

Safer Guildford Partnership 2022-23 Action Plan – End of Year Review

1. **Domestic Abuse**
Responding to the Domestic Abuse Act 2021, Surrey Against Domestic Abuse Strategy and implementing the Guildford Domestic Abuse Pledge.
2. **Community Harm**
Continued improvements in how our operational groups are working- responding to targeted areas and vulnerable people. Implementing Public Spaces Protection Orders and maintaining support for Community Triggers.
3. **Protecting people from serious harm**
Responding to the threat of counterterrorism (Prevent), maintaining a serious organised crime group, supporting schemes to address serious youth violence.
4. **Community support**
Focus on raising awareness, communication and building public confidence. Identifying issues, reporting, and knowing how to seek the right help at the right time. Training and awareness of our support networks.
5. **Response to vulnerable people**
Responding to the additional vulnerabilities of our residents facing community safety issues

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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 public webinar partners to implement SGP Domestic Abuse Pledge support new partners to sign up to DA Pledge promotion of SW Surrey DA campaign material SGP funding commitment for SW Surrey DA Outreach Service Undertaking Domestic Homicide Reviews and implementing action plans Partnership training (priority 5) 	<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 learning lessons from Domestic Homicide Reviews and leading changes to practice 	<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 implementation of DA Pledge reach / shares of SW Surrey DA campaign material Domestic Homicide Review action plan implementations

Achievements

SW Surrey DA Outreach Service referrals:

2021/2022	2022/2023
Sep 2021: 33	Sep 2022: 53
Oct 2021: 42	Oct 2022: 57
Nov 2021: 45	Nov 2022: 56
Dec 2021: 39	Dec 2022: 53
Jan 2022: 46	Jan 2023: 60
Feb 2022: 43	Feb 2023: 75
Mar 2022: 50	Mar 2023: 63
Apr 2022: 37	Apr 2023: 50
May 2022: 80	May 2023: 59
June 2022: 66	June 2023: 58

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July 2022: 64 Aug 2022: 79	July 2023: 52 Aug 2023: 50
Total 624	Total 686

Domestic Abuse Partnership training and awareness delivery

- Southwest Surrey Domestic Abuse Outreach Service training (details priority 5)
- [Ask Me \(Domestic Abuse\) Public Webinars](#) (details priority 5)
- £2000 SGP funding for partnership project between SW Surrey Domestic Abuse Outreach Service, Experience Guildford and Pub Watch.

SW Surrey Domestic Abuse Outreach campaign material

- Partnership work between the Domestic Abuse Outreach Service, Pub Watch and Experience Guildford to raise awareness of domestic abuse. Posters were created and displayed in town centre pubs and venues to raise awareness of the 'Ask for Angela' scheme and to help upskill staff to support vulnerable members of the public.
- The DA Outreach Service and Surrey County Council worked together to produce a series of videos to raise awareness of domestic abuse across the County. The videos were supported by a poster and social media campaign.
- The DA Outreach Service launched their new website with improved content aimed at survivors and professionals, this was promoted it on social media.
- An awareness raising video was created using funding from the SGP, which is now available on the DA Outreach Service's website homepage.
- The DA Outreach Service met with GBC's Community Team at The Hive to help raise awareness of Domestic Abuse and of the support available.
- The DA Outreach Service had a stand at the launch of the Knife Angel at Guildford Cathedral.
- On 16 March 2023 the DA Outreach Service worked with the University of Surrey to provide information and resources to students during their Wellbeing Week. This included information on the DA Service's Youth Engagement and LGBTQ+ teams.

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

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- 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
- 7 partners have signed the Pledge from the SGP Partnership – GBC, University of Surrey, Office for the PCC, Probation Service, Experience Guildford, Adult Social Care (Guildford Locality Team) and Surrey Police, all working alongside Southwest Surrey Domestic Abuse Service and the 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 deliver staff training on Community Triggers implement and monitor PSPO enforcement and supporting action plan partnership engagement in operational meeting groups 	<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"> Purple Flag perception study feelings of safety achieves 90% ASB data from Police ICAD system and User Satisfaction Survey Engagement in digital and social media platforms and campaigns Community Trigger applications responded to within timeframes Community Trigger applications resolved Monitoring of PSPO enforcement ASB tools used effective resolution of cases referred to JAG, CHaRMM and SOC JAG

Achievements

Police ASB data

Surrey Police received 3905 reports of anti-social behaviour in Guildford between December 2022 and May 2023.

Town Centre Public Spaces Protection Order (PSPO) action plan progress summary:

- Action Plan to support implementation and ongoing monitoring in place (updates in Appendix 3)
- PSPO regularly being used to stop people drinking alcohol in public.
- Ongoing town centre joint patrols – 284 patrols in 2022/23.
- 17 Community Protection Warnings (CPWs) served in relation to street drinking.

