

## Notice of Meeting and Agenda

### Safer & Stronger Renfrewshire Thematic Board

Date	Time	Venue
Thursday, 14 May 2015	14:30	CMR 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

#### Membership

Councillor Perrie (Renfrewshire Council); J Ferrie (Engage Renfrewshire); Stephen Cruikshank (Forum for Empowering Communities); W Kennedy (North Strathclyde Criminal Justice Authority); J Downie (Police Scotland); K Stewart (Procurator Fiscal's Office); B Davidson (Renfrewshire Chamber of Commerce); D Leese and F Mackay (Renfrewshire Community Health Partnership); S MacDougall, O Reid, S Strachan, Eileen MacLean, D Mair and A Conboy (All Renfrewshire Council); L King (Scottish Children's Reporters Administration); P Nelis (Scottish Fire and Rescue); C Prentice (Victim Support Renfrewshire); and A Cumberford (West College Scotland).

#### CHAIR

Councillor Williams

#### Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.



## Items of business

During consideration of the following items of business, the meeting will be open to the press and public.

### **Apologies**

Apologies from members.

- 1 Adult & Child Protection Committees**  
Presentation by Independent Chair of Child Protection Committee.
- 2 Minute of Previous Meeting** **5 - 8**  
Minute of Meeting held on 5 March, 2015.
- 3 Rolling Action Log** **9 - 10**  
Report by Director of Finance & Resources.
- 4 "Streets for All?" - Improving Accessibility of Streets, Pavements and Public Spaces in Renfrewshire** **11 - 22**  
Report by Renfrewshire Access Panel/Engage Renfrewshire.
- 5 Report on PSP Perception** **23 - 30**  
Report by Director of Community Resources.
- 6 Report on Red Impact Measure for Reporting to Community Planning Partnership Board** **31 - 34**  
Report by Director of Community Resources.
- 7 Safer & Stronger Renfrewshire Thematic Board - Self Assessment** **35 - 38**  
Report by Community Resources.
- 8 Progress Update on Counter Terrorism Strategy (CONTEST) and Strategy for Tackling Serious and Organised Crime (SOC)** **39 - 48**  
Report by Director of Community Resources.

<b>9</b>	<b>Renfrewshire Trusted Trader Scheme - Satisfaction Review 2015</b>	<b>49 - 66</b>
	Report by Director of Community Resources.	
<b>10</b>	<b>Community Safety Update</b>	<b>67 - 72</b>
	Report by Director of Community Resources.	

# RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP

## MINUTE OF THE MEETING OF A SAFER & STRONGER THEMATIC BOARD HELD ON 5<sup>th</sup> MARCH, 2015

### PRESENT

Councillor T Williams; Councillor B Perrie; S MacDougall, Lead Officer and Director of Community Resources; O Reid; E MacLean; D Mair; A Conboy and Y Farquar (all Renfrewshire Council); A Dick, West College Scotland; S Miller, Engage Renfrewshire; K Phillips, CHP; P Nelis, Scottish Fire and Rescue Service; and J Downie, Police Scotland.

Councillor Williams presided

### IN ATTENDANCE

A Price, Scottish Community Safety Network; S Nelson, Police Scotland; C Burt and E Smith (both I am me Project); and C Robertson; S Tkacenko; and C MacDonald (all Renfrewshire Council).

### APOLOGIES

S Cruickshank, Renfrewshire Forum for Empowering Communities; C Prentice, Victim Support; W Kennedy, North Strathclyde Criminal Justice Authority; and L King, Scottish Children's Reporters Administration.

1.	<p><b>MINUTE OF MEETING OF PREVIOUS MEETING</b></p> <p>There was submitted the Minute of A Safer and Stronger Renfrewshire Thematic Board held on 11<sup>th</sup> December, 2014.</p> <p><b><u>DECIDED:</u></b> That the Minute be approved.</p>	<p><b>ACTION</b></p> <p><b>Agreed</b></p>
2.	<p><b>ROLLING ACTION LOG</b></p> <p>The Rolling Action Log was submitted for approval.</p> <p><b><u>DECIDED:</u></b> That the Rolling Action Log be agreed.</p>	<p><b>Agreed</b></p>
3.	<p><b>SAFER AND STRONGER RENFREWSHIRE ACTION PLAN PROGRESS REPORT – OUTCOME 3</b></p> <p>There was submitted a report by the Director of Community Resources relative to a progress report for Outcome 3 "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".</p>	

	<p>The report highlighted some key areas of improvement and the progress against each individual action was detailed within the appendix.</p> <p><b><u>DECIDED:</u></b></p> <p>(a) That the key areas of progress highlighted within the report be noted;</p> <p>(b) That it be noted that there were no areas for improvement; and</p> <p>(c) That it be agreed that a report would be submitted to the next meeting of the Safer and Stronger Renfrewshire Thematic Board relative to the Public Service Panel perception data.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Agreed</b></p>
4.	<p><b>BEST BAR NONE RENFREWSHIRE 2014/15</b></p> <p>There was submitted a report by the Director of Community Resources relative to the Best Bar None local Award ceremony which took place in Renfrew Town Hall in January 2015. The scheme operated in partnership with Police Scotland and rewarded premises that provided a safe and welcoming environment for local residents to enjoy responsible drinking. It was noted that 20 licensed premises throughout Renfrewshire attained Award standard.</p> <p>The report advised that the six of the venue category winners would proceed to national nomination which would take place at Murrayfield Stadium, Edinburgh, on Thursday 26 March 2015.</p> <p><b><u>DECIDED:</u></b> That the report be noted.</p>	<p><b>Noted</b></p>
5.	<p><b>EBOLA VIRUS DISEASE – PREPAREDNESS AND TRAINING - GLASGOW</b></p> <p>There was submitted a report by the Director of Community Resources relative to the preparation and training that had taken place relating to a possible Ebola Virus incident at Glasgow Airport. The report indicated that Community Resources along with partner agencies had participated in a number of events in recent months which had resulted in a high degree of awareness and preparedness across all relevant agencies that would need to respond to an incident of this type.</p> <p><b><u>DECIDED:</u></b> That the report be noted.</p>	<p><b>Noted</b></p>
6.	<p><b>SCOTTISH COMMUNITY SAFETY NETWORKS</b></p> <p>A presentation was given by A Price relative to the Scottish Community Safety Network. The presentation highlighted the work of the Forum; their strategic aims and vision; the training and eLearning courses available; and the CSP Self Assessment Toolkit.</p> <p><b><u>DECIDED:</u></b> That the presentation be noted.</p>	<p><b>Noted</b></p>

7.	<p><b>I AM ME</b></p> <p>A presentation was given by C Burt and E Smith relative to the I Am Me project. The project, which consisted of seven community volunteers, was set up to raise awareness of disability hate crime and to increase confidence in the reporting of such crimes and incidents. The presentation highlighted Renfrewshire statistics in relation to the reporting of crimes of harassment and abuse; looked at the work of the project; their achievements to date which included winning the Scottish Community Safety Network Wider Participation Award; and advised of the planned launch of the I Am Me film premier and training pack which would take place on 26<sup>th</sup> March, 2015.</p> <p><b><u>DECIDED:</u></b> That the presentation be noted.</p>	Noted
8.	<p><b>COMMUNITY SAFETY UPDATE</b></p> <p>There was submitted a report by the Director of Community Resources which provided an update on the Community Safety Hub; Street Stuff; and the Building Safer and Greener Communities project.</p> <p><b><u>DECIDED:</u></b> That the report be noted.</p>	Noted
9.	<p><b>TIMETABLE OF MEETINGS FOR THE SAFER AND STRONGER RENFREWSHIRE THEMATIC BOARD – AUGUST 2015 TO DECEMBER 2016</b></p> <p>There was submitted a proposed timetable for meetings of the Safer and Stronger Renfrewshire Thematic Board for the period August 2015 to December 2016.</p> <p><b><u>DECIDED:</u></b> That the timetable of meetings until December 2016 be approved.</p>	





**RENFREWSHIRE COUNCIL**  
**SAFER & STRONGER THEMATIC BOARD**  
**ROLLING ACTION LOG**

<div> <div> <div></div> <div></div> <div></div> </div> <div> <div>Action is on track</div> <div>Areas for concern that will impact on completion date if not fixed.</div> <div>Action required to bring up to satisfactory level</div> <div>Past deadline date and action required.</div> </div> <div>KEY</div> </div>					
Action No.	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure
S&S.26.03.13(7i)	Consideration of the future of groups undertaking tasks/meetings which were the responsibility of the group	Lead Officer		Future Meeting	<p><b>S&amp;S.22.05.13 (3i)</b> Agreed that a matrix be developed for consideration at next meeting to identify groups, remit, attendees, frequency, linkages and duplications of meetings &amp; events.</p> <p><b>S&amp;S.04.09.13(5)</b> i) Process map to be completed and R Whetton from CSU be invited back to a future meeting.</p> <p><b>S&amp;S.29.01.14(3)</b> R Whetton to be contacted to find out availability for a meeting.</p> <p><b>March 2014</b> R Whetton will attend meeting scheduled for 19<sup>th</sup> June, 2014.</p> <p><b>S&amp;S.19.06.14 (5)</b> R Whetton gave a presentation relative to a local Planning Partnership approach to place based multi-agency service provision.</p> <p><b>S&amp;S.15.09.14(2) Supporting the Local Focus on Place</b> A meeting has been arranged with R Whetton to discuss the possibility of this local authority becoming a pilot area for the project.</p> <p><b>S&amp;S11.12.14(4) – Building Safer Greener Communities</b> (a) Relevant partners in the Community Safety Partnership to work up the proposed options for submission to the National programme; and (b) Further reports on progress be brought to subsequent meetings of this Board.</p>
S&S.15.09.14(2)	Supporting the Local Focus on Place Lead Officer to liaise with Community Safety Unit with a view to a partnered approach.	Lead Officer			19.06.14
S&S.21.11.13 (6)	Co-ordinated response to Blue Light incidents: (a) Lead Officer & D Hawthorn to discuss joint working arrangements between Care Homes and Police Scotland; (b) Lead Officer liaise with CHP with a view to arranging a meeting with Senior Manager, Greater Glasgow & Clyde NHS to discuss Police time at hospitals.	Lead Officer/ D Hawthorn  Lead Officer/ CHP		Future Meeting	<p><b>S&amp;S.29.01.14(3)</b> (a) DH advised that she had been in discussion with Superintendent A Douglas, Police Scotland and they were working jointly to develop a solution. <b>March 2014 &amp; S&amp;S01.04.14(3)</b> Spt N Burns, PSoS, now replaced Spt A Douglas and discussions ongoing. <b>June 2014</b> Police Scotland have provided Social Work with more detailed information. Both partners are meeting on 20th June to discuss in detail.</p>

Action No.	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update & Comments
						<p><u>3rd July 2014</u></p> <p>N Burns Police and D Hawthorn SW met and discussed. Steps have been taken to address issues highlighted. Single point of contact for each house now been established which is having a positive impact through improved understanding and working relationships. Both services will continue to monitor. No further action required.</p> <p>(b) Lead Officer to liaise with CHP to arrange meeting with GGC NHS to discuss Police time at hospitals.</p> <p><u>S&amp;S.19.06.14 (3)</u></p> <p>CHP met with the Police and they confirmed the issue was more in acute services - on an organisational level there is a new risk assessment and triage form in use in A&amp;E's that assess the patients immediate risk factors in relation to their mental health and all patients presenting with significant suicide or self harm are triaged at the same category as patient with cardiac events now. In addition, the CHP now have the CPN out of hours service which has a 1 hour response time from the time of referral from A&amp;E.</p>
S&S.05.03.15(3)	<p><u>Safer &amp; Stronger Action Plan Progress Report – Outcome 3</u></p> <p>A report to be submitted to the next meeting of the Board relative to the Public Service Panel perception data.</p>	Lead Officer				



To: **Safer and Stronger Renfrewshire Thematic Board**

On: **14 May 2015**

Report by:  
Renfrewshire Access Panel/Engage Renfrewshire

**“STREETS FOR ALL?” – IMPROVING ACCESSIBILITY OF STREETS, PAVEMENTS AND PUBLIC SPACES IN RENFREWSHIRE**

## **1. Summary**

- 1.1 This paper proposes that Renfrewshire Forum For Empowering Communities initiate discussions with Renfrewshire Council and other Community Planning Boards regarding using good practice identified in Living Streets “Streets For All?” report to improve the accessibility of streets, pavements and public places in Renfrewshire.
- 1.2 Improving accessibility within the environment will directly benefit a wide range of individuals with temporary or permanent mobility issues, reduce the costs to individuals and public services of preventable falls and would also widen access to public services and the local economy.
- 1.3 Renfrewshire Forum For Empowering Communities would work with other community planning partnership Boards and Renfrewshire Council to develop appropriate practical actions as proposed in “Streets For All?” to improve the accessibility of streets, pavements and public places

## **2. Recommendations**

- 2.1 It is recommended that the Safer and Stronger Renfrewshire Board:
  - (a) Note the Living Streets Report “Streets For All?”
  - (b) Agree to work with Renfrewshire Forum For Empowering Communities to develop work to improve the accessibility of streets, pavements and public places, which will contribute to achievement of the relevant equality outcomes in Renfrewshire, as outlined in paragraph 3.3.
  - (c) Agree to consider at a future meeting of the Safer and Stronger Board a report with recommendations regarding practical ways to improve accessibility of streets, pavements and public spaces in Renfrewshire.



### **3. Living Streets “Streets For All?” Report**

- 3.1 Living Streets is a charity that promotes liveable environments that put people first. In 2014, Living Streets published an analysis of statutory Equality Objectives of Scottish councils called “Streets For All?” (see Appendix 1). In particular, the report looks at equality outcomes that relate to making streets and public places more accessible to disabled people and other people with mobility difficulties.
- 3.2 The report identifies ten councils that have made positive statements about aiming to make pavements, streets and spaces more accessible and concludes that other councils and community planning partnerships should consider adopting these examples of good practice.
- 3.3 Renfrewshire Access Panel is proposing that that Renfrewshire Community Planning Partnership act on the conclusion of the Living Streets report and works to develop actions that promote accessibility within Renfrewshire. The Renfrewshire Council’s equality outcomes published in April 2013 to meet the requirements of the Scottish Public Sector Equality Duties and that are relevant to the Living Streets recommendations are:
- Local people who experience discrimination and disadvantage have a better quality of life and live independently in their home wherever possible.
  - Older people and disabled people have access to safe and sustainable transport.
- 3.4 Developing action to achieve these equality outcomes by improving the accessibility of streets, pavements and public spaces will also contribute to the delivering the community planning outcomes of the Safer and Stronger, Greener Renfrewshire and Jobs and Economy Community Planning Partnership Boards.

### **4. Impact Of Safer Streets On Safer and Stronger Renfrewshire Outcomes and Targets**

- 4.1 Through Renfrewshire Access Panel, Renfrewshire Forum For Empowering Communities is currently discussing with Renfrewshire Council issues relating to equalities and building standards. Work to improve the accessibility of public spaces is a natural extension of this work.
- 4.2 Improved accessibility of streets, pavements and public spaces would improve the ability of anyone with mobility issues, including disabled people, parents with young children and older people, to access public and commercial services. This would improve the inclusivity of the Renfrewshire environment, support the local economy by providing access to all, enable individuals to be more active in their community and reduce the risk and costs associated with injuries due to preventable falls. In particular,



improved accessibility would contribute to the following outcomes and actions of community planning boards contained in the Renfrewshire Community Plan 2013-23:

<b>Community Partnership Board</b>	<b>Planning</b>	<b>Outcome</b>	<b>Action</b>
Safer and Stronger Renfrewshire		<p>Renfrewshire known as a place where people living, working or visiting feel safe and secure.</p> <p>All members of our community, in particular our most vulnerable children, young people and adults, living in a safe, inclusive and nurturing environment where they are respected and free from abuse and neglect.</p> <p>Renfrewshire citizens as positive, supporting equality and valuing diversity to achieve fairness for all within our communities.</p>	We will strengthen engagement and involvement with equality groups in Renfrewshire to improve data sharing arrangements to ensure equality impact assessments are evidence based and include appropriate mitigating actions.
Greener Renfrewshire		Our town centres will be well maintained, clean and attractive to support trade and increase inward investment.	
Jobs and Economy		Have attractive environments and successful town centres created through successful area regeneration. These contribute positively to local community and economic growth.	Work closely with those who are most disadvantaged within the community to develop skills, confidence and motivation and enhance their training and employment opportunities.
Community Care, Health and Wellbeing		<p>Be valued and respected irrespective of their age, physical disability or other needs.</p> <p>Be supported to live independently as long as</p>	Promoting independent living by implementing the services related to the Older People's Change Fund and by increasing the numbers receiving Self-Directed Support.



	possible in their own homes and communities.	
Forum For Empowering Communities	Value and promote equality and diversity and the role of charitable and voluntary work.	Work with the Renfrewshire Forum For Empowering Communities to agree and implement equality outcomes for all public sector agencies in Renfrewshire.

