



Moray Community Safety Strategic Group

Community Safety Annual Report 2022/23 March 2024

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Introduction

This report, although entitled the Annual Report, covers the period from April 2022 to January 2024. This extended period is due to an Annual Report not being produced in 2023.

Community Safety in Moray is overseen by the Moray Community Safety Strategic Group (CSSG), which is responsible for the development and review of the Community Safety Strategy. The CSSG is accountable to the Community Planning Partnership and reports Annually to the Community Planning Officers Group and the Housing and Community Safety Committee.

The CSSG brings together a variety of statutory organisations including Moray Council, Police Scotland, Scottish Fire and Rescue Services and NHS Grampian (See Appendix A: Membership). Through a well-established Information Sharing Protocol and coordination process, the CSSG works collectively to address those issues relating to Community Safety with the aim of improving the wellbeing of communities across Moray. It is a statutory responsibility under the Antisocial Behaviour etc. (Scotland) Act 2004 for every local authority, together with the relevant chief constable, to prepare, publish and review a strategy for dealing with antisocial behaviour (ASB) in their council area. Moray's Community Safety Strategy, 2022–2026, was endorsed by the Community Planning Board on the 21st of September 2022.

Community Safety covers a wide range of strategies, services and activities, from ASB through to criminal activity, and from accidental fires to the prevention of unintentional harm. The Community Safety Strategy for Moray sets out the priorities and outcomes for the period 2022 to 2026 and provides a framework for the CSSG to deliver sustainable improvements. This includes two Strategic Priorities:

- Reducing Harms in our Community; and
- Safeguarding our Community.

Encompassed within these Priorities are 18 thematic outcomes.

The Moray Community Safety Strategy meets the statutory obligation to produce an Antisocial Behaviour Strategy. Following a review of the performance of the Community Safety Strategy's first year (2022/23), the CSSG have developed a Strategic Action Plan, which sets out the Priorities and Projects for the years 2023 to 2025.

This report has been completed in consultation and with information provided by the CSSG partners. The completion of this report will assist the CSSG in assessing progress against the targets within the Community Safety Strategy, and to identify any areas for change, inclusion and improvement.

Executive Summary

This report provides the CSSG the opportunity to review its performance against the Community Safety Strategy, for the period April 2022 to January 2024. The CSSG fulfils the role of the Community Safety Partnership and oversees the creation and monitoring of the Community Safety Strategy, a requirement of the Antisocial Behaviour etc (Scotland) Act 2004.

The CSSG has a role to play in preventing and safeguarding the most vulnerable in our society from being victims of unintentional harm, crime, abuse, and exploitation. In the tragic instances where this does occur, the CSSG want to ensure that victims and survivors are able to access appropriate support to cope and recover from their experiences. Our priorities are wide ranging and focus on hidden harms and exploitation, as well as tackling Anti-social Behaviour. The remit of the CSSG overlaps many other strategic groups, and where it does so the CSSG are keen to ensure that effective collaboration is at the forefront of all actions.

Our partnership working, both within the CSSG itself, and within the wider strategic and community partnerships, is vital to the success of our efforts to ensure that individuals and businesses are safeguarded and perceive their communities as being safe. The impact of the Covid pandemic has been far reaching, and has affected partnership working, both at a strategic and operational level. Poor communication and a lack of information sharing between partners and between some strategic partnerships has hampered some of our efforts in terms of delivery. This meant that one of the key focusses for 2022 and 2023 has been on rebuilding partnership working and trust, and on revising the infrastructure to enable that. Where-as some successes can be pointed out, it must be noted that in some areas there is work to be done.

The policies and procedures, including the Anti-social Behaviour Information Sharing Protocol (ISP), which all underpin partnership working, were all found to be out of date, with many being circa 2006. Most of these were revised during 2023, with the expectation that the ASB Policy will be presented to the Housing and Community Safety Committee for ratification in May 2024.

The ISP was a significant challenge for the CSSG, because referred to partner organisations that no longer exist, and did not include new partners, nor reference to 2018 GDPR legislation. The other challenge it presented was this it was only applicable to ASB and did not include all aspects of Community Safety. The final revised Community Safety version is expected to be completed and signed by all parties in April 2024.

The CSSG took a root and branch approach to the review and to partnership working. This included reconsidering how both the Multi-agency Community Safety Hub and the Antisocial Behaviour Order Panel operate. In looking at these structures we collaborated with the Police, to identify a more effective and efficient way of communicating with each other, that enables improved outcomes for the complainants, subjects and vulnerable individuals that are discussed within these forums.

In terms of our achievement against the set Outcomes, it is a mixed picture. There have been some notable successes, such as the reduction in the number of accidental dwelling fires and the increase in the number of individuals who are referred to substance use support services, but that has to be tempered against the rise in anti-social behaviour, and in particular in reports of young people involved in ASB. This was brought into sharp focus in February 2024, with the tragic death in Elgin of a Stagecoach bus driver and subsequent arrest of a 15 year old male.

Further Police and Community Safety team data shows that in 2022, Moray Council's Community Safety Team received 548 complaints for ASB, of which 410 were for unique addresses. In 2023 this rose to 1,066, an increase of 66%, for 449 unique addresses, with complaints for Elgin more than doubling in 2023. In 2023, Police Scotland received 3,236 reports of ASB incidents in Moray, of which 49% were for the Elgin area, with Buckie, Forres, Keith and Lossiemouth jointly accounting for a further 45%.

Since 2018, there has been a reduction in the number of resources focussed on ASB, both within the CST and within youth work, with the limited staff numbers focussed primarily on targeted response. Most other work outside of that has been subject to short-term project funding. In November 2023, the Scottish Government and Scottish Community Safety Network (SCSN) findings on the perceptions of current approaches to ASB in Scotland, concluded "prevention is better than cure", advocating a return to prevention and early intervention for ASB. This view is replicated by the early findings of the CSSG's ASB Task and Finish Group.

The CSSG had set up an ASB Task and Finish Group in November 2023, inviting a wider range of partners to participate, to identify priority areas to focus actions on, going forward. Although not expected to report until March 2024, indications to date have identified young people and young persons' substance use as a key issue, along with locations such as Elgin (Cooper Park and surrounds), Forres and Buckie. This includes the need to work alongside GIRFEC and Education colleagues who have identified significant issues of ASB and substance use within local schools.

Key Findings

Although there are many findings within this report, those listed below are those that are considered the most important, and the ones requiring prompt action.

