

Safer Guildford Partnership 2021-22 Action Plan – End of Year Review

Our business as usual

The following areas of community safety are part of the day-to-day partnership working activities and intelligence sharing between agencies, to prevent and reduce crime and disorder in Guildford:

- protecting and preventing people from being radicalised or drawn into terrorism activity
- reducing or preventing the impact of anti-social behaviour, crime, and disorder in public places
- reducing or preventing the impact of anti-social behaviour, crime, and disorder on vulnerable people
- interrupting serious and organised crime
- resolving anti-social behaviour experienced by our residents

This work is carried out through several borough level and county wide operational groups, using information sharing to apply enforcement powers. These groups also provide support to people experiencing issues. This includes but is not limited to:

- Joint Action Group (JAG)
- Community Harm and Risk Management Group (CHaRMM)
- Serious and Organised Crime Joint Action Group (SOC JAG)
- Channel Panels (Prevent)
- The Community Trigger

Measuring indicators:

The Safer Guildford Partnership uses a range of indicators to measure trends and volumes of activity. These can provide an indication of prevention and protection needs and achievements.

- Numbers of ASB tools used
- Numbers of referrals to intervention services
- Number of cases completed
- Number of Partnership Intelligence Forms submitted
- Information sharing platform user indicators
- Social media indicators and digital reach (web site hits)

This work is overseen by the Safer Guildford Partnership Executive.

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Priority	What is the problem/issue	Impact on our residents	Action to address issue	What we hope to achieve	How will we know we have achieved?
1	Members of our communities, our customers, and our staff, not knowing how to recognise, acknowledge and seek specialist support for domestic abuse	<ul style="list-style-type: none"> members of our communities at risk of harm and not getting the support they need, where and when they need it 	<ul style="list-style-type: none"> deliver awareness raising webinars promotion of domestic abuse outreach service partner agencies develop policies, training and support for staff experiencing domestic abuse implement SGP Domestic Abuse Pledge 	<ul style="list-style-type: none"> anyone experiencing domestic abuse can access the right information, and support in the right place and at the right time 	<ul style="list-style-type: none"> domestic abuse outreach service referral increases attendance at webinars attendance at training staff of partner agencies awareness of domestic abuse increased

Achievements

SW Surrey DA Outreach Service referrals:

2020/2021	2021/2022
Sep 2020: 43	Sep 2021: 33
Oct 2020: 46	Oct 2021: 42
Nov 2020: 48	Nov 2021: 45
Dec 2020: 40	Dec 2021: 39
Jan 2021: 43	Jan 2022: 46
Feb 2021: 45	Feb 2022: 43
March 2021: 54	Mar 2022: 50
April 2021: 55	Apr 2022: 37
May 2021: 53	May 2022: 80
June 2021: 51	June 2022: 66
July 2021: 56	July 2022: 64
Aug 2021: 44	Aug 2022: 79
Total 578	Total 624

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Domestic Abuse awareness Partnership training and awareness delivery

- Southwest Surrey Domestic Abuse Outreach Service training (details priority 5)
- [Ask Me \(Domestic Abuse\) Public Webinars \(November\)](#): (details priority 5)
- SWSDA Outreach Service produced awareness and service promotion video

Guildford Against Domestic Abuse Pledge (Appendix 4)

Commitments:

- Raise awareness of domestic abuse with residents, workforce, and students (age 16 or over) to help them understand what domestic abuse is and how to respond if someone they know discloses domestic abuse
 - Make information about local domestic abuse support services available on websites, social media, internal bulletins, and appropriate public places and support surrey-wide social media campaigns
 - Put in place a HR policy, or review and update an existing policy, to support members of staff who may be experiencing domestic abuse
 - Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse
- 8 pledge partners signed up from the SGP Partnership – GBC, Surrey Chamber of Commerce, University of Surrey, Office for the PCC, Probation Service, Experience Guildford, Adult Social Care (Guildford Locality Team), Surrey Police, all working alongside Southwest Surrey Domestic Abuse Service and Surrey Community Safety DA lead.

