

# COMMITTEE REPORT

01/07/2025

Community Safety Annual  
Report 2024-2025

# **General Public Services and Community Engagement Committee**

## **PART I**

### **Annual Community Safety Report 2024-2025**

#### **1 Summary**

- 1.1 In April 2009, the Government introduced the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and brought into force sections 19, 20 and 21 of the Police and Justice Act 2006. Section 19 of the Police and Justice Act 2006 places a duty on all local authorities to establish a crime and disorder scrutiny committee.
- 1.2 It required every local authority to designate a committee to review and scrutinise the activities of the Community Safety Partnership and the activities of its partners. The committee may examine the activities of partners but only as far as these relate to the partnership.
- 1.3 Since 2018 the Leisure, Environment and Community Committee has received updates on the work of the Community Safety Partnership. Since 2024 reports have been taken to the General Public Services and Community Engagement Committee and include the Community Safety priorities for the year ahead.
- 1.4 The Terms of Reference state that the committee will 'Review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions (it is the Crime and Disorder Committee for the purposes of the Police and Justices Act 2006).
- 1.5 This Annual Community Safety Partnership (CSP) Report forms part of our duty under the Crime and Disorder Act 1998, Regulations 2006 to scrutinise crime and disorder.
- 1.6 The Committee can invite members of the Responsible Authorities Group, (Connecting Three Rivers), to review certain projects or decisions if it chooses to.

#### **2 Details**

- 2.1 In March 2024 Connecting Three Rivers agreed the priorities for the Community Safety Partnership (CSP) to work towards during 2024-2025.
- 2.2 The priorities are reviewed annually and based on local crime data for the previous year. Consideration is given to local concerns and trends, police priorities set through community consultation, and taking into consideration the impact of a crime type on the local community.
- 2.3 The agreed priorities for 2024-2025 were as follows:
  - Burglary
  - Theft of and Theft from a Motor Vehicle

- Robbery (Shop lifting)
  - Anti-social behaviour and Youth Crime
  - Domestic Abuse
  - Violence against Women and Girls
  - Hate crime and prevent.
- 2.4 Each priority had set objectives, against which actions were set and completed by the Community Safety Partnership and overseen by the Community Safety Coordinating Group.
- 2.5 The information below summarises some of the outcomes achieved by the Community Safety Partnership in relation to the objectives.

### **3 Priority 1: Burglary**

The objective - to prevent and pursue burglary, renew the Three Rivers Community Safety Partnership CCTV cameras, promote partnership wide season specific 'Keeping your home safe' material, support the transition from Online Watch Link to Herts Connected and to provide reactive intervention.

- 3.1 Operation Guardian by Hertfordshire Constabulary has been a proactive initiative aimed at reducing burglary rates in the Three Rivers area. It focuses on delivering preventative advice and engaging with the community through events to raise awareness and reporting lines. The operation has led to a significant decline in burglary reports. Data relating to Burglary is shared at the Community Safety Co-ordinating Group, this has declined. For example, in January 2024 there was 11 reports of burglary compared to 32 in 2023.
- 3.2 Safe and Well home visits, conducted by the Fire Service look at reducing risk from fire and to provide advice on actions to take in the event of fire. These visits also include information and advice to reduce vulnerability to crime. A total of 1262 visits were carried out this year across the Watford and Three Rivers.
- 3.3 Three Rivers Neighbourhood Policing Team's and Neighbourhood Watch attended multiple events across the district offering advice with the aim to reduce vulnerability to burglary, including regular patrol plans in areas of the district where burglary has taken place.
- 3.4 Herts Connected replaced Online Watch Link, known as OWL during 2024. There have been over 5792 residents in Three Rivers signed up to receive messages from the new platform. The service provides a fast and efficient way of reaching residents and relaying information advice and guidance quickly. The CSP has supported the transition by raising awareness of the new platform.

### **4 Priority 2: Theft of and Theft from a motor Vehicle**

The objective - to reduce theft of or from a motor vehicle and reduce public vulnerability to theft of or from a motor Vehicle.

- 4.1 Police carried out Operation Tafferal a cross-border action, working in collaboration to disrupt cross border activity by analysing intelligence to target offenders around Catalytic Converter thefts.

- 4.2 Three Rivers Operation Scorpion officers conducted proactive patrols around the district as part of Operation Pandilla. Operations have been coordinated and delivered to tackle theft of and theft from motor vehicles.

## **5 Priority 3: Robbery (Shop Lifting)**

The objective - to reduce the prevalence of robbery in the district and support vulnerable premises.

- 5.1 Operation 'Target' patrols have been conducted in key locations around the district including the targeting of repeat offenders. In the last year, the district has seen the detainment of several prolific offenders.
- 5.2 Police, including the Crime Prevention Teams have continued to support vulnerable premises. This has included work around CCTV, security, barriers, and signage.
- 5.3 Neighbourhood Policing Team's and Three Rivers District Council Community Safety team continue to share advice and awareness campaigns on social media and by attending community events. Additional patrol plans are in operation at a number of premises with Rickmansworth High Street forming part of a designated 'hot spot' area with intervention plans.

