

Welwyn Hatfield Community Safety Partnership



Welwyn Hatfield Community Safety Partnership

Your councils, police, university, fire, health and justice services are working together for safer neighbourhoods in the borough.

Action Plan 2021 - 2022

Action Plan:

The plan is working towards tackling the five Community Safety Partnership priorities and has regard to relevant county wide strategies and the Police and Crime Commissioner's plan. The plan indicates, through specified actions and proposed outcomes, how the CSP will address the five priorities during 2021 – 2022.*

This is a 'live' document and all actions will be updated by the Joint Agency Group (JAG) on a regular basis. The Responsible Authorities Group (RAG) will receive updates on progress against the action plan and review the plan strategically to tackle any blockers in delivery.

In recognition of the current Covid-19 crisis, we have updated our Plan to ensure that we are capturing the unique challenges that this poses in terms of managing community safety and how we have adapted our response and plans accordingly.

**The partnership's current key priorities are agreed until September 2024 and will be reviewed every 3 years. The objectives/actions will be reviewed in September 2022 and are reviewed annually.*

Partnership Principles:

- Information sharing and excellent communication
- Using partnership resources wisely/efficiently
- Partners attendance is required at JAG/RAG
- Partners need to trust in each other's expertise and integrity
- All objectives/actions need to be evaluated and lessons learnt to be shared within the partnership to support us improve and develop
- Work on the principle of "early intervention" is a better solution than "intervention"
- Partners need to be open to change and adapt actions to enable learning, improving, developing and achieving better results
- Partners to have consistent approach to public engagement. Ensure united, consistent messages reach everyone in Welwyn Hatfield

Groups and Agencies involved:

Other groups and agencies involved (this is not an exclusive and exhaustive list) and more groups/agencies joining can be added throughout the year:

- Welwyn Hatfield Domestic Abuse Forum
- ASB Forum
- MAGPYE

- YAP
- Welwyn Hatfield Alliance
- Town Centres (Hatfield Town Centre Forum and BID Board)
- Voluntary Groups
- 11-19 Group
- Community Inclusion Partnership

Colour Key

The following colours will be used under the “Status” column:

- Red – Progress or delivery well below target; serious intervention needed
- Amber - Progress or delivery up to (say) 20% below target; attention needed
- Green - Progress on or ahead of schedule and on track to deliver as planned
- Blue – Objective completed. All actions completed.

1. Help people to feel safe within their homes.

Objectives:

1. Reduce vulnerability to burglary
2. Promote awareness of PAL scheme amongst potential tenants, landlords, and other stakeholders.
3. Increase public knowledge of the management of fire safety risks within the home
4. Promotion of scam and fraud prevention
5. Improve the management of young people’s care homes in the borough
6. Reduce the risk of cuckooing in the borough
7. Identify and protect those at risk of hoarding

Objective	Action	Outcome	Progress	Accountable Agency(s)	Status / Proposed Completion date
1.1 Reduce vulnerability to burglary	a) Contribute to CSP and Town Centre events with information on crime prevention especially around burglary prevention	Residents have an Increased knowledge around crime prevention and tools to help keep safe from burglary and intruders	The CSP team have been attending town centre events across the spring/summer months (as part of the Big Summer initiative and other community days) offering crime prevention advice and offering security goodies. Safer Neighbourhood Officers continue to offer a regular presence in town centres	Herts Police WHBC	September 2022

			available to crime prevention advice and information.		
1.1 Reduce vulnerability to burglary	b) Increase number of residents signed up to OWL compared to last year (Neighbourhood Watch)	Residents kept up to date on local safety messages, crime prevention and CSP communications.	As August 2022 data there has been an increase of 490 OWL signups in the CSP. This equates to 30% OWL coverage across the CSP. Sign up promotion will continue as part of the SNT's Engagement, Problem solving and Targeted Activity strategy	Herts Police	September 2022
1.2 Promote awareness of PAL scheme amongst potential tenants, landlords, and other stakeholders.	Support PAL (landlord accreditation scheme) to roll out communication plan to raise awareness of the scheme and its benefits to both Landlords and tenants.	Increase in PAL landlord and supporter membership.	PAL promotion has been in full swing and posters placed in Howard Centre and on UNO buses to promote the service. Have signed up a new agency to the scheme as well with additional properties being added. PAL Team attended UH International Info Fair for Start of Term, Orientation Prog of events (Wed 21 st Sept 2022). PAL Team to attend Herts Students' Union	PAL Team – WHBC University of Hertfordshire	September 2022

			<p>Welcome Fair Fri 30th Sept.</p> <p>UH Housing Fair to take place Dec 2022, to promote PAL Letting Agents & Landlords.</p>		
<p>1.3 Increase public knowledge of the management of fire safety risks within the home</p>	<p>a) Work in partnership to identify those residents most at risk from fire and other hazards in the home, in order to provide support and reduce risk of harm.</p>	<p>Reduce the risk of fire hazards in the home through quick strikes following an incident and Safe and Well visits</p>	<p>Welwyn Hatfield Facebook page has been created to generate S&W further, safety messages and to promote community engagement/events</p> <p>Attend Healthy Hubs, ASB, hoarding and JAG/RAG meetings</p> <p>Weekly CSP meeting proving invaluable to share information.</p>	Herts Fire and Rescue	Ongoing
<p>1.3 Increase public knowledge of the management of fire safety risks within the home</p>	<p>b) Include fire safety prevention messages during CSP campaigns, events and Crucial Crew.</p>	<p>Increase residents knowledge and awareness around how to prevent fires in the home.</p>	<p>Fire safety prevention advice given out at various community days, town centre events across the warmer months. Crucial Crew was unable to take place this year but pupils were given e-learning materials around fire safety to learn about in the classroom or at home.</p>	Herts Fire and Rescue WHBC	June 2022

