

**PERTH AND KINROSS COUNCIL****Community Safety Committee****5 March 2014****Safer Communities Team****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

This report outlines the current activities of Perth and Kinross Council's Housing and Community Care Safer Community Team and the recent integration of the Unpaid Work Team.

**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 resources both within the Environment Service and within the Housing and Community Care service. Over a period of years the following teams were established, initially using ring-fenced funding allocation by the Scottish Executive.
  - Community Warden Service (Housing and Community Care)
  - Antisocial Behaviour Investigators (Housing and Community Care)
  - Antisocial Noise Team (The Environment Service)
- 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 within the Community Safety section, Housing and Community Care.
- 1.3 Whilst there was a planned reduction in staffing numbers at that time, it allowed an opportunity to refocus the team's efforts onto a more proactive approach in respect of early intervention and prevention of antisocial behaviour in an effort to produce better outcomes for communities. Members of staff were given additional training to increase their overall skill levels.
- 1.4 The Safer Communities Team's priorities are intelligence led. These are developed through close working with partners and the appropriate sharing of intelligence and information at both a Perth and Kinross level and in localities. In addition local Tasking and Coordinating Groups have been developed across Perth and Kinross to deal with antisocial behaviour and other community safety issues in their areas. These groups are supported by the Safer Communities Team.

- 1.5 A comprehensive statistical report has been compiled in respect of the work of the Safer Communities Team (with the exception of the Unpaid Work Team) and is attached at Appendix I. Further information on the work of the Team is given later in this report.
- 1.6 In the autumn of 2013 a review of the management of the Unpaid Work Team within the Community Safety Service was conducted. An important part of the Unpaid Work element of a Community Payback Order is that of reparation for harm to communities. It was recognised that there were significant synergies in terms of the work carried out in communities by the Safer Communities Team and the Unpaid Work Team and accordingly, the decision was taken to combine their management structures.
- 1.7 The management structure of the Safer Communities Team is shown at Appendix II.

## **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 wherever possible.
- 2.2 In order to successfully deal with antisocial behaviour, the Safer Communities Investigators have developed very close working relationships with other service providers as key partners in achieving suitable resolutions. Such interagency work 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:
- DIY work late into the evening
  - Washing machine being used at night in a block of flats
  - Children running about in an upstairs flat with wooden flooring
  - Shift workers unable to sleep due to noise
  - Generational differences in terms of acceptable lifestyles
- 2.4 Whilst enforcement action, in terms of part V of the Antisocial Behaviour etc. (Scotland) Act 2004, is sometimes required, mediation has often been found to be a more effective resolution. Sometimes it may be as simple as getting both parties to agree when an activity can be carried out which causes the least disturbance.

- 2.5 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 actions 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.
- 2.6 On rare occasions, where the ASBO and other interventions do not bring any improvement in behaviour, the investigators will work with other agencies to use additional powers. In 2013, an example of this arose when someone allocated a Council house was responsible for severe antisocial behaviour at his home. An ASBO was granted, but that failed to stop the antisocial behaviour and other methods of intervention also proved unsuccessful. This led to Community Safety investigators supporting Police Scotland to use their power under the Antisocial Behaviour etc. (Scotland) Act 2004 to apply to the Sheriff Court for a Closure Order. This application was successful and resulted in the person being removed from the property and it being sealed up for a period of time while he was given support, rehoused in a different property and advised as to future conduct.

### **3. SAFER COMMUNITY WARDENS**

- 3.1 The Safer Community Wardens Team consists of nine Safer Community Wardens, based within three areas, Letham/Tulloch, Muirton/North Muirton areas of Perth and Rattray, Blairgowrie. Areas can be expanded to cover significant hotspot areas such as Perth City Centre. On average Wardens spend 7hrs a day on foot in Communities and cover anything between 10-15miles daily. In the conduct of their duties, Wardens seek to:
- Provide a uniformed presence to act as a deterrent and reassurance to the community, working flexible hours through a shift system.
  - Support other agencies in the recording of antisocial behaviour incidents and act as professional witnesses when necessary.
  - Maintain close links with internal and external agencies.
  - Assist in monitoring management of ASBOs, ABAs (Acceptable Behaviour Agreements) and Youth Notices.
  - Patrol 'hotspots'.
  - Act as a bridge between the young people and legitimate activities in the area.
  - Carry out routine monitoring of void properties and close inspections.
  - Prepare and submit logs on community safety, antisocial behaviour and environmental concerns.

