

To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 22 MAY 2018

Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES

Heading: BUILDING SAFER & GREENER COMMUNITIES UPDATE

1. Summary

- 1.1 A Building Safer & Greener Communities multi-agency tasking group led by Police Scotland was established in April 2016, with the support of the Council and other key partners including Engage Renfrewshire, Scottish Fire and Rescue Service and the Health & Social Care Partnership. The group coordinate interventions in identified communities. These interventions have focused on delivering outcomes identified by the National Building Safer Communities programme.
 - 1.2 The National Building Safer Communities outcomes are split into two phases
 - The aim of phase 1 is to reduce the number of victims of crime in Scotland by 250,000 by 2017-18. The work is organised into four strands: Prevention, People, Partnership and Performance working initially with community planning partners and communities.
 - The aim of Phase 2 is to reduce unintentional physical and psychological harm that could have been predicted or prevented. The precise amount of reduction is currently being scoped. The work of this phase is organised into four strands: home safety, data and intelligence, road safety and outdoor and water safety.
 - 1.3 Renfrewshire's Building Safer & Greener Communities Group has focussed on phase one with the inclusion of environmental issues affecting our communities. Information and guidance from phase 2 has only been released at the end of 2017 and will be considered within the next areas being targeted.
 - 1.4 This report sets out some of the high level outcomes delivered by the programme so far, and demonstrates how the programme has evolved and continues to evolve as it has been developed by the steering group.
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2. Recommendations

It is recommended that the Communities, Housing & Planning Policy Board

- 2.1 Notes the content of this update report and the work undertaken as part of the Building Safer & Greener Communities working group since April 2016.
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3. Background

Selection Process

- 3.1 Locally, the selection of areas for inclusion in the programme is carried out by analysts from Police Scotland, the Council and the NHS partnership analyst using data sources used by the key partners involved in the programme. Data relating to the following factors are considered:
- Crimes of violence,
 - Drug supply and possession,
 - Public reports of anti-social behaviour and disorder,
 - Reports of environmental issues such as dog fouling, fly tipping, vandalism and graffiti.
- 3.2 The factors were initially considered in conjunction with the Scottish Index of Multiple Deprivation (SIMD) which assisted in providing an assessment of the deprivation levels within geographic zones with generally similar characteristics. The latest area to be considered was primarily based around the levels of youth disorder and antisocial behaviour being displayed.

Target Areas

- 3.3 The Building Safer & Greener Communities Group has now worked in three areas across Renfrewshire.
- 3.4 The first programme was delivered in Ferguslie Park between May and July 2016, followed by Gallowhill between September 2016 and March 2017 and Erskine May 2017 to present. An exit strategy that will sustain the improvements delivered is currently being worked on for the Erskine area.
- 3.5 Summaries outlining the approach used, impact and recommendations in each area are included within this report with more detail around the last area, Erskine. Lessons have been learned in each area which have been incorporated to improve the programme as it moves from area to area.
- 3.6 That said, similar themes and issues have emerged across all three areas targeted to date as follows:
- Theme 1 – Enforcement & Community Engagement
 - Theme 2 – Home Security
 - Theme 3 – Personal Safety
 - Theme 4 – Internet Safety
 - Theme 5 – Road, Water and Building Safety
 - Theme 6 – Housing
 - Theme 7 – Transition and links with Engage Renfrewshire and Stronger Communities.

- 3.7 One of the most significant changes to the initial proposed approach was in relation to timescales. Originally it was envisaged that the project would focus in each area over a six week period, however it was quickly established that this timescale wasn't conducive to achieving a sustainable outcome and benefit for the community. Each area is different in nature and as such a flexible approach was required to fully address the issues raised and to allow the involvement of local communities in identifying suitable interventions to be put in place.

