

The background of the slide features a large, faint, light blue watermark of the City of Vancouver coat of arms. The crest includes a crown at the top with four maple leaves, a shield divided into four quadrants (top-left: a ship, top-right: a stag, bottom-left: a ship, bottom-right: an eagle), and a banner at the bottom with the motto "ANNE FOR A".

Agenda Item 4

Following the Public Pound – Public Protection

Falkirk Council

Title: Following the Public Pound – Public Protection

Meeting: Scrutiny Committee External

Date: 16 January 2020

Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1 This report provides information under the Following the Public Pound arrangements for the period 1 April 2018 to 31 March 2019 for the Council's public protection outcome including alcohol, drugs and community justice.

2. Recommendation(s)

- 2.1 **The Committee is invited to consider each organisation's report and select one from the following options for each external organisation:**

- 1) Approve the report and acknowledge progress by the external organisation in meeting Council priorities;**
- 2) Request further information be provided to them on specific aspects of the service provided; or**
- 3) Request a follow-up report for further consideration on specific aspects of the organisations performance or on the organisation as a whole.**

3. Background

- 3.1 External organisations which receive funding from Falkirk Council are subject to formal monitoring, scrutiny and reporting. The organisations that receive funding to support our outcomes on public protection are from the third sector i.e. voluntary or charitable organisations.
- 3.2 These organisations are funded on the basis that they are able to provide services which could not readily be provided by the Council or have not been provided by the Council in the past.
- 3.3 As with other organisations, some were subject to a reduction in funding last year though not all. Whilst the long term value of the services provided by these organisations is acknowledged, reducing budgets for the Council have required a critical examination of how much support the Council can afford now and in future years.

- 3.4 The Committee has sought to understand the contribution that various organisations are making to achieve the priorities and outcomes that are of importance to the Council. This latter role is increasingly a focus for services given the need to reduce duplication, be consistent in service delivery across the Council area and to achieve a joined approach to service delivery.
- 3.5 Monitoring by officers takes the form of regular reports and meetings. Each monitoring statement, attached as appendices, provides an overview of the service funded by the Council, the agreed objectives or outcomes, performance information during the period and also a financial overview.
- 3.6 In public protection terms, the Council leads the Community Planning Partnership's Public Protection and Community Justice Chief Officers Group. The focus of this group is to oversee the delivery of the following outcome:

Our area will be a safer place to live.

- Take a much more comprehensive and integrated approach to support vulnerable adults
- Further develop the information we use to resource the tasking & co-ordination process
- Review Child protection procedures to ensure that neglect is included
- Further develop the information we use to target Community Justice resources in the areas we agree are a priority for Falkirk
- Improve access to services for people with convictions
- Increase effectiveness of partner agencies in tackling issues such as antisocial behaviour, alcohol and drugs issues, hate crime and other emerging threats
- Encouraging our communities to participate in preparations for emergency events through community resilience

- 3.7 The organisations funded or monitored by the Council that support this outcome include:

Organisation	Monitoring Service	Annual Funding
SACRO – Youth Justice	Children's Services	£73,368
Committed to Ending Abuse (Falkirk & District Women's Aid)	Corporate and Housing Services	£175,802
Falkirk BID - Taxi Marshalling	Corporate and Housing Services	£20,000
Cyrenians	Children's Services	£172,252

4. Implications

Financial

- 4.1 The funding allocated to each group is agreed by Council at its budget meeting in February each year. The information set out in this report should inform those decisions.

Resources

4.2 Nil.

Legal

4.3 Nil.

Risk

4.4 Following the Public Pound processes are designed to assess and mitigate risks to the Council of funding external organisations.

Equalities

4.5 The funding of each organisation will be subject to an EPIA over the course of the coming months.

Sustainability/Environmental Impact

4.6 Nil.

5. Conclusions

5.1 Members are asked to consider the projects reported and to determine any future reports or information they may want from Officers.

