



Securing the future... • *Improving services*  
• *Enhancing quality of life* • *Making the best use of public resources*

Council Building  
2 High Street  
Perth  
PH1 5PH

Wednesday, 16 November 2016

A Meeting of the **Community Safety Committee** will be held in the **Hay Room, Dewars Centre, Glover Street, Perth, PH2 0TH** on **Wednesday, 23 November 2016** at **10:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**BERNADETTE MALONE**  
Chief Executive

***Those attending the meeting are requested to ensure that all mobile phones and other communication devices are in silent mode.***

**Members:**

Councillor Douglas Pover (Convener)  
Councillor Elspeth Maclachlan (Vice-Convener)  
Councillor Henry Anderson  
Councillor Rhona Brock  
Councillor Joe Giacobazzi  
Councillor Grant Laing  
Councillor Archie MacLellan  
Councillor Alistair Munro  
Councillor Caroline Shiers  
Councillor Lewis Simpson  
Councillor Alexander Stewart  
Councillor Heather Stewart  
Councillor Mike Williamson



**Community Safety Committee**

**Wednesday, 23 November 2016**

**AGENDA**

***MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.***

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE COMMUNITY SAFETY COMMITTEE OF 31 AUGUST 2016 FOR APPROVAL AND SIGNATURE 5 - 10**
- 4 PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP - COMMUNITY SAFETY AND ENVIRONMENT GROUP**
  - (i) MINUTE OF MEETING OF THE COMMUNITY SAFETY AND ENVIRONMENT GROUP OF 17 JUNE 2016 FOR NOTING 11 - 14**
  - (ii) COMMUNITY SAFETY AND ENVIRONMENT GROUP BRIEFING PAPER 15 - 18**

Report by Director (Housing and Social Work) (copy herewith 16/522)
- 5 HOUSING AND SOCIAL WORK SIX MONTH PERFORMANCE SUMMARY 2016 19 - 46**

Report by Depute Chief Executive (Corporate and Community Development Services) (copy herewith 16/470)

Note: The above report has also been submitted to the meeting of the Housing and Health Committee on 2 November 2016 and will be considered by the Scrutiny Committee on 30 November 2016.
- 6 THE ENVIRONMENT SERVICE SIX MONTH PERFORMANCE SUMMARY 2016 47 - 62**

Report by Director (Environment) (copy herewith 16/490)

Note: The above report has also been submitted to the meetings of the Environment Committee and the Enterprise and Infrastructure Committee on 9 November 2016, and will be considered by the Scrutiny Committee on 30 November 2016

- 7 **PERTH AND KINROSS EVENTS SAFETY ADVISORY GROUP** 63 - 82  
Report by Director (Environment) (copy herewith 16/523)
- 8 **REGULATORY SERVICES IN THE ENVIRONMENT SERVICE** 83 - 102  
**2015/16 PERFORMANCE**  
Report by Director (Environment) (copy herewith 16/524)
- 9 **POLICE AND FIRE REFORM: LOCAL SCRUTINY AND**  
**ENGAGEMENT**
- (i) **SCOTTISH FIRE AND RESCUE SERVICE STRATEGIC PLAN**  
Presentation by Area Manager Colin Grieve, Local Senior Officer,  
Scottish Fire and Rescue Service
- (ii) **SCOTTISH FIRE AND RESCUE SERVICE QUARTERLY** 103 - 124  
**PERFORMANCE REPORT - 1 JULY TO 30 SEPTEMBER 2016**  
Report by Area Manager Colin Grieve, Local Senior Officer,  
Scottish Fire and Rescue Service (copy herewith 16/525)
- (iii) **PERTH AND KINROSS LOCAL POLICING AREA** 125 - 142  
**PERFORMANCE RESULTS - 1 APRIL TO 30 SEPTEMBER 2016**  
Report by Chief Superintendent Paul Anderson, Police Scotland 'D'  
Division (Tayside) (copy herewith 16/526)

***IT IS RECOMMENDED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM(S) IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973***

- P1 **SCOTTISH FIRE AND RESCUE SERVICE - LOCAL SCRUTINY**  
**AND ENGAGEMENT - OPERATIONAL UPDATE FOR PERTH**  
**AND KINROSS**  
Verbal Report by Area Manager Colin Grieve, Local Senior Officer,  
Scottish Fire and Rescue Service
- P2 **POLICE SCOTLAND - LOCAL SCRUTINY AND ENGAGEMENT -**  
**OPERATIONAL UPDATE FOR PERTH AND KINROSS**

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## COMMUNITY SAFETY COMMITTEE

Minute of Meeting of the Community Safety Committee held in the Hay Room, First Floor, Dewar's Centre, Glover Street, Perth on Wednesday 31 August 2016 at 10.00am.

Present: Councillors D Pover, E Maclachlan, H Anderson, R Brock, A Cowan (substituting for Councillor A Stewart), A Gaunt (substituting for Councillor L Simpson), J Giacomazzi, G Laing, A MacLellan, C Shiers, H Stewart and M Williamson.

In attendance: B Atkinson, Director (Housing and Social Work), C Cranmer, D Fraser, M Notman, N Rogerson and S Watson (all Housing and Community Care); R Lyle and S Mackenzie (both the Environment Service); Divisional Commander P Anderson, Area Commander M Pettigrew and Superintendent A Todd (all Police Scotland); Group Manager R Middlemiss and Station Manager S Wood (both Scottish Fire and Rescue Service); N Marchant (Scottish Police Authority Board); C Flynn and L Brown (both Chief Executive's Service).

Apologies for Absence: Councillors A Munro; L Simpson and A Stewart.

Councillor Pover, Convener, Presiding.

The Convener introduced Arts 591-596 and 599. The Vice Convener introduced Arts 597 and 598.

### **591. WELCOME**

The Convener welcomed all those present to the meeting. Apologies for absence and substitutions were noted as above.

### **592. DECLARATIONS OF INTEREST**

There were no Declaration of Interest made in terms of the Councillors' Code of Conduct.

### **593. MINUTE OF PREVIOUS MEETING**

The Minute of the Meeting of the Community Safety Committee of 8 June 2016 (Arts. 436-445) was submitted, approved as a correct record and authorised for signature.

### **594. PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP – COMMUNITY SAFETY AND ENVIRONMENT GROUP**

#### **(i) Minute of Meeting of the Community Safety and Environment Group**

The minute of meeting of the Community Safety and Environment Group of 13 March 2016 was submitted and noted.

**(ii) Community Safety and Environment Group Briefing Paper**

There was submitted and noted a report by the Director (Housing and Social Work) (16/363) updating the Committee on the current partnership activity within the remit of the Community Safety and Environment Group.

**595. SAFER COMMUNITIES TEAM ANNUAL PERFORMANCE REPORT**

There was submitted a report by the Director (Housing and Social Work) (16/364) introducing the Safer Communities Team Annual Performance Report for 2015/16 and highlighting a number of positive outcomes that have been achieved by the team for communities.

**Resolved:**

- (i) The Safer Communities Team Annual Performance Report 2015/16, as appended to Report 16/364, be endorsed;
- (ii) The Director (Housing and Social Work) be requested to bring a further report on the work of the Safer Communities Team to the Committee in 12 months' time.

**596. COMMUNITY RESILIENCE**

There was submitted and noted a report by the Director (Environment) (16/365) providing an update on the emergency planning and community resilience activity being undertaken by Perth and Kinross Council, partner agencies and community resilience volunteers across the Perth and Kinross area.

**597. PERTH AND KINROSS RECONVICTION RATES 2013-14**

There was submitted a report by the Director (Housing and Social Work) (16/366) on the Scottish Government reconviction figures for Perth and Kinross for 2013-14, the most recent year for which figures are available. The report advised that overall Perth and Kinross was the sixth best performing local authority group for the reconviction rate and the seventh best performing local authority group for the average number of convictions per offender and that on each measure of reconviction Perth and Kinross was placed well below the Scottish average.

**Resolved:**

- (i) The contents of Report 16/366 and the Scottish Government statistical bulletin on Reconviction Rates in Scotland: 2013-14 Offender Cohort, attached at Appendix 1, be noted;
- (ii) The Director (Housing and Social Work) be instructed to bring forward a further report to the Community Safety Committee in 12 months' time on the reconviction figures for the 2014-15 cohort of offenders following publication by the Scottish Government.

**598. TAYSIDE/FIFE RESOURCE SHARING PARTNERSHIP**

There was submitted a report by the Director (Environment) (16/367) seeking approval to sign a Memorandum of Understanding as part of a Resource Sharing Partnership within the fields of Environmental Health and Trading Standards within participating Local Authorities in Tayside and Fife to promote effective service delivery.

**Resolved:**

- (i) The proposed resource sharing potential as detailed in Report 16/367 be noted;
- (ii) The signing of the Tayside/Fife Resource Sharing Partnership Memorandum of Understanding attached as Appendix 1 to Report 1637 and the commencement of shared service arrangements, as required, be approved.

**599. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**

- (i) **Scottish Fire and Rescue Service Quarterly Performance Report – 1 April to 30 June 2016**

There was submitted a report by Local Senior Officer, C Grieve, Scottish Fire and Rescue Service (SFRS) (16/368), detailing the performance results of the Scottish Fire and Rescue Service against the priorities, performance indicators and targets contained within the Local Fire and Rescue Plan for Perth and Kinross for the first quarter 1 April to 30 June 2016.

In noting that the performance scorecard contained several key indicators flagged in red, not only during the first quarter of 2016, but also against the 5 year average, Councillor Pover requested an update on any actions or initiatives being implemented to address these.

In responding Group Manager Middlemiss reported that the figures should be viewed against longer term trends. In the case of Priority 2, whilst there had been an increase in the number of accidental dwelling fires reported during the first quarter of 2016 over a sustained period the service had experienced the lowest number of dwelling fires on record. Joint Home Fire Safety Visits had proven to be an excellent preventative initiative targeted at those individuals within the community who were considered to be most at risk from fire in the home. Tayside is the only area in Scotland to target visits in this way. The Group Manager advised plans were also in hand to base a Safer Communities Warden at Perth Community Fire Station as a further enhancement to existing joint working arrangements.

Councillors H Anderson, A Cowan, E Maclachlan and H Stewart requested more information on deliberate fire setting, secondary fires and fires in tenement block stairwells as reported in Priorities 3,4 and 5. With regard to Priority 3 Group Manager Middlemiss reported the SFRS planned to review initiatives previously undertaken in collaboration with community wardens which had been successful in the past in relation to fires in common stairwells. In the case of Priority 4 Station Manager Wood reported that secondary fires/deliberate fire setting often took place over a short period of time and tended to be very localised. Officers from

PERTH AND KINROSS COUNCIL  
COMMUNITY SAFETY COMMITTEE  
31 AUGUST 2016

the SFRS, Police Scotland and Perth and Kinross Council continued to work in partnership on interventions. Examples included community safety wardens increasing the number of patrols in the area and working with fire-setters to prevent this challenging anti-social behaviour. In relation to Priority 5, accidental fires in non-domestic premises, Station Officer Wood reported that High/Very High risk premises identified during post-fire audits were asked to complete an action plan. Business owners were also offered support and guidance from SFRS Fire Safety Enforcement Officers.

**Resolved:**

The performance of the Scottish Fire and Rescue Service against the priorities, performance indicators and targets contained in the Local Fire and Rescue Plan for Perth and Kinross for the first quarter of 2016, as detailed in Appendix 1 to Report 16/368, be noted.

COUNCILLOR A MACLELLAN JOINED THE MEETING DURING THE FOLLOWING ITEM.

COUNCILLOR M WILLIAMSON LEFT THE MEETING DURING THE FOLLOWING ITEM.

**(ii) Perth and Kinross Local Policing Area Performance Results – 1 April to 30 June 2016**

There was submitted a report by Divisional Commander Paul Anderson, Police Scotland 'D' Division (Tayside) (16/369), detailing the performance of Police Scotland against the priorities contained within the Local Policing Plan for the Perth and Kinross Area for the period 1 April to 30 June 2016.

Councillor A Gaunt reported there was a perception within the business community that begging was on the increase in the Perth city centre acting as a deterrent to visitors. Particular concern had been expressed on the number of people begging in Ropemakers Close. She enquired what powers the police had to move beggars on and if the force had any strategy in place to help beggars desist from such behaviour.

In responding the Divisional Commander reported that unless a local authority had a by-law in place begging was not deemed to be an offence. However, should the begging become more aggressive it might be considered anti-social behaviour. Police Scotland was adopting a more holistic approach to the problem and was looking to tackle the social issues which led to people begging through joint initiatives with partner agencies. The Council's Safer Communities Team Leader added that his team engaged with beggars in an effort to understand their reason for taking to the streets and tried to encourage them down a more positive path.

**Resolved:**

The performance of Police Scotland against the priorities, performance indicators and targets contained in the Local Policing Plan for Perth and Kinross for the period 1 April to 30 June 2016, as detailed in Appendix 1 to Report 16/369, be noted.



**IT IS RECOMMENDED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM(S) IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973**

**600. SCOTTISH FIRE AND RESCUE SERVICE – LOCAL SCRUTINY AND ENGAGEMENT – OPERATIONAL UPDATE FOR PERTH AND KINROSS**

The Committee received and noted verbal reports from Group Manager Middlemiss and Station Officer Wood of the Scottish Fire and Rescue Service on information which was not to be made publically available.