- 4.3 As part of discussions with the Council and other Community Planning Partnership Boards, Renfrewshire Access Panel and Engage Renfrewshire would also seek to identify the capacity for remedial work to make streets more accessible to be carried out through existing resources such as restorative justice programmes and also the potential for volunteering opportunities to be developed. This would potentially offset some of the costs of capital works and provide encourage community participation and a sense of ownership of completed work.



## APPENDIX 1

# Streets for all?

## An analysis of the statutory Equality Objectives of Scottish local councils.

### Introduction

Since April 2013, Scottish Councils have had a number of statutory obligations under the Public Sector Equality Duties associated with the 2010 Equality Act. Amongst these obligations are specific duty requiring local authorities to publish equality outcomes and report progress, to report on mainstreaming the equality duty and to assess and review policies and practices.

This report presents an analysis of the published equality outcomes of all Scottish Councils, in order to find out which have included statements aimed at making their streets and public spaces more accessible to disabled people and others with mobility difficulties.

Cities, towns and villages need to be places where everyone can visit, participate in and enjoy.

Accessible and inclusive public spaces benefit not only disabled people, but everyone, including children, older people and anyone with luggage or shopping. Encouraging people to walk safely and securely in public spaces is not only a matter of promoting pedestrian interests; it has wider economic, health and community safety benefits too, and as such contributes to many of the „cross-cutting“ outcomes which councils and their partner organisations aspire to. Living Streets would hope that councils would take the opportunity of the statutory requirement to mainstream equalities to commit to making their community environments inclusive.

### Methodology

The published equality outcome statements of all 32 Scottish councils were accessed in January 2014. A link to the published report is provided for each council below.

In this document, all formal „outcomes“ referring to making streets accessible are quoted, along with target dates and the department with the lead responsibility where stated. In addition relevant statements that are not part of an actual „outcome“, for example as part of a „context“ section, are included where they are particularly relevant. Most councils have committed to some general outcomes aspiring to equal access to services, but unless they make a specific reference to the pedestrian or public environment, they are not recorded in this analysis.



## Findings

Only ten councils made positive statements about aiming to make their pavements, streets and spaces more accessible:

- City of Aberdeen
- Clackmannanshire
- City of Dundee
- East Dumbartonshire
- City of Edinburgh
- Inverclyde
- Moray
- North Ayrshire
- South Ayrshire
- South Lanarkshire

Typically, these statements focus on footway maintenance, for example “the condition of roads and pavements do not prevent older people and those with mobility impairment from accessing shops, services and transport” (Inverclyde).

Some councils focus on the need to minimise obstructions to pedestrians; for example “take action to ensure advertising boards and other street furniture does not restrict access to town centres” (East Dumbartonshire).

Edinburgh Council appears to be alone in linking „walkability” to reducing traffic speeds, in addition to the design, maintenance and policing of footways: “Create „walkable” and „cyclable” neighbourhoods through construction of a minimum of four 20mph zones”.

## Conclusions

From this evidence, it is clear that most Scottish Councils have not made any link between their new equality duties and their policy with respect to public spaces. There are however some examples of imaginative use of the Public Sector Equality Duties, where Councils state in their statutory Equality Outcomes a commitment to making streets that are accessible and inclusive for disabled people.

There is an opportunity for these examples of good practice to be more widely adopted by councils throughout Scotland. All Councils are required to review and revise their statutory outcome statements, develop their approach to mainstreaming equalities into routine services and report on their progress. Councils which have not yet made the link between their equality outcomes and the provision of accessible public spaces and pavements have an opportunity to „mainstream” such activity into their policies and programmes for planning, street maintenance and so on.

### City of Aberdeen

<http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=49878&slD=22975>

Outcome11: Pavements and footpaths that are safer and easier to use for pedestrians.

Lead service: Enterprise Planning and Infrastructure.

Fewer pavement obstructions and improved provision of dropped kerbs (number and sites).





### **Aberdeenshire**

<http://www.aberdeenshire.gov.uk/Equalities/MainstreamingReportanEqualityOutcomes.pdf>

No pedestrian-related outcomes; however, the following statement is included in the document:

#### **13.3.3 Infrastructure/13.3.4 Disability Access Compliance**

The Equality Act compliance works is part of the "Footways" works within the maintenance programme. There is a rolling programme which was agreed with certain disability groups and is concentrating on town centre improvements such as dropped kerbs and tactile pavements. Property service employees are trained to carry out access audits which enables a list of remedial works to be compiled. Funding has been allocated to a programme of remedial works in the capital plan, which is now 90% complete. The remaining 10% will be completed as the office accommodation realisation programme is rolled out.

### **Angus**

<http://www.angus.gov.uk/ac/documents/equalityoutcomes/equalityoutcomesreport.pdf>

No pedestrian-related outcomes

### **Argyll and Bute**

[http://www.argyllbute.gov.uk/sites/default/files/equalities\\_mainstreaming\\_report\\_and\\_equality\\_outcomes\\_for\\_council\\_25th\\_april.pdf](http://www.argyllbute.gov.uk/sites/default/files/equalities_mainstreaming_report_and_equality_outcomes_for_council_25th_april.pdf)

No pedestrian-related outcomes

### **Clackmannanshire**

<http://www.clacksweb.org.uk/document/4089.pdf>

Equality Outcome 10

People with disabilities have better access to Council buildings, public space, streets and public transport.

#### **Action 10.2**

Establish a prioritised audit of all streets based on the "Roads for All" and "Designing for Streets" guidelines.

Indicator: % of roads and streets audited % of roads and streets complying with relevant guideline.

#### **Action 10.3**

Implement prioritised street improvements based on the results of the street audit.

indicator: Number of streets improved to compliant status.

### **Comhairle nan Eilean Siar (Outer Hebrides)**

<http://www.cne-siar.gov.uk/equalityanddiversity/documents/EOMR.pdf>

No pedestrian-related outcomes



### **Dumfries and Galloway**

<http://www.dumgal.gov.uk/CHttpHandler.ashx?id=12337&p=0>

No pedestrian-related outcomes

### **City of Dundee**

<https://www.dundee.gov.uk/equanddiv>

<http://www.crer.org.uk/attachments/DundeePSED.pdf>

Equality Outcome: Dundee's communities will have physical environments which are accessible to those with physical disabilities.

Departmental Service Action Plan: Delivering Capital Plan programme e.g. school estate, community centres, leisure centres, integrated community health projects, environmental improvements, open space strategy, coastal protection etc.

### **East Ayrshire**

<http://www.east-ayrshire.gov.uk/Resources/PDF/E/EqualityOutcomes.pdf>

No pedestrian-related outcomes

### **East Dunbartonshire**

[http://www.scrutiny.eastdunbarton.gov.uk/pdf/CRODCPP%](http://www.scrutiny.eastdunbarton.gov.uk/pdf/CRODCPP%20Equality%20Outcomes%20and%20Mainstreaming%20Report%202013-2017.pdf)

[20Equality%20Outcomes%20and%20Mainstreaming%20Report%202013-2017.pdf](http://www.scrutiny.eastdunbarton.gov.uk/pdf/CRODCPP%20Equality%20Outcomes%20and%20Mainstreaming%20Report%202013-2017.pdf)

Equality outcome 9: Town centres are accessible to all and free from unnecessary obstructions.

Action 1: Engage with East Dunbartonshire Access Panel to identify issues in relation to accessibility of Town centres. Target date: May 2013 and ongoing. Indicator: Percentage increase in council buildings accessible to people with disabilities

Action 3: Take action to ensure advertising boards and other street furniture does not restrict access to town centres. Target date: May 2013 and ongoing. Indicator: Percentage reduction in complaints about accessibility of town centres and A-frame advertising boards

### **East Lothian**

<http://www.crer.org.uk/attachments/EastLothianPSED2.pdf>

No pedestrian-related outcomes

### **East Renfrewshire**

<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=9084&p=0>

Equality Outcome 1: Disabled people are protected from physical and communication barriers.

Intermediate Outcome 1.3: Wheelchair Users find it easy to access pavements in East Renfrewshire.

Lead: Environment/Roads

### **City of Edinburgh**

[http://www.edinburgh.gov.uk/info/751/equality\\_diversity\\_and\\_human\\_rights/707/equality\\_and\\_rights](http://www.edinburgh.gov.uk/info/751/equality_diversity_and_human_rights/707/equality_and_rights)

Equality Outcome ER22: There are accessible and inclusive transport systems ensuring people feel safe using the City's public transport, road, footway and cycle networks



#### Mainstreaming Actions:

- Create „walkable“ and „cyclable“ neighbourhoods through construction of a minimum of 4 20mph zones; design and implement an area wide 20mph zone in South Edinburgh; promotional campaign to improve compliance and Speed limit review to be undertaken for A and B roads.
- Complete the introduction of 20mph speed limits outside all primary and secondary schools

#### **Falkirk**

[http://www.falkirk.gov.uk/services/corporate\\_neighbourhood/human\\_resources/PDFs/2013/eom\\_report\\_13.pdf](http://www.falkirk.gov.uk/services/corporate_neighbourhood/human_resources/PDFs/2013/eom_report_13.pdf)

No pedestrian-related outcomes, but “Improved physical access to services, housing and the public realm” noted as an „existing priority”.

#### **Fife**

<http://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=5A16D70D-CEB9-0C1D-E7EA77A5B3B62C4C>

No pedestrian-related outcomes

#### **City of Glasgow**

<http://www.glasgow.gov.uk/CHttpHandler.ashx?id=15516&p=0>

No pedestrian-related outcomes

#### **Highland**

<http://www.highland.gov.uk/NR/rdonlyres/B10BF1AC-EFA5-4F52-885B-97E7A3CBA80F/0/Outcomesreport.pdf>

No pedestrian-related outcomes

#### **Inverclyde**

<http://www.inverclyde.gov.uk/council-and-government/equality-and-diversity/equalitydiversity>

Equality Outcome: The condition of roads and pavements do not prevent older people and those with mobility impairment from accessing shops, services and transport.

Performance Indicator: % of the road network that should be considered for maintenance investment

#### **Midlothian**

[http://www.midlothian.gov.uk/news/article/917/equality\\_outcome\\_and\\_mainstreaming\\_report\\_2013\\_\\_2017](http://www.midlothian.gov.uk/news/article/917/equality_outcome_and_mainstreaming_report_2013__2017)

No pedestrian-related outcomes

#### **Moray**

<http://www.moray.gov.uk/downloads/file85427.pdf>

Theme 3: Access to streets. The outcomes for this section are (responsible authorities in brackets):

1. Work with community groups to carry out street audits to gain insight into the physical and psychological barriers that prevent pedestrians or wheelchair users from using the pavements in Moray (The Moray Council).



2. Improve access to streets for all users in Moray (The Moray Council).
3. People feel safe using the streets in Moray (The Moray Council and the Moray Licensing Board).
4. Provide easily accessible information about safety and accessibility of the streets in Moray (The Moray Council).

Feedback from Moray Disability Forum: The Forum has given many examples of physical features in Moray which make it difficult or impossible to effectively use a great number of footpaths in Moray. These features range from temporary features (such as cars parked on kerbs, wheelie bins, a-frame signs, or other temporary obstacles blocking the pavement) to more permanent obstacles (such as dropped kerbs that are too high, narrow pavements, pavements made too narrow by drainpipes, lampposts, steep gradients, unsecure embankments, insufficient or non-compliant disabled parking spaces, cobbled streets). These features affect wheelchair users, people who are visually impaired, elderly and parents with young children. In some extreme cases, these obstacles are impossible to negotiate without a significant detour, e.g. the platforms at Elgin railway station.

### **North Ayrshire**

<http://www.north-ayrshire.gov.uk/council/strategies-plans-and-policies/equality-policy-and-performance.aspx>

Outcome 4: Older people are more active and independent in their communities

Action: 4.6 Review the Outdoor Access Strategy and the Core Paths Plan in partnership with North Ayrshire Outdoor Access Forum (NAOAF)

Success Criteria/Desired Outcome: To take into consideration the requirements of people of all ages and abilities in the design and implementation of access projects.

Timescale/Lead service: April 2013 – Mar 2014. Economic Development

### **North Lanarkshire**

<http://www.northlanarkshire.gov.uk/index.aspx?articleid=26438>

No pedestrian-related outcomes

### **Orkney**

[http://www.orkney.gov.uk/Files/Council/Council-](http://www.orkney.gov.uk/Files/Council/Council-Policies/Orkney_Islands_Council_Equality_Outcomes_2013_2017.pdf)

[Policies/Orkney\\_Islands\\_Council\\_Equality\\_Outcomes\\_2013\\_2017.pdf](http://www.orkney.gov.uk/Files/Council/Council-Policies/Orkney_Islands_Council_Equality_Outcomes_2013_2017.pdf)

No pedestrian-related outcomes

### **Perth and Kinross**

<http://www.pkc.gov.uk/CHttpHandler.ashx?id=19460&p=0>

No pedestrian-related outcomes

### **Renfrewshire**

[http://www.renfrewshire.gov.uk/wps/wcm/connect/81c835cc-e95e-4799-824db1917fd8c591/ce-](http://www.renfrewshire.gov.uk/wps/wcm/connect/81c835cc-e95e-4799-824db1917fd8c591/ce-Progressonmainstreamingequalitydutyandequalityoutcomes.pdf?MOD=AJPERES)

[Progressonmainstreamingequalitydutyandequalityoutcomes.pdf?MOD=AJPERES](http://www.renfrewshire.gov.uk/wps/wcm/connect/81c835cc-e95e-4799-824db1917fd8c591/ce-Progressonmainstreamingequalitydutyandequalityoutcomes.pdf?MOD=AJPERES)

No pedestrian-related outcomes



### **Scottish Borders**

[http://www.scotborders.gov.uk/downloads/file/5881/appendix\\_4-equality\\_outcomes\\_and\\_indicators](http://www.scotborders.gov.uk/downloads/file/5881/appendix_4-equality_outcomes_and_indicators)

No pedestrian-related outcomes

### **Shetland**

<http://www.shetland.gov.uk/communityplanning/documents/ShetlandsEqualitiesMainstreamingReportandEqualityOutcomes2013to2017FinalVersion6.pdf>

No pedestrian-related outcomes

### **South Ayrshire**

<http://www.southayrshire.gov.uk/equalities/publications/equality%20and%20diversity%20strategy-sac-25%20april%202013%20final.pdf>

Medium Term (3-4 years) Equality Outcome: Improved accessibility to Council buildings and public spaces.

### **South Lanarkshire**

Download Now - South Lanarkshire Council

Outcome 3: Improve the road network and influence improvements in public transport

To help us achieve this change, we will... “take account of disabled requirements when street-scaping through South Lanarkshire”s shopping centres” (3.4)

### **Stirling**

[http://www.stirling.gov.uk/\\_\\_documents/temporary-uploads/chief-executivesoffice/sc20130502item10equalitystrategyapp1-1.pdf](http://www.stirling.gov.uk/__documents/temporary-uploads/chief-executivesoffice/sc20130502item10equalitystrategyapp1-1.pdf)

No pedestrian-related outcomes

### **West Dumbartonshire**

[http://www.westdunbarton.gov.uk/media/2502909/wdc\\_equality\\_mainstreaming\\_report\\_2013\\_2017.pdf](http://www.westdunbarton.gov.uk/media/2502909/wdc_equality_mainstreaming_report_2013_2017.pdf)

gov.uk/media/2502909/wdc\_equality\_mainstreaming\_report\_2013\_2017.pdf

No pedestrian-related outcomes

### **West Lothian**

<http://www.westlothian.gov.uk/media/downloaddoc/1799563/1846123/2398118>

No pedestrian-related outcomes; however, “accessibility of the built environment” is noted as an issue in the context of enhancing independence for disabled people (equality outcome 5)

The report was prepared by Living Streets member David Hunter of Not for Profit Planning, an independent consultant specialising in disability equality and voluntary sector development. (plus contact details - [www.nfpplanning.com](http://www.nfpplanning.com), [nfpplan@gmail.com](mailto:nfpplan@gmail.com) 07810444080)





To: **Safer and Stronger Renfrewshire Thematic Board**

On: **14 May 2015**

**Report by:**  
**Director of Community Resources, Renfrewshire Council**

## **REPORT ON THE WINTER 2014 RENFREWSHIRE PUBLIC SERVICES PANEL PERCEPTION DATA**

### **1. Summary**

- 1.1 The Safer and Stronger Thematic Board has responsibility for co-ordinating and driving multi-agency activity to ensure that we achieve our long term vision that: 'Renfrewshire is known as a safe and tolerant place where residents and visitors enjoy a high level of personal safety and public protection and are free from crime. A culture of fairness, respect and equality exists and vulnerable children and adults are well looked after and protected'.
- 1.2 This report provides an overview of perception data from the results of the winter 2014 Renfrewshire Public Services Panel survey which consulted panel members on council services, anti-social behaviour and empowering communities. Section 4 of the report provides a detailed analysis on the issues which impact on the Safer and Stronger outcomes.