Director of Corporate and Housing Services

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Date: 7 January 2020

Appendices

Annual Reporting Statements

Appendix 1: SACRO – Youth Justice

Appendix 2: Committed to Ending Abuse (Falkirk and District Women's Aid)

Appendix 3: Falkirk BID: Taxi Marshalling

Appendix 4: Cyrenians

List of Background Papers:

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

**FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2018/19**

Organisation Name	SACRO
Project	Youth Justice
Agreement Dates	1 April 2018 to 31 March 2019
Name of Monitoring Officer	Gayle McIntyre
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>SACRO are committed to providing services that contribute to positive transformational changes in the lives of service users. They work independently and collaboratively within Scotland's communities to provide support, prevent conflict and challenge offending behaviour wherever the need arises. Services are based on research evidence, service user feedback, international standards of good practice and a commitment to development and innovation.</p> <p>SACRO practice is guided by the belief that all people should be shown respect and be empowered to take personal responsibility, acknowledging their capacity for change.</p> <p>SACRO key principles are:</p> <ul style="list-style-type: none"> ▪ Conflict is most effectively resolved through informal, facilitated resolution which assists those involved to identify their own lasting solutions. ▪ Offending and its consequences are most effectively dealt with through an emphasis on community disposals and sentencing, other than where there is an overriding need to protect society. 	

2. What is the purpose of the funding provided by the Council?

SACRO's Youth Justice service is currently funded by Falkirk Council to provide support to young people (aged 8-18 years) who have either been charged with an offence or have been identified as being involved in antisocial behaviour in the community.

The main route for offence related referrals is via the Multi-Agency, Early and Effective Intervention (EEI) Youth Justice Referral Group. Requests for support are also accepted from Education, Housing, Social Work, Community Safety Tactical Group and the Children's Reporter when a young person's behaviour is cause for concern.

The funding provided pays for SACRO staff salaries, rent, IT, travel and expenses, admin, training and management.

3. Why does the Council fund this?

To reduce offending and anti-social behaviour among young people in the Falkirk area.

To improve community safety.

To provide an early intervention and prevention service.

To divert young people away from offending.

To support statutory Youth Justice provision.

4. How long has the Council funded this organisation to deliver this Service?

15 years

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
2018-19	73,368		
2017-18	83,870		
2016-17	87,731		
2015-16	77,232		
2014-15	81,296		

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc.?

SACRO is a Scottish Community Justice organisation which works to create safer and more cohesive communities across Scotland. SACRO provides a wide range of services spanning all aspects of the Community Justice continuum. Services are designed to create safe and cohesive communities by reducing conflict and offending. The organisation works with a broad range of people, including those harmed by crime and those responsible for that harm.

Each young person referred to the Falkirk Youth Justice service has a tailored Support Plan which is co-designed via Outcome (Youth) Star assessment. Thereafter focused programmes of support are put in place for individuals to assist the address their offending behaviour.

Our programmes of support include:

- Victim Awareness
- Online Guidance / Social Media Awareness
- Managing Emotions
- Health & Wellbeing
- Resilience and Confidence Building
- Peer Pressure
- Anti-Social Behaviour
- Offence focused support

Restorative Justice / Victim Awareness:

Restorative Justice continues to be an integral part of Falkirk Youth Justice services. In situations when a restorative intervention with the Person Harmed is not appropriate, a Victim Awareness programme is completed as a matter of course.

Outreach 1-2-1 Support:

The service has been adopting a variety of approaches to engage with young people on a 1-2-1 basis in the community to offer support and guidance. Having a flexible and creative approach has been crucial in building strong relationships that have assisted when supporting young people to make positive changes.

2. How many people directly benefit from the organisation?

SACRO's Youth Justice services in Falkirk worked with 57 cases (52 individuals) in 2018-19. However, there was additional positive impact from the work on the person's harmed through Restorative approaches as well as benefits to the family, school and wider community from reductions in offending and anti-social behaviour.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

The SACRO team supports Falkirk Council's Emergency Duty Team (EDT) to provide an out-of-hours crisis standby service when a young person is removed from their home or placement and taken to Police custody. This service provides a breathing space to allow the young person to return home or for arrangements to be made for alternative accommodation.

Additionally, SACRO provides a part-time administrative support role for the referral group.

4. How does this organisation support the Council achieve its priorities?

In line with national and local priorities, the aim of SACRO Youth Justice services is to reduce conflict and offending and to make communities safer.

Intervention delivered by SACRO aims to increase awareness of how behaviour impacts on persons harmed, community and others through early and effective intervention and participation in the restorative Justice process and individual awareness programmes. The aim is to divert young people away from at 'risk' behaviour through advice to young people and their families. SACRO strive to make service users feel socially included through education and outreach in the communities and effective partnership working. And ultimately, to reduce the likelihood of young people entering the adult Justice system.

