

COMMUNITY SAFETY AND SAFER RUNNYMEDE ANNUAL REPORT 2015 – 2016

1. INTRODUCTION

- 1.1 This report provides information for The Community Safety Partnership (CSP) which is the statutory partnership under The Crime and Disorder Act 1997 and The Crime & Disorder Scrutiny Committee of Runnymede Borough Council which has responsibility for the overview and scrutiny of community safety matters in the borough.
- 1.2 The report documents all aspects of the work performed within the Community Safety Team and operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.
- 1.3 Much of what the service deals with has to remain confidential as it involves Police operations and actions by other enforcement agencies. All partners are working increasingly together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol.
- 1.4 The partnership has four main areas of activity and these include addressing problems caused by identifiable individuals; addressing problems which occur at identified locations, support for ongoing projects and diversionary activities and support for new projects which are likely to benefit community cohesion.

2. FUNDING

- 2.1 In 2015/16 £3,337 was received from the Local Area Committee for local community safety work. Funding was used to produce the Community Safety Plan booklets for the public, Domestic Abuse Awareness week October 2015, Junior Citizen (JC) 2015, purchase of 24 hour segment timers (targeting domestic burglary), fly-tipping signs and crime prevention items.
The CSP funding was also accessed to purchase fly-tipping signage to support the enforcement strand of the fly-tipping initiative.
- 2.2 Additional funding of £6000 was provided by the Police and Crime Commissioner Office (PCCO) for the JC handbooks along with purchasing a gazebo, JC labels, JC pop-up banner, JC plastic bags, JC pencils and volunteer's refreshments.
The PCCO also provided funding of £3000 for a fly-tipping initiative where six (6) mobile cameras and accessories were purchased.

- 2.3 Since the Prevent Strategy (Counter-Terrorism) was placed on a statutory footing last year, the Home Office allocated £10,000 to each Borough and District within Surrey to support the Prevent agenda. In Surrey the twelve local authorities (11 x Borough and District Councils and one County Council) agreed to 'pool' their Prevent funding as there was a desire to work together on the key issues to ensure consistency across the County and a wish to deliver common outcomes while recognising that there may be a requirement for some local spend. The pool arrangements have been coordinated by the County Council.

3. COMMUNITY SAFETY PARTNERSHIP

- 3.1 The Borough engages in the Government 'Prevent Strategy' developed to stop individuals becoming terrorists or supporting terrorism. Across Surrey the Community Safety Unit on behalf of Surrey County Council will coordinate the Prevent Strategy.

The Home Office allocated £10,000 to each borough and district within Surrey to support the Prevent agenda. All boroughs and district decided to 'pool' the funding to deliver a streamlined approach across Surrey. As a result of the pooled arrangements this authority has benefited from the following:

- A bespoke training package for local authority and partner staff on Prevent (Workshop to Raise Awareness of Prevent - WRAP), information sharing and the Channel process. In all this will benefit over 600 staff across the County.
- Training of 700 frontline Surrey Fire and Rescue staff and cost towards senior management training.
- Work undertaken by a part time, fixed term contract, Prevent Officer. This work included initial research into 'out of school education' across the county, work reviewing the current Prevent governance across the County, proposing new models and arrangements, reviewing Prevent action plans, providing an assessment of the current state of play and proposing any changes required.
- Commissioning research prior to any communications around Prevent / Counter-Terrorism in Surrey. It was required to have a qualitative measure of Surrey residents' knowledge and understanding to benchmark the Surrey public's current awareness and knowledge of the signs of radicalisation, how they feel about the general risk from terrorism in Surrey, and their propensity to report suspicions (including knowledge of how / where to report it). The outcome of this research will frame future communications messages and campaigns across the County.
- Briefings for Councillors both County and District and Borough on Counter-Terrorism and Prevent to enable them to understand the current landscape, nationally, regionally and locally and their role going forward.

Three Emergency Planning Officers within Runnymede Borough Council have also received 'train the trainer' WRAP training and are now Home Office accredited. Runnymede Borough Council are

currently looking at training packages for staff which will include e-learning modules covering Safeguarding, Prevent and Child Sexual Exploitation (CSE) and more specific training for front-line staff. This is to offer bespoke training packages for staff and a long-term approach to refresher training.

The following schools in Runnymede have had inputs to teachers (WRAP) had inputs to students from the Police. Schools will also have had some input from online training resources, external providers, Surrey County Council or DfE:

- Stepgates School
- Sayes Court
- Manorcroft Primary School
- Christ Church Infant School
- The Grange School
- Thorpe School
- Englefield Green School
- Sir William Perkins
- St Ann's Heath Junior School
- St Jude's Church of England Junior School
- Ottershaw Church of England School
- Philip Southcote School
- Salesian School (Salesian School have been really supportive and had an hour input to 1400+ students and approximately 60 staff)

The Channel process is essentially a safeguarding programme aimed at supporting individuals identified as vulnerable to being drawn into violent extremism or terrorist related activity. This is a multi-agency panel currently being chaired by Surrey County Council inviting relevant agencies to attend on an individual case basis. There were no identified channel cases in Runnymede for 2015/16.

