



REPORT TO: COMMUNITIES COMMITTEE ON 25 SEPTEMBER 2018

**SUBJECT: COMMUNITY SAFETY AND ANTISOCIAL BEHAVIOUR
PERFORMANCE 2017-18**

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

1. REASON FOR REPORT

- 1.1 To inform the Committee of Community Safety & Antisocial Behaviour performance in 2017/18 and to provide an update on work undertaken by the Community Safety Partnership. An overview of results for the Community Safety Customer Satisfaction Survey 2017/18 is also provided.
- 1.2 This report is submitted to Committee in terms of Section III (G) (14) and (15) of the Council's Scheme of Administration in relation to developing and implementing the Council's strategy and policies for Community Liaison, Community Safety and Anti-Social Behaviour (including road accidents) in partnership with other public sector partners, voluntary sector and private sectors as appropriate and developing and monitoring the Council's Performance Management Framework for the Communities Services.

2. RECOMMENDATION

- 2.1 **It is recommended that the Communities Committee considers and:**
- (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 and 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 At a meeting of the Moray Council on 14 February 2018, it was agreed to delete 1 Community Warden post as part of the 2018/19 Financial Plan (paragraph 10 of the minute refers). Therefore as of 1 April 2018, Antisocial Behaviour complaints made to the Community Safety Team are now dealt with by 3 Community Wardens and 1 Housing Liaison Officer.

4. COMMUNITY SAFETY AND ANTISOCIAL BEHAVIOUR PERFORMANCE 2017/18

- 4.1 The current strategy for Community Safety & Antisocial Behaviour in Moray covers 6 different 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 overall Community Safety in Moray.
- 4.2 **Appendix 1** – The Performance Overview provides a full summary of performance and the actions undertaken by partners in 2017/18 for the 6 different themes, however key points are noted below.
- 4.3 Community Safety Partners continue to work closely via the Community Safety Hub. This has been strengthened over the past year with the introduction of an extended monthly meeting where key performance data relating to the Community Safety Strategy is discussed and any emerging issues or trends dealt with quickly.
- 4.4 Performance relating to the resolution times of complaints involving Moray Council tenants has significantly improved during 2017/18.
- 4.5 Neighbour Disputes in Moray have continued to increase over the past year and, against baseline data from 2012/13, have nearly doubled. With changes to the Community Warden team taking place during 2012/13, a more accurate baseline would be from 2013/14 data. If this data is used, a 35% increase in disputes has been recorded. Neighbour disputes and noise complaints are often closely related and repeat complaints for both are discussed at the extended monthly Community Safety hub meeting with actions to assist in resolving the issues tasked and monitored accordingly.
- 4.6 Drinking in public and rowdy behaviour incidents have both fallen since 2012/13. The decrease in this type of incident has led to the move away from the partnership initiative Operation Avon. Tackling issues relating to drinking or rowdy behaviour (in particular those involving young people) now relies on patrols by Police and/or the Community Wardens. Data relating to these incidents will be monitored over the coming year to assess the impact the removal of Operation Avon may have.
- 4.7 Compared to 2012/13 data, incidents of litter have reduced by 33% while dog fouling has increased by 44%. The Community Wardens continue to tackle dog fouling complaints through Operation Typhoon involving various patrols, signage, CCTV and the issuing of fixed penalty notices.
- 4.8 In June 2018, changes to refuse collections and increased waste charges were introduced in Moray. To monitor the effect these changes may have on fly tipping incidents, the information shared between Environmental Protection and the Community Safety team has improved. This will allow for any

increases or trends to be monitored by the Community Safety Hub and action taken if required.

- 4.9 The main change in relation to Road Safety has been the launch of the North East Scotland Road Casualty Reduction Strategy and associated Moray Road Safety Plan for 2018-2022. Action to address local priorities will be undertaken by the Moray Road Safety Group, which includes several Community Safety partners.
- 4.10 Fire & Home Safety has improved in Moray over recent years with the Scottish Fire & Rescue service (SFRS) playing a vital role in this. SFRS have credited improvements to the ongoing work of the Community Safety Hub and the effective information sharing that is in place. In the near future, SFRS hope to improve home safety even further with the expansion of Home Fire Safety Visits into Home Safety Visits that will allow for a more holistic approach to be taken.
- 4.11 Since 2012/13, violent assaults in Moray have increased. Over the same period, it should be noted that changes in how serious assaults are categorised by Police have been introduced and detection rates have improved. Looking at more recent data, the number of assaults has actually declined between 2016/17 and 2017/18.
- 4.12 Since 2014/15, incidents of Domestic Abuse have fluctuated slightly and in the last year have recorded a 5% decline. A Violence Against Woman partnership has recently been developed in Moray and work by the Police and partner agencies continues to support victims and reduce re-offending.
- 4.13 The involvement of alcohol in domestic abuse incidents has continued to fall over the past year. Although a decline is noted with rowdy behaviour incidents, overall the proportion of these incidents involving alcohol remains relatively high.
- 4.14 The involvement of alcohol in serious and common assaults has increased this year. Prevention work to tackle alcohol related violence has continued with weekend policing plans and the Safer Streets initiative. An integral part of both is licensed premises visits undertaken by Police. Looking at where alcohol related assaults have occurred, it is clear that while these visits have increased, the number of assaults occurring in licensed premises has declined.
- 4.15 Although violence occurring in licensed premises has declined, incidents have still increased suggesting a greater number are now occurring elsewhere, perhaps in the street or within private properties. Analysis of the latest Safer Streets initiative highlighted the level of intoxication of some members of the public in the High Street area as being more of a concern than in previous years.
- 4.16 Changing our relationship with alcohol has been identified as a priority within the Local Outcome Improvement Plan (LOIP). Work to address this priority will be ongoing over the coming years with partner agencies, including those involved in the Community Safety Partnership.

