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## **SURREY POLICE**

### **Partnership Working - How the Force are Working with Community Safety and Criminal Justice Partners to deliver the Plan**

Partnership working is a broad area, covering many different aspects. This paper represents an update on some specific themes, including work with the Criminal Justice Board, activity involving children and young persons, local initiatives, the Public Service Transformation Programme, and emerging work on joint enforcement teams.

#### **Criminal Justice**

Putting victims at the heart of the Criminal Justice System (CJS) is intrinsic to the work undertaken by the Surrey Criminal Justice Partnership which has set as its priorities for 2013/14 the following five areas, overseen through a detailed delivery plan:

- 1) Ensuring an efficient and effective criminal justice system
- 2) Improving the experience victims and witnesses have of the criminal justice system
- 3) Reducing offending and re-offending
- 4) Introducing and embedding restorative justice practices
- 5) Improving links between health/mental health and the CJS

Performance in the area of Criminal Justice will be subject to the same focussed and analytical approach as is being implemented for crime performance; this includes drilling into the processes involved to understand the contributions at each stage to overall performance. The Specialist Crime lead force arrangements will oversee this, identifying priority areas for redesign so that victims are truly at the centre of the Criminal Justice System, and so that this is demonstrated by performance data. Ultimately the number of effective trials should increase, with the number of cracked and ineffective trials decreasing; the time taken between a crime happening and the offender being sentenced should also decrease. This is an area of active COG involvement and scrutiny.

Some examples of the work being undertaken by Criminal Justice Partners in support of the Police and Crime Plan include:

### Victims' and Witnesses' Experience at Court

The Assistant Police and Crime Commissioner, Jane Anderson, has undertaken some extremely informative work on behalf of the Surrey Criminal Justice Partnership by spending time at both Magistrates and Crown Courts across the county, engaging with those giving evidence as either witnesses or victims to talk to them about their experience of attending court. Jane's findings, both positive and negative, are invaluable and have identified some key areas where criminal justice partners, working together, can make improvements. Examples include work currently being undertaken to review the letters sent to victims and witnesses so that they are better informed about what to expect at court and the support provided to them whilst they are there.

Her Majesty's Courts and Tribunal Service have also recently held a workshop with partners to review their court listing pattern in Surrey to ensure that, from January 2014, court time is more effectively allocated in line with demand. This should positively impact on victims and witnesses through a generally more efficient court process and a reduction in adjournments due to an increase in trial courts.

### Victims and Witnesses in Greatest Need

The introduction of Witness Care Teams several years ago saw witness attendance at court and satisfaction amongst victims and witnesses increase significantly, but there remains a need to provide particular support to those 'in greatest need'. To that end criminal justice areas are now expected to provide an enhanced service to those who are assessed to be particularly vulnerable by working to a revised set of minimum requirements. As part of a national roll-out, Surrey's Witness Care Team will introduce this enhanced service as a pilot from December 2013 with full rollout by January 2014. The enhanced service includes making telephone contact when witnesses are listed to attend court and, for those in greatest need, undertaking a needs assessment. This is a marked difference in that contact is currently carried out via written communication whereas telephone calls provide a much quicker and more personal response.

### Youth Restorative Intervention

Another area where Criminal Justice partners are working together to improve victim satisfaction and reduce the numbers of first time entrants into the Criminal Justice System is through restorative intervention for youth offending. Police and Surrey Youth Support Service have co-designed a disposal method called the Youth Restorative Intervention (YRI) which is an alternative disposal to caution, conditional caution or charge in all but the most serious of circumstances. Where such an approach is deemed appropriate the victim is visited to establish what reparation would 'make it right' for them which may be through a face to face meeting with the youth, a letter of apology or some other reparation. Since the scheme was initially piloted in April 2011 until the end of September 2013, there have been 1263 YRIs completed with a victim satisfaction rate of 86.3%.

An internal evaluation of this work has been completed, and an external evaluation is out for tender, commissioned jointly by Surrey County Council and Surrey Police.

### Mental Health Provision in Custody

Under the Criminal Justice Liaison and Diversion Custody Services, since 29<sup>th</sup> July 2013 Surrey Police custody suites have seen the introduction of a small team of Mental Health Practitioners providing a service across the county between 0800 and 1630, Monday to Saturday. Their role is to assess those detainees in custody with mental health issues to ensure that they receive the right support and advice and are referred to the most appropriate agency. This service is about making sure that those who are most vulnerable are given the help they need and diverting them from the criminal justice process where appropriate. This team also provide much needed advice and guidance to officers and staff in the management of mental health issues in custody.

