



Safer Communities Team

Annual Performance Report

2015 - 2016

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INTRODUCTION

The Safer Communities Team Annual Performance Report covers the period from 1 April 2015 to 31 March 2016. This report is produced to provide an overview of current Anti-Social Behaviour and trends within Perth and Kinross.

The key areas of antisocial behaviour are:

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

The report also contains information received from Police Scotland about noise related incidents and from SACRO (Safeguarding Communities – Reducing Conflict) about referrals for mediation made to them.

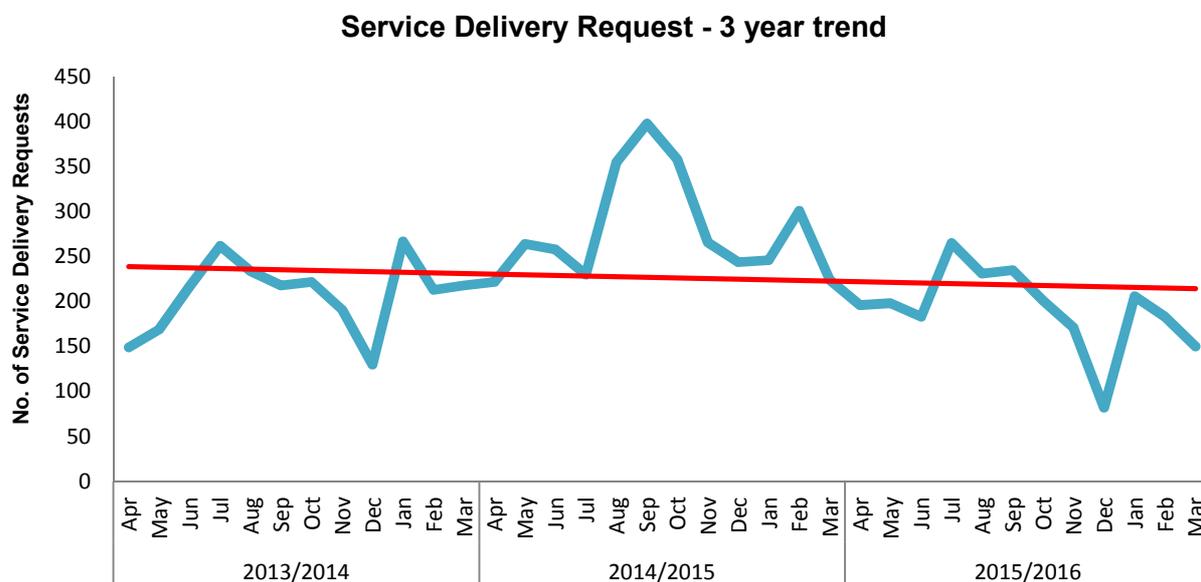
Analysis was conducted on Service Delivery Requests recorded on the APP/Flare system. The Service Delivery Request is the official name of an incident/complaint report. These incidents are recorded by either the Safer Community Investigators or Support Staff. They can be complaints from members of the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

The figures contained here show a general reduction in service delivery request when compared to the Annual Report 2014/2015. This is largely attributed to the significant increases in drug related issues caused by the explosion of New Psychoactive Substances in the summer of 2015.

During the past year there has been a change in the general approach with a greater focus on early intervention and problem solving. This has been facilitated by the introduction of the Safer Communities Hub where Police Officers are co-located with Investigators and the Safer Communities Intelligence function at St Martin's House.

SUMMARY

Safer Communities Overview – General



- During 2015/16 there were a total of 2301 Service Delivery Requests
- This is a decrease of 32% from previous year figure of 3367
- The decrease is a return to the norm following a significant peak in summer 2014 which was associated with the increase in demand caused by New Psychoactive Substances (NPS). This was the subject of a multi agency response leading to the closure of two shops and a reduction in demand.

The following table shows how the 2301 Service Delivery Requests were broken down to Investigators and Community Warden Areas.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Investigators	32	30	30	42	26	33	29	32	21	33	31	32	371
Wardens Letham/Tulloch	52	80	43	80	70	67	76	65	30	81	66	65	775
Wardens Muirton/North Muirton	48	51	58	65	61	52	33	30	10	42	44	19	513
Wardens Rattray	5	1	2	8	9	5	4	11	0	13	10	5	73
Wardens City Centre	48	30	42	66	62	73	50	25	17	35	32	25	505
Wardens Other areas*	9	6	8	4	3	5	9	8	4	2	0	4	62
Administration	2	0	0	0	0	0	0	0	0	0	0	0	2
	196	198	183	265	231	235	201	171	82	206	183	150	2301

