

This action plan will deliver against the themes and issues raised through the town centre PSPO review 2021-22. The action plan seeks to compliment the variation to the PSPO in making Guildford a safer place to live, work and visit.

Outcomes

By implementing this action plan we aim to:

- respond to anti-social behaviour (ASB) issues highlighted in the review but out of scope of the PSPO
- respond to ASB issues in locations outside of the town centre
- direct resources to where they are most needed
- ensure consistent and effective enforcement, recording, monitoring and reporting of the PSPO
- raise awareness of the PSPO, its conditions and how it can contribute to a safer town centre

Themes:

1. Behaviours
2. Locations
3. Enforcement
4. Recording, monitoring, and reporting
5. Communications

Monitoring our progress:

Monitoring of this action plan will be through the Safer Guildford Partnership Plan and annual report.

Behaviours					
	Behaviour	Evidence	Barrier to PSPO	Action	Responsible
1.1	Littering	90% of public survey respondents felt that litter was a problem in the borough.	<ul style="list-style-type: none"> • Included in existing legislation – FPNs can be served under Section 88 of Environmental Protection Act. • Difficult to witness and enforce. • Unlikely to be enforced by Police. • Limited GBC resources to enforce. • Limited information reported by the public on locations of concern. 	<p>The Council’s Compliance Team to review reports of littering to identify hotspots and fully understand the nature and locations of littering issues within the borough.</p> <p>The Council’s Compliance Team to use this knowledge to target litter hotspots with appropriate education and enforcement action e.g. Days of Action and patrols.</p>	Dympna Sanders Compliance Lead, Environmental & Regulatory Services, Guildford Borough Council
2022/23 update					
<ul style="list-style-type: none"> • 96 proactive littering patrols by GBC Compliance in 2022/23. • 1 FPN served for littering from a vehicle. • Joint partnership town centre patrols to target littering hot spots. 					
1.2	Dangerous / inconsiderate parking in the town centre	<p>Reports from GBC officers.</p> <p>JAG town centre subgroup.</p>	<ul style="list-style-type: none"> • Lack of quantitative data. • Not raised as a concern by the public. • Lack of evidence of detrimental impact on the public. • Lack of enforcement resources / Police unlikely to enforce. 	Guildford Borough Council to consider alternative ASB tools such as Civil Injunctions against repeat offenders.	Mike Smith Senior Specialist Licensing & Community Safety, Environmental and Regulatory Services,

			<ul style="list-style-type: none"> • Safety of Council officers enforcing on the highway. • Restrictions of PSPO powers on some highways. 	<p>Guildford Borough Council to carry out further research around potential health and safety concerns for enforcing officers and to explore whether some of the issues are parking offences.</p>	<p>Guildford Borough Council</p>
<p>2022/23 update</p> <ul style="list-style-type: none"> • The issue of dangerous and inconsiderate parking, mainly by fast food delivery companies in the evenings, was looked at by the JAG town centre sub group. • Discussions with McDonalds, Uber Eats and Deliveroo, invasive Policing and Licensing advice reduced the issue. • Fast food delivery drivers now understand that enforcement action will be taken. • The majority of delivery drivers have relocated to private land opposite the friary centre. • Some parking issues late at night around McDonalds remain but the ASB issue has been stabilised. • A recent separate issue of violent confrontations between delivery drivers, due to ongoing feuds, was addressed by police and has been resolved. 					
1.3	Begging	<p>Reports from town centre businesses.</p> <p>Reports from Experience Guildford / DISC system.</p>	<ul style="list-style-type: none"> • Included in existing legislation - Section 3 of the Vagrancy Act 1824. • Lack of quantitative data. • Lack of evidence to show a persistent issue. • Lack of evidence of aggressive begging / impact on the public. • Mentioned by only 9 of 500 public survey respondents. 	<p>Experience Guildford to consider legal advice on alternative ASB tools, such as Civil Injunctions and BCRP (Business Crime Reduction Partnership) warnings against repeat offenders.</p> <p>Experience Guildford to work with town centre partners to ensure those conducting the activity are provided</p>	<p>Pete Lambert, Town Centre and Venue Liaison, Experience Guildford</p>

			<ul style="list-style-type: none"> Recent cases of High Court challenge due to breach of human rights. 	with wider health and wellbeing support.	
<p>2022/23 update</p> <ul style="list-style-type: none"> Experience Guildford Town Rangers report that begging is still present in the town centre. Recent improvements made to the DISC system has increased the number of begging incidents being reported to Police by town centre businesses. 					
1.4	Roof running	<p>Report from town centre businesses.</p> <p>Reports from Experience Guildford / DISC system.</p>	<ul style="list-style-type: none"> Included in existing legislation – trespass. Not raised as a concern by the public. Lack of evidence of detrimental impact on the public. Takes place on private property not in a public space. Enforcement barriers – witnessing issue and identifying individuals. 	<p>Experience Guildford to consider legal advice on alternative ASB tools, such as Civil Injunctions and BCRP (Business Crime Reduction Partnership) warnings against repeat offenders.</p> <p>Experience Guildford to encourage town centre businesses to improve building security, take action and report.</p>	<p>Pete Lambert, Town Centre and Venue Liaison, Experience Guildford</p>
<p>2022/23 update</p> <ul style="list-style-type: none"> A SGP letter from GBC, Police and the Fire Service was distributed to all High Street businesses in 2022. 					