### **Joint Enforcement Teams**

The PCC is gathering political support for a Newham-style joint enforcement programme involving teams of local council officers and the police. Visits have been carried out by the PCC and his office, as well as operational police officer visits. So far Spelthorne and Reigate and Banstead Borough Councils have expressed an interest in being pilot sites within Surrey.

The OPCC have agreed to host a workshop to look at the next steps and coordination after the initial fact finding and visits have been completed, and the Deputy Chief Executive for Reigate and Banstead Borough Council is leading on governance and planning. The 'enforcement manual' guidance has been circulated to all Neighbourhood Commanders to demonstrate what can be achieved.

### **Children and Young Persons**

#### Borough Based Youth Intervention Teams

Each of the eleven boroughs in Surrey has a Youth Intervention Team. Their role is broad, covering both 'prevent' work and the managing of young offenders, particularly those classed as Priority Young People (PYPs) who have the highest levels of offending for their age in the county. This work is completed with key partners, most specifically the Youth Support Service (YSS) and schools.

Much of the prevent work that is completed involves referrals to partner agencies. Examples of this include 'KEEP OUT', which is a project where young people are taken into prisons and speak to prisoners about consequences. Another example is Surrey Fire and Rescue Service's Youth Engagement Scheme where young people spend a week training as fire-fighters and carrying out cognitive work. There are many other similar projects.

#### Central Youth Restorative Intervention Teams

Any young person who admits a non-indictable offence is considered for restorative justice. YRIs are described above, and before a young person can be cautioned new legislation requires that potential outcomes be decided by a multi-agency panel. This

panel is made up of police and the Youth Support Service. A central team which oversees this from a police-perspective is based at Guildford Police Station, frequently with YSS staff working from there. Any restorative work is then completed with either the police or the YSS.

#### Data sharing

There are numerous information sharing agreements in place that are used between agencies. Mostly these sit under the Surrey County Council Multi-Agency Information Sharing Protocols. An example of such data sharing that has its own signed agreement is the sharing of 39/24s (child-at-risk forms) with secondary, special and short stay schools. The borough based Youth Intervention Officers review the folders that hold the 39/24s frequently and send relevant forms (sometimes sanitised) to schools that have signed agreements. The recipient is a SPOC who has a role to retain the information but not share it unless absolutely necessary, and then only the aspects which are directly relevant to the aim (e.g. a child's protection).

### **Local Initiatives**

#### Pubwatch

There are in Surrey 26 separate 'Pubwatches'; these individual Pubwatches vary in terms of the total number of licensed premises which make them up. All the licensing officers attend the Pubwatch meetings which normally run on a monthly basis; NSOs or PCSOs also attend. Pubwatches have an important role to play in combating alcohol-related disorder, and act as a method of sharing key information, putting in place consistent standards by which licensed premises are run, and banning identified people from using licensed premises across their areas.

#### Shopwatch

Most boroughs have involvement in 'Shopwatch' or 'Businesswatch'. Some of these schemes are police-led, and some are run by the local council. The success of each scheme varies, and this is sometimes due to budgetary constraints as opposed to willingness to be involved. The local Crime Reduction Advisors may also have involvement in or links with the Local Chambers of Commerce, local business forums or groups and Town Centre Security meetings. Surrey Heath SNT, for example, are partners in CTAC (Camberley Together Against Crime) which includes intelligence sharing and links to Police CCTV; it is self-funded. Often, the collaborative work between local businesses and the police is not on a formal basis, but relies on the good relationships that the local policing teams develop with their local businesses.

The Gold Standard is an example of how a particular crime has been tackled with partners. The Gold Standard is a voluntary code of conduct for the purchase of second hand jewellery and gold and is a partnership initiative between the police, jewellery and pawnbroking industries. It aims to create the concept of the 'responsible' trader, and a similar scheme is currently being introduced county wide to cover second hand shops selling electrical goods.

### Neighbourhood Watch (NHW)

Surrey has over 3500 NHW schemes – covering almost one third of Surrey's households. The schemes receive full police support but are administered and operated independently. The Crime Reduction Advisors support and help to develop NHW and are the SPOC for each borough's NHW co-ordinators. PCSOs take responsibility for engagement with NHW at a more local level and the Force Crime Reduction Advisor is the SPOC for the Surrey NHW Association. Borough SNTs send out regular crime alerts and crime prevention advice to NHW co-ordinators via the Active Citizen System and these are then disseminated down to members. This two way communications network proves particularly useful during activities such as Operation Candlelight (an anti-burglary operation).

### Country Watch

Membership of the Surrey Police Country Watch scheme now stands at over 1700. Using the Active Citizen System it manages e-mail and text messaging alerts to help prevent and detect rural crimes such as poaching, fly tipping, theft of animals, tack, machinery and scrap metal, and so on. In the past two years rural crime in Surrey has reduced by over 50%, thanks in part to Country Watch.

