

# Safer Croydon Community Safety Strategy 2014/17



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## Foreword

### **The Safer Croydon Partnership (SCP) acts as the statutory Community Safety Partnership for Croydon, as stipulated by the Crime and Disorder Act 1998.**

The SCP is responsible for co-ordinating the development and implementation of Croydon's Community Safety Strategy. The partnership comprises police, council, fire, probation and health agencies, as well as businesses, community and voluntary sector organisations.

Latest figures from the Crime Survey for England and Wales estimate that there were 8.0 million crimes against households and resident adults in the previous 12 months, based on interviews with a nationally representative sample in the year ending September 2013. This was down 10% compared with the previous year's survey, and is the lowest estimate over the history of the survey, which began in 1981.

Here in Croydon, over the past year we have seen nearly 3,000 fewer offences reported. The Metropolitan Police Service's latest crime figures for the financial year 2013/14 show that there was a 9.5% reduction in offences in Croydon compared with the previous 12-month period. This reflects a similar reduction in overall crime across London.

The biggest reductions have been seen in robbery and gun crime offences, with 26% and 30% reductions respectively. Burglary is down by nearly 8% and there was a 5% reduction in motor vehicle crime. There have been a range of operations, which have contributed to these reductions over the past year including; Operation Big Wing with high-visibility policing days of action; Operation Cubo targeting illegal road-users and criminals on the roads and; Operation Zeus, targeting robbery and mobile phone theft in the borough.

This 2014-2017 Safer Croydon Community Safety Strategy aims to maintain and build further upon this good work so that residents, businesses and visitors believe Croydon is a safe place in which to live, work and visit.

This will only be achieved when everyone has confidence in the services that tackle crime and anti-social behaviour to make communities safer. Recorded crime data is after all, affected by the public's confidence and enthusiasm to report crime. This is why the SCP will focus on local priorities and those crimes that harm our communities the most.

Currently all partners face significant budget reductions which makes our challenge even greater. Taking into account the findings from the 2013 Strategic Crime Assessment, public consultation and the views from stakeholders, during the next three years our strategic priorities will be:

- **Reduce the overall crime rate in Croydon; focus on violent crime and domestic violence**
- **Improve the safety of children and young people**
- **Tackle anti-social behaviour and environmental crime**
- **Improve public confidence and community engagement.**

The strategy builds on a solid foundation of successful partnership working on crime and anti-social behaviour in Croydon. Much of what we set out in our previous strategy has been achieved (see page five for details). However, we also recognise that there is still much more to do and we are determined that by working together we can make Croydon a safer place to live, work and visit.



Mark Watson

**Cabinet Member for Safety and Justice and Chair of the Safer Croydon Partnership**

## Croydon facts

Croydon is London's southern-most borough and covers an area of 87 square kilometres. It is one of London's biggest local retail and commercial centres, with good rail, tram and road links, more than 120 parks and open spaces and some of London's most expensive housing.

Croydon's population as at March 2011, was 363,400, making it the largest Local authority in London. The borough's population has grown at a faster rate than the rest of England. with an increase of 28,300 people since the 2001 census (335,100) which represents an 8.4% increase over the last 10 years, 1.3% higher than the national average.

This is a socio-economically diverse borough, ranked 19th out of 32 London boroughs in terms of overall deprivation. Some wards have low levels of disadvantage and others are amongst the most deprived in England.

Socio-economic factors influence crime rates. In simple terms, if wealth, status, and material possessions measure a person's success, then those without these things may see unlawful means as the only way to obtain them.

There is a correlation between areas of high deprivation and crime rates in Croydon; more crime is committed in the north of the borough largely due to a higher population density, more areas with multiple deprivation and the fact that Croydon's main transport hubs and routes are located there.

Additional information can be found on the following links:

**Croydon Observatory**

[www.croydonobservatory.org](http://www.croydonobservatory.org)

**GLA data store**

<http://data.london.gov.uk/datastore/package/london-borough-profiles>

## Local policing plan and neighbourhood crimes (MOPAC 7)

One of the fundamental principles of the 'One Met Model' is to make neighbourhood policing the foundation of policing in London. It will ensure that the MPS deploys police officers and staff flexibly to meet demand across London. The Local Policing Model puts neighbourhood policing at the heart of what the MPS does. It will ensure service delivery is consistent, flexible and responsive to the needs of Londoners.

Safer Neighbourhood Teams (SNTs) are now led by a neighbourhood inspector who is accountable for dealing with crime and disorder – such as anti-social behaviour, robbery and burglary – in a local area.

Each ward has a dedicated named police constable and police community support officer (PCSO), to provide recognisable faces within the community and to continue working closely with the Safer Neighbourhood ward panels. The panels are made up of members of the local community who set the team priorities.

Crime has been steadily falling in recent years, but there is scope for further improvement. The mayor's aim is to drive down crime by at least 20% in the key categories of burglary, vandalism / criminal damage, theft of and from motor vehicles, violence with injury, robbery and theft from the person. This police challenge has been accepted by the commissioner.

These seven crime types have been selected by The Mayor's Office for Policing and Crime (MOPAC) as they:

- Are high volume
- Have sizeable impact on Londoners
- Are clearly understood by the public.

The seven neighbourhood crime types are all victim-based offences.

The MOPAC 7 crimes are:

- Burglary
- Vandalism / criminal damage
- Theft of motor vehicles
- Theft from motor vehicles
- Robbery
- Theft from person
- Violence with injury.

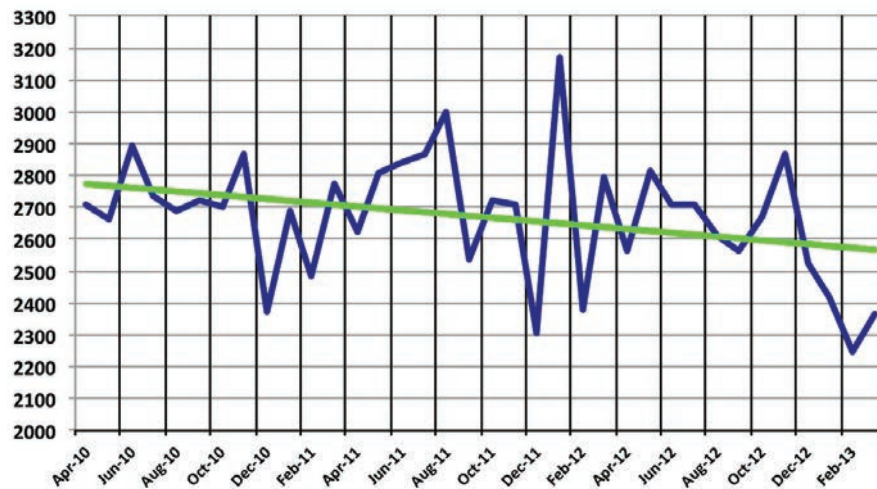
## Key achievements 2011 - 2014

### The 2011-2014 strategy set out three main objectives:

- Reduce the overall crime rate in Croydon
- Increase effective partnership working at neighbourhood level
- Create a greater sense of community confidence.