<p>1.4 Promotion of scam and fraud prevention</p>	<p>a) Raise awareness to residents of scams and fraud via publicity in borough wide communications e.g. One Wel Hat Magazine, WH Times, OWL (Neighbourhood Watch), Social Media and University comms.</p>	<p>Residents are kept informed of signs to look out for and any local trends in the area.</p>	<p>Scam prevention advice included in ONE magazine by WHBC. Comms also sent out via social media regularly on the signs to look out for when it comes to scams & fraud.</p> <p>OPALs events carried out locally. 3 talks on scams given to residents in the borough</p> <p>Neighbourhood Watch OWL regularly sends alerts to local residents when there are any new scams trending in the local area or online.</p> <p>Trading Standards, WHBC, Herts Police and HCC Shared Anti-Fraud Service attended UH Start of Term events to promote awareness of scams & fraud prevention. Further scam safety campaign to be arranged at UH for Dec 2022.</p> <p>Local Herts Police SNT engagement includes</p>	<p>Trading Standards WHBC Herts Police University of Hertfordshire</p>	<p>Ongoing</p>
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			signposting and awareness		
1.4 Promotion of scam and fraud prevention	b) Increase support and interventions available for those who are most vulnerable to scams and fraud.	Increase number of call blockers installed to keep residents safe from scams and fraud whilst also protecting the vulnerable by offering ongoing support as provided by Trading Standards.	3 callblockers installed (bringing the total installed in the borough by Trading Standards to 24) Interventions carried out on behalf of scam victims in the borough, (in one incident saving the victim £21000).	Trading Standards	Ongoing
1.5 Improve the management of young people's care homes in the borough	a) Ensure that all known care homes in the borough are mapped and thoroughly checked to ensure that living standards are being adhered to and a list is kept up to date	Increased awareness of where care homes are, who they are managed by and how they are being regulated	Local awareness and engagement by Police SNT supporting Joint Child Protection Investigation Team (JCPIT) and Locate (Missing Person) unit specialist knowledge/investigation Awaiting mapped list of care homes to review within Police SNT team and work with WHBC for targeted work and diversionary options	Private Sector Housing Team WHBC Herts Police	Ongoing

<p>1.5 Improve the management of young people's care homes in the borough</p>	<p>b) Regularly engage and communicate with the management companies of these care premises to ensure information sharing and knowledge of who is residing in them and any potential issues</p>	<p>Increase awareness of known individuals being placed within the authority</p> <p>Engage care management company staff in YAP / MAGPYE / ASB Forum where appropriate, if cases are linked to their premises</p>	<p>When premises are known to us we are ensuring the correct protocols and safety mechanisms are in place from a landlord perspective and trying to maintain a good level of contact. However there is an overall lack of engagement from many care management companies.</p>	<p>WHBC</p>	<p>Ongoing</p>
<p>1.6 Reduce the risk of cuckooing in the borough</p>	<p>a) Carry out preventative work with vulnerable people who are at risk of cuckooing and take enforcement action against known offenders.</p>	<p>Vulnerable people less likely to become victims of cuckooing.</p>	<p>Local Info/intel fed into force Central Intelligence Bureau (CIB) for follow up enquiries let by local SNT. Risk also highlighted in daily management meetings both at local and force level.</p> <p>Visits to regular vulnerable persons at risk of cuckooing continue within the CSP and the SCORPION team alongside the CSU and WHBC ASB team work to enforce against offenders and or refer for partial/full closure order reviews where required to protect the person and</p>	<p>WHBC ASB Team Herts Police</p>	<p>Ongoing</p>

			bring offenders to justice.		
1.6 Reduce the risk of cuckooing in the borough	b) Support victims of cuckooing and reduce likelihood of them becoming repeat victims.	Victims are safeguarded and protected.	Local Info/intel fed into force Central Intelligence Bureau (CIB) for follow up enquiries let by local SNT. Risk also highlighted in daily management meetings both at local and force level. PCSO visits on cuckooing list and repeat addresses/new repeat vulnerable persons discussed in OP SETIFORM meetings.	WHBC HCC Herts Police	Ongoing
1.7 Identify and protect those at risk of hoarding	a) Ensure Hoarding Protocol in place and being delivered all partners are engaged in the delivery and kept up to date.	Protecting vulnerable people and preventing hoarding from re-occurring. Support given to those who are currently hoarding to reduce the harm it could be having on them.	Maintaining attendance at the Hoarding Partnership to continue information sharing and good practice	HFRS Public Health WHBC	Ongoing

1.7 Identify and protect those at risk of hoarding	b) Raise awareness of the risks of Hoarding and where the community can report concerns.	Community aware of the signs of hoarding, the impact and how to report it if they have concerns.	Maintaining attendance at the Hoarding Partnership and ensuring partner agencies are aware of the referral pathways into HFRS	Herts Fire & Rescue WHBC	Ongoing
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2. Help people to feel safe in their community and local environment.

Objectives:

1. Raise public's confidence by providing Community Safety awareness and reassurance events
2. Take a partnership approach to tackling anti-social behaviour (ASB) within the borough
3. Combat county lines and associated risks within the borough
4. Tackle and prevent serious organised and violent crime
5. Tackle fly-tipping

Objective	Action	Outcome	Progress	Accountable Agency(s)	Status/ Completion date
2.1 Raise public's confidence by providing Community Safety awareness and reassurance events	a) Deliver various multi-agency community engagement events within the borough	Reassurance offered to the community and an opportunity to feedback to the CSP on issues they may not feel confident to report. Offer community safety advice and crime prevention materials to residents.	2 Community intervention days took place organized by the ASB team to offer reassurance and community safety advice to residents living in hotspot areas for ASB.	All partners	September 2022

