

Surrey ASB Strategy Group “Putting Victims First” Review

Table of Recommendations

Strategic	Lead
Review the eleven district/borough Community Safety Strategies and in partnership with Crime and Disorder Leads develop a single approach to victims and vulnerability. With the aim to develop a common strategic vision that has associated objectives and actions to be mirrored across all eleven strategies.	ASB Strategy Group
Re-launch the Surrey Multi Agency ASB Strategy with a strong focus on victims and vulnerability. Working together with key agencies who attend CIAG to develop a shared understanding of vulnerability and why Surrey ASB Strategy Group have this as a priority.	ASB Strategy Group
A strategic review of non-attendance or sporadic attendance from agencies especially those whom operate at a County level such as Mental Health and Adult Social Care be undertaken and a commitment sought at a senior strategic level via the Surrey Community Safety Board of the importance of attendance and information sharing from all relevant agencies. That a clear escalation process is developed to highlight non-attendance or any barriers in place to successful multi agency partnership working.	Community Safety Board
Vulnerability and Harm Assessment	
The triage system is rolled out across all across all agencies whom receive reports of anti social behaviour using the recommended questions in the Joint Working When Dealing With Anti Social Behaviour Surrey Guidance.	District/Borough Community Safety Leads
A training programme is undertaken with agencies whom attend the CIAG and also the front line to develop a greater knowledge of vulnerability and harm to reduce the risk presented to the Community Safety Partnerships..	ASB Strategy Group
Vulnerability Risk Assessment	
A standardised approach to risk assessment is adopted across the County. Whereby all agencies complete the same risk assessment matrix, a common approach in relation to scoring of risk is identified, a referral is made to the Community Incident Action Group of those who meet the vulnerability threshold and that Safety Net is utilised to its full potential.	ASB Strategy Group
A retraining exercise is undertaken for all CIAG members and also officers on the front line to reinforce the use of a risk assessment in all cases of anti social behaviour.	ASB Strategy Group

Risk Management	
During the review of the CIAG a greater focus is placed upon victims and vulnerability and that when the refresh takes place the role and profile of the CIAG is raised amongst all agencies to ensure a greater understanding of the referral process for victims.	ASB Strategy Group
The use of Safety Net as the case management system is reinforced to ensure better information exchange, agency accountability and a clear audit trail.	District/Borough Community Safety Leads
Following the publication of the new Crime & Disorder Information Sharing Protocol it is recommended that a launch exercise is undertaken whereby agencies are required to attend a workshop about information exchange, in particular the importance of sharing, the purpose of sharing including reinforcement of the Crime and Disorder Act and breaking down barriers to information exchange in particular client confidentiality and permission to share based on the Caldicott principles and principles of “best interest” and “public interest” with Mental Health partners and Adult Social Care.	ASB Strategy Group
The Community Safety Managers undertake the role of being first point of contact when there are barriers to information exchange, non-attendance and lack of agency engagement to resolve issues and escalate where necessary to either the local Community Safety Partnership or the Surrey Anti Social Behaviour Strategy Group	District/Borough Community Safety Leads
Lead Agency	
CIAGs consider operating a different system for identifying the lead agency, considering the needs of the vulnerable victim and relationships already formed with support agencies. If the individual is not known to agencies it is recommended that a needs assessment is undertaken with the individual to identify the best fit Lead Agency.	District/Borough Community Safety Leads
Targeted Support	
A mapping exercise be undertaken in each district and borough to ascertain which targeted support interventions are available in each., focusing on the referral process, threshold for the intervention, and funding arrangements developing a directory for the use of the CIAGs. It is also recommended that awareness is raised of the Surrey Information Point.	District/Borough Community Safety Leads
A commissioning model is developed for targeted support using an evidence based approach and qualitative analysis of the needs of vulnerable victims. Following the development of the model it is recommended that CIAGs have access to funding to commission interventions for their most vulnerable victims and these interventions are scrutinised to ensure quality of outcome. Using this approach across the County should ensure good quality, evidence based, outcome focused interventions which if commissioned on a wider scale could offer better value for money.	ASB Strategy Group

<p>The lack of a specialist victim support service for vulnerable victims of anti social behaviour is recognised as a risk and therefore it is recommended that the Surrey Office of the Police and Crime Commissioner consider commissioning a service that could operate County wide.</p>	<p>Office of the Police and Crime Commissioner</p>
<p>Victims Champion</p>	
<p>The development of the role of Victims Champion within each district/borough and on the Surrey ASB Strategy Group to be the voice of the victim and to ensure leadership and strategic direction of the CIAG in relation to victims.</p>	<p>ASB Strategy Group</p>
<p>Golden Thread – Strategy to Delivery</p>	
<p>A re-launch of the Surrey Multi Agency ASB Strategy and raising awareness of victims and vulnerability and the role the CIAG plays in identifying, assessing and managing the risk associated with vulnerability.</p>	<p>ASB Strategy Group</p>
<p>Performance Reporting</p>	
<p>A robust performance management framework is developed with a County wide suite of performance indicators based upon numbers of cases discussed, risk rating and highlighting those cases involving the most significant vulnerability. Qualitative analysis of interventions would give a greater understanding of what works and where funding should be focused in the future.</p>	<p>ASB Strategy Group</p>
<p>Accountability</p>	
<p>As part of the refresh of the Community Incident Action Groups that accountability is reviewed. That a workshop is developed to explain accountability in relation to victims and vulnerability and each individual/agency’s responsibility is highlighted and that the new terms of reference for the CIAGs includes a clear line of accountability from the CIAG to the local Community Safety Partnership and ultimately to the Surrey ASB Strategy Group.</p>	<p>ASB Strategy Group</p>

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