

Organisation:
Mole Valley District Council
Attendees on 24th June
Clive Smitheram Community Safety Officer
What role does your organisation play in improving community safety?
Statutory Partner of the Mole Valley Crime and Disorder Partnership
What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?
<ul style="list-style-type: none"> • Continued partnership involvement in roll out of 'No Cold Calling Zones' • Partnership development of CCTV coverage (SCC Member funded) at Ashted Skate Park • Continued 'anti graffiti' programme resulting in massive reduction in graffiti 'hits'. • Continued expansion of the 'Community Speedwatch' groups. • Continued and developing dialogue with the district and borough councils in the East Surrey Police Division area.
Have there been any barriers to improving Community Safety in Mole Valley? How can the Local Committee Members assist in overcoming these?
The ongoing situation with resources within all partner agencies continues to affect the partnership delivery however closer working relationships with all our partners have assisted in our local delivery and it is hoped that the Local Committee structure will continue to support the work of the Crime and Disorder Partnership.
What are your organisations aspirations for improving community safety over the next 2 years?
To continue working with all our partners in the delivery of our requirements under the Crime and Disorder Act and addressing the aims in the Action Plans related to the Community Safety Strategic Assessment for Mole Valley.

Organisation:

Mole Valley Housing Association

Attendees on 24th June

Glynis Gatenby, Head of Housing Services

What role does your organisation play in improving community safety?

MVHA is the social landlord with the largest numbers of housing in the district – just under 4,000 homes.

We are committed to ensuring that our residents can live safely within their homes and their communities. We work with the police, SCC and Mole Valley District Council in a number of different ways to ensure we are doing what we can for our local residents.

We have a fully funded Community Development Plan and are involved in a number of diversion activities. We also support many different local organisations, many of whom are involved in supporting local people and providing opportunities.

MVHA is part of a large Group called Circle Anglia. One of our overall aims is to improve the Life Chances of our residents and the local community. MVHA is currently working on a number of initiatives to ensure that we contribute fully to this agenda.

What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?

We have developed a Community Development Plan that compliments that of Mole Valley District Council. We are committed to working in partnership with local organisations to deliver this plan.

We have set up two types of grants, available to local organisations within the Mole Valley district. The grants are to enhance local communities and/or to support projects. These grants are proving to be increasingly popular.

We have supported local schools via our Respect project and have sponsored the books for schools.

We have set up and developed our Community Warden scheme, which encourages local residents to report anti-social behaviour at the earliest opportunity. Our Community Wardens are also involved in several projects for young people.

We have introduced “Fun Days” for residents on our estates. We take our TeePee and several large outdoor games out on to our estates, during the summer holidays, and encourage local children to take part.

We are working in partnership with WEA and have introduced many new activities for older people, particularly those living in our sheltered housing schemes.

Computer skills, cooking, tai-chi; art etc.

We have signed up to the Housing Management “Respect” agenda and are committed to meeting targets within this. We have worked with the police to exclude people from their homes that have caused upset and disturbance with their anti-social behaviour, to the local community.

Have there been any barriers to improving Community Safety in Mole Valley?

How can the Local Committee Members assist in overcoming these?

What are your organisations aspirations for improving community safety over the next 2 years?

Working with local partnerships to ensure that we are improving lives where we can, offering opportunities to residents and some diversion activities too. To continue to be an active partner within the Mole Valley Community Safety partnership.

Organisation:
Central Surrey Health.
Attendees on 24th June
Joanne Alner Kelly Morris
What role does your organisation play in improving community safety?
<ul style="list-style-type: none"> • The 0-19 teams work closely with our Children’s safeguarding team and other agencies to assess need and identify children at risk of harm or neglect, in order to target needs with appropriate services in a timely manner. This includes work regarding domestic abuse, and taking account of alcohol and drug misuse in families. • Named Nurse for Safeguarding works in partnership at MARAC (Multi Agency Risk Assessment Conferences) regarding serious domestic abuse cases. • The 0-19 teams are skill mixed and provide safety advice regarding accident prevention as appropriate. • 0-19 teams are notified of all A&E attendances and follow up as appropriate using professional judgement. We also take note of trends e.g. if we received lots of A& E slips regarding injuries from a particular school this would be followed up. • All co-owners have a responsibility in the area of safeguarding children and will have received training at an appropriate level for their role. This will include therapies staff as well as 0-19 teams. • 0-19 teams would work with families to offer advice and support regarding behaviour management. • 0-19 teams would normally also be involved in the Junior Citizens programme joining with other agencies in this work. This would include a session about drug litter. (This has not been possible this year.) • PSHE (Personal social health education) sessions in schools about drugs and alcohol and promotion of positive mental health– when staffing in teams allows. • Work in partnership with other agencies e.g. CAMHS, Respond, Youth Service, Travellers education. • “Drop in” session for 11-18 year olds in secondary schools providing one to one support and referrals on as necessary. • Leatherhead 0-19 team wish to provide a staff nurse into the youth club at The Bridge in North Leatherhead to provide a confidential “drop in” if additional funding can be found. • Follow up of P39s from police e.g. domestic violence incidents or drug and alcohol incidents, as appropriate. • The occasional session is run for post natal mothers about resuscitation.
What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?
<ul style="list-style-type: none"> • Role out of Common Assessment Framework across therapy services and 0-19 teams. Cap panels are now in place, though there is still a lot of work

