



# Tackling Crime, Protecting Communities

2017-2021

Delivery Plan 2017/18

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## Introduction

We are pleased to introduce Richmond Community Safety Partnership's Community Safety Plan 2017-2021. This Plan forms part of the suite of strategies which ensure Richmond residents can enjoy life and fulfill their potential supporting the Community Plan: Putting People First.

The Community Safety Partnership (CSP) brings together London Borough of Richmond upon Thames, the Metropolitan Police, probation services through the Community Rehabilitation Company and National Probation Service, London Fire Brigade and the Clinical Commissioning Group with universities, colleges, schools, community and voluntary sector organisations.

Collectively the Community Safety Partnership has one overriding objective 'to make Richmond a safe place to live, work, learn and visit - for all.'

We are committed to community collaboration to strengthen trust, confidence and accountability and have been working with local people, organisations and Neighbourhood Watch. We want to garner the willingness, aspiration and passion of residents and communities to be involved in improving community safety for individuals, families and neighbourhoods.

Richmond is a safe borough. The Community Safety Partnership has achieved significant reductions in crime and anti-social behaviour over the past five years. We are proud of these achievements but we are not complacent and know that more needs to be done to tackle crimes that impact vulnerable people, our communities and our neighbourhoods.

We know that crime and community safety issues are evolving and becoming more complex, issues related to mental health are faced by many of our residents and can make them more vulnerable to harm and crime. So with continued pressures on public sector funding we will face difficult choices about how we can deliver our priorities. Success will only be possible through active partnership working. The Community Safety Partnership will work closely with the Richmond's Adult's Safeguarding Partnership and Local Safeguarding Children's Board to achieve these outcomes.

We will work to tackle community safety issues through neighbourhood policing and problem solving, gripping the offenders who cause the most crime and addressing the complex needs that drive their offending and by providing additional protection and support to the most vulnerable people, families and places.

The delivery plan for 2017/18 follows and will be updated each year to make sure we are tackling current issues and priorities alongside the longer term outcomes we need to achieve.

Being safe and feeling safe is important to local residents and communities and key to wellbeing as well as attracting investment. By working differently and by working together we can make a positive difference.



**Paul Martin**  
Chief Executive  
Chair



**Parm Sandu**  
Chief Superintendent  
Vice Chair

# Safer neighbourhoods

This priority looks at the crime and anti-social behaviour that are the most concerning to residents in neighbourhoods. We will tackle issues across the borough as well as focussing on the areas of greatest need including those places with highest levels and largest increases.

We will increase our problem solving to reduce area wide issues, vulnerabilities and inequalities. We will aim to reduce crime, reduce anti-social behaviour and improve people's confidence and provide reassurance.

There are key inter-relationships between Safer Neighbourhoods and our plans to Keep Children and Young People Safe, Tackle Violence Against Women and Girls and Standing Together to Tackle Hate Crime and Extremism.

- **Vehicle offences have risen by 25% in 2016-17 (which equates to 382 crimes).**
- **Burglary offences have risen by 14% in 2016-17 (which equates to 181 crimes).**
- **Police recorded Anti social Behaviour (ASB) had risen by 7% in 2016-17 (which equates to 181 calls). The main locations for ASB in Richmond are usually the two main town centres.**



## PRIORITY

# Safer Neighbourhoods

## WHAT WE WILL ACHIEVE

Reductions in crimes which are local priorities:

- Theft of Motor Vehicle
- Burglary
- Anti-Social Behaviour

We will also safeguard elderly people from crime.