- 3.2 Domestic Abuse was highlighted as a priority for 2015/16 focusing on increasing the number of reports and increasing detection rates in accordance to Police figures and raising awareness. There was an increase of 65 reported incidents made to the Police however a decrease in detection rates.

Domestic Awareness Week took place in October 2015, a county-wide event. The theme was 'Love shouldn't hurt.' Activities were held throughout the week including outreach work. Domestic Abuse campaign leaflets were printed and personalised love heart sweets were distributed to residents, colleagues & Royal Holloway students. Runnymede's Housing Options Team received training on obtaining emergency injunctions for the victims of domestic violence delivered by the National Centre for Domestic Violence.

- 3.3 Surrey County Council's Children's Safeguarding Board is the lead agency for CSE across the Boroughs. The role of the CSP is to offer a multi-agency response and support the Missing and Exploited Children's Conference (MAECC) /Oversight Group in training professionals, tackling & preventing CSE within Runnymede. CSE will be considered on the Community Incident Action Group (CIAG) & Joint Action Group (JAG) agendas discussing areas, or people of concern. The MAECC Oversight Group is also focusing on other areas of CSE work including Licensing (especially taxis), Housing (how do we recognise properties being used for CSE activities) and Leisure (how do we lessen the scope for facilities being targeted for CSE).

The CSP has highlighted CSE as one of the key priorities for 2015/16.

- 3.4 Annually, Runnymede Borough Council in partnership with Surrey Police invites each school in the borough to take part in the Junior Citizen Scheme. This event was held in November 2015 at Thorpe Park, Chertsey. Over 600 students attended the scheme engaging in simulated real life situation, learnt essential life skills about health and safety along with keeping safe online and offline. The scheme is supported by St Johns Ambulance, Surrey Fire and Rescue, Royal National Lifeboat Institution, Cyber Champions and South West Trains who delivered the workshops. Brooklands College provided volunteers and Tesco (Addlestone) along with Sainsbury's (Chertsey) provided refreshments for all the volunteers. Upon completion of the workshops, each child is given a handbook which contains a certificate for attending, more information on topics, puzzles and quizzes that can be used at home or in school. The handbooks were funded by the PCCO.
- 3.5 In February 2016 the annual Crime Summit was held in Runnymede at Chertsey Hall. The PCCO for Surrey, in conjunction with Runnymede Borough Council, the local Surrey Police Team, and other partners, held a successful Crime Summit, where over 50 people attended to have their say on local community safety matters. Key speakers for the event included Kevin Hurley (then PCC) and then Borough Inspector Ian St John. The summit received positive feedback from residents. There was an opportunity to ask questions of a panel and provide feedback on issues that affected people most in their local community. The main issues identified were Police attendance at local community events, Cybercrime prevention and how to report the new policing model.
- 3.6 The CSP identified the following crime priorities for 2015/16: Violence with Injury, Serious Sexual offences and Domestic Burglary. For all three categories there was an increase in reported incidents when compared to last year's figures. However the figures need to be taken against a number of influencing factors. Changes in Home office counting rules has resulted in increased crime recording, in particular hidden crimes that formed part of another offence but were not necessarily separately recorded, changes to home office rules around

crime finalisation, increased recording of historic crimes and Runnymede had an exceptionally low crime recorded over the same time period last year.

The CSP also identified the reduction in the number of reported deliberate fires (excluding deliberate fires in vehicles) as a priority for 2015/16. The total number of incidents for this priority remained the same as last year's reporting period (2014/15).

4. **ANTI-SOCIAL BEHAVIOUR**

- 4.1 In Runnymede there is an online reporting system available on the Council website for Anti-Social Behaviour (ASB). This facility is available to all local residents and the reports are automatically forwarded to the relevant departments or emergency service to be addressed.
- 4.2 The local Police in conjunction with Runnymede Borough Council, held two Facebook panels during 2015/16 which was well received by residents. This approach offers an alternative platform and targets a larger audience giving all an opportunity to ask questions around Crime & ASB.
- 4.3 According to table 1, the number of reported ASB incidents to Runnymede Borough Council has dropped over the last year which met the CSP priority of a reduction of reported incidents. The total number of reported ASB incidents for 2015/16 concluded to 1509, a decrease of 111 incidents / - 6% when compared to last year's annual total. Surrey Police also saw a reduction of 94 fewer reported incidents/ - 3.6% of ASB when compared to last year's total.

