

Annex 1



Evaluation Report

Introduction

In March 2020, the then Community Safety Board merged with the Health and Wellbeing Board. The overriding aim of the merger was to create a whole systems approach and develop a sense of shared priorities through collaborative working.

The scoping work prior to the merger recognised the statutory responsibilities of the partners and associated boards but was also mindful of the 2018 Policing, Health and Social Care Consensus that set health, social care and police partners a challenge of considering how we work together and to move beyond a single service response to prevention and commissioning. In March 2020, all agreed the merger created an exciting opportunity.

The Consensus also laid the foundation for the Community Safety Agreement which followed the merger, and which set the partnership's aspirations.

The Agreement set out how the HWBB would strive to work together to use our shared capabilities and resource to enhance the response to the lives of those with the most complex needs. It also described how, as a partnership, we would become better at identifying and supporting vulnerable people, making every contact count. And finally, it set out how we would look to improve our support to victims of crime and anti-social behaviour, making sure that we fully consider harm, and risk when we are commissioning and delivering support and preventative services.

In the last two years, as a partnership we have learnt a lot from each other in this new arrangement. However, the Health and Wellbeing Board is complex and is dealing with the aftermath of the pandemic and the national changes to public health. The Board has extremely full agendas, and it has become clear that a gap was emerging between the workings of countywide boards, and local delivery through the Community Safety Partnership resulting in concerns that the PCC and community safety partners might not be fulfilling their statutory duties.

In March 2022, the Police & Crime Commissioner proposed that a biannual meeting should be held to bring Community Safety Partners together to discuss countywide threats and opportunities and agree an approach to making Surrey's communities safer. This approach was supported and the first Community Safety Assembly took place on 15th May 2022.

The objectives would be to –

- Meet the statutory duty to cooperate across community safety partners
- Share data and trends to enable a collective response to countywide and local threats

- Enable the development of shared priorities across community safety, criminal justice and health and social care through the Community Safety Agreement
- Create opportunities to explore co-commissioning and project delivery
- Provide a forum to respond to the Health and Wellbeing Board's forward plan and performance framework
- Create a space for community safety partners to share best practise and areas of challenge
- Create a more cohesive approach to community safety

The plan to reinstate a community safety-focused meeting was not to distract from or duplicate the partnership work taking place within the Health and Wellbeing Board, but is ultimately to provide a place for community safety partners to meet, network and agree focused priorities which recommend areas to feed into the Health and Wellbeing Board implementation plans.

Community Safety Assembly Event Overview

The event took place in Dorking Halls and 82 people attended from 18 partner agencies. Partners that were in attendance included all 11 District and Boroughs, Surrey County Council, Surrey Police, Probation, Health representatives and representatives from the voluntary sector.

The agenda was formed around the Community Safety Agreement with the afternoon comprising three sessions: protecting our most vulnerable, protecting our communities from harm and empowering our communities to feel safe.

Protecting our most vulnerable –

The chapter in the Community Safety Agreement focusing on protecting our most vulnerable considers how as a partnership we first need to understand what makes someone more at risk and then how to identify those people and groups that may need additional support within our communities. The chapter looks at themes such as child exploitation and domestic abuse, these people or groups are often more invisible and perhaps do not consider they are victims.

The session was opened by Detective Superintendent Becky Molyneux who leads on child vulnerability, the High Harm Perpetrator Unit (HHPU), Paedophile Online Investigation Team (POLIT) and Police Single Point of Assess for Surrey Police. She presented on children exploitation, county lines, cuckooing, domestic abuse, fraud and modern slavery, closing that it is vital that, as partners, we share intelligence to identify those most at risk and seek opportunities to work together on innovative approaches to catching those that seek to do harm.

Attendees were asked to identify what are the common factors which make someone vulnerable. This exercise was to encourage participants to recognise that we are all supporting people with complex needs and identifying the same factors that make people more at risk of being a victim or perpetrator of crime.

