

**Minutes of a Meeting of the External  
Partnerships Select Committee held at  
Council Chamber, Surrey Heath  
House, Knoll Road, Camberley, GU15  
3HD on 28 February 2023**

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+ Cllr Vivienne Chapman (Chairman)

+ Cllr Morgan Rise (Vice Chairman)

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|--------------------------|--------------------------|
| - Cllr Dan Adams         | + Cllr David Lewis       |
| - Cllr Richard Brooks    | + Cllr Emma-Jane McGrath |
| + Cllr Paul Deach        | + Cllr Liz Noble         |
| + Cllr Tim FitzGerald    | - Cllr Pat Tedder        |
| + Cllr Mark Gordon       | + Cllr Valerie White     |
| - Cllr Josephine Hawkins | * Cllr Rodney Bates      |

+ Present

- Apologies for absence presented

\* Present by invitation of Chairman

Substitutes: Cllr Stuart Black

Members in Attendance: Inspector Matthew Walton

Officers Present: Nick Steevens, Sally Kipping, Jayne Boitout and Bob Darkens

**17/EP Apologies for Absence**

Apologies for absence were received from Cllr Brooks, Cllr Adams, Cllr Tedder and Cllr Hawkins, substituted by Cllr Black.

**18/EP Minutes**

The minutes of the previous meeting held on 29 November 2022 were confirmed as a correct record.

**19/EP Outlining what ASB is, and the difference to neighbour disputes**

Members received a presentation on anti-social behaviour, including how it is defined, the systems in place to deal with it and preventative measures in place.

Anti-social behaviour (ASB) was defined as behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons of not of the same household as the person. This definition was found under the Anti-Social Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011. Children playing, household noise at reasonable times, one off parties, parking and social media disputes did not fall under this definition of ASB.

It was noted that ASB, if left unaddressed, had the possibility to cause significant problems. The impact of ASB on individuals, groups and environments had on occasion been overlooked and resulted in more serious consequences.

Multiple organisations had the authority to deal with ASB reports, including the Police, housing providers, local authorities and local partnerships.

The Community Harm and Risk Management Meeting (CHaRMM) is Surrey Heath's partnership that brings together a number of organisations to discuss ASB issues in the Borough. In addition to organisations responsible to handling ASB reports, The Hope Hub, Mental Health and Social Care providers and the NHS also attended these meetings. All cases referred to CHaRMM were recorded on the shared database, ECiNs. Previous criticisms of the partnership were that organisations weren't sharing data. ECiNs was implemented to tackle this.

A number of options were available to tackle ASB and were as follows:

- Early intervention.
- Holistic assessment/signposting.
- Staged approach.
- Mediation.
- ABC/Warnings.
- Community protection warning.
- Community protection notice.
- Prosecution.
- Community Trigger.

The Group were informed that part of the process of warnings, mediation services and a staged approach meant that the Community Safety Teams gave ASB perpetrators every opportunity to cease ASB offences before taking any formal legal action. If legal action against the individual or business is successful, fines ranged from £2,000 up to £20,000.

Following Members discussion, the following key points were raised regarding anti-social behaviour in Surrey Heath:

- Dispersal orders in Watchmoor Park had been in place but were subject to continuous reviews. The prevention of ASB at Watchmoor Park was an example of a multi-agency approach.
- The Surrey Heath CHaRRM was focused solely on adult ASB, and there was limited scope to include children in these meetings. Other meetings did take place that focused on children and safeguarding (Risk Management and Mapping Meeting).
- Cooking odours, including those from businesses fall under the remit of Environmental Health teams and were not considered Anti-social behaviour.

The Committee noted the report.

**20/EP How the multi-agency platform works – who are the key partners, meeting frequency, attendance, input, how managing safeguarding and risk is undertaken**

Members were provided with an update on CHaRMM, the multi-agency platform used to tackle anti-social behaviour in the Borough. CHaRMM included local police, authorities and housing associations as well as Surrey Heath organisations such as The Hope Hub, Integrated Care NHS and other social care organisations.

CHaRMM was held 11 months of the year, aside from August on the first Monday of each month.

It provided a forum for representatives of organisations that tackle ASB to discuss a particular case. Data sharing was enabled through the use of the case management system ECiNs.

Members noted the update.

## **21/EP Local Crime/ASB trends in Surrey Heath – presented by Surrey Police**

The Group received a presentation from Surrey Police on Local Crime and Anti-social behaviour trends in Surrey Heath.

From April 2022 to February 2023, there had been 4,140 total notifiable offences recorded, up from 4,108 during the same period the previous year. The solved outcome rate for 2022/23 was 411, down from 433 last year. This suggested an overall downward trend, however Surrey Heath was higher than the national average.

Violence in Surrey Heath was down by 13.8% in Surrey Heath. Domestic violence was down 19.8%, public place violence was down 19.6% and violence at events against strangers was also down. There had been a lot of work during the Christmas period to prevent public place violence, as the period is especially busy for events. Gender based violence was down by 15.4%, the highest reduction for the Force.

There had been increases in reports of some crimes. Theft of a motor vehicle was up 56.8% from last year. The main trend was around keyless car theft, which often did not require criminals to enter a property and therefore perpetrators would not be convicted of trespassing. General theft, not from or of a motor vehicle was up 30.3% higher. Theft from a motor vehicle was up 2.3% from last year. Motor vehicle crime was designated as a Force level priority and which included theft from vans. Domestic burglary was down 28.1% from last year and drugs offences were down 13.6%.

