



Annex 1

In 2015 the Police and Crime Commissioner, in partnership with the ASB Strategy Group began to explore opportunities to support victims of anti-social behaviour in Surrey, with particular focus on long-term and challenging cases.

Following victim and practitioner feedback a commissioning process was undertaken in 2016 to find a partner able to deliver a service is based on three strands;

- Listening Service
- Coping Strategies
- Signposting

In April 2017 The Alliance of Surrey Mediation Services was chosen as the preferred service provider and they then launched the Alliance Support Coaching (ASC) Service in August 2017. The Service is funded by the Police and Crime Commissioner at a cost of £64,889 per year.

The new service aimed at vulnerable victims of ASB and is based on a mixture of paid and volunteer Coaches who work with partners to support victims most at risk. Referrals come from the Community Harm and Risk Management Meeting (CHARMMs) where partners assess each case and referrals are made as and when appropriate. The service does not take self-referrals as it is important statutory partners are aware of the individuals the service is working with and that other support can be offered at the same time.

- **Year One - 2017-18**

The project received 121 referrals in 2017-18, all but 2 in the 8 months from August 2017 to March 2018.

All clients receive an assessment call from an ASC Project staff member before their cases are allocated to a coach. This explores whether their case fits the project criteria and explains coaching to them. If the client accepts the service, their case is referred to a coach who gives the client between 1 and 3 one-to-one sessions.

Of those referred in 2017-18, 70 clients have received at least one coaching session, and many have received 2 or 3.

- **Year Two – first 6 months – April to September 2018**

In 2018-19 the project is funded to receive 180 coaching referrals. In fact the project has received 132 referrals, which, if this level continued, would equate to 264 over a year.

The level of referrals is a testament to the success of the project in year one and is also an indication of demand from agencies dealing with victims of ASB and victims themselves for this type of support.

The majority of referrals come from Surrey police: 40% in year one, and 51% in the first half of year two. The chart below details where geographically these referrals come from.

14

The Alliance Of Surrey Mediation Services

Resolving disputes in the community

Annex 1

ASC referrals to 30.9.18 by borough

Borough	Number of Referrals
Woking	12
Waverley	3
Tandridge	7
Surrey Heath	12
Spelthorne	2
Runnymede	28
Reigate and Banstead	17
Mole Valley	14
Guildford	11
Epsom and Ewell	7
Elmbridge	19

As part of the grant agreement the service continue to collect and present outcome data on individual cases using a scaling approach against the following statements:

- I feel my concerns have been listened to
- I feel well-supported to cope with the ASB
- I feel confident to cope with the situation myself
- I am aware of the services available to help me
- I am able to get on with my life despite the ASB

89 cases referred between 1 April 2018 and 30 September 2018 are closed (as at 29 October 2018). 62 of those victims who have finished their session with ASC have reported improvements on some or all the outcomes above.

Page 54