

Public Document Pack

Democratic Services



CRIME AND DISORDER COMMITTEE

Tuesday 12 September 2023 at 7.30 pm

Place: Council Chamber, Epsom Town Hall

Online access to this meeting is available on YouTube: [Link to online broadcast](#)

The members listed below are summoned to attend the Crime and Disorder Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Alex Coley (Chair)
Councillor Shanice Goldman
Councillor James Lawrence

Councillor Darren Talbot
Councillor Alan Williamson

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sing'.

Chief Executive

For further information, please contact democraticservices@epsom-ewell.gov.uk or tel: 01372 732000

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- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move to the assembly point at Dullshot Green and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Public information

Please note that this meeting will be held at the Town Hall, Epsom and will be available to observe live using free YouTube software.

A link to the online address for this meeting is provided on the first page of this agenda. A limited number of seats will be available on a first-come first-served basis in the public gallery at the Town Hall. If you wish to observe the meeting from the public gallery, please arrive at the Town Hall reception before the start of the meeting. A member of staff will show you to the seating area. For further information please contact Democratic Services, email: democraticservices@epsom-ewell.gov.uk, telephone: 01372 732000.

Information about the terms of reference and membership of this Committee are available on the [Council's website](#). The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for this Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at democraticservices@epsom-ewell.gov.uk.

Exclusion of the Press and the Public

There are matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government (Access to Information) Act 1985. The Committee is likely to resolve to exclude the press and public during discussion of these matters by virtue of the private nature of the business to be transacted.

Questions and statements from the Public

Up to 30 minutes will be set aside for questions and statements from members of the public at meetings of this Committee. Any member of the public who lives, works, attends an educational establishment or owns or leases land in the Borough may ask a question or make a statement on matters within the Terms of Reference of the Committee.

All questions must consist of one question only and cannot consist of multiple parts. Questions and statements cannot relate to planning or licensing committees matters, the personal affairs of an individual, or a matter which is exempt from disclosure or confidential under the Local Government Act 1972. Questions which in the view of the Chair are defamatory, offensive, vexatious or frivolous will not be accepted. Each question or statement will be limited to 3 minutes in length.

If you wish to ask a question or make a statement at a meeting of this Committee, please contact Democratic Services at: democraticservices@epsom-ewell.gov.uk

Questions must be received in writing by Democratic Services by noon on the third working day before the day of the meeting. For this meeting this is **Noon, 7 September**.

A summary of statements must be received by Democratic Services by noon on the working day before the day of the meeting. For this meeting this is **Noon, 11 September**.

For more information on public speaking protocol at Committees, please see [Annex 4.2](#) of the Epsom & Ewell Borough Council Operating Framework.

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Filming or recording must be overt and persons filming should not move around the room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non-handheld devices, including tripods, will not be allowed.

AGENDA

1. QUESTION AND STATEMENTS FROM THE PUBLIC

To take any questions or statements from members of the Public.

2. DECLARATIONS OF INTEREST

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any items of business to be considered at this meeting.

3. VIDEO SURVEILLANCE SYSTEM POLICY (Pages 5 - 20)

A policy to govern the use of video surveillance systems (VSS) and to note the work to bring the Council into compliance with the Biometric and Surveillance Commissioners Code of Practice.

4. COMMUNITY SAFETY INTERVENTION POLICY (Pages 21 - 32)

A policy to ensure the Council's Community Safety resource is effectively targeted at tackling antisocial behaviour and supporting victims.

5. RESPONSE TO COMMUNITY SAFETY PARTNERSHIP REVIEW (Pages 33 - 76)

The report identifies the proposed response to the independent review of the Community Safety Partnership (CSP) in 2023.

6. COMMUNITY SAFETY ACTION PLAN (Pages 77 - 86)

This report proposes an action plan to deliver community safety measures by the Council and that they be subject to public consultation.

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VIDEO SURVEILLANCE SYSTEM POLICY

Head of Service:	Rod Brown, Head of Housing & Community
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 - Draft VSS Policy

Summary

A policy to govern the use of video surveillance systems (VSS) and to note the work to bring the Council into compliance with the Biometric and Surveillance Commissioners Code of Practice.

Recommendation (s)

The Committee is asked to:

- (1) **Agree that the Video Surveillance System Policy be recommended for adoption at Full Council**

1 Reason for Recommendation

- 1.1 To ensure that the Council has a robust Video Surveillance Systems (VSS) policy which is compliant with the Surveillance Camera Code of Practice issued by the Biometrics and Surveillance Camera Commissioner under s. 31 of the Protection of Freedoms Act 2012. This policy relates only to VSS operated by Epsom & Ewell Borough Council .
- 1.2 To ensure that investigating and enforcement officers can access surveillance and monitoring tools in a legally compliant manner.

2 Background

- 2.1 VSS takes the meaning contained within s. 29(6) of the Protection of Freedoms Act 2012 and includes conventional closed circuit television (CCTV), Automatic Number Plate Recognition (ANPR), body worn cameras, vehicle installed cameras, mobile or re-deployable cameras, Unmanned Aerial Vehicles (UAV) (otherwise known as drones) and any connected Artificial Intelligence (AI) capability.
- 2.2 The Council utilises VSS in a variety of circumstances and locations such as urban public space monitoring, protection of buildings, on vehicles, in parks and body worn cameras where imagery is recorded for evidential purposes. In total there are around 200 cameras in the Council's ownership.
- 2.3 During the successful Epsom Safer Streets project, it was identified that the Council should update its compliance framework and review the necessary governance around VSS. The project had scoped this into the safer streets initiative and a consultant was employed to address the deficiencies in respect of the safer streets town centre cameras and also provide advice to completion of an equivalent exercise for the Council's remaining camera schemes.
- 2.4 The Council does not have an overall VSS Policy and to maintain good governance and compliance this report recommends the adoption of such a policy.

Following adoption of the policy, the Council will

- update the Data Protection Impact Assessments
- modify or create operational codes of practice and
- document operational requirements for each scheme.

Consideration of resourcing is made under section 4 of this report.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

3.1.1 No specific equality implications have been identified. However fully compliant VSS arrangements will assist to promote the strengthening of equalities by detecting crime.

3.2 Crime & Disorder

3.2.1 There is a clear link between the adoption of this policy and a positive contribution to address crime and disorder ensuring that evidence is gathered lawfully.

3.3 Safeguarding

3.3.1 There is likely to be a positive contribution in the responsible and complaint use of VSS and promotion of safeguarding.

Dependencies

3.4 Whilst adoption of the policy is non dependent, the work to update the various scheme documentation depends on an external resource being identified which fits within budget. Officers will work within the budgetary resource identified to commission this work.

4 Financial Implications

4.1 There is no spare internal capacity available to carry out the assessments outlined in 2.5. It is therefore anticipated that this work be outsourced to consultants with an expected cost of £5,000. This can be from within the existing CCTV budget as a consequence of some of the short term costs of the new Epsom CCTV cameras being met by the safer streets grant.

4.2 **Section 151 Officer's comments:** Financial implications are set-out in the body of the report.

5 Legal Implications

5.1 It is essential that the Council has a clear and robust policy to ensure the admissibility of CCTV evidence and compliance with UK GDPR and the Data Protection Act 2018. Should the Council not adopt a compliant policy there is a risk of complaint to the Information Commissioners Office and inadmissibility of CCTV evidence.

5.2 The Human Rights Act 1998 is relevant when considering the implications of this policy, specifically,

- Article 8 – Right to respect for private and family life
- Article 9 – Right to freedom of thought, conscience and religion
- Article 10 – Freedom of expression
- Article 11 – Freedom of assembly and association
- Article 14 – Prohibition of discrimination

Compliance with the Equality Act 2010 would normally secure adequate protection against discrimination and allow the Council to demonstrate compliance with Article 14.

Surveillance can only be carried out where the impact on an individual's human rights is balanced by a legitimate aim. Such a legitimate aim might be public safety, prevention of crime and the protection of other people's rights. It is the governance and adherence to the relevant codes of practice which allows the Council to demonstrate adequate regard to these qualified rights as laid down in the Human Rights Act.

- 5.3 **Legal Officer's comments:** The Legal considerations are addressed in paragraph 5.1 and 5.2 of this report. The Council should adopt a VSS Policy to ensure compliance with legislation and the lawful gathering of evidence.

6 Policies, Plans & Partnerships:

- 6.1 **Council's Key Priorities:** The following Key Priorities are engaged: Safe and Well.
- 6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.
- 6.3 **Climate & Environmental Impact of recommendations:** None identified
- 6.4 **Sustainability Policy & Community Safety Implications:** There is a clear benefit from appropriate surveillance where it is carried out in a legally acceptable and complainant manner compatible with the public's expectation of privacy.
- 6.5 **Partnerships:** None for the purposes of this report. The matter is entirely related to the governance arrangements at Epsom & Ewell Borough Council.