Covid backdrop still causing inefficiency within organisations

Recruitment and retention of invested personnel

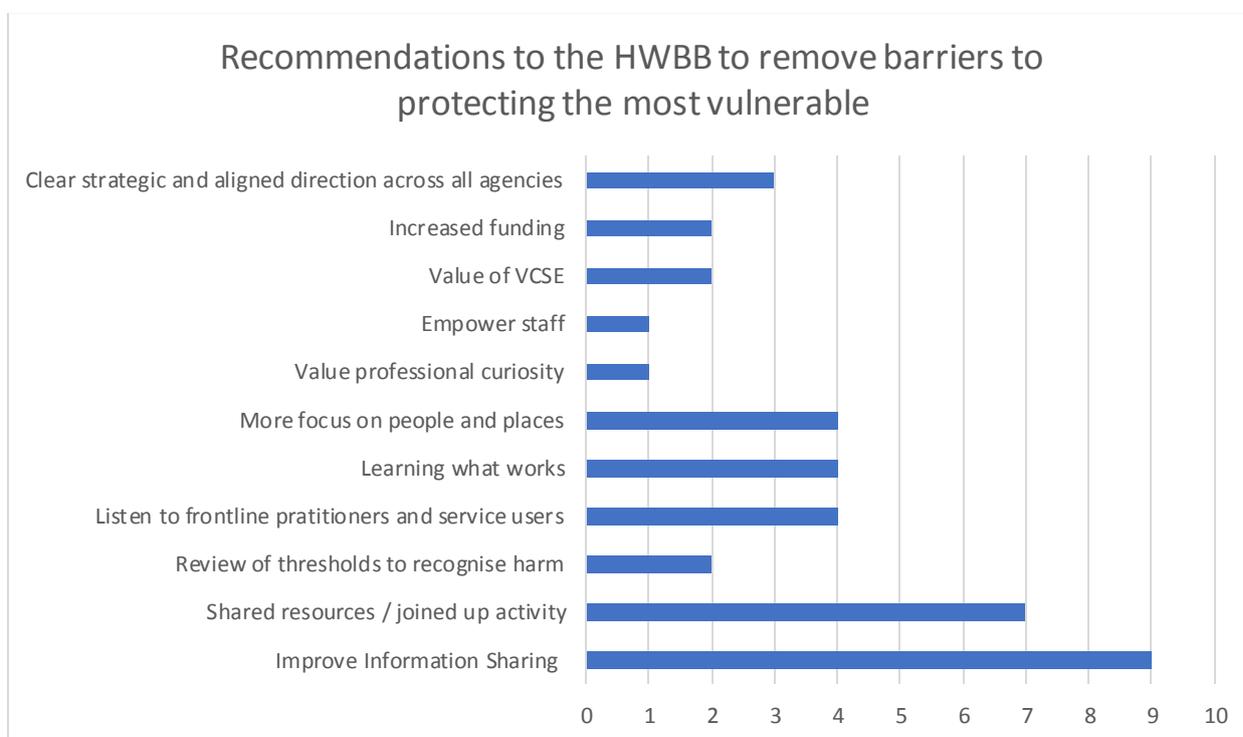
Knowledge of available services and other relevant organisations

Recommendations from session

At the close of each session the participants were asked to feed back what their recommendation(s) would be to the HWBB to remove the barriers and improve our response to protecting those vulnerable people or groups within our communities.

Similar to the barriers preventing us from working together, the feedback can be divided into common themes: improved information sharing, sharing of resources and joined up activity, review of thresholds to recognise the harm, listening to the service users and frontline practitioners, learning what works, more focus on people and places, value professional curiosity and empower staff, value the work of our voluntary and charity partners, increase funding, develop a clear strategy and aligned direction across all agencies.

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Protecting our communities from harm –

The second session focused on the Community Safety Agreement chapter of protecting our communities from harm and was led by Jo Grimshaw, Head of Partnerships and ASB at Surrey Police. The Agreement chapter focuses on our duty to listen and support the communities that make up Surrey. By listening and focusing on those issues that cause people to feel unsafe and by working alongside residents on issues such as anti-social behaviour, road safety and drug related harm we can create stronger communities and long-term solutions.

