
To: Communities, Housing & Planning Policy Board

On: 26 October 2021

Report by: Director of Communities and Housing Services

Heading: Renfrewshire Anti-Social Behaviour Strategy 2021 – 2024: Draft for Consultation

1. Summary

- 1.1 The Antisocial Behaviour etc. (Scotland) Act 2004 requires Local Authorities and Chief Constable of Police Scotland to produce a strategy for dealing with antisocial behaviour. The Renfrewshire Antisocial Behaviour (ASB) Strategy is aligned to the National Framework 'Promoting Positive Outcomes: Working together to Prevent Antisocial Behaviour in Scotland' and the associated four pillars; prevention, early intervention, enforcement, and rehabilitation. The main Community Planning priority relevant to Renfrewshire's Anti-Social Behaviour Strategy is ***"Our Renfrewshire is safe: Protecting vulnerable people and working together to manage the risk of harm."***
 - 1.2 The Draft Renfrewshire ASB Strategy 2021-2024 which is attached to this Report has been developed with a range of statutory, voluntary and community partners whilst taking account of the legislative requirements set out in the Antisocial Behaviour etc (Scotland) Act 2004 and the Board is asked to approve this document for consultation with a view to the finalised report being considered by the Board in January 2022.
 - 1.3 The outcomes / priorities detailed in the Draft Renfrewshire ASB Strategy 2021-2024 have been developed by drawing on evidence such as complaints reported through various channels and consultation results of Renfrewshire Public Services Panel.
 - 1.4 An Action Plan is also provided at Appendix 2 and reflects improvement actions that have been identified during the course of the review. This has been informed by consultation with stakeholders including a focus group of council housing tenants.
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2. Recommendations

- 2.1 It is recommended that members of the Communities Housing and Planning Policy Board:
- (i) approve the Draft Renfrewshire Antisocial Behaviour Strategy 2021-2024 for consultation;
 - (ii) note the proactive approach being adopted by a range of statutory, voluntary and community partners to tackle antisocial behaviour within Renfrewshire;
 - (iii) note the action plan developed following the review of policy and procedures; and
 - (iv) agree that an annual update on the progress of the Antisocial Behaviour Strategy and delivery of the Action Plan will be reported to the Communities, Housing and Planning Policy Board.
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3. Background

- 3.1 In approving the Annual Assurance Statement that the Council is required to submit to the Scottish Housing Regulator at the Communities, Housing and Planning Policy Board on 27 October 2020; members also agreed that a report be brought to a future meeting of the policy board in relation to antisocial behaviour and associated elements.
- 3.2 At the meeting on 16 March 2021, the board noted that work was ongoing within Renfrewshire's Community Safety Partnership to review the overall Anti-Social Behaviour strategy as an integral part of the Community Safety Partnership Service Delivery Plan. In addition, a review would be carried out of housing landlord policy and practice in relation to anti-social behaviour. The board agreed that further reports on progress of the review and the development of the Community Safety Partnership Anti-Social Behaviour Strategy be brought back for consideration and agreement to future meetings of the board.
- 3.3 Anti-social behaviour sits within the broader context of public protection and delivering safer communities. Community safety has a key role to play in creating the conditions in which communities can develop the confidence and capacity they need to engage positively with their environment and with partner agencies improving quality of life and outcomes for individuals and families and maximising feelings of safety and security.
- 3.4 Dealing with anti-social behaviour is a collective effort and is delivered by the Council working with all relevant partners through the Community Safety Partnership. Processes and procedures are governed by key areas of legislation and guidance including the Anti-social Behaviour (Scotland) Act 2004, and the Housing (Scotland) Act 2001 and subsequent amendments.

4 Renfrewshire Process and Practice

- 4.1 In the process of reviewing the effectiveness of current practices, policies and procedures in managing anti-social behaviour; both strengths and opportunities for improvement were identified.
- 4.2 In Renfrewshire we have established a thriving Community Safety Partnership working together in the interest of community safety and public protection and are committed to proactive public protection.
- 4.3 The Community Safety Partnership Hub has been recognised as best practice nationally and includes the CCTV Operations Room and public space CCTV.
- 4.4 The Community Safety Partnership has developed a holistic approach to addressing antisocial behaviour. At daily tasking meetings housing officers and Anti-social behaviour investigators work alongside other relevant partners and safeguarding agencies, with a view to resolving issues before they escalate to the point where more formal interventions are required.
- 4.5 In this proactive forum, Officers investigate complaints, share relevant information and seek to resolve issues as quickly as possible; to reduce the wider impact of antisocial behaviour on the community and to encourage those involved in antisocial behaviour to consider their actions before they have reached the point of causing significant harm. The partnership has seen considerable success in taking forward this approach with overall reports of anti-social behaviour consistently around a quarter of the level they reached in advance of the establishment of the partnership.
- 4.6 In seeking to improve practice the partnership introduced Monthly Tasking in October 2020 which is an escalation process from Daily tasking where initial early interventions have not resolved issues and a more intense response is required. Additional partners have been identified as having the expertise to contribute to the Daily tasking early intervention process.
- 4.7 In March 2021 Community Safety Mental Health nurses were integrated to engage with persons where concern is evident but the individual is not open to any other service and provides a wraparound and signposting service. In September 2021 attendance has been secured from the Overdose Interventions Team who are available to provide frontline support to those identified as having near miss overdose episodes which have an impact on the wider community.
- 4.8 The overall approach is supported by a robust and comprehensive information sharing protocol to ensure the proportionate and confidential sharing of information – only where it is deemed necessary to protect an individual or a community from coming to harm. In all cases the Partnership use the resources and legal processes at their collective disposal to improve the situation for tenants and residents. The aim of all action and intervention is to support people to cease the continuation of any nuisance that is impacting on surrounding residents, or the wider community.

5 Engagement & Best Practice

- 5.1 In producing this Draft Strategy, members of the daily tasking group recognised the key role tenancy management plays in creating conditions in which people feel secure in their homes and supported should they experience issues with neighbours, members of their household and or visitors to their home.
- 5.2 Good practice and innovative approaches were researched and examined at a national level through the Councils membership of the Scottish Community Safety Network and the Anti Social Behaviour Officers Forum (ASBOF). It was established the Community Safety Partnership is consistent with National practices in relation to Anti social behaviour interventions. The Daily Tasking model has been recognised as best practice for Multi agency working and is utilised as a core training measure for the National Community Safety Multi Agency course delivered at the Scottish Police Training College.
- 5.3 Social landlords; including the Council's Housing Service are often the first point of contact in relation to neighbour complaints and neighbour nuisance. The Council's housing service include at the outset of a tenancy a 'good neighbour agreement' which sets out expectations in relation to behaviour and consideration of neighbours. The operational procedures for housing officers set out timescales for responding to complaints and to seek resolution quickly and amicably. There are robust referral procedures in place and ASB is included in the training plans for housing officers.
- 5.4 The outcomes from management of low-level complaints suggest that the procedures are working effectively with only 51 of the 483 complaints received (11%) by the councils Housing Service escalating and requiring intervention from Anti-social behaviour investigators.
- 5.5 Opportunities for improvement were considered and in consultation with stakeholders, including a Focus group of Council Housing Tenants; alongside a review of best practice in managing and tackling anti-social behaviour across other landlords through the forums mentioned above, the following areas for potential improvements were highlighted.
 - It would be helpful if all landlords in Renfrewshire used the 'Good Neighbour Agreement' and consistent procedures for dealing with Anti-social behaviour.
 - That an 'end to end' shared procedural document would be helpful for staff and joint training to further develop awareness and joint working.
 - There are a number of ways a complaint can be received across the partnership, depending on the nature and seriousness of the complaint, the housing tenure, nature of premises or location of incident involved, this can sometimes cause confusion. Tenants advised us that it would be helpful to have more information within the Council's communication channels on ASB and also suggested a People's News Article.

- There was a lack of awareness amongst the focus group of tenants of the Daily Tasking process, however, when this was explained the group agreed this was a positive process.
- 5.6 The Draft Strategy document attached to this report clarifies the processes across the key partners involved and outlines the purpose of the 'Daily Tasking meeting'; when published the strategy and processes will become more visible as the document will be widely available and accessible using the range of digital channels across the partnership.

