



# **Surrey Anti-Social Behaviour and Community Harm Reduction Strategy**

**2024 – 2027**

## **Forward by Jo Grimshaw**

### **Anti-Social Behaviour.....it's still not low level**

This is the fourth Surrey Partnership Anti-Social Behaviour (ASB) Strategy and as with the previous three versions it has evolved and flexed to address the issues affecting our communities. This is because ASB and Community Harm touches more than just traditional ASB. Surrey is one of the safest Counties in the Country, however, how safe people feel is just as important as the actual absence of ASB.

Importantly, we need to hear, and more importantly, listen to the victims' voice, recognise the harm/risk and act appropriately to make people feel safe. Remembering that tackling ASB and harmful behaviour can rarely be achieved by a single agency.

For the first time this strategy includes the harmful issue of Hate & Hate Crime, to ensure this type of ASB has the same partnership focus and access to ASB Tools and Powers over the next three years.

2024 will coincide with more direction from Government, as they publish recommendations from the ASB Action Plan and amend legislation, so a continued joined up approach is just as important now as it was in 2013 when the first ASB Strategy Group convened.

Can I also take this opportunity to thank the partners, past and present who sit on the Surrey ASB & Community Harm Reduction Group, who without their support and hard work (on top of a day job) this amazing work would not have happened.

Jo Grimshaw – Surrey Police & Chair of the Surrey ASB & Community Harm Reduction Group

## **1. Introduction**

The phrase Anti-Social Behaviour takes in a range of nuisances, disorder and crimes which affects people's lives on a daily basis. It looks different and feels different in every area and to every victim. What is considered anti-social by one person can be acceptable to another. The Home Office describes Anti-Social Behaviour as, 'any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'.

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. Not all hate incidents will amount to criminal offences, but it is equally important that these are reported.

Hate crimes are criminal offences, whilst Hate incidents refer to incidences that are motivated by specific characteristics, but do not constitute criminal offences (i.e., no law is broken).

Anti-Social Behaviour covers a wide range of incidents and is dealt with by a number of different agencies. If ASB is not dealt with appropriately and in a timely manner, it can have a devastating impact on the lives of individuals, families, and communities. It is recognised that single agencies cannot tackle ASB alone and must work in partnership to address the issues.

It is now widely accepted that ASB is a precursor and a continuing occurrence linked to other crimes such as hate crime, serious and organised crime (SOC), youth violence, knife crime, exploitation of the vulnerable and can have an impact on the physical and mental health of the victim/family or community. Therefore, this strategy also looks at how tackling ASB can help support the work of other strategies locally and nationally to reduce the impact and harm on the communities they occur in.

## **2. Purpose of this Strategy**

This is Surrey's fourth strategy and continues to set out how agencies across Surrey will work together to reduce the harmful effects of ASB, serious and organised crime and community safety issues over the next three years. It will build upon the excellent partnership work already operating, at both a local district/borough and county level and ensuring that together we continue to drive down incidents of harm and sustain residents' high levels of public confidence and satisfaction.

### **Putting Victims First**

A key focus of this strategy will be how we can provide effective support to victims of anti-social behaviour, hate and serious and organised crime, ensuring that together we understand better the impact on their lives and that processes are in place to protect them from further harm.

Our priority will be the identification and protection of high risk or vulnerable victims of ASB. A vulnerable person is one who's experience of ASB and resulting harm, is likely to be more significant because of their individual personal circumstances. However, understanding that anyone can be considered vulnerable whilst being a victim of ASB.

We will also continue to take into consideration the recommendations/principles of the:

1. Victim's Commissioner Report "Anti-Social Behaviour – Living a Nightmare" published in April 2019.

<https://victimscommissioner.org.uk/published-reviews/anti-social-behaviour-living-a-nightmare/>

2. The ASB Pledge: <https://asbhelp.co.uk/home-practitioners/the-asb-pledge/>

3. The Government's ASB Principles: [Anti-social behaviour principles - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/anti-social-behaviour-principles)

### 3. Scope of the Strategy

This strategy covers those community harm reduction activities that require a partnership approach and are common across the county of Surrey. The strategy does not include those individual and bespoke interventions and solutions that are developed and delivered at the local district and borough Community Safety Partnership level. These local activities are outlined in each of the eleven Community Safety Partnership Plans.