**601. POLICE SCOTLAND – LOCAL SCRUTINY AND ENGAGEMENT – OPERATIONAL UPDATE FOR PERTH AND KINROSS**

The Committee received and noted a verbal report from Divisional Commander Anderson of Police Scotland on information which was not to be made publically available.

~~~~~





## **COMMUNITY PLANNING COMMUNITY SAFETY and ENVIRONMENT GROUP**

Minute of meeting of the Community Planning Community Safety and Environment Group held in the Hay Room, Dewar's Centre, Perth on Friday 17 June 2016 at 11.00am.

Present: Councillors A Grant, D Pover and H Stewart (all Perth and Kinross Council); M Cairns (TACTRAN); K Chase (Police Scotland); G Clark (SNH); K Moir (Tayside CJA) and S Wood (Scottish Fire and Rescue Service).

In Attendance: Councillor H Wright (Chair, Tayside CJA); C Cranmer, J Irons, M Notman, N Rogerson, B Reekie, R Ross, and J Somerville (all Perth and Kinross Council).

Apologies for Absence: D Hodgkinson (Perth College UHI); H Llewellyn (CJA); A McManus (NHS Tayside); and J Valentine (Perth and Kinross Council)

Councillor D Pover in the Chair

*Prior to the start of the meeting, the Convener paid tribute to Jo Cox, Member of Parliament for Batley and Spen following her recent tragic death in West Yorkshire.*

### **1. WELCOME AND APOLOGIES**

Councillor Pover welcomed all those present at the meeting and apologies for absence were submitted and noted as above.

### **2. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the relevant Codes of Conduct.

### **3. MINUTE OF MEETING OF COMMUNITY SAFETY AND ENVIRONMENT GROUP OF 13 MARCH 2016**

The minute of meeting of the Community Safety and Environment Group of 13 March 2016 was submitted and approved as a correct record.

### **4. MATTERS ARISING**

There were no matters arising from the previous minute.

## **5. PERTH AND KINROSS VIOLENCE AGAINST WOMEN PARTNERSHIP – ANNUAL REPORT**

There was submitted and noted a report (G/16/125) by the Director (Housing and Community Care) introducing the Perth and Kinross Violence Against Women Partnership Annual Report for 2015–16. The report also highlighted the improvement actions for the Partnership.

R Ross briefly spoke to the report in the absence of L Greig, Chairperson, who was currently on annual leave. The contents of the Annual Report 2015/16 were welcomed by members and the excellent work being undertaken by the Partnership was commended by the Group.

### **Resolved:**

- (i) The contents of Report G/16/60 be noted and the work being undertaken by the Perth and Kinross Violence Against Women Partnership be supported.
- (ii) The Director (Housing and Social Work) be instructed to submit a report to the Group regarding the activity and performance of the Perth and Kinross Violence Against Women Partnership in 12 months' time.

## **6. ROAD SAFETY**

There was submitted a report by C Haggart – Road Safety Theme Lead, (G/16/126) updating the Group on the various items of work which had been, or were being, or would be undertaken to support the improvements to Road Safety across Perth and Kinross.

B Reekie spoke briefly to the report and answered members' questions.

M Cairns, confirmed that TACTRAN had committed to providing support towards the annual Safe Drive/Stay Alive Road Safety Campaign at the same level as previously. In response to a question from G Clark, B Reekie agreed that further enquiries could be made regarding whether data highlighted in the report could be broken down any further and fed back to members.

The Convener noted the variety of excellent work currently being undertaken.

### **Resolved:**

The contents of Report G/16/60 be noted.

## **7. SAFER COMMUNITIES THEME UPDATE**

There was submitted a report by N Rogerson, Safer Communities Theme Lead (G/16/127) updating the Group on the partnership and other activity of note that was underway or under development within the Safer Communities Theme.

N Rogerson advised the Group that the regular update submitted did not reflect all of the current activities being undertaken with a great deal of work also going on within individual agencies.

G Clark referred to water safety and asked about Giant Hogweed on river banks and at the railway side and B Reekie reported that the Council had a duty to treat and prevent the spread of weeds in areas of local authority responsibility and that this included Giant Hogweed. G Clark agreed that this was a very challenging situation. The Convener referred to a current publicity campaign and B Reekie agreed to make further enquiries in respect of who was leading the campaign to seek additional information.

The Convener noted the activities currently being undertaken as another excellent example of positive partnership working.

**Resolved:**

The contents of Report G/16/127 be noted.

**8. REDUCING REOFFENDING THEME UPDATE**

There was submitted and noted a report by N Rogerson, Reducing Reoffending, Theme Lead (G/16/128) updating the Group on the partnership activity which was currently being developed within the remit of the Reducing Reoffending Theme.

**9. ANY OTHER COMPETENT BUSINESS**

**FUNDING BIDS 2016/17**

R Ross tabled a paper - Funding Bids for 2016/17 (copy also appended to this minute for information) seeking approval for a total contribution of £26,400 shared between 12 groups from a budget of £60,000 for the year.

**Resolved:**

Then proposed Funding Bids for 2016/17 be approved.

**10. DATE OF NEXT MEETING**

The next meeting of the Community Safety and Environment Group would take place on Friday 19 August at 1.30pm. Members to be contacted directly should the timing of the meeting be changed.



## PERTH AND KINROSS COUNCIL

## Community Safety Committee

23 November 2016

## Community Planning Community Safety and Environment Group Briefing Paper

Bill Atkinson, Director (Housing and Social Work)

**PURPOSE OF REPORT**

This briefing is to update Committee members on the current partnership activity within the remit of the Community Safety and Environment Group agenda.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Community Safety and Environment Group is tasked with delivering the outcomes in respect of Community Safety and the Environment as outlined in the Perth and Kinross Community Plan and Single Outcome Agreement.

**2. UPDATE**

- 2.1 This is the summary of the business considered at the Group meeting on 19 August 2016.

**2.2 SHOW RACISM THE RED CARD – ANNUAL ACTIVITY REPORT**

The Group had considered and noted a report by D McPhee, Senior Commissioning and Contracts Officer, outlining the work which had been undertaken during 2015/16 with Show Racism the Red Card to allow for early planning to take place for 2016/17 activities.

**2.3 PARTNERSHIP HOME SAFETY ACTIVITIES**

A report had been submitted by R Middlemiss, Group Manager, Perth and Kinross Area, Scottish Fire and Rescue Service (G/16/169) advising on the progress of partnership home safety related activities within the Perth and Kinross area. The report had also detailed the on-going partnership working between Scottish Fire and Rescue Service and Perth and Kinross Council's Safer Communities Team and had highlighting issues and notable practices.

S Symon, Station Manager, Scottish Fire and Rescue Service, had spoken to the report and had advised the Group that the data presented had been compiled prior to the recent local fire which had resulted in the tragic death of a migrant worker. He had added that there was a recognised potential risk at migrant worker sites and that multi-agency work continued in this regard. The challenges in accessing vulnerable individual's homes and the difficult problems associated with social isolation were also noted.

## 2.4 VULNERABILITY THEME UPDATE

The Group had discussed and asked questions on an update report by Maggie Pettigrew, Police Scotland, Vulnerability Theme Lead on activity of note which was underway or under development under the Vulnerability Theme. Discussion on suicide and self-harm, public education, prevention, and involving the wider community in raising awareness had also taken place.

## 2.5 Other Business

### (i) Local Outcome Improvement Plan

M Notman had reported that the Community Planning Partnership Board was required to publish a 'Local Outcome Improvement Plan' which would focus on tackling inequalities within Perth and Kinross. She had also advised that the new plan would need to be submitted to the Scottish Government by October 2017 and that a project team made up of key partners would be co-ordinating its development. A copy of the plan would be circulated to members of this Group in due course.

### (ii) Giant Hogweed

A briefing note was tabled and the Convener had confirmed that the Council did not treat ground that the local authority was not directly responsible for. A Clegg had advised that following a recent local incident, the Perth and Kinross Council website had been updated to include the circulated briefing note -

<http://www.pkc.gov.uk/CHttpHandler.ashx?id=36957&p=0>

A Clegg had also confirmed that the bodies responsible for non-native species in Scotland are; Scottish Ministers (including Marine Scotland), Scottish Natural Heritage (SNH), the Scottish Environment Protection Agency (SEPA) and the Forestry Commissioners (FCS). The Convener had welcomed the inclusion of further information being available to the public via the Perth and Kinross website and requested that further discussion on this issue be deferred to the next meeting.

## 3. CONCLUSION AND RECOMMENDATION(S)

The purpose of this report is to provide members with an overview of the activity within the Community Safety and Environment Group to give members reassurance that this activity is delivering positive outcomes for communities. It is recommended that members note the content of the report.



**Author(s)**

| <b>Name</b>                  | <b>Designation</b>          | <b>Contact Details</b>                                                               |
|------------------------------|-----------------------------|--------------------------------------------------------------------------------------|
| Colin Johnstone/Diane Fraser | HCC Heads of Community Care | <a href="mailto:HeadsofCommunityCare@pkc.gov.uk">HeadsofCommunityCare@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>   | <b>Designation</b>                 | <b>Date</b>      |
|---------------|------------------------------------|------------------|
| Bill Atkinson | Director (Housing and Social Work) | 11 November 2016 |

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.



**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee – 2 November 2016**

**Community Safety Committee – 23 November 2016**

**Scrutiny Committee – 30 November 2016**

**Housing and Social Work Six Month Performance Summary 2016**

**Report by Depute Chief Executive (Corporate and Community Development Services)**

**PURPOSE OF REPORT**

This report reviews the performance of Housing and Social Work against its Business Management and Improvement Plan (BMIP) for the period 1 April 2016 to 30 September 2016.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team and Themed Committees consider performance against the Service BMIPs every six months via the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights achievement towards both the improvement actions and those BMIP targets that are exceptional either as a result of performance exceeding the target or currently not yet meeting the target. It should be noted that this will reflect the performance between April and August and the full year performance is reported in May 2017. It should also be noted that some information is not available until later in the year.

**2. SIX MONTH PERFORMANCE SUMMARY 2016**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Housing and Social Work during the first six months of 2016/17 both by way of achievement towards improvement actions as well as against the targets agreed in the 2016-2017 BMIP, approved by Housing and Health Committee on 25 May 2016 and Community Safety Committee on 8 June 2016 and considered by the Scrutiny Committee on 15 June 2016.
- 2.2 The exceptions included in the report have been selected where performance has exceeded the targets set or where targets have not yet been met. In the latter case, explanations and details of improvement actions are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within the Housing and Social Work BMIP will be produced at the end of 2016/17.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The six monthly monitoring of BMIP performance information by the Housing and Social Work Senior Management Team has identified that achievements have been made in most areas. However, there are a small number of activities which are significantly exceeding targets and some areas in which improvement actions are required.
- 3.2 The Housing and Health Committee and the Community Safety Committee are asked to consider and accept, for their areas of specific interest, the Housing and Social Work Six Month Performance Summary 1 April 2016 to 30 September 2016. (Appendix 1)
- 3.3 The Health & Social Care Integrated Joint Board is asked to consider and accept, for its areas of specific interest, the Housing and Social Work Six Month Performance Summary 1 April 2016 to 30 September 2016. (Appendix 1)
- 3.4 The Scrutiny Committee is asked to scrutinise and comment on the Housing and Community Care Service Six Monthly Performance Summary 1 April 2016 to 30 September 2016 (Appendix 1).

#### Author

| Name        | Designation                       | Contact Details                                                                                    |
|-------------|-----------------------------------|----------------------------------------------------------------------------------------------------|
| Alan Taylor | Head of Corporate IT and Revenues | <a href="mailto:hcccommitteereports@pkc.gov.uk">hcccommitteereports@pkc.gov.uk</a><br>01738 475000 |

#### Approved

| Name        | Designation                                                                    | Date            |
|-------------|--------------------------------------------------------------------------------|-----------------|
| John Walker | Depute Chief Executive, HCC,<br>(Corporate and Community Development Services) | 28 October 2016 |

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 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>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>Yes</b>        |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1.1 Strategic Implications

The Council's Corporate Plan 2013-2018 lays out five objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:-

- 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*

### 1.2 Assessments

#### Equalities Assessment

The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

### Strategic Environmental Assessment

Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).

The matters represented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and it was assessed that no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

## **1.3 Consultation**

### Internal

The Housing and Community Care Senior Management Team has been consulted in the development of this report.

## **2. BACKGROUND PAPERS**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

## **3. APPENDICES**

Appendix 1: Housing and Community Care Six Month Performance Summary 2016.

**Housing and Social Work**  
**Six Month Performance Summary**  
**1<sup>st</sup> April to 30<sup>th</sup> September 2016**

## **Contents**

## **Page**

|                                                                                                                                                                       |           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Introduction by John Walker, Depute Chief Executive (Corporate &amp; Community Development Services), and Bill Atkinson, Director of Housing &amp; Social Work</b> | <b>2</b>  |
| <b>Service Performance Summary</b>                                                                                                                                    | <b>3</b>  |
| <b>How do we compare with others?</b>                                                                                                                                 | <b>8</b>  |
| <b>What are our customers saying?</b>                                                                                                                                 | <b>9</b>  |
| <b>Progress against Performance Indicators and Improvement Plan</b>                                                                                                   | <b>12</b> |
| <b>Performance Indicators Exceptions</b>                                                                                                                              |           |
| Where we are exceeding our target                                                                                                                                     | <b>13</b> |
| Where we are not on target                                                                                                                                            | <b>17</b> |
| <b>Improvement Plan Exceptions</b>                                                                                                                                    | <b>22</b> |



# Introduction

## **Welcome to Housing & Social Work's 6 monthly performance summary 1 April 2016 to 30 September 2016**

Over the last six months we have achieved many positive results, thanks to the efforts and commitment of staff across the Service.

We continue to improve and transform our services, making sure they are able to respond to what people need and focus on the positive outcomes we want to achieve for people and our local communities. Some examples are included below:

- Continuing the roll-out of integrated health and social care services and take forward recommendations within the Strategic Commissioning Plan including delivery of the Living Wage for Social Care workers.
- Delivery of Transformation Programme.
- Supporting people affected by the introduction of Universal Credit.
- Building on the previous success of our Community Justice Services towards the establishment of a new Community Justice Partnership by April 2017.
- Implementing our Rent Restructure to achieve a fairer way of calculating tenant rents.
- Continuing to provide more high quality affordable social accommodation.

We are doing this while facing demand for services and pressures on public sector budgets. It is clear from the challenges we have that we will need to continue developing new and innovative ways of working.

Working with our community partners is essential to the delivery of excellent services and the way we work. We have established very strong partnerships with the third and private sectors in Perth and Kinross, and these will continue to be developed.

Our staff, alongside our partner organisations, will work together to achieve the positive results we want, to ensure Perth and Kinross continues to be one of the best places in Scotland to live, work and visit.

**John Walker**  
**Depute Chief Executive**  
**Corporate & Community**  
**Development Services**

**Bill Atkinson**  
**Director of Housing & Social Work**

# Service Performance Summary

## Giving Every Child the Best Start in Life

The provision of safe and secure housing fulfils a basic need essential to meet wider life outcomes. We recognise the impact that damp, overcrowded and unsuitable accommodation has on children's development and educational outcomes.

- **Homelessness** - We have continued to focus on prevention activities to reduce the number of families with children presenting as homeless and significantly reduce the number of families in temporary accommodation.
- **Supporting Vulnerable Children and Families** - We welcomed and resettled a further two Syrian families and supported the other five families (33 people). All of the children are in education and are making good progress and some of the adults have enrolled at college or are volunteering within the wider community. This has been the result of excellent partnership working across a range of services.
- **Revised Common Allocation Policy** - Our revised Housing allocations policy has already resulted in positive outcomes for people in need of social housing, including those in acute housing need as we manage the mismatch between housing need and availability.

## Developing Educated, Responsible and Informed Citizens

Working with our partners to make sure people have the best chance to have a meaningful, worthwhile and productive future. We want to promote independence and encourage people to have attainable aspirations, supported through lifelong opportunities.

The Employability Network has seen a significant increase in the number of individuals attaining paid work opportunities or supported to sustain paid employment. (An increase from 191 last year to 376 (97%)). There are a range of activities undertaken to support employment opportunities some of which include:-

- "Autism Work Experience" provides appropriate transition from senior school to adult life.
- With the support of both Perth Autism Support and Autism Initiatives we have been able to support three young people into our ASC (Autism Spectrum Condition) Modern Apprenticeship programme.
- We have further expanded the Working Roots projects across Perth & Kinross to provide work skills to people with learning disabilities.
- The Employment Support Team has been working collaboratively with the Drug and Alcohol Service with the aim to support individuals' employability outcomes.

## Promoting a Prosperous, Inclusive and Sustainable Economy

We continue to provide and commission a range of services, both provided in-house, and from the third and private sectors, ensuring value for money whilst creating employment across Perth and Kinross. We have supported our tenants to maximise their incomes to meet their responsibilities in respect of rent costs through a range of preventative and supportive approaches.

- **Rent Restructure** – We have worked with tenants to introduce a fairer, less complicated way of calculating and charging their rent. This will mean that properties of the same size and type will pay the same level of rent and will be introduced from next April.
- **Rent Arrears/Rent Management** – We have continued to focus on early intervention and prevention and where tenants fail to engage and continue not to pay their rent, early escalation. Our Rent 1<sup>st</sup> campaign publicises the importance of tenants paying their rent, encourages tenants to pay their rent on time and supporting those who may be experiencing financial difficulties. We also continue to deliver and support the “Skills with Bills” programme to support tenants in budgeting and money management.
- **Welfare Reform/Universal Credit** - In the last six months we have continued to ensure that all relevant stakeholders (both internal and external) have the necessary information and support in respect of all forthcoming Welfare Reform changes, including Universal Credit roll out.
- **Council Tax Collection** - We take a pro-active approach and explore different ways of working and communicating with customers to ensure that we maximise the support available to them and also to ensure that we maximise the income collected for the Council in these challenging times (e.g. increased monies for Council Tax and improved benefit processing times).

## Supporting People to Lead Independent, Healthy and Active Lives

We place individuals at the core ensuring any care is personal to their needs and results in positive outcomes. We have focussed on work that promotes early intervention and prevention, promoting healthier lifestyles, and tackling health inequalities through a range of activities as described below. It is anticipated that a greater impact will be made in tackling these challenges through the opportunities that present themselves as a result of integrated health and social care provision.

### Support for Carers

- Carer Positive is one of the Scottish Government’s key policies to help Scotland’s carers. Perth and Kinross Council were awarded Level 1 (Engaged) status as a ‘Carer Positive Employer’ and will continue to work towards Levels 2 and 3 throughout the lifetime of this strategy.
- We introduced Participatory Budgeting (PB) for carers in Perth and Kinross, bringing their expertise into the development of services for carers. Called ‘Carers Voice, Carers Choice’, carers made decisions on how £20k would be allocated across Perth and Kinross. Participatory Budgeting received a Silver Securing the Future Award in May 2016.

### **Self Directed Support**

- Self Directed Support (SDS) Week was held nationally between 13- 17 June 2016. A number of events were held across Perth and Kinross to raise awareness of SDS and how it can help people to live independent and happy lives, and achieve their own agreed outcomes.
- We are supporting the development of the Care Co-operative in Highland Perthshire as a test of new schemes including a referral pilot scheme in partnership with the GP surgery in Aberfeldy and a befriending scheme to support isolated people in the Aberfeldy area.

**Drugs and Alcohol** - SMART Recovery is supported by Perth & Kinross Council and key partner agencies. Meetings have significant numbers attending, and we can now evidence how peers are beginning to co-facilitate and facilitate meetings in accordance with the ethos of SMART Recovery. This is a good practice example of how services are keeping connected to the community and is a key feature of the Recovery Oriented System of Care (ROSC) and are reflective of the Quality Principles.

**Technology Enabled Care (TEC)** - We continue to expand the use of technology to both prevent and support individuals within the community. A pilot involving home health monitoring for bariatric (morbidly obese) clients is in the process of being implemented. Appropriate equipment and a cohort of suitable participants are currently being identified. Funding has been approved from the Scottish Government TEC Strategy to employ a TEC Development Officer for a year to increase the uptake of TEC and embed TEC in all of the major care pathways in Perth and Kinross.

**Mental Health** – There are a range of activities undertaken to support mental wellbeing some of these include:-

- **Mental Health Roadshow** - A partnership mental health roadshow was held in Perth to raise awareness and reduce stigma.
- **Wellbeing Fair** - Co-ordinated by The Recovery Project, the Wellbeing Fair 2016 built on the successes of previous years'. The project has grown and developed to become a unique flagship series of partnership events to promote mental wellbeing, self-management and sustainability, and to help tackle stigma. The Wellbeing Fair received a Silver Securing the Future Award in May 2016.
- **Suicide Prevention Week** - A Community Event was held in Perth on 7 September 2016 involving a range of partners which aimed to raise awareness of their services and other initiatives which can contribute towards preventing suicides. One of the key suicide prevention projects in Perth and Kinross has been the 'Bereaved by Suicide' initiative. This is the first project of its kind in Scotland and the processes have been shared with 6 other local authorities (Dundee, Angus, Dumfries and Galloway, Fife, Highland, Midlothian). The Bereaved by Suicide packs received a Silver Securing the Future Award in May 2016.

**Delayed Discharge** - Managing delayed discharge continues to be a key focus for the Health and Social Care Partnership. We have prepared a range of actions as part of a wide ranging improvement plan including:

- A long term plan to commission a new framework for care at home partners.
- We are working with providers to attract people to take up roles within the care profession. The market will also benefit from the improved rates of pay brought about through the introduction of the Living Wage.

- We have introduced a new procedure whereby the Council will take over the Welfare Guardianship if the family are not making reasonable steps to complete the process quickly.

**Care Inspections** – a number of inspections have been undertaken by the Care Commission since April 2016:-

- **Dalweem Care Home** - the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Management & Leadership. During inspection the Inspectorate found very good levels of satisfaction with the quality of the overall service.
- **Lewis Place Resource Centre** – the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Staffing. During inspection the Inspectorate found that people using the service and their carers spoke very highly of the support they received. The staff team demonstrated a high level of commitment to providing a quality service in the ways people preferred.
- **Kinnoull Day Opportunities** – This service was awarded Excellent for the Quality of Care & Support and Staffing.
- **Housing Support Care Inspection** – The support service was awarded Excellent (Level 6) for Quality of Care & Support and for Management & Leadership and Very Good (Level 5) for the Quality of Staffing.

## Creating a Safe and Sustainable Place for Future Generations

**We want our communities to be places where people want to live, in houses they can afford which are warm and safe, and in neighbourhoods that are well maintained and have a positive community spirit. We are building on the Council’s success in creating safe and sustainable communities.**

### **Community Justice Redesign**

The new model for Community Justice, underpinned by the Community Justice (Scotland) Act 2016, will transform the community justice landscape to bring a local perspective to community justice. Key areas of work include:

- The Shadow Community Justice Partnership is now established.
- In conjunction with PKAVS, a programme is being developed for public consultation events to take place late 2016.
- The involvement of the Third Sector and the “voices” of the victims of crime and those who have been through the criminal justice system are being developed.

Draft guidance and a strategy and performance framework were recently issued by the Scottish Government outlining necessary steps and they are presently being considered by the Partnership.

**Anti-Social Behaviour** - a revised Anti-Social Behaviour (ASB) Strategy is being developed and will be agreed and published later this year. We will continue to build on the multi-agency response with its emphasis on early intervention. We will also build on our continued good relationship with Legal Services who are now able to deliver an Interim ASBO in days rather than months. New collaborations and joint visits with housing colleagues will continue to reduce the time it takes to resolve ASB and neighbourhood disputes.

**Rural Community Warden** - the introduction of the new rural Safer Community Warden/Fire Community Advocate in Aberfeldy is an innovative development which is being seen as a template for similar developments across Scotland. This will include the co-location of the Warden with Police and Fire at Aberfeldy Community Fire Station.

**Estate Based Initiatives** -The importance of the environment in creating a sense of place and wellbeing is central to supporting the wider outcomes of our tenants and communities. By involving and empowering our tenants through Estate Based Initiatives, we are making a significant contribution to community sustainability, improving outcomes, and tackling inequalities in local communities. 20 walkabouts across Perth and Kinross have already taken place with tenants working alongside staff to identify and prioritise projects for 2016/17.

**Homelessness** - We have reduced the number of households presenting as homeless due to a continued focus on prevention and housing options. People are supported and their housing situation discussed at first point of contact, which has helped staff identify solutions and offer advice, support and assistance to prevent homelessness, where possible.

**Affordable Social Housing** – We continue to focus on increasing the supply of social housing to meet the needs of our communities and met our target of 500 new builds in the last 5 years. Other activity includes:-

- New Builds - 18 new Council homes have been completed and let to tenants since April 2016. These were in Rattray (7 houses) and Alyth (11 houses). Work has also started on the construction of a further 18 new homes at Cairns Crescent and Nimmo Avenue in Perth. Design and planning work has also been progressing in preparation for starting work on other sites comprising a further 44 homes at Stanley, Scone, Glenearn Road and Tulloch in Perth.
- A total of 14 former Council houses have been bought back and added to the Council's housing stock with a further 7 houses ready for purchase.
- Work to convert and extend former commercial properties into housing have also created a further 15 additional homes at St. Catherine's Road and Nimmo Place in Perth.
- A disused building was brought back to use - formerly used by the police and NHS, this building has been converted into affordable accommodation by Perth & Kinross Council creating four high quality one-bedroom flats.

**Capital Programme** -The capital investment programme is continuing to deliver improvement works to the Council's housing stock. Since April 2016, triple glazed windows and insulated exterior doors have been fitted to approximately 325 houses, upgraded central heating systems and fire detection equipment has been fitted in approximately 500 houses and re-roofing works have been completed to approximately 65 houses.

**Environmental works** to rebuild retaining walls and improve paths, etc. have also been progressing in various localities. Furthermore, new contracts for kitchen & bathroom renewals and controlled door entry works have started. All of these works will be continued throughout the remainder of 2016/17.

## How do we compare to others?

### Housing

We measure our performance against Local Authorities and Registered Social Landlords (RSLs) through the Scottish Housing Best Value Network (SHBVN) and Housemark.

The results of the 2015/16 Annual Return on the Charter, which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016, were published on 31 August 2016. Some highlights are:-

- In 2015/16 the average weekly rent in Perth & Kinross for a 4 apartment property was **£69.37** in comparison to the Scottish average of **£77.60**, which represents a difference of 10.6%.
- The average time to complete emergency repairs during 2015/16 was **3.7 hours** compared to the Scottish average of **5.1 hours**.
- As at 31 March 2016, **94.6%** of our housing stock met the Scottish Housing Quality Standard compared to the Scottish average of **92.8%**.
- During 2015/16, we did not collect **0.6%** of rent because of empty properties (voids), compared to the Scottish average of **1.0%**.
- **94.7%** of anti-social behaviour cases were resolved within locally set targets compared to the Scottish Average of **86.6%**.

### Community Care

The national 2015/16 Social Care Survey and national 2015/16 Respite Survey undertaken by the Scottish Government are used in benchmarking the majority of Community Care activity. The results of these surveys are due to be published in **November 2016**.

The Local Government Benchmarking Framework (LGBF) figures for Community Care are generally based on either the survey information above and/or the Local Finance Return (LFR) information and as such will not be available until **late 2016** when LGBF publish the figures.

### Finance and Support Services

Local Government Benchmarking Framework (LGBF) figures for Finance & Support Services are due to be released in **late 2016**.

Although the benchmarking figures are not yet validated, with regard to the percentage of income due from Council Tax received by the year end 2015/16, a figure of **98.5%** has been submitted. The Scottish Average figure in 2015/16 is **95.7%**.

## What are our customers saying?

### Care Inspections

Since April 2016 the Care Inspectorate carried out inspection visits at Kinnoull Day Opportunities, Lewis Place Day Centre, Dalweem Care Home and Gleneagles Day Opportunities.

During inspections the Inspectors ensure the views of service users/relatives and carers are taken into account. Across the 4 services inspected it was acknowledged that both residents and relatives/carers were happy with the care received. Service users enjoyed taking part in activities and had a good relationship with staff. Some comments included:-

- "I can speak to my key worker about anything" (*Kinnoull Day Opportunities*)
- "I cannot speak highly enough of this service. The wonderful staff and leadership at Lewis Place has kept him alive, well and they have equally supported me." (*Lewis Place Day Centre*)
- "I like coming to meet my friends." "We go to the bowling." (*Gleneagles Day Opportunities*)
- Residents said that they were supported in their preferred way and there was a good range of activities available (*Dalweem Care Home*)

### Community Care Service User Survey

In early 2016, the annual Community Care Service User Satisfaction Survey was carried out. The customer satisfaction survey is based on the 9 national Health and Wellbeing Outcomes.

The survey highlighted:

- 90.1% of survey respondents expressed overall satisfaction with Community Care Services.
- 90% of respondents agreed that their services improved or maintained the quality of life they enjoy.
- 85.2% of respondents felt they had been involved in making decisions about the help, care and support they received.
- 84.9% felt that they were supported to live as independently as possible

This high level of satisfaction is testament to the way teams and services work closely with people who access their services and that they work in an outcome focussed way for the benefit of those who require Social Care Support.

