

Item 5 a

24th March 2014



Working in partnership for a safer Glasgow

Report to: Multi Member Ward Elected Members

Date: January 2014

Report by: Area Services

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Baillieston Multi Member Ward

Purpose of report:

To provide an update on Community Safety Glasgow services within the Baillieston Multi Member Ward

Recommendations:

1. To note the contents of this report.

1. Introduction

Community Safety Glasgow (CSG) adopts a problem solving approach to service delivery using a continuum of interventions with an escalation from preventative to enforcement measures. This ensures that interventions are appropriate, consistent and escalate where necessary to meet the needs of both individuals and communities.

The purpose of this report is to provide a snap shot of service delivery within Baillieston Multi Member Ward from the range of services delivered by CSG. Currently, some of this information only exists at a citywide level. However, it is the intention of CSG to provide all of the service delivery information at a multimember ward level and we are working towards this.

2. Ward Overview

Baillieston Ward has a population of approximately 32,267 with 41% aged over 45. 58.6% of properties in Baillieston are Owner Occupied; the remainder are a mixture of GHA, private rent or other social rented properties. Baillieston Ward ranks within the LOW category for Antisocial Behaviour.

Antisocial Behaviour (ASB) Incidents in October 2013 were 1% lower than the previous month in this ward. There was also a 34% decrease in ASB Incidents when compared to the same month in 2012. Youth related ASB decreased by 22% when compared to December 2013 and increased by 5% compared to the same month in 2012.

3. Mediation

The CSG Mediation team work with all parties affected by antisocial behaviour and neighbour disputes to support them in addressing their issues in a safe and confidential environment. The Mediation Service is free, confidential, impartial, and available to all citizens of Glasgow.

Mediation	Baillieston Oct – Dec 2013
Number of New Mediation Enquiries	3
Number of New Mediation Cases	2
Number of LIVE Mediation Cases (at month end)	0
Number of 1-1 Interviews Undertaken (Citywide)	48
Number of Joint Meetings Undertaken	10
Number of Mediation Enquiries Closed	3
Number of Mediation Cases Closed	4

Table 1 – Mediation

4. Community Relations Unit (CRU)

Where the Mediation process is deemed unsuitable, the Community Relations Unit will investigate issues of antisocial behaviour and neighbour disputes, under the antisocial behaviour legislation, and take the appropriate action.

Community Relations Unit	Baillieston Oct – Dec 2013
Number of New CRU Enquiries	4
Number of New RSL Enquiries	4
Number of New CRU Cases	3

Number of New RSL Cases	1
Number of LIVE CRU Cases (at month end)	2
Number of LIVE RSL Cases (at month end)	4
Number of Warnings Issued	4
Number of ABCs Issued	0
Number of UBNs Issued	0
Number of CRU Enquiries Closed	2
Number of RSL Enquiries Closed	0
Number of CRU Cases Closed	2
Number of RSL Cases Closed	0

Table 2 - CRU

5. Noise Service (Out of Hours)

The Noise team respond to complaints of excessive domestic noise from the public and have a range of sanctions available under antisocial behaviour legislation including verbal and formal warnings.

Noise Team	Baillieston Oct – Dec 2013
Number of Calls Received	49
Number of Premises Visited	16
Number of Verbal Warnings Issued	1
Number of Warning Notices Issued	2

Table 3 – Noise Incidents

6. Community Protection Services

CSG recognises the links between the way a street or neighbourhood looks and the way people behave. That a neighbourhood that looks vandalised and uncared for can foster antisocial behaviour and criminal behaviour. This thinking is reflected in the nature of some of our services and the composition of our teams, all of which reflect and delivers to the Clean Glasgow Strategy for the City.

6.1 Community Enforcement Officers

CEOs conduct high visibility uniformed patrols across the City. One of their primary functions is to issue Fixed Penalty Notices in relation to litter and dog fouling offences. The number of tickets issued by CEOs has exceeded targets and there has been widespread support from both the public and media. The service has recently been heavily involved in supporting the high profile Clean Glasgow Dog Fouling Initiative.


Image 2 – Community Enforcement Officers

Community Enforcement Officers	Baillieston Oct – Dec 2013
Total number of Uniformed Service Patrol Hours Conducted	708
Total Number of FPNs Issued	54
Number of FPNs Issued for Dog Fouling	39
Number of FPNs Issued for Cigarette Litter	9
Number of FPNs Issued for Litter	6

Table 4 - CEOs

CEOs also provide a range of other services on a citywide basis. They represent CSG on Glasgow's streets and provide a vital public liaison service, which builds links with communities, partners and organisations such as housing providers. This aspect of their role supports the gathering of intelligence and they have been responsible for the addition of significant information to the Police Scottish Intelligence Database. The Officers also carry out the role of City Centre Ambassadors, providing a visible resource to all users of the City Centre and support Joint Action Plans (alongside Police and other partners) in the City's most problematic "hot-spots".