### 4. The National Context

Anti-Social Behaviour is high on the Governments agenda and is a cross cutting feature on various other agendas. The Surrey Antisocial Behaviour Community Harm Group (SASBCHR) Group will refer to these documents to direct its action plan:

ASB Action Plan - [Anti-Social Behaviour Action Plan - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/anti-social-behaviour-action-plan)

DLUC Improving Social Housing - The charter for social housing residents:

<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

HMICFRS Police Recorded Crime - [Crime-recording process - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(justiceinspectorates.gov.uk\)](https://www.justiceinspectorates.gov.uk/hmicfrs/)

Tackling violence against women and girls strategy - [Tackling violence against women and girls strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/strategies/tackling-violence-against-women-and-girls)

The Serious Violence Duty - [Serious Violence Duty - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/serious-violence-duty)

Community safety partnerships review and antisocial behaviour powers - [Community safety partnerships review and antisocial behaviour powers: government response - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/community-safety-partnerships-review)

YouGov ASB Survey 2023 (results below) - [YouGov2023.pdf \(resolveuk.org.uk\)](https://www.resolveuk.org.uk/yougov-asb-survey-2023)



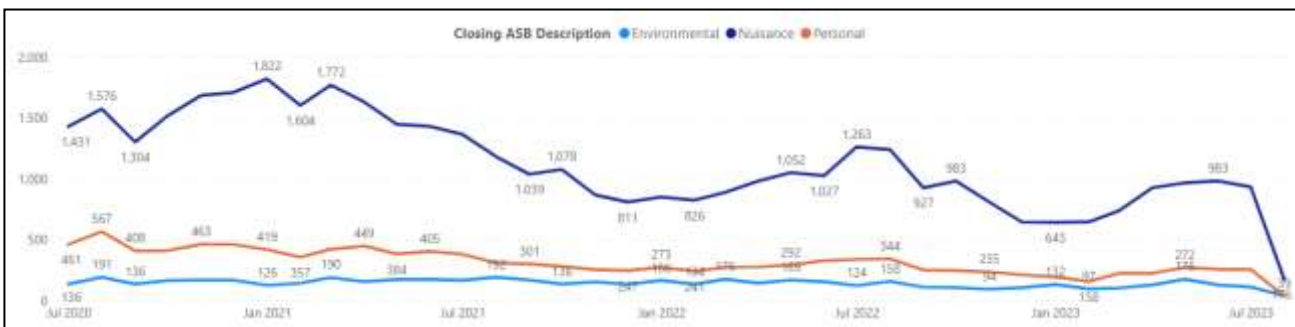
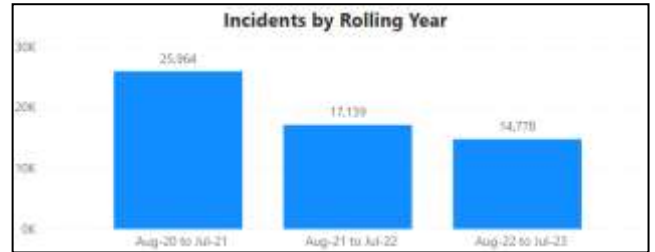
## 5. The Local Context

Surrey Police continue to see a fall in reported Anti-Social Behaviour. There are thought to be various reasons for this, which include:

1. ASB correctly being recorded as crime not ASB.
2. Continued communications campaign reminding victims that Police sometimes are not the first agency to contact with their ASB issue.
3. Reluctance to report.

With types of ASB reported to Surrey Police, ASB Nuisance category continues to be the most reported

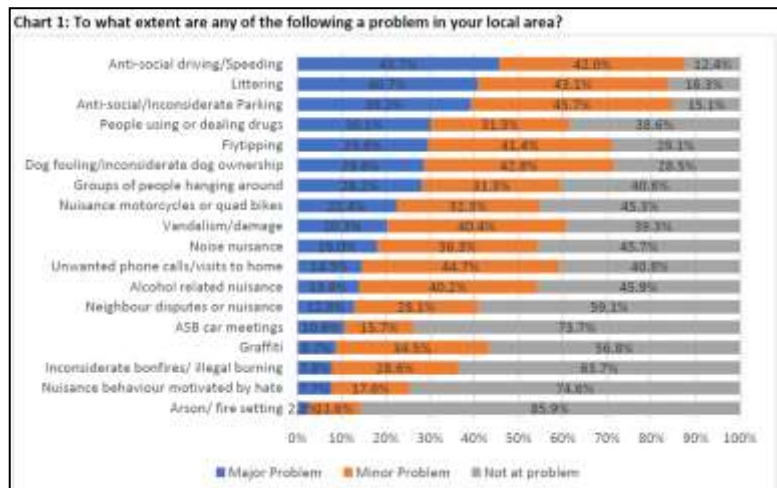
Work as part of this strategy will now start, to collate ASB reports from other agencies to obtain and better intelligence picture of ASB in Surrey.