4. Evaluation

- 4.1 An evaluation of each area targeted in Renfrewshire is carried out to measure the impact of the programme in each area with the following desired outcomes including:
- Reduced victims of serious violent crime
 - Reduction in youth disorder and anti-social behaviour
 - Reduction in reports of environmental crime including; flytipping, littering and dog fouling
 - Increased participation in community activities including clean-ups and volunteering in local events
 - Increased satisfaction in the community with where they live and increased feelings of safety
- 4.2 Work is currently ongoing to determine how best to include outcomes from Phase 2 of the National Building Safer Communities agenda including identifying and monitoring:
- Fewer admissions at Accident and Emergency;
 - Fewer families requiring support from social services/education;
 - Fewer criminal injury claims.
- 4.3 Once each area was selected by the analysts supporting the Building Safer & Greener Communities Group, a standard approach to identifying issues and challenges and considering appropriate interventions was initially established. Analytical and statistical information is assessed from across the partnership, and consultation is also carried out with the community to establish how they feel about the areas in which they live. The detailed approach applied in responding to these issues in each community and a summary of the overall impact of the project is set out below – together with details of improvements made to the process of analysis, consultation and intervention following each community focus.

Ferguslie

- 4.4 Ferguslie was the first area to be focused on between May 2016 and July 2016.

Findings

- 4.5 The findings from the Signal Interviews (outlined below) set the scene for a follow up Public meeting held in the Tannahill Centre on Monday 23 May 2016 to share the feedback and set goals for the area. The Signal interviews were also able to make direct comparisons with previous interviews held in 2013. The format for the community event centred around the "Your Home, Your Street, Our Community" model applied previously by Renfrewshire Council. To publicise the event a leaflet drop was carried out; posters were displayed in all public spaces throughout the area and partners utilised all opportunities to inform residents. All key partner agencies were in attendance at the event.

Key Findings from the Signal Interviews highlighted that:

- 59% of all respondents were Female.
- The highest proportion (one-third) of respondents were aged under 18 years of age. This compares to surveys previously undertaken in 2013 where the highest proportion (nearly one-third) of those taking part were aged between 45 and 60 years old.
- 47% of Ferguslie residents rated the area as a very good place to live. This is an increase of 16% in comparison to the results in 2013.
- 64% of Ferguslie residents stated that they feel very or fairly safe when walking alone in Ferguslie after dark. This is an increase of 14% in comparison to 2013.
- More people now state that they have little or no fear of crime within Ferguslie than those who do. This compares favourably to 2013 when there was an even split.
- When given free text to respond, drug use and drug related crimes were highlighted as the most prominent issue identified by the local community – this remains the same as 2013. The other main issues highlighted within the free text section of the questionnaire were youths loitering and underage drinking.
- When provided with a list of common issues and complaint types to score, the residents of Ferguslie scored rubbish or litter lying around, and animal nuisance such as noise or dog fouling as the two highest priority issues locally, with drug misuse or dealing the third highest priority.
- Vandalism and housebreakings, both of which were identified as high priority during 2013, were not highlighted this time around, with vandalism only being mentioned by two respondents, and housebreaking only once.
- As with the 2013 consultation, residents stated that crimes and incidents took place throughout the entire area, however specific mention was also made of the Privees, Underwood Lane; Candren Road/Way; and Ferguslie Park Avenue.
- Residents requested more high visible patrols by police officers and local authority wardens – this has not changed since it was identified during the 2013 consultation.
- Local facilities for youths, and more CCTV cameras were also prominent in the submissions for improving the area.

Ferguslie Park - Evaluation

4.6 Building Safer & Greener Communities reviewed not only the impact the initiative had in the area but also the effectiveness of the methodology applied across the partnership. The following learning points being highlighted:

- Review of the initial proposed 6 week timeline and 'Big Bang' approach with enforcement setting the scene. It was generally felt that whilst enforcement was required, community engagement was potentially broken before it started and that a softer more inclusive strategy would support a more sustainable change in communities being focused on.
- Review of key partners to include Families First and Children's Services with early consultation via nurseries and schools.
- Review of the Signal Interview approach to be more user friendly.
- Clearer roles and responsibilities for each partner agency to be agreed from the outset.
- Local projects to be considered for display presentations at public meetings to encourage better uptake.
- An improved communication strategy to be developed and implemented from the outset.