The services provided by SACRO are contributing to the Council's priorities as they are directly linked to the Children's Services Closer to Home strategy. SACRO are providing intervention and support to children and young people at an early stage with the aim of diverting them away from anti-social behaviour and offending in the community. As noted above, this reduces the likelihood of behaviours escalating to the point where Social Work Services intervention is necessary. Young people involved in persistent and/or serious offending are at risk of being accommodated by the local authority if the risks cannot be safely managed and reduced within the community.

SACRO has introduced the Outcomes Star™ assessment tool. This tool allows children and young people to focus on their aims and aspirations in a number of different important areas of their lives. Through significant investment in quality assurance and partnership working with Triangle Consulting Social Enterprise, Outcomes Star™ has been fully integrated into SACRO's Case Management System (CMS), making it easier to monitor, analyse, evaluate and report evidence-based outcomes.

The Youth Star™ captures where children are on a journey of change and their progress in six areas of their lives:

1. Making a difference
2. Hopes and dreams
3. Wellbeing
4. Education and work
5. Communicating
6. Choices and behaviour

5. How are service users involved in the design and delivery of services?

- Service user feedback
- Exit questionnaires
- Focus groups

Workers carry out an assessment jointly with the young person agreeing needs and other key support as required, priorities and goals and review this at regular intervals, dependent on service requirements, which could be weekly or monthly and is responsive to changing circumstances.

On a quarterly basis service reviews take place to compare service specification with expected outcomes thereby maintaining focus on efficient and productive service delivery. The outcomes from these assessments then inform the content of the support plan to which the young person contributes. Two months later the initial review of progress will take place - subsequent reviews will take place at regular intervals at which point an updated needs and risk assessment is completed with the young person.

6. What specific geographical areas does this service / organisation cover within the Council area?

Falkirk-wide service delivery

C ASSESSMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that. (Performance reports can be attached as appendices.)

As an organisation, SACRO have invested in developing methods for capturing what difference the support of services have on young people, their families and communities. They operate an electronic Case Management System (CMS) using Microsoft Dynamics customer relationship management system (CRM) with extensive reporting capabilities to support effective and efficient case management. The system is cloud-based allowing SACRO staff fast and efficient access to records, data and information throughout Scotland. This means that staff can operate on a mobile platform and are not tied to an office and a desk.

<p>2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.</p>
<p>3. When was the last time the service was reviewed and what plans are there to review this?</p> <p>Date of most recent review – There has been a gap in reviewing arrangements due to the Monitoring Officer leaving post.</p> <p>Next planned review – January 2020</p>
<p>4. Are there any improvements in efficiency or effectiveness that could be achieved?</p> <p>Youth Justice Referral Group / EEI development potential to streamline processes and speed up response to offending behaviour to offer earlier interventions. Initial discussion with key partners on 3 December 2019.</p>
<p>5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?</p> <p>No.</p>
<p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>c.1%</p>
<p>2. List other sources of funding the organisation has and how much is provided by source.</p> <p>Scottish Government - £1.74m Scottish Local Authorities (excluding Falkirk Council) - £5.11m Trust/Donations - £171k Interest - £30k</p>
<p>3. What is the amount of uncommitted reserves held by the organisation?</p> <p>£3.586m</p>
<p>4. What proportion of operation cost do reserves represent?</p> <p>50%</p>
<p>5. Last period of submitted audited accounts</p> <p>31 March 2019</p>

<p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>None</p>
<p>7. Future sustainability - Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>There has been a reduction in Falkirk Council specialist youth justice services so SACRO are the main providers of youth justice services across Falkirk. The SACRO service provides early intervention and restorative interventions which prevent the escalation of anti-social behaviour and offending in the community and aims to reduce the number of young people entering the adult Community Justice System.</p>
<p>8. How can reductions in funding be achieved?</p> <p>A significant proportion of budgets are allocated to salary costs; a reduction in funding would directly impact on the level of service SACRO is able to provide. Budgets are currently operating efficiently with overheads at a minimum. Any funding cuts would have a direct impact of the capacity to deliver service to this group of vulnerable young people.</p>
<p>9. What is the risk to the Council if these services are not funded?</p> <p>High</p>
<p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>High</p>

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

Early Intervention continues to be central to the work SACRO undertake in the community and working in close partnership with Social Work, Education, Police Scotland and third sector partners to deliver this to a high standard.