- Community Safety in Moray is often confused as being about ASB only, but conversely, ASB is also regarded by some partners as being better placed in GIRFEC, overlooking the fact that ASB is not just about young people.
- There is a lack of joint working and collaboration in the field of ASB, with some partners not feeling able to share information, or feeling that the aims of one partner in relation to a complainant or subject are at odds with their own goals.
- A lack of clarity around roles and responsibilities and the structure of the different partnerships has meant that there is sometimes a lack of recognition within each partnership of the role of others, leading to a lack of communication and joint working in areas of overlap.
- The Moray Locality Networks' role is seen as key in raising awareness of emerging trends and themes where children and families are involved, and the CSSG seeks work with the Networks to develop collaboration further. It is recognised that the Locality Networks' brief being wider than Community Safety.
- The Community Safety Hub has become less focussed on partner tasking over time, due to some partners not engaging frequently.
- Reports of mental health issues and the use of alcohol and drugs, have escalated, impacting on Community Safety, both in terms of harm and unintentional harm to individuals, as well as to ASB.
- Reports of ASB have grown, along with the level of severity of the ASB.
- The Outcome Measures within the Strategy need to be revised, with some data not readily available, making monitoring and evaluation ad hoc and not reliable.
- In some areas, the Strategy acknowledges areas of Community Safety as being of concern but does not have any agreed Outcome Measures or associated activities.

- There could be a perceived lack of ambition in terms of the lack of new partnership projects being developed as part of the Strategic Action Plan, as all projects currently listed are existing 'business as usual' workstreams for each partner.
- The reductions in staff and changes from proactive to reactive work hamper efforts to effectively manage Community Safety, including unintentional harm, and in particular ASB.
- The link between unintentional harm, mental health and the use of alcohol and drugs is significantly evidenced. There is a gap in strategic governance for Mental Health, by way of a topic specific strategic partnership, which has made identifying the right individuals with the knowledge and decision-making powers to sit on the CSSG's Mental Health Task and Finish Group challenging.

Recommendations

- Improve partnership working with individual partners and strategic partnerships across the system.
- Move to more Dynamic Reporting and timeous partner updates for Community Safety Hub cases is needed to make the Hub more effective.
- Development of new partnership projects that meet emerging need rather than 'business as usual', particularly around ASB.
- Review the Outcome Measures to fit with a more focussed approach to Community Safety.
- Consider the findings of the ASB Task and Finish Group, and report to the Community Planning Partnership.
- Set up the Mental Health Task and Finish Group and then consider the findings and report to the Community Planning Partnership.

Review of 2022/23

The Review was completed via desktop research, and through meetings with key partners. This included:

- examining all relevant policies, procedures, and agreements, as well as local data and national research; and
- gathering information on successes, challenges and concerns, and options for future initiatives.

Following the disruption caused by the pandemic, 2022/23 was focused on reestablishing our partnerships, networks and working methodologies, particularly as many partners had experienced a reduction in levels of resources, due to budgetary pressures. The impact of continuing hybrid and home working arrangements on the success of partnership working cannot be underestimated. Many meetings continued to take place via video calls, meaning that the pre and post meeting networking no longer happened, making it more difficult for staff to establish new relationships, where personnel had changed, and to reinstate previous working relationships.

The CSSG relooked at the governance structure and the policies and procedures that underpin the work of Community Safety, with many being updated to meet the challenges being faced. This included setting up two subgroups: the ASB Task and Finish Group; and the Mental Health Task and Finish Group. These task and finish groups have been set up with the specific purpose of reviewing existing and/or developing new Policy/Strategy/Planning recommendations.

The CSSG also looked at the Multi-agency Community Safety Hub (the Hub), which included revising the membership and its Terms of Reference. This piece of work is still ongoing, although expected to be concluded by end March 2024. The final restructuring of the Hub is expected to include Dynamic Reporting on cases, thus enabling the Hub to be more effective.

Policies, Procedures, and Information Sharing

Policies and procedures, and the agreement that enables agencies to share necessary information, are the framework on which all services and partnership working are based. The Review found that many were out of date, and in some instances referred to partners that no longer existed or did not include organisations that had joined the partnership. Most importantly this included Moray Council's ASB Policy and ASB Information Sharing Protocol (ISP). In the case of the ASB ISP, the existing version did not include reference to GDPR, and was specific to ASB and did not take account of other areas of Community Safety.

The ASB ISP is currently under review and the new Community Safety ISP is expected to be completed and a signed version to replace the ASB version in early 2024.

The reviewed and amended documents are as follows and are attached in the Appendices:

- Community Safety Strategic Group Terms of Reference – Appendix B
- Community Safety Hub Terms of Reference – Appendix C

The revised Moray Council ASB Policy will be presented to the Housing and Community Safety Committee for ratification in June 2024.

In reviewing these documents, it was necessary to look at the reality of how we work in the arena of Community Safety.

Defining Community Safety

COSLA defines Community Safety as, "Protecting people's rights to live in confidence and without fear for their own or other people's safety". Using this has enabled the CSSG to cover a broad range of subjects within its Community Safety Strategy, recognising the importance of all aspects of harm, whether intentional or accidental, and its impact on the lives of individuals and the communities within which they live and work. This has supported the CSSG in seeing the bigger picture. Having one central focus, for these areas, through the CSSG, enables partners to identify overlapping themes and trends and to therefore develop a more rounded and comprehensive response.

Throughout the review it became clear that for many the terms Community Safety and ASB are seen as interchangeable, therefore ignoring all the other aspects of Community Safety. Community Safety includes, anti-social behaviour, fire and home safety, unintentional harm, road safety, violence reduction, and mental health, alcohol and drugs as a cause of community safety issues. It interfaces with other topic specific partnerships and strategies, where there is an impact on the safety of individuals and communities, to ensure a collaborative response.

A lack of understanding of the role of Community Safety and the CSSG has at times made partnership working challenging.

Challenges

Although significant changes had already been made to Community Safety, its governance structures, and its operating models since the early 2010s, many of these challenges have been exacerbated and accelerated by the Pandemic. The Pandemic has evolved and transformed how we communicate, live and work with each other, both in society and within the workplace.

The Pandemic and lockdowns saw the individual organisations and services having to react at pace to a constantly changing landscape. Inevitably, this meant that each became more internalised, as they sought to modify their own services and responses. This led to a return to silo working, and often to a lack of willingness to share information or to work together on finding solutions. The reality of what has followed since the Pandemic is that both society and the workplace in which services operate have been reshaped.

This was particularly marked in the interaction between the different strategic partnerships and the Community Safety Strategic Group. A lack of clarity around roles and responsibilities and the structure of the different partnerships has meant that there is sometimes a lack of recognition within each partnership of the role of others, leading to a lack of communication and joint working in areas of overlap.

Additionally, reports of mental health issues and the use of alcohol and drugs, have escalated, impacting on Community Safety, both in terms of harm and unintentional harm to individuals, as well as to ASB.