6 Consultation Process

- 6.1 The feedback to date and opportunities for improvement have been translated into an action plan which is attached as appendix 2 to this report. The plan will be further reviewed and updated as necessary to reflect any actions arising from feedback during the consultation period.
- 6.2 Each area of the action plan will be governed by the Community Protection (PREVENT) steering group. This will facilitate the development of new and improved ways of dealing with housing and neighbour related antisocial behaviour across all tenures.
- 6.3 The Antisocial Behaviour (Scotland) Act 2004 requires all local authorities to publish a strategy jointly with the Chief Constable of Police Scotland for their Council area. This requirement has not changed since the 2004 Act came into force and strategies must continue to be published and reviewed.
- 6.4 The Antisocial Behaviour etc. (Scotland) Act 2004 states that a person engages in antisocial behaviour if they: "act in a manner that causes or is likely to cause alarm or distress" or "pursue a course of conduct [including speech] that causes or is likely to cause alarm or distress to at least one person not of the same household."
- 6.5 All local authorities and Police Scotland are required to consult with the Principal Reporter, registered social landlords, community bodies and "other persons" considered appropriate, to assist in the preparation, review, and revision of Anti-social behaviour strategies.
- 6.6 Statutory, voluntary and community partners have agreed to review Renfrewshire's ASB Strategy 2021-2024 and report to the Policy Board and across the partners. Following consultation, the Anti-social behaviour strategy will be finalised and presented to this Policy Board for approval.

Implications of the Report

- 1. Financial** - none
- 2. HR & Organisational Development** – none

3. **Community/Council Planning** – A range of statutory, voluntary and community partners have been consulted to develop Renfrewshire's Draft Antisocial Behaviour Strategy 2021-2024
4. **Legal** – Renfrewshire Draft Antisocial Behaviour Strategy 2021-2024 has been seen to meet the requirements of the Antisocial Behaviour etc. (Scotland) Act 2004
5. **Property/Assets** – none
6. **Information Technology** –
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 & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none
12. **COSLA Policy Position** – none
13. **Climate Risk** - none

List of Background Papers:

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RENFREWSHIRE
COMMUNITY SAFETY PARTNERSHIP



ANTISOCIAL BEHAVIOUR STRATEGY
2021-2024
Consultation Draft

Contents

Joint Statement	3
Strategic Context	4
National Context	Error! Bookmark not defined.
Working in Partnership	6
Renfrewshire's Community Safety Partnership Hub	6
Resolving Anti-Social Behaviour – Processes, Issues and Challenges	8
Prevention and Early Intervention	10
Anti Social Behaviour in Renfrewshire – Plan on a Page	12
Supporting Information and Plans	13
Links to Strategic Plans	13
Renfrewshire's Public Service Panel	14
Information Sharing Protocol (ISP)	14
Legislative Background	16
Consultation	Error! Bookmark not defined.
Monitoring Evaluation & Review	17
What Our Community said:	18
Appendix 1 – Case Studies	19
Appendix 2 - ASB Process Map	22
Appendix 3 - Evidence of Anti-Social Behaviour in Renfrewshire	23
Appendix 4 - Partners	27

Joint Statement

Anti-social behaviour has a significant impact on a victim's quality of life. Increasing the confidence of our communities around this issue is very important, as is providing reassurance that it is an issue which is taken seriously.

However, anti-social behaviour is not an issue which any single agency can deal with on its own: it takes a partnership approach involving the community and a range of agencies. Ultimately the best outcomes are achieved when the people involved in anti-social behaviour acknowledge the impact that their behaviour is having on others and make changes to reduce the impact of their behaviour on their neighbours and communities.

There are a range of powers and options available to partner organisations to tackle the issue of anti-social behaviour and partners work with each other and the community to utilise the options available to ensure that instances of anti-social behaviour continue to remain low, and that public confidence in relation to this issue improves.

The Antisocial Behaviour etc. (Scotland) Act 2004 requires the Local Authority and Chief Constable of Police Scotland to produce a strategy for dealing with antisocial behaviour. This strategy has been endorsed by Renfrewshire Community Safety Partnership highlighting the breadth of partners who respond to antisocial behaviour in Renfrewshire.

This strategy sets out the legislative requirements of the Antisocial Behaviour etc. (Scotland) Act 2004 and how agencies will respond to antisocial behaviour in Renfrewshire through a partnership and evidence led early intervention approach.

Whilst overall incidents of antisocial behaviour reported to both Renfrewshire Council and Police Scotland have reduced over the previous three years, when it occurs, antisocial behaviour has a serious impact on the lives of our residents and a negative impact on communities within Renfrewshire.

Partnership working is the key to tackling antisocial behaviour. The Community Safety Partnership is committed to the continuous development of coordinated, effective, efficient services which together, meet the needs of communities and deliver better outcomes for all.

The Community Safety Partnership's innovative Daily and Monthly Tasking process is central to understanding and responding to incidents of anti-social behaviour and seeks to ensure partners take a robust approach to tackling public protection issues affecting residents in Renfrewshire. This has been identified as best practice. With the key aims of ensuring early intervention and a partnership approach to problem solving, it ensures the communities of Renfrewshire receive the most effective service from all Partners.

Strategic Context

Renfrewshire's Anti-Social Behaviour Strategy takes account of key local and national reviews and policies which are likely to have implications for the future delivery of public services in Renfrewshire against a backdrop of increasing demand for services, demographic change, and resource pressures.

Increasing the confidence of our communities around this issue is very important, as is providing reassurance that it is an issue which is taken seriously. However, anti-social behaviour is not an issue which any single agency can deal with on its own: it takes a partnership approach involving the community and a range of agencies. Ultimately the best outcomes are achieved when the people involved in anti-social behaviour acknowledge the impact that their behaviour is having on others and make changes to reduce the impact of their behaviour on their neighbours and communities.

There are a range of powers and options available to partner organisations such as the police, local authorities, registered social landlords and voluntary sector organisations to help to prevent antisocial behaviour and criminal behaviour escalating and eliminate the need for court action at a later stage. Partners will work with each other and the community to utilise the options available to ensure that instances of anti-social behaviour continue to remain low, and that public confidence in relation to this issue improves.

National Context

The Scottish Government's 'Building Safer Communities' is a collaborative programme which seeks to help national and local partners and communities work together to make Scotland safer and stronger. Its vision is for:

'a flourishing, optimistic Scotland in which resilient individuals, families and communities live safe from crime, disorder and harm'.

A key aim of Building Safer Communities is to reduce the number of victims of crime and victims of unintentional harm in Scotland. The aim of the programme is to work collaboratively with partners to help achieve local outcomes aligned to the overarching aims of Building Safer Communities.

In 2009 the Scottish Government published a National Framework to tackle Antisocial Behaviour entitled ***"Promoting Positive Outcomes: Working Together to Prevent Antisocial Behaviour in Scotland"***.

The framework introduced four pillars to respond to antisocial behaviour- prevention, integration, engagement and communication. Key to achieving the aims of the prevention pillar was an update to a PIER (Prevention, early Intervention, Enforcement and Rehabilitation) model as introduced in national guidance in 2004. The Promoting Positive Outcomes document defined the components of the PIER model as:

- **Prevention:** requires foresight and planning in terms of putting measures which are likely to create a physical and social environment where antisocial behaviour is less likely to arise. Such measures can start before the antisocial behaviour is evident through a programme of proactive elements such as CCTV and a strong focus on education, support, community engagement and the creation of strong sustainable family environments.
- **Intervention:** Early and effective intervention includes putting in place measures that will help to address problems at the earliest opportunity both in relation to individuals and communities. A variety of approaches and services from a range of statutory and voluntary agencies are needed to provide the choices and chances required to offer opportunities to divert people away from antisocial behaviour.

- **Enforcement:** Enforcement should be considered when effective interventions have been tried, failed or deemed not appropriate. Enforcement requires to be appropriate, proportionate and timely and supported by intervention, education, support and rehabilitation.
- **Rehabilitation:** There is a need to understand and assess the needs of individuals and communities in order to provide long-term solutions. An understanding and perception of the impact of ASB is necessary to fully break the cycle of offending and to provide the focus for services to fully integrate to deliver long-term solutions.

Underpinning and crucial to the 4 step model is Education and support. Education can be delivered in the academic sense through the school curriculum or in a more theoretical context through community engagement and communication. Education can be provided to those involved in ASB with a view to addressing their behaviour and also to individuals and communities affected by ASB to empower them to access services and take action where appropriate. Support provides the means to deliver sustainable solutions within communities explicitly through targeted support measures for perpetrators.

The National Performance Framework (NPF) provides a clear vision for Scotland with broad measures of national wellbeing covering a range of economic, health, social and environmental indicators and targets. In respect of antisocial behaviour, the relevant national outcome is:

'we live in communities that are inclusive, empowered, resilient and safe'.

(source-<https://nationalperformance.gov.scot/national-outcomes/communities>)

Working in Partnership

Renfrewshire Community Safety Partnership is led by the Renfrewshire Community Protection (PREVENT) Steering Group. Ultimately the aim of the partnership is that the people of Renfrewshire feel safe in their homes and their communities. The Community Safety Partnership has adopted a collaborative multi-agency, partnership approach to addressing Anti-Social Behaviour.