- Attend Court and give evidence.
  - Attend Tenants and Residents Meetings/Community Council and community engagement events as required.
- 3.2 Over a number of years the Safer Community Wardens have developed a 'Junior Community Wardens' initiative involving 7 Primary Schools. Its purpose is to raise awareness of community safety and environmental issues with young people. Since January 2010, over 100 young people aged 10-11 years have completed the course. Due to the high demand from Head teachers, in 2014 the scheme will be expanded in order to provide P6 pupils at 7 schools with the opportunity to take part. Schools will be encouraged to involve pupils who may benefit most from the scheme – for example those with behavioural issues or troubled home lives. Feedback from children, parents and schools involved in previous courses has been very positive, especially regarding the increased sense of responsibility some pupils have shown since taking part in the scheme.
- 3.3 Safer Community Wardens also visit people in their homes who have been identified as 'vulnerable' for whatever reason. 48 tenants/residents have been visited as part of this scheme in 2012-2013. Some only require 2 visits then are happy to contact the service by phone if required; others received visits or phone calls from Safer Community Wardens every 10-14 days. Examples of recent cases are:
- An elderly male being targeted for money. Safer Community Wardens visits were put in place to deter these "visitors" and to offer weekly advice and support. This person has now been receiving visits for 2 months and there have been no further issues.
  - An elderly female who had become agoraphobic due to her fear of crime. Visits were put in place to offer reassurance and over a 3-4 week period she was encouraged to venture out into the community along with Safer Community Wardens. She now does so of her own accord.
- 3.4 In 2012 there was an identified increase in discarded household items being left in the common areas of blocks of flats in Tulloch, Letham and North Muirton areas of Perth. A number of fires occurred in these areas which put residents at risk. A block check initiative was put in place in 2012 by the Safer Community Wardens where by every block in these areas was checked top to bottom every week. During the period Jan 2012 - May 2013 over 2000 block checks were carried out and the amount of discarded items found reduced by 43%. Safer Community Wardens have also been trained by the Scottish Fire and Rescue Service to carry out basic Fire Safety Visits and can offer this service to residents in their communities.

#### **4. UNPAID WORK TEAM**

- 4.1 'Unpaid work' is a community based sentence imposed by courts following a criminal conviction. Under the Community Payback Order legislation, clients need to complete unpaid work within either three to six months, depending on how many hours are imposed. Unpaid work sentences range from 20 to 300 hours, 20-100 hour sentences to be completed within three months, and 101-300 hours to be completed within six (unless the court states otherwise at the time the order is imposed). Unpaid work involves undertaking manual work for varied community projects. 30% of this work (up to a maximum of 30 hours) can also be spent on 'other activities' which involves addressing a range of employability issues. Throughout an order, clients are supported by a case manager who monitors compliance with the order and will invoke 'Breach' action in instances of non-compliance. During the year up to April 2013, some 14,000 hours of unpaid work have been expended on Community Payback schemes within Perth and Kinross.
- 4.2 The Unpaid Work Team consists of a manager, 4 case officers and 5 project officers.
- The case officers based at St. Martin's House, Perth, support clients through the order and ensure compliance with its terms. They liaise, where appropriate, with Criminal Justice colleagues and the courts. They ensure that there is a high compliance rate with the terms of orders.
  - The project officers are based at the Council's facility at Westbank, Jeanfield Road, Perth. They have a workshop facility there as well as access to allotments. Project Officers oversee unpaid work activities carried out by the clients either at Westbank and across the various communities of Perth and Kinross.
- 4.3 Examples of work carried out in communities include:
- After an approach from a local Councillor in Crieff, a crew of 5 clients and supervisor spent a week clearing a local path which had become over grown and neglected. They cleared a considerable length of the path taking away the overgrowth of bushes, self-seeded trees. In addition, the area was cleared of a lot of rubbish, including bottles, cans, car tyres and prams.
  - At the request of the Perth Fencing Club, a storage container for their weapons and other equipment was built. This took over a hundred hours to complete. Clients of all abilities were involved from joiners and metal workers to those who just sanded the lengths of timber. The clients took pride in this project and feedback from the club is that it is 'probably the best of its kind in Scotland and other clubs will envy them.'

- Portmoak Primary School requested repairs to the benches in their playground. The old benches were dismantled and brought to the workshop. They were reassembled using reclaimed wood to reduce the cost to the school. Feedback from the school has been very positive.
- Clearance of soil and detritus accumulated over many years around Aberuthven Village Hall.
- Clearance of waste ground near Auchterarder Community School to allow school children to develop a landscaping project.
- Laying of slabs to assist the 'Kinross in Bloom' project.

4.4 During the year up to April 2013, some 14,000 hours of unpaid work have been expended on Community Payback schemes within Perth and Kinross.

## 5. CONCLUSION AND RECOMMENDATION(S)

5.1 As part of its 2014-15 budget the Council has allocated funding to employ a further 3 Community Wardens. This welcome addition will allow additional opportunities for the intelligence led deployment of Community Wardens within our communities.

5.2 The expansion of the Safer Communities Team to include the Unpaid Work Team has created opportunities to consolidate and increase the range of work carried which will improve outcomes for our communities.

5.3 It is recommended that the Committee endorse this report and ask the Executive Director (Housing and Community Care) to bring a further report on the work of the Safer Communities Team in 6 months time.

### Author(s)

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### Approved

Name	Designation	Date
John Walker	Executive Director (Housing and Community Care)	25 February 2014

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 John Irons



Council Text Phone Number 01738 442573

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

*The undernoted table should be completed for all reports. Where the answer is 'yes', the relevant section(s) should also be completed. Where the answer is 'no', the relevant section(s) should be marked 'not available (n/a)'.*

<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>	
Equality Impact Assessment	<b>None</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>	
Internal	<b>None</b>
External	<b>None</b>
<b>Communication</b>	
Communications Plan	<b>None</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

There are no workforce implications arising from this report.