7 Background papers

- 7.1 None



Video Surveillance System Policy

Version number: 1
July 2023

Tracking

Revision History

1. Initial document for Committee

Document Approvals

Each revision requires the following approvals:

- Non-administrative updates: SMT followed by relevant Committee
- Administrative updates: Head of Policy and Corporate Resources.

1. Introduction

There is a responsibility under Section 17 of the Crime and Disorder Act 1998 for local authorities to consider crime and disorder reduction while exercising their duties. The Council is committed to improving community safety and to protect the Council's assets. CCTV cameras are used by Epsom & Ewell Borough Council in the town centre, on vehicles, in other public areas and in/on buildings/assets where the Council has a legitimate interest.

2. Organisation description

Epsom & Ewell Borough Council ("the Council"), is a local government district with borough status and unparished area in Surrey, England, covering the towns of Epsom and Ewell and surrounding areas.

3. Policy Statement

This policy sets out how the Council will operate and maintain Video Surveillance Systems (VSS), across the Borough. It sets out the criteria and standards for the maintenance, upgrading and replacement of VSS and the rationale for the purpose of the positioning and installation of any new cameras and supporting surveillance technology.

The Council will respect people's right to privacy and ensure the use of Video Surveillance Systems is regulated to ensure consistency and compliance with legislation, standards and best practice.

4. Video Surveillance Systems (VSS) definition

Video Surveillance Systems has the meaning given by Section 29(6) of the Protection of Freedoms Act 2012 and is taken to include:

(a) closed circuit television (CCTV) or automatic number plate recognition (ANPR) systems.

(b) any other systems for recording or viewing visual images for surveillance purposes.

(c) any systems for storing, receiving, transmitting, processing or checking the images or information obtained by (a) or (b);

(d) any other systems associated with, or otherwise connected with (a), (b) or (c)

Generally, this will include conventional CCTV, any Automatic Number Plate Recognition (ANPR), body worn cameras, vehicle installed cameras and mobile or re-deployable systems. It also includes any AI (artificial Intelligence) systems related to the above (includes automatic face recognition systems), and the use of Drones (UAV - unmanned aerial vehicles).

In a very few occasions, audio recording may be incorporated into Video Surveillance Systems.

5. Policy Rationale

This Policy affects everyone who lives, works and visits the Borough so it is essential that the Council has a policy that reflects the uses of Video Surveillance Systems in a manner that complies with the law and continues to receive public support and confidence.

This Policy applies to all staff employed by Epsom & Ewell Borough Council and provides the standard expected from any external agencies or persons who operate Video Surveillance Systems on the Council's behalf.

The Video Surveillance Systems are operated and maintained by Epsom & Ewell Borough Council and are operated to the requirements of the General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 ("DPA") and good practice guidelines, such as those issued by the Information Commissioner's Office (ICO), to ensure, for example that the need for public protection is balanced with respect for the privacy of individuals.

GDPR applies because Video Surveillance Systems capture personal information that could identify a living individual. This policy outlines the principles the Council adheres to, the processes that the Council follows and related policies and processes, such as those regarding how to request information including CCTV images.

The Council's Code of Practice related to the use of Video Surveillance Systems are informed by this policy. A separate Code of Practice is compiled to support each type of Video Surveillance System deployed.

6. Policy Scope

This policy applies to all overt Video Surveillance Systems controlled by the Council. This includes both internal and external cameras. All Video Surveillance Systems will be controlled by authorised members of staff trained in the operation of the system and the rules and procedures relating to its operation.

This policy does not apply to the covert use of video surveillance tools that is covered by the Council's Regulation of Investigatory Powers (RIPA) Policy. This policy does not cover the use of licensee/resident/Tenant/Leaseholder owned CCTV on residential or commercial Council property

Any use of covert video surveillance systems monitoring will be undertaken in accordance with the requirements set out in the Regulation of Investigatory Powers Act 2000 (RIPA). RIPA requires that due consideration is given to the proportionality and necessity of any covert activity and that regard is given to the rights of individuals under Article 8 of the Human Rights Act (the right to privacy).

7. Details of key personnel

- Head of Housing and Community for town centre, mobile and body worn schemes
- Head of Property and Regeneration for building asset schemes
- Head of Operational Services for vehicle and parks based schemes
- Head of Legal and Democratic Services as Senior Responsible Officer (SRO)
- Data Protection Officer (DPO)

Each person may nominate a suitably qualified deputy for day-to-day operational matters

8. Relevant Police force

Surrey Police - Margaret Road, Guildford, Surrey, GU1 4QS

Key Personnel - CCTV Change Manager & Contact Duties Manager

9. Video Surveillance System Objectives and Legitimate Aims

The objectives of the use of Video Surveillance Systems are

- To reduce the fear of crime
- To deter crime, detect crime and provide evidence of offences
- To enhance community safety, assist in developing the economic wellbeing of Epsom & Ewell and encourage greater use of the facilities and amenities of the Borough
- To assist the Council in its enforcement and regulatory functions
- To support civil proceedings
- To assist with meeting the Council's obligations for staff and contractor safety
- To assist the Council to deliver its statutory and other functions
- To assist in the management of Council premises and contracts
- To assist the Council in its overall resilience planning linked to civil contingency planning, emergency response, counter terrorism and business continuity functions
- To assist in staff disciplinary, grievance, formal complaints and Health and Safety Investigations
- To assist the Council in meeting its obligations for the management of assets, buildings, parks, leisure facilities and other open spaces
- Assisting with the location of missing persons. This will be carried out under the General Data Protection Regulation under the category of "vital interests" which is described as the processing of information necessary to protect someone's life.

Legal Basis – When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.

In most circumstances for the use of video surveillance systems in public spaces is where it is necessary for the Council to perform a task in the public interest or for Council's official functions and the task or function which is required to have a clear basis in law. i.e. :

- Processing is necessary for compliance with a legal obligation to which the data controller is subject.
- Processing is necessary to protect the vital interests of the data subject or another person.
- Processing is necessary for the performance of a task carried out in the public interest.

To process special category data (which is undertaken with the use of Video Surveillance Systems) the following lawful conditions of Article 9 GDPR have been identified:

- 9(2)(a) Explicit consent
- 9(2)(b) The obligations of employment, social security and social protection (if authorised by law)
- 9(2)(f) Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.
- 9(2)(g) Processing is necessary for reasons of substantial public interest (with a basis in law).
- 9(2)(i) Processing is necessary for reasons of public interest in the area of public health (with a basis in law).

Any use of covert CCTV monitoring will be undertaken in accordance with the requirements set out in the Regulation of Investigatory Powers Act 2000 (RIPA). RIPA requires that due consideration is given to the proportionality and necessity of any covert activity and that regard is given to the rights of individuals under Article 8 of the Human Rights Act (the right to privacy).

10. Privacy statement

Epsom & Ewell Borough Council is committed to protecting your privacy when you use our services. The Council is a data controller.

As the data controller, we must:

- Only keep your data that we need to provide services and do what the law says we must.
- Keep your data safe and accurate.
- Only keep your data as long as we have to.
- Collect, store and use your data in a way that does not break any data protection laws.

11. Copyright, Data Protection and GDPR

Under the General Data Protection Regulation (GDPR), we are required to publish information about what data we collect, why we need to store it, and your rights under the GDPR legislation.

In these matters we are subject to the rulings of the Information Commissioner's Office (ICO), the UK's independent authority set up to uphold information rights and data privacy for individuals.

The Council has adopted a Data Protection Policy. This document sets out our policy regarding data protection. The Data Protection Act 2018 and the General Data Protection Regulation 2016/679 form the background to the document. The Policy is drafted using the terms of the Data Protection Act 2018, the Freedom of Information Act 2000 and the Human Rights Act 1998. A copy of the policy is available on the Council's web site.

The Data Protection Act 2018 is designed to protect personal data about living individuals (Data Subjects). The Act also places obligations on those organisations

that process personal data (Data Controllers). The data controller is the person who (either alone or jointly or in common with other persons) determines the purpose for which and the manner in which any personal data are, or are to be, processed.

For the purposes of this policy, Epsom & Ewell Borough Council is the data controller. We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer, at foidpa@epsom-ewell.gov.uk or by calling 01372 732000 and asking to speak to the Data Protection Officer.

There are two types of data under the 2018 General Data Protection Regulations: “Personal data” which means any information relating to a living individual who can be identified from that information (a “data subject”) on its own or when taken together with other information. This may include both facts and expressions of opinion about the person and an indication of the intentions of the Council or others in respect of that person. It does not include anonymised data.

“Special category data” which means information about an individual’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data. Images collected by the Council’s Video Surveillance Systems will normally fall under the “Personal data” category.