## WHAT WE WILL CONTINUE TO DO

- Undertake and facilitate partnership problem solving initiatives in respect of those crimes of greatest concern to our communities. These will include:
  - I. Vehicle crime
  - II. Burglary
  - III. Anti-social behaviour
- Increase crime prevention and work with residents and communities to reduce crimes that have occurred because of insecure property, particularly vehicle crimes, residential burglary and theft of pedal cycles. Create a crime prevention hub within Richmond Police.
- Manage high volume and problematic areas of anti-social behaviour by:
  - I. Appropriate use of the 2014 Anti-Social Behaviour Crime and Policing Act. This will include Public Space Protection Orders (PSPOs) and the conversion of existing Designated Public Place Orders to PSPOs, where needed.
  - II. An effective partnership approach through the Risk Management Panel to comprehensively address the issues caused by the most problematic perpetrators of anti-social behaviour.
  - III. Prompt and effective partnership response to concerns about quality of life issues raised by the community, including those directed through local elected members.
- Continue to pursue a partnership approach to tackle crimes against the elderly including online fraud and scams through practical measures in individual cases or hotspots, and through communication campaigns.
- Tackle night time economy issues particularly violence against the person by ensuring:
  - effective means of communication exist with and between licensed premises, particularly in small geographic areas.
  - problematic premises are dealt with quickly and effectively.
  - persistent offenders are dealt with through Criminal Behaviour Orders or Civil Injunctions.
- Tackle environmental crime e.g. litter, fly tipping and dog fouling through awareness campaigns and enforcement action.

## DELIVERY MEASURE

From April 2017

From September 2017

October 2017

Ongoing from April 2017

On-going from April 2017

From September 2017

Ongoing from April 2017

Ongoing from April 2017

## WHAT WE WILL DO DIFFERENTLY

- The Neighbourhood Policing Teams will have a minimum of 2 dedicated Police Constables and 1 Police and Community Support Officer in every ward in Richmond; whom should not be taken from the ward to deal with other issues.
- Develop a faster approach to local neighbourhood issues to stop problems developing.
- Use Neighbourhood Policing Teams to better protect and support vulnerable children and adults.
- Develop a co-ordinated approach to risk management to ensure effective problem solving and safeguarding of high risk individuals.
- Use data to identify areas of potential risk to vulnerable groups including young people.
- Develop a protocol for the use of tools and powers to tackle anti-social behaviour.
- Reduce business crime by:
  - Seeking engagement with the business community and any established Business Improvement Districts to implement crime prevention measures.
  - Developing the Face Watch for businesses to submitting CCTV evidence and witness statements with the police.
- Improve engagement with Neighbourhood Watch to ensure they play an effective role in keeping their communities safe, including communication and involvement in local crime reduction initiatives with the council and police.
- We will work with the Council and Roads and Transport Policing Command of the police to respond to road safety issues including safe cycling, speeding and dangerous driving and to take action against motorists driving whilst using mobile phones.
- We will ensure the effective use of improved public space CCTV and establish an upgraded, joint control room with Wandsworth. Establishing a shared service for Careline and CCTV will provide 24 hour cover, greater resilience particularly in emergencies, increased cost-effectiveness and opportunities for income generation.

## DELIVERY MEASURE

From June 2017

From September 2017

From September 2017

March 2018

March 2018

March 2018

From July 2017

From September 2017

January 2018

From September 2018



# Reduce adult offending and adult re-offending

This priority focuses on those offenders who offend and those who re-offend because they have a disproportionate effect on levels of crime and victimisation.

Such offenders tend to lead chaotic lives and have complex needs. We tackle the causes of their offending in order to reduce re-offending and reduce victimisation.

There are key inter-relationships between this priority and our plans to Keep Children and Young People Safe and Safer Neighbourhoods.

- The re-offending rate in Richmond has remained on target (under a 66% re-offend rate) since 2012. The re-offend rate was 56% in 2015-16
- Engagement with services and accommodation are key issues to address.





**PRIORITY****Reduce adult offending and reduce re-offending****WHAT WE WILL ACHIEVE**

- Reduce offending behaviours – offending, frequency and severity.
- Reduction in overall victimisation – total number of victims / rate of victimisation.

**WHAT WE WILL CONTINUE TO DO**

- Through the Integrated Offender Management team we will reduce the offending behaviour of our most prolific adult acquisitive criminals through a pathways approach when possible but also by taking swift and co-ordinated action where criminality persists.
- Mitigate the risk presented by drug misusing offenders by providing early intervention following a positive drugs test in police custody through custody based substance misuse workers.
- Reduce the risk presented by persistent domestic abuse perpetrators through an integrated offender management approach and build further capability and capacity.
- We will continue to supervise and manage high harm offenders through the Multi-Agency Public Protection Arrangements.

