

To: Communities, Housing and Planning Policy Board

On: 21 May 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Community Protection Annual Update

1. Summary

1.1 This report provides operational information for the Communities, Housing and Planning Policy Board on performance outcomes and key achievements of Communities and Public Protection during the period from 1 April 2018 – 31 March 2019 in relation to Community Protection. Communities and Public Protection includes several areas of activity that support community protection including the Community Safety Partnership and Regulatory Services (Environment Health and Trading Standards).

1.2 The overarching drive in relation to community protection stems from the belief that strong and effective communities will have the capacity and confidence to work together, to protect themselves and their assets and resources. The focus of Communities and Public Protection is to support communities to build this confidence and to protect them in ways that they could not achieve on their own. The key responsibilities of Communities and Public Protection in this regard include:

- Protecting public health, environmental protection and promoting Community Safety through the Renfrewshire Community Safety Partnership
- Providing consumer protection to Renfrewshire consumers, including Environmental Health and Trading Standards
- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire which responds to, prepares for and recovers from disruptive events

- 1.3 Some of the key achievements and further information about services provided is included in Section 3 of this report.
- 1.4 Performance information is detailed in Section 4 of this report and reflects sustained levels of high performance across all relevant areas of Communities and Public Protection. This performance information includes operational performance indicators which align the service performance monitoring with key Council priorities.
- 1.5 Looking forward, the plans for 2019/20 address a number of community protection priorities and challenges including:
- Protecting the Council from the identified risks posed by organised crime,
 - Protecting vulnerable people from risks posed by crime, fraud and terrorism through effective and targeted enforcement and regulation,
 - Understanding and mitigating the threats and hazards that create risks and increase vulnerability for the communities of Renfrewshire,
 - Informing, educating and training Council officers, communities and partners to respond effectively to risks and threats,
 - Working with and empowering communities through appropriate funding streams to build community capacity and support them in delivering their aspirations – including the Greenspaces, Play Parks and Villages Investment Fund.
 - Continuing to work with communities and partners to build community capacity through the Team Up to Clean Up campaign across Renfrewshire.
 - Leading the “Your Home, Your Street, Our Community” programme, achieving outcomes in areas of need identified by the Renfrewshire Community Safety Partnership.
 - Reviewing the Communities and Public Protection Service and implementing changes to ensure that staff are available to support communities at the times when they are required most.
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2. Recommendations

- 2.1 It is recommended that the Communities, Housing & Planning Policy Board:
- (i) notes the content of this progress update report; and
 - (ii) approves the Community Protection priorities and challenges that will be addressed during 2019/2020 as set out in Section 5 of this report.
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3. Key Achievements

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

- 3.1 The Renfrewshire Community Safety Partnership continues to hold a daily tasking meeting to review community safety incidents that have occurred over the past 24 or 48 hours and task them to relevant partners. This collaborative approach enables information sharing and pooling of resources to tackle antisocial behaviour and other issues throughout Renfrewshire. Daily tasking had a very successful year with regular attendance of all key partners contributing to the processing of over 5,000 referrals.
- 3.2 A project team (Collaborative Working Group) consisting of managers across Renfrewshire Council, Blue Light and Third Sector agencies was formed in 2018 in a training approach led by the local Police Scotland and Fire and Rescue Service Divisions and supported by the Chief Executive through the Community Protection Chief Officer Group. This team is currently reviewing operations taking place from the Community Safety Partnership Hub and seeking opportunities to consider ways in which the success of the Joint Daily Tasking process can be enhanced through additional joint working in the Hub. It will report back to the Community Protection Chief Officer Group later this year and a further report will then be presented to the Public Protection Member Officer Group.