- This advised business owners of the risk to their building and members of the public, how to protect their assets and safeguard their customers and how to report and submit evidence.
 - Joint patrols took place at peak times, which lead to GBC Compliance officers identifying two individuals.
 - Youth Liaison Officer engaged with relevant schools.
 - The roof ASB issue then stopped in 2022.
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- This is a seasonal issue which has recently re-emerged, although not as prevalent.
 - There have been two incidents in the last month, but these involved individuals known to Surrey Police.
 - The SGP letter has been recirculated to High Street businesses within the last month.

Locations					
	Location	Evidence	Barrier to PSPO	Action	Responsible
2.1	Kingston Meadows, East Horsley	JAG (Joint Action Group) Highlighted in the public survey 4 or more times.	Out of area for town centre PSPO review - lack of robust evidence.	Partners to continue multiagency communication and joint working to address issues. JAG to monitor the situation and concerns through future referrals. JAG to consider further research and evidence gathering for future PSPO consideration if appropriate. Partners to encourage residents and	Justine Fuller Chair, JAG (Joint Action Group)

				community groups to report when incidents occur to assist with understanding of issues and action necessary.	
2022/23 update					
<ul style="list-style-type: none"> • This was an issue during the COVID-19 Pandemic which has not been flagged since it was removed from the JAG agenda in late 2021. • Partnership interventions which helped to resolve the issue included; <ul style="list-style-type: none"> - Regular patrols by GBC Compliance and Police. - Lottery funded schemes run by West Horsley Place to engage local young people. - Police liaised with the Parish Council, West Horsley Police, residents and British Transport Police. - GBC Parks and Street Scenes assisted with litter and graffiti. • The area remains on the patrol regime for both GBC Compliance and Police, for continued monitoring. 					
2.2	Ash (Including Coronation Gardens, Winchester Road and Ash Ranges).	JAG (Joint Action Group)	Out of area for town centre PSPO review - lack of robust evidence.	Partners to continue multiagency communication and joint working to address issues. JAG to monitor the situation and concerns through future referrals. JAG to consider further research and evidence gathering for future PSPO consideration if appropriate. Partners to encourage residents and community groups to report when incidents occur to assist with	Justine Fuller, Chair, JAG (Joint Action Group)

				understanding of issues and action necessary.	
<p>2022/23 update</p> <ul style="list-style-type: none"> ● This issue was removed from the JAG agenda in 2022 due to a reduction in youth ASB in the Ash area. ● Partnership interventions which helped resolve the issue included; <ul style="list-style-type: none"> - Ash Parish Council looking at increasing recreational activities for young people. - Police issuing Dispersal Orders at peak times and locations. - Police run community events to discuss the issue with residents. - Police assigning a Problem Solving Occurrence to work with partners and improve the situation. - A focussed approach by School and Youth Liaison Officers to work with specific individuals. - Consideration of CCTV in hotspots. ● A small spate of ASB at the A31 at Tongham Underpass was also quickly resolved via a concentrated partnership approach involving Surrey Police, Hampshire Police, JAG, GBC Compliance, GBC Street Scenes, and Rushmore Borough Council. ● In recent months, ASB and violence in Ash caused by young people has re-emerged. ● Surrey Police are addressing the matter accordingly by targeting the known offenders. 					

Enforcement					
	Requirement	Evidence	Previous Barriers	Action	Responsible
3.1	<p>Effective, efficient, and collaborative enforcement of the town centre PSPO to:</p> <ul style="list-style-type: none"> • make the PSPO relevant • increase public confidence • respond to public expectations 	<p>Partner survey</p> <p>36% of public survey respondents did not think the current PSPO is effective.</p> <p>Data from current town centre PSPO.</p>	<p>Lack of training for enforcing officers.</p> <p>Lack of communication and multiagency working.</p> <p>Lack of awareness of the PSPO, its conditions and enforcement procedures.</p>	<p>The Council's Compliance Team to progress the Corporate Enforcement Policy through Executive.</p> <p>The Council's Compliance Team to effectively implement the updated Corporate Enforcement Policy and procedures for enforcement of the town centre PSPO.</p> <p>The Council's Compliance Team to work closely with the Council's Legal team to consider breaches and potential prosecution options for repeat offenders.</p> <p>The Council's Compliance Team to ensure enforcing officers receive appropriate training on the PSPO, its conditions and enforcement procedures.</p> <p>The Council's Compliance Team to ensure enforcing officers are aware of the PSPO Equalities Impact Assessment and potential impact on those with protected characteristics when enforcing the PSPO.</p> <p>Surrey Police to ensure enforcing officers receive appropriate training on the PSPO, its conditions and enforcement procedures.</p>	<p>Dympna Sanders, Compliance Lead, Environmental and Regulatory Services, Guildford Borough Council</p> <p>Insp. Alick James</p>