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2	Anti-social behaviour affecting individuals and community's quality of life	<ul style="list-style-type: none"> causes or likely to cause harm, alarm or distress to residents, visitors, and businesses decreased feelings of safety for visitors, residents, and businesses 	<ul style="list-style-type: none"> select, implement, and enforce the most effective ASB tools promotion of reporting guidance promotion of support services 	<ul style="list-style-type: none"> target enforcement to key issues increased feelings of safety for residents and visitors raise awareness of where and how to report and seek support 	<ul style="list-style-type: none"> PSPO's implemented Monitoring of PSPO enforcement Purple Flag perception study feelings of safety achieves 90% Police Niche data on ASB Engagement in digital and social media platforms and campaigns

Achievements

Town Centre Public Spaces Protection Order (PSPO)

- PSPO review complete.
- Revised PSPO agreed by Council Executive on 22 March.
- Action Plan to support implementation and ongoing monitoring by SGP Executive in place (**Appendix 3**)
- Signage installed
- Launched July 2022 during ASB week
- Enforcement:
 - PSPO Police procedure completed
 - PSPO enforcement included in new GBC enforcement policy
 - 10 verbal warnings and 2 Community Protection Warnings issued
 - Several actions in plan complete

Purple Flag

- Guildford has been successfully awarded its Purple Flag accreditation for the 7th consecutive year
- Comms plan implemented

New Operational meeting group frameworks launched

- revised Guildford JAG framework
- revised Surrey CHaRMM framework
- reviewed and addressed membership

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ASB tools implemented

Quarter	CPN's	CBO's	Full Closures	Partial Closures
June 22- Aug 22	1	0	0	5
Mar 22- May 22	2	0	0	1
Dec 21- Feb 22	0	0	1	4
Sept 21- Nov 21	2	1	0	0
Totals 21-22:	5	1	1	10
Comparative totals 20-21	0	4	4	9

Referrals to operational meeting groups

Quarter	JAG	JAG cases closed	CHaRMM	CHaRMM cases closed
June 22-Aug 22	1	3	12	4
Mar 22- May 22	1	0	4	1
Dec 21- Feb 22	0	0	4	6
Sept 21- Nov 21	0	2	2	5
Totals 21-22:	2	5	22	16
Comparative totals 20-21	7	13	14	13

Community Triggers

Quarter	Applications received	Live cases	Thematic
June 22 – Aug 22	4	3	<ul style="list-style-type: none"> • Neighbour disputes (harassment, damage to property, noise, cannabis smoke) • Mental Health (noise, harassment, sexualised behaviour, domestic abuse)
Mar 22- May 22	1	1	<ul style="list-style-type: none"> • Neighbour dispute (noise, cannabis smoke and threatening behaviour) • Neighbour noise

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Dec 21- Feb 22	0	2	<ul style="list-style-type: none">• Neighbour dispute (noise, cannabis smoke and threatening behaviour)• General ASB and drug dealing.
Sept 21- Nov 21	1	3	<ul style="list-style-type: none">• Neighbour dispute (noise, threatening behaviour, vexatious complaints)

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3	Serious organised crime (SOC) disrupting the quality of life of communities and individuals	<ul style="list-style-type: none"> exploitation of vulnerable people violent behaviours experienced in our communities 	<ul style="list-style-type: none"> Clear reporting mechanisms partnership intelligence sharing plan and deliver partnership disruption activities plan and deliver partnership Prevent training 	<ul style="list-style-type: none"> raise awareness of risks effective sharing of the right information at the right time 	<ul style="list-style-type: none"> number of partnership intel sharing referrals engagement in campaigns and disruption activities and training

Achievements

Partnership Intelligence referrals

Quarter	Partnership Intelligence Forms	Channel Panel
June 22- Jul 22* figures for August 22 not available yet	29 (Guildford)	0
Mar 22 – May 22	83 (Guildford)	0
Dec 21- Feb 22	63 (Guildford)	0
Sept 21- Nov 21	109 (West Division)	0
Totals 21-22:	284	0

SOC Training

- SOC Local Profiles and SOC JAG Briefing for West Division hosted on 8 February.
- ACT (Action Counters Terrorism training) delivered to partners (November / December) (details priority 5)

SOC JAG:

