

Community Safety Partnership Action Plan 2011/12 (FINAL)

Priority: **Bogus Callers/Rogue Traders/Distracted Burglary**

| Aim | Action/Initiative | Lead Agency |
|---|---|--|
| Target hot spot areas | B1 Review No Cold calling Zones (NCCZ) <ul style="list-style-type: none"> • Monitor Trading Standards data to evaluate existing zones and identify and set up new zones as required | SCC Trading Standards SCC – Community Partnership Team Surrey Police EEBC – Community Safety Team |
| Increase residents awareness of bogus callers | B2 Promote awareness raising messages and campaigns to the elderly/vulnerable (e.g ‘Knock Knock’ campaign, Trickster, Helping Hands booklet, Buy with confidence), through: <ul style="list-style-type: none"> • Neighbourhood Panels • Day centres • Local media and publications, e.g. via partner web sites, press releases, Borough Insight, Streets Ahead, Surrey Police Neighbourhood newsletters, Residents Association newsletters, etc | SCC Trading Standards SCC – Community Partnership Team Surrey Police EEBC – Community Safety Team |
| | B3 Link in with other providers of services for older people to raise awareness of bogus callers, e.g: <ul style="list-style-type: none"> • Age concern • GPs • Surrey Fire and Rescue Service • Meals on Wheels • Community Alarm via the Health, Housing and Wellbeing LSP sub group | EEBC – Housing Surrey PCT Surrey Fire & Rescue EEBC – Community Safety Team |
| Target hardening to reduce incidents of bogus callers | B4 Improve home security of vulnerable by: <ul style="list-style-type: none"> • Promoting Handyman Scheme to elderly/vulnerable residents • Using Rosebery Housing repairs contractors to assess door locks of elderly/vulnerable | EEBC – Licensing Surrey Police Neighbourhood Watch Panel Sharon Harrow Rosebery Housing Association [RHA] |

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| | | Age Concern |
| Increase Community Involvement | <p>B5 Promote awareness of bogus callers via the community, which could include the following:</p> <ul style="list-style-type: none"> • Nominated Neighbours Scheme – elderly/vulnerable nominate a trusted relative or neighbour to verify the identity of cold callers • Work with Schools/young people (e.g through poster/jingle competition, ‘safety at the door’ campaign – lessons with year 6 teachers, website/info/resources to schools regarding doorstep safety, drama production) | SCC Trading Standards SCC – Community Partnership Team Surrey Police – Crime Prevention EEBC – Community Safety Team Voluntary Action for Mid Surrey |

Priority: Anti-Social and Rowdy/Nuisance Behaviour (including alcohol)

| Aim | Action/Initiative | Lead Agency/Officer |
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| Target offenders of ASB | <p>A1 Refer repeat offenders and victims of ASB to Nuisance Prevention Group for appropriate intervention/support including use of the following:</p> <ul style="list-style-type: none"> • ABCs • Fire Fighter For a Day (FFFAD) • Youth Engagement Scheme (YES) • Fire Wise Scheme • Mentoring • SADAS • Catch 22 <p>Consider use of new Home Office measures to protect communities from the serious harm caused by anti-social behaviour</p> | Nuisance Prevention Group |
| | <p>A2 Consider available initiatives re talks to young people about life on the inside, e.g:</p> <ul style="list-style-type: none"> • Unlock • NHS Champions • Mick Hart | Surrey Police Surrey Probation |

| Aim | Action/Initiative | Lead Agency/Officer |
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| | A3 Deliver programmes for offenders (PPOs/DYOs) related to tackling alcohol/ASB issues to reduce re-offending | IOM team |
| Target hot spot areas relating to ASB | A4 Work through JAG to address problem areas/issues for appropriate intervention | Community Safety Partnership/Joint Action Group |
| | A5 Target use of anti-graffiti campaigns in hotspot areas, e.g <ul style="list-style-type: none"> • Name that Tag poster campaign • Protect my Space (link in with Community Merits) • Street art project (link in with Community Merits) | SCC – Youth Development Service EEBC – Community Safety Team EEBC – operational services Surrey Police Crimestoppers |
| | A6 Establish appropriate targeted youth diversionary activities, e.g sports projects, community initiatives, inter-generational projects, in hot spot locations, including implementation of Youth Service Transformation Project | EEBC – Leisure team SCC – Youth Development Service |
| Use enforcement measures to tackle ASB | A7 Consider use of the following measures to tackle alcohol related rowdy/nuisance behaviour in the town centre: <ul style="list-style-type: none"> • Development of a Cumulative Impact policy to monitor issues related to licensed premises in the town centre • Review of Section 13 controls over alcohol and ASB • Monitoring of incidents in licensed premises through Pub Watch and Traffic Light Scheme • Enforcement of mandatory licensing conditions | EEBC – Licensing Surrey Police |
| | A8 Conduct test purchases associated with underage sales of alcohol, fireworks and spray cans (graffiti), with specific emphasis on fake IDs. | SCC – Trading Standards Surrey Police |