A significant number of the young people discussed at the EEI group have been through Adverse Childhood Experiences or trauma of some sort, notably being witness to domestic abuse and substance / alcohol addictions within the family. The SACRO team are now all trained in Trauma-Informed Practice and skills are being developed in this area further as well as in cognitive behavioural skills.

SACRO continues to lead the way nationally in delivering Restorative Justice approaches including service delivery and training other statutory and voluntary agencies. SACRO are working closely with the Scottish Government and other Forth Valley partners to extend the reach of this approach. Additionally, the National Centre for Youth and Criminal Justice (CYCJ) have used this delivery model within Falkirk to highlight good practice in RJ service delivery within their own research and remit.

SACRO is also currently engaging on a digital transformation project across the organisation which will have significant benefit for their ability to delivery efficient and effective services within Falkirk and the rest of the country. It also provides an opportunity and potential to look at how professionals can better engage young people through the use of technology.

F Monitoring Officer Details

Name: Gayle McIntyre

Designation: Service Manager

Service: Children's Services

Date of Report: 4 December 2019

**FALKIRK COUNCIL XX SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2018/19**

Organisation Name	Committed to Ending Abuse
Project	Domestic Abuse Services
Agreement Dates	1/4/2018 – 31/3/2019
Name of Lead Officer	Joanna Stewart

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

CEA (Committed to Ending Abuse), formerly known as Falkirk & District Women's Aid, provide services to women who are experiencing or have experienced domestic abuse. The key purpose of the organisation is to maintain the safety of those directly affected by abuse and to reduce risk and harm both to themselves and their families.

CEAs key aims are to

- enhance the safety of people suffering gender based violence
- ensure that client satisfaction is paramount to the delivery of the service
- ensure that the views and interests of individuals identified within the MARAC are advocated for.
- ensure the service meets the needs of services users with complex needs/vulnerabilities and enhances the wellbeing of clients
- ensure that the safety and wellbeing of their clients and workers is paramount

List of Agreed Outcomes

- To work with women and their families in a crisis to either
 - Remain safely in their own accommodation
 - Identify alternative accommodation
 - Access temporary accommodation provided by Falkirk Council
- Ensure that client satisfaction is paramount to the delivery of the service
- Ensure that the views and interests of individuals identified within the MARAC are advocated for.
- Ensure the service meets the needs of services users with complex needs/vulnerabilities and enhances the wellbeing of clients
- The service recognises the profile of its service users to plan for future needs and demands / ensure that the service is accessible to individuals and organisations without restrictions
- The service will ensure that the safety and wellbeing of their clients and workers is paramount
- The service will ensure that services users are aware of the objectives of the service and the support provided
- The service will assist Falkirk Council in a review to redesign the delivery of domestic abuse services within the area

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

The Council funds this service to assist in achieving its strategic goal within the SOLD to make our area a safer place to live. This service supports council services which work with the most vulnerable groups in Falkirk.

Specialist domestic abuse staffs offer the skills and knowledge to understand that the issues affecting domestic abuse sufferers are often intertwined and inseparable. Specialist services are equipped to understand and recognise the risk to women and work with them together to help them rebuild their lives by working in partnership to response to needs particularly in a crisis. These are called Independent Domestic Abuse Advocates (IDAAs).

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Committed to Ending Abuse have recorded a 15% increase in referrals over the last year and within 2018/19 received 634 referrals in total. The majority of referrals are self referrals and those from agencies such as Police Scotland's Domestic Abuse Unit and Falkirk Councils Housing service.