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- Beverley Hall current hotspot for street drinkers and related ASB.
- GBC Compliance will be providing refresher PSPO training to Guildford Police Safer Neighbourhood Team in September, to improve joint working and PSPO enforcement.

Training and guidance

Bespoke Community Trigger training was offered to all relevant GBC staff, including Customer Services, Customer and Case, Housing and Community Wellbeing.

Training was offered to the Partnership as a whole on suicide prevention, fraud and scams, domestic abuse and counter terrorism (details in priority 5).

GBC Compliance Team provided training on the Town Centre PSPO and enforcement process to the Safer Neighbourhood Policing Team. This training is due to be refreshed in September 2023.

All Ward Councillors were sent guidance and information regarding community safety in Guildford. This included advice on reporting anti-social behaviour, the Community Trigger, support services available, the various operational groups and how to raise concerns.

ASB tools implemented

Quarter	CPN's	CBO's	Full Closures	Partial Closures
June 23- Aug 23	2 (20 CPWs)	0	1	0
Mar 23- May 23	3 (13 CPWs)	0	0	1
Dec 22- Feb 23	1 (10 CPWs)	0	0	1
Sept 22- Nov 22	0	0	0	2 extensions
Totals 22-23:	6	0	1	4
Comparative totals 21-22	5	1	1	10

Referrals to operational meeting groups

Quarter	JAG referrals	JAG cases closed	CHaRMM referrals	CHaRMM cases closed
June 23-Aug 23	0	1	13	7
Mar 23- May 23	2	1	13	9
Dec 22- Feb 23	0	1	5	5

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Sept 22- Nov 22	0	0	6	7
Totals 22-23:	2	3	37	28
Comparative totals 21-22	2	5	22	16

Community Triggers

Quarter	Applications received	Live cases	Thematic
June 23 – Aug 23	4	0	<ul style="list-style-type: none"> • Neighbour disputes • Cannabis smoke • Noise
Mar 23- May 23	3	1	<ul style="list-style-type: none"> • ASB from children • Drugs and noise in public park
Dec 22- Feb 23	5	2	<ul style="list-style-type: none"> • Neighbour dispute • Domestic Abuse / mental health
Sept 22- Nov 22	5	4	<ul style="list-style-type: none"> • Neighbour dispute • Domestic Abuse / mental health

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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 and understood reporting mechanisms partnership intelligence sharing plan and deliver partnership disruption activities understand and meet Partnership requirements of new Protection Duty when released support for distribution of SCC Safer Communities programme materials Partnership training (Priority 5) 	<ul style="list-style-type: none"> raise awareness of risks effective sharing of the right information at the right time meet statutory duties 	<ul style="list-style-type: none"> number of partnership intel sharing referrals engagement in campaigns number of targeted disruption activities undertaken by Partnership achieving minimum compliance of the Protect Duty by deadline completion of Junior Citizens Community Safety booklet take up from Guildford schools for the Safer Communities programme from teachers, schools and CSPs completion of online webinar for teachers supporting the Safer Communities programme feedback from teachers and children following the launch of the Safer Communities programme

Partnership Intelligence referrals

Quarter	Partnership Intelligence Forms	Channel Panel
June 23- Aug 23	72	0
Mar 23 – May 23	75	0
Dec 22- Feb 23	106	0
Sept 22- Nov 22	50	0
Totals 22-23:	303	0
Comparative totals 21-22:	284	0

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Serious Organised Crime

- Guest speakers invited to each SOC JAG meeting to deliver awareness raising presentations. Subject areas covered so far include; cuckooing, motorcycle clubs and County Lines.
- ACT (Action Counters Terrorism training) and Prevent refresher online training offered to partners as part of the SGP training programme.

Targeted disruption activities:

- Regular town centre joint patrols by GBC Regulatory Services and Police.
- Linwood Nurseries joint visit, which resulted in several Notices being served for various offenses.
- Beverley Hall joint visits to tackle anti-social behaviour linked to street drinking.
- Two intensive 'days of action' held in August to target anti-social behaviour in the town centre. A number of partners carried out proactive patrols which resulted in; 5 arrests, 1 Summons, 6 Dispersals, 3 PSPO enforcements, 8 stop searches and a large amount of community engagement.

Safer Communities Programme:

- The new [Safer Communities Programme](#) was officially launched in 2023.
- This programme was produced following a County wide review of the Junior Citizens Scheme.
- Through online resources available to schools, the programme enables children to learn how to keep themselves and others safe in a variety of situations.
- Information was circulated Partnership wide to raise awareness.

