

To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: PUBLIC PROTECTION OPERATIONAL UPDATE

1. Summary

- 1.1 This report provides operational information for the Communities, Housing and Planning Policy Board on the performance outcomes and key achievements of Public Protection during the period from 1 April 2016 – 31 March 2017. Public Protection consists of several areas of activity including Community Safety and Regulatory Services (Consumer Protection and Environmental Strategy).
- 1.2 The key responsibilities of 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 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 areas of 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 2017/18 address a number of public protection priorities and challenges including:

- Protecting the Council from the identified risks posed by organised crime,
- Protecting vulnerable people from risks by crime, fraud and terrorism through effective and targeted enforcement and regulation,
- Developing diversionary programmes and interventions to address violence, disorder and anti-social behaviour,
- 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,
- Leading on the continued application of the integrated enforcement policy for the Council, which sets standards and expectations for how all enforcement activities are carried out across the Council,
- Integrating other services into the Renfrewshire Community Safety partnership Hub alongside the 24 hour CCTV Control Room,
- Supporting Police Scotland as they lead the Building Safer Greener Communities Multi Agency Tasking Group delivering interventions in new areas and communities,
- Responding to national policies and direction such as the proposed shared service for Scientific Services,
- Undertaking a programme of pro-active work to control the sale of on Nicotine Vapour Products (NVPs).

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board

- 2.1 Notes the content of this progress update report; and
- 2.2 Approves the public protection priorities and challenges that will be addressed during 2017/2018 as set out in Section 5 of this report.

3. Key Achievements

A Safer and Stronger Renfrewshire

Renfrewshire Community Safety Hub & Integrated CCTV Control Room

- 3.1 In December 2016, the Renfrewshire Community Safety Partnership CCTV Hub moved to 24 hour operation on a pilot basis which included call handling for winter maintenance calls. An evaluation of the pilot established that the safety of the residents of Renfrewshire would be improved by continuing the extended operation of the CCTV hub on a 24 hour basis.

- 3.2 The Renfrewshire Community Safety Partnership Hub holds a daily tasking meeting to review community safety incidents which have occurred over the past twenty-four/forty eight hours and tasks them to the relevant partners. This collaborative partnership 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 who processed over 6,000 referrals. In 2016/17, the meeting was further enhanced by new regular attendees from the CCTV Control Room, Mental Health Services and Victim Support. Over the last year, the service has been particularly effective in tackling missing persons and supporting Police Scotland in a number of high profile incidents and investigations.

I Am Me & Keep Safe

- 3.3 I Am Me is a community project which works in partnership with Police Scotland to raise awareness of Disability Hate Crime. In 2016/17, the I Am Me Cinebus toured Renfrewshire primary schools delivering a comprehensive programme which raised awareness of disability, bullying and hate crime. Over 7,000 children have participated in the programme. The programme has been designed to complement the curriculum for excellence and a progressive lesson plan is available for each school year (from P1-P7). Feedback from around 3,000 participants highlights that 98% of participants have enjoyed the Cinebus visit, 99% know bullying is wrong and 96% would now report an incident.
- 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. The Keep Safe Scotland phone app was launched in 2016 and is free to download from iOS and Android. The app can be used to plan routes, highlighting all Keep Safe places and provide details including opening hours, website and telephone number. The app is linked to Police Scotland to dial 101 or 999 with an approximate location displayed allowing officers to find the app user if they are lost or in distress. A link is provided for all local authorities in Scotland, with the option available to them to provide local details for community safety events and contacts.
- 3.5 I Am Me/Keep Safe won the 2016 Renfrewshire Chamber of Commerce Business Awards 'Invest in Renfrewshire' category at the prestigious (ROCCO) awards night in November 2016. This was a continuation of their prize winning form in the ROCCOs having previously won the 'Community Champion' award in 2015.

Multi Agency Risk Assessment Conference

- 3.6 A Multi Agency Risk Assessment Conference (MARAC) is a multi agency victim-focussed 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 2016/17, 103 cases were referred to MARAC where the victims had been identified as being at risk of serious harm or homicide. Since the Renfrewshire MARAC has been established there have been no homicides relating to high risk domestic abuse which demonstrates the success of the partnership in safeguarding the highest risk victims.
- 3.7 In October 2016, the Renfrewshire MARAC was externally audited by Safelives. The audit identified several areas of good practice including:
- Multi Agency Engagement procedures which ensure excellent management of representatives time;
 - The Independent Domestic Abuse Advocates service being available to give support for victims;

- An Information Sharing Protocol (ISP) which governs safe information use, being established and reviewed regularly.