Reports of ASB have grown, along with the level of severity of the ASB. There appears to be a greater lack of tolerance, with more individuals reporting neighbours for what is often determined as being 'living noise'. The reasons for this are unclear but could be rooted in the fact that more people now work from home and are therefore more aware of their neighbours' activities during the daytime.

We have also noted a decline in what could have been previously seen as social norms, with more young people not feeling able to attend school and appearing to have no concern nor understanding of the consequences of their actions. This worrying trend has seen a rise in youth ASB and substance use, leaving young people at risk of entering the criminal justice system, and more likely to experience poor life outcomes, as well as fracturing communities where ASB is prevalent.

Outcomes

The stated Outcomes within the Community Safety Strategy are directed towards ensuring that people feel safe both at home and in the community, reduce vulnerability and build resilient communities. Although progress has been made to meet these Outcomes, measuring the level of progress has been hampered by our inability to monitor all Outcomes as intended.

It became apparent that the datasets originally agreed in the Strategy were not as readily accessible as had been expected. In some cases, this was due to changes made at a national level, and in other instances due to the availability of local data.













When the Community Safety Strategy was written, the Baseline for measuring Outcomes was not set. This task has been completed retrospectively. This gave rise to an additional complication where the Baseline data for the chosen year 2021/2022, was not accessible at

the time needed. This is not to say that the data doesn't exist, just it was not readily available at the time of asking.

Another issue with the data is that in some instances, the Strategy acknowledges areas of Community Safety as being of concern, but does not mention how these will be addressed, and no Outcome Measures have been agreed. This in part could be responsible for what can be seen as a lack of ambition in terms of partnership projects being developed as part of the Strategic Action Plan, as all projects currently listed are existing 'business as usual' workstreams for each partner.

To ensure that accurate monitoring and evaluation is possible in the future, and that all areas of Community Safety are able to be monitored, the measures are being reviewed. It is intended that this will be achieved by April 2024. Where we have been able to accurately report on Outcomes, the measures are contained in Table 1: Outcome Measures.

TABLE 1: Outcome Measures

Priority	Current Measure	Source	Baseline 2019/20	Baseline 2021/22	Type of measure	2022/2023	Performance Rating
Reducing Harms in our Community	Reduce incidents of Violence (Non-sexual crimes of violence)	Police Scotland		966	No of incidents	1056	
	Reduce incidents of Domestic Abuse	Police Scotland	889	825	No of incidents	931	
	Increase those referred to substance misuse support services	Moray Alcohol and Drugs Partnership		641	Active clients	812	
	Reduce rates of Neighbour Disputes and Noise Complaints	Police Scotland	827	767	Number of complaints	811 (Up to Q3 2023)	
	Reduce Environmental Antisocial Behaviour complaints (Litter/Fly Tipping/ Dog Fouling/Graffiti)	Community Safety Team/ Environmental Health		517	Number of complaints	317	
	Reduce number of accidental dwelling fires (all types)	Scottish Fire and Rescue Service		65	No of fires	49	
	Reduce number of accidental dwelling fires involving substance misuse.	Scottish Fire and Rescue Service		12%	Percentage of fires	12%	
	Reduce number of secondary fires in the community	Scottish Fire and Rescue Service		96	Number of incidents	86	
	Rates of Domestic Abuse where children are present	Police Scotland/ VAWG	453 (50.9%)		Number of VPDs submitted per DA incident	557 (59.8%)	
Safeguarding Our Community	Reduce the number of recorded online scams/ frauds/exploitation crimes/complaints	Trading Standards Police Scotland		51 186	Number of complaints	45 241	
	Increase the number of online/digital safety initiatives/presentations	Trading Standards Police Scotland		1 27	Number of presentations	8 31	
	Increase the number of Home Fire Safety Visits	Scottish Fire and Rescue		931	Number of Visits	686	

Reduce Antisocial Behaviour in the Community

The Antisocial Behaviour etc. (Scotland) Act 2004, defines ASB as “behaviour that causes or is likely to cause alarm or distress... or pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as the perpetrator”.

ASB is a continuous, longstanding process whereby the victims are repeatedly subjected to abusive behaviour from individuals. It includes behaviour such as noise nuisance and other environmental crime, rowdy behaviour, verbal abuse, and intimidation. Where-as crime is doing something forbidden by law and is therefore considered a more serious matter. That said, ASB is serious, because of the impact that the process, repetition, and context can have on complainants, witnesses, and communities.

Each local authority is required to produce an ASB Strategy. In Moray, the ASB Strategy has been included within the Community Safety Strategy. The legislation states that ASB Strategy must include:

- the ASB problems in the council area;
- the services already available for preventing and tackling them (including for people under 16, victims and witnesses of ASB, and people who need mediation to help solve disagreements between neighbours);
- the new services that the council and other agencies will need to put in place to fill any gaps in services; and
- how the council and the police will co-ordinate their work and exchange information.

Community Safety in Moray cannot be seen in isolation from what is happening in the rest of the country. It is essential that in examining what is happening locally, that we also take account of national and regional strategies, policies, and programmes, as well as those of other local partners from across all sectors. Only by benchmarking ourselves and by learning from others, will we be able to truly understand how best to confront our own challenges.

The National ASB Survey

In November 2023, the Scottish Government and Scottish Community Safety Network (SCSN) published the detailed findings on the perceptions of current approaches to ASB in Scotland, based on discussions with key stakeholders, including victims and frontline staff (<https://www.gov.scot/publications/reviewing-scotlands-approach-antisocial-behaviour/pages/7/>). The intention of the report was to identify best practice in preventing and tackling ASB.

The survey asked three questions:

1. What changes should be made to the current approach or what further steps should be taken to help prevent antisocial behaviour?
2. What gets in the way of preventing antisocial behaviour?
3. How could we support people better to deal with antisocial behaviour?

The report concluded that “prevention is better than cure and that working collaboratively in partnership is essential to finding long term solutions to address antisocial behaviour and make all of our communities safer and more welcoming places to live”. Findings of the report included:

- Early intervention should be prioritised, in order to prevent ASB, with young people featuring highly.
- Any approach and needs to be targeted towards the right people, at the right time and right place.
- ‘Good work’ in early intervention was being eroded by the cuts.
- ASB work is mostly reactive and ‘firefighting’, rather than proactively tackling issues at an earlier stage.