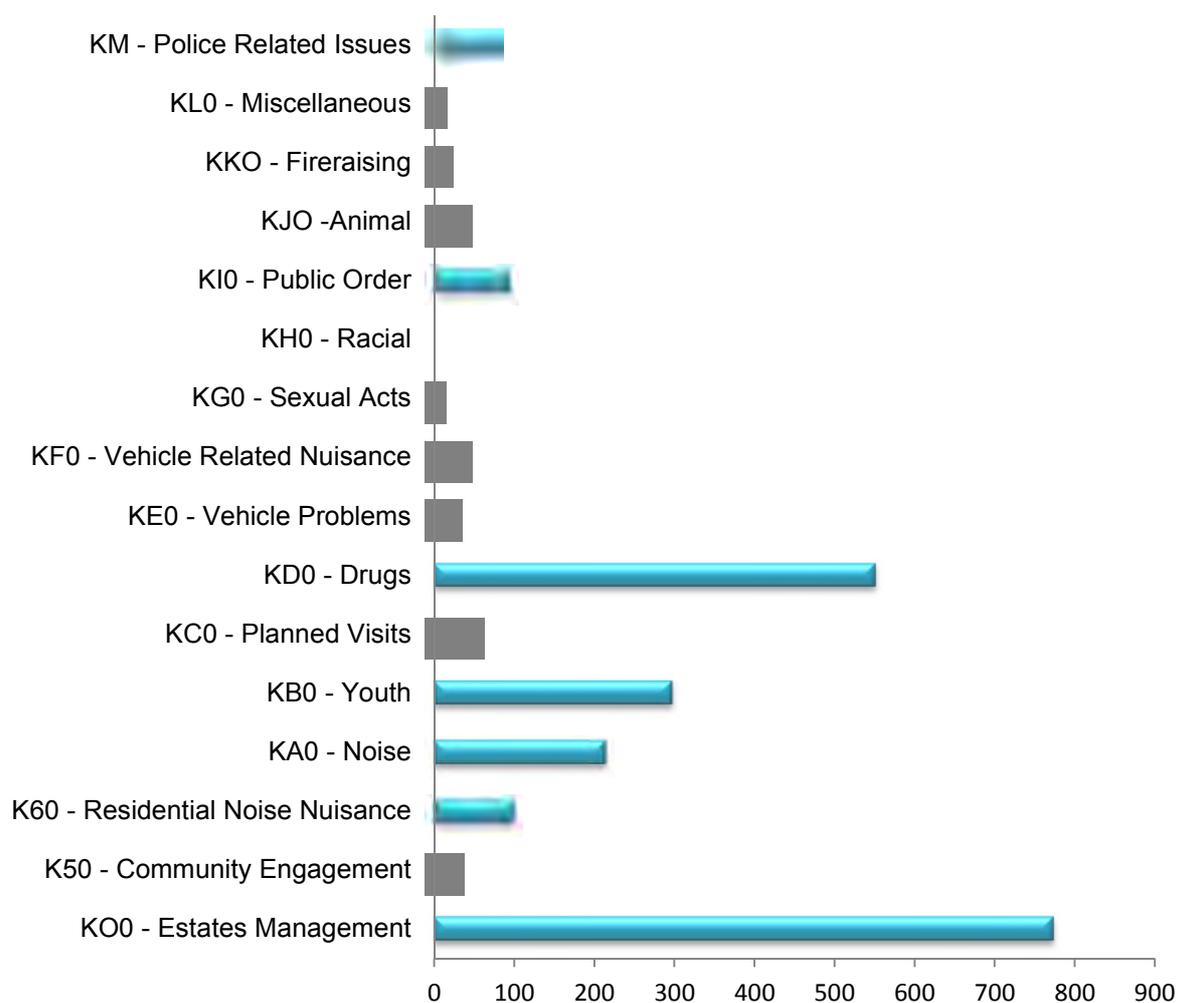
*Other areas within Perth and Kinross where the Warden's do not carry out daily patrols

The following breakdown shows the source of incidents/reports:

Incident/Report received from	Number
Safer Communities Wardens	1523
Members of the Public	679
PKC Housing	46
Police	37
CHA Housing	1
Schools	5
Councillors	3
Social Work	0
Safer Communities Team	4
Access Team	1
Other PKC Agencies	1
Fire Service	1
Total	2301

The following bar chart of Service Delivery Requests shows the work carried out by the Safer Communities Team.