I Am Me & Keep Safe

- 3.3 I Am Me is a community charity that works in partnership with Police Scotland to raise awareness of Disability Hate Crime. In 2018/19, I Am Me toured Renfrewshire primary schools delivering the #MakeaDifferenceScotland school programme which raised awareness of disability, bullying and hate crime. For the 2018/19 school programme, I Am Me worked with Recovery Across Mental Health (RAMH) to develop a specific mental health input for P6 and P7 classes, which focuses on resilience and well-being. Since September 2018, over 5,000 children have participated in the programme which has been designed to complement the curriculum for excellence and a progressive lesson plan is available for each school year (from Nursery-P7). Feedback from around 1,530 participants highlights that 97% of participants have enjoyed the I Am Me visit, 98% know bullying is wrong and 94% would tell an adult if they, or someone else was being bullied.
- 3.4 Keep Safe works in partnership with Police Scotland and a network of local businesses to create 'Keep Safe' places for disabled, vulnerable, and elderly people when out and about in the community. Keep Safe is extending across Scotland, with 29 local authorities participating in the initiative. There are now 633 Keep Safe places across Scotland, including 128 in Renfrewshire. The Keep Safe Ambassador programme is also going from strength to strength with a total of 431 people trained. There have been 349 High School Ambassadors (including Police Scotland Youth Volunteers), 39 Community Member Ambassadors, 43 Ambassadors with a learning disability and 111 Keep Safe Ambassador trainers trained across Scotland.

- 3.5 In 2018, I Am Me were awarded with the Queen's Award for Voluntary Service, the equivalent of an MBE and the highest award given to voluntary groups in the UK. The project founder, Carol Burt-Wilson, also received an MBE for her services towards the prevention of disability hate crime.

Domestic Abuse

- 3.6 A Multi Agency Risk Assessment Conference (MARAC) is a multi-agency victim focused meeting where information is shared on the highest risk cases of domestic abuse between different statutory and voluntary sector agencies. The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. In 2018/19, 133 cases were referred to MARAC where the victims had been identified as being at risk of serious harm or homicide and discussed circumstances affecting 176 children.
- 3.7 The Domestic Abuse (Scotland) Act 2018 came into force on 1 April 2019 with the introduction of the Act seen as "an important step towards increasing awareness of the full extent of domestic abuse for victims and those around them". The Act creates an offence with respect to a person engaging in a course of behaviour which is abusive towards that person's partner or ex-partner. The new law covers not only spouses, civil partners and cohabitants but also people in intimate personal relationships who do not live together. As well as physical abuse, it will cover other forms of psychological abuse and coercive and controlling behaviour that could not be easily prosecuted under the existing law. This offence may have a significant impact on Renfrewshire's MARAC and will require a regular review of referrals as these are likely to increase to reflect the wider definition covered by the Act.
- 3.8 In December 2018, Renfrewshire was invited to the All-Party Parliamentary Group on Domestic Violence and Abuse at Westminster to discuss Renfrewshire's MARAC. It functioned as an effective forum to promote Renfrewshire's best practice around robust partnership working which operates in safeguarding and safety planning for victims of Domestic Abuse. The buy-in from core partners and the roll out of the sensitive routine enquiry training (including the essential need for domestic abuse training) to form part of the wider Public Protection training around vulnerable individuals within Renfrewshire Communities was highlighted. Public Protection training will continue to be rolled out during 2019/20 to frontline practitioners, including local Elected Members.
- 3.9 Make a Stand was launched in June 2018 as part of the Chartered Institute of Housing Alison Inman's presidential appeal to tackle domestic abuse. It centres around a pledge that has been developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and Women's Aid. The pledge gives housing organisations the opportunity to sign up to make four focused, but easily deliverable commitments to provide support for people experiencing domestic abuse. Once the pledge is signed, organisations have until September 2019 to put them in place. The four pledges are:

- Put in place and embed a policy to support residents who are affected by domestic abuse;
 - Make information about national and local domestic abuse support services available on Renfrewshire's website and in other appropriate places so that they are easily accessible for residents and staff;
 - Put in place an HR Policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse;
 - Appoint a champion at a senior level in your organisation to own activity you are doing to support people experiencing domestic abuse.
- 3.10 A small Working Group led by the Community Safety Partnership has been set up to deliver a Statement of Intent on domestic abuse for employees and they are currently working closely with colleagues within HR around creating a Renfrewshire Council Domestic Abuse Policy. The working group will assist the Council in meeting the pledge commitments.
- 3.11 The Reclaim the Night March forms part of the international 16 Days of Action campaign. This campaign opposing Violence against Women and children is an important opportunity to raise awareness and call for changes to make women and children safe from domestic abuse. The 16 days of action ran from 25 November until 10 December 2018. Renfrewshire Reclaim the Night March theme was 'Year of Young People let's talk about it'. It is a recognised statistic that young people experience the highest rates of domestic abuse of any age group, with several key factors being:
- They can witness domestic abuse in the family home and may be directly victimised by the perpetrator of that abuse;
 - They may also experience domestic abuse in their own intimate partner relationships;
 - In addition to the above, young people may demonstrate harmful behaviours themselves, towards partners or family members;
- 3.12 The event was a success with over 200 attendees including some local elected members, MP's, MSP's and senior officers from the Council and key partners and the Council Chief Executive. The Provost, Lorraine Cameron laid a wreath at the memorial tree within Dunn Square in memory of those women who suffer due to violence, with some cases resulting in loss of life. The Provost also commenced a 2-minute silence with the launch of the Renfrewshire Gender Based Violence Strategy. Renfrewshire's Year of the Young People Champion Councillor Michelle Campbell gave a short speech encouraging young people to talk about any abuse that they may be enduring and the White Ribbon (Scotland) Ambassador Gavin Newlands, MP gave a speech around the meaning of wearing the White Ribbon. By wearing the ribbon you are contributing to the effort to end violence against women and children by making a personal pledge not to commit, condone or remain silent about men's violence against women.

Prevent & Professional Concerns (PPC)

- 3.13 Part 5 of the Counter Terrorism and Security Act 2015 requires Renfrewshire to consider and develop ways in which it can prevent people from being drawn into terrorism. In particular, Chapter 2 requires the local authority to have arrangements in place to establish a multi agency Prevent Professional Concerns case conference to agree the support to be provided for people that have been identified as being vulnerable or at risk of being exploited by violent extremist narratives and drawn into terrorism. The case conference assesses the nature and the extent of their vulnerability, and, where necessary, provides an appropriate support package tailored to their needs. A concerted effort has been made to ensure that the preventative, rights-based approach in Renfrewshire is balanced, proportionate and aligned to existing safeguarding procedures. Renfrewshire's first Prevent Professional Concerns case conference took place during November 2018. With a further case conference taking place in December 2018. In both cases it was agreed that the process had identified very vulnerable young people that were receiving the care and support that they required from all relevant agencies, but that there was no actionable risk of them being drawn into terrorism related activities. The fact that these cases were raised at all however, is very positive as it indicates that training over the past 3 years has meant that there is now greater awareness of this whole agenda and the requirement for concerns to be identified and addressed.

National Missing Persons Framework for Scotland

- 3.14 In 2017, the Scottish Government published Scotland's first national framework for missing people. The framework seeks to improve the response to missing people in three key ways – through prevention, the reduction of harm and improved multi-agency working. One key element is the delivery of return discussions following the return to home of missing persons. These are undertaken with missing adults and children after they are located with the aim being to understand why the individual went missing, to identify any harm experienced, and to identify the underlying causes of the missing incident so that these can be properly addressed and the individual can be supported. There is strong evidence to demonstrate that providing high quality return discussions can have a major impact on reducing the number of people going missing repeatedly. Sadly, in 2017-18, 57% of the people who went missing had done so on more than one occasion. However, every time someone returns from being missing we have an opportunity to ensure that they receive the support that will prevent them from going missing again in the future.
- 3.15 A working group within Renfrewshire are currently taking forward an action plan on how this might operate in Renfrewshire with consideration being given to a specific post forming part of the wider Public Protection remit being based within the Community Safety Partnership hub that would support the work being done within the Health and Social Care Partnership, Adult Support and Protection service.

Your Home, Your Street, Our Community

- 3.16 In 2018, the Building Safer and Greener Communities programme was re-branded to “Your Home, Your Street, Our Community” to allow communities to understand it better. The Your Home, Your Street, Our Community programme is a partnership approach led by Police Scotland, and supported by Renfrewshire Council, Engage Renfrewshire, the Scottish Fire and Rescue Service and the Renfrewshire Health and Social Care Partnership, which tackles the local issues that matter most to residents. This initiative helps to build safer and stronger communities and meets the objectives of the national intervention, the Building Safer Communities programme.
- 3.17 Shortroods was the latest community to benefit from this programme following previous successful interventions in Erskine, Ferguslie and Gallowhill. The partnership working group’s previous actions in these areas reduced littering, vandalism and disorder offences and increased the number of arrests for drug offences in relation to the corresponding period in the previous year.
- 3.18 Everyone who lives or works in Shortroods was able to submit their views via an online survey on the problems they identify in the area such as antisocial behaviour, environmental issues or a lack of activities for young people. The partnership working group then designed a plan of support to tackle these identified issues and are implementing it in the Shortroods area during 2018/2019. The Shortroods initiative will end in Spring 2019 and an evaluation of the programme will be completed in early Autumn and its findings will be reported in future board reports. The partnership will also provide further support to the local community to sustain the improvements after the intervention is completed.