**WHAT WE WILL DO DIFFERENTLY**

- We will ensure that there is a close working relationship between adult and young people's offender services in order to identify opportunities for joint initiatives to manage offenders through their 'transitional years'.
- We will work with RESTORE to develop victim-centred restorative justice provision in Richmond.
- We will work with the new specialist women's centres for female offenders, as needed.
- Agree development plan for the IOM in Richmond based on the following:
  - I. Opportunities to work at no additional cost with other offender related services such as the Peer Supporters trained and run by the St. Giles Trust in Wandsworth and High Down Prison.
  - II. A development day with inputs and workshops by other good practice sites, including partners from neighbouring boroughs.
  - III. Based on the learning, develop firm ideas for bids against future funding sources.

**DELIVERY MEASURE**

From April 2017 ongoing

Measure tbc

From April 2017 ongoing

From April 2017 ongoing

**DELIVERY MEASURE**

November 2017

March 2018

March 2018

March 2018



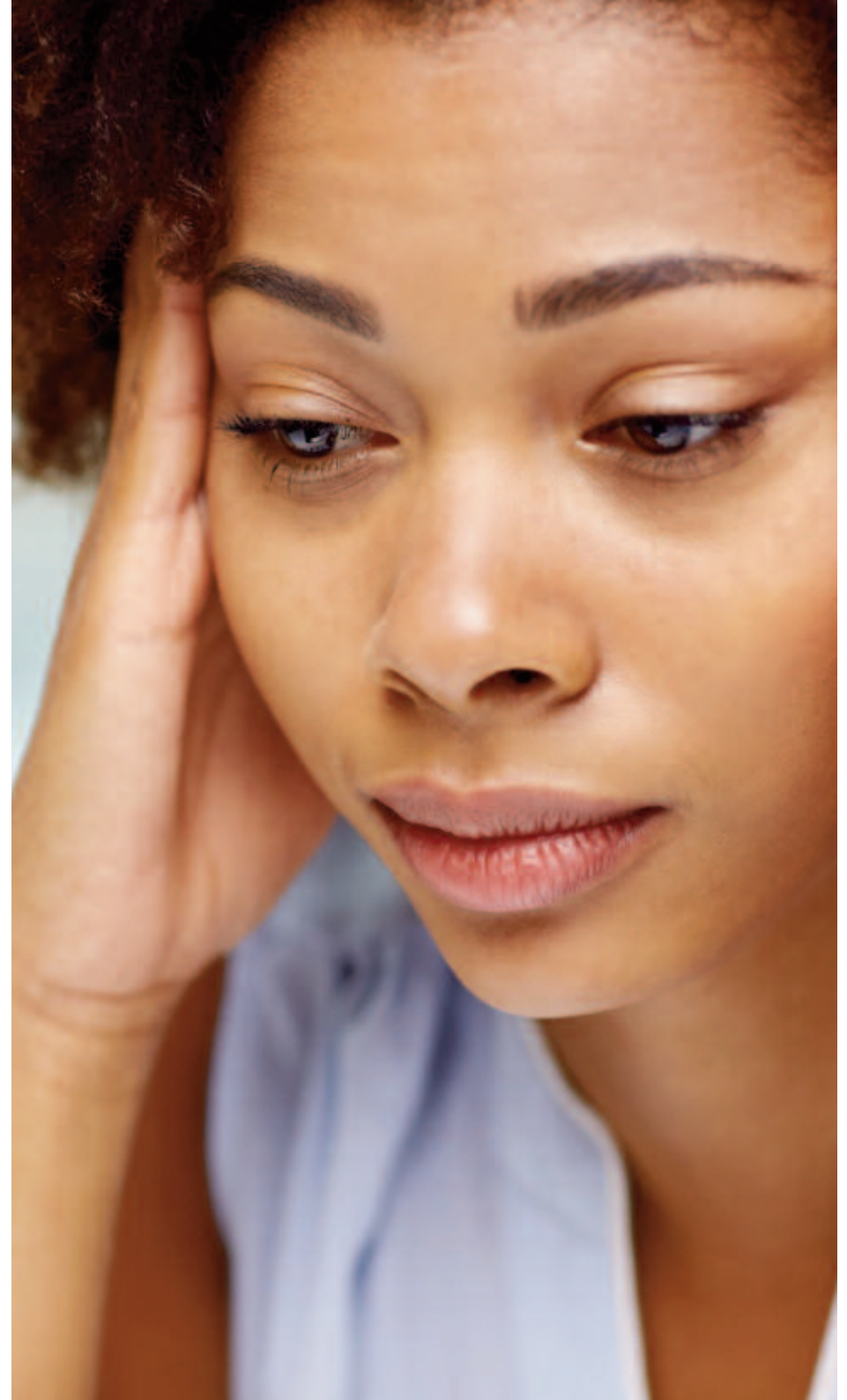
# Tackle violence against woman and girls (VAWG)