				Surrey Police to ensure enforcing officers are aware of the PSPO Equalities Impact Assessment and potential impact on those with protected characteristics when enforcing the PSPO.	Borough Commander Surrey Police
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<p>2022/23 update</p> <ul style="list-style-type: none"> • 364 proactive town centre patrols by GBC Compliance. • 74 patrols related to alcohol surrender. • 238 patrols related to ASB. • Joint patrols with Surrey Police. • 17 CPWs issued in 2022/23. • Compliance Team have new body worn cameras. • GBC Compliance plan to increase enforcement action going forward. 					
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Recording, monitoring and reporting

	Requirement	Evidence	Previous barriers	Action	Responsible
4.1	<p>To record, monitor and report on town centre PSPO breaches and enforcement efficiently and effectively to:</p> <ul style="list-style-type: none"> • understand the impact of the PSPO • direct resources to where they are needed • build the evidence for future PSPO reviews. 	<p>Partner survey.</p> <p>Lack of historical data available.</p>	<p>Lack of training for enforcing officers.</p> <p>Lack of communication and multiagency working.</p> <p>Lack of awareness of the PSPO, its conditions and enforcement procedures.</p> <p>Insufficient monitoring and recording procedures and systems in place.</p>	<p>Guildford Borough Council Compliance Team to continue to work collaboratively with Guildford Police Safer neighbourhood Team and other partners.</p> <p>Guildford Borough Council Compliance Team and Surrey Police Safer Neighbourhood Team to develop and agree a shared approach and process to report and record breaches of the PSPO.</p> <p>Guildford Borough Council Compliance Team to ensure enforcing officers receive appropriate training on reporting and recording breaches of the PSPO.</p> <p>Surrey Police Safer Neighbourhood Team to ensure enforcing officers receive appropriate training on reporting and recording breaches of the PSPO.</p> <p>JAG to record anecdotal updates on PSPO enforcement through education as part of a standing item on the agenda.</p>	<p>Dympna Sanders, Compliance Lead, Environmental and Regulatory Services, Guildford Borough Council</p> <p>Insp. Alick James, Borough Commander, Surrey Police</p>

				JAG to report anecdotal updates on PSPO enforcement through education to the Safer Guildford Partnership Executive on a quarterly basis. GBC Compliance Team to provide data on PSPO breaches and FPNs to the Safer Guildford Partnership Executive on a quarterly basis.	Justine Fuller, Chair, JAG (Joint Action group)
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2022/23 update:

- GBC Compliance Team has been working collaboratively with Guildford Police Safer neighbourhood Team to establish an effective PSPO enforcement procedure. Further training is planned to ensure all relevant Policing staff are aware of the process and the information required.
- PSPO enforcement figures and feedback is discussed at JAG (Joint Action Group) meetings, under a standing item on the agenda.
- PSPO enforcement figures and feedback is reported to the SGP Executive, through quarterly meetings and SGP Action Plan updates.

Communications:					
	Requirement	Evidence	Previous barriers	Action	Responsible
4.1	Raised public awareness of the town centre PSPO to: <ul style="list-style-type: none"> • make the PSPO relevant • increase public confidence • respond to public expectations 	Partner survey 57% of public survey respondents were not aware of the current town centre PSPO.	Lack of resource. No dedicated Communications plan.	Guildford Borough Council to plan and deliver a dedicated and focused public communications campaign to raise awareness of the amended PSPO to those who live, work, and visit the town centre.	Gill Paddington Strategy and Communications (Safer Guildford Partnership) Guildford Borough Council Emma McBriarty, Strategy and Communications, Guildford Borough Council

2022/23 update: <ul style="list-style-type: none">• Following the launch of the revised town centre PSPO in 2022 GBC delivered a dedicated comms campaign which helped to raise awareness of the amended PSPO.• New metal signage was produced and erected across the PSPO area which also helped to raise awareness of the PSPO area and revised conditions.• PSPO webpages on the GBC website continue to be updated.					