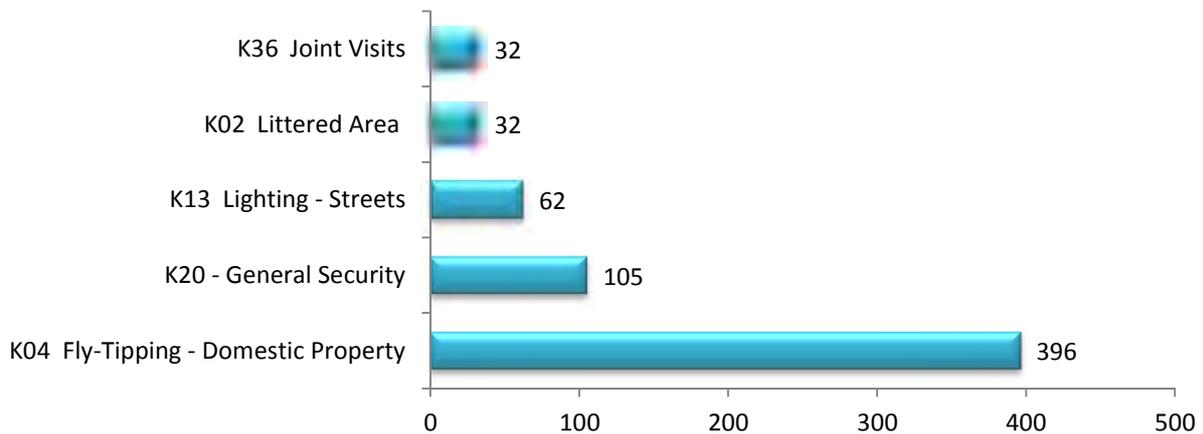
Service Delivery - Category Heading



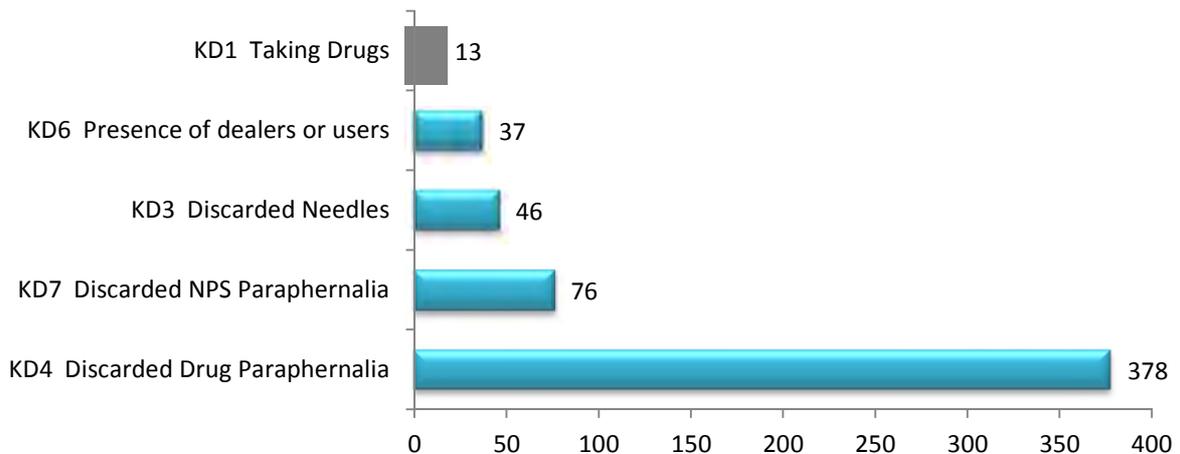
- The category where most incidents were recorded is Estates Management (i.e. fly tipping, street lighting, and general security) with **774**; this is a decrease of 19% from previous year.
- The second highest category is Drug Issues with **552**; this is a decrease of 51% from previous year and reflects the spike in and subsequent reduction in work associated with NPS in summer 2014.
- The third highest category is Youth Related Issues with **296**; this is a decrease of 24% from previous year.

The above clearly shows that Estate Management, Drug Related and Youth Disorder are the main categories of incidents being dealt with. These issues can be broken down still further with the following charts showing the top five issues in each category.

