

Culture and Communities Committee

10.00am, Tuesday, 14 November 2017

Partnership Performance Framework Update – April to July 2017

Item number	9.2
Report number	
Executive/routine	
Wards	All
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Executive Summary

The Council and Police Scotland are committed to building safer communities and are working to deliver a cohesive and effective service under an overarching partnership agreement outcome; 'Crime and antisocial behaviour in communities are reduced'.

In 2017/18, the City of Edinburgh Council is providing £2.6m to Police Scotland to supplement the provision of community policing services in Edinburgh.

The use of these resources is linked to a Partnership Agreement. The Partnership Agreement contains a performance framework and key performance indicators (KPIs), developed by a sub group of the Police and Fire Scrutiny Committee in 2017. This report sets out performance against the indicators for the period April to July 2017.

Partnership Performance Framework Update – April to July 2017

1. Recommendations

It is recommended that the Culture and Communities Committee:

- 1.1 notes the content of the report; and
- 1.2 receives the first performance report under the Partnership Agreement 2017/18 for April to July 2017.

2. Background

- 2.1 A new Partnership Agreement for 2017/18 was agreed at the Health, Social Care, and Housing Committee on 18 April 2017. This replaced the previous Service Level Agreement. The Council and Police Scotland are committed to building safer communities and to work together to deliver a cohesive and effective service under an overarching Partnership Agreement outcome; 'Crime and antisocial behaviour in communities are reduced'.
- 2.2 The new performance reporting framework facilitates monitoring of progress while capturing more fully the spirit of partnership working by making it integral to the performance reporting process.
- 2.3 The outcome focused KPIs in the performance framework acknowledge the interdependency of police and Council activity to tackle crime and antisocial behaviour. The requirement to report progress to this Committee also cements the partnership approach.
- 2.4 The framework will help identify areas where performance improvements are required, which will enable more effective targeting of resources to address areas of concern.
- 2.5 In 2017/18, funding provided to Police Scotland by the Council resources the following:
 - 41 named community police officers embedded within localities, based on an allocation of two officers per ward, with an additional seven being allocated to the city centre to help manage specific issues such as those linked to the night time economy; and

- Three officers in each of the four localities who work directly with the Family and Household Support teams.
- 2.6 The 53 community police officers are tasked through their respective local Community Improvement Partnerships (CIPs) and the Family and Household Support teams. Tasked activities will be aligned to local community safety priorities identified in the Local Improvement Plans (LIPs).
- 2.7 The local CIPs meet on a regular basis and identify local crime and antisocial behaviour trends, based on analytical information. This local information is aligned to the local improvement plans, and identifies tasks and priorities for the Community Police Officers. This may include initiatives to monitor the 20mph speed limit where this is identified locally as a concern e.g. at local schools, and to tackle antisocial behaviour trends and acquisitive crime including housebreaking, motor vehicle crime, or young people involved in crime.

3. Main report

- 3.1 The Performance Framework – Partnership Agreement (Appendix 1) provides a mechanism for monitoring the progress against the Partnership Agreement outcome; 'Crime and antisocial behaviour in communities are reduced'. See below for examples of activity between April and July 2017.

North East

- 3.2 Officers have continued to be involved in Operation Soteria, carrying out foot patrols providing crime prevention advice and community reassurance provided to motorcycle owners and local business in Leith.
- 3.3 Officers have created six new RFG (Recency, Frequency, Gravity) target packs for individuals suspected of being involved in motorcycle thefts. Officers have carried out several disruption tactics including visits to home addresses, Crimestopper letter drops near these addresses, and target hardening. A decoy motorcycle was also deployed under Operation Utikama.
- 3.4 Following an increase in business housebreaking in Leith, officers arranged several crime prevention days of action. Prevention and Intervention Partnership (PIP) officers working alongside community officers educated business owners on security and crime prevention.
- 3.5 Working in partnership with Council Environmental Wardens a car park clean-up initiative was carried out in May 2017. Approximately 900 vehicles were checked with 59 vehicles identified as being possibly abandoned. Ownership checks were carried out and where no registered keeper was identified, vehicles were removed.
- 3.6 Community Officers, Council Family and Household Support officers and Scottish Fire and Rescue (SFRS) worked together for a day of action to tackle antisocial behaviour and car vandalism at Springfield Street/Steads Place. This involved

SFRS offering free safety checks to residents, whilst the Council and Police carried out high visibility patrols and stair security questionnaires.