Renfrewshire's Community Safety Partnership Hub

Anti-social behaviour has an impact on communities in a number of different ways, however in terms of behaviour that impacts on individuals and communities many instances relate to 2 key areas of activity. Anti-social behaviour impacting on individuals domestic residential setting and anti-social behaviour that impacts on public spaces – much of which takes places in town centres and relates to the night-time economy.

Renfrewshire has established a Community Safety Partnership Hub consisting of statutory, voluntary and community organisations. Partners actively work collaboratively on joint priorities in the interest of community safety and public protection and are committed to proactive public protection. The Partnership Hub has a key focus on addressing and responding to anti-social behaviour impacting on town centres and businesses as well as targeting support and assistance to respond to anti-social behaviour impacting on people in their homes. The aim is to safeguard the people and communities of Renfrewshire to ensure that communities, businesses, residents and individuals throughout Renfrewshire can go about their lives freely, safely and with confidence.

Renfrewshire Community Safety Partnership includes Renfrewshire Council, Police Scotland, Scottish Fire and Rescue, Housing Associations, and other local partners. The approach has been recognised as best practice nationally and includes the CCTV Operations Room and public space CCTV. These resources are supported by targeted uniform patrols on foot and vehicle including mobile CCTV vehicles. These patrols are deployed to proactively monitor and respond to emerging trends and hotspots identified through the daily tasking process.

Renfrewshire Community Safety partnership has a range of resources and policies in place to tackle anti-social behaviour. Good working practices include:

- Multi-agency Daily Tasking Meetings
- Multi-agency Hot Spot and escalation action through Monthly Tasking
(These are tried and tested ways/methods of tackling cases about individuals or by location)
- Noise Monitoring Equipment
Specifically bought so that difficult to prove cases of ASB noise could be monitored, analysed and used to take further action against perpetrators of ASB causing alarm and distress to their neighbours or in the community.
- Youth Officers– Officers with a particular focus on early intervention and joint working with schools and youth organisations
- Local Authority Liaison Officer (LALO) - The officer represents Police Scotland at multi -agency meetings and co-ordinates multi-agency responses to community problems.
- Senior Community Support Officers
- Public Space CCTV operators
- Radio Link
- Victim Support for persons affected by ASB
- Mediation Services

All these services are available to support the community of Renfrewshire and specifically target anti-social behaviour, its causes and effects.

At the time of writing this strategy, Renfrewshire has recorded markedly low levels of anti-social behaviour complaints driven partly by changes in behaviours experienced during the 'lockdown' periods of the pandemic, and in particular, closure of licensed premises and restrictions on the night-time economy. It is therefore expected that complaints of anti-social behaviour will increase again to more normal historic levels as society returns to more normal living and working patterns.

During the period of this strategy the Community Safety Partnership will have a focus on working with businesses and transport providers in particular to support the restoration of the night-time economy while minimising any increase in anti-social behaviour, beyond the low levels that were being experienced just before the pandemic impacted.

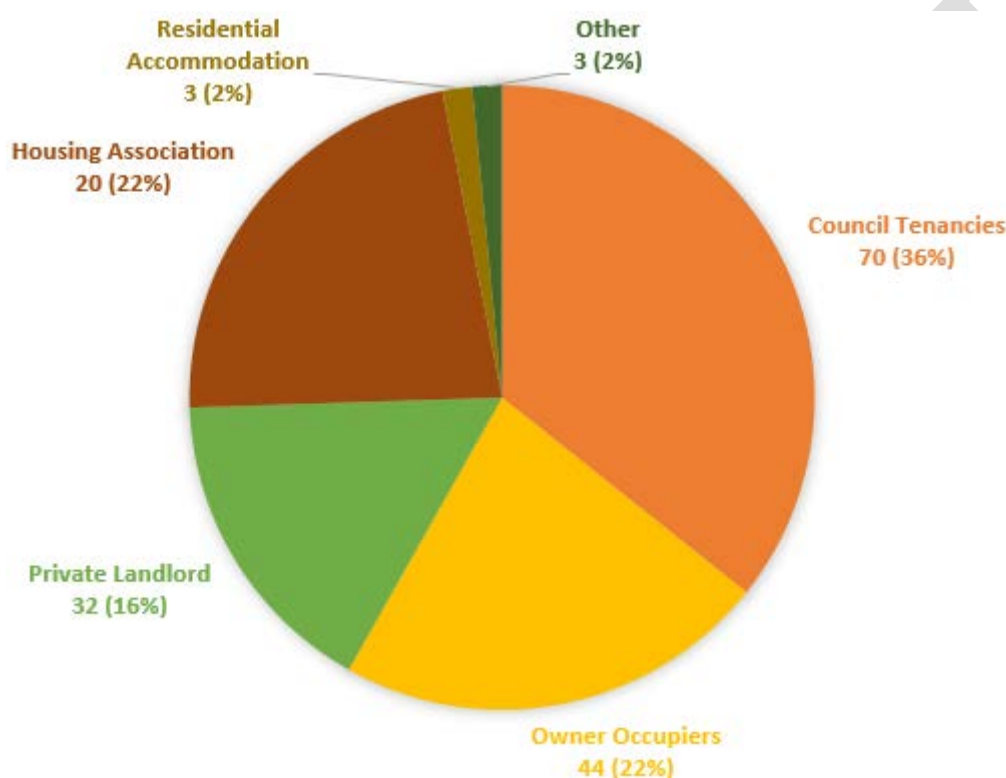
The partnership hub utilises a variety of resources to prevent disruption and respond to public concerns caused by anti-social behaviour. The CCTV Control room provides 24-hour cover 7 days a week and has a direct link to the Police Scotland Control Room. This service works closely with and targets the provision of Response and Community Police officers, Community Safety Wardens Service and the Council Youth Team as well as supporting the Business Community and Transport Providers. An early intervention approach is used with the application of 'Radio Link' which provides a direct radio link to the CCTV operators from key business premises and allows businesses to work collaboratively to maximise early reporting and secure quick response to emerging issues. Current partners using this service include Community Policing Officers, British Transport Police Control Room, Licensed premises security, retail premises security, Community Safety Wardens, Youth Officers and the extended Taxi Marshalling service introduced as an enhancement to Community Safety at peak times for Licensed premises activity – eg, festive periods and peak weekends.

Where Group or youth anti-social behaviour has occurred in public areas and persons are identified, Community Safety Youth officers engage directly with the youths and families involved in 1 to 1 dialogue to encourage positive citizenship and encourage changes in patterns of behaviour. They liaise and engage with the Early and Effective Interventions programme which includes partnerships with the Children's Reporter, Police Scotland, Social Work (Children's Services) and Education services. Diversionary and mentoring activities including 'Streetstuff' run in partnership with Police Scotland, Scottish Fire and Rescue Service, Engage Renfrewshire and St Mirren Football Club is also used to engage with and divert young people from anti-social behaviour in known hotspot areas. The programme provides free diversionary activities to young people in the evenings, weekends and school holidays and also impacts on food poverty with the provision of meals for youths participating.

The out of hours services provided at the hub ensure that the partnership response to emerging incidents, whether it be youth disorder, vulnerable persons, homeless and missing persons or indeed groups or individuals travelling into the council area are identified and the most appropriate resource is notified to take early and preventative action.

Resolving Housing related Anti-Social Behaviour – Processes, Issues and Challenges

The majority of anti-social neighbour complaints and disputes received by housing teams are successfully resolved at an early stage through a process of engagement and mediation led by local housing officers, using their professional experience and understanding of the tenant's circumstances. The table below includes Landlord cases in addition to cases reported directly to Community Safety Partnership (CSP).



**Registered Social Landlords Across Renfrewshire also report outcomes to the Scottish Housing Regulator as part of their Annual Performance Return on the Scottish Social Housing Charter, which is reported to their respective Policy boards and their tenants*

A case would normally be escalated beyond the housing officer's investigation when the tenancy agreement has been breached on 3 separate occasions within a 12-week period of each written warning being issued. At this point the case is investigated by dedicated officers within the Community Safety Team. Under this process the anti-social behaviour investigation team undertake specialist interventions and investigations in order to prevent the anti-social behaviour from escalating or continuing. Professional officers work with all participants and with relevant partner agencies to seek to resolve the issues that are leading to anti-social behaviour, which may include the use of mediation and/or enforcement activities.