For each type of Video Surveillance System, a Data Protection Impact Assessment (DPIA) is compiled.

A DPIA is a separate process from compliance checking or data protection audit processes, (an audit that is undertaken on systems that have already been implemented). The DPIA will highlight that privacy undertakings and/or privacy law are being complied with or will highlight problems that need to be addressed. All video images, audio recordings, meta data and documentation supporting the design, implementation operation and management of video surveillance systems is the Copyright of Epsom & Ewell Borough Council, unless otherwise stated, under Section 17 of the Copyright, Designs and Patents Act 1988.

12. Cyber security policy and arrangements

The design, implementation, operation and maintenance of deployed Video Surveillance Systems will at all times comply with the current Council’s Cyber Security Policy, the IT and Acceptable Use Policy, relevant standards and best practice.

Principles of data protection by design and default shall apply.

Accountability and Transparency

13. Subject Access Requests

You have the right to ask for all the information we have about you and the services you receive from us. When we receive a request from you, we must give you access to everything we’ve recorded about you.

However, we can't let you see any parts of your record which contain:

- Confidential information about other people; or
- Data a professional thinks will cause serious harm to your or someone else's physical or mental wellbeing; or
- If we think that giving you the information may stop us or another agency from preventing or detecting a crime.

You can make a subject access request by completing and returning the form available on the Council's web site.

14. Freedom of Information

All requests for information under the Freedom of Information Act 2000 should be in writing and must include your name and an address for the response. This can be sent either by post to the address below, emailed to foidpa@epsom-ewell.gov.uk or by using the FOI request form available on the Council's web site.

Please provide a description of the information that you are seeking from the Council. It may be helpful to provide a contact number as well in case we need to contact you about your request.

Address for postal correspondence: Epsom & Ewell Borough Council, Town Hall, The Parade, Epsom KT18 5BY

Our Freedom of Information Policy can be found on the Council's website.

15. Complaints

The Council has a published Complaints Policy available on the website at www.epsom-ewell.gov.uk. If you wish to complain about a service, express an opinion on services or policy, give praise or make a suggestion, you are able to do this by email, correspondence, in electronic format or in person if you wish at the Town Hall.

16. Provision of Public Information

Details of the current Video Surveillance System Policy will be published on the Council's website.

Factual information on the details of Video Surveillance Systems utilised, statistical findings of their effectiveness and review will form part of the evaluation process and be published periodically.

17. Access to Video Surveillance Systems

Live or recorded data from deployed Video Surveillance Systems may be viewed and/or supplied to the Police or other law enforcement agencies.

At no time shall the images supplied to the Police or other law enforcement agency be used for anything other than the purpose specified and identified when the images were released.

The responsibility for the image's safekeeping and integrity of the data will transfer to the Police or other law enforcement agency once supplied by the Council utilising the

provisions of the Surrey Multi Agency Information Sharing Protocol (MAISP), and recorded by an established audit trail.

The Council will not routinely store copies of recorded data where there is no need. Where imagery is required for compliance reasons, it will be held securely and deleted as soon as it is no longer required. Only in exceptional cases of serious incidents will this be considered, and the retention must be approved by the CCTV SRO.

Any requests from members of the general public or a third party will be dealt with under the existing provisions for access via the Data Protection Act 2018, GDPR or the Freedom of Information Act 2000 processes. Prior to release the imagery will be screened for collateral intrusion and it may be necessary to restrict and/or redact imagery so as not to reveal the personal details of any other person.

The Council will not release any images, either directly or indirectly, to any organisation for inclusion in any television or other media production without explicit authority from the Chief Executive. Such circumstances might be where publicising the footage would help amplify a message such as anti-flytipping. Any unauthorised release of VSS data will be considered under the Council's disciplinary procedure.

18. Recorded Image and Data Retention Duration

We will only hold your personal information for as long as necessary for business purposes or if we are required to keep it by law. There's often a legal reason for keeping your personal information for a set period of time, and we try to include all of these in our retention schedule.

The detailed requirements for recording duration are outlined in the relevant Council Video Surveillance System Code of Practice.

19. Video Surveillance System Review

The Council has adopted operating procedures to ensure that legal requirements, policies and standards are complied with in practice and that regular reporting is published.

The detailed requirements for review are outlined in the relevant Council Video Surveillance System Code of Practice.

Management of Video Surveillance Systems

20. Asset lists

To ensure full visibility of system performance, details of each Video Surveillance System will be recorded on asset lists to enable system managers to undertake the required periodic system reviews.

21. Maintenance arrangements

Effective and regular maintenance of a CCTV system is essential to ensure that the system is effective at all times, downtime minimised by monitoring performance and software systems maintained to meet cyber security requirements.

22. Review and Audit

The Council will complete the Surveillance Camera Commissioner's Self-Assessment tool on a regular basis for all uses of Video Surveillance Systems which will confirm compliance with the twelve guiding principles of the Surveillance Camera Code of Practice in conjunction with the Council's own Code of Practice for the operation of the same.

- There is still a legitimate reason to maintain the Video Surveillance System.
- The CCTV cameras continue to provide images of sufficient quality.
- Signage remains up to date and relevant.

Periodic system reviews are undertaken to provide information for the published annual report on Video Surveillance System performance.

Applicable Legislation and Standards

- Epsom & Ewell Borough Council - Video Surveillance System Policy 2023
- Epsom & Ewell Borough Council - Video Surveillance System Code of Practice
- Data Protection Act 2018 (DPA)
- The Human Rights Act 1998 (HRA)
- The Freedom of Information Act 2000 (FOIA)
- Regulation of Investigatory Powers Act 2000 (RIPA)
- UK General Data Protection Regulation (UK GDPR)
- Crime and Disorder Act 1998
- Private Security Industry Act 2001
- Biometrics & Surveillance Camera Commissioner's Code of Practice (see Appendix One)
- Equality Act 2010
- BS EN 62676 series of standards
- UK Government – published requirements for video evidence (DSTL/NPCC)

Appendix One

Biometrics & Surveillance Camera Commissioner's Code of Practice

1. The Council, as a relevant authority defined by the Protection of Freedoms Act 2012, is required to show due regard to the Biometric & Surveillance Camera Commissioner's Surveillance Camera Code of Practice issued by the Secretary of State in June 2013.
2. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
3. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
4. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point of access to information and complaints.
5. There must be clear responsibility and accountability for all surveillance system activities including images and information collected, held and used.
6. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.
7. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.
8. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes
9. Surveillance camera operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
10. Surveillance camera systems images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
11. There must be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports published.
12. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most

effective way to support public safety and law enforcement with the aim of processing images of evidential use.

13. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

COMMUNITY SAFETY INTERVENTION POLICY

Head of Service:	Rod Brown, Head of Housing & Community
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 - Draft Community Safety Intervention Policy

Summary

A policy to ensure the Council's Community Safety resource is effectively targeted at tackling antisocial behaviour and supporting victims.

Recommendation (s)

The Sub-Committee is asked to:

- (1) Agree the Community Safety Intervention Policy as set out in Appendix 1
- (2) Agree that the Community Safety Intervention Policy is recommended for adoption at Full Council.

1 Reason for Recommendation

- 1.1 In order to deliver an effective service within the resource available, it is important to set expectations around the extent to which types of antisocial behaviour (ASB), and other community safety issues will be investigated.

2 Background

- 2.1 The resource allocated to the investigation and enforcement of ASB is shared with the administration of the Community Safety Partnership and corporate safeguarding responsibilities. At the most it is 0.3 Full time Equivalent (FTE), although that varies at any one time depending on the priorities attached to the other two areas.

- 2.2 There is considerable risk attached to this service area as it involves the case management of pressurised and difficult circumstances involving vulnerable members of the public who frequently present in distress, altered mental states and occasionally suicidal.
- 2.3 The service already deprioritises cases which do not present high levels of threat, harm or risk but in the interests of transparency, and to set expectations, it is necessary to express this in a formalised policy.
- 2.4 Following a high number of adverse findings nationally, the Local Government and Social Care Ombudsman has recently released a report acknowledging the challenges faced by Councils when dealing with anti-social behaviour and identifying common issues and learning points. Of relevance to this item are the observations around “gate keeping” whereby some councils are using inflexible and overly strict thresholds before they will consider intervention. With this in mind, the proposed policy has deliberately avoided imposing arbitrary thresholds and instead proposes a risk based policy whereby each case will be assessed for the threat, harm and risk posed by the circumstances and that will inform the intervention.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

- 3.1.1 When considering the adoption of this Policy, the Council must have regard to the Public Sector Equality Duty (PSED). In this context it is considered that equalities will be enhanced by helping to eliminate discrimination, harassment, victimisation and any other conduct by or under the Equality Act 2010.