Table 1 below shows that during this three-year period the overall crime rate has reduced significantly.

**Table 1 Total Notifiable Offences (TNO) 3 year crime trend April 2010 to March 2013**



The current trend is down by 5.10% (1683 offences) when compared to the previous financial year - regional data ranks Croydon 6th by volume and 19th by rate per 1,000 populations (1 being highest). In the financial year 2011/2012 Croydon was placed 5th by volume and 19th by rate per 1,000 populations while in the previous financial year 2010/2011 the respective rankings were 7th and 20th.

Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 11 - Mar 12	Apr 12 - Mar 13	Variance	Prev % change Apr 10-Mar 11 vs Apr 11-Mar 12	% change Apr 11-Mar 12 vs Apr 12-Mar 13
33210	32306	32753	31070	-1683	+1.38%	-5.10%

### Increase effective partnership working at neighbourhood level

The SCP has continued to improve its multi-agency approach to the reduction of offending by tackling prolific and priority offenders and identified gang members, incorporating a risk based case management process.

The partnership has also improved the information and intelligence around repeat antisocial behaviour (ASB) incidents, in relation to victims and locations. This has resulted in an increase in enforcement activity and a reduction of nearly 20% in the number of ASB reports of most concern and of the highest volume e.g. rowdy inconsiderate behaviour being received by the council and police.

The new policing model has seen a total restructure of the way that police operate at a neighbourhood level, improving its response to local issues and the way that it engages with the community.

### Create a greater sense of community confidence

Croydon has continued to experience negative perceptions in relation to crime and ASB, and the SCP has continued to publicise its work and engage with the public to get its perceptions on crime and ASB in the borough.

The results present some challenges, not only for this partnership but also for other sectors and agencies working within Croydon as, despite significant reductions in overall crime and ASB in the last three years, there is a perception that things have not improved. This will remain a key priority for the partnership in this new three-year strategy and it is also a key priority for the Metropolitan Police.

Although significant progress has been made as identified above the SCP has experienced challenges over the last three years. The most significant and wide ranging was the August 2011 riots, which saw widespread civil disorder across the borough. An Independent Review Panel completed a review of the causes of the riots and published a report with a set of recommendations based on all the evidence presented. These recommendations have been subject to regular reviews including reports to the council's Scrutiny Committee and Cabinet in 2013. Progress, in summary, is as follows:

- Croydon has developed and implemented an Integrated Offender Management model to provide a single coherent structure for the management of repeat offenders
- Implemented the Croydon Connected gang model to further strengthen early identification, prevention and enforcement opportunities across partnership organisations
- A Stop and Search Plan is now in place and a Stop and Search community monitoring group was established, which is made up of young people and local community representatives. The membership of this group is being reviewed and new people may be brought in
- The council carried out wide consultation with the business communities who were affected by the riots
- Youth Support Services have been focused on responding to local needs and building a strong relationship with the community
- £1,412,304 grant funding from GLA was awarded to the London Borough of Croydon to deliver the new West Croydon Investment Programme in the areas most affected.. This includes specific interventions to improve the safety and security of businesses in West Croydon
- Croydon was also successful in securing £23m of the Mayor's Regeneration Fund. £18m has been allocated to infrastructure and public realm improvements, while £5m is earmarked to support businesses through office renewal, inward investment and business retention. Much of this regeneration is targeted at the most affected areas including West Croydon, Old Town and South Croydon
- The SCP was successful in securing £603,520 London Crime Prevention Funding in 2013/14 and allocated funding for a further three years.

Other challenges include burglary, robbery and domestic violence. Although the three-year trend for burglary is down it remains a key challenge for the borough and will continue to be a focus for this new three-year strategy. The SCP established a multi-agency burglary project 'Operation No Entry' in 2012, which included a variety of measures to deal with the issue including:

- Crime prevention advice and a discounted offer for locks from local locksmiths
- Targeted enforcement activity against known burglars in the borough
- Engagement with second hand goods retailers' and the development of a code of practice.

The Anti-Robbery Campaign (ARC) has now been run three times in response to robbery offences around the West Croydon area, targeted at young people after school who have been the victim of these crimes. ARC operated at borough hotspot area during peak times. The police, council officers, volunteers, Croydon Business Improvement District (BID) and other partners were all involved in high visibility patrols around the town centre and West Croydon and engaged with the community to provide reassurance and enforcement activity. A notable decrease in robbery was seen during the operation.

Domestic Violence (DV) incidents have remained high in the borough for the last few years, so a complete review of the partnership's response to domestic violence has been undertaken at both an operational and strategic level. The Family Justice Centre (FJC) has been restructured and responsibility for the service has transferred within the council. There is a new governance structure and a new Domestic Violence Strategic Group has been established, chaired by the Chief Executive of Croydon Council. There is now a co-ordinated action plan in place to prevent and tackle domestic and sexual violence, links with the voluntary sector have been strengthened and the services available have been firmly embedded within the 'Think Family' model of intervention.

## Strategic assessment

The strategic assessment interprets and presents the summary findings of an intelligence analysis of data provided by the police, the council and partner agencies. The product identifies current and possible future issues from sound evidence and robust analysis. Its purpose is to help inform SCP's work programme for the coming year and beyond.

A copy of the strategic assessment is available at: [www.croydon.gov.uk](http://www.croydon.gov.uk)

The SCP takes a problem solving approach by analysing data from a combined victim, offender and location perspective. All of the data used to inform the strategic assessment covered the period 1st April 2012 to 31st March 2013.

The diagram below demonstrates problem solving crime prevention theory at its simplest.

By addressing or removing one of the three components the chances of a crime occurring are reduced or removed altogether.

### Using this approach helps the partnership to:

- Both target and work with offenders and potential offenders to stop and divert them from committing crime
- Provide support, advice and protection to victims, repeat victims and potential victims of crime
- Identify problem locations and reduce the opportunities for crime to occur.





