



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

**On: 16 May 2016**

**Report by:**

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**Public Protection Operational Update**

**1. Summary**

1.1 This report provides an update for the Safer & Stronger Renfrewshire Thematic Board on the performance outcomes and key achievements of Public Protection during financial year 1 April 2015 – 31 March 2016. Public Protection consists of several areas including Environmental Health, Trading Standards, Civil Contingencies and Community Safety.

1.2 The key responsibilities of Public Protection include:

- Protecting public health and community safety through the Renfrewshire Community Safety Partnership;
- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde and East Renfrewshire which responds to, prepares for and recovers from disruptive events;
- Providing environmental protection support to improve private sector housing standards and conditions in houses in multiple occupation;
- Implementation of the Council's Contaminated Land Strategy and the maintenance of air quality across Renfrewshire;
- Providing occupational health and safety enforcement and food hygiene inspections in relevant work premises to protect employees, workers and the general public within Renfrewshire;

- Providing consumer protection through Trading Standards.

1.3 Performance information is detailed at Section 4 of this report, reflecting sustained levels of high performance across all areas of Public Protection. This performance information will be further enhanced with the introduction of some additional operational performance indicators which will align the service performance monitoring with key Council priorities.

1.4 As a forward looking service the area of Public Protection will address the following priorities and challenges throughout the course of 2016/17 including:

- The development of an integrated operational plan for Public Protection;
- Delivering the identified improvements as part of Phase 2 of the Community Safety Partnership Hub;
- Jointly progressing the Building Safer Greener Communities Multi Agency Tasking Group with Police Scotland;
- Delivering the work programmes as agreed by the Community Safety & Public Protection Steering Group;
- Responding to national policies and direction such as the national model for Trading Standards and Scientific Services.

## **2. Recommendations**

2.1 It is recommended that the Board notes the content of this progress update report.

## **3. Key Achievements**

### **3.1 A Safer and Stronger Renfrewshire**

#### **3.1.1 Renfrewshire Community Safety Hub & Integrated CCTV Control Room**

The new Community Safety Hub & Integrated Control Room at Mill Street, Paisley was officially opened by the Leader of the Council on 27 January 2016. The £1.3 million modern, state of the art facility is fully operational and delivering improvements to communities in Renfrewshire through the wider integration of services located within the Hub. The focus will now turn to the Phase 2 development of the facility to bring in additional services in order to maximise the benefits of the Hub.

### **3.1.2 I Am Me & Keep Safe**

I Am Me is a community project which works in partnership with Police Scotland to raise awareness of Disability Hate Crime. In 2015/26, 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.

Keep Safe works in partnership with Police Scotland and a network of local businesses to create 'Keep Safe' places for disabled, vulnerable, and elderly people when out and about in the community. The Lord Advocate Frank Mulholland QC pledged support to the Keep Safe initiative by making all Procurator Fiscal offices in Scotland Keep Safe places in 2016.

### **3.1.3 Multi Agency Risk Assessment Conference**

A Multi Agency Risk Assessment Conference (MARAC) is a multi agency victim-focussed meeting where information is shared on the highest risk cases of domestic abuse between different statutory and voluntary sector agencies. The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. In October 2015, the Community Safety Partnership took on the role as MARAC Coordinator with Police Scotland chairing the meetings. Current estimates indicate that around 310 cases per year within Renfrewshire will be handled by the MARAC.

### **3.1.4 Best Bar None Renfrewshire 2015-16**

Best Bar None Renfrewshire is administered locally by Community Resources, with valued support provided by partners in other Council services, Police Scotland and the Scottish Fire & Rescue Service. The Renfrewshire scheme has recently completed its fourth cycle of Awards, with 13 licensed premises throughout Renfrewshire attaining accreditation standard in 2015-16.

### **3.1.5 Partnership Interventions with Police Scotland**

Partnership working with Police Scotland continue to progress, with target hardening interventions taking place in relation to:

- Counterfeit goods;
- Civic Government Licensed premises;
- Product safety market surveillance; and
- Doorstep crime.

### **3.1.6 Trusted Trader**

The Renfrewshire Trusted Trader scheme continues to steadily grow, with 43 traders now members of the scheme and a further 6 applications pending. Four new trade categories are represented this year, and customer feedback about member traders remains high, with more than 1,700 customer feedback forms received and an average customer satisfaction score of 9.7 out of 10. Annual unique web hits have increased to over 12,000 in 2015/16, an increase of 25% on the previous financial year.

