

**FALKIRK COUNCIL**

**Subject: FOLLOWING THE PUBLIC POUND (FPP): COMMUNITY SAFETY**  
**Meeting: SCRUTINY COMMITTEE**  
**Date: 31 OCTOBER 2014**  
**Author: DIRECTOR OF CORPORATE AND NEIGHBOURHOOD SERVICES**

**1. INTRODUCTION**

- 1.1 The purpose of this report is to update Members on the work of external organisations who receive funding from the Community Safety budget and who fall within the “Following the Public Pound (FPP) reporting & monitoring arrangements. The reporting period is 1 April 2013 to 31 March 2014.
- 1.2 The services affected by Following the Public Pound reporting requirements are:
- Falkirk Bid – Taxi Marshalling services
  - Sacro – Restorative Acceptable Behaviour Service
- 1.3 Both of these organisations provide services that could not be delivered internally. They provide the Community Safety Partnership with expertise in managing and minimising potential disorder, anti-social behaviour and criminal activity. They contribute to the council community safety priority of achieving Safer Communities - “Our Area will be a Safer Place to Live”.

**2. CONTRIBUTION TO OUTCOMES**

- 2.1 Safer Communities is one of our key priorities within our Single Outcome Agreement with regard to the following outcomes:
- Our citizens will be protected;
  - Vulnerable children and adults will be protected;
  - Our citizens will be encouraged to take responsibility for their own health and wellbeing;
  - Our communities will be safe; and
  - We will work to reduce crime and the fear of crime.
- 2.2 In overall terms the number of recorded crimes in the most serious categories per 10,000 population continues to fall, from 465.5 in 2012/13 to 458.8 in 2014/15. We consistently achieve in excess of 90% of people who feel safe in their local area during the, and in excess of 60% feel safe at night.
- 2.3 Sacro (RABS) and Specialized Security (taxi marshalling service) both contribute to the delivery of Safer Communities and are key partners in management of anti-social behaviour and alcohol related disorder.

- 2.4 The taxi marshalling initiative continues to deliver a valuable service in promoting Falkirk Town Centre as a safe place to have a night out in. The initiative has proved a successful tool in managing and minimising 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.
- 2.5 The RABS service continues to work with partners and the Community Safety Partnership's monthly Tasking & Co-ordination Group to reduce levels of conflict and anti-social behaviour in communities through challenging and modifying young people's behaviour; diverting young people away from anti-social behaviour and criminal activity and reducing the fear of crime.

### **3. OVERVIEW OF ORGANISATION WHICH RECEIVED FUNDING**

- 3.1 Falkirk Town Centre Taxi Marshalling provision is commissioned by Falkirk Towns Ltd on behalf of the Falkirk BID/Delivers. The service is delivered by Specialized Security Ltd. The taxi marshalling service has been operational at Newmarket Street taxi rank since 2007, initially over the festive period, funded by the Scottish Government and now by Falkirk Council's Community Safety budget in partnership with Falkirk Towns Ltd.
- 3.2 The taxi marshalling initiative was mainstreamed in 2009 providing taxi marshalling at the Newmarket Street taxi rank on Friday and Saturday nights throughout the year supported by Festive Safe Base and Safer Streets in partnership with Falkirk Street Pastors, British Red Cross, Signpost Recovery, Police Scotland, NHSFV Alcohol & Drug Partnership and Falkirk Community & Learning Development Service. The aim of the taxi marshalling initiative is to manage and minimise 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.
- 3.3 The taxi marshalling provision was further developed in 2013 to extend the service to the Meadow Street taxi rank which has proved successful in managing alcohol related disorder in this area of the Town Centre. The area around the Storm Nightclub in Meadow Street has repeatedly been identified as an area of concern with regard to alcohol related disorder. The inclusion of the Meadow Street taxi rank has been a positive contribution to reducing alcohol related disorder in this area.
- 3.4 Sacro is funded by the Community Safety budget to provide a Restorative Acceptable Behaviour Service (RABS). Current funding stands at £46,104, which has been the case since 2011/12.
- 3.5 The service provided is funded externally as Sacro are leaders across Scotland in providing restorative approaches within a Community Justice setting. The service provides the Partnership with a cost effective and valuable resource in managing anti-social behaviour/conflict within our communities. This is not a service that could be provided in-house.

