
To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 13 MARCH 2018

Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES

Heading: PUBLIC PROTECTION OPERATIONAL UPDATE

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.

3. Environmental Enforcement and Improvements

Environment and Place, Team Up to Clean Up

Community Engagement

3.1 Twelve community litterpicks have taken place in the last accounting period and 2 significant, Council organised events are scheduled to take place in Gallowhill and Johnstone during March. Both events will deliver a strong 'Team Up to Clean Up' message and multi-agency approach and will be used as a springboard to launch the 'Renfrewshire Big Spring Clean' in April 2018.

- 3.2 Interest in the 'Team Up to Clean Up' Facebook page continues to grow. The page is being successfully used by communities as a way to promote clean-ups and encourage participation from residents. Examples of new areas within communities being cleaned at volunteers' requests, and of joint working between groups are now being noted. The Facebook page has also inspired individuals to arrange their own clean-ups by showcasing the achievements of others.
- 3.3 A progress report on Improving Renfrewshire's Environment and Place will be considered by the Infrastructure, Land and Environment Policy Board on 21 March 2018.

Responsible Dog Ownership Strategy

- 3.4 An innovative approach to tackling dog fouling has been delivered in 6 hot-spot streets in Renfrewshire. The Street Stuff programme assisted by spraying and counting dog fouling to provide a baseline to measure results, the offending dog fouling was removed from pathways within 48 hours by StreetScene employees. Pavements were then sprayed with a message "Someone in this street isn't picking up after their dog.... is it you?!", signs were attached to lampposts and banners were erected outside local schools. This was complimented by an increased Warden presence patrolling the area, delivering a zero-tolerance approach, with a number of Fixed Penalty Notices being issued for dog fouling. Individuals identified by complainants as contributing to the problem were visited by the Wardens and issued with advice and an information leaflet.

4. Protecting Vulnerable Residents

Safe Kids

- 4.1 Safe Kids is an annual interactive educational programme involving Renfrewshire's Community Safety Partners, delivering messages relating to a range of safety issues to every Primary 6 pupil in Renfrewshire (1,923 pupils in total). The aim of Safe Kids is to reduce the number of accidents involving young people, promoting positive behaviour and reducing risk taking behaviour.
- 4.2 Safe Kids was delivered at St Mirren Stadium during March 2018 with workshops designed to be interactive and short in length (10-12 minutes) to enable partners to communicate a range of vital messages in subject areas that can be difficult to discuss in the classroom.
- 4.3 Workshop topics included: antisocial behaviour; alcohol and drug awareness; internet safety; fire safety; litter & dog fouling; Railway Safety; Emergency situations; Who Cares Scotland and Street Stuff. Most of the workshops have previously been run successfully within the Safe Kids programme. New workshops this year included:
- **Railway Safety** - Learning about keeping safe at train stations and on trains and the dangers surrounding railway lines
 - **Who Cares Scotland** - To build empathy amongst young people, to understand a bit about what it means to be a child in care, how it feels, and how to help.

The Street

- 4.4 'The Street' is an award-winning project based in Hamilton. The 20-minute hard hitting drama is delivered by young people aged 14-24 focusing on the potential impact and risks associated with knife crime; teenage pregnancy; domestic violence; bullying, sexual and mental health and drug and alcohol misuse.

- 4.5 Small groups of young people who came to the attention of the Community Safety Youth Team through their involvement in youth disorder visited the project on several occasions during January - February 2018. After watching the drama, the young people attend a workshop to assess and discuss the potential impact of their own behaviour on themselves and their community.

I Am Me/Keep Safe

- 4.6 By January 2018, the Primary School programme had been delivered to 31 schools and 6,146 children have participated. 2,143 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;
 - 92% are more aware of disabilities;
 - 99% know bullying is wrong;
 - 97% know it is important to report bullying;
 - 94% would tell an adult if they, or someone else was being bullied.
- 4.7 In total 10,353 pupils are booked to attend, with the final two schools looking to arrange dates and confirm pupil numbers.
- 4.8 Keep Safe is extending across Scotland, with 14 local authorities actively rolling out the initiative. There are now 362 Keep Safe places across Scotland, including 132 in Renfrewshire. The Keep Safe Ambassador programme is also going from strength to strength and now has 93 High School Ambassadors, 50 Police Scotland Youth Volunteer Ambassadors, 27 Ambassadors with a learning disability and 48 Keep Safe Ambassador trainers across Scotland.
- 4.9 I Am Me continued its prize-winning form when they won Renfrewshire Council Staff Recognition Award for the Community Group category in January 2018.

5. Building Safer Communities

Monte Carlo Rally

- 5.1 The Monte Carlo Classic Car Rally returned to Paisley in spectacular fashion on 31 January 2018 for the fifth consecutive year as the town centre was one of the start points for the historic race. Paisley was the sole British host out of six European cities including Reims, Oslo and Barcelona for a range of classic cars to make the 1300-mile trip to the south of France. Provost Cameron flagged off nearly 100 competing cars from a special start ramp at Abbey Close. Thousands of spectators attended creating a party atmosphere as they watched classic cars such as Porsches, Aston Martins, Alfa Romeos and Renfrewshire-built Hillman Imps. Before the send-off, Paisley Town Hall hosted car-themed activities appealing to all ages including a giant Scalextric set, a Sega Rally arcade machine, children's workshops, face painting and refreshments. The event was supported by StreetScene services and the Renfrewshire Community Safety partnership, including Wardens and Civil Contingencies Service.