### **2. Recommendations**

- 2.1 It is recommended that the Board notes the contents of this report.

### **3. Background**

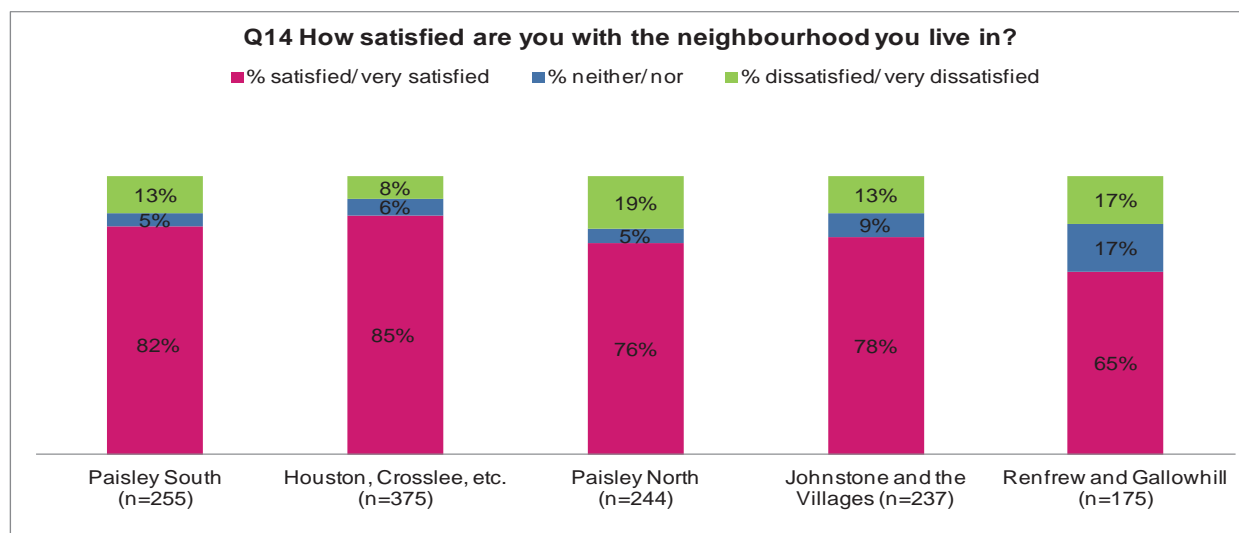
- 3.1 Renfrewshire Public Services Panel is made up of a cross-section of Renfrewshire residents. Panel members receive three or four questionnaire surveys each year, asking their views about public services in Renfrewshire. The panel is important in making sure that the opinions of Renfrewshire's residents are included when taking decisions that shape services. The panel membership is refreshed on a bi-annual basis.



- 3.2 Research Resource was commissioned by Renfrewshire Council to manage its Public Services Panel. This report outlines the key areas of the panel's winter 2014 consultation which affect the key outcomes of the Safer and Stronger Renfrewshire Thematic Board. The survey was sent to all 2,053 Panel members and a total of 1,315 responses were received, representing a 64% response rate.
- 3.3 The geographic response profile was representative of the overall geographic profile of Renfrewshire residents however demographically there were more respondents in the older age categories than younger ones and therefore the findings are biased slightly towards perceptions of older age groups. The data was therefore weighted by age and gender to ensure that the findings represent the Renfrewshire population as a whole.
- 3.4 The results of the public services panel surveys are reported on a Renfrewshire-wide basis as well as at Local Area Committee level.
- 3.5 A major element of the winter 2014 Public Services Panel survey concerned anti social behaviour in Renfrewshire. This section of the questionnaire asked panel members for their opinions on the factors which they feel have an impact on them personally and factors which have an impact on their community. The survey sought to find out about those who had experienced anti social behaviour and, for those who had reported this problem, who they had reported this to and for their opinions on how the query was dealt with. Finally respondents were asked about their awareness of various community activities for young people and whether these have had an effect on their community.

## 4 Perception of anti-social behaviour in Renfrewshire

- 4.1 Respondents were asked how satisfied they were with the neighbourhood they live in with just under 8 in 10 respondents (79%) stating they were either satisfied or very satisfied with their neighbourhood as a place to live compared to 13% who were either dissatisfied or very dissatisfied. The table below shows the breakdown of this data at Local Area Committee level:



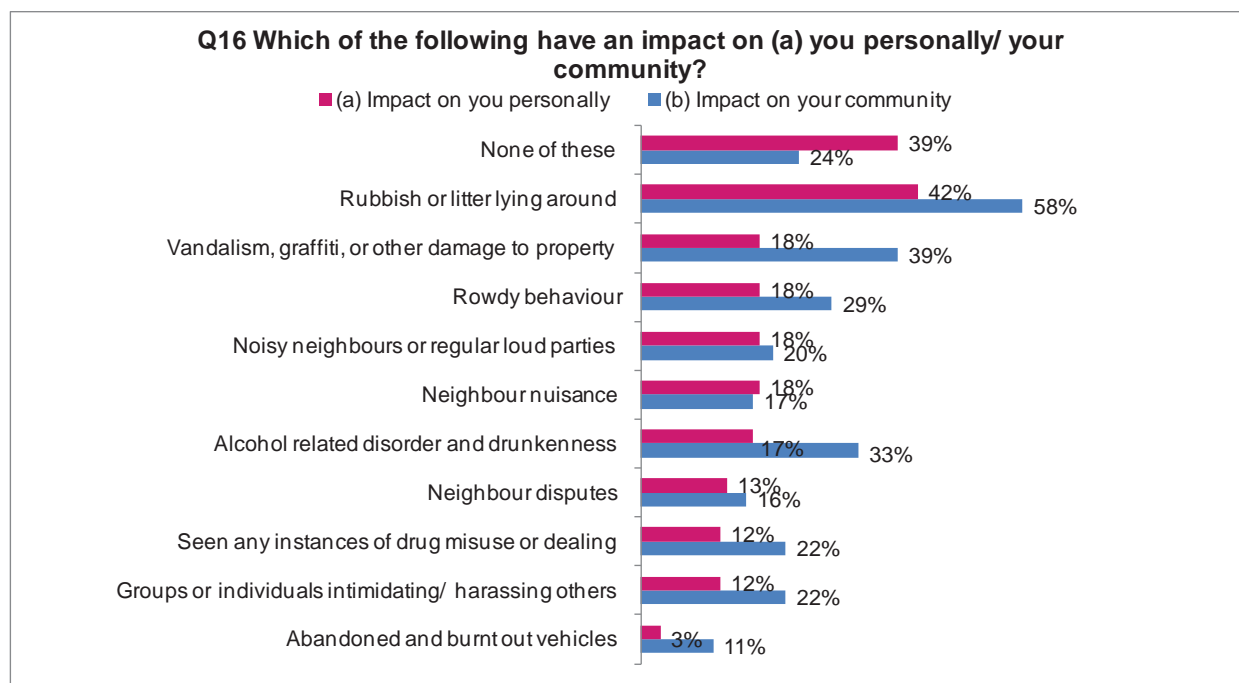




- 4.2 An integral part of the remit of the Safer and Stronger Renfrewshire Thematic Board is to ensure residents feel safe where they live. The table below compares the results from the winter 2014 survey to those from the autumn 2013 survey. The proportion of all respondents who felt the neighbourhood was a safe place to live has not changed significantly in that timescale from 83% in 2013 to 80% in 2014.

Renfrewshire as a safe place to live		
	2013	2014
Renfrewshire	83%	80%
Paisley South	83%	77%
Houston etc.	91%	88%
Paisley North	78%	73%
Johnstone and Villages	81%	78%
Renfrew and Gallowhill	79%	84%

- 4.3 When asked about factors relating to anti social behaviour which impact on respondents personally, rubbish or litter lying around had the biggest impact at 42%. This was also the major factor which was perceived as having an impact on the community (58%). The table below shows a comparison of how factors relating to anti social behaviour affect respondents personally and having an impact on the community.



- 4.4 The proportion of respondents who said they had not experienced any of the issues listed above has increased marginally from 29% in the autumn 2013 survey to 33% in the winter 2014 survey. Compared to the autumn 2013 survey there has been an increase in the proportion of respondents who said they had experienced alcohol related disorder (+8%) and rowdy behaviour (+6%). On the other hand, there has been a

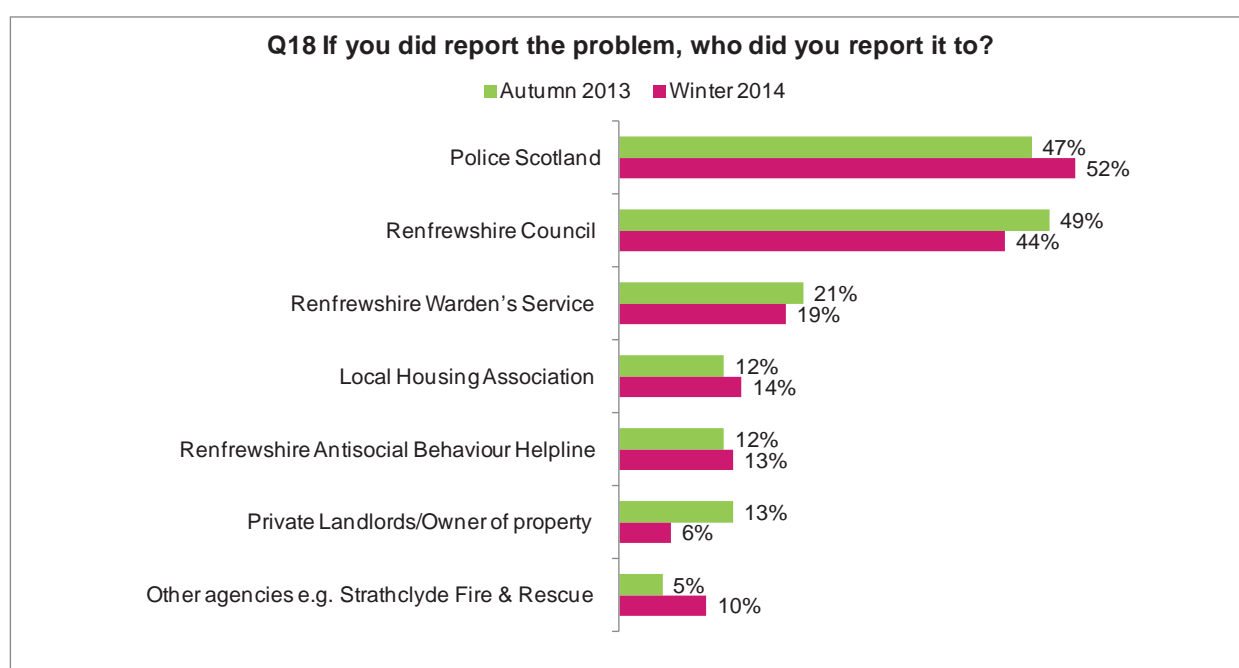


decrease in the proportion of respondents who had experienced rubbish or litter (-8%).

- 4.5 The table below provides trend information from 2011 on any anti social behaviour experienced by the respondents as well as a breakdown of winter 2014 data at Local Area Committee level.

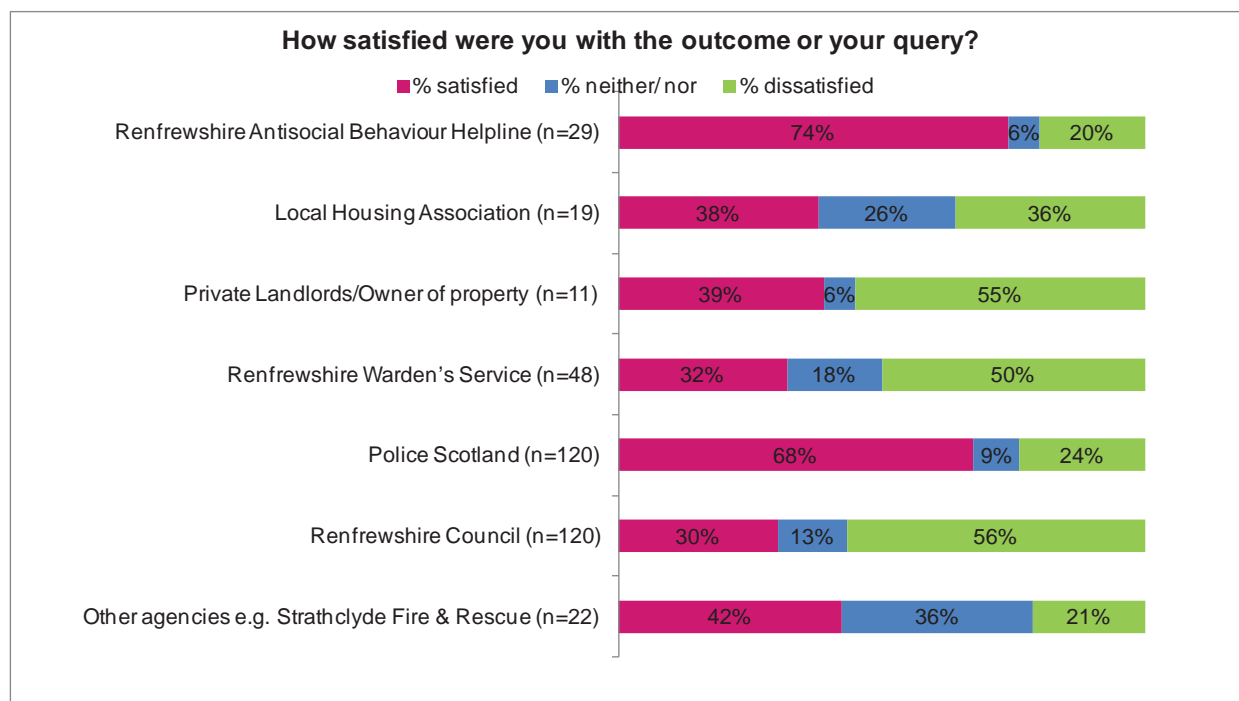
Instances of anti social behaviour experienced										
%	2011	2012	2013	2014	PAISLEY SOUTH	HOUSTON ETC	PAISLEY NORTH	JOHNSTONE & VILLAGES	RENFREW & GALLOWHILL	
Noisy neighbours or regular loud parties	22%	20%	15%	18%	18%	11%	22%	20%	23%	
Vandalism, graffiti, or other damage to property	17%	23%	18%	18%	15%	16%	20%	17%	27%	
Rubbish or litter lying around	50%	57%	56%	48%	43%	49%	58%	44%	46%	
Neighbour disputes	8%	9%	6%	11%	11%	9%	10%	14%	10%	
Neighbour nuisance	10%	15%	12%	15%	14%	10%	16%	22%	17%	
Groups or individuals intimidating or harassing others	14%	8%	7%	11%	10%	11%	12%	12%	7%	
Seen any instances of drug misuse or dealing	11%	8%	8%	12%	16%	8%	15%	14%	7%	
Rowdy behaviour e.g. hooliganism or loud behaviour	25%	19%	14%	20%	20%	15%	25%	22%	20%	
Alcohol related disorder and drunkenness	28%	21%	15%	23%	28%	17%	30%	23%	20%	
Abandoned and burnt out vehicles	4%	1%	2%	2%	1%	1%	4%	1%	1%	
None of these	35%	28%	29%	33%	35%	37%	28%	33%	28%	

- 4.6 Respondents who had reported antisocial behaviour were asked to identify who they had reported this to. The main agencies reported to were Police Scotland and the council which is consistent with the results from autumn 2013. The chart below shows the full breakdown of how problems were reported.