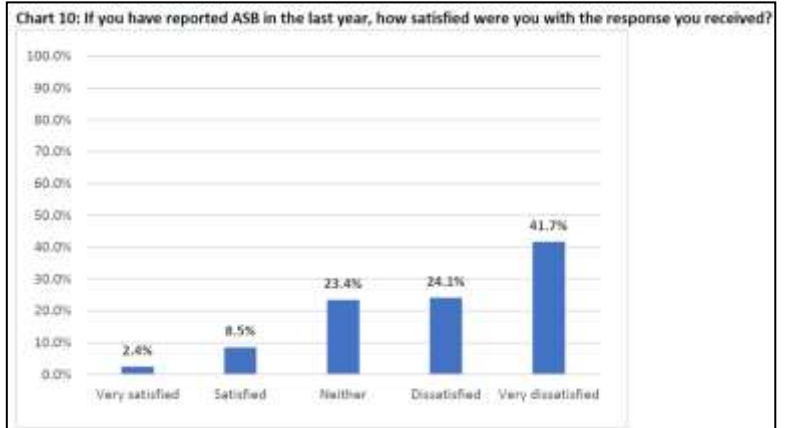
## Victims Voice

The Office of the Police and Crime Commissioner (OPCC) conducted an Anti-Social Behaviour survey that went out to Surrey residents between 10<sup>th</sup> March and 4<sup>th</sup> April 2023. A total of 1968 respondents completed this survey, and a report provides a summary of the results of the survey.

The charity ASB Help also conducted focus groups with Surrey victims to understand the issues faced by victims in Surrey. This data and the ASB Help report will help produce the action plan linked to this strategy which will include looking at improving victim satisfaction.



1. The online survey and focus group sessions identified common priorities which should be considered as areas of focus.
  - Vehicles, vehicle noise, antisocial driving and parking.
  - Drugs
  - Student behaviour
  - Neighbour disputes
  - Social dynamics
2. A review of processes and policies around collaborative partnership working and information sharing specifically in terms of ASB case management and using a multi-agency approach.
3. Greater community engagement, giving victims reassurance that they are prioritised, and their issues are on the radar.
4. Review of all resources online and paper format with regards to ASB which are available to the public. Ensure that it is clear, accessible, accurate and up to date.
5. Prioritise promotion of the ASB Case Review and how it can be accessed and utilised.
6. Further training for any staff involved in ASB management, from call handlers to management. Ensure all team members are sensitive to impact, are aware of policy and can appropriately identify ASB and prioritise it.
7. Review victim support services available in Surrey, and how they are promoted by practitioners.



**Links with other relevant Surrey strategies and initiatives:**

This strategy links with other existing county-wide and national strategies and initiatives that already contribute to the reduction of ASB. These include, but not exhaustive to:

Strategy/initiative	Details
<b>Police and Crime Plan for Surrey</b>	<p>The Police &amp; Crime Commissioner for Surrey intends to:</p> <ul style="list-style-type: none"> <li>• Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and ASB</li> <li>• Review the community safety funding and grants they give to partners who support victims to ensure value for money is achieved</li> <li>• Ensure that they look after those people most vulnerable in our society</li> </ul>
<b>Serious Violence Reduction Strategy</b>	<p>The Surrey Serious Violence Reduction Partnership will work together to prevent harm, reduce the occurrence of violence, develop a counter-narrative around violence and increase confidence in neighbourhoods. With insight and data, we can co-design interventions and support which will not only reduce the violence but work to prevent the causal factors that allow violence to grow</p>
<b>SCC - Place Ambition Priority Theme 3 - Enhance the place offer of Surrey's towns and urban areas</b>	<p>Our towns and urban areas will continue to be where most of Surrey's homes, services and jobs are located. With three quarters of the land in Surrey being covered by Green Belt and national and international environmental designations, there is a need to make effective use of our urban areas and make them attractive, healthy and safe environments to live and work in. Supporting growth in these areas and promoting improved connectivity based on public transport and active travel will provide opportunities to create more sustainable places.</p>

