

Commissioning Outcomes 2019/2020

Community Safety Fund

54 Grants
Total £564,512

- ANTI-SOCIAL BEHAVIOUR
£255,809
- CHILDREN & FAMILIES **£214,428**
- DOMESTIC ABUSE **£50,000**
- SUBSTANCE MISUSE **£5000**

“From my first distressed phone call to further calls later on they were just so very kind, understanding and empathic. I never felt hurried, they would talk to me as long as I needed to. I cannot begin to articulate what a lifeline they have been.”

Anonymous about Brake’s National Road Victim Service

Street Talk are qualified youth workers, who deliver detached youth work in the community. There were 549 engagements with young people across Tadworth and Whitebushes. Whitebushes was identified as area of concern for anti-social behaviour at the start of year, but by the end of the year it was no longer considered a hot spot.

Surrey Minority Ethnic Forum (SMEF) held a Hate Crime Conference with 69 people attending. 31 evaluations were completed.
Q: Thinking about taking part in the event today, how confident do you feel about reporting incidents that you or someone in your community may experience?
Answers for ‘Very Confident’ before the event was **13%**. After the event it increased to **51%**.

Matrix Youth Hubs provide a safe social space for young people in two communities where there are no other social activities for them to engage in. **75%** of the total group felt that the provision had a positive impact on their life.

Surrey ASB Mediation Service were able to close 99 cases over the year. 20 cases were prepared to meet and the under the guidance of mediators these joint meetings were successful in reaching a full or partial agreement in every case.

Browns Community Services Rebuild Project provides support to the parents of children who have or are at risk of child sexual exploitation.
- One family had been waiting for 6 months to access mental health services for their son who was displaying increasing levels of poor mental health. The support worker contacted the social worker and YOT worker to explain the situation. The young person is now receiving one to one support from a psychologist.

Cuckooing support project aims to divert people away from the criminal justice system & support victims access to a broad range of services to meet their needs. They’ve had 102 referrals and provided support including managed moves to a new house for 3 clients which will allow them a new start.

GASP Motor Project provides 'accredited' hands on courses in basic motor mechanics and engineering, targeting; disaffected; vulnerable; and potentially 'at risk' young people. 262 young people engaged & 86% of students received AQA accreditation. Feedback forms stated that their confidence had increased and several students showed interest in further courses.



*“A very informative evening we all learned a lot!!” - “ I was lucky enough to attend a session with St Peters School Guildford and found the whole thing very powerful” - attendees of **Safe Drive Stay Alive** performances arranged by Surrey Fire & Rescue to young people.*

Guildford Street Angels



4302

Number of people helped in 2019



4006

Number of bottles picked up from the streets

County Court Help Desk Project (CHDP) helps those who are at risk of losing their homes due to Possession Proceedings being issued.



94%

Clients remain in their homes because of the intervention of the CHDP

20 Grants
Total £328,653



Catalyst High Impact (CHI) is a team that works with vulnerable and complex people struggling with severe long-term alcohol and drug issues which results in positive social and community outcomes and reduces the demand on crisis/emergency services.

From a dataset of 34 clients the following was found:

Approximately **65% reduction** in arrests between the period prior to engagement and in the 12 months post-treatment.

A near **50% reduction** in the exposure to criminal activity during the engagement phase is followed by a reduction in reporting being a victim to zero in the 12 months following the programme.

"I've totally turned my life around, some being my own doing and some down to Checkpoint... I'm so so happy with the help and support I've had – it's been invaluable."

Client - **Checkpoint Plus service, delivered by Women in Prison (WIP).**

Hope Hub - Working to prevent and end homelessness in Surrey Heath & Surrounding Areas.

- ✓ Housed 53 Clients
- ✓ Reconnected 24 Clients
- ✓ Outreach support 102 times
- ✓ Services Accessed 3,782 times
- ✓ 7 Clients received benevolent funding for rent deposit/1st months' rent
- ✓ 35 Clients secured employment through their Empowerment Support



The Amber Foundation is supported accommodation for homeless young people and helps to support them with substance misuse, employment and life skills. Based on client reports:

Client 1 was diagnosed with paranoid schizophrenia. Received support from Early Intervention Team whilst at Amber and linked in with mental health services. Overall improved mental health.

Client 2 attributed his mental health to drug use and suffered with depression. On arrival he had recently attempted suicide and was in a bad place. On leaving he was much more aware and was taking medication. Overall great improvement.

The Forward Trust currently delivers substance misuse services to over 900 offenders across Surrey prisons and funding has allowed them to deliver a housing service to offenders being released. They use a Health and Wellbeing Tracker tool to determine where service users currently fit in the 'stages of change'.

The largest improvement was in safe housing scores, which improved by **50%**. Service users moved from the 'contemplation' phase (score 3 or 4) to 'preparation' (5 or 6) phase in the stages of change cycle, indicating a shift from seeking help to planning specific actions to secure safe housing.

Elmbridge Rentstart helps local people who are homeless or vulnerable to get housed and run a day hub focused on improving client well-being. Evaluation of 19 of clients showed improvements across a range of measures:



Motivation: **20% increase**



Improved social networks: **15% increase**



Improved physical wellbeing: **15% increase**



Improved emotional wellbeing: **21% increase**

Surrey PCC Commissioning Outcomes 2019/2020

Victim Fund

Total £1,512,439
33 Grants

- Domestic Abuse £475,516
- Referral £464,836
- Child Sexual Exploitation £257,987
- Rape & Sexual Assault £218,635
- Staff Costs £73,704
- Other £21,613

Child ISVA (Independent Sexual Violence Advisor)

offers support for children and families during the investigation process when therapy might not be appropriate. This can include home visits, offering practical support/advice, and supporting them through the court process. In response to feedback surveys -

93% felt listened to & supported well. When asked about the overall service; **73%** rated it very good. **93%** had seen their named worker within the last month.

"It's been cathartic. It's given me a safe space to talk about and think about my relationship. Learning about the patterns of behaviour of the abuser has also provided me with a framework for how I will handle interactions with him right now."

Surrey Domestic Abuse Partnership - Freedom Programme Feedback. The Freedom Programme is a 12 week course aimed at increasing participants ability to take control of their lives and recognise beliefs held by abusive men.

Unseen is a UK-wide modern slavery charity that provides a helpline 24/7 365 days a year. Indicators of modern slavery reported to the Helpline include passport confiscation, little or no pay, debt bondage, isolation, monitoring and physical abuse.

Surrey figures:



YMCA WiSE project workers help children and young people stay safe in their relationships and know how to identify abusive behaviours. 46 children & young people were supported in the 19/20 year & the following reported some or significant progress in the following areas:

- ★ **93%** Better Informed and Empowered to Act
- ★ **87%** Increased Feelings of Safety
- ★ **83%** Better Able to Recover / Cope with Aspects of Everyday Life

Victim & Witness Care Unit - Surrey Police

Between April 2019 and March 2020:

- **661** victims were provided ongoing practical and emotional support by V&WCU caseworkers.
- **64,501** victims contacted.

Feedback from victims:

"Your help has really made a positive impact on my mental wellbeing at present! I really appreciate everything you have done and are doing to help me."

"Just a call this morning made me feel that there is someone out there, it's given me a feeling that there is someone on my side."

Your Sanctuary supports survivors of Domestic Abuse and their children.

Helpline - Your Sanctuary provide the only specialist domestic abuse helpline in Surrey which operates 7 days a week from 9am to 9pm.



Over the year **3371** calls to the helpline.



30% of the calls were to provide emotional support to the caller



20% of the calls were requests for refuge space.



The chat service has had **366** chats over the year.

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