- 2.3 Asset Management (land, property, IT)

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.

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 from the proposals in this report.

### Legal and Governance

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



#### Risk

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

#### **4. Consultation**

- 4.1 Internal - none

External - none

#### **5. Communication**

- 5.1 There are no communication issues in respect of the proposals in this report.

#### **6. BACKGROUND PAPERS**

- 6.1 None

#### **7. APPENDICES**

- 7.1 Appendix I – Safer Communities Team Performance Report  
Appendix II – Safer Communities Team Management Structure





# Safer Communities Team Performance Report April 2013 –December 2013

<b>Introduction</b>	<b>1</b>
<b>Executive Summary</b> <ul style="list-style-type: none"><li>○ Anti-Social Behaviour Overview</li><li>○ Investigators</li><li>○ Community Wardens</li></ul>	<b>2</b>
<b>Key Issues</b> <ul style="list-style-type: none"><li>○ Performance Indicators</li><li>○ Types of Cases</li><li>○ Drug Issues</li><li>○ Youth Disorder</li><li>○ Street Sports for All</li><li>○ Evaluation Questionnaire</li><li>○ Mediation</li></ul>	<b>3</b>

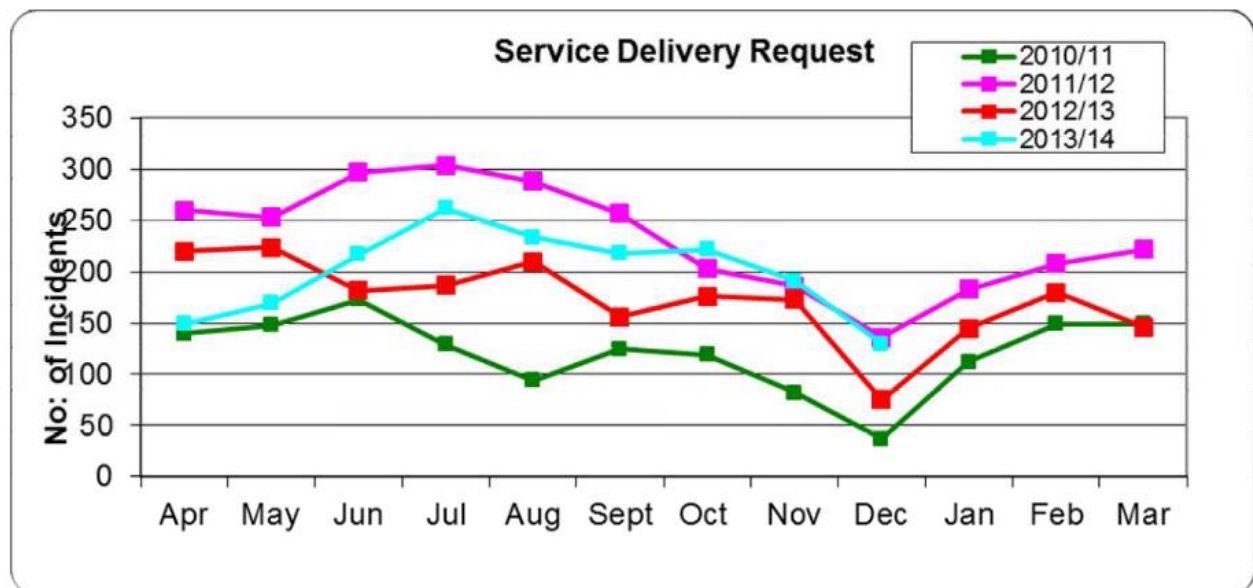
The Safer Communities Team Performance Report covers the period from 1 April 2013 to 31 December 2013. This report has been produced to provide an overview of the current Anti-Social Behaviour issues within Perth and Kinross. It has not been possible to gather some of the information for this period meantime and where this has happened 2012/13 statistics have been provided.

The key areas of antisocial behaviour are:

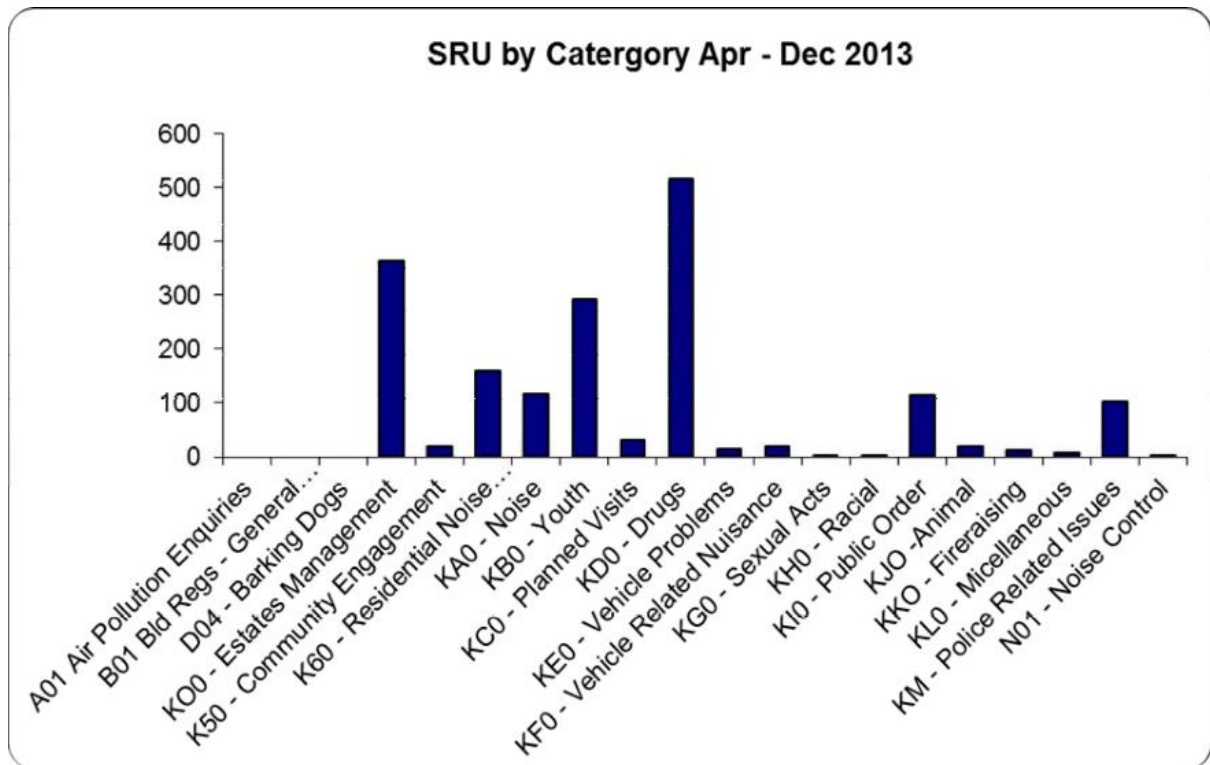
- General Antisocial Behaviour
- Residential Noise Nuisance
- Youths Related Issues
- Drug Related Issues
- Public Order

The report also contains information received from Police Scotland on youth calls, vandalism and noise related incidents.

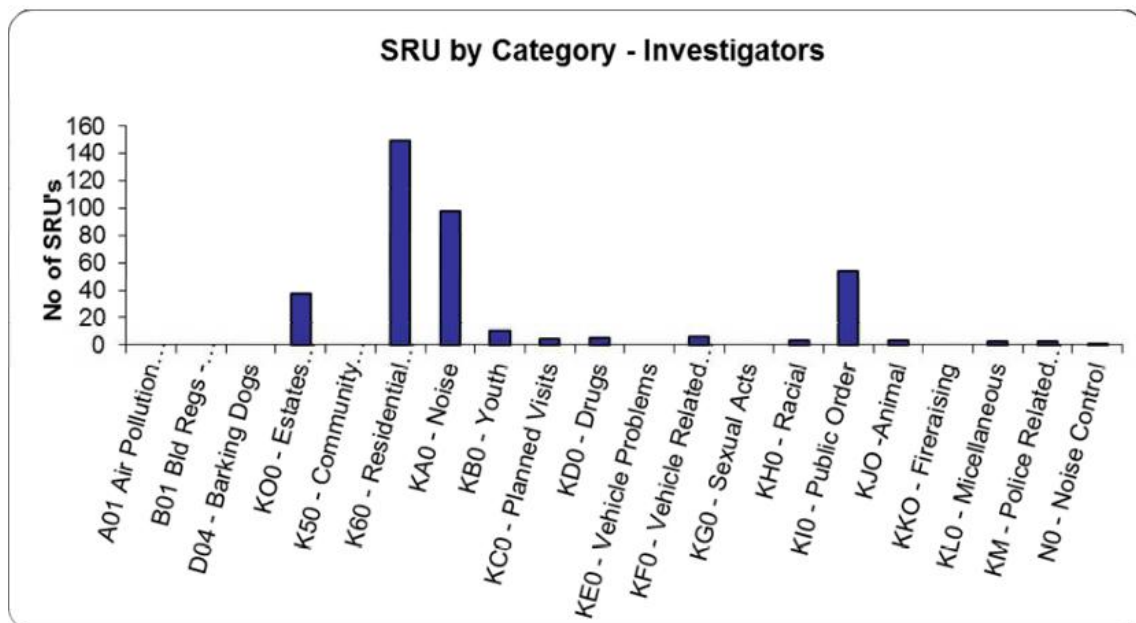
Future reports will contain relevant performance data from the Unpaid Work Team.



- There were a total **1792** Service Delivery Requests between Apr 13 to Dec 13
- **Increase** in Service Delivery Complaints by **12%** from previous year.
- The increase is due to the Safer Community Wardens patrolling the City Centre area.