The survey highlighted a number of areas around Social Work Services including communication and information which could be improved in the future. Feedback received will ensure that continuous improvement takes place based on what people are telling us, with follow-up built into activity and discussion that takes place to develop our services.



## Social Work Service User Feedback

Some examples of the feedback received from the survey included:

- “The service was spot on. It has helped me with my daily living ability. The person who came took time to explain everything to me in detail. My only problem now is the long sweeping stairs I have to get up to my flat. I am awaiting another house”.
- “Initially after applying for SD (Self Directed) payment the department were slow to respond to the particular care package being sought as it was somewhat out of the ordinary. However these teething problems have been resolved and all in place”.
- “I would like to thank everyone concerned for putting me on my feet after a fall. Especially the lady who arranged the stair lift, it is perfect for my needs and so good to be able to go upstairs again. Thank you all.”
- “The work carried out in my home was a very high standard. The workers involved did a first class job. I was very impressed, many thanks.”

## Carers

Receiving feedback from carers about the services they receive has historically been a challenge and without this valuable information, it is more difficult to establish what is, and is not, working for carers. Therefore, rather than an annual survey we have implemented a new carer questionnaire which is now available to carers to complete throughout the year. PKAVS, with the introduction of their new website and ‘one stop shop’ service, are also able to promote the questionnaire to a wider carer audience.

## Housing – SHR Satisfaction Levels

The results of the 2015/16 Annual Return on the Charter which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016 were published by SHR on 31 August 2016.

- **90.1%** of tenants who have had **repairs or maintenance** carried out in last 12 months were satisfied with the repairs and maintenance service, compared to the Scottish Average of 89.9%. (PKC 2014/15 = 90.4%)
- **85.2%** of tenants said they were satisfied with the **overall service** provided, compared to the Scottish Average of 89.0%. (PKC 2014/15 = 84.6%)
- **82.5%** of tenants feel their landlord is good at **keeping them informed** about their services and decisions, compared to the Scottish Average of 90.6%. (PKC 2014/15 = 80.2%)
- **74.5%** of tenants were satisfied with the **opportunities to participate** in their landlord’s decision making, compared to the Scottish Average of 81.3%. (PKC 2014/15 = 62.2%)

Tenants often praise staff and regularly take the time to write or email staff to say thank you for a job well done. Some examples are:-

- “I am very lucky to live in a quiet and peaceful neighbourhood which is well run.”
- “I am glad to be in a nice property.”
- “I have no complaints about the Council. I have been in my home 38 years and the Council has been perfect.”

## Locality Working

We arranged twelve locality “Get Together Events” across Perth and Kinross to work in partnership with tenants in their localities to develop Locality Action Plans which reflect tenant feedback.

## **SURE Team Activities**

We provided feedback to the Service User Review and Evaluation (SURE) team in September 2016 in relation to their evaluation of our Neighbour Complaints and Anti-Social Behaviour. We developed a joint action plan with the Safer Communities team and will implement, where possible, the recommendations made from the SURE team.

With support from the Quality Panel we have developed a new Welcome Pack for tenants. The pack focusses on tenancy sustainability and locality based support, and will be implemented in October 2016.

In August 2016, the Service User Review and Evaluation (SURE) team were presented with an overview of our performance in relation to the Scottish Housing Charter. Following presentations from services they rated each of the Charter Outcomes (Green, Amber or Red).

Out of the 16 Charter Outcomes, 15 were rated Green and 1 was rated Amber. The results are to be incorporated into the Tenants Annual Performance Report on the Charter which will be published at the end of October.

Comment from the Sure Team - *“The SURE Team continues to be impressed by the systematic and detailed approach adopted by Housing to identify, bring together and monitor specific actions that have been agreed to improve performance across the 16 Charter Outcomes.”*

**Housing and Social Work - Employee Survey 2016** is currently underway, and the results be distributed to Services at the end of October 2016..

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2016 to 30 September 2016, Housing & Social Work has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by Housing & Health Committee (25 May 2016), Community Safety Committee (8 June 2016) and Scrutiny Committee (15 June 2016).

Of the 60 key performance indicators contained within the BMIP: 23% are exceeding target; 25% are on target; 26% are not on target; and 26% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

| Performance Indicators                                                 | Total     | Exceeding Target | On Target  | Not Yet on Target | Information not Available |
|------------------------------------------------------------------------|-----------|------------------|------------|-------------------|---------------------------|
| <b>Giving Every Child the Best Start in Life</b>                       |           |                  |            |                   |                           |
|                                                                        | 2         | 1                | 1          | -                 | -                         |
| <b>Nurturing Educated, Responsible and Informed Citizens</b>           |           |                  |            |                   |                           |
|                                                                        | 5         | 1                | -          | 1                 | 3                         |
| <b>Developing a Prosperous, Inclusive and Sustainable Economy</b>      |           |                  |            |                   |                           |
|                                                                        | 5         | -                | 3          | 1                 | 1                         |
| <b>Supporting People to Lead Independent, Healthy and Active Lives</b> |           |                  |            |                   |                           |
|                                                                        | 19        | 4                | 2          | 8                 | 5                         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>    |           |                  |            |                   |                           |
|                                                                        | 26        | 7                | 9          | 4                 | 6                         |
| <b>TOTAL</b>                                                           | <b>57</b> | <b>13</b>        | <b>15</b>  | <b>14</b>         | <b>15</b>                 |
| <b>Percentages</b>                                                     | -         | <b>23%</b>       | <b>26%</b> | <b>25%</b>        | <b>26%</b>                |

**Note:** The Service performance is determined from the current performance information available and not from projected data.

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not yet on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2017.

**Note - Key relating to trends:-**

| Trend |                                            |
|-------|--------------------------------------------|
| ↑     | Performance has significantly improved     |
| →     | Performance has remained roughly the same  |
| ↓     | Performance has significantly deteriorated |

# Performance Indicator Exceptions

## Where we are currently exceeding our target

| Indicators exceeding target                                                                                                                                                                                             | Performance |       |       |           |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                         | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>GIVING EVERY CHILD THE BEST START IN LIFE</b>                                                                                                                                                                        |             |       |       |           |       |         |       |       |
| Number of families with children presenting as homeless                                                                                                                                                                 | 279         | 244   | 337   | 106 (Aug) | ↑     | <275    | <275  | <275  |
| <b>Housing and Health</b>                                                                                                                                                                                               |             |       |       |           |       |         |       |       |
| <b>Comments</b><br>There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies and private landlords to prevent homelessness occurring. |             |       |       |           |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                                         | Performance |       |       |          |       | Targets |       |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                     | 13/14       | 14/15 | 15/16 | Aug 16   | Trend | 16/17   | 17/18 | 22/23 |
| <b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>                                                                                                                                                                                                        |             |       |       |          |       |         |       |       |
| Number of single young people aged 16 to 25 presenting as homeless                                                                                                                                                                                                  | n/a         | 161   | 184   | 68 (Aug) | ↑     | <200    | <200  | <190  |
| <b>Housing and Health</b>                                                                                                                                                                                                                                           |             |       |       |          |       |         |       |       |
| <b>Comments</b><br>There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies, schools, and youth support workers to proactively work with young people with housing difficulties. |             |       |       |          |       |         |       |       |

| Indicators exceeding target                                                                                                                  | Performance |       |       |           |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                              | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                          |             |       |       |           |       |         |       |       |
| % of repairs appointment kept                                                                                                                | n/a         | 92.9% | 96%   | 96% (Aug) | ↑     | 95%     | 95%   | 95%   |
| <b>Housing and Health</b>                                                                                                                    |             |       |       |           |       |         |       |       |
| <b>Comments</b><br>We continue to perform well in this area, keeping repairs appointments and compare well to the national figures of 93.5%. |             |       |       |           |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                                                            | Performance |         |        |           |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|--------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                        | 13/14       | 14/15   | 15/16  | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                                                    |             |         |        |           |       |         |       |       |
| Average length of time taken (in hours) to complete emergency repairs                                                                                                                                                                                                                  | n/a         | 3.29hrs | 3.7hrs | 4.7 (Jul) | ↓     | 5hrs    | 5hrs  | 5hrs  |
| <b>Housing and Health</b>                                                                                                                                                                                                                                                              |             |         |        |           |       |         |       |       |
| <b>Comments</b><br>We continue to perform well in this area and we are exceeding our target, as well as performing well against the national average of 5.1hrs (15/16). This remains a focus area for the Service with Repairs forming part of the Service's Transformation Programme. |             |         |        |           |       |         |       |       |

| Indicators exceeding target                                                                                                | Performance |       |       |          |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|----------|-------|---------|-------|-------|
|                                                                                                                            | 13/14       | 14/15 | 15/16 | Aug 16   | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                        |             |       |       |          |       |         |       |       |
| Average length of time (days) taken to re-let properties (includes mainstream and difficult to let properties)             | n/a         | 21.16 | 25.2  | 20 (Aug) | ↑     | 28      | 28    | 28    |
| <b>Housing and Health</b>                                                                                                  |             |       |       |          |       |         |       |       |
| <b>Comments</b>                                                                                                            |             |       |       |          |       |         |       |       |
| We continue to turn around void (empty) properties very quickly and faster than the Scottish average of 35.4 days (15/16). |             |       |       |          |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                     | Performance |       |       |          |       | Targets |       |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                 | 13/14       | 14/15 | 15/16 | Aug 16   | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                             |             |       |       |          |       |         |       |       |
| Average number days per case to process new Housing Benefit / Council Tax Reduction Claims                                                                                                                                      | 24          | 26    | 26    | 24 (Aug) | ↑     | 25      | 23    | 21    |
| <b>Housing and Health</b>                                                                                                                                                                                                       |             |       |       |          |       |         |       |       |
| Average number days per case to process change events for Housing Benefit / Council Tax Reduction Claims                                                                                                                        | 20          | 15    | 12    | 8 (Aug)  | ↑     | 13      | 13    | 13    |
| <b>Housing and Health</b>                                                                                                                                                                                                       |             |       |       |          |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                 |             |       |       |          |       |         |       |       |
| Continued improvement in processes, procedures and upskilling the workforce and effective joined up working has led to improved performance and service delivery throughout the Revenues, Benefits and Welfare Rights Services. |             |       |       |          |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                            | Performance |       |       |             |       | Targets |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                        | 13/14       | 14/15 | 15/16 | Aug 16      | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                 |             |       |       |             |       |         |       |       |
| Number of service users aged 65+ with Technology Enabled Care (excluding community alarms)                                                                                                                                                             | 593         | 737   | 942   | 1,045 (Aug) | ↑     | 1,000   | 1,100 | 1,200 |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                       |             |       |       |             |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                        |             |       |       |             |       |         |       |       |
| We continue to perform well in this area and have seen an 11% increase in people using Technology Enabled Care (TEC) between April and August 2016, developments in this area continue to be a key focus.                                              |             |       |       |             |       |         |       |       |
| <b>Note:</b> TEC definition – where the outcomes for individuals in their home or community setting are improved through the application of technology (e.g. telecare, telehealth, video conferencing (VC) and mobile health and wellbeing (mHealth)). |             |       |       |             |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                                                                                                                                                                                                | Performance |       |       |            |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                            | 13/14       | 14/15 | 15/16 | Aug 16     | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                                                                     |             |       |       |            |       |         |       |       |
| % of all service users who access SDS Option 2                                                                                                                                                                                                                                                                                                                                                                             | n/a         | 0.9%  | 3.1%  | 4.3% (Aug) | ↑     | 2%      | tbc   | tbc   |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                                                                                           |             |       |       |            |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                            |             |       |       |            |       |         |       |       |
| Service users are becoming better informed of the choices available to them and empowered to take control of the types of support they receive. Staff are becoming more confident and are promoting the full range of options to people who require services.                                                                                                                                                              |             |       |       |            |       |         |       |       |
| <i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i> |             |       |       |            |       |         |       |       |

| Indicators exceeding target                                                                                                                           | Performance |       |       |           |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                       | 13/14       | 14/15 | 15/16 | Jun 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                |             |       |       |           |       |         |       |       |
| The % of clients receiving their first intervention who wait no longer than 3 weeks from the point of referral (Social Work Drug and Alcohol team)    | 92%         | 89%   | 88%   | 97% (Jun) | ↑     | 90%     | tbc   | tbc   |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                      |             |       |       |           |       |         |       |       |
| <b>Comments</b>                                                                                                                                       |             |       |       |           |       |         |       |       |
| All referrals are triaged by representatives from Health, Social Work and the Third Sector to ensure appropriate supports are put in place timeously. |             |       |       |           |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                                                         | Performance |       |       |           |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                     | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                              |             |       |       |           |       |         |       |       |
| The % of Social Circumstance reports completed within 28 days following Emergency or Short Term detentions                                                                                                                                                                          | n/a         | 87%   | 76%   | 83% (Aug) | ↑     | 80%     | 90%   | 95%   |
| <b>Community Safety</b>                                                                                                                                                                                                                                                             |             |       |       |           |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                     |             |       |       |           |       |         |       |       |
| Social Circumstance reports are a statutory function for Mental Health Officers to complete after a significant event occurs. Due to an increase in Guardianship reports and Mental Health Act reports we are piloting a change to team roles to concentrate on the statutory duty. |             |       |       |           |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                             | Performance |       |       |            |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                         | 13/14       | 14/15 | 15/16 | Aug 16     | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                     |             |       |       |            |       |         |       |       |
| % of Community Payback Order Unpaid Work Requirements (Level 1 and Level 2) completed within agreed timescales                                                                                                          | 97%         | 96%   | 95%   | 100% (Aug) | ↑     | 95%     | 96%   | 96%   |
| <b>Community Safety</b>                                                                                                                                                                                                 |             |       |       |            |       |         |       |       |
| <b>Comments</b><br>We continue to perform well in this area and although we have exceeded the target this can be challenging. For example, delays can be experienced where Orders are placed out with the Perth Courts. |             |       |       |            |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                       | Performance |       |       |           |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                   | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                               |             |       |       |           |       |         |       |       |
| Cases of adult protection screened within 24 hours of notification                                                                                                                                                | 65%         | 77%   | 94%   | 97% (Jun) | ↑     | 95%     | 95%   | 95%   |
| <b>Community Safety</b>                                                                                                                                                                                           |             |       |       |           |       |         |       |       |
| <b>Comments</b><br>We have exceeded our target and this is a result of improvement activity around response times and embedding processes following the introduction of the new Vulnerable Person Reports (VPRs). |             |       |       |           |       |         |       |       |

## Where we are not yet meeting our target

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                   | Performance |       |       |           |       | Targets |       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                   | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>                                                                                                                                                                                                                                                                                                      |             |       |       |           |       |         |       |       |
| % young people (16-25) sustaining a council tenancy for more than one year                                                                                                                                                                                                                                                                                        | 88%         | 92%   | 79%   | 74% (Jun) | ↓     | >92%    | >92%  | >92%  |
| <b>Housing and Health</b>                                                                                                                                                                                                                                                                                                                                         |             |       |       |           |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                   |             |       |       |           |       |         |       |       |
| Of the 33 tenancies allocated between April – June 2015, 25 sustained for more than a year. Of the 8 not sustained, 4 were as a result of abandonment and 4 due to personal reasons. We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy. |             |       |       |           |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                           | Performance |       |       |            |       | Targets |       |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                           | 13/14       | 14/15 | 15/16 | Aug 16     | Trend | 16/17   | 17/18 | 22/23 |
| <b>DEVELOPING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY</b>                                                                                                                                                                                                         |             |       |       |            |       |         |       |       |
| Current and former tenant rent arrears as a % of gross rent due for the reporting year (SOLACE Benchmarking PI)                                                                                                                                                           | n/a         | 9.28% | 10.4% | 9.9% (Aug) | →     | 9.5%    | 9.5%  | 9.5%  |
| <b>Housing and Health</b>                                                                                                                                                                                                                                                 |             |       |       |            |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                           |             |       |       |            |       |         |       |       |
| There has been an improvement in performance over the year, although target is not yet met. This continues to be a priority for the service with a range of initiatives underway and monitored, as well as local targets set for each team to address and reduce arrears. |             |       |       |            |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                      | Performance |       |       |           |       | Targets |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                      | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                               |             |       |       |           |       |         |       |       |
| % of tenancy offers refused during the year (including withdrawals)                                                                                                                                                                                                                                                                                                                  | n/a         | 36%   | 35%   | 41% (Aug) | ↑     | 36%     | 30%   | 28%   |
| <b>Housing and Health</b>                                                                                                                                                                                                                                                                                                                                                            |             |       |       |           |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                      |             |       |       |           |       |         |       |       |
| The rise in refusals is due to an increase in void properties in some rural areas and applicants refusing the tenancy due to the location. In addition, a large proportion of flatted properties had become available, when many applicants preferring a house or cottage type accommodation. Despite the rise, we still perform well against the national average of 43% (2015/16). |             |       |       |           |       |         |       |       |
| To keep refusals to a minimum, all refusals are monitored monthly and discussed at the weekly team meeting to identify actions to help reduce the number of offers refused by applicants.                                                                                                                                                                                            |             |       |       |           |       |         |       |       |



| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Performance |       |       |             |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 13/14       | 14/15 | 15/16 | Aug 16      | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |             |       |       |             |       |         |       |       |
| % of all service users who access SDS Option 4<br><br><b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | n/a         | 4.56% | 6.6%  | 6.77% (Aug) | ↑     | 7.5%    | tbc   | tbc   |
| <p><b>Comments</b><br/>Option 4 has plateaued over the last 6 months but taken into account a comparative for the same 6 month period in 2015 there has been a significant increase in those choosing a mix of options 1, 2 and 3. Throughout the period June – August 2016 a data cleansing exercise was undertaken that has improved statistical information and monitoring of options taken. By speaking directly with teams they feel more confident when having the personalisation/SDS option conversations, which they feel has enabled people to make different and improved and informed choices about their care and support.</p> <p>Within the Quality Assurance Framework there is a plan to undertake a further Self Directed Support outcome focussed audit and this will be due for completion in January 2017.</p> <p><i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i></p> |             |       |       |             |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                       | Performance |       |       |           |       | Targets |       |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                       | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                                |             |       |       |           |       |         |       |       |
| % of clients achieving goals set out in their Outcome Focussed Assessment<br><br><b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                     | 87%         | 87%   | 84%   | 84% (Aug) | →     | 87%     | 88%   | 89%   |
| <p><b>Comments</b><br/>There are various reasons that can impact on the fluctuation in relation to the % of people achieving their outcomes. For example health deterioration or a change in the person's needs.</p> <p>Locality teams will ensure they continue to review each individual to ensure outcomes remain personalised and reflect each individual's personal journey.</p> |             |       |       |           |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                    | Performance |       |       |           |       | Targets |       |       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                    | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                             |             |       |       |           |       |         |       |       |
| % 65+ with intensive care needs receiving care at home<br>(SOLACE Benchmarking PI)<br><b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                             | 27.6%       | 23.4% | 24.8% | 20% (Aug) | ↓     | 27%     | 28%   | 31%   |
| % 65+ who live at home<br><br><b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                     | 97%         | 97.5% | 97%   | 97% (Aug) | →     | 98%     | 98%   | 98%   |
| <p><b>Comments</b><br/>The average age of people entering care is 82 years and they have complex care needs. As such an increasing number of people are having their needs met within a care home environment. Since April 2016 we have seen a 10% increase (96 placements) in the number of care home placements and this is having an impact on these particular indicators.</p> |             |       |       |           |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                    | Performance |       |       |           |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                    | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                             |             |       |       |           |       |         |       |       |
| % 65+ requiring no further service following Reablement                                                                                                                                                                                                                                                                                            | 37%         | 37%   | 51%   | 44% (Aug) | ↓     | 50%     | 50%   | 50%   |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                   |             |       |       |           |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                    |             |       |       |           |       |         |       |       |
| This particular measure can fluctuate and is dependent on the needs of the people referred. As such, as previously mentioned within this report, people referred often have more complex care needs and whilst Reablement can reduce the level of care required, this has had an impact on the number of people who leave with no further service. |             |       |       |           |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Performance |        |        |             |       | Targets |        |        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|--------|-------------|-------|---------|--------|--------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 13/14       | 14/15  | 15/16  | Aug 16      | Trend | 16/17   | 17/18  | 22/23  |
| <b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |        |        |             |       |         |        |        |
| No. of people delayed in hospital for more than 14 days (excluding Complex Cases)                                                                                                                                                                                                                                                                                                                                                                                                                                     | n/a         | 87     | 191    | 50 (July)   | →     | 130     | 100    | 0      |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |        |        |             |       |         |        |        |