Gallowhill

4.7 Gallowhill was the second area identified by the analysts as a 'vulnerable community' with a focus from the Safer & Greener Communities multi-agency approach implemented between September 2016 and March 2017. Analysis and learning from the Ferguslie Initiative set the

scene for Gallowhill with a revised approach being developed and implemented within this community:

- Stage 1 - Involved finding out how the community felt about the area via the completion of both an electronic survey monkey or paper 'Signal Interview questionnaire' for those who did not have access to the internet. Anyone who worked and lived in the Gallowhill area was eligible to complete the survey. In the end 142 people participated in the survey.
- Stage 2 – Survey results were analysed with a full plan of activities organised throughout the month of October and in particular throughout the October School Week to address the issues identified by the community.

4.8 Findings

- Respondents of the Signal Interview followed the same demographic pattern as previously targeted area with seven out of ten respondents being female, and more than half of all interviews completed by people within the 25-44 age bracket.
- Locally, residents of Gallowhill had a slightly more negative perception of their area than nationally. Statistics from the Scottish Household Survey (SHS) indicate that nearly 95% of people nationally rated their local area as either very good or fairly good, whereas Gallowhill residents rated the area somewhere between fairly poor and fairly good.
- Analysis of the Signal Interview data highlighted several areas of greatest concern to Gallowhill residents. This included Drug Issues, with more than three-quarters of respondents highlighting this as being one of their top three concerns; and Violent Crime, which 44% of all respondents highlighted as their number one issue. Other issues of most concern included Theft by Housebreaking; Vandalism; Littering and Speeding Vehicles.
- The favoured method of communication was Social Media, with nearly two-thirds of respondents indicating this as their preference. This reflects the majority demographic of respondents.
- The most popular sport for Gallowhill school pupils was football, with 93% of pupils currently taking part, whilst walking, cycling and basketball were also undertaken by more than two-thirds of pupils. Pupils stated that they would be keen to play more golf, tennis and gymnastics.
- When parents were asked how local sports clubs and the Sport Hub should engage with the local community, the answers included better advertising; reduction of prices; better engagement on social media; working with schools; and going to school/community events.

4.9 Actions and interventions included:

- Joint high visibility Police Scotland and Renfrewshire Community Safety Partnership Wardens patrols during key times to provide reassurance and address antisocial behaviour.
- Community Clean ups – including the repainting of several electricity boxes, tidying up of 17 identified properties as well as grass cutting and trimming of hedges. Major litter pick carried out behind the "Food & Wine" Cellar" on Gallowhill Road. Street Stuff and Local schools were also involved in litter picks of the local area. Fly-tipping removal and enforcement where possible and graffiti removal.
- Crime prevention, antisocial behaviour and bogus caller inputs to local community groups.
- Education awareness including alcohol, drug and internet safety within local schools
- Implementation of diversionary activities in the local area by Street Stuff and Community Safety Partnership Youth Services.

Gallowhill - Evaluation

- 4.10 From the work undertaken in Gallowhill, some positive results following the intervention were identified along with further recommendations for potential improvement and refinement of the operation of the Building Safer and Greener Communities programme
- Comparative analysis identified some extremely positive results within the post-Safer and Greener statistics compared with the corresponding period prior to intervention. Reductions were noted within all of the crime and disorder indicators (violent crime, disorder and vandalism); and whilst slight increases were noted post-intervention within the environmental indicators, further analysis highlighted that the majority of these were attributable to Community Safety Partners continuing to provide additional targeted attention to specific areas highlighted during the intervention period.
 - It was recommended that changes were made to specific questions within the Signal Interview questionnaire to exactly mirror the Scottish Household Survey.
 - It was agreed to measure public perception within the results analysis, as most increases or decreases within simple statistics can be attributed to additional activity from partner agencies. As a result an additional Signal Interview process is now conducted post-intervention using an amended questionnaire tailored to specifically identify public perceptions of any areas or issues which were targeted during the Safer and Greener process.
 - Improved use will be made of Social Media, which was indicated by nearly two-thirds of respondents as their favoured means of communication. Email addresses of respondents will be requested to allow for follow up survey monkey impact assessments to be carried out.
 - Community representation will be considered in future local working groups to ensure the voice of the community is heard.
 - Gallowhill will continue to be closely monitored allowing the Renfrewshire Community Safety Partnership to tackle any emerging issues affecting local residents. This will ensure that the 'Building Safer & Greener Communities' gains are maintained. A sustainable action plan will remain in place to tackle any issues highlighted during the intervention.