Violence against women and girls is a serious crime. These crimes have a huge impact on victims, their children, the economy, health services and the criminal justice system.

Although the majority of sexual and domestic offences are committed against women by men, we know that men and boys are also at risk of becoming victims. Protecting and supporting victims and survivors of domestic and sexual violence remains a priority.

There are links to our plans to: Keep Children & Young People Safe and Reduce Adult Re-offending

- **Domestic Violence offences increased by 2% in 2016-17 an increase of 68 cases, this is a smaller increase than previous years.**
- **Most Serious Violence Domestic Violence had decreased during this period, as had the percentage of violent Domestic Violence crime.**



## PRIORITY

## Tackle violence against women and girls (VAWG)

## WHAT WE WILL ACHIEVE

- Increase the number of those experiencing VAWG access to help and support.
- Reduce levels of high risk repeat victimisation.
- Reduce levels of risk in higher risk victims

## WHAT WE WILL CONTINUE TO DO

- Develop a communication plan to increase awareness of VAWG and local services including: White Ribbon Campaign; Day of Memory; International Day of Zero Tolerance for Female Genital Mutilation; an updated website; review and mapping of services and leaflets.
- Increase awareness amongst staff of VAWG through the Richmond, Kingston and Wandsworth training programmes.
- Provide an effective support service through an IDVA and One Stop Shop service by;
  - Robust IDVA contract monitoring and audit as defined by service specification.
  - Continue to provide and develop early intervention, support and advice through the Domestic Abuse Outreach Worker role at Richmond's Children's Centres.
  - Providing a weekly multi-agency drop-in One Stop Shop support service for women experiencing domestic violence / abuse. Review the One Stop Shop in Richmond and implement any identified best practice changes.
- Increase support to women with complex needs and address housing need through a new approach in partnership with Refuge and SPEAR.
- Ensure that high risk victims of VAWG, including young people, are identified and are responded to appropriately using an effective and robust Multi-Agency Risk Assessment Conference (MARAC) by:
  - Holding regular MARAC's and emergency MARAC's if required.
  - Undertaking a self assessment and quality assurance process.
  - Holding an annual MARAC workshop for MARAC leads.
- Ensure appropriate housing options are available for victims of VAWG who need them through providing responsive housing services, including :
  - Train Housing providers on how to identify victims of VAWG and how to access help and support.
  - Access is available to a sanctuary scheme for those experiencing domestic abuse or hate crime. Review current arrangements in Richmond and consider extending the Wandsworth Stay-put Stay-safe to Richmond.
  - Access to refuge provision.

## DELIVERY MEASURE

Plan in place by October 2017

Review training by December 2017

Quarterly contract meetings

Quarterly contract meetings

February 2018

Service launched in June 2017 Quarterly contract meetings

13 MARACs per year

December 2017

March 2018

December 2017

December 2017

Maintain the number of women and children supported through refuge accommodation.

## WHAT WE WILL CONTINUE TO DO

- Work effectively with perpetrators by:
  - Continuing to support Richmond Police in the development of the Domestic Abuse Integrated Offender Management model (DA IOM) to ensure perpetrators are held to account and targeted for intervention to prevent re-offending.
  - Support the Richmond and Kingston perpetrator disruption partnership group.
  - Run a joint Richmond and Kingston conference on effectively managing perpetrators.
  - The Metropolitan Police Domestic Abuse Strategy includes Operation Dauntless + targeting the highest risk domestic abuse perpetrators.