Strategy/initiative	Details
<b>Hate Crime</b>	Police Hate Crime Work Inter Faith Forum
<b>Surrey Fire and Rescue Community Protection Plans</b>	The Fire and Rescue Services Act of 2004 requires a fire and rescue service, to: Protect life and property in the event of fires in our area. Extinguish fires in our area. Rescue and protect people in the event of a road traffic collision. Rescue and protect people in the event of other emergencies. <a href="http://surreycc.gov.uk">Community Risk Profile (surreycc.gov.uk)</a>
<b>Community Safety Agreement</b>	The primary aim of this Community Safety Agreement (CSA) is to set out how the responsible authorities will work together to identify and address shared priorities in relation to reducing crime and disorder. It is a statutory document that is a requirement for two tier authorities such as Surrey under Section 17 of the Crime and Disorder Act 1998 (as amended by the Police and Justice Act 2006). It is also a requirement in such two-tier local authority areas, that there is a County Strategy Group in order to bring together all district, borough and relevant partners responsible for community safety activity. Following the merger of the Community Safety Board and the Health and Wellbeing Board (HWBB) in March 2020, the HWBB now performs this function. <a href="#">Community Safety Agreement 2021 to 2025   Healthy Surrey</a>
<b>Community Safety Partnership Plans</b>	Crime and anti-social behaviour are tackled in every local district and borough area by multi-agency Community Safety Partnerships (CSPs). Each CSP is required to set clear and robust priorities for their area and develop activities driven by reliable evidence that meet the needs of local communities. These activities are outlined in each CSP's partnership plan.
<b>Surrey Combating Drugs Partnership</b>	In relation to ASB: work with local areas to encourage them to continue to think how best to deploy the ASB powers to strengthen the protection to victims and communities; and develop and share effective practice in the use of the powers to support local action on tackling drug-related offending. <a href="#">Surrey Combating Drugs Partnership   Healthy Surrey</a>
<b>Surrey Serious and Organised Crime Strategy</b>	<ul style="list-style-type: none"> <li>• <b>Pursue:</b> prosecuting and disrupting the criminal activity of OCGs. Locally this means establishing strong, effective and collaborative partnerships to gather and share intelligence on organised criminal groups that are operating in the local area and across county borders.</li> <li>• <b>Prevent:</b> deterring individuals from getting drawn into serious and organised crime and previous offenders returning to crime. Prevent involves a wide range of local approaches and interventions and can include developing new interventions, making use of existing services and raising local awareness of the reality and consequences of being involved with organised criminal groups to dispel associated myths of wealth and glamour.</li> <li>• <b>Protect:</b> protecting individuals, families, businesses and communities against serious and organised crime. Protect involves ensuring the right controls and practices are in place to safeguard communities and ensure these groups have the information to help them to protect themselves.</li> </ul>

Strategy/initiative	Details
	<ul style="list-style-type: none"> <li>• <b>Prepare:</b> being prepared to manage the impact or consequence of serious and organised crime. This includes the ability to immediately respond to major serious and organised crime incidents and ensure a rapid and effective resolution and recovery for affected communities, victims and witnesses.</li> </ul>
<b>Domestic Abuse</b>	<p>Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. ASB can occur in DA related incidents and sometimes can be used to wrongly describe a victim of DA's behaviour</p> <p><a href="https://sdapartnership.org/">https://sdapartnership.org/</a></p>
<b>Surrey Health and Wellbeing Strategy 2019</b>	<p>In 2019, the Surrey Health and Wellbeing Board published a 10-year Health and Wellbeing Strategy. Based on evidence from the Surrey Joint Strategic Needs Assessment and the views of Surrey residents, the strategy sets out how different partners across Surrey can work together with local communities to tackle the wider determinants of health and improve wellbeing.</p> <p>It is focused around three key priorities:</p> <ul style="list-style-type: none"> <li>• Priority one: Helping people in Surrey to lead a healthy life</li> <li>• Priority two: Supporting the mental health and emotional wellbeing of people in Surrey</li> <li>• Priority three: Supporting people to fulfil their potential</li> </ul> <p><a href="#">Surrey Health and Well-being Strategy - update 2022   Healthy Surrey</a></p>
<b>Violence Against Women and Girls</b>	<p>Ending violence against women and girls (VAWG) is everybody's business. It requires a change in our society, culture and institutions to address the root causes.</p> <p>Our vision is that every adult and child subjected to violence and abuse, will be seen, safe, heard, and free from harm caused by the perpetrator(s).</p> <p>By holistically supporting survivors, focusing the accountability onto the perpetrators, and educating our communities, we will strive towards ending VAWG.</p> <p><a href="#">Surrey Violence Against Women and Girls Strategy 2023-2025   Healthy Surrey</a></p>

## 6. Vision

We aim to continue to improve the understanding of, and our response to, incidents of anti-social behaviour and crime that cause harm in our communities. We intend to reduce instances of anti-social behaviour and the numbers of people who are involved in anti-social behaviour as victims and offenders. Where anti-social behaviour does occur, we are committed to putting the victim first, particularly if they are vulnerable or a repeat victim. We are also committed to “getting it right at the first time of asking” and not pass the victim between agencies.