## **3.2 A Greener Renfrewshire**

### **3.2.1 Vehicle Emissions Testing**

This bi-annual event took place over 2 days in October 2015 and March 2016. Community Safety through the Renfrewshire Wardens worked in partnership with the Council's Licensing Officers and Police Scotland to carry out emissions testing on light vehicles entering the Air Quality Control Management Area in Paisley town centre. 585 vehicles were tested (including 86 taxis and private-hire vehicles) and 14 failed resulting in the issuing of Fixed Penalty Notices to the drivers. There were also 8 warnings issued due to minor defects.

### **3.2.2 Stalled Spaces**

Renfrewshire Council distributed £20,000 of funding through a grant funding scheme run as part of Stalled Spaces, Scotland, a programme to revitalise town centres and empower communities. This scheme is supported by Architecture and Design Scotland (A&DS) who contributed funding of £10,000 to the scheme. In total, nine projects have been successful in their bid for Stalled Spaces funding with all of the £20,000 having been allocated.

### **3.2.3 Town Centre Improvements**

The Rapid Response Team has been undertaking environmental enforcement patrols within Paisley town centre three times a day. This includes engaging with local businesses regarding trade waste issues as well as providing graffiti kits. The team have also been engaging with community groups, as well as monitoring hot spot areas for environmental issues. Community Resources has also been working in close partnership with the Environmental Training Team (ETT). The ETT is a local enterprise company which provides opportunities for local residents to volunteer in local projects in their community. In 2015/16, ETT volunteers have been involved in the several projects including Hammills Walkway, Paisley BID area, old Arnotts building, Paisley High Street, Anderson Drive, Renfrew and various gap sites through 'Stalled Spaces' funding.

### **3.2.4 Training and Employability**

Renfrewshire's Tackling Poverty programme has funded a project to deliver employability traineeships for unemployed residents living in identified poverty areas of Renfrewshire. From the 14 trainees who participated in an eight week training course: 6 secured traineeships as Special Wardens; 4 became Street Stuff coaches; 1 person moved on to a college Police diploma; and 1 person is now a sessional member of staff with Street Stuff.

### **3.2.5 Environmental Improvements**

The Council, through Regulatory Services has prepared an Updating and Screening Assessment for 2015 as part of the Council's Local Air Quality Management duties which will be published on the Council website during July 2016. Work is also progressing to develop a revised Paisley Air Quality Management Area Action Plan which, when completed, will include new action measures to improve the quality of air within the area covered by the plan.

### **3.3 Children and Young People**

#### **3.3.1 Street Stuff**

The Street Stuff programme continues to be delivered throughout Renfrewshire. To date a record 37,000 plus attendances have been reported for the core programme in 2015/16. Funding received from Renfrewshire's Tackling Poverty Programme has contributed to this success and has allowed Street Stuff to expand its programme to include after-school sessions in the Shortroods and Gallowhill areas during the period January-March 2016. There has been an average of 100 young people per week participating in these activities. As part of the expanded programme of activities, all young people who have attended the programmes have received a hot meal. Similar expanded sessions are now being rolled out in other communities across Renfrewshire.

#### **3.3.2 Safe Kids**

Safe Kids is an annual programme coordinated by Community Resources, delivering educational messages relating to a range of safety issues to every Primary 6 pupil in Renfrewshire. In March 2016, the annual Safe Kids event was at St Mirren's Paisley 2021 Stadium. The aim being to reduce the number of accidents involving young people, promote positive behaviour and eliminate risks. Workshops included: antisocial behaviour; Street Stuff; CCTV; First Aid; alcohol and drug awareness; internet safety; fire safety; litter and dog fouling.

### **3.4 Jobs and the Economy**

#### **3.4.1 Environmental Improvements**

We continue to support BAE in the redevelopment of the former ROF site, Bishopton, ensuring that the site is appropriately remediated to ensure that it is suitable for its future uses. In addition to a large number of residential properties, the site will provide jobs and businesses, supporting the local economy.

### **3.5 Community Care, Health and Wellbeing**

#### **3.5.1 Support for Suspected Victims of Financial Scams**

Support has continued to be offered to Renfrewshire residents who are suspected victims of financial scams. Partnership working with Royal Mail has seen postal workers able to refer suspected victims to Trading Standards through Royal Mail Security, for extended support and advice.