Best Bar None Renfrewshire 2016/17

- 3.8 The Best Bar None Renfrewshire scheme aims to reward and recognise excellence in the licensed trade sector. The scheme was administered locally by Community Resources in 2016/17, with valued support provided by partners in Police Scotland. The Renfrewshire scheme has recently completed its fifth cycle of Awards, with 12 licensed premises throughout Renfrewshire attaining the accreditation standard. 4 Renfrewshire venues were short-listed as national finalists in the Best Bar None Scotland Awards in March 2017. The Tartan Rose, Paisley was joint winner of the national Heart of the Community Award – the first Renfrewshire venue to attract a national accolade.

Trusted Trader

- 3.9 The Renfrewshire Trusted Trader scheme remains consistent, with 41 traders now members of the scheme. Customer feedback about member traders remains high, with more than 2,200 customer feedback forms received, and the average customer satisfaction score remains 9.7 out of 10.

Building Safer Communities

- 3.10 A Renfrewshire multi-agency tasking group was set up in April 2016 to focus on the Building Safer Communities National Strategy of reducing victims of crime and victims of unintentional harm. This is achieved through interventions in key communities to help them build capacity to resolve issues affecting their areas. Analysts from the Renfrewshire Community Safety Partnership select areas for this programme using a range of data including:

- Crimes of violence;
- Drug supply and possession;
- Public reports of anti social behaviour and disorder;
- Environmental issues such as dog fouling, fly tipping, vandalism and graffiti;
- The Scottish Index of Multiple Deprivation (SIMD).

- 3.11 The first programme was delivered in Ferguslie Park between May and July 2016, with the Gallowhill area being the focus during October and November 2016. For a focused period the group works with the local community to support them in improving their area. Desired outcomes include:

- Reduced victims of serious violent crime;
- Fewer admissions at Accident and Emergency;
- Fewer families requiring support from social services/education;
- Fewer criminal injury claims;
- Increased satisfaction in the community with where they live and increased feelings of safety.

Purple Flag Status

- 3.12 Purple Flag status is for town and city centres that meet or surpass standards of excellence in managing the evening and night time economy. Pursuit of the award supports the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid. Paisley First submitted Renfrewshire's application in October 2016. A formal assessment was carried out by two external Purple Flag Assessors in December 2016 and Paisley First was advised that the bid had been successful in January 2017. The award is valid for one year and work is ongoing with

Paisley First to demonstrate the continuous improvement required to retain the award later this year.

Office of Surveillance Commissioners Inspection

- 3.13 In August 2016, Renfrewshire Council was inspected by the Office of Surveillance Commissioners (OSC) to ensure compliance with the statutory provisions for the use of overt surveillance. The previous 2013 inspection confirmed compliance but identified some minor recommendations. The 2016 inspector's report highlighted that Renfrewshire Council had addressed all of the recommendations and now has an "exceptional training programme and excellent levels of awareness amongst staff". The inspector identified no new specific recommendations.

A Greener Renfrewshire

DVLA Audit

- 3.14 In January 2017, the Renfrewshire Wardens were externally audited by the DVLA Data Sharing Assurance Team. The purpose of this audit was to confirm that Renfrewshire Council was recording and investigating abandoned vehicles to DVLA standards. An overall audit rating of 'Green' was awarded, which demonstrates a high level of compliance. This allows the wardens continued access to DVLA vehicle keeper data which helps them to identify abandoned vehicles at the earliest point in the process.

Children and Young People

Street Stuff

- 3.15 The Street Stuff programme continues to be delivered throughout Renfrewshire. Over the past year the programme continued to receive funding from the Council to respond to issues identified by the Renfrewshire Tackling Poverty Commission. This supported a significant expansion of the programme to allow delivery of new activities and resources delivering increased flexibility in operation. This has resulted in a significant increase in the numbers of sessions being held and the overall numbers of participants taking part. Street Stuff has recorded 43,758 attendances during 2016/17 including the provision of almost 16,000 healthy meals. 77% of sessional workers on the programme are former participants and a number of volunteers have delivered over 200 hours of voluntary work through supporting their personal development and employment and training potential.
- 3.16 In 2016/17, 2 new Street Stuff Culture Buses were launched after being designed both internally and externally by the young people attending the programme. These vehicles offer a range of interactive and cultural activities onboard including music, DJ decks, song writing, recording, media, broadcasting, and production as well as traditional gaming. The buses will be deployed throughout Renfrewshire for events and activities linked to the Paisley 2021 City of Culture bid in addition to deployment on the Street Stuff programme.

