

# Stevenage So Safe Partnership

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CRIME AND DISORDER PANEL PRESENTATION



Stevenage Community  
Safety Partnership

# So Safe - Community Safety Partnership

A Community Safety Partnership (CSP) is a statutory, multi-agency group established under the [Crime and Disorder Act 1998](#).

The SoSafe Partnership brings together representatives from Local Agencies to tackle crime, antisocial behaviour, and emerging safety issues. CSPs analyse local data to address issues like substance misuse, violent crime and anti-social behaviour, aiming to improve safety, build confidence and quality of life for those residing, working or visiting the town.



# The Partnership

Stevenage  
Borough  
Council

Police

Fire service

Health services

Hertfordshire  
County Council

Local Schools

Local  
Government  
Office

Citizens Advice

Police Crime  
and  
Commissioner  
Office

Probation  
Service

Local Voluntary  
services

Local  
Commissioned  
Services

# Stevenage So Safe Aims 2025/2028

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We have established two overarching aims for the 2025/28 strategy:

- Engage with the community and work co-operatively with partners/residents and those that visit the town.
- Work with the community to support the reporting of crime and Anti-Social Behaviour (ASB).

# Stevenage So Safe Objectives 2025/2028

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Within SoSafe's overarching aims, Stevenage has established **six** key objectives:

- Highlight the risks to the community of drug possession and crime.
- Provide safe reporting and support to victims of violence against women and girls, including Domestic abuse.
- Promote awareness of Cuckooing and the support available to victims.
- Divert individuals from becoming involved in Anti-Social Behaviour.
- Collaborate with Partners and Young People regarding the risks around County Lines and associated Anti-Social Behaviour.
- Raise awareness around online fraud and the warning signs to the community.

# Quarterly So Safe Meetings

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Partners meet quarterly to review progress, share updates, and coordinate action to help keep Stevenage safe.

This year the meetings have included updates and presentations on:

- Police performance report
- Fire and Rescue performance report
- Strategic Assessment
- Drug & Alcohol Strategy
- Suicide Prevention Network
- County Community Safety Unit updates
- Police and Crime Commissioner updates
- Graffiti Action Plan
- Resettlement Action Plan
- Child Exploitation JSNA
- Violent Assault Dataset
- Drug and Alcohol Deaths Audit
- Crime Reduction Through Sport
- Serious Violence Needs Assessment
- Rough Sleeper Action Plan
- SADA Domestic Abuse Annual Review
- Drugs & Alcohol JSNA
- Prevent Presentation using Home Office Statistics

# Stevenage Borough Council Services 2025/2026



Team	Referrals
Strategic Community Safety	158
No More Service	139
SADA Service	916
Resettlement Team	113
Rough Sleeper Team	308
Rough sleeper Count	16
ASB	189
Low Level ASB	37

# ASB review

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- Driving an Accessible, Pro-Active & Harm-Centred Future Service.
- Commissioned in July 2025, the review was undertaken to address regulatory compliance challenges (including Housing Ombudsman spotlight expectations), improve the triaging and categorisation of ASB versus Good Neighbourhood Management (GNMP) matters, align the service with current best practice, and strengthen overall service resilience and delivery capacity.
- **Top Three Strategic Challenges**
  - Regulatory compliance & Ombudsman expectations
  - Effective triage and appropriate ASB categorisation
  - Evolving practice in evidence gathering and investigation

# ASB review - Key Findings

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## Framework & Compliance

- Lack of clear distinction between ASB and Good Neighbourhood Management(GNMP)
- Policies require alignment with legal, regulatory and best practice standards

## Triage, Capacity & Case Management

- High volume of inappropriate ASB classifications (GNMP/environmental issues)
- Capacity pressures causing delays and complaints
- Risk assessment and victim journey require strengthening
- Need for structured early intervention pathways

## Partnership & Use of Powers

- Police partnership requires strengthening
- Limited experience using ASB tools (Injunctions, Closure Orders, CPNs, Notices)
- Relationships with Registered Providers and PRS need improvement

## Data & Systems

- REACT system under-utilised
- Data monitoring and ASB Case Review processes need improvement
- Evidence gathering practices require strengthening

# ASB review - Actions to Improve

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## **Policy & Framework Reform**

- Introduce Good Neighbourhood Management Policy
- Review & align ASB Policy

## **Clear service standards and definitions**

- Early Intervention & Harm-Centred Triage
- Create Assessment & Review Officer (Triage role)
- Structured risk assessment pathways & review intervals
- Clear harm thresholds at first contact