## **4. Key Performance Information**

### **4.1 Mediation Service**

The aim of mediation is to facilitate the resolution of disagreements between neighbours. The service is available to all residents of Renfrewshire, regardless of tenure (i.e. Council, Owner occupiers, Housing Associations, etc.) and deals with a range of problems including neighbour noise, loud music and low level harassment. Table 1 provides information on the number of referrals received by the Mediation

Service within the Community Safety Partnership. Proactive referrals are being made via the Community Safety Hub, focussing our daily tasking arrangements to ensure early intervention before antisocial behaviour escalates further. This proactive and preventative approach has resulted in the number of cases progressing to full mediation sessions remaining at a low level. There was an increase in mediation referrals with the introduction of the tasking approach, now that this has been well established the mediation referrals have reduced to previous levels and service pledges continue to be maintained at 100%.

**Table 1**

<b>Domestic Noise Complaints</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Referrals	244	407	311	274
Referrals leading to a full mediation session	21	17	13	13
Cases resolved through mediation session	14	8	7	7
Cases where situation improved after mediation intervention	34	42	40	38

## **4.2 Antisocial Behaviour Investigations & Youth Team**

Table 2 provides information on the number of referrals per annum received by Investigators (both public & private sector) and the Youth Team within the Renfrewshire Community Safety Partnership. There has been a significant reduction in the number of private sector housing referrals, reflecting the introduction of generic Investigators roles. This has allowed referrals to be allocated across the team rather than as previously to the dedicated Private Sector Housing Officer.

**Table 2**

<b>Community Safety Partnership</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Investigator referrals	156	162	141	154
Private Sector referrals	121	178	130	70
Youth Team referrals	157	255	192	296
<b>TOTAL</b>	<b>434</b>	<b>595</b>	<b>463</b>	<b>520</b>

The increase in referrals to the Youth Team can be largely attributed to a number of service changes within the Youth Team. This service now works at hours where youth disorder has been identified as being an issue and is based within the Renfrewshire Community Safety Partnership Hub improving information sharing and dissemination. The result is that more young people are being identified earlier, subsequently monitored, and then diverted into more meaningful activities at an earlier stage.

Table 3 provides information on the outcomes for anti social behaviour (ASB) cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months continues at a high level, averaging at around 93% over the last few years, and improving to 94% in 2015/16.

**Table 3**

<b>Outcomes /Outputs</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Community Safety Partnership cases reoffending within 6 months	25	47	36	32
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	96%	90%	92%	94%
Contact with complainers	1864	2219	1482	1484
Visits to perpetrators	919	1068	837	1023
Leaflet drops to communities	191	199	163	155
CCTV installations	14	12	27	36
Acceptable Behaviour Contracts	10	3	6	4
ASBOs	0	0	0	0

### 4.3 Domestic Noise Enforcement

The number of incidents reported to the Noise Team increased slightly with improved partnership working via the Community Safety Hub. Response times continue to remain at a good level with average time below 30 minutes (0.49 hours) to attend. The number of warnings given increased as a result of service changes made whereby the noise resolution was changed to include extended hours of service provision and public holiday working. However, the number of Fixed Penalty Notices being issued after initial warnings remains low highlighting that the public are complying with the legislation and our officers' advice.

**Table 4**

<b>Domestic Noise Complaints</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Settled without attendance on site	440	653	601	599
Required attendance on site	613	591	552	611
Total complaints	1053	1244	1153	1210
Average time (hours) to attend complaint	0.4	0.42	0.46	0.49
Warnings Given	141	95	102	150
Fixed Penalty Notices Issued	8	2	10	2

#### 4.4 Renfrewshire Wardens Service

Although dog fouling complaints have reduced in recent years, it still remains the most common complaint to the Wardens Service. Recent legislative changes have increased the Fixed Penalty Notice for Dog Fouling from £40 to £80 from April 2016. A strategy to promote responsible dog ownership is currently being developed and will be rolled out across Renfrewshire in 2016 – 2017.

**Table 5**

<b>Service Requests</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Dog related	1892	1963	1781	1411
Public health	383	309	76	260
Environmental	1470	1126	1111	1112
Street disorder	816	486	487	741
Estate management	442	532	344	434
Noise	350	323	323	254
Threatening behaviour	56	46	25	128
Vehicle issues	176	207	322	494
Community safety	579	488	462	460
Smoking	149	104	59	10
<b>Total</b>	<b>6313</b>	<b>5584</b>	<b>4990</b>	<b>5304</b>

#### 4.5 Environmental Improvements

Environmental Improvements are supported and delivered through a team of Environmental Health Officers, Enforcement Officers and specialist Technical Officers who cover a diverse range of regulatory enforcement activities including: non-domestic noise complaints, private sector housing disrepair, local air quality management duties, private water supplies, registration of private landlords and contaminated land duties, particularly in respect of redevelopment of brownfield sites through the planning process.

