

## PERTH AND KINROSS COUNCIL

### Community Safety Committee

5 November 2014

#### Progress Overview Report – Safer Communities Team

#### Report by Executive Director (Housing and Community Care)

##### **PURPOSE OF REPORT**

The purpose of this report is to update the Committee on the work and developments of the Safer Communities Team since the previous report presented to Committee on 5 March 2014.

### **1. BACKGROUND / MAIN ISSUES**

- 1.1 The Safer Communities Team was established in 2010, bringing together the Antisocial Behaviour Team, the Noise Investigators and the Community Wardens.
- 1.2 In the autumn of 2013 a review of the management of the Unpaid Work Team within the Community Safety Service was conducted and as a consequence the decision was taken to include it in the Safer Communities Team.
- 1.3 In March 2014 the Executive Director (Housing and Community Care) reported to Committee that the Safer Communities Team comprised the following, under a single management structure.
  - Safer Communities Wardens
  - Unpaid Work Team
  - Safer Communities Investigators Anti-Social Behaviour and Noise Investigators

#### **Safer Communities Wardens**

- 1.4 There are 12 Safer Community Wardens and one supervisor. The wardens cover four areas; Letham/Tulloch, Muirton/North Muirton, Rattray and Perth City Centre though they can be deployed elsewhere if there is an evidenced need. The Wardens act as the eyes and ears of the local community; they are a uniformed presence, deter anti-social behaviour and reassure the community. They have close links to internal and external agencies and are encouraged to find sustainable solutions to community problems. Other roles include visiting vulnerable people, acting as a bridge between young people and community activities in the local area. They also attend Tenants and Residents Meetings and Community Council meetings as required.

### **Unpaid Work Team**

- 1.5 The Unpaid Work Team consists of 4 Case Managers and 4 Community Payback Project Officers, supported by 3 part time sessional Project Officers. These staff work with offenders on Community Payback Orders with an Unpaid Work requirement. Under the legislation, offenders are required to complete their orders through manual work on a variety of community projects. However, 30% of the Order can also be spent on 'other activities' which relate to offender employability issues. The Case Managers work with the Project Officers to monitor the compliance, enforce the rules and report non-compliance to the Court.

### **Safer Communities Investigators**

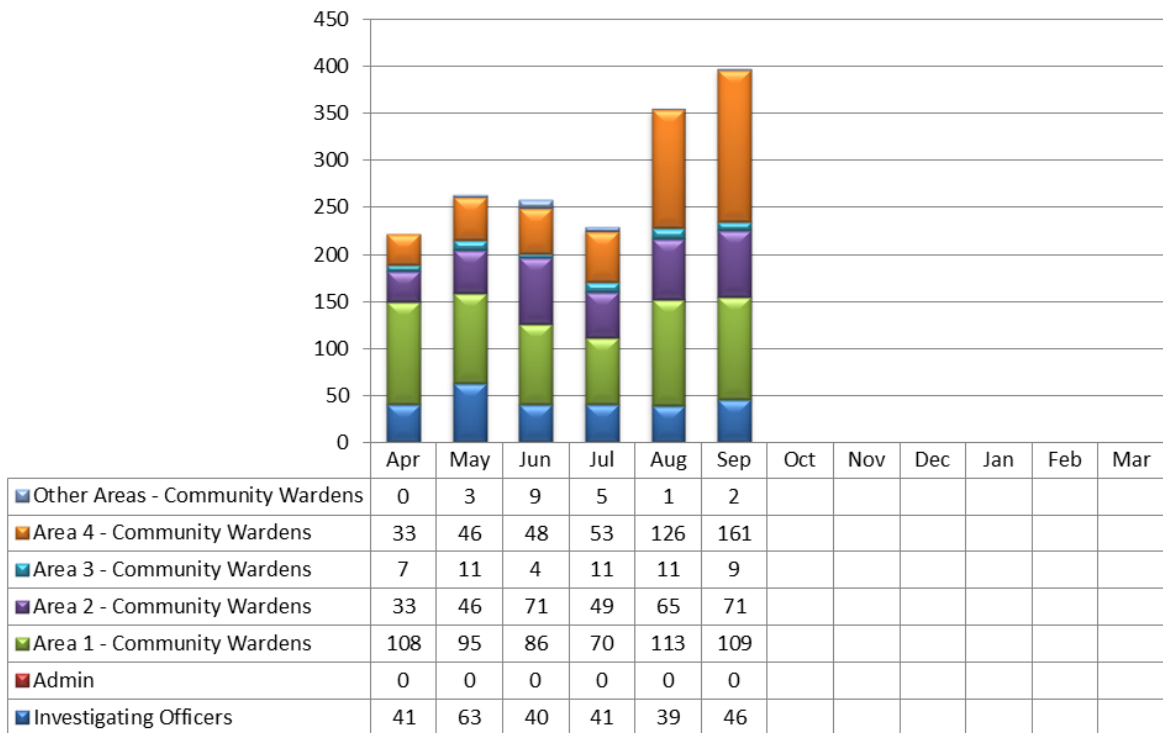
- 1.6 There are 5 Safer Communities Investigators and a supervisor who operate principally within the parameters of The Antisocial Behaviour (Scotland) Act 2004. Their remit is to address antisocial behaviour and noise nuisance within the boundaries of Perth and Kinross. Every effort is taken to resolve any problems brought to the Investigators' attention and a key part of the process is early intervention to prevent escalation wherever possible.
- 1.7 The Investigators work closely with other council services and with partner agencies to deliver solutions to community problems and protect vulnerable citizens.