The partnership recognises that Neighbour disputes can be particularly difficult to resolve. Tolerance levels are different for all and although extremely upsetting for some people the matters reported to housing officers or the Community Safety Partnership do not always merit an anti-social behaviour investigation or formal intervention. Individual thresholds and interpretation of anti-social behaviour differ and as such each case is assessed and the most appropriate intervention utilised. This means that in exceptional cases, where the evidence supports it, cases can be escalated to formal investigation and robust intervention

before 3 breaches of a tenancy agreement have occurred. The most realistic and likely route to a successful outcome is that the affected neighbours modify their behaviours and accommodate the needs and preferences of each other as far as possible. This is normally achieved through mediation. As only the most serious or persistent cases of anti-social behaviour are ultimately referred to the Community Safety Partnership poor behaviours can have become established and a willingness to compromise can be difficult to achieve. However, intervening too early can also be counterproductive as it can escalate a situation which would have resolved itself through time and informal dialogue if given the opportunity to do so.

The Community Safety Partnership has developed a holistic approach to addressing antisocial behaviour that seeks to assess the circumstances of each case and determine the best course of action based on experienced officers that know the circumstances and individuals involved and have an understanding of historic patterns of behaviour. At daily and monthly tasking meetings housing officers and community safety investigators work alongside other relevant partner and safeguarding agencies, with a view to resolving issues before they escalate to the point where more formal intervention is required. Officers investigate complaints, share relevant information and seek to resolve issues as quickly as possible to reduce the wider impact of anti-social behaviour on the community and to encourage those involved in anti-social behaviour to consider their actions before they have reached the point of causing significant harm. The partnership has seen considerable success in taking forward this approach with overall reports of anti-social behaviour significantly reduced as a result.

Cases of anti-social behaviour from private tenants or owner occupiers will in the first instance be investigated by the Community Safety Anti Social Behaviour Investigation team. Concerns will then be routed to the most appropriate partner or department within Renfrewshire Council through the daily and monthly tasking process.

If the perpetrator is a secure tenant of the Council or a Registered Social Landlord they will have entered into a tenancy agreement. Failure to adhere to the terms of the agreement in relation to conduct may result in their landlord seeking an interim anti-social behaviour order or even eviction.

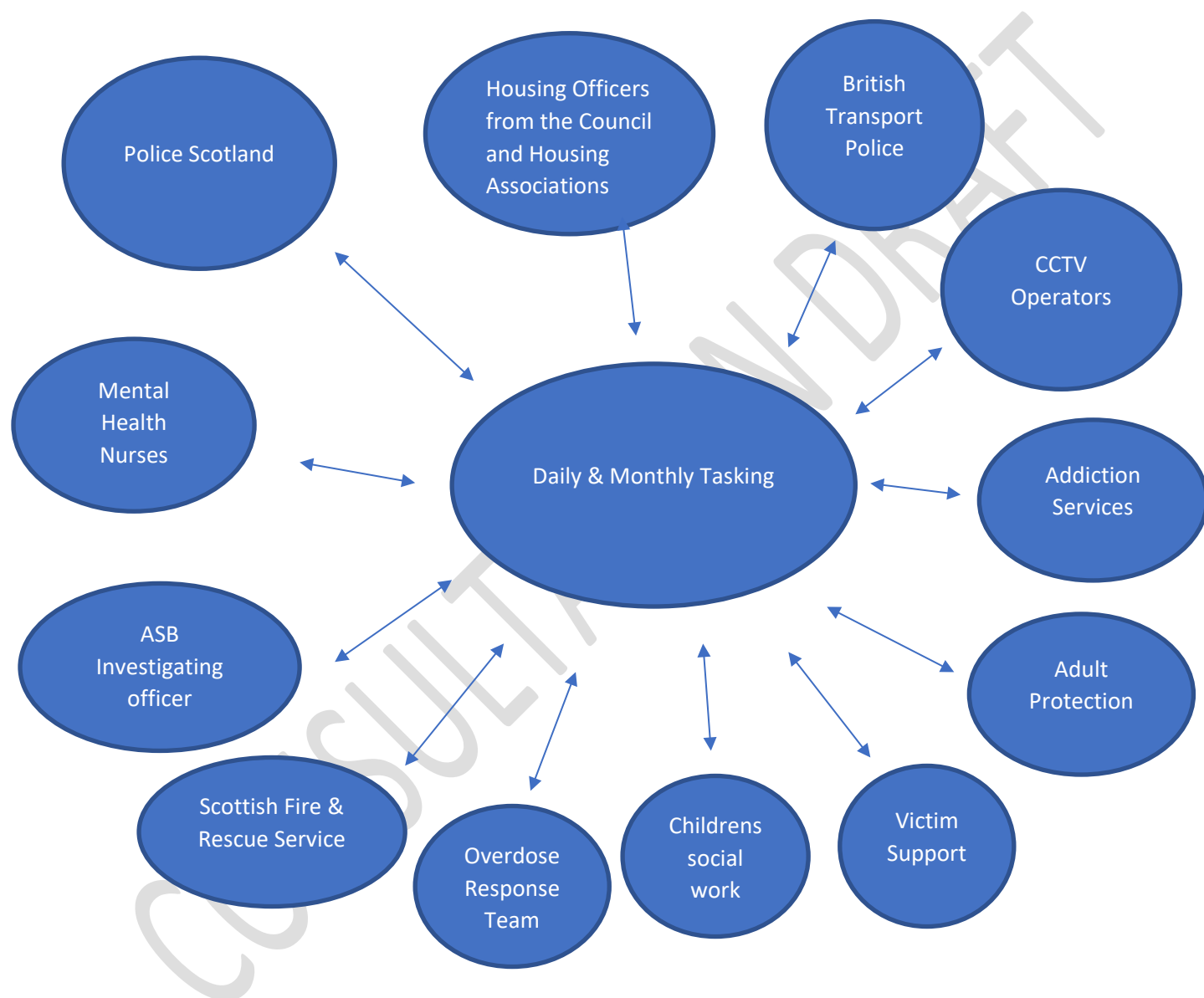
Eviction is an option of last resort and ultimately it is the Sheriff who decides whether a tenant can be evicted; if they consider there are sufficient grounds they will grant a 'decree' for eviction which allows the landlord to end the tenancy. However it is recognised that people need to have a home and eviction does not necessarily resolve the issues that have led to anti-social behaviour – it simply moves problems around.

There is a recognition of the changing nature of anti-social behaviour over recent years; the prevalence of complexities such as substance misuse, poor mental health, poverty and inequality combine to exacerbate issues such as anti-social behaviour. The impact of proactive prevention cannot be understated, it is often the very best way of providing appropriate and meaningful support to those within our communities who require it.

Officers across all agencies collectively use all resources at their disposal to prevent and deal with neighbour disputes and Anti-Social Behaviour, consistent with the PIER principles of Prevention, Intervention, Enforcement and Rehabilitation. The case studies at Appendix 1 provide an illustration of the type and nature of cases being dealt with across Renfrewshire and the collective response.

Prevention and Early Intervention

Renfrewshire Community Safety Partnerships key to the Prevention of Anti Social Behaviour through Early Intervention is regular and effective communications through the Daily and Monthly Tasking Process during which emerging concerns are brought to the table and considered. Disposals are made to the appropriate partners to allow interventions to take place at the earliest opportunity and maximise the expertise of the agencies at the partnership meeting. It is through this process that cases related to Council Housing tenants may be escalated for more formal interventions in advance of 3 breaches of a tenancy agreement – in circumstances where the evidence supported this escalation.



Together partners aim to break the cycle of Anti Social Behaviour and support people in changing their behaviours and reducing risk. This involves working closely with individuals and communities to help them find solutions to local problems. The Council's Housing Service and other Landlords aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from anti-social behaviour. However, as the majority of Renfrewshire is multi-tenure, partners also aim to work together in responding to anti-social behaviour caused by private tenants, home-owners and individuals in the wider community.

Interventions available to tackle persistent and serious anti-social behaviour can vary depending on the nature of the incident reported and the housing tenure of those involved. The partnership aims to provide clarity around the issue of proportionality in the context of taking legal action to resolve complaints of anti-social behaviour. Criminality and/or breach of tenancy agreement does not guarantee that a court will support an application for an ASBO or eviction and this can be difficult for those affected by the behaviour to understand.

In addition, not all options are available to be used in every case. While registered social landlords, including the Council's housing service may seek an interim anti-social behaviour order or even eviction as an option of last resort. Registered Social Landlords or the Council have no powers to evict private tenants and/or owner occupiers.

That is why a partnership approach is critical. While the Council housing service and RSL's may have no powers over private tenants and owner occupiers, other services within the Council and Police Scotland may have some powers that can be used to influence people to modify their behaviour depending on the nature and severity of the complaint.

For example, although registered social landlords are unable to take action against private tenants, a private landlord who fails the 'fit and proper' test by not dealing with anti-social behaviour or maintaining a property in a fit and habitable condition could have their landlord registration revoked under Part 8 of the Anti Social Behaviour (Scotland) Act 2004.

Similarly, where premises become a focus for anti-social behaviour, for example, drinking or drug dens leading to significant anti-social behaviour impacting on residents and local communities, Police and Courts hold the power to seal off premises (both residential and non-residential) and prohibit all access to them, for up to three months, to give the surrounding community relief.