- The Community Warden role, created after the Antisocial Behaviour etc. (Scotland) Act 2004), was set up to help build community relations and trust. It was felt enforcement contradicts the originally intended purpose.
- Enforcement is time consuming and not as effective as community work and relationship building to prevent issues.
- Mental health was felt to be the most prominent root cause linked to antisocial behaviour, both as a root cause as well as a consequence of antisocial behaviour.
- Drug and alcohol use in adults was mentioned regularly as a root cause of antisocial behaviour, with access to addiction and recovery support seen as a part of the problem, and the solution.
- Young people and underage drinking were seen as an issue, often with regards to young people congregating.
- Support within the community was considered as being of particular importance, to help tackle both addictions in adults and youth disorder.
- Poverty and generational poverty is often a root cause of ASB.
- The quality of existing housing stock was brought up most often around housing issues, such as a lack of soundproofing and suitable flooring.

ASB in Moray

The Review assessed the ambition of the Moray Community Safety Strategy to meet the needs of ASB locally and the extent of the success of activities planned, overlaying this with a view of how our findings fit with the national survey.

One of the initial issues discovered was that partners and the public do not have a clear understanding of ASB and the individual roles and responsibilities of the CST and the Police, meaning that some unrealistic expectations have been placed on both the CST and Police Scotland, hampering effective action, and often raising unwarranted criticism. One key issue identified is that when the public dial 101 to report a crime, they are often informed that it is ASB by the call handler, and to call the local authority. The problem here is that the call handlers are often based out of area in places such as Dundee. A 'one size fits all' approach is adopted, and in some instances, these do not tie in with local arrangements. For example, in Moray parking issues are not decriminalised.

Tackling ASB is not a single agency, or single service, responsibility. ASB overlaps many agendas, services and formalised partnerships, and requires a collaborative response. It is evident that improvements could be made to make our interventions more effective by way of enhanced collaborative working across multiple service areas. The lack of joint working and collaboration in the field of ASB, with some partners not feeling able to share information, or feeling that the aims of one partner in relation to a complainant or subject are at odds with their own goals, has on occasions prevented the best outcome for all parties involved.

However, since mid-2023, the concerted efforts of the CSSG to improve the response to ASB and to create or amend procedures to facilitate joint working, has seen progress in some areas of partnership working.

Additionally, a separate pilot project has been set up between the CST and the Housing and Property Services team. This project is being set up to give a more effective and efficient response to low level ASB perpetrated by and to those living within Moray Council properties. The project, due to go live April 2024, will see three Housing Officers taking the role of tackling Category C ASB, such as neighbour disputes, low level dog barking and complaints of 'living noise', which may include issues relating to insulation or floor coverings.

Undoubtedly joint working is more effective than single agency working. The impact of partnership working on the individuals concerned, and the improved ability of the services to resolve the case can clearly be seen in the Case Study below.

Case Study:

Complainant (A) contacted Moray Council CST in 2022, with a complaint of excessive noise and disturbing antisocial behaviours from their neighbour, a Moray Council tenant. This included loud music throughout the day and night, screaming and shouting, urinating in the street, drunken behaviour and littering communal areas. Complaints had also been made to the Police, and Subject (B) was known to the Police.

Engagement with B was very limited, and the issue was viewed through a prism of enforcement. An Acceptable Behaviour Contract (ABC), a voluntary agreement, was put in place which gave a range of behaviours that B was agreeing not to engage in. The idea being that if B didn't adhere to the agreement their tenancy would be at risk.

The ABC did not include any support for B, no other agency was engaged in the writing of the agreement, nor in giving any input into any needs that B might have. Inevitably the ABC failed, and B breached the agreement on several occasions. Numerous complaints about B's behaviour came in to Moray Council and to the Police, and it became clear that current actions were not working.

At this time, the CSSG had instigated an evaluation of the policies and procedures, resulting in the ASB and ABC Procedures being significantly amended. As part of this process all members of staff from the CST were required to undertake training in Child Protection and Adult Support and Protection, to assist them in recognising vulnerabilities in complainants and subjects.

The amended ABC Procedure makes it clear that all ABC processes must be multi-agency, any vulnerabilities considered, and support offered to meet these needs as part of the agreement. As part of the new procedures, a revised governance structure was put in place. This includes an Agency Case Task Group (ACTg), which brings together relevant professionals in a solution focussed meeting, chaired by the Lead Public Health Officer.

The ACTg met, bringing together Community Warden, Mental Health Social Work, Police and Housing professionals. At the meeting it became clear that B has significant mental health issues, and without support, B would be unlikely to sustain any behavioural change. It was agreed a new ABC would be drawn up with B, with all professionals inputting into the agreement, including detailing any support, and it was agreed that the Community Warden would act as Lead Officer.

This new approach enabled the professionals to share information and to agree on an appropriate response, including, in addition to her existing mental health support:

- weekly check in visits by the Community Warden; and
- support offered for housing and financial issues.

As the Lead Officer the Community Warden, liaised with the other professionals, keeping them informed and asking for help when needed, and communicated with A, to let them know their complaint was being dealt with, in a dynamic process.

The result of these changes to working practices, have seen a dramatic improvement in the behaviour of B, and in the wellbeing of A and A's family, evidencing the benefit of joint working and information sharing.

In Moray, ASB complaints are sent to Moray Council's small CS team of two Community Wardens and a Housing Liaison Officer (HLO), based in Environmental Health. Historically, the team was larger, with five Community Wardens, and worked as part of a partnership. Cuts in budgets in 2018 saw warden numbers reduced to the existing two.

Prior to 2018, the Community Wardens' role had included prevention and early intervention, as well as targeted response. By patrolling in local areas, they built relationships with other agencies and community groups working in the area and with residents. Most notably with young people. Their presence, alongside Youth Workers, meant that any ASB was minimised and the intelligence they passed to Police and other partners prevented an escalation to criminal behaviour for many. Public sector funded services, such as youth services also saw a reduction across Moray, meaning that currently services are operated on a targeted response, often as a crisis intervention.

The move to a targeted response saw the Wardens' role become 'address' based. In practice this means that any complaint must be linked to an individual at a specific Subject's address. In most instances this would not apply to unidentified individuals engaging in antisocial behaviour in the street or in another public space.

The roles of the Community Wardens and the HLO vary. The main differences being that the Wardens can issue Fixed Penalty Notices (FPN) for ASB such as dog fouling, litter, and fly tipping and are able to arrange for abandoned vehicles to be removed. The Wardens' work is chiefly with complainants and subjects not living in Moray Council's housing stock; where-as the HLO has no authority to issue FPNs, and works solely with those living in Council housing, dealing with neighbour nuisance and other antisocial behaviour. There has been too much work for one HLO, and it has been necessary for the Wardens to support the HLO and work with Complainants and Subjects living in council tenancy, despite their lack of knowledge on tenancy specific legislation and regulations.

ASB is categorised into priority levels, A, B and C, with A being the highest. See Appendix D. Each category has a linked timescale for an initial response. These timescales enable Environmental Health and Housing management to benchmark Moray Council's ASB performance against other local authorities through national reporting.