3.2 Crime & Disorder

- 3.2.1 There is a clear link between adoption of this policy and tackling crime and disorder by focussing the available resource on topics and cases where the Council and its partners can make a difference.

3.3 Safeguarding

- 3.3.1 There is a strong link with the Council’s responsibilities around safeguarding since many of the situations present with multiple compounding issues including safeguarding concerns of both adults and children. Officers work closely with the established Multi Agency Safeguarding Hub (MASH) and Childrens Single Point of Access (C-SPA), to ensure vulnerable people are safeguarded.

3.4 Dependencies

There are no dependencies on adoption of this policy.

4 Financial Implications

4.1 There are no direct financial implications arising from this report. The existing budget permits the employment of a single officer with the time spent on this area amounting to a maximum 0.3 FTE.

4.2 **Section 151 Officer's comments:** None arising from the contents of this report.

5 Legal Implications

5.1 **Legal Officer's comments:** None arising from the contents of this report.

6 Policies, Plans & Partnerships:

6.1 **Council's Key Priorities:** The following Key Priorities are engaged: Safe and Well and Effective Council.

6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

6.3 **Climate & Environmental Impact of recommendations:** There is no impact on this area.

6.4 **Sustainability Policy & Community Safety Implications:** There is a clear implication on the community safety area which can be enhanced by better targeting of resource.

6.5 **Partnerships:** There is an existing strong partnership with Police, Housing Associations, Surrey County Council and voluntary or third party organisations in the delivery of the aims of the policy. The existing monthly Community Harm and Risk Management Meeting (CHaRMM), and Joint Action Groups (JAG), are monitored by the Community Safety Partnership and offer an efficient way for partners to formally problem solve difficult cases.

7 Background papers

7.1 The documents referred to in compiling this report are as follows:

- Out of Order: Learning Lessons from complaints about antisocial behaviour, Local Government and Social Care Ombudsman (2023). <https://www.lgo.org.uk/assets/attach/6465/FINAL.pdf> [accessed 21/8/23]

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Community Safety & Anti-Social Behaviour (ASB) Intervention Policy

Version number: 1
September 2023

Tracking

Revision History

1. Initial Committee Version

Document Approvals

Each revision requires the following approvals:

- Non-administrative updates: SMT followed by relevant Committee
- Administrative updates: Head of Housing and Community

1. Introduction

At Epsom & Ewell Borough Council we are committed to placing the victim of anti-social behaviour (ASB), at the centre of our approach. In considering the best way to support victims and discharge our duties through prevention, intervention, and enforcement.

Whilst it is occasionally necessary, formal enforcement action will be considered a last resort to be used only when other more constructive measures have been exhausted to safeguard our residents.

We firmly believe that partnership working plays an important part in addressing the issues associated with anti-social behaviour and multi-agency working is our integral approach to tackling the issue.

We know that by improving the environment in which our residents live we will create a safer community for our residents.

2. Aim of this policy

This policy sets out how Epsom & Ewell Borough Council (the Council), will identify and respond to reports of ASB and community safety concerns.

The aim of this policy is to set out how we will deal with antisocial behaviour by:

- taking effective action to deal with severe and/or persistent antisocial behaviour.
- Set realistic expectations in relation to how we can deal with antisocial behaviour
- Provide support and advice to victims
- Ensure a partnership approach is taken to tackle ASB

3. Scope

The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in the borough.

Working in partnership is integral to cutting crime and making communities safer as well as improving the wellbeing of residents. This policy is about looking at the bigger picture and supporting residents with early intervention and support services.

Epsom & Ewell Community Safety Partnership have oversight of the partner agency responses to addressing the most vulnerable people in our community.

This policy also documents where we are not best placed to become involved but will instead signpost to other potential options.

Nothing in this policy prevents a victim from seeking a review under s.104 Anti-social Behaviour, Crime and Policing Act 2014 (ASB Case Review).

4. Definition of Antisocial Behaviour

Epsom & Ewell Borough Council have adopted the definition of ASB as set out in the Anti-Social Behaviour, Crime and Policing Act 2014:

- (a) Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.
- (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- (c) Conduct capable of causing housing-related nuisance or annoyance to any person

The following issues will not be considered antisocial behaviour and therefore not investigated:

- Actions that are limited to normal everyday activities or household noise. Example provided but not limited to – ordinary domestic activities such as walking across laminate flooring, people talking, children crying, children playing, noise generated from domestic appliances at reasonable hours.
- Cooking odour from residential premises
- Children playing in their homes or in the locality of their home or designated playing area where their behaviour is considered non-threatening, alarming or distressing to an reasonable person.
- A one-off party or other social gathering
- Actions which amount to people being unpleasant to each other such as staring with no other associated ASB. This is not sufficiently serious considering the likely harm caused to justify our involvement.
- Complaints about others lifestyle. For example, issues about differences in parenting, who people socialise with, the frequency of visitors, how people dress
- Spreading rumours
- Parking disputes
- Boundary disputes
- Low level neighbour disputes - Not all neighbour disputes should be dealt with as anti-social behaviour. Depending on the circumstances of a complaint, a complainant may be advised to contact their own legal advice in relation to their complaint.

5. General Principles

The Community Safety Team will work within the statutory guidance framework set out in the Anti-social Behaviour, Crime and Policing Act 2014: Anti-social behaviour powers Statutory guidance for frontline professionals.

We will treat people fairly and equally and ensure that a proportionate and reasonable approach is taken to resolve anti-social behaviour. Intervention will be targeted only at cases which action is needed.

The approach will be evidence driven and we will only become involved in those instances where behaviour is of a persistent or continuing nature, has a detrimental effect on the quality of life for those in the locality and is unreasonable.

We reserve the right not to investigate a case where there is evidence that the complainant is being unreasonable, vexatious, or vindictive. In these circumstances, the complainant will be advised of this assessment and the reasons.

We will put the victim at the centre of the decision-making process and ensure they are kept aware of progress on a case and fully informed when the Council chooses to discontinue an intervention, or when there is progress generally with their complaint.

The existing adopted enforcement policy codifies the approach to enforcement generally in our main areas of responsibility and is complementary to this policy.

6. ASB in properties owned or part owned by Registered Housing Providers

Registered Housing Providers, often known as Housing Associations, are responsible for dealing with ASB involving their properties and it will be expected that they deal with complaints of ASB arising from occupants of their properties regardless of whether the victim(s) are also their tenants or not.

Cases which require a multi-agency response can be referred to a multi-agency problem solving meeting with a range of partner agencies to problem solve. We will not normally case-manage these cases, but can provide guidance, if required.

7. ASB Case Management

On receipt of an initial report we will assign a case number and identify the community impact of the concern. A risk assessment will be conducted and any signposting to support agencies will be identified.

We will also consider any cumulative effect of a range of lower level ASB which together may constitute unreasonable behaviour on the part of the offender(s).

The risk assessment will identify any vulnerabilities and appropriate referrals to Adult and Children Services will be completed. Any relevant meetings associated with the

referral will be attended such as Community Harm and Risk Management (CHaRMM) or Surrey Adult Matters (SAM).

In immediate neighbour disputes with no community impact, the parties will be signposted to Mediation services. Consideration will be given as to whether any other department or agency need to be advised such as Police, Environmental Health, Planning or Housing Associations.

In cases where there is no community impact, but the reporter is making allegations of harassment, they will be directed to report this to Surrey Police to conduct a Police risk assessment and investigation.

For cases where there is a more wider community impact, we will investigate the matter further by identifying all the parties involved and liaise with all appropriate agencies. All parties will be signposted to any relevant support service where necessary. It would be expected that matters relating to hate crime will be included within this definition.

For allegations involving inappropriate use of CCTV, the reporter will be directed to the Information Commissioners Office (ICO).

If a report is made involving a Registered Housing Providers property (victim or offender), then the reporter will be directed to report this directly to the provider and review their ASB policy.

We recognise that exposure to ASB can be emotionally traumatising for many people. We will act with compassion and thoughtfulness ensuring support services are properly engaged and/or sign posted to. We will ensure our staff operating in this area possess a suitable degree of ongoing competence through a combination of formal qualifications, experience, and support. However we will not tolerate abuse, harassment or targeting of our staff in any form by any person. Such instances may result in the withdrawal of our services and referral to the police in serious circumstances.

8. Intervention and Enforcement

Epsom & Ewell Borough Council adopts a robust stance in tackling anti-social behaviour and associated issues. In all investigations the emphasis will be on achieving an early resolution which is acceptable to all parties without the need to pursue a formal legal remedy.

The Council do not have the power of arrest but works closely with Surrey Police and partner agencies. All relevant investigations covered by this policy are jointly investigated which enables the full range of available enforcement powers to be utilised.

