

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

**On: 29 AUGUST 2017**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: RENFREWSHIRE COMMUNITY SAFETY PARTNERSHIP, OPERATIONAL UPDATE**

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## **1. Summary**

1.1 This report provides an update for the Communities, Housing and Planning Policy Board on recent activities carried out by Renfrewshire Community Safety Partnership, including information on:

- environmental enforcement and improvement activities;
  - protecting vulnerable residents;
  - building safer communities;
  - diversionary activities.
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## **2. Recommendations**

2.1 That the Communities, Housing and Planning Policy Board notes the content of this progress update report.

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

### **The Rapid Response Team**

3.1 The Rapid Response Team (RRT) continues to improve the environment by investigating & removing small scale flytipping and investigating environmental crime throughout Renfrewshire.

3.2 The RRT also monitor identified areas with environmental issues. Former hot-spots have stopped receiving flytipping complaints since the commencement of routine patrols. Since January 2017, the team has:

- Provided assistance to the front line StreetScene teams, by providing backup and emptying bins council-wide;
- Lettered residents of specific problem areas and advising of bin collection days;

- Removed around 4.5 tonnes of waste;
- Undertaken over 250 investigations of environmental crime, including flytipping, backcourt dumping, trade waste, litterbins, flyposting, graffiti and street litter;
- Issued 4 Duty of Care Notices in relation to duty of a business to produce evidence of waste uplift and disposal arrangements.

#### **4. Protecting Vulnerable Residents**

##### **Renfrewshire Community Safety Partnership Hub & Integrated CCTV Control Room**

- 4.1 In April 2017, the Renfrewshire Community Safety Partnership Hub extended the successful pilot of 24hr operating hours for the CCTV Control Room, continuing on a temporary basis.
- 4.2 The 24 hour CCTV Control Room operation allows situations that occur out with previous working arrangements, to be monitored during the extended operating hours. The CCTV Control Room Operators have noted and responded to issues such as begging and rough sleeping. Monitoring of traffic congestion during early mornings is being used to assist with the natural flow of traffic, with the Police and Wardens updated before congestion adversely impacts on pedestrians and commuters to ensure traffic flow is maintained. The success of the temporary 24 hour operations will continue to be monitored and reviewed, with information and data now being collected on numbers of calls handled, numbers and types of incidents dealt with and positive lines of enquiry supported.

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

- 4.3 Following the success of the I Am Me Cinebus tour last year, with nearly 7,000 pupils participating, the programme has been further developed to include new supporting resources, including a book developed by the I Am Me team. A new tour is currently being programmed and will run from August 2017 until June 2018, reaching around 12,000 primary school pupils across Renfrewshire to discuss disability, bullying and hate crime.
- 4.4 Designed and developed in Renfrewshire, Keep Safe is now being rolled out across Scotland in partnership with Police Scotland, the Crown Office and Procurator Fiscal Service. To date, there are 276 Keep Safe places across 25 local authority areas in Scotland. I Am Me is currently working with 10 local authorities to support the roll out of Keep Safe.
- 4.5 The Keep Safe Scotland “phone app” has now been launched and is free to download from iOS and Android. The app can be used to plan routes, highlighting all Keep Safe places and provide details including opening hours, website and telephone number. The app is linked to Police Scotland to dial 101 or 999, with an approximate location displayed allowing officers to find the app user if they are lost or in distress. A link is provided for all local authorities in Scotland, with the option to provide details for community safety events and contacts. The Keep Safe places are being linked with Police Scotland’s A-Z system to provide additional support, if required.
- 4.6 Disability hate crime awareness training is also delivered to disability groups and businesses across Renfrewshire who participate in the Keep Safe initiative.

#### **5. Building Safer Communities**

- 5.1 Erskine is the latest area to participate in the Building Safer Communities Programme. This is the third area within Renfrewshire to be identified following on from Ferguslie and Gallowhill during 2016. Consultation and engagement work with the Erskine community is now being carried out, with views being sought on the issues that the community would like to address and

improve on. Over 300 responses have now been received and some early key priorities emerging include a focus on Bargarran and options for tackling youth disorder.

- 5.2 Work has already begun and during the weekends in June and July 2017, an initiative was put in place to educate and inform the public about the dangers of alcohol and increase public confidence and reassurance that Police Scotland and partner agencies are committed to improving this particular challenge. Police Officers (mounted, plain clothed & cycle patrols), Wardens and youth officers were deployed in 'hotspot' areas within the Erskine Community. Several youths under the influence of alcohol and/or drugs being taken home to the care of their parents/guardians. These identified youths have subsequently become cases for the Community Safety Youth Team to monitor & support and to assist them to cease their antisocial behaviour for a period of 3 months. This initiative has already demonstrated success with a number of young people being identified and supported, a large quantity of alcohol being seized and with young person requiring to be arrested.

### **Spring / Summer Events**

- 5.3 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 General Election, British Pipe Band Championship and Colourfest 2017, the dance festival at Braehead. In addition, local events such as Paisley Beer & Food Festival, Sma Shot Day, Erskine Building Safer Greener Communities events, various gala days and the Armed Forces Day at Paisley Abbey have all been supported. The Wardens provided the CCTV vehicle and the Safe Bus, along with "lost kids" location at many of these events. Meanwhile, Street Stuff was in attendance at family orientated events, providing football and dance activities for young people to participate in.