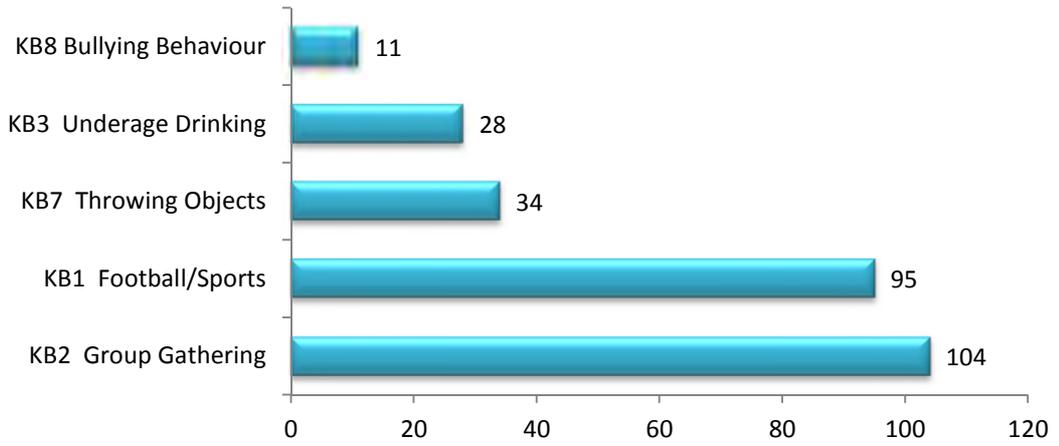
Estate Management - Top Five



Drugs - Top Five



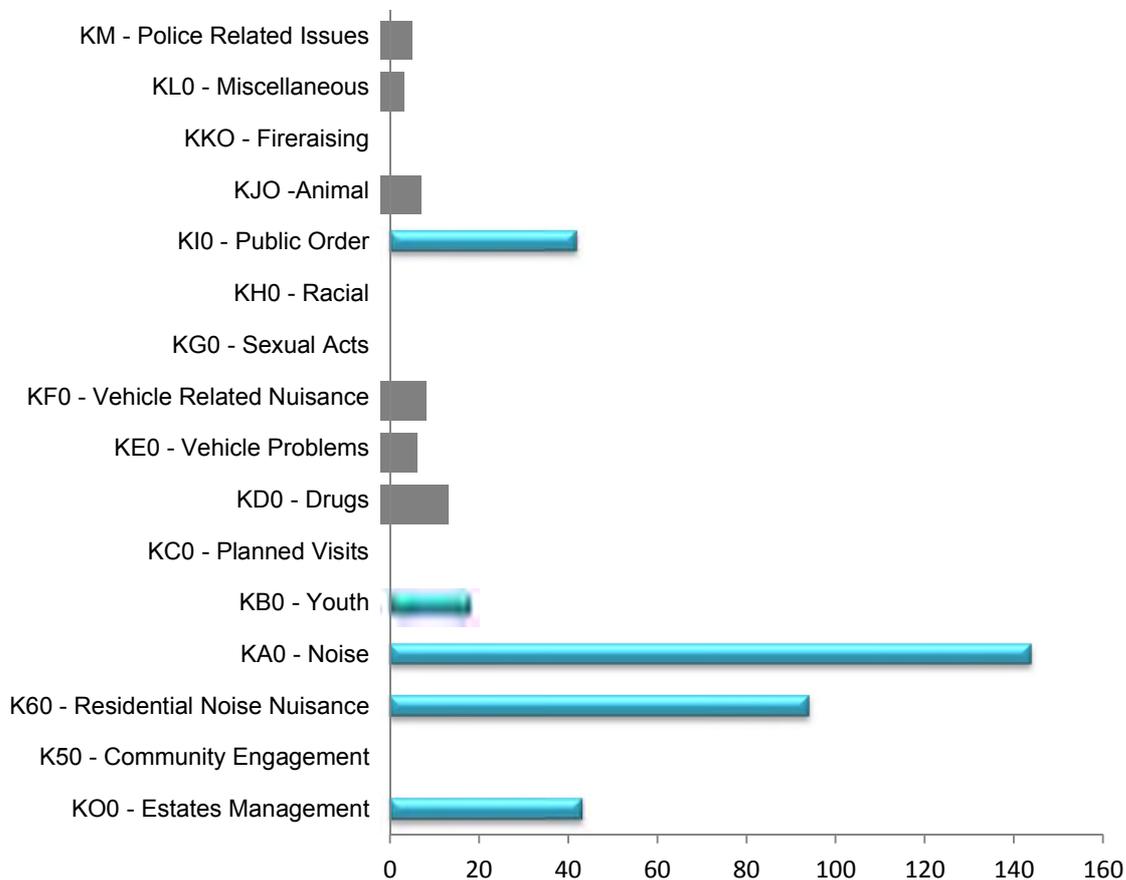
Youth - Top Five



PERFORMANCE ISSUES

Investigators

Service Delivery by Category - Investigators



- **371** incidents were dealt with by Safer Communities Investigators. This is a decrease of 101 (21%) from last year's figure of 472.
- There were **144** Noise Issues
- There were **94** Residential Noise Issues
- There were **43** Estate Management Issues
- There were **42** Public Order Issues (i.e. shouting & swearing, intimidation/aggressive behaviour, drunken behaviour)

Types of Cases

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

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

Between April 2015 to March 2016 Investigators dealt with 371 cases. 2 of the cases went on to be served with an ASBO and 6 people signed up to ABA's.

An analysis of closed cases found there were a total of 1921 hours 48 minutes worked on closed cases, which is an average of 5 hours per case. Cases were open for an average of 64 days. The following list demonstrates the range of tactical options available to the investigators as they seek to achieve positive outcomes.

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

The areas of Perth and Kinross where Investigators have been involved with are:

Area	Total
City Centre	84
Letham/Hillyland/Perth	74
Blairgowrie Area	41
Crieff Area	40
Muirton/North Muirton	38
Pitlochry Area	29
Kinross Area	27
Carse of Gowrie	16

Craigie	7
Scone	6
Bridge of Earn	5
Western Edge	2
Friarton	1
Oakbank	1

The following show the outcomes on **closed** cases by investigators from April 2015 to March 2016

Category	Total
No Evidence to Proceed to Investigating	134
Settled w/o attendance	86
Advice Given	51
Referred to PKC Housing	26
Complaint Withdrawn	13
Attendance required	11
Resolved by ASIT Intervention (Other measures)	10
Referred to other PKC Agency	9
Visits ended	6
Referred to Police	6
Resolved by ASIT Intervention (ABA issued)	6
Referred to Private Landlord	6
Referred to Mediation	5
Management Transfer – Victim	3
Management Transfer – Offender	2
Criminal Incident	2
ASBO Sought - Granted	2
Interim ASBO revoked	1
FAO Community Wardens Area 1	1
FAO Community Wardens Area 2	1
ABA Expired	1

Residential Noise Calls

The following shows the number of Anti-social Noise (ASN) call to the Safer Communities Team from April 2015 to March 2016. There were a total of 99 calls. This is a **decrease** of 13% from previous year's total of 114.

Month	No: of Calls	Attended	Non Attendance	Day	No:
Apr - Mar 2015/16	99	3	25	Monday	28
		4	13	Tuesday	17
		1	19	Wednesday	20
		1	12	Thursday	13
		2	15	Friday	17
		0	2	Saturday	2
		0	2	Sunday	2
	99	11	88		99

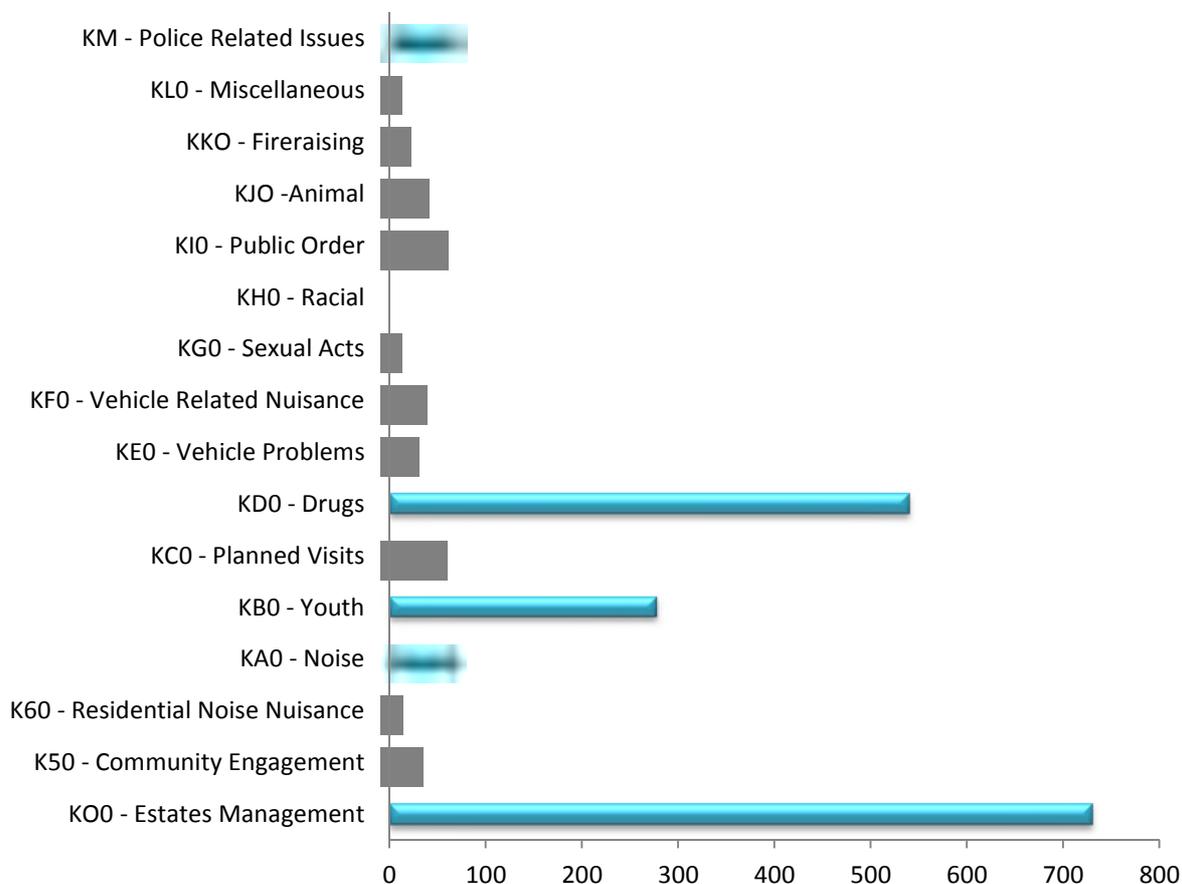
There were 11 calls attended by the Safer Communities Team. Telephone or email advice was given to the 88 calls not attended on what actions could and can be taken.

