

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

**On:** 16 JANUARY 2018

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**Report by:** DIRECTOR OF ENVIRONMENT & COMMUNITIES

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**Heading:** PUBLIC PROTECTION 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
  - performance update – indicators and targets
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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**

#### **Environment and Place, Team Up to Clean Up**

##### **Community Engagement**

- 3.1 The Team Up to Clean Up campaign continues to gain momentum and engagement with communities and schools has been encouraging. The Council now has a growing contact list and engagement with communities is developing well. Community Clean Up's will continue to be at the heart of the Team Up to Clean Up campaign.
- 3.2 The webpage is now live, offering branded downloadable materials for groups and community clean up packs, posters and leaflets. Community groups can opt to publish their contact details on the page, enabling those who would like to attend events, or arrange their own, to receive support and more information.
- 3.3 Recently a Team Up to Clean Up Facebook page has been launched and passed to community groups to establish interest. Joining the Facebook page will facilitate discussion between groups and encourage joined up events and activities within, and across communities – strengthening community cohesion.
- 3.4 The Winter 2017 Renfrewshire magazine included a Team Up to Clean Up branded pull out offering information on all aspects of the campaign.

##### **Dog Fouling**

- 3.5 The Renfrewshire Responsible Dog Ownership Strategy, a key priority in the Team Up to Clean Up Campaign, has been rebranded with the current focus on dog fouling. An enforcement and educational approach is being targeted in key areas identified through data analysis and evidence of need.
- 3.6 “The Responsible Dog Owners Pledge” has been launched online and includes that signatories agree, amongst other exemplary behaviours, to pick up fouling after their dog. Work is being undertaken to promote the approach to dog walking groups and boarding establishments.
- 3.7 Branded posters and mobile banners will be strategically located in targeted areas initially around the west end of Paisley and Renfrew to raise awareness of the campaign, and these messages will be reinforced using education and targeted enforcement. Data analysis is currently being undertaken to identify further hotspots for similar targeted activity.

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

#### **Community Safety Partnership Youth Team**

- 4.1 Over the last few months, the Community Safety Partnership Youth Team have been delivering a range of promotional and educational visits to Renfrewshire Schools engaging with pupils with the support of partner agencies:

- Firework Talks - All first year pupils in Renfrewshire received a presentation before Guy Fawkes Night. The Scottish Fire & Rescue Service highlighted safety around fireworks and the injuries that can be sustained especially with upcoming events such as the Halloween Festival, Bonfire night and Christmas Lights being switched on. The Youth Team highlighted the working partnership with the Fire service, Police Scotland and the Wardens in identifying youths involved in Anti-Social Behaviour then visiting youths involved. The police explained the legal side including charges that can be picked up and the consequences of getting involved in fire raising
- S1 Talks - Anti-Social Behaviour talks began in August and will continue throughout the school year, speaking about different types of Anti-Social Behaviour, causes and the consequences for the youths involved and the community
- S3 Talks – Were held jointly with the Community Police in Park Mains High School, Erskine. A short presentation included the dangers of drugs and alcohol and how young people can avoid getting involved in Anti-Social Behaviour
- Anti-Bullying talks were held jointly with Community Police in Castlehead High School, Paisley targeted at S1 pupils;
- Shortroods initiative - With increasing Anti-Social Behaviour in the Shortroods area, the Youth Team worked jointly with the Community Police, and conducted Joint Patrols over 4 nights. The Renfrewshire Community Safety Partnership visited 12 youths involved in anti-social behaviour 11 were charged with offences relating to the vandalism of buses. CCTV footage was also reviewed to assist in identifying the youths involved. Following this intervention normal bus services to the community which had been suspended, were resumed.

### **Firereach**

- 4.2 Following a spike in malicious fire raising across the Renfrewshire area a number of young people identified as being at risk of carrying out this type of behaviour have participated in a week long Firereach course. The course hosted by the Scottish Fire and Rescue Service along with other Community Safety Partners worked with the young people to raise awareness of the dangers and impact that this behaviour has on communities. Follow up visits and activities will continue with the individuals involved to steer them into more positive destinations.