			The CSP team also offered a presence at various community days/events in both town centres throughout the spring/summer.		
2.1 Raise public's confidence by providing Community Safety awareness and reassurance events	b) Deliver an annual Community Safety Survey	Understanding how residents feel about their local area in terms of safety. Intelligence gathering and fed back to partners in order to support residents as best we can.	Due to limited resource at WHBC we were unable to facilitate the survey this year. We will look to release something at the end of the year once the CSP Co-Ordinator returns from Maternity Leave.	WHBC	March 2022
2.1 Raise public's confidence by providing Community Safety awareness and reassurance events	c) Deliver safety events on UH campus, attend student events and increase student OWL registrations by 10%.	Ensure students feel supported and safe in their local area.	UH Police Team are holding drop-in sessions at the Galleria to promote safety advice & support. UH Police team working in partnership with UH Security team to offer bike safety pop-up stalls throughout academic year (whilst also attending SOT events and Welcome Talks)	Herts Police WHBC University of Hertfordshire HFRS	Ongoing

			Activity delivered as part of local VAWG network to increase OWL and promote awareness including HollyGuard App and public bystander training. This supported by Op Advisory (Sexual Assault) and Op Balsam (Freshers week) partner patrols		
2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough	a) Continue to co-ordinate, deliver and develop the multi-agency meetings such as ASB Forum, MAGPYE and YAP to monitor and prevent and manage ASB and criminality.	Preventing those already involved or at risk of becoming involved in ASB or criminality by key information sharing and action planning between agencies.	Ongoing.	WHBC MAGPYE & YAP Partners	Ongoing
2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough	b) Continue enforcement and engagement around Hatfield Town Centre PSPO	Regular enforcement action days to take place. Reduced levels of street drinking, begging, rough sleeping and more.	Joined up working between Police and WHBC ASB team has resulted in patrols, community engagement and activity in the area recently focused around Market Sq, HMSCP	WHBC Herts Police Resolve / ReStart	Ongoing
2.2 Take a partnership approach to tackling anti-social behaviour	c) Deliver Operation Reprise (Out of hours noise service on a	Increase in awareness of Operation Reprise (through marketing) and that noise ASB will	Police Community Safety Unit and Safer Neighborhood continue to work with partners	WHBC Environmental Health Herts Police	Ongoing

<p>(ASB) within the borough</p>	<p>Friday and Saturday night)</p>	<p>not be tolerated within the borough and those committing such offences will be dealt with appropriately.</p> <p>A reduction of repeat calls and noise related ASB</p>	<p>inc. but not exhaustive to, Op Brillo (ASB), Op Balsam (University) patrols.</p>		
<p>2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough</p>	<p>d) Continue to take enforcement action against tenants who are causing ASB in the community.</p>	<p>Those committing ASB dealt with and prevention of re-occurring offences.</p>	<p>Ongoing and positive action being applied to repeat offenders/suspects as well as running of OP TARGET which is using crime/reporting evidence base to target locations, offenders and victims to prevent reoffending.</p> <p>Police CSU and SNT working with WHBC. All ASB across the CSP has decreased by 4.6% with eight ASB perpetrators subject to civil powers inc. youth injunction, five brought to the attention of CYP and four referred into the 'positive pathways' initiative.</p>	<p>WHBC Herts Police</p>	<p>Ongoing.</p>

<p>2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough</p>	<p>e) Deliver Operation Balsam</p>	<p>Increase awareness of what is classified as acceptable and unacceptable behaviour</p> <p>Reduction in repeat calls due to student related antisocial behaviour</p>	<p>Local Police SNT continue to work with partners to deliver joint Op Balsam patrols, engagement and problem solving.</p> <p>Operation Balsam has been arranged for UH SOT 2022 (24 Sept – 1st Oct)</p>	<p>WHBC Herts Police University of Herts</p>	<p>September 2022</p>
<p>2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough</p>	<p>f) Continue to work in partnership to offer RING doorbell cameras to vulnerable residents and those who are repeat victims of ASB.</p>	<p>Increase intelligence gathering leading to enforcement action etc.</p>	<p>This work continues including those of ASB and cuckooing.</p> <p>‘Smart doorbells’ have become more commonplace, Herts Police signpost via Herts Home Safety Service (HHSS) and referral to Crime Prevention Officers with CR&CS</p> <p>OP SETIFORM regularly supported by outcomes of this initiative .</p>	<p>WHBC Herts Police</p>	<p>Ongoing</p>
<p>2.2 Take a partnership approach to tackling anti-social behaviour (ASB) within the borough</p>	<p>g) Supporting partner agencies and young people through LiFE courses and the Firesetters programme</p>	<p>Prevention and intervention of arson and ASB.</p>	<p>Herts police continue to work closely with HFRS to identify and deter low level arson/criminal damage offences YTD has seen a 22.6% increase in positive</p>	<p>HFRS</p>	<p>Ongoing</p>

			<p>outcomes for Arson & Criminal Damage. 25.3% for All Crime outcomes, is also reported.</p> <p>Youth Engagement Manager has attended/will attend JAGS to raise awareness of Firesetters and LiFE</p>		
<p>2.3 Combat county lines and associated risks within the borough</p>	<p>a) Continue to deliver education and awareness packages to primary and secondary schools (benefitting both staff and pupils) within the borough highlighting the risks of becoming involved with gangs, county lines and knife crime.</p>	<p>Staff and pupils informed about risks and consequences of becoming involved. Prevention of future involvement.</p>	<p>Support, advice and education given to pupils and teachers via Herts Police CYP team and SNT who visited primary & secondary schools throughout the year offering talks/assemblies on county lines, gangs and youth violence.</p>	<p>WHBC Herts Police CYP Gangs and Schools</p>	<p>July 2022</p>
<p>2.3 Combat county lines and associated risks within the borough</p>	<p>b) Offer education and awareness training to professionals and parents in the borough around county lines, grooming and signs to look out for</p>	<p>Parents and professionals understand signs to look out for in terms of county lines, how to report concerns and where to access support.</p>	<p>Due to limited resource within the Community Partnerships team we were unable to deliver more parent/guardian awareness session on this topic.</p> <p>Ongoing information sharing and advice given to professionals via forums such as MAGPYE, JAG and 11-19.</p>	<p>WHBC Youth Partners</p>	<p>July 2022</p>