Women's service				
Project/Service Outcomes	Activities or outputs	Performance Indicators	Targets	2018/19 performance
To work with women and their families in a crisis to either <ul style="list-style-type: none"> • Remain safely in their own accommodation • Identify alternative accommodation • Access temporary accommodation provided by Falkirk Council 	Assist women and their families to resettle in accommodation or stay in their current accommodation by <ul style="list-style-type: none"> • Assisting in finding accommodation or provide advice on housing options • Support to access legal services and the judicial system • Completing a safety assessment and arranging installation of safety equipment • Refer for access to crisis grants • Advice and assistance to secure appropriate benefits 	<ul style="list-style-type: none"> • Numbers offered housing advice and assistance • Numbers assisted to move into new accommodation • Number assisted to remain in their accommodation (detail of how this is achieved) • Numbers assisted to secure benefits and crisis grants • Numbers referred to other agencies 	100% offered housing advice	100%
			85% of those requiring new accommodation assisted to move	100%
			90% of those able to stay in their accommodation assisted by accommodation type	100%
			95% of eligible clients complete a financial assessment,	100%
			Detail and numbers of those with identified needs referred onto relevant agencies	204 (32%)

To enhance the safety of people suffering gender based violence	Ensure that all cases have a completed risk assessment resourcing mechanisms	Number of risk assessments completed	100% of clients with risk assessments	100%
	All cases will have completed an initial RIC score on entry and exit of the service	Average length of time to access support		1 day after referral received.
	All cases will complete client feedback to assess their perception of risk and safety at the start and end of support	% of clients who report they feel safer as a result of the support they receive.	75% of clients feel safer after support	100%
Ensure that client satisfaction is paramount to the delivery of the service	Collate client feedback and questionnaires and assess information on client satisfaction	Number of service users satisfied with the services provided	90% of clients satisfied with the services	100%
	Have a complaints procedure	Report the number of complaints received	Less than 5% of client submitting complaints	0
Ensure that the views and interests of individuals identified within the MARAC are advocated for.	Identify individuals who meet the risk criteria (DASH) that should be referred to the MARAC	Number of referrals to the MARAC		56
	Work with the MARAC to ensure the safety of Falkirk residents identified at most risk through dedicated IDAA	Cumulative number of cases the IDAA is working with		226
	Support the individual through the crisis Gather and bring relevant information to the MARAC	Cumulative number of MARAC service users	100% attendance at the MARAC	92% (1 meeting missed)
	Support agreements all have a signed data sharing protocol	Attendance at the MARAC Investigate options to develop a data sharing protocol with the MARAC		Yes

Ensure the service meets the needs of services users with complex needs/vulnerabilities and enhances the wellbeing of clients	<p>Refer women and children to relevant agencies to ensure that all needs are met. This list is not exclusive but should include the following</p> <ul style="list-style-type: none"> • MARAC • Primary health care • Addictions services • Housing Services • Housing support services • Social work services • BME (Shakti) • LGBT (Fearless) <p>All client will complete a client feedback questionnaire to assess their perception of wellbeing at the start and end of support</p>	Number of clients entering the service		478 (634 referrals)
		Number of clients exiting the service		160
		Number of referrals out with the service completed by agency		209
		% of clients who report that their wellbeing has improved as a result of the support that they have received	85% of clients reporting that their wellbeing has improved following support	100%
			Performance shows increase in safety. % of clients reporting that they feel safer after support	100%
			Performance shows decrease in risk. % of clients with reduced risk after interventions	Average RIC score reduced from 10.8 to 5
			Performance shows increase in health and wellbeing including depression and anxiety. % of clients reporting increase health and wellbeing after interventions	100%

<p>The service recognises the profile of its service users to plan for future needs and demands / ensure that the service is accessible to individuals and organisations without restrictions</p>	<p>Record and report on the client demographics for all equality strands which include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender and sexual orientation</p> <p>Service users are able to access information about the service in various media formats and other agencies are informed of the service and its provision</p>	<p>Monthly client profile</p> <p>Evidence of available leaflets/Posters, Evidence of distribution of leaflets and posters</p> <p>Number of hits on website,</p> <p>Evidence of communication and information sessions with other agencies.</p>		<p>Yes</p> <p>9882 hits on the website</p> <p>Yes</p> <p>Handouts</p> <p>Leaflets</p> <p>Website</p> <p>Social Media</p> <p>Platforms</p> <p>Information</p> <p>Training</p> <p>Sessions</p> <p>N/A</p> <p>Yes</p>
<p>The service will ensure that the safety and wellbeing of their clients and workers is paramount</p>	<p>All services users will have a RIC assessment completed at the beginning and end of their support</p> <p>All staff will complete a risk assessment when engaging with a services user for the first time. This will be reviewed if required throughout support</p> <p>All services users will complete an exit survey to assess outcomes as a result of support</p>	<p>Percentage of new RIC assessments completed to number of new clients entering the service</p> <p>Percentage of RIC assessments completed at the end of support for all those exiting the services</p> <p>Percentage of RIC assessments that have improved from start to end of support</p>	<p>100% of new clients with a completed RIC</p> <p>100% of clients engaged with a completed RIC at the end of support</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>82%</p> <p>Some clients disengage and are not contactable.</p>