### **National Strategic Assessment on Unintentional Harm**

- 5.4 The findings of a National Strategic Assessment for Unintentional Harm have been launched and are available online (<http://www.bsc.scot/publications.html>). The strategic assessment provides extensive research data to support Phase 2 of the Building Safer Communities National Programme which, has a focus on "reducing unintentional physical and psychological harm that could have been predicted and prevented".
- 5.5 To support this programme, six thematic papers have also been developed covering Children and Young People, Older People, Deprivation, Home Safety, Road Safety and Outdoor Safety. These papers are designed for practitioners with an interest in particular aspects of unintentional harm and aim to provide some key facts about each issue to support practitioners to tackle unintentional harm locally.
- 5.6 The information and direction contained within these thematic papers and the National Assessment research data will be used as comparative information to contextualise the Renfrewshire position and to help focus our approach on appropriate outcomes.

## **6. Diversionary Activities**

### **Street Stuff**

- 6.1 Street Stuff continues to deliver a variety of activities throughout Renfrewshire including free Spring Break Camps which were run over the 2 week period of the school Easter holiday at the Paisley 2021 Stadium, Knockhill Park and Langcraigs Primary School. 718 children and young adults aged 8 to 18 attended football, dance and youth bus activities with a healthy meal also provided. There have been over 7,300 recorded attendances at Street Stuff this year to date which is a similar number of attendees to the corresponding period last year.

- 6.2 Street Stuff is working in communities across all 5 local area committee areas 6 days a week. The Street Stuff buses are also out during 6 evenings, and are moved depending on need and the requirements of the young people.
- 6.3 The University of the West of Scotland undertook an independent evaluation of the Street Stuff programme over two weeks in June 2017. Their full report including both Early Morning Clubs and Street Stuff will be completed in early autumn and its findings will be reported in future board reports.

## 7. Performance Update – Indicators and Targets

- 7.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2016/17.

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
<b>A Better Future – Place</b>			
<b>1. Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site</b>			
1hr	1hr	0.48 hr	The average response times for domestic complaints requiring attendance was just under half an hour and was well within the one hour target for period 3.
<b>2. Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service</b>			
1,750	Annual target	558	<p>The reported number of incidents of anti-social behaviour at the end of quarter 1 was 558. This was lower than the 622 reported in the first quarter of 2016/17.</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.</p>
<b>A Better Council</b>			
<b>3. % of front line resolutions dealt with within timescale</b>			
<b>i) Community Resources</b>			
100%	100%	86%	<b>Community Resources</b> has received 1,444 front line resolutions in the first 3 periods of 2017/18, of which 1,240 (86%) were responded to within timescale.
<b>ii) Renfrewshire Community Safety Partnership</b>			
100%	100%	77%	Over the same period <b>Renfrewshire Community Safety Partnership</b> received 13 front line resolutions of which 10 (77%) were responded to within timescale.

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
<b>4. % of complaint investigations dealt with within timescale</b>			
<b>i) Community Resources</b>			
100%	100%	71%	<b>Community Resources</b> has dealt with 7 complaint investigations in the first 3 periods of 2017/18, 5 (71%) of which were dealt with within the agreed timescale.
<b>ii) Renfrewshire Community Safety Partnership</b>			
100%	100%	100%	<b>Renfrewshire Community Safety Partnership</b> has dealt with 3 complaint investigations; all (100%) were dealt with within the agreed timescale.
<b>5. % of Freedom of Information requests completed within timescale</b>			
<b>Community Resources</b>			
100%	100%	100%	All FOIs were responded to on time, achieving the annual target.  112 FOI requests were received, 84 of which were departmental specific and the other 28 were cross-departmental.
<b>6. Overtime as a % of total employee costs</b>			
<b>i) Community Resources</b>			
6%	6%	6.5%	The level of overtime across <b>Community Resources</b> , in the first 3 periods of 2017/18, was slightly above target.
<b>ii) Renfrewshire Community Safety Partnership</b>			
6%	6%	3.4%	In this period the level of overtime in <b>Renfrewshire Community Safety Partnership</b> was below target.
<b>7. Sickness Absence Figures:</b>			
<b>i) Community Resources</b>			
4%	4%	6.9%	The absence level at the end of period 3 was 6.9% compared to the target of 4%  The absence level of 6.9% is due to a number of long term absences, with the overall absence rate consisting of: - 79.9% long-term absences - 20.1% short-term absences.

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
<b>ii) Renfrewshire Community Safety Partnership</b>			
4%	4%	10.9%	<p>The absence level was 10.9% at the end of period 3. This is due to a number of long term absences, with the overall absence rate made up of:-</p> <ul style="list-style-type: none"> <li>- 86.2% long-term absences</li> <li>- 13.8% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>

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### **Implications of this Report**

1. **Financial** - none.
2. **HR and Organisational Development** – none
3. **Community Planning**

**Safer and Stronger Renfrewshire** – The 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.

**A Greener Renfrewshire** – Through tackling environmental crime, community safety activities supports a cleaner and more attractive Renfrewshire.

**Renfrewshire forum for Empowering Communities** – Engaging with communities and encouraging voluntary work to improve the local area.

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 and Safety** – none.
9. **Procurement** – none.

10. **Risk** – none.
11. **Privacy Impact** – none.
12. **Cosla Policy Position** – not applicable.

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**List of Background Papers** - none

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