## **System & Performance Improvement**

- Upgrade REACT to Cloud platform
- Improve data capture, monitoring & outcome reporting
- Align ASB Case Review process with legislative changes

## **Strengthen Partnerships**

- Introduce new multi-agency forums
- Improve RP & PRS engagement

## **Workforce Development**

- Targeted training on ASB tools and powers
- Customer Contact Centre development
- Embedding proactive case management culture

# ASB review - Future Service Vision

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## Future Service Vision

An accessible, consistent and pro-active ASB service that:

- Intervenes early
- Focuses on reducing harm and vulnerability
- Uses data to prevent escalation
- Applies powers confidently and proportionately
- Delivers measurable improvements in community safety
- An opportunity to build on strong existing work by strengthening joint working with Partners to maximise impact for residents

# Stevenage Police

## **OP SALSIFY:** Organised Crime Gangs.

45 disruptions including charge and remands, numerous arrests, drugs and firearms recovered and joint working with SBC to support an individual at risk from exploitation to divert away from criminal behaviour.

## **OP EHNTHRAL:** Overt/covert retail crime.

Created in April to address theft/ASB at local hotspot – expanded to retail locations throughout Stevenage & is now our standard Operation for all retail locations.

## **OP SCOOT:**

Over 100 e-scooters have been seized/destroyed

## **OP PERFORIN:** County Lines.

- Total lines closed: 17
- Total arrests: 23 (17 of those charged / remanded) (60%+ of subjects have previous arrests/convictions for serious violence)
- Total charges: 40
- Total cash seized: £27,500
- Total bladed weapons seized: 9
- Total other weapons: 1 (cross bow)
- Total safeguarding referrals: 2

## **OP HOTSPOT:**

Home office funding patrols in the hotspot areas.



**HERTFORDSHIRE**  
CONSTABULARY

# Stevenage Police



## Results to date – April 2025-Dec 2025:

- 248 additional patrols (3052 additional hours completed)
- 43 arrests
- 51 stop searches
- 20 knives seized
- Overall ASB down 6.5% (01/01/25-31/12/25)

# Perception of Crime

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The gap between actual crime trends and public perceptions has cast a shadow over criminal policy for a number of years. The ‘perception gap’ in relation to crime is distorted and something that needs to be tackled locally as well as nationally. A large part of the explanation is to be found in media coverage and social media platforms. Broadcasted media in all forms play a critical role in what is “heard” by the public.

Locally as part of our priorities we intend to run campaigns and initiatives to tackle perceptions and help people to feel safer in the town.

# 16 Days of Activism for Domestic Abuse

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- **SADA Safe Space Networking Session**

An opportunity for partners to come together to share ideas, showcase services, and strengthen collaboration in supporting those affected by domestic abuse.

- **Awareness-Raising Walk**

In partnership with Herts Domestic Abuse Helpline, North Herts Council, and Stevenage FC Foundation, the walk raised local awareness of domestic abuse and promotes access to support services.

- **Online Campaigns**

Spreading awareness digitally through social media and online platforms to reach a wider audience and highlight support services available during the 16 Days campaign.

- **Promotional Materials**

Raising visibility through branded hoodies and uniforms to reinforce awareness.



**16 DAYS OF ACTION**

**From 25 November to 10 December 2025**



**One in five children in the UK experience domestic abuse.**



# Safer Routes Project

The Stevenage Safer Route project, led by Hertfordshire Constabulary and Stevenage Borough Council, aims to enhance security for pedestrians walking between the Old Town and key transport hubs.

## Enhanced Lighting Installation

Upgrade lighting in key areas to ensure bright, consistent illumination and eliminate shadows for safer routes.

## CCTV and Surveillance

Install and publicise CCTV coverage in secluded areas to deter crime and increase pedestrian confidence.

## Increased Police Presence

Boost visible police and PCSO patrols in evenings to enhance security and provide rapid response capability.

