

Police and Crime Commissioner Bi-Monthly Meeting May 2013

Partnership Working

This paper has been requested by the PCC to demonstrate how the force are working with community safety and criminal justice partners to deliver the plan. This is a very complex area which is not easily summarised. The below represents a sample of examples.

Public Protection

Public Protection teams within Surrey Police work closely with partners to protect vulnerable people, prevent victimisation and target offenders. Examples of this work include the following:

- bi-monthly Child Sexual Exploitation (CSE) task group, with education, health services, and other organisations to prevent vulnerable young people from being sexually exploited.
- 6-weekly Missing and Exploited Children's Conference (MAECC), focussing on frequent missing young people, with the Youth Offending Team, Children's Services, Youth Support Services, and education agencies.
- monthly Multi-Agency Risk Assessment Conference (MARAC) meetings, which focus on domestic abuse victims/survivors as well as offenders, and are attended by other agencies including probation, housing, education and health agencies.
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- monthly Multi-Agency Public Protection Arrangements (MAPPA) meetings, which manage registered sex offenders and offenders who pose a serious risk to the public; other agencies who attend again include probation, housing, education and health.

This is in addition to other partnership work in response to specific occurrences, including case reviews, Safeguarding Children meetings, and strategy meetings to manage allegations where there may be an ongoing risk.

Integrated Offender Management Units (IOMUs)

The Integrated Offender Management Unit provides a structure for the intensive supervision of high risk and repeat adult offenders as well as a number of young offenders. It offers a wide range of services including anti-social behaviour (ASB) case building, restorative intervention, intelligence gathering or simply advice. The IOMU works collaboratively with prisons, Surrey & Sussex Probation, Surrey County Council, drug agencies, all Borough and District Councils as well as a host of voluntary organisations. There are three units spread across the county at Staines, Reigate and Guildford and as at April 2013, they were managing a total of 130 offenders.

The end of year figures (2012/13) for the IOMU show a 38.1 % reduction in re-offending for this total group when compared to the previous 12 months (cumulative) when that group was at large. This is 17.1% points above the original target of reducing offending by 21%.

Surrey IOMU plans to build on its success by working with community safety and criminal justice partners to implement the following multi-agency projects during the 2013/14 year:

- Piloting to the use of GPS tagging on our most prolific offenders involved in serious acquisitive crime and those subject to MAPPA management. (May 2013).
- Introducing a multi-agency case management system to monitor all PPOs and NPOs in Surrey (July 2013).
- Working with Sussex Police and other criminal justice partners to pilot the use of Post Sentence Restorative Justice (August 2013).

Witness Care Unit (WCU)

Surrey WCU aims to provide effective, high quality support services to both victims and witnesses of crime by providing victims and witnesses with a designated point of contact and responding to general victim and witness enquiries regarding the progress of a case, keeping them updated through their preferred means of contact. The WCU works with criminal justice partners such as HM Court Services, Probation, Victim Support, Social Services and the Crown Prosecution Service (CPS) as well as charities such Outreach and Independent Domestic Abuse advisors to ensure action is taken to overcome inhibitors to effective case progression and to promote effective and efficient integrated joint working.

Examples of what this looks like include:

- Supporting the victim of historic domestic abuse by her daughter, where she was considering withdrawing her statement. The witness care officer was able to provide the support she needed to continue with the case such as arranging for a panic alarm and a marker on her phone, and referring her with her agreement to the 'Al-anon' support group. At one point the victim phoned her witness care officer to say that her daughter was in her bedroom, with a knife, threatening to kill herself. In addition to advising the victim to call the Police, the Witness Care Officer (WCO) called the Contact Centre herself which resulted in the immediate deployment of armed officers. The victim has built up a good rapport with her WCO and continues to phone the unit
- Supporting an elderly victim of credit card theft, who felt vulnerable due to her poor hearing. Surrey WCU supported her throughout by arranging for a PCSO to attend his address and talk him through the process, liaising with her social worker to arrange transport to court, and with Witness Services to have a wheelchair available for her whilst she was there. Unfortunately the travel arrangements fell through at the last minute, but the WCO concerned was able to make alternative transport arrangements the day before the trial by working with the CPS to authorise a taxi. The victim attended court to give evidence and the defendant was found guilty and sentenced to an 18 month prison term.
- Supporting a key witness in a minor traffic case by negotiating with the CPS to postpone the trial so he could visit his dying mother in Portugal for what was likely to be the final time. The WCU ensured that the witness was kept informed on virtually a daily basis until the matter was resolved.
- Supporting the victim of violent domestic abuse who was struggling to cope and in need of some practical help at home with her young children. A Witness Care Officer was able to provide her with reassurance and arrange for Outreach to put some help in place. The CPS was kept updated throughout and by working together we were able to offer physical and mental assistance to support her to see the case through to a satisfactory conclusion.

