

Safer Woking Partnership Plan 2025 to 2028

Community Safety Partnerships are statutory multi-agency groups that were established by the Crime and Disorder Act 1998. In Woking this is the Safer Woking Partnership SWP.

The purpose is to work together to tackle crime and disorder and anti-social behaviour in the Woking area and make communities feel safer.

The statutory members are:

- NHS Surrey Heartlands Integrated Care Board
- Surrey County Council
- Surrey Fire and Rescue Service
- Surrey Police
- Probation Service
- Woking Borough Council

In addition we work closely with the Police and Crime Commissioner's Office, local voluntary sector organisations and with the local community.

Each year, following an assessment, we develop priority areas that the partnership will focus on which are then published as our Partnership Plan.

Aims

The Safer Woking Partnership has the following aims:

- To identify, protect and support the most vulnerable people and areas in our communities, and tackle offenders who are involved in criminal and/or anti-social behaviour.
- To promote crime prevention to maintain the low levels of crime and disorder.
- To promote reassurance:
 - to involve the public and work with all communities to reduce the fear of crime and provide people with a sense of safety and reassurance.
 - to improve education/knowledge for the public to support their own feelings of safety.

The partnership will:

- Work jointly with other statutory and voluntary agencies.
- Build capacity within the neighbourhoods and communities to enable them to contribute to the delivery of the aims of this plan.

Data referencing

The priorities set for the Safer Woking Partnership Plan were determined through a comprehensive cross referencing of key documents:

- Police Crime Data
- [Surrey-I](#)
- National Priorities
- [National Anti-Social Behaviour Principles](#)
- [Surrey Community Safety Agreement](#)
- [Crime and Policing Bill 2025 – Legislation](#) and [Factsheet](#)
- Surrey Anti-Social Behaviour and Serious Violence 2023/2024 Reports

- Surrey Police Business Intelligence D10 Partnership Product
- [Regulatory Standards for Landlords](#)
- [Surrey Joint Strategic Needs Assessment on Community Safety](#)

Surrey Police data

Surrey Police has provided some key data which has been used when considering the priorities for the partnership plan.

Data such as crime statistics, heat maps and surveys can be good indicators to understand trends, concerns and areas of vulnerability. However, statistics alone are difficult to be used and require further analysis to understand them. For example, if increases in stop searches occur the partnership will need to consider what else is happening in that area. If police receive more fraud offences being reported to them is this a result of awareness campaigns?

Using data from the past three years, Operation Chariot identified areas (hotspots) with the highest levels of ASB and serious violence. An area in Woking town centre was deemed to be one of 15 hotspots across Surrey. Officers patrol these hotspots daily, supported by Safer Neighbourhood Teams and other local resources.

By increasing the number of police patrolling a defined area it is likely to have an impact where more crimes will be 'discovered' in these areas. These may not have been previously found or reported.

Snapshot of crime data 2023 to 2024

Data in Woking:

- Overall crime: There was a 5.5% fall in reported crime in Woking between 2023 and 2024.
- Domestic abuse crime: There was a 13% drop in reported domestic abuse recorded crimes.
- Hate crime: There was an 8% increase in hate crime.

This data is similar across the whole of Surrey:

- Overall crime: 3.1% drop
- Domestic abuse: 7% drop in recorded crimes
- Hate crime: 6% increase

This overall approach to looking at a range of data, and local knowledge and experience, ensures that our plan is future proofed and captures both national and local priorities to enable us to effectively address crime and anti-social behaviour in the Woking area.

The partnership will be reviewing data and information across agencies to develop some baseline data to help measure success and changes. This will also help with strategic needs assessments for future partnership plans.

Priorities for 2025 to 2028

Reducing community harm and anti-social behaviour (ASB)

Making it easier for victims of anti-social behaviour to report and feel they are supported and issues are addressed to prevent escalation.