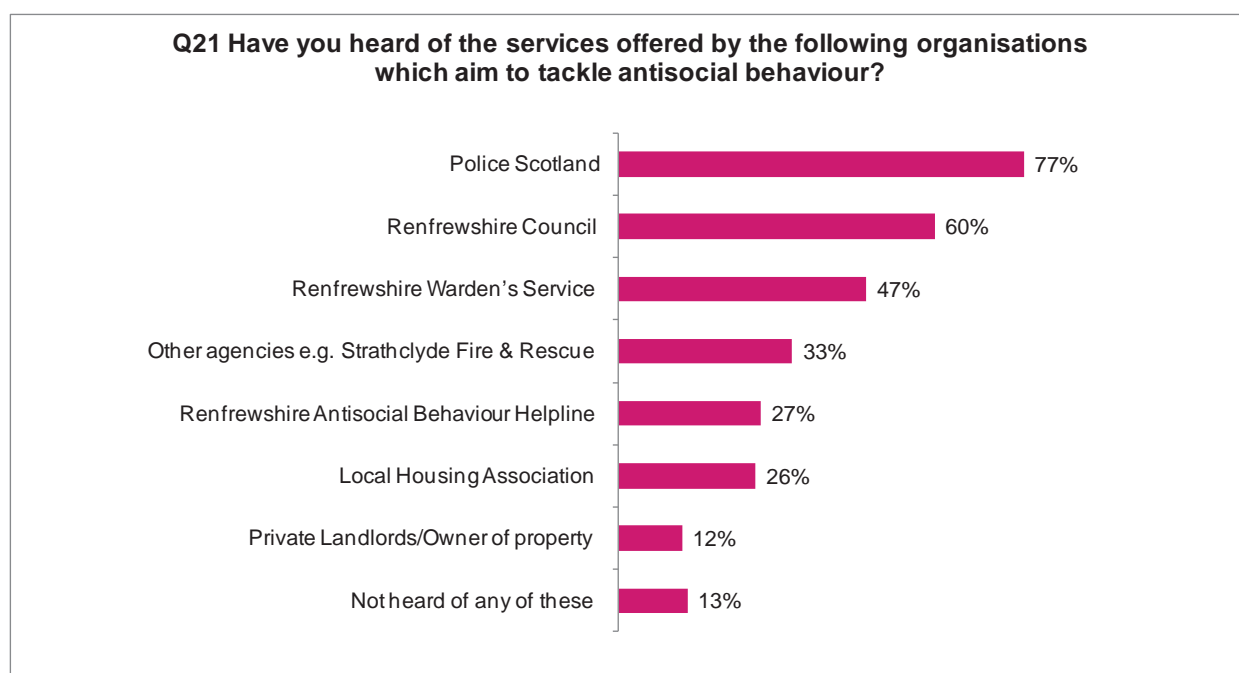




- 4.7 Respondents were asked how satisfied they were with the outcome of their query. Satisfaction was highest amongst those who had reported the issue to the Renfrewshire Antisocial Behaviour Helpline and to Police Scotland. The table below provides more detailed information on satisfaction levels.

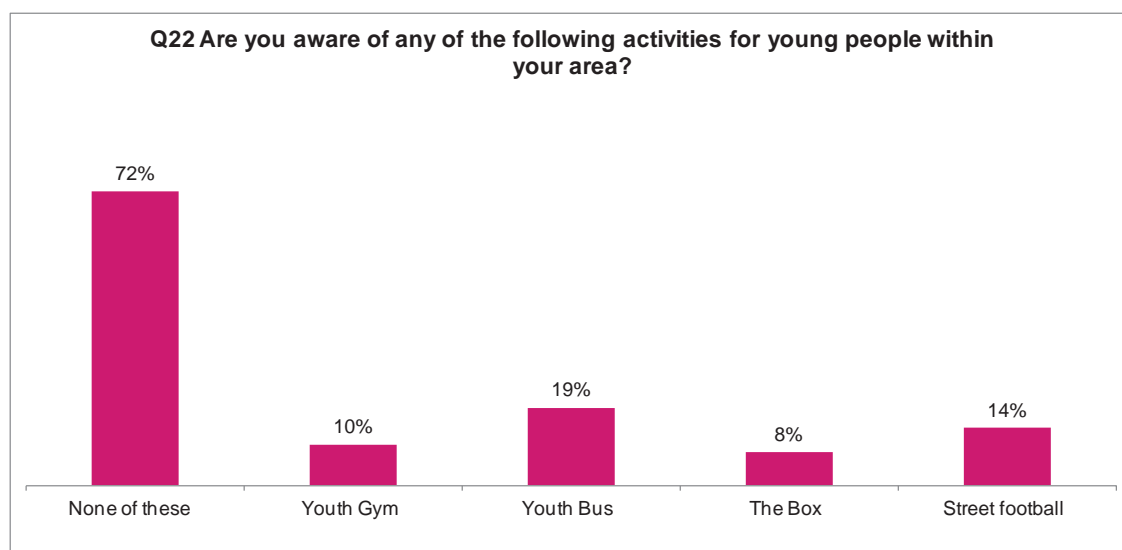


- 4.8 All respondents were asked about their awareness of various organisations which aim to tackle antisocial behaviour. Awareness levels were highest with regards to Police Scotland (77%), the Council (60%) and the Renfrewshire Warden's Service (47%). The Anti Social Behaviour Helpline was recognised by 27% of respondents.

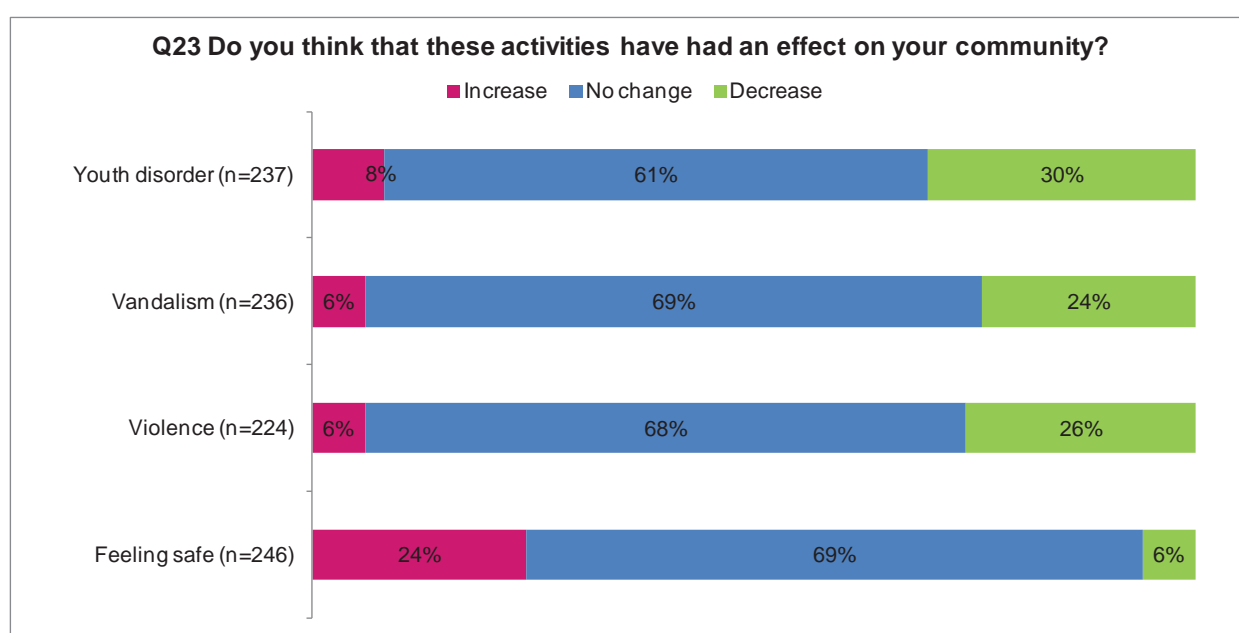




- 4.9 Respondents were asked whether they were aware of various activities provided for young people within their area. The vast majority (72%) were not aware of any of these activities. Where respondents showed awareness, this tended to be regarding the youth bus (19%) and street football (14%). Respondents in Paisley South were least likely to have said they were not aware of any of these activities (67%) while those who lived in Houston and in Paisley North were most likely (75%). It should be highlighted that the majority of respondents are of the older age categories and may not have any reason to be aware of youth activities.



- 4.10 Those respondents who were aware of the youth activities were asked if they felt the activities had made an effect on their community. This revealed that 24% of respondents felt safer in their communities as a result of these activities. The table below provides the comprehensive results.





## 5. Resources

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

## 6. Prevention

The work undertaken through the Safer and Stronger Renfrewshire Thematic Board helps to plan resources and direct investment towards prevention and early intervention. An example of an early intervention programme is Street Stuff which provides quick response to hot spot areas which are identified through collaborative working between Renfrewshire Community Safety Wardens and Police Scotland. Being evidence led, and by responding early, the service is able to divert young people effectively from anti social activities.

## 7. Community Involvement/Engagement

Renfrewshire Council's Public Services Panel consists of a cross-section of around 2,000 of Renfrewshire's residents. Survey questionnaires are issued throughout the year covering a variety of council services. Other examples of community involvement and engagement include "signal interviews" which were carried out in the Johnstone and Ferguslie Park communities. There are also plans to run localised versions of the successful "Your Home, Your Street, Our Community" event run in the Paisley Town Hall as part of a wider consultation and community engagement exercise.

**Author:** Oliver Reid, Head of Public Protection, Tel 0141 618 7352

**Email:** [oliver.reid@renfrewshire.gcsx.gov.uk](mailto:oliver.reid@renfrewshire.gcsx.gov.uk)





**To: Safer and Stronger Renfrewshire Thematic Board**

**On: 14 May 2015**

**Report by:  
Director of Community Resources, Renfrewshire Council**

## **SAFER AND STRONGER UPDATE ON RED IMPACT MEASURE FOR REPORTING TO COMMUNITY PLANNING PARTNERSHIP BOARD**

### **1. Summary**

- 1.1 The Safer and Stronger Thematic Board has responsibility for co-ordinating and driving multi-agency activity to ensure that we achieve our long term vision that: 'Renfrewshire is known as a safe and tolerant place where residents and visitors enjoy a high level of personal safety and public protection and are free from crime. A culture of fairness, respect and equality exists and vulnerable children and adults are well looked after and protected'.
- 1.2 The Safer and Stronger element of the Single Outcome Agreement clearly sets out our agreed outcomes together with the one, three and ten year targets for each of the impact measures. At the meeting of the Board in June 2014, a report detailing the progress of the Safer and Stronger element of the Single Outcome Agreement against year one targets was considered.
- 1.3 A full Year 1 progress report on the Single Outcome Agreement was submitted to the Community Planning Partnership Board on 4 February 2015. At this meeting, the Board agreed that each thematic Board provide an interim progress report on those impact measures which were identified as being 10% or more outwith target (red alert) to the meeting on 25 June 2015.
- 1.4 One impact measure from the Safer and Stronger Single Outcome Agreement fell within this red alert status: 'Reduction in the number of children looked after away from home'. An analysis of the progress of this indicator, which is contained in section 3 of this report, will form part of the overall progress report to the Community Planning Partnership Board in June 2015.



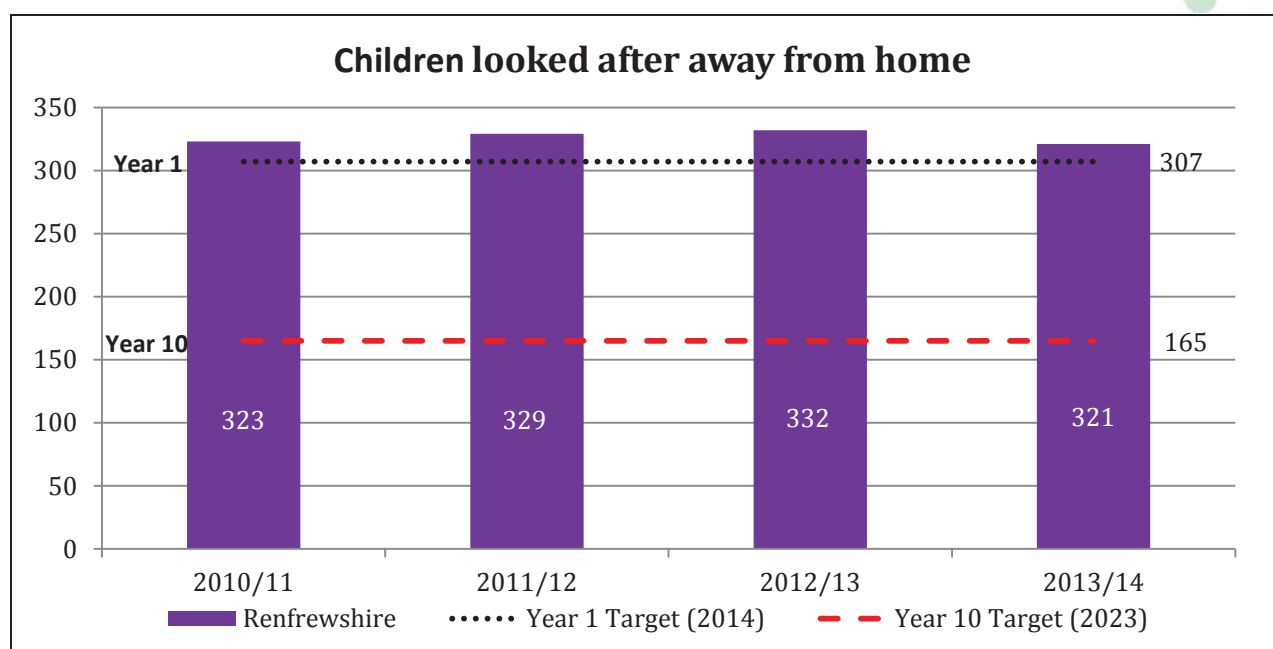
## **2. Recommendations**

- 2.1 It is recommended that the Board:
- Notes the update provided on the indicator: 'Reduction in the number of children looked after away from home'
  - Agrees that this update be reported to the Community Planning Partnership at its meeting on 25 June 2015.

## **3. Background**

- 3.1 A safer and stronger Renfrewshire is one of the key themes within Renfrewshire Community Plan, which was approved at the full meeting of the council in June 2013. In order to achieve a safer and stronger Renfrewshire, the community planning partners have identified four key outcomes which they aim to achieve by 2023:
- Outcome 1: Renfrewshire is known as a place where people living, working or visiting feel safe and secure.
  - Outcome 2: Our communities are living their lives safe from violence and antisocial behaviour and having a responsible approach to accessing and using alcohol.
  - Outcome 3: All members of our community, in particular our most vulnerable children, young people and adults, are living in a safe, inclusive and nurturing environment where they are respected and free from abuse and neglect.
  - Outcome 4: Renfrewshire citizens are positive, supporting equality and valuing diversity to achieve fairness for all within our communities.
- 3.2 The indicator which reflects the 'Reduction in the number of children looked after away from home' is an integral measure for the achievement of outcome 3. A target was set within the Safer and Stronger Single Outcome Agreement to achieve a 50% reduction, by 2023, of the baseline figure from 2010/11.
- 3.3 The table below shows the progress achieved and provides details of the work which is ongoing to reduce the number of children across Renfrewshire being looked after away from home.





The introduction of the Permanence and Care Excellence (PACE) programme aims to reduce delay for looked after children in achieving permanence by supporting local authorities in Children’s Hearings and the Courts to develop improvement projects that look across the whole of a child’s journey to permanence. As such, the programme is aimed at identifying specific delays, blockages and difficulties and also to test changes to address these issues. The majority of children who are accommodated are placed with foster carers or, where appropriate, with prospective adopters. The safety and wellbeing of the child is paramount and Social Work will place a child in a family setting wherever appropriate to do so.

Work on the PACE programme commenced in March 2014 and as such would have had no impact on the Year 1 figure of 321. The PACE programme is continuing and has now been rolled out to include all children undergoing the permanency process. It is expected that the figure for 2014-15 (Year 2) will reflect the progress made in reducing timescales for achieving permanence for looked after children.

Functional Family Therapy is a programme which empowers families to cope with challenging and negative behaviour. This has already and will continue to result in the reduction of children and young people being accommodated.