| Number of bed days lost to delayed discharge (excluding Complex Cases)                                                                                                                                                                                                                                                                                                                                                                                                                                                | 13,430      | 12,200 | 15,697 | 5,087 (Aug) | →     | 11,000  | 11,000 | 11,000 |
| <b>Housing and Health Integrated Joint Board</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |        |        |             |       |         |        |        |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |        |        |             |       |         |        |        |
| Delayed Discharge is a complex area to address and work is underway across health and social care, acute and primary care services (including GPs), as well as care at home providers, to respond effectively to increasing demand. The Council and NHS partners have invested in a number of initiatives to provide alternative to hospital admission e.g. Rapid Response Team, Immediate Discharge Team and the Enhanced Care Support Service, as well as a campaign to encourage more people into the care sector. |             |        |        |             |       |         |        |        |
| There has been an increase in unplanned admissions for those aged 85+ in particular and this group is more likely to be delayed in hospital. Emergency admissions create pressures across the health and social care system, affecting delayed discharge, social work assessments and care at home. The average age of people entering care is 82 years demonstrating an increasingly frailer older population.                                                                                                       |             |        |        |             |       |         |        |        |
| <b>Note-</b> The definition of complex cases – Where adults lack capacity or where no specialist facility is available and where an interim move would not be appropriate. The number of complex cases in August 2016 was 9 which equated to 255 bed days.                                                                                                                                                                                                                                                            |             |        |        |             |       |         |        |        |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Performance |       |       |        |       | Targets |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|--------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 13/14       | 14/15 | 15/16 | Jun 16 | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |       |       |        |       |         |       |       |
| Overall % of new tenancies sustained for more than a year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | n/a         | 92%   | 88%   | 87%    | ↓     | 90%     | 94%   | 95%   |
| <b>Housing &amp; Health</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |       |       |        |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |       |       |        |       |         |       |       |
| <p>There were a total of 166 tenancies created of which 145 were sustained for 12 months or more. Of the 21 tenancies which ended 8 were within the 16-25 year old range.</p> <p>Of those other tenancies that ended 4 were due to death of the tenant, 4 due to transfer/mutual exchanges, 1 was fleeing violence, 1 moved into private accommodation, 1 was unable to sustain due to personal circumstances, and 2 either abandoned or gave no notice. The tenancies which ended were, either out-with the Council's control, or were as a result of a change of circumstances and more suitable accommodation was secured.</p> <p>We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy. Our support officers are now within localities providing support to vulnerable clients. Our settling in procedure has been changed to facilitate early intervention.</p> |             |       |       |        |       |         |       |       |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Performance |       |       |             |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|-------------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 13/14       | 14/15 | 15/16 | Aug 16      | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |       |       |             |       |         |       |       |
| % of Community Payback Order Unpaid Work Requirements where the post sentence assessment has been completed within 1 working day                                                                                                                                                                                                                                                                                                                                                                                           | 80%         | 82%   | 94.3% | 70.5% (Aug) | ↓     | 80%     | 86%   | 87%   |
| <b>Community Safety</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |       |       |             |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |       |       |             |       |         |       |       |
| <p>Clients are given a letter of instruction to attend CJS Offices within 24 hours by Court staff and some clients fail to make contact within the timescales. This process is currently being reviewed.</p> <p>The indicator is based on the within month performance and due to the small numbers of clients involved this can impact significantly on the percentages. Should a cumulative approach be taken to the calculation the year to date performance would be 81.2%, therefore exceeding the target of 80%.</p> |             |       |       |             |       |         |       |       |

| Indicators not achieving target                                                                  | Performance |       |       |           |       | Targets |       |       |
|--------------------------------------------------------------------------------------------------|-------------|-------|-------|-----------|-------|---------|-------|-------|
|                                                                                                  | 13/14       | 14/15 | 15/16 | Aug 16    | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                              |             |       |       |           |       |         |       |       |
| % of clients with a Community Payback Order whose order has been reviewed within 20 working days | n/a         | n/a   | 95%   | 69% (Aug) | ↓     | 80%     | 80%   | 85%   |
| <b>Community Safety</b>                                                                          |             |       |       |           |       |         |       |       |

**Comments**

The indicator is based on the within month performance however, for the year to date position, 16 reviews were not carried out within the 20 day review period from a total of 74. If this indicator were to be based on these cumulative figures the performance would be 78.4% (1.6% below target).

We are currently reviewing processes to improve performance.

| Indicators not achieving target                                                                                                                                                                                                                    | Performance |       |       |        |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|--------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                    | 13/14       | 14/15 | 15/16 | Jun 16 | Trend | 16/17   | 17/18 | 22/23 |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                |             |       |       |        |       |         |       |       |
| % ASP case conferences held within agreed timescale after investigation                                                                                                                                                                            | 77%         | 100%  | 50%   | 33.3%  | ↓     | 100%    | 100%  | 100%  |
| <b>Community Safety</b>                                                                                                                                                                                                                            |             |       |       |        |       |         |       |       |
| <b>Comments</b>                                                                                                                                                                                                                                    |             |       |       |        |       |         |       |       |
| There are very low numbers involved in this indicator with only 3 conferences being held in the last quarter.                                                                                                                                      |             |       |       |        |       |         |       |       |
| One case out with timescales had a network meeting within 14 days to ascertain if client met adult at risk criteria and following this meeting it was decided to progress to Adult Protection Case Conference (APCC) which was held 16 days later. |             |       |       |        |       |         |       |       |
| The other case had a repeat incident before the ASP investigation was completed and a police investigation took place. The APCC still took place within 16 days (2 days out with the timescales).                                                  |             |       |       |        |       |         |       |       |

## **Improvement Plan Exceptions**

*We have no Improvement Plan exceptions to report*



**PERTH AND KINROSS COUNCIL****Community Safety Committee  
23 November 2016****Environment Committee  
9 November 2016****Enterprise and Infrastructure Committee  
9 November 2016****Scrutiny Committee  
30 November 2016****The Environment Service Six Month Performance Summary 2016****Report by Director (Environment)****PURPOSE OF REPORT**

This report reviews the performance of the Environment Service against its Business Management and Improvement Plan (BMIP) for the period 1 April to 30 September 2016.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team, the Environment Service Management Team and themed Committees consider performance against the Service Business Management and Improvement Plan (BMIP) every six months through the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights exceptions, either as a result of performance exceeding the BMIP target or being unlikely to meet the target.

**2. SIX MONTH PERFORMANCE SUMMARY 2016**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of the Environment Service during the first six months of 2016/17 against the targets contained in the 2016/17 BMIP, approved and scrutinised earlier in the year by the appropriate committees.
- 2.2 The exceptions included in the report have been selected following consideration of all BMIP performance management information. They relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within the Environment Service BMIP will be produced at the end of 2016/17.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The six monthly monitoring of BMIP performance information by the Environment Service Senior Management Team has identified that progress in line with BMIP targets has been made in most areas.

3.2 It is recommended that:

- (i) The Community Safety Committee, Enterprise and Infrastructure Committee and the Environment Committee consider and approve, for their areas of specific interest, the Environment Service six month performance summary attached at Appendix 1 in the report.
- (ii) The Scrutiny Committee scrutinises and comments as appropriate on the Environment Service six month performance summary attached at Appendix 1 in the report.

#### Authors

| Name          | Designation                         | Contact Details                                |
|---------------|-------------------------------------|------------------------------------------------|
| Hunter Hope   | Performance and Support Manager     | TESCommitteeReports@pkc.gov.uk<br>01738 475000 |
| Connor Wilson | Performance and Support Team Leader |                                                |

#### Approved

| Name           | Designation            | Date              |
|----------------|------------------------|-------------------|
| Barbara Renton | Director (Environment) | 28 September 2016 |

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.



## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |             |
|-----------------------------------------------------|-------------|
| <b>Strategic Implications</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>Yes</b>  |
| Strategic Environmental Assessment                  | <b>Yes</b>  |
| Sustainability (community, economic, environmental) | <b>None</b> |
| Legal and Governance                                | <b>None</b> |
| Risk                                                | <b>None</b> |
| <b>Consultation</b>                                 |             |
| Internal                                            | <b>Yes</b>  |
| External                                            | <b>None</b> |
| <b>Communication</b>                                |             |
| Communications Plan                                 | <b>None</b> |

### 1. Strategic Implications

1.1 This reports supports the delivery of the following Strategic Objectives within the Community Pan / Single Outcome Agreement 2013-23 and the Council's Corporate Plan:

- 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

### 2. Resource Implications

#### Financial

2.1 There are no implications arising from this report.

#### Workforce

2.2 There are no implications arising from this report.

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

2.3 There are no implications arising from this report.

### **3. Assessments**

#### Equalities Assessment

- 3.1 The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.
- 3.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

#### Strategic Environmental Assessment

- 3.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).
- 3.4 The matters represented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and it was assessed that no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability (community, economic, environmental)

- 3.5 There are no implications arising from this report.

#### Legal and Governance

- 3.6 There are no implications arising from this report.

#### Risk

- 3.7 There are no implications arising from this report.

### **4. Consultation**

#### Internal

- 4.1 The Environment Service Senior Management Team has been consulted in the development of this report.

#### External

- 4.2 There are no implications arising from this report.

**5. Communication**

5.1 There are no implications arising from this report.

**2. BACKGROUND PAPERS**

2.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

**3. APPENDICES**

3.1 Appendix 1: The Environment Service Six Month Performance Summary 1 April to 30 September 2016.



**The Environment Service**  
**Six Month Performance Summary**  
**1 April to 30 September 2016**

# Contents

|                                                                     |   |
|---------------------------------------------------------------------|---|
| <b>Introduction</b>                                                 | 2 |
| <b>Service Performance Summary</b>                                  | 3 |
| <b>How do we compare to others?</b>                                 | 4 |
| <b>What are our customers saying?</b>                               | 5 |
| <b>Progress against Performance Indicators and Improvement Plan</b> | 6 |
| <b>Performance Indicators Exceptions</b>                            |   |
| Where we are exceeding our target                                   | 7 |
| Where we are not on target                                          | 7 |
| <b>Improvement Plan Exceptions</b>                                  |   |
| Where we are exceeding our target                                   | 8 |
| Where we are not on target                                          | 8 |

# Introduction

## **Welcome to The Environment Service six monthly performance summary 1 April to 30 September 2016**

Welcome to the 6 month exception report for the Environment Service. The purpose of this report is to provide assurance that the actions and targets set out within the Business Management and Improvement Plan are being addressed, to report back on where we, as a Service, anticipate exceeding these targets and to help understand where we are predicting that we will not meet them.

The [Environment Service Business Management and Improvement Plan \(BMIP\) for 2016/17](#) was approved by the Community Safety Committee on 8 June 2016, Environment Committee and Enterprise and Infrastructure Committee on 1 June 2016, and reported to the Scrutiny Committee on 15 June 2016. It sets out what the Service will do to lead on, and support, the delivery of the Council's strategic objectives.

This report provides a summary of progress towards achieving these commitments.

**Jim Valentine**

**Depute Chief Executive (Sustainability, Strategic and Entrepreneurial Development)**

**Barbara Renton**

**Director (Environment)**

## Service Performance Summary

### Promoting a Prosperous, Inclusive and Sustainable Economy

Approval was given by the Council on 22 June 2016 to advance [City Deal](#) joint working arrangements with Angus, Dundee City and Fife Councils. Both the Scottish and UK Governments have responded very positively to the vision and strategy which has been proposed. They have shown a commitment to work with the four constituent Councils to advance a Tay Cities Deal which delivers that vision. Other public sector agencies have also expressed support for the Tay Cities proposal and have asked to be involved in governance and management of the City Deal.

**(Enterprise and Infrastructure Committee)**

The Council approved a range of short and longer term [support for businesses and economic activity in Perth City](#) in response to recent concerns and requests from the business community for assistance on 22 June 2016.

**(Enterprise and Infrastructure Committee)**

The Environment Committee noted progress with the Council's [Volunteer and Community Advocate Programme – Zero Waste Highland Perthshire](#) on 7 September. The report also summarised proposed activities which will be implemented up to June 2017.

**(Environment Committee)**

A report providing an update on the award of [Community Environment Challenge funding](#) to community groups between April 2015 and March 2016 was presented to Environment Committee on 1 June. Funding applications totalling £100,000 have since been received from groups in Crieff, Auchterarder, Pitlochry, Kinnesswood, St Fillans and Blackford keen on leading and delivering projects which make a significant difference to their local environment.

**(Environment Committee)**

The Environment Committee on 1 June approved the introduction of a [trade waste permit system](#) at Council recycling centres to control the unlawful disposal of waste by businesses which is estimated to cost the Council in the region of £75,000 every year.

**(Environment Committee)**

Officers from the Service supported the Black Watch Museum to bring the [Poppies Weeping Window exhibition](#) to Perth for a 3 month period. This was visited by almost 120,500 visitors, encouraging an increased footfall in the city centre.

**(Enterprise and Infrastructure Committee)**

### Creating a Safe and Sustainable Place for Future Generations

The Community Safety Committee on 31 August considered an update on [emergency planning and community resilience](#) activity being undertaken by Perth & Kinross Council, partner agencies and community resilience volunteers. It heard how the Council was supporting 27 communities to build or enhance their resilience in the event of an emergency.

**(Community Safety Committee & Environment Committee)**



The Strategic Policy and Resources Committee on 20 April approved an [Energy Policy and Strategy](#) which aims to reduce energy consumption by 3% per annum by tackling poor building fabric and low air tightness, low insulation values, inefficient heating systems and controls, inefficient electrical power and lighting systems and end user awareness.

**(Environment Committee)**

## How do we compare to others?

The [Local Government Benchmarking Framework](#) is an important tool to support improvement. The Service is currently involved in the Waste Management Group and Street Cleanliness Group. This helps us to understand how we perform in comparison to similar organisations. The Service also has a number of other formal and informal benchmarking arrangements.

Through the [Society of Chief Officers of Transportation in Scotland](#) Roads Asset Management Programme, we benchmark our roads condition with all other Scottish Local Authorities.

Our refuse collection, grounds maintenance and street sweeping operations are systematically benchmarked with partners in the [Association for Public Sector Excellence \(APSE\)](#). Perth and Kinross Council remains one of the highest performing Councils in respect of the percentage of waste that is recycled.

The Public Transport Unit benchmarks twice per annum with partners in the [Association of Transport Co-ordinating Officers \(ATCO\)](#). The team also benchmarks with several Local Authorities and is working closely with Falkirk Council with a view to improving the process for roadside information boards.

National competitions also provide an opportunity to benchmark. For example, [Britain in Bloom](#) measure standards and performance nationally and Perth and Kinross Council regularly features amongst the top performers. Perth City was announced as a Gold Medal Winner, demonstrating the excellent partnership between volunteers and the Council.

The 2016 [Beautiful Scotland](#) Awards, organised by Keep Scotland Beautiful, celebrated the hard work of local authorities, community groups and individuals Scotland-wide in improving their local communities and making them beautiful. Perth and Kinross again featured prominently in the award ceremony with Gold Medals for Comrie, Bridge of Earn and Coupar Angus, Silver Gilt Medals for Muthill, Blairgowrie and Rattray and Kinnesswood. Coupar Angus was hailed Best Large Village in Scotland, together with awards for Community Horticulture and for Community Involvement. Kinnesswood was also awarded Best Small Village in Scotland.

Tayside Building Standards Benchmarking Group comprises the 3 Tayside authorities and meets 3 times a year, concentrating on continuously improving consistency, engagement, service standards and forward planning across the geographical boundaries.

Benchmarking with Councils in Scotland and England, including site visits to other Scottish local authorities, is informing our Parking Services review. Improvements have been made to performance management arrangements with further benefits anticipated in respect of structures and systems.

## What are our customers saying?

Perth & Kinross Council is a customer focussed organisation, ensuring that the needs of service users are at the heart of service design and delivery.

The Service carries out a monthly customer satisfaction survey comprising 10% of service requests received either by telephone at the Customer Service Centre or in writing to the Service direct. For the period 1 April to 30 June 2015, 71% of responders were very satisfied or satisfied with the service they received. Recommended improvement actions are passed to relevant managers to ensure that service improvements are made from customer feedback.

[Customer Service Standards](#) are monitored and reported every 4 weeks to the Environment Service Management Team. Heads of Service follow up any instances of responses out with target times with staff. For the period 1 April to 31 July 2016, 90% of enquiries were responded to within target time scales, against a target of 85%.

The Environment Committee were advised on 7 September 2016 how 4000 [Household Waste and Recycling Public Satisfaction Surveys](#) have been sent to householders in Perth and Kinross. 1067 returns were received. The standardised survey was also carried out in two other UK local authorities; Blackpool Borough Council and Hull City Council. For the first time, two Waste Partnerships also took part. These Partnerships represent a total of twenty local authorities who are currently sharing services and infrastructure. Results were very positive with Perth and Kinross placed 1st overall for Kerbside Service satisfaction with a score of 83.3% and 2nd overall for Recycling Centres satisfaction with a score of 85.6%. Identified improvements include seeking to widen the range of materials which can be recycled through the new Dry Mixed Recycling contract; improving internal arrangements for addressing customer enquiries and providing more information on what happens to recycled materials.

The Council's [Building Standards](#) Service has been praised for the quality of its customer service. The team were assessed by Société Générale de Surveillance, a leading international inspection and certification company. In addition, in quarter one of 2016/17, 99% of applications were responded to within 20 days.

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April to 30 September 2016, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management and Improvement Plan (BMIP) agreed by Community Safety, Environment, and Enterprise and Infrastructure Committees.

Of the 42 key performance indicators and improvement tasks contained within the BMIP: 5% are exceeding target; 41% are on target; 2% are not on target; and 52% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

| Performance Indicators                                              | Total | Exceeding Target | On Target | Not on Target | Information not Available |
|---------------------------------------------------------------------|-------|------------------|-----------|---------------|---------------------------|
| <b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>    |       |                  |           |               |                           |
| Thriving, expanding economy                                         | 8     | 1                |           |               | 7                         |
| Employment opportunities for all                                    | 6     |                  |           |               | 6                         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b> |       |                  |           |               |                           |
| Attractive, welcoming environment                                   | 8     |                  |           |               | 8                         |
| Communities feel safe                                               | 1     | 1                |           |               |                           |
| People in vulnerable circumstances are protected                    | 2     |                  |           | 1             | 1                         |
| <b>Improvement Plan</b>                                             | 17    |                  | 17        |               |                           |

**Note:**

Service performance is determined from the current performance information available and not from projected data.

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified in an effort to ensure that the Service reaches the target by 31 March 2017.

## Performance Indicator Exceptions

### Where we are currently exceeding our target

| Indicators exceeding target                                                          | Performance |       |       |        |       | Targets |       |       |
|--------------------------------------------------------------------------------------|-------------|-------|-------|--------|-------|---------|-------|-------|
|                                                                                      | 13/14       | 14/15 | 15/16 | Aug 16 | Trend | 16/17   | 17/18 | 22/23 |
| <b>Thriving, Expanding Economy</b>                                                   |             |       |       |        |       |         |       |       |
| Area of serviced business land (Ha)<br><br>(Enterprise and Infrastructure Committee) | 10.3        | 54    | 54    | 48     | →     | 13      | 13    | 13    |
| <b>Comments</b>                                                                      |             |       |       |        |       |         |       |       |
| Supply is in excess of the amount required by the Local Development Plan.            |             |       |       |        |       |         |       |       |

| Indicators exceeding target                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Performance |       |       |        |       | Targets |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|--------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 13/14       | 14/15 | 15/16 | Aug 16 | Trend | 16/17   | 17/18 | 22/23 |
| <b>Communities Feel Safe</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |       |       |        |       |         |       |       |
| Number of communities being supported to develop and maintain resilience plans<br><br>(Community Safety Committee)                                                                                                                                                                                                                                                                                                                                                                                 | 5           | 9     | 20    | 27     | ↑     | 20      | 22    | 25    |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |       |       |        |       |         |       |       |
| Local authorities in Scotland are leading on the development of community resilience in their geographical areas. The aim is to develop and implement local community resilience strategies in as many communities as possible across Scotland. To ensure a degree of consistency and to facilitate the sharing of best practice, the Local Authority Resilience Group Scotland (LARGS) has formed a Community Resilience Special Interest Group. The group is chaired by Perth & Kinross Council. |             |       |       |        |       |         |       |       |

### Where we are not on target

| Indicators exceeding target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Performance |       |       |        |       | Targets |       |       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|-------|--------|-------|---------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 13/14       | 14/15 | 15/16 | Aug 16 | Trend | 16/17   | 17/18 | 22/23 |
| <b>People in Vulnerable Circumstances are Protected</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |       |       |        |       |         |       |       |
| Number of businesses participating in Perth and Kinross Better Business Partnership<br><br>(Community Safety Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                | 268         | 252   | 252   | 253    | →     | 260     | 300   | 350   |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |       |       |        |       |         |       |       |
| The Better Business Partnership is the trusted trader scheme operating in Perth and Kinross. The aim is to help traders comply with the law while improving consumer protection through a partnership approach. The Better Business Partnership is a register of businesses who meet standards. Despite a streamlined application process and increased awareness raising, business uptake remains short of targeted levels. The Service will continue to market the scheme to local businesses with a view to increasing participant numbers as the economy improves. |             |       |       |        |       |         |       |       |

## **Improvement Plan Exceptions**

None. All improvement plan actions are on course for completion by 31 March 2017.



**PERTH AND KINROSS COUNCIL****Community Safety Committee****23 November 2016****Perth & Kinross Events Safety Advisory Group****Report by Director (Environment)****PURPOSE OF REPORT**

The purpose of this report is to seek approval for the introduction of a Perth & Kinross Events Safety Advisory Group policy in response to recommendations made by the National Safety at Public Events Working Group chaired by The Convention of Scottish Local Authorities (COSLA)

**1. BACKGROUND/MAIN ISSUES**

- 1.1 Within Scottish local authorities there is no standardised approach to event planning. Many local authorities manage the coordination of event planning in their area on an ad hoc basis. Perth & Kinross Council currently has well established plans in place to cover recurring major events; however, ad hoc arrangements are usually put in place for other events that are brought to the Council's attention.
- 1.2 A tragic accident took place at the Highland Snowman Rally in 2013 where a spectator was killed and a child injured. Just over a year later, during the Jim Clark Rally on Saturday 31 May 2014, two separate incidents left 3 people dead and another 6 injured. This prompted discussion on whether a common approach is required by local authorities to improve safety at events held within Scotland.
- 1.3 Following a Police Scotland review into the tragedy, COSLA chaired a Safety at Public Events Working Group with representation from key professional networks and agencies (including Police Scotland, The Scottish Fire and Rescue Service and Event Scotland) to look at developing a standard national approach to event safety.
- 1.4 Following a series of meetings in 2015, the working group developed and agreed a series of recommendations. The working group strongly recommended that these are accepted by local authorities and other agencies working at a local level unless local processes are deemed to be adequate:

**Recommendations of the COSLA Safety at Public Events Working Group**

1. Each local authority should establish a system for planning events which should be referred to as the Safety Advisory Group (SAG).
2. Each SAG process will be compatible with the needs of national partner agencies.

3. The primary focus of each SAG will be the safety of all people participating in an event; however, consideration will also be given to the safety of members of the general public who could be affected by the event.
  4. All SAG meetings will be chaired by a local authority officer. Administrative support at SAG meetings should be provided by the local authority where possible.
  5. Senior officers from the local authority, Police Scotland, Scottish Fire and Rescue Service and Scottish Ambulance Service are encouraged to meet annually (the 'Core Group') to determine which regular events will be required to come under the scrutiny of the SAG process. Extraordinary meetings may be required to allow for new events to be identified and included as appropriate.
  6. To assist in the process described at point 5, a risk profile should be developed for all of the events that will be considered.
  7. Following the annual meeting of the Core Group, regular SAG meetings will take place to manage multi-agency and multi-departmental oversight of events.
  8. Local authorities, in consultation with partner agencies, will produce a SAG policy document to provide clarity on the structure and purpose of the SAG group in each local authority area. This will include a section on debriefs following event completion.
  9. Local authorities are also encouraged to implement the SAG process for events where they are recognised as the event organiser.
- 1.5 The Safety Advisory Group process is a multi-agency approach aimed at ensuring the organisers of significant events plan for and then execute their events in a manner which is safe for both participants and for members of the public.
- 1.6 The recommendations assume that Local Authorities will themselves adopt the same approach where they are organising significant events.
- 1.7 It is recognised that ensuring safety at an event is ultimately the legal responsibility of the event organiser.



- 1.8 There are clear multi-agency benefits from having a uniform approach to the planning and execution of events in Scotland. These include standardised terminology and processes. More importantly, there are several benefits of having a SAG process in place in each local authority area:
- It ensures that there is a consistent approach to safety at all of the events which come under the scrutiny of the SAG process
  - Safety Advisory Groups directly benefit event organisers by providing a 'one stop shop' for discussing their proposals and seeking advice from partner agencies
  - It also limits the number of interactions between event organisers and partner agencies, therefore potentially reducing workload.

## **2. PROPOSALS**

### **Perth & Kinross Strategic Safety Advisory Group**

- 2.1 Perth & Kinross Council has very well established partnership arrangements and experience of encouraging event planners to operate safely and in consideration of those affected by events. It is proposed to formalise these by forming the Perth and Kinross Strategic Safety Advisory Group (SSAG).
