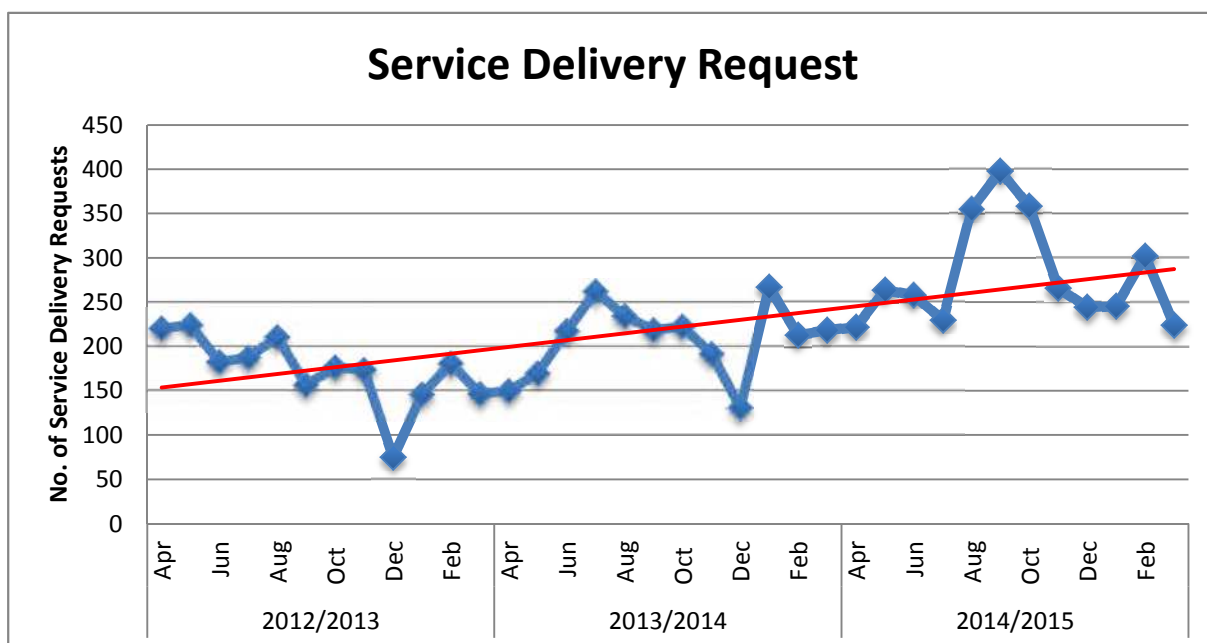


PERTH AND KINROSS COUNCIL**Community Safety Committee****28 October 2015****Safer Communities Team Annual Performance Report****Report by Depute Chief Executive (Corporate and Community Development Services)****PURPOSE OF REPORT**

This report introduces the Perth and Kinross Council's Safer Community Team annual performance report for 2014/15

1. BACKGROUND / MAIN ISSUES

- 1.1 The introduction of the Antisocial Behaviour (Scotland) Act 2004 recognised the importance of Council involvement in addressing anti-social behaviour. It provided local authorities, Police and other agencies with a number of new powers to tackle anti-social behaviour. To support these activities, Perth and Kinross Council put in place the following resources:
 - Safer Communities Investigators
 - Safer Communities Warden Service
 - Antisocial Noise Team
- 1.2 In late 2010, as part of a transformation project approved by Council, the Anti-Social Investigation Team, Community Wardens, Community Safety Policy Officer and Out of Hours Anti-Social Noise Team were integrated to form a new Safer Communities Team.
- 1.3 A statistical report has been compiled each year in respect of the work of the Safer Communities Team and the 2014/15 report is attached at Appendix I.
- 1.4 The key message from this report is that the demand for the services provided by the team has never been higher and continues to grow. This is shown on the chart below.



It is assessed that there are a number of potential reasons for this:

- Improved partnership-working with the Police
- Better recording
- Reduced Police involvement in 'neighbourhood issues'
- Increased Safer Community Warden capacity
- Improving reputation for problem-solving
- Increased issues associated with NPS in Perth City Centre

2. SAFER COMMUNITIES INVESTIGATORS

- 2.1 There are five Safer Communities Investigators whose remit is to address serious or protracted antisocial behaviour. The investigators operate principally within the parameters of the Antisocial Behaviour etc. (Scotland) Act 2004. The investigators' expertise is available to anyone within Perth and Kinross regardless of tenure with the aim of resolving the antisocial behaviour reported.
- 2.2 In order to successfully deal with antisocial behaviour, the Safer Communities Investigators have developed very close working relationships with other services and agencies. This partnership approach can and often does include, Police Scotland, Tenancy Support, SACRO Mediation Service, other housing associations, Victim Support and other in-house Council services.
- 2.3 Many complaints of antisocial behaviour involve a conflict of life styles which in turn often involve noise. Examples include:
- Noisy music and parties
 - Drug and alcohol abuse

- DIY work late into the evening
- Children running about in an upstairs flat with wooden flooring
- Generational differences in terms of acceptable lifestyles
- Dogs and other pets

2.4 Where interventions have not succeeded, the investigators are responsible for preparing the necessary case papers for application to the Court for an Antisocial Behaviour Order (ASBO) by the Council's Legal Services. An ASBO is a civil order through which the Court can require someone to stop doing specific things that it considers to be antisocial. Failure to comply with the order is a criminal offence which is dealt with by Police Scotland.

2.5 If an ASBO is granted, the investigators will continue to work with those involved to achieve a solution.

3. SAFER COMMUNITY WARDENS

3.1 There are 12 Safer Community Wardens and one supervisor. The wardens primarily cover four areas; Letham/Tulloch, Muirton/North Muirton, Rattray and Perth City Centre though they can be deployed elsewhere, if there is a 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.

3.4 During the reporting period the Safer Community Wardens have continued to be involved in developing new approaches with partners to address community issues and vulnerabilities.

- Joint Home Safety visits with Fire Service
- Keeping in Touch visits with vulnerable people
- Junior Wardens Scheme
- Cycling Proficiency
- Joint patrolling with drug and alcohol workers
- Joint working with unpaid work

4. FUTURE DEVELOPMENTS

4.1 Following the welcome and successful introduction of three additional Safer Community Wardens the demand for their services has increased.

4.2 The introduction of a new rural Dual Role Safer Community Warden/Retained Firefighter in Aberfeldy is an innovative development which is being seen as a template for similar developments across Scotland.

- 4.3 The service continues to seek new partners in the private sector which have included recently both Halfords and ASDA. The approach recognises that public funding will not be as readily available in the future and that new innovative ways of funding community solutions will have to be found.

5. CONCLUSION AND RECOMMENDATIONS

- 5.3 It is recommended that the Committee endorse this report and ask the Depute Chief Executive (Corporate and Community Development Services) to bring a further report on the work of the Safer Communities Team in 12 months' time.

Author(s)

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Approved

Name	Designation	Date
John Walker	Depute Chief Executive (Corporate and Community Development Services)	20 October 2015

If you or someone you know would like a copy of this document in another language or format, (on occasion only, a summary of the document will be provided in translation), this can be arranged by contacting Roddy Ross



Council Text Phone Number 01738 442573

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	yes
Corporate Plan	yes
Resource Implications	
Financial	no
Workforce	no
Asset Management (land, property, IST)	
Assessments	
Equality Impact Assessment	
Strategic Environmental Assessment	
Sustainability (community, economic, environmental)	
Legal and Governance	
Risk	
Consultation	
Internal	
External	
Communication	
Communications Plan	

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

- (i) Giving every child the best start in life
- (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
- (v) Creating a safe and sustainable place for future generations

Corporate Plan

- 1.2 This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

- (i) Giving every child the best start in life;
- (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 There are no financial implications arising from this report.

Workforce

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

Asset Management (land, property, IT)

- 2.3 There are no asset management issues arising from this report.

3. Assessments

- 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. This section should reflect that the proposals have 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

- 3.2 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

- 3.3 There are no issues in respect of sustainability.

Legal and Governance

- 3.4 This report contains no issues which would have a legal or governance impact on the Council.
- 3.6 There are no issues of risk arising from the proposals in this report.

4. Consultation

Internal

4.1 None

External

4.2 Community Safety Partners were consulted in the preparation of this report.

5. Communication

5.1 Not relevant to this report.

6. BACKGROUND PAPERS

No background papers were relied upon during the preparation of this report.