### Victims

- There are more male victims than females, but there were more female victims of common assault than males
- Croydon has the highest volume of Domestic Violence incidents in London
- Assault with injury – the most vulnerable age group is 20 to 24-years-old
- Most serious violence – the most vulnerable age group is 15 to 24-years-old
- Serious youth violence – the most vulnerable age group is 16 to 19-years-old
- Common assault - the most vulnerable age group is 20 to 24-years-old
- Knife crime - the most vulnerable age group is 15 to 19-years-old
- Gun crime - the most vulnerable age group is 25 to 29-years-old
- Robbery - the most vulnerable age group is 15 to 19-years-old
- Theft from motor vehicle - the most vulnerable age group is 50+
- Theft of motor vehicle - the most vulnerable age group is 30 to 34-years-old.

### Offenders

- There are more male offenders than female
- Assault with injury – 806 domestic violence offenders, age group 20 to 24-years -old
- Most serious violence – 173 total, age group 15 to 24-years-old
- Serious youth violence – 115 total, age group 15 to 19-years-old
- Common assault – 378 total, age group 20 to 24-years-old
- Knife crime - 194 total, age group 15 to 19-years-old
- Gun crime – 26 total, age group 18 to 20-years-old
- Robbery - 309 Offenders - age group 15 to 19-years-old
- Theft from motor vehicle - 73 total, age group 35 to 39-years-old.
- Theft of motor vehicle – 44 total, age group 15 to 19 years old.

### Locations

- Croydon town centre is the key crime hot spot together with the inner northern wards (Broad Green, West Thornton, Bensham Manor, Thornton Heath, Selhurst and South Norwood) primarily due to their large population and transport links.

### Time

- There is more crime over the week ends between 3pm and 7pm and then again between 9pm and 2am
- Throughout the week the peak time is between 3pm and 7pm.

### KEY POINTS

DV continues to see an upward trend. Croydon has the highest volume of incidents in London but the 19th highest rate. The rate of increase over the 12 months, up to August 2013, was lower at 4% than for all of London (6%) and lower than in those boroughs with similar characteristics to Croydon (5.5%)

Environmental crime has also increased and become more of a public concern

Offenders are getting younger, 15% of all robbery offenders were aged 10 to 14-years-old

Crime has fallen by 12.46% when comparing 2012 and 2013 crime rates and by 20.43% over the past decade

Current trends also show that ASB continues to fall and has dropped by 10.46% (1883 incidents) compared with the previous year

During the financial year 2012/13 residential burglary, violence with injury, theft from a motor vehicle and domestic violence made up 50% of all crime in Croydon, with assault with injury and personal robbery contributing a further 19%.

## Crime Overview 2004 - 2013

Table 2 Total recorded crime – 10-year crime trend, 2004 to 2013



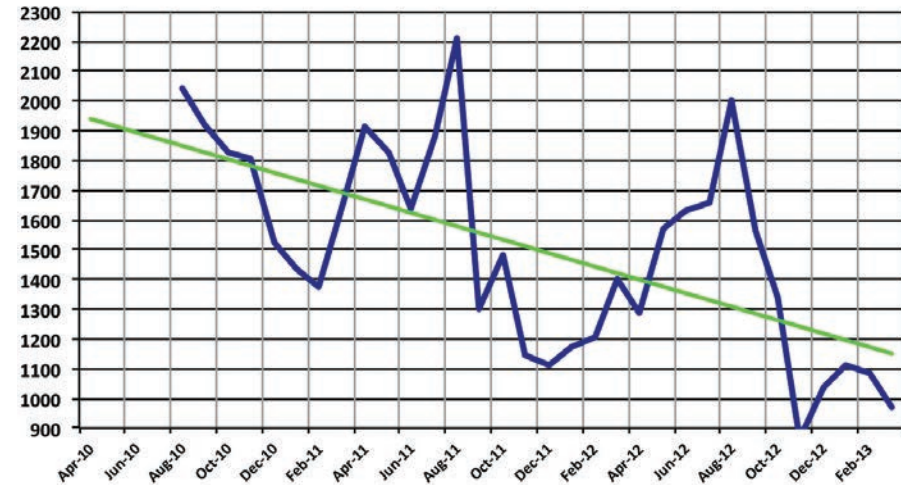
Overall crime for the past 10 years has been going down from a base line figure of 35662 offences in 2004, reaching a low of 28375 offences - a 20.43% reduction against the baseline year.

Comparing calendar year 2012 to 2013 there has been a 12.46% reduction.

The full strategic assessment is available on: [www.croydon.gov.uk](http://www.croydon.gov.uk)

## Police antisocial behaviour summary 2010 - 2013

Table 3 ASB three-year trend, August 2010 to March 2013



Performance has fluctuated over the last three years since the 2011/14 community safety strategy was published.

The trend shows that antisocial behaviour is decreasing, and has dropped by 10.46% - 1883 incidents - compared with the previous year.

## Safer Croydon Partnership ASB summary

**Table 5 ASB summary**

	Apr 11 - Mar 12	Apr 12 - Mar 13	Variance	% change Apr 11 - Mar 12 vs Apr 12 - Mar 13
<b>Call aided despatch (Police 999 Calls)</b>				
Rowdy / inconsiderate behaviour	10971	8465	-2506	-22.84%
Vehicle abandoned not stolen	487	448	-39	-8.00%
Vehicle nuisance / inappropriate use	1063	1245	+182	+17.12%
Rowdy / nuisance neighbours	1780	1468	-312	-17.52%
Littering / drugs paraphernalia	96	113	+17	+17.70%
Animal problems	520	417	-103	-19.80%
Trespass	280	628	+348	+124.28%
Malicious / nuisance communications	1365	1588	+223	+16.33
Street drinking	44	42	-2	-4.54
Prostitution	31	32	+1	+3.22
Noise	1006	1248	+242	+24.05%
Begging / vagrancy	147	262	+115	+78.23
Fireworks	209	160	-49	-23.44
CAD ASB Total	17999	16116	-1883	-10.46%

## Safer Croydon Partnership ASB summary continued...

Table 5 ASB summary

	Apr 11 - Mar 12	Apr 12 - Mar 13	Variance	% change Apr 11 - Mar 12 vs Apr 12 - Mar 13
<b>London Fire Bridge</b>				
Dwelling fires	298	273	-25	-8.28%
Non-domestic building fires	128	63	-65	-50.78%
AFA - buildings other than dwellings	696	561	-135	-19.39%
Shut in lift releases	118	81	-37	-31.35%
Time spent by station based staff on community safety	12%	12%	=	0.00%
Home fire safety visits - volume station based staff	3490	3749	+259	+7.42%
Home fire safety visits high risk areas high risk people (no.)	1837	2682	+845	+45.99%
Home fire safety visits P1 post codes / P1 people (%)	57%	84%	+27%	+27%
Home fire safety visits area risk (geographic borough)	3948	4364	+416	+10.53
All primary fires in care homes and sheltered housing	N/A	19	N/A	N/A
Injuries (excluding precautionary checks) from primary fires	N/A	49	N/A	N/A
Outdoor rubbish fires	N/A	237	N/A	N/A
Arson (all deliberate fires)	N/A	215	N/A	N/A
<b>London Ambulance</b>				
Call out to assaults	2218	2022	-196	-8.84%
Call out to drug overdose	18	33	+15	+83%
Call out to alcohol related	2194	2493	+299	+13.62%

Recorded incidents of ASB are down compared with the previous year. The biggest reductions are in the type of ASB that causes most negative impact on local communities.