- 2.2 The primary focus of the Perth & Kinross SSAG is the safety of all people participating in an event and the safety of members of the general public who could be affected by the event. The guiding principle for determining which events will be invited to attend the SAG process is where there is thought to be a significant public safety risk. This includes public events where Perth & Kinross Council is recognised as the event organiser.
- 2.3 After careful consideration of the COSLA Safety at Public Events Working Group recommendations (outlined in paragraph 1.4) and consultation with partner agencies, it is proposed that Perth & Kinross Council and partner agencies accept all of the recommendations made by the working group.
- 2.4 It is further proposed that the SSAG is chaired by the Director (Environment) and attended by services and agencies identified in the core members list detailed below:
- Perth and Kinross Council Regulatory Services (including Environmental Health and Food Safety)
  - Perth & Kinross Council Traffic and Network
  - Perth & Kinross Council Public Transport
  - Perth & Kinross Council Licensing
  - Perth & Kinross Council Waste Services and Community Greenspace
  - Perth & Kinross Council City Centre
  - Perth & Kinross Council Building Standards
  - Perth & Kinross Council Emergency Planning
  - Perth & Kinross Council Health, Safety and Wellbeing (for internally planned events)

- Perth & Kinross Council Events Officer
- Police Scotland (Senior Officer)
- Police Scotland (Emergency Procedures Adviser)
- Scottish Fire & Rescue Service (Senior Officer)
- Scottish Fire & Rescue Service (Emergency Planning Officer)
- Scottish Ambulance Service (Senior Officer)
- Scottish Ambulance Service (Resilience Officer)
- NHS Tayside (Health Protection)
- NHS Tayside (Emergency Planning)

2.5 The SSAG core members will oversee the development and maintenance of an events risk register. Through the provision of specialist advice the group will seek to ensure, as far as is reasonably practicable, that event organisers invited to attend the SAG process uphold the highest standards of public safety at events.

2.6 The SSAG objectives will be achieved through the formation of an 'Event SAG' for each event invited to attend the SAG process. The Event SAG will be chaired and administered by the event organiser unless circumstances indicate otherwise when another Chair may be appointed. The SSAG will determine which of its members are required to attend specific Event SAGs.

2.7 The arrangements for the operation of the Safety Advisory Groups are attached at Appendix 1.

### **3. CONCLUSION AND RECOMMENDATIONS**

3.1 In summary, it is the responsibility of Perth & Kinross Council and all members of the Perth & Kinross Strategic Safety Advisory Group to ensure that event organisers uphold a suitable and sufficient standard of public safety that ensures compliance with legislative obligations and encourages the wellbeing of the public, event staff and event participants as outlined in paragraph 2.2 above.

3.2 The aim of specific Event Safety Advisory Groups is to provide independent safety advice to event organisers (who retain the legal responsibility for ensuring a safe event) to discharge their public safety and wellbeing functions.

3.3 It is, therefore, recommended that the Community Safety Committee approve:

- (i) The adoption of the recommendations made by the COSLA Safety at Public Events Working Group as summarised in paragraph 1.4 of the report.
- (ii) The Perth and Kinross Safety Advisory Group policy as set out in section 2 of the report and detailed in Appendix 1.

**Author**

| <b>Name</b>   | <b>Designation</b>                   | <b>Contact Details</b>                                                                       |
|---------------|--------------------------------------|----------------------------------------------------------------------------------------------|
| John Handling | Health, Safety and Wellbeing Manager | 475000<br><a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>    | <b>Designation</b>     | <b>Date</b>    |
|----------------|------------------------|----------------|
| Barbara Renton | Director (Environment) | 7 October 2016 |

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 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>Yes</b>        |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</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>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Perth and Kinross Community Planning Partnership (CPP) brings together organisations to plan and deliver services for the people of Perth and Kinross. Together the CPP has developed the Perth and Kinross Community Plan which outlines the key things we think are important for Perth and Kinross:-
- (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 the future
- 1.2 It is considered that the updates contained within this report contribute to all five objectives.

## Corporate Plan

- 1.3 The Council's Corporate Plan 2013-2018 outlines the same five Objectives as those detailed above in the Community Plan. These objectives provide a clear strategic direction, inform decisions at a corporate and service level and shape resource allocation. It is considered that the updates contained in the report contribute to all five objectives outlined in paragraph 1.1 above.

## **2. Resource Implications**

### Financial

- 2.1 There are no financial implications arising from the contents of this report.

### Workforce

- 2.2 All services agencies identified as core SAG members will be expected to provide representation at core SAG meetings and where identified at specific event SAGs.

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

- 2.3 There are no land and property, or information technology implications arising from the contents of this report.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 An Equality Impact Assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.
- 3.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
  - (i) For the purpose of EqIA, the updates are assessed as equally applicable to all.

### Strategic Environmental Assessment

- 3.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS). The updates have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.
- 3.5 The updates contained within the report are assessed to have no sustainability related impacts.

### Legal and Governance

- 3.6 There are no specific legal and governance issues associated with the updates outlined within the report.

### Risk

- 3.7 There are no specific risks associated with the updates outlined within the report.

## **4. Consultation**

### Internal

- 4.1 All services identified as core SAG members have been consulted.

### External

- 4.2 All external agencies identified as core SAG members have been consulted.

## **5. Communication**

- 5.1 The contents of the report will be communicated to the Council Civil Contingencies Steering Group and the multi-agency Local Resilience Partnership.

## **2. BACKGROUND PAPERS**

Not applicable.

## **3. APPENDICES**

Appendix 1 – Perth & Kinross Event Safety Advisory Group Policy



## SAFETY ADVISORY GROUP (SAG) POLICY

### CONTENTS

|                                                                        |    |
|------------------------------------------------------------------------|----|
| 1. Introduction .....                                                  | 2  |
| 2. Safety Advisory Group Strategy .....                                | 2  |
| 3. Strategic Safety Advisory Group (SSAG) .....                        | 3  |
| 3.1. Aim .....                                                         | 3  |
| 3.2. Primary Focus.....                                                | 3  |
| 3.3. Guiding Principle .....                                           | 3  |
| 3.4. Status and conflicts of interest .....                            | 4  |
| 3.5. Group Composition .....                                           | 4  |
| 3.6. Group Administration .....                                        | 5  |
| 3.7. Participation in the Safety Advisory Group process .....          | 5  |
| 4. Event Safety Advisory Group (Event SAG) .....                       | 5  |
| 4.1. Event SAG Aim .....                                               | 5  |
| 4.2. Event SAG Objectives.....                                         | 6  |
| 4.3. Responsibilities of Members of the Event SAG.....                 | 6  |
| 4.4. Event SAG – Terms of Reference .....                              | 7  |
| Appendix 1 – Strategic Safety Advisory Group Members Contact List..... | 10 |

## **1. Introduction**

- 1.1 Perth & Kinross Council recognises the value of staging events and encourages their undertaking whilst operating safely and in consideration of those affected by the event. To aid this, Perth & Kinross Council maintains a Safety Advisory Group (SAG) process for public events.
- 1.2 The Perth & Kinross SAG process is a multi-agency approach towards ensuring that the organisers of significant events plan for and then implement their events in a manner that is safe for everybody involved with the event (event staff, participants, members of the public, contractors).

## **2. Safety Advisory Group Strategy**

- 2.1 The Perth & Kinross Safety Advisory Group (SAG) strategy comprises two main elements:
  - The Strategic Safety Advisory Group (SSAG)
  - Event Safety Advisory Groups (Event SAG)
- 2.2 The Events Officer will maintain and make available an Events Risk Register on behalf of the SSAG. Where a member of the SSAG becomes aware of an event, it is the responsibility of that member to update the Events Risk Register. The SSAG will determine which events are invited to participate in the Safety Advisory Group process.
- 2.3 Event Organisers responsible for events invited to attend will be expected to include an Event SAG within their event planning process. The Event Organiser will Chair the Event SAG unless circumstances indicate otherwise when another Chair may be appointed.
- 2.4 Figure 1 below provides a brief summary of the process that links the strategic and event SAG elements of the Safety Advisory Group strategy:



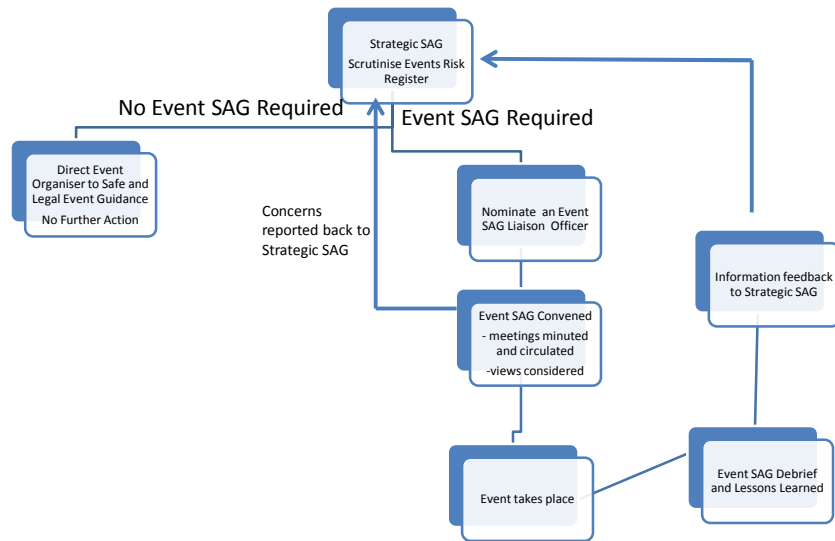


Figure 1 – Safety Advisory Group Strategy

### 3. Strategic Safety Advisory Group (SSAG)

#### 3.1. Aim

The Strategic Safety Advisory Group will oversee the development and maintenance of an events risk register which will be used to assess whether organisers of events should be invited to participate in the Safety Advisory Group process. It will also be used to ensure that the Safety Advisory Group process is followed by member agencies and event organisers.

#### 3.2 Primary Focus

The primary focus of the SSAG is the safety of all people working at, or participating in, an event and to the safety of members of the general public who could be affected by the event.

#### 3.3 Guiding Principle

The guiding principle for determining which events will be invited to attend the SAG process is where there is thought to be a significant public safety risk. This includes events where Perth & Kinross Council is recognised as the event organiser. The following are examples of (but not all) criteria considered as the basis for attendance:

- The status of the principal attending (e.g. HM The Queen);
- The status of the event organisers (e.g. event planning experience);

- Type of Activity (e.g. Car Rally);
- The number of spectators expected to attend;
- Whether alcohol is available or any other license is required;
- The profile of the event (e.g. Rewind/Christmas Light Switch On);
- Transport implications and the requirement for a Temporary Traffic Regulation Order (TTRO);
- The risk of noise and antisocial behaviour.

The SSAG will keep and make available, as appropriate, records of its activities in order that it effectively carries out its function ensuring the transparency of decision making. All records are subject to FOI requests and could be released publically.

### **3.4 Status and conflicts of interest**

- The SSAG cannot take any decisions on behalf of Perth & Kinross Council or other partners. The statutory decision making powers sit with Perth & Kinross Council or other agencies where designated;
- The ultimate responsibility for the event safety lies with the event organiser and event management team;
- Members of the SSAG must declare any material conflict of interest in relation to any item put before the group prior to any discussion on that matter. If the interest could be considered prejudicial, then that person should consider if they should withdraw and be replaced by an appropriate person agreed with the group;
- All members of the SSAG will retain a high degree of professionalism and probity at all times and will not at any time act in any way which may compromise the position of the Group or members of the Group.

### **3.5 Group Composition**

The SSAG shall consist of persons with sufficient seniority/ experience/ competency/ knowledge of their service/agency to be able to advise members on behalf of their service/agency. Membership will include:

- A Chair (Director (Environment) or delegated to another senior officer as required).
- Perth and Kinross Council Regulatory Services (including Environmental Health and Food Safety)
- Perth & Kinross Council Traffic and Network
- Perth & Kinross Council Public Transport
- Perth & Kinross Council Licensing
- Perth & Kinross Council Waste Services and Community Greenspace
- Perth & Kinross Council City Centre (where appropriate)
- Perth & Kinross Council Building Standards
- Perth & Kinross Council Emergency Planning
- Perth & Kinross Council Health, Safety and Wellbeing (for internally planned events)
- Perth & Kinross Council Events Officer
- Police Scotland (Senior Officer)
- Police Scotland (Emergency/Events Planning Adviser)

- Scottish Fire & Rescue Service (Senior Officer)
- Scottish Fire & Rescue Service (Emergency Planning Officer)
- Scottish Ambulance Service (Senior Officer)
- Scottish Ambulance Service (Resilience Officer)
- NHS Tayside (Health Protection)
- NHS Tayside (Resilience Planning)

A list of core members of the SSAG is at Appendix 1.

### **3.6 Group Administration**

- The Chair will ensure that:
  - Meetings of the SSAG take place on a regular basis;
  - Due account is taken of the views of all members of SSAG;
  - Minutes are taken at each meeting and those minutes are kept.
- Perth & Kinross Council will provide the administrative support to the SSAG;
- The SSAG shall meet a minimum of 4 times per calendar year. Any member may request an additional meeting or meetings of the group, whether in response to a particular event or otherwise;
- All relevant agencies should be represented at a meeting of the SSAG and representatives must be fully briefed to ensure a consistent approach and at a rank or level to enable decisions to be made and implemented where necessary;
- Each meeting of the SSAG will be prearranged to an agenda published in advance of the meeting with minutes recorded;
- The minutes of the meetings will be circulated to all SSAG members, and to such other parties as may be determined by the Chair.

### **3.7 Participation in the Safety Advisory Group process**

Event Organisers whose events have been assessed as meeting the criteria will be invited to form an Event Safety Advisory Group (Event SAG). The SSAG will determine what agencies/services are to participate in each Event SAG and appoint an Event SAG Liaison Officer from the local authority cohort identified (See event SAG Terms of Reference – paragraph 4.4)

## **4. Event Safety Advisory Group (Event SAG)**

### **4.1 Event SAG Aim**

All event organisers who have been invited to participate in the Safety Advisory Group process will be expected to include an Event SAG within their event planning process.

So far as is reasonably practicable, through the provision of specialist advice, the aim of the event SAG is to ensure that event organisers invited to attend the Event SAG process uphold the highest standards of public safety at public events. Where Event SAG members have concerns regarding Event Organisers participation in the process they should immediately bring their concerns to the attention of the SSAG.

## 4.2 Event SAG Objectives

- Provide specialist advice to Event Organisers to help them discharge their public safety functions;
- Encourage the safety and wellbeing of the public and staff at public events;
- Ensure as far as possible that any inconvenience to residents, businesses and the general public arising from events is minimised.

## 4.3 Responsibilities of Members of the Event SAG

**Chair** to ensure that:

- Meetings of the Event SAG take place on a regular basis;
- Due account is taken of the views of all members of the Event SAG, including those attending by invitation
- Minutes are taken at each meeting and those minutes are kept

### **Perth & Kinross Council Emergency Planning**

- To provide advice and guidance on emergency planning and event contingency matters

### **Perth & Kinross Council Traffic and Network**

- To provide advice and guidance on road closure arrangements and traffic planning

### **Perth & Kinross Council Public Transport**

- To provide advice and guidance on public transport and event transport planning

### **Perth & Kinross Council Regulatory Services**

- To provide advice and guidance as required in relation to food safety and health and safety to ensure legal compliance

### **Perth & Kinross Council Building Standards**

- To provide advice and guidance on structural safety

### **Perth & Kinross Council Licensing**

- To inform other authorities and agencies at the SAG of the status of license applications
- To provide advice and guidance as required in relation to activities which require licensing to ensure legal obligations are met

### **Perth & Kinross Council Waste Services and Community Greenspace**

- To inform other authorities and agencies at the SAG of proposed events on their land
- Determine whether land which Perth & Kinross Council owns or controls can be used for an event
- To provide advice and guidance on litter and waste management services associated with the event

#### **Perth & Kinross Council City Centre Management**

- To inform other authorities and agencies at the SAG of proposed events in Perth City Centre
- To provide advice and guidance as required in relation to events in Perth City Centre

#### **Perth & Kinross Council Health, Safety and Wellbeing**

- To provide advice and guidance as required in relation to events where Perth & Kinross Council is the Event Organiser or to the Landlord of ground on which an event is being held

#### **Event SAG Liaison Officer (appropriate Perth & Kinross Council Event SAG member)**

- To provide a single point of contact for the event organiser
- To arrange meetings between the statutory authorities involved in the Event SAG (see Terms of Reference)

#### **Police Scotland**

- To provide advice and guidance in relation to the prevention and detection of crime
- To provide advice and guidance in relation to the prevention of disorder
- To provide advice and guidance in relation to traffic issues

#### **Scottish Fire and Rescue Service**

- To provide advice and guidance in relation to fire safety issues to ensure compliance with legislative requirements

#### **Scottish Ambulance Service**

- To provide advice and guidance in relation to emergency ambulance and first aid provision for events

#### **NHS Tayside**

- To provide guidance on public health and emergency care.

**NOTE:** All members of the SSAG are responsible for updating the Event Risk Register as soon as they become aware of a new event.

### **4.4 Event SAG – Terms of Reference**

The Event SAG will operate in accordance with the following Terms of Reference:

- An Event SAG will be chaired and administered by the Event Organiser unless circumstances indicate otherwise when another Chair may be appointed.

- Event SAG members identified at paragraph 4.3 shall consist of persons with sufficient seniority/ experience/ competency/ knowledge of their service/agency to be able to take operational decision on behalf of their service/agency, except where these raise new policy issues. They will be allowed to freely contribute to any meeting to which they are invited and will have their view considered, reported and recorded.
- An Event SAG Liaison Officer will be appointed by the Strategic Safety Advisory Group to provide the event organiser with a single point of contact and to coordinate the activities of the statutory agencies appointed to the Event SAG.
- Invited representations are those persons or partners not included at paragraph 4.3 who can offer advice or give presentations to the Event SAG. They will be allowed to freely contribute to any meeting to which they are invited and will have their view considered, reported and recorded. The following agencies may be invited either to all Event SAG meetings or to a particular meeting (or part thereof), as considered appropriate:
  - Voluntary Services
  - Licence Holder/Applicant or Representatives
  - Transport Scotland
  - Local Community Group Representatives
- The Event SAG will keep and make available, as appropriate, records of its activities ensuring the transparency of decision making. All records are subject to FOI requests and could be released publically.
- Advise Event Organisers on the event, venues and its immediate environs as required and with reference to the Perth & Kinross Council Safe and Legal Events guidance for Event Planners.
- Provide a forum within which the event organiser can develop a co-ordinated approach to crowd and spectator safety and wellbeing.
- Receive reports in relation to matters found during inspections by group members.
- It will be within the remit of the Event SAG to constitute smaller working parties to address specific issues relating to the event and venues. The findings of any such groups will be reported to the next available Event SAG.
- Receive notification of the issue of any enforcement action and report such notifications to the Strategic Safety Advisory Group immediately.
- The Event SAG will ensure that a debrief takes place and all debrief reports including lessons learned are reported to the Strategic Safety Advisory Group at the next available meeting.

- Advise Event Organisers on the exercise of powers, enforcing actions and duty of care of Perth & Kinross Council and other partners as defined in related legislation:
  - Health & Safety at Work etc. Act 1974 and its associated legislation;
  - Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006;
  - Food Safety Act 1990 applies where food is provided or sold;
  - Public Health etc. (Scotland) Act 2008;
  - Occupiers Liability (Scotland) Act 1960;
  - Civic Government (Scotland) Act, Part V – public processions;
  - Civic Government (Scotland) Act 1982, Part II – public entertainment licences and other related licences;
  - Licensing (Scotland) Act 2005;
  - Road Traffic Regulations Act 1984 as amended by the Road Traffic (Temporary Restrictions) Act 1991 and the Road Traffic Regulation (Special Events) Act 1994;
  - Fireworks (Scotland) Regulations 2004;
  - Equality Act 2010;
  - Data Protection Act 1998;
  - Copyright, Designs & Patents Act 1988;
  - Private Security Industry Act 2001;
  - Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 (amended 2013);
  - Safety of Sports Grounds Act 1975;
  - Fire Safety and Safety of Places of Sports Act 1987 [links to the Safety of Sports Grounds Act 1975 but has separate provisions on regulated stands];
  - Environmental Protection Act 1990.

The above list should not be considered as exclusive or exhaustive.

### Appendix 1 – Strategic Safety Advisory Group Members Contact List

| Organisation              | Service                                         | Name                         | Job Title                                       | Telephone Number | Mobile     | Email Address |
|---------------------------|-------------------------------------------------|------------------------------|-------------------------------------------------|------------------|------------|---------------|
| Perth and Kinross Council | Group Chair                                     | Barbara Renton               | Director (Environment)                          | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Regulatory Services                             | Robert Lyle                  | Regulatory Services Manager                     | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Traffic and Network                             | Chic Haggart                 | Roads Manager                                   | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Public Transport                                | Andrew Warrington            | Public Transport Manager                        | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Licensing/Legal                                 | Colin Elliot                 | Solicitor                                       | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Waste Services and Community Greenspace         | Bruce Reekie                 | Waste Services and Community Greenspace Manager | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | City Centre Management (For City Centre Events) | Leigh Brown                  | City Centre Manager                             | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Building Standards                              | Gordon Lindsay               | Building Standards Manager                      | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Emergency Planning                              | John Handling                | Safety and Resilience Manager                   | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Health & Safety (for internal planned events)   | Ewan Stobbie/<br>Ruth Turner | Team Leader/Senior Health and Safety Adviser    | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                           | Events Planning                                 | Michael Boyle                | Events Officer                                  | [REDACTED]       | [REDACTED] | [REDACTED]    |



| Organisation                     | Service             | Name                             | Job Title                                          | Telephone Number | Mobile     | Email Address |
|----------------------------------|---------------------|----------------------------------|----------------------------------------------------|------------------|------------|---------------|
| Police Scotland                  | Senior Officer      | Chief Inspector Maggie Pettigrew | Area Commander                                     | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                                  | Events Planning     | Sergeant Dave Kerr               | Emergency Procedures Advisor                       | [REDACTED]       | [REDACTED] | [REDACTED]    |
| Scottish Fire and Rescue Service | Senior Officer      | Billy McLintock                  | Group Manager – Service Delivery (Perth & Kinross) | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                                  | Emergency Planning  | Chris Bonnar                     | Watch Manager Response and Resilience              | [REDACTED]       | [REDACTED] | [REDACTED]    |
| Scottish Ambulance Service       | Senior Officer      | Nick Moore                       | Area Service Manager Tayside                       | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                                  | Emergency Planning  | Iain Mackay                      | Resilience Adviser                                 | [REDACTED]       | [REDACTED] | [REDACTED]    |
| NHS Tayside                      | Public Health       | Jackie Hyland                    | Consultant in Public Health Medicine               | [REDACTED]       | [REDACTED] | [REDACTED]    |
|                                  | Resilience Planning | Elisabeth Leslie                 | Head of Resilience                                 | [REDACTED]       | [REDACTED] | [REDACTED]    |



**PERTH AND KINROSS COUNCIL****Community Safety Committee****23 November 2016****Regulatory Services in The Environment Service  
2015/16 Performance****Report by Director (Environment)****PURPOSE OF REPORT**

This report highlights the community safety work carried out by the Environment Service's Regulatory Services team in 2015/16, and sets out future priorities for the team.

**1. BACKGROUND / MAIN ISSUES****Regulatory Services**

- 1.1 Regulatory Services within Environmental and Consumer Services, in the Environment Service, cover activities such as Environmental Health, Food Safety, Trading Standards, Animal Feedstuffs, workplace Health and Safety, Private Water Supplies, Contaminated Land, Animal Health & Welfare, and various licenses and permissions.
- 1.2 A chart of the management and service structure can be found in Appendix 1.
- 1.3 The purpose of these regulatory activities is to meet the Council's objectives for ensuring the safety of our community, protecting the environment, and ensuring a prosperous economy. These teams are also required to comply with certain statutory enforcement duties placed on the Council. Several elements of the Service's work are determined and monitored by national bodies such as Food Standards Scotland, the Health & Safety Executive and the Scottish Government Drinking Water Quality Regulator.
- 1.4 These regulatory activities are part of the overall public protection response of Community Panning partners, dealing principally with hazards presented by physical and environmental factors.
- 1.5 Regulation is an important part of the context within which businesses operate, and people co-exist. Effective and well-targeted regulation by the Council plays an important role in ensuring the economic well-being of Perth and Kinross by protecting the vulnerable and the environment. This includes promoting equality, helping raise the standards of service, providing the platform for fair competition and giving reassurance to consumers and businesses alike. As such, regulation is an enabler to economic activity.

- 1.6 To illustrate the range of activities covered by Regulatory Services, the following represents some of the main activities of the teams during 2015/16. In addition to these activities, the teams were involved in the planning and monitoring of legal compliance at major events throughout Perth and Kinross including The Scottish Game Fair, T in the Park, Rewind Festival and the Blair Atholl Horse Trials. A high level of resource was dedicated to these additional activities which, although highly demanding on team capacity, nevertheless proved to be rewarding. Through their involvement, the team were able to play an active part in enhancing the reputation of Perth and Kinross, as well as contributing to the economic wellbeing of the area.

### Trading Standards

- 1.7 The Trading Standards team is responsible for enforcement of a wide range of consumer protection legislation including fair trading, weights and measures and product safety. The aim of the service is to safeguard consumers, particularly vulnerable groups, and business interests, by promoting a fair, safe and healthy trading environment for the benefit of communities. A total of 2,439 service requests were received and allocated to the Trading Standards team.
- 1.8 Since April 2012, the national service - Citizens Advice Consumer Service (CACS), has dealt with all first tier consumer complaints via their dedicated hotline. Our Trading Standards team deals with criminal allegations and complex complaints requiring officer input and investigation.
- 1.9 In 2015/16, a total of 1738 enquiries were received by Consumer Advice Consumer Service (CACS) from consumers in Perth and Kinross. This was a decrease of 122 (6%) compared to 2014/15. Of those received by CACS and passed to Trading Standards, 262 required further investigation/intervention by our staff (compared to 180 in 14/15, an increase of 45%, following a similar increase the previous year).
- 1.10 In terms of responding to enquiries, service requests and routine inspection activities, the team dealt with the following in 2015/16:

|                               | 2014/15 | 2015/16 | Trend |
|-------------------------------|---------|---------|-------|
| Service Requests              | 126     | 115     | ∨     |
| Consumer Complaints           | 180     | 262     | ∧     |
| Inspections and Petrol Safety | 432     | 596     | ∧     |

## Fair Trading

- 1.11 The perpetrators of "scams" (e.g. fraudulent schemes to extract money for non-existent services or financial opportunities) tend to target vulnerable individuals in our communities. To help those chronic victims of scams, the team signed up to the National Scams Hub Project in December 2013. This project, based in East Sussex Trading Standards, uses various sources of intelligence to identify individuals who are being targeted by scam mail.
- 1.12 Details of 61 potential victims identified by the East Sussex project as residing in Perth and Kinross were referred to the team in 15/16. Working in partnership with Police Scotland and the Council's Social Work Services and Adult Protection teams, each of the individuals identified was contacted to help prevent them suffering from the kind of financial abuse and distress that the perpetrators of scams cause. The majority of those contacted were found to be receiving scam mail, but were not responding to it. Most recipients found these mailings created alarm and annoyance and were pleased to receive advice and information on how to deal with them.
- 1.13 Of the 40% of those found to be victims of scam mail, there was a wide range of losses identified. Those who had only replied to one or two scams had lost only £30-£40. However, 7 chronic victims of scams were identified each of whom had losses in excess of £25,000.
- 1.14 Nuisance telephone sales calls are a common irritant; however, they are a serious problem for older and vulnerable consumers. They may be confused by telemarketing calls that they receive, agree to buy products they don't want or unwittingly change their utility providers, and are therefore open to being taken advantage of by unscrupulous sales people and scammers. In 2014/15, Trading Standards took part in a trial which saw the installation of 10 telephone call blocking devices in the homes of vulnerable people in the area. The units performed extremely well by effectively blocking all but genuine calls from friends, relatives and other agencies the resident actually wanted to speak to.
- 1.15 Funding for a further 15 units was secured in 2015/2016 from the Community Safety Partnership. On average, 64% of calls the consumers receive are nuisance calls which are successfully blocked by the units, (with 22% of those coming from overseas numbers). This is an average of just over 2 nuisance calls per person per day, with evidence now suggesting that the older the consumer is the more nuisance calls they are likely to receive.
- 1.16 The carer for one recipient of a call blocker device commented that the device provided peace of mind to a chronic victim, remarking that the installation saved the victim from being scammed out of large sums of money.
- 1.17 During 2015/2016, the team gave 10 Scams Awareness Training sessions to 122 carers of vulnerable adults, with a further 15 Scams Awareness presentations to 393 members of various community groups. This included specialist seminars for bank workers and legal professionals.

- 1.18 Following the Edinburgh New Psychoactive Substance (NPS) action (test case taken by Crown Office), TSS (Trading Standards Scotland) and SCOTSS (Society of Chief Officers of Trading Standards in Scotland) initiated a national, targeted approach (Operation Alexander) to tackle the sale of NPS (Legal Highs). Perth & Kinross Trading Standards took part in the project which resulted in a batch of product being voluntarily surrendered by one of two premises selling NPS, in Perth consisting of a total of 201 packets of NPS.
- 1.19 The other premises continued to offer NPS for sale in terms of the agreed protocol, and were re-visited on 15 December 2015 (accompanied by police officers). During that visit, 334 packets of product were seized under the General Product Safety Regulations 2005 (GPSR).
- 1.20 Samples from a locally based, 'head shop', have been sent, via TSS, both for analysis and intelligence collation purposes (by Police Scotland Forensic Service). Costs of analysis are being met by the Scottish Government. One premises has been reported to the Procurator Fiscal with a view to seeking a forfeiture order under the GPSR.
- 1.21 91 fake Dolce & Gabbana sunglasses were seized from a trader at T in the Park 2015. They were signed over for destruction and a formal undertaking under the Enterprise Act 2003 sought, as were a number of henna products for sale at the event. The products did not bear the requisite labelling (importer details, ingredient list, best before date) leading to the possibility that the products may also contain unsafe ingredients.
- 1.22 Trading Standards officers carried out a series of seminars/training sessions with Police Scotland on the use of Trading Standards legislation in tackling rogue traders/bogus doorstep workers. Over 100 police constables attended the events in November /December 2015 and were provided with guidance on legislation, powers available and contact details for further advice. The initiative has led to an increase in joint working with Police, increased routine contact with officers and successful intervention by Police Scotland, disrupting the activities of rogue traders.

### **Product Safety**

- 1.23 194 visits were carried out to small retailers to ensure compliance with the prohibition on the display of tobacco and tobacco products under the Tobacco and Primary Medical Care (Scotland) Act 2010 which came into force in April 2015.
