
To: HOUSING & COMMUNITY SAFETY POLICY BOARD

On: 25 August 2015

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: COMMUNITY SAFETY PARTNERSHIP, OPERATIONAL UPDATE

1. Summary

- 1.1 This report provides an update for the Housing and Community Safety Policy Board on recent activities carried out by the Renfrewshire Community Safety Partnership, including information on:
- environmental enforcement and improvement activities;
 - protecting vulnerable residents;
 - building safer communities;
 - diversionary activities;
 - the development of the integrated control room and CCTV.
- 1.2 The Community Safety Partnership Service and Operational Performance Report is attached as Appendix 1 and provides information on the performance of the Community Safety Partnership for financial year 2014/15. The performance information for the 3 previous financial years has also been included for comparison. The Community Safety Partnership activities include the Antisocial Investigations, Youth Team, Noise Enforcement Team, Mediation and Wardens Services.
- 1.3 Mediation and antisocial behaviour referrals have reduced due to proactive work by the Community Safety Hub.
- 1.4 The Community Safety Partnership has extended the utilisation of CCTV cameras as they are proving very effective in tackling antisocial behaviour.
- 1.5 Partnership working between Police Scotland and the Noise Enforcement Team is ensuring that domestic noise calls are being responded to in a timeous manner.

- 1.6 The Warden Service in December 2013 extended their working hours to tackle antisocial behaviour at peak times.
 - 1.7 The Community Safety Partnership's service pledges are continuing to be maintained a high level of 95% or above.
 - 1.8 Our community safety initiatives are recognised nationally as best practise.
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2. Recommendations

That the Housing & Community Safety Policy Board note the content of this progress update report.

3. Environmental Enforcement and Improvements

3.1 Clean Up Europe Day 2015

Several clean-up campaigns have been implemented in Europe over the past years to tackle litter problems. The European Clean-Up Day, "Let's Clean Up Europe!" brings these initiatives together to have a Europe-wide clean-up event that takes place on the same day all over the continent; involving and reaching as many citizens as possible. This year European Clean-Up Day took place on 8-10 May 2015. Nearly 300 Renfrewshire residents including over 150 children 'did their bit' by participating in 7 clean ups / litter picks in various locations including school grounds, public land and local neighbourhoods. These events were organised by environmental volunteer groups, primary schools and local businesses with support from Renfrewshire Council. We helped these participating groups by supplying litterpicking equipment and arranging uplift of the rubbish collected.

3.2 Noise Action Week

In May, Noise Action Week 2015 took place to raise awareness of noise. Noise Action Week was co-ordinated by Environmental Protection UK who work year round assisting the work of professionals in noise management. The Community Safety Partnership supported the initiative by delivering a 'road show' focused on raising awareness of domestic and commercial noise. The Safe Bus travelled to a shopping area in a different LAC area each day during the Noise Action Week (including Paisley Town Centre & Braehead Shopping Centre). Noise Enforcement and Environmental Health Officers were available to give advice to the public on noise issues including:

- How excessive noise affects people;
- The work undertaken by the Council to control excessive noise;
- How to make complaints regarding domestic and commercial premises;
- A demonstration of noise monitoring equipment;
- Advice on acceptable decibel levels for various times of day and how the volumes of noise relate to decibel readings;
- The new working hours of the Night Noise Team and Wardens Service.

Residents who attended the road shows were keen to learn about our services and on some occasions highlighted noise issues they were experiencing. Some of these issues were anti social behaviour complaints that we referred to appropriate officers to be investigated.

3.3 Rural Watch

In May 2015, Renfrewshire Rural Watch was launched. Renfrewshire Rural Watch is an independent crime watch group made up of farmers, land managers and rural businesses keen to share information and deter crime in their area. Similar to Neighbourhood Watch, the scheme is supported by Police Scotland, Renfrewshire Wardens, Scottish Land and Estates and the Scottish Countryside Alliance. Rural Watch is designed to make rural Renfrewshire secure against illegal activity such as theft and environmental crime, including wildlife crime and crimes against animals by creating a network of people who can share information and report suspicious activity to police. Police Scotland has introduced two dedicated rural officers who will undertake cycle and foot patrols within villages and mobile patrols across various estates, farms and the rural road network. Rural Watch signs will be displayed on roads, farm gates, steadings and road ends to publicise the scheme and deter criminals.