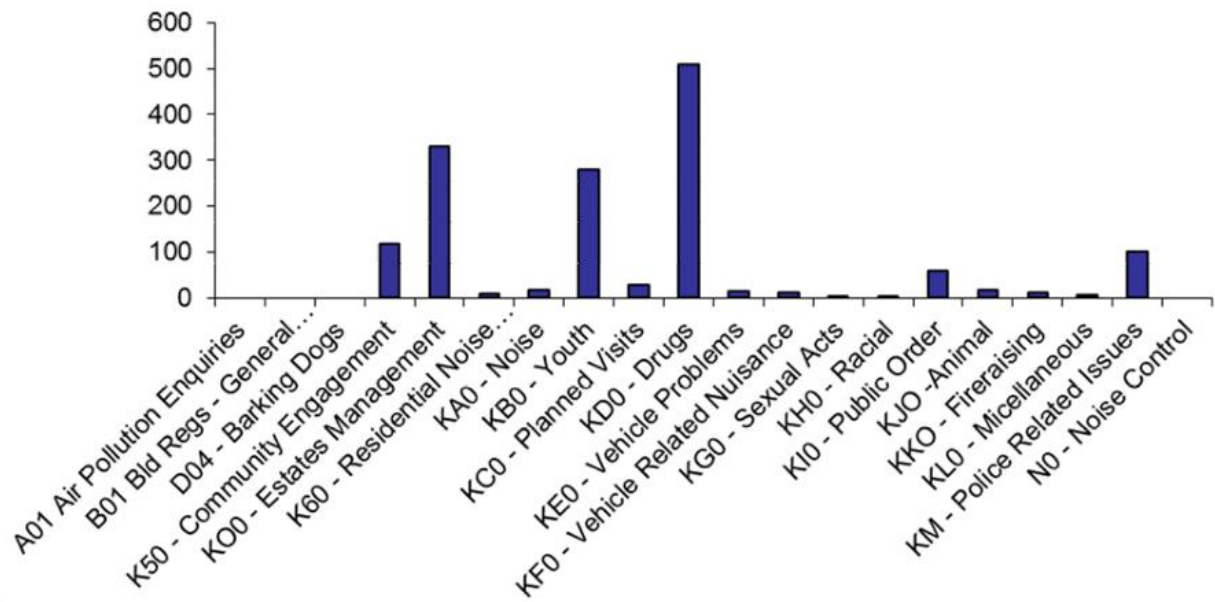


- The Category were most incidents recorded are Drug Related Issues with **515**
- The second category is Estate Management Issues with **365**
- The third category is Youth Related Issues with **292**
- The fourth category is Residential Noise Issues with **159**



- **374** incidents were dealt with by Safer Community Investigators
- There were **149** Residential Noise Issues
- There were **98** Noise Issues
- There were **54** Public Order Issues

### SRU by Category - Community Wardens



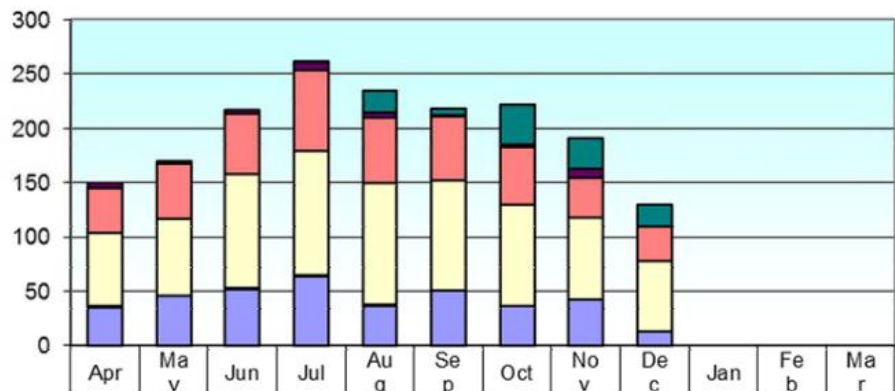
- **1512** incidents were dealt with by Safer Community Wardens
- There were **509** Drug Related Issues
- There were **329** Estate Management Issues
- There were **281** Youth Related Issues

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## KEY ISSUES

### PERFORMANCE INDICATORS

#### Service Delivery Requests 2013/2014



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Other Area - Community Wardens	0	2	0	2	20	6	37	28	20			
Area 3 - Community Wardens	4	0	4	7	4	1	2	9	1			
Area 2 - Community Wardens	41	50	55	74	60	59	53	36	31			
Area 1 - Community Wardens	68	71	105	114	113	102	94	76	65			
Admin	1	0	1	1	1	0	0	0	0			
Investigating Officers	35	46	52	64	36	50	36	42	13			

The above chart shows how the Service Delivery Request has been broken down between Investigators, Wardens and Administration. Service Delivery Requests have Category headings but are then broken down further to types of category. The full breakdown of categories is fairly extensive so the following table shows the top 20 categories dealt with.

<b>Category</b>	<b>Total</b>
Discarded Drug Paraphernalia	467
Fly Tipping – Domestic Property	213
Youth Group Gathering	164
Intelligence	107
Discarded Needles	75
ASN – Loud Music	66
Youth Football/Sports	62
Noise – Domestic – Music/Parties	54
Intimidation / Aggressive Behaviour	45
Presence of Dealers or Users	45
Lighting – Streets	45
Noise – Domestic – Lifestyle	43
ASN – Enquiry	39
General Security	33
Joint Visits	33
Drinking in Public Places	29
Noise – Other	26
Planned Visits	25
Noise Nuisance	24
Drunken Behaviour	24

## **TYPES OF CASES**

Between April 2013 to December 2013 there has been 374 cases dealt with by the Investigators. 355 have been closed off with 19 remaining open.