Safe Kids

- 3.17 Safe Kids is an annual interactive educational programme involving Renfrewshire's Community Safety Partners, delivering messages relating to a range of safety issues to every Primary 6 pupil in Renfrewshire, i.e. 1,830 pupils in total. The aim of Safe Kids is to reduce the number of accidents involving young people, promote positive behaviour and eliminate risks. Safe Kids was delivered at St Mirren's Paisley 2021 Stadium during February-March 2017 with pupils transported to the stadium from their respective schools. Workshops were designed to be interactive and short in length (10-12 minutes) to enable partners to get vital messages across in subject areas that can be difficult to discuss. Workshops this year included - antisocial behaviour; CCTV; alcohol and drug awareness; internet safety; fire safety; litter & dog fouling and Street Stuff. Some new workshops were also included for the first time this year, including

raising awareness and encouraging kids to “back the bid” for Paisley - City of Culture 2021 and working with the Council’s Civil Contingencies Team, to increase awareness of how to prepare for emergency situations.

Community Care, Health and Wellbeing

Support for Suspected Victims of Financial Scams

- 3.18 Support has continued to be offered to Renfrewshire residents who are suspected victims of financial harm by means of mass media marketing scams. Partnership working with Royal Mail has allowed postal workers to refer suspected victims to Trading Standards through Royal Mail Security, for extended support and advice. Trading Standards have also provided support to a joint short-life task group, convened by Social Work, to tackle financial harm to Renfrewshire residents.

Private Rented Housing Improvements

- 3.19 Enforcement activity around the private rented housing sector, has been effective in identifying unregistered landlords and poor standards of accommodation within privately rented property. Unregistered landlords have either now fully registered or have been issued with Rent Penalty Notices, precluding them from collecting rent until they register. Several landlords have been reported to the Housing and Property Chamber First Tier Tribunal for Scotland concerning poor physical standards of rental accommodation and subsequent enforcement action has been taken against these landlords.

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 is available to all residents of Renfrewshire, regardless of tenure and deals with a range of problems including neighbour noise, loud music and low level harassment. Table 1 below provides information on the number of referrals received by the Mediation Service within the Community Safety Partnership. Proactive referrals continued to be made via the Renfrewshire Community Safety Partnership Hub, and are used as part of the daily tasking arrangements to ensure early intervention before antisocial behaviour escalates further. This established proactive and preventative approach has resulted in the number of cases progressing to full mediation sessions remaining at a low level and steadily decreasing year on year. There success of intervention is demonstrated in mediation cases that were fully resolved in 2016-17, reducing the number of cases where the situation was improved after mediation intervention.

Table 1

Mediation Service	2013-14	2014-15	2015-16	2016-17
Referrals	407	311	274	258
Cases resolved through mediation session	8	7	7	13
Cases where situation improved after mediation intervention	42	40	38	22

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 within the Renfrewshire Community Safety Partnership.

There has been a significant reduction in the number of referrals, reflecting the success of the Renfrewshire Community Safety Partnership Hub daily tasking meeting in ensuring early intervention by partners to stop Anti Social Behaviour incidents from escalating and subsequently becoming referrals.

Table 2

Community Safety Partnership referrals	2013/14	2014/15	2015/16	2016/17
Investigator Public Sector	162	141	154	96
Investigator Private Sector	178	130	70	54
Youth Team	255	192	296	141
TOTAL	595	463	520	291

- 4.3 Table 3 provides information on the outcomes for anti social behaviour cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months continues at a high level (89% in 2016/17). Overall performance has averaged around 91% over the last few years.
- 4.4 The slight increase in the percentage of cases requiring to be revisited within 6 months demonstrates the difficulty of dealing with a small number of offenders that have specific vulnerabilities and challenges associated with their behaviour.

Table 3

Outcomes /Outputs	2013/14	2014/15	2015/16	2016/17
Community Safety Partnership cases reoffending within 6 months	47	36	32	48
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	90%	92%	94%	89%
Contact with complainers	2219	1482	1484	1271
Visits to perpetrators	1068	837	1023	733
Leaflet drops to communities	199	163	155	158
CCTV installations	12	27	36	33
Acceptable Behaviour Contracts	3	6	4	0
ASBO's	0	0	0	1

Domestic Noise Enforcement

- 4.5 The number of incidents reported to the Noise Team decreased slightly to 1073 calls but this figure is still within the expected annual range. Nevertheless, the number of warnings given has increased by nearly a 40% with improved partnership working supported by the Renfrewshire Community Safety Partnership Hub. Police Scotland regularly refers incidents to the Noise Team allowing officers to attend complaints quickly (average 30 minutes). Only 1

Fixed Penalty Notice was issued this year after these initial warnings were given, highlighting that the public are complying with the legislation and our officers' advice and warnings.

Table 4

Domestic Noise Complaints	2013/14	2014/15	2015/16	2016/17
Settled without attendance on site	653	601	599	471
Required attendance on site	591	552	611	611
Total complaints	1244	1153	1210	1082
Average time (hours) to attend complaint	0.42	0.46	0.49	0.5
Warnings Given	95	102	150	208
Fixed Penalty Notices Issued	2	10	2	1

Renfrewshire Wardens Service

- 4.6 Serious incidents such as threatening behaviour and street disorder dealt with by the Wardens fell dramatically during 2016-17. This corresponds with the overall drop in anti social behaviour referrals (See Table 2 above). However, this has been replaced with an increase in environmental complaints including those related to abandoned vehicles. Smoking is also no longer a common complaint as the general public continues to adopt a healthier lifestyle by becoming non smokers.