to be done to ensure that CAFs are completed where appropriate. This has proved a very time consuming process for staff and families completing them.

- Staff have been receiving training for The Parent Infant Mental Health programme which is designed to help primary carers and their babies to develop bonding and healthy attachments. Some baby massage groups have taken place which is part of this work. This is multi agency work across CAMHS, Surrey Community Health and Central Surrey Health and Childrens Services.
- Healthy schools, 80 out of 84 (96%) Mid Surrey Schools now participating with 59 (71%) having achieved National Healthy Schools Standards.
- Our 0-19 teams are on the steering groups of childrens centres and this enables close working to identify families early who need support and engagement with Childrens Centres.

**Have there been any barriers to improving Community Safety in Mole Valley?
How can the Local Committee Members assist in overcoming these?**

- Reorganisation of agencies in recent years.
- Staffing levels for the 0-19 teams are low and there is an increase in safeguarding and vulnerable family work which is of a complex nature. Co-owners at present are unable to do much of the routine work which helps to identify safeguarding issues to enable early intervention to take place.

What are your organisations aspirations for improving community safety over the next 2 years?

- Increase in workforce so that the Strategy for Children and young people's health- "Healthy lives, Brighter Futures" through the Healthy Child Programme can be implemented.
- Progress in multi-agency working with agreed shared processes to give more streamlined services.
- Continue to develop our multi agency working through the Surrey Children and Young Peoples Plan.
- Working with other agencies to engage the hard to reach groups of children and families.

Organisation:
Surrey Police
Attendees on 24th June
PS Simon Cox Neighbourhood Sergeant
What role does your organisation play in improving community safety?
The Safer Neighbourhood Teams aim to prevent and detect crime and disorder in the community.
What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?
<p>An overall reduction of 3.2% in total notifiable offences in the last financial year. However in January to March this year there has been a noticeable increase in reported crime possibly linked to the economy.</p> <p>The biggest reduction in a single crime type in the last financial year was a 32% drop in recorded house burglaries compared with the year 2007/08. There has been a concerted partnership effort over the last year to address doorstep crime and distraction burglaries which have reduced significantly.</p> <p>Despite continuing thefts from motor vehicles in beauty spots and from trades vehicles at locations close to the M25 in the North of the district, there has been a drop of 19.3% in thefts of and from motor vehicles.</p> <p>Recorded drugs offences have risen by 6% compared with last financial year but it should be noted that by its very nature this rise equates to a rise in arrests and detections by similar proportions. Three cannabis factories have been discovered and disrupted during the last financial year and officers have successfully shut down two domestic premises where Class A drug dealing was taking place. (These are usually referred to as Crack House Closures.) In addition officers worked in partnership with Mole Valley Housing Association to evict two males who were responsible for drug dealing and disorder.</p> <p>Although violence against the person offences, ranging from minor common assaults to ABH, have increased by 14%, the most serious violence against the person offences ranging from GBH to Murder have dropped 40%.</p> <p>Overall serious acquisitive crime has dropped by 23% in the same period.</p>
Have there been any barriers to improving Community Safety in Mole Valley? How can the Local Committee Members assist in overcoming these?
<p>Until this month there have been no significant barriers to improving community safety. However, with the prospect to cap police finances there may be a reduction in the number of police officers within the Neighbourhood Team</p> <p>It is not yet clear what effect any reductions, if required, will have on the delivery of community safety work.</p>

What are your organisations aspirations for improving community safety over the next 2 years?

The aim now is to continue to reduce overall crime and improve community confidence and satisfaction.

The proposed aspirations are laid out in the CDRP strategic plan.