The WCU has regular meetings with partners to review progress and strives to continuously improve ways of working to ensure victims are at the centre of the criminal justice system. This includes the improvement of IT systems and introduction of fully digital systems to improve electronic communications between partners and witnesses. We are cognisant of the fact that electronic communication is not appropriate for all witnesses and we continue to provide support to them in the manner that works best for that individual.

Neighbourhood Teams

Surrey Police neighbourhood Teams are co-located with partners such as local councils and are engaged in a raft of joint working with our partners to address local concerns and community safety issues.

Joint Problem Solving (CIAGS and JAGS)

Surrey Police has been attending borough Community Incident Action Group (CIAG) and Joint Action Group (JAG) meetings for many years together with partners from County, Borough and District Councils, Probation Services, Social Housing providers, Transport services, Youth Support Services, Drug and Alcohol Action Teams and Surrey Fire and Rescue, and this joint working has become embedded. CIAGs discuss and agree action to

reduce the negative impact that problem individuals and families have on the wider community through their anti social behaviour, whilst JAGs are held in relation to community safety issues where a partnership approach is necessary to resolve the problems. Recent years have seen the introduction of short-life JAGs which are partnership 'case conferences' about specific issues or places, recent examples of which include Asian gold thefts in Redhill and fly-tipping in Elmbridge.

Joint Operations/Patrols

The Safer Neighbourhood Teams across the county regularly run a number of joint operations/patrols with partner agencies to tackle specific issues. Examples of this over the last couple of months include:

- Joint patrols with Surrey Fire and Rescue Service in Guildford to give out crime and fire prevention advice as well as gather intelligence and identify witnesses to local arson attacks, designed to cover up thefts.
- Days of action with Surrey Trading Standards, such as Operation Liberal in Guildford to deal with rogue traders and an operation targeting a fraudster in Molesey, the latter being the subject of a television documentary on the work of Trading Standards
- Running operations with Borough Councils to carry out license checks on taxis in Guildford and Reigate and Banstead.
- License checks by the police and Local Licensing Authorities in Elmbridge and Reigate and Banstead.

Co-location and Alignment of Procedures

In terms of wider issues, partners across Surrey have been collaborating in matters such as adopting a new approach to problem solving and information sharing (legislation and procedure). The programme of co-location has, quite naturally, aided this work. Early successes in adopting common techniques have resulted in the solution of long-standing issues that had blighted the lives of Surrey residents:

- In Surrey Heath residents were suffering at the hands of a male with an alcohol addiction and personality disorder and who had been harassing council staff and committing assaults. Following the adoption of common problem-solving methodology between partners a multi agency case review led to issues being resolved. The offender was evicted and relocated to more suitable accommodation and a support programme was put in place.
- A case review adopting a common methodology was also held to solve a 5-year neighbour dispute that had led to issues such as damage, and allegations of assault and discrimination by Surrey Police. The review led to a re-examination of allegations made by all parties including those directed against Surrey Police, a re-iteration of housing agreements to all concerned and the commencement of proceedings to seek possession of one of the properties concerned. All parties were firmly advised that any anti-social or threatening behaviour would not be tolerated and would receive a priority response from all agencies concerned. No reports of trouble have been received in the year since the review was held.

Community Engagement and Problem Solving

Surrey Police is also working proactively with partners on community and youth engagement projects with the aim of steering those at risk away from anti-social behaviour. Examples of this include:

- Using Proceeds of Crime money to run a first aid course in conjunction with partner agencies such as St. John's Ambulance for youths coming to police notice to give them purpose and skills to benefit both themselves and the community.
- Working with local youths and partner agencies such as Surrey County Council and Farnham Town Council to rebuild a skate park.
- Family First Project - working with Waverley Borough Council to address the needs of those families who are struggling in order to prevent crime, anti-social behaviour and keep families together.