### **Festive Safety Campaign**

- 4.3 Renfrewshire Community Safety Partnership delivered a Festive Safety Campaign during December 2017 and early January 2018 within Paisley town centre which included:
- an increased focus on Paisley town centre by Renfrewshire Wardens
  - additional patrols by police officers
  - Street Pastors assisting party-goers
- 4.4 A Safe Bus service was also provided by the Renfrewshire Community Safety Partnership and located at New Street on peak festive celebration evenings during December 2017 in the run up to Christmas and New Year from 10pm until 4am. The Safe Bus service has been provided for a number of years and assists members of the public who are injured, feel threatened or need safety advice. It also provided flip

flops, sweets, bottled water, a phone charging facility and emergency blankets for those affected by colder weather. Data is currently being analysed to determine which services were most used, however initial figures indicate that the bus supported approximately 20 people each night – a slight reduction in the number of people that have required support in previous years. The Safe Bus service is also important evidence to support the application to maintain Purple Flag status for Paisley.

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

- 4.5 By November 2017, the new I Am Me school tour #MakeaDifference Scotland had visited 20 Primary Schools in Renfrewshire with 3,369 children participating. Of these 839 children's surveys have been returned highlighting the following:

- 97% of children have enjoyed I Am Me visiting the school
- 93% of children felt the film made them more aware of bullying
- 92% of children stated that they had learned more about disabilities
- 99% stated that they know that bullying is wrong
- 97% of children stated that they think it is important to report bullying
- 95% would tell an adult if someone was being bullied or if someone was bullying them

A further 27 primary schools have already been booked in to receive the programme during 2018 and the final 2 schools are in the process of arranging dates.

- 4.6 Keep Safe is extending across Scotland, with a further 12 local authorities actively rolling out the initiative. A further 8 local authority areas are currently engaged with I Am Me to prepare for Keep Safe within their area. There are now 334 Keep Safe places across Scotland, including 129 in Renfrewshire.
- 4.7 Keep Safe Ambassadors are trained on how to recognise and report hate crimes safely within the community and in a school environment. The Keep Safe Ambassador programme consists of one full day of training, with inputs from I Am Me Scotland, Police Scotland, and the Crown Office and Procurator Fiscal Services. A certificate and badge is provided to each participant at the end of the training session. The Keep Safe Ambassador programme now has 154 Ambassadors, 57 of these in Renfrewshire. Training dates are being arranged for Renfrewshire schools for February and with a national train the trainer date scheduled for January this figure will continue to grow.
- 4.8 I Am Me won Disability Charity of the Year at the Charity Champions Awards in November 2017. In addition, the Charity has been shortlisted for the Queen's Award for Voluntary Service 2018 which is the highest award given to volunteer groups across the UK.

## **5. Building Safer Communities**

### **Community Safety Partnership Youth Team**

#### **Autumn/Winter Events, 2017**

- 5.1 During October to December 2017, Environment & Communities and in particular Amenity Services and the Community Safety Partnership (including wardens, CCTV and Street Stuff) have supported various events throughout Renfrewshire.
- 5.2 This included Paisley Halloween Festival, Paisley Fireworks Spectacular, Bonfire Night, Armistice Day and Remembrance Sunday events throughout Renfrewshire, Reclaim the Night March and Christmas Lights Switch On events in Paisley, Johnstone, Renfrew and Linwood. Amenity Services undertook pre and post event cleaning activities for each event while the wardens provided additional patrols, the Safe Bus, lost kids location and the CCTV vehicle at many of these events. This support was critical especially at large scale events like at Halloween, Fireworks Spectacular and Paisley Lights Switch On where around 25,000 people were in attendance at each event.