- 3.7 As part of this operation, an insecurity in the fencing at the Spectrum building was identified, allowing youths access to the underground carpark. In addition, several abandoned vehicles were identified which were deemed a health and safety and fire hazard. Police, Council and Fire Service officers worked with the factor of the property (Life Property Management) and repair work has been authorised for the fencing while enquiries are ongoing for the abandoned vehicles to be removed from the carpark. Ongoing high visibility patrols have since been conducted during peak times and a stolen vehicle with false plates was recovered.
- 3.8 North East officers attended a licensing meeting at McDonalds London Road, Edinburgh. There has been ongoing work to change working practice within the store to address the problem of youths congregating and causing antisocial behaviour, resulting in police callouts.
- 3.9 Officers have liaised with licensing and a late hours' restriction has been put in place. They have also worked with the manager and staff to implement a plan of training and other tactics to deal with the issues without having to call police.
- 3.10 Since their licence was restricted, McDonalds has provided training to their staff on how to deal with issues surrounding antisocial behaviour within the store, and they have daily shift briefings to discuss those who are causing trouble and identify those who are banned from the store.
- 3.11 The sharing of information with the police has been streamlined and staff have a defined 5-point system in dealing with any issues so that police are not called when they are not really required. Positive engagement from the manager of the store has resulted in a significant reduction in calls to police.

North West

- 3.12 Officers have been involved in several operations including:
- Operation Monarda – To tackle doorstep crime and bogus workmen who target the elderly. A number of initiatives were carried out including publishing a full-page article to provide advice and awareness in 'Queensferry Live', carrying out surgeries at the Gyle shopping centre, providing advice to banks and post offices and implementing a leaflet drop.
 - Operation Close Pass – Run by Roads Policing in Inverleith. Four days of action resulted in 68 drivers being stopped and educated about passing cyclists safely. Parking issues were also addressed outside primary schools.
 - Operation Myriad/Soteria – To tackle antisocial behaviour and violence in the Forth Ward. High visibility cycle, vehicle and foot patrols were carried out as part of the ongoing issues with motorcycles. Numerous reassurance visits have been carried out. Officers have been involved in executing drugs warrants, detecting road traffic offences and carrying out arrests in relation to motorcycle crime.
- 3.13 In response to various youth disorder calls, officers in Almond ward have been carrying out patrols and visits to premises suspected of supplying alcohol to

teenagers, seizing alcohol from youths and being a visible presence at known disorder locations. They have also provided reassurance visits to supermarkets following a spate of thefts and actively encouraged the public to report youth disorder. A working party has been set up with partner agencies to allow the sharing of information to enable a co-ordinated approach to youth issues in the area.

- 3.14 Officers have worked to combat antisocial behaviour in and around Bughtlin by carrying out regular high visibility patrols on foot, cycle and in vehicles. Groups of youths have been spoken to and given direction, advice has also been given to residents and support provided to enable a neighbourhood watch scheme to be started.