Organisation:

Surrey Fire and Rescue Service

Attendees on 24th June

Area Manager Malcolm Styles
Borough Manager Graham Mitchell

What role does your organisation play in improving community safety?

Mandatory, partnership and voluntary roles in using prevention initiatives and intervention activities to:

- Reduce the number of deaths and injuries in fires
- Reduce the number of incidents we attend
- Reduce the number of cases of arson and deliberate fire setting
- Reduce the number of accidents, deaths and injuries resulting from road traffic collisions
- Reduce the number of unwanted fire calls
- Carry out Home Fire Risk Checks (HFRC) and fit free smoke detectors
- Make referrals to SCC Social Care Team when we identify vulnerable children and adults
- Promote local, service wide and nationally lead prevention initiatives and campaigns during routine work, programmed activities and emergency incidents.
- Coordinate the award winning Safe Drive, Stay Alive performances at Dorking Halls.

Active partner on CDRP, RAG, CIAG, JAG, Mole Valley Road Safety and Mole Valley Road Safety and Casualty Reduction Working Groups.

Continue to be involved in Leatherhead Common Partnerships and Links Partnerships.

Centrally coordinated Schools Liaison Officer fulfils programmed syllabus and involvement in the Junior Citizen Scheme.

Provision of the Fire Wise Advisory Scheme. This scheme is aimed at young people who have displayed an unhealthy interest in fires.

Continuing with Fire Watch Scheme in Dorking schools, a programme which provides input by fire personnel with the aim of teaching pupils to look for the signs and symptoms of arson.

Duke of Edinburgh Scheme run at Leatherhead Fire Station.

Centrally coordinated Youth Engagement Scheme and locally arranged Firefighter for a Day programmes

What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?

Reduction in the number of fire calls from 199 to 165 (17%)

Maintained zero fire deaths in Mole Valley during 2008/9

Reduction in unwanted calls from 241 to 153 (32%)

Reduction in malicious calls attended 10 to 7 (30%)

9 Firewise referrals during 2008/9

Completed over 529 Home Fire Risk Checks (HFRC) and the fitting of smoke detectors compared to 324 during 2007/8.

Improved publicity for Mole Valley Community Alarm targeting the referral of vulnerable persons to the scheme.

Partnership working with Deaf Services, providing / fitting specialist smoke detectors.

Maintained derelict/unoccupied building register to prevent premises being used for ASB and criminal damage. 25 premises being monitored and 9 warning letters issued.

As a partner on the Mole Valley Road Safety Group carried out a number of School Speed Watches, speed analysis on the casualty reduction routes (A24 and A29) Held 3 Road Safety Days, Kickstart and Biker Safe schemes at Leatherhead Fire Station, Rykers and St Martins Walk, continuing on from 2007/8.

Borough Manager is the JAG chair. Review of procedures during 2008/9. Resulted in an increase in nominations and activity.

Improved partnership working in the creation of the 2009/10 Strategic Assessment. Action Plans produced, timescales and targets set.

Have there been any barriers to improving Community Safety in Mole Valley? How can the Local Committee Members assist in overcoming these?

Increase in the number of injuries sustained in fires from 2 to 5. Numbers remains relatively low, but it is difficult to reach certain sections of the community, specifically the elderly and more vulnerable who are more at risk.

Deliberate fires have reduced slightly over the period from 71 to 64 but from at the need of March 2009 there has been a growing trend that fire starting is becoming a more prominent form of ASB with in the Borough.

Seasonal prevention initiatives to be considered. The reduction in size of the Arson Task Force may have an impact on a prevention response to this. Data analysis is not being carried out resulting in a more reactive approach.

Countywide resources allocated to prevention initiatives.

What are your organisations aspirations for improving community safety over the next 2 years?

2009/10 Borough Plan sets out targets and work over the next 12 months.

Expansion of the YES scheme during 2009/10. 3 courses to be run in the East Area each year.

Set up and run "Firefighter for a day". These options will be made available to CIAG, YDS and YJS.

Set up and Older Person Forum through the Leatherhead Common Partnership.

Targeting vulnerable adults to reduce fire deaths across the county. This will be coordinated centrally at Reigate.

Locally, look to develop a Duke of Edinburgh scheme and a mentor role to as a prevention tool for CIAG and Youth Development Service.

Organisation:

Surrey County Council Trading Standards

Attendees on 24th June

Michele Manson

What role does your organisation play in improving community safety?

Trading Standards works towards the goal of helping consumers feel safe, confident, and empowered when buying goods and services and at the same time working to ensure that all traders who they deal with treat them fairly.