- 3.4 Information on the number of children being looked after away from home for 2014/15 should be available prior to the meeting of the Community Planning Partnership on 25 June 2015. This figure can then be incorporated within the above update.

## 4. Resources

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



## 5. **Prevention**

The work undertaken through the Safer and Stronger Renfrewshire Thematic Board helps to plan resources and direct investment towards prevention and early intervention.

## 6. **Community Involvement/Engagement**

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

**Author:** Oliver Reid, Head of Public Protection, Renfrewshire Council, Tel 0141 618 7352

**Email:** [oliver.reid@renfrewshire.gcsx.gov.uk](mailto:oliver.reid@renfrewshire.gcsx.gov.uk)



**To: Safer and Stronger Renfrewshire Thematic Board**

**On: 14 May 2015**

**Report by:**

**Director of Community Resources**

## **SAFER AND STRONGER RENFREWSHIRE THEMATIC BOARD - SELF ASSESSMENT**

### **1. Summary**

The self assessment is designed to measure that partnership strengths and weaknesses thus enabling the Board to identify areas for development. The assessment considers the following seven areas and members will be required to complete a scorecard for each:

1. Focus and impact
2. Partnership working
3. Strategic coherence
4. Planning and delivery
5. Review, reflect and refine
6. Capturing performance
7. Personal roles

On completion of the scorecards a report providing an analysis of the results together with some recommendations will be presented to the next meeting of the Board.

### **2. Recommendations**

It is recommended that the Safer and Stronger Renfrewshire Board

- a) Agree to undertake the Community Safety Partnership Self Assessment
- b) Agree to comply with the timescales as set out in Section 5



### 3. Background

Through the 2010 Scottish Community Safety Network (SCSN) annual survey, 88% of respondents identified that there was a need for a self assessment specific to Community Safety Partnerships. As a result, the network appointed consultants to work with them to develop a self assessment and toolkit. Following a series of successful pilot self assessment package was launched on 20 June 2012.

### 4. Self Assessment Process

The self assessment is designed to measure that partnership strengths and weaknesses thus enabling the Board to identify areas for development. The assessment considers the following seven areas and members will be required to complete a scorecard for each:

1. Focus and impact – this provides a quick insight into the overall performance of the Board.
2. Partnership working – this area covers all the key features of a high performance partnership. The crucial point regarding this area is that the Board needs to score highly on all features to ensure high performance.
3. Strategic coherence - this scorecard covers the features which determine the extent to which the Board is 'swimming with the tide' in terms of its strategic context, awareness of its role and activities by key partners and the extent to which its work is connected to relevant action elsewhere. Therefore the key issues are about strategic consistency, awareness and connectedness.
4. Planning and delivery – this will help the Board assess the extent to which the partnership is focused on action and effective implementation.
5. Review, reflect and refine - provides the board with a description of the extent to which the partnership reviews its action and progress and uses this to refine and improve its work and performance.
6. Capturing performance – this scorecard covers different aspects of capturing and describing performance e.g. sharing and analysing data, establishing indicators and trend analysis.
7. Personal roles – this particular scorecards allows reflection and review with regards how individual partners feel about their role, recognition and support they receive as a member of the Board.

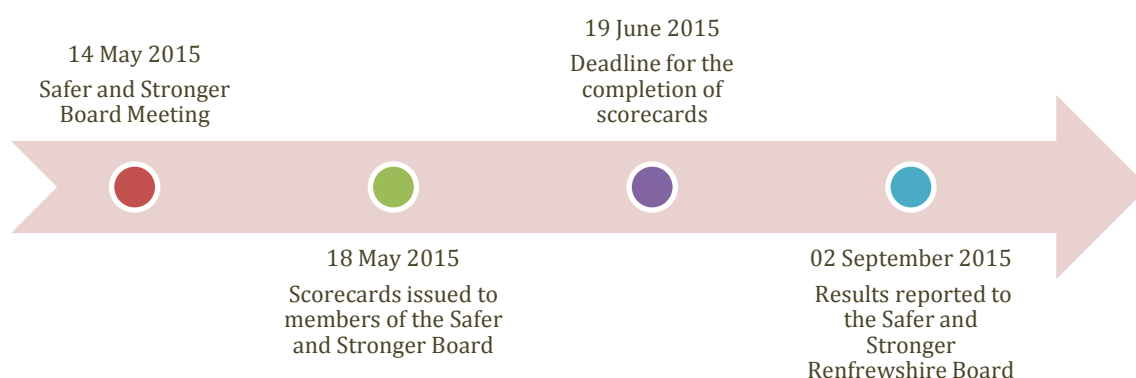
All members of the Board will be issued with links to each of the scorecards together with a comprehensive set of instructions. Each scorecard will only take a few minutes to complete and there is no requirement to complete all scorecards at the same time.



Following completion of the scorecards the SCSN supported by the Community Planning Team will download the results and provide an analysis of what the results tell us and some recommend so area for improvement to the Safer and Stronger Board.

## 5. Timeline for Completion

Following agreement by the Board the scorecards will be issued to members for completion by Friday 19 June with the results being reported back to the next meeting of the Safer and Stronger Renfrewshire Board on 2 September 2015 as detailed in the timeline below:



## 6. Resources

There are no additional resource implications as Renfrewshire Community Planning Partnership is a member of the SCSN.

## 7. Prevention

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

## 8. Community Involvement/Engagement

The Board has representation from the Renfrewshire Forum for Empowering Communities.

**For more information regarding this report, please contact Yvonne Farquhar, Senior Policy Officer, Renfrewshire Community Planning Partnership Team/Chief Executive's Service on 0141 618 7409 or by emailing [yvonne.farquhar@renfrewshire.gov.uk](mailto:yvonne.farquhar@renfrewshire.gov.uk)**





**To: Safer & Stronger Renfrewshire Thematic Board**

**On: 14 May 2015**

**Report by:**

**Shona MacDougall, Director of Community Resources Renfrewshire Council**

**PROGRESS UPDATE ON COUNTER TERRORISM STRATEGY (CONTEST) and  
STRATEGY FOR TACKLING SERIOUS AND ORGANISED CRIME (SOC)**

**1. Summary**

- 1.1 The Counter Terrorism and Security Act 2015 was recently approved at Westminster and will be supported by the Scottish Government. It contains a number of areas of work that will require to be taken forward by public authorities, including local Councils – particularly in relation to the Prevent strategy. Scottish Guidance was issued on 12 March 2015 and includes the requirement to have (by 1 July 2015) clear governance structures and arrangements in place, including within community planning frameworks, to address the “Prevent” strategy which has three objectives:
- to respond to the ideological threat of terrorism and those who promote it
  - to prevent people being drawn into terrorism
  - to address where there are risks of radicalisation.
- 1.2 A similar role is required in relation to serious and organised crime – where the focus is on making it difficult for serious and organised crime groups to:
- access and use resources to launder money,
  - promote or draw people into criminal activities
  - legitimise their ongoing activities or assets.
- 1.3 Both strategies (counter terrorism and serious organised crime) require significant time and investment from public bodies to reduce the risk of harm to individuals and communities, fraud or corruption, or the misuse of public assets or resources. There will be a significant role for the Safer and Stronger Thematic



Board to act as the primary multi agency forum to take forward this agenda within the community planning framework.

- 1.4 This briefing provides an overview on the current arrangements in place and a progress update on actions being taken to strengthen governance arrangements and to ensure all relevant aspects of the agenda are being taken forward effectively and that the Community Planning Partnership comply with the guidance arising from the Counter Terrorism and Security Act 2015.

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## **2. Recommendations**

The Safer and Stronger Thematic Board is asked to note the following key points / issues:

- 2.1 the progress being made in responding to Counter Terrorism and Serious & Organised Crime Strategies at a national and local level and that local arrangements are in place to comply with the requirements of the Act;
- 2.2 the establishment of a “Prevent” working group as set out in this report, to take forward the counter terrorism strategy, reporting to the Chief Officers Public Protection Group (chaired by Renfrewshire Council Chief Executive), through the Community Safety and Public Protection Steering Group (chaired by Head of Public Protection).
- 2.3 the intention to use the guidance for Health Boards on implementing the Prevent Strategy as the basis for the development of a self assessment/audit evaluation of the current areas of risk and potential mitigating actions in relation to this agenda.
- 2.4 the progress made to date by the Integrity Working Group in undertaking a self assessment audit and identifying actions that require to be taken forward to improve the resilience of the Council and partners in relation to Serious and Organised Crime.
- 2.5 the overarching governance arrangements that are in place – including the requirement to report to each meeting of the Public Protection Chief Officers Group on progress.
- 2.6 the intention to bring regular update reports to the Safer and Stronger Thematic Board for its consideration.
-





### 3. **COUNTER TERRORISM STRATEGY**

3.1 CONTEST is the UK Government's counter terrorism strategy – which the Scottish Government is committed to supporting in Scotland. It has four clear objectives:

- **Pursue** – to stop terrorist attacks
- **Protect** – to strengthen our protection against terrorist attack
- **Prepare** – where an attack cannot be stopped, to mitigate its impact
- **Prevent** – to stop people becoming terrorists or supporting violent extremism

3.2 The Council's CONTEST approach up to now has been supported through the 3 Council (Renfrewshire, East Renfrewshire and Inverclyde) Civil Contingencies Service (CCS) and works with the Police – directly linked to the CCS Joint Management Board and linked to the Council's strategic approach to preparing for civil contingencies emergencies or incidents. Over the past year the Police have prepared "Local Emerging and Residual Threat Profiles" to assist the 3 Councils in this exercise. These profiles have been shared through the Joint Management Board (JMB) and also the single points of contact for each Council (nominated officers with responsibility to act as the single point of contact within each Council for terrorism and serious and organised crime issues – in the case of Renfrewshire, the Head of Public Protection). This approach has worked well to allow the Councils to consider the threat of terrorism from a civil contingencies perspective – primarily around the Protect and Prepare agenda. However, there is an increasingly important and wider aspect that Councils are being expected to consider and address and this relates to the Prevent agenda.

3.3 The **Prevent** agenda has been highlighted within the Counter-Terrorism and Security Act 2015 and requires Councils and in turn, Community Planning partners to:

- Have a clear understanding of what radicalisation means and to raise awareness amongst staff – equipping them to challenge ideology that supports terrorism.
- Take action to prevent vulnerable people from being radicalised or exploited – providing them with appropriate advice and support.
- Be confident in responding effectively when risks or incidents are identified – with raised awareness that helps identify and address risks of radicalisation.

3.4 This has obvious implications for partners' services – in particular those that deal with vulnerable people and children. A key challenge is that there is no single pathway towards radicalisation. Initial contact can:

- be through peers, families or friends (a social process);
- take place in our communities in unsupervised environments (gyms/leisure facilities/ cafes/libraries);



- be in individuals' homes;
- be through internet and social media.

3.5 Vulnerability makes people susceptible to exploitation:

- young adults exploring issues of identity can distance themselves from family, culture or religious heritage;
- personal crisis can lead to a sense of injustice;
- changed circumstances in the family or events in a country of origin can all lead to increased vulnerability.

3.6 There is no profile for a typical UK based terrorist. However, vulnerable people can be persuaded to join groups that support terrorist activity through:

- a need to express or act on feelings of injustice or anger;
- a desire for friendship, common cause or adventure;
- a fascination with violence, weapons or uniforms; or
- a need for belonging, status or identity.

3.7 Local authorities work with vulnerable people and visit all homes and businesses on a regular basis and are therefore ideally placed to identify people at risk of radicalisation or see signs of radicalised behaviour. There is a need to ensure that material related to terrorism is stopped from being distributed in partners' facilities, particularly those used by vulnerable people and to stop inappropriate use of, or access to publicly provided intranet/internet or IT systems.

3.8 It is incumbent on all organisations to ensure that recruitment, vetting and induction processes are robust and are used to raise awareness amongst staff of the prevention strategy and approach.

3.9 It is also a need to consider how this agenda will impact on and relate to current arrangements for protecting vulnerable people including adult/child protection arrangements, as well as impact on equalities and human rights.

4. **POSSIBLE FUTURE STEPS TO BE TAKEN FORWARD**

4.1 To be successful as a Community Planning Partnership the undernoted requires to be in place across all partners:

- a clear governance structure;
- effective joint working arrangements among partners – particularly the police;
- training for staff to make sure they are aware of risks and how to respond;
- effective protocols/pathways for staff to raise concerns;
- effective information sharing arrangements; and



- support for vulnerable residents.

- 4.2 It has to be recognised that many of these requirements are already in place to some extent within Renfrewshire. However, they will all require to be strengthened and reviewed. Therefore, the Council is establishing a “Prevent” working group operating at a Council level, chaired by the Council’s Single Point of Contact for CONTEST (the Head of Public Protection) and with all relevant services and key partners represented as appropriate. This will operate at a similar level and in a similar way to the already established Integrity Working Group which supports the Council approach to tackling serious and organised crime. Both groups report to the Chief Officers Public Protection Group (chaired by the Chief Executive).
- 4.3 Other partners may wish to consider adopting a similar approach. The NHS have already published useful guidance for Health Boards on implementing the Prevent Strategy and this will be used by the Council Prevent group as the basis for the development of a self assessment/audit evaluation of the current areas of risk in relation to this agenda within the Council and its services and to identify and prioritise actions to be taken forward.
- 4.4 Update reports will be brought to the Safer and Stronger Thematic Board on a regular basis to share issues raised and learning from the work the Council is undertaking. It would be helpful if other partners were to bring forward similar reports based on their own response.

## 5. **TACKLING SERIOUS AND ORGANISED CRIME (SOC)**

- 5.1 A related area of work – which is also beginning to show a requirement for greater cross partner working is the Serious and Organised Crime agenda. The Tackling Serious and Organised Crime Strategy was launched at a national level in June 2009 and has four clear objectives:
- **Divert** – individuals (particularly young people) from engaging in or using the products of serious organised crime
  - **Disrupt** – the activities of serious organised crime groups
  - **Deter** - through measures to protect communities, businesses and the public sector from serious organised crime
  - **Detect** – by boosting capacity and improving co-ordination to give serious organised criminals no place to hide
- 5.2 So far the approach to tackling serious and organised crime (SOC) within the Council has focussed on the Deter Strategy and the introduction of an Integrity Working Group, as recommended by Police Scotland, with an initial focus on reducing organisational vulnerabilities by ensuring compliance with relevant policies and procedures. Recently, the work of the Integrity Group has focussed on conducting a self assessment exercise to provide an audit and risk assessment of current practice and an indication of areas to be prioritised for



development and mitigation of risk. This exercise has been undertaken with the assistance of the Council's Chief Internal Auditor and specialist personnel from within Police Scotland.

5.3 The following areas were reviewed and risk assessed:

- Vetting;
- Information Security;
- Procurement and Contracts;
- Finance and Audits;
- Physical Security;
- Public Complaints;
- Staff Discipline;
- HR, Recruitment and Training; and
- Internal and External Communications.

5.4 The initial findings indicate that there is good general awareness by senior management within the Council of the potential risk posed by serious and organised crime groups and corruption generally, but that there remains work to be done to ensure that these risks are being effectively mitigated across all service areas.

5.5 Some of the areas for improvement and early action that are likely to appear in the final action plan will include:

- Strengthening training and development at a general level to raise operational awareness and in focused ways to target services at high risk;
- Increased monitoring and analysis of ICT use;
- Improved monitoring and analysis of key indicators such as high cash payments;
- Targeted strengthening and awareness of infrastructure and organisational vulnerabilities, particularly during periods of change – technology, social media, physical infrastructure (metal theft);
- Reviewing procedures to protect the organisation from financial threats and misuse of resources – fraud, external funding, procurement;
- Ensuring the Council's assets and statutory obligations/permissions are not abused or misused – Licensing, regulatory, planning and development functions, commercial property portfolio.



