



Priority 1 : Improve the Partnership's Response to Community Harm and Anti-Social Behaviour

Ensure victims are put first when dealing with anti-social behaviour and the ASB Principles are recognised locally									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
1.1	Hold a learning day for the partnership where there will be a focus on a 'victim centred' approach to ASB	<ul style="list-style-type: none"> Carry out an annual learning day. First planned for 2 Nov 2022. 	<ul style="list-style-type: none"> ASB Help (funding required) venue hire 	Aug-22	Nov-22	Paul Stevens WBC Eve Budd WBC Clare Arnold WBC	Failure of organisation to meet statutory requirements around victim care for ASB	<ul style="list-style-type: none"> Reduction in repeat reporting of ASB. Efficient management of ASB cases. Decrease in demand on multiple services. 	Amber
1.2	Promote the use of risk assessments and victim action plans across the partnership	<ul style="list-style-type: none"> Officer training as part of 2 Nov ASB learning event Make risk assessments part of CHaRMM and NDAG nomination process 		Nov-22	Ongoing	Paul Stevens WBC Katie Webb (CHaRMM Chair) Sam Adcock (NDAG chair)	Victims not safeguarded	<ul style="list-style-type: none"> Ensure a risk assessment is completed or provided with any nomination to CHaRMM or NDAG 	Amber
1.3	Promote the ASB principles as part of ASB awareness week by signing up to the ASB principle pledge	<ul style="list-style-type: none"> ASB week 18-24 Jul 2022. Pledge to be signed on 21 Jul 22 Display board on wall in council offices, invite all officers to sign 		Jul-22	Ongoing	Paul Stevens WBC Insp Sam Adcock	Failure to meet Gov published guidance 20 July 2022	<ul style="list-style-type: none"> Press release/ photo Pledge displayed on wall in council offices with signatures 	Green
Ensure the effective use of Community Triggers									
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1.4	Promote awareness and encourage the use of Community Triggers on social media, websites and by officers and councillors when they encounter a victim of ASB	<ul style="list-style-type: none"> WBC website contains information about how to apply for a CT ASB Learning day 2 Nov 2022, educate officers to promote CT to victims where they are aware it meets the threshold 		Nov-22	Ongoing	Paul Stevens WBC Eve Budd WBC	<ul style="list-style-type: none"> Failure to meet Gov guidance and PCC oversight. Dissatisfaction of victims of ASB. Vulnerable victims of ASB being placed at risk due to organisational failings. 	<ul style="list-style-type: none"> Community Triggers being applied for. Partners to understand the need to promote Community Triggers. 	Amber

1.5	Carry out reviews on completed Community Triggers to identify trends, patterns, points of learning and to ensure outcomes are achieved.	<ul style="list-style-type: none"> •Statistical analysis of reports. •Quarterly review meeting. •Review of process to be discussed and recommendations approved at SWP Executive -12 Oct 2022 	On hold until year 2 of plan	Apr-23	Ongoing	Eve Budd WBC	<ul style="list-style-type: none"> •Failure to meet Gov guidance and PCC oversight. •Dissatisfaction of victims of ASB. •Vulnerable victims of ASB being placed at risk due to organisational failings. 	<ul style="list-style-type: none"> •Learning is shared across the partnership and process and systems changed. •Implemented revised CT process 	Amber
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Implement Public Spaces Protection Orders (PSPOs)

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
1.6	Implement the Godalming PSPO through an agreed protocol - Raise awareness and provide training to relevant partner officers on using the PSPO	<ul style="list-style-type: none"> •Agreed WBC protocol to be shared with Partnership. •Deliver training sessions on the PSPO process to relevant front line officers across the partnership by end of December 22 	Additional officer time to implement the PSPO process	Oct-22	Dec-22	Paul Stevens WBC	•PSPO not being used to address prohibited behaviour.	<ul style="list-style-type: none"> •Protocol Agreed •Training sessions delivered •Warning letters / notices being issued by Police and council. •Reduction in the PSPO prohibited behaviours 	Red
1.7	Review the relevance of the PSPO conditions and amend where appropriate	<ul style="list-style-type: none"> •Carry out review of current PSPO conditions and propose amendments and additional conditions. •PSPO amendments and proposed new conditions to be approved through consultation/ committee process. 		Jan-23	Mar-23	Paul Stevens WBC	•PSPO not being used to address prohibited behaviour.	<ul style="list-style-type: none"> • PSPO amended and new condition approved and implemented •PSPO remains relevant to latest crime and disorder problems 	Red
1.8	Use the JAG to monitor the use of the Godalming PSPO and enforcement action taken	<ul style="list-style-type: none"> •To be made a standing agenda item on JAG. 		Dec-22	Duration of PSPO	Paul Stevens WBC Sgt Michael Knight (Jag) Chair	<ul style="list-style-type: none"> •Lack of JAG oversight. Inability to assess the success of PSPO's. Unable to demonstrate the positive use of PSPO's. 	<ul style="list-style-type: none"> •Reduction of PSPO prohibited behaviours 	Red