## WHAT WE WILL DO DIFFERENTLY

- Refresh and update the corporate staff Domestic Violence and Abuse (DVA) policy as part of the SSA.
- Update the Domestic Homicide Review DHR protocol to ensure it meets the new Home Office guidance.
- Set up a procurement framework for DHR Independent Chairs and Overview report Writers.
- Implement Operation Tearose, which is to alert schools of domestic abuse through working with Police and AfC.
- Achieving for Children (AfC) have restructured and increased the number of specialist DV staff dedicated to helping improve the support provided to families. AfC have recruited a team leader, two dedicated perpetrator workers and a Women's support officer to work alongside an existing DV worker providing support to children affected by DV. This dedicated team will increase and improve the level of support provided to women with children who are experiencing DV. The VAWG team and AfC will ensure there are effective links and integrated working between AfC specialist staff and core VAWG structures and services.
- Establish a Richmond Strategic VAWG Board to ensure there is a shared partnership commitment that oversees all VAWG work. Consultation on terms of reference August 2017.
- Update the membership and terms of reference of the Operations Group.
- Re- commission VAWG services for IDVA and refuge provision in Richmond and Wandsworth from 2018-19.
- We will continue to develop links with both Adult and Children's safeguarding on VAWG issues to ensure there is a joined up approach to service provision for safeguarding cases that meet the VAWG definition by:
  - Maintaining representation from Community Safety Service at Adults and Children's Safeguarding Boards and relevant sub groups.
  - Raise awareness of Human Trafficking and Modern Slavery by:
    - Human Trafficking and Modern Slavery training to be rolled out.
    - Holding a joint conference on Modern Slavery.
- Establish a service user group to provide opportunities for service user feedback to inform needs and gaps in service.

## DELIVERY MEASURE

Quarterly monitoring meeting

Quarterly meetings  
November 2017

Monthly activity by Richmond CSU

## DELIVERY MEASURE

March 2018

December 2017

January 2018

November 2017

January 2018

January 2018

November 2017

September 2018

CSS attendance at both boards

October 2017  
November 2017

March 2018

## WHAT WE WILL DO DIFFERENTLY

- Improve services for older victims of DVA by implementing the recommendations from the Council Scrutiny Panel cabinet June 2017 including:
  - Running an awareness raising campaign as part of the communications plan with Safeguarding Adults to alert the public to the existence of domestic abuse in older relationships.
  - Implementing the training recommendations from scrutiny panel as part of the overall review of training.
- To ensure best practice from Wandsworth FGM work is embedded in the joint FGM plan for Richmond/Kingston.
- Ensure that commissioned services are available and accessible to male VAWG victims by:
  - Analysing the level of reporting to the police and IDVA services.
  - Assessing performance through contract management.
  - Consult with the LGBT forum on the accessibility of services to LGBT communities.
- Increase awareness in Richmond of pan-London Rape Crisis and sexual assault referral.
- Understanding the level and impact on wider VAWG matters by ensuring Richmond expands its focus on service provision to include: ensuring there is a greater understanding of and local knowledge of the prevalence and nature in Richmond of honour based violence cases, forced marriage, levels of prostitution, human trafficking and modern slavery, stalking and people with no recourse to public fund cases. This will require all partners contribute data to assist in providing a broader range of information to identify the impact on children and adults and gaps in service and to inform future service provision.

## DELIVERY MEASURE

December 2017

December 2017

January 2018

Quarterly Police, MARAC and IDVA data  
 Quarterly contract management  
 January 2018

VAWG communications plan

Analysis by March 2018



# Keep children and young people safe

We want Richmond to be safe for our children and young people, where they can grow, learn and play in safety. Some of our children and young people live in abusive and violent households, affected by drugs and alcohol abuse. Many are confident and aspirational.

We want to reduce crimes that cause most harm to children and young people by preventing crime and through earlier intervention for those young people already involved with crime. We will ensure that the best interests of children and young people are at the heart of solutions.

There are key inter-relationships between this priority and our plans for Safer Neighbourhoods, Tackling Violence Against Women and Tackling Hate Crime and Extremism. We will work closely with Richmond Local Children's Safeguarding Board and Achieving for Children to deliver this work.

The safety of our children and young people is addressed jointly here and within the wider Children and Young People's Plan 2017-2020.