	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
Total number of ASB reports received	1509	1,620	1,761	1,817	1,797	2,096
% of reports received electronically via BIM system	13.4%	7.3%	22.1%	33.3%	34.6%	31.5%

Table 1

- 4.4 Identified individuals causing problems within the community are considered at CIAG meetings. The meeting is attended by members of various agencies including the Police, Youth Support and Children's Services and looks at individuals who are causing a concern within the community. The group consider all available options including support to the individual or the parents, or appropriate enforcement tools. The

CIAG reports quarterly to the CSP and at the end of the year there were seven individuals on CIAG.

- 4.5 Three Criminal Behaviour Orders, one ASB Injunction obtained by the police, one ASB Injunction obtained by Runnymede's Housing Department and one Community Protection Notice (CPN) Warning Letter was issued during 2015/16.
- 4.6 Identified locations where the community are experiencing problems or specific crime types causing concern are considered at a multi-agency JAG meeting. Activities of the JAG are reported quarterly to the CSP. At the end of the year there were two areas being monitored by JAG.

The JAG members agreed at the November 2015 meeting that due to decreasing referrals it was suggested that the JAG meetings would not take place on a monthly basis. New referral emails will continue to be sent to partners and with new referrals JAG meetings will be held. The JAG meeting will also occur as a virtual meeting for updates only. JAG will be reviewed by Insp. Nick Pinkerton and Shazia Sarwar on a six weeks basis.

- 4.7 The CSP identified tackling environmental ASB as one of its priorities for 2015/16. The CSP, through a partnership lead by Environmental Health (EH) & the Police, sought to tackle the problem of fly tipping on three fronts namely prevention, education and enforcement. Subsequently it applied for and received grant support of £3000 from the PCC's office for the purchase of CCTV cameras and associated ancillaries to assist in the prevention and enforcement strands of the project. The CSP contributed to proximately £1700 to cover the costs of the design and purchase of a variety of 'CCTV in operation' signage boards for deployment with the CCTV cameras, and design and purchase of general 'No fly tipping semi-permanent signage' for deployment in public areas (these also publicised the Council's dedicated telephone hot line established as part of this project).

The reported fly-tipping figures for 2015/16 when compared to 2015/14 show a small increase of nine (9) incidents for the year. This is a relatively small increase when compared to the reporting period between 2014/13 and 2014/15 where there was an increase of 150 reported incidents.

Surrey County Council has also recognised that fly-tipping is a concern for all boroughs and are in the process of formalising a fly-tipping strategy for the county. Once the county document has been completed the CSP will ensure to support the strategy through activities conducted within Runnymede.

- 4.8 The new legislation (Anti-social Behaviour, Crime and Policing Act 2014) introduced in 2014 offered the opportunity for residents to request a local authority to conduct a review of an ASB case known as

the 'Community Trigger' or 'ASB Case Review'. There were no Community Trigger requests within Runnymede in 2015/16.

5. CCTV OPERATIONS

- 5.1 The Safer Runnymede Control Room and Telecare Service Centre have now been in operation for 19 years. The state-of-the-art CCTV system continues to operate to the high standard envisaged in its original specification, with ongoing technical upgrades incorporated into the running costs.

The system design architecture enables us to retain CCTV images from each camera for a period of 31 days. Incidents are reviewed, archived and burnt to disk for Police and Council Officers as required.

The quality in picture display, camera operation and picture retrieval is commensurate with industry standards and is employed to its fullest extent.

We have received visits from, and assisted with, other Boroughs throughout the Country in their plans to follow this Council's lead in technology and operational methodology.

- 5.2 We operate in compliance with the National Strategy for Public Space CCTV and have recently been awarded accreditation to the new Surveillance Camera Commissioner's Code of Practice.

- 5.3 Our unique operational environment is shared with the Surrey Police. The co-sharing arrangement has led to continued partnership working.

The system architecture provides dual access to both Council and Police cabling networks. This allows Safer Runnymede access to both Council and Police networks/phones and radios.

Our team of operators are able to use the Surrey Police incident handling system (ICAD) to quickly access incident information in real-time.

Police management have visited our control room and continue to be satisfied with all aspects of our governance.

- 5.4 We continue to operate as before with a dedicated operator 24/7 monitoring the cameras in our Borough and similarly provide a dedicated operator to monitor the cameras in Spelthorne and Elmbridge/Epsom & Ewell. We now also monitor two ANPR (Automatic Number Plate Recognition) systems for external partners at Esher and Wentworth.