The busiest times were Monday to Sunday between 0900 to 1600 hours

Day	09:00- 10:00	10:00- 11:00	11:00- 12:00	12:00- 13:00	13:00- 14:00	14:00- 15:00	15:00- 16:00
Monday	5	6	2	2	1	4	2
Tuesday	2	0	4	3	1	3	1
Wednesday	3	0	3	1	2	3	3
Thursday	3	4	3	2	0	0	1
Friday	1	2	3	3	0	1	3
Saturday	0	0	2	0	1	0	0
Sunday	0	0	2	0	1	0	0
	14	12	15	11	6	11	10

Community Wardens

Service Delivery by Category - Community Wardens



- **1928** incidents were dealt with by Safer Community Wardens. This is a **decrease** of 962 (33%) from last year's figure of 2890. Due to the additional 3 wardens employed during 2014/2015 and new patrols within Perth City Centre there was a sudden increase in all aspects of Community Warden patrolling. This has now levelled out and shows a decrease in the figures for 2015/2016. Demand for NPS has dropped due to two shops being closed. Staffing issues meant that the service was running 2 people short for most the reporting period.
- There were **731** Estate Management Issues. This is a **decrease** of 11% from last year's figure of 826.
- There were **541** Drug Related Issues. This is a **decrease** of 52% from last year's figure of **1132**. Please see below under Drug Issues for more detail.
- There were **278** Youth Related Issues. This is a **decrease** of 26% from last year's figure of 375.

The Safer Communities Wardens continue to patrol Letham, Tulloch, Hillyland, North Muirton, Muirton, City Centre and Rattray. Their continued preventative patrolling still provides valuable information that is then passed onto Housing Offices, Environmental Services and other agencies

Environmental Issues

Environmental checks are carried out by the Safer Community Wardens. These include reporting any issues of discarded furniture/electrical goods, graffiti, lighting within blocks to Housing Officers, street lighting and repairs to Environment Services and shopping trolleys reported to supermarkets. 731 were recorded.

- Area 1 – covering Letham, Hillyland, and Tulloch a total of 346 issues reported.
- Area 2 – covering North Muirton, Muirton a total of 212 issues reported.
- Area 3 – covering Rattray a total of 60 issues reported.
- Area 4 – covering City Centre a total of 104 issues reported
- Other areas – covering Perth and outwith a total of 9 issues reported.

Block Checks

Block checks are carried out by the Safer Communities Wardens which lead onto Environmental issues being reported. Block checks are carried out in Tulloch, Letham, North Muirton and Rattray. A total of 505 checks were carried out from April 2015 to March 2016. This is down from last year figure of 842. These checks are essential in reducing the risk from fire caused by rubbish and debris being left in common areas the Safer Community Warden's work closely with the Scottish Fire and Rescue Service and the Environment Service to remove such items.

Keep In Touch (KIT) Visits

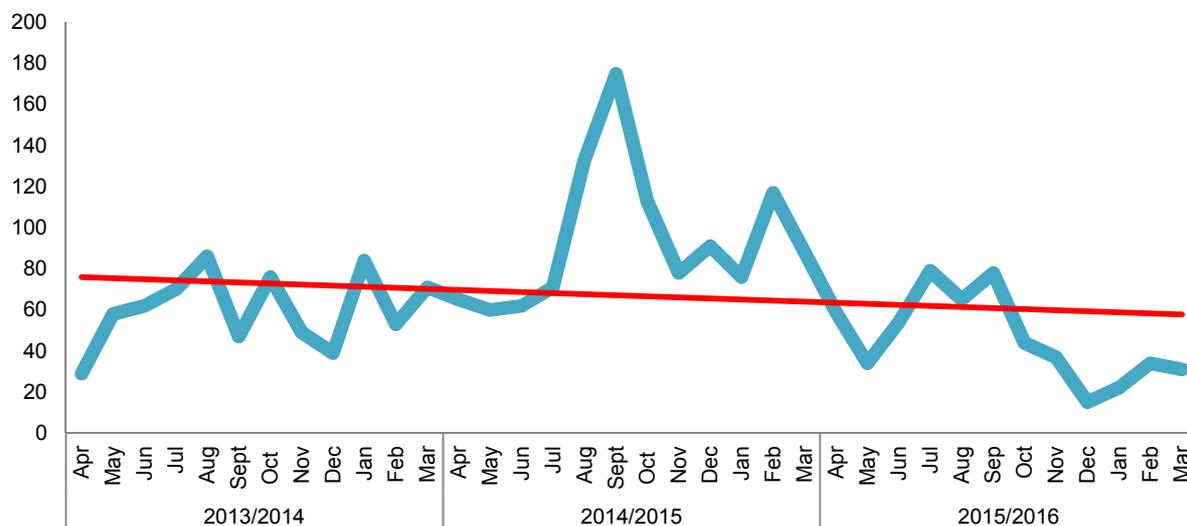
The Community Wardens carry out visits to vulnerable adults who have been identified within the community and carried either on a fortnightly or monthly visit. Wardens reassure and give help where necessary. There were 50 adults contacted by the Wardens during 2015/2016. The visits are carried out until the person feels that they are in a position where the service is no longer needed.