**PRIORITY****Keep children and young people safe****WHAT WE WILL ACHIEVE**

- Reduce number of young victims of crime.
- Reduce number of first-time entrants into the criminal justice service.
- Encourage more victims of child sexual exploitation to come forward.
- Increase support to children and young people with emotional and mental health problems.

**WHAT WE WILL CONTINUE TO DO**

- Continue to embed the cluster model of working and maximise collaborative working. Develop the services across the cluster to work together effectively and efficiently.
- Develop practice hubs across the Safeguarding and Permanency Service to provide a new model of working to support children and families.
- Reduce the number of young people who are not in education or training (NEET). Although the numbers of young people who are NEET is at a historic low we are seeking to further reduce this figure.
- Consolidate and review the effectiveness of the Youth Integrated Offender Management programme to reducing re-offending
- Ensure that the most vulnerable and high risk young people can access high quality treatment and targeted support for substance misuse
- Work with the Richmond LSCB to deliver the Child Sexual Exploitation and Children Missing from Home and Care Action Plan.

**DELIVERY MEASURE**

Ongoing

Ongoing

Number below 114 young people

November 2017

March 2018

March 2018



## WHAT WE WILL DO DIFFERENTLY

- Implement Signs of Safety training across the AfC and key partners to maximise safeguarding of children and young people.
- Increase safeguarding capacity to do more direct work with vulnerable and high risk children and young people and their families by increasing the number of social workers and introduce a systemic model of working.
- Expansion of Phoenix youth project providing support to young people involved in CSE (who meet MACE thresholds) through extending the support offer to young people who do not meet the MACE criteria but are deemed at risk of CSE, by providing prevention and early help through awareness raising and one to one and group work support.
- To redesign adolescent support services, including Youth Offending, Young People Substance Misuse Service, and Edge of Care into an integrated Youth Resilience Service to maximise the use of resources and strengthen the intervention offer to the most vulnerable and at risk adolescents to prevent/reduce offending, CSE, homelessness, substance misuse and family breakdown.
- AfC will enhance DV provision through developing an additional DV perpetrator Women Support Officer posts ensuring there are integrated pathways into the DV provision alongside of the commissioned DV services.
- Improve the provision of emotional and mental well-being services for young people in the criminal justice system by implementing a more systemic way of working and recruiting a Mental Health prevention worker, Systemic Psychotherapist and enhancing the Education Psychology.
- Build on the Strengthening Families programme learning and redesign our service delivery to implement a new model of working; providing additional support to the most vulnerable and complex families, specifically addressing domestic violence, adult mental health and substance misuse, parenting capacity and family functioning and worklessness.
- Raise awareness of young people on how to keep themselves safe from exploitation, bullying and harassment when on-line
- Increase our Prevent work in schools with support from Wandsworth's Prevent Schools Officer.
- Increase our work to identify girls and young women who are at risk of FGM, protect and safeguard them through work with their families and communities.
- Through the work of the Richmond Scrutiny Panel, improve awareness and responses to children and young people vulnerable to and/or experiencing child sexual exploitation.
- Improve understanding and provision of services for young adults over 18 years who are vulnerable to and /or experiencing sexual exploitation.

## DELIVERY MEASURE

April 2018

December 2017

September 2017

October 2017

October 2017

November 2017

September 2017

Ongoing from April 2017

In post by March 2018

From November 2017

Ongoing from July 2017

By March 2018

# Standing together to tackle hate crime, radicalisation and extremism

This priority will focus on work to tackle those crimes that impact on people's sense of identity which can create wider concerns within communities. Communities which are divided and fearful are more susceptible to intolerance and hatred.

Extremism has the potential to manifest in verbal and physical attacks and can isolate individuals and communities and undermine social integration.

There are key inter-relationships between this priority and our plans to Keep Children and Young People Safe and Safer Neighbourhoods.

■ Reported hate crime in Richmond remains low and can be experienced on public transport and in the street.