7. APPENDICES

7.1 Appendix I – Safer Communities Team Performance Report



Safer Communities Team

Annual Performance Report

2014- 2015

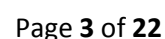
CONTENTS

	Page
Introduction	2
Summary	
○ Safer Community Overview	4
○ Investigators	6
○ Community Wardens	7
Key Issues	
○ Performance Indicators	8
○ Types of Cases	10
○ Residential Noise Calls	13
○ Drug Issues	15
○ Youth Disorder	16
○ Environmental Issues	18
○ Block Checks	18
○ Street Sports of All	19
○ Evaluation Questionnaire	20
○ Mediation	21

The Safer Communities Team Annual Performance Report covers the period from 1 April 2014 to 31 March 2015. This report is produced to provide an overview of current Anti-Social Behaviour and trends within Perth and Kinross.

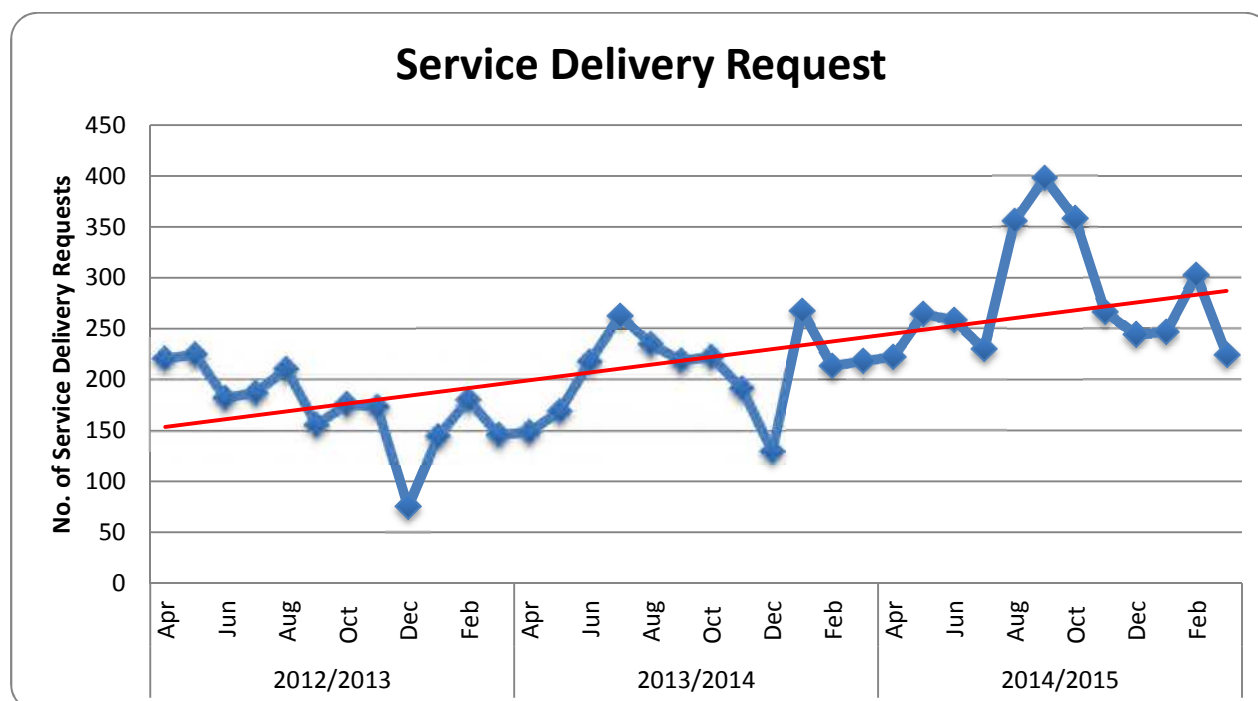
- General Antisocial Behaviour
- Residential Noise Nuisance
- Drug Related Issues
- Youth Related Issues
- Public Order

Analysis was conducted on Service Delivery Requests recorded on the APP/Flare system. The Service Delivery Request is the official name of an incident/complaint report. These incidents are recorded by either the Safer Community Investigators or Support Staff. They can be complaints from members of the public, other Council/Housing Agencies and various issues noted by Community Warden's on daily patrols.



SUMMARY

Safer Communities Overview - General



- During 2014/15 there were a total of **3367** Service Delivery Requests
- This is an increase of **35%** from previous year figure of 2499
- This is a continuation of an upwards trend in demand for the service of the Safer Communities Team

The following shows how the 3367 Service Delivery Requests were broken down to Investigators and Community Warden Areas.

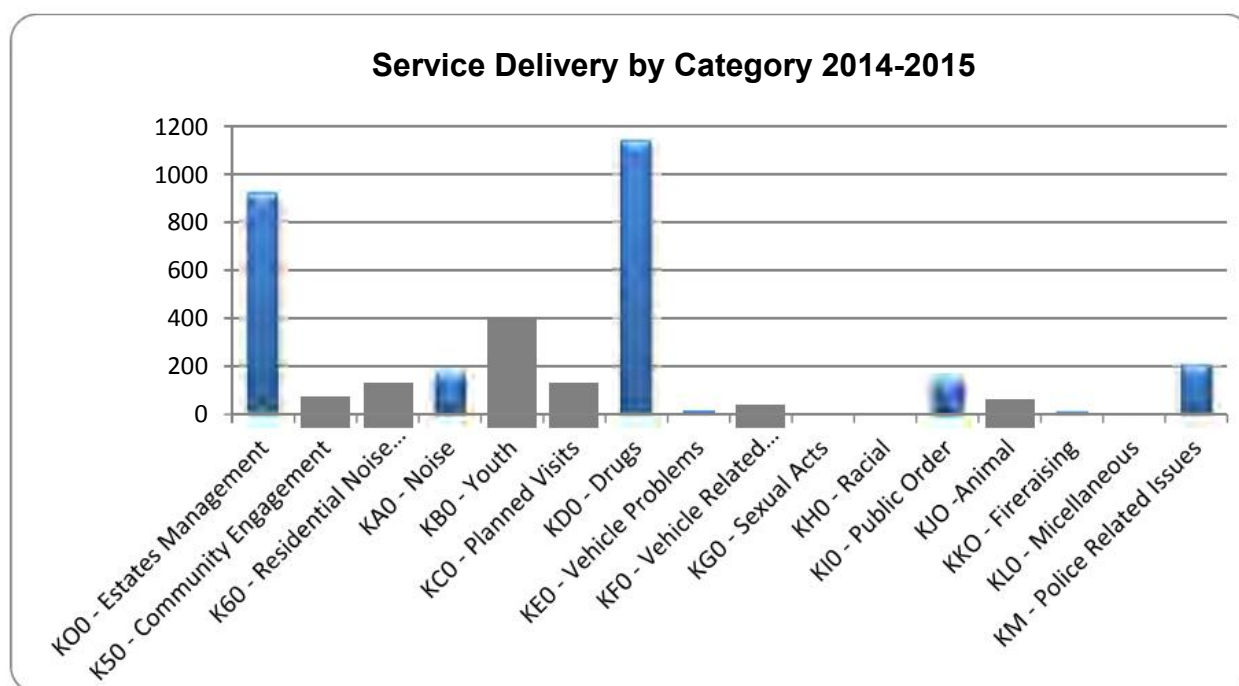
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Investigators	41	63	40	41	39	46	21	41	28	43	32	37	472
Wardens Letham/Tulloch	108	95	86	71	113	109	114	82	72	69	88	39	1046
Wardens Muirton/North Muirton	33	46	71	49	65	71	72	47	28	46	60	45	633
Wardens Rattray	7	11	4	11	11	9	19	8	7	8	15	5	115
Wardens City Centre	33	46	48	53	126	161	124	81	97	76	99	87	1031
Wardens Other areas*	0	3	9	5	1	2	8	6	9	3	8	11	65
Administration	0	0	0	0	0	0	0	1	3	1	0	0	0
	222	264	258	230	355	398	358	266	244	246	302	224	3367

Wardens other areas – e.g. Kinross, Methven and areas within Perth not traditionally covered by Wardens

The following breakdown shows the source of incidents/reports;