This new initiative will also see the introduction of two dedicated rural policing officers who will provide greater police visibility across rural Renfrewshire. These officers will be seen on cycle and foot patrols within the villages and will carry out mobile patrols across the various estates, farms and rural road network. They will receive specialist training with regard to wildlife crime and will be on hand to deal with some of the issues experienced on the local estates and farms.

This is a new scheme set up with the support of Police Scotland's Area Commander for Renfrewshire in conjunction with Elderslie Estates, Scottish Land and Estates, Scottish Countryside Alliance and Lycetts.

4. Protecting the Vulnerable

4.1 I Am Me/Keep Safe

In June, Renfrewshire Council (Safer and Stronger Renfrewshire Partnership) was a finalist at 2015 Alarm Risk Awards. This was the fourth year in succession that a project from Renfrewshire Community Safety Partnership has been shortlisted in these awards. This year we were runners up for the UK aware with the judging panel highly commending the community safety initiative, I Am Me and Keep Safe. I Am Me is a multi award winning community project which is supported by Renfrewshire Council and works in partnership with Police Scotland to raise awareness of disability hate crime. The project has two key initiatives - I Am Me and Keep Safe. I Am Me works with a range of partners to raise awareness of disability hate crime through innovative and engaging methods, such as drama and education. Keep Safe works with a network of local businesses to create safe places for disabled, elderly and vulnerable people when out in the community. Both initiatives are currently being rolled out across Scotland in partnership with Police Scotland and a number of other Scottish local authorities.

5. Building Safer Communities

5.1 Stalled Spaces

Renfrewshire Council has secured £20,000 of funding in 2015/16 to bring derelict or vacant land back to temporary use within the Renfrewshire area as part of the wider Stalled Spaces Scotland programme, managed by Architecture & Design Scotland. Community groups can apply for this funding in amounts of £250 - £5,000. In May 2015, Engage Renfrewshire hosted two community engagement events to promote Stalled Spaces to community groups and educational establishments. Since these community engagement events, several community groups have expressed an interest in applying for projects. The Greener Renfrewshire Thematic Board will assess their applications in August 2015 and at future thematic board meetings.

5.2 Brighter Renfrewshire Alcohol Awareness Week (BRAW)

During June 2015, Renfrewshire Alcohol and Drug Partnership and Renfrewshire Community Planning Partnership hosted an alcohol awareness week, known as BRAW (Brighter Renfrewshire Alcohol Awareness Week). BRAW aims were to:

- Promote sensible drinking messages;
- Encourage people to seek support;
- Change attitudes to alcohol;
- Involve communities in tackling alcohol issues;
- Prevent or reduce harm caused by alcohol;
- Celebrate and support recovery from addiction.

Renfrewshire's inaugural BRAW Week took place on 15 – 19 June 2015, with the Renfrewshire Community Safety Partnership supported the week through the deployment of the Safe Bus at Bridge Of Weir and Barshaw Gala Days where the aim was to engage the community in a fun & interactive way about the effects of alcohol. As well as promoting safe drinking messages, we used "Alcohol Goggles" which simulate the experience of being uncoordinated as well as navigating/driving remote control cars around a predetermined obstacle route highlighting the serious consequences of drink driving and the inevitable consequences.

The Street Stuff programme also took part, with the new Youth Bus and Street Football present at the BRAW Street Party at Abbey Close, Paisley on 19th June 2015. The party also had live music, Science Centre Bodyworks, face painting, food and mocktails which all helped to create a family fun event.

6. Diversionary Activities

6.1 Street Stuff

In May 2015, Street Stuff and the national Bank of Scotland Midnight League initiative hosted the annual 'Festival of Football' at St Mirren Park in Paisley. The Bank of Scotland Midnight League is a national network of 5-a-side football supported by the Scottish Football Association (SFA). SFA coaches were able to team up with Street Stuff co-ordinators to run the festival. Over 300 young people from across five Council

areas (Renfrewshire, Glasgow, East Renfrewshire, Inverclyde, Argyle & Bute) took part in the 5-a-side games. The tournament received funding from the CashBack for Communities initiative which takes money recovered under the Proceeds of Crime Act and invests it back into local communities. This allowed players aged 10-16 to demonstrate their skills on the St Mirren main pitch. There were ultimately 4 victorious teams who all received winners' medals for their different age groups and all participants were able to meet several members of St Mirren's first team squad.

