

**To:** COMMUNITIES, HOUSING & PLANNING POLICY BOARD

**On:** 21 AUGUST 2018

---

**Report by:** DIRECTOR OF COMMUNITIES, HOUSING AND PLANNING SERVICES

---

**Heading:** COMMUNITIES AND PUBLIC PROTECTION OPERATIONAL UPDATE

---

## **1. Summary**

1.1 This report provides an update for the Communities, Housing & Planning Policy Board on recent activities carried out by the Communities and Public Protection service, including information on:

- environmental enforcement and improvement activities
  - protecting vulnerable residents
  - building safer communities
  - diversionary activities
  - performance update – indicators and targets
- 

## **2. Recommendations**

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

- (i) notes the content of this progress update report.
-

### **3. Environmental Enforcement and Improvements**

#### **Environment & Place – Team Up to Clean Up**

- 3.1 The Campaign principles continue to be embraced by communities, 110 clean-ups have taken place from January to June 2018 compared to 36 recorded for the same period in 2017. The Facebook community is strong, clean-up groups are publicly arranging visits to learn from each other and share experiences of available assistance.
- 3.2 From the period April to June 2018, 67 clean-ups took place with almost 700 volunteers removing over 1200 bags of litter. In some areas, volunteering work has moved up a level with greenspaces being cleared in Ferguslie and Erskine to make way for fairy gardens and superhero trails. Renfrewshire Wardens have been inspired to enthuse a team of 30 local volunteer residents to litterpick and cut back vegetation on a privately-owned housing estate at the Old Ferguslie Bowling Mill. 220 bags of waste were removed.
- 3.3 Businesses have also been engaging with the campaign. Morrisons, Glasgow Airport, Chivas and McDonalds have all created recent litterpick events. Chivas provided 150 volunteers as part of a team building event to clean-up several locations within Renfrewshire including Stanley Reservoir, Durrockstock Dam, Gleniffer Braes, Jenny's Well and Ardgryffe Park. Over 400 bags of litter were collected on this day and 500 bags of vegetation.
- 3.4 One of Renfrewshire's Senior Community Safety Officers secured funding from the Council's Lens project to provide trolley's and relevant tools for community litterpicking groups. The Team Up to Clean Up Caddy will offer brushes, loppers and dog-fouling/graffiti removal kits, amongst other tools. Work is being undertaken to ensure fair allocation of caddy's and appropriate Health and Safety information.

#### **Responsible Dog Ownership Strategy**

- 3.5 The Responsible Dog Ownership Strategy has shone a light on the problem of dog fouling and takes positive action to address this issue. 9 Fixed Penalty Notices were issued across Renfrewshire in the period April-June 2018 which is an increase on the numbers issued in the same period in previous years. The new targeted enforcement approach has been delivered in 36 streets however we are now re-visiting many these to ensure our concentrated efforts are noted by residents. After targeted enforcement, street continue to be periodically visited to assess impact. Early indicators demonstrate improvements. Feedback from elected members and the public has also praised the work in this area and expressed a noticeable difference in cleanliness.

## **4. Protecting Vulnerable Residents**

### **Intergenerational Workshop**

- 4.1 Youth disorder has been prevalent in the Hawkhead area during the Spring months. The Community Safety Partnership identified the perpetrators and they were subsequently visited at home by the Police. The Youth Team and Community Police organised a restorative justice plan for the perpetrators. This involved the young people attending a workshop at the Scottish War Blinded Centre on 31 May 2018. The aim of the workshop was to bring together local youths from St Andrew's Academy, veterans and older residents to discuss issues surrounding antisocial behaviour within the community. The workshop discussed issues facing both generations and was a positive way of breaking down barriers between young and older people. The youths now understand the seriousness of their behaviour, the impact it had on the community and very much regret their actions. These young people will continue to be monitored by the Youth Team until there is no further youth disorder incidents for a period of 3 months.

### **I Am Me/Keep Safe**

- 4.2 The I Am Me primary school resources have been developed to form a structured programme incorporating learning materials specific for each age group from P1 to P7. By June 2018, the Primary School programme had been delivered to 49 schools and 10,436 children have participated. 3,374 children surveys have been returned and the headline results are as follows:
- 98% enjoyed the I Am Me visit;
  - 92% are more aware of bullying;
  - 91% are more aware of disabilities;
  - 99% know bullying is wrong;
  - 97% know it is important to report bullying;
  - 93% would tell an adult if they, or someone else was being bullied.

In total 10,848 pupils are booked to attend, with all Renfrewshire Primary and Additional Support Needs schools booked in.