- 5.5 The current total of CCTV camera connections stands at 382 - Councillors will recall the unit started out with just 40 cameras to monitor.
- 5.6 Our team continues to hold responsibilities for CCTV cameras within Runnymede Borough, in addition to many of those which are owned by Spelthorne Council (39) and all of the cameras owned by Elmbridge Council and Epsom & Ewell Council (71).
- 5.7 We also provide supplementary monitoring and support to Thorpe Park and St.Peters and Ashford Hospitals during out-of-office hours. The concentration of these CCTV assets within a single working environment has continued to prove to be of considerable operational advantage. Incidents starting in one area are often resolved by observations in another. This wide area network of cameras is unique in the County and is of great benefit to local people and Surrey Police.
- 5.8 The cameras have been used in support of activities of the Community Safety Partnership in the gathering of evidence, enforcement of Anti-Social Behaviour Orders and in those areas where Section 30 dispersal powers and DPPO's have been put in place.
- 5.9 In the first full year of operation 1998, operators recorded 784 incidents where cameras were used. In this year, we recorded a total of 11,069 incidents.

Borough	2013/14	2014/15	2015/16
Runnymede	2,874	4,169	3,886
Spelthorne	2,133	2,947	2,559
Elmbridge Epsom & Ewell	4,184	5,213	4,624
Total	9,191	12,329	11,069

- 5.10 Our CCTV review area is capable of providing evidential DVDs and Still Photographs.

	DVD	Photo
2013/14	592	49
2014/15	538	225
2015/16	593	143

- 5.11 The centre receives numerous visitors throughout the year, the majority of whom are Police Officers from local forces. On analysis, we found that each visit might take up a minimum of 15 minutes of Safer Runnymede staff time. Therefore, and in order to minimise the operational impact, we determined a revised CCTV reviewing protocol with colleagues at Surrey Police, where our staff would interrogate

CCTV footage over a maximum timeframe of 15 minutes (at rapid speed). This procedure has resulted in a significant reduction of required visits by Surrey Police (and a significant cost saving to Surrey Police).

Organisation	No. of visitors 2014/15	No. of visitors 2015/16
Police	1,235	1,226
Engineers	34	57
Council Officers	21	86
Total	1,290	1,369

- 5.12 The Code of Practice permits use of the Public Space CCTV cameras for a number of different purposes and during the year the variety has been great. There have been many searches for missing people of all ages from the very young, to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy, and reducing emotional stress for the relatives, there are also considerable known savings to Police resources.
- 5.13 The system is used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti or broken street furniture and in consequence these issues are dealt with often before reports are received from the public. We also help other agencies, including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause. They also provide a safety and wellbeing element to residents and visitors who use our facilities at halls, leisure centres and parks and open spaces.
- 5.14 The Network Management Information Centre (Surrey County Council Highways) continue to receive images of the Elmbridge cameras via fibre links as per their original contract with Elmbridge Borough Council. There is no resourcing impact on SR operations.
- 5.15 Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the year the legislation was used on seven (7) occasions. The necessary authorisations were all provided by Surrey Police and authorised by a Police Superintendent.
- 5.16 The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

6. COMPLAINTS

- 6.1 The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of

the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.

6.2 We received no complaints during 2015/16.

7. BUSINESS DEVELOPMENT

7.1 The service continues to look at opportunities to obtain new contracts and develop innovative income streams.

7.2 To that end, Net expenditure has reduced from £385,321 to an actual of £380,443 during the period.

7.3 Unfortunately, staffing costs overran by c£51,000 due to long-term sickness absence cover during the period (contractual requirements).

8. NEW BUSINESS THEMES

8.1 A GPS location system which is monitored by Safer Runnymede was introduced to keep vulnerable people safe by monitoring any movements outside a pre-set area or as an alert from concerned support networks.

8.2 The Communications Team, led by Mike Russell partnered with Les Bygrave and external colleagues to launch a Product Service Video (GPS), which can be found at www.runnymede.gov.uk/gps

8.3 This application has enabled many external organisations to remotely view our service video and led to a far broader product understanding amongst Healthcare Professionals.

8.4 There have been numerous incidents where Safer Runnymede staff have helped to locate individuals. There are currently 62 service users with Borough partners at Surrey Heath and Woking keen to extend the service to their residents.

8.5 Locality Teams and Adult Social Services Teams throughout Surrey are now actively engaged with Safer Runnymede in ensuring our service is made available across the 11 Surrey Boroughs.

9. PUBLICITY

9.1 BBC Radio South East has broadcast the first of three, news pieces about the Control Room and Services.

9.2 There is a potential for a further Service Video to be hosted on the BBC South East Facebook Page.

9.3 A new ITV series – ‘Rookies’, following the training journey of new recruits to Surrey Police. This series is yet another opportunity for us to broadcast the unique service benefits of the Safer Runnymede Centre.

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