Anti Social Behaviour in Renfrewshire – Plan on a Page

Our aim is to proactively tackle antisocial behaviour to keep our communities safe. We will promote positive citizenship and building resilience within communities, we aim to effectively prevent, tackle and reduce antisocial behaviour throughout Renfrewshire.

What are we aiming for ?

There is less anti social behaviour and people feel safer

People living in Renfrewshire have peaceful and quiet and enjoyment of their own home without excessive disturbance from others.

Ensuring Equalities for all

How we achieve it ?

Work with partners to prevent and reduce Anti Social Behaviour and protect and support our community

Community Safety Partnership Daily and Monthly Tasking working collaboratively to identify vulnerability and reduce the risk of harm to communities

Work with the Council Housing Service and Housing Associations to promote firm and fair tenancy management

Work with RSL's and Private Landlords to provide a consistent approach to ASB

Encourage Early Intervention and Education

How will we measure success ?

Improving trends of ASB reported to the Scottish Housing Regulator across all Social Landlords in Renfrewshire

Increase the number of residents who feel they are satisfied with their neighbourhood as a place to live

Reduce the number of cases escalated to Anti Social Behaviour Investigations.

Supporting Information and Plans

Links to Strategic Plans

Renfrewshire Community Safety Partnership has a number of partnership plans and strategies at a local level which feed into and help to achieve joint outcomes. In addition, there are many single agency plans and strategies which also have a positive impact on community safety outcomes.

Renfrewshire's Community Planning Partnerships

To improve and achieve better outcomes with the best use of resources for the diverse communities in Renfrewshire informed by the views and input of a range of partners across the business, public, third sector and community.

The vision for 'Our Renfrewshire-Renfrewshire's Community Plan 2017-2027 is

"Working together to make Renfrewshire a fairer, more inclusive place where all our people, communities and businesses thrive"

The main Community Planning priority relevant to Renfrewshire's Anti-Social Behaviour Strategy is

"Our Renfrewshire is safe: Protecting vulnerable people and working together to manage the risk of harm."

'K' Division – Local Police Plan

This plan is intrinsically aligned to the Renfrewshire Community Planning Partnership LOIP 2017-2027.

The priorities for policing identified within this plan will, when achieved, contribute to the success of the LOIP, and the ultimately the strategic vision for the Renfrewshire area.

Renfrewshire Council Plan 2017-2022

The Renfrewshire Council Plan - *'Thriving People, Connected Communities'* outlines the organisation's improvement agenda over the period 2017 – 2022, with a strong focus on prevention and partnership working targeting the strategic outcome *'Building strong, safe and resilient communities.'*

- Local Housing Strategy
- Violence against Women Strategy
- Children and Young Persons Plan
- Renfrewshire Local Fire and Rescue Plan
- Community Justice
- Youth Justice
- CLAD Strategy
- Alcohol and Drugs Commission

Renfrewshire's Public Service Panel

Research Resource were appointed by Renfrewshire Council in May 2011 to manage its Public Services Panel which has a total of 2,503 members. Key results of the Public Services Panel relevant to anti-social behaviour were provided through the key findings of the Panel winter 2020/21 consultation which asked about the experience of local people and communities throughout the different stages of the coronavirus pandemic and lockdown. The survey was sent to all Panel members and a total of 897 responses were received.

All respondents were asked to specify to what extent they agreed or disagreed with several statements about the neighbourhood. The level of agreement was highest regarding the following statements:

- ✓ 72% agreed that this is a neighbourhood where people are kind to each other
- ✓ 69% agreed that this a neighbourhood where most people can be trusted
- ✓ 53% agreed that this is a neighbourhood where people from different backgrounds get on well together
- ✓ 82% respondents agreed they were satisfied with their neighbourhood as a place to live
- ✓ 75% agreed their neighbourhood was a safe place to live
- ✓ 68% agreed if they were alone and needed help, they could rely on someone in their neighbourhood to help them.

Information Sharing Protocol (ISP)

The Antisocial Behaviour etc. (Scotland) Act 2004 makes specific provision for the disclosure and sharing of information between the local authority and the Chief Constable where it is necessary or expedient for the purposes of any provision of the Act or any other enactment, the purpose of which is to make provision for or in connection with Antisocial Behaviour or its effects.

It is a fundamental principle of the ISP that relevant information will be shared proportionately and responsibly between the parties and the Community Partners. It is however incumbent on all partners to recognise that any information must have a lawful basis for being shared under the ISP.

The purpose of the ISP between Renfrewshire Council, Police Scotland and a wide range of community partners is in the interest of community safety and public protection to:

- allow the sharing of Public Protection Information in accordance with relevant legislation in particular Data Protection Laws.
- Set out the principles which underpin the exchange of information between the Parties and Community Partners.
- Define the specific purposes for which the Parties have agreed to share Public Protection Information.
- Describe the roles and structures which will support the exchange of Public Protection Information between the Parties and Community Partners.
- Describe the arrangements which have been agreed for exchanging Public Protection Information.

- Describe the security procedures necessary to ensure that the confidentiality of Public Protection Information exchanged is maintained.
- Set out the responsibilities of the Parties and Community Partners.
- Provide staff with clear guidelines on the information sharing.

CONSULTATION DRAFT

Legislative Background

Antisocial Behaviour (Scotland) Act 2004 Act

The Antisocial Behaviour (Scotland) Act 2004 requires all local authorities to publish and maintain a strategy jointly with the Chief Constable of Police Scotland for their Council area.

The Antisocial Behaviour etc. (Scotland) Act 2004 states that a person engages in antisocial behaviour if they: “act in a manner that causes or is likely to cause alarm or distress” or “pursue a course of conduct [including speech] that causes or is likely to cause alarm or distress to at least one person not of the same household.”

Community Empowerment (Scotland) Act 2015

The Community Empowerment (Scotland) Act 2015 placed a legal duty on community planning partners to demonstrate that they are making a significant difference to the lives of their residents through the planning and delivery of local outcomes and the involvement of community bodies at all stages of community planning.

Scottish Social Housing Charter

The Scottish Social Housing Charter set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. It replaced Performance Standards originally published by Communities Scotland, COSLA and SFHA and established a basis for the Scottish Housing Regulator to assess and report on social landlords' performance. Landlords are expected to meet a set of outcomes, with outcome 6 relating to ASB: Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe. This outcome covers a range of actions that social landlords can take on their own and in partnership with others.

It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti social behaviour. A suite of indicators has been developed to help landlords assess their performance towards achieving the outcomes, and indicator 15 is designed to help landlords assess their performance on Anti social behaviour:

Indicator 15:

(i) Number of cases of anti-social behaviour reported in the last year.

Of those at (i):

(ii) Number of cases resolved in the last year.

The Housing (Scotland) Act 2014

Tenancy agreements should set out the level of behaviour expected from tenants, members of their household and visitors to their home and make it clear to tenants that they are responsible for the behaviour of others in, or visiting, their home. The tenancy agreement and other tenancy information such as tenant handbooks, should also make it clear to tenants that breaking their tenancy agreement as a result of antisocial behaviour may result in legal action to evict them, or a reduction in their tenancy rights. Tenants are responsible for ensuring that they keep to the conditions of their tenancy agreement.

Consultation

The Renfrewshire Community Safety Strategy has been developed in consultation with a wide range of statutory, voluntary and community organisations. The listed partners in Appendix 4 have shaped the anti-social behaviour priorities within Renfrewshire for the next three years

Monitoring Evaluation & Review

This strategy has outlined the work that is being undertaken to address the issue of anti-social behaviour. This work will be monitored and evaluated annually to ensure that services are making a difference and providing the best possible service for the community.

CONSULTATION DRAFT

What Our Community said:

"I appreciate during the time of this investigation all the support G has added from follow up calls to the understanding of the complex situation that had been going on"

Miss R has been quiet for a few months lately she is still drinking but not causing any trouble

The investigator phoned every Thursday and said to call or text when I was having problems. Now its resolved I feel a lot better and calmer.

"through interacting with me they felt it helped them loads just knowing they had someone to speak to about their situation and by me doing the communicating on their behalf their situation"

Thank you for all your good work. I know with limited resources it is difficult to continue to try and improve services, so thank you, and I appreciate all you all do.

Thanks again for all your help, feel you have done more in the short time than anyone else has in the last year!