Purple Flag Status

- 3.19 Purple Flag status demonstrates Paisley meets or surpasses standards of excellence in managing the evening and night time economy. Paisley has continued to retain its status throughout 2018 as continuous improvement and best practice was evidenced. The application is submitted in partnership with Paisley First and is a boost for town centre businesses who benefit from the promotion to encourage footfall and promote Paisley’s accreditation. A full reaccreditation assessment took place during March 2019 and Paisley First currently awaits the outcome.
- 3.20 Paisley First and Renfrewshire Council have adopted a joined up working approach to support town centre businesses. This has seen the installation of new town centre signage, joined up working with the Tourism Leadership Group and a more coordinated approach to manage the WinterFest programme.

Our Renfrewshire is fair: Addressing the inequalities which limit life chances

Street Stuff

- 3.21 The Street Stuff programme continues to deliver activities in targeted locations of youth disorder and antisocial behaviour throughout Renfrewshire. Full details of Street Stuff's success and developments 2018/19 are available in their Annual Report which is a further paper on the agenda of this policy board.

Our Renfrewshire is well: Supporting the wellness and resilience of our citizens and communities

Support for Suspected Victims of Financial Harm – Doorstep Crime & Scams

- 3.22 Trading Standards provide support to Renfrewshire residents who are suspected victims of financial harm by means of mass media marketing scams. The scope of this type of harm is difficult to quantify as it is rarely reported, but the physical and emotional effects can be extremely damaging to a person's ability to remain living in their own home. Doorstep Crime is tackled in partnership with Police Scotland, and intelligence is shared across Scotland to ensure a joined-up approach. Trading Standards and the Renfrewshire Community Safety Partnership also provide support to a financial harm short-life task group, reporting to the Adult Protection Committee. This approach has seen a number of successes over the previous year - in particular with training and awareness raising leading to interventions through supermarkets and banks where locally targeted individuals have been protected from becoming a victim of crime.

Team Up to Clean Up

- 3.23 The Team Up to Clean Up Campaign is a significant contributor in building and strengthening community capacity and has been supporting community clean-ups since October 2017. It is evident the approach has been successful with a clear increase in litterpicking activity. Events increased 63% in 2018/19 in comparison with the previous year. Over 2,500 volunteers from local communities, schools and business took part in at least one event removing over 2,000 bags of litter from Renfrewshire communities.
- 3.24 Team Up to Clean Up has evolved to become much more than a litter project. The campaign has changed how we work with communities, young people and businesses, and has gone further to change how communities see themselves and their role in developing their place. A blueprint has now been laid for successful collaboration with communities as we enter into a new phase of community empowerment and engagement.

- 3.25 A strong partnership is being developed with Keep Scotland Beautiful (KSB) who are keen to work alongside Renfrewshire in delivering their 2019 national campaigns. KSB plan to shine a light on roadside litter and litter in our waterways (#upstreambattle). This joint working will support Team Up to Clean Up in targeting local HGV and taxi drivers to reduce roadside litter. KSB is further delivering training for 2 Renfrewshire community groups on the actions they can safely take to reduce or clear litter from waterways.
- 3.26 Corporate Communications have issued a short story “The Clumps.....” to primary school children in Term 4 2019. The book helps children to imagine the effects of a world full of litter and dog fouling, it is hoped to have a long-lasting positive impact. Work will continue through the Community Safety Partnership to change the mindset of pupils with regard to dropping litter through presentations and interactive workshops. A Team Up to Clean Up “How to....” film clip has also been published on social media informing prospective litter pickers how easy it is to arrange an event.
- 3.27 Two regular litter-picking communities received awards at the 2018 Provost Community Awards. Heather Clissett in Erskine received the Community Volunteer of the Year Award for her Community Garden which began a year ago after a series of litterpicks supported by Team Up to Clean Up. Pals of the Privies were awarded Community Group of the Year for transforming Glencoats Park which they attribute to the overwhelming participation of locals getting involved to clean up the Park.
- 3.28 Team Up to Clean Up’s targeted enforcement approach to dog fouling, which incorporates positive advertising, zero-tolerance enforcement and education, continues to deliver across Renfrewshire. Signage is erected in identified streets, street art messages are sprayed on the ground and daily patrols are deployed. 863 targeted patrols have taken place in streets identified as having confirmed issues with dog fouling.