## Vegetation Management

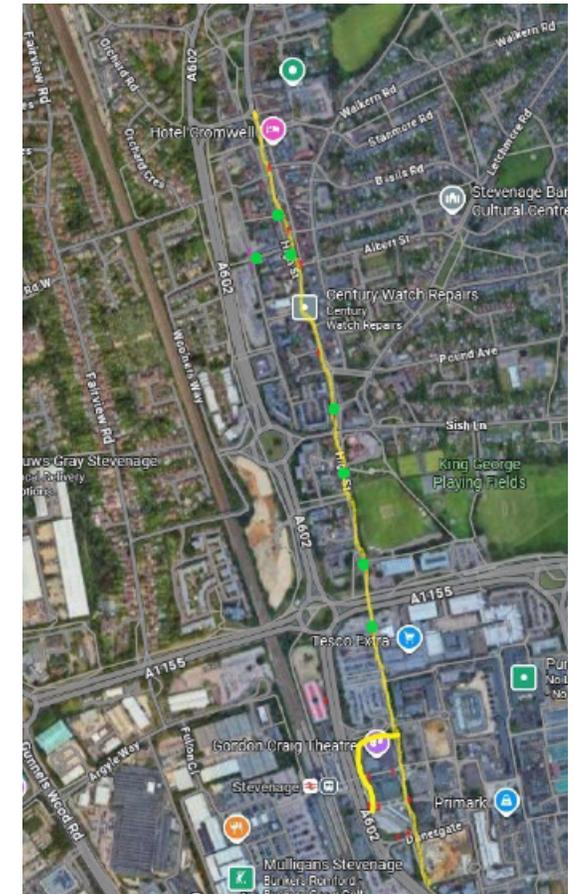
Trim and maintain vegetation to improve sightlines and reduce concealment risks along routes.

## Signage and Emergency Support

Add clear signage and SOS/call points to guide pedestrians and provide emergency assistance.

## Improved Accessibility

Enhance pavements and crossings to reduce trip hazards, supporting older adults and disabled users.



# Community Hub

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- Introduction of a Homelessness Community Hub.
- A space that acts as a neutral, welcoming and supportive drop-in for homeless individuals in Stevenage.
- The Hub Provides:
  - A warm space for Rough Sleepers.
  - Opportunities for support for vulnerable clients.
  - Opportunities for other agencies to attend and engage with clients.
  - Hot drinks, food and activities.



# “The Orphan” Film

- Creation of a powerful film that builds on our long-standing work to raise awareness of County Lines child criminal exploitation.
- Developed in partnership with Nineveh Productions, the film uses compelling storytelling to bring the realities of exploitation to life, exploring the victim-to-perpetrator cycle, the risks faced by children missing from care, the grooming methods used by organised drug gangs, and the dangers of weapon carrying and serious youth violence.
- The film has been shared with partners to be used as a resource to raise awareness and support education.
- To date it has received 985,204 views on YouTube.
- [The Orphan \(2026\) Crime Drama Short Film | MYM](#)



# Additional Achievements – CSP Action Plan

Additional SADA training for all front lines Response/NPT teams.  
Total number of officers: 57

Introduction of Community Hubs for the homeless

More SBC staff trained in use of Naloxone.

Awareness stalls at social events and conferences, raising awareness of domestic abuse and the SADA service

Regular Herts Connected Updates:

- 16 days of activism.
- Fire SEN Quiet Open Day.
- International Day of Older Persons
- Halloween and Firework Safety.

Services for Young People delivering targeted projects to develop understanding and impact of Child Exploitation and ASB.

Resettlement Team working with Hotels to raise awareness of Modern Slavery and Domestic Abuse, including Leaflet packs available in a variety of different languages.

Crucial Crew 2025 delivered to over 1000 Year 6 Children.

Workshop themes included:  
- Knife Crime  
- Staying Safe Online

Resettlement Service offer a Women's Group and drop-ins at the hotels.

3-week Summer Holiday programme supporting young people in reducing risk taking behaviour

No More Service Evolve Properties remain occupied.

Learn to Live Driver Training delivered across Schools in Stevenage.

# Priorities for Strategic Assessment

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- **Increase of reported crimes around Arson and Criminal damage.**

As a partnership we meet quarterly to assess the impact of arson and criminal damage and utilise courses such as the LIFE project with Fire & Rescue.

- **Non-Crime Domestic.**

Stevenage remains high regarding reporting of domestic abuse; resources have been put in place to support victims, and additional training has been undertaken.

- **Hate Crime.**

We have seen an increase in reports of Hate Crime and Community Tensions around the hotels that house asylum seekers and refugees in Stevenage. The SBC Resettlement team and the Police are working with customers and partner agencies, and we have introduced an Action Plan

- **Stalking & Harassment.**

Stevenage has seen an increase in the reporting of Stalking and harassment, a work stream is being introduced through the Community Safety Partnership to review the reports of stalking and harassment, so we have a better understanding of the associated risks to the victims and how we support them collaboratively.

- **Violence against a person.**

Specific operations to target individuals continue to operate in Stevenage focusing on individuals that target those more vulnerable