- 1.24 Trading Standards and Environmental Health Officers took part in joint visits as part of the national Operation Opson on behalf of Food Standards Scotland, looking primarily at the sale of fake & unsafe vodka. The opportunity was also taken to look for evidence of illicit tobacco and other drinks. A total of 11 premises were visited. All samples taken were found to be of the nature demanded by the consumer.

## Animal Welfare

1.25 The Animal Welfare team was formed in 2012 by combining the activities of the existing Animal Health Officer and Dog Control Officers to increase the capacity available to enforce both animal health and dog control legislation.

1.26 In 2015/16, the team dealt with 2353 customer enquiries including:

|                                   | 2014/15 | 2015/16 | Trend |
|-----------------------------------|---------|---------|-------|
| Dog Fouling Complaints            | 447     | 471     | ^     |
| Stray Dogs                        | 235     | 256     | ^     |
| Dangerous Dogs / Control of Dogs  | 154     | 126     | ∨     |
| Dog Control Notices               | 10      | 17      | ^     |
| Dog Fouling Fixed Penalty Notices | 6       | 75      | ^     |
| Dog Bin Requests                  | 71      | 109     | ^     |
| 'Safe and Sound' Training         | 44      | 31      | ∨     |
| Livestock Enquiries               | 305     | 318     | ^     |

1.27 Following training and supply of equipment from the Dogs' Trust, officers were able to carry out free microchipping of dogs at the various events they attend. During 2015/16, in anticipation of the legislation requiring all dogs to be microchipped from April 2016, a number of events were held to offer free microchipping for local residents which resulted in 910 dogs being 'chipped'.

1.28 The team carried out extensive investigations into three cases of the illegal import of dogs under the Animal Health Act 1981 and The Rabies (Importation of Dogs, Cats and Other Mammals) Order 1974. The first case involved the importation from Ukraine via Poland of three Bernese Mountain Dog puppies. The second related to the importation of a Doberman puppy from Turkey, and the third involved two pugs and a bulldog from Bulgaria. Action taken resulted in all dogs undergoing the legally required periods of quarantine (at the owners' expense).

1.29 Following the refusal of the Licensing Committee to grant a licence for the keeping of wild boar in terms of the Dangerous Wild Animals Act 1976 on 19 February 2015, the applicant lodged an appeal against the decision with Perth Sheriff Court. A date for hearing the appeal was set for 28 September 2015.

1.30 Prior to the hearing date, the applicant intimated that he was withdrawing the appeal, and disposing of the animals. Officers maintained a watch on the situation and during several visits noted that the animals had been removed from the premises (the majority to the knackery).

- 1.31 During the lead up to the disposal of the beasts, it was noted that there was evidence that butchered wild boar carcasses had been fed to the remaining pigs. A report to the Procurator Fiscal alleging offences under Animal By-Products legislation was made. However, the Procurator-Fiscal decided that it was not in the public interest to proceed.

### Food Safety

- 1.32 The Food Safety team is responsible for the delivery of a Food Law enforcement service. This service has to meet the requirements of Food Standards Scotland's Framework Agreement on Local Authority Food Law Enforcement to protect and promote the health, safety and wellbeing of communities. This team's remit covers all aspects of food hygiene and food standards legislation as well as investigating food poisoning and communicable diseases.
- 1.33 Food hygiene inspections continue to be targeted at implementing Food Standard Scotland's Guidance on E Coli 0157 — Control of Cross Contamination. Prioritised inspections are targeted at those businesses which pose the greatest risk of food contamination with E Coli O157, due to the handling of raw meat and vegetables alongside ready to eat foods. In 2015/16, the activities of the team included:

| Food Hygiene Standards              | 2014/15 | 2015/16 | Trend |
|-------------------------------------|---------|---------|-------|
| Programmed Food Hygiene Inspections | 515     | 744     | ^     |
| Revisits to check                   | 173     | 160     | ∨     |
| Hygiene Improvement Notices         | 13      | 16      | ^     |
| Remedial Action Notices             | 6       | 17      | ^     |
| Food Standards Inspections          | 616     | 498     | ∨     |

- 1.34 98% of businesses were accredited as a Pass (i.e. Satisfactory) on the publicly available Food Hygiene Information Scheme. Perth & Kinross businesses have the second highest pass rate in Scotland.
- 1.35 498 programmed food standards inspections were carried out (compared to 616 in 14/15) to examine compliance with compositional requirements and labelling of foodstuffs. A total of 341 food samples were submitted for microbiological examination or chemical analysis. These gave the following results:

| Samples               | None Taken | Satisfactory | Unsatisfactory | Followed Up |
|-----------------------|------------|--------------|----------------|-------------|
| Composition/Labelling | 147        | 129          | 18             | 18          |
| Microbiological       | 194        | 139          | 55             | 55          |



- 1.36 The inspection and sampling for food standards and microbiological contamination helps protect the public against unhygienic foodstuffs, which could result in major public health incidents and ensures consumer protection against adulterated food.
- 1.37 All unsatisfactory samples were investigated and the necessary improvements were actioned by the businesses concerned.
- 1.38 The team also worked closely with NHS Tayside to carry out 69 infectious disease investigations (based on notifications from the Consultant in Public Health Medicine's office) to identify likely causes of infection, and manage the potential risk of spread of disease, for infections such as Salmonella, E Coli 0157, Dysentery and Cryptosporidium.

| Infectious Diseases   | 2014/15 | 2015/16 | Trend |
|-----------------------|---------|---------|-------|
| Campylobacter         | 272     | 216     | ∨     |
| Cryptosporidium       | 17      | 15      | ∨     |
| Dysentery             | 1       | 3       | ∧     |
| E Coli 0157           | 14      | 5       | ∨     |
| Giardiasis            | 3       | 8       | ∧     |
| Hepatitis (All Types) | 7       | 11      | ∧     |
| Legionella            | 2       | 3       | ∧     |
| Salmonella            | 15      | 17      | ∧     |
| Cyclosporine          | -       | 1       | >     |
| Typhoid               | -       | 1       | >     |

- 1.39 The Food Safety team gained the UK Government's Customer Service Excellence Award for the 17<sup>th</sup> consecutive year in June 2015. The Customer Service Excellence operates on three levels:
- As a driver of continuous improvement, in relation to customer focussed service delivery, identifying areas and methods for improvement;
  - As a skills development tool by allowing individuals and teams to acquire new skills in the area of customer focus and customer engagement
  - As an independent validation of achievement by allowing organisations to seek formal accreditation to the Customer Service Excellence Standard. The team received no "partial compliances" or "non compliances" against the 57 elements of the award criteria, and were deemed as achieving 'compliance plus' in ten areas, for achieving customer service beyond the standard.

## Health and Safety Enforcement

- 1.40 This team is responsible for ensuring the safety of employees and customers, by enforcing the Health and Safety at Work Etc. Act in sector specific workplaces according to perceived risks based on data provided by the Health and Safety Executive.
- 1.41 The work of the Health and Safety team helps to protect the wellbeing of employees, customers and the economic viability of businesses as the financial/reputational costs of accidents and occupational ill health can be considerable.
- 1.42 Key figures for Great Britain (2014/15/16) are as follows:

| National Statistics in Great Britain                                            | 2014/15      |
|---------------------------------------------------------------------------------|--------------|
| Person suffering from work related illness                                      | 1.2 million  |
| Mesothelioma deaths due to past asbestos exposure (2014)                        | 2,515        |
| Killed at work (2015/16)                                                        | 144          |
| Employees injured and reported under RIDDOR                                     | 76,000       |
| Injuries at work                                                                | 611,000      |
| Working days lost due to injury                                                 | 27.3 million |
| Total cost of injuries and ill health from current working conditions (2013/14) | 14.3 billion |

- 1.43 The team carried out 173 risk based inspections of work premises with 99 accident investigations in relation to:

|                                                                                 | 2015/16 |
|---------------------------------------------------------------------------------|---------|
| Legionella controls in water systems i.e. spas and swimming pools               | 56      |
| Musculoskeletal injuries and health risks from the use of acrylic nail products | 14      |
| Falls in bars with underground cellars                                          | 44      |
| Asbestos control in older buildings                                             | 59      |
| Total Number of Accident Investigations                                         | 99      |

## Environmental Health

- 1.44 The Environmental Health (EH) team aim is to deliver an Environmental Health enforcement service to improve and maintain the health and wellbeing of the communities in Perth and Kinross through action on the physical environment and people's life circumstances:

1.45 During 2015/16, the EH team dealt with the following:

| Environmental Health                    | 2014/15 | 2015/16 | Trend |
|-----------------------------------------|---------|---------|-------|
| Planning Applications                   | 694     | 670     | ∨     |
| Pest Control Complaints                 | 177     | 170     | ∨     |
| Disrepair / Dampness / Other Conditions | 1867    | 1643    | ∨     |
| Public Health Funerals                  | 43      | 39      | ∨     |

- 1.46 170 pest control complaints and enquiries were received (compared to 177 in 2014/15), resulting in 62 requests for remedial action (predominantly in respect of rat or mouse infestations) to be carried out by the Council's pest control contractor.
- 1.47 1,643 service requests were dealt with in relation to disrepair, dampness and other conditions in relation to private housing conditions, and public health concerns about drainage and refuse, smoke complaints, noise nuisance etc. This compares to 1,867 for 2014/15.
- 1.48 39 funerals were organised and funded in terms of the National Assistance Act 1948 (a drop of 11% on the previous year). It is the duty of the Council in terms of the Act to make and fund such arrangements where any deceased person does not have family, friends or sufficient funding to organise a burial or cremation for that person.
- 1.49 Since 2002, the EH team have been dealing with the unlawful presentation of human waste on a private road end at Madderty. The presentation of this waste is in contravention of an ongoing abatement notice served under The Environmental Protection Act 1990. Although charged twice previously and imprisoned for non-payment of fines, the resident continued his campaign of placing barrels of human waste at the road end much to the upset of neighbours and the local community. In October 2015, the resident was again found guilty of breaching the aforementioned notice but was given a 6 month deferred sentence to see if he would comply with the Sheriff's recommendations i.e. to come to an agreement re uplift of his waste with Perth and Kinross Council. Consequently, he placed barrels of waste at the road end during this period and received a fine in February 2016.
- 1.50 The development of the Air Quality Action Plan (AQAP) for Crieff was a key objective for Regulatory Services in 2015/16. A consultant was appointed in November 2015 and a further assessment of air quality in Crieff has now been completed. The findings from this exercise will be fed into the stakeholder group to be established in 2016/17 to progress development of a draft AQAP.

- 1.51 A successful bid was made to the Scottish Government in 2015/16 for funding to implement air quality measures for areas in Perth City and Crieff with the sum of £100,000 being granted. This enabled the instigation of various air quality initiatives, with approximately £60,000 being used for the further promotion of walking and cycling to school as part of School Travel Plans. A further £40,000 was used to complete an upgrade of the bus stop facilities on Crieff High Street in the vicinity of James Square. These improvements will facilitate better interchange between the various bus services that serve the High Street. This is due to the upgrading of the boarding/alighting areas and installation of larger disability compliant passenger waiting shelters.
- 1.52 16 temporary Gypsy/Traveller encampments were engaged by officers (same figure as 2014/15), the majority of which moved on informally within a reasonable time period. Many of the stop-off sites on Council land have been unacceptable to all parties, as they were mainly public car parks, or Park & Ride sites.

### **Land Quality (Contaminated Land)**

- 1.53 The Land Quality team implements the Council's strategy to deal with the legacy of areas of land that may have, through their past use, become contaminated by virtue of the processes conducted on them. The Council has a statutory duty in terms of Part II A of the Environmental Protection Act 1990 to inspect its area to identify those sites that have the highest potential for causing harm to human health and the environment. Approximately 1,700 sites in Perth and Kinross have been risk assessed in order to apply a classification scheme for prioritisation. These sites are then dealt with as follows:
- Phase 1 — a detailed desktop study is carried out which looks at any archived information on the site's former uses, to form an assessment of the contamination potential.
  - Phase 2 — an invasive site investigation (trial pits, boreholes and sampling) is carried out to determine the presence, nature and extent of any contamination
  - Phase 3 — Where appropriate, remediation works are carried out to remove any threat to human health or the environment
- 1.54 In 2015/16, five phase 1 reports were completed for Part IIA – Bullionfield Invergowrie, Quarrymill Scone, Westfield Mill, Cromwellpark Linen Mill and Methven Gasworks. A further report was carried out for Property Services for WA Croles site in Blairgowrie. Of these 6 reports, 3 are assessed as medium-high risk and 3 as low-medium risk. No further action is required at this point in time.
- 1.55 Further phase 2 gas monitoring was carried out at the former Newhouse Landfill site during the September 2015 – March 2016 period (frozen ground at certain times of the year caused some delays to the monitoring programme). The data gathered will be reviewed and reported on in 2016/17.

- 1.56 The results from the phase 2 investigation at Comrie gasworks identified a potential risk to human health, property and the water environment. However, as the property was being run as a holiday let at that time the risk to human health was considered to be reduced. The property was sold in February 2016 and is now being used as a private residence. Due to this change in occupational circumstances, further work at this site has become a higher priority and will be carried out in 2016/17.
- 1.57 Groundwater monitoring at the former gasworks site at Charles Street, Perth continued in 2015/16. Based on findings from this monitoring work, it is considered that the contamination plume under the site of the former Kinnoull Club is not migrating off site and therefore does not pose any ongoing threat of groundwater pollution beyond the site boundaries. In addition, DNA analysis was carried out to identify the microbes present at the site. Certain microbial species are more efficient at breaking down hydrocarbon contamination than others. As such, this analysis allowed an assessment of whether or not it is likely that the contamination will be broken down naturally without the need for any intervention. The analyst's report confirmed that the 'right' types of microbes are present. Based on the fact that the plume is not believed to be moving and that there is sufficient microbial activity to breakdown the contamination, it is considered that there is no requirement for any further remedial action to be taken by PKC. Annual groundwater monitoring will be carried out to confirm progress of this natural remediation process. The part of the gasworks site to the rear of the Scott Street flats will require some remedial work. This will likely involve a scrape of the surface and reinstatement with clean material in 2016/17.
- 1.58 Further investigation was carried out in the gardens of two properties in St Magdalenes Road. The purpose of this work was to confirm the extent of the contamination in these gardens, which formed part of the former landfill area occupied by the Glenearn Road houses demolished by Housing Services in February 2016. Risk assessment of the results confirmed a potential risk to human health and therefore remedial work will be required. The soil in the back gardens of both properties will be removed to a depth of 600mm and reinstated with clean material. Work at the site is being carried out in conjunction with Housing Services, who are leading the overall project. It is expected that remedial work will be completed in 2016/17.
- 1.59 In December 2015, the Land Quality team received a report from SEPA of an area of landfill being washed out into the River Ericht in Blairgowrie. The area of land was formerly leased by Blairgowrie and Rattray town council for use as a landfill. A joint site visit was carried out when exposed waste in the riverbank could clearly be seen. In February 2016, a site investigation was carried out. Soil analysis confirmed there were no contaminants present at levels which were of concern, and based on this, it is considered that there is no imminent risk of water pollution from the landfill.

After discussion with the Council's Legal Services, it was decided to seek a further legal opinion from a specialist in environmental law with regard to establishing liability for the repair of the banking. The opinion suggested that Perth and Kinross Council would not necessarily have any liability. However, it was recommended that Perth and Kinross Council continue to work with the land owner and the Scottish Environmental Protection Agency on identifying an engineering solution to contain and cap the waste at the former land fill. This issue will continue into 2016/17.

### **Drinking Water Quality**

- 1.60 The Private Water Team is responsible for duties detailed in legislation governing the quality of private water supplies. (i.e. supplies other than those provided by Scottish Water). As well as being a source of acute gastro - intestinal conditions (such as Campylobacter, Salmonella, E Coli 0157 and Cryptosporidium), long term consumption of water contaminated with harmful metals or minerals can cause chronic illness. Over 20% of the samples taken by the team fail to meet bacterial standards. Minimising sources of contamination and ensuring suitable disinfection treatment is fitted, protects the health and wellbeing of those people served by a private water supply.
- 1.61 There are over 1,500 private water supplies in Perth & Kinross. The Water Team has statutory duties for over 260 Type A supplies which serve commercial or public use premises or serve large numbers of dwellings (i.e. at least 20 houses); this protects visitors to the area as many of these supplies serve holiday accommodation. These supplies are subject to a mandatory annual sampling programme.
- 1.62 Public health is further enhanced by sampling and risk assessments carried out on 1,250 Type B private water supplies that serve domestic properties. These are not part of the statutory sampling programme. However, the team responds to requests from consumers for a number of reasons (concerns over water quality, suspected contamination, property sales etc.).
- 1.63 Any owner or occupier of premises served by a private supply can apply to the Water Team to obtain Scottish Government funded grants to the value of up to £800 per property for improvements to their supply. The team have employed various methods of engaging with customers to inform them of available grants. Examples include promoting grant aid on the sides of Council vehicles, and posting notices on village notice boards.

1.64 In 2015/16, the team dealt with the following:

| Private Water Supplies                       | 2014/15 | 2015/16 | Trend |
|----------------------------------------------|---------|---------|-------|
| Type A Supply Risk Assessment                | 24      | 7       | v     |
| Type B Supply Risk Assessment                | 40      | 19      | v     |
| Type A Supply – Statutory Samples            | 288     | 286     | v     |
| Type B Supply – Statutory Samples            | 69      | 67      | v     |
| Grant applications to improve drinking water | *40     | **38    | v     |
| Private Water enquiries                      | 636     | 575     | v     |

\*To more than 87 properties resulting in grant payment of £67k.

\*\*To more than 131 properties resulting in grant payment of £103k.

## 2. PROPOSALS

- 2.1 The teams in Regulatory Services seek to improve their performance and impact, through development of their team plans. Key areas for activity during 2016/17 are as follows:
- 2.2 Workforce Planning - The Council requires to have sufficient numbers of suitably qualified, professional staff to be authorised to carry out the variety of functions within Regulatory Services. This is to ensure that the Council fulfils its statutory duties appropriately, and to the satisfaction of regulators of our services, e.g. Scottish Government, Food Standards Scotland, Health and Safety Executive etc.
- 2.3 The 'grow your own' approach to workforce planning will continue to be supported. Currently there are 4 technical level officers within Regulatory Services working towards gaining the MSc in Environmental Health via a distance learning programme with the University of Derby. Two of the officers are entering their final year with the remaining two entering their second year of a 3 year course. Successful completion of the MSc will give these officers the appropriate qualification to become Environmental Health Officers.
- 2.4 In addition, a Trading Standards Technician has completed 75% of study for the Diploma in Consumer Affairs and Trading Standards via the Trading Standards Institute Academy. On completion of this qualification, this officer will have the appropriate qualification to become a Trading Standards Officer.
- 2.5 These proactive steps will maximise the opportunity to recruit from within the organisation should professional vacancies arise.

- 2.6 Funding, at the necessary level, to create the proposed new vocational qualification of Regulatory Services Modern Apprentice has been “crowd sourced” from 10 Scottish Local Authorities and a project steering group has been set up in order to take the project forward. The steering group consists of representatives from each of the contributing Local Authorities, Skills Development Scotland and the relevant Sector Skills Council; Skills for Local Government. An appropriate project plan will now be developed to progress this innovative approach to succession planning.
- 2.7 Following a noticeable increase in the issues about the progressing communal repairs in private sector housing within Perth and Kinross, from tenants, owners and landlords, a report on a way forward for dealing with substandard housing in the private sector will be prepared for submission to the Strategic Policy and Resources Committee.
- 2.8 The Environmental Health team will work with other service teams to deliver further air quality improvement actions using £100,000 of Scottish Government funding in 2016/17.
- 2.9 In December 2015, the Scottish Government launched ‘Cleaner Air for Scotland –The Road to a Healthier Future’ (CAFS). This is an overarching strategy which recognises the need for a national partnership approach in order to improve air quality in Scotland. CAFS details a national framework seeking further reductions in air quality in line with statutory responsibilities and proposes the introduction of a National Low Emission Framework. This will set out procedures for Local Authorities to determine effective measures to reduce air pollution. The EH team will establish a cross service working group in 2016/17 to determine the Council’s strategy for integrated working towards air quality improvement in line with the CAFS recommendations.
- 2.10 Following the completion of the further assessment of air quality in Crieff, a stakeholder group, including other Council Services and Transport Scotland will examine the consultant’s findings and recommendations from other partners. This relates to possible improvement actions aimed at reducing the NO2 and Particulate exceedances being encountered in Crieff High Street. Potential improvement measures will be detailed in a draft AQAP which will be screened by the stakeholder group before submission to the Environment Committee. If agreed, the draft will be made open to consultation with all stakeholder groups and members of the public before a final draft is submitted to the Environment Committee for approval.

### **3. CONCLUSION AND RECOMMENDATION**

- 3.1 It is recommended that the Committee
- i. Endorses the activities of the Environment Service and Regulatory Services in protecting communities within Perth and Kinross.
  - ii. Requests the Director (Environment) to bring back a further report on the work of Regulatory Services in a year’s time.



### Authors

| <b>Name</b> | <b>Designation</b>          | <b>Contact Details</b>                                                                                    |
|-------------|-----------------------------|-----------------------------------------------------------------------------------------------------------|
| Robert Lyle | Regulatory Services Manager | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>Phone: 01738 475000 |

### Approved

| <b>Name</b>    | <b>Designation</b>     | <b>Date</b>    |
|----------------|------------------------|----------------|
| Barbara Renton | Director (Environment) | 7 October 2016 |

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 the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 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>                                  |                 |
| Equality Impact Assessment                          | <b>Yes</b>      |
| Strategic Environmental Assessment                  | <b>Yes</b>      |
| Sustainability (community, economic, environmental) | <b>Yes</b>      |
| Legal and Governance                                | <b>Yes</b>      |
| Risk                                                | <b>None</b>     |
| <b>Consultation</b>                                 |                 |
| Internal                                            | <b>Yes</b>      |
| External                                            | <b>Yes</b>      |
| <b>Communication</b>                                |                 |
| Communications Plan                                 | <b>Yes</b>      |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

1.1 This report contributes to the local outcomes of:

- i. Our communities and people experiencing inequalities will have improved quality of life, life chances and health.
- ii. Our people will have improved health and wellbeing.
- iii. Our area will have a sustainable natural and built environment.

#### Corporate Plan

1.2 The Council's Corporate Plan 2013-2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation. They are as follows:

- 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.

1.3 This report contributes to objective (v).

## 2. Resource Implications

### Financial

- 2.1 There are no financial implications arising directly from this report.

### Workforce

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

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

- 2.3 There are no asset management implications arising directly 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 This report has been 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. In respect of this proposal no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. There are no sustainability issues associated within the proposals of this report.

### Legal and Governance

- 3.5 The Head of Legal and Governance has been consulted in the preparation of this report.

### Risk

- 3.6 There are no corporate risks associated with the proposals contained within this report.

#### **4. Consultation**

##### Internal

- 4.1 The Head of Legal and Governance and the Head of Democratic Services have been consulted on the content of this report and are in agreement with the proposals.

##### External

- 4.2 No external consultation was required in the preparation of this report.

#### **5. Communication**

- 5.1 Communication will be ongoing with relevant internal and external stakeholders.

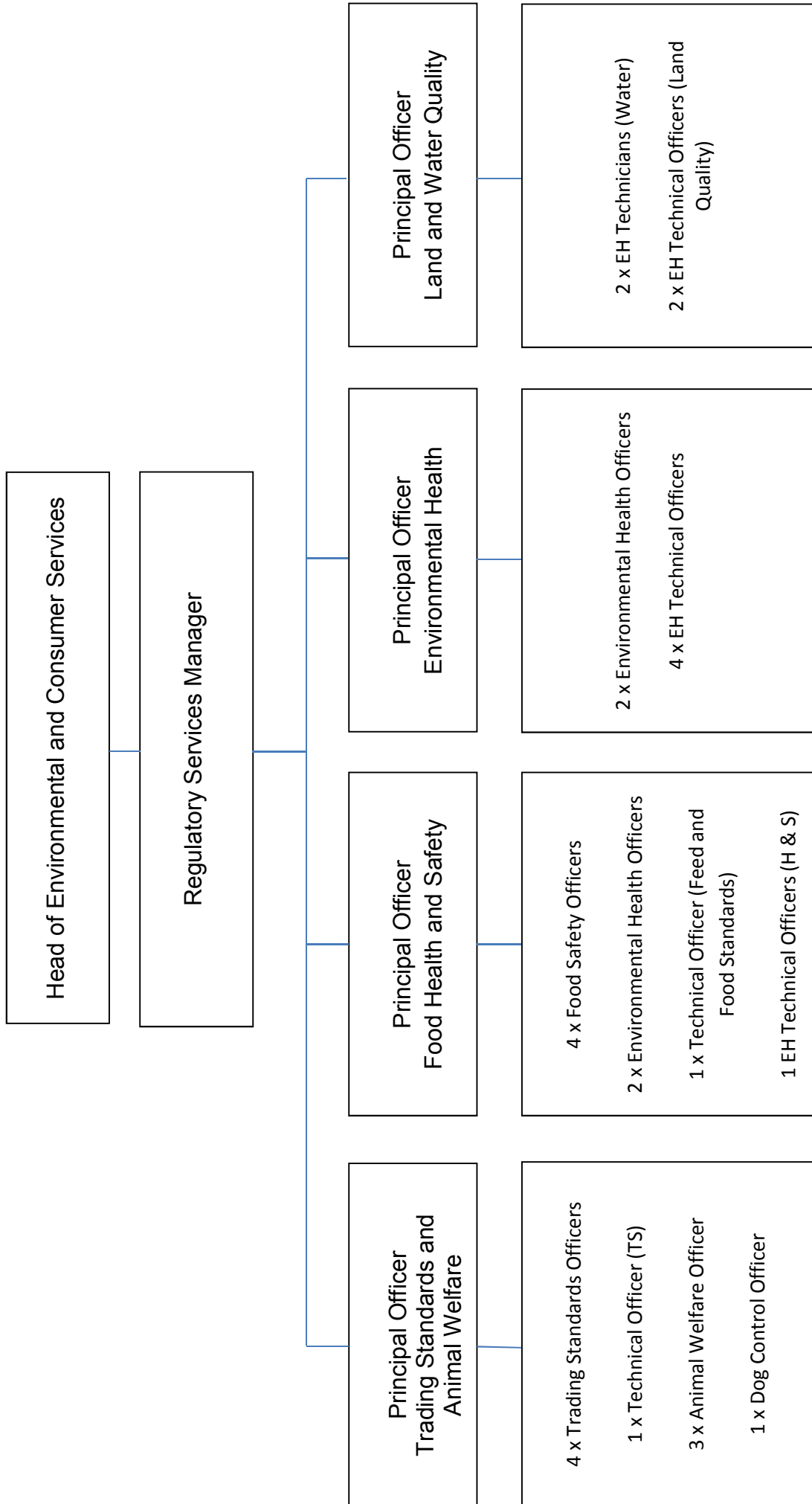
#### **2. BACKGROUND PAPERS**

- 2.1 Report to the Environment Committee in August 2013 entitled "Dog Fouling in Perth and Kinross, Report Number 13/419.

#### **3. APPENDICES**

- 3.1 Appendix 1 – TES Regulatory Services Structure

# Regulatory Services Structure 2016







**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland



**PERTH AND KINROSS COUNCIL**  
**COMMUNITY SAFETY COMMITTEE**

**23 NOVEMBER 2016**

**Report by Area Manager Colin Grieve, Local Senior Officer,  
Scottish Fire and Rescue Service**

---

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT**

**1 JULY TO 30 SEPTEMBER 2016**

**Abstract**

The Reports contain performance information relating to the Second quarter (July - September) of 2016-17 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

**1. PURPOSE OF THE REPORT**

To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Perth and Kinross 2014-17, to facilitate local scrutiny.

**2. RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3. FINANCIAL IMPLICATIONS**

None.

**4. PERFORMANCE**

4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

4.2 The Local Fire and Rescue Plan for Perth & Kinross 2014-17 was approved by the Community Safety Committee on the 21<sup>st</sup> of May 2014.

4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of Scottish Fire and Rescue Service to the Perth and Kinross Community Plan and Single Outcome Agreement 2013-16 and Community Planning Partnership.

4.4 In summary the following priorities and targets are detailed within the plan:

- Priority 1 – Local Risk Management and Preparedness
- Priority 2 – Reduction of Accidental Dwelling Fires
- Priority 3 – Reduction in Fire Casualties and Fatalities
- Priority 4 – Reduction of Deliberate Fire Setting
- Priority 5 – Reduction of Fires in Non Domestic Properties
- Priority 6 – Reduction in Casualties from Non Fire Emergencies
- Priority 7 – Reduction of Unwanted Fire Alarm Signals

4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting periods. A performance summary and scorecard is detailed on page 1 of the reports. In addition further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel/stations in support of prevention activities and preparation for emergency response.

4.6 Appendix 2 attached to this report provides an overview of the six month performance against all performance indicators for the Perth & Kinross area.

## **5. EQUALITY IMPACT ASSESSMENT**

5.1 Not applicable.

## **6. ENVIRONMENTAL ISSUES**

6.1 There are no environmental issues arising as a consequence of this report.

## **7. SUMMARY**

7.1 The attached report updates members regarding significant community safety engagement activities and operational matters; and gives context to the performance of the Scottish Fire and Rescue Service in the Perth and Kinross area.

**Area Manager Colin Grieve**  
**Local Senior Officer**  
**Perth & Kinross, Angus and Dundee**  
Fire and Rescue Headquarters  
Blackness Road,  
Dundee DD1 5PA





# QUARTERLY PERFORMANCE REPORT FOR PERTH & KINROSS



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Quarter 2: 2016-2017 (1<sup>st</sup> July – 30<sup>th</sup> September)**

**Working together  
for a safer Scotland**















## Performance Summary

This report contains a review of the local performance of the Scottish Fire and Rescue Service (SFRS) against the seven agreed priorities as detailed in the Local Fire and Rescue Plan for Perth & Kinross 2014-17. The SFRS continues to deliver a range of services to improve the safety of our local communities. These will directly contribute to the four strategic aims of the SFRS:




- Improved safety of our communities and staff
- Improved safety of our communities and staff
- More equitable access to fire and rescue services
- Develop a culture of continuous improvement

### Performance Scorecard

We measure how well we are meeting our priorities using a number of key performance indicators. The main indicators are detailed below with further ones broken down under each priority contained within pages 2-14 of this report:

| Main Indicators                | Q2 Jul-Sep 2011/12 | Q2 Jul-Sep 2012/13 | Q2 Jul-Sep 2013/14 | Q2 Jul-Sep 2014/15 | Q2 Jul-Sep 2015/16 | Q2 Jul-Sep 2016/17 | Q2 5 Year Average | Quarterly Comparison RAG Rating                                                       | Year to Date RAG Rating                                                               |
|--------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Accidental dwelling fires      | 63                 | 23                 | 18                 | 29                 | 29                 | 32                 | 32                |  |  |
| Fire casualties and fatalities | 14                 | 6                  | 6                  | 6                  | 12                 | 3                  | 5                 |  |  |
| Deliberate Fire Setting        | 49                 | 27                 | 40                 | 29                 | 27                 | 24                 | 34                |  |  |
| Non domestic property fires    | 23                 | 18                 | 9                  | 16                 | 24                 | 19                 | 18                |  |  |
| Special Service – All          | 96                 | 80                 | 66                 | 55                 | 95                 | 66                 | 78                |  |  |
| False Alarms – All             | 318                | 340                | 348                | 358                | 331                | 326                | 339               |  |  |

### Key

|       |                                                                             |                                                                                       |
|-------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Red   | 10% more than previous result or local target not met (worse than)          |  |
| Amber | Up to 9% more than previous result or local target not met (worse than)     |  |
| Green | Equal to or better than previous result / or local target met (better than) |  |

### Note:

- Quarterly comparison Red, Amber or Green (RAG) Rating = the reporting period compared to the average of the five previous quarterly reporting periods.
- Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to the 5 year average for the same period in previous years.
- *The statistics featured throughout this report are provisional until the year end.*

## PRIORITY 1: Local Risk Management and Preparedness

We are committed to the safety of our Firefighters and Community by ensuring that we have a competent workforce equipped with the essential knowledge and skills, so they can undertake their role in an efficient, effective and safe manner. We have therefore identified core skills which have been deemed as critical to maintaining competence and ensuring the safety of firefighters and our communities at incidents. These skills, as well as other attributes, are maintained and delivered through a three year maintenance and development programme, which is delivered locally and nationally.

Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity. Examples of the ongoing training conducted during the second quarter 2016/17 were hazardous materials, high rise, incident command and breathing apparatus.

All station based operational personnel continue to visit premises within their station area so efforts are focused on premises which constitute a significant life, heritable or firefighter risk enhancing their awareness of associated risks and hazards that may be encountered in these buildings, and if required taking effective actions in dealing with incidents in the premises. During the second quarter 2016/17, this included visiting sheltered housing accommodation and sites where industrial silos are used (e.g. farms). Pre-planning and exercising has continued for a number of subject areas with personnel attending multi-agency meetings to ensure that appropriate fire safety and emergency response contingency measures are in place as part of a proactive approach to preparedness.