Erskine

- 4.11 Erskine was the latest area to be selected by the analysts as a community that could benefit from the Safer & Greener Communities approach. The approach applied in the Erskine area replicated the successful electronic survey monkey and manual signal interview questionnaires used in Gallowhill and has been operating in the community from June 2017 to January 2018. Questions were also tweaked to better reflect those asked as part of the Scottish Household Survey which will better inform analytical comparisons.
- **Stage 1** - Involved finding out how the community felt about the area via the completion of both an electronic or paper 'Signal Interview questionnaire'. In this community over 400 questionnaires/surveys were completed with the following information captured:
 - **Gender:** Respondents of the Signal Interview followed the same demographic pattern as previously targeted areas for gender, with more than three-quarters of respondents being female.
 - **Age:** More than three-quarters of all interviews were completed by people aged between 25-60. It was also noted that only 8 respondents were aged between 18-24. Whilst this roughly mirrors the age demographics of Gallowhill respondents during the previous Safer & Greener intervention, it is notably different to Ferguslie, where the highest percentage of respondents fell within the 18-24 age bracket.

- **Local Perceptions:** Overall, there is a slightly greater percentage of local Erskine residents who view their area as either very good, or fairly good as a place to live, in comparison to the national picture (95.3% compared to 94.6%).
- **Local Perceptions:** In comparison to the national picture, Erskine respondents feel less safe walking in their neighbourhood after dark, with 66% of Erskine residents stating that they feel very safe or fairly safe compared to 85% nationally.
- **Local Perceptions:** By far, the worst location for antisocial behaviour identified within Erskine was Bargarran, which received 70% (or 224) out of 318 votes. The only other area of note identified by respondents was Park Mains with 15% (or 47) votes.
- **Prioritisation of Concerns:** The two greatest concerns identified most frequently were: youths gathering and underage drinking (19%); and rubbish or litter lying around (16%).
- **Neighbourhood Improvements:** The two issues of most concern were identified as the provision of a more visible presence/patrols (71% of respondents) and youth issues (65% of respondents). Littering and dog fouling were also identified by more than half of respondents, whilst more than 40% of respondents identified a requirement for more dog waste bins and/or activities/youth clubs.
- **Communications:** The favoured method of communication was Social Media, with nearly three-quarters of respondents indicating this as their preference. This reflects the majority demographic of respondents. It was also noted that more than half (54%, or 145 respondents) indicated that they would be willing to be contacted for a follow-up questionnaire.

4.12 Activities and interventions included:

- Full partnership support at Erskine Gala Day and other community events to raise awareness of the initiative.
- Support for and engagement with the already established Erskine and Inchinnan Community Safety Partnership
- High visibility joint patrols after school and in evenings to provide reassurance and address youth related antisocial behaviour. Over 100 young people were spoken to with several home visits carried out in relation to large congregations and underage drinking leading to antisocial behaviour.
- Evidence gathered from community in relation to local addicts, misuse and dealing being followed up by relevant partner agencies for support and enforcement.
- Increased Licensed premises checks carried out as well as test purchasing operations targeting offending premises.
- Training provided to staff at local licensed premises to address issues of drug dealing within the premises.
- An environmental audit carried out with a number of actions being followed up by the Council, the Community Payback team and the local community in relation to tree cutting, litter, graffiti removal, dog fouling etc.
- The responsible dog ownership strategy and Team up to Clean up used to form part of the sustainability arm of the initiative.
- Deployment of Street Stuff activities both in the evenings and school holidays with the provision of a healthy meal.
- Free swim passes from Renfrewshire Leisure
- A Youth Club facilitated by Youth Services at Bargarran Community Centre