#### **4. ASSESSMENT OF INDIVIDUAL ORGANISATION'S PERFORMANCE**

- 4.1 An individual report is attached for both Falkirk BID and Sacro. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview which includes their financial accounts for 2012/2013. Audited accounts for 2013/14 have not yet been published.
- 4.2 As part of the funding application process an annual risk and financial assessment is undertaken based on governance arrangements, financial management and past performance to ascertain their risk rating. The ratings are graded low, medium or high and provide monitoring officers with an indication of the minimum level of monitoring and support which should be established. External organisations deemed as low risk, are monitored at least annually, medium risk external organisations should be monitored at least quarterly and high risk, at least monthly. 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.
- 4.3 Quarterly monitoring is in place for both organisations, funding is released on a quarterly basis on receipt and approval of their monitoring reports. Their annual risk and financial assessment is rated as low to medium risk with annual accounts being assessed as satisfactory.
- 4.4 An individual report is attached for both Falkirk BID and Sacro. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview which includes their financial accounts for 2012/2013. Audited accounts for 2013/14 have not yet been published.

#### **5. CONCLUSION**

- 5.1 As set out within the report to this Committee on 13 June 2013, 'Following the Public Pound: Scrutiny Committee Role and Reporting Schedule', Members are invited to consider each organisation's report and select from the following options for each external organisation:
- A. Approve report and acknowledge progress by the external organisation in meeting Council priorities;
  - B. Request further information on specific aspects of the service provided; or
  - C. Request action with follow-up for subsequent Scrutiny Committee consideration.

## **6. RECOMMENDATIONS**

**Members are asked to:**

- 6.1 **Consider individual reports for external organisations and select an option from those presented in 6.1.**

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### **DIRECTOR OF CORPORATE & NEIGHBOURHOOD SERVICES**

Date: 31 October 2014  
Ref: ABC0914AK – FPP – Community Safety  
Contact Name: Fiona Campbell

### **LIST OF BACKGROUND PAPERS**

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506004 and ask for Fiona Campbell

<p align="center"><b>FALKIRK COUNCIL CORPORATE &amp; NEIGHBOURHOOD SERVICES FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2013/14</b></p>
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Organisation Name	Falkirk Towns Ltd on behalf of the Falkirk BID / Delivers
Project	Specialized Security Taxi Marshalling Service
Agreement Dates	1 <sup>st</sup> April 2013 to 31 <sup>st</sup> March 2014
Name of Lead Officer	Alice Keenan

## **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 defuse 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 2013/14, the provision has been extended to include taxi marshalling at the Meadow Street taxi rank from July 2013 to March 2014 on Saturday evenings. The area around the Storm Nightclub in Meadow Street has repeatedly been identified as an area of concern with regard to alcohol related disorder. The inclusion of the Meadow street taxi rank has been a positive contribution to reducing alcohol related disorder in this area.

### 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 defuse 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>B</b>	<b>ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES</b>
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<p><u>Summary of Key Achievements</u></p> <p>The taxi marshalling service continues to provide a valuable service in managing the night time economy and defusing any potential alcohol fuelled disorder. It was reported in 2013/14 that there were 55,716 users of the Newmarket Street taxi rank and 10,937 for the Meadow Street taxi rank, totalling 66,653 users of the taxi marshalling service throughout the year. The initiative receives regular positive feedback from Police Scotland, pubs &amp; clubs and their patrons. It contributes to the delivery of Safer Communities alongside the Safe Base activity at the festive period and identified weekends.</p> <p>Police statistics show a decrease in crimes within the Safe Zone area since the start of the Safer Streets initiative in 2007. Reported crimes during the festive period have dropped from 78 in 2007 to 47 in 2013.</p>
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<p><u>Summary of Key Issues/ Challenges Facing Organisation</u></p> <p>Reduced funding levels in the future would be a key challenge in maintaining this service. Meadow Street funding has been approved from underspends within the Community Safety budget during 2013/14. The continuance of this development is at risk due to lack of security of funding.</p>
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<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <p>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.</p>
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<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None.</p>
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<p><u>How often are Review Meetings held with Lead Officer</u></p> <p>Bi-monthly as part of the Safer Streets Steering Group meetings.</p>
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<b>C</b>	<b>FINANCIAL / RISK ASSESSMENT OVERVIEW</b>
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<p><u>Total Support Provided (Financial &amp; In- Kind Contributions)</u></p> <p>£20,000 for Newmarket Street (52weeks on Fri &amp; Sat nights) &amp; Meadow Street (26 weeks Sat only)</p> <p>£3,146 For Meadow Street (Jan-March 2014, Sat nights)</p> <p>£4,930 for Safe Base initiative</p> <p>Total Council contribution: £28,706</p> <p>Falkirk Bid contribution: £16,000</p>
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Last Period of Submitted Audited Accounts