- **Category A** – Contact complainant or Police within 1 working day and resolve case (if investigated by CST) within 20 working days. Most Category A complaints are for criminal activity, which is passed directly to the Police for investigation.
- **Category B** - Contact complainant by phone call/letter/visit within 2 working days to advise of assessment and resolve case within 35 working days.
- **Category C** - Investigate complaint and contact complainant by phone/letter or visit within 5 working days and resolve case within 40 working days.

In 2022, Moray Council's Community Safety Team received 548 complaints for ASB, of which 410 were for unique addresses. In 2023 this rose to 1,066, an increase of 66%, for 449 unique addresses. Complaints for Elgin more than doubled in 2023 and accounted for 43% of all ASB complaints, whilst the number of Category B complaints have more than doubled since 2018, with Category C cases returning to pre-pandemic levels.

In 2023, Police Scotland received 3,236 reports of ASB incidents in Moray, of which 49% were for the Elgin area, with Buckie, Forres, Keith and Lossiemouth jointly accounting for a further 45%. See Police Scotland ASB Incident Map Appendix E.

Our targeted approach means that resources are directed to a specific location or groups of individuals and has limitations. The system's lack of early intervention services and limited resources means that changing where services are targeted is time-consuming, as existing

resources have to be redirected to meet emerging challenges. In many cases this requires additional funding. Applying for external funding is time consuming, with most externally funded work being short-term and not sustainable. The length of time needed to develop funding bids means that the system is not able to give an immediate response and is not able to be as flexible as ASB requires.

The Education, Resources and Communities team, provide initiatives that bring families together in a partnership approach and into contact with support services, to build stronger communities. They also run specific initiatives for young people, such as the Strategic Equity funded work with New Elgin Primary School, which involves a youth worker and new youth club.

The Moray Locality Networks' have a role in raising awareness of emerging trends and themes, with individual Network meetings set up to cover West and East Moray. The Locality Networks' brief is wider than ASB, as they were set up to offer operational level professionals working with children and families, a space for sharing information and best practice, and for raising concerns. As an example, the East Locality Network raised concerns around youth ASB in Buckie. A multi-agency response was agreed, using existing resources. Over a longer period, this led to funding being agreed to support youth work provision through community led groups. The CSSG is keen to strengthen their relationship with the Networks.

Although there are pockets of excellent work happening across Moray, to date the co-ordinated response, which brings together all agencies and services to agree an Action Plan, has not happened. It was also felt that the need for services and the gaps in provision to meet need had not clearly been identified. Recognising this, in November 2023, CSSG set up an ASB Task and Finish Group, and through this group, instigated a review of activities, including the identification of 'hotspot' locations, demographic makeup of individuals engaged in ASB, underpinning issues, and gaps in service delivery. The aim of this work being to enable CSSG to develop a comprehensive and robust multi-agency Action Plan for tackling ASB, and to direct stretched partner resources.

The ASB Task and Finish Group is ongoing at the time of this report, but the findings to date have been included.

Identified location hotspots:

- Elgin – Town centre, Alexandra Road and Cooper Park in the area surrounding the public library. This is close in proximity to the bus station on Alexandra Road, a short distance to the town centre;
- Buckie, Forres, Keith and Lossiemouth – in and around the secondary schools identified as key areas of concern.
- New Elgin – areas surrounding mixed tenure estates, including Meadow Crescent and Bain Road.

Police Scotland received reports in respect of increased perceived ASB during early Summer 2022 with hotspots identified as Elgin Town Centre, Alexandra Road and Cooper Park. It was assessed this was due to improving weather along with the implementation of free travel, resulting in youths from other areas descending on Elgin and congregating.

In Spring 2023, an increase in ASB was again observed in Elgin Town Centre at locations as previously identified, with Stagecoach advising Police that staff and customers were being verbally abused, intimidated, and threatened which had resulted in staff refusing to work certain shifts, and them seeing one member of staff a week leaving the organisation.

Demographic makeup of individuals engaged in ASB (most prevalent):

- Young people – aged 12 to early 20s;
- Concern that large groups of young people are congregating in areas such as Cooper Park, but that there are often adult males present;

Although the Community Wardens and the Moray Community Safety Hub receive complaints of ASB being committed by other groups of individuals, the number and the impact of the complaints about youth ASB is proportionally high.

The adults perceived as committing ASB tend to be linked to neighbour disputes, dog barking and fouling, loud noise within the home, alcohol and drug related ASB and abandoned vehicles. The impact tends therefore to be primarily on immediate neighbours, and therefore fewer people are impacted. Where-as youth ASB tends to impact on a larger number of individuals and not be confined to residential areas. The perception of youth ASB and crime, can have a disproportionately higher impact on how safe people feel in their homes, communities, towns and workplace.

Poor mental health and substance use in adults also features highly in ASB, in terms of cause, and also in exacerbating the difficulties in responding effectively to ASB.

Types of ASB and underpinning issues identified as priority:

- Youth substance use;
- Youth using substances, fire raising and vandalism;
- Youth using substances and being in attendance at school, with one school in Keith noting an issue with higher class of substances being used;
- Young people intimidating businesses during school hours.
- Increase in reports of young people carrying knives, including within school;
- Young people from towns in and out with Moray travel to towns, particularly Elgin to congregate;
- Concerns raised over County lines and intelligence being received that young people are couriering drugs around Moray, using bus services;
- Young people's mental health and school absences.

Partner agencies have been raising concerns about the level of alcohol and substance use, and that the age of young people using substances is getting younger, and that there are significant numbers of young people not in school, or in school but not attending class. Recently there have been incidents reported where young people not at school have entered their school, or a school that they do not attend, and have engaged in disruptive and abusive behaviour.

The free travel for young people has been linked to a rise in young people congregating in the towns, and in particular Elgin. Although the majority of young people congregating come from within Moray, a trend has been noted for young people coming in from the Highlands, Aberdeenshire and Aberdeen areas, with reports of a few young people coming from as far as Perth. There are some calls for free travel to be stopped, or restricted. However, most agencies in Moray agree that free travel itself is not the issue, as this ignores that the behaviour of some is the problem, and that limiting or removing free travel could unnecessarily penalise the majority of young people, who do not engage in ASB.

The picture of reductions and changes from proactive to reactive work, and the issues which are driving ASB resonate with what other Community Safety Partnerships and stakeholders are reporting nationally. The Scottish government and the SCSN recognises in their report of November 2023, that the emphasis needs to be on Prevention and Early Intervention. It concluded with a

recommendation to develop and long-term framework for addressing ASB, with a strong focus on steps that can be taken to prevent ASB, as well as considering the effectiveness of current approaches to tackling ASB.

