

Falkirk Council

Title: Following the Public Pound: Community Safety

Meeting: Scrutiny Committee (External)

Date: 18 August 2016

Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

1.1 The purpose of this report is to present monitoring reports for the period 31 March 2015 to 1 April 2016 on the following organisations:

- Falkirk BID;
- SACRO; and
- Forth Valley Family Support Service

2. Recommendation

2.1 **It is recommended that the Committee considers individual reports for the three external organisations, Falkirk BID, SACRO and the Forth Valley Family Support Service, and select a course of action from the following options:**

- 1) Approve the report and acknowledge progress by the external organisation in meeting Council priorities;**
- 2) Request further information on specific aspects of the service provided; or**
- 3) Request action with a follow-up report for future Scrutiny Committee consideration.**

3. Background

3.1 The monitoring report for the organisations concerned are appended as follows:

- Falkirk BID – Taxi Marshalling services, monitoring report attached at Appendix 1;
- SACRO – Restorative Acceptable Behaviour and Restorative Justice Services, monitoring report attached at Appendix 2; and
- Forth Valley Family Support Service, monitoring report attached at Appendix 3.

- 3.2 These organisations provide services which cannot be delivered internally. They provide the Community Safety Partnership with expertise in managing and minimising potential disorder, anti-social behaviour, criminal activity and support for families and friends of those affected by substance misuse. They contribute to the Council's community safety priority of achieving Safer Communities - "Our Area will be a Safer Place to Live" and Health Inequalities and Physical Activity – Harms to Health (including alcohol and drugs) provision of support for family and friends of those affected by substance misuse.
- 3.3 Each monitoring report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview.
- 3.4 As part of the process supporting Following the Public Pound, Monitoring Officers assess risk for the organisations they are responsible for. The ratings applied are assessed as low, medium or high and provide Monitoring Officers with an indication of the minimum level of monitoring and support which should be established. Monitoring is recommended to take the form of regular reports, which measure performance against outcomes and/or objectives and provide financial monitoring information. Monitoring Officers are also required to hold meetings with the external organisation throughout the year.

4. Considerations

- 4.1 The Committee may wish to consider if the information provided in the appendices for each external organisation satisfies the requirements of FPP. In line with the assessment of compliance with FPP, paragraph 2.1 sets out a range of options available to Committee, should further information or action be required.

5. Consultation

Nil

6. Implications

Financial

- 6.1 An assessment of the financial implications for each external organisation is made within the report on each organisation.

Resources

- 6.2 An assessment of the resource implications for each external organisation is made within the appendices.

Legal

6.3 Nil.

Risk

6.4 If services are not provided by these organisations, then there is a risk of not being able to attain our outcomes.

Equalities

6.5 Nil.

Sustainability/Environmental Impact

6.6 Nil.

7. Conclusion

7.1 Members need to consider the information presented on each of the organisations and ensure the Council is receiving value for money, contributing to relevant Council outcomes. These are the basic requirements of FPP.

Director of Corporate and Housing Services

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Date - 09 August 2016

APPENDICES

Appendix 1: Falkirk BID – Taxi Marshalling services, monitoring report
Appendix 2: SACRO – Restorative Acceptable Behaviour and Restorative Justice Services, monitoring report
Appendix 3: Forth Valley Family Support Service, monitoring report

List of Background Papers:

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

- Following the Public Pound guidance

**FALKIRK COUNCIL CORPORATE & NEIGHBOURHOOD SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/16**

Organisation Name	Falkirk Towns Ltd on behalf of the Falkirk BID / Delivers
Project	Specialized Security Taxi Marshalling Service
Agreement Dates	1 st April 2015 to 31 st March 2016
Name of Lead Officer	Caird Forsyth

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Falkirk Towns Ltd are funded through Falkirk Council's Community Safety Budget to provide a taxi marshalling service in Falkirk Town Centre with the aim of reducing the potential for alcohol related disorder and supporting the Council's priority of delivering Safer Communities. Falkirk Towns Ltd on behalf of the Falkirk BID commission Specialized Security to provide taxi marshalling at the Newmarket Street taxi rank on Friday and Saturday evenings throughout the year and over the festive period as part of the Safer Streets Campaign.