Incident/Report received from	Number
Safer Communities Wardens	2460
Members of the Public	749
PKC Housing	106
Police	23
CHA Housing	11
Schools	6
Councillors	5
Social Work	4
Safer Communities Team	2
Access Team	1
Other PKC Agencies	1
Fire Service	1
Total	3367

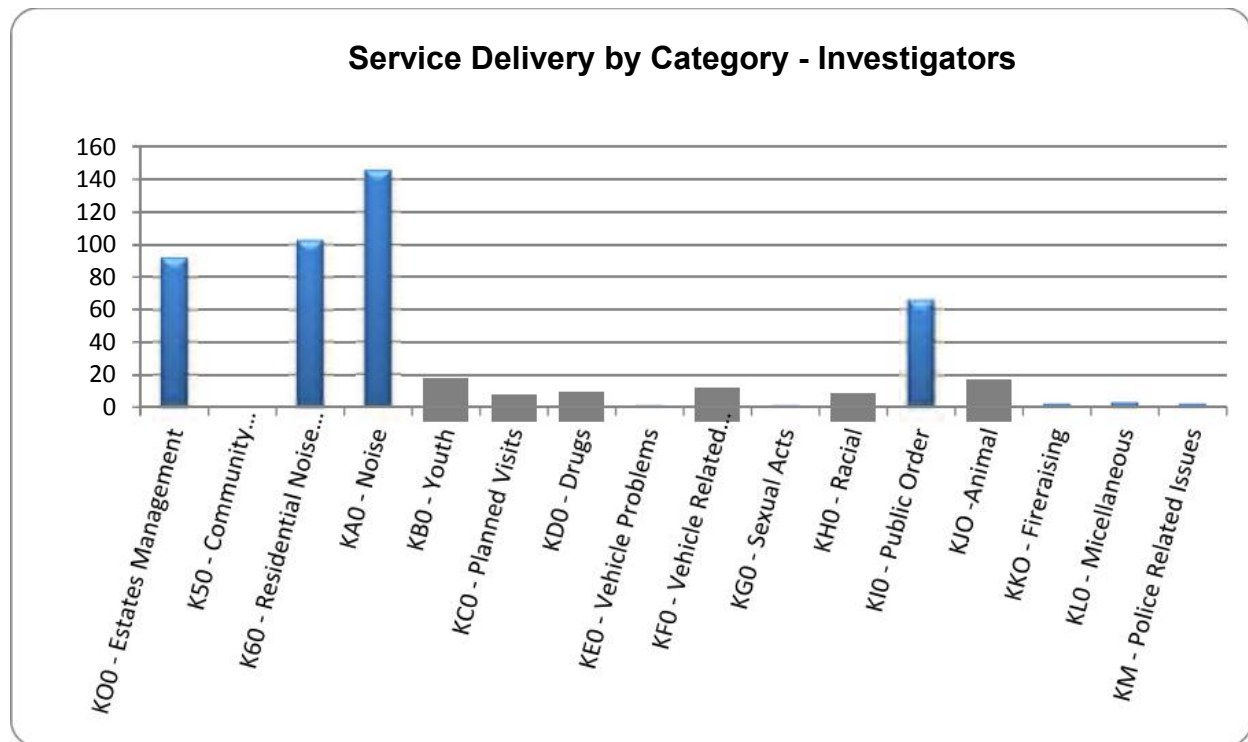
The increase in Service Delivery Requests is due to the work carried out by the Safer Community Wardens and their continued patrols of Perth City Centre and other areas. They still continue to do preventative patrolling of blocks of flats within Letham, Tulloch, North Muirton, City Centre and Rattray and subsequent reporting of finds to the Housing Offices, Environmental Services and other agencies.



- The Category where most incidents were recorded is Drug Issues with **1139**; this is an increase of 58% from previous year.
- The second highest category is Estate Management Issues (i.e. fly tipping, street lighting, and general security) with **920**; this is an increase of 59% from previous year.

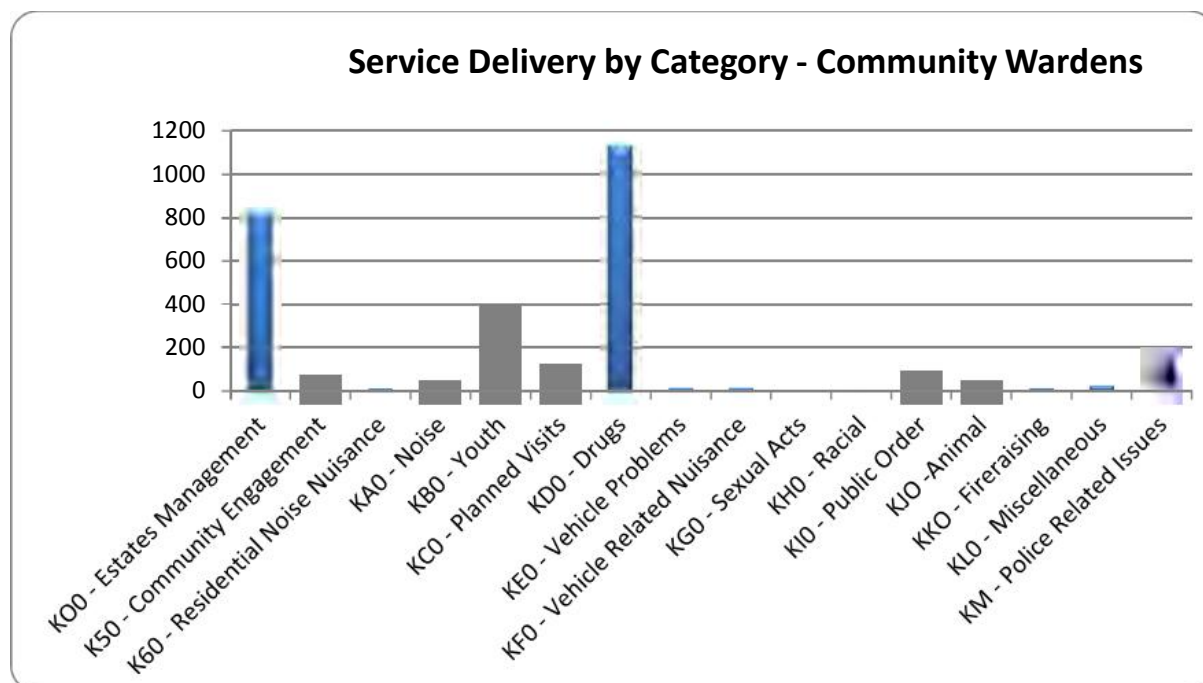
- The third highest category is Youth Related Issues with **390**; which has remained fairly static from last year's figure of 386.
- The fourth highest category is Police Related Issues with **190**; this is where Wardens have reported intelligence/incidents to the Police and has increased 5% from last year's figure of 180.

Safer Communities Overview – Investigators



- **472** incidents were dealt with by Safer Community Investigators. This is a decrease of 25 incidents from last year's figure of 497. This is against a background of reductions in incidents dealt with by the investigators over the last few years. This decrease appears to be flattening out and it is anticipated that the 472 recorded this year is likely to come settled around that level. The incidents dealt with by the investigators are becoming increasingly complex with multi-agency interventions required to achieve solutions to long running complaints. This approach is combined with an emphasis on early intervention to resolve problems quickly and prevent problems from becoming embedded. One of the investigators is taking the lead on the Graffiti Removal Strategy whilst another is being trained as a support to the Housing SOLO Role for sex offenders.
- There were **146** Noise Issues
- There were **103** Residential Noise Issues
- There were **92** Estate Management Issues
- There were **66** Public Order Issues (i.e. drunken behaviour, Intimidation/aggressive behaviour)