4.13 A mid point review of the approach was carried out and the Building Safer & Greener communities programme considered datasets relating to environmental complaints, crime, and antisocial behaviour/disorder and compared these for the period 1 July to 31 October 2016

(pre-intervention) and the corresponding period of 2017 which coincided with the Safer & Greener initiative. A follow up survey monkey survey was also published to get the public's view on the impact the Building Safer & Greener initiative has had on the area.

- 4.14 The Renfrewshire Council 'Flare'; and Police Scotland 'Storm' and 'Crime Management' databases were interrogated to identify all reported incidents during the period 1st July to 31st October for the years 2016 and 2017. The ArcGIS mapping system was then used to display all retrieved incident information, with the main analysis centring on the comparison of all datasets during the relevant time periods. Serious and violent crime data included murder, attempted murder, assault with intent to rob, robbery and serious assault. ASB and disorder incidents incorporated calls for service categorised as public nuisance, disturbance, noise, drinking in public and neighbour dispute. Environmental data related to flytipping, littering, vandalism and graffiti.

Erskine - Evaluation

- 4.15 Spatial, temporal and geographic analysis has identified the impact which the Safer and Greener initiative has had on each of the following chosen indicators within Erskine in comparison to the pre-intervention period:
- **Dog Fouling** – No change, with 12 complaints noted for each period.
 - **Litter & Flytipping** – A significant reduction was noted in complaints of Littering and Flytipping received, with 19 incidents during the period of analysis for 2016, compared to only two incidents during the corresponding period of 2017. It should also be noted that Bridgewater Shopping Centre, which was previously identified as the highest tariff repeat location for litter complaints during 2016, had no registered complaints during 2017.
 - **Vandalism** – Reduced by more than half, from 49 recorded incidents during 2016 to 24 incidents for the corresponding period this year.
 - **Serious and Violent Crime** – There were no recorded incidents of Serious and Violent crime during 2017. This has reduced from 2 incidents during 2016.
 - **Disorder** – Disorder incidents reduced by nearly one-quarter (24%) during the intervention period compared to 2016. A total of 201 incidents were recorded compared to 266 during 2016.
 - **Drugs** – Drugs Crimes increased by 6 incidents from five crimes during 2016 to 11 during the Safer and Greener Intervention period. The majority of incidents related to possession of user amounts of cannabis and can most likely be attributed to the increased Policing presence during this time.

5. Next Steps

- 5.1 From the work undertaken in the Erskine community, it can be seen that the effectiveness of the approach is growing with each community that is supported. The Building Safer & Greener Communities approach will continue to evolve – in particular as information becomes available that will assist the partnership in addressing potential victims of unintentional harm. A new Renfrewshire area profile produced by analysts in January 2018 which highlighted that Foxbar, Paisley West End and Shortroods could each be considered for the Building Safer & Greener Initiative. Following discussions at the Building Safer & Greener Group examining the data available it was decided that Shortroods was the most suitable area for the next intervention with initial contact and a survey monkey questionnaire being planned to be distributed during the Summer of 2018.

- 5.2 Both Foxbar and the West End of Paisley have other regeneration and community engagement activities/initiatives currently being delivered and will be considered for future phases of the programme.

Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** – None
3. **Community Planning** –

Our Renfrewshire is well – Phase 2 of the national Building Safer Communities programme is to include more work on unintentional harm that will ensure residents of Renfrewshire are safe in their communities.

Our Renfrewshire is safe – The key priorities for the Building Safer and Greener Communities programme should lead to the target areas being safer places to live, work and visit.

4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None

List of Background Papers – none

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