The aim of the taxi marshalling initiative is to manage and diffuse any potential opportunities for alcohol fuelled disorder at peak times within Falkirk Town Centre and consequently enhance the image of Falkirk Town Centre as a safe and enjoyable place to visit at night time.

During 2015/16, the provision continued to include reduced taxi marshalling at the Meadow Street taxi rank .

List of Agreed Outcomes

- Reducing the fear of crime;
- Supporting the delivery of safer communities;
- Preserving and restoring public order; and
- Continuing to increase public reassurance

Why Service/Project is Funded Externally Rather than by the Council

Taxi Marshalling is funded externally as it requires a commissioned and accredited service with expertise in stewarding and managing volumes of users of the night time economy to diffuse potential disorder due to the influence of alcohol. This is not a service that could be provided in-house. Specialized Security is an SIA (Security Industry Authority) Approved Contractor. The Taxi Marshalling Service alongside Street Pastors promotes a positive image of the Falkirk Night-Time economy throughout the year.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

The Taxi Marshalling Service continues to provide a valuable service in managing the night time economy and diffusing any potential alcohol fuelled disorder. Taxi marshalling usage figures are as follows, a) Newmarket Street: 107,031, b) Meadow Street: 5,311. This provides a total of

112,342 users of the service for 2015/16. The figures for Meadow Street show a significant reduction, following service reconfiguration to meet budget reductions. Service uptake at Newmarket Street is similar to that of previous years.

The Safe Base is supported by a number of different partners and provides a safe haven for vulnerable people seeking help. It also provides an opportunity for partners to promote key messages, eg regarding alcohol consumption. The number of clients supported during the 2015 festive period was 28.

Falkirk Delivers undertook a survey in January 2016 of night time economy users. Some of the key highlights of the summary information provided include, 97.4% of respondents agreed that the operation of the taxi marshal service changes people's perception of Falkirk town centre for the better. 92.3% of respondents felt that this and other night time economy initiatives improve Falkirk town centre, and improves people's perception of their safety. Local businesses also took part in the survey. 93.8% of respondents think that the wider Safer Street initiative improved the safe perception of Falkirk town centre at night time. 84.4% also felt that the initiative specifically helped vulnerable people.

Summary of Key Issues/ Challenges Facing Organisation

Funding was reduced for 2015/16 with the service being reconfigured as result. Following this provision of taxi marshalling at Meadow Street has been reduced to one Saturday per month. Service reconfiguration has been based on historical analysis and how best to optimise the available resources.

How has Organisation Contributed to Council/ Service Priorities

The Project consistently raises the profile of Falkirk as a safe place for patrons to enjoy its' night time economy; provides patrons with reassurance that they can enjoy a night out safely; taxi marshalling contributes to reduced alcohol related disorder on Friday and Saturday nights; reduces the fear of crime and consequently contributes to the Council priority of Safer Communities.

List any Areas where there has been Shortfall in Performance

None.

How often are Review Meetings held with Lead Officer

Bi-monthly as part of the Safer Streets Steering Group meetings.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£20,000 for Newmarket Street (52weeks on Fri. & Sat. nights) & Meadow Street (Sat only, once per month)

£4,500 for Safe Base initiative

Falkirk Delivers has been assessed as a low risk, as monitoring is in place on a quarterly basis with outcomes achieved on a regular basis and contributing towards a safe night time economy.

Last Period of Submitted Audited Accounts

Awaiting receipt of audited accounts for year ending 31 March 2016.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The main risk is a reduction in funding levels. Recent reductions in funding have resulted in service reconfiguration, which has endeavoured to optimise remaining resources.

Overall Risk Rating (Low/Medium/High)

Low risk.