<p>2.3 Combat county lines and associated risks within the borough</p>	<p>c) Continue to target known offenders and dealers via Op Scorpion</p>	<p>Known offenders removed from the community and reassurance given.</p>	<p>Local CSP Scorpion continue to work with partners and local uniformed Police teams to identify and pursue local offenders. Recent Op Gloxinia work with Serious & Organised Crime saw an unprecedented number of warrants and arrests across the CSP. Work is now underway with partners including WHBC, HCC and CGL to seize opportunities around diversion and signposting into appropriate support agencies.</p>	<p>Herts Police WHBC ASB Team</p>	<p>Ongoing</p>
<p>2.4 Tackle and prevent serious organised and violent crime</p>	<p>a) Working in partnership with all agencies around the delivery and involvement of Operation Sceptre</p>	<p>Increase the number of weapons handed into the Hatfield Police station</p> <p>Increase the awareness of the dangers of carrying a weapon via media campaign</p>	<p>Partners continue to work together with weeks of activity around and wider education around knife crime.</p> <p>Police own a violent crime reduction plan which includes safetynet cases for habitual knife carriers to be dealt with as problems.</p>	<p>All</p>	<p>Ongoing</p>

<p>2.4</p> <p>Tackle and prevent serious organised and violent crime</p>	<p>b) Deliver education/awareness sessions aimed at young people to encourage and educate them around the dangers of carrying a weapon</p>	<p>Increase the understanding amongst young people about the dangers and consequences of carrying a weapon.</p>	<p>Support, advice and education given to pupils and teachers via Herts Police CYP team and SNT who visited primary & secondary schools throughout the year offering talks/assemblies on county lines, gangs and youth violence.</p> <p>Lives not Knives sessions also delivered by Herts Police CYP Schools and Gangs.</p>	<p>WHBC</p> <p>Herts Police CYP Schools and Gangs Team</p>	<p>July 2022</p>
<p>2.4</p> <p>Tackle and prevent serious organised and violent crime</p>	<p>c) Continue to monitor high risk young people and divert them into more positive activities</p>	<p>Reduction in the number serious incidents from those young people already known through either MAGPYE, YAP or ASB Forum</p>	<p>Ongoing, youth services and projects continuing to successfully signpost young people to diversionary activities such as kicks, positive pathways, dance projects.</p>	<p>YAP MAGPYE ASB Forum</p>	<p>Ongoing</p>

<p>2.4</p> <p>Tackle and prevent serious organised and violent crime</p>	<p>d) Continue to utilise the Shop Watch radio and CCTV system in both town centres to prevent shoplifting and theft</p>	<p>Prevent shoplifting and other criminal activity in local shops/businesses. Increase feelings of safety in our town centres.</p>	<p>Local SNT continue to work in partnership with Welwyn Bid team to tackle acquisitive crime and use of shop watch radio and CCTV. Recent engagement with stores in Welwyn and Hatfield has taken place but utilization is sporadic.</p> <p>WGC Bid are in the process of creating an app for local shops and businesses to utilize and help improve communication.</p>	<p>WGC Bid WHBC Herts Police</p>	<p>Ongoing</p>
<p>2.5 Tackle fly-tipping</p>	<p>a) Increased enforcement against offenders</p>	<p>Vigilance in the community via Street Wardens and officers.</p> <p>Identify and monitor hot spot areas</p> <p>Improved signage at bring back sites.</p>	<p>Local awareness and engagement by Police SNT where practicable supported by Rural Operational Support Team (ROST).</p>	<p>WHBC Herts Police</p>	<p>Ongoing</p>
<p>2.6 Tackle fly-tipping</p>	<p>b) Increased education and awareness of fly-tipping</p>	<p>Working with Herts Waste Partnership to promote SCRAP fly-tipping campaign locally within the community and online.</p> <p>Council tenants to understand that fly-</p>	<p>Using RCV screens and static boards to promote messaging. Also, continuing to use social media posts around waste and fly tipping.</p>	<p>WHBC Herts Waste Partnership</p>	<p>Ongoing</p>

		<p>tipping includes putting rubbish anywhere other than in the bin, e.g. next to the bin.</p> <p>Residents to understand their responsibility around getting rid of their household waste.</p>	<p>Joint visits taking place between Officers in Housing and Environment to sites to look at issues and propose changes. CCTV trial being put in place at hotspot bin store at Housing block in Hatfield (Roe Green Lane / Days Mead – possibly one other flat block)</p> <p>Use of One Magazine to publicise what goes in what bin. Ongoing issuing of S46 notices for misuse of bins and FPN's for littering and flytipping</p>		
2.7 Tackle fly-tipping	c) Re-introduce waste cage days	<p>Offer opportunity for residents to dispose of bulky items in fly tipping hot spot areas.</p>	<p>This has not been progressed due to limited resource. Local Household Recycling Centre is being built in WGC with a provisional open date of 1st April 2023, this will be robustly promoted and will provide a local option for the disposal of waste.</p>	WHBC	July 2022

3. Identify and protect vulnerable people.

Objectives:

1. Prevent young people becoming involved with antisocial behaviour and criminal lifestyles
2. Commitment to sharing information to safeguard and protect our communities
3. Raise awareness of the impact of substance misuse
4. Promote integrated support to vulnerable residents
5. Support the Rough Sleeping Strategy to reduce rough sleepers and minimise related risks
6. Support CSP agencies to protect those at risk
7. Support our community to report hate crime