Safer Community Overview – Community Wardens

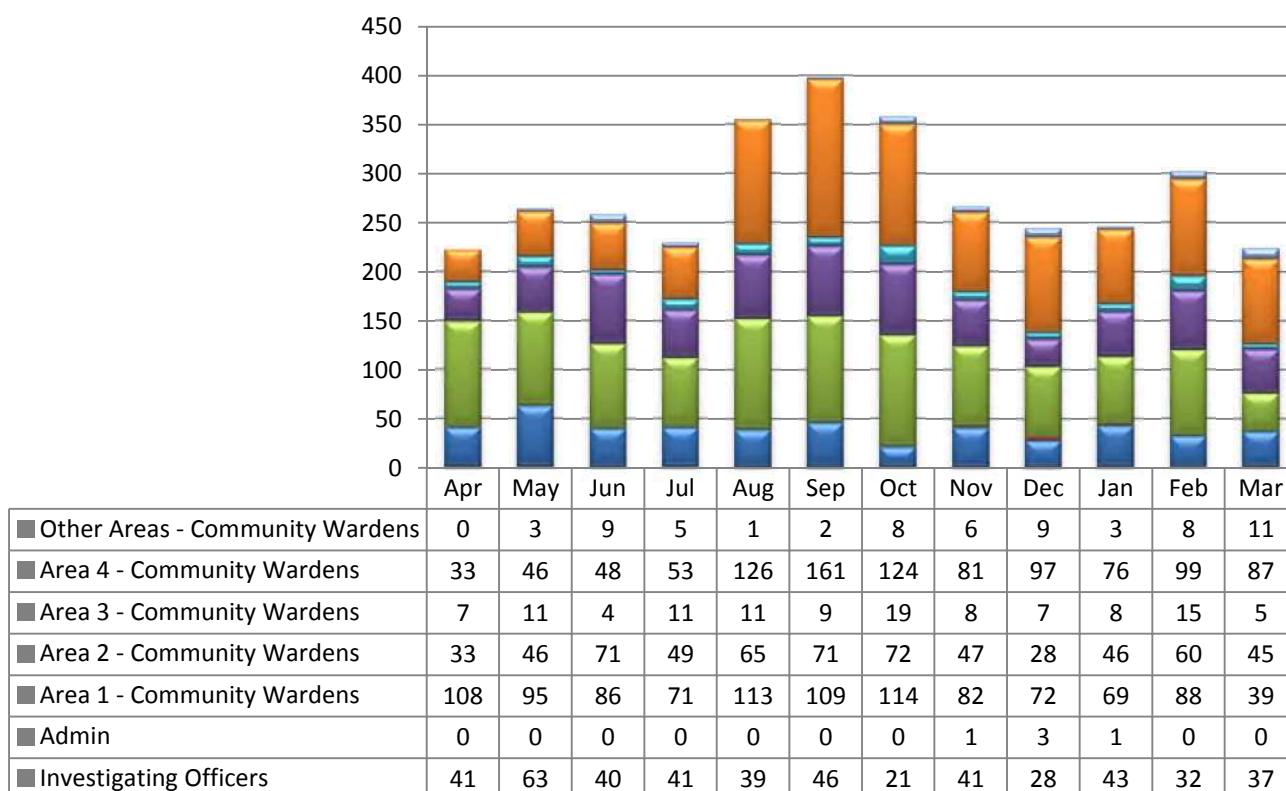


- **2890** incidents were dealt with by Safer Community Wardens. This is an increase of 44.6% from last year's figure of 1998. The increase is due to Perth City Centre being patrolled more regularly by the 3 additional wardens, more Estate Management issues (i.e. Fly tipping etc.) and drug finds being recorded. The Safer Community Wardens have been deployed in a problem solving capacity much further afield this year. They and the Safer Community Investigators have formed part of a Multi-Agency Team in a number of rural towns and villages. They have additionally been very involved in protecting vulnerable people and helping them remain in their own home through the joint home safety visits with Scottish Fire and Rescue Service and Keeping In Touch visits. The Wardens continue to deliver the popular Junior Wardens Scheme in targeted Primary Schools.
- There were **1132** Drug Related Issues. This is an increase of 59%, due to the additional patrolling of the City Centre. New Psychoactive Substances (NPS) paraphernalia is now being recorded and there have been 122 finds of this type since recording started part way through the year.
- There were **826** Estate Management Issues. This is an increase of 45% from last year's figure of 571.
- There were **375** Youth Related Issues. This has remained static with only 2 more recorded this year.

KEY ISSUES

Performance Indicators

Service Delivery Requests 2014/2015

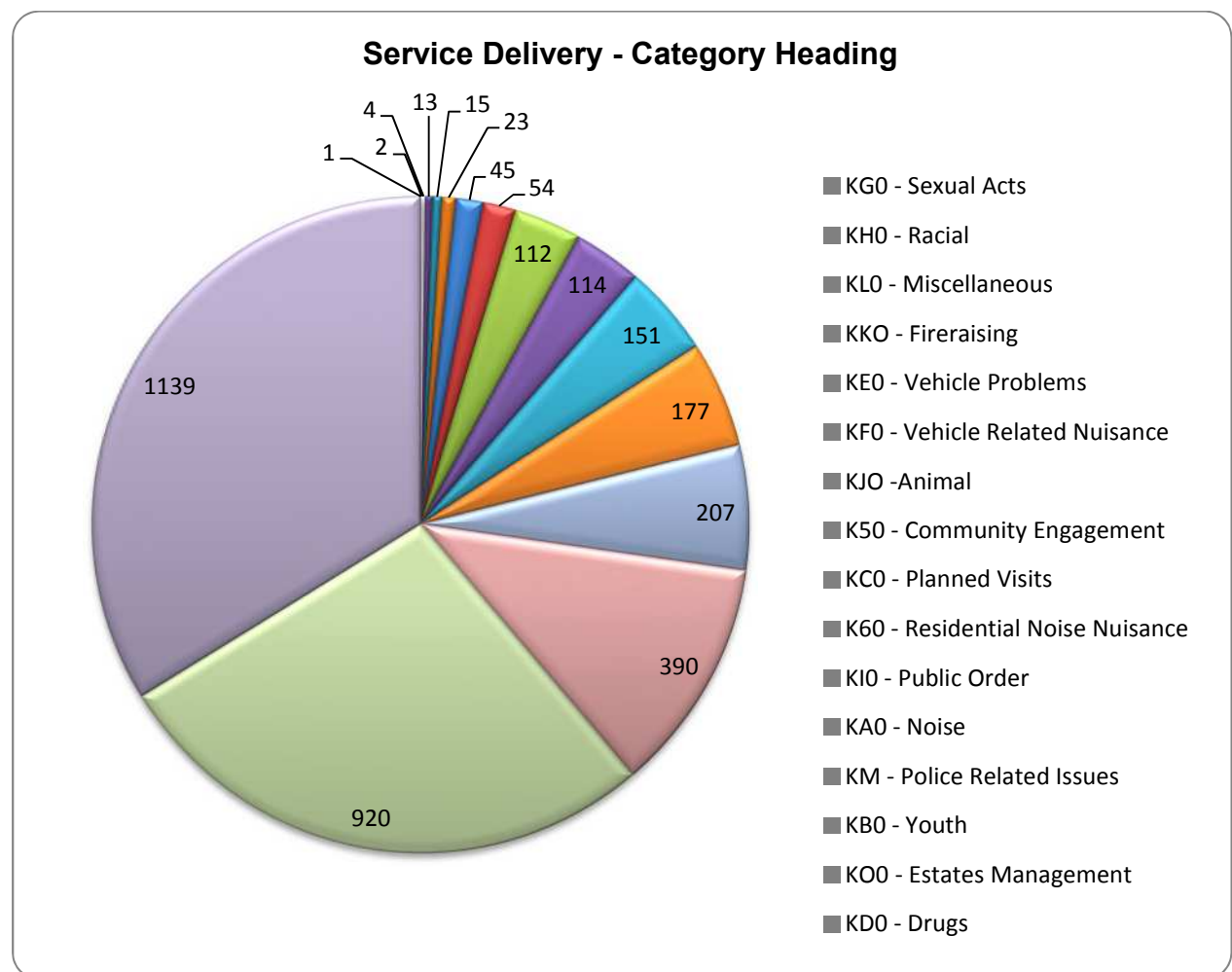


The above chart shows how the Service Delivery Requests have been broken down by area. The areas covered by the Wardens are;