### Community Speed Watch

Community Speed Watch (CSW) is a locally-driven initiative where active members of the community, with the support of the police and local authority, are trained and monitor the speeds of vehicles at specific locations. There are currently over 300 CSW schemes in Surrey with new schemes being set up on a regular basis. CSW re-educates motorists regarding speed and raises their awareness of how anti-social driving impacts on local communities. Details of speeding vehicles are forwarded onto the police, for cross-referencing with data held by the DVLA. A warning letter is sent to the registered keeper, and if there is a persistent problem with a particular motorist, the police will target the driver of that vehicle and, if appropriate, take further action.

## **Public Service Transformation Programme**

The two main strands of this programme which Surrey Police are involved in for the purposes of providing an update are Emergency Services ('Blue Light') Collaboration, and the Surrey Family Support Programme.

### Emergency Services Collaboration

Surrey Chief Officers are resourcing the project with three full time operational specialist officers from Fire, Police and Ambulance, with a project officer and some time from a senior manager from each service in support. These posts have been funded by each of the blue light services to scope out and develop the outline business cases and, moving forward, to develop the full business cases. There is also support available from each of the three services to gather the data required. Sussex Police and East and West Sussex Fire and Rescue Services are also providing officer time to develop this work. A successful bid has been submitted to the Government's Transformation Challenge Award for funding to enable effective

Programme Management arrangements to be put in place. Furthermore, policy officer support from Whitehall has been agreed from the Public Service Transformation Network.

The initial scoping work outlined in the business case centres around the following desirable outcomes:

- improved customer service
- reduced costs with increased resilience
- reduction in overlap of service provision
- increased ability to align resources to meet demand

#### *Next steps*

A full business case is expected to be complete in March 2014 which will contain a more detailed cost and benefit analysis. Work to develop this will include staff and public engagement as part of a wider communications plan for all stakeholders. Discussions have also been held with West Sussex Fire and Rescue Service and East Sussex Fire and Rescue Service with regard to exploring their future involvement.

#### **Surrey Family Support Programme**

The aim of this programme is to tackle the families who are assessed as placing the greatest demand on local public services in Surrey. It has been agreed by Surrey Police, Surrey County Council, and district and borough councils, and brings together all the relevant agencies to work with families who meet one or more of the following criteria;

- families who have children not attending school
- families who are involved in anti-social behaviour
- families who have an adult claiming an unemployment benefit.

The coordination of the work with the families is done by six teams across the county, managed by the Boroughs and Surrey County Council. The teams have arranged for members of the relevant agencies to form a panel to decide which families are referred to the programme and prioritise their needs. A lead agency is identified by the panel to be the lead profession with the family. The police are not the only holders of intelligence or information, and all partners need to adhere to the real-time information-sharing protocol to make this successful.

The programme aims to support 1050 families by May 2015; in August 2013 there were 330 families in the programme. There are future plans to increase the programme further to work on between 4000 – 7000 families over 2014-18 to improve family outcomes and further reduce the cost to public services.

Surrey County Council receive funding for the scheme based on payment 'by results', therefore the more people who are signed onto the scheme, the more money is received; there may be an opportunity for Surrey Police to receive some of the income to assist with offsetting the cost of intelligence research (the impact is

described below). The target time for adoption by all boroughs in the county was October 2013, but they are at different stages of progression; many are working together to coordinate their response to the programme (e.g. Spelthorne and Elmbridge, Surrey Heath and Runnymede). It is too early to judge what impact the programme has had on reducing crime and ASB. In terms of practical implementation, there are some issues around the management of cases, in particular the ICT system to use across the eleven boroughs. As a force we are pushing hard to use SafetyNet exclusively, though alongside a directory contact system.

#### Impact on Surrey Police

Neighbourhood Teams have supported the research for the programme by identifying families and gaining their voluntary engagement with the support teams. This has meant carrying out detailed research through our intelligence systems, ICAD and multi-agency meetings. Most boroughs have done this for over 100 families so far. The Neighbourhood Inspectors or one of their Sergeants are part of the panel.

The new Safeguarding Hub is and will continue to grow into a multi-agency central hub for information sharing and risk assessing. This has the potential to support the programme as an information hub on people who are coming to police notice and known to other agencies; a family may then be identified as meeting the criteria for inclusion. There could be considerations for the programme to put a small resource into the Safeguarding Hub to support this process of identifying those families who could benefit, to reduce the demand in the longer term on agencies and to safeguard the families from future risk and harm.