



To: Safer and Stronger Renfrewshire Thematic Board

On: 16 May 2016

Report by:

Shona MacDougall, Director of Community Resources, Renfrewshire Council

Renfrewshire Community Safety Partnership - Daily Tasking Implementation Review

1. Summary

- 1.1 This report provides an overview of the review of Daily Tasking and an update on the progress on the implementation of recommendations made as a result of the Daily Tasking evaluation carried out in September 2015.

2. Recommendations

- 2.1 It is recommended that the Safer and Stronger Renfrewshire Thematic Board:
- a) Notes the revised terms of reference for Daily Tasking as attached at Appendix 1,
 - b) Notes the progress with the recommendations made as part of the review of Daily Tasking, and
 - c) Notes that regular reports will be submitted on an ongoing basis to ensure the continued development of the Daily Tasking process.

3. Renfrewshire Community Safety Partnership Daily Tasking

- 3.1 Daily Tasking in its current form has been in operation as part of the Renfrewshire Community Safety Partnership since 2013. The process has evolved during that time with a number of key partners now coming to the table. The process has taken on a much wider role than the previous focus on anti social behaviour and low level offending, with key priorities such as mental health, addictions and persistent offending now forming a key part of the Tasking process.
- 3.2 In 2015 – 2016, there were a total of 5825 referrals to partner agencies as a result of the Daily Tasking process, ensuring that the relevant agencies are engaged with the earlier intervention approach.
- 3.3 The Community Safety and Public Protection Steering Group agreed that an evaluation of the Daily Tasking process would be carried out in 2015. Overall the results indicated that the tasking process works very well and brings significant benefits for all participants when they attend.



4. Daily Tasking Implementation Review

- 4.1 Daily Tasking in Renfrewshire has been an integral part of the work of the Renfrewshire Community Safety Partnership for a number of years. Previously partner agencies would deliver their own work programmes with some element of partnership working, however the introduction and expansion of the Daily Tasking process ensures that this partnership approach is embedded to ensure there is an early intervention approach to dealing with Public Protection issues.
- 4.2 In September 2015 an evaluation of the Daily Tasking process was conducted in order to identify gaps or weaknesses in the process and to make recommendations to mitigate against these in order to ensure that the communities of Renfrewshire receive the most effective service from the Partnership, and that the process is as comprehensive and efficient as possible.
- 4.3 The key findings from the evaluation have been previously reported and were positive with the highlights being:
- 90% of the respondents to the evaluation indicated that daily tasking is very well run;
 - 95% indicated that the length of the meeting is correct;
 - Almost 90% of those asked, advised that they were able to contribute to the meeting;
 - 75% of respondents advised that information was shared which allowed their service to resolve an issue quickly;
 - The evaluation process determined that Legal Services were satisfied with the processes in place for data protection, confidentiality and information security;
 - Legal Services have confirmed that the level of information sharing is necessary and proportionate and the current controls in place for are appropriate.
- 4.4 A number of recommendations (in bold) were made as a result of the evaluation and progress with each is detailed below:
- **There should be provision for a permanent location for Daily Tasking** – This recommendation has been rectified with the completion of the Renfrewshire Community Safety Hub. The new facility offers a modern, state of the art facility with a number of meeting rooms and access to key personnel within the Renfrewshire Community Safety Partnership;
 - **Clarification was required around the process for Adult Protection referrals** – A number of meetings have taken place with key personnel from Adult Services with a commitment now in place for Adult Services to attend on a daily basis;
 - **The creation of a feedback form to detail the actions taken when given a disposal** – This recommendation has now been completed with the integration of systems within the Renfrewshire Health & Social Care



Partnership. Previously two separate systems were used to provide updated information, these have now been consolidated into one single repository of information which provides the most up to date information;

- **Improved internal processes to ensure the earlier intervention approach is being complied with** – Each partner agency has been tasked with assessing their own processes to ensure any duplication is removed and linkages with Daily Tasking are maintained. That commitment has been secured from all relevant partners, with agreed levels of attendance at the Daily Tasking meetings;
- **Improved information in relation to fire incidents** – There is still an ongoing issue with access to fire related statistics from the Scottish Fire and Rescue Service (SFRS) and work is ongoing to resolve this systems issue. In the meantime the SFRS continue to use the Renfrewshire Community Safety Partnership generic email address to provide updates on any ongoing incidents;
- **Consideration be given to the value of consistent and appropriate agency member attendance at Daily Tasking** – Key stakeholder meetings have taken place and a commitment has been given by all partners that appropriate level of staff will attend Daily Tasking, with commitment secured in relation to days where specific attendance is required. In relation to Children's Services in particular, the agreement is that the Senior Social Worker for the Additional Family and Youth Support Service will attend one day per week with attendance from the Community Learning and Development Team/Home School Partnership Team on the remaining days allowing for good links into education services as well as Children's Social Work services. Children's Services manage the exchange of relevant information within their service to ensure all parties are aware of relevant cases that are being discussed;
- **Review the terms of reference for the Daily Tasking process** – The revised terms of reference have been updated and are attached as Appendix 1.