To achieve this the department has several operational teams, one of which is the **Safer and Stronger Communities Team**. This team is responsible for co coordinating a Rapid Action Team that deals with doorstep crime as it happens and then carries out enforcement action as appropriate, often in partnership with Surrey Police.

Officers within the team also undertake enforcement activities around under age sales, which is either intelligence led or project based. Two of the team contribute full time to working in partnership with Surrey Police tackling the sale of age-restricted products, mainly alcohol.

The team is also involved with No Cold Calling Zones, which is worked on in partnership with the Police, Neighbourhood Watches and local residents. The aim of these is to reduce doorstep crime and distraction burglary.

This team also carries out various initiatives to help protect the more vulnerable and elderly members of society.

The department's Economy and Environment Team operates a Buy With Confidence (BWC) approved trader scheme that has now been running for a 4 years. This vets and approves traders that have undergone rigorous checks to ensure they trade fairly.

The Animal Health section deals with animal food and feed and disease outbreaks such as foot and mouth, avian flu and bluetongue.

What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?

In 2008/9 the Rapid Action Team attended and intervened on behalf of consumers to deal with doorstep rogues during 62 'live' incidents spread out over the whole county. As well as these they dealt with a further 491 enquiries of which 102 reported doorstep crime matters, which were dealt with by investigations, advice to consumer & business, and victim support. Following closer ties with the police they deal with a further 14 investigations. From the total of 164 cases, 23 involved residents from Mole Valley.

In 08/09 the rate of all Under Age Sales for the whole of Surrey was 14% (66 sales

from 472 visits). This is a slight reduction from the 07/08 rate of 15%. In Mole Valley the rate in 07/08 was 10% (5 sales out of 51 attempts). This rose to slightly less than 20% in 08/09 (7 sales from 47 attempts), these local test purchases related to sales of alcohol and fireworks.

BWC – The scheme now has 323 members 33 of who are based in the Mole Valley area.

There are currently 3 active No Cold Calling Zones in Mole Valley:

- 1st launched in Bookham on 1st September 08
- 2nd launched in Fetcham on 1st October 08
- 3rd launched in Ashted on 3rd November 08.

Have there been any barriers to improving Community Safety in Mole Valley?

How can the Local Committee Members assist in overcoming these?

Trading Standards is a relatively small service, serving all 11 Districts and Boroughs within Surrey. It has responsibilities and reports work carried out to the Food Standards Agency, DEFRA, DBERR (formerly DTI) and the Office of Fair Trading to name a few.

Since 2004-05, the service has seen a reduction from 80 posts, down to our current situation that is just over 65 posts. This has obviously had resource implications for the services Trading Standards provides. At the same time legislative changes and additional pressures have substantially increased the demands on the service.

What are your organisations aspirations for improving community safety over the next 2 years?

- To be intelligence led and target our work.
- Increased number of homes to be covered by the No Cold Calling Zones,
- To target crime hotspots and further the work of the Rapid Action Team,
- Work in the area of counterfeit goods which may pose a safety risk to consumers
- Increased membership of BWC members by 50% from 300 to 450 members.
- Continued liaison with Surrey Police over Rapid Action Team investigations
- Achieve an overall reduction of underage sales of alcohol and increasing the potential for vulnerable consumers from scams and doorstep crime.

Organisation:
Youth Development Service
Attendees on 24th June
Mark Haythorne, Youth Development Officer- Mole Valley team
What role does your organisation play in improving community safety?
Works with young people to enable them to make safe informed choices. Engages with young people in our centres, where they gather in the parks/streets and by referral through CIAG and schools mainly.
What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?
100% of young people referred to CIAG Youth Worker have not received an ASBO and have been removed from the CIAG agenda within a reasonable period of time. In Capel YDS have worked with young people, including some involved in antisocial behaviour, to identify and work towards their own solution with their own community i.e. a multi sports court that is close to being built. The process with the young people is as important as the product, and is a good example of what the Projx (mobile and detached) team aim to achieve.
Have there been any barriers to improving Community Safety in Mole Valley? How can the Local Committee Members assist in overcoming these?
YDS have struggled to recruit a full-time worker for Projex team that works with young people in their own communities. This has reduced capacity.
What are your organisations aspirations for improving community safety over the next 2 years?
Full capacity for Projex team so that we can deploy youth workers to all places where young people are hanging out in numbers on a regular basis. More staffing resources for CIAG Youth Worker and daytime (e.g. schools inclusion) staffing would mean that we could lower threshold for intervention and thereby start working with young people at an earlier stage.

