

The background of the slide features a large, light blue watermark of the Coat of Arms of the City of Edinburgh. The crest includes a crown with four thistles, a shield divided into four quarters (top-left: a saltire, top-right: a stag's head, bottom-left: a ship, bottom-right: a bird), and a motto scroll at the bottom.

Agenda Item 5

Report of the Anti-social Behaviour Scrutiny Panel

Falkirk Council

Title: Report of the Anti-social Behaviour Scrutiny Panel
Meeting: Scrutiny Committee
Date: 4 April 2019
Submitted by: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1. This report presents the report and recommendations of the Anti-social Behaviour Scrutiny Panel.

2. Recommendations

- 2.1. It is recommended that the Scrutiny Committee consider and refer to the Executive the recommendations of the Scrutiny Panel, as set out below:-
- 2.2. The panel commends the good partnership working in place by all agencies in addressing Anti-social Behaviour and encourage this to continue and be built upon as opportunities arise;
- 2.3. Services should actively seek to engage with young people outwith community facilities and through methods which suit young people;
- 2.4. Guidance should be provided for Councillors to assist in dealing with complaints relating to Anti-social Behaviour, including best practice regarding mediation, mental health training and how to have challenging conversations;
- 2.5. Requests that the Housing Allocations Scrutiny Panel includes in its work plan consideration of the link between allocations and perceived anti-social behaviour.

3. Background

- 3.1. A review of anti-social behaviour was included in the 2018 Scrutiny Plan. The Scrutiny Committee agreed to establish the panel at its meeting on 1 February 2018 (ref SC31) however it was agreed that it would not begin its work until after the review of fly tipping was completed. The panel conducted

its scrutiny work with a panel of four: Councillors Binnie, Blackwood (Convener), Grant, and Depute Provost Ritchie.

3.2. The scope of the panel was:

To examine anti social behaviour that affects people within their homes and within their communities. Specifically, it looked at:

- The types of antisocial behaviour that is reported to partner services;
- Examine the effectiveness of our framework of “Prevention, Intervention, Engagement, Rehabilitation and Communication” (P.I.E.R.C)
- Make recommendations for improvement and or identify key strengths in existing service provision.

4. Considerations

4.1. In order to undertake its remit, the panel agreed it would take forward its work through:-

- background documents and information packs
- presentation of background and context to anti-social behaviour
- consideration of how partners work together to deal with ASB on a day to day basis
- case studies workshop

4.2. A note of the work of the panel and its final report is attached as appendix 1 to this report. This sets out the issues that the Panel considered in coming to its recommendations.

5. Consultation

5.1. There has been no consultation on the recommendations contained in this report. During its review the panel consulted national bodies including Police Scotland, and Fife Council.

6. Implications

Financial

6.1. There are no financial implications.

Resources

6.2. There are no resource implications.

Legal

- 6.3. There are no legal implications.

Risk

- 6.4. There are no risk implications.

Equalities

- 6.5. An equality and poverty impact has not been completed. Any change to service resulting from these recommendations would be subject to an EPIA.

Sustainability/Environmental Impact

- 6.6. A sustainability assessment is not necessary.

7. Conclusion

- 7.1. The panel has conducted an in-depth review of the Council and partners' approach to tackling anti-social behaviour. Based on the evidence it has made recommendations for the Committee to consider.

Director of Corporate and Housing Services

Author – Jack Frawley, Committee Services Officer 01324 506116,
jack.frawley@falkirk.gov.uk
Date: 15 March 2019

Appendices

Report by Scrutiny Panel – Anti-social Behaviour.

List of Background Papers:

No papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973.

**Anti-social Behaviour – Final Report
Scrutiny Panel
March 2019**

1. Introduction

- 1.1. This report sets out the work and final recommendations of the scrutiny panel on anti-social behaviour. The panel which undertook the scrutiny review consisted of:-
- Councillor Binnie
 - Councillor Blackwood (Convener)
 - Councillor Grant
 - Depute Provost Ritchie
- 1.2. The panel was supported in its work by officers and partners including: Fiona Campbell, Head of Policy, Technology & Improvement; Natalie Moore-Young, Community Support Co-ordinator; Gail Lucas, Community Support Co-ordinator; Franca Cianni, Area Estates Co-ordinator, and Damian Armstrong, Chief Inspector, Police Scotland.
- 1.3. At its first meeting the panel agreed its scope to be: 'To examine Anti-social Behaviour that affects people within their homes and within their communities. Specifically it will look at:
- (a) The types of antisocial behaviour that is reported to partner services;
 - (b) Examine the effectiveness of our framework of "Prevention, Intervention; Engagement, Rehabilitation and Communication" (P.I.E.R.C), and
 - (c) Make recommendations for improvement and/or identify key strengths in existing service provision'.

2. Meeting 1 - 10 October 2018

- 2.1. The first full meeting of the panel on 10 October 2018 was to receive presentations on the background and context to Anti-social Behaviour. This meeting covered the work of Police Scotland, the Council's Conflict resolution team and the Council's community safety team.
- 2.2. In their presentation the Police covered a number of issues including
- perceptions of anti social behaviour v's reality
 - ASB is not on the whole a criminal issue
 - The role of social media in potentially inflaming an issue
 - Annual thematic issues – fireworks, Halloween, end of a school term and weather conditions can all contribute to ASB

- Differences between issues in a town centre and those in neighbourhoods or villages

2.3. The Community Safety presentation covered a number of issues including

- The role of the team in providing evidence
- Definition of ASB i.e. any action that causes alarm, harassment or distress
- How to report issues of ASB with the Council
- There was discussion on the information provided to communities including the information on the Council's own web site.