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

The taxi marshalling service continues to deliver a valuable service in promoting the Falkirk Town Centre as a safe place to have a night out in. The initiative has proved a successful and popular tool in managing and diffusing any potential opportunities for alcohol fuelled disorder at peak times within the town centre. Public opinion of the taxi marshalling service is that it provides an essential service and that it has changed people's perception of Falkirk for the better.

E COMPLETED BY

Name

Andrew Wilson

Designation

Policy & Community Planning Manager

Date

28 July 2016

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/2016**

Organisation Name	Sacro
Project	SACRO RESTORATIVE JUSTICE / RESTORATIVE ACCEPTABLE BEHAVIOUR SERVICE
Agreement Dates	1 APRIL 2015 – 31 MARCH 2016
Name of Lead Officer	MATTHEW DAVIES Service Manager Children and Families

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Sacro deliver Restorative Justice Services commissioned by Social Work and Corporate Services in relation to offending and anti-social behaviour by young people aged up to 18 years. Sacro has a vision for a safer Scotland through the constructive resolution of conflict and harm by dealing with offending and its consequences. Sacro aims to promote a safe and cohesive community by reducing conflict and offending.

The Service key aims are:

- to enable young people responsible for offending and antisocial behaviour the opportunity to consider the consequences of their actions, to apologise to the person harmed and repair the damage they have caused
- to enable persons harmed by offending and anti-social behaviour to have a voice and involvement in the resolution process
- to involve parents of young people in resolving the conflict
- to involve the community affected by offending and antisocial behaviour in the agreed outcome

List of Agreed Outcomes

- To attend the Youth Justice Referral Group on a fortnightly basis
- To work with **160** referrals in total per year (Youth Justice & ASB combined)
- To divert young people away from offending and antisocial behaviour
- To change attitudes and modify behaviour
- To provide training in collaboration with Falkirk's Youth Justice Service to the Children's Hearing Panel Members
- To provide Restorative Services to high schools within the Falkirk Council area
- To organise and facilitate inter-generational events within the Falkirk Council area as identified
- To participate in the Internet Safety Initiative
- To participate in the roll out and consolidation of Early and Effective Intervention and Whole Systems Approach
- To work in partnership with other agencies to reduce youth offending / antisocial behaviour
- To provide restorative interventions and awareness work to reduce likelihood of further antisocial behaviour / offending behaviour
- To provide an opportunity for victims of crime to have their voice heard

- To reduce the fear of crime and antisocial behaviour
- To support and promote the delivery of safer communities

Why Service/Project is Funded Externally Rather than by the Council

SACRO is nationally recognised as being sector leaders for restorative justice. They have developed expertise in this area and to replicate this locally would be more costly and resource intensive. SACRO has an established management infrastructure to support both its youth and criminal justice services, which provides management support to their RJ and RABS services for minimal management costs, and from which the Council benefits from these economies of scale.. SACRO has demonstrated significant flexibility in terms of their service delivery and have provided individual bespoke services to individual service users at short notice. They have also extended their reach to 16 and 17 year olds despite this not being in the original specification or Joint Working Agreement.

The service works with young people and their families out with normal working hours as required. The Service provides a cost effective mechanism for delivering these services at times to suit young people who offend and their families, thereby ensuring that the intervention is not disruptive to their attendance at school or employment.

The service provides expertise in working with young people responsible for repeated incidents of offending and antisocial behaviour, persons harmed and affected communities to reduce and resolve conflict within local communities.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Sacro have continued to deliver services to a high standard and maintain collaborative working relationships with agencies and professionals across the Falkirk area.