- 4.3 Keep Safe is extending across Scotland, with 20 local authority areas actively rolling out the initiative. As of the end of June 2018, there are 421 Keep Safe places across Scotland, including 129 in Renfrewshire. The Keep Safe Ambassador programme is also going from strength to strength and now has 226 High School Ambassadors, 86 Police Scotland Youth Volunteer Ambassadors, 38 Ambassadors with a learning disability and 54 Keep Safe Ambassador trainers across Scotland. A total 132 Ambassadors have been trained in Renfrewshire.

4.4 I Am Me Scotland have been awarded the Queen's Award for Volunteer Groups. This award is the equivalent of a MBE and the highest award given to voluntary groups in the UK. I Am Me Scotland was given recognition for all of their hard work, dedication and support from their volunteers. These volunteers are the Board of Trustees, Community Management Committee, Keep Safe businesses and Keep Safe Ambassadors.

## 5. Building Safer Communities

5.1 The Building Safer & Greener Communities programme has been implemented in Renfrewshire since 2016. A multi-agency group led by Police Scotland and supported by other partners works closely with communities to carry out targeted interventions in areas in need of additional support. The interventions reduce littering, vandalism and disorder offences and increase the number of arrests for drug offences in relation to the corresponding period the previous year.

5.2 Erskine was the third area within Renfrewshire to be identified as a 'vulnerable community', mainly due to the volume of youth disorder and antisocial behaviour incidents taking place during 2016. Local residents were surveyed to find out what issues were affecting them in their area which helped shape multi-agency initiatives to address concerns.

5.3 Interventions statistically have proven successful, with an impact assessment carried out in relation to environmental complaints, crime, and antisocial behaviour/disorder, comparing the period 1<sup>st</sup> July 2016 to 30<sup>th</sup> April 2017 (pre-intervention) and the corresponding period of 2017/18 which coincided with the Safer and Greener initiative.

- **Dog Fouling:** A slight reduction from 48 complaints during 2016/17 to 42 complaints during 2017/18.
- **Litter & Flytipping:** A significant reduction in complaints was noted, with 59 incidents during the period of analysis for 2016/17, compared to 20 incidents during the corresponding period of 2017/18. The greatest impact was incidences of Flytipping, which reduced from 30 complaints to 8 during the two periods of analysis.
- **Vandalism:** Reduced by 29%, from 184 recorded incidents during 2016/17 to 130 incidents for the corresponding period of 2017/18.
- **Serious and Violent Crime:** Nearly halved, with only five recorded incidents of Serious and Violent crime during 2017/18 - this is four less than were recorded during the corresponding period of 2016/17.
- **ASB & Disorder:** Disorder incidents reduced by nearly one-third (32%) - a total of 580 incidents were recorded during the 2016/17 period compared to 395 during the corresponding period of 2017/18.
- **Drugs:** Drugs Crimes increased very slightly, rising from 30 crimes during the 2016/17 period to 34 during the Safer and Greener

Intervention period. The majority of incidents related to possession of user amounts of cannabis and are attributed to the increased Policing presence during this time.

- 5.4 The lessons learned in each new area the group goes into about which interventions have the greatest impact on particular issues of concern are being shared across Renfrewshire. While the next intervention area will be Shortroods in Paisley, the learning from Erskine will be used throughout Renfrewshire. Successful interventions established in the previous areas of Ferguslie and Gallowhill are also continuing with ongoing support from all partners to maintain positive outcomes.

### **Spring / summer events**

- 5.5 The Community Safety Partnership including wardens, CCTV and Street Stuff have been supporting key spring/summer events throughout Renfrewshire. This includes national events like the British Pipe Band Championship, CoSLA Convention and Colourfest 2018, the dance festival at Braehead. However, they also attended more local events such as St Mirren Parade 2018, Paisley Beer & Food Festival, Erskine Motorbike Meet, Sma Shot Day, The County Grand Orange Lodge Parade in Johnstone, Erskine Building Safer Greener Communities events, CarFest 2018, Armed Forces Day at Paisley Abbey and gala days including Barshaw and Renfrew. The Wardens provided the CCTV vehicle and the Safe Bus with the lost kids' location at many of these events. Meanwhile, Street Stuff were in attendance at the family-orientated events like the gala days, providing football and dance activities for young people to participate in.

## **6. Diversionary Activities**

### **Street Stuff**

- 6.1 Street Stuff continues to deliver a range of activities throughout Renfrewshire. There were over 10,000 recorded attendances in this quarter, 6,000 of which included evening activities. In addition to the normal scheduled timetable, extra afternoon sessions were delivered during the Easter school holidays at St Mirren FC, St James Primary School and Linwood High, with over 800 recorded attendances over the two week period - averaging over 130 per day. Activities during these sessions included football, dance and the youth bus and included the provision of a healthy meal. Street Stuff also delivered activities at a number of events as detailed in 5.4 of this report.
- 6.2 Four young coaches from the Street Stuff programme have been working on the development of a Mini Chefs project to build on the Tackling Poverty initiative already being delivered during school holidays. The new programme aims to have a more sustainable outcome teaching young people how to cook a healthy meal on an affordable budget. Street Stuff was a winner in the Council Lens programme following the presentation of their ideas to the judging panel and is in the process of developing an implementation plan using the funding and support secured.