6.2. Dog Fouling Initiative

Previous dog fouling initiatives have shown that irresponsible dog owners will alter their behaviour if they believe that there is a chance of them being subject to enforcement action. On the 1st August 2011, a new dog fouling initiative was launched, with the aim of changing the behaviour of irresponsible dog owners.

There are three strands to this ongoing campaign:

- **Education**

A letter from Glasgow City Council was sent to all residents in dog fouling hotspots, outlining the law, the effects and how to report dog fouling instances.

- **Encouragement**

A media campaign was launched, which focussed on encouraging residents to report irresponsible dog owners. A Dog Fouling Charter aimed at housing organisations was also produced. The Charter outlined what a housing organisation can do, what CSG can do for them and what action we will take together

- **Enforcement**

The enforcement element of the initiative focussed on a number of enforcement measures already available to housing organisations and the City Council. These include, the Dog Fouling Scotland Act 2003 for issuing of Fixed Penalty Notices, the Environmental Protection Act (Sec 149-151) for the uplift and detention of stray dogs in a public place, the Antisocial Behaviour Act etc (Scotland) 2004 for issuing of ASB Warning Letters and the Scottish Secure Tenancy Agreement for Warning Letters.

▪ Enforcement Days of Action

In addition CEO's also deployed in to Baillieston for specific days of action which focussed on Hot Spot areas identified by members of the public, elected members which are logged and programmed in bi-monthly for dedicated patrols and enforcement. During October, December and February there were days of action within Baillieston Multi Member Ward areas targeting hot spot streets which included:

- Budhill Park
- Kirknewton Street
- Cockenzie Street
- Garrowhill Drive
- Loancroft Avenue
- Rhindmuir Drive/Crescent
- Wardie Road
- Hollowglen Road
- Lusshill Terrace

The aforementioned streets are just a snapshot of some of the streets targeted during the days of action and along with regular CEO patrols since September 2013 until February 2014 resulted in 104 FPNs being issued to individuals witnessed allowing their dogs to foul in the multi member ward area.

6.3 Neighbourhood Improvement and Enforcement Services

CSG Neighbourhood Improvement and Enforcement Services (NIES) support the work of Glasgow City Council's Clean Glasgow Campaign. From the outset, it was recognised that for the Clean Glasgow campaign to succeed, an effective strategy was required that would seek to bring about change to people's core values and enable individuals and communities to take responsibility for Glasgow's urban environment. It was identified that this would be best achieved through education, enforcement and community action. CSG Neighbourhood Improvement & Enforcement Services is central to ensuring that the strategy is delivered at a local level.

NIES officers engage directly with individuals, residents' groups, schools and businesses. They encourage them to take an active role in addressing local neighbourhood environmental issues through a range of activities, which tackle "grime crime". NIES officers take the lead in organising and supporting activities such as community clean-ups, graffiti removal, tackling fly-tipping, fly-posting. In support of the City Council's dog fouling campaign, NIES officers were given the Powers of Enforcement in relation to dog fouling.

NIES	Baillieston Oct – Dec 2013
Number of School, Community & Business Clean-ups Undertaken	38
Number of Volunteers Actively Engaged with GCSS Through NIES (clean ups)	213
Number of Volunteer Hours Involved in the Clean Glasgow Campaign	461

Table 5 – NIES Activity

6.4. Graffiti Removal Service

The Graffiti Removal Service is responsible for graffiti removal across the City. The service is both reactive and proactive in its approach to tackling graffiti on the streets and in the communities of Glasgow.

Graffiti	Baillieston Oct – Dec 2013
Number of Graffiti Incidences Removed	114
Meterage of Graffiti Removed	1871
Number of Fly-posting Incidences Tackled	5
Meterage of Fly-posting Tackled	42
Remove 95% of Offensive Graffiti within 2 Working Days	100%

Table 6 - Graffiti

Image 3 – Graffiti Removal

7. Councillor Enquiries

From July to September 2013, there were 9 Councillor Enquiries for Baillieston. Topics included:

- Dog Fouling
- Fly Tipping
- Racial Abuse
- Drinking Den

8. Community Justice

Part of CSG's priority is to prevent and reduce antisocial behaviour and crime within the City by providing learning and diversionary opportunities that promote attitudinal and behavioural change. To do this, CSG actively engage with young people aged between 8 and 25 years offering individual and group work tailored to their specific needs. The Prevention, Diversion and Offending and the Early and Effective Intervention teams, between July and September 2013, have delivered the following, in Glasgow.