- During the period 1st April 2015 to 31st March 2016 Sacro received a total of **168** referrals (Youth Justice – **89** / ASB – **79**) to the Youth Justice / Restorative Acceptable Behaviour Service. The majority of referrals were received through the fortnightly meeting of the Youth Justice Referral Group (YJRG) - formerly the Early and Effective Intervention group and the Community Safety Tactical Group. Referrals are also received from Social Work, Education, Community Safety Team and Conflict Resolution Service. Sacro have maintained a referral route for the Children's Reporter Service to support young people. Sacro has been heavily involved in assisting with the development of YJRG processes including administration to ensure the continued provision of Youth Justice services to young people in Falkirk
- Total of **182** hours early intervention (less than 10 hours) support delivered to **47** young people:
 - **53** – Youth Justice (**8** young people) / **129** – ASB (**39** young people)
- Total of **1062** intensive support hours (more than 10 hours) delivered to **36** young people:
 - **496** Youth Justice (**18** young people) / **566** – ASB (**18** young people)
- **83** young people (**89** referrals) completed restorative interventions. These consisted of:
 - **33** Victim Awareness Sessions (Youth Justice – **18** / ASB – **15**)
 - **18** Apologies given via Shuttle Dialogue (**10**), Face to Face meetings (**2**), Restorative Conferences (**5**) and One off visits (**1**) (Youth Justice – **4** / ASB – **8**).

- 5 Restorative Conferences (Youth Justice – 1 / ASB – 4)
- 33 Advice & Information via one off visits (ASB – 33)
- Sacro delivered group work sessions to 893 young people in local secondary schools to raise awareness of issues surrounding social media and internet safety. In addition to this groupwork sessions were also delivered to 24 primary school pupils on diversity awareness.
- Sacro have developed a service with Falkirk High school to work with young people excluded from school. 4 young people have been supported by this programme.
- A new volunteer was recruited to the team from another Sacro service in Falkirk.
- A member of staff attends the national Generations Working Together meetings to keep informed of national trends.
- All staff have received Asset training and continue to undertake assessments as required.
- Sacro and Connect Services have provided joint working with some higher risk young people.
- Sacro continue to provide an out of hours crisis standby service. The rota for this service has been extended to staff working in other Sacro services locally.
- Sacro staff regularly attend Team Around The Child meetings to share information on young people in line with GIRFEC principles.
- Sacro Service Manager attends the Community Safety Partnership Tasking Group to offer support to other partners in areas experiencing youth problems through anti social and offending behaviour.

Summary of Key Issues/ Challenges Facing Organisation

- Short-term funding continues to impair long term planning for the Service
- Increases staff turnover as a consequence of employment insecurity.

How has Organisation Contributed to Council/ Service Priorities

The Service has worked within the GIRFEC framework to facilitate improved connection between the persons harmed and the young person responsible for offending/anti-social behaviour. The Service has contributed to the reduction of offending and anti-social behaviour by young people in the Falkirk Council area.

The service delivery is therefore congruent with Falkirk Councils goals of “developing a thriving, sustainable and vibrant economy by continuing to improve the health, safety and wellbeing of our citizens and communities.” It also supports Falkirk Councils Social Work’s objective “to provide and commission support, care and protection services for the people and communities of the Falkirk Council area.”

List any Areas where there has been Shortfall in Performance

Despite a reduction in funding Sacro has continued to achieve agreed outcomes and targets.

How often are Review Meetings held with Lead Officer

3 monthly

C FINANCIAL / RISK ASSESSMENT OVERVIEWTotal Support Provided (Financial & In- Kind Contributions)Falkirk Council Support

£77,232 from Social Work Service budget.

£46,104 from Community Safety Fund

£127,400 (Total Support Provided)

Last Period of Submitted Audited Accounts

2014/2015 – accounts for 2015 – 16 as yet have not been provided.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The organisation reports a risk of service continuity due challenges being encountered in retaining staff with pressure on continued funding and annually based funding.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

Sacro continues to deliver high quality services and is meeting the agreed outcomes and objectives detailed within the Joint Working Agreement. Sacro are responsive to the change resulting from the introduction of Early and Effective Intervention and Whole Systems Approaches and have on occasion demonstrated flexibility by providing tailored services to individual young people according to identified need. In the view of the monitoring officer Sacro provide services which are value for money.