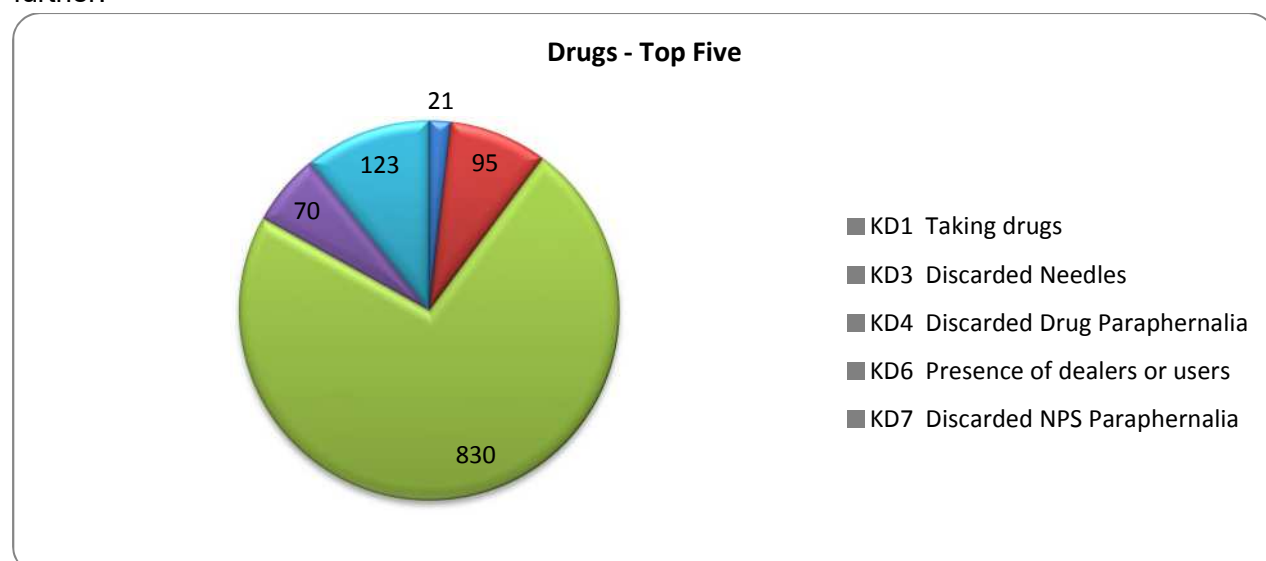
- Area 1 – Letham/Tulloch/Hillyland
- Area 2 - Muirton/North Muirton
- Area 3 – Rattray
- Area 4 – City Centre
- Other Areas – i.e. Kinross, Methven, Stanley and other areas of Perth not regularly patrolled by the Wardens, but where they have been deployed as part of a Multi-Agency Team to address specific problems.

The Investigators cover the whole of Perth and Kinross, whether the complaint is from home owners, council or other association tenants, private lets etc.

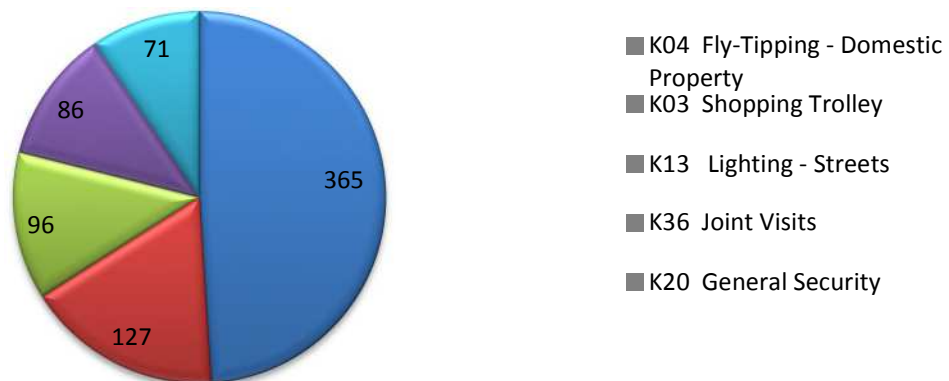
A further breakdown of the Service Delivery Requests highlights the top categories dealt with. Below are two charts, category heading and sub category headings top five issues.



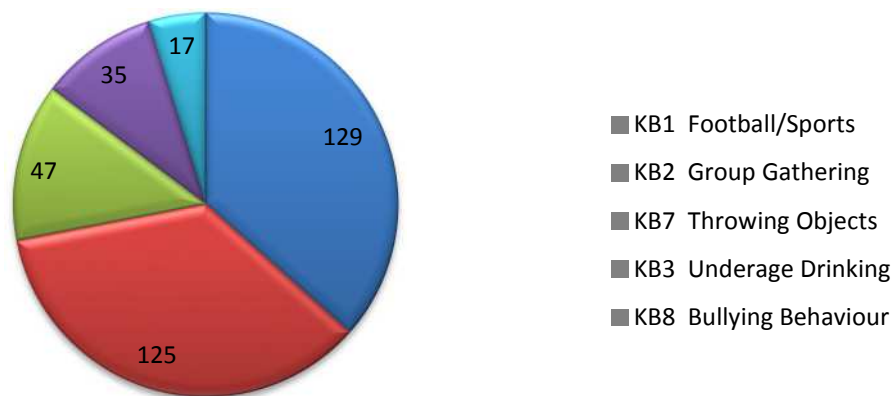
From the above it clearly shows that the main issues being dealt with are Drug Related Issues, Estates Management and Youth Disorder. These issues can be broken down still further.



Estate Management - Top Five



Youth - Top Five



Types of Cases

The types of cases dealt with by the Safer Communities Investigation Team come under the Anti-Social Behaviour Act 2004. Residential Noise is dealt with under Part V of the Anti-Social Behaviour Act 2004.

Further investigation into a case and the severity of anti-social behaviour can lead onto an ABA (Acceptable Behaviour Agreement Adult) or ASBO (Anti-Social Behaviour Order). ABA's are signed off with the offender if they agree. An ASBO has to be applied for and granted by a Sheriff. ASBO place restrictions on the behaviour of the subject and experience suggest that they are effective in changing the behaviours.

Between April 2014 to March 2015 Investigators dealt with 472 cases. 3 of the cases went on to be served with an ASBO and 2 people signed up to ABA's.

There were a total of 2276 hours 48 minutes worked on closed cases, an average of 5 hours per case, which were open for an average of 57 days.

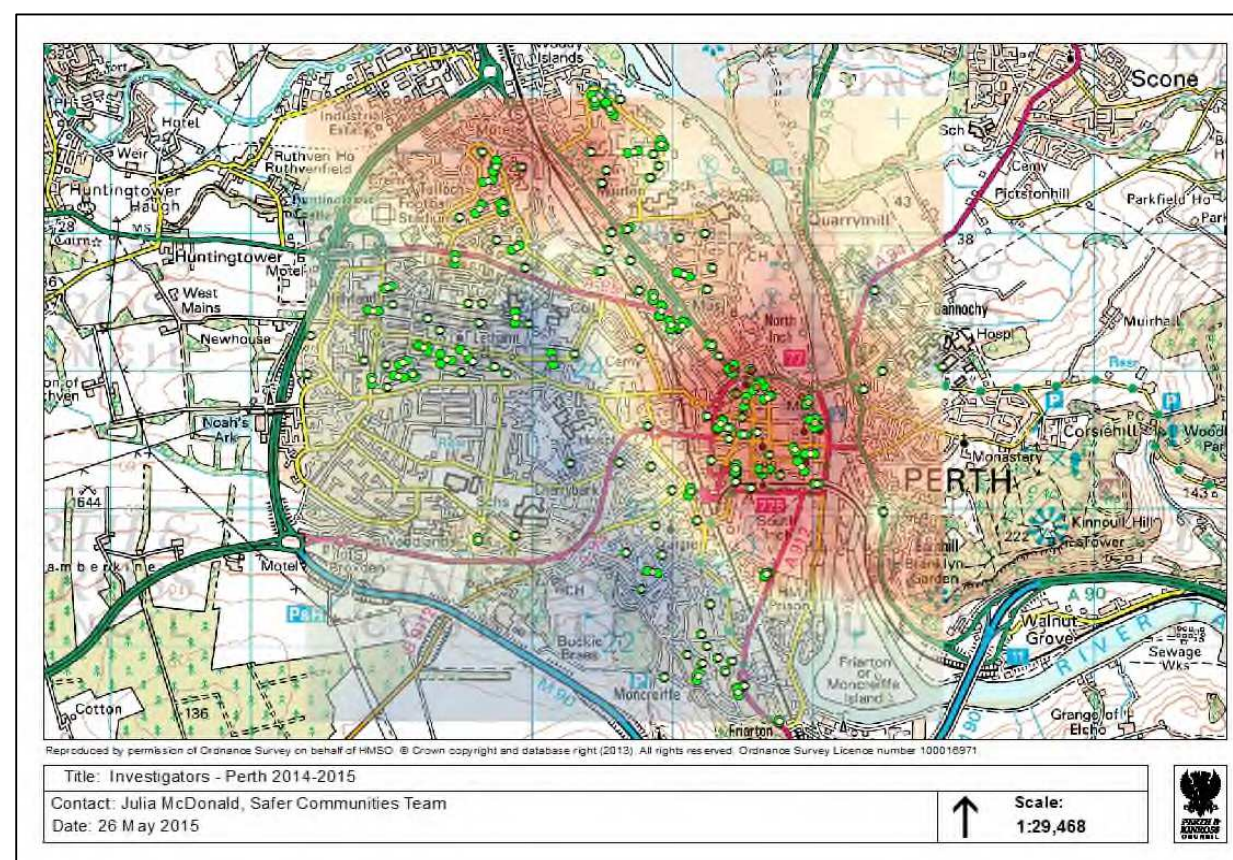
During the course of an Investigation as they seek long-term solutions to problems, the tactical options available to the Investigator on a case are as follows:

- Contact with Victim/Offender
- Mail drop letters
- Contact with Private Landlords
- Joint Visits with Housing Officers
- Joint Operations with Police
- Contact with Tenancy Support
- Contact with Victim Support
- Mediation
- Joint Working with Social Work
- Contact with GP and other NHS organisations
- Statement gathering
- Interim ASBO/Full ASBO
- Acceptable Behaviour Agreement
- Referral to CCIG
- Referral to HRARG
- Multi-Agency Tasking
- House to House Enquiry
- Collaboration/evidence gathering with other enforcement agencies – SEPA, Licensing, TES, Trading Standards etc.
- Environmental changes using Unpaid Work Team

The following show the outcomes **closed** by investigators

Category	Total
No Evidence to Proceed	145
Settled w/o Attendance	86
Advice Given	78
Referred to PKC Housing	47
Resolved by ASIT Intervention (Other Measures)	18
Visits Ended	13
Referred to RSL	12
Attendance Required	11
Referred to other PKC Agency	11
Referred to Police	10
Referred to Mediation	8
Management Transfer - Offender	7
ABA Expired	4
Complaint Withdrawn	4
Resolved by ASIT Intervention (ABA issued)	4
Referred to Agency	3

Referred to PKC Agency	3
FAO - Community Wardens - City Centre	2
Management Transfer - Victim	2
ASBO Expired due to house move	1
ASBO issued	1
Below permitted level	1
FAO - Community Wardens Area 1	1
Informal Warning (CW - Area 3)	1
Intelligence	1
No noise on arrival	1
Referred to Private Landlord	1
Resolved by ASIT Intervention (Other Agency)	1



The map shows the areas of Perth where Investigators have been involved with City Centre being the busiest. The following shows a breakdown of Perth and Kinross by area.

Area	Total
City Centre	142
Letham/Hillyland/Tulloch	88
Muirton/North Muirton	57
Blairgowrie Area	46
Crieff Area	39
Kinross Area	32
Carse of Gowrie	18
Pitlochry Area	17

Scone Area	10
Bridge of Earn	7
Stanley	5
Western Edge	2
Viewlands	2
Oakbank	2
Cherrybank	2
Huntingtower	1
Gannochy	1
Forteviot	1
Fairfield	1
Almondbank	1

Residential Noise Calls

Safer Communities Team

The following shows the number of Anti-social Noise (ASN) calls to the Safer Communities Team between April 2014 to March 2015. There were a total of 114 calls. This is a **decrease** of 38% from previous year's total of 185.

Month	No: of Calls	Attended	Non Attendance	Day	No:
Apr - Mar	114	3	29	Monday	26
2014/15		4	14	Tuesday	19
		2	9	Wednesday	12
		2	19	Thursday	24
		6	14	Friday	21
		1	8	Saturday	9
		0	3	Sunday	3
	114	18	96		114

There were 18 calls attended by the Safer Communities Team. Advice was given to the 96 calls not attended. The number of ASN calls continues to decrease. Further analysis shows that this could be linked to how Investigators categorize the call as further investigation can reveal wider problems not just linked to anti-social noise.

Busiest times: Monday to Sunday between 0900 to 1700 hours

Day	09:00-10:00	10:00-11:00	11:00-12:00	12:00-13:00	13:00-14:00	14:00-15:00	15:00-16:00	16:00-17:00	20:00-21:00
Monday	2	3	3	3	4	4	2	2	0
Tuesday	2	0	3	0	1	4	3	0	4
Wednesday	3	0	0	2	0	1	0	2	2
Thursday	6	2	0	3	4	1	1	1	1
Friday	1	2	1	2	3	2	1	4	1
Saturday	0	0	1	2	0	0	1	0	1
Sunday	0	0	1	0	0	0	1	0	0
	14	7	9	12	12	12	9	9	9

Police Calls

The following table shows a breakdown of Noise related calls reported to the Police

Between April 2014 and March 2015 there has been a total of 1526 noise related calls to the Police from the public. This is a **decrease** of 108 calls 7% from previous year where the total was 1634.

Month	No: of Calls	Police Attendance	Noise Team Attendance	Day	No:
Apr - Mar	1526	118	0	Monday	118
2014/15		136	0	Tuesday	136
		132	0	Wednesday	132
		153	0	Thursday	153
		251	0	Friday	251
		364	0	Saturday	364
		372	0	Sunday	372
	1526	1526	0		1526

Busiest days : Friday, Saturday and Sunday

Busiest times: Monday to Sunday between 2000 to 0400 hours

Day	20:00-21:00	21:00-22:00	22:00-23:00	23:00-00:00	00:00-01:00	01:00-02:00	02:00-03:00	03:00-04:00
Monday	7	8	12	18	15	11	7	5
Tuesday	9	12	18	16	24	6	5	3
Wednesday	6	15	18	22	12	12	4	7
Thursday	7	11	17	34	17	8	5	12
Friday	21	20	42	49	20	14	6	19
Saturday	15	36	40	56	42	40	28	19
Sunday	10	8	16	21	73	57	38	40
	75	110	163	216	203	148	93	105

Looking further into the Police figures revealed that there were a total of 116 calls to the Police between 0900 – 1700 Monday to Friday that could have possibly been passed onto the SCT for enquiry but were not.

Over the past year Safer Community Investigators have delivered a series of training and information sessions to the local officers in Perth and Kinross. These have been well received and were intended to remind officers of their powers under the act particularly around ASBO and Interim ASBO and how the Safer Community Investigators can support them as they seek to deal with hotspots and repeat callers. The co-location of Police Officers at St Martin's House as part of the Safer Communities Team has markedly improved joint working, early intervention and information sharing.