Pleasant contact with (anti social behaviour) Investigators, helpful and informative

Appendix 1 - CASE STUDIES

Case Study 1

Situation

Mr A was identified as causing Anti Social behaviour to neighbours. Mr A and the neighbours affected all lived in privately-owned properties. Mr A's neighbours were both elderly and vulnerable and others had concerns for their children. This matter was raised at Renfrewshire Council Daily Tasking process and it was established Mr A lived a solitary and increasingly erratic lifestyle. Concerns were raised that he was setting fires in the garden, erecting scaffolding and completing repairs on public property, attending his neighbours properties uninvited, blasting music causing noise nuisance as well as completing metal work in the garden in the middle of the night. This had escalated where he had been abusive to neighbours and now found himself facing criminal charges.

Partnership Working

An Anti-Social Behaviour investigation was opened to identify services which could engage with Mr A to assist him and have an impact on his behaviour and thereby reduce the risk of further criminality and ensure his neighbours safety. The desired outcome was not to obtain an Anti-Social Behaviour order, but to put in place services to impact on the behaviour. Case details were discussed at Renfrewshire Council monthly tasking meetings where actions were progressed by the following services

- ✓ Police Scotland agreed to provide extra attention in the area and note address markers both for Mr A and vulnerable neighbours
- ✓ Scottish Fire and Rescue Service – agreed to complete Fire Safety visits and implement protection measures (smoke alarms and letter box blockers for Mr A and elderly neighbour.
- ✓ Adult Protection (Social Work) – review concerns raised and support Mr A as well as his vulnerable neighbour.
- ✓ Mental Health Services – complete assessment where agreeable with Mr A and increase support for vulnerable neighbour.
- ✓ Renfrewshire Council Community Wardens Service – increase patrols in the area to increase public confidence.
- ✓ The ASB investigator continued to monitor the case and was able to achieve dialogue with Mr A and agreement to visit him at his home address. This allowed her to determine the living conditions of Mr A and raise any concerns as to his wellbeing.

The Outcome

The investigator maintained contact with the neighbours /witnesses and Mr A and although no punitive action was taken or envisaged the impact and engagement of the multi-agency services has resolved issues for the neighbours. The contact with neighbours also resulted in estranged family members and family friends beginning to re-engage with Mr A and provide practical support.

Case Study 2

Situation

Miss B and Miss C reside in a Renfrewshire Council tenement property with Miss C residing above Miss B. Relationships had broken down between the parties and over the course of many months both were complaining to their housing officer of Anti Social Behaviour by the other party. The concerns raised were relatively minor in nature relating to noise issues, incivility, waste bins and concerns regarding dogs and fouling in the communal gardens. The issues did not directly affect other residents and therefore there were no complaints from other neighbours. There was a general lack of tolerance by each party which in turn began to involve extended family members and friends. Police Scotland were also contacted on numerous occasions utilising valuable resources which the police had limited capacity to resolve as there was no criminality. A referral was made to Renfrewshire Council Mediation Services through the Daily Tasking process.

Partnership Working

- ✓ Partnership Analyst reported on the extent of the issues and problems for Miss B and Miss C advising on a core times when matters tended to escalate.
- ✓ Police Scotland advised on the nature and frequency of calls and there were no outstanding court matters.
- ✓ Community Safety Wardens were tasked to provide extra attention to the tenement close and area to identify any emerging concerns and monitor issues with dog fouling.
- ✓ Housing Officer committed to ensuring any estate management issues were dealt with promptly to minimise the potential for escalation
- ✓ Mediation services undertook confidential discussion with both parties. Each were reluctant to progress to face to face mediation however, agreed to independent mediation services.

The Outcome

The mediation process did break down on a number of occasions with both parties advising they no longer wished to continue where they perceived the other had overstepped the boundaries however, the mediation service and housing officers encouraged them to re-engage and although this has not resulted in a lasting friendship, both parties have agreed to a degree of tolerance for the others lifestyle and complaints have reduced.

Case Study 3

Situation

Mrs D was an elderly lady living in a block of flats. She was complaining about her upstairs neighbour continually using machines and causing noise disturbance to her. This was reported to her housing officer, Police and Noise enforcement officers on many occasions. Concerns were raised at daily tasking as all agencies attending had failed to identify the cause of the noise.

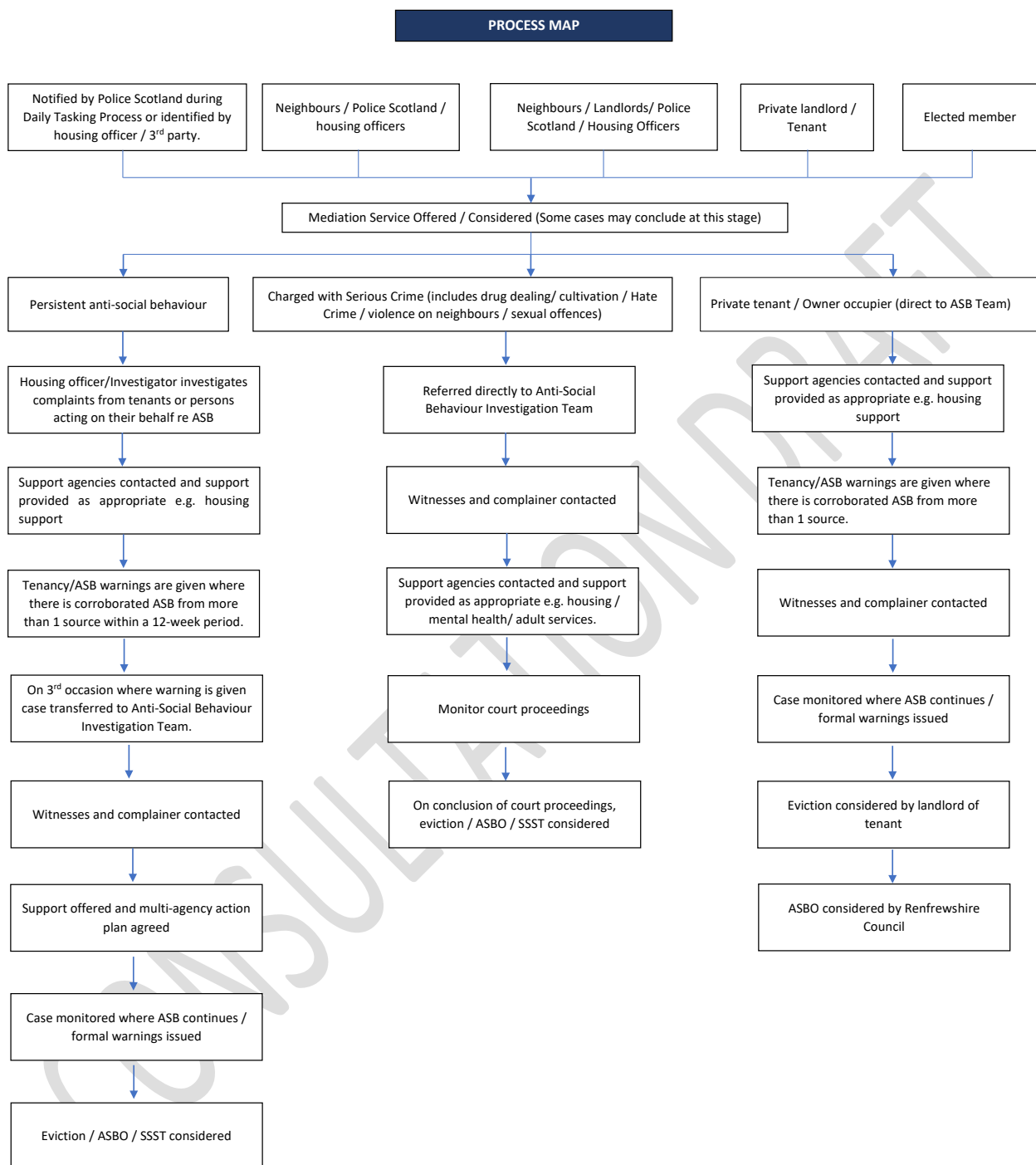
Partnership Working

- ✓ Community Safety noise enforcement officers having attended the house on numerous occasions had failed to capture the noise referred to on noise monitoring equipment however, it was agreed with Mrs D that she contact the noise enforcement officer when the noise became evident.
- ✓ Community Safety Wardens service completed a leaflet drop requesting any other neighbours affected make contact with the service
- ✓ Adult services confirmed Mrs D was unknown to their service at this time.

Outcome

Noise enforcement officers continued to attend at the house in response to noise calls and built up a rapport with the occupant. When the officers attended they were unable to note any noise within Mrs D's property. Mrs D reluctantly agreed to approach her GP and have her hearing checked for tinnitus the outcome of which was that this was the cause of the noise disturbance she was hearing and she progressed to manage this.