Water Safety

On patrols carried out in Area 2, North Muirton and City Centre, the Wardens are tasked to check the Water Safety Throwlines that are located along Tay Street and the North Inch River Walk. These were checked 61 times during the year and any that are damaged or missing are reported to Scottish Fire and Rescue Service.

Drug Issues

Drug Issues - 3 year trend



There were a total of 552 drug issues dealt with by the Safer Communities Team. This is a decrease of 51% from previous year's total of 1139. Eleven cases dealt with by the Investigators and 541 dealt with by the Community Wardens. The decrease is due to the continued joint preventative patrols within the City Centre and positive partnership working to counter the threat from NPS which lead to closure of shops and significant reduction in the numbers of 'finds'.

The following table shows the breakdown of drug finds:

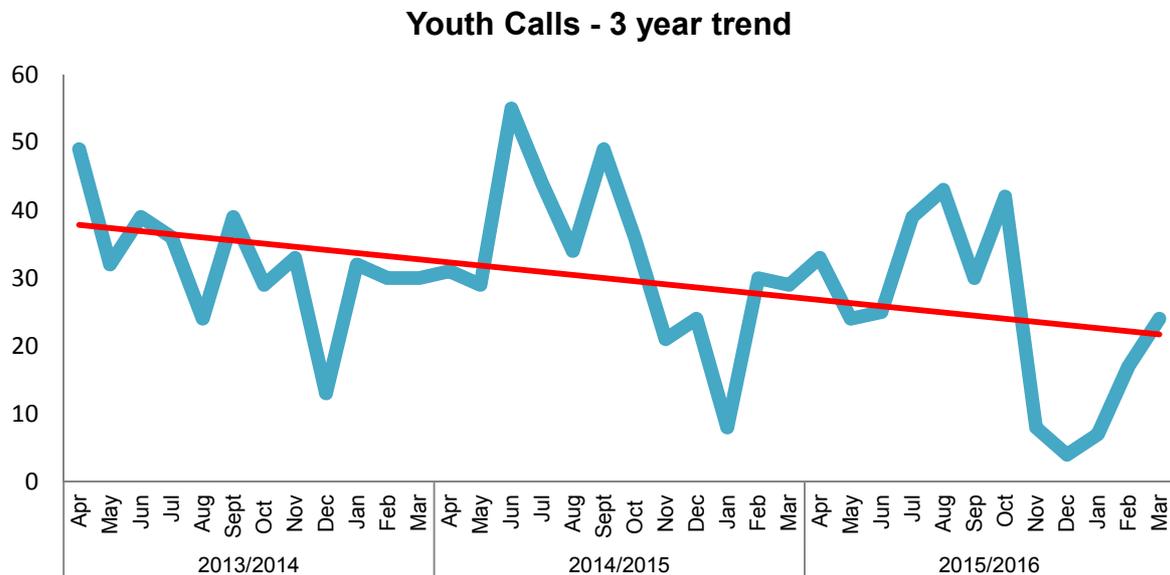
Category	Total
Discarded Drug Paraphernalia	378
Discarded NSP Paraphernalia	76
Discarded Needles	46
Presence of dealers or users	37
Taking Drugs	13
Allowing house to be used	2

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

Dewar's Centre, Glover Street	50
Perth College Grounds, Crieff Road	29
Waverley Hotel, 25-31 York Place	26
Perth Leisure Pool, Glasgow Road	23
13 York Place	21
Railway Foot Bridge (White Bridge)	20
Booker Cash & Carry, Glover Street	19

Youth Disorder

A total of 296 youth related issues were dealt with by the Safer Communities Team. This is a decrease of 24% from last year's figure of 390. 18 cases were dealt with by the Investigators and 278 by Community Wardens. The following chart shows the trend of youth calls over the last 3 years.



The following table shows a breakdown of youth related calls:

Category	Total
Group Gathering	104
Football/Sports	95
Throwing Objects	34
Underage Drinking	28
Bullying Behaviour	11
Noise Nuisance	8
Vandalism	8
Fireworks Nuisance	3
Litter/Rubbish	2
Graffiti	2
Weapons Involved	1

The areas where youth related issues are more prevalent are:

Crammond Place	34
Argyll Road	18
Uist Place	17
Rannoch Road	16
South Inch	15
Tulloch Square	12

Police

Police Noise Calls

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

Between April 2015 and March 2016 there has been a total of 1329 noise related calls reported to the Police from the public. This is a decrease of 197 calls 13% from previous year where the total was 1526.