Ensure the powers introduced by the Anti-Social Behaviour, Crime & Policing Act 2014 are implemented effectively

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1.9	Establish local policies and procedures for considering when and how ASB powers are used when dealing with individuals committing ASB to ensure use of powers by police, WBC and other housing associations are recorded	<ul style="list-style-type: none"> •Central database of WBC use of Housing & Corporate tools and powers. •Quarterly report from the Police of tools and powers used. •Monitoring of tools & powers used by other housing providers through CHaRMM & NDAG. 		Jan-23	Ongoing	Paul Stevens WBC	<ul style="list-style-type: none"> •Tools and powers not being used effectively across partner organisations. •Risks that the most vulnerable do not get treated fairly. 	<ul style="list-style-type: none"> •Successful use of ASB tools & powers. •All ASB action taken considers and documents the requirements under the Equality Act protected characteristics. 	Amber
1.10	Raise awareness of CHaRMM to all Housing providers in Waverley	<ul style="list-style-type: none"> •Identify social housing providers within the WBC area. •Make contact with all social housing providers with details of SWP meetings & criteria. 		Jan-23	Jun-23	Paul Stevens WBC	<ul style="list-style-type: none"> •Vulnerable people not being identified. •Risk of harm not being managed. •Perpetrators not being brought to justice. 	<ul style="list-style-type: none"> •Increased attendance at meetings. •Increased number of new nominations from Housing providers 	Amber

Improve the partnership's response to neighbour disputes									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
1.11	Actively promote use of, and early interventions for dealing with problems between neighbours - eg mediation, 'good neighbour card' and 'good neighbour agreements'	<ul style="list-style-type: none"> ASB Learning day 2 Nov 2022. Work with other colleagues from the Surrey Community Harm Reduction Group to create Surrey wide leaflets/cards to be used in Waverley 		Nov-22	Mar-23	Paul Stevens WBC Eve Budd WBC	<ul style="list-style-type: none"> Cases and/or investigations being opened unnecessarily. Expectations not being managed appropriately. 	<ul style="list-style-type: none"> Early intervention in neighbour disputes. Successful resolution of neighbour disputes via mediation and other arranged interventions 	Amber
1.12	Use the NDAG to refer neighbour disputes to at an early stage to prevent escalation and to identify suitable and appropriate interventions that partner agencies can offer	<ul style="list-style-type: none"> Promote NDAG to WBC services and other relevant partners 		Nov-22	Ongoing	Paul Stevens WBC Insp Sam Adcock (Chair of NDAG)	<ul style="list-style-type: none"> Neighbour disputes escalating. Multiple organisations dealing with cases separately without applying a joined up approach 	<ul style="list-style-type: none"> Early intervention in neighbour disputes. Successful resolution of neighbour disputes via mediation and other arranged interventions 	Amber
Priority 2: Themed Focus on Domestic Abuse									
Raise awareness of domestic abuse									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
2.1	Use publicity material and assets available via the Surrey DA Communications Plan and the South West Surrey DA Outreach Service to promote awareness of domestic abuse support services and helpline throughout Waverley	<ul style="list-style-type: none"> Sharing of assets and communication plan - 25 November - 16 days of activism Promote to hard to reach groups Promote through WBC tenants magazine and police newsletter 		Nov-22	ongoing	Louise Gibbins - Surrey CC Jo H SWS DA Outreach Service	Increased risk for those suffering from Domestic Abuse	<ul style="list-style-type: none"> Increased number of victims accessing outreach services. 	Red
2.2	Hold webinars to raise awareness of DA to local businesses and organisations in Waverley and to identify workplace champions.	<ul style="list-style-type: none"> webinar for WBC Cllrs to be held on 2 Nov 22 to raise awareness of the service. Send DA messages through WBC Economic Development Service 		Apr-22	ongoing	Louise Gibbins - Surrey CC Jo H DA Outreach Service	Increased risk for those suffering from Domestic Abuse	<ul style="list-style-type: none"> Increased number of victims accessing outreach services. Identification of workplace DA Champions. 	Red
2.3	Hold regular DA Champions networking events to provide support and ongoing training	<ul style="list-style-type: none"> Identify Champions in each partner organisation and local businesses provide training for Champions set up regular network events 		Jan-23	ongoing	Jo H DA Outreach Service	Increased risk for those suffering from Domestic Abuse	<ul style="list-style-type: none"> number of champions identified across variety businesses and organisations 	Amber
2.4	Make the Sanctuary scheme more accessible to more people by raising awareness of the scheme in Waverley	<ul style="list-style-type: none"> Raise awareness to professionals of the new sanctuary scheme being delivered by DA Outreach Service 		Oct-22	ongoing	Jo DA Outreach Service Eve Budd WBC	Increased risk for those suffering from Domestic Abuse	<ul style="list-style-type: none"> Increased use of Sanctuary schemes in Waverley. 	Red
Implement Waverley's Domestic Abuse Pledge									
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2.5	Develop and implement the Domestic Abuse Pledge in Waverley.	<ul style="list-style-type: none"> Partners to actively approach local businesses and organisations to sign up to the pledge Promote the pledge through DA Awareness week DA Outreach Service to deliver a webinar in relation to the implementation of the pledge 		Apr-23		Eve Budd / Katie Webb WBC	Increased risk for those suffering from Domestic Abuse	number of local businesses and partner organisations who have signed up to the pledge	Amber
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Expose and working towards ending hidden harms (Violence Against Women and Girls)