6.2 **Street Stuff Evaluation Follow Up**

The University of the West of Scotland undertook an independent evaluation of the Street Stuff programme during 2014. As a follow up in 2015, Social Work students from the University have been undertaking observation placements. In this quarter, 2nd year students visited 2 days per week over a 10 week period. They were shown how Street Stuff links into Social Work in practice. The feedback from students on the Street Stuff programme was very positive:

- *Street Stuff is giving children and young people an opportunity to thrive and develop. They have somewhere to go and something to do without getting themselves into trouble.*
- *The staff team get down to the children's level, having fun with them and building up a positive relationship, which in turn allows the child to feel comfortable to open up and share any concerns or worries.*
- *Issues or concerns can then be linked in with other agencies to get the appropriate support and help for the young person and their families.*
- *We gained more experience and knowledge from attending Street Stuff than we would have at a traditional social care setting due to the amount of partnership working.*

These pilot Social Work student observation placements have been successful, so further placements have been scheduled and will continue on a yearly basis. This will allow us to gain independent evaluation data on the Street Stuff programme on a regular basis.

7. **Integrated Control Room & CCTV System**

- 7.1 Construction works for the new integrated control room and CCTV network are progressing and are nearing completion, allowing the service to begin moving into the Community Safety Partnership Hub next month. All existing public space cameras on the network, have now been upgraded with the further 10 new cameras installed during July 2015. The improved mobile camera functionality is now being provided through the new mobile CCTV vans used within the Wardens Service. The current control room is now operating with upgraded software and functionality, which is producing images of a much higher quality than was previously possible. The CCTV system will continue to operate from Mill Street Police Divisional Headquarters until migration to the new integrated control room.

8. Background

- 8.1 Renfrewshire Community Safety Partnership is made up of services provided by Investigators, Youth Team, Noise Enforcement, Mediation, Wardens and CCTV. The Partnership is operationally managed within Community Resources and works in close partnership with other Council services, Police Scotland and Scottish Fire and Rescue Service to form the Community Safety Hub within Renfrewshire House.
- 8.2 Street Stuff is the Safer Renfrewshire Partnership's primary diversionary project with partners including Renfrewshire Council, St Mirren Football Club, Engage Renfrewshire, Police Scotland, and Scottish Fire & Rescue Service. Street Stuff delivers diversionary activities for young people in antisocial behaviour hotspots throughout Renfrewshire. This includes street football, and five 'Boxes' (mobile containers with games consoles; music and other activities aimed at young people). In addition, there is access to stadium facilities at St Mirren including professional gym equipment, table tennis and an indoor dome pitch. Activities are programmed and targeted to take place in key areas where evidence shows that diversionary activities will help to reduce youth antisocial behaviour. In 2014-15, over 25,000 young people have participated in Street Stuff events.
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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.

List of Background Papers - none

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**Community Safety Partnership
Service & Operational Performance Report
April 2014 – March 2015**

Community Safety Partnership, Service & Operational Performance Report

April 2014 – March 2015

1. MEDIATION

- 1.1 Table 1 provides information on the number of referrals received by the Mediation Service within the Community Safety Partnership. The aim of mediation is to facilitate the resolution of disagreements between neighbours. The service is available to all residents of Renfrewshire, regardless of tenure (i.e. Council, Owner occupiers, Housing Associations, etc.) and deals with a range of problems including neighbour noise, loud music and low level harassment.
- 1.2 Mediation referrals were at a low point in 2012-13. Therefore we made more proactive referrals via the Community Safety Hub and focused our daily tasking arrangements to ensure early intervention before antisocial behaviour escalated further. This led to an all time high in Mediation referrals in 2013-14. There was a significant decrease in 2014-15. This was considered a natural drop as only new disputes were referred during the financial year. The number of cases progressing to full mediation sessions also reduced slightly. However this was offset by maintaining a high number of cases where the situation improved after initial mediation intervention.