Month	No: of Calls	Police Attendance	Noise Team Attendance	Day	No:
Apr - Mar		102	0	Monday	102
2015/16		116	0	Tuesday	116
		131	0	Wednesday	131
		122	0	Thursday	122
		204	0	Friday	204
		355	0	Saturday	355
		299	0	Sunday	299
		1329	0		1329

Busiest days: Friday, Saturday and Sunday

Busiest times: Monday to Sunday between 2000 to 0400 hours

Day	20:00-21:00	21:00-22:00	22:00-23:00	23:00-00:00	00:00-01:00	01:00-02:00	02:00-03:00	03:00-04:00
Monday	4	6	10	8	14	12	9	5
Tuesday	8	10	11	21	8	7	9	7
Wednesday	7	16	16	19	15	8	14	1
Thursday	5	9	18	28	10	11	9	5
Friday	16	24	37	58	15	11	5	5
Saturday	19	33	49	73	41	27	20	14
Sunday	13	14	16	20	51	44	25	28
	72	112	157	226	154	120	91	65

There were 135 calls to the Police between the hours 0900 – 1700 Monday to Friday that could possibly be passed on the Safer Community Team (SCT) for enquiry.

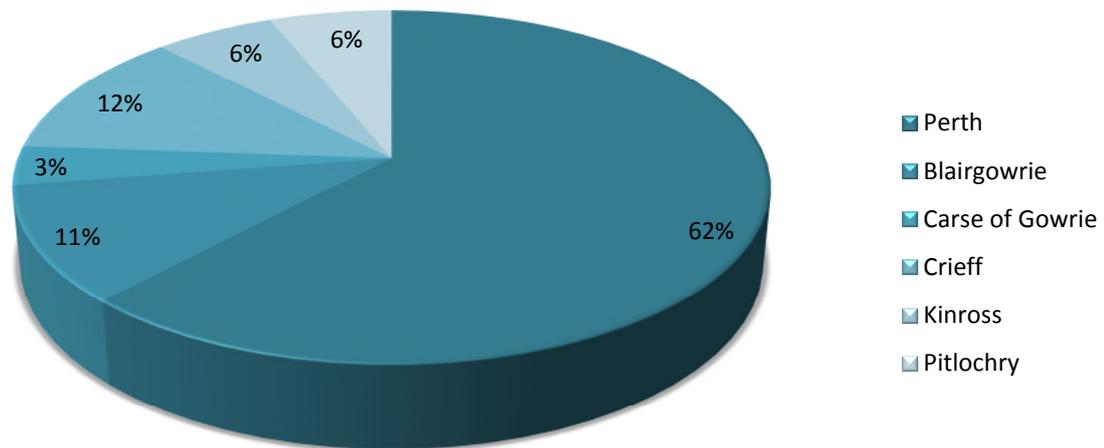
Police Anti-Social Behaviour (ASB) Incidents

Information received from Police Scotland shows the official published ASB incidents for Perth and Kinross Local Police Authority reported during April 2015 to March 2016. The following table shows the breakdown on description and yearly comparison.

Description	2013/14	2014/15	2015/16	Change	%
Complaint	1770	1541	1685	144	9.34%
Disturbance	1264	1396	1321	-75	-5.37%
Noise	1341	1527	1223	-304	-19.91%
Alcohol Involved	206	25	40	15	60.00%
Neighbour Dispute	408	381	309	-72	-18.90%
Vandalism	887	889	944	55	-6.19%
Communications	386	427	396	-31	-7.26%
Other	275	4	7	3	75.00%
Total	6537	6190	5925	-265	-4.28%

Using information received from the Police Analyst the following charts shows the main areas of Perth and Kinross where Anti-Social behaviour has been reported.

Perth & Kinross Police Local Authority



The housing areas within Perth and Kinross where most calls were reported are:

Perth - City Centre, Letham, Muirton, Tulloch, North Muirton, Craigie

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Carse of Gowrie – Errol, Invergowrie, Inchtute.

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Blairgowrie - Blairgowrie, Rattray, Alyth, Coupar Angus.

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Crieff – Crieff, Auchterarder.

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Kinross – Kinross, Milnathort.

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Pitlochry – Pitlochry, Aberfeldy, Stanley, Dunkeld.

Main complaints reported – Complaints, Disorder, Neighbour Dispute, Vandalism

Graffiti

318 incidents of graffiti were reported to the Safer Communities Team during 2015/2016. These were identified by the various different Perth and Kinross Council Departments and other Housing Agencies. Once reported they are then categorised by:

Offensive, large or difficult to remove are referred to Friarton

Anything within walking distance of St Martin's House referred to Right Track

Anything too big for Right Track or outwith Perth referred to Unpaid Work Team

Of the 318 incidents reported 242 were completed.

Street Sports for All

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

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

It is achieved by :

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

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

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

Street Sports for all has now been running for 10 years and is always well attended.

The following report is a breakdown of statistical information that Street Sports for All has been involved with over a 40 week period in 2015

Total number of requests	59
Total number of visits	51
No. of event cancelled (weather etc.)	8
Number of young people attended	720
Police attendance	1
Youth Services attendance	23
Fire & Rescue attendance	3
Community Warden attendance	35
Number of visits where no agencies attended	7
Number of visits where no young people attended	3

Of the 51 visits, 20 were Referrals from Youth Services, Police and Outside Agencies. The remaining 31 were organised through Safer Communities Team.

Streets Sports for All attended in the following areas over the 40 week period;
Craigie, Letham, Tulloch, North Muirton, Muirton, Kinross, Pitlochry, Bankfoot.