Green Spaces, Parks and Villages Investment Fund

- 3.29 The Green Spaces, Parks and Villages Investment Fund was launched in October 2018. The fund is proving popular with communities, with 7 applications submitted and 11 under development. One application has been approved and awarded to date, however significant work has been undertaken with communities to ensure project proposals are sustainable and a number are approaching the stage where they will be ready to present to Board for approval.
- 3.30 Play Park applications in particular are complex with the level of maintenance and procurement support requiring to be reviewed. Enthusiasm from community groups has been overwhelming and support is being offered by both Engage Renfrewshire and Invest Renfrewshire. Each project is being offered specific key contact support officers to assist communities in structuring the required documentation and ensuring vital key points and essential criteria are met prior to Board submission.

- 3.31 Many applicants to the Green Spaces, Play Parks and Villages Investment Fund are coming from committed litterpicking groups, demonstrating the impact of current initiatives and the appetite from communities to scale up their ambitions as their capacity and confidence grows.

Lead in drinking water - Private Schools and Nurseries

- 3.32 The Drinking Water Quality Regulator for Scotland contacted all local authorities to undertake a project to provide ministerial assurances that children attending private schools and nurseries across the country are not exposed to elevated levels of lead. The first part of this project included placing information on the Council website to advise the public of the concerns and risks associated with exposure to lead in drinking water. There was also a requirement to sample drinking water supplies within all Council owned facilities with nursery/school provision and on completion of this sampling and analysis project, there were no facilities identified where lead exposure was exceeding the statutory permitted levels of 10ug/l. all sample results indicated lead levels below 5ug/l. Scottish Water are currently undertaking a second phase of work to investigate potential exposure within all privately-owned premises where nursery/school takes place.

Air Quality

- 3.33 As part of the Council's local air quality management duties, an Air Quality Action Plan has been prepared and approved at the March meeting of the Infrastructure, Land and Environment Policy Board. The Action Plan has been prepared in response to the Council declaring Air Quality Management Areas for Renfrew and Johnstone town centres (Paisley has had an Action Area since 2009) in 2016. The Plan has been developed through work with Officers in the Roads section of Environment & Infrastructure and Communities, Housing and Planning Services to identify action measures which will result in improvements to air quality primarily within these Air Quality Management Areas, but also achieving wider benefits across Renfrewshire. The proposed action measures within the Plan address the following broad topic areas:

- Freight and delivery management
- Policy guidance and development control
- Promoting low emission transport
- Promoting travel alternatives
- Public information
- Transport planning and infrastructure
- Traffic management
- Vehicle fleet efficiency

Remediation of Brownfield Land

- 3.34 Work to support BAES in the redevelopment of the former ROF site, Bishopton has been ongoing for a number of years and continues to be undertaken, ensuring that the site is appropriately remediated and making it suitable for its future uses. In addition to a large number of residential properties, the site will provide jobs and businesses, supporting the local economy. Similar support has been provided for other developers on large scale developments requiring remediation, such as the former BASF site, Paisley; the wider Braehead area; and land adjacent to the Phoenix site, Linwood.

Private Sector Housing

- 3.35 Enforcement work around registration of private landlords and the quality of housing provided within this important sector remains a priority to secure improvements in the standards of living accommodation for tenants. Communities and Public Protection continue to pursue unregistered landlords, identifying them through various sources, to require that they register as a landlord which in turn, requires that their fitness to be a private landlord is ensured. We continue to support tenants by requiring landlords to ensure that property being rented meets the legal minimum requirements, several ensuring the safety of tenants within the property. A number of landlords have been reported to the Housing and Property Chamber First Tier Tribunal for Scotland which can take legal action against landlords and a number have also been reported to the Council's Regulatory Functions Board to consider whether they remain fit to practice as landlords.