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| Reassure residents regarding issues related to ASB | A10 Work towards minimum service standards for ASB, focusing on: <ul style="list-style-type: none"> • Tackling perception issues • Recording and investigating ASB issues • Keeping victims informed • Providing information to residents on action taken • Support and help to victims • Links between neighbourhood policing and neighbourhood management • Resident's right of complaint | ALL |
| | A11 Increase visible presence of partners in hotspot areas, including joint patrols with police and Rangers. | Surrey Police EEBC Operational Services |
| | A12 Produce preventative and awareness raising messages for publication in local media, partner websites and publications, e.g. press releases, Borough Insight, Streets Ahead, Surrey Police Neighbourhood newsletters, Residents Association newsletters, etc | Joint Action Group |

| Aim | Action/Initiative | Lead Agency/Officer |
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| Raise awareness regarding ASB and alcohol related issues | <p>A13 Improve links with schools/colleges using interventions such as:</p> <ul style="list-style-type: none"> • Safer Schools - Blenheim (finish and award) and Epsom and Ewell High School (alcohol play) • ASB workbooks - Epsom and Ewell High School (evaluation) • School Panels and surgeries - Glyn, Blenheim, Ewell Castle and NESCOL (look to expand to Rosebery and Epsom and Ewell High School) • Name that Tag • School Speed watch • Parenting support • Mentoring scheme • Pastoral Support Programmes (PSPs) • Crimestoppers Fearless website (Leisure Developments) • Crime and Consequences, Assemblies • Diversionary activities (e.g. Parkour project at Epsom and Ewell High School) • Alcohol awareness (e.g at Nescot and the University of Creative Arts) | Surrey Police EEBC – Community Safety Team |
| | A14 Support local and national campaigns regarding hazardous drinking levels | Surrey PCT EEBC – Community Safety Team Rosebery Housing Association SCC – Community Partnership Team Surrey Drug and Alcohol Team |
| Improve information collection, analysis | A15 Review ASB related data on a quarterly basis at the CSP and work through JAG to address problem areas/issues | Community Safety Partnership/Joint Action Group |

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| and data sharing with appropriate partners regarding ASB and alcohol related issues | <p>A16 Collect monthly information relating to alcohol litter from sources including:</p> <ul style="list-style-type: none"> • Street Pastors • Rangers • Environmental Audits • Rosebery Housing | <p>EEBC – Community Safety Team Rosebery Housing Association EEBC – Operational Services</p> |
| | <p>A17 Improve links with Registered Social Landlords (RSLs) regarding work to target ASB, e.g via:</p> <ul style="list-style-type: none"> • Youth diversion/family intervention approaches • Neighbourhood Agreements/Community Declarations • Highlighting tenancy agreement conditions relating to ASB • Promoting ASB related issues through residents' publications/ events • Joint ABCs • Promotion of best ASB user group to share best practice • Interventions such as home visits and letters • Enforcement activities such as ASBOs and demotion of tenancy • Review of ASB policies and procedures | <p>EEBC – Housing Rosebery Housing Association EEBC – Community Safety Team</p> |
| | <p>A18 Hold training session to improve partner understanding of the Surrey Multi-Agency Information Sharing Protocol</p> | <p>EEBC – Community Safety Team SCC – Community Partnership team</p> |
| Increase Community Involvement | <p>A19 Encourage the involvement of the Community in initiatives to tackle Anti-Social and Nuisance Behaviour, e.g</p> <ul style="list-style-type: none"> • Street Pastor initiative in town centre • Mentoring Scheme • Street Art/Protect my space/Community Merits • Friends of Parks • Community restorative justice projects | <p>Joint action Group Volunteer Mid Surrey Action Group</p> |

| Aim | Action/Initiative | Lead Agency/Officer |
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| | <ul style="list-style-type: none"> • Safer Schools • Street Watch • Neighbourhood Agreements/Community Declarations • Community Conferencing | |

Priority: Domestic Burglary

| Aim | Action/Initiative | Lead Agency/Officer |
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| Increase awareness of crime prevention measures with regards to domestic burglary | DB1 Produce preventative and awareness raising messages for publication in local media and publications, e.g. press releases, Borough Insight, Streets Ahead, Surrey Police Neighbourhood newsletters and Residents Association newsletters | Joint Action Group |
| | DB2 Consider the following crime prevention measures: <ul style="list-style-type: none"> • Conduct a home survey for all victims of burglary • Give instant crime prevention advice if an unsecure home is discovered whilst on patrol • Crime Reduction Officer to take part in Walk-a-bout Talkabouts/EVAs • Selecta DNA to mark property (free packs for those over 70 who have been victims of burglary) • Promoting Handyman Scheme to residents • Using Rosebery Housing repairs contractors to assess door locks of elderly/vulnerable • Property marking through Age Concern, Meals on Wheels, etc | EEBC – Licensing Surrey Police Rachel Crime Prevention and Neighbourhood Watch Panel EEBC – Community Safety Team Rosebery Housing Association |
| Apply restorative justice | DB3 Consider the use of restorative justice approaches between victim and perpetrator | IOM team |
| Increase Community Involvement | DB4 Encourage the involvement of the Community in initiatives to tackle Domestic Burglary, via: <ul style="list-style-type: none"> • Ringmaster – Police to update the active citizen network and promote in newsletters • Review of Crime Prevention and Neighbourhood Watch Panel | Voluntary Action Mid Surrey Surrey Police Crime Prevention and |