<http://www.falkirk.gov.uk/services/crime-antisocial/antisocial-behaviour/>

2.4. Information was presented on the Councils' conflict resolution service. The services provided i.e. mediation, conflict resolution, ASB intervention officers, First team, community support information officer and a seconded police officer.

2.5. The framework for service delivery

- Prevention
- Intervention
- Engagement
- Rehabilitation
- Communication

2.6. The staged approach taken by the service in dealing with issues and also the demand for service.

2.7. One area for discussion was the Good Neighbourhood agreement and how this was used. It was noted that issues appeared to arise in communities when people did not have regard to their neighbours and where there were different expectations of behaviour. However some conflict also seemed to arise due an apparent incompatibility between tenants. The Panel was reminded that the next Scrutiny Panel would be on housing allocations and these issues should be picked up by that work.

2.9 Information on the good tenancy agreement can be found at:

<http://www.falkirk.gov.uk/services/homes-property/council-housing/council-tenancy/housing-estate-safety.aspx>

3. Meeting 2 - 22 October 2018 – Site visit

3.1. The second meeting of the panel on 22 October 2018 was a visit to the Falkirk Tasking and Co-ordinating (TAC) Group. The meeting introduced the panel to the work taking place in Falkirk Community Safety Hub based in Falkirk fire station. This is a partnership team that consists of:

- Police Scotland
- Falkirk Council – Community Safety and First team
- Signpost recovery
- SACRO – Youth Justice practitioner
- Fire Scotland

3.2. The team covered the daily intelligence they use to identify issues and the weekly tasking meetings that take place to identify ongoing issues and ensure co-ordinated action. The weekly meeting also looks at emerging trends with a view to early intervention and prevention.

3.3. A number of issues were discussed at this meeting including:

- Role of school based police officers and their effectiveness in working with young people and the local community
- How a call is dealt with by Police Scotland
- The system the team uses to collate real time information from all partners and present this on a geographical basis
- The need to recognise when ASB is a one off issue
- The use of social media – how this can inflame issues, spread disinformation and also target people unfairly.

4. Meeting 3 - 8 February 2019

4.1 The fourth meeting of the panel on 8 February 2019 was to receive a presentation from Fife Council regarding their model of service delivery. The presentation was from Mark McColl Safer Communities manager. He covered a range of issues including

- Governance Arrangements
- Previous delivery structures and Committee Review of Anti-social Behaviour
- Function Approach – consisting of the role profiles of generic and specialist posts
- Service management structure
- Delivery Model
- Challenges and Impacts of the revised delivery model
- The Plan4Fife
- Opportunities/On-going Change.

4.2 The Panel then discussed the following issues

- Young people
- Early intervention
- Difference in tolerance levels
- Seekers within the housing allocations process
- Need to provide family support
- The role of the community police officer very much valued by elected members
- Need to make sure people keep reporting and recognising the length of time it takes to address issues given the need for robust evidence
- The balance between keeping people informed about how their complaint is being dealt with and protecting the privacy of people being complained about.

5. Meeting 4 – 19 February 2019

5.1 The fifth meeting of the panel on 19 February 2019 was a workshop for the panel to consider a number of case studies and community feedback documents.

5.2 The first case study was presented by Natalie Moore Young who outlined an issue that arose between two householders. As a result of the discussion around the case study a number of issues were noted

- The need for elected members to be aware that when someone complains they are only hearing one side of a situation. There is a need for guidance and training for members on issues such as conflict resolution, challenging conversations, mental health first aid training etc.
- People need to engage with services as soon as possible. In the case presented there were reasons for particular issues that once services were aware led to a very different course of action i.e. support for the family rather than and ASBO.
- The need to manage the expectations of complainers regarding being told what is happening with the people they are complaining about.

5.3 The Police presented a scenario which was based on young people being perceived to be buying alcohol, creating a nuisance and intimidated people by hanging about in large numbers. As a result of working through the case study the following issues were noted:

- The powers for police to stop and search people have changed
- The criminalisation of young people
- Perception of the motives and actions of young people in an area can often lead to conflict
- Need to be open minded about complaints

- 5.4 The last case study was presented by the Community Safety team. This outlined a real case study in one area where there were again young people hanging about causing problems by drinking and vandalising a local shopping area. The role of the community safety team in this instance was engagement and observation.
- 5.5 There were issues about how young people were engaged with, the role of CLD and the engagement with shop keepers.
- 5.6 In reflecting on the case studies, the Panel noted the differences in how the later two scenarios impacted on each area. There appeared to more tolerance in one area than the other.
- 5.7 The Panel also had asked for a review of existing consultation exercised to understand if anti social behaviour was an issue that featured for communities. It was considered that a consultation specifically about ASB might give false results in terms of importance and impact. In reviewing information on the place standard which has been deployed in the east and west of the area, ASB did not feature as an issue communities felt strongly about.

6. Conclusions

- 6.1 The panel, in considering all the evidence, makes the following recommendations to the Scrutiny Committee:-
 - (1) Members commend the good partnership working in place by all agencies in addressing Anti Social Behaviour and encourage this to continue and be built upon as opportunities arise;**
 - (2) Services should actively seek to engage with young people out with community facilities and through methods which suit them;**
 - (3) Requests that guidance is provided for Councillors to assist in dealing with complaints relating to anti-social behaviour including best practice regarding mediation, mental health training and how to have challenging conversations;**
 - (4) Requests that the Housing Allocations Scrutiny Panel includes in its work plan consideration of the link between allocations and anti-Social Behaviour – need to make sure we are talking about mixed tenancies.**

Councillor Jim Blackwood
Convener of the Panel