For cases which we believe to meet our criteria for active intervention and after carrying out a sufficient investigation, one or more of the following courses of action shall be taken (this may be from Council, Police or Housing Provider):

- No action required and the case will be filed
- Informal action (verbal or written)
- Formal action – including Fixed Penalty Notices, Community Protection Warnings, Community Protection Notices, Abatement Notices, Injunctions, Closure Orders, Prosecution and Eviction proceedings.

It is the responsibility of those professionals working in the field to determine the most appropriate course of action based on professional judgement having assessed the full facts of the case from all perspectives. We will not normally reopen cases in which one of the above outcomes has been determined unless new information of substance is received or there is an escalation of risk or harm.

9. Vulnerable Perpetrators

We acknowledge that the vulnerabilities of some residents contribute to behaviour which may present as anti-social to those around them. These vulnerabilities include but are not limited to, mental health issues, learning difficulties and substance misuse.

Having due regard to the Public Sector Equality Duty, in cases where vulnerable perpetrators are involved, we will work closely with various support agencies with the aim of improving their behaviour. Understanding that a coordinated multi-agency approach is often needed, cases will be referred to the Community Harm and Risk Management Meeting to facilitate joint working and ensure a co-ordinated multi agency approach. This will not mean that we won't use some of the tools available to us, rather that we will ensure such an approach does not disadvantage an individual by virtue of any of their protected characteristics.

10. Policy Monitoring

We will ensure this policy is reviewed annually and as necessary taking into account any changes in legislation, case law and guidance.

Any changes not of an administrative nature will be brought to the relevant Council committee for adoption

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RESPONSE TO COMMUNITY SAFETY PARTNERSHIP REVIEW

Head of Service:	Rod Brown, Head of Housing & Community
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	Appendix 1 Epsom & Ewell Community Safety Partnership Plan 2022-24 Appendix 2 Review of Community Safety Partnership (2023) Appendix 3 Proposed Action Plan

Summary

The report identifies the proposed response to the independent review of the Community Safety Partnership (CSP) in 2023

Recommendation (s)

The Sub-Committee is asked to:

- (1) Agree to recommend to the Epsom & Ewell Community Safety Partnership the proposed responses to the review, as set out in Appendix 3.**

1 Reason for Recommendation

- 1.1 The safety and wellbeing of those living and working within the borough is a key issue for the Council and is reflected in the Council's strategic 4-year plan. The Council is a statutory partner in the Epsom and Ewell CSP, and it is important the CSP is effective in its leading role in local community safety.

2 Background

- 2.1 The Crime and Disorder Act 1998 placed the strategic governance of crime and disorder reduction work in a local authority area with the local statutory Community Safety Partnerships (CSPs)

- 2.2 In July 2020 the Environment and Safer Communities Committee agreed to establish a local Epsom and Ewell CSP (EECSP), replacing an East Surrey CSP which had included Mole Valley Borough Council, Reigate and Banstead Borough Council and Tandridge District Council.
- 2.3 The key advantages of creating a local CSP were seen to be the ability to target this borough exclusively, make better use of local community safety knowledge and more closely reflecting the Council's commitment to community safety.
- 2.4 The 2020 report acknowledged that a possible disadvantage of not working as an East Surrey CSP might be fewer opportunities for sharing good practice across boroughs. The Surrey-wide Community Safety Forum is an officer group which has been established to share good practice across community safety teams.
- 2.5 The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area. The EECSP has published the Community Safety Action Plan 2022-24 which is included in Appendix 1.
- 2.6 The EECSP Community Safety Action Plan 2022-24 identifies those statutory and non-statutory partners currently forming the EECSP and sets out the four priorities for the CSP along with a programme of actions, which are regularly updated along with their RAG status.
- 2.7 The Council's involvement in community safety has increased substantially in the last four years. There has been a considerable increase in daily operational demands relating to community safety issues, outside the EECSP. There is a well-developed pattern of partnership working across other council services, the Police and Rosebery Housing Association.
- 2.8 The increase in community safety activities includes:
- Created and co-ordinated the Epsom and Ewell CSP,
 - Introduced Joint Action Groups (JAGS) a multi-agency group that focuses on geographical areas associated with crime and Anti-Social behaviour (ASB) meeting every 8 weeks
 - Introduced monthly Community Harm and Risk Management meetings (CHaRMM), to focus on individuals at risk,
 - Developed and promoted the ASB Case Review process, formally known as Community Trigger, enabling residents to utilise the formal review mechanism for Anti-Social Behaviour (ASB) complaints and,

- Sadly, have had to support two Domestic Homicide Review (DHR) panels, including a current on-going high profile DHR.
- 2.9 The work of the partnership relies on input from all partners. The co-ordination of the partnership's work, including community safety activity referenced in 2.8 above, is delivered by the Council's Community Safety and Enforcement Officer's (CSEO) role.
- 2.10 In response to a growing desire to lead on community safety issues, the council created the new CSEO role in 2018. This new role has been very successful in co-ordinating a growing demand for community safety involvement. However, we have reached a position where there is no additional capacity within the Council's CSEO role or indeed other EEBC roles, involved with the CSP, to grow the support of the EECSP. Many partners are in similar positions and no further significant additional resources have been identified from CSP partners.
- 2.11 The council's CSEO currently provides all administrative support to the EECSP and also provides all administrative support to every JAG, CHaRmm, ASB Case Review and DHR
- 2.12 The current level of performance that the EECSP achieves, including the activities outlined in 2.8 above, is considered to be significant, considering the limited resources available.

3 CSP review 2023

- 3.1 In April 2023 an independent review of the EECSP was commissioned, to explore the co-ordination of community safety work, including the governance and oversight arrangements, and strategic coordination of the CSP.
- 3.2 In May 2023 a review report was produced which is attached as Appendix 2.
- 3.3 The review is composed of four sections and two appendices:
- Introduction and context
 - Objective, scope and methodology
 - Summary and recommendations – containing 16 recommendations.
 - Detailed findings - (scrutiny and oversight, structure and governance, shared objectives, leadership and action planning and coordination and resource allocation.)
 - Crime data
 - CSP partners' self-assessment scorecards

- 3.4 The recommendations contained in the review have been welcomed by the EECSP. The review identified 16 recommendations, drawn from each area of the detailed review.
- 3.5 Many recommendations rely on additional capacity within the partnership or anticipate partners contributing more funding to strengthen the co-ordination of the partnership. A small number of recommendations are associated with improved processes and practices.

4 Draft responses

- 4.1 The draft responses to the review are attached as Appendix 3 to this report. This outlines the proposed responses that the EECSP will be considering as a response of the review together with suggested actions that will be subject to approval of the EECSP.
- 4.2 This committee has been asked to consider the draft responses as set out in Appendix 3 and recommend it to the EECSP.

5 Risk Assessment

Legal or other duties

5.1 Equality Impact Assessment

- 5.1.1 Addressing community safety needs within the borough is considered to have a positive impact on equality.

5.2 Crime & Disorder

- 5.2.1 This report sets out how the EECSP can make improvements in response to this review and as such the report is considered to have a positive impact on crime and disorder.

5.3 Safeguarding

- 5.3.1 The report is considered to have a positive impact on safeguarding. Those who are marginalised, vulnerable or disabled are considered to be at increased risk of crime and disorder.

Dependencies

- 5.4 The EECSP depends on the continued involvement of existing partners and the effective participation of any new partners.
- 5.5 Further financial support for the EECSP will depend on identifying sources of additional funding.

Other

- 5.6 None

6 Financial Implications

- 6.1 The responses set out in this report are not considered to have additional financial implications on the council. The source for any growth in the council's community safety budget would need to be identified.
- 6.2 **Section 151 Officer's comments:** None arising from the contents of this report.

7 Legal Implications

- 7.1 The Crime and Disorder Act 1998 established the principle of partnership working on a formal basis, and through several legislative adjustments this is now achieved in Epsom and Ewell through the EECSP.
- 7.2 Under the Police and Justice Act 2006, Councils are required to allocate the scrutiny of the local CSP to one of their committees so as to provide public accountability of the CSP. This Council has delegated this function - Carry out the council's responsibilities under Section 19 of the Police and Justice Act 2006, to scrutinise the work of the Community Safety Partnership (CSP) annually to its Audit and Scrutiny Committee.
- 7.3 **Legal Officer's comments:** None arising from the contents of this report.

8 Policies, Plans & Partnerships:

- 8.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- 8.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.
- 8.3 **Climate & Environmental Impact of recommendations:** None
- 8.4 **Sustainability Policy & Community Safety Implications:** Increasing the effectiveness of the EECSP will enhance community safety work performed by the council and partners across the borough.
- 8.5 **Partnerships:** The EECSP is strongly based on partnership working with the organisations involved in the partnership.