Rowdy / nuisance neighbour, animal problems, abandoned vehicles, street drinking and fireworks have all reduced with rowdy / inconsiderate behaviour seeing a marked reduction.

Trespass, noise, malicious communications, vehicle nuisance, and begging, have increased in the last 12 months. Littering and prostitution have increased however this was relatively low.



## Police performance overview 2013 - 2014

Table 6 Performance overview for rolling 12 months to 31st March 2014

MOPAC Crime		Offences			
		FY 11/12	Current R12	% Chq	
<b>MOPAC 7</b>		17333	15187	-12.4%	
Burglary		4492	3800	-15.4%	
Criminal damage		3544	2839	-19.9%	
Robbery		1834	1513	17.5%	
Theft from MV		2871	2707	-5.7%	
Theft/Taking of MV		995	716	-28.0%	
Theft from Person		795	848	+6.7%	
Violence with Injury		2802	2764	-1.4%	
Crime Type		Offences			
		Target	Previous R12	Current R12	% Chq
<b>TNO</b>			31128	28159	-9.5%
<b>Burglary</b>		-5.0%	4122	3800	-7.8%
Burglary in a dwelling			2911	2617	-10.1%
Burglary other building			1211	1183	-2.3%
<b>Criminal Damage</b>		-1.1%	2930	2839	-3.1%
Robbery		-10.3%	2042	1513	-25.9%
Personal Robbery			1887	1384	-26.7%
Business Robbery			155	129	-16.8%
Robbery of mobile phone			1067	690	-35.3%

Table 6 Performance overview for rolling 12 months to 31st March 2014

Crime Type		Offences		
	Target	Previous R12	Current R12	% Chq
<b>Theft of / from MV</b>		3603	3423	-5.0%
Theft from MV	-5.0%	2683	2707	+0.9%
Theft/Taking of MV	-4.9%	920	716	-22.2%
<b>Theft from Person</b>	-9.5%	851	848	-0.4%
Theft of mobile phone		588	597	+1.5%
<b>Violence with Injury</b>	-6.5%	2734	2764	+1.1%
Non-DV VWI		1693	1679	-0.8%
DV VWI		1041	1085	+4.2%
<b>Domestic Violence</b>		2449	2785	+13.7%
ASB		Offences		
	Target	Previous R12	Current R12	% Chq
Total ASB Demand		16776	13903	-17.1%
ASB Repeat Callers		422	397	-5.9%
<b>Satisfaction</b>	03 12	03 13	% Chq	% Chq
<b>Overall Satisfaction</b>		77.0%	80.0%	+3.0%
Burglary		80.0%	86.0%	+6.0%
Motor Vehicle Crime		75.0%	78.0%	+3.0%
Violent Crime		74.0%	75.0%	+1.0%

Performance for MOPAC 7 crimes was above target, with fewer crimes compared to the previous 12-months. Only theft from person performed below target.

During the 12 months to 31st March 2014 there were 28,159 TNO recorded; 2969 (-9.5%) less than the previous 12 month reporting period; burglary, criminal damage, robbery and theft/taking of a motor vehicle all performed above target, with theft from MV, theft from person, violence with injury and domestic violence performing below target. There was a reduction in total ASB calls and repeat callers. There was also an increase in satisfaction.





## Public consultation summary

### The key points from the on-line survey (sample size of 581 respondents) were:

- There was a 10% increase in awareness of the Safer Croydon Partnership compared with previous consultation

### The top five crimes of most concern are:

#### o Violent crime, antisocial behaviour, youth crime, robbery and burglary.

- Close to 72% of respondents think antisocial behaviour in Croydon town centre is a problem
- Close to 70% of respondents think crime in Croydon town centre is a problem
- Close to 54% of respondents think Croydon town centre is not safe for young people
- Close to 76% of respondents think the number of police patrols including Area Enforcement Officers (AEOs) has increased or not changed in the last 12 months
- Close to 74% of respondents think the levels of antisocial behaviour in their local area has not changed or improved compared with last year

### Top five issues of most concern are:

#### o Graffiti, abandoned vehicles, vehicle related nuisance, noise nuisance and nuisance behaviour.

### Top five comments concerned the following topics:

#### o More police patrols, praise for the police, council and SCP, fear of crime, lack of police resources and fly tipping.

The SCP notes that although crime and antisocial behaviour are reducing, the fear of crime remains a concern for residents.

In addition, the top five issues of most concern are not consistent with the partnership's understanding of the facts i.e. graffiti is not widespread and it is removed immediately and records do not indicate that abandoned vehicles and vehicle related nuisance are a concern.

The Safer Croydon Partnership targeted the West Croydon area as part of its work to tackle Robbery. The findings from the survey are consistent with the partnership's understanding of the level of street crime experienced at this location which is a major transport hub (West Croydon mainline station, Tramlink stop and a bus terminus). During the coming year this location will receive extensive public realm improvements as part of the West Croydon Improvement Plans.

### The key points from the West Croydon Face-to-face street survey (sample size of 294 respondents) were:

- Close to 71% of respondents feel very or fairly safe in West Croydon during the day
- Close to 30% of respondents feel very unsafe in West Croydon during after dark
- Close to 47% of respondents feel very unsafe in West Croydon from 9pm till 11pm, rising to 53% after 11pm
- West Croydon bus station was the top location where respondents do not feel safe
- Close to 82% of respondents feel very and fairly safe using public transport (buses, trams and trains) in the West Croydon area
- Close to 30% of respondents think the police are doing a good job to tackle robbery, close to 34% didn't know
- Close to 30% of respondents think the police dealt with their crime problem satisfactorily
- More police was the most popular comment when asked what would make you feel safe.

## Conclusions

Based on all the data gathered for the 2013 Community Safety Strategic Assessment, feedback from public consultation, and input from all partner agencies the SCP's strategic priorities for 2014-2016 are:

### **Reduce the overall crime rate in Croydon; focus on violent crime**

- Domestic violence and abuse
- Violent crime; including violence on the streets and personal robbery
- Reduce re-offending
- Burglary, particularly domestic burglary
- Take note of the mayoral (crime commissioner) priorities as expressed in the neighbourhood crimes (MOPAC 7).