Appendix 2 - ASB Process Map



Appendix 3 - Evidence of Anti-Social Behaviour in Renfrewshire

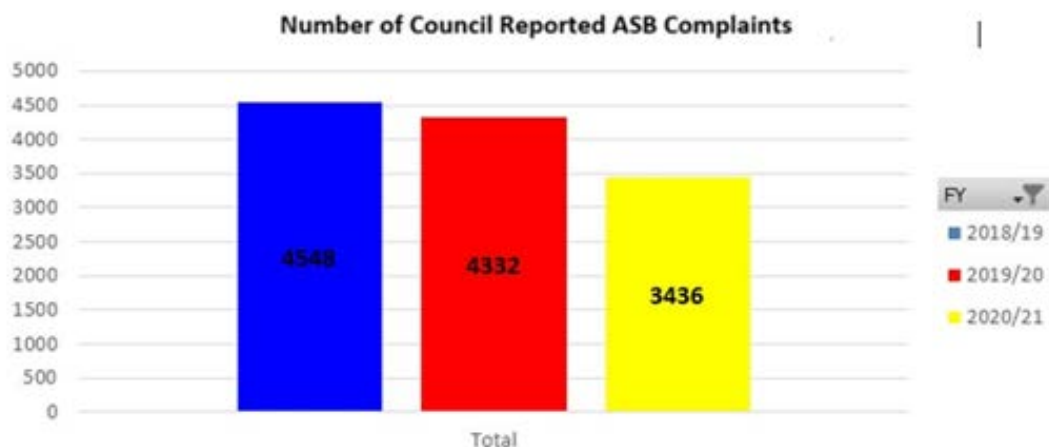
The extent of antisocial behaviour complaints reported to Renfrewshire Council and Police Scotland has been used to develop local outcomes/priorities to build strong, safe and resilient communities across Renfrewshire as well as deploying resources efficiently and effectively to achieve better outcomes.

In Renfrewshire, there has been a 20% reduction in recorded crime since April 2019 with a 24% reduction in the number of incidents of antisocial behaviour over the last 3 years.

(Source: <https://www.gov.scot/ISBN/978-1-80004-985-7>)

ASB complaints received by Renfrewshire Community Safety Partnership

The total number of ASB-related complaints received by Renfrewshire Community Safety Partnership has reduced year-on-year for each of the three Financial year periods 2018/19, 2019/20 and 2020/21, reducing by nearly 5% during 2019/20 compared to 2018/19, followed by a significant and notable reduction of 21% during 2020/21 compared to 2019/20, resulting in an overall reduction of 24% during the three-year period of analysis. This analysis relates to Council reported complaints only. While the COVID pandemic has had an impact on the numbers and types of overall complaint and crime over these time periods – anti-social behaviour tends to relate to people's homes and neighbourhoods and is less likely to have been positively affected by the constraints imposed during lockdown periods that led to reductions in other types of reported crime. This is borne out when the figures relating to Police reports are considered.



The table below illustrates the highest-tariff antisocial behaviour (ASB) complaint categories during the period of analysis. A significant majority of these relate to domestic noise complaints, followed by fly tipping and abandoned vehicles – these three complaint categories alone accounted for 44% of all ASB-related complaints made to Renfrewshire Community Safety Partnership during this time:

Complaint Category	2018/19	2019/20	2020/21
Noise-Domestic	1285	1058	576
Fly Tipping	433	441	437
Abandoned Vehicle complaint	364	341	447
Illegal Parking	252	337	4
Noise-Commercial & Leisure	80	96	44
Parking Disputes	72	29	105
Youths Congregating	39	89	45
Youths Rowdy Behaviour	51	86	35
Disturbance (Wardens)	41	63	22
Underage Drinking	26	26	24

Police Reported Disorder Calls

The following table displays the number of reported incidents of disorder made to Police Scotland during the three Financial Year periods 2018/19, 2019/20 and 2020/21. These reduced within Renfrewshire communities by 3%, or 274 incidents, during 2019/20 compared to 2018/19, however increased noticeably by nearly one third (29%, or 2195 incidents) during 2020/21 compared to 2019/20:

INCIDENT CATEGORY	2018/19	2019/20	2020/21
PUBLIC NUISANCE	2870	2660	5302*
DISTURBANCE	2964	2862	2405
DAMAGE	1133	1106	989
NEIGHBOUR DISPUTE	891	952	1103
DRINKING IN PUBLIC	46	50	26
Total	7904	7630	9825

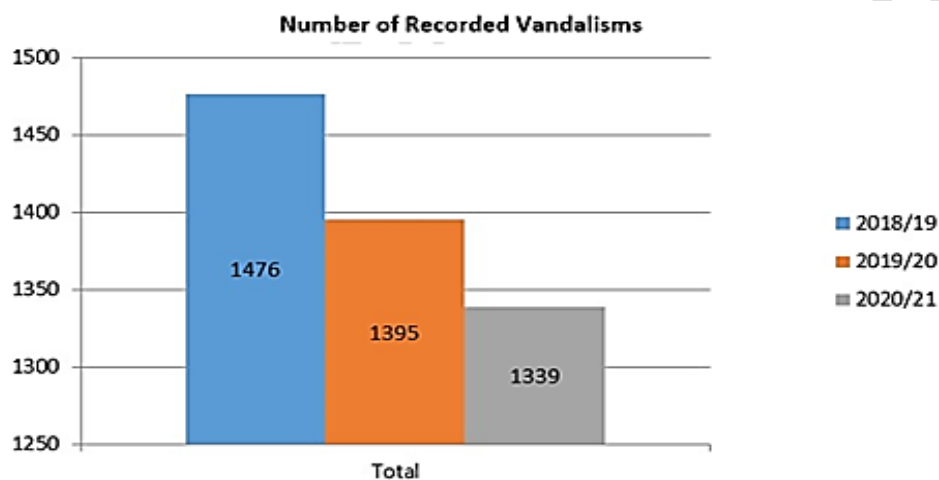
*Further analysis of the 2020/21 increase highlighted a notable 'spike' in reported incidents categorised as 'Public Nuisance', most noticeably after lockdown measures were imposed on 23rd March 2020.

A closer inspection of these incidents provides confirmation that the main cause of this notable 'spike' was reports of suspected breaches of coronavirus restrictions including the hosting of gatherings or parties, and the non-observation of social distancing guidelines.

A total of 1609 additional incidents were recorded as Public Nuisance for this reason. It was also noted that reported incidents of Neighbour Dispute increased by 16% during the same period and can almost certainly be attributed to Covid-19 lockdown restrictions as well.

Recorded Vandalisms

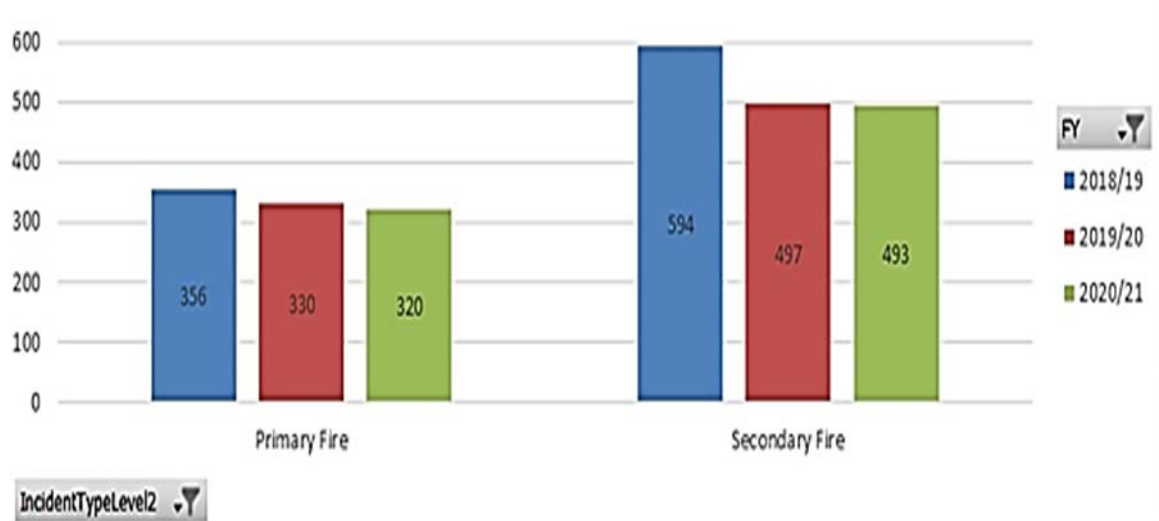
Vandalism is considered an important issue for communities across Scotland and within the Renfrewshire local authority area. It has a negative impact on the quality of the local environment and on the lives of those living within it. There are significant financial costs to repair damage – even before considering the cost of investigation and related to the criminal justice system.