4.5 As an outcome of the evaluation the following commitment has been secured from partner agencies in relation to attendance at Daily Tasking – based on the frequency and normal day on which relevant cases are discussed:

- Public Protection – Daily (Chair);
- Police Scotland – Daily;
- Development & Housing Services – Daily;
- Adult Services – Daily;
- Children's Services – Daily;
- Victim Support – Monday only;
- Scottish Fire and Rescue Service – Friday only;
- Registered Social Landlords – as appropriate;
- Health & Social Intensive Home Treatment Team – one day per week;
- Addiction Services – one day per week;
- Older Adult Community Mental Health Team – one day per week;
- Persistent Offenders Partnership (POP) - Monday only.



5. Future Developments

- 5.1 As can be seen, since the evaluation, further efforts have been successful in securing the regular attendance of a number of key partners within the Daily Tasking process. Addiction Services, the Intensive Home Treatment Team, the Persistent Offenders Partnership, Older Adult Community Mental Health Team and Victim Support have all made a commitment to attend Daily Tasking, with some attending on a daily basis and others attending on mutually agreed days.
- 5.2 As part of the continuing development of the Daily Tasking process, the Corporate Management Team attended Daily Tasking on 8 March 2016. The CMT agreed to continue to support the Daily Tasking process with the team involved being recognised for the positive contribution the process has on our communities.
- 5.3 Discussions have continued at the Community Safety and Public Protection Steering Group as to how the key partners can continue to support Daily Tasking while balancing competing demands on time and consideration around how best to share information. Process mapping and stakeholder meetings have taken place and the commitment from all partners has continued with new partners such as Victim Support and the Health & Social Care Partnership coming on board with agreed attendance levels at the meetings.
- 5.4 One of the recent signs that the review of attendance at the Daily Tasking process is delivering improvements in service outcomes is the earlier involvement of Mental Health services as part of the Tasking process. Recently, mental health incidents had been showing an increasing trend, the involvement of Community Mental Health Practitioners on a regular basis has enabled an earlier intervention and support approach to be implemented to prevent patient deterioration and help prevent further patterns of concerning behaviour.
- 5.5 The Daily Tasking process will continue to respond to the changing environment in which it operates and will align with the priorities of the Council and the Safer and Stronger Renfrewshire Thematic Board. Particular areas of work for the year ahead will include a focus on Paisley Town Centre and how we can utilise the information gathered to identify improvements to service provision within the town centre. The initial response to the Missing Persons consultation will also require development to be incorporated into daily working practices to ensure Daily Tasking plays a crucial role in the response to Missing Persons.

6. Resources

- 6.1 The Safer and Stronger Renfrewshire Action Plan identifies the resources requirements for each individual action.



7. Prevention

- 7.1 The Action Plan framework allows the Safer and Stronger Renfrewshire Thematic Board to plan resources and direct investment towards prevention and early intervention.

8. Community Involvement/Engagement

- 8.1 The Action Plan has been developed through the Safer and Stronger Renfrewshire Thematic Board and sub groups whereby the third sector is widely represented.

Author Oliver Reid, Head of Public Protection, Renfrewshire Council on 0141 618 7352, oliver.reid@renfrewshire.gcsx.gov.uk





APPENDIX 1



RENFREWSHIRE COMMUNITY SAFETY PARTNERSHIP DAILY TASKING

TERMS OF REFERENCE

OTHER GROUP MEMBERS

April 2016



1. Introduction

- 1.1 This document outlines the governance framework for the Renfrewshire Community Safety Partnership Daily Tasking process. This document reflects the guidance, which directs local services to work in partnership to achieve community safety and public protection measures.
- 1.2 The Renfrewshire Community Safety Partnership Daily Tasking takes place each day within the Community Safety Partnership Hub. The purpose of the daily meeting is to review relevant incidents which have occurred over the past 24 hours. The information is then disposed to the most appropriate service to look at an earlier intervention approach to resolve the issue prior to further escalation. The outcomes of each incident are monitored in order to identify any patterns of persistent behaviour to allow for evidence-based deployment of resources.
- 1.3 The Partnership works together to protect vulnerable individuals and tackle persistent offenders, using the skill base of partners. The approach is based on getting the correct professionals to the table at an early stage to ensure that a preventative approach is adopted. The participation and full involvement of all key partners is essential to getting it right for our communities on each occasion.
- 1.4 Daily Tasking contributes to the delivery of outcomes overseen by the Community Planning Partnership. The outcomes cover the Safer and Stronger, Greener and the Community Care Health and Wellbeing themes within the Community Plan. The key outcomes are listed below:
 - Renfrewshire is known as a place where people living, working or visiting feel safe and secure;
 - Our communities live their lives safe from violence and antisocial behaviour and have a responsible approach to accessing and using alcohol;
 - All members of our community, in particular our most vulnerable children, young people and adults, live in a safe, inclusive and nurturing environment where they are respected and free from abuse and neglect;
 - Renfrewshire citizens are positive, support equality and value diversity to achieve fairness for all within our communities;
 - Our town centre's will be well maintained, clean and attractive to support businesses and attract investment and support local communities and the Renfrewshire economy;
 - Have attractive environments and town centre's that support the growth of local communities and the Renfrewshire economy;