Food Law Code of Practice (Scotland)

- 3.36 Following a consultation process, the updated Food Law Code of Practice (Scotland) has received ministerial approval and will be published imminently. The code sets out instructions, processes and criteria to which the 32 unitary Local Authorities in Scotland must have regard to when they carry out Official Food Controls in their role as Food Authorities. The current version of the Code was published in April 2015 following the creation of Food Standards Scotland on 1 April 2015. The new code reflects changes in legislation and practice since 2015, and delivers alignment with:

- Food Standard Scotland's Regulatory Strategy.
- The Scottish Government's approach to better regulation as set out in the Scottish Regulators' Strategic Code of Practice.
- Food Standards Scotland's Strategy to 2021, in particular Outcome 4 - Responsible Food Businesses Flourish.

- 3.37 As part of the consultation process, Renfrewshire Council has been a member of the Review Implementation Group, working with Food Standards Scotland and colleagues from other local authorities. Renfrewshire Council has also been one of the Scottish authorities taking part in the pilot for the new risk scoring system and Scottish national Database which forms part of the new code. This is a major change in the way that food inspections are carried out and combines food hygiene and food standards elements into a new “food law” inspection.

Scottish Food Enforcement Liaison Committee Brexit Working Group

- 3.38 Renfrewshire Council officers continue to be part of the Scottish Food Enforcement Liaison Committee Brexit Working Group and are involved in influencing the future shape of the regulatory landscape as it relates to official controls and certification with respect to food imports and exports. A great deal of work has been on-going in preparation for a possible no deal exit from the EU. This has significance to the Council in its role as Port Health Authority at Glasgow Airport. Preparations and contingencies are now in place including the pooling of resources from across Environmental Health in Scotland, to ensure that the impact and risk to public health protection and business is minimised.

4. Key Performance Information

Mediation Service

- 4.1 The aim of mediation within Community Safety is to facilitate the resolution of disagreements between neighbours. The service deals with a range of neighbour problems including noise, loud music and disputes. Table 1 below provides information on the number of referrals received by the Mediation Service. The Renfrewshire Community Safety Partnership Hub continues to make proactive referrals to Mediation regularly to ensure early intervention before antisocial behaviour escalates further. This established approach continues to keep the number of cases requiring to be ‘resolved through a mediation session’ at a low level but this is offset by an increase in the number of cases where the ‘situation was improved after mediation intervention’.

Table 1

Mediation Service	2015/16	2016/17	2017/18	2018/19
Referrals	274	258	196	218
Cases resolved through mediation session	7	13	5	5
Cases where situation improved after mediation intervention	38	22	32	37

Antisocial Behaviour Investigations & Youth Team

- 4.2 Table 2 below provides information on the number of referrals per annum received by Investigators and the Youth Team. Renfrewshire Community Safety Partnership Hub daily tasking meeting ensures early intervention by partners to stop antisocial behaviour incidents from escalating and subsequently becoming referrals. This has reduced the number of referrals year on year since 2015/16. However, there has been an increase in the number of referrals in 2018/19 which was anticipated as last year was a 10-year low for referrals

Table 2

Community Safety Partnership referrals	2015/16	2016/17	2017/18	2018/19
Investigator Public Sector	154	96	69	108
Investigator Private Sector	70	54	34	49
Youth Team	296	141	103	95
TOTAL	520	291	206	252

- 4.3 Table 3 provides information on the outcomes for antisocial behaviour cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months is at 94% which highlights that the Community Safety Partnership continues to resolve ASB cases at a high level.

Table 3

Outcomes /Outputs	2015/16	2016/17	2017/18	2018/19
Community Safety Partnership cases reoffending within 6 months	32	48	9	14
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	94%	89%	96%	94%
Contact with complainers	1484	1271	1169	1278
Visits to perpetrators	1023	733	502	590
Leaflet drops to communities	155	158	137	151
CCTV installations	36	33	33	25
Acceptable Behaviour Contracts	4	0	6	0
ASBO's	0	1	1	5

Domestic Noise Enforcement

- 4.4 The number of incidents reported to the Noise Team increased to 1284 calls, but this figure is still within the expected annual range of 1000-1300. The number of warnings given has also increased slightly which corresponds to the rise in the visits. Police Scotland regularly refers incidents to the Noise Team which allows Police officers to attend more serious criminal incidents instead. Noise Team officers continue to attend complaints quickly (average 32 minutes). 3 Fixed Penalty Notice were issued this year which is an increase on previous years. However, it is a relatively low figure overall and highlights that the public are continuing to comply with the legislation after our officers initially issue a warning and advice.