It was noted that 80% of ASB reports to Surrey Police in the Borough were neighbour disputes rather than general ASB. There were 885 reported incidents, down by 28.2% from the previous year. A joint statement by the Council and Police was released regarding the work done throughout the Christmas period to prevent ASB. Special Constables continued to be deployed on Friday and Saturday nights to support the Police on busy nights and work with Partners to repair the High Street Gate had been completed, allowing for the closure of the High Street when needed.

In 2022, ASB reports began to be received regarding issues in Watchmoor Park. Working with Partners enabled the installation of ANPR cameras as a preventative measure. The ANPR cameras and dispersal order was used to follow up on individuals attending Watchmoor Park car meets. Social Media was used to advertise this work and served as a warning to dissuade people from attending meets. There was an option to install gates at the location but this would require the owners of Watchmoor Park to pay the installation fees.

The Meadows formed part of the Thames Valley Policing Area, and the options available to Surrey Police were limited.

Following a discussion, the following key points were raised:

- Surrey Heath had seen a reduction of keyless vehicle thefts in 2023, with 0 reported between January and February 2023.
- The Borough's Police force only controlled the Borough Police social media pages, and could not post on Surrey Police social media channels.
- Faraday bags were still useful for protection against keyless car theft.
- Domestic violence still posed an issue in the Borough, and the Police had aimed at improving its ability to detect domestic violence. Since the end of the pandemic domestic violence had decreased.
- Joint work between the Police and Council was carried out to find a suitable area for delivery drivers to park. As the drivers were often contractors, the organisations they are contracted to were unable to provide data on drivers.
- Motor vehicle theft was generally aimed at high end brands, and unless on the rare occasion a vehicle is recovered, most were not returned to their owners.
- Most keyless car thefts were reported the day following the theft.
- PCSOs and Officers continued to visit schools in the Borough, but the main focus of the Police in the Borough was to target most at risk groups.

The Committee noted the report.

## **22/EP The use of effective communications, and technologies – 'Street Safe' app' and delivering the Councils Driving Improvement Campaign update**

Street Safe was created in 2021 as a project to tackle violence against women and girls. It has since launched nationally and is used as an online reporting tool where residents were able to anonymously report areas that make them feel unsafe. This was advantageous to the Police, as a one off report directly to the Police would typically be referred to Partners but using Street Safe data, Surrey Police were able to take action on reported areas.

Street Safe was not a replacement for reporting criminal activity to the Police, but it was a tool to enable data driven policing.

Data gathered from Street Safe in the Woking area had enabled the Police to take action along with partners to make the canal area feel safer. This led to a reduction in the number of reported crimes in the area. Surrey Heath was not

seeing the benefit of data from Street Safe as much as less residents were using the platform than other areas.

Members were informed that not only did the data help the Police resolve issues, it also helped with the management of Police resources. Additional funding was available from the Police and Crime Commissioner, but a detailed plan was required before the Police and Crime Commissioner could allocated funding.

Members also received an update on the Driving Improvement (DI) Campaign had three main targets, including tackling anti-social behaviour, taking action against fly tipping and the planting of 4,000 trees in the 2022/23 financial year.

In relation to the data gathered during the DI Campaign, intelligence sharing was an important element of the campaign. Working with Partners to tackle ASB by sharing information through CHaRMM and ECiNs had improved the Council's approach to tackling ASB. Members were informed it was critical that residents felt that it was easy for them to report ASB and that they felt their reports were handled appropriately.

Historically, the Borough had CCTV and a month long trial was carried out of new CCTV in the Borough. The surveyed area did not record any fly tipping and the trial was considered a success. Additional CCTV was ordered to be deployed across the Borough with all data protection requirements taken into consideration.

Community Action and Awareness raising of the role of the Borough and the involvement of Council Officers in Partnerships and events was key to the DI Campaign. Action days with Partners in Surrey Heath were planned.

There was a substantial reduction in reports of ASB to the Borough between February 2022 and 2023. Further data was required before this could be celebrated as a positive outcome.

Officers involved with the Driving Improvement Campaign were congratulated for their work.

The follow key points regarding the Driving Improvement Campaign were raised:

- Members requested information to share with residents in newsletters regarding the progress made on the Campaign.
- The use of CCTV in the Borough was limited to the Town Centre and Old Dean estate. A number of other CCTV assets were used to protect green spaces in the Borough. Woking Borough Council monitored the CCTV in Camberley Town Centre, but there was no joint approach on how each Authority approached the use of CCTV. It was a statutory requirement that CCTV was sign posted, but signs could not be used without CCTV being present.
- Residents were encouraged to install door cameras and domestic CCTV products.

Officers and Partners were thanked for their updates.

**23/EP Update from Accent**

Members expressed concern that Accent Housing had been unable to attend the meeting of the External Partnerships Select Committee.

The Committee agreed that it would be beneficial to invite Accent Housing representatives to attend the External Partnerships Select Committee.

**24/EP Committee Work Programme**

Members discussed the Work Programme for the Committee, and discussed potential Partners that would be invited to attend the Committee in addition to Accent Housing attending each Committee Meeting.

Chairman