E COMPLETED BY

Name

Matthew Davies

Designation

Service Manager

Date

09 August 2016

**FALKIRK COUNCIL CORPORATE AND NEIGHBOURHOOD SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2015/2016**

Organisation Name	Forth Valley Alcohol and Drug Partnership – Contract with Scottish Families Against Drugs (SFAD)
Project	Forth Valley Family Support Service (FVFS)
Agreement Dates	1 st April 2015 – 31 st March 2016
Name of Lead Officer	Caird Forsyth

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- Provide Family Support Service across Falkirk, Stirling and Clackmannanshire Council (Forth Valley) areas
- Provide a separate service for family members, siblings, friends affected by substance misuse by a loved one. Accepting referrals from any service provided to substance users, GP or self referrals.
- Provide a range of support to those referred/self referred, dependant on need including group work, peer support groups, one to one, telephone support and home visits
- Promote the service widely to organisations/agencies within the area
- Establish local family support groups in Falkirk localities.

List of Agreed Outcomes

- Recruit suitably qualified / competent staff to support persons referred/self referring to the service
- Accept referral/self referral to the service and provide support within the timescale specified
- Ensure that those who engage with the service are given access to all available support or where necessary signposted to additional support e.g CAB, Social Work, Health Services.
- Generic Services become more aware of service provided to support the impact of substance use within the familial context.
- Establish and sustain self help Family Support Groups in communities throughout Forth Valley

Why Service/Project is funded by the Council

FVFS Service is funded by the Council as part of its response to the social issues which occur as a direct result of substance misuse. This service is a Tri-Authority funded project which operates on a pan FV Basis. Whilst it works separately from the treatment services for problematic alcohol and drug use, the service is an integral part of the network of support provided throughout Forth Valley. All of this support supports the long term aim to establish, sustain and support the networks required to stabilise families and promote recovery. The Forth Valley aspect of the service allows individuals to access the service out with their home area and provides the anonymity that some seek when engaging with a service of this nature, due to the level of stigma associated with substance use.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

- Two Family Support Groups operate within the Council area, including:
 - Grangemouth (operates weekly on a Monday)
 - Polmont (operates fortnightly on a Wednesday)
 - Tele- health access for all Falkirk families
 - Provision of bereavement support for families impacted by a drug death
- Staff have attended training on Gender Based Violence and overdose awareness, including 'naloxone' and Overdose Prevention;
- Family members and recovery volunteers attended the Families and Communities Masterclass which was delivered in partnership with FVADP and SFAD in February 2016;
- Promotion of the service is an integral element of the contract, and includes speed networking events, contact with GP surgeries, service drop-ins, leaflets and posters;
- During the first three quarters of 2015/16 the Helpline received 30 calls from citizens of Falkirk , four telehealth referrals and two referrals for the new Bereavement Counselling Service were also made;
- During the period April 2015 to February 2016 the service across Forth Valley received a total of 89 referrals, with 74 families continuing to receive support. The service received a dip in referrals in the third quarter, which resulted in an increase in promotional activity; and
- Of those accessing the service during 2015/16, alcohol remains the most predominant substance involved, followed by cannabis. There is an equal split of families seeking support, where the substance misuser is / isn't engaged in treatment. The majority substance misusers where families have sought support, still live within the family home.

Case Study: (Name changed for anonymity)

Mrs Williams contacted the service after finding out that her son had been using cocaine. She was concerned for his health and financial situation as he admitted to being in some debt with his dealer.

Mrs Williams believed herself and her son had bad communication around drugs and it was beginning to affect their relationship as a whole. She was spending a great deal of time worrying and checking up on him- searching his room and car etc. She often felt the need to 'bail him out' when he was in debt or when he was running out of money and was very involved in his finances having access to his internet banking.

The situation with her son was having a detrimental effect on her work as she had to take time off due to stress. Mrs Williams did not feel she had any support as she felt herself and her husband dealt differently with the situation. Her husband would get angry and they would argue over the best way to deal with their son. She would also lie to her husband about giving their son money.

Mrs Williams agreed to working through some of the appropriate CRAFT tools- particularly around boundaries and positive communication in a 1:1 setting. She also agreed to attend the Family Support Group.