### **Improve the safety of children and young people**

- Reduce serious youth violence
- Reduce robbery and knife crime
- Continue to tackle gangs by providing early intervention and prevention measures.

### **Tackle anti-social behaviour and environmental crime; specifically**

- Drug and alcohol related antisocial behaviour and crime
- Rowdy and inconsiderate behaviour
- Noise nuisance
- Fly tipping
- Arson
- Street drinking and begging.

### **Improve public confidence and community engagement**

- Develop communications and marketing strategies that improve positive perceptions of the borough
- Encourage community groups to help themselves e.g. through Neighbourhood Watch, community asset based approach, Pathfinders etc
- Target activity to tackle the fear of crime in West Croydon and the town centre.

## Reduce Croydon's overall crime rate - focus on violent crime

### Domestic violence and abuse

Croydon's 2012 to 2015 Domestic Abuse and Sexual Violence Strategy identifies the national, regional and local policy context within which joint working to address domestic violence in Croydon will take place.

The strategy also identifies what we need to do to prevent domestic violence - raise awareness and challenge attitudes, beliefs and behaviour that tolerate and condone violence; provide victims with the support they need, and protect them by managing and prosecuting offenders/perpetrators.

Developing an integrated response to domestic abuse and sexual violence through coordinated action across all agencies, based on consistent and well informed policies, systems, resource sharing and leadership, will enable us to create an environment where domestic abuse and sexual violence in all its forms is not tolerated and is challenged.

### DOMESTIC VIOLENCE AND ABUSE - KEY ACTIONS

Contribute to the Chief Executive's Group Domestic Abuse and Sexual Violence Action Plan 2014-2015. This group has secured personal commitments from all of the key Chief Executives including education, community and voluntary sector, fire services, health, Job Centre Plus and the police. Activity will focus on prevention, protection, provision and partnership working, all underpinned by adopting an evidence and intelligence led model

Deliver and implement the recommendations from the Domestic Homicide Review action plan. The focus is to take on board the learning and develop more efficient information sharing systems at a local level and earlier identification of potential risks to victims

Increase awareness of abuse and safeguarding within the community and enhance professional practice within the safeguarding process

Improve our presence on the Safer Croydon web page to include information on how individuals can help protect themselves and their families

Develop a Neighbourhood Agreement in one of the wards/areas in the Inner North are of the borough. Inner North includes: Bensham Manor, Broad Green, Selhurst, Thornton Heath and West Thornton

Encourage the community to take preventative action such as improving their home and vehicle security

## Violent crime

Nationally, violent crime, which is committed mainly by adolescents and young adults, is a serious and increasing problem. There are many drivers for violent crime, such as alcohol, drugs and gangs. A violent crime is a crime where the offender uses, or threatens to use, violent force upon the victim. The police classifications for violence are; wounding/grievous bodily harm, assault with injury and common assault. Overall, last year in Croydon, the total number of violent incidents saw a slight reduction.

Croydon has recently been established as a Local Alcohol Action Area (LAAA). This one-year LAAA programme is an opportunity to work with national colleagues within the Home Office and Public Health England to coordinate Croydon's multi-agency approach to tackling the harmful effects of excessive drinking. The LAAA programme has three aims: reducing alcohol-related health harm, reducing alcohol-related crime and influencing the diversification of the night-time economy.

### VIOLENT CRIME - KEY ACTIONS

Through the multi-agency gangs team continue to reduce the harm caused by gang activity to local communities

Continue to work with Croydon College students to gain more views from young people around how to tackle personal robbery and violence on the streets

Continue to improve information and intelligence sharing which is a proven method to ensure effective action across all partner agencies

Ensure that all local systems and process are aligned with the Multi Agency Safeguarding Hub (MASH)

Maintain a visible police and partner presence in crime and ASB hot spot locations to provide reassurance and improve public confidence

Continue to ensure licensed premises operate safely and to agreed statutory and local codes of conduct by making effective use of legislation

Target interventions to reduce the number of victims and repeat victims with a focus on domestic burglary

Support the LAAA programme aims which are reducing alcohol-related health harm, reducing alcohol-related crime and influencing the diversification of the night-time economy

Support MOPAC, the MoJ and the Home Office to run a 'proof of concept' pilot scheme to test enforced alcohol abstinence as a requirement of community orders

Continue work with Community Against Trafficking to identify locations where traffickers operate and take action to support any freed victims of trafficking

Ensure that front-line workers receive training on the risks of people becoming radicalised and know how to make referrals to the Channel Process

Continue to work with third sector organisations to improve the rates of hate crime reporting, give confidence to victims that they will be given support after making a report and work to ensure perpetrators do not repeat their offences

Work with community groups to identify those at risk of becoming victims of honour-based violence and seek to provide appropriate refuges for victims.

## Reduce re-offending

A high volume of crime is committed by offenders who persistently reoffend. Providing appropriate monitoring and supervision, and working together with offenders to help them tackle drug and alcohol abuse, improve their basic skills, tackle their offending behaviour and improve their chances of getting a job has proven to help break the cycle of offending.

A national transformation of the Probation Service is currently underway, which will have significant impact on the way the service is provided. Key aspects of the Transforming Rehabilitation Programme include:

- The creation of a new public sector National Probation Service, working to protect the public and building upon the expertise and professionalism which are already in place
- The creation of a diverse range of new rehabilitation providers, from the private sector, to enhance closer working between public, voluntary and private sectors
- For the first time, every offender released from custody will receive statutory supervision and rehabilitation in the community even those sentenced to less than 12 months in custody
- A nationwide 'through the prison gate' resettlement service will be put in place, meaning most offenders are given continuous support by one provider from custody into the community. New payment incentives (payment by results) for market providers to focus on reforming offenders will be introduced, giving providers flexibility to do what works and freedom from bureaucracy.

### The key objectives for the London Community Rehabilitation Company are:

- Deliver the sentence of the courts
- Reduce re-offending
- Manage risk of harm in the community
- Service user engagement
- Working in partnership.

### KEY ACTIONS - REDUCING RE-OFFENDING

Continue to develop the 18-24 Hub, to provide support service for offenders aged between 18 and 24 to encourage them back into education, training or employment and reduce offending

Transforming Rehabilitation; ensure the National Probation Service and the Community Rehabilitation Company's integrate into the local partnership approach

Continue to improve partnership working with Highdown and other prisons to ensure people are managed effectively back into the community

Replace the Drug Intervention Programme with a new Substance Misuse IOM model and ensure provisions meet local demands

Work in partnership with colleagues involved in the Local Alcohol Action (LAA) Project to tackle the harmful effects of irresponsible drinking, particularly alcohol-related crime and disorder and health harms.