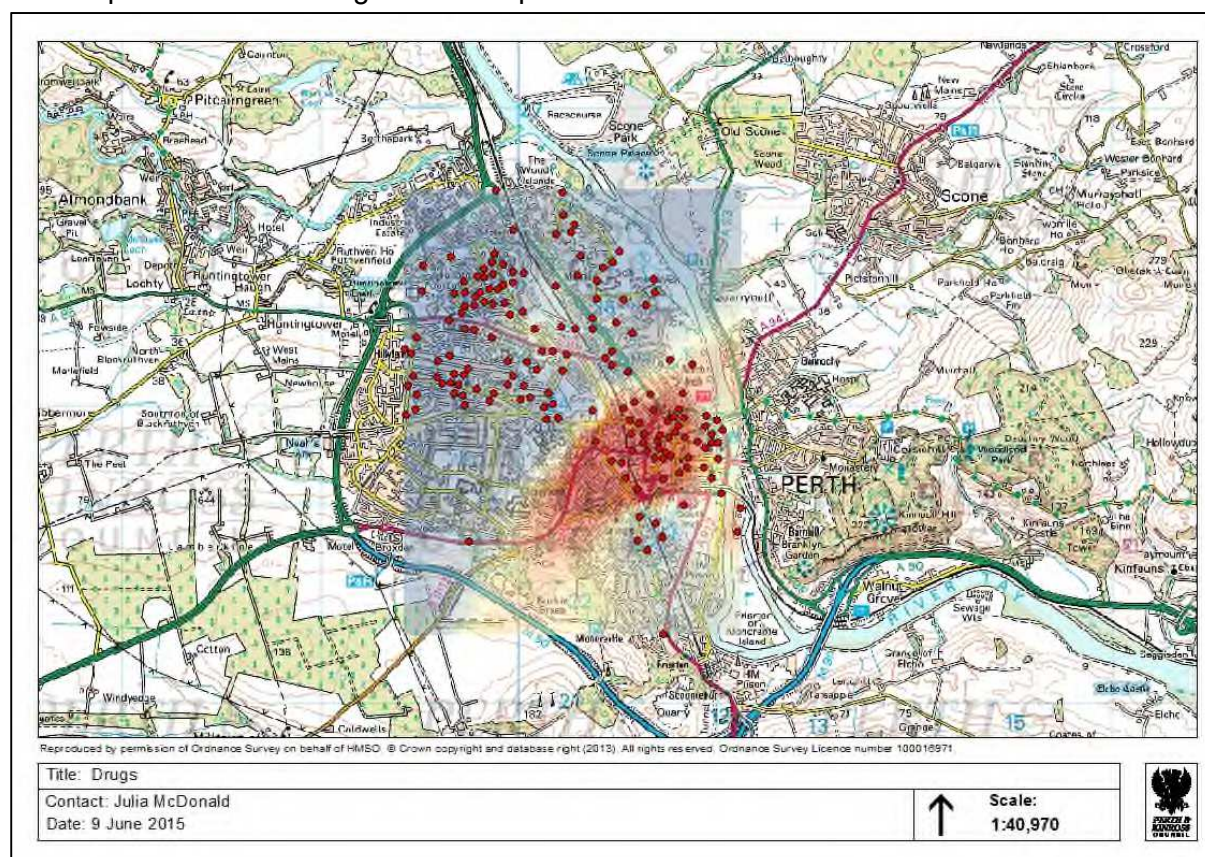
Drug Issues

There were a total of 1139 drug issues dealt with by the Safer Communities Team. This is an **increase** of 58% from previous year's total of 720. Seven cases dealt with by the Investigators and 1132 dealt with by the Community Wardens. The increase is due to the City Centre being patrolled on a day shift basis Monday to Friday and a partnership focus on the impact and harm caused by New Psychoactive Substances. Forty-four calls were reported by the public, the remainder having been found and dealt with by the Community Wardens.

The following table shows the breakdown of drug finds:

Category	Total
Discarded Drug Paraphernalia	830
Discarded NPS Paraphernalia	124
Discarded Needles	95
Presence of dealers or users	70
Taking Drugs	21

The map shows where drugs are more prevalent



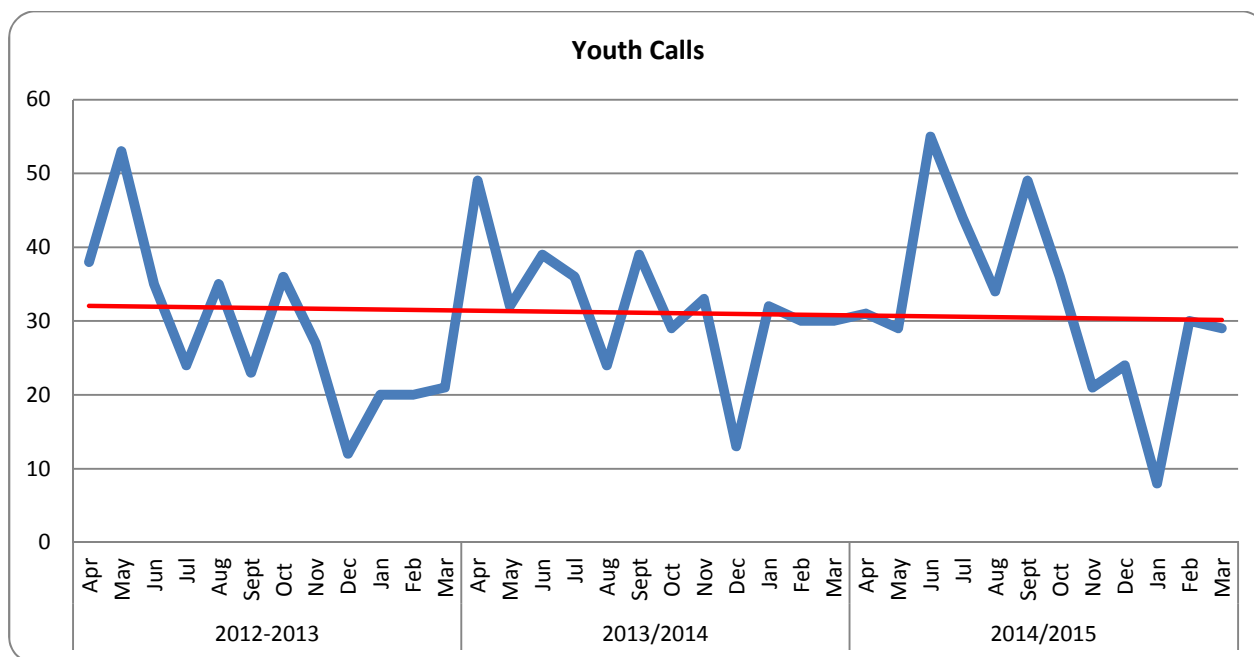
The map shows that the hotspot areas are within

The areas below show where the Community Safety Wardens have lifted and disposed of various items of drug paraphernalia, needles, syringes and NPS paraphernalia.

Dewar's Centre, Glover Street	103
Methven Mews, 55 South Methven Street	85
Waverley Hotel, 25-31 York Place	66
North Inch, War Memorial area	56
Perth College grounds	44
Perth Leisure Pool	41
353-359 High Street	39
Moncrieffe Island	27
White Bridge	27
Tulloch Works	25

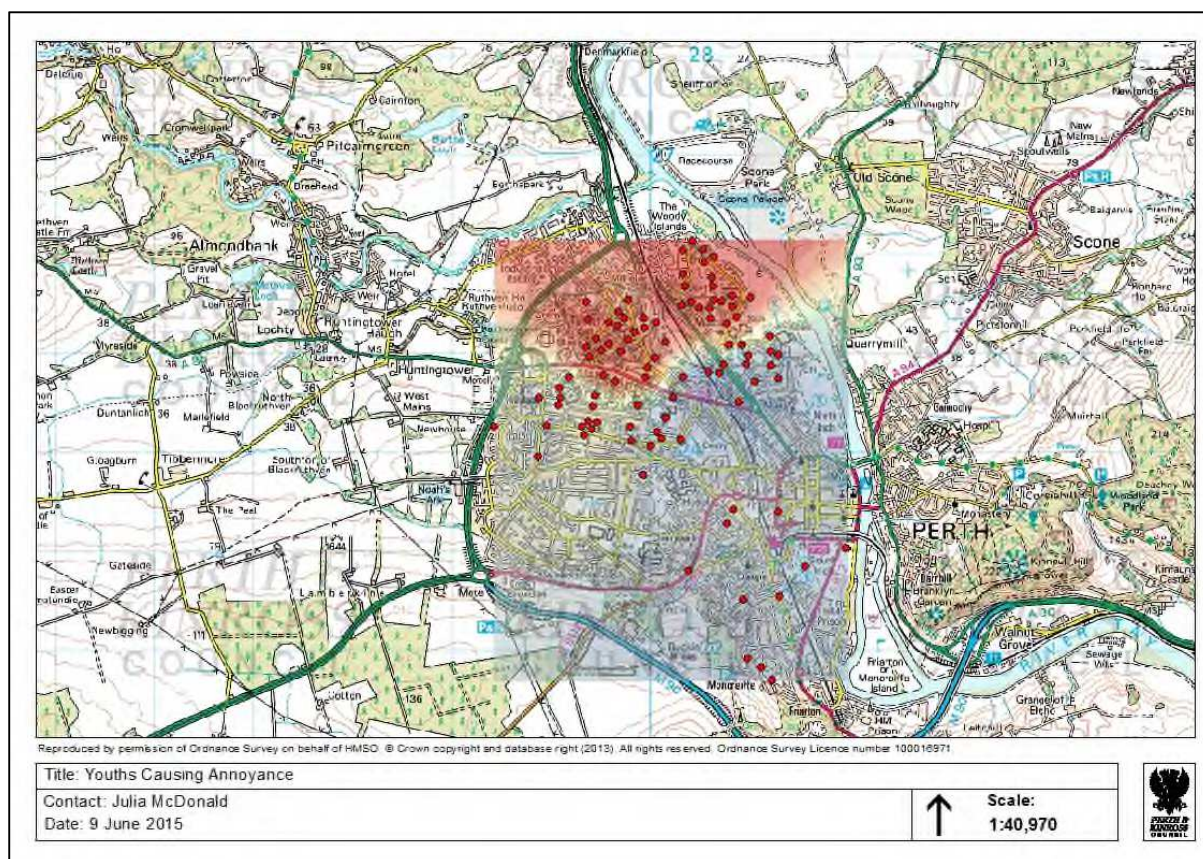
Youth Disorder

A total of 390 youth related issues were dealt with by the Safer Communities Team. This is an increase of 1% from last year figure of 386. 15 cases were dealt with by the Investigators and 375 by Community Warden's. The following chart shows the trend of youth calls over the last 3 years, this year should follow a similar trend.