5. COMMUNITY SAFETY CUSTOMER SATISFACTION SURVEY RESULTS 2017/18

- 5.1 A paper copy Customer Satisfaction survey is issued in relation to all complaints raised by the Community Safety Team. In early 2016, the move was made to issue all surveys electronically however a very low response rate was achieved and the decision was made to revert back to sending copies out with the letter closing the complaint.
- 5.2 During 2017/18, 667 surveys were issued, an increase of 15% from the previous year. From this a return rate of 23% was achieved with 155 surveys returned completed. This compares to 17% in 2016/17 when 101 surveys were returned.
- 5.3 **Appendix 2 - Community Safety Customer Satisfaction Survey Results** provides a comparison for the 2017/18 returns against data for 2016/17 however a summary of the main points are provided below.
- 5.4 In the last year, the most notable increase in how members of the public contacted the Community Safety Team has been with calls made direct to the office; up from 16% in 2016/17 to 36% in 2017/18. The online reporting form is the second most common method of contact with nearly a quarter of respondents choosing this option however only 2% stated they had used the contact centre to get in touch.
- 5.5 Of those choosing the option of 'Other' in how they contacted the team, the most common method was in person at a Moray Council Office. Contact via Facebook or email appeared as a response for the first time while the traditional letter also proved increasingly popular this year. In contrast, no respondents stated they had made contact via their local councillor, a fall from the 6% the previous year.
- 5.6 The increase in direct calls to the office and the emergence of email and Facebook as a means of contact may be due to the improvements made to Moray Council's website with clearer information now provided for Community Safety and Antisocial Behaviour including the direct telephone number and email addresses.
- 5.7 A decline in satisfaction has been recorded this year in relation to both the manner of and the advice given by the Community Warden or Housing Liaison Officer. However, in contrast, the proportion of respondents stating they were Very Satisfied or Satisfied with the actual action taken has increased by 4%.
- 5.8 The largest increase in satisfaction this year is with those stating they were kept adequately informed on the progress of their complaint; up 5% from last year to 86%. This increase is welcomed as it was identified last year as an area for improvement. However work should continue to ensure complainers are kept up to date as best as possible as lack of contact was given as a reason for one complainer to be Very Dissatisfied with the overall service while two others suggested it as an area for improvement in their responses to question 14.
- 5.9 Complaint resolution has improved by 4% compared to last year with 43% of all respondents now stating their issue had been resolved after using the

services of the Community Safety Team. A further 35% stated the situation had improved.

- 5.10 Overall the satisfaction rating of the service provided by the Community Safety Team has improved this year with 91% of all those using the service stating they were Very Satisfied or Satisfied; an increase of 2% from last year.
- 5.11 To gain an understanding of how members of the community feel about living in Moray, two additional questions covering perceptions of safety were added to the survey for 2017/18. From the responses provided, 78% stated they felt either safe or very safe.

6. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

This report relates to the safety of our communities and covers partnership work that assists in the delivery of a number of outcomes. This includes ensuring people are healthier and experience fewer harms as a result of alcohol use by Changing our relationship with alcohol.

(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

There are no financial implications arising directly from this report.

(d) Risk Implications

There are no risk implications relating directly to this report.

(e) Staffing Implications

There are no staffing implications arising directly from this report.

(f) Property

There are no property implications arising directly from this report.

(g) Equalities/Socio Economic Impact

Tackling domestic abuse is one of the priorities under the Moray Council's Equality Outcomes.

(h) Consultations

Lead officers from the Community Safety Partnership have contributed to the production of this report. The Head of Development Services, the Legal Services Manager (Property & 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 During 2017/18, the Community Safety Partnership has continued to work together in relation to the outcomes and priorities of the current Community Safety Strategy. Within the integrated framework, good performance is evident with how the partnership operates, the reduction in overall antisocial behaviour and the improvement with Fire & Home Safety.**
- 7.2 Against agreed baselines, priorities relating to the reduction of violence have not met agreed targets however more recent data would suggest improvements are being made. Alcohol as a cause of Community Safety issues is still a concern in some areas but improvements have been noted and the impact of targeted work is evident. Ensuring Moray remains a safe place to live and work remains a priority for the Partnership and work to address Community Safety issues will be ongoing including Changing our relationship with alcohol as part of work for the Local Outcome Improvement Plan.**

Author of Report: Suzanne Wilson, Research & Information Officer
Background Papers: Held with author
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