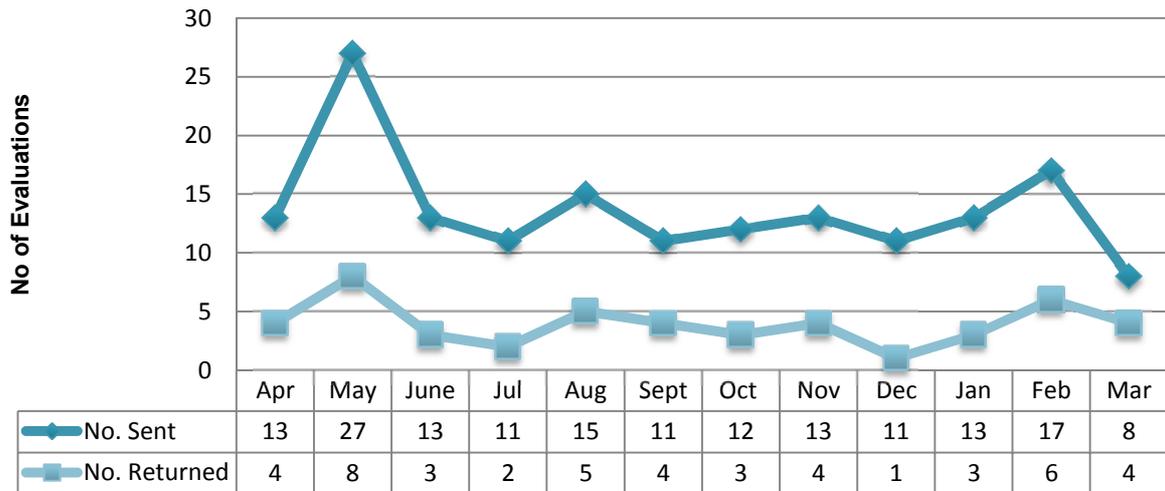
During the visits evaluation forms were completed and young people asked for their impression of the service, from the evaluation forms it shows that the youths really enjoy Street Sports for All.

Evaluation Questionnaire

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

Month	No. Sent	No. Returned	% Returned
April	13	4	30.8%
May	27	8	29.6%
June	13	3	23.1%
July	11	2	18.2%
August	15	5	33.3%
September	11	4	36.4%
October	12	3	25.0%
November	13	4	30.8%
December	11	1	9.1%
January	13	3	23.1%
February	17	6	35.3%
March	8	4	50.0%
Total	164	47	28.7%

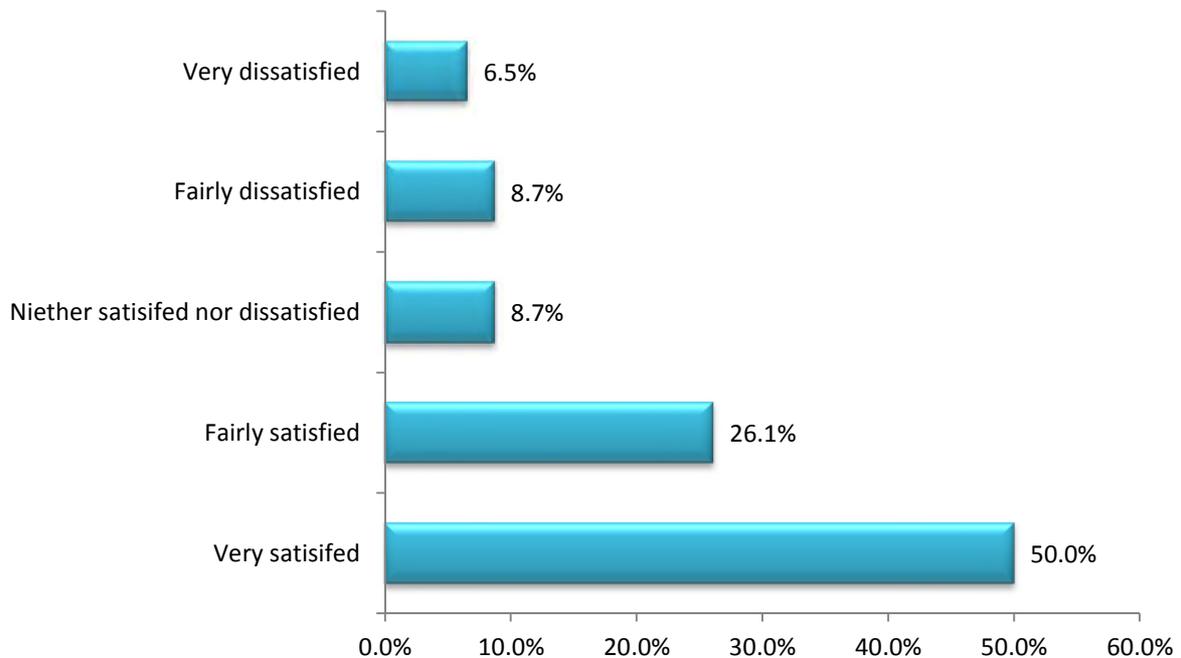
Evaluation Questionnaire 2015 - 2016



Question 5 of the Evaluation Questionnaire: Taking everything into account, how satisfied or dissatisfied are you with the way your complaint was dealt with?

Very Satisfied	50.0%
Fairly Satisfied	26.1%
Neither Satisfied nor Dissatisfied	8.7%
Fairly Dissatisfied	8.7%
Very Dissatisfied	6.5%

Question 5



Overall 76% were satisfied with the service provided. This is an increase of 6% from last year's figure of 70%.

Future Developments

2016/2017 will see the following developments to enhance capabilities and capacity of the Safer Communities Team:

- Co-location of Community Warden's and Fire at Perth Fire Station
- Publication of new Anti-Social Behaviour Strategy
- Police Offender Management Officers and Council Criminal Justice Social Work to join the Safer Communities Hub
- Further development of the Community Watch Scheme
- Implementation of the Aberfeldy Community Warden Project