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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"> partners to implement SGP Comms Pledge: <ul style="list-style-type: none"> joint comms #SaferGuildfordPartnership Raise awareness of the Partnership Raise awareness of community support services 	<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 attendance at public engagement activities

Achievements

SGP Comms Plan

- 14 partners signed up to Comms Pledge- commitment to share partnership campaigns and information through own channels.
- GBC community safety web pages updated.
- Community safety guidance sent to all Ward Councillors and uploaded to the Modern.gov online library. Providing information and advice on community safety issues, reporting and support services.

External Communications

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

- UN Day for the Elimination of Violence Against Women / White Ribbon
- Buy a gift for a child or adult escaping domestic abuse / Healthy Surrey
- National County Lines Intensification Week
- National Hate Crime Awareness Week
- Surrey Domestic Abuse Awareness Week
- Safe Drive Stay Alive public event

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- ASB week
- Police Emoji slang campaign
- Crime Stoppers Counterfeit Fraud campaign
- Crime Stoppers Fearless campaign

Internal Partnership Communications

- Domestic Abuse public survey for commissioning of Surrey DA specialist services
- Safer Guildford Partnership Training programme
- Crime Stoppers VAWG Report launch
- Domestic Abuse online survey
- County Lines awareness workshop details
- SOS Christmas bus details
- Surrey CHaRMM Framework and Crime and Disorder Protocol
- Surrey Support After Suicide Service launch
- An Introduction to Understanding Personality Disorder' online training
- National ASB Week
- Stigma Training 2023/24 – Substance Use
- Hourglass webinars

GBC led comms #SaferGuildfordPartnership

Quarter	#saferguildfordpartnership posts	Total impressions	Total likes	Total shares
June 23- Aug 23	5	5688	24	11
March 23- May 23	6	3822	11	11
Dec 22- Feb 23	20	9200	53	18
Sept 22- Nov 22	16	9700	34	14
Totals 22-23:	47	28410	122	54
Comparative totals 21-22:	73	383512	150	54

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* From March 2022 the method used to gather figures for total impressions was altered to improve accuracy. This is why the total impressions figure varies so much between 2021/22 and 2022/23.

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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 generic and targeted community comms and events to inform, advise and educate public on support services Partnership annual training package to include suicide awareness, Prevent and Domestic Abuse awareness SGP funding support for Surrey Fire and Rescue Service Safe Drive Stay Alive campaign 	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 cases public community engagement in campaigns and events attendance at and feedback of training feedback from teachers and students on SDSA existing SDSA pre and post questionnaires evidence and recommendations from previous independent evaluation (Road Safety Analysis) and new independent evaluations.

Achievements

Outcomes from Autumn 2022/23 Safer Guildford Partnership Training Programme focussing on additional vulnerabilities:

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

Attendance and feedback -Safer Guildford Partnership training programme 2022/23:

- Ask Me About Domestic Abuse webinars.
Hosted on 29 November and 6 December for the public, partners, business owners and community leaders in Guildford and Waverley. 71 registered, with 3 people becoming Domestic Abuse Champions.
- Suicide prevention training
Facilitated by SCC Public Health for partners and professionals.

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32 bookings

30 attendees

100% of respondents found the session useful.

100% of respondents learnt something new about suicide awareness

100% of respondents felt the training will benefit them in their current job role.

100% of respondents would be interested in attending future SGP training sessions.

- Domestic Abuse awareness training

Facilitated by SW Surrey Domestic Abuse Outreach Service for partners and professionals.

39 bookings

31 attendees

100% of respondents found the session useful.

89% of respondents learnt something new about domestic abuse awareness

89% of respondents felt the training will benefit them in their current job role.

100% of respondents would be interested in attending future SGP training sessions.

- Fraud and Scams training

Facilitated by Trading Standards.

23 bookings

20 attendees

100% of respondents found the session useful.

100% of respondents learnt something new about fraud and scams awareness

100% of respondents felt the training will benefit them in their current job role.

100% of respondents would be interested in attending future SGP training sessions.

- Online short courses were also available in; Prevent / counterterrorism and suicide awareness.

Safe Drive Stay Alive

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The Partnership provided Surrey Fire and Rescue Service with £1700 of funding, which was put towards their Safe Drive Stay Alive campaign for 2022/23.

- 9953 young people attended from 74 different schools and colleges.
- 90% of young people who provided feedback found the performance a useful experience.
- 83% of young people who provided feedback felt the performance would have a positive impact on the way they intend to drive.
- 60% of young people who provided feedback found the performance uncomfortable to watch but useful.
- 5423 young people signed up to receive Safe Drive Stay Alive emails.