



REPORT TO: COMMUNITIES COMMITTEE ON 22 AUGUST 2017

SUBJECT: COMMUNITY SAFETY & ANTISOCIAL BEHAVIOUR STRATEGY PERFORMANCE 2016-17

BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)

1. REASON FOR REPORT

- 1.1 To inform the Committee with a review of the Community Safety & Antisocial Behaviour Strategy performance in 2016/17 and also provide an update on actions undertaken by the Community Safety Partnership in relation to achieving Community Safety outcomes and priorities. An overview of the Customer Satisfaction Survey results, for the Community Safety Service, is also provided for 2016/17.
- 1.2 This report is submitted to Committee in terms of Section III (G) (14) and (15) of the Council's Scheme of Administration relating to developing and implementing the Council's strategy and policies for Community Safety and Antisocial Behaviour (including road accidents) in partnership with other public sector partners, voluntary sector and private sectors and developing and monitoring the Council's Performance Management Framework for the Communities Services.

2. RECOMMENDATION

2.1 It is recommended that the Committee:

- (i) welcomes performance against the outcomes performing well; and**
- (ii) notes the measures and activity being undertaken in relation to those requiring action.**

3. BACKGROUND

- 3.1 The main partner agencies involved in the Community Safety Partnership (CSP) are Moray Council, Scottish Fire & Rescue Service, Police Scotland, and NHS Grampian. On 23 April 2013 this Committee approved the Community Safety & Antisocial Behaviour Strategy (paragraph 13 of the minute refers). The Strategy sets out the outcomes and priorities for the CSP and the associated performance framework. Performance against the outcomes and actions of the Strategy are reported to this Committee.

- 3.2 During October 2015, responsibility for dealing with all antisocial behaviour complaints involving Housing tenants, transferred to the Community Safety Team with the creation of the Housing Liaison Officer (HLO) post. Support for the HLO is provided by a full time Clerical Assistant. The four Community Wardens and the Community Safety Clerical Assistant also assist as required. All complaints involving Housing tenants are recorded in the database system Uniform.

4. COMMUNITY SAFETY & ANTISOCIAL BEHAVIOUR STRATEGY PERFORMANCE 2016/17

- 4.1 The Community Safety & Antisocial Behaviour Strategy focuses on 6 themes; Partnership Working & Intervention, Antisocial Behaviour, Road Safety, Fire & Home Safety, Violence Reduction and Alcohol as a cause of Community Safety issues. Each theme has an associated outcome and priorities aimed at improving Community Safety in Moray.
- 4.2 **Appendix 1** – The Performance Overview provides a full summary of performance and actions undertaken by partners in 2016/17 for the 6 themes of the Strategy, however key points are noted below.
- 4.3 To measure closer working by Community Safety Partners, an integrated performance framework was introduced alongside the Community Safety & Antisocial Behaviour Strategy in 2013/14. Since then the number of comparable key indicators showing a positive trend has improved from 49% in the first year to 57% in 2016/17.
- 4.4 This improvement in partnership working is likely due to the continuing success of the weekly Community Safety Hub, where representatives from all partnership agencies share information and resources to address a variety of Community Safety issues. This process has been strengthened by the introduction of a monthly extended hub meeting allowing analysis of key Community Safety performance data and partnership discussion on any emerging trends.
- 4.5 During 2016/17, young people at risk of offending have continued to be referred to the Police Scotland's Early Intervention Worker while the Community Warden team have worked with various groups to address issues affecting local communities. Communication to community councils has been improved by the introduction of a new Community Safety report that includes inputs from all partners.
- 4.6 Overall recorded Antisocial Behaviour in Moray has reduced since 2012/13. Of the 7 performance indicators linked into this aim, only 2 (Neighbour Disputes and Dog Fouling complaints) have not met the target of a 5% reduction.

- 4.7 Neighbour Disputes have nearly doubled since 2012/13 with the biggest increase in complaints recorded by Community Safety and Housing. With the changes made to the management of Housing Antisocial Behaviour, a more cohesive multi-agency approach can now be taken to address these complaints and a new policy allowing time for a full resolution was approved at the Communities Committee on 7 March 2017 (Para 8 of the minute refers).
- 4.8 The issue of Dog Fouling continues to affect many local communities with complaints increasing 37% since 2012/13. Community Wardens aim to target this problem via the long term initiative Operation Typhoon. Although the number of Fixed Penalty Notices issued has fallen over recent years, the Community Warden team in Moray have dealt out proportionally more than neighbouring Aberdeen City and Aberdeenshire Councils. A separate report on the subject of Dog Fouling has also been submitted to this Committee.
- 4.9 Within Road Safety, improvements have been noted with adult fatalities and serious injuries. Fatalities and serious injuries involving children have however unfortunately increased. The Community Safety Partnership continues to be involved in various initiatives that target road safety with children and young people including Safe Drive Stay Alive, Road Safety inputs at schools and Bikeability lessons.
- 4.10 Fire & Home Safety in Moray has significantly improved since 2013/14. Dwelling fires have decreased by nearly 50% with casualties decreasing by nearly 40%. During the same time Home Fire Safety Visits have increased from 647 to 1,777 - a fact the fire service has attributed directly to work undertaken via the Community Safety Hub.
- 4.11 Compared to 2012/13 baseline data, Domestic Abuse has increased in Moray by 17%. Police Scotland have however noted a national increase in these types of crimes and for four consecutive years Moray has been ranked as 8th of all local authority areas in relation to this issue. Serious Assaults have increased by 25% since 2012/13, although changes to recording methods mean an accurate comparison cannot be made. Looking at data that can be compared, Serious Assaults have remained relatively static. Common Assaults have increased by 19% however detection rates in 2016/17 remain above the five year average.
- 4.12 Over the course of the Strategy the impact of alcohol and drugs on Community Safety issues has reduced. The Community Safety Partnership and individual agencies have several initiatives in place including 'Safer Streets', and work is ongoing with licensed premises in the area to encourage safe establishments and more responsible drinking.