**Table 6**

<b>Annual Data</b>	<b>Total Service Requests 2016</b>	<b>% Responded to within Target Timescales 2016</b>	<b>Planning/Building Standards Consultations</b>	<b>No. Licensing Consultations</b>
2015/16	888	97%	276	161



## 4.6 Trading Standards

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

**Table 7**

	2015/16		2014/15 (comparison)	
KPI	% resolved in 14 days	No. received (No. closed in 14 days)	% resolved in 14 days	No. received (No. closed in 14 days)
Consumer complaints	86.5%	653 (565)	81.2%	753 (611)
Business advice requests	100%	118 (118)	100%	138 (138)

## 4.7 Business Regulation

In terms of food law enforcement, Renfrewshire Council is a statutory food authority under the Food Safety Act 1990 for all food and feed business within Renfrewshire. The Council is also an enforcing authority in terms of Section 18 of the Health & Safety at Work etc. Act 1974, the Service has responsibility for enforcing health & safety legislation in certain types of premises within Renfrewshire.

**Table 8**

Activity	Actual 2015/16	Activity	Actual 2015/16
Food Hygiene Inspections	679	Food Hygiene Revisits	510
Food Standards Inspections	681	Health & Safety Interventions/ visits	304
New Business Inspections	116	Health & Safety Accidents Reported	84
Visits Following Complaints	95	Health & Safety Accidents Investigated	76
Premises Ceased Trading	104	Service Requests	775
Food Premises Voluntary Closure	10	Remedial Action Notices	9
Food Premises Improvement Notices	21	Detention of Food Notice	1
Health & Safety Improvement Notices	16	Health & Safety Prohibition Notice	11

## 4.8 Civil Contingencies

The Civil Contingencies Service (CCS) performs a key role in planning for major events and supporting incidents, to ensure the Council is fully prepared to respond to incidents where the public may require assistance, as per its statutory duties. This effective planning and response involves not only working closely with service areas across the Council, but also close collaboration with partner organisations such as the emergency services.

Throughout the last year, the CCS has co-ordinated the delivery of a number of key projects through its work programme, to ensure the Council, and wider community is in a constant state of readiness to respond if required. These include:

- Design and delivery of 'Violet Cloud', a strategic-level incident response exercise, with Chief and Senior Officers participating in a simulated major incident. This identified some tangible learning points, which have been incorporated into the Council's response arrangements, and particularly, arrangements for officers with an incident response role;
- To help further build community resilience, the CCS attended community events such as Sma' Shot Day, and provided guidance and information to the general public in attendance, through a stall. This included information about preparing a 'grab-bag' for people to use in emergencies, if they have to evacuate their homes at short notice.

The CCS has also been a key stakeholder in the design and delivery of multi-agency training and exercising across the Renfrewshire area.

## 5. Future Work Priorities – 2016/17

The environment in which the Public Protection Service operates is continually changing and the service will continue to prepare for and respond to the challenges that will be presented throughout 2016/17. The key priorities for the service will include:

- **The development of an integrated operational plan for Public Protection –** Individual areas of Public Protection have delivered their own service and operational business plans in previous years. In 2016/17, a fully integrated Public Protection Operational Plan will be developed which will closely align to the key Council priorities and the priorities outlined in the Community Resources Service Improvement Plan;
- **Delivering the identified improvements as part of Phase 2 of the Community Safety Partnership Hub –** The delivery of phase 2 of the Community Safety Partnership Hub will involve the preparation of a business case which will identify the way forward for the further integration of services within the Hub in order to realise the full benefits available from the Hub;

- **Jointly progressing the Building Safer Greener Communities Multi Agency Tasking Group with Police Scotland** – The challenge to deliver sustainable long term improvements for communities in Renfrewshire will be a key priority for the Community Safety Partnership in 2016/17;
- **Delivering the work programmes as agreed by the Community Safety & Public Protection Steering Group** – A detailed workplan has been agreed by the Community Protection Chief Officers Group. Officers from across Public Protection will be responsible for the successful delivery of this workplan;
- **Responding to national policies and direction such as the national model for Trading Standards and Scientific Services** – As well as responding to the day to day service delivery challenges, the service will continue to be involved in discussions at a regional and national level in response to suggested alternative delivery models for Scientific Services and Trading Standards.

## 6. **Resources**

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

## 7. **Prevention**

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

## 8. **Community Involvement/Engagement**

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

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