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
2.6	Promote 'Street Safe' online tool to help identify locations where people have felt unsafe and use data to identify hotspots or areas in the borough where people feel unsafe and take a problem solving approach via JAG	<ul style="list-style-type: none"> DA outreach to promote awareness of Street Safe at pub watch briefings. Review data as a JAG standing agenda item. 		Nov-22		Sgt Michael Knight		<ul style="list-style-type: none"> Identification of areas of the borough people do not feel safe coordinated partnership activity 	Green

Raise awareness of elder abuse and domestic abuse for professionals to help them locate support and advice for older victims, their friends and family

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2.7	Hold a webinar to raise awareness of elder abuse and domestic violence in older people. How to recognise it and how to get support	<ul style="list-style-type: none"> DA Outreach Service to hold 2 webinars for local businesses and organisations Attend Surrey Webinar 19 Oct & report back to COG. 	<ul style="list-style-type: none"> Cost to DA Outreach Service to deliver webinars Additional officer time 	Jan-23	Mar-23	Katie Webb WBC / Joanne H DA Outreach	<ul style="list-style-type: none"> Increased risk for those suffering from Domestic Abuse Not carrying out DHR recommendations 	number or people attending the webinars across a multiple organisations	Red

Domestic Homicide Reviews (DHRs)

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2.8	Implement and monitor the recommendations of the DHR 6 action plan	<ul style="list-style-type: none"> SWP Executive meetings 		Aug-22	Mar-23	Katie Webb WBC SWP Executive	Failure to meet legislative requirements	Recommendations have been implemented	Amber
2.9	Support the delivery of the joint DHR 8/SAR and support and implement early recommendations	<ul style="list-style-type: none"> SWP Executive approve budget to carry out joint review in conjunction with SSAB approve external Chair to carry out review approve the draft overview report and recommendations 	Cost to employ Independent Chair to carry out the review	May-22	Dec-23	Katie Webb WBC SWP Executive	Failure to meet legislative requirements	<ul style="list-style-type: none"> Overview Report and Recommendations approved by the SWP Executive Overview Report and Recommendations approved by the Home Office quality assurance panel Overview Report and Recommendations published on WBC webpages Recommendations have been implemented 	Amber