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| | <ul style="list-style-type: none"> • Re-launch of Neighbourhood Watch (NHW) – PCSOs to visit NHW Co-ordinators once a month to share information and collect intelligence • Increase number of NHWs – especially in Court – look to promote at Court Community Partnership, look to set out a mini NHW at Tomlin Court • Promotion of active citizen scheme in newsletters • Street Watch | Neighbourhood Watch Panel Rosebery Housing Association EEBC – Community Safety Team |

Priority: Anti Social use of motor vehicles (including anti social driving and parking issues)

| Aim | Action/Initiative | Lead Agency/Officer |
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| Promote Park/Drive SMART campaign in the Borough | MV1 Distribute Park/Drive SMART leaflets around Borough through Neighbourhood Panels, Public Places, e.g Town Hall, etc | ALL |
| | MV2 Produce preventative and awareness raising messages for publication in local media, partner websites and publications, e.g. press releases, Borough Insight, Streets Ahead, Surrey Police Neighbourhood newsletters and Residents Association newsletters | ALL |
| | MV3 Implement initiatives/campaigns linked to Drive/Park SMART, e.g: <ul style="list-style-type: none"> • enforcement days • awareness days | SCC – Community Partnership Team Surrey Police |
| Improve communication channels regarding parking issues in the Borough | MV4 Agree and implement actions arising from Borough Parking Strategy meeting including issues surrounding: <ul style="list-style-type: none"> • procedures for raising parking issues • remedying specific parking problems around the Borough | EEBC – Parking Team Surrey Police SCC – Community Partnership Team |

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| | MV5 EEBC/SCC personnel to attend Neighbourhood Panels with parking issues identified as a priority, to improve communication with residents. | Councillors EEBC – Parking Team SCC- Community Partnership Team |
| Target hot spot areas | MV6 Continue to work to address hotspot areas addressed in Borough's Anti Social Driving Problem Profile | Surrey Police |
| | MV7 E&EBC to enforce the following: <ul style="list-style-type: none"> • new legislation regarding dropped curbs • community priority areas (parking on yellow lines) | EEBC – Parking Team |
| Increase awareness of anti-social driving to young people | MV8 Promote Safe Drive Stay Alive to local schools and colleges | Surrey Fire & Rescue Service |
| Increase Community Involvement | MV9 Encourage the involvement of the Community in initiatives to tackle the Anti-Social use of motor vehicles, e.g <ul style="list-style-type: none"> • Speedwatch – encourage volunteers through Borough publications, residents newsletters/events, Neighbourhood Panels, etc • Work in Schools – e.g School Speedwatch • Street signs designed by the community | Surrey Police Surrey Fire & Rescue EEBC – Community Safety Team SCC – Community Partnership Team Voluntary Action Mid Surrey |

Priority:

Domestic Abuse

| Aim | Action/Initiative | Lead Agency/Officer | Funding |
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| Support and promote the North Surrey DA Outreach Service | D1 Maintain financial support for North Surrey Domestic Abuse Outreach Service through Service Level Agreement | CSP NSDA Outreach Service | £££ (Partnership Pot) |
| Target high and very high risk cases | D2 Referral of high risk cases to Multi Agency Risk Assessment Conferences (MARACS) Support and attendance at MARACs | Annette Snell Sally Bayliss NSDA Outreach Service Surrey Police | N/A |
| | D3 Review the North Surrey Sanctuary Scheme and provide on-going support for the scheme | Annette Snell Sally Bayliss Katrina Best Fru Toth NSDA Outreach Service | £££ (CSP intervention fund) |
| Raise awareness of DA issues | D4 Promote and support local and national DA awareness messages/campaigns/websites through partner publications websites and press releases. | All | N/A |
| | D5 Target awareness raising and support to those living in identified hotspot areas (currently Court ward) | Stronger Communities Group NSDA Outreach Service | N/A |
| | D6 Support and attend the North Surrey DA Forum and DA conferences/events | NSDA Outreach Service Sharon Harrow | N/A |
| | D7 Support and promote DA training/awareness sessions for relevant front line staff and links to other agencies, e.g CAB | NSDA Outreach Service Sharon Harrow | N/A |
| | D8 Work with schools/young people to raise awareness of DA issues, including: <ul style="list-style-type: none"> • promotion of The Hideout website • work with family link workers | Diane Walker Lindsey Richards Sharon Harrow Peter Hare NSDA Outreach Service | N/A |
| Increase Community Involvement | D9 Encourage the involvement of the Community in initiatives to provide support for victims of DA | NSDA Outreach Service Sally Duberry | N/A |