Table 4

Domestic Noise Complaints	2015/16	2016/17	2017/18	2018/19
Settled without attendance on site	599	471	518	658
Required attendance on site	611	611	617	626
Total complaints	1210	1082	1135	1284
Average time to attend complaint (minutes)	29	30	29	32
Warnings Given	150	208	104	107
Fixed Penalty Notices Issued	2	1	1	3

Renfrewshire Wardens Service

- 4.5 Serious incidents of ASB such as threatening behaviour and street disorder continued to fall during 2018-19. However, this reduction has been replaced with environmental crime complaints such as dog and vehicle issues. Dog fouling continues to remain the general public's biggest individual complaint. As part of the support for Team Up to Clean Up targeted enforcement takes place in identified hotspot areas in response to the dog fouling problem. Vehicle issue reports also remain high, specifically abandoned vehicles complaints. The wardens continue their partnership working with Police Scotland and the DVLA to ensure the appropriate enforcement action is taken by the responsible agency on these nuisance vehicles.

Table 5

Service Requests	2015/16	2016/17	2017/18	2018/19
Dog related	1411	1378	1031	1074
Environmental & Public Health	1372	1900	1656	1331
Estate management	434	347	331	278
Noise	254	139	116	121
Street disorder & threatening behaviour	869	456	286	217
Vehicle issues	494	568	731	648
Community safety	460	725	632	453
Smoking	10	7	10	6
Total	5304	5520	4793	4128

Team Up to Clean Up

- 4.6 Team Up to Clean Up's Facebook presence has continued to gain interest with 570 group members. Conversations between groups are taking place with support and manpower offered to tackle larger scale projects.

Table 6

Actions	2017-18	2018-19
Community Clean-ups	96	269
Dog fouling targeted streets	0*	643
Dog fouling fixed penalty notices	15	16
Litter fixed penalty notices	48	65
Duty of Care visits	83	56

*In May 2018, a new code was established on CIVICA APP, with Wardens targeting specific streets for enforcement, signage, stencilling etc. In 2017-18, areas were patrolled rather than streets targeted therefore it is difficult to compare.

Integrated CCTV Control Room

- 4.7 The CCTV Control Room functions 24 hours per day, 365 days per year allowing CCTV Operators to continuously monitor live footage supplied by 48 cameras throughout Renfrewshire. In 2018/19, Operators observed nearly 5000 incidents which were referred from various community safety partners with Police Scotland responsible for over 80% of referrals. Disturbances/Breach of the Peace, Suspicious Behaviour and Shoplifting/Theft observations are some of the main issues identified. However, Vulnerable and Missing Persons are also a regular occurrence for CCTV incidents. Although Drug related issues are a high police priority, CCTV is not utilised frequently as these incidents are difficult to observe. The other category of CCTV incidents includes miscellaneous issues such as street drinking, malicious calls, begging, etc. All incidents are recorded which provides the evidence required to catch and convict criminals. There can be multiple outcomes to each individual incident observed (i.e. Police and ambulance might attend the same incident where the perpetrator/s can be arrested or issued with fixed penalty notices).

Table 7

CCTV Incidents	2018/19
Disturbances/BOP	1169
Vulnerable Persons	837
Suspicious behaviour	499
Shoplifting/Theft	341
Missing persons	286
Noise/Alarm	245
Domestic incidents	242
Assault	242
Road traffic	238
Youth disorder	203
Vandalism	86
Drugs	71
Fire	56
Burglary	50
Other	386
Total	4951

Outcomes	2018/19
Identified incident recorded	4427
Police attended	4339
Ambulance attended	208
Fire Service attended	46
Arrests	510
Fixed penalty issued	124

Trading Standards

- 4.8 The Trading Standards team continue to provide a speedy response to both business advice requests and consumer complaints. Consumer complaints which are referred for attention can be complex to resolve, while others are logged as intelligence for the purposes of trader monitoring. Currently these KPIs are under review as it is felt that they could be improved in order to more accurately reflect the workload and performance of the team.