Table 5

Service Requests	2013/14	2014/15	2015/16	2016/17
Dog related	1963	1781	1411	1378
Public Health	309	76	260	244
Environmental	1126	1111	1112	1656
Street disorder	486	487	741	444
Estate management	532	344	434	347
Noise	323	323	254	139
Threatening behaviour	46	25	128	12
Vehicle issues	207	322	494	568
Community safety	488	462	460	725
Smoking	104	59	10	7
Total	5584	4990	5304	5520

Trading Standards

- 4.7 The Trading Standards team continue to provide a high level of service in response to both business advice requests and consumer complaints. Consumer complaints can often be complex to resolve, however the target of achieving these being resolved within 14 days continues to be met by the team.

Table 7

KPI	2016/17		2015/16 (comparison)	
	% resolved in 14 days	No. received (No. closed in 14 days)	% resolved in 14 days	No. received (No. closed in 14 days)
Consumer complaints	87.6%	744 (652)	86.5%	653 (565)
Business advice requests	100%	132 (132)	100%	138 (138)

Civil Contingencies Service (CCS)

- 4.8 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.
- 4.9 Throughout the last year, 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. These include:
- Design and delivery of 'Purple Rain', a high-level incident response exercise, with Chief and Senior Officers, from the Councils CMT and CRMT, participating in a simulated major incident. This identified some key learning, which have been incorporated into the Council's response arrangements, and particularly, arrangements for officers with an incident response and recovery role;
 - To help further build community resilience, the CCS attended community events such as "Sma' Shot Day" and "Safe Kids", and provided guidance and information to school children in the case of "safe Kids" and the general public in attendance at other events. This included information about preparing a 'grab-bag' for people to use in emergencies, if they have to evacuate their homes at short notice.
- 4.10 Over the past year the CCS has expanded to include the provision of a civil contingencies service to West Dunbartonshire Council in addition to the Renfrewshire, East Renfrewshire and Inverclyde Council areas.

5. Future Work Priorities – 2017/18

The environment in which the 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 2017/18. The key priorities for the service will include:

- **Protecting the Council from the identified risks posed by organised crime**

- **Protecting vulnerable people from risks of crime, fraud and terrorism through effective and targeted enforcement and regulation**
 - **Developing diversionary programmes and interventions to address violence, disorder and anti-social behaviour**
 - **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**
 - **Leading on the continued application of the integrated enforcement policy for the Council** – the integrated enforcement policy was approved by the Leadership Board in November 2016 and an annual statement of compliance is currently being drafted. Public Protection will continue to lead on the application of the integrated enforcement policy to ensure all Council services use the principles within the policy appropriately when enforcing.
 - **Integrating additional services into the Renfrewshire Community Safety Partnership Hub alongside the 24 hour CCTV Control Room** - with the CCTV control room now operating 24 hours per day, it is essential that Public Protection maximises the potential of the hub by aligning further services. Services being looked at include key holding and alarm monitoring and response.
 - **Jointly progressing the Building Safer Greener Communities Multi Agency Tasking Group with Police Scotland into new areas** – following success in Ferguslie and Gallowhill, the Building Safer and Greener Communities Steering Group will move into a new area to tackle issues raised by the community.
 - **Responding to national policies and direction such as the proposed shared service for Scientific Services** – Scientific Services is looking at a Shared Service alternative delivery model which will provide savings to Renfrewshire Council who currently use them for all sampling, testing and calibration work.
 - **Undertaking a programme of pro-active work to control the sale of Nicotine Vapour Products (NVPs)** – Following changes in legislation, Scottish Government has made funding available to allow Renfrewshire Council to recruit an Officer to work on NVPs and age restricted sales.
 - **Delivering an Air Quality Action Plan for the 3 Air Quality Management Areas in Paisley, Johnstone and Renfrew** – Working with partners to devise and develop an Air Quality Action plan looking to tackle air quality issues within the AQMAs of Renfrew, Johnstone and Paisley.
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Implications of this Report

1. **Financial** - none.
2. **HR and Organisational Development** – none.
3. **Community Planning**

Safer and Stronger Renfrewshire – The Public Protection Service contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence led joint tasking arrangements. It addresses antisocial behaviour & crime and supports youth diversionary and education programmes.

A Greener Renfrewshire – Through tackling environmental crime, community safety activities supports a cleaner and more attractive Renfrewshire.

Renfrewshire forum for Empowering Communities – Community Resources is actively working with community groups to encourage participation to help improve local communities.

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

List of Background Papers - none

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