- 5.6 The self assessment report and action plan will provide a baseline of current practice and some degree of reassurance for the Council in relation to the policies and procedures that protect the organisation (and focus on the deter strand).
- 5.7 However, it is clear from the areas for improvement noted above that a number of areas of work will require to be undertaken to provide reassurance of current practice in relation to Disrupt or Divert activities that are designed to support individuals or communities more widely (for example around the objective of diverting individuals from engaging in, or using, the products of serious organised crime). These areas of work will also benefit from organisations across the Community Planning Partnership coming together in a focused way to share knowledge and best practice as they each develop their own operational resilience.
- 5.8 A good example of this was raised at Scotland's first "Insider Threat" conference held in February 2015. An Insider Threat is a person who exploits their organisational access for unauthorised purposes. Not always maliciously – sometimes inadvertently. Conference looked at the types of threat, some of the practical issues that can deter or prevent threats from materialising and the changing nature of threats in modern organisations. It also touched on why people do these things and some of the actions that organisations can take to reduce their likelihood and/or impact. Some of the information that was presented has been summarised below:
- Attempts to obtain employment fraudulently by not declaring previous convictions or using false qualifications rose by 70% in 2014;
  - 80% of insider threats are men;
  - Most are permanent employees (not temps). Average length of employment before acting – 5 years;
  - 87% use legitimate access granted by the organisation;
  - 81% plan in advance;
  - In 85% of cases someone else in the organisation knew it was happening/being planned;
  - 50% had previously been identified by management as difficult or disgruntled employees;
  - 80% committed the acts in the workplace and during working hours (not working from home access or covertly);



- 98% of all insider threat data breaches are from servers – not laptops, PC's or emails – cybercriminals and rogue insiders are interested in databases not mobile devices;
- 48% involved privileged users – data administrators/IT professionals with full access – rather than end users or outsiders;
- 96% of data breaches could have been avoided through simple controls;
- 85% are not difficult to unpick and identify the rogue insider once discovered – they leave an audit trail;
- 4 areas of risk: – users; obsolete users; privileged users (IT administrators); malicious access – using others access.

5.9 Some of this information contains key messages for any large organisation:

- Organisations going through a change process are particularly vulnerable (particularly if the change involves IT changes).
- People are more likely to become insider threats and to act if they are frustrated, angry or uncertain about their own future, or in denial about a change that is happening within their organisation – they are particularly likely to turn to sabotage if they feel unable to express their concerns or frustration in an open manner.
- One of the most effective ways to combat the likelihood of sabotage or a rogue insider taking action during a period of change is to ensure good support for people undergoing organisational change by ensuring appropriate ways for people to raise their concerns.
- Organisational development and communications each have a key role to play in protecting the organisation during change.

6. **THE ROLE OF THE SAFER AND STRONGER THEMATIC BOARD**

- 6.1 The Council's Community Safety and Public Protection Steering Group acts as the strategic officer oversight group with responsibility for both Counter Terrorism and Serious and Organised Crime within Renfrewshire - with membership. at a senior level, from key services and from the Police. The role, remit and membership of this group has recently been reviewed and now includes specific reference to “developing and implementing strategies to respond effectively, as organisations and a partnership, to national strategies relating to combating terrorism and serious and organised crime.”
- 6.2 The revised role and remit makes it clear that governance is through the Public Protection Chief Officers Group, and the Housing and Community Safety Policy Board – which also acts as the Scrutiny Board for Police and Fire services





locally. Currently, update reports on progress are provided to the Public Protection Chief Officers Group at each meeting and it is proposed that overview reports are also provided to the Safer and Stronger Thematic Board on a regular basis.

- 6.3 These management and oversight arrangements are intended to ensure that, for the Council, the management of this agenda ties directly, as appropriate, into the senior leadership of the Council at management and member level and also afford the opportunity to use the Community Planning Partnership to work with partners to drive forward the necessary partner activities in an appropriate, proportionate and measured way – through relevant and already established channels – rather than creating additional multi agency groups and remits.
- 6.4 The previously mentioned links to the 3 Council CCS Joint Management Board also ensure an awareness of threat issues and mitigation across a wider geography. Recently the single points of contact within each of the 3 Councils have worked with the Police to review and develop the Multi Agency tasking arrangements for Counter Terrorism and Serious and Organised Crime and have agreed to establish a Steering Group through which information will be shared, with direct links into each areas Council and Community Planning Partnership governance arrangements. This group will include relevant single points of contact for Police and Councils as standing members with other relevant key personnel being included as required.
- 6.5 In this way, messages and actions can be agreed and disseminated through appropriate Council and Community Planning channels to all relevant services and partners. As part of this arrangement the Police have agreed to produce emerging and residual local threat profiles for serious and organised crime for each Council area as well as for terrorist threats. These will be presented by Police experts to Council Chief Executives as well as the single points of contact annually, at a meeting of the CCS Joint Management Board. This is first due to happen in May/June 2015. Relevant issues and actions arising from these will be brought back to the Safer and Stronger Thematic Board for consideration as required.

*Oliver Reid*  
*Interim Head of Public Protection*  
*Renfrewshire Council*  
*0141 618 7352*  
*[oliver.reid@renfrewshire.gcsx.gov.uk](mailto:oliver.reid@renfrewshire.gcsx.gov.uk)*







**To: Safer & Stronger Renfrewshire Thematic Board**

**On: 14 May 2015**

**Report by:**

**Director of Community Resources, Renfrewshire Council**

## **RENFREWSHIRE TRUSTED TRADER SCHEME - SATISFACTION REVIEW 2015**

### **1. Summary**

The Renfrewshire Trusted Trader scheme was launched in March 2012, with 17 member traders. Following agreement between the two authorities, the scheme was expanded to cover East Renfrewshire in April 2014, offering a pan-Renfrewshire solution to benefit customers, businesses and Trading Standards Services. The scheme has now reached its 3<sup>rd</sup> anniversary and has 42 member traders, covering the two local authority areas.

The scheme is open to home improvement businesses with a significant trading presence in the Renfrewshire or East Renfrewshire areas. Background checks are carried out by Trading Standards on businesses who apply, and once approved, customers are able to rate the work carried out by them.

Member traders require to adhere to strict terms and conditions, contravention of which can result in them being removed from the scheme.

Since the launch of the scheme, it's has grown steadily and has:

- 42 member traders (from 17 at inception),
- Approximately 850 web hits per month on the Trusted Trader website directory (up from 500 last year),
- Over 1,300 customers returning feedback on their experience with member traders.

The scheme is supported by an online directory of home improvement companies hosted on the Renfrewshire Council website, as well as a printed directory for non-internet users. Officers from Trading Standards, within Community Resources regularly promote the scheme at talks, public information events, utilising social media and with targeted, affordable advertising.



As the scheme reached its 3<sup>rd</sup> anniversary in March 2015, surveys were carried out to the following 3 groups to ascertain satisfaction levels:

- Members of the scheme (traders)
- Users of the scheme (customers)
- Non-users of the scheme

The main findings were that:

- The average member satisfaction score is 8 out of 10.
- Member traders report a 15% increase, on average, in business since joining the scheme.
- 100% of customers found the scheme easy to use.
- 98% of customers would use the scheme again.
- 75% of non-users were not aware of the existence of the scheme
- 75% of non-users would prefer a greater selection of traders and trades.

Trading Standards will now implement the recommendations from this report:

- Increase membership numbers by a targeted mailing campaign,
- Further improve the website by offering the option for Traders to be listed in more than one trade category,
- Increased, sustained promotion of the scheme.

The attached report details the full findings of these surveys.

## **2. Recommendations**

It is recommended that the Board:

- a) Note the attached satisfaction report on the Renfrewshire Trusted Trader Scheme, demonstrating its success.

## **3. Background**

The catalyst for establishing the Renfrewshire Trusted Trader Scheme was a duty imposed by the Housing (Scotland) Act 2006 on local authority Housing Services to make a public statement advising stakeholders whether they assist with repairs, maintenance or improvements to their homes. This legislation, together with the priorities of Trading



Standards, provided the ideal landscape for the introduction of a trusted trader scheme in Renfrewshire.

The home improvements sector is the most complained about service sector. In addition to this, an Office of Fair Trading report confirmed the level of anxiety experienced by customers when entering into contracts for home improvements, particularly in relation to doorstep sales. The same report highlighted the concerns raised by home improvement businesses at being undercut by door-to-door “rogue traders”.

Schemes such as Trusted Trader are designed to empower customers through access to information on the customer experience of traders they may wish to consider contracting for work on their home. Customers can be assured that businesses who are members of the scheme have been audited by Trading Standards in terms of how they deal with customer complaints. Businesses benefit through affiliation to the scheme and through enhanced support from Trading Standards.

Membership of the Renfrewshire Trusted Trader scheme has increased almost three-fold since its inception. Positive feedback from customers and member businesses has previously been received indicating the scheme is achieving its core objectives of increasing consumer confidence and encouraging economic development. This, coupled with Renfrewshire’s innovative approach to an in-house web solution, has generated much interest from neighbouring authorities.



# Renfrewshire Trusted Trader Scheme

## Satisfaction Review 2015

### 1. Background

- 1.1. The Renfrewshire Trusted Trader Scheme was launched in March 2012, initiated by the Council to help Renfrewshire customers find reliable local traders. This, in turn, helps quality local traders generate more business.
- 1.2 In April 2014 the scheme was expanded to cover the East Renfrewshire Council area, under the control of Renfrewshire Council Trading Standards & Licensing team.
- 1.2 Renfrewshire Trusted Trader Scheme publishes an online [directory of local businesses](#) that have registered as Trusted Traders therefore enabling previous customers to comment and rate their work.
- 1.3 As we approach the 3<sup>rd</sup> anniversary of the scheme, survey reviews were undertaken to assess the impact and future of the scheme to the following groups:
  - (a) Members of the scheme (traders);
  - (b) user of the scheme (customers); and
  - (c) non-users of the scheme.

### 2. Members of the Trusted Trader scheme – survey results

- 2.1 Traders who applied and were accepted as members of the scheme supplied the Trading Standards & Licensing team with a contact email address. These email addresses were used to send out a [feedback survey](#).
- 2.2 There are currently 42 traders who are members of the scheme. 20 members responded to our request for feedback, which equates to a return of 48.6%.
- 2.3 The feedback survey was anonymous to encourage freedom of expression. Members were asked to leave an email address at the end of the survey if they felt they had any issues which required attention.
- 2.3 *Satisfaction*

Each member was asked to rate the scheme between 1 to 10, 10 being very satisfied and 1 being very unsatisfied.

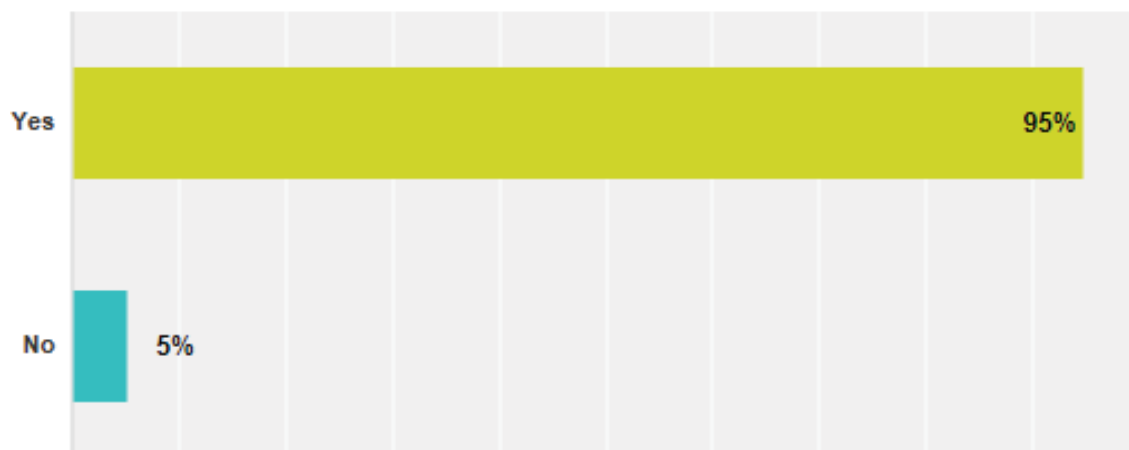
< Very satisfied					Very unsatisfied>				
10	9	8	7	6	5	4	3	2	1
39%	6%	28%	11%	11%	0%	0%	0%	0%	5%



- The table above equates to an average satisfaction score of 8 out of 10.
- The most popular satisfaction score was 10/10 - given by 39% of members.
- 84% of traders scored their satisfaction as 7 or above.

It was noted that 1 member had scored 1/10 for satisfaction. Unfortunately, no comments relating to their score were offered, nor did they leave an email address to allow us to address their issues.

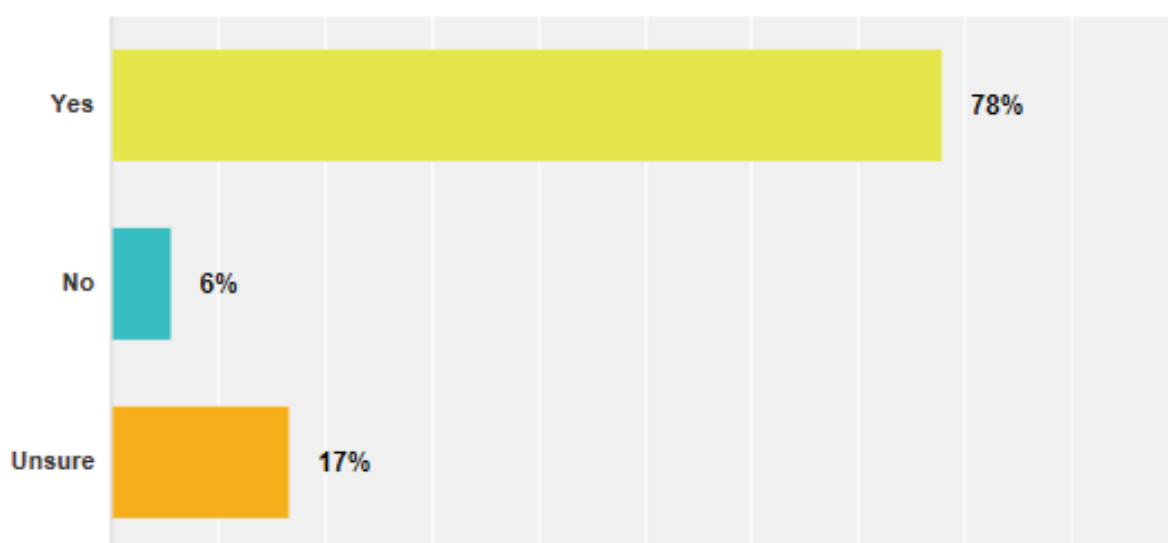
#### 2.4 *Would you recommend the scheme to another trader?*



- 95% of members would recommend the scheme to another trader.
- 5% (one member) would not recommend the scheme.

This was the same member who gave a satisfaction score of 1/10, but provided no comments and left no contact details to allow us to address their issues.

#### 2.5 *Have you received customer enquiries since joining the scheme?*





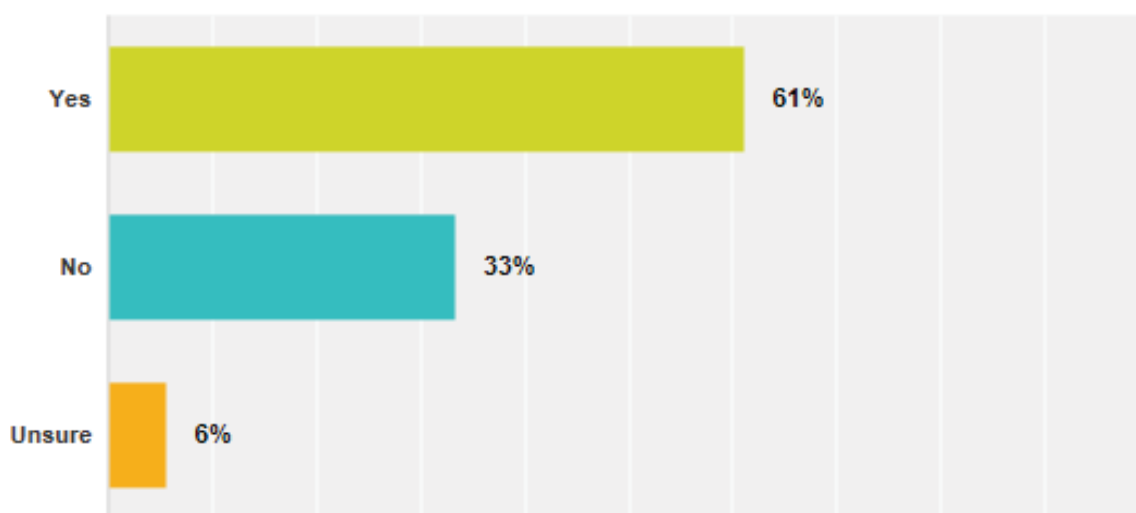
- 78% of members confirmed that they had received customer enquiries as a direct result of belonging to the scheme.
- 17% were unsure if they had received customer enquiries as a direct result of being members.
- 6% of members claimed to have received no customer enquiries.