Table 1

Mediation Service	2011-12	2012-13	2013-14	2014-15
Referrals	255	244	407	311
Referrals leading to a full mediation session	22	21	17	13
Cases resolved through mediation session	17	14	8	7
Cases where situation improved after mediation intervention	34	34	42	40

2. ANTISOICIAL BEHAVIOUR INVESTIGATIONS

- 2.1 Table 2 provides information on the number of referrals per annum received by Investigators (both public & private sector) and the Youth Team within the Community Safety Partnership. Similarly with Mediation, Antisocial behaviour (ASB) referrals decreased in 2014-15 after more proactive work by the Community Safety Hub and daily tasking led to a surge in 2013-14. Investigator and Private Sector referrals reduced slightly to return to normal levels which are similar to 2012-13 totals.
- 2.2 The number of Youth referrals reduced in 2014/15 as anticipated but still remained at a high level. This can also be attributed to the Community Safety Hub and daily tasking process which includes input and intelligence from the successful Street Stuff programme. Information sharing and dissemination is ensuring that more young people

are being identified earlier, subsequently monitored, and then diverted into more meaningful activities at a much earlier stage.

Table 2

ASIST	2011-12	2012-13	2013-14	2014-15
Investigator referrals	161	156	162	141
Private Housing Officer referrals	150	121	178	130
Youth referrals	97	157	255	192
TOTAL	408	434	595	463

3. OUTCOMES

- 3.1 Table 3 provides information on the outcomes for ASB cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months remained high over the last few years, averaging at around 93% and was sitting at 92% in 2014/15. This reflects the reduction in youth cases which have a significantly higher reoffending rate than adult cases.
- 3.2 Nearly all ASB Investigation activities reduced in 2014/15 which corresponds with the reduction in the number of referrals. The exception was the installation of CCTV cameras which are proving effective in reducing incidents of reoffending in relevant situations where evidence shows they may be effectively deployed. To support this we inherited 3 CCTV cameras from the former Planning & Transport Department, and there was also a significant increase in referrals via the Community Safety Hub and Police Scotland.

Table 3

Outcomes /Outputs	2011-12	2012-13	2013-14	2014-15
ASIST cases reoffending within 6 months	24	25	47	36
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	95%	96%	90%	92%
Contact with complainers	1815	1864	2219	1482
Visits to perpetrators	880	919	1068	837
Leaflet drops to communities	140	191	199	163
CCTV installations	13	14	12	27
Youth Notices served	63	55	111	55

Acceptable Behaviour Contracts	1	10	3	6
ASBO's	0	0	0	0

4. DOMESTIC NOISE ENFORCEMENT

- 4.1 Table 4 provides information on complaints during 2014/15 to our Noise Enforcement Team for domestic noise from dwelling houses. The number of incidents reported to the Noise Team decreased slightly, but partnership working with Police Scotland ensured noise complaints were regularly referred. Response times continue to remain at a good level with average time below 30 minutes (0.46 hours) to attend. There was a significant increase in Fixed Penalty Notices being issued after initial warnings. However, the number of notices is within the expected range based on the number of warnings given.

Table 4

Domestic Noise Complaints	2011-12	2012-13	2013-14	2014-15
Settled without attendance on site	398	440	653	601
Required attendance on site	729	613	591	552
Total complaints	1127	1053	1244	1153

Average time (hours) to attend complaint	0.3	0.4	0.42	0.46
Warnings Given	143	141	95	102
Fixed Penalty Notices Issued	8	8	2	10

5. ENVIRONMENTAL ENFORCEMENT NOTICES ISSUED

- 5.1 Table 5 provides information on environmental enforcement activity carried out by the Wardens Service. Enforcement activity has significantly reduced in recent years and this continues in 2014-15. Enforcement action has become more difficult as our education programmes and visible warden patrols have made the public more conscious of them. Litter and the enforcement of the smoking ban remain the highest enforcement activities within the Wardens Service. Dog fouling complaints remain high (see table 6) and unfortunately awareness of patrols by the Wardens has reduced the number of offences being witnessed. We are currently reviewing the visibility of wardens on patrol with a view to making their uniform less visible, to increase the likelihood of issuing Fixed Penalty Notices (FPNs) to perpetrators in the future.
- 5.2 Fly-tipping is the only enforcement activity which has seen significant increases in enforcement notices issued in recent years. During 2014-15, the wardens were more proactive in their investigations, sometimes monitoring cases over several months and

utilising CCTV cameras. This led to the increase in the issuing of FPNs for Fly-tipping and the clean up of a number of significant long term fly-tipping sites which has continued during 2015/16.