9 Background papers

- 9.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Community Safety Partnership Environment and safe Communities 16th July 2020

Other papers:

- Future 40 vision Full Council 20th January 2020

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Epsom and Ewell Community Safety Partnership
Community Safety Action Plan
2022-2024

What is the Epsom and Ewell Community Safety Partnership?

The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, requires responsible authorities to work together alongside the community and voluntary sector to develop and implement strategies for reducing crime and disorder in their area. The responsible authorities are:

- District and Borough Councils
- County Councils
- Police
- Fire & Rescue Service
- National Probation Service
- Clinical Commissioning Groups

The Epsom and Ewell CSP also includes the following important non statutory members:

- Rosebery Housing Association
- The Epsom Business Improvement District
- Office of the Surrey Police and Crime Commissioner

Surrey Community Safety Agreement

Two tier authorities such as Surrey are required, under Section 17 of the Crime and Disorder Act 1998 (as amended by the Police and Justice Act 2006), to have a County Community Safety Agreement (CSA). It sets out how responsible authorities will work together to identify and address shared priorities to reduce crime and disorder. More information can be found at [Surrey County Council Community Safety](#).

Surrey Police and Crime Commissioner

Lisa Townsend is the Police and Crime Commissioner (PCC) for Surrey. The PCC is responsible for overseeing the work of Surrey Police, holding the Chief Constable to account, and helping to tackle crime issues in Surrey in accordance with the [Police and Crime Plan](#).

How do we address Community Safety in the borough of Epsom and Ewell?

Community Harm and Risk Management Meeting (CHaRMM)

Community Harm and Risk Management Meetings (CHaRMMs) will discuss and agree action to reduce the negative impact that problem individuals and families have on Surrey's communities through their anti-social behaviour. Using the expertise that exists on this multi-agency group, members will share information on high-risk cases and incidents and put in place appropriate risk management plans to address the behaviour of the perpetrator and reduce the negative impact on victims.

CHaRMMs are accountable to local Community Safety Partnerships (CSPs) and the overarching, Surrey Community Safety Board, and should contribute to the delivery of local community safety partnerships plans and the overarching strategies of the county Community Safety Board.

Joint Action Groups (JAGs)

Joint Action Groups (JAGs) will address crime and disorder issues that have been identified through the analysis of intelligence and statistics provided by all community safety partner agencies. Utilising the expertise that exists on the group it will identify desirable outcomes and determine the actions and interventions to be used to achieve these outcomes.

JAGs decide priorities, agree action plans, allocate resources, and ensure there is a co-ordinated response to issues highlighted at the JAG and contained within Community Safety Partnership Plans. They play a key role in developing effective partnership responses to crime and disorder and anti-social behaviour reduction.

Community Safety Partnership Priorities 2022-2024

Priority 1	Focus on the most vulnerable or those at risk of harm
Priority 2	Serious Organised Crime and PREVENT
Priority 3	Identify and tackling crime and antisocial behaviour
Priority 4	Improve Community Engagement

Priority 1 - Focus on the most vulnerable or those at risk of harm

The Community Safety Partnership will focus on those who are vulnerable or at risk of harm. We will work together as partner agencies to provide appropriate levels of support to victims of crime or antisocial behaviour.

What will we do to achieve this?

1. Improve our response to Domestic Abuse by ensuring legislation and recommendations are implemented.
2. Ensure processes and referral systems are in place to support the most vulnerable
3. Identify emerging issues and work together to address the issues

Key objectives to measure

Lead Agency	Objective	Measure	Timescale	RAG Status
Police / EEBC	CHARMM meetings to occur monthly	Reduces the risk to vulnerable residents through partner agency working	Monthly review of agency attendance	Green
ALL	Ensure Domestic Abuse awareness training for staff reflects changes in legislation	Up to date training for all staff will reduce risk to victims	Annual report from agencies	Yellow
SCC/EEBC	Deliver the Ask Us DA project	Delivery of the project Promote 'Ask Us' on social media	Delivered quarterly	Green
EEBC / DHR oversight Group	Ensure DHR's are implemented, and recommendations are enforced. DHR Oversight Group reviewing a centralised process for Surrey	Review DHR's ensure actions are referred to agencies and outcomes monitored Ensure local CSP are aware of the findings of the DHR oversight Group	Review actions and follow up where necessary	Yellow
EEBC	Community trigger ASB reviews delivered in line with Surrey Policy	Applications received and processed in a timely manner	Reviewed quarterly by CSP	Green
EEBC	Joint Action Groups to occur for identified areas of concern	Monitor data and area referrals from partner agencies	Reviewed quarterly by CSP	Green
Police / EEBC	Violence Against Women and Girls (VAWG) – Identify areas of concern	Monitor the Street Safe information submitted and crime figures	Review 6 monthly	White
EEBC	EEBC to sign up to the ASB Help Pledge	Uniformed approach across partner agencies to responding to Antisocial behaviour	Review in 6 months	Red

Priority 2 - Serious Organised Crime and PREVENT

The Community Safety Partnership want to have a monitored, targeted, and sustained approach to Serious Organised Crime. We hold Serious Organised Crime Joint Action Group (SOCJAG) for information sharing and disruption. This includes the following areas:

- Exploitation - Child/Criminal/Sexual
- Human Trafficking
- Modern Day Slavery
- Organised Immigration
- Serious Violent Crime
- County Lines
- Cuckooing
- Online Fraud
- PREVENT (The government PREVENT strategy on terrorism and extremism)

What will we do to achieve this?

1. Partner agency working to prevent and tackle serious organised crime
2. Disrupt serious organised crime groups within the borough
3. Reduce the risk of radicalisation by promoting positive relations between different communities and show a united position against all types of hate crime that target specific communities

Key Objectives to measure

Lead Agency	Objective	Measure	Timescale	RAG Status
Police	SOCJAG to discuss emerging issues, intelligence, and disruption between agencies	Meeting takes place every 8 weeks	Review of attendance each meeting	
Police / EEBC	Intelligence package is shared and disseminated appropriately	To ensure intelligence and information is acted upon	Review intelligence package for each meeting	
Police	Surrey Police discussed cuckooed addresses and closure orders with agencies via partner agency forums	To ensure vulnerable people are identified and agencies are aware of all concerns	Review all closure orders with ASB case builder in Surrey Police	
ALL	Ensure agencies and relevant staff are aware of the Protect duty and PREVENT training is up to date	Staff are fully aware of their responsibilities including ACT awareness training / Run, Hide, Tell where appropriate	Annual review of training	

Priority 3 - Identify and tackling crime and antisocial behaviour

The Community Safety Partnership want to ensure crime and antisocial behaviour is dealt with appropriately.

What will we do to achieve this?

1. Address antisocial behaviour (ASB) and the wider effect it has on the community
2. Review issues using a multi-agency approach
3. Understand that collaborative working results in a more successful outcome
4. Use appropriate enforcement and intervention methods
5. Focus on Town centre safety including alcohol related crime
6. Tackle emerging patterns of crime and antisocial behaviour

Key Objectives to measure

Lead Agency	Objective	Measure	Timescale	RAG Status
Police / EEBC	Community Harm and Risk Management Meetings (CHARMM) attended monthly by all statutory partners	To ensure collaborative working for a more successful outcome	Review attendance at the CHARMM monthly	Green
EEBC	Joint Action Groups (JAGs) arranged according to issues raised via all parties and based on collated data.	JAGs identify issues and partner agency response to improving the area	JAGs are reviewed quarterly by CSP	Green
EEBC	Review town centre crime data regularly to identify emerging patterns	Identify areas of concerns and address via relevant partner agency meetings - JAG	Data check every 6 months	Yellow
Police / EEBC	Police and EEBC to identify licensed premise where incidents occur and consider premises licence review of other measures	Reduce risk of incidents occurring in licensed premise	Incident specific. Addressed at 6 weekly enforcement meeting	Green
EEBC / Police	Review of crime data and areas of concern identified	Early intervention to prevent escalation of incidents	Emerging issues identified in 6 weekly enforcement meeting	Green

Priority 4 - Improve Community Engagement

The Community Safety Partnership want to improve engagement with the community to address issues and ensure members feel heard.

What will we do to achieve this?