5. COMMUNITY SAFETY CUSTOMER SATISFACTION SURVEY RESULTS 2016/17

- 5.1 The Community Safety Customer Satisfaction Survey was reviewed and updated for 2016/17 to ensure clearer feedback was received for the Community Warden Team and the Housing Liaison Officer. It was also decided to only issue surveys via email in an effort to try and increase the return rate and reduce costs. However, by the end of quarter 2 it was noted that sending the link via email was resulting in a very low return and as a result paper copy surveys are once again sent out with all closure letters.
- 5.2 During 2016/17, a return rate of 17% was achieved with 101 returned surveys out of a total of 580 issued. This compares to a return rate of 28% in 2015/16 (92 surveys returned out of 331) and 37% in 2014/15 (78 surveys returned out of 213).
- 5.3 The number of surveys issued has increased significantly and reflects the full year of closure letters sent out relating to complaints involving Moray Council Housing Tenants. The return rate is lower than in previous years but this may have been affected by the decision to issue surveys by email only during the first two quarters of the year as stated above in 5.1.
- 5.4 **Appendix 2** - Community Safety Customer Satisfaction Survey Results provides a comparison for the 2016/17 returns against data for 2014/15 and 2015/16 however a summary of the main points are provided below.
- 5.5 The survey for 2016/17 introduced two extra options for how people first make contact with the Community Safety Team; 'Via the Contact Centre' and 'Other'. 33% of all respondents chose 'Other' with the majority of these specifying they had attended in person to a Moray Council office to report the problem.
- 5.6 87% of those who responded stated they were either Very Satisfied or Satisfied with the action taken to resolve their complaint; a decrease of 11% from 2015/16. The 13% of respondents who stated they were Dissatisfied or Very Dissatisfied in 2016/17 equates to 12 returned questionnaires. Looking at these questionnaires in more detail shows 4 stated they were not satisfied as issues have continued while 3 responses were issues out-with the control of the Community Safety Team (dissatisfaction at action taken by Moray Council Housing or another association and a denied request for more dog bins).
- 5.7 89% of respondents stated they were either Very Satisfied or Satisfied with the overall service received; a decrease of 8% compared to the previous year. The 11% of respondents who stated they were Dissatisfied or Very Dissatisfied with the overall service in 2016/17 equates to 10 returned questionnaires. Looking at these in more detail, 4 responses relate to issues the Community Safety Team are not directly responsible for (action taken by other Housing Associations, Moray Council Housing policy and the provision of dog fouling bins).

- 5.8 The proportion of complainers stating they had been kept adequately informed on the progress of their complaint has increased compared to last year however this will remain an area for improvement for the Community Safety Team into 2017/18.

6. **SUMMARY OF IMPLICATIONS**

(a) Moray 2026: A Plan for the Future and Moray Corporate Plan 2015 - 2017

Both Moray 2026 and the Moray Corporate Plan 2015-17 identify that although Moray is a safe place to live with low levels of crime, work should continue with all Community Safety partners to protect those vulnerable and at risk in our communities. Reporting performance against the outcomes and actions of the Community Safety & Antisocial Behaviour Strategy allows partners to ensure activity is targeted correctly and that any emerging issues are addressed promptly.

(b) Policy and Legal

The Antisocial Behaviour (Scotland) Act 2004 places a statutory obligation on Moray Council to implement a range of antisocial behaviour measures and undertake joint working as necessary to tackle such behaviour.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities

There are no equality implications arising from this report.

(h) Consultations

Lead officers from the Community Safety Partnership have contributed to the production of this report.

The Corporate Director (Economic Development, Planning & Infrastructure), the Head of Development Services, Legal Services Manager (Property and Contracts), the Equal Opportunities Officer, and Caroline Howie (Committee Services Officer) have been consulted, and comments received have been incorporated into the report.

7. CONCLUSION

7.1 Over the course of the current Community Safety & Antisocial Behaviour Strategy, the Community Safety Partnership has worked together to achieve the outcomes and priorities of the 6 themes. Within the integrated performance framework, good performance is evident with how the partnership operates, antisocial behaviour has reduced, and Fire & Home Safety has improved. The impact of alcohol or drugs on community safety issues has also reduced.

7.2 Priorities relating to the reduction of violence have not met agreed targets however reasons have been identified that may have attributed to this including a change in recording methods and a national rise in Domestic Abuse. Ensuring Moray remains a safe place to live and work remains a priority for the Partnership and a number of initiatives are in place to target violent behaviour.

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Background Papers: Held with author
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