Through discussion and support during 1:1 sessions Mrs Williams began to realise that she catastrophized a great deal when it came to her son. When checking his account- if he had taken £20- she would assume he had spent it on drugs and she would worry to a point that it overwhelmed her. Using some tools from CRAFT and general support the Mrs Williams began

to set herself targets- she knew she could not stop these behaviours but was encouraged to limit them. She slowly reduced the amount she was checking his account. Communication was also explored during 1:1 sessions. Mrs Williams was aware that she could not speak to her son about drugs without it ending in an argument. Again using CRAFT tools and general support she practiced positive communication techniques, this helped to reduce the number of arguments she was having with her son. She also commented that it helped with her communication with her husband.

Mrs Williams continues to work with SFAD and aims to continue working on communication and boundaries. Some comments made by Mrs Williams include:

“I feel more able to cope with [son] when I have seen you.”

“You help me make sense of all of this. I don’t talk to anyone about this, so don’t ever put it into words. It helps make sense of it, putting it into words.”

“I would not have got through the last 6 months without your ongoing support.”

Summary of Key Issues/ Challenges Facing Organisation

The service plans to increase the range of partners that they engage with working during 2016/17, including the delivery of a joint parenting programme in partnership with Barnardo’s, and providing educational input as part of a training programme within HM YOI Polmont.

The service is seeking to increase the number of families which receive overdose awareness training, and will also include ‘naloxone’ training.

The service is also considering the best way of capturing information in support of outcome measurement. The use of the ‘Clinical Outcomes in Routine Evaluation’ model is being considered for this purpose. This is already being used across some aspects of the service and would facilitate more consistent measurement and comparison.

How has Organisation Contributed to Council/ Service Priorities

Strategic Outcomes and Local Delivery Plan:

- Minimising the impact of substance misuse on communities, families & individuals
- Our population will be healthier
- Impact of children living in poverty
- Improved Mental Wellbeing

This includes reducing Health Inequalities – Harms to Health (including alcohol and drugs) – Support for family members and friends of those affected by substance misuse.

Improving the mental wellbeing of families affected by someone else’s substance misuse.

List any Areas where there has been Shortfall in Performance

A reduction in referral rates was addressed by increased promotional activity, which saw the number of referrals recover in the fourth quarter.

How often are Review Meetings held with Lead Officer

Service is reviewed quarterly by FVADP, by the FVFS Monitoring Group.

C FINANCIAL / RISK ASSESSMENT OVERVIEWTotal Support Provided (Financial & In- Kind Contributions)

£20,000.00 – Falkirk Council

£20,000.00 – Clackmannanshire Council

£20,000.00 – Stirling Council

Last Period of Submitted Audited Accounts

Service will be audited within accounts of host agency, Scottish Families Against Drugs, a national organisation which is funded by the Scottish Government. These have not been made available.

Future Risks Financial, Operational or Structural) Faced by Organisation

Funding for the Service has been reduced in 2016 /17 as part of the overall contribution to Council savings from funding to external organisations. This raises the sustainability of future funding and the security of tenure of employees, considering that this is a co-funded service in partnership with Clackmannanshire and Stirling Councils this position must be examined more closely.

Overall Risk Rating (Low/Medium/High)

Medium

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

Support for the provision of a family support service to families affected by another person's substance use should continue. This will provide the necessary support required for the family and friends of those with problematic substance misuse to recover from their experience. This support is not offered by any other service in the area. The service assists in signposting families to a wide range of support and services and , helps them navigate the system when more complex issues are apparent, which may involve supporting a family whose loved one has been incarcerated or where parental substance use requires kinship care arrangements. This service is for adults (over 16's) only and where services have knowledge of children affected by another's use within families, or where there may be child protection concerns they make the appropriate referral . In some cases they may work with the young person and will refer to young carers organisation where appropriate.

E COMPLETED BY	
<u>Name</u>	Andrew Wilson
<u>Designation</u>	Policy & Community Planning Manager
<u>Date</u>	27 July 2016