For year end 31 March 2013.

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

The main risk would be a reduction in funding levels in the future. This year (2013/2014) the taxi marshalling initiative is able to provide taxi marshalling at Meadow Street on Saturday evenings over the year in addition to the taxi marshalling service at Newmarket Street on Friday and Saturdays throughout the year.

Overall Risk Rating (Low/Medium/High)

Low to medium risk, due to low level of reserves as a percentage of turnover. See attached Annual Risk and Financial Assessment dated 13<sup>th</sup> June 2014.

**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 minimising 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

Alice Keenan

Designation

Corporate Policy Officer

Date1<sup>st</sup> August 2014

**FALKIRK COUNCIL CORPORATE & NEIGHBOURHOOD SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2013/14**

Organisation Name	SACRO
Project	Restorative Acceptable Behaviour Service
Agreement Dates	1 <sup>st</sup> April 2013 – 31 <sup>st</sup> March 2014
Name of Lead Officer	Alice Keenan

## **A OVERALL ORGANISATION AIMS**

### Summary of Key Aims & Objectives

SACRO are funded through Falkirk Council's Community Safety budget to deliver the Restorative Acceptable Behaviour Service (RABS). The aim of this service is to provide a constructive method of addressing anti-social behaviour/offending by young people (8 to 18) within their communities and diverting them from formal measures of intervention by:

- Enabling young people referred to the service to consider the consequences of their actions and to make amends for their wrong doing;
- Giving the persons harmed by the behaviour/conflict the opportunity to impress on young person the impact of his/her behaviour has had on them and to be involved in the resolution of the harm;
- Assisting the young person in developing an understanding of their and others emotions, particularly of those persons harmed by their actions;
- Engaging the young person in examining the causes and consequences of their anti-social/offending behaviour;
- Involving parents of the young people in resolving the conflict; and
- Involving the community affected by the conflict/ASB in the agreed outcome.

SACRO aim to reduce conflict and offending and make communities safer and more cohesive across Scotland.

### List of Agreed Outcomes

The Restorative Acceptable Behaviour Service (RABS) contributes to the Council's Single Outcome Agreement Community Safety priority ("Our Area will be a Safer Place to Live) through:

- Diverting young people away from anti-social behaviour and criminal activity;
- Changing attitudes and modifying behaviour;
- Reducing the fear of crime; and
- Supporting the delivery of safer communities.

SACRO provides a Restorative Acceptable Behaviour Service (RABS) which includes short one to one behaviour programmes and more intensive programmes on either a one to one or group work basis. Individual referrals will be accepted from the Conflict Resolution Service, Education, Community Safety Team, Community Education and the locality Multi Agency Groups.



SACRO will work with 60 young people individually or in groupwork sessions. They also deliver on the following activities:

- Restorative interventions as a result of actions arising from the Community Safety tasking process;
- Preventative work with young people by delivering sessions in partnership with other agencies to High Schools in the Falkirk area; and
- Referrals from the Police Scotland through Vulnerable Persons Reports submitted to the Multi agency screening hub (MASH) located within Larbert Police office. SACRO will facilitate restorative meetings (when appropriate).

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

The service is provided externally as SACRO are leaders across Scotland in the provision of restorative approaches within a community justice setting. This route provides us with a cost effective and valued resource in managing anti-social behaviour / conflict within our communities.

SACRO has developed significant experience in restorative approaches and is seen as leading the work in restorative approaches with young people displaying anti-social/criminal behaviours.

The service aims to direct young people aged between 8 and 18 away from becoming subject to anti-social behaviour legislation through providing a constructive method offensive/offending behaviour within local communities through the pursuit of restorative approaches. It also allows people harmed by anti-social behaviour to get answers to questions and ask something of the perpetrator through reparation and voluntary work.