Priority 3: Focus on Crimes That Most Affect Waverley

Raise awareness of fraud and cybercrime

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
3.1	Raise awareness of the latest scams, fraud and cybercrime, with an emphasis on protecting the digitally excluded and socially isolated.	•Implement Surrey-wide best practice fraud prevention guide and tool kit		Mar-23	ongoing	Eve Budd WBC Louise Gibbins SCC	vulnerable victims targeted by criminals	Reduction of fraud amongst vulnerable groups	Amber
Help make Waverley roads safer									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
3.2	Carry out a review of Community Speed Watches (CSW) in Waverley	•Contact all CSW Co-ordinators assess satisfaction and to seek feedback. •Obtain data on numbers of vehicles stopped and action taken. •Liaison with police in-force CSW co-ordinators •Review to be discussed at COG to agree any additional action required		Nov-22	Mar-23	Sgt Graham Kerlake Eve Budd WBC (Chair of COG)	•Continued community concern of speeding and perceived lack of partnership action	•Improved satisfaction from CSW co-ordinators in Waverley	Amber
3.3	Support Safe Drive Stay Alive annual education production aimed to raise road safety awareness amongst young people and positively influence their attitudes to driving and as passengers	Annual event held 3 Nov 2022	WBC provides £900 towards the running cost of the event. Towns and Parishes in Waverley also contribute	Nov-22	Annual	Safe Drive Stay Alive Team	Deaths of young drivers	•Safe Drive Stay Alive evaluation report •Number of young people in Waverley attending	Green
Rural Crime									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
3.4	Police to ensure that rural crime data is accurate and recorded correctly	•Rural crime lead PCSO and Sgt to review rural crimes reported to ensure they are correctly recorded.		Apr-22	Ongoing	Sgt Graham Kerlake	•Issue raised at O&S Committee and recommendation made to SWP to address this. •Failure to consider recommendation	Rural crime data	Red
Environmental Crime									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
3.5	Use JAG to multi-agency problem solve locations where chronic or persistent fly-tipping and other environmental crime is taking place	Nominations to be made to JAG		Apr-22	Ongoing	Sgt Michael Knight (Chair of JAG) Eve Budd WBC	Environmental crime not being problem solved in a wider context involving all relevant partners	Successfully resolved and problem solved environmental crime problems	Green
Business Crime									
Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
3.6	Work with local businesses and community leaders to increase reporting and intelligence and promote investment in crime prevention activity	•Use the WBC Business newsletter to promote awareness/ training around crime and community safety relating to business		Apr-22	Mar-23	Eve Budd WBC working with WBC Economic Development Manager	Ineffective partnership working		Green

Priority 4: Responding to the additional vulnerabilities of our residents facing community safety issues

Identify potential risks and vulnerabilities associated with the housing of Ukrainian families within Waverley

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG
4.1	Ensure Ukrainian guests know how they can report any hate crime or seek any other advice and support around any safeguarding or community safety concerns	<ul style="list-style-type: none"> •Police to attend engagement events in Haslemere, Cranleigh, Farnham and Godalming for guests and hosts •WBC to monitor safeguarding concerns raised by Ukrainian guests and take appropriate action for concerns over exploitation/ modern day slavery 		Jul-22	Ongoing	Sgt Graham Kerslake Katie Webb WBC Deputy Safeguarding lead	Risk of harm	<ul style="list-style-type: none"> •Safeguarding concerns and referrals are raised with appropriate organisations •Monitoring data recorded and reviewed 	Green
4.2	Raise awareness amongst front line professionals of potential risks to Ukrainian guests to become victims of modern slavery, violence against women and girls (VAWG), child criminal exploitation and child sexual exploitation, hate crime and homelessness, and what action needs to be taken	<ul style="list-style-type: none"> •Regular updates on the SOCJAG •Provide any updates or training as required outside of the meeting •Refer potential vulnerable people to appropriate agencies 	Utilise specialist police teams to provide training	Dec-22	Feb-23	Sgt Graham Kerslake Eve Budd WBC	Lack of awareness of indicators which may lead to missed opportunities to safeguard victims	Training being successfully delivered	Amber

Acknowledging the impact of the COVID-19 pandemic on the community

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4.3	Monitor and review community tensions, trends and spikes in relation to the COVID-19 pandemic and ensure any required partnership activity is taken	<ul style="list-style-type: none"> •Utilise partnership groups of CHaRMM, JAG, SOC-JAG to identify any needs and plan any partnership activity as required 		Ongoing	Ongoing	Eve Budd WBC	<ul style="list-style-type: none"> •Potential impact on the ability to deliver mainstream services •Resident not receiving support and services they require. 	<ul style="list-style-type: none"> •Planned activity to mitigate disruption of services •Residents supported 	Green