1. Use engagement opportunities to promote and support local and national awareness campaigns
2. Provide crime prevention and community safety advice e.g. relating to domestic abuse, antisocial behaviour, scams and burglaries.
3. Increase reporting of actions being taken by statutory organisations to tackle crime including successful outcomes
4. Work with schools to promote key community safety messages to young people

Key Objectives to measure

Lead Agency	Objective	Measure	Timescale	RAG Status
Police / EEBC	Joint initiatives to engage with the community – inc. meet the beat, ASB events, Facebook lives	Improve relationship with community and raise awareness	Annual review of events attended	
Police / EEBC	Joint action days – Traffic events including waste licensing and VOSA	To reduce criminal activity in the borough and take enforcement action	Annual review of events attended	
EEBC/ Police	Social media awareness – unified messaging	Social Media strategy to include unified messaging	Reviewed at enforcement meeting 6 weekly	
Police	Youth engagement officers to engage with schools and Fearless campaign	Promote key community safety messages to young people	6 monthly review of school engagement	
ALL	Ensure staff training is up to date reflecting community safety issues and awareness	Staff being aware of community safety issues reduces risk to public	Annual review of staff training	

Glossary of Acronyms

ACT	Action Counters Terrorism
ASB	Antisocial Behaviour
CHaRMM	Community Harm and Risk Management Meeting
CSA	Community Safety Agreement
CSP	Community Safety Partnership
DA	Domestic Abuse
DHR	Domestic Homicide Review
EEBC	Epsom and Ewell Borough Council
JAG	Joint Action Group
PCC	Police and Crime Commissioner
PREVENT	An element of the national counter terrorism strategy
SCC	Surrey County Council
SOCJAG	Serious Organised Crime Joint Action Group
VAWG	Violence Against Women and Girls
VOSA	Vehicle and Operator Services Agency

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Epsom & Ewell Community Safety Partnership response to review recommendations

No.	Recommendation summary	Response	Timescale	RAG Status
1	Align needs and views of local communities with priorities of EECSP	The CSP seeks to understand the views of the community it serves and has and will continue to conduct public engagement events across the borough and work with groups representing victims of ASB such as ASB Help. Community views are frequently gained during the Joint Action Group (JAG) events dealing with crime or ASB. Further community engagement approaches will be considered and be reported to Audit and Scrutiny Committee (ASC)	On going Annually	
2	Effective scrutiny of the EECSP by the Audit and Scrutiny Committee, holding senior officers and Chair EECSP accountable and provide constructive challenge and feedback. Specific areas of concern can be subject to specific scrutiny by ASC	Scrutiny of the EECSP is already performed by the ASC, as part of the statutory scrutiny process. Proposal for Member training including ASC and Crime and Disorder Committee Members to be considered with access to corporate resources	On-going Q4 2023/4	
3	Training for all members on ASC and crime and Disorder Committees to include legal framework and responsibilities of CSPs and Crime and Disorder Committees, current priorities and challenges for community safety locally and nationally, and skills for engaging with stakeholders, partners and communities.	Proposal for member training including ASC and Crime and Disorder Committee members to be considered	Q4 2023/4	
4	Revise EECSP membership and structure with clear reporting and accountability expectations.	Consideration of extending membership of EECSP and to increase frequency of meetings to be reviewed at EECSP Board, including limitation of existing resources.	Q4 2023/24	

5	Pooling resources to employ a designated Community Safety Co-Ordinator	Informal approaches for funding have not been positive. EECSP partners will be approached again about scope for additional funding for new co-ordinator post.	Q3 2023/24	
6	More formal means of obtaining community feedback including wider EECSP family engages with community, as EECSP members and not stand-alone organisations	The CSP recognises the benefits from wider public engagement from EECSP partners. Further progress on gathering data relating to community feedback is dependant on addition resourcing to support the EECSP	Dependant on additional resources	
7	CSP should take more time to understand the difference between crime volumes, which are comparatively low in Epsom and Ewell, and crime rates, which are comparatively high and ensure active engagement all partners.	Progress on further data analysis requires additional resource to complete. SCC may be able to provide additional data analysis which will be explored.	Dependant on additional resources	
8	Closer working with Office of Police and Crime Commissioner (OPCC) and SCC to harness more knowledge about crime drivers and vulnerability to crime.	Good working relationships between the EECSP and OPCC and SCC already exist and both are partners on the EECSP Board. Respective partners will be approached for additional data. Existing resources within the EECSP will limit the extent of engagement and data analysis possible.	Q3 2023/24	
9	More strategic focus on how day to day operations influence longer-term objectives, with improved meeting planning.	Maintaining focus on delivery of strategic objectives has previously been recognised as an issue for the EECSP and a rotating focus on each strategic priority has been incorporated into the regular Board meetings. To achieve greater engagement with partners may require more resourcing in the EECSP than currently exists. The Board will be consulted for further opportunities to link operational efforts to clear strategic goals.	Q4 2023/24	
10	The CSP should set out the steps between its desired long-term outcomes and its strategic actions to demonstrate clear connections between its activities and the goals it wants to achieve	Production of the new Community Safety Priorities 2024-2026 will provide an opportunity for identifying gaps and challenges and improve action planning. The extent of data analysis will be limited due to available resources. As part of the discussions around wider membership, the CSP Board will clarify roles and responsibilities of Board members.	Q4 2023/24 Q4 2023/24	Agenda Item 5 Appendix 3

11	Reframe actions to include contributions from all relevant partners and agree clear roles and responsibilities in delivering action plan.	Production of the new Community Safety Priorities 2024-2026 will provide an opportunity for identifying gaps and challenges and improve action planning. The extent of data analysis will be limited due to available resources. As part of the discussions around wider membership, the CSP Board will clarify roles and responsibilities of Board members.	Q4 2023/24 Q4 2023/24	
12	Build stronger relationship with Business Improvement District (Go Epsom)	The BID are standing member of the EECSP however attendance has been very low. Chair of the EECSP will engage the BID directly to identify issues and encourage participation.	Q3 2023/24	
13	CSP should lever in additional financial support from the OPCC to fund the co-ordinator role and other initiatives.	The EECSP has developed very good relationship with OPCC and has received funding for the Safer Streets improvement work in 2022/24. The OPCC will be approach to explore the potential for further support	Q3 2022/24	
14	Strengthen links with Voluntary Community Services (VCS)	Proposals for extend membership of EECSP including VCS to be reviewed at EECSP Board	Q4 2023/24	
15	Strengthen working with SCC to get specific borough information and data about local families, particularly around County Lines and Cuckooing.	Discussion with local SCC Family Support Service and Chair of CSP to identify specific local vulnerabilities.	Q2 2023/24	
16	The agenda-planning could include structured updates from partners about their work in relation to the CSP's priorities, and agenda items should be timed to ensure enough time for "Any other business." This will make the meetings more accessible and allow for partners to input to CSP priorities, as well as sharing general information about their work with residents in Epsom and Ewell.	Maintaining focus on delivery of strategic objectives has previously been recognised as an issue for the EECSP and a rotating focus on each strategic priority has been incorporated into the regular Board meetings. To achieve greater engagement with partners may require more resourcing in the EEECP than currently exists. The Board will be consulted for further opportunities to link operational efforts to clear strategic goals.	Q4 2023/4	Agenda Item 5 Appendix 3

DRAFT

COMMUNITY SAFETY ACTION PLAN

Head of Service:	Rod Brown, Head of Housing & Community
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1: Draft Action Plan

Summary

This report proposes an action plan to deliver community safety measures by the Council and that they be subject to public consultation.

Recommendation (s)

The Committee is asked to:

- (1) **Agree the draft Community Safety Action Plan for public consultation.**
- (2) **Agree to receive the results of the consultation and any resulting revisions to the action plan at the next meeting of the committee.**

1 Reason for Recommendation

- 1.1 The proposals set out in this report will contribute to the delivery of the Council's corporate priorities including helping to support the most vulnerable by providing an effective response to community safety issues that will enhance public confidence.

2 Background

- 2.1 Officers have been requested to prepare an Action Plan to bring focus around the Council's work in the crime and disorder and community safety areas.
- 2.2 Whereas the Council, as part of its role within the Community Safety Partnership (CSP), is committed to actions in partnership with other agencies, this new document provides the opportunity to outline the Council's actions in more depth whilst inviting public comment on the detail.

- 2.3 The total resource available within the community safety area is 1 FTE split into approximately equal proportions amongst Corporate Safeguarding, CSP administration and work dealing with crime and anti-social behaviour.
- 2.4 Owing to the very limited staff resource, Officers have chosen to base actions within the draft action plan on those the Council is already committed to as part of the CSP priorities. Any expansion of ambitions within this area will need to be matched with a counterpart growth in staffing levels.
- 2.5 The current CSP priorities are
- Focus on the most vulnerable or those at risk of harm
 - Serious Organised Crime and PREVENT
 - Identify and tackle crime and anti-social behaviour
 - Improve Community Engagement
- 2.6 It is proposed that the public be invited to comment on the proposals during a six-week period during October and November 2023 following which the comments will be assessed and revised proposals put to the Committee at its January 2024 meeting.
- 2.7 The measures relate entirely to Epsom & Ewell Borough Council although many of the measures proposed are part of joint working arrangements with other agencies in line with existing duties and expectations in this field.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

- 3.1.1 It is considered the Council's Public Sector Equalities Duty is met. The action plan places particular attention on vulnerable people, some of whom will have protected characteristics.