Objective	Action	Outcome	Progress	Accountable Agency(s)	Status/Completion date
3.1 Prevent young people becoming involved with antisocial behaviour and criminal lifestyles	a) Continue to the deliver the Positive Pathways Project.	Early interventions in place for young people at risk of or who are already involved in ASB Future longer term planning to be considered for the project.	The project is now running into its fourth year. Funding has been agreed for the project until September 2024. The project has had another successful year and has seen 21 new referrals into the service. 19 of these have been supported and the others have been signposted on to other services which are more suitable. There have been many positive outcomes for young people who are part the project and successful closures of cases where they have	WHBC HCC Services for Young People	Ongoing

			changed their behaviour and lifestyles for the better.		
3.1 Prevent young people becoming involved with antisocial behaviour and criminal lifestyles	b) Continue to deliver Enforcement action under Operation BRILLO	Intelligence gathered and enforcement action against young people causing ASB.	Op Brillo continues as does work by local SNT and Community Safety Unit to identify perpetrators to take necessary engagement, education, enforcement action using appropriate civil/criminal powers 14 Acceptable Behaviour Contracts (ABC's) Acceptable Behaviour Agreements (ABA's) generated with youths.	WHBC Herts Police	Ongoing
3.1 Prevent young people becoming involved with antisocial behaviour and criminal lifestyles	c) Review and deliver youth diversionary activities as required	Introduce new youth diversionary projects and activities each school term and increase the overall number of youth related activities available for young people to participate	Kicks project continues at The Ridgeway with Stevenage football foundation. 75-100 young people attending each week. Basketball sessions also available at the ridgeway. Girls dance sessions continue. A youth project on a Friday evening 7pm-9pm has been set up at Woodhall Community Centre since Easter	YMCA HCC Services for Young People WHBC	Ongoing

			2022 and is continuing to run into the Autumn term.		
3.1 Prevent young people becoming involved with antisocial behaviour and criminal lifestyles	d) Coordinate Welwyn Hatfield's involvement within the Herts No More Project	Ensure that Welwyn Hatfield maximizes its opportunity within this Herts wide programme	The borough's No More Service (NMS) worker started in April 2022 and has since been working with partners to safeguard and support high risk young people in the borough. Since starting the NMS worker has worked with 7 cases in Welwyn Hatfield.	WHBC Stevenage BC YAP	Ongoing
3.1 Prevent young people becoming involved with antisocial behaviour and criminal lifestyles	e) Provide life skills and safety awareness sessions to all Year 6 pupils through the Crucial Crew project	Increase young people's awareness of the dangers associated with getting involved in ASB	Unable to carry out Crucial Crew as an event due to limited staff resource at WHBC. All primary schools sent the online crucial crew pack for pupils to complete at school/home.	All CSP Partners	June 2022

<p>3.2</p> <p>Commitment to sharing information to safeguard and protect our communities</p>	<p>a) Information Sharing Agreement set up and kept up to date between all agencies within the CSP.</p>	<p>Increased ability to share information safely and securely to safeguard our community.</p>	<p>Ongoing. The CSP ISA has been updated as of September 2022.</p>	<p>All CSP Partners</p>	<p>Ongoing</p>
<p>3.2</p> <p>Commitment to sharing information to safeguard and protect our communities</p>	<p>b) Information sharing forums and groups continue to take place to protect vulnerable people such as:</p> <ul style="list-style-type: none"> • ASB Forum • MAGPYE • YAP • DA Forum • RAG 	<p>Continued information sharing between agencies.</p>	<p>Ongoing.</p>	<p>All CSP Partners</p>	<p>Ongoing</p>
<p>3.3</p> <p>Raise awareness of the impact of substance misuse</p>	<p>a) Develop and deliver a social media campaign to raise awareness amongst young people and raise awareness of support services with a reach of over 1,000 young people.</p>	<p>Campaign successfully delivered, university students, schools engaged, young people involved in shaping the campaign</p>	<p>Local SNT police team continue to work with partners to engage, educate and take enforcement action as appropriate</p>	<p>WHBC University of Hertfordshire CGL Resolve</p>	<p>September 2022</p>

<p>3.3</p> <p>Raise awareness of the impact of substance misuse</p>	<p>b) Ensure substance misuse is a topic included within Community Youth Champions project.</p>	<p>Sixth form students given opportunity to inform their peers and other young people on the risks of substance misuse.</p>	<p>Community Youth Champions took place in October 2021 where substance misuse was a topic for young people to raise awareness of. 15 young people aged 16-17 took part from 3 of our secondary schools.</p>	<p>WHBC</p>	<p>December 2021</p>
<p>3.3</p> <p>Raise awareness of the impact of substance misuse</p>	<p>c) Raise awareness of support services available to support those with addiction and substance misuse</p>	<p>Working together with CGL and Resolve to raise awareness of their services and how to refer.</p>	<p>Local SNT police team continue to work with partners including Resolve and CGL, especially following recent Op Gloxinia activity.</p>	<p>Resolve CGL</p>	<p>Ongoing</p>
<p>3.4</p> <p>Promote integrated support to vulnerable residents</p>	<p>a) Delivery of community engagement events in Hatfield and Welwyn Garden Town Centre targeting vulnerable people</p>	<p>Increase awareness of the support services that are available to the community and advice given around staying safe and well.</p>	<p>The CSP team attended events across the borough throughout the spring/summer offering reassurance and advice to a range or vulnerable people.</p>	<p>All CSP Partners</p>	<p>Ongoing</p>

<p>3.4</p> <p>Promote integrated support to vulnerable residents</p>	<p>b) Representation from health colleagues (NHS CCG & Mental Health Services) at multi-agency forums such as ASB Forum and information sharing.</p>	<p>Increased networking and information sharing to help protect our most vulnerable residents.</p>	<p>Attendance from health colleagues still low.</p>	<p>NHS CCG Herts Mind Network</p>	<p>Ongoing</p>
<p>3.4</p> <p>Promote integrated support to vulnerable residents</p>	<p>c) Increase the uptake of Safe and Well visits by HFRS and partner agencies, particularly for those residents with complex needs and other vulnerabilities.</p>	<p>Vulnerable residents are supported and safeguarded from potential risks within their homes.</p>	<p>Using every community engagement session to promote S&W visits</p> <p>Welwyn Hatfield Facebook page has been created to generate S&W further and promote community engagement</p> <p>Refresher safeguarding training currently being delivered to the district with the emphasis on children safeguarding</p> <p>Prevent training/awareness is being delivered to all Crews and Officers by HCC Prevent lead</p>	<p>Herts Fire and Rescue</p>	<p>September 2022</p>