## 7. Outcomes and priorities

**Priority 1** - Improve support for victims of ASB through district and borough-based Community Safety Partnerships.

**Priority 2** - Improve effective data, intelligence and information sharing that enables professionals to create a joined-up approach to victims at risk, disruption of offenders and targeted response.

**Priority 3** – Provide information to raise the understanding and awareness of where to seek support for Anti-Social Behaviour in our local communities.

**Priority 4** – Provide the platform to give professionals the skills to identify, respond to incidents of ASB and share good practice.

**Priority 5** – Coordinate with partners to disrupt offending by using early intervention and support offers, as well as the appropriate use of ASB Tools and Powers.

## **8. Implementation and monitoring**

This strategy sets out a programme of partnership activity under key themes and trends through its action/delivery plan.

It will be a living document which will be added to as themes or issues occur. The delivery plan will be updated regularly in order that progress can be monitored by the Surrey ASB and Community Harm Reduction Strategy Group who will report to the Surrey Serious and Organised Crime Partnership Board, Surrey Community Safety Assembly and the Surrey Health and Wellbeing Board as appropriate.

## 9. Terms of Reference



### Surrey Antisocial Behaviour and Community Harm Reduction Group Terms of Reference (2024) Mission Statement



The purpose of the Surrey ASB Community Harm Reduction Group is to bring together a range of partners and representatives from relevant agencies to identify good practice and address barriers to effective partnership delivery in response to anti-social behaviour (ASB), serious and organised crime (SOC) and other emerging community safety issues.

The group will promote a proportionate and balanced response to issues of anti-social behaviour, serious and organised crime, and community safety, which reflect levels of harm caused to victims and communities whilst always putting the victim at the heart of our work.

The group will also function as a scrutiny board for community safety issues and offer peer support and advice where requested along with being an influencing group regarding changes in policy and procedure locally and nationally.

#### Strategic Aims

- To deliver a victim focused service to reduce the harm caused by ASB across Surrey
- Improve the understanding of the harm and impact by the public and professionals of Anti-Social Behaviour and Serious and Organised Crime in our communities which will help inform what responses are available to tackle it.
- To identify and share best practice in relation to tackling ASB and SOC.
- To ensure a consistent approach across the County when tackling ASB and SOC.
- To ensure connectivity between the work of the Group and other Surrey Partnership Boards where behaviours and associated vulnerabilities cut across a variety of national/local themes and agendas.

#### Commitment

To achieve the strategic aims the Group will develop a work programme which will be refreshed every 3 years. It is expected that all Members actively participate in the Group through contribution to task and finish groups and they will be involved in the delivery of the work programme. The task and finish groups will be identified by the Group Chair and allocated by mutual agreement. The Lead Officer(s) will provide updates to the Group at regular intervals.

The Group will produce an annual report and review the terms of reference yearly to ensure they are fit for purpose. It will give regular updates to the Serious and Organised Crime Partnership Board and the Surrey Health and Wellbeing Board reflecting the implementation of the entire work programme and the progress made.

## **Membership**

The Group will have a core membership, however additional representatives will be invited to attend the Group in relation to specialist or specific areas of discussion and activity.

The core members of the Group will include representation from the following:

- **Police** - ASB Manager, Problem Solving C/Inspector, SOC Partnership Manager, County Lines Manager, Victim Care and Victim Satisfaction
- **Office Police and Crime Commissioner** – Partnership Officer
- **Local Authority** – Community Safety Manager, Environmental Health Rep
- **Surrey County Council** – Community Safety Manager, Fly Tipping Reduction Manager, Surrey Fire and Rescue, Targeted Support Team (Young people)
- **Housing Providers** – Raven Housing and PA Housing
- **Charities/3<sup>rd</sup> Sector** - Victim Service, Mediation, Catalyst and Crimestoppers

## **Meeting Frequency**

The Group will meet every four months and will be scheduled to last for up to three hours.

Task and finish groups will communicate as required in accordance with the needs of the relevant work programme area.

The Group may be convened on an extra-ordinary basis in the event of an exceptional event or item requiring discussion.

## **Standing Agenda Items**

The group will discuss the following agenda items at all meetings:

1. Victim Care/Victim Satisfaction for ASB
2. Emerging threats and risks
3. Updates from Action Plan
4. ASB Week/ASB Forum/ASB Awards
5. Update from Housing Providers meeting
6. ASB Review Activations
7. Training/Education Opportunities
8. Communications
9. Sharing of good practice