## Safety of children and young people

Children and young people are often portrayed negatively by the media in relation to crime, but most young people do not offend and those who do tend to stop offending as they get older.

Often young offenders are already marginalised and socially excluded by other factors such as poverty, abuse and neglect, or drug and alcohol misuse.

Children and young people are less likely to report crime and more likely to be victims. For example, young people are more at risk of having their mobile phones stolen, and young men are the group most likely to be victims of assaults when out and about late at night.

A high volume of all crime is committed by offenders aged 16 to 24, however providing appropriate monitoring and supervision, and working with offenders has been proven to help them break the cycle of offending. This work can include helping them to tackle their drug and alcohol abuse, improve their basic skills, face up to offending behaviour and improve their chances of getting a job

- Young people are particularly vulnerable to violence and robbery
- Young people aged 15 to 24 are more likely to be victims of crime and this matches the age range for offenders
- The incidence of violent offences against young people starts increasing from age 11, peaking between 18 and 21
- Croydon has approximately 90,000 young people and the largest number aged 10-17 of any of the 32 London boroughs
- Croydon has the highest number of youth victims in London
- Independent research identifies that much of the crime committed by and against young people is unreported and therefore unrecorded.

### KEY ACTIONS - SERIOUS YOUTH VIOLENCE

Ensure that all local systems and processes to are aligned with the Multi-Agency Safeguarding Hub (MASH)

Improve early identification of those linked to gangs and offending to help reduce re-offending rates

Provide a parenting programme to support families whose children are involved in offending and antisocial behaviour

Further develop the restorative justice approach with victims taking an active role in the process, and offenders encouraged to take responsibility for their actions. This includes repairing the harm they've done by hearing victims tell of the impact of their crime, apologising for the crime or carrying out community service

Continue to operate the jointly operate the Youth Offending Service (YOS) and police triage scheme to reduce the number of first time entrants to the Youth Justice System and to prevent re-offending

Work with the Youth Council and Youth Parliament to support issues raised by young people that are of concern to them. Youth representatives have adopted safety of young people on streets and public transport as a priority for 2014

Establish 20 Safer Schools Partnerships (SSPs).. A SSP is a formal agreement between a school and the police to work together in order to keep young people safe, reduce crime and the fear of crime and improve behaviour in schools and their communities.

Continue to deliver the Growing Against Gangs and Youth Violence School Programme (received level 2 validation on GLA Project Oracle evaluation programme).

## Antisocial behaviour and environmental crime

These include those 'quality of life' measures that go a long way to indicate if an area looks and feels safe. They may not be crimes but the impact can be the same.

- Drug and Alcohol related antisocial behaviour and crime
- Rowdy and inconsiderate behaviour
- Street drinking and begging
- Noise
- Fly tipping
- Arson.

The strong links between drug misuse and acquisitive crime (e.g. shoplifting, burglary, vehicle crime and theft) are widely acknowledged. Heroin, crack and cocaine users are responsible for 50% of these crimes and around three quarters of crack and heroin users claim to be committing crime to feed their habit. Getting people into treatment quickly can have a significant impact on reducing drug related crime and anti-social behaviour.

Antisocial behaviour causes significant harm to individuals and communities; it can increase the fear of crime and impact on the quality of life for those affected. It also costs individuals, businesses and communities' money through higher insurance and security costs and fewer local amenities due to the high cost of graffiti removal and repairing damage caused by vandalism.

### KEY ACTIONS ANTI SOCIAL BEHAVIOUR

Develop a robust local approach in relation to the new legislation regarding 'rogue landlords'

Continue to develop a partnership approach to ASB enforcement, making full use of ASB legislation and housing management interventions in order to address problems as they arise

Continue to improve the alignment of police and council ASB assessment and recording systems to better identify and manage risk

Continue to promote the on-line reporting system for reporting ASB

Continue to work in partnership with the Troubled Families service to better identify and manage ASB cases and implement early intervention activity

Continue to tackle vehicle crime to reflect public concerns, for example making use of legislation to tackle social events such as 'Cruising' (a meeting of car enthusiasts at a predetermined location)

Continue to tackle environmental crime such as graffiti and fly-tipping through identifying the worst affected areas and putting in place long term solutions and increase enforcement

Tasking and targeting of street based drinking and begging through more specific and targeted approach to identify offenders and agree prevention and enforcement options

Review processes for managing unauthorised encampments and use of injunctions and ASB legislation as well as continuing to target harden locations frequently targeted.

## Improving public confidence and community engagement

- Give victims a greater voice and help vulnerable people
- Public confidence in the services that tackle crime and antisocial behaviour although improving must remain a priority
- Investment in Croydon is key to improving the local area and this includes attracting businesses that will only come if the area is perceived to be safe
- The fear of crime remains high, despite falling recorded crime rates.

Increasing awareness of the role and work undertaken by the police and council in tackling crime and ASB is perceived as key to improving public confidence. This is particularly important with respect to neighbourhood policing and understanding the role of the local council. The key is to provide local communities with information to improve their understanding of what is being done locally to respond to their crime and ASB concerns. Recorded crime data is after all, affected by the public's confidence and enthusiasm to report crime.

Restorative Justice approaches can help to reduce reoffending and improve victim satisfaction.

An area will be perceived to be safe if it is clean, environmental issues are addressed quickly and street based behaviour such as drinking and begging is tackled all in a visible way.

### KEY ACTIONS TO BUILD TRUST AND CONFIDENCE

Continue to forge better relationships between young people and the SCP; specifically working with the Youth Council and Youth Parliament and Croydon College students

Continue to help people feel secure by informing local residents about crime in their area, listening to what is of most concern to them and letting people know what success has been achieved via the Safer Croydon web pages

Continue to improve the SCP's web pages and include information on how individuals can help protect themselves and their families

The Council's Equality and Community Relations Team will continue to build trust and confidence through its extensive programme of community events, engagement activities, partnership working and by extending community networks and relations

Work with the Croydon Safer Neighbourhood Board (SNB) to establish local policing and crime priorities, monitor police performance and confidence, and ensuring communities are more closely involved in problem solving and crime prevention

Stop and Search Monitoring Group - The SNB will also provide a governance structure for this monitoring group and many of the others that have an impact on perceptions of treatment

Establish partnership response to street drinking and aggressive begging ASB, identified as local priority from JAG and BID

Work closely with Neighbourhood Watch to increase the number of watches borough wide

Continue to roll out the borough wide lighting improvement program; improved lighting is a proven method to reduce crime and the fear of crime

Work with the Road Safety Team, monitoring road deaths and finding ways to reduce them.