This service provides the Community Safety Partnership with expertise in working with young people responsible for repeated incidents of ASB, persons harmed and affected communities to reduce and resolve conflict within local communities. The service provides the Partnership with a cost effective and valuable resource in managing ASB/conflict within our communities.

The service was developed in Falkirk in 2006 from the project being delivered in Aberdeen. The Aberdeen Restorative Practices project has recently been recognised at a National Level by the Howard League Community Programmes award in London.

### **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

#### Summary of Key Achievements

SACRO continues to deliver a high quality range of services which consists of RABS Early Intervention support; Intensive Support; contributions on the Step Forward Programme for school leavers (Falkirk High) to raise awareness of antisocial behaviour issues and information regarding youth justice; Early and Effective Interventions for Breach of the Peace, Vandalism; Awareness raising sessions for the Community Safety team and Housing Officers; Interventions with young people in Camelon due to issues identified through the Community Safety Tasking & Co-ordination process.

This service supports the Community Planning Partnership's drive to pursue early intervention and prevention based approaches where possible. Referrals to the service are made by Community Wardens, Conflict Resolution and the Community Safety Partnership's tasking and co-ordination process. The service comprises both short one to one behaviour improvement

<p>programmes and more intensive one to one or group programmes. This is linked to work in our High Schools through the Step Forward Programme.</p> <p>Forty nine referrals were received this year for the RABS service delivering 19 hours early Intervention support and 230 hours of Intensive Support. Referrals to the RABS service were lower this year due to changes in the EEI process. Scottish Government funding ceased at the end of March 2013. Discussions are ongoing to keep early intervention referrals in place. In addition to this SACRO delivered sessions on the Step Forward Programme and the work directed by the tasking &amp; co-ordination group to address antisocial behaviour.</p> <p>SACRO have reduced the running costs of this service and have used this to enhance the hours available for the delivery of service. They have also put in additional resources to add value to the service being delivered, e.g. appointed a volunteer to provide additional support to young people one day a week; another volunteer is currently in the process of being recruited. A modern apprentice administrator has also been recruited and will be providing dedicated admin support to the team.</p>
<p><u>Summary of Key Issues/ Challenges Facing Organisation</u></p> <p>The main issues facing SACRO is the continuance of funding in the future and the maintenance of referrals in light of the withdrawal of funding for the Early and Effective Intervention model from the Scottish Government. Discussions are ongoing to keep the Early and Effective Intervention model going albeit a reduced version due to reduced funding levels.</p>
<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <p>The RABS service continues to work with partners and the Community Safety Partnership's monthly Tasking and Co-ordination Group to reduce levels of conflict and antisocial behaviour in communities through challenging and modifying young people's behaviours; diverting young people away from anti-social behaviour and criminal activity; reducing the fear of crime within our communities and supporting the delivery of safer communities. Case studies are available to evidence the effect of their interventions.</p>
<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None.</p>
<p><u>How often are Review Meetings held with Lead Officer</u></p> <p>Quarterly.</p>
<p><b>C FINANCIAL / RISK ASSESSMENT OVERVIEW</b></p>
<p><u>Total Support Provided (Financial &amp; In- Kind Contributions)</u></p> <p>£81,296 (Restorative Justice Service – Youth Justice) £46,104 (Restorative Acceptable Behaviour Service – ASB)</p>
<p><u>Last Period of Submitted Audited Accounts</u></p>

Year ended 31 March 2013.

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

Reduced funding levels. Funding is provided on a year to year basis.

Overall Risk Rating (Low/Medium/High)

Low risk. Annual Risk and Financial Assessment dated 1<sup>st</sup> August 2014.

**D CONCLUSIONS**

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

SACRO RABS Service provides a high quality service to the Community Safety Partnership. They provide an integral role in our management of anti-social behaviour in partnership with Detached Youth Work, Conflict Resolution Service, Community Safety team, Children & Families Service and Police Scotland. SACRO are a key partner in working with communities to resolve anti-social behaviour and provide re-assurance to communities.

**E COMPLETED BY**

Name

Alice Keenan

Designation

Corporate Policy Officer

Date

15<sup>th</sup> August 2014