	Q1 Case reviews are overseen by JAG members
	Promote the use of Community Case reviews with a blog on the website	Police (NPT Inspector)		Social media		Q2 Reviews will take place at the end of the JAG meetings and a report will be shared with SoSafe regarding the numbers and other data including vulnerability of the customer, whether

						<p>they are a tenant, enforcement action taken etc.</p> <p>Q3 Case Reviews continue to be heard by JAG</p> <p>Herts Police improving internal processes in Force Control Room when a Case Review-related call is received</p> <p>Q4</p>
<p>5.4 Build community reliance for Scams and Fraud</p>	<p>Take action against perpetrators of scams and fraud</p> <p>Educate partners and the public about scams and fraud, to help build community resilience</p>	<p>Trading Standards</p>	<p>JAG members Citizen's Advice Police</p>	<p>Existing staff / resources.</p>	<p>To support the scheme past its pilot stages and grows into a standard scheme within Stevenage.</p>	<p>Q1 Fraud has been highlighted as a priority for 2024/25</p> <p>Q2 Fraud is being highlighted as a hotspot and this will be included in the SoSafe Community Safety Strategy</p> <p>Q3 Citizens Advice created social media messages for the "12 days of scams" to be shared by all partners</p>

						Q4
5.5 Promote the work around the VAWG agenda	Social media campaign highlighting professional resources available to support safeguarding and promote safer cultures	Members of JAG	Police (NPT Inspector) SBC (Mel Cucos)	Existing staff / resources	Increase awareness of resources available	Q1 A VAWG Action plan is being produced in partnership with the Police
	Review the action plan with partners at JAG and reviewed by SoSafe Q3					Q2 A piece of work is taking place regarding the reporting of crime under this heading, they will be reviewed at the SoSafe meeting
	Capture the voice of women and girls through surveys and interviews, to build and understand needs in Stevenage	Tania King (SBC) HCC Police				Q3 Police presentations at North Herts college to students, 2 x sites in September and October 2024. Ongoing inclusion with the years' curriculum. Presentation to Taxi Driver Forum re: VAWG November 2024. Ongoing NTE duties at licensed premises and

						<p>presentations during the winter months, leading up to Christmas/New year.</p> <p>Work with Pub Watch to re-promote VAWG</p> <p>Project Vigilant is being run in Stevenage High Street.</p>
						Q4
5.6 Promote safe travel by conducting campaigns	National seatbelt safety campaign event to be carried out. Social media to advertise the campaign	Police (Georgina Yeasley)	NPT Inspector Catherine Davies	Existing staff / resources	To raise awareness around drivers and passengers wearing seatbelts.	Q1
						Q2
						Q3 Joint working between SBC and Police around taxis and spotting CCE/VAWG, as well as educating the public about how to recognise properly licensed taxis

						Q4
<p>5.7 Home Office Anti-Social Behaviour Strategy Boards 'local delivery principles' which seek to describe a consistent approach to understanding and addressing ASB in local communities</p>	<p>1. Victims should be encouraged to report ASB and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling ASB.</p> <p>Victims and complainants are all ways taken seriously and encouraged to report any nuisance they witness. There are clear pathways to reporting ASB currently, but this can all ways be improved, we will therefore review this process. We have previously used Restorative Justice and media as a tool to resolving ASB. I do have an issue with using the word "victim" it implies that someone is a victim and although they may have experienced ASB or crime this doesn't necessarily make them a "victim" we prefer to use the name "complainant"</p> <p>2. Agencies will have clear and transparent processes to ensure that victims can report ASB concerns, can understand how the matter will be investigated and are kept well informed of progress once a report is made.</p> <p>Our policies and procedures are clear and transparent; an action plan is completed with the complainants so that they have a clear understanding of the process. The plan also asks how they would like to be contacted and how often. A risk assessment is also completed.</p> <p>3. Agencies and practitioners will work across boundaries to identify, assess and tackle ASB and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the community trigger and health services.</p> <p>The ASB Officers, and Officers with Community Advice & Support have established excellent links with partners, referral pathways are clear and are essential for the running of the different</p>					

services within the team. Pathways for reporting ASB are set out on the website; this can also be accessed by telephone or in person.

4. The public's ASB concerns should always be considered both nationally and locally in strategic needs assessments for community safety. Best practice should be shared through a network of ASB experts within each community safety partnership, each policing area and nationally. For 2024/25 we want to introduce dip sampling of ASB cases and those specifically where there has been a partnership input so we can be sure of best practice and support for our customers

The strategic assessment is initially discussed with the Chief Inspector and the Community Advice & Support Manager; it is then shared with partners at JAG and once agreed shared with colleagues at SoSafe.

5. Adults and children who exhibit ASB should have the opportunity to take responsibility for their behaviour and repair the harm caused by it. Agencies should deliver appropriate interventions, which may include criminal justice options, based on the seriousness, risks and vulnerabilities of the case.

Both the community safety team and the wardens work closely with probation and their pay back scheme. The team can also offer restorative justice and mediation.

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.

Abbreviations			
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	Survivors 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