<p>3.5</p> <p>Support the Rough Sleeping Strategy to reduce rough sleepers and minimise related risks</p>	<p>a) Continue to assist in the delivery of the Council's Rough Sleeper project (known as ReStart)</p>	<p>To eliminate rough sleeping as an issue within the borough through use of available resources, and assist those facing rough sleeping to move on into suitable accommodation.</p>	<p>ReStart project has a total of 17 bed spaces now available to it, enabling provision of accommodation to those in need. Resources focused on identification of rough sleepers, better recording of data and assistance to move on is now the priority.</p>	<p>WHBC Resolve Druglink</p>	<p>Ongoing</p>
<p>3.5</p> <p>Support the Rough Sleeping Strategy to reduce rough sleepers and minimise related risks</p>	<p>b) Continue to deliver the Housing First and other specialist supported housing projects through our partners – Resolve, DrugLink and YMCA.</p>	<p>Housing First to continue to work with rough sleepers and those threatened with rough sleeping, and use existing pathways to progress individuals through the process into settled accommodation, including nominations to Housing First property managed by Druglink, Move on accommodation provided by YMCA, and ReStart accommodation provided by Resolve.</p>	<p>Project has expanded from 4 bedspaces to 9 in August 2021, enabling to help more individuals.</p>	<p>WHBC</p>	<p>Ongoing</p>

<p>3.5</p> <p>Support the Rough Sleeping Strategy to reduce rough sleepers and minimise related risks</p>	<p>c) Work with HCC to provide additional support to people with complex needs who are homeless or threatened with homelessness.</p>	<p>Support provided to those with complex needs, helping to reduce their overall risk.</p>	<p>N/A</p>	<p>WHBC Herts County Council</p>	<p>Ongoing</p>
<p>3.6</p> <p>Support CSP agencies to protect those at risk</p>	<p>a) Ensure Prevent is embedded in all partner agencies work.</p>	<p>Referrals made and information shared amongst relevant agencies.</p> <p>Prevent is a standing agenda item at both JAG and RAG.</p>	<p>Recent activity has included work to identify and report extremist 'stickering' within the borough. A new guide for frontline staff, enabling them to recognise such symbols will be rolled out to partners once signed off at RAG.</p>	<p>All CSP Partners</p>	<p>Ongoing</p>
<p>3.6</p> <p>Support CSP agencies to protect those at risk</p>	<p>b) Work closely with Herts Modern Slavery Partnership to deliver borough wide campaign around Modern Slavery and Human Trafficking</p>	<p>Campaign rolled out in Welwyn Hatfield to raise awareness of Modern Slavery and how to referral should you have concerns about a person, organisation or business.</p>	<p>Sign posting arrangements and referral pathways are in place.</p>	<p>WHBC Public Health Modern Slavery Partnership Front line staff - vigilance</p>	<p>September 2022</p>

<p>3.7</p> <p>Support our community to report hate crime</p>	<p>a) Promote 3rd Party Hate Crime reporting centres through regular marketing campaigns.</p>	<p>Increased public confidence in reporting.</p>	<p>Local SNT supported by CSU and dedicated Hate Crime Officer conducting work to identify, maintain and support third party reporting centres.</p>	<p>WHBC Herts Police</p>	<p>Ongoing</p>
<p>3.7</p> <p>Support our community to report hate crime</p>	<p>b) Promote Hate Crime Champions within the CSP</p>	<p>Hate Crime Champions available within Welwyn Hatfield Council for advice, awareness and support</p>	<p>Will be refreshing this within the organization going forward.</p>	<p>WHBC</p>	<p>Ongoing</p>

4. Support, protect and identify victims of domestic abuse whilst also tackling the root causes and preventing future harmful relationships.

Objectives:

1. Ensure Welwyn Hatfield Domestic Abuse Forum is kept informed on local/national provision available to support people enduring or escaping Domestic Abuse
2. Raise awareness of Domestic Abuse Services available in the district or online
3. Promote healthy relationships education to young people
4. Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes.
5. Enforcement and support available to reduce repeat perpetrators of domestic abuse

6. Work together to implement the new powers and duties under the Domestic Abuse Act 2021, to help protect victims and enforce against perpetrators

Objective	Action	Outcome	Progress	Accountable Agency(s)	Status/Completion date
4.1 Ensure Welwyn Hatfield Domestic Abuse Forum is kept informed on local/national provision available to support people enduring or escaping Domestic Abuse	a) Forum representation at county-wide domestic abuse partnership meetings.	Local and national updates received and distributed within local Forum membership to increase awareness and understanding of national trends and campaigns that might be taking place	Ongoing.	DA Forum	Ongoing
4.1 Ensure Welwyn Hatfield Domestic Abuse Forum is kept informed on local/national provision available to support people enduring or escaping Domestic Abuse	b) Regular email updates with news, changes in legislations and current issues to DA Forum members	DA Forum members receive up to date information and enabled to support residents effectively	Wel Hat DA Forum not met since November 2021, mainly due to limited staff resource to administer the meeting. Will be reviewing the DA Forum going forward.	DA Forum	Ongoing
4.1 Ensure Welwyn Hatfield Domestic Abuse Forum is kept informed on local/national provision available to support people enduring or escaping Domestic Abuse	c) Working in partnership to deliver the borough wide Domestic Abuse Action Plan	DA Forum and partners kept up to date on progress of the action plan and ensuring we take a partnership approach in tackling DA in Welwyn Hatfield.	This has been on pause as the DA Forum has not met since November 2021 due to limited staff.	DA Forum	Ongoing