South East

- 3.15 Officers have been involved in several operations including:
- Operation Cerimon – To tackle youth related antisocial behaviour in and around the city centre location and near Waverley Mall. Officers have worked in partnership with Youth Café 6VT and British Transport Police carrying out high visibility patrolling on foot. This visibility has led to a reduction in youth related complaints.
 - Operation Austinberg – To tackle street drinking, drug misuse and antisocial behaviour in the Southside corridor. Increased partnership working with the Salvation Army drop in centre on Niddry Street has allowed officers to engage with service users and encouraged individuals to relocate from their usual congregation areas. This has led to a decrease in complaints from surrounding businesses. Officers have also carried out a number of searches under the Misuse of Drugs Act leading to the recovery of £42,000 of Class A drugs and over £5,000 in cash.
- 3.16 Enforcement of the loading bays has continued outside Waverley Station on Princes Street as a response to the area being used as an illegal taxi rank. Four taxi drivers have been charged with breaching licensing conditions and numerous warnings have been issued. The enforcement has been carried out in consultation with the Cab office and the Council licensing board.
- 3.17 Officers planned and executed an operation with Home Office Immigration Enforcement Officers, regarding an encampment of European Area nationals suspected of engaging in criminality, antisocial behaviour and begging across the city. This led to assistance being provided to ten individuals to help them return to their home country.
- 3.18 Officers have been continuing the early morning checks on vulnerable persons sleeping rough in the city centre. Checks are made on individuals' welfare and opportunities are taken to signpost them to appropriate services.
- 3.19 In addition, officers have regularly attended at support services for rough sleepers and homeless persons such as a Saturday soup kitchen.

- 3.20 Working in partnership alongside Licensing Standards Officers and Council Night Time Environmental Wardens, officers were involved in 54 licensed premises inspections in July 2017, carrying out drug misuse detection for cocaine. Cocaine crime prevention leaflets were distributed to nightclubs
- 3.21 The Operation Penitant drug scanning dog was also utilised in George Street. This led to one individual being arrested and charged with possession with intent to supply.
- 3.22 In response to the ongoing antisocial behaviour in the Rose Street Lanes, including drug taking and rough sleeping; officers arranged an action meeting with partner agencies. Council Environmental Wardens, Essential Edinburgh, Police Scotland and Scottish Fire and Rescue developed an action plan to both clean up the area and deal with the individuals involved.

South West

- 3.23 Officers have been involved in several operations including:
- Operation Sedgewick – To tackle ongoing youth antisocial behaviour within Saughton and Stenhouse. By the end of July 2017, there were five days of action, carrying out high visibility patrols, making use of mobile CCTV, and carrying out enforcement activity where appropriate.
 - Operation Monarda – To tackle doorstep crime and bogus workmen who target elderly people. Preventative patrols were carried out and awareness raised with elderly residents throughout the locality.
- 3.24 Officers identified a vulnerable person following an increase in incidents at a known address. Concern was being raised for an elderly male who was unable to look after himself. Through partnership working with Council Family and Household Support officers and Social Work, the male was taken to hospital for a medical assessment, and provided with support to manage his home and finances.
- 3.25 In response to several incidents of youths congregating and drinking alcohol in woodland areas in Craiglockhart, officers carried out routine cycle and foot patrols of the area. Working in partnership with Natural Heritage Officers and community groups who maintain the area, an action plan to carry out remedial work to discourage youths from congregating has been agreed.
- 3.26 To deter youth antisocial behaviour in Sighthill/Gorgie, officers working alongside 'About Youth' planned a football match to encourage youths to take part in more productive pastimes.

Community Safety Night Team

- 3.27 The Community Safety Night team operate Thursday through to Sunday from 17:30 to 22:30 investigating antisocial behaviour complaints and providing a coordinated out of hours support to the daytime Family and Household Support teams.
- 3.28 The Night Team serves each of the four localities on a rolling timetable, to ensure that a consistent service is provided across Edinburgh. Localities can also 'bid' for

out of hours assistance to operations through the CIP process. Examples of partnership activity between April and July 2017 are:

- Skelf Park ASB patrol: Following complaints about youths congregating in the park area, littering and drinking, Community Safety Night Team staff took part in high visibility foot/vehicle patrols of the park to deter antisocial behaviour and provide public/community reassurance.
- Liberton Medical Practice: Following practice staff being targets of verbal abuse, Night Team staff, in partnership with the police, took part in foot patrols to deter further vandalism to the medical practice.
- North West Locality – Operation Soteria: Over a two-week period Night Team officers worked with the Police and the Council's CCTV unit to carry out high-visibility safety patrols, to gather intelligence and provide public reassurance.