#### **Winterfest**

- 5.3 Paisley First and M&D's have jointly hosted the first ever Winterfest in Paisley Town Centre taking place between 24 November and 24 December 2017.
- 5.4 Although not a Council event, the Renfrewshire Community Safety Partnership worked closely with the event organisers to ensure a Temporary Traffic Regulation Order (TTRO) was in place along with appropriate traffic management and measures protect the safety of the public. The event was linked to the Community Safety CCTV operations room via radio and close contact was maintained with the event organiser at all times with assistance from the Renfrewshire Wardens. The Youth Team also assisted throughout the event as it attracted younger people into the Town Centre allowing the Youth Team to provide a visible presence and early intervention to prevent issues from developing.
- 5.5 The event is important for the renewal of the Purple Flag award currently held by Paisley First to show that Paisley has a thriving evening and night-time economy.

## **6. Diversionary Activities**

### **Street Stuff - Evaluation**

- 6.1 The purpose of Street Stuff is to provide young people with positive activities, improving social inclusion and giving access to facilities and experiences in their communities supporting positive growth and development. In addition to a programme of activities and healthy eating for young people, Street Stuff includes the provision of a healthy meal to help young people who may not always have access to meals and provides volunteering and employment possibilities for young people some of whom are growing up in areas characterised by multiple deprivation.

- 6.2 Researchers from UWS conducted a limited qualitative evaluation of Street Stuff which involved walking interviews, paired interviews and focus groups and engagement with young people playing football, engaging in dance or participating in media activities in the evenings at sites that were familiar to the young people.
- 6.3 Three Street Stuff venues were sampled. The St Mirren football programme, Linwood Primary School (both football and media bus) and Hunterhill Community Centre (dancing and media bus). At each venue young people were given the choice to take part in a walking interview, paired interview or focus group.

### **Findings and Benefits of Street Stuff**

- 6.4 In each of the areas observed there were multiple deliveries of activities with the dancing and football being accompanied by the media bus. This gave young people an option of activities to take part in. It was observed that the young people and the staff engaged well together and there was a good atmosphere at each of the venues.
- 6.5 For young people, Street Stuff was a much valued break from their normal lives. Boredom is often cited as a predicator for young people to engage in antisocial behaviour. The provision of free activities in the local community can alleviate boredom and provide alternatives to help not to engage in risk taking behaviours.
- 6.6 The evaluation highlighted the importance of Street Stuff's longevity in an area for it to have a difference on a young person throughout their life. Several of the staff interviewed had begun their involvement as young people participating in the programme of activities. Then they went on to become volunteers and then eventually paid employees. This is an important ethos for Street Stuff. Local young people who previously attended as participants are now working in the same areas helping young people with similar backgrounds to their own. Ultimately it is a source of pride as well as opportunity for the young people who have become employed.
- 6.7 This progression from attendance to volunteering and employment is a means of improving young people's social and employability skills. It creates stronger connections within the community. Young people specifically indicated that Street Stuff provides an essential safe haven in their community. Another significant finding was the social connectivity that young people and staff discussed as a result of Street Stuff being in their communities. Young people consistently declared that if Street Stuff was not in their area they would be in their houses on their own. Whereas when Street Stuff was present the young people felt able to come together in large groups and congregate.
- 6.8 Many of the young people Street Stuff staff engage with are the hardest to reach young people in society. As a result of this, these young people often have very challenging behaviours, which researchers felt the staff dealt with admirably. While there were occasional instances in which researchers felt staff missed opportunities to help young people and educate them, these were not the norm and steps are being taken to increase training and support to employees and volunteers to raise their awareness of missed opportunities and prevent any future occurrences.