The cases have been broken down to the following

Anti-Social Noise	147
Other antisocial behaviour	227

During this period 3 Antisocial Behaviour Orders (ASBOs) have been granted and 18 Acceptable Behaviour Agreements (ABA's) issued on a voluntary basis.

There were a total of 956 hours 30 mins worked on the closed cases. This works out at an average of 2.5 hours per case and open for an average of 22 days.



Some of the outcomes achieved on closed cases:

<b>OUTCOME ACHIEVED</b>	<b>TOTAL</b>
Resolved by ASIT Intervention (ABA Issued)	7
Resolved by ASIT Intervention (Other Measures)	5
Referred to Mediation	7
Referred to PKC Housing	21
Referred to Registered Social Landlord	8
Referred to Private Landlord	4
Referred to Police	8
Referred to other PKC Agency	5
Referred to Agency	1
FAO – Community Wardens Area 1	2
FAO – Community Wardens Area 2	1
Informal Warning	1
Management Transfer – Victim	1
Management Transfer – Offender	2
Advice Given	60
Complaint Withdrawn	4
No Evidence to Proceed	69

The actions carried out by Investigators on a case are as follows:

- Contact with Victim/Offender
- Mail drop letters
- Contact with Private Landlords
- Contact with Housing Officers
- Contact with Police
- Contact with Tenancy Support
- Contact with Victim Support
- Contact with Mediation
- Contact with Social Work
- Contact with GP and other NHS organisations
- Statement gathering
- Legal Services

## **DRUG ISSUES**

There is a total of 514 drug issues dealt with by the Safer Communities Team. 5 cases dealt with by the Investigators and 509 dealt with by the Community Wardens.

The Wardens cover the following areas:

Area 1 – Letham, Tulloch, Hillyland

Area 2 – North Muirton, Muirton

Area 3 - Rattray (part time only)

City Centre – when requested to do so

The following table shows a breakdown drug finds:

Category	Total
Taking Drugs	6
Discarded Needles	<b>61</b>
Discarded Drug Paraphernalia	<b>410</b>
Presence of dealers or users	37

## ESTATE MANAGEMENT

There is a total of 329 estate management issues dealt with by the Safer Community Wardens and 35 by the Investigators.

The following table shows a breakdown of estate management find:

Category	Total
Dropping Litter	1
Littered Area	18
Trolleys	<b>15</b>
Fly-Tipping – Domestic Property	<b>167</b>
Fly-Tipping – Business Property	1
Fly-Tipping – Other	5
Untidy Garden Area/hedges etc	2
Overgrown Public Trees/hedges etc	1
Lighting – Streets	33
Lighting – Housing	5
Shared Closed/Stairwells/Human Waste	15
Street Furniture Issues	2
General Security	30
PKC Vandalism – Damage to Property	14
PKC Vandalism – Damage to trees/plants/hedges	1
PKC Vandalism – Damage to Street Furniture	2
PKC Vandalism – Graffiti	8
Other Vandalism – Damage to Property	3
Other Vandalism – Damage to tress/plants/hedges	4
Other Vandalism – Damage to Roads/Pavements	2
Other Vandalism – Damage to Bus Shelter	1
Other Vandalism – Damage to Street Furniture	1
Other Vandalism – Graffiti	2
Joint Visits	31

## YOUTH RELATED ISSUES

There is total of 291 youth related issues dealt with by the Safer Community Team. 10 cases dealt with by the Investigators and 281 dealt with by Community Wardens.

The following table shows a breakdown of youth related calls:

Category	Total
Football / Sports	62
Group Gathering	145
Underage Drinking	13
Fireworks Nuisance	2
Litter / Rubbish	1
Weapons Involved	2
Throwing Objects	19
Bullying Behaviour	19
No Evidence of Antisocial Behaviour	2
Noise Nuisance	20
Vandalism	5
Graffiti	1

## 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 the Housing Officers, Repairs or Environmental Services. Any street lights that are out are reported to Clarence.

Between 1 January 2013 to 31 December 2013 the following were reported.

Within Area 1 – covering Letham, Hillyland, Tulloch a total of **223** issues reported.

Within Area 2 – covering North Muirton, Muirton a total of **156** issues reported.

Within Area 3 – covering Rattray a total of **3** issues reported.

## BLOCK CHECKS

Block checks on predominantly Council owned properties in Tulloch and Letham are carried out by the Safer Community Wardens. These checks were carried out a total of **2144** times between April 2013 to Dec 2013. These checks often lead onto to a number of environmental issues being reported allowing them to be quickly dealt with.

## STREET SPORTS FOR ALL

“Street Sports for All” is a multi-agency partnership which enhances the aims of the 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 it 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.

Also involved with Street Sports this year was rugby giving the youths a choice of sports.

Street Sports for all has now been running for 8 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 2013.