4.2 Raise awareness of Domestic Abuse Services available in the district or online	a) Welwyn Hatfield BC to become accredited members of DA housing Alliance	Approved accreditation, access to additional resources.	Now we have DA Co-Ordinator in post will be able to move forward with this.	WHBC	September 2022
4.2 Raise awareness of Domestic Abuse Services available in the district or online	b) Participate in 16 Days of Action Awareness events and support promotion of Herts Domestic Abuse Helpline	Increase awareness of the support services available to those within the community who might be suffering from DA	Social media campaign took place in December 2021.	HCC Herts DA Helpline WHBC	December 2021
4.3 Promote healthy relationships education to young people	Deliver healthy relationships education/awareness to young people	Deliver education/awareness through Facts & Futures Fair, School Workshops and youth groups	Worked in partnership with Future Living Herts to deliver healthy relationships sessions to primary schools in Wel Hat.	WHBC	September 2022
4.4 Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes.	a) Offer regular training opportunities for professionals, particularly those in front line facing roles.	Increased knowledge and understanding of domestic abuse and current trends.	Professionals training planned for September/October.	WHBC HCC	Ongoing
4.4 Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes	b) Deliver tri-district domestic abuse conference for central Hertfordshire	Increase awareness of domestic abuse services and increase knowledge for private/public/voluntary sector.	DA Conference planned for September.	DA Forum	May 2022

<p>4.4</p> <p>Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes</p>	<p>c) A formal review of the boroughs domestic abuse victim profile, hot spots and figures to take place annually and reported to RAG.</p>	<p>A greater understanding of our local picture in terms of domestic abuse and how we can work better to reduce the impact of DA.</p>	<p>Local VAWG working group formulated and chaired by Insp Palfreyman to identify and address VAWG related themes including Domestic Abuse, Night-time Economy, Misogyny, Stalking and Harassment.</p>	<p>WHBC Herts Police RAG</p>	<p>December 2021</p>
<p>4.4</p> <p>Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes</p>	<p>d) Moderate-Medium risk cases to be reported and monitored at multi-agency vulnerable persons group.</p>	<p>Working together to help support victims and reduce repeat victims.</p>	<p>Plans to review TOR and relaunch again soon.</p>	<p>All CSP Partners</p>	<p>March 2022</p>
<p>4.4</p> <p>Increase knowledge and understanding of domestic abuse locally, with a view to tackling the causes</p>	<p>e) HCC to share the learning with CSP agencies following recent DHRs in the district</p>	<p>CSP agencies have an increased understanding around DHRs, data, recommendations and learning</p>	<p>2 DHR's in process. One awaiting report to be released, second one process just begun.</p>	<p>HCC RAG</p>	<p>Ongoing</p>
<p>4.5</p> <p>Enforcement and support available to reduce repeat perpetrators of domestic abuse</p>	<p>a) Explore wide dissemination and take up of the DA Perpetrators Programme and The Change Project with perpetrators of domestic abuse locally</p>	<p>Reduce impact of repeat offenders locally.</p>	<p>Linking in with HCC to explore this further going forward.</p>	<p>WHBC</p>	<p>December 2021</p>
<p>4.5</p> <p>Enforcement and support available to</p>	<p>b) Information sharing between partners at</p>	<p>Increased intelligence sharing.</p>	<p>Ongoing.</p>	<p>ASB forum</p>	<p>Ongoing</p>

reduce repeat perpetrators of domestic abuse	ASB Forum of known DA perpetrators.				
4.5 Enforcement and support available to reduce repeat perpetrators of domestic abuse	c) Tenancy action taken against known perpetrators of domestic abuse.	Protecting victims in the borough.	ASB Team taking enforcement action, can be difficult sometimes due to circumstances but it is happening when possible.	WHBC	Ongoing
4.6 Work together to implement the new powers and duties under the Domestic Abuse Act 2021, to help protect victims and enforce against perpetrators	a) Domestic Abuse Co-ordinator post recruited at Welwyn Hatfield Borough Council to act as a key link within the community and partnership.	Working with internal and external partners to ensure the new DA Act is embedded within the partnership.	The DA Co-Ordinator has been in post since May and has been making links with the partnership.	WHBC	Ongoing
4.6 Work together to implement the new powers and duties under the Domestic Abuse Act 2021, to help protect victims and enforce against perpetrators	b) Work with HCC through the housing navigator to put in place effective pathway plans to support victims of domestic abuse to access the correct services available locally	Joint working to ensure victims are able to access support and accommodation.	Housing navigators are already assisting with referral pathways in Wel Hat, working with DA Co-ordinator and housing options team. They are also supporting our DA Drop-In in WGC.	WHBC HCC	Ongoing

5. Supporting the community to live safe & healthy lives alongside COVID-19.

Objectives:

1. Increase awareness of mental health and wellbeing support services
2. Promote community inclusion, particularly in areas of higher deprivation.
3. Work in partnership to support Public Health with recovery from the pandemic

Objective	Action	Outcome	Progress	Accountable Agency(s)	Status/Completion date
5.1 Increase awareness of mental health and wellbeing support services	a) Deliver regular mental health awareness training to key front line professionals	Increased awareness of mental health issues and how they impact our community.	Unable to carry out due to limited staff resources within WHBC.	WHBC	September 2022
5.1 Increase awareness of mental health and wellbeing support services	b) Continued support to vulnerable people who have been affected by Covid-19 via Herts Help, Welwyn Hatfield Borough Council and other partners.	Increase level of support to vulnerable residents impacted by Covid-19	Information was shared through the council website, the healthy hub website and online drop in sessions for providers and healthy hub newsletters.	WHBC Herts Help	Ongoing
5.1 Increase awareness of mental health and wellbeing support services	c) Ensure a mental health topic is included in Crucial Crew Year 6	Over 1,300 Y6 children receive information around mental health at Crucial Crew each year & ensure referral mechanism is in place.	Unable to run Crucial Crew this year due to limited staff resources. Online interactive pack sent out to all primary schools for pupils which includes mental health materials.	WHBC	June 2022
5.2	a)	Increased engagement and participation from	Groups such as community inclusion	YMCA Interfaith Forum	Ongoing