- People have an increasing, healthy life expectancy and the quality of wellbeing and health inequalities between different communities are narrowed significantly.

2. Context

- 2.1 It is recognised that the areas of public protection are often inter-linked and can impact on each other. Whilst acknowledging the relationship between the strategic areas outlined below, it is noted that there are very different working arrangements and structures that support the detailed work of each area, of which Daily Tasking forms a critical role.
- 2.2 Daily Tasking in Renfrewshire focuses on ensuring our communities are safe places for our residents and businesses and where the most vulnerable in our communities are protected and have strong advocates to support them. The role of participants is to exchange and share information about current events that allows service professionals to consider appropriate professional early interventions.
- 2.3 This will be achieved by continuing to take a strong lead role on adult and child protection across Renfrewshire and working with our partners to ensure vulnerable people are not being drawn towards extremism and to respond quickly and effectively to support those who may be at greater risk of radicalisation, violence or criminal behaviour.
- 2.4 The areas of focus where Daily Tasking seeks to exchange and share information include:
 - Child protection;
 - Adult protection;
 - Offender management;
 - Community Safety;
 - Public Protection; and
 - Environmental Protection.

3. Remit & Governance

- 3.1 The remit of Daily Tasking is to ensure partners take a robust approach to tackling public protection issues affecting residents in Renfrewshire. Daily tasking is a positive process with the key aims of addressing any potential areas for improvement in processes in order to ensure that the communities of Renfrewshire receive the most effective service from the Partnership. The continuous sharing of information and identifying early interventions ensures that the approach is as comprehensive and efficient as possible.
- 3.2 In relation to the overall scrutiny, the Community Safety and Public Protection Steering Group has an oversight role for setting the Strategic vision for Daily



Tasking and regular reports are submitted to the group on evaluation of the Tasking process.

- 3.3 The Chief Officers Group (COG) provides leadership, governance for all aspects of public protection ensuring all local services work in partnership to achieve public protection measures with daily tasking providing regular performance and scrutiny updates to the COG.

4. Roles & Responsibilities

- 4.1 Daily Tasking takes a partnership approach to ensure that the needs of the community and vulnerable people at risk are being met and that services are improving outcomes for our communities and vulnerable people in both the short and longer term.
- 4.2 Daily Tasking is chaired by Community Resources and management issues around the operation of the Tasking process are dealt with at a service level in the first instance. Although Community Resources chair the meeting, all partners have the opportunity and indeed the requirement to contribute to the meeting and the disposals are agreed collectively.
- 4.3 Consensus is agreed with regards to the required outcomes and the Partnership is responsible for achieving these outcomes and not one single organisation. Successful outcomes can only be achieved by all key partners working together rather than an individual organisation directing the work of others.
- 4.4 Confidentiality
- A confidentiality statement is read out at the beginning of each meeting and signed by all attending. The Chair reminds all concerned of the principles contained within the hub Information Sharing Protocol (ISP),
 - All partners have agreed boundaries of confidentiality when discussing members of the public, the agencies within this meeting respect those boundaries and hold the meeting under the shared understanding that:
 - Information discussed by participants at this meeting is strictly confidential and must not be disclosed to third parties who have not signed up to the ISP, without the agreements of the partners of the meeting, it should focus on building safer communities and public protection concerns and a clear distinction should be made between fact and professional opinion.
- 4.5 Respect & Equality
- All work undertaken at the meetings will be informed by a commitment to human rights, respect for individuals and their information, equal opportunities and effective practice issues in relation to age, disability,



gender, marriage and civil partnership, pregnancy and maternity, race and religion or belief;

- All attendees understand that any authorised release or carelessness in the handling of this confidential information will be considered a breach of the duty to maintain confidentiality and that action would be required to be undertaken by individual agencies.

5. Group Membership

5.1 The core membership for The Renfrewshire Community Safety Partnership Daily Tasking comprise of the following:

Group Membership	
Community Resources (Chair)	Development & Housing Services
Police Scotland	Registered Social Landlords (as appropriate)
Scottish Fire and Rescue	Renfrewshire Health & Social Care Partnership
Adult Services	Third Sector representatives
Children's Services	Victim Support