The CSSG also recognises these challenges and will work with both local, and national stakeholders, to affect a robust plan for Moray.

ASBO Panel

Antisocial Behaviour Orders (ASBO) are a key tool for agencies working with ASB. An ASBO is a preventative order, issued by the court, which prohibits an individual from doing anything described in the order. A breach of an order is a criminal offence.

The Moray ASBO Panel is a multi-agency statutory group that oversees all ASBOs applied for and granted across Moray. The Panel considers any application to the court for an ASBO is robust, is appropriate, and is sufficiently evidenced. It is also responsible for reviewing any existing ASBOs and considers any amendments or revoking of existing terms.

In 2023, two ASBOs were awarded for adults by the court. Although a total of 3 breaches have been recorded, the ASBOs have been effective in reducing the offending of two prolific offenders.

Reduce incidents of Violence and Domestic Abuse

Domestic Abuse falls under the remit of the Violence Against Women and Girls (VAWG) Partnership. Three key priorities for domestic abuse in Moray are:

- Minimising the impact of domestic abuse on children, young people and parents, with Children and Families intervening at the earliest opportunity;
- Moray Council working through the VAWG, with Police Scotland, to identify any lessons that can be learned, in order to improve our response; and
- Liaising with Education to explore ways to support pupils who experience domestic violence.

Police data, for the number of VPDs submitted for domestic abuse incidents which involved a child rose in the year 2022/23, compared to 2019/20 (see Table 2).

TABLE 2: Domestic Abuse Incident VPDs Submitted

	Number of Domestic Abuse Concern Reports	Number involving a child concern	%age involving children
Financial Year 2019/2020	889	453	50.9%
Financial Year 2022/2023	931	557	59.8%

The Progress Report on Equality Outcomes 2023 (reported to and discussed by the Equality and Diversity Corporate Advisory Forum) identifies that although the proportion of children registered due to concerns of domestic abuse had continued to rise during quarter Q4 2023, this increase was due to a decrease in the overall numbers registered. The report states that, “In comparison to 2021/22 the proportions and numbers of children registered for this concern have reduced significantly.”

To ensure that professionals are trained in assessing risk, when children are living in environments where gender-based violence is a risk, the Safe and Together approach is being used. By the end of Q4 2023, 75 staff had been trained across the VAWG partnership.

Regarding supporting pupils who experience domestic abuse, the VAWG partnership intends to have all schools trained in the Mentoring Violence Programme (MVP) for secondary schools and

linked to a network by May 2024. Additional support across all schools is undertaken through Women's aid, and individual families/pupils are identified through the Multiagency Risk Assessment Conference (MARAC) and Child's Planning.

Reduce risks for unintentional harm

The Community Safety Strategy defines unintentional Harm as, 'Predictable and Preventable Unintentional Physical or Psychological Harm.'

Scottish Fire and Rescue Services (SFRS) respond to fire and other emergencies, but also maintain a focus on prevention and protection. The SFRS Moray Local Fire and Rescue Plan 2021 details the priorities which are most significant within Moray and identifies potential solutions to deliver prevention services. SFRS identify a key priority for their service as being, "protecting and responding to those most vulnerable and at risk from fire and/or harm in the home". This includes the reduction of harm from accidental fires in the home and contributing to making the home a safe place to live. SFRS achieves this through collaboration with partners.

SFRS promote and deliver free Home Fire Safety visits across Moray and have a targeted approach to those most vulnerable and at risk from fire and/or harm in the home. Fires in the home are considered a major cause of unintentional harm. There was no real change in the number of accidental dwelling fires between 2016/17 and 2020/21, although the involvement of alcohol had increased. However, the proactive work of SFRS, saw a reduction of 16% in accidental dwelling fires in 2022/23, with those involving substance use remaining static. That said, the Community Safety Strategy Outcome Measure, to Increase the number of Home Fire Safety Visits, as part of the Safeguarding the Community Priority, has not been achieved. SFRS saw a reduction in Home Fire Safety Visits of 26% between 2021/22 and 2022/23.

The SFRS also attend road traffic collisions (RTC) in Moray, alongside Police and the Scottish Ambulance Service (SAS). Although the Community Safety Strategy acknowledges that road safety is a key concern for communities across Moray, it was agreed that there would not be any Outcome Measures targeted at road safety, as these are covered within the Moray Road Safety Plan. However, this creates an anomaly for the CSSG, when assessing the success of the Community Safety Strategy.

The draft Moray Road Safety Plan to 2030 takes into account the Safe System Approach to Road Safety which was introduced in the Scottish Road Safety Framework to 2030 (published in 2021). The Moray Road Safety Plan states that, "whilst the overall number of reported accidents is low compared to the rest of Scotland, in Moray over 70% of casualties are injured on non-built up roads (rural roads) compared to just a third of casualties for Scotland as a whole."

Although communities across Moray raise concern about the speed of traffic through built up areas, it is the rural roads on which speed tends to be a factor. Moray Local Policing Plan13 supports the aims of the Moray Road Safety Plan through Operation CEDaR. Operation CEDaR (Challenge, Educate, Detect and Reduce) is the north road safety strategy aimed at casualty reduction and improving safety on the roads within the Police Scotland North Command area. Where appropriate, local initiatives will involve local policing teams and partner agencies to reduce the number of people killed and seriously injured in the area and improve the behaviour of drivers of all ages behind the wheel.

Water safety is another area of concern for Moray. Scotland has a disproportionately high level of drownings compared to other areas of the UK. To tackle water safety and reduce the number of tragedies, the Partnership Approach to Water Safety (PAWS) has been developed nationally. This is a multi-agency approach to raising water safety awareness, with PAWS groups being set up locally. The Community Safety Strategy identifies an Outcome Measure of the Number of Outdoor/Water Safety Incidents, but to date no data has been available, to enable the CSSG to look at the impact

of this area. Given the number of water-based activities across Moray's rivers, lochs and sea, this area of work needs further development by the CSSG.

The link between unintentional harm, mental health and the use of alcohol and drugs is significantly evidence. The CSSG has identified that there needs to be a Mental Health Task and Finish Group. Due to the lack of strategic governance, by way of a topic specific strategic partnership for Mental Health, identifying the right individuals with the knowledge and decision-making powers to sit on this group has been challenging. It is hoped that the Mental Health Task and Finish Group will be in action by April 2024.

To further the CSSG's commitment to 'contribute to work that will improve mental health and wellbeing and reduce the risk of suicide', a link has been made with the Suicide Prevention Group (SPG), which has been set up to look at what actions can be employed to reduce the issues that can lead to suicide.

Although many of the actions that lead to unintentional harm, we are able to predict and plan to prevent, we have seen that having sufficient resources to be able to put those plans into action is challenging in the current climate of budgetary constraints.