<p>Promote community inclusion, particularly in areas of higher deprivation.</p>	<p>Support the promotion and community engagement with local community forums and stakeholders.</p>	<p>various different groups within the borough including hard to reach communities.</p>	<p>partnership, Interfaith Forum, Unity of Culture still meeting regularly. WHBC has a new Community Outreach Officer who regularly engages with these forums.</p>	<p>Unity of Culture Community Inclusion Partnership WH Alliance</p>	
<p>5.2 Promote community inclusion, particularly in areas of higher deprivation.</p>	<p>b) Link in with Active Local Project which aims to identify needs and improve areas of high deprivation</p>	<p>Increased community inclusion and participation in community led projects in areas of high deprivation.</p>	<p>There is a new officer joining WHBC from HSP who will work 3 days a week on the project. Have applied to the Sport England Together fund to delivery basketball sessions. Also working with the women's refuge to apply for funds to run a sport and physical activity project. Also supporting 'Herts Welcomes' refugees to access free swim lessons.</p>	<p>Herts Sports Partnership WHBC</p>	<p>Ongoing</p>
<p>5.3 Work in partnership to support Public Health with recovery from the pandemic</p>	<p>a) Use Healthy Hub to promote support services</p>	<p>To ensure the HH service delivery model is utilised and all residents can access support and advice appropriate to their emotional, health and wellbeing, and financial needs.</p>	<p>The HH bespoke is being closed and is moving to a page on the ONE welhat website. This means the delivery plan has to be significantly changed as some of the key actions cannot</p>	<p>WHBC Public Health & Protection Healthy Hub Forum</p>	<p>Ongoing</p>

			be delivered as a result of this.		
<p>5.3 Work in partnership to support Public Health with recovery from the pandemic</p>	<p>b) Keeping our town centres safe via Covid Support Marshalls/Covid ambassadors and working with local businesses to ensure Covid compliance by providing business support and mentoring.</p>	<p>Keeping our town centres Covid safe and businesses/residents reassured.</p>	<p>The EH team delivered various visits, gave advice and interventions as necessary to ensure covid restrictions were adhered to. EH worked with the BBfA , the BID and the Growth Hub to provide webinars and Q and A sessions. We shared information regarding grants. Covid marshalls were recruited and tasked to assist residents and business by handing out test kits, keeping town centre sanitiser stations stocked, monitoring controls in business premises, monitoring public behaviour, and assisting with vaccine clinics.</p> <p>We worked with NHS partners to set up vaccine clinics, including promotion, staffing and venues.</p>	<p>WHBC Public Health & Protection</p> <p>BBfA</p> <p>Herts Growth Hub</p>	<p>Ongoing</p>

<p>5.3 Work in partnership to support Public Health with recovery from the pandemic</p>	<p>c) Monitor and investigate outbreaks within the locality and take appropriate enforcement action when necessary.</p>	<p>Attend daily Outbreak Tactical Coordination Group OTCG. Assess daily data and surveillance reviews. Work with the HCC central outbreak investigation and response team. Carry out in depth contact tracing and investigations for clusters and outbreaks.</p>	<p>Completed and stated outcomes achieved.</p>	<p>WHBC PHaP Herts CC DPH</p>	<p>Ongoing</p>
<p>5.3 Work in partnership to support Public Health with recovery from the pandemic</p>	<p>d) Prepare a covid vaccine strategy for the borough and work with colleagues in the NHS to deliver vaccination centres.</p>	<p>Part of the county wide vaccine strategy. Attend weekly vaccine inequalities cell. Utilise all available assets within the community to encourage and support vaccine uptake.</p>	<p>Stated outcomes achieved. A covid intervention and engagement team was established. This team carried out vaccine tracing and attended healthy hub clinics and pop ups to provide advice and information.</p>	<p>WHBC PHaP WHBC Community team CSP, Healthy Hub partners, Community Inclusion Group, Local PCNs and large employers</p>	<p>Ongoing</p>

ACRONYMS LIST

AF-DASH	Adolescent Drug and Alcohol Service in Hertfordshire	IDVA	Independent Domestic Violence Advisor
ASB	Anti-Social Behaviour	JAG	Joint Agency Group
BID	Business Improvement District	MAGPYE	Multi Agency Group for the Prevention of Youth Exclusion
ENHCCG	East and North Herts Clinical Commissioning Group	MAPPA	Multi Agency Public Protection Arrangements
CCSU	County Community Safety Unit	MARAC	Multi-Agency Risk Assessment Conference
CID	Community Information Day	NPS	New Psychoactive Substances
CGL	Change, Grow, Live	OWL	Online Watch Link
CSP	Community Safety Partnership	PAL	Partnership Accreditation for Landlords
DA	Domestic Abuse	PCC	Police and Crime Commissioner
DHR	Domestic Homicide Review	PCSO	Police Community Support Officer
ENHCCG	East and North Herts Clinical Commissioning Group	PSPO	Public Space Protection Order
FGM	Female Genital Mutilation	RAG	Responsible Authorities Group
HCC	Hertfordshire County Council	SNT	Safer Neighbourhood Team
HFRS	Hertfordshire Fire and Rescue Service	UH	University of Hertfordshire
HHSS	Hertfordshire Home Safety Service	WGC	Welwyn Garden City
HMO	House in Multiple Occupation	WHBC	Welwyn Hatfield Borough Council
YAP	Youth Action Panel		