Table 8

	2017/18		2018/19	
KPI	% resolved in 14 days	No. received (No. closed in 14 days)	% resolved in 14 days	No. received (No. closed in 14 days)
Consumer complaints	91.7%	662 (607)	85%	454 (386)
Business advice requests	100%	94 (94)	100%	80 (80)

Civil Contingencies Service (CCS)

- 4.9 The Civil Contingencies Service performs a key role in preparing for, responding to and recovering from disruptive incidents, along with assisting in the preparation and running of planned events. This effective planning and response role involves not only working closely with service areas across the Council, but also close collaboration with neighbouring authorities and partner organisations such as the emergency services.
- 4.10 Throughout the last year, along with the normal cycle of legislative duties, updating/validation of existing plans and collaborative working with resilience partners the CCS has co-ordinated the delivery of a number of key projects through its work programme, to ensure the Council, and wider community, is in a constant state of readiness to respond if required. This included:
- Preparation in relation to the Brexit. Part of this work was to roll out an intensive training programme to support the Chief Executive, the Council's CMT and CRMT, and the Service level resilience teams to ensure the Council was best placed to deal with a potential "No Deal Brexit" and other disruptive events.
 - The development of a new approach to looking after the welfare of the community when an evacuation is necessary. Rather than an approach that focuses primarily on opening a rest centre, holding the evacuees for a period of time until they can get back to their properties, a new support package has been created that will ensure that all of the welfare needs of the individuals are better met.
 - The creation of specific roles - Council Incident Officers, Rest Centre Managers and loggists, which will be supported as a collective group, giving them access to online materials, continued professional development in their role through refresher training, and ongoing participation in exercises and live events.
- 4.11 To continue to build community resilience, the CCS attends community events such as "Sma' Shot Day" and delivers a workshop at "Safe Kids", providing guidance and information to all Primary 6 pupils across Renfrewshire.

5. Future Work Priorities – 2019/20

The environment in which the Communities and Public Protection Service operates is continually changing and the service will continue to prepare for and respond to the challenges that will be presented throughout 2019/20. The key priorities for the service will include:

- **Protecting the Council from the identified risks posed by organised crime,**
 - **Protecting vulnerable people from risks posed by crime, fraud and terrorism through effective and targeted enforcement and regulation and preventative activities,**
 - **Understanding and mitigating the threats and hazards that create risks and increase vulnerability for the communities of Renfrewshire,**
 - **Informing, educating and training Council officers, communities and partners to respond effectively to risks and threats,**
 - **Working with and empowering communities through appropriate funding streams to build community capacity and support them in delivering their aspirations - including the Greenspaces, Play Parks and Villages Investment Fund –** As part of the allocated funding, Officers will continue to devise business cases with communities to allow them to access funding and support to improve their local environment.
 - **Continuing to work with communities and partners to build community capacity through the Team Up to Clean Up campaign across Renfrewshire.** – The Team Up to Clean Up campaign will continue and expand to ensure it remains a key priority in 2019/20. Community Clean Ups will remain a focus, however, community capacity building will become more important as the programme progresses.
 - **Leading the “Your Home, Your Street, Your Community” programme, achieving outcomes in areas of need identified by the Renfrewshire Community Safety Partnership –** Working alongside Police Scotland, a new area will be targeted to work with communities and tackle perceived issues from all partners.
 - **Reviewing the Communities and Public Protection Service and implementing changes to ensure that staff are available to support communities at the times when they are required most –** Consultation will continue with staff and Trade Unions to allow the Service to be realigned and developed to meet the needs of the community.
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Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** – None
3. **Community Planning** –

Our Renfrewshire is fair - Intelligence led joint tasking ensures that trading practices are fair and consistent. The Renfrewshire Community Safety Partnership treats all enquiries and complaints consistently using relevant legislation and guidance to ensure everyone that lives, works and visits Renfrewshire is treated fairly.

Our Renfrewshire is safe - The Renfrewshire Community Safety Partnership contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence led joint tasking arrangements. It addresses antisocial behaviour & crime and supports youth diversionary and education programmes.

4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None

List of Background Papers - none

OR/CD/MC
1 May 2019

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