## 2.6 Work generated by the Trusted Trader scheme

Percentage of work generated by Trusted Trader scheme							
0%	1-5%	6-10%	11-20%	21-30%	31-50%	51-75%	76-100%
10%	36%	5%	27%	16%	6%	0	0

- The average increase in business between all members was 15%.
- 54% of members reported an increased workload of between 6% and 50%.
- The most popular answer conveyed that 36% of members had increased their business by between 1 – 5 %.
- It was also noted that 10% of members had stated they had received no business from the scheme.

## 2.7 Expansion to East Renfrewshire



Members were asked if they had received customer enquiries from East Renfrewshire, since expansion of the scheme to cover that area in April 2014.

- 61% of members intimated that they had received enquiries.
- 33% intimated that they had not yet received any enquiries from this area.



- 6% were unsure if the enquiries they received from East Renfrewshire were a direct result of being a Trusted Trader member.

## 2.8 Introduction of individual trader web pages

In April 2014, members were, for the first time, offered [individual web pages](#) hosted within the Renfrewshire Council website as an improvement to the scheme. We asked members the following questions: (more than one answer could be given)

Since the introduction of individual web pages, do you.....	
Feel the content is appropriate (logo, address, services, web, email etc)	76%
Check the contents regularly for recent reviews and scores	65%
Link your own website to your Trusted Trader page	24%

This improvement to the scheme was undertaken after a similar member survey last year. The survey highlighted that the PDF documents (attachments within a webpage which contained trader details, customer comments and scores) were taking too long to open, and could not be opened on some smartphones and tablets.

Two members provided comments stating that they were not aware they had their own individual web pages hosted within the Renfrewshire Council website.

It should be noted that all members were sent an email followed by a letter informing them of this improvement to the scheme, following last years' survey.

One of the comments was left by the member whose satisfaction score for the scheme was 1/10.

## 2.9 Statements of members

The members were offered a number of statements relating to the scheme and were asked to choose all that applied to them. More than one answer could be given.

I tell customers who are unaware of Trusted Traders about the scheme	68%
Being a Trusted Trader member benefits my business	64%
I am happy with the content of the customer feedback forms	63%
I offer every customer a feedback form	36%
I do not feel that being a Trusted Trader member has increased my workload	21%
Trading Standards have resolved an issue I have raised about the scheme	10%
I rarely offer customers a feedback form	6%



I have contacted another Trusted Trader to help me complete a job	5%
I have contacted another Trusted Trader to carry out work in my own home	5%

The three most popular answers were all positive statements:

- Being a Trusted Trader member benefits my business
- I tell customers who are unaware of Trusted Traders about the scheme
- I am happy with the content of the feedback forms

It was noted that 21% of members stated that they did not feel being a Trusted Trader increased their workload. This contradicts the previous question (2.6) where only 10% stated they had not increased their workload.

#### 2.10 *Comments and improvement suggestions*

Members were asked to offer suggestion that may improve the scheme, or to leave general comments. The following answers were provided:

- *“The feedback we get from clients helps us with providing customer satisfaction in future”*
- *“I would like to see the council advertise the scheme more to make people aware of it “*
- *“The best thing that has happened for Renfrewshire. More and more people are using it. Perhaps another awareness campaign.”*
- *“No improvements needed”*
- *“More promotion”*
- *“Just keep promoting it as so many people do not know about the scheme until we explain it to them.”*
- *“Very happy with scheme. Get lots of referrals”*

Of the 8 comments left by members, 50% requested that the Council promote the scheme further to make more people aware of it.

No negative comments were made against the scheme.





## 2.11 Recommendations

The survey has highlighted that the vast majority of members of the scheme are satisfied and have increased their business since joining.

It is recommended that promotion of the scheme to the general public be increased. This would help improve the satisfaction levels of members, and satisfy the suggestions made.

It is further recommended that traders be encouraged to offer feedback forms to more of their customers. This will help raise the profile of the scheme and their businesses.

It is also recommended that traders be encouraged to promote their membership of the scheme on the own websites. This will raise both their own and the Trusted Trader scheme profile.

## 3. Customers of the Trusted Trader scheme – survey results

- 3.1 Customers of the Trusted Trader scheme were contacted and were requested to provide feedback on their experience of using the service.
- 3.2 A [link](#) was placed online within the Trusted Trader homepage and emails were sent out to subscribers of the Renfrewshire Trading Standards [e-update](#).
- 3.3 57 customers of the Trusted Trader scheme completed the [survey](#).
- 3.4 The feedback survey was anonymous to encourage freedom of expression. Customers were asked to leave an email address at the end of the survey if they felt they had any issues which required attention.
- 3.5 *How do you know about the Trusted Trader scheme?*

Customers were asked how they were first introduced to the scheme. The following answers were provided:

Trading Standards e-update	32%
Council website feature	30%
Word of mouth	20%
Other	8%
Council Magazine article	5%
Poster or leaflet	5%
Local newspaper article	0%



The following comments were provided:

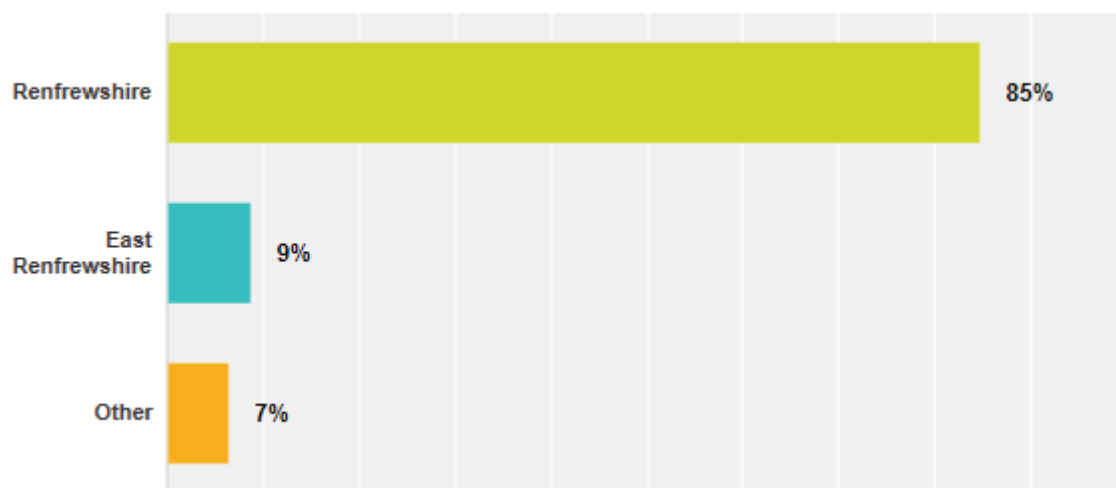
- *"Web search"*
- *"Display at Paisley shopping centre"*
- *"On Engage Renfrewshire email list"*
- *"Police"*
- *"e-updates keep me up to date with these kind of things. Very useful."*

The majority of customers were first made aware of the scheme by subscribing to Trading Standards e-updates. Promotion of the scheme on the Council website homepage closely followed this, and the next most popular answer was 'word of mouth'. These 3 answers accounted for 82% of responses.

It was noted that no customer had stated they discovered the scheme through local newspaper advertising. This is likely due to the fact that the scheme has not been promoted in a local newspaper for over two years.

It should also be noted that no customer mentioned any of the Renfrewshire Council social media posts regarding the scheme, although this was not offered as an answer.

### 3.5 Which area do you reside?

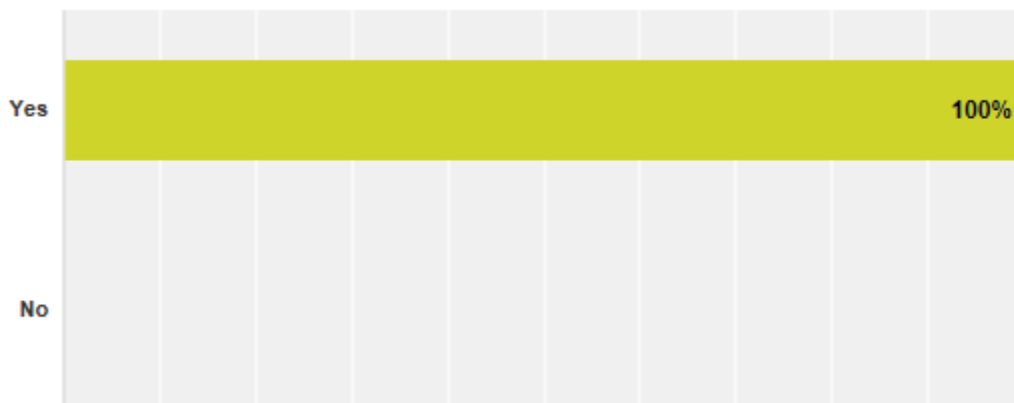


Two customers of the scheme came from Glasgow, one from Argyll & Bute.

One of the customers resided in the USA (presumably they moved there since using the scheme, or sourced a trader for a relative from Renfrewshire or East Renfrewshire).

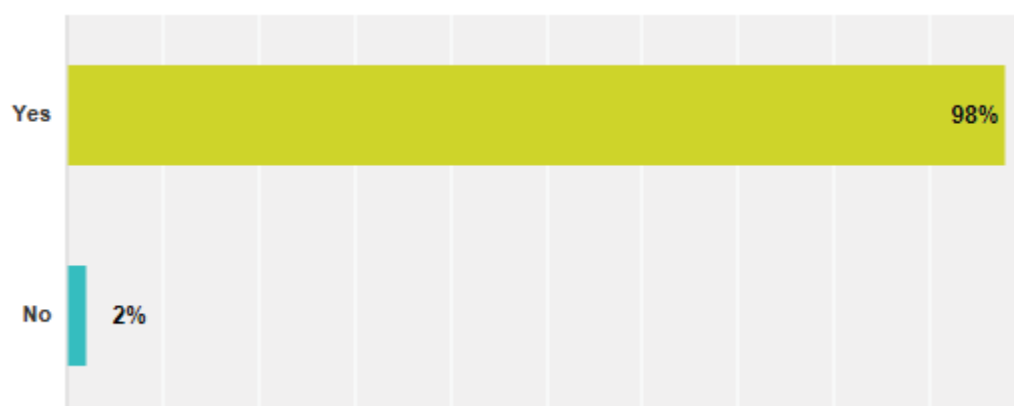


### 3.6 Did you find the scheme easy to use?



100% of customer who have used the Trusted Trader scheme found the website easy to use.

### 3.7 Would you use the scheme again to find a trader?



98% of customers agreed that they would return to the scheme again to find a trader. Only 2% (1 customer), would not use the scheme again.

The following comments were provided:

- *"I have not yet had occasion to use scheme but would do so."*
- *"Not sure"*
- *"Using the scheme was easy and the trader I got was excellent, therefore I have no qualms in using the scheme again and recommending it to family and friends."*



### 3.8 Which trade did you use?

Customers of the scheme were asked to tell us which trade(s) they have used. More than one answer was allowed to be given.

Plumber/Gas Engineer	32%
Electrician	18%
Builder	16%
Painter & Decorator	16%
Roofer	14%
Joiner	12%
Fencing & Decking	10%
Kitchen & Bathroom fitter	10%
Tiler	6%
Plasterer	6%
Driveways & Paving	6%
Double glazing	4%
Jet Washer	4%
Landscape Gardener	4%
Cleaner	0%

It was noted that no customer had indicated that they had used a cleaner. This category is the newest trade to be added to the scheme, coming online in May 2014.

### 3.9 Improvement suggestions or comments

Customers were asked to provide improvement suggestions or leave comments regarding the scheme. The follows answers were provided:

- *"I believe a large number of tradespeople are unaware of this list. The assumption that all information is disseminated via web is not a valid stance. It would be worthwhile to use other media such a newspaper article to provide information to the wider community. Demographics would support that older people in Renfrewshire still purchase local newspapers."*
- *"The scheme is a great idea and makes me feel more confident about choosing tradesmen. More people should know about it. The tradesmen I have used have been trustworthy, reliable and reasonable. Thank you."*



- *"No seems to work very well!"*
- *"Seems ok"*
- *"No. Very pleased with the service."*
- *"All fine"*
- *"Keep up the good work"*
- *"Consider allowing a reviewer the opportunity to revisit his/her review within a certain period in order to update a review."*
- *"No - easy to use"*
- *"Scheme is very easy to use and it's useful to see comments from other clients of the traders"*
- *"No. Excellent idea. Told everyone I know about it. Used a trader and he was 10/10"*
- *"Council staff should have a greater awareness of the scheme. This would also help to spread the word in the community"*
- *"None - very useful"*
- *"No. Excellent idea - great trader. Will recommend scheme to my friends. Should be publicised more."*
- *"I think it is an excellent idea, particularly for vulnerable groups. I will be recommending it on to any friends or relatives who are looking to have work done."*

### 3.10 Recommendations

The general feedback from people who have used the scheme is that they find it easy to use and have had a good experience with the traders they have employed.

It was highlighted by several customer comments that the scheme should be promoted more. One customer suggested that Council employees should be made more aware.

It is recommended that an 'all-user' email promoting the scheme be sent to all employees. Also, further promotion on the Council website homepage, and on the Council's social media outputs be utilised to increase awareness.

It is also recommended that local newspaper advertising be carried out in order to make people aware who do not have access to the internet.



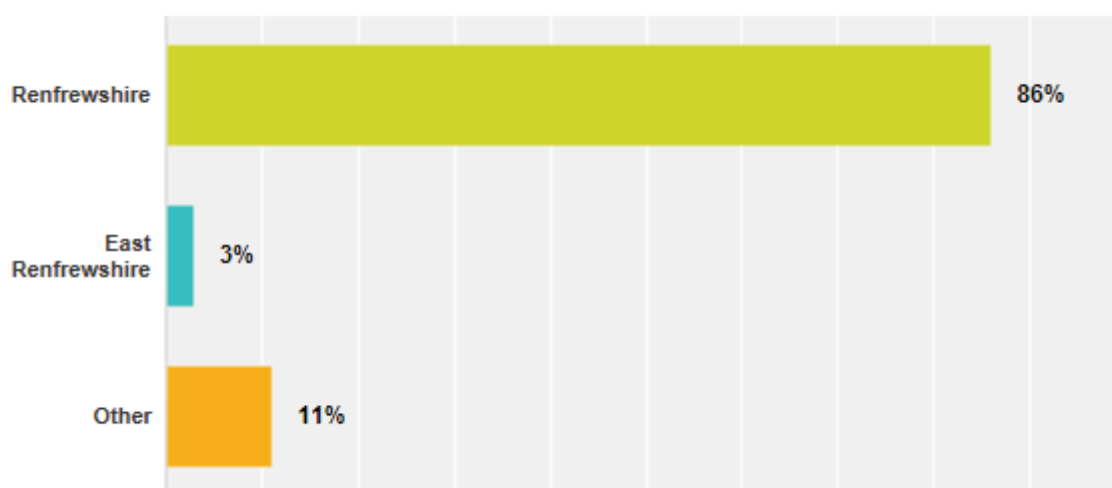
#### 4. Non-users of Trusted Trader scheme - survey results

4.1 Non-users of the Trusted Trader scheme were contacted and requested to provide feedback on why they had not used the service. A [link](#) was placed on the Trusted Trader homepage and emails were sent out to subscribers of the Renfrewshire Trading Standards [e-update](#).

4.2 102 non-users of the Trusted Trader scheme completed the [survey](#).

4.3 The feedback survey was anonymous to encourage freedom of expression. An email address was requested if they felt they had any issues which required attention.

4.4 *Which area do you reside*



Most non-users who responded resided in Renfrewshire. A small percentage resided in East Renfrewshire. The following other areas of residence were reported:

- South Lanarkshire (x3)
- North Lanarkshire
- Glasgow (x2)
- North Ayrshire
- Inverclyde
- Dundee
- Inverclyde
- East Ayrshire

4.5 *Reasons for not using the Trusted Trader scheme*

Non-users of the scheme were offered a number of options as to why they had never used the scheme before, and were invited to leave comments. More than one answer could be given.