While vandalism remains a significant volume crime issue, the number of recorded crimes during the three calendar years 2018-2020 fell by 137, or 9% during this time. Analysis shows that a significant proportion of vandalism in Renfrewshire takes place in public areas such as streets, car parks, open green spaces etc; and that young people are predominantly responsible. A further link has also been identified between vandalism, alcohol consumption and the night-time economies within Renfrewshire's main towns. Knowledge of this has allowed the Renfrewshire Community Safety Partnership to divert appropriate resources to deal with this, including the deployment of additional Community Policing and Community Support Officer patrols; Youth Team staff engaging directly with younger people; and the 'Street Stuff' diversionary programme.

Deliberate Secondary Fires

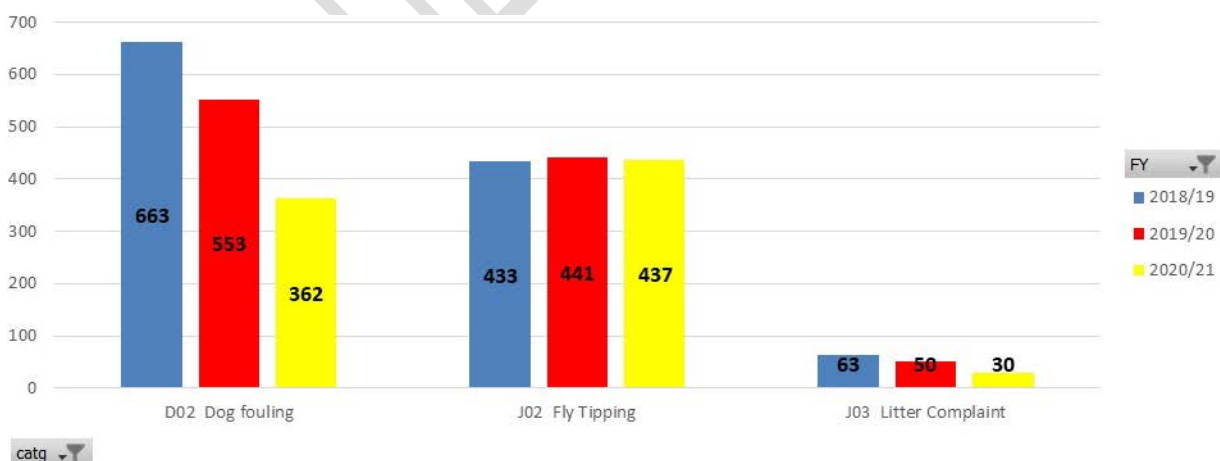
Analysis of all incidents attended by the Scottish Fire & Rescue Service (SFRS) across Renfrewshire during the three financial years 2018/19, 2019/20 and 2020/21 shows that nearly two-thirds (64%) of all Primary Fires were accidental, whilst 93% of all Secondary Fires were deliberate. Deliberate secondary fires are commonly set to refuse bins, garden waste etc, however analysis of this dataset identified a decreasing trend with year-on-year reductions, resulting in an overall reduction of 17%:



Environmental ASB Complaints

Environmental anti-social behaviour (ASB) covers littering, dog fouling and fly tipping. These issues consistently appear as high priority areas across Renfrewshire. Dog fouling in particular ranks highly in the list of public concerns, whilst littering and fly tipping result in a significant financial burden to local government, business and communities, as well as having a negative impact on civic pride and amenity.

Overall levels of environmental ASB declined during the three-year period 2018-20. Proactive work by Renfrewshire Council in tackling dog fouling contributed to **a 45% reduction** in complaints during this time. This activity comprises a combination of a prompt response to complaints, a proactive approach to clean-ups, and enforcement in the form of Fixed Penalty Notices (FPN) when appropriate. It should again be highlighted that Covid-19 restrictions may have impacted and contributed to this reduction.



Appendix 4 - Partners

Partner	Telephone	Email
Renfrewshire Council Housing Officers	0300 300 0222	local housing office: johnstone.hps@renfrewshire.gov.uk renfrew.hps@renfrewshire.gov.uk paisley.hps@renfrewshire.gov.uk
Addiction Services	0300 300 1380	
Social Work – Adult Services	0300 300 1380	bscommunitycareoperations.sw@renfrewshire.gov.uk
Social Work – Childrens Services	0300 300 1199	childrenandfamilies.sw@renfrewshire.gov.uk
Community Safety Mental Health Nurses	111	NHS 24 contact us
Police Scotland	101	Contact Us form
Scottish Fire & Rescue Service	0141 886 2222	SFRS.corporateadmin@firescotland.gov.uk
Public Protection – ASB Officers	0300 300 0380	rcsp@renfrewshire.gov.uk
Public Space CCTV Operators	0300 300 0380	rcsp@renfrewshire.gov.uk
Mediation	0300 300 0380	rcsp@renfrewshire.gov.uk
Wardens	0300 300 0380	wardens.es@renfrewshire.gov.uk
Youth Team	0300 300 0380	rcsp@renfrewshire.gov.uk
Trading Standards	0300 300 0380	ts.es@renfrewshire.gov.uk
Turning Point Scotland – Overdose Intervention Team	08088 008 011	GORTEnquiries@turningpointscotland.com
Renfrewshire Health & Social Care Partnership	0141 618 7629	Renfrewshire.HSCP@ggc.scot.nhs.uk
Victim Support Scotland	0800 160 1985	victimsupport.renfrewshire@victimsupportscot.org.uk
British Transport Police	0800 40 50 40	
Renfrewshire Association for Mental Health (RAMH)	0141 404 7788	enquiries@ramh.org

Scottish Children's Reporter Administration Renfrewshire (SCRA)	0131 244 820	RenfrewshireMailbox@scra.gov.uk
Williamsburgh Housing Association	0141 887 8613	tenancyteam@williamsburghha.co.uk
Sanctuary Housing Association	0800 131 3348	ContactUs@sanctuary-housing.co.uk
Linstone Housing Association	01505 382383	general@linstone.co.uk
Link Housing Association	03451 400 100	csc@linkhaltd.co.uk
Ferguslie Housing Association	0141 887 4053	admin@fpha.org.uk
Bridgewater Housing Association	0141 812 2237	admin@bridgewaterha.org.uk
Paisley Housing Association	0141 889 7105	admin@paisleyha.org.uk
Loretto Housing Association	0800 952 9292	housingteam@lorettoha.co.uk

Anti Social Behaviour Action Plan

<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>
Continue the review of operational procedures including housing landlord and create a generic process reflecting the links and referral pathways between all members of the community safety partnership	Provide a consistent referral process for the community regardless of tenure	Communities and Housing Services / RSLs	September 2022
Maximise the use of all digital technology available to assist those reporting ASB – eg Noise App and video images	Ensure communities have access to new and emerging technology to challenge ASB	Communities and Housing Services / Digital First Team	March 2022
Explore enhanced reporting tools through online channels	Provide clear reporting procedures	Communities and Housing Services / Finance and Resources Service	September 2022
Update website/comms with reporting information to provide clarity on who to contact in relation to Anti-social Behaviour.	Provide pathways for reporting	Communities and Housing Services / Chief Executives Service	September 2022
Produce an FAQ to assist customer understanding of what is and is NOT ASB – the Truths and myths	Provide a clear understanding of available actions	Communities and Housing Services	March 2022
Improve communications on the supports available through mediation / victim support etc.	Impact on early resolution	Communities and Housing Services	March 2022
Continue to liaise with other Council areas and RSL's do in relation to the use of professional witnesses.	Ensure procedures are consistent with emerging best practice	Communities and Housing Services	September 2022
Review opportunities and resources available to tackle neighbour disputes and ASB across the Community Safety Partnership including all landlords to improve the connections made and customer experience.	Improve potential available resources to tackle ASB	Communities and Housing Services	September 2022
Invest in officers across the partnership through joint training and development.	Increase knowledge to promote reduction of ASB	Communities and Housing Services / Community Safety Partners	September 2022
Make available guidance and information in different languages to engage with our multi lingual community	Ensure equality and access for the wider community	Communities and Housing Services / Community Safety Partnership Partners	September 2022

Continue to engage with professionals who can contribute expertise to the partnership and daily tasking process not previously identified.	Continuous improvement for partnership working	Communities and Housing Services	Ongoing
Improve mediation referrals as an initial resolution	Encourage early resolutions	Communities and Housing Services / RSL's	September 2022
Ensure opportunities within the partnership hub are explored to support the Business Community and night time economy as it returns to pre covid levels	Improve public safety	Communities and Housing Services	September 2022
Engage with neighbouring local authorities to improve joint responses to transient ASB	Continuous improvement and reduction of ASB	Communities and Housing Services	September 2022
Develop improved links with Community Learning and Development and Youth Officers	Improve diversionary response for youth ASB	Communities and Housing Services	September 2022

ASB The National Picture – 2020

<https://www.safercommunitiesscotland.org/wp-content/uploads/Analytical-exchange-The-Scottish-picture-of-ASB-final.pdf>