Portable CCTV Installation Requests

- 3.29 In April 2017, a new process was created for portable CCTV installation requests across localities, to ensure requests for cameras was justified and agreed by all relevant parties involved.
- 3.30 Following an assessment and costing by CCTV, each proposal is submitted to the appropriate CIP to be signed off by a locality manager. This ensures that all relevant parties are aware of where, when and why mobile cameras are installed in localities.

Motorcycle CIP

- 3.31 A multi-agency approach continues to be adopted in tackling motorcycle crime. Various initiatives have been taken forward, including providing Restorative Engagement training of the Family and Household Support Police Scotland officers. Through this training, dialogue will be promoted with a view to break down barriers with perpetrators, to highlight the impact they are having on their community.
- 3.32 A communications strategy is being developed under the Stronger North banner. The communications plan will include messages and joint initiatives from the CIP partners including Police Scotland, Scottish Fire and Rescue Service and the Council. By combining all three communication streams, the CIP plans to move away from a specific police focused message to open up a more approachable dialogue with the community.
- 3.33 Following on from the multi-agency Youth Tasking and Coordination process, a new model has been developed in the North West that continues to focus on young children but by adopting a more Getting It Right for Every Child (GIRFEC) approach.
- 3.34 In focusing on those families who are involved in motorcycle crime the multi-agency group that meets fortnightly identifies best practice under GIRFEC guidance around who is best placed to work not only with the child who may be offending, but their family.

- 3.35 All agencies now tasked with providing support to children and their families will address a range of issues within the family that might underpin offending behaviour.
- 3.36 This model does not detract from the need for good multi-agency practice daily but helps to clarify and coordinate resources for those children and families most at need.

Street Begging CIP

- 3.37 The Street Begging CIP was set up to coordinate an effective multi-agency approach to street begging. The CIP is led by the Council and has membership from Police Scotland, Essential Edinburgh and Third Sector partners such as Streetwork.
- 3.38 The CIP's strategic vision for tackling street begging includes a commitment to a holistic, integrated outcome focused approach and one that deals not only with begging but with the many difficulties faced by people who beg.
- 3.39 Various initiatives are currently being taken forward by the CIP including recent case management work that focuses on specific individuals who beg and have agreed to develop a personalised action plan to help move away from begging.

4. Measures of success

- 4.1 The success of the Partnership Agreement will be evidenced by examining the efficacy of the partnership arrangements between the Council and Police Scotland, and whether they deliver the following:
- a reduction in antisocial behaviour complaints;
 - a reduction in the number of antisocial behaviour repeat offenders;
 - a reduction in crime in local communities;
 - a reduction in young people committing crime and acts of antisocial behaviour; and
 - an increase in the number of people who say they feel that Edinburgh is a safe city.

5. Financial impact

- 5.1 There are no financial implications arising from this report.

6. Risk, policy, compliance and governance impact

- 6.1 The Partnership Agreement represents the Council and Police Scotland's commitment to reduce antisocial behaviour and crime through partnership working and effective delivery of community policing and community safety services throughout Edinburgh. Failure to achieve the improvements detailed in the

measures of success at 4.1 could result in reduced public confidence in partners to manage the challenges faced. This, in turn, could lead to reputational damage to both the Council and Police Scotland.

7. Equalities impact

- 7.1 This report provides an update on performance under the agreed Partnership Agreement. As this report is for reporting purposes only, no changes to service delivery are proposed and therefore, an equalities and rights impact assessment is not relevant here.

8. Sustainability impact

- 8.1 There are no sustainability issues arising from this report.

9. Consultation and engagement

- 9.1 The Partnership Agreement for 2017/18 was agreed at the Health, Social Care, and Housing Committee on 18 April 2017.