Prevention, Diversion and Offending (PDO)	Glasgow Oct – Dec 2013
Number of PDO Referrals from EEI	44
Number of PDO Referrals from DFP	15
Number of PDO Referrals from Other	9
Number of Cases Allocated for Visits	21
Number of Visits Attempted	19
Number of Visits Completed	17
Number of Young People Commencing Choiceworks Programmes (YTD Cumulative)	18

Total Number of Live CJ Cases from EEI	9
Total Number of Live CJ Cases from DFP	7
Total Number of Live CJ Cases from Other	24
Number of Intervention Sessions Delivered	203
Number of Early Choiceworks Completions	1
Number of Young People Disengaging from Choiceworks	3
Number of Young People Disengaging from EEI	0
Number of Young People Disengaging from DFP	3
Number of Young People Completing Choiceworks Programmes (YTD Cumulative)	8
Number of PDO Cases Closed	10
Number of Choiceworks Young People Supported into Positive Destinations	7
Number of Choiceworks Young People Highlighted on the Exception Report	15

Number of Review Meetings Triggered by the Exception Report	2
Number of Programme Removals from the Exception Report	0
Number of Restorative Processes Undertaken for EEI	8
Number of Restorative Processes Undertaken for Other	0
Choiceworks Placements Commenced (YTD)	16
Choiceworks Placements Commenced During Month	0
Choiceworks Placements Sourced During Month	0
Choiceworks Placements Sourced (YTD)	2

Table 7 – PDO

Early and Effective Intervention (EEI)	Glasgow Oct – Dec 2013
Number of Referrals from North West	57
Number of Referrals from North East	64
Number of Referrals from South	53
Number of Referrals Returned to Crime Manager at Screening	0
Number of Referrals Sent to SCRA at Screening	0
Number of Referrals Given Warning Letter at Screening	3
Number of Referrals Referred for Police RJ Warning at Screening	0
Number of ESAR at Screening	37
Number of Referrals NFA at Screening	4
Number of Referrals Sent to MAG at Screening	55
Number of MAGs Facilitated	14
Number of Referrals to CSG from MAG	14

Number of Referrals to Social Work at MAG	7
Number of Referrals to Glasgow Life at MAG	9
Number of Referrals to Education at MAG	4
Number of Referrals to Police at MAG	0
Number of Referrals to Other at MAG	39
Number of Referrals Sent to SCRA at MAG	4
Number of NFA at MAG	0
Number of Victim Notification Letters Issued	38

Table 8 – EEI

9. Community Payback Service

CSG recognises that to break the ‘cycle of reoffending’ offenders require the opportunity to gain vocational skills and support to allow them to access employment or further training opportunities. To this end, CSG is currently establishing a Community Payback Training Centre at its Meiklewood Service Centre.

The Training Centre is being established with the support of funding from the Scottish Government’s Cashback to Communities programme. The Training Centre will offer training in painting and decorating, and hard and soft landscaping skills such as laying turf, slabs and monoblocks and erecting fencing. As the centre develops, opportunities will be created to expand the types of training offered and we aim to offer vocational training linked to woodwork at our two workshops in Ruchill and the Templeton building. This will allow CSG to offer a wider range of reparation projects to communities.



Image 4 – Community Payback Clean Up

The Community Payback Service, between July and September 2013, has delivered the following, in Glasgow.

Community Payback	Glasgow Oct - Dec 2013
Number of Placements Provided	4895

Number of Placements Provided to Fast Track Clients	350
Number of Nominations Received by Community Payback	35
Number of Jobs Undertaken via the Community Payback Programme	90
Number of Units Manufactured/Maintained	126
Number of Hours Worked in Support of Clean Glasgow	20100
Number of Beneficiaries Rewarded	90
Number of Training Places Offered to Payback Clients	530
Number of Training Certificates Awarded	296

Table 9 – Community Payback

10. Public Space CCTV (PSCCTV)

Glasgow's PSCCTV network is one of the most comprehensive in the UK. This provides not only CSG but also key partners, such as Police Scotland, with an excellent resource to tackle a wide spectrum of crimes and ASB in the city.

11. Hate Crime

CSG participates in a multi agency Hate Crime Action Group that is led by Police Scotland. In the past year, CSG Hate Crime Development Officer has delivered awareness raising inputs as part of the Hate Crime Action Plan for the area. These inputs have included raising awareness of the issues around Hate Crime and reporting mechanisms.

12. Community Responses to Violence Against Women

Glasgow has a strong commitment to tackling violence against women. The most common form of violence against women that people in communities are aware of is domestic abuse. We are keen to work with community groups to raise their awareness of the issue and how they can create effective and supportive responses to women, children and young people living in the area who are affected by domestic abuse. This can include looking at the impact it has on the area, what is currently being done and what communities can do to demonstrate their zero tolerance for this form of abuse.