Total number of requests	<b>63</b>
Total number of visits	56
No. of event cancelled (weather etc)	7
Number of young people attended	<b>763</b>
Police attendance	19
Youth Services attendance	11
Fire & Rescue attendance	5
Community Warden attendance	5
Number of visits where no agencies attended	34
Number of visits where no young people attended	13

Of the 56 visits, 40 were Referrals from Youth Services, Police and Outside Agencies. The remaining 13 were organised through SCT. There were a higher number of Referrals this year compared to last

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

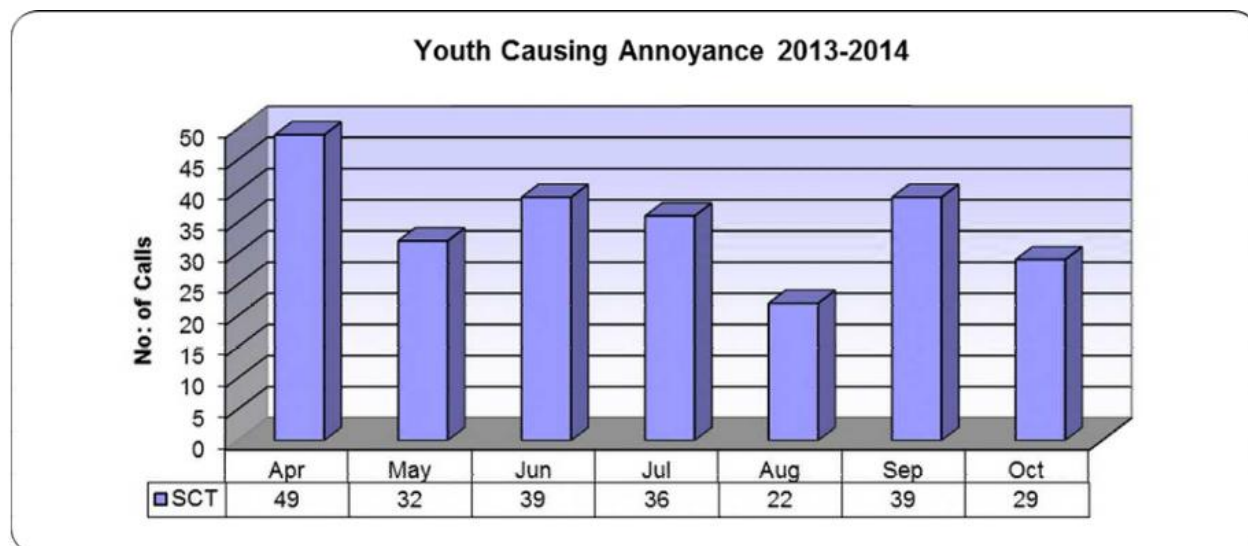
**Perth** - Letham, Tulloch, Muirton, North Muirton, Fairfield, with 188 youths in attendance.

**East** – Abernethy, Bridge of Earn, Oudenarde, St Madoes, Inchtute, Rattray with 108 youths in attendance.

**South** – Auchterarder, Milnathort, Kinross, Crook of Devon with 96 youths in attendance.

**North** – Almondbank, Methven, Pitcairngreen, Bankfoot, Dunkeld, Pitlochry with 371 youths in attendance.

The table below shows the number of youth related calls collated by the Safer Communities Team within the areas during the months April to October 2013. These figures only cover Letham/Tulloch, Muirton/North Muirton and Rattray and Blairgowrie where there are Community Warden Services.



The above information reveals that when Street Sports for All is tasked to areas where youth annoyance is taking place, complaints drop dramatically. It is a worthwhile initial diversionary initiative but to be effective requires to be supported by other diversionary/community related projects to ensure that there is not a reoccurrence of the problem.

### Key Findings

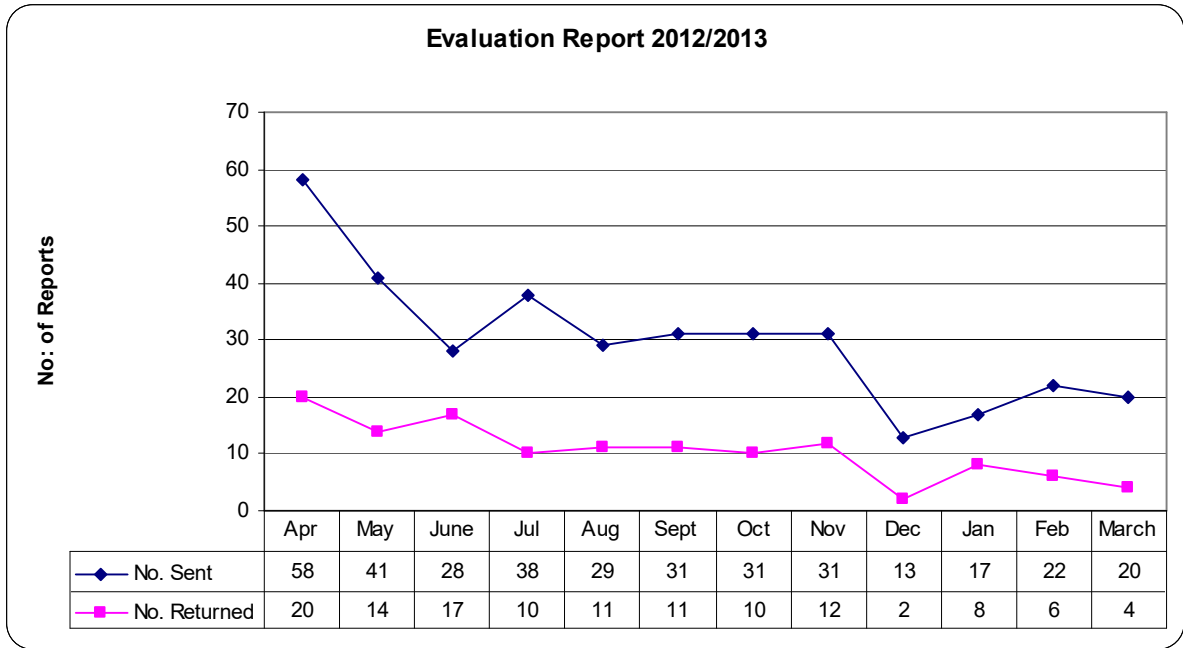
- Youth Related Calls are high within Letham, Muirton, North Muirton.
- During the time Street Sports for All are within area, youth calls drop.
- Before and After Street Sports for All the number of youth calls increase