Reduce the risk of online scams, frauds and exploitation

2022/23 saw a reduction in the number of recorded online scams/ frauds/exploitation crimes/complaints into Trading Standards. Trading Standards have noted that there has been a rise in the number of fraud cases that the courts have been prepared to prosecute.

Conversely, the Police have seen a rise of 23% in the number of reported incidents, between 2022 and 2023.

Online scams are a growing concern. There are many different kinds of scams aimed at private individuals and businesses. The Police and Moray Trading Standards are at the forefront of the work to ensure that our partners, the community, and the business community are aware of online harm and how to recognise it, and also to ensure that vulnerable groups are protected from cybercrime, and victims supported.

However, Scam work is not a statutory requirement for Trading Standards, and following staff vacancies and a reduction in the number of officers in 2023, Trading Standards has had to make the decision to not undertake any scam work at this time.

Both the Police and Trading Standards have increased the number of presentations they have made, or initiatives they have participated in, to raise public awareness of online and digital safety.

Conclusion

It has been a mixed year in terms of results, with some notable successes and some areas where results have not been as expected, such as the rise in violence and reports of neighbour disputes and noise complaints. The reason for these rises in negative behaviours appears to be linked to social factors, including a change in the way and where people work, as well as what appears to be a reduction in tolerance of others. Additionally, the Community Safety Strategy was developed during the Covid pandemic, at a point when none of the agencies could predict that the post-pandemic period would bring a steep rise in mental health issues, drug and alcohol use, and anti-social behaviour, leaving many more in our communities vulnerable, both in terms of the risk to themselves, as well as to the impact from others' behaviour.

At the same time, we have had to rebuild our partnership working to meet these challenges. Although there have been some successes and much improvement, there is still work to be done to ensure that we are able to tackle the current and emerging challenges.

AGENDA ITEM: 4a

Although there are many formal partnership groups across Moray, specialising in their areas of expertise, the CSSG brings together all aspects of community safety into one arena. Taking information from each of the partnerships as well as from each of the individual partners, to form an overall picture of community safety in Moray. This overview enables the CSSG to identify gaps and trends, and to disseminate its findings to the other partnerships to aid them in their own planning.

The CSSG's review identified many areas for improvement in its governance and its work, and has directed a programme of improvement, much of which has been completed or is underway. To this end, the CSSG is developing an Annual Community Safety Action Plan, that will identify its priorities for the coming twelve months.

APPENDIX A: CSSG MEMBERSHIP

Organisation	Post Title
Moray Council	EH & TS Manager
Moray Council	Principal EHO
Moray Council	Lead Public Health Officer
Moray Council	Research and Information Officer
Moray Council	Head of Economic Growth and Development
Moray Council	Strategic Transport Services Manager
Moray Council	Locality Network Lead Officer
Moray Council	Transportation
Moray Council	Consultancy Manager
Moray Council	Head of Service (MIJB) Social Work
Moray Council	Head of Housing & Property
Moray Council	Head of Education
Moray Council	Community Justice Co-ordinator
Moray Council	ADP Co-ordinator
H M Coastguard	Senior Operational Manager
Scottish Fire & Rescue Service	Station Commander
Scottish Fire & Rescue Service	Watch Commander (LALO for Aberdeenshire & Moray)
Scottish Fire & Rescue Service	Water Safety Scotland Chair of PAWS Group
Moray Health and Social Care Partnership	Lead for Clinical and Care Governance, Clinical Lead for Asylum Seekers, and Refugees
Police Scotland	Chief Inspector-North East Division Area Commander-Moray
Police Scotland	Chief Inspector
Police Scotland	Inspector - Partnerships, Preventions, Interventions & Events
NHS	Health Intelligence

APPENDIX B: CSSG TERMS OF REFERENCE

Community Safety Strategic Group

Terms of Reference

Purpose

To review Community Safety Strategy annual and as necessary depending on emerging issues

To monitor progress against the strategy outcomes

To oversee all the partners activities in relation to delivering identified outcomes

To ensure resources are directed towards delivering outcomes

Membership

Moray Council: Community Safety; Economic Growth and Development; Roads; Environmental And Commercial Services; Education; Social Work

Police Scotland

Scotland Fire and Rescue Service

Maritime and Coastguard Agency

NHS

Accountability

Annual report to: Community Planning Officers Group

Housing and Community Safety Committee

Review

The Community Safety Strategy to be reviewed every 3 years

Working methods

Meet quarterly to: discuss progress against outcomes

Identify any emerging issues not already covered in strategy

To create subgroups to investigate specific topics

To review output of subgroups and direct resources as required

The chair will be held for 1 year by one of the partners and rotate each year.

APPENDIX C: COMMUNITY SAFETY HUB TERMS OF REFERENCE



Moray Council
Moray Community Safety Hub
Terms of Reference

DOCUMENT REVISION HISTORY				
Date	Revision Number	Details of Revision	Procedural Notification	Revised by
01/12/2023	V2.0	Initial Draft		Chrissy Stower

Responsible Officer:	Environmental Health & Trading Standards Manager
Last Review Date:	October 2023
Reviewed By:	Chrissy Stower, Lead Public Health Officer
Next Review Date:	October 2026
SS Index Number:	ENV/XXXX

1. PURPOSE

- 1.1 Moray Community Safety Hub (The Hub) is a local partnership meeting that supports the Scottish government's policy aim "*to enable everyone in Scotland to live in communities where they feel secure and are safe from harm*". The Hub uses a trauma-informed, person-centred approach that prevents, reduces and responds to risk taking behaviour and crime, and the impact of related harm, in relation to local vulnerable individuals and communities.
- 1.2 It is a forum for operational staff to consider the appropriate multi-agency response to individual complex cases to be discussed and problem solved and where appropriate, appropriate resources allocated or escalation processes invoked.
- 1.3 Under the direction of the Community Safety Strategic Group (CSSG), the Hub will undertake annual reviews of case outcomes to ensure learning.

2. GOVERNANCE

- 2.1 The Hub will report to the Moray CSSG. The governance and reporting arrangements for the CSSG sit with the Moray Community Planning Partnership (CPP) structure.

3. MEETINGS

- 3.1 The Hub meeting will be held weekly, currently Tuesday at 10am, via MS Teams.
- 3.2 An agenda for the meeting and details of cases to be discussed will be circulated no later than 1 working day before the meeting to enable each agency to research those to be discussed.
- 3.3 Attendees will be advised of the confidentiality statement at the start of each meeting and any papers circulated should be classed as confidential. Notes from the meeting and actions will be recorded during the meeting and circulated within 24 hours.
- 3.4 The reasons for adding a case for discussion and removing it from the Hub will be recorded.
- 3.5 A record of attendance will be kept and attendees will be advised of the confidentiality statement at the start of each meeting.