Table 5

Enforcement Activity	2011-12	2012-13	2013-14	2014-15
Litter	421	399	214	117
Dog Fouling	137	129	65	41
Fly-tipping	19	12	12	40
Smoking Ban related	132	147	96	53
Excessive Emissions	4	4	11	13
Abandoned Vehicles	15	7	15	8
Dog Control	0	13	32	19
Total Enforcement Activity	728	711	445	291

6.

WARDEN SERVICE REQUESTS

- 6.1 Table 6 provides the number of requests for the Wardens Service over the last 4 financial years. In 2014/15, requests for Warden Service intervention continued to be less than during the previous financial years. Analysing the data further, highlighted that the working hours of the Warden Service required to be extended to tackle antisocial behaviour at peak times. In December 2014, the new working hours of the Warden Service were introduced:

Wardens new hours of work	Monday – Thursday	Friday & Saturday	Sunday
Summer	8am - 11pm	8am till midnight	12am – 11pm
Winter	8am - 10pm	8am till midnight	11am – 10pm

This has lead to an increase of ASB calls in 2015, and we anticipate a corresponding increase in warden service requests in 2015/16.

- 6.2 Dog fouling remains the most common complaint to the Wardens Service. There have been a number of dog fouling campaigns undertaken by the service to highlight, and better respond, to this issue. We have been encouraging our communities to report these issues to us anonymously, allowing prevention/enforcement activity to be better targeted at times and locations of concern. However, the key difficulty in addressing this issue is visibility of the wardens. Options to address this are being looked at.
- 6.3 Street disorder calls remained at a constant low compared to previous years. This is considered to be as a direct result of the improved partnership working approach and the increased deployment of Street Stuff activities through the Community Safety Hub to better target resources and support where it is most required.

Table 6

Service Requests	2011-12	2012-13	2013-14	2014-15
Smoking	149	149	104	59
Dog related	1660	1892	1963	1781
Public health	372	383	309	76
Environmental	1406	1470	1126	1111
Street disorder	1148	816	486	487
Estate management	539	442	532	344
Noise	250	350	323	323
Threatening behaviour	33	56	46	25
Vehicle issues	198	176	207	322
Community safety	739	579	488	462
Total	6494	6313	5584	4990

7. COMMUNITY CLEAN UPS

- 7.1 Table 7 provides information on community clean ups in each Local Area Committee (LAC) area. There was a marked decrease in community clean up activities in the Renfrewshire area in 2014-15. In previous years, we promoted the 'Do Your Bit' initiative with proactive communications with the community via LACs; schools; community groups and community councils. In 2015/16, we are returning to a more proactive approach by encouraging the community to be more involved in this positive activity.

Table 7

Litter Pick Events	2011-12	2012-13	2013-14	2014-15
Paisley North	19	23	26	6
Paisley South	7	27	29	10
Erskine & Riverside	10	17	39	15
Johnstone & Villages	10	21	18	9
Renfrew & Gallowhill	12	14	21	11
Totals	58	102	133	51

8. COMMUNITY SAFETY ACTIVITIES

8.1 Community Safety Services were also involved in a number of engagement, diversion, educational, public reassurance and environmental activities, to change behaviour and promote sustainable and vibrant communities throughout 2014/15. Listed below is an outline of some of these activities.

8.2 Education/Diversion

Safe Kids - Safe Kids is a community safety partnership educational event carried out over a three week period each March, involving St Mirren FC; Scottish Fire & Rescue; Police Scotland; Community Safety and other Council Services as well as relevant partnership organisations. Workshops were delivered to all Renfrewshire Primary 6 pupils regarding antisocial behaviour including vandalism; alcohol and drug awareness; internet safety; fire safety; litter and dog fouling.

School Talks – There were a range of promotional and educational visits to Renfrewshire School pupils undertaken by the Community Safety Partnership. These were targeted at P7 pupils in all Primary schools and S1 pupils in all Secondary schools throughout Renfrewshire encouraging young people to make better choices around responsible citizenship and community safety, and raise awareness of the impact of antisocial behaviour on the community.