## **6 Priority 4: Anti-Social Behaviour and Youth Crime**

The objective - to proactively expand the membership of the ASBAG (Anti-social behaviour action group) to enhance the partnership working within the district, to Commission and utilise a Community Support Service that enables tenancy retention, create a New Anti-social Behaviour Policy, tackle Anti-social behaviour (ASB) through the use of an electronic tool kit and the introduction of accessible ways of reporting and eliminate the sale of restricted products to underage children.

- 6.1 The Anti-social Behaviour Action Group (ASBAG) at Three Rivers remains the heart of partnership working regarding the monitoring and managing of Anti-social behaviour. The group continues to grow in both attendees and the volume of complex cases dealt with. The group continues to work in collaboration with statutory and voluntary organisations. An average of 12 medium to high-risk cases are dealt with per month. Actions to best support residents, victims, and perpetrators of ASB are agreed and monitored and repeat offenders are escalated appropriately. ASBAG heard 131 cases in 2024-2025.
- 6.2 Hertfordshire Mind Network, Community Support Service (CSS) continues to support residents with complex mental health and wellbeing needs. The service has continued to be paramount in supporting residents of Three Rivers as people's needs grow. Evidence shows the complexity of these cases is escalating. The service accepted over 70 referrals in 2024-2025 and supported over 300 family members. There will be a change to the service for 2025-2026 due to a reduction in partnership funding. The service will provide 1 full time equivalent worker who will work directly on Three Rivers cases referred by the funders (Three Rivers Council and Thrive homes). We are keen that this service remains for the residents of Three Rivers given the positive outcomes including debt advice, support in helping with forms, sustainment of tenancy and the reduction in ASB.

- 6.3 The new Three Rivers Anti-social behaviour policy was signed off by the Council in 2024. The policy outlines the processes and procedures along with the support that residents can expect should they be experiencing ASB.
- 6.4 Three Rivers continue to make improvements that support residents to report ASB, this has included the implementation of a QR code on the existing ASB Survey which allows residents to respond by scanning the QR code. This resource is utilised by the whole Community Safety Partnership as part of our joint working.
- 6.5 ASB clinics take place within the Healthy Hubs, at our temporary accommodation. The ASB team also support the police at 'Cop at the Council' events to raise awareness and encourage the reporting of Anti-social behaviour.
- 6.6 The ASB reporting lines have been upgraded with an on-line toolkit to support those reporting ASB. There is a wealth of links and support services to support our community, including the application to apply for an ASB Case Review. During the period of 2024 – 2025 Three Rivers carried out 5 case reviews all resolved with positive outcomes. More details can be found here [Anti-social behaviour case review - GOV.UK](#)
- 6.7 Trading standards have worked tirelessly in the last 12 months to eliminate the sale of restricted products and specifically the sale of these products to underage children. They have worked with police cadets to tackle the sale of vapes and illegal cigarettes to underage children and carried out unannounced raids on shops. One of the operations saw a Closure Order granted on the back of the sale of counterfeit sales and ASB.

## **7 Priority 5 & 6: Domestic Abuse and Violence against women and Girls**

The objective - to produce a digital personal safety campaign that is inclusive and available to all and raise awareness of the prevalence of domestic abuse and support the international campaigns and local support services.

- 7.1 A personal safety campaign document that highlighted all the services available to residents of Three Rivers was created and launched. This campaign was shared with all partners and is available to all on the council's website. The campaign brings together specific domestic abuse support for people from all communities including BAME, LGBTQ+ and Gypsy Roma Traveller.
- 7.2 Three Rivers has continued to support the countywide efforts for 16 days of Activism in 2024. The Council raised its' white ribbon flag on White Ribbon Day. We also supported International Women's Day this year by lighting up Watersmeet Theatre in Rickmansworth, and organised a district wide charity walk in aid of a local service. Multiple partners and residents supported the event.
- 7.3 The Council continues to work towards the elimination of violence against women and girls including the drafting of two new Domestic Abuse policies, one for staff and one for the public. This work forms part of the White ribbon accreditation commitment. The council also employ a Domestic Abuse Caseworker to support applicants approaching the council for housing.

## **8 Priority 7: Hate Crime and Prevent**

The objective - to increase knowledge and workforce development to ensure all relevant staff are equipped to respond to concerns, monitor threats, increase

community confidence in reporting Hate Crime, and manage and respond to information gathering reports from Prevent.

- 8.1 Prevent training was delivered in September 2024 and offered to all staff. The training was open to partners as well as staff and was fully booked. The new Prevent Duty is embedded into the councils Prevent Delivery Plan. Designated Safeguarding Leads have supported over 30 information requests from prevent during the 2024-2025 period and have responded within the designated time for all requests.
- 8.2 The council have a number of initiatives to comply with in 2025-2026 including the implementation of Martyn's Law and what that means for us including venue hire.
- 8.3 All three Healthy Hubs became Hate Crime reporting centres and the Customer Service Team at Three Rivers have undergone training to become a third-party reporting station, which is at the Visitors Centre at Three Rivers House (reception). The council are underway with a new process of managing Hate Crime reporting and ensuring all more front line staff are trained.
- 8.4 The Community Safety Partnership works closely with Hertfordshire County Council's Prevent team to understand local issues that may impact on residents. Officers are part of a number of partnership meetings and ensure the relevant information is shared with partners and that appropriate and proportionate action taken.
- 8.5 Three Rivers continues to deliver multiple local events to support the whole community. In 2024 this has included Stephen Lawrence day, Roma Holocaust memorial event, Hate Crime Awareness week, Herts Pride as well as community events to raise awareness of Hate crime and the impact on the community. The Police and Council delivered a presentation on Hate crime at the 2025 Community Safety Conference.