- 6.3 Details of Street Stuff activities and the up to date timetable are available on the council's website using the following link  
[http://www.renfrewshire.gov.uk/article/2381/Street-Stuff.\)](http://www.renfrewshire.gov.uk/article/2381/Street-Stuff.)

## **7. Regulatory Services**

### **Trading Standards**

- 7.1 Officers from the Trading Standards & Licensing Team have continued their partnership working with Border Force at Glasgow Airport in relation to the commercial importation of products at the border. Several consignments have been stopped recently due to safety concerns. Products identified as infringing safety legislation include electrical lamps, electrical chargers, cosmetics, soldering equipment and cosmetics. As the consignments were not destined for Renfrewshire, the inland authorities have been notified of this action at the border, which prevents the goods hitting the UK marketplace. Importers will be provided with business advice from their local Trading Standards service and the goods will be signed over to Border Force for destruction.

## 8. Performance Update – Indicators and Targets

- 8.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2018/19.

Target for 2018/19	Actual to Period 3	Comments
<b><i>Building strong, safe and resilient communities</i></b>		
<b>1. Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service</b>		
1,800	488	<p>The reported number of incidents of anti-social behaviour at the end of the first quarter of 2018/19 was 488. This was lower than the 558 reported in the first quarter of 2017/18.</p> <p>Performance reflects the very challenging nature of the target and a drive to improve reporting and recording of all incidents of anti-social behaviour. The types of anti-social behaviour recorded include Disorder/Youth disorder including youths gathering, gang fighting, drinking in public and carrying offensive weapons; Vandalism, graffiti, fireworks and fire raising, drugs including dealing and paraphernalia; Noise complaints including domestic, industrial and commercial, general banging, parties and disturbances; Verbal abuse, bullying/harassment and racist or sectarian incidents; Minimotos, joy riding, illegal parking and abandoned vehicles; suspicious persons, missile throwing and intruder alarms.</p>
<b><i>Creating a sustainable Renfrewshire for all to enjoy</i></b>		
<b>2. Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating</b>		
97%	97%	<p>Of the 1,272 premises in Renfrewshire food hygiene scheme, 1,232 achieved a 'Pass' rating.</p> <p>This reflects a very high level of performance where 97% of food premises meet or exceed compliance standards at any given inspection. All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.</p>
<b><i>Working together to improve outcomes</i></b>		
<b>3. % of front line resolutions dealt with within timescale</b>		
<b>i) Communities and Public Protection</b>		
100%	94%	Communities and Public Protection received 16 front line resolutions of which 15 (94%) were responded to within timescale.

Target for 2018/19	Actual to Period 3	Comments
<b>4. % of complaint investigations dealt with within timescale</b>		
<b>ii) Communities and Public Protection</b>		
100%	n/a	Communities and Public Protection had no complaint investigations.
<b>5. % of Freedom of Information requests completed within timescale</b>		
<b>Communities and Public Protection</b>		
100%	100%	Communities and Public Protection contributed to 68 FOI requests, responding to all on time.  Of the 68 FOI requests received, 53 were service specific and the other 15 were cross-departmental.
<b>6. Overtime as a % of total employee costs</b>		
<b>ii) Communities and Public Protection</b>		
5%	2.2%	At the end of quarter 1 the level of overtime in Communities and Public Protection was 2.2% which was below the target of 5%.
<b>7. Sickness Absence Figures:</b>		
<b>ii) Communities and Public Protection</b>		
4%	4.1%	The absence level was 4.1% at the end of quarter 1. This is an improvement on the 6.8% reported at the end of quarter 1 in 2017/18.  The overall absence rate is made up of:  - 43.9% long-term absences - 56.1% short-term absences.  Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.

---

### **Implications of the Report**

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

**Our Renfrewshire is fair** - Intelligence led joint tasking ensures that trading practices are fair and consistent. The Renfrewshire Community Safety Partnership treats all enquiries and complaints consistently using relevant legislation and guidance to ensure everyone that lives, works and visits Renfrewshire is treated fairly.

**Our Renfrewshire is safe** - The Renfrewshire Community Safety Partnership contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence led joint tasking

arrangements. It addresses antisocial behaviour & crime and supports youth diversionary and education programmes.

4. **Legal** - None

5. **Property/Assets** - None

6. **Information Technology** - None

7. **Equality & Human Rights**

- (a) 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

---

MC/OR  
25 July 2018

**Author:** Oliver Reid, Head of Communities and Public Protection