## Links with other strategies

Crime and community safety is an important consideration in many social policy initiatives; as such this strategy contributes and compliments other plans as well as service delivery. This is a crucial factor in the current financial climate where all partners are dealing with significant budget reductions. Furthermore, complex social issues, such as the causes of social exclusion demand the need for joined up long term solutions. Set out below is an overview of the key links with other strategies:

### **Domestic abuse and sexual violence action plan**

#### **Gangs strategy**

#### **Croydon Council corporate plans**

- Improving health and well being plan
- Economic and development strategy
- Commissioning strategy
- Community assets plans.

#### **Croydon's community strategy**

- A Caring City

#### **Croydon children and young people's plan**

- Increase impact of early intervention
- Reduce bullying
- Increase participation in education, employment and training and improve outcomes at age 19
- Improve health and education and training outcomes for Looked After Children
- Strengthen the consistent of engagement of children, young people and families across all partner agencies.

#### **Stronger communities strategy**

- Encourage greater community empowerment
- Promote strong and active communities.

#### **Equality strategy**

- Help people to have trust and confidence in the police and the council
- Help adults and children who have been hurt by their husband, girlfriend, boyfriend or other family member
- Try to stop young people joining gangs
- Look at children and young people's emotional health and well being
- Work with disabled people so that they can travel easily around the borough
- Support young people who have a problem with alcohol and drugs through information and medical help.

#### **Police and crime plan**

The London police and crime plan, (the mayor's strategy for tackling crime and making London safer over the next three years) not only reflects the mayor's mission and priorities, it also sets out his plan to fulfil his manifesto commitment. MOPAC's priorities for 2013-16 are to:

- Hold the MPS to account and deliver the mayor's manifesto commitments and expectations
- Challenge the Metropolitan Police and other criminal justice agencies to deliver value for money for the taxpayer and meet the challenge of service delivery with fewer resources in the years ahead
- Ensure that all of London's public service agencies work together and with communities to prevent crime, seek swift and sure justice for victims, and reduce reoffending.

This will be achieved through the 20:20:20 Challenges which includes reducing costs by 20% by delivering £500m savings. Because the role of MOPAC is broader than policing it also extends to working with the community safety and criminal justice agencies to seek swifter justice for victims by reducing delays in the criminal justice system by 20%; to achieve surer justice by increasing compliance with community sentences by 20% and to reduce reoffending by young people leaving custody in London by 20%.

## Links with other strategies continued...

### Fire strategy

- Engaging with London's communities to inform and educate people in how to reduce the risk of fires and other emergencies
- Influencing and regulating the built environment to protect people, property and the environment from harm
- Planning and preparing for emergencies that may happen, and making a high quality, effective and resilient response to them
- Managing risk by using our resources flexibly, efficiently and effectively, continuously improving the way we use public money
- Working together to deliver high quality services and create a safe and positive environment for everyone in the organisation
- Operating in accordance with our values, and ensuring the Safety, Sustainability, Partnership and Diversity run through all our activities.

### Probation strategy

- A new public sector National Probation Service has been created will be created, working to protect the public and building upon the expertise and professionalism which are already in place
- For the first time in recent history, every offender released from custody will receive statutory supervision and rehabilitation in the community. We are legislating to extend this statutory supervision and rehabilitation to all 50,000 of the most prolific group of offenders – those sentenced to less than 12 months in custody
- A nationwide 'through the prison gate' resettlement service will be put in place, meaning most offenders are given continuous support by one provider from custody into the community. We will support this by ensuring that most offenders are held in a prison designated to their area for at least three months before release
- The market will be opened up to a diverse range of new rehabilitation providers, so that we get the best out of the public, voluntary and private sectors, at the local as well as national level

- New payment incentives for market providers to focus relentlessly on reforming offenders will be introduced, giving providers flexibility to do what works and freedom from bureaucracy, but only paying them in full for real reductions in reoffending
- Work closely with the new Community Rehabilitation Companies and partners to changes lives and rehabilitate offenders and reduce reoffending rates.

### The London health inequalities strategy

Empowering individuals and communities

- Parenting and early years development
- Helping Londoners to adopt healthier behaviours
- Education and life-skills
- Public sector engagement.

Equitable access to high quality health and social care services

Income inequality and health

Health, work and well-being

Healthy places.

## Performance framework

### Safer Croydon key performance targets

All effective organisations measure their performance in order to know how well they are doing and to identify opportunities for improvement, below are the key performance targets for Safer Croydon.

#### Police

PERFORMANCE INDICATOR	TARGET
Reduce burglary	-5.0%
Reduce criminal damage	-1.1%
Reduce robbery	-10.3%
Reduce theft from motor vehicle	-5.0%
Reduce theft of motor vehicle	-4.9%
Reduce theft from person	-9.5%
Reduce violence with injury	-6.5%
Reduce domestic abuse	No target
Improve domestic abuse sanction detection rate	No target

#### Domestic abuse

PERFORMANCE INDICATOR	TARGET
Number of cases referred to the Multi Agency Risk Assessment Conference (MARAC) for 2014-2015	354
Number of individuals for whom a full assessment of need is undertaken by the Family Justice Centre in 2014-2015	2204
During 2014/15 establish a baseline for the number of repeat victims of DV	-10.3%

#### Probation

PERFORMANCE INDICATOR	TARGET
% of Orders and Licences to be completed successfully	80%
% of offenders to be in accommodation on termination	80%
% of offenders to be in employment on termination	51%

#### Youth Offending Team

PERFORMANCE INDICATOR	TARGET
NI 111 - Reduce the number of First Time Entrants (FTE) to the Youth Justice System (This indicator measures the number of first-time entrants to the youth justice system aged 10-17 who receive their first substantive outcome relating to a caution with or without an intervention, or a court disposal for those who go directly to court without a caution)	625 per 1000 pop
NI 43 - Rate of custodial convictions per 1000 population aged 10-17 (Good performance is typified by a low figure)	1.4 per 1000 pop
NI 44iii – Ethnic composition of offenders on Youth Justice System disposals (Black or Black British)	40%
NI 19 – Proportion of offenders who re-offend after 12 months (This indicator measures the number of offences committed per offender and the number of offenders who re-offend based on PNC data Good performance is typified by a low figure)	41%
NI 45 - % of school age young offenders who are actively engaged in education, training or employment (This indicator measures the proportion of young people who are actively engaged in education, training or employment. Active engagement is counted as at least 25 hours and those above statutory school age at least 16 hours)	90%
NI 46 – Young offenders access to suitable accommodation (This indicator measures the proportion of known young offenders who have access to suitable accommodation)	90%
NI 45a – Young offenders engagement in suitable education, employment or training (post 16 age group)	80%

## Performance framework continued...

**Community Safety**

PERFORMANCE INDICATOR	PREVIOUS R12	CURRENT R12	% CHG.
% change total ASB demand*			
Reduction in ASB repeat callers*			
% change total fly tipping demand*			
% fly tips cleared within 48 hours* **			
Monitor community confidence using MOPAC Public Attitude Survey data			
Develop further local indicators to monitor community confidence and engagement			
Reduce violence with injury			
Reduce domestic abuse			
Improve domestic abuse sanction detection rate			

\* These are quantitative PI which will enable community Safety Services to track how effective interventions are over time, and to compare how successful those ASB interventions are by wards and in hot spots.