Never needed a tradesman since the scheme began	34%
I was not aware the trusted trader scheme existed	25%
I already use a reliable trader who is not on the scheme	22%
I am not from Renfrewshire or East Renfrewshire	13%
I do all my own home improvements	12%
Other (see comments)	4%
The trade I was looking for was not listed	2%
I use other, better known trusted trader schemes	1%
Found the website too difficult to understand	0%

The following 'other' comments were left:

- *"I rely more on recommendation from friends."*
- *"There were no double glazing repairs."*
- *"I never really thought about it. Any tradesmen we use are from recommendations from friends and family and we haven't used many, just the odd electrician to put in a light fixture."*
- *"What is the trusted trader? Is it Care & Repair or something else? Would like to know."*
- *"I just don't think about it."*
- *"I am aware of the trusted trader scheme, but have not, as yet, needed to use any of the traders."*

#### 4.6 What would encourage you to use the scheme in the future?

Non-users of the scheme were offered a number of options that would encourage them to use the scheme in the future, and were also invited to leave comments. More than one answer could be given.

More traders	31%
Printed directory of traders	27%
Smartphone app	22%
Better range of trades	18%
Better search facility on website	16%



Other (see comments)	16%
Easier website	8%
I will never use the scheme	8%

The following comments were provided:

- *"When I require a trader, I would happily use the service if the trader was willing to travel to South Lanarkshire for the work."*
- *"I would consider using the trusted traders if I knew their price was also fair for the quality they provide."*
- *"Now I know it exists, I will check it out."*
- *"I will use it if the need arises."*
- *"I had never heard of it but will log on next time I require a tradesman to check."*
- *"I use word of mouth. Also I forget there is a website on trusted traders."*
- *"If I needed a job completed that I felt that was out with my capability."*
- *"Knowledge of the scheme would have helped."*
- *"I would use it if I need to in the future."*
- *"I will if I need one."*
- *"I think it's a very good scheme. I just haven't needed to use it. I will use it if the need arises."*
- *"Would use it when I need a trader"*
- *"Don't require traders in this area as reside in another local authority."*
- *"I don't really know. I didn't even realise it covered East Renfrewshire, where I live."*
- *"I will use the scheme when I need to. This was not one of your optional answers."*
- *"If I ever needed a tradesman."*
- *"I will use it when I require work to be done."*





- “Better advertised.”

#### 4.7 Recommendations

A quarter of the non-users who responded stated that they had never heard of the scheme. Further promotion of the scheme would resolve this issue.

Almost half of those who responded to the survey intimated that they would use the scheme if there were a bigger selection of trades and more traders. The expansion to East Renfrewshire has helped increase the number of traders. It is anticipated that approximately 10 new traders will be added by April 2016 from East Renfrewshire. Renfrewshire Council shall also be inviting more trades and traders to join the scheme in the coming year.

It is recommended that research be carried out into the possibility of a smartphone app and whether a better web search facility on the Council website could be implemented.

A printed directory of traders has always been available to the public. This should be promoted further to increase knowledge of its availability.

### 5. Conclusions

- 5.1 The feedback from all 3 surveys was very positive. The majority of the feedback and improvement suggestions pointed towards better promotion of the scheme as a whole – to non-users, traders and customers.

Should the recommendations be implemented, it is predicted that the satisfaction levels will rise, usage and knowledge of the scheme will improve and the number of trades and traders will increase.

#### 5.2 Options for promotion

- Advertising in local newspaper
- Advertising in local free papers
- Tagline in Council employees payslips (cost tbc)
- Feature article on Council employee intranet (free)
- Feature article on Council internet homepage (free)
- Article in Renfrewshire Council magazine (free)
- All-user email to Council employees (free)
- Social media posts (free)
- Attend suitable events/talks/displays (free)
- Promotion to Renfrewshire e-update subscribers (free)

Ideally, a promotional campaign using a combination of all of the above options should raise the awareness of the scheme with maximum impact, reaching all the target



audiences, i.e. non-users, non-member traders, current customers and people without access to the internet.

Each campaign component would feed in to the other – i.e. newspaper advert(s), Council magazine advert & social media posts leading potential customers to visit the council website feature, or telephone/email for further information; and the Council employee all-user email & payslip tagline leading employees to the Council intranet feature.

The only costs associated with the above campaign would be advertisement within the local newspaper and free papers.

The advertising campaign would be monitored for effectiveness by:

- (a) using Google Analytics to monitor any increase in web hits on the Trusted Trader website;
- (b) logging the number of telephone calls relating to the scheme; and
- (c) monitoring the increase in email enquiries.



**To: Safer & Stronger Renfrewshire Thematic Board**

**On: 14 May 2015**

**Report by:**

**Director of Community Resources, Renfrewshire Council**

## **COMMUNITY SAFETY UPDATE**

### **1. Summary**

1.1 This report provides an update for the Board on recent activities carried out by the Renfrewshire Community Safety Partnership, including information on:

- environmental enforcement and improvement activities;
- protecting vulnerable residents;
- building safer communities;
- diversionary activities;
- the development of the HMICS Scrutiny Plan; and
- the development of the integrated control room and CCTV.

### **2. Recommendations**

2.1 That the Safer & Stronger Renfrewshire Thematic Board note the report.

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### **3. Environmental Enforcement and Improvements**

#### **Emissions Testing**

3.1 In March, Renfrewshire Wardens undertook a 2 day Vehicle Emissions patrol in Paisley town centre in partnership with Police Scotland. Police Officers were responsible for pulling over the vehicles from traffic. The wardens checked whether vehicle emissions were within the legal requirements. Of the 229 vehicles tested, only 8 failed and were issued with £60 fixed-penalty notices. The Council's licensing section also inspected 34 taxis / private-hire vehicles, with 3 notices issued for various defects, all related to vehicles licensed outwith Renfrewshire. All drivers tested were given a Greener Renfrewshire Vehicle 'Don't Be An Idler' information



leaflet and an explanatory letter. The police reported 1 driver for an overweight load, issuing also a £100 fine and 3 points for a tyre below minimum tread.

### **Fly-tipping Initiatives**

- 3.2 Significant progress has been made on 2 sites within Renfrewshire to combat fly tipping. The first, a secluded site off Auchenlodment Road, Johnstone has been a frequent fly-tipping area for several years. Enforcement patrols and CCTV cameras have had short term impact but ineffective in sustaining longer term improvements. Identifying perpetrators has been challenging and over time the scale of fly tipping has increased significantly. In March, a multi agency initiative led by the Wardens Service was set up to resolve the problem. Working with the landowner, the Forestry Commission, and the Community Service team, the site was cleared of over 5 tonnes of material, including asbestos roofing, bathroom suites, kitchen cupboards & worktops, over 160 tyres and assorted garden & building waste. A fence and sign to secure the site has also been erected in order to deter future fly tipping. The other site, West Ferry Car Park in Langbank, was also a fly-tipping area. Again a multi agency project was set up. The Community Service Unit cleared the site convincing the landowner, Transport Scotland, to fill in all the potholes. Currently Langbank Community Council is in discussions with the landowner on the future use of the land.

### **Clean Up Scotland**

- 3.3 Keep Scotland Beautiful run a “mass-engagement” campaign called Clean Up Scotland. Its aim is to make Scotland the cleanest country in Europe. Renfrewshire Council is committed to supporting this campaign. ‘Do Your Bit’ events are run on a regular basis encouraging the public to look after their own communities, with activities including litter picking and community clean ups. In the near future, Community Resources will be contacting all schools, nurseries, other council services, community councils, office complexes, town centre businesses, housing associations and community groups inviting them to coordinate a community clean up. The service will support any participating groups by supplying litterpicking equipment and arranging uplift of the rubbish collected.

### **Noise Action Week**

- 3.4 Noise Action Week 2015 is 18-23 May. Here local authorities, housing providers and mediation services work to raise awareness of noise. Noise Action Week is co-ordinated by Environmental Protection UK who work year round supporting the work of professionals in noise management. It is supported by the Chartered Institute of Environmental Health and Environmental Protection Scotland. The Community Safety Partnership will support the initiative by delivering a ‘roadshow’ focused on domestic and commercial noise. This roadshow will travel to a different LAC area each day during the Noise Action Week. Noise Enforcement Officers will be available to give advice to the public on noise issues.

## **4. Protecting the Vulnerable**

### **I Am Me/Keep Safe**

- 4.1 During March, I Am Me launched a new training pack and DVD film which are available as a free resource to schools and groups. At the official launch at the Showcase Cinema, Paisley, the film was premiered with over 300 guests attending



including the Provost, Lord Advocate and Deputy Chief Constable as the main speakers. The I Am Me project / Keep Safe has won several awards including, most recently the Wider Partnership Award and the People's Choice Award from the Scottish Community Safety Network. It is now being rolled out across Scotland.

- 4.2 I Am Me is a community project which works in partnership with Renfrewshire Council, Police Scotland and PACE Theatre Company, to raise awareness of disability hate crime. Linked to this project Police Scotland has also been developing a 'Keep Safe' initiative which works with local business owners to create safe areas for people who may feel vulnerable when in the community. Central to the project is a bespoke drama produced by PACE. Since 2013, this hard hitting performance has been delivered to around 7000 people, including High Schools, disability groups, staff groups, the police training college and the Scottish Parliament. A softer version, designed for primary school children has been delivered to around 4000 children.

### **Safe Kids**

- 4.3 The 'Safe Kids' programme was delivered throughout the month of March at St Mirren Park. All P6 pupils in Renfrewshire (almost 2000 young people) attended workshops where they received important personal safety lessons and crime prevention advice. Issues covered included personal safety in the home, antisocial behaviour, internet safety, environmental crime, fire safety, drugs and alcohol awareness and the use of CCTV. This annual community safety educational event has now been run successfully for over 10 years. Overall, as a result of programmes of this type, incidents of youth related antisocial behaviour continue to decline year on year, with more than a 75% reduction over the past 6 years. This reduction and interactive approach has significantly helped us achieve our community plan outcomes under the key themes of 'A Safer and Stronger Renfrewshire' and 'Children and Young People'.

## **5. Building Safer Communities**

### **Choices for Life**

- 5.1 A 'Choices for Life' Open Day was held at the Tannahill Centre, Ferguslie Park on 24 March 2015. Around 150 children from schools in the Paisley area were entertained by various theatre and community groups and got the opportunity to take part in active workshops and diversionary opportunities. Young people can often find themselves under intense peer pressure to take drugs, drink alcohol or become involved in antisocial behaviour. This event provided young people with information and knowledge about such issues so that they can make informed decisions with the end result helping them make positive lifestyle choices. Led by Police Scotland, and the Community Safety Partnership a number of other partners contributed to ensure the event was successful, including Street Stuff, Ferguslie Park Housing Association, Ferguslie League of Action Group, Kibble Works, Ferguslie Community Group, Shape Up Educational Charity and the Princes Trust. A further, similar event is being planned to take place in Johnstone.

### **Stalled Spaces**

- 5.2 The Stalled Spaces project has now been launched with information about how it will be run agreed at the last meeting of the Greener Renfrewshire Thematic Board. The scheme is being promoted on social media and in the press and Engage



Renfrewshire is already working with a number of community groups to support them as they develop applications for suitable projects. In order to provide additional information about the project, a number of events are being arranged by Engage Renfrewshire to be held in May 2015 and these will include support and input from Architecture and Design Scotland who are administering the scheme at a national level. The first applications will be considered at the Greener Renfrewshire Thematic Board in June 2015 if groups are ready to present their proposals at this time. Applications are open to community groups for grants of between £250 and £5,000, but it is anticipated that the majority of awards will be for less than £2,000. The aim is to fund around 7-10 projects across several communities using vacant and derelict spaces in town centres on a temporary basis to support community growth and improvement. Projects can be funded for any temporary use of the space for growing, artistic expression or other creative uses (i.e. garden, growing grounds, Play Park, arts project, events, etc).

## **6. Diversionary Activities**

### **Street Stuff**

- 6.1 Street Stuff launched a new dance class at St Peter's Primary School in Glenburn to improve girls' attendance at the award-winning activity programme. Some girls had been attending the indoor football but said they were also interested in dancing. Street Stuff listened to the girls' ideas and introduced a pilot dance class. The new dance sessions are attracting more than 40 extra young people a night, this is in addition to the regular high turnout for indoor football. The dance classes are now so popular that, on some evenings, there are more girls than boys participating at Street Stuff in St Peter's Primary School.
- 6.2 Street Stuff is bringing back the Youth Bus due to popular demand. The bus, kitted out with gaming equipment similar to 'the box', will provide more flexibility in terms of reaching wider areas of Renfrewshire as well as supporting the council's 'Do Your Bit' campaign. The new bus will be on the street in time for the summer programme of activities.
- 6.3 Street Stuff contributed as part of the Integrated Inspection of Services for Children and Young People in Renfrewshire. The visit was led by the Care Inspectorate with support from Her Majesty's Inspectorate of Constabulary for Scotland. The inspectors visited Street Stuff in February, where they saw the programme in action, engaging/interacting with young people. The inspectors attended the official launch of the Midnight Leagues at St Mirren Park, visited the Gallowhill box and St Peter's Primary School for indoor football and dance sessions.

### **Brighter Renfrewshire Alcohol Awareness Week (BRAW)**

- 6.4 Renfrewshire Alcohol and Drug Partnership and Renfrewshire Community Planning Partnership will host an alcohol awareness week, known as BRAW (Brighter Renfrewshire Alcohol Awareness Week). BRAW aims to promote and highlight sensible drinking messages to support and encourage people to make positive choices about alcohol use. Renfrewshire's first BRAW Week will take place on 15 – 19 June 2015. Constituted community groups, services and schools in Renfrewshire will be invited to apply for funding (maximum £500) to host an event or activity within their organisation during BRAW week. To support this event we are currently





exploring employing the safe bus at Barshaw Park Gala Day. The safe bus was previously utilised at New Street over the 2014 Festive period.

- 6.5 Street Stuff will also be supporting BRAW in June 2015 by delivering key safety messages to young people at their venues and participating in the Showcase Street event being organised for 19 June in Paisley Town Centre.

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

- 7.1 Since the last update report in January 2015, the construction works of the new integrated control room at the former District Court building in Mill Street, Paisley have commenced, with a formal photo call and press launch taking place during March. In addition to the replacement of all of the existing public space cameras on the network, which has now been completed, a further 10 cameras are due for installation across Renfrewshire and discussions are at an advanced stage with the contractor to progress the delivery of this part of the CCTV project in line with the agreed timetable. Improved mobile camera functionality will be provided through the replacement of the mobile CCTV vans used within the wardens. Upgraded software and functionality is already available to the control room operators through the improved system, which is producing images of a much higher quality than was previously possible. The CCTV system will continue to operate from Mill Street Police station until completion of the new integrated control room.

## **8. HMICS Scrutiny Plan 2015-16**

- 8.1 Her Majesty's Inspectorate of Constabulary for Scotland (HMICS) has a statutory role to report on the state, effectiveness and efficiency of both Police Scotland and the Scottish Police Authority. HMICS is in the process of developing their Scrutiny Plan which identifies their planned inspections for 2015/16. So far there are no specific inspections planned in the Renfrewshire area, however a number of national HMICS inspections are highlighted in the recent report from the Local Area Network of joint inspection bodies outlining their planned inspections. Depending on the detail of where these national inspections will focus there is a possibility that some inspection work will be carried out within the local police divisions.

## **9. Background**

- 9.1 Renfrewshire Community Safety Partnership is made up of services provided by Investigators, Youth Team, Noise Enforcement, Mediation, Wardens and CCTV. The Partnership is operationally managed within Community Resources and works in close partnership with other Council services, Police Scotland and Scottish Fire and Rescue Service to form the Community Safety Hub within Renfrewshire House.
- 9.2 Street Stuff is the Safer Renfrewshire Partnership's primary diversionary project with partners including Renfrewshire Council, St Mirren Football Club, Engage Renfrewshire, Police Scotland, and Scottish Fire & Rescue Service. Street Stuff delivers diversionary activities for young people in antisocial behaviour hotspots throughout Renfrewshire. This includes street football, and five 'Boxes' (mobile containers with games consoles; music and other activities aimed at young people). In addition, there is access to stadium facilities at St Mirren including



professional gym equipment, table tennis and an indoor dome pitch. Activities are programmed and targeted to take place in key areas where evidence shows that diversionary activities will help to reduce youth antisocial behaviour. In 2014-15, over 25,000 young people have participated in Street Stuff events.

*Oliver Reid*  
*Interim Head of Public Protection*  
*Renfrewshire Council*  
*0141 618 7352*  
*[oliver.reid@renfrewshire.gcsx.gov.uk](mailto:oliver.reid@renfrewshire.gcsx.gov.uk)*