3.2 Crime & Disorder

- 3.2.1 There is a clear link with crime and disorder. By undertaking the actions outlined, the council will positively contribute to reduction of crime and disorder.

3.3 Safeguarding

3.3.1 Links between community safety and safeguarding are strong and there is a great deal of cross over. It is considered that the actions contained within the plan are inherently based around victims and are designed with safeguarding of those victims in mind.

3.4 Dependencies

3.4.1 There are no dependencies on adoption of the action plan however delivery of the plan is reliant on the present resource allocation remaining.

4 Financial Implications

4.1 There are no additional financial implications arising from the contents of this report.

4.2 **Section 151 Officer's comments:** None arising from the contents of this report.

5 Legal Implications

5.1 The Council's responsibilities in relation to community safety are principally drawn from the requirement to participate in a CSP and from section 17 of the Crime and Disorder Act 1998 which states the Council must "exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonable can to prevent

- Crime and disorder
- The misuse of drugs, alcohol and other substances
- Re-offending and
- Serious violence"

5.2 **Legal Officer's comments:** None arising from the contents of this report

6 Policies, Plans & Partnerships:

6.1 **Council's Key Priorities:** The following Key Priorities are engaged:

- Safe and well, effective council

6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

6.3 **Climate & Environmental Impact of recommendations:** None

6.4 **Sustainability Policy & Community Safety Implications:** As detailed in the body of this report.

6.5 **Partnerships:** The statutory Community Safety Partnership.

7 **Background papers**

7.1 The documents referred to in compiling this report are as follows:

Previous reports: None

Other papers:

- Epsom and Ewell Community Safety Partnership Community Safety Action Plan 2022-2024

Community Safety Action Plan 2024-2025

Epsom and Ewell has long been a safe place compared with neighbouring areas, a place where residents, workers, students and visitors can feel confident in going about their daily lives and enjoy all that the borough has to offer.

However, when issues do occur, they create significant public concern and if not addressed at an early stage, can escalate quickly and attract further, more serious problems. There is also the aspect of hidden crime where the victim may not have a voice and where vulnerable people are subject to coercion, exploitation and abuse. The pattern of crime and anti-social behaviour across the country is changing, and Epsom and Ewell's proximity to London as well as its excellent transport links means that community safety is a high priority for the Borough Council and is seen as central to the borough's future success.

As part of the Epsom & Ewell Community Safety Partnership, we have already committed to playing our part in the following themes:

1. Focus on the most vulnerable or those at risk of harm
2. Serious organised crime and PREVENT
3. Identify and tackle crime and anti-social behaviour
4. Improve Community Engagement

This action plan sets out what we intend to do to deliver improvements within our resource for the benefit of the community.

Focus on the most vulnerable or those at risk of harm

Community Harm and Risk Management Meetings

Focussing on both victims and perpetrators, the Community Harm and Risk Reduction Meetings (CHaRMM), are regular multiagency meetings aimed at planning interventions with perpetrators and supporting victims.

For example:

Over the course of a year, in the region of 65 victims and perpetrators are case managed with actions being assigned to appropriate agencies.

We will:

Aim to attend all monthly CHaRMM meetings for the purposes of recording action plans per individual and contribute to joint problem solving with both our community safety and housing teams.

As part of our wider CSP responsibilities, we will maintain the administrative duties associated with CHaRMM.

Ensure Domestic Homicide Reviews are implemented

In circumstances where someone over 16 dies as a result of violence, abuse or neglect by someone they are related to, or in the same household the Community Safety Partnership (CSP), is required to hold a review known as a Domestic Homicide Review Epsom & Ewell Borough Council is responsible for resourcing the review and appointing the Chair.

For example:

The first ever DHR held in the borough reached conclusions of national significance around cyber stalking and these findings were sent to the Home Office for consideration.

We will:

Ensure the current DHR, established in 2023 following an incident in the borough, and any future DHRs, are properly resourced to give the CSP the necessary space to examine any of the learning and conclude where recommendations for improvement ought to be made. This will include making sufficient officer time available to operate the formalised panel meetings and funding the costs of the independent Chair.

Carry out Antisocial Behaviour Case Reviews

ASB case reviews, previously known as the Community Trigger are a formalised way for a victim of ASB to request a review of their case and for the main responsible agencies (police, housing, local authority etc), to undertake an evaluation of the case to determine whether any further action is required.

For example:

We have processed 7 reviews in three years all of which have resulted in recommendations to progress cases of ASB.

We will:

Continue to operate the ASB case review process on behalf of the CSP raising the support for victims and ensuring no one falls between the cracks. We will provide the necessary officer time to administer the process and use our network of contacts to locate an independent chair where appropriate so as to be able to challenge the responsible agencies, including the Council in their assumptions and case handling.

Revise our Joint Action Group process

A Joint Action Group is an area based intervention approach looking at locations such as an individual property, road, estate or other definable geographic location and problem solving viable solutions using targeted interventions. A JAG will normally involve the main agencies for the area such as Council, Landlord, Police, Childrens or Adult Services and utilise available assets such as police Design out Crime Officer or joint Environmental Visual Audits

For example:

The Joint Action Group project to address scrambler bikes in the Hook Road Arena identified physical measures which were deployed to reduce the occurrence of this type of behaviour in this open space.

We will:

Move to a standing JAG arrangement away from an ad-hoc approach to ensure there is always a forum for partner agencies to ask for help with a joint approach to area based issues. We will hold these meetings once every 8 weeks and ensure that each part of the JAG is followed through with agencies being held to account for their actions.

Serious Organised Crime and PREVENT

Ensure our intelligence is reported via appropriate routes

Our staff are in a strong position to be able to detect the hidden signs of crime. For example our Environmental Enforcement team are out and about daily, our Environmental Health Team are visiting homes and businesses in the borough, often without warning, and our street cleansing and refuse collection staff are in the community at times of day many others are still in bed.

For example:

Our reporting of suspicious circumstances in commercial and residential properties, detected by our staff during the course of their work have led directly to police interventions around modern day slavery.

We will:

Provide our staff with Serious Organised Crime awareness sessions and invite our partners to participate. We will use appropriate intelligence submission methods such as the agreed partnership intelligence form or the national intelligence model process to record and submit suspicious behaviour and observations to police.

Deliver ACT Awareness training to key members of staff and ensure major events benefit from formal counter terrorism considerations.

Our role both as landowners, events organisers and chairing of Safety Advisory Groups puts us in a strong position to effect change in considering counter terrorism where it can be achieved simply, safely and pragmatically.

For example:

The Christmas light switch on in 2022 was the first event, organised by the Council where direct input from a Counter Terrorism Security Advisor was sought and event staff received awareness training.

We will:

Roll out more wider training to relevant staff and promote the same to the organisers of larger events.

Serious Organised Crime Joint Action Groups

These police briefings advise partners on the current investigations into organised crime gangs, the identity of persons of interest and the contribution sought from other agencies.

For example:

The county line drug operation leading to an estate in the Borough was traced back to a London based dealer using information from the SOC JAG process.

We will:

Distil the SOC JAG information and ensure key members of staff have access to appropriately screened material to allow their teams to make a contribution to the fight against organised crime.

Identify and tackle crime and anti-social behaviour

In consideration of the cross over between this priority and supporting the vulnerable, our actions around CHaRMM and JAGS also apply here. In addition :

Review of Town Centre Data

Owing to its density and popularity as a destination, Epsom Town Centre does feature as one of the borough locations which experience higher than average reports of ASB and other activity.

For Example:

Our work with partners identified a hot spot for ASB within the town centre associated with a particular locality which brought focus around appropriate actions.

We will:

Although we do not employ data analysts, we will continue to use tools such as the Police D10 Partnership Product and other available techniques to identify trends and behaviours that ought to be tackled. Where possible we will draw upon the data analysis carried out by partner agencies to further the targeting of measures.

Improve Community Engagement

Joint initiatives to engage with the public

We have relationships with a variety of other enforcement agencies which allows each to support joint action days and joint initiatives including "Meet the Beat", Violence Against Women And Girls day of action and Roadside Education and Enforcement (REED), events.

For example:

During ASB Awareness week in 2023, we helped organise and participated in outreach events spread over three days at three separate locations in the borough.

We will:

Continue to seek opportunities to work with partners in the promotion of community safety priorities including further REED days, ASB Awareness Week, County Lines Intensification week and Safeguarding Adults Week.

Social Media Messaging

The Council has a variety of social media accounts with many borough residents following and using social media to engage with us.

For example:

Our outreach events during ASB Awareness Week in 2023 were covered by the social media accounts of the Council and our partners attracting engagement from members of the public who were not able to visit the physical event.

We will:

Ensure that our partners messages are amplified and that our own social media messaging is targeted and informative to allow members of the community to see what we do and the results we are delivering.

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