The Assembly was asked to consider putting themselves in the place of the victim of anti-social behaviour and how it would feel. This exercise's aim was to make the audience think about the harm and lasting consequences of what we sometimes consider as low-level crime and ASB.



The second part of the session, having looked at the impact, considered how we raise the status of the victim and how we create an environment where harmful behaviour is not tolerated. The debate on the tables considered the need to listen to victims and to truly understand the harm caused. There was a focus on funding and supporting those dedicated services that coach and care for victims while the system works on enforcement or removal of the issues.

Below is a snapshot of the comments made around how we raise the status of victims –



How do we encourage communities to create an environment where harmful behaviour is not tolerated? The feedback centred around providing more local resources, particularly around opportunities to refer people into specialist services and then resources for communities to become empowered. There were comments about making better access to information such as phone numbers and defining what community harm is. Finally, several comments focused on increasing confidence in reporting and making it easier, safer and improving outcomes.

Recommendations from session

Again, participants were asked to feed back what their recommendation(s) would be to the HWBB to remove the barriers and improve community safety. The discussions created the most varied feedback across the afternoon and there were 43 responses ranging from increased funding to working with communities.

- *Manage expectations of the Surrey public*
- *Youth activity funding*
- *Identify where multiple agencies are involved*
- *Looking at how we can encourage communities to work together*
- *Empowering communities to help themselves*
- *Develop a pan Surrey data sharing portal where multi agencies can entre information attached to a UPRN at point of collection. Allow all agencies to extract data to enable joint action*
- *More focus on the wider determinants of health*
- *Empower communities to act: report and resolve*
- *More restorative justice*
- *Knowledge on non-violent communication*
- *Support local associations and hyper local democracy*
- *Provisions of youth services*
- *Clearer approach to mental health challenges that do not meet thresholds*
- *Join District and Borough's Community Safety teams into a central resource so it is not a postcode lottery for service*
- *Enable and facilitate local delivery*
- *Understand local need, priorities and how partners can contribute*
- *Funding services like Alliance Support Coaching and Mediation*
- *Keeping the built environment looking safe*
- *Pride in the community*
- *Ensure all helplines and contact details are up to date*
- *Join up systems to identify low level but persistent behaviour, as well as more serious ASB*
- *Accessible mental health services*
- *Linking to wider preventative programmes and directing to areas where need is not necessarily where the voices are the loudest*
- *Improve youth services/activities*
- *Issue with judicial thresholds*
- *Online safety awareness rising and funding initiatives*
- *Invest more funding in living streets for children to play*
- *Community development workers*
- *Regular community surveys and feedback from residents on concerns*
- *Improve access to shared social environments – youth clubs, day centres, social clubs etc*
- *Help communities to help themselves*
- *CCTV strategy*
- *Evidence led interventions*
- *More CCTV*
- *Improving community safety partnerships – continuity and outcomes*
- *Better enforcement of anti-social behaviour*
- *Turn streetlights back on*
- *Cross agency working*
- *Switch streetlights back on – still a big factor for Surrey residents in helping to reduce the fear of crime*
- *Have the right people in the room*
- *More money and resources*
- *Keep it local*
- *Put more money into it*
- *Clearer initial points of contact on ASB*

Recommendations

Finally, the group was asked what its recommendations would be to the Health and Wellbeing Board to improve community empowerment.