10. Background reading/external references

- 10.1 [Partnership Agreement between the Council and Police Scotland 2017/18; Health, Social Care and Housing Committee](#), 18 April 2017
- 10.2 [City of Edinburgh Council: Antisocial Behaviour Policy](#)

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11. Appendices

Appendix 1 – Performance Framework - Partnership Agreement

Performance Framework – Partnership Agreement

Outcome: Crime and antisocial behaviour in communities are reduced

The above outcome reflects the related outcomes and priorities listed below:

Scottish Government National Outcome	<i>We live our lives safe from crime, disorder and danger</i>
Edinburgh Partnership Outcome	<i>Edinburgh's communities are safer and have improved physical and social fabric</i>
Council Priority	<i>Safe and empowered communities</i>
Council Outcome	<i>People and communities are safe and protected</i>
Community Safety Partnership Priorities	<i>Reduce harm, reduce violence, reduce antisocial behaviour</i>
Police Scotland Local Policing Plan Priorities	<i>Reduce the level of violent crime, antisocial behaviour and acquisitive crime</i>

Performance Framework - Partnership Agreement – 2017/18

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
% who feel safe in their Locality after dark Source = Edinburgh People Survey	Related EPS responses on violent crime, antisocial behaviour, vandalism and graffiti will help identify specific issues in each locality	84% (2015)	85% (2016)	This is an annual figure	EPS results are broken down by ward
% of positive outcomes* following completion of prevention activities** / community initiatives agreed at CIP Source = CEC, Police Scotland & Scottish Fire and Rescue Service	1. Bonfire night safety (citywide) – attacks on fire crews (police/fire data)	New Measure		This is an annual figure	
	2. Number of CIP priorities initiated and completed.	New Measure			This is currently not available due to a required software development not yet being available
	3. Number of prevention deployments from CIP tasking for: <ul style="list-style-type: none"> • Hate crime • Acquisitive crime • Violence and antisocial behaviour 	1,492	2,562	1,044	The prevention deployments from CIP tasking are supplied by Police Scotland as a total figure.
Level of public engagement with public access community engagement forums/ meetings Source = CEC & Police Scotland	1. Number of residents attending Neighbourhood Partnership sub groups	New Measure			This is currently not available due to a required software development not yet being available
	2. Attendance at Community Council meetings and number of residents attending	211 Meetings	363 Meetings	113 meetings 1,672 residents	A large number of community council meetings were cancelled in July for a summer recess
	3. Attendance at Police/Council surgeries/meetings and number of residents attending	327 Surgeries	352 Surgeries	99 Surgeries 2,668 residents	
	4. Attendance at community events and number of residents attending	New Measure		131 Events 175,545 residents	This included stewarding at the Edinburgh Ironman event, policing the Mardi Gras procession and Jazz and Blues Festival.

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
	5. Number of social media and leaflet prevention and safety campaigns undertaken	New Measure		11,224	
Level of offending amongst young people requiring SCRA referral Source = SCRA website	1. Number of young people who offend and are referred to SCRA in need of compulsory measures of supervision (per 1000)	20.8	15.7	This is an annual figure	Young people = aged 8 to 16
	2. Number of young persons' risk management case conference meetings attended	92	59	6	
% of young people who offend, diverted from hearing system to Family Household Support (FHS) through pre-referral screening (PRS) and Daily briefings Source = Police Scotland	1. Number of young people referred to FHS through pre-referral screening	New Measure			Following a change in structure and working practices this information will be available from October 2017.
	2. Number of intervention carried out by FHS <ul style="list-style-type: none"> • Visits • Warnings • Antisocial behaviour contracts • Case conferences • Support packages 	New Measure			
Level of recorded antisocial behaviour complaints Source = CEC & Police Scotland	1. Number of antisocial behaviour complaints recorded by Council, per 10,000 of population	35.5	41.4	12.9	Projected full year based on 4 months total = 38.7
	2. Number of antisocial behaviour complaints recorded by Police Scotland, per 10,000 of population	802.4	813.2	311	Projected full year based on 4 months total = 933