## **9 Cross Cutting Partnership Work.**

- 9.1 A big project for the Community Safety Partnership in 2024 – 2025 was applying for funding from the Community infrastructure levy for 9 new cameras to be installed in the district. The locations were agreed by the Community Safety Coordinating Group as per the new CCTV Policy, which was also reviewed in 2024. Installation of the camera's is now underway and will support the partnership in combatting crime and disorder.
- 9.2 The Community Safety Partnership also attended multi agency events including OPALS, Herts Pride, Community Safety Clinic's, Families first fun day and held a Community Safety Conference with all Community Safety Partnership organisations in February 2025.

## **10 Community Safety Priorities agreed for 2025-2026.**

The Community Safety Priorities change year on year, based on what has been reported to Police and Three Rivers local profile data and intelligence. They are then agreed by Connecting Three Rivers which is our Community Safety Board. An action plan is then developed by the Community Safety Coordinating Group to deliver against each area. The only change in the priorities is the removal of the words youth crime from the Anti-Social behaviour priority. Youth Crime remains a key priority however now cuts across a number of priorities including Anti-social behaviour and shop lifting for example.

- Burglary
- Theft of and Theft from Motor Vehicle
- Robbery (shop lifting)
- Anti-social Behaviour
- Domestic Abuse and Violence against Women and Girls
- Hate Crime and Prevent

## **11 Options and Reasons for Recommendations**

- 11.1 To comply with the Crime and Disorder Act 1998, Regulations 2009.
- 11.2 To invite Members of the Committee to comment on the work of the Community Safety Partnership.

## **12 Policy/Budget Reference and Implications**

- 12.1 The recommendations in this report are within the Council's agreed budgets. The Crime and Disorder Overview and Scrutiny Regulations 2009 grants local authorities' powers for scrutiny of crime and disorder.

## **13 Financial, Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website, Risk Management and Health & Safety Implications**

None specific.

## **14 Equal Opportunities Implications**

- 14.1 Relevance Test

Has a relevance test been completed for Equality Impact?	N/A
Did the relevance test conclude a full impact assessment was required?	N/A

## **15 Risk and Health & Safety Implications**

- 15.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.
- 15.2 The subject of this report is covered by the Community Partnerships service plan(s). Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
To fail to scrutinise the work of the Community Safety Partnership.	The CSP fails to achieve its plans.	Produce annual report for the committee to review and comment on. Invite RAG members to present at Committee.	Tolerate	4

- 15.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

<b>Very Likely</b> Likelihood Remote	<b>Low</b> 4	<b>High</b> 8	<b>Very High</b> 12	<b>Very High</b> 16
	<b>Low</b> 3	<b>Medium</b> 6	<b>High</b> 9	<b>Very High</b> 12
	<b>Low</b> 2	<b>Low</b> 4	<b>Medium</b> 6	<b>High</b> 8
	<b>Low</b> 1	<b>Low</b> 2	<b>Low</b> 3	<b>Low</b> 4
<div> <div>Low</div> <div>Impact</div> <div>Unacceptable</div> </div>				

#### Impact Score

- 4 (Catastrophic)
- 3 (Critical)
- 2 (Significant)
- 1 (Marginal)

#### Likelihood Score

- 4 (Very Likely (≥80%))
- 3 (Likely (21-79%))
- 2 (Unlikely (6-20%))
- 1 (Remote (≤5%))

- 15.4 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.



## **16 Recommendation**

### **16.1 That:**

Members of the Committee consider and comment on the Community Safety Annual report.

That public access to the report be immediate

That public access to the decision be immediate

Committee Decision on Public Access:-

1. Public access to report - immediate
2. Public access to report - denied until (date): .....
3. Public access to report - Council agenda publication
4. Public access to report - denied until issue resolved (see future agenda)
5. Public access to decision - immediate or Council agenda publication

Report prepared by: Jemma Duffell, Community Safety Officer and Michelle Wright, Community Safety and Safeguarding manager.

## **Data Quality**

### **Data sources:**

Hertfordshire Constabulary

Hertfordshire Fire and Rescue

Domestic Abuse Support Services

Herts Mind Network

### **Data checked by:**

Rebecca Young

Data rating:

<b>1</b>	<b>Poor</b>	
<b>2</b>	<b>Sufficient</b>	<b>/</b>
<b>3</b>	<b>High</b>	

## **Background Papers**

## **APPENDICES / ATTACHMENTS**

Not applicable