Nicotine Vapour Products

- 5.2 Nicotine Vapour Products (NVPs), commonly known as e-cigarettes are now subject to legislative controls similar to those imposed upon tobacco products. Retailers must not sell NVPs to persons under the age of 18 and must take precautions to prevent such sales, such as having an age verification policy and completing staff training. Officers in Trading Standards & Licensing have commenced a programme of advice and enforcement visits to retailers across Renfrewshire to ensure compliance with the requirements. 35 visits have been completed to date, and

around 90% of retailers have been found to be non-compliant. Officers are providing advice and support to achieve compliance, with enforcement considered at a later date, if contraventions persist.

Best Bar None Renfrewshire

- 5.3 Best Bar None is an accreditation scheme which rewards high standards and good practice in the licensed trade sector. The Scottish Business Resilience Centre (SBRC), who run the Best Bar None scheme in Scotland, are providing the administration and assessment for the Renfrewshire scheme this year. 7 Renfrewshire venues applied to the scheme this year, and all have achieved Gold standard. 4 of these venues applied for consideration to the National Awards, and 2 venues have made the shortlist. Bar Varia (Independent Bar) and Kilty Kilty (Innovation in Social Responsibility) will be national finalists, and will find out if they have won a National Award in late March 2018.

6. Diversionary Activities

Street Stuff

- 6.1 Street Stuff continues to deliver a variety of activities throughout Renfrewshire. There are over 24,000 recorded attendances this year to date with the programme being on track to reach its 2017/18 annual target of over 32,000 participants.
- 6.2 Street Stuff continues to work in communities and all 5 local area committee areas, 6 days a week. The Street Stuff buses are also out during the 6 evenings and are deployed depending on need and the requirements of the young people.
- 6.3 In addition to the normal scheduled timetable, extra afternoon sessions were arranged during the school holidays in February at the Paisley 2021 Stadium. Activities during these sessions included football, dance and bus activities. Each participant at the sessions was provided with a healthy meal.

StreetDoctors

- 6.4 Violence is the third leading cause of death in young people in the UK. Many of the deaths occur because people that are witness to violence panic and do not know how to help. Others do not know the consequences of violence, for example many young people believe that a person will only die if they are stabbed in the chest.
- 6.5 StreetDoctors is a charity that works to end youth violence by giving young people at risk of violence the skills and confidence to be able to help in a medical emergency, whilst also teaching them the true medical consequences of violence. In 2017, 84% of young people attending StreetDoctors sessions said that they would be willing to act if someone needed first aid, and 95% said that they understood the consequences of violence. StreetDoctors training is taught by a group of over 350 volunteers who are either medical students or junior doctors.
- 6.6 Street Stuff staff received StreetDoctors training on 21 February 2018. The training session covered 'What to do when someone is bleeding' and 'What to do when someone is unconscious'. It showed the medical consequences of carrying a knife, and offered a safe space to discuss willingness to help a victim. This lifesavers training will now be rolled out to young people in Renfrewshire at various Street Stuff venues throughout 2018.

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 10	Actual to Period 10	Comments
<i>Building strong, safe and resilient communities</i>			
1. Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site			
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 10.</p> <p>By the end of period 10, a total of 864 domestic noise complaints had been received in the year to date, 496 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	1,512	<p>The reported number of incidents of anti-social behaviour in the year to date at the end of period 10 was 1,512. This was in line with the 1,471 YTD reported at the end of period 10 in 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. 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>

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
Working together to improve outcomes			
3. % of front line resolutions dealt with within timescale			
i) Environment & Communities			
100%	100%	84%	Environment & Communities has received 4,035 front line resolutions in the first 10 periods of 2017/18, of which 3,402 (84%) were responded to within timescale.
ii) Renfrewshire Community Safety Partnership			
100%	100%	69%	Over the same period Renfrewshire Community Safety Partnership received 42 front line resolutions of which 29 (69%) were responded to within timescale. 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.
4. % of complaint investigations dealt with within timescale			
i) Environment & Communities			
100%	100%	76%	Environment & Communities has dealt with 41 complaint investigations in the first 10 periods of 2017/18, 31 (76%) of which were dealt with within the agreed timescale.
ii) Renfrewshire Community Safety Partnership			
100%	100%	NA	There were no complaint investigations for Renfrewshire Community Safety Partnership in the first 10 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. 358 FOI requests were received, 284 of which were departmental specific and the other 74 were cross-departmental.

6. Overtime as a % of total employee costs			
i) Environment & Communities			
6%	6%	7%	<p>The level of overtime across Environment & Communities, in the first 10 periods of 2017/18, was slightly above target.</p> <p>This was due to additional overtime for events, elections and winter weather cover, and overtime required for vacancy and absence cover.</p>
ii) Renfrewshire Community Safety Partnership			
6%	6%	4.4%	<p>In this period the level of overtime in Renfrewshire Community Safety Partnership was below target.</p>
7. Sickness Absence Figures:			
i) Environment & Communities			
4%	4%	6.9%	<p>The absence level at the end of period 10 was 6.9% compared to the target of 4%</p> <p>The absence level of 6.9% is due to a number of long term absences, with the overall absence rate consisting of:</p> <ul style="list-style-type: none"> - 74.9% long-term absences - 25.1% short-term absences.
ii) Renfrewshire Community Safety Partnership			
4%	4%	8.7%	<p>The absence level was 8.7% at the end of period 10.</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"> - 65% long-term absences - 35% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

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

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