Crews also continue to conduct routine water hydrant inspections as it is important to check that there is access to and adequate provision of water supplies within the area should crews require them in the event of an incident. This also provides the opportunity for crews to familiarise themselves with the locations of hydrants in relation to the risks in their area and link-in other activities, such as conducting Home Safety Visits.

We currently have 75 Wholetime, 124 Retained and 21 Volunteer operational (station based) personnel working in Perth & Kinross to provide an emergency response capability, supported by a team of 7 managers. There is on-going recruitment for retained firefighters in the Perth & Kinross area. Support will be provided to any potential candidates to assist them in the recruitment process.

### **Notable Incident/Event**

#### **Exercise Running Bear 8<sup>th</sup> September at Longannet**

During this period one significant exercise took place, White Watch attended exercise RUNNING BEAR in September at Longannet, Appliances from Perth fire station were 1<sup>st</sup> in attendance at the scenario which involved Train carrying nuclear waste 1 van and 2 cars, with our appliance Officer in Charge as initial incident commander.

This was a multi-agency training exercise involving MOD, SAS, Police Scotland and Fire and Rescue to examine our national response to enable a forensic view of this type of incident. Fire Appliances attended from Perth, Alloa, Kirkcaldy, Livingstone, Bellshill, Marionville, Easterhouse, and Bishopbriggs. The exercise was great success with subsequent outcomes and actions from this exercise to be confirmed in a multi-agency context.

## PRIORITY 2: Reduction of Accidental Dwelling Fires

The reduction of Accidental Dwelling Fires (ADF) remains a key focus for SFRS in Perth & Kinross and nationally as part of our 'Join Scotland's Fight Against Fire' campaign.

There were 32 ADF during this reporting period which was an increase of 3 (6%) from the same reporting period last year, equal to the five year average, and a slight decrease of 2 (6%) from the last quarter. The number of ADF attended is 6% of all incidents in the reporting period.

Of the 32 premises 22 (69%) had a smoke detector fitted whilst 19 (86%) of the houses that had detectors fitted operated to give early warning of a fire. These incidents were attributed to a range of causes with 16 (50%) cooking related which continues to be the most significant cause. There is no identifiable trend and all of these incidents appear to be unrelated. Of the 32 incidents 2 (6%) involved drugs/Alcohol.

The cornerstone of this preventative community safety work is the partnership Home Safety Visits that are undertaken jointly by PKC - Safer Communities Wardens, SFRS Community Safety Engagement staff, Police Scotland and PKAVS Community Safety Volunteers. The partnership team is continually reviewed and extended to ensure that the widest range of community service knowledge, experience and resources are available for the communities of Perth & Kinross.

Year to date there were a total of 1077 HFSV's carried out across the twelve ward areas of which 297 (28%) were partnership Home Safety Visits and a number of these led to further onward referrals to additional partner agencies to help support the most vulnerable within our community.

Within Perth & Kinross we will continue to work with our partners to ensure we positively contribute to driving down the risk to our communities and Staff by analyses of our operational activities and targeting those most at risk and vulnerable particularly around unintentional harm in the home. These targeted approaches will continue to develop and improve as we move forward.

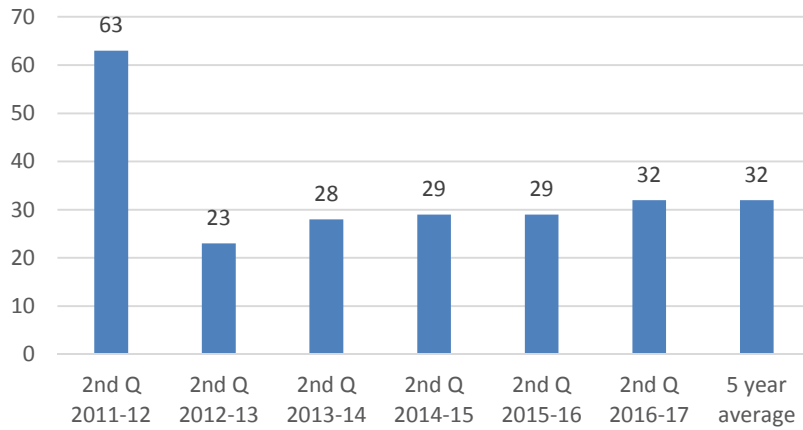
### Notable Incident/Event

See priority 3 notable incident

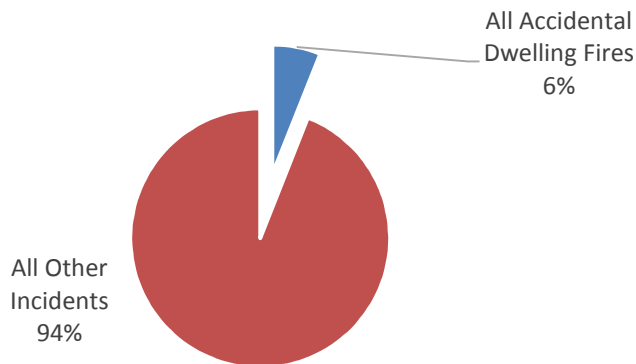
**Priority 2: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17**

| Key Performance Indicator | Key Performance Indicator     | July-Sep 2011/12 | July-Sep 2012/13 | July-Sep 2013/14 | July-Sep 2014/15 | July-Sep 2015/16 | July-Sep 2016/17 | 5 year average | Trend |
|---------------------------|-------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------|
| 2b(i)                     | All accidental dwelling fires | 63               | 23               | 18               | 29               | 29               | <b>32</b>        | <b>32</b>      | ➔     |

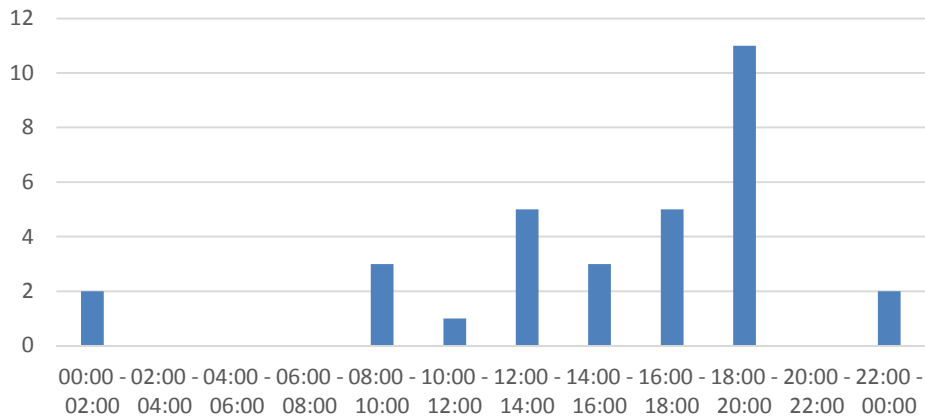
**Accidental Dwelling Fires - 2nd Quarter**



**% Accidental Dwelling Fires - 2nd Quarter**



**Accidental Dwelling Fires by Time of Day - 2nd Quarter**



## PRIORITY 3: Reduction in Fire Casualties and Fatalities

Tragically we attended a fire in a caravan at Mains of Errol farm by Perth which occurred during 31 July resulting in a fire fatality. This is the first fatality encountered within the Perth and Kinross area in since April 2012. The fire investigation report is still to be finalised in consultation with our Police colleagues. There will be a case conference convened into the circumstances surrounding this case, at an appropriate time, meanwhile a number of partnership activities are continuing to ensure we provide the right level interventions to support this community group. There were no suspicious circumstances in relation to this incident.

A Fire casualty recording relates to any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for severe smoke inhalation. In total there were 2 casualties reported which is a significant decrease of 84% within Perth & Kinross compared to the same quarter last year, a 90% decrease last quarter (April - June) of 18, and a decrease of 78% on the 5 year average of 9.

In every case where a casualty is recorded, a case study is instigated to identify any on-going needs, inform other agencies and if appropriate, initiate a multi-agency case conference. In addition to this, a Post Domestic Incident Response (PDIR) visit is carried out after every domestic fire. This involves contacting the owner / occupier of the property affected and neighbouring residents to offer a HFSV in the immediate aftermath of the incident.

The SFRS vision is to have no fire fatalities/casualties throughout Scotland and we are striving to achieve this through partnership working with Perth & Kinross Council, Police Scotland, National Health Service, PKAVs, Housing Associations, local landlords and others. This joint working will continue to develop and implement risk reduction strategies. Crews regularly visit houses and provide free Home Safety Visits. These are instrumental in helping to reduce the number of fire fatalities/casualties through early detection/intervention and contributing to safer communities.

### Notable Incident/Event

#### Fire at Mains of Errol Farm 31<sup>st</sup> July

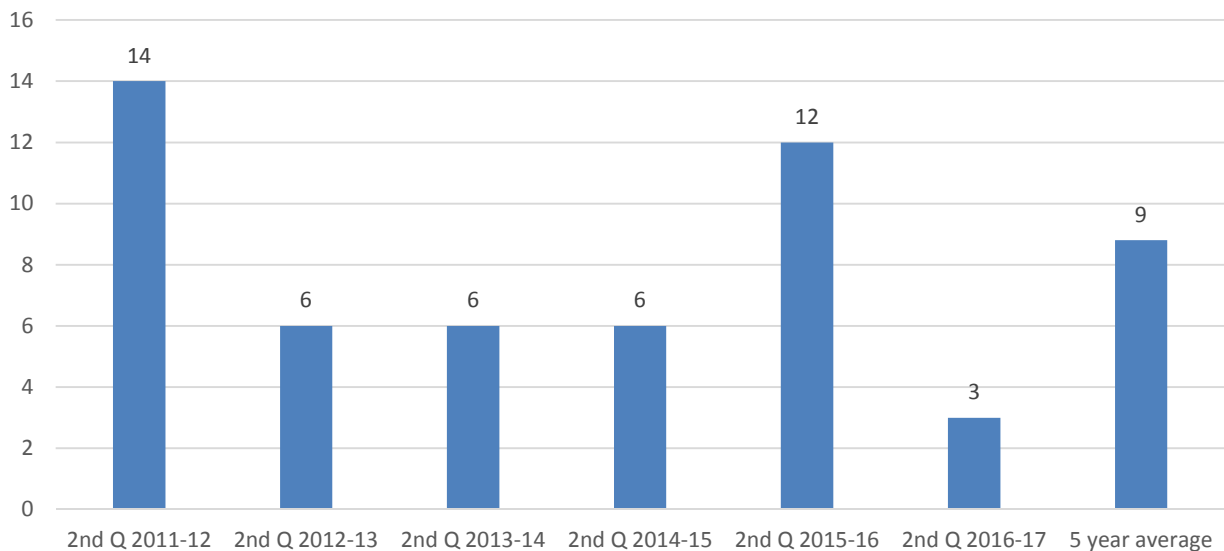


Crews from Perth attended a caravan on fire at Mains of Errol Farm in July. On arrival the firefighters were faced with a well-developed fire within a single caravan was well alight. Tragically this incident resulted in a fatality and one person with injuries. This investigation into the cause is on-going, whilst a number of community safety activities have been put in place to help support the occupants at this and other migrant worker sites as a partnership approach.

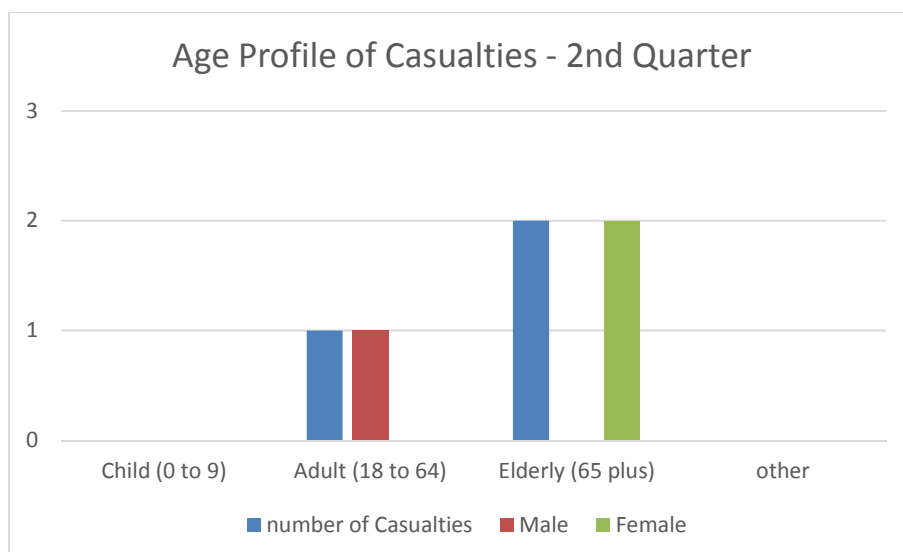
### Priority 3: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17

| Key Performance Indicator | Key Performance Indicator                               | July-Sep 2011 /12 | July-Sep 2012 /13 | July-Sep 2013 /14 | July-Sep 2014 /15 | July-Sep 2015 /16 | July-Sep 2016 /17 | 5 year average | Trend |
|---------------------------|---------------------------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|-------|
| 3a(i)                     | All fatal fire casualties                               | 0                 | 0                 | 0                 | 0                 | 0                 | 1                 | 0              | ↑     |
| 3a(ii)                    | Non-fatal fire casualties excl. precautionary check-ups | 14                | 6                 | 6                 | 4                 | 6                 | 1                 | 7              | ↓     |
| 3a(iii)                   | Non-fatal fire casualties incl. precautionary check-ups | 14                | 6                 | 6                 | 6                 | 12                | 2                 | 9              | ↓     |

Fires Involving Casualties and Fatalities - 2nd Quarter



Age Profile of Casualties - 2nd Quarter



## PRIORITY 4: Reduction of Deliberate Fire Setting

### All deliberate fires

There was a decrease of 11% in the number of deliberate fires within Perth & Kinross during this reporting period with 24 incidents of this type being experienced in comparison to 27 last year. This is 17% below the 5 year average of 29 deliberate fire incidents. This is a significant decrease of 45% on quarter 1 (44) of 2016/17. This shows a welcomed downward trend over the last 4 years.

### Deliberate primary fires

There was a 50% decrease with 3 deliberate primary fires for the period from 6 last year for the same quarter. This reflects a 33% decrease on the 5 year average of 9 whilst showing a significant decrease of 80% on last quarter which had 15 deliberate primary fires.

### Deliberate secondary fires

This included 21 secondary fires such as rubbish, grassland, etc., compared to 21 for the same quarter last year and reduction from Q1 2016/17 of 29, which was in line with our longer term vision of reducing fires and fire-setting behaviour of this type in Perth & Kinross which is a welcomed reduction. There were 10 (48%) secondary fires relating to refuse fires which reflects an increase on the same period last year with 5 incidents. These fires are often linked to levels of anti-social behaviour within our communities. There was no specific trend noted with the number of secondary fires.

There was no other identifiable trends during this reporting period and incident monitoring and review by SFRS Managers and Firefighters will continue with actions taken through our partnership meetings and other local initiatives as required. Firefighters trained in counselling fire-setters continue to make interventions where deemed necessary and appropriate to do so in an attempt to prevent this challenging behaviour. This is intended to further reduce these types of fire and continually improve the safety of our communities.

As a result of the excellent partnership work undertaken within the ward areas of Perth and Kinross we are fortunate to have a low number of deliberate fires which account for 5% of all Incidents. We will continue to work with our partner agencies and with groups within the community to help maintain and improve the reduction in deliberate fires.

### **Notable Incident/Event**

#### **White Horse Inn, Perth 16<sup>th</sup> July**



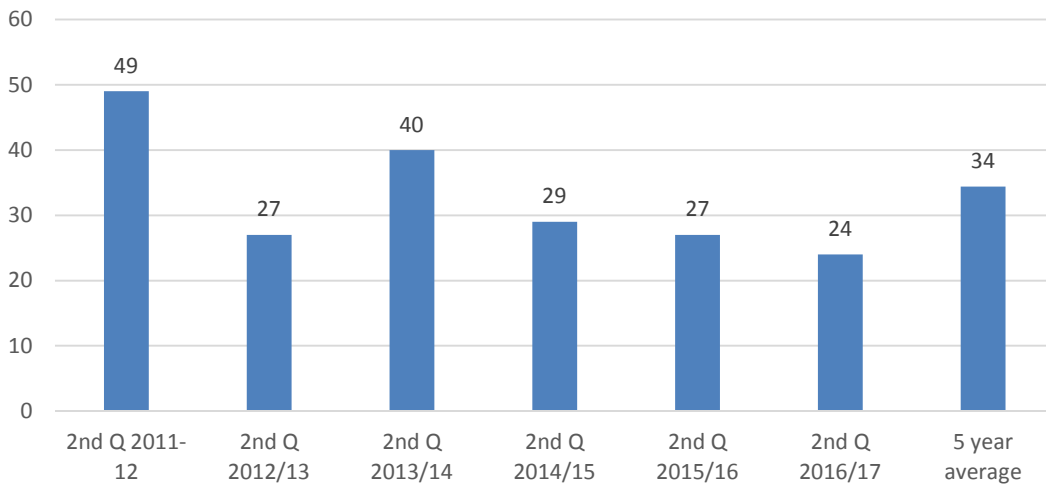
Crews from Perth, Dundee and Dunkeld attended a deliberate fire at the white horse Inn 16 July 04.40 hr. the crews were faced with a significant fire within the building. A number of adjacent properties were evacuated. As a result of the hard work of the firefighters on scene the main fire was brought under control quickly. At its height 11 Fire Appliances were at the scene and we remained in attendance until the incident was closed at 15.30 hrs.



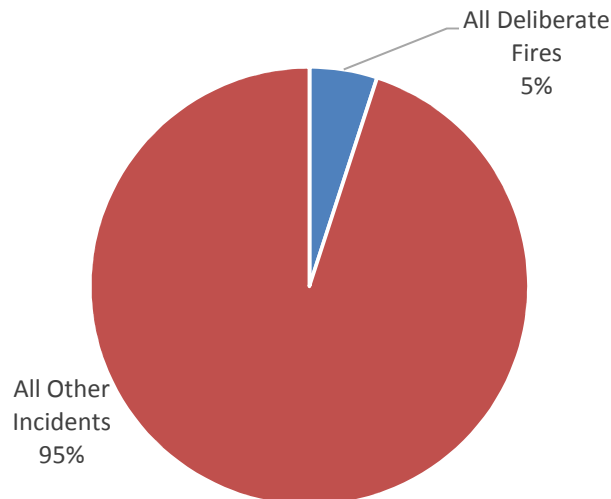
### Priority 4: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17

| Key Performance Indicator | Key Performance Indicator           | July-Sep 2011/12 | July-Sep 2012/13 | July-Sep 2013/14 | July-Sep 2014/15 | July-Sep 2015/16 | July-Sep 2016/17 | 5 year average | Trend |
|---------------------------|-------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------|
| 1b                        | All deliberate primary fires        | 18               | 7                | 9                | 7                | 6                | 3                | 9              | ↓     |
| 1b(ii)                    | All deliberate other building fires | 5                | 2                | 2                | 4                | 3                | 0                | 3              | ↓     |
| 1c                        | All deliberate secondary fires      | 31               | 20               | 31               | 22               | 21               | 21               | 25             | ↓     |

All Deliberate Fires - 2nd Quarter



% Deliberate Fires - 2nd Quarter



## PRIORITY 5: Reduction of Fires in Non-Domestic Properties

The number of fires in non-domestic premises within the Perth & Kinross area decreased from 24 last year to 19 this year for the corresponding reporting period. This figure is slightly above the 5 year average of 18. The 19 incidents recorded occurred in premises ranging from retail shops (4) to hotel/motel/restaurant/cafe (6). The number of non-domestic fires accounts for 3% of all incidents attended in Quarter 2.

The primary cause of these incidents was overheating/faulty equipment (7), with other causes being recorded as careless handling/materials too close to heat source (5). All the 19 incidents were accidental fires with no deliberate fires.

These fires can often have a serious impact on our local business sector and wider economy, as a fire within companies' premises often results in significant monetary loss and in the worst cases, loss of employment for staff. Our Fire Safety Enforcement Officers (FSEO's) will continue to provide support to local businesses to enable suitable legislative fire safety guidance and enforcement to be undertaken. This includes post-fire audits following each incident.

In relation to our statutory legislative fire safety requirements, our FSEOs personnel conduct audits of specific types of non-domestic properties ('relevant premises') to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005 ('the Act'). Relevant premises audited in Perth and Kinross include: Care Homes; Hospitals; Houses of Multiple Occupation (HMO's); Hotels and High/ Very High risk premises identified during previous audits.

Of the 19 non-domestic property fires reported during the second quarter 2016/17, 17 were relevant premises. These were therefore subject to post fire audits by our FSEOs to ascertain how the premises were being managed and if the Act was complied with. This may require further actions to ensure the premises is compliant whilst also providing the appropriate level of support and advice for the owner/occupier.

### Notable Incident/Event

#### Fire at Dalguise House, 18 August

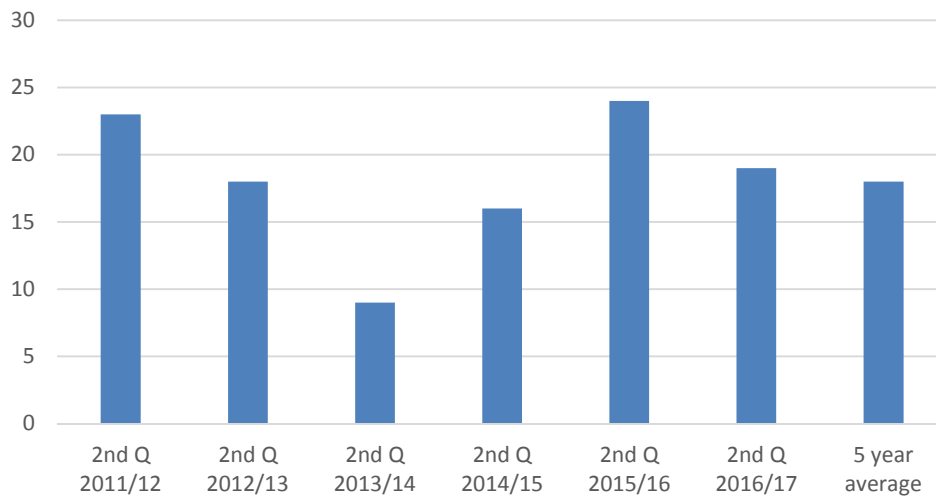


Fire appliances from Dunkeld and Perth attended a fire in the roof at Dalguise adventure centre where approx. 400 kids and 100 staff were on site. The fire was caused by roof works and caused heavy smoke logging of the building, the incident was also complicated by the fire loading and building construction. Thanks to the quick actions of staff and firefighters the fire was brought to a safe conclusion in around an hour. We remained on scene for a period of time to ensure no fire spread within the structure. Fire safety officers have visited the premises to work with the owners to provide any advice as appropriate.

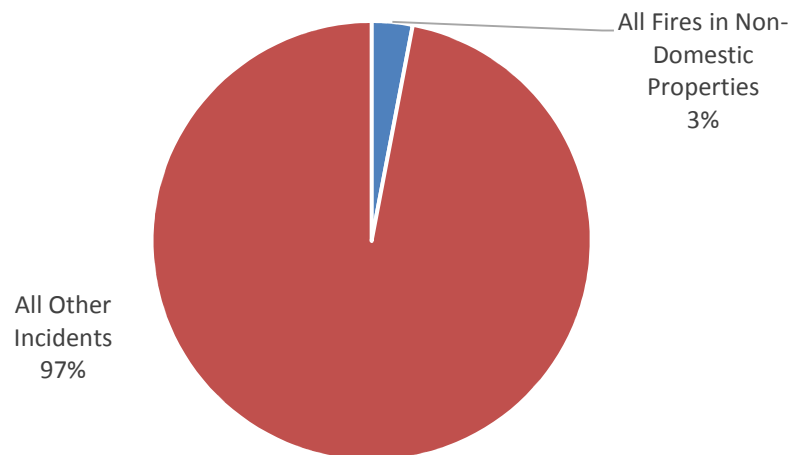
**Priority 5: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17**

| Key Performance Indicator | Key Performance Indicator           | July-Sep 2011/12 | July-Sep 2012/13 | July-Sep 2013/14 | July-Sep 2014/15 | July-Sep 2015/16 | July-Sep 2016/17 | 5 year average | Trend |
|---------------------------|-------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------|
| 2b(ii)                    | All accidental other building fires | 18               | 16               | 7                | 12               | 21               | <b>19</b>        | <b>15</b>      | ↑     |
| 1b(ii)                    | All deliberate other building fires | 5                | 2                | 2                | 4                | 3                | <b>0</b>         | <b>3</b>       | ↓     |

**All Fires in Non-Domestic Properties - 2nd Quarter**



**% All Fires in Non-Domestic Properties - 2nd Quarter**



## PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

There were 66 non-fire emergencies reported during the second quarter of 2016/17. This is a decrease of 31% non-fire emergencies when compared to the second quarter last year with 95, and a decrease of 15% (7) when compared to the five year average for that quarter of 78. The total number of non-fire emergencies to the end of the second quarter 2016/17 (143) is slightly lower than the 5 year average (144) for the same period in previous years. There were a total of 23 casualties (2 fatal), 21 of which were as a result of Road Traffic Collisions. This type of incident accounts for 13% of all incidents attended this quarter.

### Road Traffic Collisions (RTC)

There were 30 RTC's during the second quarter 2016/17, which is an increase of 3 RTC's when compared to the same quarter last year (27), and an increase of 9 RTC's when compared to the five year average (21) for the second quarter. The total number of RTC's to the end of the second quarter 2016/17 (46) is slightly higher than the 5 year average (42) for the same period in previous years. The 30 RTC's attended accounted for 2 fatalities and 19 casualties.

### Flooding

There were 6 flooding incidents during the second quarter 2016/17. Five were all low level domestic flooding and one was flooding in a retail unit.

### Rescue/Extrication

There were 4 rescue/extrication services during the second quarter 2016/17, which is a decrease of 3 when compared to the same quarter last year (6) and a decrease of one when compared to the five year average (5).

### Special Service – Other

There were 26 incidents this quarter, a significant decrease of 45% on the same quarter for 2015/16 (47), and a decrease of 32% compared with the five year average.

There were 14 (54%) of these incidents where crews attended in support of our other blue light agencies to medical type responses. Personnel are now attending a higher number of this type of incident where they are providing support to the ambulance service or Police Scotland due to a member of our community suffering a medical emergency, including gaining access to homes. This type of special service call will continue to be supported by the SFRS in the future as we continue to develop mutual cross emergency service support to ensure we safeguard our communities' wellbeing.

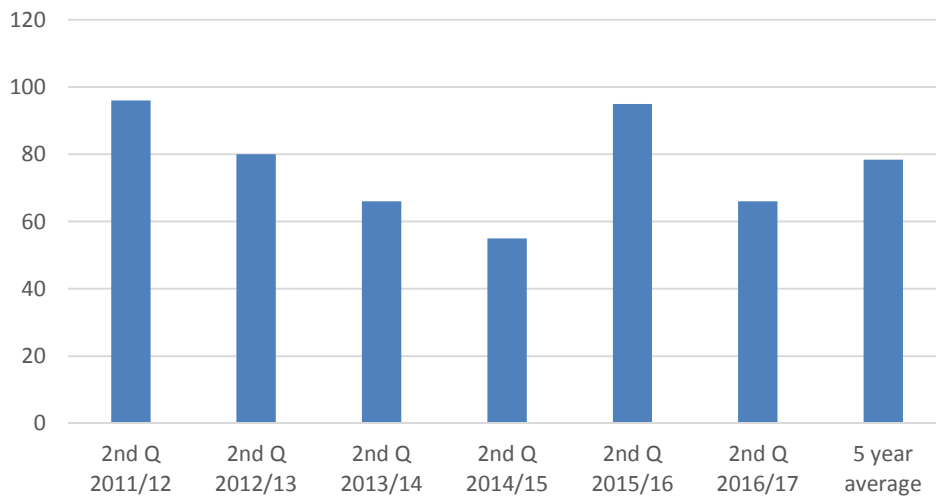
### **Notable Incident/Event**

No notable incident/event in the reporting period

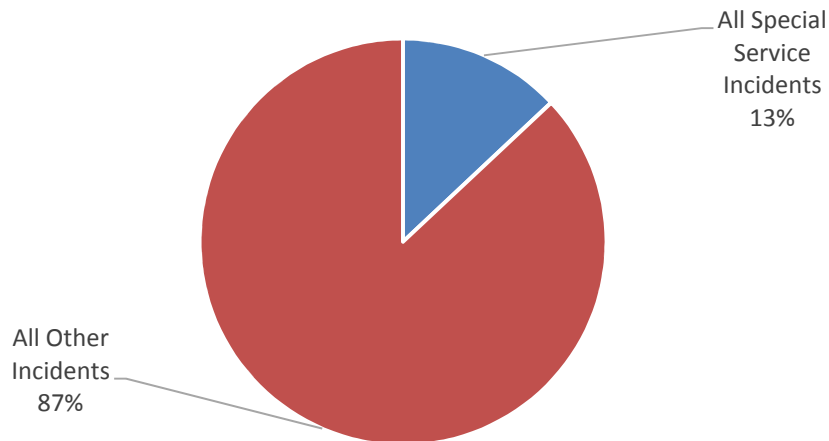
**Priority 6: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17**

| Key Performance Indicator | Key Performance Indicator      | Jul-Sep 2011 /12 | Jul-Sep 2012 /13 | Jul-Sep 2013 /14 | Jul-Sep 2014 /15 | Jul-Sep 2015 /16 | Jul-Sep 2016 /17 | 5 year average | Trend |
|---------------------------|--------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------|
| 5a                        | Road Traffic Collisions (RTCs) | 19               | 23               | 15               | 23               | 27               | <b>30</b>        | <b>21</b>      | ↑     |
| 5b                        | Flooding                       | 34               | 15               | 5                | 2                | 15               | <b>6</b>         | <b>14</b>      | ↓     |
| 5c                        | Extrication                    | 2                | 4                | 6                | 5                | 6                | <b>4</b>         | <b>5</b>       | ↓     |
| 5d                        | Others                         | 41               | 38               | 40               | 25               | 47               | <b>26</b>        | <b>38</b>      | ↓     |

**All Special Service Incidents - 2nd Quarter**



**% All Special Service Incidents - 2nd Quarter**



## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

There was a slight decrease in the overall number of Unwanted Fire Alarm Signals (UFAS) experienced (326) in comparison to previous year (331) and this figure remains below the 5 year average of 339. This figure is in line with the gradual longer term reduction in UFAS incidents which should be considered alongside the increased level of detectors within premises as being a positive trend. There was no significant pattern or trend identified in these incidents and actions were initiated as deemed necessary by Local Managers and FSEO's to offer guidance and support to premises striving to reduce the number of alarm activations.

It should also be noted that approximately 50% of these calls occurred in domestic premises (e.g. Sheltered Housing Complexes) where we encourage the installation of Tele-care services such as PKC's Community Alarms Service which are targeted at people identified as being at risk of unintentional injury in their homes. A number of UFAS incidents recorded from these premises are as a result of cooking activities that could potentially result in a fire affecting people that are at higher risk of harm, possibly due to age, health and / or mobility issues.

The main contributor of UFAS continues to be the high number of calls that are received from larger premises with similar high numbers of detector heads and more complex systems such as Sheltered Housing Complexes, Hospitals, Hotels, Care Homes and Prison establishments thereby increasing the chance of unwanted activations.

On scene investigations by responding crews into the activations continue to be undertaken in an attempt to understand the reasons for these activations and encourage duty holders to be proactive in the reduction of UFAS. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the area. All UFAS calls are being monitored and analysed for emerging trends and trigger points. With the assistance of the duty holders of these premises, and the knowledge and expertise of the local firefighters, we are actively addressing any issues to help reduce the number of unwanted fire calls in the Perth & Kinross area. All UFAS calls are monitored within monthly performance reports where trend analysis and actions are undertaken relevant to the findings by local Station Managers with the support of FSEO's.

Looking ahead, changes in the way we implement our UFAS Policy and Procedures at non-sleeping risk premises will allow us to tailor a more appropriate level of response to automatic fire alarm calls from such premises in the future, with the aim of reducing the number of unnecessary blue light journeys.

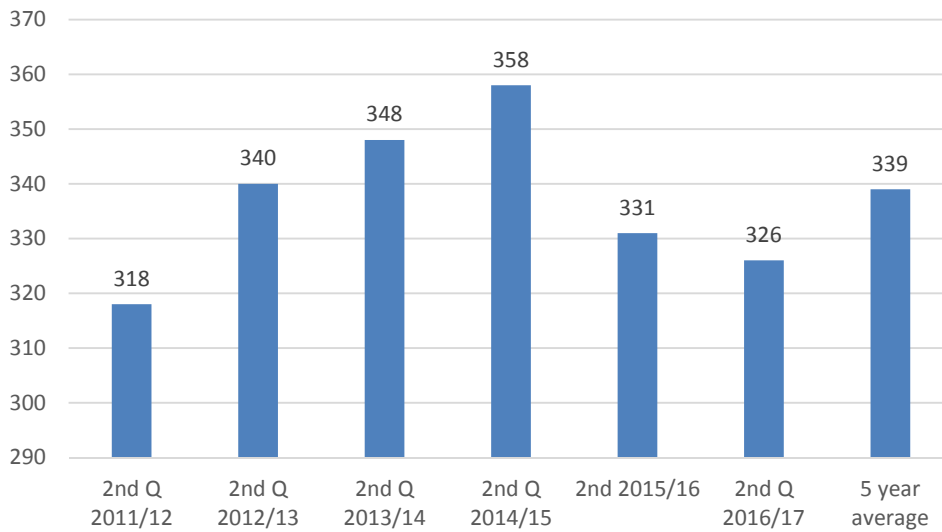
### Notable Incident/Event

No notable incident/event for this reporting period

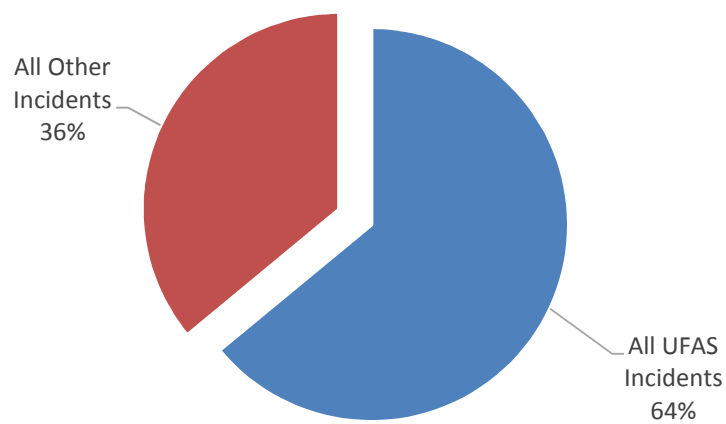
**Priority 7: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2016/17**

| Key Performance Indicator | Key Performance Indicator | July-Sep 2011/12 | July-Sep 2012/13 | July-Sep 2013/14 | July-Sep 2014/15 | July-Sep 2015/16 | July-Sep 2016/17 | 5 year average | Trend |
|---------------------------|---------------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------|
| 10a                       | False Alarm: All          | 318              | 340              | 348              | 358              | 331              | 326              | 339            | ↓     |
| 10b                       | False Alarm: Good Intent  | 59               | 56               | 38               | 52               | 38               | 51               | 49             | ↑     |
| 10c                       | False Alarm: Malicious    | 10               | 7                | 11               | 9                | 7                | 11               | 9              | ↑     |

All UFAS Incidents - 2nd Quarter



% All UFAS - 2nd Quarter



## Glossary of Terms

**Accidental:** Caused by accident or carelessness. Includes fires which accidentally get out of control.

**Casualty:** consists of persons requiring medical treatment including first aid given at the scene of the incident and also those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

**Deliberate:** covers fires where deliberate ignition is suspected.

**Unwanted Fire Alarm Signal (UFAS):** is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by faults/unsuitable equipment within the alarm system.




**Fatality:** a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

**Primary Fires:** includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

**Secondary Fires:** These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

**Tayside Local Resilience Partnership:** Local resilience partnerships (LRP's) are multi-agency partnerships made up of representatives from local public services, the emergency services, local authorities, the NHS, the Scottish Environmental Protection Agency and others. These agencies are known as Category 1 Responders, as defined by the Civil Contingencies Act. They are supported by organisations, known as Category 2 responders, such as public utility companies etc. and have a responsibility to co-operate with other Category 1 organisations and to share relevant information with the LRP. LRPs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRP work in emergency preparedness. The LRPs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

### KEY:
















|                                                                                     |                                  |
|-------------------------------------------------------------------------------------|----------------------------------|
|  | Reduction against 5 year average |
|  | Maintained                       |
|  | Increase against 5 year average  |






**NOTE: The statistics featured throughout this report are provisional until the year end.**



**Perth & Kinross Year to Date Performance Summary – 1<sup>st</sup> July 2016 – 30<sup>th</sup>  
September 2016**

| Key Performance Indicator                                         | Apr Sept<br>2012/13 | Apr Sept<br>2013/14 | Apr Sept<br>2014/15 | Apr Sept<br>2015/16 | Apr Sept<br>2016/17 | 5 Year<br>Average | Year to<br>Date RAG<br>Rating                                                         |
|-------------------------------------------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------------|---------------------------------------------------------------------------------------|
| All deliberate primary fires (1b)                                 | 17                  | 20                  | 14                  | 17                  | 18                  | 17                |    |
| All deliberate other building fires (1b(ii))                      | 9                   | 8                   | 6                   | 8                   | 0                   | 6                 |    |
| All deliberate secondary fires (1c)                               | 46                  | 55                  | 38                  | 54                  | 50                  | 49                |    |
| All accidental dwelling fires (2b(i))                             | 43                  | 37                  | 50                  | 59                  | 65                  | 51                |    |
| All accidental other building fires (2b(ii))                      | 28                  | 19                  | 27                  | 33                  | 38                  | 29                |    |
| All fatal fire casualties (3a(i))                                 | 0                   | 0                   | 0                   | 0                   | 1                   | 0                 |    |
| Non-fatal fire casualties excl. precautionary check-ups (3a(ii))  | 8                   | 16                  | 8                   | 9                   | 15                  | 11                |    |
| Non-fatal fire casualties incl. precautionary check-ups (3a(iii)) | 9                   | 17                  | 10                  | 17                  | 22                  | 15                |    |
| Special Service Road Traffic Collisions (RTCs) (5a)               | 55                  | 31                  | 48                  | 42                  | 46                  | 44                |   |
| Special Service Flooding (5b)                                     | 20                  | 10                  | 7                   | 21                  | 13                  | 14                |  |
| Special Service Extrication (5c)                                  | 9                   | 11                  | 10                  | 9                   | 9                   | 10                |  |
| Special Service Others (5d)                                       | 72                  | 74                  | 47                  | 81                  | 75                  | 70                |  |
| False Alarm: All (10a)                                            | 505                 | 511                 | 543                 | 584                 | 585                 | 546               |  |
| False Alarm: Good Intent (10b)                                    | 107                 | 90                  | 101                 | 78                  | 86                  | 92                |  |
| False Alarm: Malicious (10c)                                      | 18                  | 31                  | 15                  | 18                  | 18                  | 20                |  |

**Key**

|       |                                                                             |                                                                                       |
|-------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Red   | 10% more than previous result or local target not met (worse than)          |  |
| Amber | Up to 9% more than previous result or local target not met (worse than)     |  |
| Green | Equal to or better than previous result / or local target met (better than) |  |

**Note**

- Year to Date RAG Rating = The cumulative total of all quarterly performance in current year compared to comparable period of all quarterly performance in previous 5 years

**PLEASE NOTE:** The statistics featured throughout this report are provisional until the year end.



**PERTH AND KINROSS COUNCIL**

**Community Safety Committee – 23 November 2016**

**PERTH AND KINROSS LOCAL POLICING AREA  
PERFORMANCE RESULTS**

**1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016**

**Report by Chief Superintendent Paul Anderson  
Police Scotland 'D' Division (Tayside)**

**1. RECOMMENDATION**

1.1 It is recommended that members note and scrutinise this operational report.

**2. BACKGROUND**

2.1 The purpose of this report (Appendix 1) is to provide information to the Committee regarding the performance of Police Scotland against performance indicators that will facilitate local scrutiny.

2.2 Appendix 1 will provide context to the information provided in relation to performance and give information on some of the work which has taken place within Perth and Kinross Local Policing Area.

2.3 The data provided in this report is for information purposes to allow Board Members to conduct their scrutiny responsibilities.

**3. PERFORMANCE**

3.3 Performance Indicators detailed in Appendix 1 are subdivided into the following priorities within this report which are the Local Policing Priorities as identified in the 3 year Local Policing Plan.

- Serious and Organised Crime
- Public Protection and Safety
- Road Safety
- Major Events and Planning
- Theft, Housebreaking and Scams

3.4 Appendix 1 will also provide updates on:

- Antisocial Behaviour
- Community Engagement

**4. FINANCIAL IMPLICATIONS**

4.1 There are no financial implications as a result of this report.

**5. STAFFING IMPLICATIONS**

5.1 There are no staffing issues as a result of this report.

**6. ENVIRONMENTAL ISSUES**

6.1 This report does not have any impact on the environment.

**7. SUMMARY**

7.1 The attached report updates members regarding significant operational matters and gives context to the performance of the local policing area.

**8. COMPLIANCE**

Is the proposal;

- |                                      |     |
|--------------------------------------|-----|
| (a) Human Rights Act 1998 compliant? | YES |
| (b) Equality & Diversity compliant?  | YES |



# PERTH & KINROSS COUNCIL

## Community Safety Committee

Report by Chief Superintendent Paul Anderson  
(Quarter ending 30<sup>th</sup> September 2016)



## Contents

|                                         |                |
|-----------------------------------------|----------------|
| <b>Background to this Report</b>        | <b>page 3</b>  |
| <b>Local Policing Priority Updates:</b> |                |
| Serious and Organised Crime             | pages 4-5      |
| Public Protection and Safety            | pages 5-8      |
| Road Safety                             | pages 8-10     |
| Antisocial Behaviour                    | pages 10-12    |
| Major Events and Planning               | pages 12-13    |
| T in the Park Figures                   | pages 13-14    |
| Theft, Housebreaking and Scams          | pages 14-16    |
| Community Engagement                    | pages 16-17    |
| <b>Multi Member Ward Breakdown</b>      | <b>page 18</b> |



## **BACKGROUND TO THIS REPORT**

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Police Scotland to produce and publish a Local Policing Plan (LPP) for each local authority area. The LPP clearly sets out the policing priorities for Perth and Kinross.

Performance in relation to the identified policing priorities is monitored and reviewed internally on a weekly basis. Quarterly reports are produced to allow scrutiny by Perth and Kinross Council Community Safety Committee. This report covers the period from 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016.

Data provided in this report is for information purposes to allow Board Members to conduct their scrutiny responsibilities.

This report will make reference to crime groupings. Groups 1-4 refer to an amalgamation of four crime groups. They are Group 1, consisting of violent crime; Group 2 covering sexual offences; Group 3 covers a wide range of crimes of dishonesty; and Group 4 includes vandalism, fire-raising and malicious mischief.

Serious and Organised Crime

Tackling Serious and Organised Crime Groups (SOCGs) in Perth and Kinross remains a key priority.

Within this quarter we have continued to focus our activity on drug possession, supply, production and cultivation as well as continuing our partnership working with HMP Perth to tackle illegal activity within the Prison Estate.

Officers from Perth Community Investigation Unit executed 19 search warrants across Perth and Kinross which led to a total of 20 reports to the Procurator Fiscal in relation to drugs offences.

On 1<sup>st</sup> July 2016, officers from the Perth Community Investigation Unit executed a drugs search warrant at an address in Perth following information received by the community that a male within an address was possibly dealing controlled drugs to Secondary School pupils. This led to the recovery of herbal cannabis and a male is waiting trial for this incident.

On 19<sup>th</sup> August following information received by the community officers attended at Broxden Services and traced two males. These males were searched and both males were arrested in relation to the supply of controlled drugs. Both individuals are waiting trial for this case.

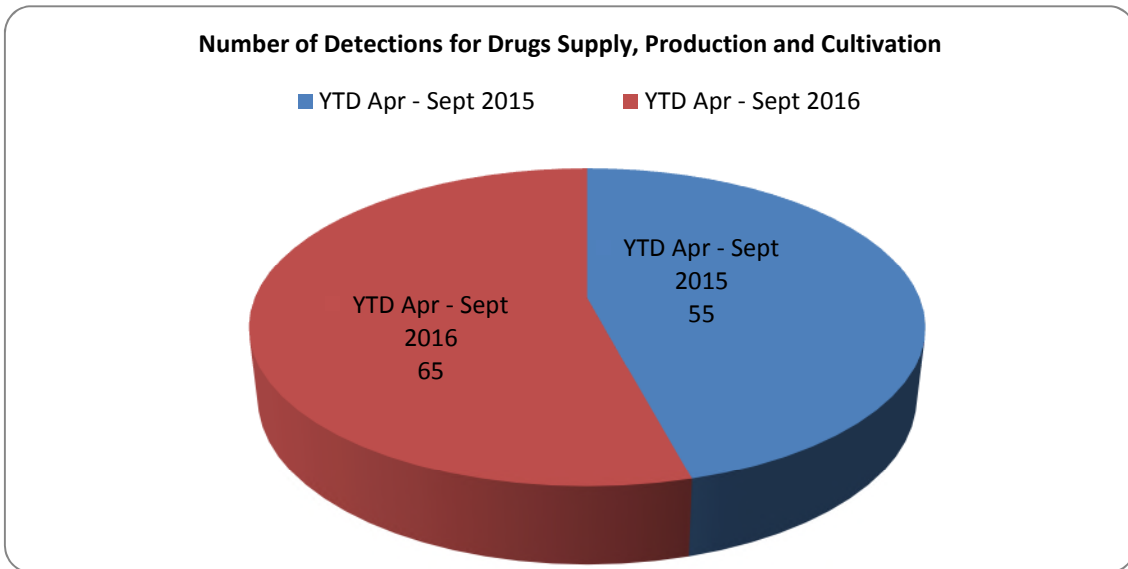
We continue to use Operation Frankie deployments as an intelligence led tool to tackle drugs supply/use within Perth licensed premises and on Friday 26<sup>th</sup> August an operation led by Perth Community Investigation Unit provide a high visibility stop/search operation outside Perth licensed premises. No drugs offences were detected on the evening.

Also within the last quarter Police Scotland continues to develop the relationship with HMP Perth and the Prison Liaison Officer who splits his time between HMP Perth and working with the Community Investigation Unit (CIU). This has also led to proactive work taking place within the Prison and recovery of controlled drugs. For the period under review there have been six individuals who have been reported to the Procurator Fiscal for incidents whereby people have attempted to pass drugs into the Prison. One such occasion occurred on the 3<sup>rd</sup> August 2016 where one male was traced at HMP Perth with a large quantity of controlled drugs.

Community Safety Inspector, Kevin Chase has attended at monthly tactical meetings at HMP Perth that has led to the sharing of information between the respective partners and joint working around emerging threats. This has led to planned operations and days of action being identified for the forthcoming period on the Prison estate.

Serious and Organised Crime

|    |                                                                 | 5 year average | Apr 2015- Sept 2015 | Apr 2016- Sept 2016 | % Change from last year |
|----|-----------------------------------------------------------------|----------------|---------------------|---------------------|-------------------------|
| 22 | Number of detections for drugs supply, production, cultivation. | 50.6           | 55                  | 65                  | 18.2%                   |



### Public Protection and Safety

Keeping People Safe is a key priority for the Police Service of Scotland.

Reducing violence is a key priority for Police Scotland and as a result we continue to deploy our officers into key locations to prevent, deter and detect violent crimes.

Centre Safe deployments within Perth city's centre have continued to focus on the night time economy. Officers are deployed with the latest up to date intelligence and carry out licensing checks and proactive patrols within the town centre. Engagement meetings are also held with licensees within Perth to identify and target any issues and to aim for continuous improvement in making a night out in Perth as safe as it possibly can be as well as prioritizing our contribution to the Purple Flag award.