## **2. PROGRESS SINCE MARCH 2014**

### **Safer Communities Wardens**

- 2.1 The previous Committee Report described Council funding for 3 additional community wardens. These staff have been recruited and commenced employment in August.
- 2.2 This additional staffing resource allows the team to have two wardens dedicated to Perth City Centre each day. This has immediately raised productivity, with the wardens handling 128 more Service Delivery Requests in August and 164 more in September than they did in July. This increase is illustrated in the chart below.
- 2.3 This record of activity is reported monthly which allows management to monitor performance and the impact on the community.

Service Delivery Requests 2014/2015



Area 1 – Letham and Tulloch

Area 2 – Muirton and North Muirton

Area 3 – Rattray

Area 4 – City Centre

- 2.4 The arrival of the new City Centre Wardens has co-incided with a plan to develop multi-agency working at St Martin's House. The recent installation of Police computers has allowed the co-location of staff. This will shortly be followed with the relocation of a Community Analyst and a Community Sergeant to St Martin's House, which will promote closer working relationships, sharing of resources and joint ownership of resolving community problems.
- 2.5 The Community Wardens continue to develop new ways for the public to contact them and are currently actively involved in setting up these new approaches:
- Twitter
  - PKINFO (Text Messaging)
  - Rural Watch (Highland Perthshire)
  - Street a Week (House to House)
- 2.6 Community Wardens have been key to the development of the Home Safety Visits initiative. Community Wardens work with Scottish Fire and Rescue

Service staff to identify vulnerable people and organise visits to assess the following risks:

- Falls Assessment
- Home Security
- Energy efficiency
- Electric and gas safety
- Fire Safety
- Community Alarms
- Adult Protection
- Care and Repair
- Basic assessment of need for additional support services
- Electric Safety
- Fitting of mail guards
- Home Security
- Gas Safety

2.7 This person centred approach is intended to build safer communities through reducing household risk and ensure that people (particularly older people or people with disabilities) remain independent and able to live in their homes.

2.8 This partnership approach adds significant value to the traditional fire safety visit. It is an example of how wider collaboration provides significant benefit, to people in their community.

### **Unpaid Work Team**

2.9 Their focus over the summer months for the Unpaid Work Team has included the following:

- Ryder Cup
- Chewing Gum Removal
- Perth in Bloom

2.10 Whilst continuing to undertake a higher volume of smaller community tasks including:

- War memorial repair
- Graffiti removal
- Garden clearance
- Outdoor furniture renovation
- Decorating
- Litter Picking

2.11 Every effort is made to generate publicity around these jobs to increase visibility of 'Payback' to the community.

2.12 The Team continue to market their services to other agencies with a view to generating task requests and increase partnership working.

- 2.13 A major review of Unpaid Work processes has been instigated to improve the efficiency of the system and reduce bureaucracy.
- 2.14 Part of the team are based at Westbank and share the site with Westbank Enterprises, a community enterprise operated by the Shaw Trust. The team is actively involved with the Trust for 'Perth in Bloom' and was central to the development of the prize-winning 'Gardening Scotland' exhibit.

### **Safer Communities Investigators**

- 2.15 A Communication strategy is currently being developed by the service and provides a structure for marketing the capability and capacity of the Unpaid Work Team. A weekly update is provided to the Council's Communications Team and 'word of mouth' recommendation is encouraged and managed through various sources including satisfied recipients. Feedback received by the team has included the positive comments such as, "The work was completed very quickly with no disruption to our service and was carried out to a high standard. Our garden now looks really tidy and much more welcoming for the children and families who attend out service..." Offenders have also commented about their experiences in the Unpaid Work Team which have included statements like "...it's made me really think hard of where actions lead me to" and "They teach us lots of new skill and make me feel confident and productive in my work life".
- 2.16 The Investigator's workload remains steady and primarily involves Anti-Social Behaviour. The team has a clear focus on early intervention and joint visits with Police, Housing Officers and the Safer Communities Wardens. Their primary aim is to prevent escalation of such behaviour and deal quickly with those who are having a detrimental effect on other people's quality of life.
- 2.17 The team has just completed a series of briefings to housing officers to encourage information sharing and joint visits. This will be followed by a programme of briefings for Police Officers for the same purpose and to build awareness of the Anti-Social Behaviour legislation. The Safer Communities Team is keen to encourage referrals from the Police by telephone or e-mail so that complainers can be contacted promptly and services are seen to be 'joined-up' and understood by the public.