- *Keep actions targeted and do not over commit*
- *Funding support for community groups*
- *Link with trusted community services*
- *Investing in staff well-being as community members*
- *Facilitate communities to identify solutions and opportunities for themselves then deliver*
- *Engage with the hardest to reach and give them a voice*
- *To find what will activate each community to work together*
- *Not expect individual agencies to solve the problem it is for the whole community*
- *Engage with protected characteristics groups to ensure diversity and inclusion*
- *Work with communities to develop a sense of pride*
- *Give the community a real say in issues*
- *Invest more in existing community group*
- *Funding local initiatives*
- *Ensure feedback is provided back to the community*
- *Ask the community*
- *Listen to the local voice*
- *Localism*
- *Public engagement*
- *Common approach to share engagement and what is being learnt to prevent multiple asks*
- *Engage with Neighbourhood Watch*
- *Be willing to experiment with community led approaches*
- *Involve the community and communicate the actions that have been taken*
- *Community Champions in as many streets as possible*
- *Genuine engagement with sections of the community*
- *Invest in our development to work better alongside communities*
- *Less strategies and more local action*
- *Engage and listen to the community.*
- *Be realistic with communities about time it takes to effect change*
- *Seek views and take action*
- *Ask the community*
- *Ensure strong community listening and responses*
- *Understand harder to reach groups*
- *Work with local NHS groups and local delivery arms and enable them to work together to respond to local needs in their area*
- *Working together*

The comments show a number of similarities: listening and engaging with our unseen communities and ensuring they are part of the community problem solving processes. Communication is key as well as making sure you work with local community leaders and community groups.

Future focus Area

In conclusion there are several areas or themes that were put forward at each session of the Assembly that could become areas for the Health and Wellbeing Board to include in the implementation plans under Priority three – Supporting People to reach their potential by addressing the wider determinants of health - outcome people are safe and feel safe

At the top of this paper it was noted that the momentum behind the merger was disrupted with the pandemic, the themes that have been highlighted link back to completing and embedding this merger and to see a successful future.

Information sharing – many of the comments, particularly in the first and second session highlight the need to improve information sharing. Sharing information on our vulnerable people and communities should ensure effective delivery of targeted resources and provide all agencies the complete picture of what interventions are taking place.

‘Information sharing and data analytics to focus and join up activity’

‘Working together to fix the plumbing on data and insight systems’

‘Join up systems to identify low level but persistent behaviour, as well as the most serious’

Knowledge – throughout the Assembly the theme of knowledge came up. We need to know what other partners remit are and what is available locally to ensure our service users receive the best care. Recommendations include directory of services, joining up teams and cross organisational briefings.

‘Knowledge of available services and other relevant organisations’

‘Knowing who to approach in an organisation’

‘Knowing what partners can offer and when it is right to offer the service’

Leadership / Strategic prioritisation – many of the comments related back to having a clear direction from the centre. It links to knowledge, but all partners being aware of the Health and Wellbeing Boards priorities, its work around priority places and people and signing up to the 4 Cs would create a more joined up system.

‘Clear strategic and aligned direction across all agencies’

‘Alignment with health’

‘Enable and facilitate local delivery’

Communication and Engagement – the communication and engagement theme was picked up throughout the discussions and links to the next theme. Having targeted, engaging communication enables communities to understand what partners are delivering in their area, how they can access support and particularly in the second session increase reporting.

‘Engage and listen to the community’

‘Genuine engagement with communities’

‘Give confidence in reporting’

‘Make information more available about reporting’

Listen and hearing – under the empowering communities section, listening and truly taking on board what communities want was central and links to the delivery of resilient and local

problem solving. The Assembly picked up that communities need to be part of the local delivery, that we need to work with community trusted groups in community facilities and ensure there is a listening loop.

'Facilitate communities to identify solutions and opportunities for themselves and then deliver'

'Give the communities a real say in issues'

Understand local need, priorities and how partners can contribute'

Unseen communities – a prominent theme in the final session was around inclusion and diversity. Many comments centred on the need for a work force that represented the community but also wanted statutory partners to ensure they identify, listen and hear our unseen communities. Key for community safety colleagues is to make sure they are linked into the priority place work. Time should be given as to how this involvement can take place and the role community safety partners can play.

'Engage with protected characteristics groups to ensure diversity and inclusion'

'Engage with the hardest to reach and give them a voice'

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