4. MEMBERSHIP

- 4.1 Membership of the Hub shall be open to voluntary and statutory organisations active in Moray Community Safety Partnership and with an operational role to play in improving community safety and **who are signatories** to the Moray Information Sharing Protocol.

Current Statutory Members:

- Moray Council – Environmental Health
- Moray Council – Trading Standards

- Moray Council – Housing
- Moray Council – Health and Social Care
- Police Scotland
- NHS Scotland
- Scottish Fire and Rescue Service
- Others currently by invitation only for specific cases

4.2 **Role of the Chair**

The Chair shall be responsible for ensuring that meetings are run in accordance with the following standards:

- Firmly but fairly chaired, permitting everyone to contribute in a wide-ranging debate, where individuals are treated with respect and without discrimination.
- Focused on the key issues, with a summary following each discussion and clarification of allocated actions for the action plan.
- Having time to receive a presentation on an item of importance or interest.

4.3 **Roles and responsibilities of attendees**

Attendees at the Hub meetings should:-

- Attend regularly and punctually and nominate a suitably qualified replacement if unable to attend.
- Pre-read the agenda for the Hub and undertake research in respect of their agency knowledge/involvement of those to be discussed.
- Where possible, have access to live systems at the Hub meeting to give up to date, accurate information.
- Ensure that actions agreed at the Hub are completed on time and to take responsibility for completion of these actions.
- Offer constructive, professional advice on all relevant cases and if necessary challenge single agency decision making and thresholds.
- Work together to find solutions to the cases/issues raised at the Hub (albeit this could be part of the meeting similar to the daily meetings in other areas).

5. **CO-ORDINATION AND SCHEDULING**

5.1 The coordination of any activities, related to cases discussed, lies with the members of the Hub. Any tasks allocated to individuals, by the members, will be recorded in the Hub Tasking Document, which will be circulated to the members within 24 hours of the Hub meeting. All allocated tasks will be completed within an agreed timeframe.

5.2 Any professional that agrees to be tasked by the Hub with undertaking activities, will be responsible for ensuring that the task is completed within the agreed timescale. They will also be responsible for reporting back to the Hub meeting on the outcome of the tasks, unless agreed otherwise by the Chair.

6. REFERRAL PROCESS

6.1 New referrals for the meeting should be sent to CommunitySafety@moray.gov.uk no later than 2 days before the meeting and include as much information as it is possible to supply, for example, full name, address and date of birth, along with (if known) details of any children or vulnerable adults at the property.

An urgent case may be raised 'on the day' but this should be by exception.

6.2 Any cases that the Hub feels it cannot resolve should be escalated appropriately, either to individual agency management or formal risk management groups.

7. WHICH CASES (INDIVIDUALS) SHOULD BE DISCUSSED AT THE HUB

7.1 The decision to discuss a case at hub rests with the members of the hub. The primary focus though is in the following areas:

- Complex cases where there has not been a satisfactory outcome to date.
- Cases where discussion at the Hub may engage other agencies not currently involved in the case, or professionals from other backgrounds who may be able to suggest an alternative approach.
- Cases where there is significant or disproportionate harm to an individual or the wider community that does not reach a single agency threshold for positive intervention and/or where the overall risk/harm may challenge that single agency threshold decision.
- Cases where vulnerable individuals are at risk and the vulnerability faced has not been reduced.
- Cases where in the view of the professionals in attendance, it is necessary to have a multi-agency discussion to reduce risk or to agree to invoke the escalation process to a more appropriate multi-agency group.
- Coordination, scheduling and planning of significant multi-agency operations.
- Individuals whose demand on one or more agency is causing a significant and disproportionate drain on that agencies resources (repeat offenders).

7.2 A case should not be discussed at the Hub for the sole purpose of obtaining information from one of the partner agencies at the meeting.

8. INFORMATION SHARING

8.1 The requirements for sharing information are:

- All organisations shall be signatories to the Moray Information Sharing Protocol or a recognised agency under statutory information sharing protocols.
- Any information will be treated as restricted. It will be kept and ultimately disposed of in a secure manner and in accordance with the General Data Protection Regulation (the GDPR) which came into force on 25 May 2018 and the Data Protection Act 2018 (the DPA).
- All agencies should ensure that the minutes are retained in a confidential and appropriately restricted manner. These minutes will aim to reflect that all individuals who

are discussed at these meetings should be treated fairly, with respect and without improper discrimination.

- All work undertaken at the meetings will be informed by a commitment to equal opportunities and effective practice issues in relation to race, gender, sexuality and disability.
- Staff will only share information that is proportionate, relevant and appropriate. This is a professional judgement which staff must make in line with the principles of the Moray Information Sharing Protocol. The information disclosed can assist other agencies to make appropriate decision and interventions, but may not be disclosed, copied or divulged to any other agency and that information only used in relation to the context for which it was disclosed.

APPENDIX D: ASB PRIORITY LEVELS

	Investigating Department	Categories	Timescale Acknowledgement of Complaint	Investigation Response Timescale
<p>Category A</p> <p>Severe ASB to be reported to Police Scotland for investigation.</p> <p>To CST for info only.</p>	<p>Police</p>	<p>Assault Violence towards another person.</p> <p>Drugs Drug dealing</p> <p>ASB Driving</p> <ul style="list-style-type: none"> ▪ Racing Cars ▪ Off Road Driving <p>Drinking in Public</p> <p>Underage Drinking</p> <p>Intimidation/Harassment: Causing alarm or annoyance by</p> <ul style="list-style-type: none"> ▪ Groups or individuals making threats ▪ Verbal Abuse ▪ Sending nasty/offensive letters. □ <p>Obscene/nuisance phone calls. □ Menacing gestures.</p> <ul style="list-style-type: none"> ▪ Serious disturbance 	<p>Within 1 working day from the date of receipt of the complaint.</p>	<p>Where possible and appropriate, visit/interview complainant and contact Police within 2 working days.</p>

<p>Category A</p> <p>ASB will be assessed by ASB team and referred to Police Scotland where deemed necessary.</p>	<p>CST</p>	<p>Intimidation/Harassment: Threatening behaviour (severity to be assessed by ASB team). If ongoing to be referred direct to Police Scotland.</p> <p>Vandalism: Vandalism/damage to property (severity to be assessed by ASB team).</p>	<p>Within 1 working day from the date of receipt of the complaint.</p>	<p>Where possible and appropriate, visit/interview complainant and contact Police within 2 working days.</p>
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APPENDIX E: POLICE SCOTLAND ASB INCIDENT MAP, 2023