Priority activities	Key measures
Raising awareness through campaigns such as ASB Awareness Week – 30.06.2025 to 06.07.2025 #MakeCommunitiesSafer	Initially an increase of reports of ASB and not inconsiderate behaviour, showing a better understanding of what can be resolved.
Multi agency meetings to discuss and agree actions to reduce the impact of anti-social behaviour by making referrals to CHaRMM and JAG	Increased intelligence sharing with partner agencies, adopting a problem-solving approach.
Working effectively in partnership delivering a safer Woking	Increase in attendance and referrals to multi agencies groups. Results of surveys including Surrey Police and Tenant Satisfaction Measures.
Ensuring it is easy for victims to report anti-social behaviour and be given the appropriate advice and support to deal with the impact	Improving the support and experience for the victim and getting it right first time. Improving the feeling of safety.
Raising awareness and encouraging the use of ASB Case Reviews by adding the link to all ASB case closure letters	Increase in the number of enquiries for ASB Case Reviews.
Surrey Police ASB Surveys. Annual Tenants Satisfaction Measures	Results to reflect where and what the issues are within the community, improved joint initiatives to reduce ASB and Hate Crime.
Promoting the Mediation service, including support coaching and community mediation.	Number of referrals made for both mediation service and support and coaching.

Perpetrators of neighbourhood ASB are identified and have the opportunity to take responsibility for their behaviour.

Priority activities	Key measures
Referral to partner agencies to help vulnerable perpetrators	Reviewing the number of referrals made to support agencies for perpetrators.
Robust enforcement action to support victims, where intervention have been unsuccessful in remedying the behaviour.	Recording of the use of tools and powers on systems such as ECINS

Town centre safety (including hotspot policing, Operation Chariot, as appropriate).

Priority activities	Key measures
Encouraging reporting of incidents of ASB in the Town Centre.	Increased number of reports and confidence in reporting ASB ASB satisfaction surveys.
Encouraging businesses across the borough to report shoplifting by removing the obstacles to reporting. Operation Burgundy	Increase in solved outcome rate of offences and satisfaction surveys. Reviewing the Co-op research into the impact of retail crime and implementing best practice Prevention advice for stores and ongoing work with those committing offences to discourage further offender.
Responding to ASB in the Town Centre through a partnership approach	Referrals into CHaRMM and JAG meetings. Number of ABC's and banning notices.

Domestic abuse and violence against women and girls

We will improve the response to domestic abuse by promoting awareness and training to help communities and professionals to respond effectively and consistently.

Priority activities	Key measures
Policies to clearly outline how partners will respond to reports of domestic abuse	Increase in referrals to MARAC. Record of legal interventions put in place to protect victim/survivors. Disclosures under Clares Law Preventing offences against potential victims/survivors.
Adopting a victim/survivor centred approach	Reviewing 'DA SEEN' findings and priorities
Target hardening through Sanctuary Scheme	Reports of number of schemes implemented
16 days of Action November to December 2025	Social media responses
Other Domestic Abuse Awareness campaigns	Social media responses – Surrey wide

Violence against women and girls (VAWG) – we will ensure VAWG is everyone's business.

Priority activities	Key measures
Adopt the Surrey Strategy across partner agencies.	Training and awareness
Surrey Wide VAWG Survey (January/February 2025)	Acting on survey results and implementing recommendations

Continued development of Probation's Women's project in Woking in conjunction with partners, particularly around VAWG and DA	Safe space for women on probation and opportunity to access specialist DA support
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Victim blaming

Priority activities	Key measures
Raising awareness	Encouraging agencies to attend Surrey County Council training and adopting anti-victim blaming practices

Serious violence and exploitation

Drugs crime

Priority activities	Key measures
Proactive activities including enforcement to address concerns around drug use and dealing in residential premises.	Closures on addresses where there are concerns that drugs are linked. Number of tools and powers used by partner agencies.
Promoting referrals to the Cuckooing service.	Number of referrals made to the service
Supporting intensification weeks	Number of visits carried out to residents who may be vulnerable, live alone and at risk of exploitation
Sharing the knowledge of how to recognise exploitation.	Training input through CHaRMM. Lunch and learn sessions with staff and Toolbox Talks with contractors.

Knife crime

Priority activities	Key measures
To be able to identify and proactively support those who may be at risk of knife crime	Work through small groups of younger people through a program called "Behind the blade" and Knife Intervention Program KIP
Early intervention and awareness of risk to young people who move into the area	Intelligence, information sharing and action plans put in place prior to any moves

Reduce high harm incidents

Priority activities	Key measures
Respond to reports on incidents as part of the nighttime economy	Reviewing report from the CCTV control centre

Reducing the number of failures through test purchasing	Working with licencing teams
Supporting the Street Angels service	Reviewing the reports from co-ordinator and making appropriate referrals