The following table shows a breakdown of youth related calls:

Category	Total
Football/Sports	129
Group Gathering	125
Throwing Objects	47
Underage Drinking	35
Bullying Behaviour	17
Vandalism	11
Litter/Rubbish	9
Noise Nuisance	9
Fireworks Nuisance	3
Weapons Involved	3
No Evidence of Antisocial Behaviour	1
Graffiti	1



The map shows where youth related issues are more prevalent

Tulloch Square	31
North Muirton PS, Uist Place	27
Argyll Road	23
Strathtay Road	22
Tulloch Park	13

Environmental Issues

Environmental checks are carried out by the Safer Community Wardens. These include reporting any issues of discarded furniture/electrical goods, graffiti, lighting within blocks to Housing Officers, street lighting and repairs to Environment Services and shopping trolleys reported to supermarkets. 822 were recorded.

Area 1 – covering Letham, Hillyland, and Tulloch a total of 359 issues reported.

Area 2 – covering North Muirton, Muirton a total of 261 issues reported.

Area 3 – covering Rattray a total of 60 issues reported.

Area 4 – covering City Centre a total of 142 issues reported

Block Checks

Block checks are carried out by the Safer Communities Wardens which lead onto Environmental issues being reported. Block checks are carried out in Tulloch, Letham,

North Muirton and Rattray. A total of 842 checks were carried out between April 2014 to March 2015.

Street Sports for All

“Street Sports for All” is a multi-agency partnership which enhances the aims of Perth and Kinross Community Safety Partnership by engaging with young people and promoting the wellbeing of communities within Perth and Kinross.

The principle means of delivery of the programme is through the provision of a mobile outdoor sports facility. The programme demonstrates the Partnership’s commitment to ‘divert young people from offending’ as reflected in the Single Outcome Agreement (National Outcome no 8).

It is achieved by :

- providing equal opportunities for all children and young people to participate in an educational facility with a variety of agencies and develop skills of citizenship, leadership and social interaction.
- providing a safe environment within communities for children and young people to play and learn.
- Diverting children and young people away from substance and alcohol misuse and involvement in antisocial behaviour and crime

The service is managed and administered by the Safer Communities Team and a service delivery agreement is in existence with St Johnstone Football Club to deliver the service on behalf of the Partnership.

The mobile sports facility can be taken into the heart of communities thus providing a diversionary option for partner agencies when dealing with youth annoyance concerns.

Street Sports for all has now been running for 9 years and is always well attended.

The following report is a breakdown of statistical information that Street Sports for All has been involved with over a 40 week period in 2014

Total number of requests	68
Total number of visits	61
No. of event cancelled (weather etc.)	4
Number of young people attended	1150
Police attendance	8
Youth Services attendance	21
Fire & Rescue attendance	8
Community Warden attendance	21
Number of visits where no agencies attended	12
Number of visits where no young people attended	3

Of the 61 visits, 35 were Referrals from Youth Services, Police and Outside Agencies. The remaining 26 were organised through Safer Communities Team.

Streets Sports for All attended in the following areas over the 40 week period;

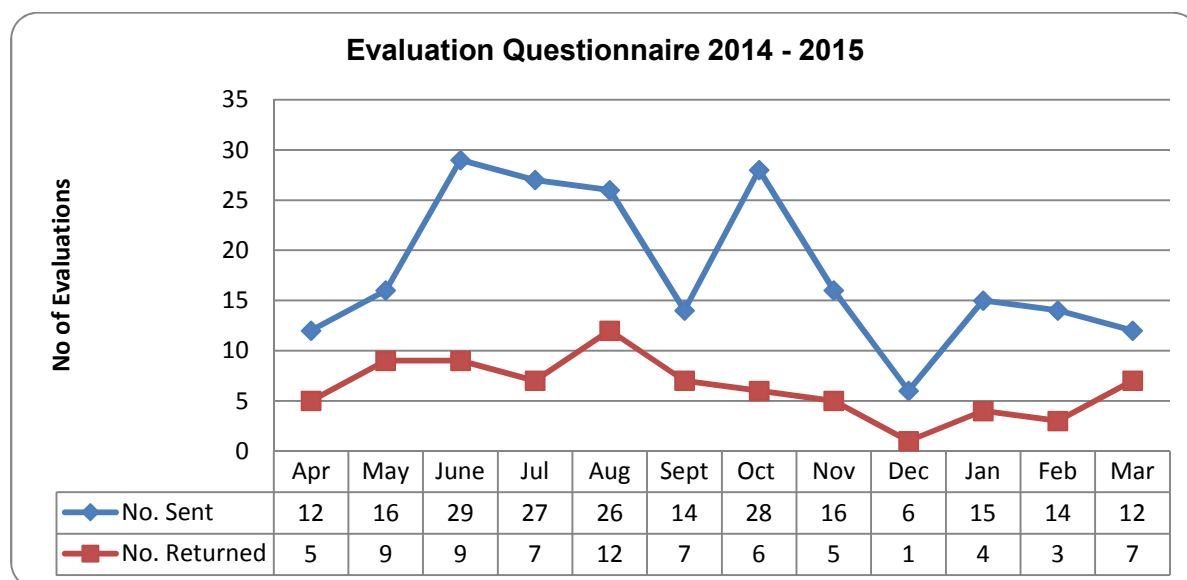
Craigie, Letham, Tulloch, North Muirton, Muirton, Blairgowrie, Rattray, Bridge of Earn, St Madoes, Oudenarde, Braco, Dunning, Aberuthven, Blackford, Kinross, Milnathort, Pitlochry, Luncarty, Bankfoot

During the visits evaluation forms were completed and young people asked for their impression of the service, from the evaluation forms it shows that the youths really enjoy Street Sports for All.

Evaluation Questionnaires

The following information shows the results of Evaluation Questionnaires that have been sent to members of the public who have made complaints to the Safer Communities Team and also shows the result of the ones that have been completed and returned.

Month	No. Sent	No. Returned	% Returned
April	12	5	41.7%
May	16	9	56.3%
June	29	9	31.0%
July	27	7	25.9%
August	26	12	46.2%
September	14	7	50.0%
October	28	6	21.4%
November	16	5	31.3%
December	6	1	16.7%
January	15	4	26.7%
February	14	3	21.4%
March	12	7	58.3%
Total	215	75	34.9%



Question 7 of the Evaluation Questionnaire: Taking everything into account, how satisfied or dissatisfied are you with the way your complaint was dealt with?

Very Satisfied	45.9%
Fairly Satisfied	24.3%
Neither Satisfied nor Dissatisfied	8.1%
Fairly Dissatisfied	5.4%
Very Dissatisfied	16.2%

Overall 70% were satisfied with the service provided.

Mediation

The following information received from SACRO (Safeguarding Communities – Reducing Conflict) show the number of Mediations they have carried out over the year. SACRO are funded by the Safer Communities Team and referrals are received from various Housing Agencies.

During April 2014 to March 2015, SCT have referred 25 cases.

12 of these cases progressed to mediation with the following outcomes: 48% of referrals received by SCT progressed to mediation

7 x agreements	58%
2 x Improvements	17%
3 x Closures due to irreconcilable differences	25%

13 cases were provided with Support/Advice/Guidance with the following outcomes: 52% of referrals received from SCT were provided with support/advice and guidance

1 x problems resolved without intervention
1 x all parties decline to use mediation
9 x one or more parties did not wish to proceed with mediation
1 x not suitable for mediation
1 x party moved away