We work closely with our partners who include street pastors and community wardens to provide support and assist vulnerable people within our community.

Our Operational Support Unit has assisted on a number of occasions in supporting our Centre Safe Deployments and assisting with additional patrols and a visible reassurance particularly around the night time economy and in tackling related anti-social behaviour.

For the second Quarter there have been 22 serious assaults across Perth and Kinross. Of the 22 serious assaults, there have been 6 that have occurred within HMP Perth with 4 individuals being reported for the offences. Serious assaults overall are down compared to the same reporting period last year.

Following the disturbance at HMP Perth in 3<sup>rd</sup> May 2016 two males have now pled guilty at Court for offences and have received an additional 4 years custodial sentence.

On 7<sup>th</sup> August an incident took place at an address in Perth which led to the investigation of an attempted murder. As a result of the investigation one male is now waiting to appear at Court for this date.

**NOT PROTECTIVELY MARKED**

On the 26<sup>th</sup> August an abduction and assault took place in Blairgowrie, this led to resources being deployed quickly to investigate and trace the suspect for this crime. As a result one male has been arrested for these offences and is waiting trial for these crimes.

Our partnership approach for tackling the causes of missing persons continues and follow up interviews with the individual is tasked to a variety of partners to ensure that the individual's needs are met and signposted for further intervention.

Community Tasking remains paramount within our problem solving approach to tackle issues within the community. This includes the sharing of information within the Community Safety HUB for vulnerable people and those involved in anti social behaviour.

| Public Protection and Safety |                                                                        |                |                     |                     |                         |
|------------------------------|------------------------------------------------------------------------|----------------|---------------------|---------------------|-------------------------|
|                              |                                                                        | 5 year average | Apr 2015– Sept 2015 | Apr 2016– Sept 2016 | % change from last year |
| 1                            | Total Number Group 1: Crimes of Violence                               | 69.2           | 75                  | 86                  | 14.7%                   |
| 2                            | Murder                                                                 | 1.0            | 1                   | 1                   | 0.0%                    |
| 3                            | Attempted Murder                                                       | 6.0            | 1                   | 1                   | 0.0%                    |
| 4                            | Culpable Homicide (common law)                                         | -              | 0                   | 0                   | -                       |
| 5                            | Culpable Homicide (other)                                              | -              | 0                   | 0                   | -                       |
| 6                            | Serious Assault detection rate                                         | 89.9%          | 90.9%               | 85.1%               | -5.8%                   |
| 7                            | Serious Assault                                                        | 29.6           | 55                  | 47                  | -14.5%                  |
| 8                            | Robbery detection rate                                                 | 87.3%          | 90.0%               | 60.0%               | -30.0%                  |
| 9                            | Robbery                                                                | 14.2           | 10                  | 10                  | 0.0%                    |
| 10                           | Petty (Common) Assault detection rate                                  | 83.1%          | 84.0%               | 78.5%               | -5.5%                   |
| 11                           | Petty (common) Assault                                                 | 657.6          | 632                 | 494                 | -21.8%                  |
| 13                           | Number of Domestic Abuse incidents reported to the Police              | -              | 653                 | 655                 | 0.3%                    |
| 14                           | Total crimes and offences in Domestic Abuse incidents                  | -              | 473                 | 355                 | -24.9%                  |
| 15                           | Percentage of Domestic incidents that result in a crime being recorded | -              | 52.7%               | 42.1%               | -10.6%                  |
| 16                           | Total crimes and offences in Domestic Abuse incidents detection rate   | -              | 84.8%               | 78.3%               | -6.5%                   |
| 17                           | Total detections for Domestic Bail offences                            | -              | 36                  | 23                  | -36.1%                  |
| 18                           | 95% of initial Domestic Abuse Bail Checks are conducted within 24hrs   | -              | -                   | 37.8%               | -                       |
| 19                           | Hate crime and offences detection rate                                 | -              | 98.1%               | 78.0%               | -20.1%                  |
| 33                           | Number of Group 2: Crimes of Indecency                                 | 102.8          | 148                 | 159                 | 6.8%                    |
| 34                           | Group 2 crimes detection rate                                          | 77.2%          | 83.1%               | 70.9%               | -12.2%                  |
| 35                           | Rape detection rate                                                    | 75.2%          | 89.7%               | 57.6%               | -32.1%                  |

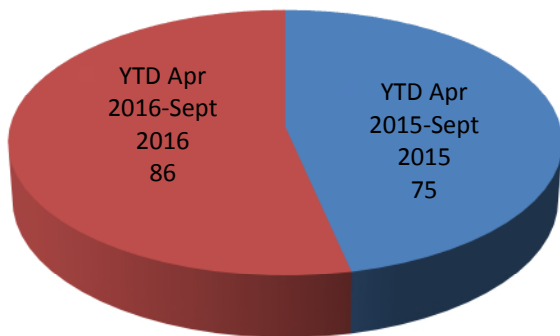
**NOT PROTECTIVELY MARKED**

|    |                                                  | April 2016 – Sept 2016 | April 2016 – Sept 2016 (Positive) |
|----|--------------------------------------------------|------------------------|-----------------------------------|
| 20 | Number of Stop and Searches conducted (total)    | 576                    | 329                               |
| 21 | Number of Statutory Stop and Searches conducted  | 570                    | 328                               |
| 22 | Number of Consensual Stop and Searches conducted | 6                      | 1                                 |
| 23 | Number of Consensual Stop and Searches refused   | 0                      | -                                 |
| 24 | Number of seizures made                          | 23                     | -                                 |

An enhanced version of the National Stop and Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been recognised this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management information and date in respect of stop and search can be found on the Police Scotland website via <http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication>

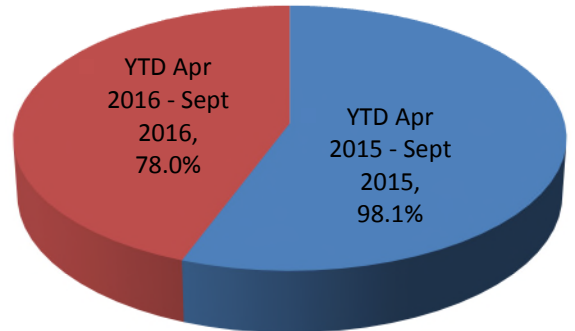
**Total No of Group 1 Crimes - Crimes of Violence**

- YTD Apr 2015-Sept 2015
- YTD Apr 2016-Sept 2016



**Hate Crime and Offences - Detection Rate**

- YTD Apr 2015 - Sept 2015
- YTD Apr 2016 - Sept 2016



**Road Safety**

The strategic priority for road safety is keeping people safe on the roads of Perth and Kinross.

Tragically there have been three fatalities over the reporting period. On 1<sup>st</sup> September a driver was killed on the A90 at Inchtute. On the 4<sup>th</sup> September a motorcyclist was killed on the A93 at Stormontfield. On the 15<sup>th</sup> September a van driver was killed on the A9 at Blair Atholl.

Due to a number of complaints from the public regarding particularly noisy/speeding vehicles over August/September in the Blairgowrie area a local officer has conducted an operation with specialist support from Road Policing Unit. Action has been undertaken with regards to a

number of offenders for vehicle and construction/use offences. Nine offenders have been issued with vehicle rectification notices and the operation continues to ensure we respond to local concerns.

On Monday 5<sup>th</sup> September Operation Scandium took place in Perth with assistance from partners including SEPA and VOSA. As a result of the operation 54 vehicles were stopped and 8 immediate prohibitions were submitted by VOSA. This was a highly successful operation that led to dangerous vehicles being taken off our roads.

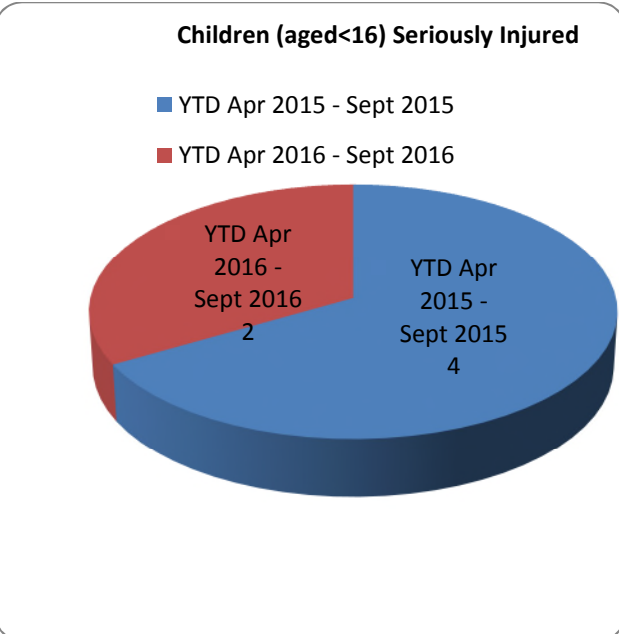
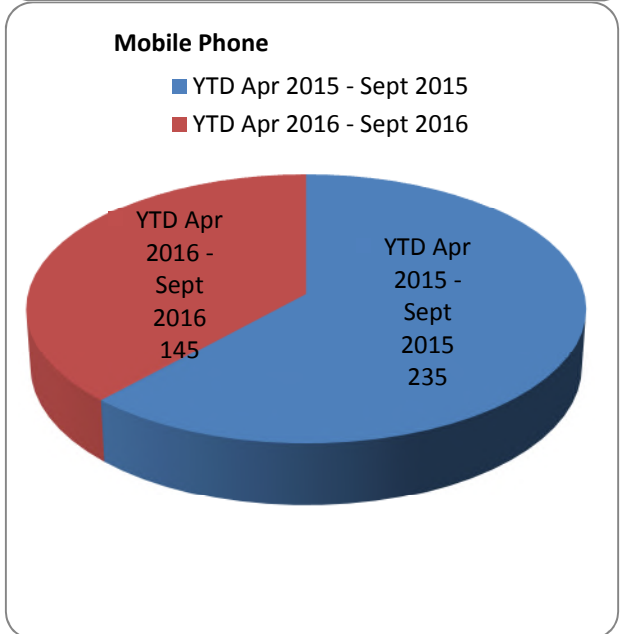
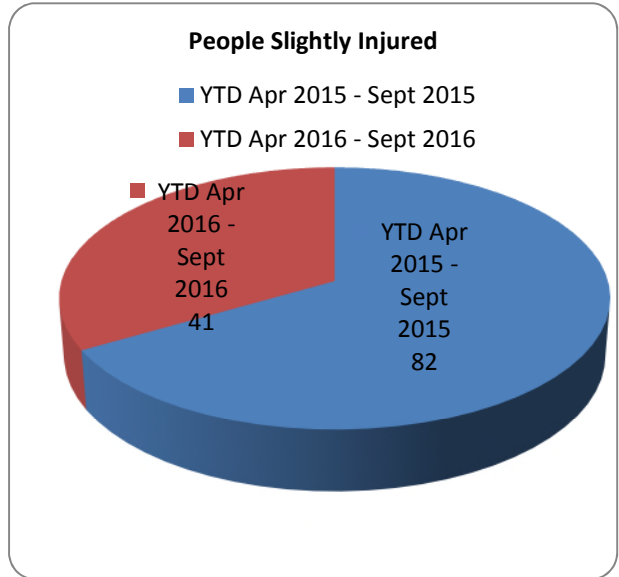
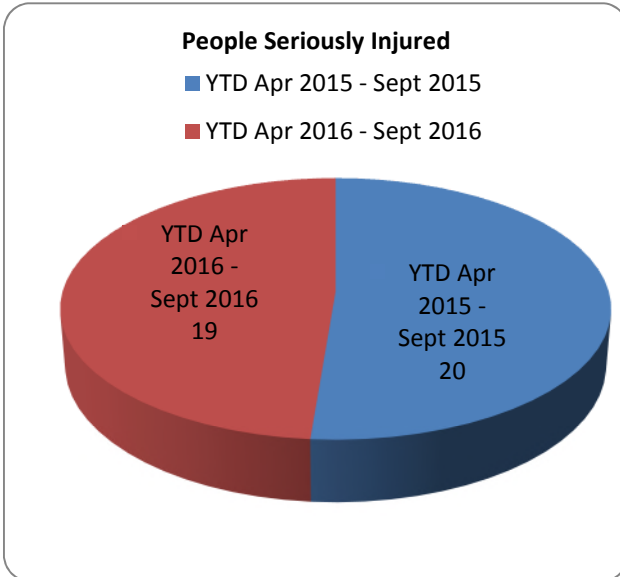
On 15th September 2016 a Local Day of Action was undertaken within Perth. This is an initiative where police officers who are not normally deployed in public facing roles are tasked with dealing with current priority issues within the community. This particular day of action was aimed at tackling speeding concerns in areas consistently identified to us by the public. Local officers supported by Road Policing colleagues undertook speeding operations in the Oakbank area, including Viewlands Road where eight drivers were warned for exceeding the speed limit.

Community Officers continue to be tasked to provide local deterrence around speeding particularly in vulnerable areas such as around primary schools and they have issued a number conditional offers and warnings to drivers.

Meetings have taken place between Perth and Kinross Council and Divisional Roads Policing Unit to review the strategic work being carried out across the county to ensure safety on our roads. This work will be developed over the forthcoming year.

### Road Traffic Statistics

|     |                                      | 5 year Average | Apr 2015– Sept 2015 | Apr 2016– Sept 2016 | % Change from last year |
|-----|--------------------------------------|----------------|---------------------|---------------------|-------------------------|
| N/A | People Killed                        | -              | 3                   | 7                   | 133.3%                  |
| N/A | People Seriously Injured             | -              | 20                  | 19                  | -5.0%                   |
| N/A | People Slightly Injured              | -              | 82                  | 41                  | -50.0%                  |
| N/A | Children (aged<16) Killed            | -              | 0                   | 0                   | -                       |
| N/A | Children (aged<16) Seriously Injured | -              | 4                   | 2                   | -50.0%                  |
| 36  | Dangerous driving                    | 37.6           | 60                  | 31                  | -48.3%                  |
| 37  | Speeding                             | 1084           | 1069                | 742                 | -30.6%                  |
| 38  | Disqualified driving                 | 14.0           | 25                  | 35                  | 40.0%                   |
| 39  | Driving Licence                      | 94.2           | 126                 | 133                 | 5.6%                    |
| 40  | Insurance                            | 199.2          | 305                 | 303                 | -0.7%                   |
| 41  | Seat Belts                           | 105.8          | 67                  | 40                  | -40.3%                  |
| 42  | Mobile Phone                         | 197.2          | 235                 | 145                 | -38.3%                  |



**Antisocial Behaviour**

Anti social behaviour and its impact on communities remains a priority for Police Scotland. Working closely with our council and housing partners at the hub we continue to make early interventions where householders are identified as being involved in anti-social behaviour and have a range of measures in place to stop it and improve the quality of life for those previously affected. This has been evidenced with support being provided to Social Work with regards to the application and successful granting of a banning order for an individual who appeared to be targeting a particularly vulnerable resident.

Community Safety Hub have identified two addresses that were causing concern in terms of anti social behaviour and as a result one high risk offender has been remanded for a mental health assessment to keep his elderly relatives safe. Secondly, information shared in relation to another address has led to an investigation being undertaken by Social Work Department.

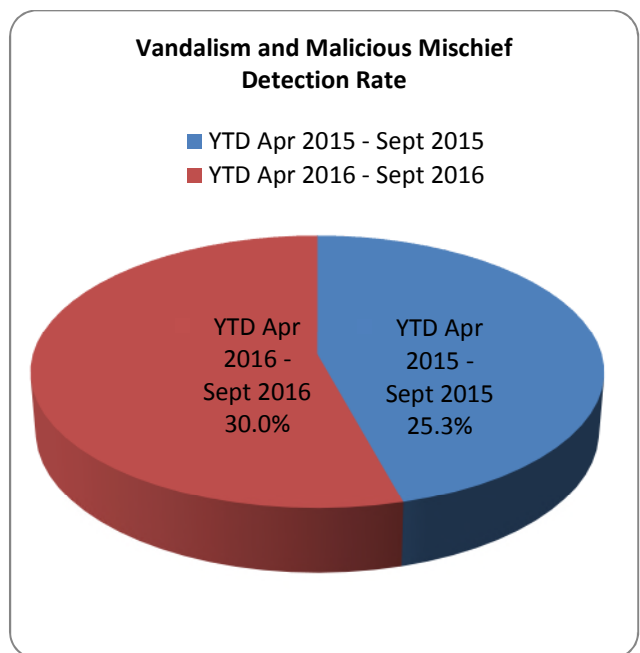
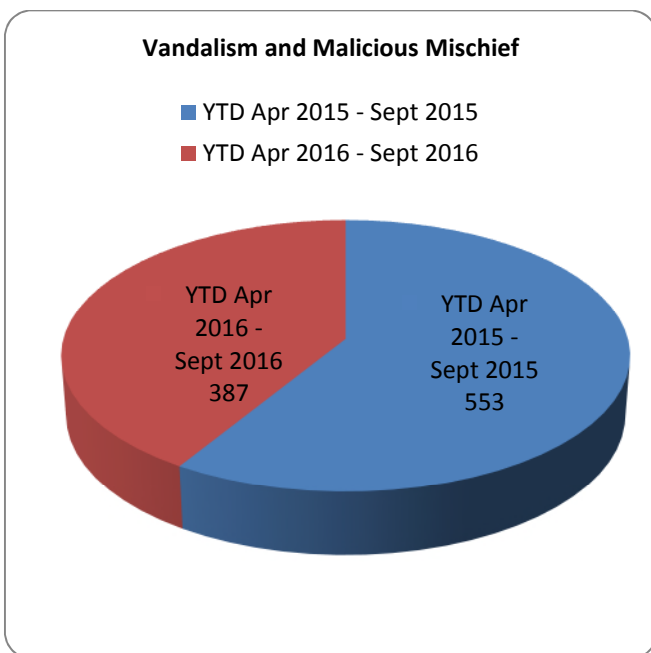
Feedback received from partners in relation to anti social behaviour and risk taking behaviour by young people at South Inch and Moncrieffe Island. This has led to additional patrols by both the Community Team and also support from our Divisional Violence Reduction Unit.

Following concerns received from elected members and residents Inspector Kevin Chase chaired a Perth City Centre Beggars. Present at the meeting were elected representative, Churches Action For the Homeless, City Centre Manager, Drugs and Alcohol Team, Housing Services and the Centre For Inclusive Living. Whilst begging is not a crime actions have been identified focussing on education and preventative work.

Operation Ironworks is a dedicated national operation targeting anti social behaviour across lochs within the National Park. The operation has now concluded at the end of the summer season. For the period under review there has been no significant anti social behaviour to report for Perth and Kinross.

Local residents are encouraged to report any incidents at the time to Police Scotland via 101 or if in an emergency 999. Correspondence can also be sent to [taysidekinross-shirecpt@scotland.pnn.police.uk](mailto:taysidekinross-shirecpt@scotland.pnn.police.uk). Perth and Kinross Council Safer Communities Team can also be contacted on 01738 476173.

| Antisocial Behaviour |                                                                                                    |                |                      |                      |                         |
|----------------------|----------------------------------------------------------------------------------------------------|----------------|----------------------|----------------------|-------------------------|
|                      |                                                                                                    | 5 year average | Apr 2015 – Sept 2015 | Apr 2016 – Sept 2016 | % Change from last year |
| 12                   | Number of complaints regarding disorder                                                            | -              | 2049                 | 2614                 | 27.6%                   |
| 30                   | Vandalism & Malicious Mischief detection rate                                                      | 34.0%          | 25.3%                | 30.0%                | 4.7%                    |
| 31                   | Vandalism & Malicious Mischief                                                                     | 464.8          | 553                  | 387                  | -30.0%                  |
| 32                   | Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist) | -              | 16                   | 7                    | -56.3%                  |





## Major Events and Planning

For the period under review we held two major events that had a significant impact on police resources across Scotland.

T in The Park took place between the 7<sup>th</sup> and 11<sup>th</sup> July. This event attracted over 100,000 visitors to the venue over the 3 days and 500 police officers being dedicated to this event on a daily basis.

Rewind Festival took place between the 21<sup>st</sup> and 23<sup>rd</sup> July at Scone Palace. 20 police officers were dedicated to the policing of the event that attracted 30,000 visitors. Whilst crime was minimal this is in no small part due to the relationship built between Security Staff and Police Scotland. Seven people were reported for offences during the Rewind Festival.

Other notable events took place during the reporting period including the Blair Atholl horse trials on the 25<sup>th</sup> August and Braemar Day on the 3<sup>rd</sup> September with no significant incident at either event to report.

On Saturday 10<sup>th</sup> September 2016 the first Old Firm League derby in four years took place at Celtic Park in Glasgow. This has traditionally been a fixture that sees a rise in anti-social behaviour, alcohol misuse and violence which can extend beyond the streets and into the home. In light of that a detailed and comprehensive patrol plan was undertaken by the LPA to ensure persons watching the match in public houses could do so in a safe and enjoyable manner. Premises were visited prior to the match to ascertain intelligence around the fixture and officers were thereafter tasked to attend during and after the match and monitor for any signs of disorder. Extra patrols were undertaken around Perth after the fixture and the outlying towns and villages to ensure there was no disorder either locally or by supporters' buses stopping en route home. We were supported in this aspect by our Roads Policing colleagues and by the dedicated services of some of our Special Constables.

Looking forward planning for Operation Quest has commenced which will focus on a week long policing activity between Halloween and Bonfire Night. Inspector Kevin Chase has met with colleagues within the Scottish Fire and Rescue Services, Police Scotland Youth Volunteers, Community Wardens and Environmental Services. In addition with Operation After Dark approaching the Police Scotland Youth Volunteers will be deployed to provide crime prevention advice over the next reporting period.

The National Air Weapons Amnesty took place between 21<sup>st</sup> May and 12<sup>th</sup> June. Whilst the numbers of air weapons that were handed into Police Offices across the county were unavailable for the previous report I can confirm that 438 air weapons were handed over during the amnesty.

Whilst TITP has now finished the community policing mailbox for the event remains open and enquiries can be sent to [titpcommunityliaison@scotland.pnn.police.uk](mailto:titpcommunityliaison@scotland.pnn.police.uk).

T in the Park Figures

| Group | Crime Type                                 | Last Year | This Year | % v's last year | Detection Rate |
|-------|--------------------------------------------|-----------|-----------|-----------------|----------------|
|       | Group 1-5 Domestic incidents               | 1         | 1         | 0               | 0<br>0%        |
|       | All groups Domestic incidents              | 10        | 6         | -40%            | 3<br>50%       |
|       | Total Group 1-5 Crimes                     | 466       | 499       | +7.1%           | 379<br>76%     |
| 1     | Assault Severe Injury                      | 1         | 1         | 0               | 0<br>0%        |
| 1     | Robbery                                    | 0         | 1         | +100%           | 0<br>0%        |
| 1     | Serious assault                            | 6         | 1         | -83.3%          | 0<br>0%        |
| 1     | Cause injury by reckless conduct           | 0         | 1         | +100%           | 0<br>0%        |
| 1     | Total Group 1 Crimes                       | 7         | 4         | -42.9%          | 0<br>0%        |
| 2     | Public indecency                           | 0         | 1         | +100%           | 1<br>100%      |
| 2     | Sexual assault and Rape                    | 1         | 1         | 0               | 0<br>0%        |
| 2     | Sexual assault                             | 2         | 1         | -50%            | 0<br>0%        |
| 2     | Total Group 2 Crimes                       | 3         | 3         | 0               | 1<br>33.3%     |
| 3     | Fraud                                      | 1         | 1         | 0               | 1<br>100%      |
| 3     | In building intent to steal                | 1         | 1         | 0               | 1<br>100%      |
| 3     | Theft by finding/Reset                     | 5         | 2         | -60.0%          | 1<br>50%       |
| 3     | Theft OLP                                  | 2         | 1         | -50%            | 0<br>0%        |
| 3     | Theft inc TADA                             | 142       | 94        | -33.8%          | 3<br>3.2%      |
| 3     | Total Group 3 Crimes                       | 151       | 99        | -34.4%          | 6<br>6.1%      |
| 4     | Reckless Conduct                           | 1         | 1         | 0               | 1<br>100%      |
| 4     | Vandalism                                  | 2         | 2         | 0               | 0<br>0%        |
| 4     | Total Group 4 Crimes                       | 3         | 3         | 0               | 1<br>33.3%     |
| 5     | Bail Offences                              | 1         | 1         | 0               | 1<br>100%      |
| 5     | Concerned in the supply                    | 8         | 4         | -50.0%          | 4<br>100%      |
| 5     | Attempt to Pervert                         | 1         | 2         | +100%           | 2<br>100%      |
| 5     | Possession blade or point/Offensive weapon | 6         | 1         | -83.3%          | 1<br>100%      |
| 5     | Possess drugs                              | 278       | 362       | + 30.2%         | 343<br>94.6%   |
| 5     | Possess drugs intent to supply             | 2         | 16        | +700%           | 16<br>100%     |
| 5     | Resist officer/Obstruct                    | 6         | 2         | -66.7%          | 2<br>100%      |

|   |                      |     |     |        |              |
|---|----------------------|-----|-----|--------|--------------|
| 5 | Supply drugs         | 0   | 2   | +200%  | 2<br>100%    |
| 5 | Total Group 5 Crimes | 302 | 390 | +29.1% | 371<br>95.3% |
| 6 | Total Group 6 Crimes | 58  | 35  | -39.7% | 25<br>71.4%  |

### Theft, Housebreaking and Scams

Theft, housebreakings and scams continue to be a divisional priority and as such officers are tasked on a daily basis with deterrence patrols based on the latest intelligence. It is encouraging to report that crimes of dishonesty are down by 11.8 % this year compared to last year and domestic housebreakings are also showing a significant reduction, down by 22.9% year on year.

Following prompt phone calls received from witnesses we can report on the following captures for the reporting period. On the 25<sup>th</sup> July following a call from a nearby resident a 42 year old male was traced nearby and was arrested for being in possession of stolen property from the Edinburgh Road Filling Station.

Another member of the public phoned Police when she saw a male within her garden in Balhousie Street, Perth. Following enquiries a 46 year old male has been reported to the Procurator Fiscal after being identified as being within the garden and also at another property in Unity Terrace both Perth.

Almondbank Filling station was subject to a theft by housebreaking in July. Following extensive countrywide enquiries a Glasgow based Romania national was arrested for this offence and a similar offence that occurred at Muthill filling station on the 19<sup>th</sup> June 2016, he pled guilty and was sentenced to imprisonment.

Purse and bag thefts showed a slight increase within Perth city centre and our Community Investigation Unit undertook extensive enquiries. Their diligent work led to a 48 year old female being identified and arrested for four thefts of bank cards and related frauds; she pled guilty and is currently serving a custodial sentence.

A 20 year old Glasgow based Romanian female was also identified for a number of purses thefts in Perth city centre and for similar thefts throughout the central belt of Scotland. She is currently the subject of a report to the Procurator Fiscal.

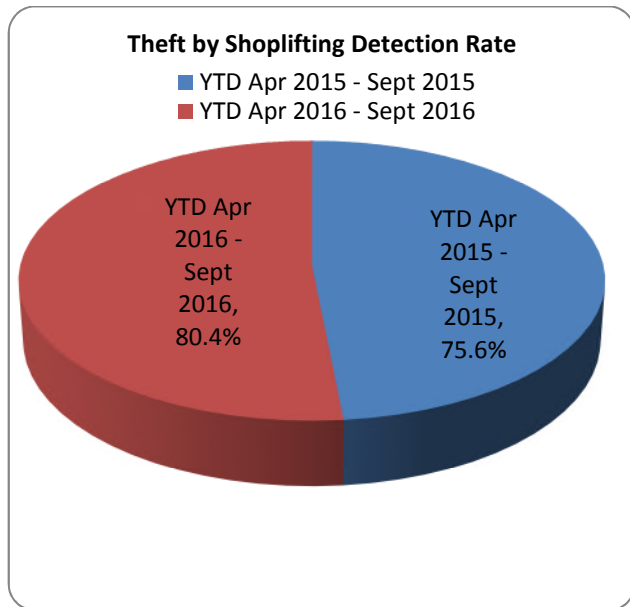
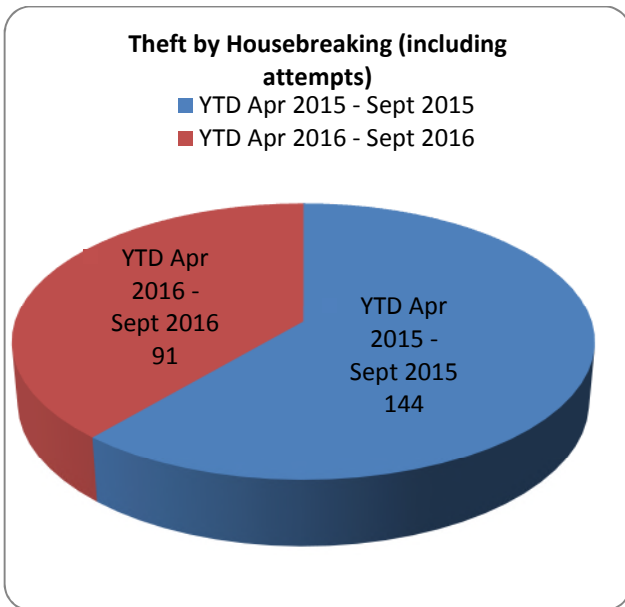
County based officers are continuing to focus on rural crimes and as a result of this there have been a number of arrests made. Officers in Blairgowrie arrested a 20 year old male and 27 year old male for theft by housebreaking in Alyth

Operation Tigerclaw is D Division's response to a rural crime series in Perth and Kinross Local Policing Area and encompasses the prevention, intelligence and enforcement measures taken. It aims to identify and apprehend any persons involved in the theft of trailers, quad bikes and other agricultural equipment within Perth and Kinross, particularly the hot spot area of Kinross-shire. It has also been used to identify possible associates or places used for the purposes of disposal of said trailers or other Plant and report any such persons to the Procurator Fiscal as well as for any other subsequently identified crimes they may be responsible for including road traffic

offences and housebreakings. The theft of quad bikes and other agricultural equipment remains low. Whilst rural crimes remain low we are pleased that a male was arrested for the theft of 300 litres of diesel from a farm in Blairgowrie; in addition following a theft in Killiecrankie a male was arrested and is now serving a custodial sentence.

The Perth and Kinross Local Policing Area supported financially by Safer Communities, Perth and Kinross Council have purchased a supply of SelectaDNA Rural Forensic Marking Kits for selling to local residents at a reduced cost price. This product will be available from Perth Police Station and is an excellent tool to be used on agricultural vehicles and tools particularly in isolated areas to help protect against theft. Each kit marks approximately 50 items with a unique synthetic DNA and uses warning labels to warn criminals that a property is protected. For further information please contact Community Co-ordinator Amanda Nicolson

| Housebreaking and Theft by Shoplifting |                                                            |                |                     |                     |                         |
|----------------------------------------|------------------------------------------------------------|----------------|---------------------|---------------------|-------------------------|
|                                        |                                                            | 5 year average | Apr 2015– Sept 2015 | Apr 2016– Sept 2016 | % Change from last year |
| 26                                     | Theft by housebreaking (including attempts) detection rate | 39.0%          | 38.2%               | 24.2%               | -14.0%                  |
| 27                                     | Theft by housebreaking (including attempts)                | 170.2          | 144                 | 91                  | -36.8%                  |
| 28                                     | Theft by shoplifting detection rate                        | 82.3%          | 75.6%               | 80.4%               | 4.8%                    |
| 29                                     | Theft by shoplifting                                       | 262.8          | 266                 | 245                 | -7.9%                   |



## Community Engagement

On the 3<sup>rd</sup> August the graduation ceremony of 20 Police Scotland Youth Volunteers for Perth and Kinross took place at the Salutation Hotel, Perth. These young people have passed a rigorous selection panel and training led by Constable Scott Robertson. The evening was well attended and received by parents. The Youth Volunteers have since been deployed to events across Perth and Kinross as well as assisting with community safety and crime prevention campaigns.

On the 14<sup>th</sup> September three officers based in Perth and Kinross received training in the Mentors In Violence Partnership a project sponsored by the Violence Reduction Unit and supported by the Scottish Government. The project is in partnership with Education and provides training to older Secondary School pupils to mentor and deliver educational inputs to younger pupils in schools. At present the framework is in place to deliver inputs at three High Schools in Perth supported by local Community Officers and trained staff.

Within the reporting period we have delivered a workshop to Syrian Refugees providing them with awareness of Police Scotland, a brief guide to Scots Law and keeping themselves safe. All multi agency groups involved have been nominated for a public service award.

In addition we have rolled out Third Party training to out to partners based at RASAC, Women's Aid and LGBTI to ensure that those who have been victims can report incidents to suitably trained staff within these vital services.

Community Officers have had warmly received inputs at various schools, youth groups and associations across the period covering knife crime, cyber safety which has been highlighted by our schools as an issue for their pupils. We continue to engage with our schools through our dedicated SPOCs and will continue to provide support and advice to them.

We have been successful in the application for sought after Choices For Life Funding. This fund is to be used to increase engagement within Secondary Schools across Perth and Kinross generating workshops for cybercrime, drugs, alcohol and smoking. A partnership approach has been developed including residents of Balnacraig School with the aim of delivering workshops within schools in the forthcoming year.

We are delighted to report that Perth and Kinross Community Watch received a national Scottish Communities Award for Strengthening Community Engagement and Resilience. A lot of hard work has gone into creating this community messaging service, which has fostered a real partnership approach and showcases the collaborative approach Perth and Kinross takes to community service delivery. Over 1000 people have signed up already and that number continues to rise.

**NOT PROTECTIVELY MARKED**

|                          | Almond and Earn |     |        | Blairgowrie and Glens |     |       | Carse of Gowrie  |     |        | Highland         |     |       |
|--------------------------|-----------------|-----|--------|-----------------------|-----|-------|------------------|-----|--------|------------------|-----|-------|
|                          | Re<br>c         | Det | %      | Rec                   | Det | %     | Rec              | Det | %      | Re<br>c          | Det | %     |
| Groups 1-5               | 59              | 37  | 62.7%  | 138                   | 64  | 46.4% | 94               | 57  | 60.6%  | 129              | 37  | 28.7% |
| Overall Violent Crime    | 16              | 10  | 62.5%  | 27                    | 20  | 74.1% | 19               | 10  | 52.6%  | 21               | 13  | 61.9% |
| All Group 1              | 5               | 4   | 80.0%  | 4                     | 4   | 100%  | 8                | 8   | 100%   | -                | -   | -     |
| Murder/Attempt Murder    | -               | -   | -      | -                     | -   | -     | -                | -   | -      | -                | -   | -     |
| Serious Assault          | 2               | 2   | 100%   | 3                     | 3   | 100%  | 2                | 2   | 100%   | -                | -   | -     |
| Robbery                  | -               | -   | -      | -                     | -   | -     | -                | -   | -      | -                | -   | -     |
| Common Assault           | 14              | 8   | 57.1%  | 24                    | 17  | 70.8% | 17               | 8   | 47.1%  | 21               | 13  | 61.9% |
| Knives/Offensive Weapons | -               | -   | -      | 1                     | 1   | 100%  | -                | -   | -      | -                | -   | -     |
| Drugs Supply/Production  | -               | -   | -      | 3                     | 2   | 66.7% | 2                | 1   | 50.0%  | -                | -   | -     |
| All Group 2              | 8               | 3   | 37.5%  | 4                     | 1   | 25.0% | 16               | 16  | 100%   | 11               | 4   | 36.4% |
| Housebreaking            | 4               | 6   | 150%   | 2                     | -   | 0.0%  | 5                | 6   | 120%   | 5                | -   | 0.0%  |
| Shoplifting              | 7               | 6   | 85.7%  | 22                    | 21  | 95.5% | 4                | 1   | 25.0%  | 8                | 1   | 12.5% |
|                          | Kinross-shire   |     |        | Perth City Centre     |     |       | Perth City North |     |        | Perth City South |     |       |
|                          | Re<br>c         | Det | %      | Rec                   | Det | %     | Rec              | Det | %      | Re<br>c          | Det | %     |
| Groups 1-5               | 90              | 32  | 35.6%  | 641                   | 447 | 69.7% | 327              | 181 | 55.4%  | 134              | 59  | 44.0% |
| Overall Violent Crime    | 15              | 13  | 86.7%  | 192                   | 171 | 89.1% | 74               | 63  | 85.1%  | 31               | 24  | 77.4% |
| All Group 1              | 1               | 1   | 100%   | 27                    | 25  | 92.6% | 5                | 6   | 120%   | 1                | 1   | 100%  |
| Murder/Attempt Murder    | -               | -   | -      | 2                     | 2   | 100%  | -                | -   | -      | -                | -   | -     |
| Serious Assault          | -               | -   | -      | 20                    | 18  | 90.0% | 2                | 2   | 100%   | 1                | 1   | 100%  |
| Robbery                  | 1               | 1   | 100%   | 3                     | 2   | 66.7% | 1                | 1   | 100%   | -                | -   | -     |
| Common Assault           | 14              | 12  | 85.7%  | 167                   | 145 | 86.8% | 71               | 60  | 84.5%  | 30               | 23  | 76.7% |
| Knives/Offensive Weapons | -               | -   | -      | 8                     | 8   | 100%  | 1                | 1   | 100%   | 1                | 1   | 100%  |
| Drugs Supply/Production  | -               | -   | -      | 25                    | 15  | 60.0% | 7                | 8   | 114.3% | 2                | 2   | 100%  |
| All Group 2              | 10              | 7   | 70.0%  | 29                    | 22  | 75.9% | 20               | 15  | 75.0%  | 8                | 6   | 75.0% |
| Housebreaking            | 11              | 2   | 18.2%  | 14                    | 1   | 7.1%  | 13               | 2   | 15.4%  | 5                | -   | 0.0%  |
| Shoplifting              | 6               | 6   | 100%   | 129                   | 113 | 87.6% | 34               | 26  | 76.5%  | 17               | 10  | 58.8% |
|                          | Strathallan     |     |        | Strathearn            |     |       | Strathmore       |     |        | Strathtay        |     |       |
|                          | Re<br>c         | Det | %      | Rec                   | Det | %     | Rec              | Det | %      | Re<br>c          | Det | %     |
| Groups 1-5               | 76              | 23  | 30.3%  | 122                   | 63  | 51.6% | 138              | 52  | 37.7%  | 65               | 32  | 49.2% |
| Overall Violent Crime    | 19              | 16  | 84.2%  | 31                    | 22  | 71.0% | 42               | 38  | 90.5%  | 19               | 13  | 68.4% |
| All Group 1              | 1               | 1   | 100.0% | 7                     | 6   | 85.7% | 8                | 6   | 75.0%  | 6                | 4   | 66.7% |
| Murder/Attempt Murder    | -               | -   | -      | -                     | -   | -     | -                | -   | -      | -                | -   | -     |
| Serious Assault          | 3               | 1   | 33.3%  | 5                     | 5   | 100%  | 2                | 2   | 100%   | 1                | 1   | 100%  |
| Robbery                  | -               | -   | -      | -                     | -   | -     | 2                | 2   | 100%   | 1                | -   | 0.0%  |
| Common Assault           | 22              | 19  | 86.4%  | 26                    | 17  | 65.4% | 38               | 34  | 89.5%  | 17               | 12  | 70.6% |
| Knives/Offensive Weapons | -               | -   | -      | -                     | -   | -     | -                | -   | -      | -                | -   | -     |
| Drugs Supply/Production  | 6               | 6   | 100%   | 2                     | 2   | 100%  | 1                | 1   | 100%   | -                | -   | -     |
| All Group 2              | 6               | -   | -      | 18                    | 16  | 88.9% | 15               | 14  | 93.3%  | 6                | 2   | 48.1% |
| Housebreaking            | 7               | 1   | 14.3%  | 6                     | -   | 0.0%  | 11               | -   | 0.0%   | 4                | 3   | 75.0% |
| Shoplifting              | 1               | 1   | 100%   | 6                     | 4   | 66.7% | 7                | 6   | 85.7%  | 1                | 1   | 100%  |

**Contact Details**

Divisional Commander - Chief Superintendent Paul Anderson  
D Division HQ  
West Bell Street, Dundee

Area Commander - Chief Inspector Maggie Pettigrew  
Perth & Kinross Local Policing Area (LPA) HQ  
Barrack Street, Perth

**NOT PROTECTIVELY MARKED**