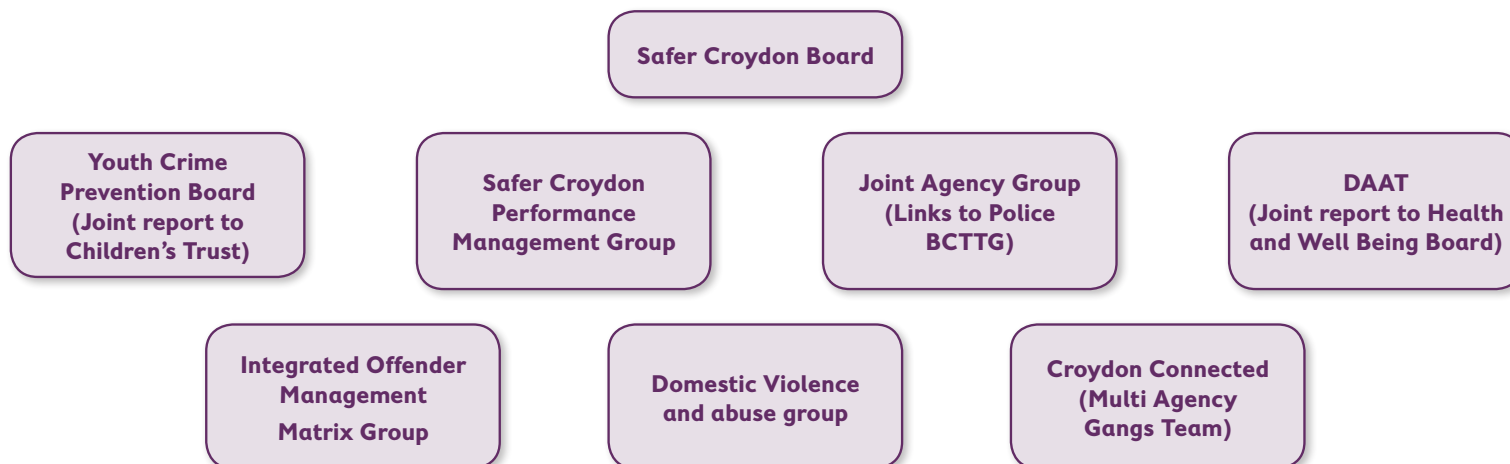
\*\* Baseline year

**London Fire Brigade**

PERFORMANCE INDICATOR	CURRENT R12	% CHG
Reduce fires in the home	-2%	-8%
Completed home fire safety visits	Every fire crew to complete a minimum of nine home fire safety visits each month. Eight in 10 of the visits to be targeted at those people most at risk from fire	
Reduce fires in care homes and sheltered housing	-3%	-9%
Reduce fires in non-domestic buildings (where legislation typically applies)	-4%	-16%
Reduce fire related fire deaths	-6% (on the 10 year average)	N/A
Reduce outdoor rubbish fires	-14%	-28%
Reduce false alarms from automatic systems in non-domestic buildings	-17%	-27%
Reduce the shut-in lift incidents LFB attend	-8%	-19%

## Delivery framework

The proposed delivery structure for the duration of this strategy is as follows:



### THE SAFER CROYDON PARTNERSHIP BOARD (SCPB)

The Safer Croydon Partnership Board meets bi-monthly and is responsible for all matters relating to crime and disorder across the borough. This group provides strategic leadership and makes decisions regarding resources, performance management and future developments.

The Cabinet Member for Safety and Justice is the Chair of the Board. Other members include representation at a level senior enough to ensure decisions are made and resources made available from:

- Police
- Council
- Community Rehabilitation Company
- South London and Maudsley NHS
- Voluntary and Community Sector
- Crown Prosecution Service
- Metropolitan Police Authority
- National Probation Service
- Croydon Health Services
- London Fire Service
- Business Community
- Courts.

### The Safer Croydon Performance Management Group (SCPMG)

The SCPMG meets bi-monthly and is responsible for agenda setting and ensuring that actions are carried out. The SCPMG are also responsible for dealing with urgent business. A number of Performance Delivery Groups report directly into the SCPMG.

**Joint Agency Group (JAG)** The JAG is a multi-agency problem solving group tackling anti-social behaviour. Member agencies include, police neighbourhood cluster inspectors, Youth Offending Services, youth outreach, Add in new entry (outreach services for individuals displaying anti-social behaviour linked to alcohol and / or drugs) Croydon Connected (multi-agency gang team) the anti-moisture team, council and police ASB team, Safer Transport teams, Transport for London, fire service, UK Border Agency and Neighbourhood Watch. Each problem location identified is dealt with by a dedicated team, responsible for pulling together short term action plans based on problem solving techniques. These are monitored by the JAG and the police borough tasking group. On-going hot spot areas, for example the Town Centre, will remain as core agenda items.

## Performance framework continued...

**Drug and Alcohol Action Team (DAAT)** DAAT is responsible for the local delivery of the National Drugs and Alcohol Strategy and its activities include:

- Education and prevention
- Getting more people into drug and alcohol treatment
- Reducing drug and alcohol related crime
- Reducing supply
- Empowering local communities to resist drug and alcohol misuse.

**Integrated Offender Management Group** A multi-agency response to reduce re-offending, targeting a cohort of up to 250 offenders who pose the highest risk of re-offending the IOM framework helps to address the problems behind an offender's behaviour by effective information sharing across a range of partner agencies and jointly providing the right intervention at the right time.

**Youth Crime Prevention Board** Reducing Serious Youth Violence is a clear priority for the YCPB. This is a complex issue with numerous causes and for this reason it requires a partnership approach to ensure preventative measures are put into place across all partner agencies. Croydon Connected Gangs Team Oversee the delivery of the Croydon Connected Gangs Strategy. This group has a weekly case management meeting and a stakeholder forum reporting into it.

**Domestic Abuse and Sexual Violence Group (DASV)** Chief Executive Group Champions leading their organisation, being active members of the DASV Strategic Group and reporting to the Chief Executive Group and the Safer Croydon Partnership.





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