**PRIORITY**

# Standing together to tackle hate crime, radicalisation and extremism

**WHAT WE WILL ACHIEVE**

- Increase in reporting of hate crime
- Reduce repeat victimisation of victims of hate crime

**WHAT WE WILL CONTINUE TO DO**

**Hate crime and extremism**

- Conduct regular analysis of hate crime levels to ensure any increases and trends in hate crime and extremism are identified and tackled. Support and further develop the "Stop Hate in Richmond" community led Hate Crime forum including training and awareness raising.
- Work with the Safer Neighbourhood Board (SNB), the Inter-Faith Forum and community organisations to raise awareness of and tackle all forms of hate crime.
- Increase the awareness of Hate Crime and the Stop Hate UK third party reporting service and increase its use.
- With the support of communities and community organisations, undertake tension assessments as needed.

**PREVENT**

- Arrange regular meetings of the Richmond Prevent steering group.
- Deliver WARP training sessions to key partners
- Channel panel to meet when required, with additional support from the Wandsworth Prevent Coordinator.
- Continue to develop the relationship with St Marys University and Richmond College in relation to raising awareness of Prevent.
- Update Prevent information for partner professionals on council web pages.

**DELIVERY MEASURE**

Quarterly analytical reports

Quarterly Meetings, events and training well attended by individuals representing a wide range of protected characteristic groups

Quarterly monitoring of activity  
October Hate Crime awareness week activity

Communications plan.  
Quarterly monitoring of awareness raising activity.  
Calls into Stop Hate UK advice and helpline.  
Ongoing

Group to meet by March 2018 and quarterly thereafter

Number of sessions and number of people trained

Quarterly monitoring of Channel Panel activity

March 2018

December 2017

## WHAT WE WILL DO DIFFERENTLY

### Hate Crime and Extremism

- Ensure that hate crime victims are sign posted to appropriate support and advice by producing a Hate Crime information leaflet.
- Provide multi agency hate crime training for statutory and voluntary staff who work with those vulnerable to hate crime.
- With support from Wandsworth's Community Coordinator, work with local groups tackle hate crime and build community capacity and resilience to extremism.

### Prevent

- Increase Prevent work in schools with additional advice provided by the Wandsworth Prevent Schools Officer.

## DELIVERY MEASURE

March 2018

March 2018

Number of sessions and participants trained December 2017

Recruit by March 2018



## Glossary of Abbreviations

<b>AfC</b>	Achieving for Children	<b>MACE</b>	Multi Agency Child Exploitation
<b>CCG</b>	Clinical Commissioning Group	<b>MARAC</b>	Multi-Agency Risk Assessment Conference
<b>CSE</b>	Child Sexual Exploitation	<b>MASH</b>	Multi-Agency Safeguarding Hub
<b>CSS</b>	Community Safety Service, serving Richmond and Wandsworth Councils	<b>MBT</b>	Mental Health and Personality Disorder Services
<b>CSU</b>	Community Safety Unit, Metropolitan Police	<b>MOPAC</b>	Mayor's Office for Policing and Crime
<b>CYPP</b>	Children and Young People's Plan, 2017-2020	<b>NHS</b>	National Health Service
<b>DA</b>	Domestic Abuse	<b>OSCT</b>	Office for Security and Counter Terrorism, Home Office
<b>DHR</b>	Domestic Homicide Review	<b>RESTORE</b>	Charity specialising in restorative justice
<b>DV</b>	Domestic Violence	<b>SPA</b>	Single Point of Access for children's services
<b>DVPP</b>	Domestic Violence Perpetrator Programme	<b>SPEAR</b>	A local Richmond Charity supporting homelessness
<b>FGM</b>	Female Genital Mutilation	<b>SSA</b>	Shared Staffing Arrangement for the London Boroughs of Richmond and Wandsworth
<b>GP</b>	General Practitioner (Doctor)	<b>T&amp;F Group</b>	Task and Finish Group
<b>HBV</b>	Honour-based Violence	<b>TPD</b>	Training and Professional Development
<b>HMP</b>	Her Majesty's Prison	<b>VAWG</b>	Violence Against Women and Girls
<b>IDVA</b>	Independent Domestic Violence Advisor	<b>WRAP</b>	Workshop to Raise Awareness of Prevent
<b>IOM</b>	Integrated Offender Management	<b>YJB</b>	Youth Justice Board
<b>MAPPA</b>	Multi-Agency Public Protection Arrangements	<b>YOT</b>	Youth Offending Team