### **Tasking And Co-Ordination Groups**

- 2.18 The structure of these groups has been realigned to provide flexibility and reduce bureaucracy. There are now 3 levels of Tasking which are as follows:

Level 1 – Operational - Locality based multi-agency working using local partner's resources to resolve a problem.

Level 2 – Tactical - Perth and Kinross wide meeting. This is the first level of escalation for a community issue where additional resources or authority are required to resolve a problem.

Level 3 – Strategic – second level of escalation to a strategic level where significant additional resources or authority are required to resolve a community problem.

- 2.19 These arrangements are still in their infancy but the Level 2 meeting is operating and has already taken ownership of a number of issues including co-ordinating the response to New Psychoactive Substances.
- 2.20 It is not anticipated that many Level 3 meetings will be required and would only be considered for example, if significant spend was required or partner agency had misgivings about committing to a specific approach.
- 2.21 As most activity will sit within Level 1 and 2 the Chair of the Level 2 meeting will provide an annual report on the activity of the Tasking and Co-ordination Groups to the Community Safety and Environment Delivery Group.

### **3. PROPOSALS**

- 3.1 It is proposed to continue to develop the following projects in partnership during 2014/15. It is requested that the Committee endorses this update on the activity and performance of the Safer Communities Team and considers requesting a further update in a year.

#### **Project Developments**

- 3.2 The Safer Communities Team has a focus on continuous improvement and works to promote and develop new ideas with partners. The following projects are currently being delivered or are under development.
  - Home Safety Visits
  - Water Safety Strategy
  - Safe Place Scheme
  - Best Bar None
  - Safer Communities Communication Strategy
  - Rural Watch
  - Rural Community Warden Project
  - Anti-Graffiti Strategy

### **4. CONCLUSION AND RECOMMENDATIONS**

- 4.1 The assimilation of the Unpaid Work Team into the reorganised Safer Communities Team has been a success though there remain further opportunities to build on current partnerships.
- 4.2 The Safer Communities Team will continue to address any remaining barriers to collaboration between internal and external partners, and maximise resources to provide a better service to the public.

- 4.3 The Safer Communities Team will produce a further progress report in 6 months' time with an update on performance which will be submitted to the Committee for consideration and scrutiny.
- 4.4 It is recommended that the Committee:
- Note the contents of this report
  - Request an update on the activity and performance of the Safer Communities Team in 6 months time.

#### Author(s)

Name	Designation	Contact Details
Roddy Ross	Team Leader, Safer Communities Team	01738 472587 <a href="mailto:Rross@pkc.gcsx.gov.uk">Rross@pkc.gcsx.gov.uk</a>

#### Approved

Name	Designation	Date
John Walker	Executive Director (Housing and Community Care)	10 October 2014

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	<b>None</b>
Equality Impact Assessment	<b>Yes</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	<b>None</b>
Internal	<b>None</b>
External	<b>None</b>
<b>Communication</b>	<b>None</b>
Communications Plan	<b>Yes</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The recommendations in this report will assist in the delivery of both the Perth and Kinross Community Plan and Single Outcome Agreement in respect of the following local outcomes:

- (i) *People in vulnerable circumstances are protected*
- (ii) *Resilient, responsible and safe communities*
- (iii) *Longer healthier lives for all*

#### Corporate Plan

- 1.2 The Councils Corporate Plan 2013 – 2018 lays out five strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The relevant strategic objectives in respect of this report are as follows:
- (ii) *Developing educated, responsible and informed citizens;*
  - (iii) *Promoting a prosperous, inclusive and sustainable economy;*
  - (iv) *Supporting people to lead independent, healthy and active lives; and*
  - (v) *Creating a safe and sustainable place for future generations.*



## **2. Resource Implications**

### Financial

- 2.1 This report contains no proposals which would have a financial impact on the Council.

### Workforce

- 2.2 There are no workforce implications arising from this report.

### Asset Management (land, property, IT)

- 2.3 There are no Asset management implications arising from this report.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The information contained within this report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### Sustainability

- 3.4 There are no issues in respect of sustainability from the proposals in this report.

### Legal and Governance

- 3.5 This report contains no proposals which would have a legal or governance impact on the Council.

### Risk

- 3.6 There are no issues in respect of risk from the proposals in this report.

## **4. Consultation**

### 4.1 Internal

N/A

### 4.2 External

N/A

## **5. Communication**

- 5.1 The Safer Communities Team is currently developing a Communication Strategy. This aims to improve current practice and ensure the work of the team is effectively promoted and recognised and that Community Payback work is visible, relevant and benefits communities.

## **6. BACKGROUND PAPERS**

- 6.1 Safer Communities Team (5 March 2014) – Community Safety Report No: 14/88.

## **7. APPENDICES**

- 7.1 There are no appendices to this report.