



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	End of year 2022-23 status
1.1	Hold a learning day for the partnership where there will be a focus on a 'victim centred' approach to ASB	•Carry out an annual learning day. First planned for 2 Nov 2022.	•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	•Reduction in repeat reporting of ASB. •Efficient management of ASB cases. •Decrease in demand on multiple services.	Green	COMPLETED: Event held on 22 Nov 2022. Evaluation of event discussed at COG on 21 June 2023
1.2	Promote the use of risk assessments and victim action plans across the partnership	•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) Rob Brian (NDAG chair)	Victims not safeguarded	•Ensure a risk assessment is completed or provided with any nomination to CHaRMM or NDAG	Green	Will be picked up in 2023-24 under the implementation of the WBC ASB Corporate Policy. Partners will continue to use their own risk assessments.
1.3	Promote the ASB principles as part of ASB awareness week by signing up to the ASB principle pledge	•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 Rob Brian	Failure to meet Gov published guidance 20 July 2022	•Press release/ photo •Pledge displayed on wall in council offices with signatures	Green	COMPLETED in 2022 for ASB Week.

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	•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	•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.	•Community Triggers being applied for. •Partners to understand the need to promote Community Triggers.	Green	Community Triggers (ASB Case Reviews) continue to be used by residents in Waverley. The Partnership received 4 applications for an ASB case review in 2022-23. 1 met the threshold and 3 did not meet the threshold. Victims were given advice in all cases.

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 	Green	3 month reviews have been put in place after each ASB case review for the Chair to review what steps have been taken and how effective they have been. Victims are contacted 6 months after their ASB case review has completed to ask if they are satisfied the issues have been resolved. Unsatisfactory results are reported to the Case Review Panel or directed to individual agency complaints processes.
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Implement Public Spaces Protection Orders (PSPOs)

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1.6	Implement the Godalming ASB 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 	Green	PSPO training completed and PSPO promoted in areas of Godalming where anti-social behaviour was reported to be occurring. No breaches to the ASB PSPO were found during 2022-23. No enforcement action was taken.
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 	Green	Review of the Godalming ASB PSPO will be undertaken by WBC in 2024.
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 	Green	System in place via JAG but no enforcement action taken

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. 	Green	CHaRMM is used to monitor those individuals who are subject to ASB tools and powers eg CPNs, CBO, Closure Orders.
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 	Green	CHaRMM is used by a number of Housing Associations who have housing stock in Waverley. During 2022-23, there were 5 individual nominated to CHaRMM by Housing Associations. There were a further 2 individuals nominated by other agencies, where there was engagement from Housing Associations.
Improve the partnership's response to neighbour disputes										
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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 	Green	A Good Neighbour Agreement was trialed in one community during 2022-23. This will be extended to other areas once the agreements have been signed off by the Surrey Community Harm Reduction Group
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 Rob Brian (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 	Green	NDAG used throughout 2022 -23

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	End of year 2022-23 status
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	•Increased number of victims accessing outreach services.	Green	Information provided by SCC shows that the Surrey wide Domestic Abuse campaigns run during 2022-23 continue to see an increase in visitors to the Surrey Against DA webpages in the month immediately after the campaign finished compared to before the campaign commenced. Calls to the Surrey DA Helpline increased in the month after the campaign finished and saw an increase on the previous year 2021-22.
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. 	Green	Webinar to Cllrs held on 2 Nov 22.

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	number of champions identified across variety businesses and organisations	Green	5 training sessions have been delivered in workplaces, 1 webinar and 2 business networking events have been held and arranged by SWSDA. 14 workplace champions have been signed up.
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	Increased use of Sanctuary schemes in Waverley.	Green	Funding provided by Gov in 2022-23 for 22-23 and 23-24 and 24-25. 14 Sanctuary Scheme referrals made in Waverley in 2022-23

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	The decision has been made not to pursue the Domestic Abuse pledge in Waverley. The partnership is strong in relation to domestic abuse. The pledge aimed to reinforce action partner agencies can take to embed awareness of DA amongst staff, ensuring policies are in place to support staff experiencing DA and to amplify public DA awareness campaigns across social media and internal communication channels. The SWP feels that this work is well embedded amongst partners and will continue without the need for a specific pledge.

Expose and working towards ending hidden harms (Violence Against Women and Girls)										
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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	Standing item on JAG. Data monitored by Neighbourhood Policing Team. No hot spot areas or areas where people feel unsafe have been identified in 2022-23
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 	<ul style="list-style-type: none"> •number or people attending the webinars across a multiple organisations 	Green	Webinar held and run at county level on 19 Oct 2022.
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	Green	Completed and signed off by the Partnership
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 	Green	Ongoing

Priority 3: Focus on Crimes That Most Affect Waverley

Raise awareness of fraud and cybercrime

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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	Green	Scam awareness leaflets provided to day centers and other facilities open to the public. No cold caller packs available at the council and are regularly posted to those on request.

Help make Waverley roads safer

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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 Kerslake 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	Green	Review completed by Sgt Graham Kerslake
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	Funding provided in 2022 to go towards supporting the cost of transport for young people attending the event. The decision was made by SFRS in July 2023 to stop the delivery of Safe Drive Stay Alive following an extensive evaluation of the provision. This has been replaced with an alternative provision for schools and college, DriveFit.

Rural Crime										
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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	Green	Completed. Rural crime is reviewed regularly to ensure it is being recorded correctly by the Police.
Environmental Crime										
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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	Nominations to JAG have been made for fly-tipping
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	End of year 2022-23 status
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	Business crime advice is contained in WBC Business newsletter and other related crime and community safety information is shared.

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

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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 Kerlake 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	Action was completed. Initial safeguarding concerns raised were dealt with and no further issues highlighted.
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 Kerlake Eve Budd WBC	Lack of awareness of indicators which may lead to missed opportunities to safeguard victims	Training being successfully delivered	Green	Action completed. No issues raised.

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	Action completed. General community tensions are monitored through JAG.