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
% of repeat* antisocial behaviour complaints Source = CEC & Police Scotland	1. Number of repeat antisocial behaviour complaints recorded by Council	New Measure		1.7% 60 complaints	Repeat complaints are those which report the same issue within six months of case closure and result in the reopening of the case
	2. Number of repeat antisocial behaviour complaints recorded by Police Scotland	New Measure		43.8% 8,661 calls	Police Scotland calculate a repeat complaint/call by identifying repeat locations and repeat complaints. They do not reopen a case in the same manner as the Council, therefore the repeat may be reporting a different issue.
	3. Number of antisocial behavior intervention visits/FHS input/Community Safety Night Team	New Measure		280	The Community Safety Night team commenced operation in September 2016.
Level of recorded complaints of violence and antisocial behaviour related to the night time economy Source = CEC & Police Scotland	1. Number of licensed premises visits undertaken	3,225	3,060	1,701	This reflects visits undertaken both by the Council's Licensing team and Police Scotland.
	2. Number of enforcement actions taken against licensed premises	New Measure		116	

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
% who are satisfied with the way antisocial behaviour is dealt with in their locality <i>Source = Edinburgh People Survey</i>	Related EPS responses on violent crime, antisocial behaviour, vandalism and graffiti will help identify specific issues in each locality	63% (2015)	66% (2016)	This is an annual figure	EPS results are broken down by ward
% of Short Scottish Secure Tenancies (SSST) converted to Scottish Secure Tenancies (SST) as a result of successful interventions <i>Source = CEC</i>	1. Number of SSSTs converting to SSTs on expiry	2	1	0	Following a change in structure and working practices this information will be available from October 2017.
	2. Number of Housing/antisocial behaviour related intervention visits, Police/Council: <ul style="list-style-type: none"> • Visits • Warnings • Antisocial behaviour contracts • Case conferences • Support packages 	New Measure			
% of CCTV productions prepared resulting in Procurator Fiscal submissions <i>Source = CEC & Police Scotland</i>	1. Number of CCTV viewings requested by Police	New Measure		1,369	
	2. Number of court packages prepared for Police by City in View Officers	New Measure		152	
	3. Number of Portable camera assessments carried out	New Measure		7	

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
	4. Number of portable camera installations	New Measure		1	
Involvement and attendance rate (%) <i>Source = Police Scotland</i>	1. Abstraction from community duties within locality	214 days 2037 hrs	126 days 1197 hrs	30 days 285 hrs 0.8% Abstraction	Abstractions include security and public order related incidents 53 ward officers provide 3791 shifts in period.
Road safety Monitoring and effective action on implementation of 20 miles an hour <i>Source = Police Scotland and SFRS</i>	1. Number of speeding tickets issued	New Measure		24	
	2. Number of warning issued to Road Users	New Measure		541	
	3. Road Traffic Collisions <ul style="list-style-type: none"> Fatal Casualties Non Fatal Casualties Special Service RTC 	5 1,352 143	8 1,361 139	3 302 7	The data for road collisions does not specifically relate to 20mph
Children reach their potential <i>Source = CEC</i>	1. Number of exclusions <ul style="list-style-type: none"> Primary per 1000 Secondary per 1000 	11 51		This is an annual figure	The data for 2016-17 will not be available until December 2017
	2. % Children with positive destinations	92.9%		This is an annual figure	The data for 2016-17 will not be available until December 2017
	3. % of children with 91% attendance <ul style="list-style-type: none"> Primary Secondary 	95.6% 93.1%		This is an annual figure	The data for 2016-17 will not be available until December 2017

Local key performance indicator	Activity measured	2015/16	2016/17	Year to Date Apr - Jul 2017	Notes
Fire Casualties <i>Source = SFRS</i>	1. Fire Fatalities	4	3	1	
	2. Non fatal casualties	116	143	33	
	3. Extent of Harm				
	• Injury – victim went to hospital (serious injuries)	4	5	1	
	• Injury – victim went to hospital (slight injuries)	41	47	14	
• Injury – first aid given at scene	61	69	16		
• Injury – precautionary check recommended	10	22	2		