## Programme Updates

- 6.9 The Street Stuff programme has been delivering activities across Renfrewshire with recorded attendances in the region of 24,000 this financial year to the end of December 2017. This includes the delivery of additional activities with the provision of a healthy meal during the October school week and festive period with attendances averaging 100 per day – at a similar level to last year.
- 6.10 A range of activities were delivered during the school holidays including; Football; Table Tennis; FIFA tournament; DJ and dance. Healthy meals were provided including a traditional Christmas dinner with fun activity games, selection boxes and gifts/prizes for young people.
- 6.11 Street Stuff won the Community Champion award at Renfrewshire Chamber of Commerce ROCCO Business Awards 2017. They also won the Community Engagement category at the Scottish Public Sector Awards in December 2017. These latest awards complete a hat trick of awards and a very successful and well deserved year of recognition for the programme.

## 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 8	Actual to Period 8	Comments
<b><i>Building strong, safe and resilient communities</i></b>			
<b>1. Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site</b>			
1hr	1hr	29 minutes	<p>The average response time for domestic noise complaints requiring attendance was just under half an hour and was well within the one hour target for period 8.</p> <p>By the end of period 8, a total of 721 domestic noise complaints had been received in the year to date, 421 of which required attendance on site with an average response time of half an hour.</p>

2. Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service			
1,750	Annual target	1,257	<p>The reported number of incidents of anti-social behaviour in the year to date at the end of period 8 was 1,257. This was lower than the 1,520 YTD reported at the end of period 8 in 2016/17, reflecting improved performance.</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>
Working together to improve outcomes			
3. % of front line resolutions dealt with within timescale			
i) Environment & Communities			
100%	100%	83%	<p><b>Environment &amp; Communities</b> has received 3,493 front line resolutions in the first 8 periods of 2017/18, of which 2,900 (83%) were responded to within timescale.</p>
ii) Renfrewshire Community Safety Partnership			
100%	100%	67%	<p>Over the same period <b>Renfrewshire Community Safety Partnership</b> received 36 front line resolutions of which 24 (67%) were responded to within timescale.</p> <p>This performance reflects the challenging and complex nature of some of the frontline resolutions received by the Renfrewshire Community Safety Partnership which require detailed investigation prior to response.</p>



4. % of complaint investigations dealt with within timescale			
i) Environment & Communities			
100%	100%	92%	<b>Environment &amp; Communities</b> has dealt with 24 complaint investigations in the first 8 periods of 2017/18, 22 (92%) of which were dealt with within the agreed timescale.
ii) Renfrewshire Community Safety Partnership			
100%	100%	NA	There were no complaint investigations for <b>Renfrewshire Community Safety Partnership</b> in the first 8 periods of 2017/18.
5. % of Freedom of Information requests completed within timescale			
Environment & Communities			
100%	100%	100%	All FOIs were responded to on time, achieving the annual target.  289 FOI requests were received, 228 of which were departmental specific and the other 61 were cross-departmental.
6. Overtime as a % of total employee costs			
i) Environment & Communities			
6%	6%	6.9%	The level of overtime across <b>Environment &amp; Communities</b> , in the first 8 periods of 2017/18, was slightly above target.  This was due to additional overtime being required to deliver two elections in the reporting period with all costs recoverable.
ii) Renfrewshire Community Safety Partnership			
6%	6%	3.8%	In this period the level of overtime in <b>Renfrewshire Community Safety Partnership</b> was below target.
7. Sickness Absence Figures:			
i) Environment & Communities			
4%	4%	6.7%	The absence level at the end of period 8 was 6.7% compared to the target of 4%  The absence level of 6.7% is due to a number of long term absences, with the overall absence rate consisting of:  - 75.7% long-term absences - 24.3% short-term absences.

ii) Renfrewshire Community Safety Partnership			
4%	4%	9.3%	<p>The absence level was 9.3% at the end of period 8.</p> <p>Performance reflects a relatively small team with a number of long term absences. The overall absence rate is made up of:</p> <ul style="list-style-type: none"> <li>- 69% long-term absences</li> <li>- 31% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

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### **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
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- 9. **Procurement** – None
- 10. **Risk** – None
- 11. **Privacy Impact** – None
- 12. **Cosla Policy Position** – None

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**List of Background Papers** - none

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