Prevent

Priority activities	Key measures
Raising awareness of how to spot and report the early signs of radicalisation in other people	Training to both internal and external agencies and raising awareness to spot the signs
Arrange relevant staff to attend annual Prevent training delivered by Surrey Prevent Coordinator	Increased number of staff with awareness of Prevent and counter terrorism risk profile in Surrey
Share communications signposting to Surrey Prevent Referral form for front line staff	Staff are confident in how to find advice on making a Prevent referral
Maintain websites with Counter Terrorism page for public awareness raising	Internet page is reviewed annually to ensure information is up to date
Submit information for annual Counter Terrorism Local Profile	Working responds to Counter Terrorism Police request for information, and shares data on local observations/community tension

Operation Makesafe

Priority activities	Key measures
Raising awareness for those who work in hotel and taxi businesses to recognise the warning signs of child exploitation	Number of businesses engaged. Rolling program of raising awareness and training to spot the signs.

Protecting vulnerable people

Hate crime

Priority Activities	Key measures
Identifying and understanding Hate Incidents and Crimes and how to report.	Number of incidents reported and investigated
Building trust with communities to encourage	Residents confident to report and feel believed and partners have a better understanding of the barriers to reporting

reporting of hate incidents and crimes	
Work together to prevent issues like graffiti or social media posts from escalating	Numbers reported and how promptly partners respond

Child welfare

Priority Activities	Key measures
Promptly acting on concerns raised about children's safety	Confident that all referrals regarding children are fully investigated
Encouraging referrals of young people to be discussed at CHaRMM	Increase in the number of referrals to CHaRMM for young persons
Dedicated work with schools and young members of the community.	Increased engagement activity and Fire Services Youth Engagement Scheme

Fraud

Priority Activities	Key measures
Development of Fraud working group by raising awareness to prevent doorstep fraud and rogue traders.	Reduction in number of repeat victims. Increase of legal intervention for perpetrators of fraud.

Established partnership delivery mechanism

- JAG: The Joint Action Group (JAG) is a multi-agency problem solving group which deals with problem locations in the borough and meets every six or seven weeks. They consider issues including antisocial behaviour, rough sleeping and arson.
- SOC JAG: This is a meeting that discusses problem areas related to Serious Organised Crime (SOC), such as County Lines, cuckooing, modern slavery and human trafficking. It meets every six or seven weeks before JAG.
- CHaRMM: The Community Harm and Risk Management meeting (CHaRMM) is a multi-agency problem solving group which supports victims and deals with problem individuals or families in the borough and meets on a monthly basis.
- MAPPA: Multi Agency Public Protection Agreement meets monthly and monitors dangerous individuals, including sex offenders.
- MARAC: Multi Agency Risk Assessment Conference where high risk domestic abuse cases are assessed and appropriate actions agreed on a monthly basis.
- RMM: Risk Management Meeting meets weekly to monitor and risk assess missing and exploited children.
- Surrey Youth Offending Family Support - To work with Targeted Youth Support/Surrey Youth Offending Service in successfully managing the transition of young adult offenders into the adult Probation system.
- MASH: The Surrey Multi Agency Safeguarding Hub (MASH) is the initial point of contact that aims to improve the safeguarding response for children and adults at risk of abuse or neglect through better information sharing and high-quality and timely responses.

- MEAM – Making Every Adult Matter – this is called SAM Surrey Adult Matters – our local version of the making every adult matter. This is a wraparound support service for those people with multiple disadvantage, not just for those with criminal convictions; but here there is often a significant overlap.
- Domestic Abuse Management Board meets quarterly and oversees county wide domestic abuse work, including any campaigns.
- The Family Support Programme provides intensive assistance through a dedicated family coordinator who collaborates with each family member to gain an understanding of the family dynamics as well as their individual hopes and aspirations and needs.
- Surrey Family Safeguarding team – Probation specialist domestic abuse workers will work alongside mental health and substance misuse workers in this team. To engage in work with these three key issues of mental health, substance misuse and domestic abuse including with families who are not in the criminal justice system.
- Youth Engagement Scheme (YES) run by Surrey Fire and Rescue Service, which is aimed at addressing anti-social behaviour, youth crime, low self-esteem and low motivation for those aged 14-17.
- Firewise Scheme run by Surrey Fire and Rescue Service which offers counselling for juvenile fire setters.
- Voluntary organisation networks, such as Woking Neighbourhood Watch, Residents Associations and Woking Street Angels.