In partnership with Scottish Fire & Rescue and Police Scotland, we undertake Firework Safety talks to all S1 and S2 pupils within Renfrewshire High Schools to raise awareness of the dangers around the use of fireworks and the consequences when things go wrong, encouraging their attendance at organised firework displays.

Fire Reach – Fire Reach is a 4 day programme run by Scottish Fire and Rescue Service and supported by our Youth Officers. They worked with a group of young people who had been, or were, at risk of being involved with fire related crime within Renfrewshire. The programme raised awareness of the dangers involved with handling fire and other related antisocial behaviours, with input from community safety partners such as Police and Wardens. The young people also experienced activities at the fire service training centre in Cowcaddens, Glasgow and learned about the risks facing fire-fighters in real life.

Street Stuff - Street Stuff is a partnership project of diversionary activity with Renfrewshire Council; St Mirren Football Club; Scottish Football Association; Engage Renfrewshire; Police Scotland, and Scottish Fire & Rescue Service. We delivered diversionary activities for young people in antisocial behaviour hotspots throughout Renfrewshire. This included street football, and five 'Boxes': mobile containers which provided games consoles; music and other activities to young people in LAC areas. In addition there was access to stadium facilities at St Mirren where gym equipment and table tennis provided as well as access to the Dome pitch.

Kick and Collect - An extension of the Street Stuff programme which encouraged young people to get involved with looking after their own communities. Young people carried out activities such as litter picks and graffiti removal, and in return for their hard work were offered recognition through being given football tickets, snowboarding or cinema tickets donated by partners and local businesses.

8.3 Public Reassurance

Bonfire Night - The Community Safety Partnership supported the work of Scottish Fire and Rescue Service on bonfire night by co-ordinating CCTV cover for fire fighters, with Wardens and Police attending call-outs in areas where there was a likelihood of attacks. This helped ensure the safety of officers by providing a visual deterrent, and if necessary evidence of attacks on fire crews. Prior to the 5 November, Wardens patrolled the local area ensuring that materials being used to create unofficial bonfires were identified and then removed by StreetScene Services.

Safer Streets – Community Safety Partnership supported visitors to Paisley Town Centre over the festive period by providing additional Warden and Police patrols; taxi marshalling; Safe bus treatment facility for minor injuries, and giving out practical safety awareness materials such as anti-pickpocket bells. The 2014 Paisley Lights Switch On was especially busy with 32,000 people in attendance. Wardens provided additional support with a community safety and crowd management role including operating the 'lost children' service.

School Watch – School Watch was carried out during school holidays throughout the year, with regular Warden and Police patrols of schools and other buildings taking place. Analytical work helped to direct resources to cover times and locations where youth disorder and vandalism has been demonstrated in the past.

8.4 Environmental Issues

Vehicle Emissions Testing - The Community Safety Hub coordinated two days of action on excessive vehicle emissions, in conjunction with Police Scotland and Licensing Standards in November 2014 and March 2015. A total of 561 vehicles were tested with 13 failing the prescribed test. Licensing Standards Officers tested a total of 56 taxis/private hire cabs and 8 notices were issued for various defects.

9. SERVICE PLEDGES

- 9.1 Table 8 provides information on meeting the Community Safety customer service pledges. Service pledge compliance levels have remained consistently high over the last few years. In 2013-14, the percentage of 'visits to persons being complained about' carried out within 10 days was at a low of 95% but improved during the 2014/15 financial year. This will continued to being closely monitored.

Table 8

Service Pledges	2011-12	2012-13	2013-14	2014-15
Visit both neighbours within 5 working days	100%	100%	100%	100%
Offer those involved an initials mediation session within 5 working days	100%	100%	100%	100%
Contact complainer within 3 working days	99%	99%	98%	99%
Visit other affected neighbours within 5 working days	97%	100%	99%	99%
Consult other agencies within 5 working days	100%	100%	100%	100%
Visit the person being complained about within 10 working days	99%	97%	95%	96%

10. AWARDS

In 2014, Renfrewshire Council (Safer and Stronger Renfrewshire Partnership) won the Alarm Annual Awards for 'Community Risk' and was runner up at the APSE Awards for 'Best Public Partnership Working Initiative'. We were successful in these prestigious UK awards for our community safety initiatives including Safe Kids, Firereach and Youth Offending Project.