- Established new SOC JAG framework
- Reviewed and addressed membership

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4	Raising public awareness and increasing public resilience to report and access help and support for all issues relating to crime and anti-social behaviour	Members of our communities: <ul style="list-style-type: none"> not getting the right help and support at the right time at risk of harm from experiencing crime and disorder 	<ul style="list-style-type: none"> deliver a communications plan throughout the year to target community safety issues, through a range of channels to suit audience 	<ul style="list-style-type: none"> increase in public awareness of where, how, and when to report issues increase in public awareness of support for those experiencing crime and disorder 	<ul style="list-style-type: none"> social media and engagement indicators for campaigns public engagement activities delivered

Achievements

SGP Comms Plan

- 14 partners signed up to Comms Pledge- commitment to share partnership campaigns and information through own channels
- GBC 'reporting' web pages updated
- 2 'reporting process' emails sent to all Ward Councillors and Parish Councils since August 2021 and information added to the Modern.gov online library.

External Communications

Multi agency comms to raise awareness, encourage reporting and signpost to support re local and national community safety concerns and campaigns:

- Raised awareness of Domestic Abuse and SW Surrey DA Outreach Service through multi agency promotion of the training and webinars (Nov/Dec)
- UN Day for the Elimination of Violence Against Women / White Ribbon (November)
- Buy a gift for a child or adult escaping domestic abuse / Healthy Surrey (December)
- drink spiking (December)
- Op Invasion – Guildford intensification focusing on Cybercrime, speeding and drug dealing (January)
- Purple Flag accreditation (February)
- County Lines Intensification Week (March)
- PSPO Executive agreement (March)
- Sexual Exploitation Day of Action (March)
- National Stalking Awareness Week (April)

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- Surrey Domestic Abuse Awareness Week (June)
- Operation Aidant – modern slavery / human trafficking (June)
- PSPO launch (July)
- Violence Against Women and Girls Intensification week (July)
- ASB week (July)

Partnership (internal) Communications

- Effective intel sharing resulting in a reduction of active County Lines in the borough, with current intel suggesting 1 possible active line
- Raised awareness of the Independent Domestic Violence Advisor at RSCH across the partnership
- Presentations received at Partnership Executive:
 - Probation Service Community payback
 - Street Angels
 - Southwest Surrey Domestic Abuse Outreach Service
 - Surrey Police Violence against Women and Girls

GBC led comms #SaferGuildfordPartnership

Quarter	#saferguildfordpartnership posts	Total reach	Total likes	Total shares
June 22- Jul 22 *figures for August not available	19	33,925	53	9
March 22- May 22	8	39,587	19	5
Dec 21- Feb 22	18	124,220	30	12
Sept 21- Nov	28	185,780	48	28

* From March 2022 the figure used was altered to improve accuracy. The figure now recorded is 'total impressions' of #SaferGuildfordPartnership campaigns.

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5	Reduced capacity of residents to cope with, protect themselves against or resist, criminal or anti social behaviours.	Vulnerable members of our communities: <ul style="list-style-type: none"> not getting the support they need, where and when they need it experiencing crime and disorder 	<ul style="list-style-type: none"> target resources on disruption, enforcement and problem solving inform, advise, and educate public on support services deliver and participate in awareness training/education in issues affecting vulnerable people 	increased: <ul style="list-style-type: none"> intervention public awareness and support staff awareness of risks and support 	<ul style="list-style-type: none"> effective resolution of referral issues effective use of ASB tools partnership intel sharing public engagement in campaigns attendance at awareness sessions

Achievements

Outcomes from Autumn 2021 SGP Training Programme focussing on additional vulnerabilities:

This was the first training programme coordinated by the Partnership, with delivery contributions from relevant partners. The training was open invite to all staff and volunteers across the Partnership. Additional public awareness sessions delivered on domestic abuse priority.

- Southwest Surrey Domestic Abuse Outreach Service training:
 - 15 participants from across Partnership
- Ask Me Public Webinars (DA):
 - 88 registered participants, including members of the public, partners, and community representatives.
 - 3 volunteers to become Ask Me Ambassadors.
 - 277 unique visitors to the 'Ask Me About Domestic Abuse Southwest Surrey' webpage
- ACT (Action Counters Terrorism)
 - 4 sessions delivered
 - 97 participants across the Partnership
 - 81% of respondents confirmed the course increased their awareness and knowledge of terrorism
- Suicide First Aid Lite training provided to SGP partners:
 - 21 participants
 - 100% of respondents confirmed the course was useful.