### EVALUATION QUESTIONNAIRES 2012/13

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

From the table below it shows that over a quarter of the reports sent out are completed and returned.

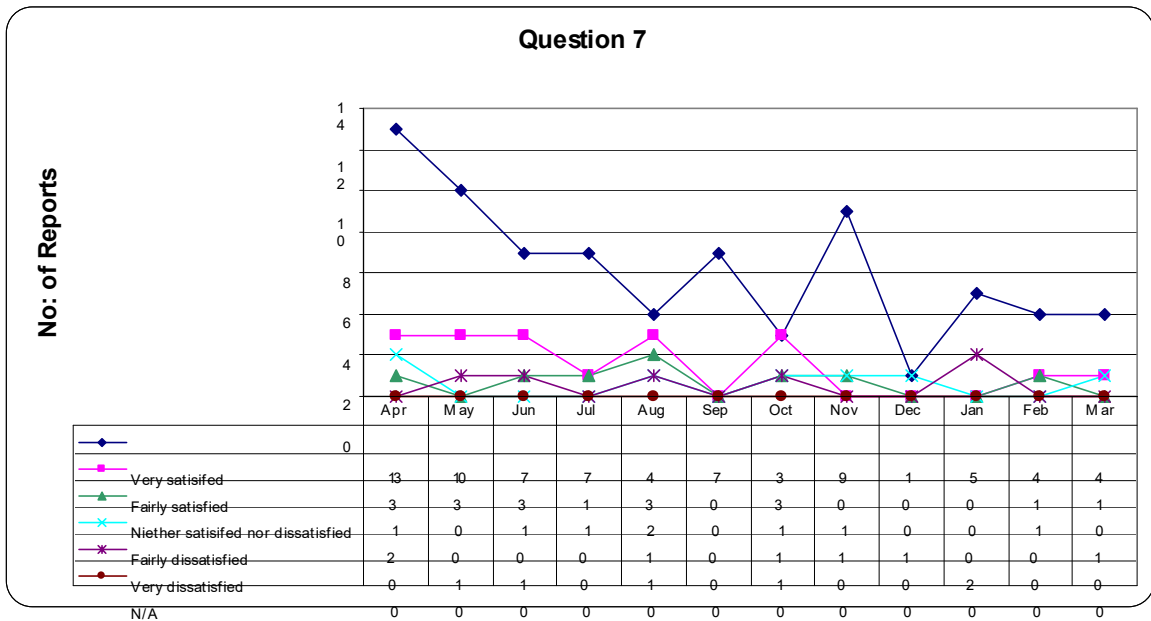
Month	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
No. Sent	58	41	28	38	29	31	31	31	13	17	22	26	365
No. Returned	20	14	17	10	11	11	10	12	2	8	6	6	127
% Returned	34.5%	34.1%	60.7%	26.3%	37.9%	35.5%	32.3%	38.7%	15.4%	47.1%	27.3%	23.1%	34.8%



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	65.5
Fairly Satisfied	15.9
Neither Satisfied or Dissatisfied	7.1
Fairly Dissatisfied	6.2
Very Dissatisfied	5.3
N/A	0.0



Overall 81.4% were satisfied with the service provided to them

Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
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## MEDIATION

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

	Statistics													
1	Number of Referrals	5	8	2	4	3	6	5	7	0	3	3	1	47
2	No of referrals responded to within 7 working days	5	6	2	4	3	6	5	7	0	3	3	1	45
3	Number of households involved in mediation process	10	64	10	8	7	12	10	16	0	6	6	6	155
4	No of referrals which were provided with advice, guidance and assistance	0	2	7	2	2	2	2	3	3	1	0	2	26
5	No of referrals which progressed to mediation	3	4	2	1	4	3	1	3	4	0	2	1	28
6	No of cases where there was an agreement improved communication	1	2	2	1	3	2	1	3	3	0	2	1	21



## Appendix II

Team Leader  
John Irons

Safer Communities  
Officer  
Chris McCallion

Safer Communities  
Officer  
Jennifer McOmish

Unpaid Work Team  
Coordinator  
Arek Nowroteck

Safer Communities  
Supervisor  
Neil Campbell

Safer Communities  
Supervisor  
Stuart Hope

Unpaid Work Team

Safer Communities  
Investigators

Safer Community  
Wardens