The service will ensure that services users are aware of the objectives of the service and the support provided	<p>There service will openly advertise its services and service objectives</p> <p>Every service user will be aware of the key service objectives when they enter the services</p> <p>All services users will have a support plan that sets out the key objectives for the delivery of support and interventions</p>	<p>Evidence of advertising mechanisms and information provided to promote the service on a quarterly cycle.</p> <p>Number of clients indicating that they are aware of the services key objectives (within the customer satisfaction survey)</p> <p>% of support plans created as per number of new cases.</p>		<p>Website Facebook Twitter Leaflets Posters</p> <p>Explained to clients on their initial visit to service and information pack given to them.</p> <p>100%</p>
The service will assist Falkirk Council in a review to redesign the delivery of domestic abuse services within the area	<p>Agree to participate in any consultation</p> <p>Provide statistical data to assist in the review</p> <p>Assist in the identification of clients, current and historical to consult on the review</p>	<p>Attendance at consultation events</p> <p>Provision of statistical data</p> <p>Assistance to arrange client attendance at any necessary consultation seminars</p>		Yes

Summary of Key Issues/ Challenges Facing Organisation

Members will be aware that a review of domestic abuse services is ongoing. This will directly affect this organisation. The outcome of the review will result in a commissioning exercise so that the Council can purchase the service that is required for the people affected by domestic abuse in the Falkirk area.

It is anticipated that this review will be concluded early 2019 and a commissioning exercise will be carried out during 2019 with appointed contractors commencing by 2020.

How has Organisation Contributed to Council/ Service Priorities

The service provided by CEA contributes towards the following goals of the Community Plan – Strategic Outcomes Local Delivery (SOLD)

- Children will become adults who are successful & confident
- Our population will be healthier
- Our area will be a safer place to live
- Older people will be able to be independent and live within supportive communities
- Our area will be a fairer and more equal place to live

List any Areas where there has been Shortfall in Performance

There has been no shortfall in the performance and delivery of Falkirk Councils key objectives for the service.

How often are Review Meetings held with Lead Officer

Meetings are held quarterly and as and when required.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Falkirk Council funds £175,802 to the organisation which accounts for 39% of the organisations overall funding.

Last Period of Submitted Audited Accounts

2018/19

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

The organisation had a reduction in its main funding from the Council in 2015/16 of £24,417 and then an additional £43,951 reduction in 2017/18 therefore totalling a reduction of £68,368. This amounts to a 28% reduction in funding from Falkirk Council.

Last year the organisations had a considerable shortfall in its available reserves and there were concerns that if expenditure continued to exceed their income that this may leave the organisation in a difficult financial position and potentially in breach of its OSCR (Scottish Charity Regulator) regulations. They have however improved this situation in 2018/19 and trustees do not have any uncertainties about the organisations ability to continue as an ongoing concern.

Overall Risk Rating (Low/Medium/High)

Medium

D CONCLUSIONS

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

Committed to Ending Abuse has achieved its key aims and objectives during 2018-19 and continue their commitment to these into 2019-20 despite difficult and challenging funding issues and increasing number of referrals to the service.

The service clearly illustrates its commitment to ensure the safety and support of those affected by abuse.

There are clear challenges ahead both for the delivery of domestic abuse services in the area as a result of the forthcoming Domestic Abuse review. Committed to Ending Abuse also have their own challenges surrounding funding. It is hoped that these issues can be resolved during 2019/20 to allow the organisation to continue with its delivery of services progress with its own strategic objectives.

E COMPLETED BY	
<u>Name</u>	Joanna Stewart
<u>Designation</u>	Housing Support Coordinator
<u>Date</u>	January 2020

**FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2018/19**

Organisation Name	Falkirk Towns Ltd on behalf of the Falkirk Delivers BID
Project	Taxi Marshalling Service and Safe Base Initiative
Agreement Dates	1 April 2018 to 31 March 2019
Name of Monitoring Officer	Jacquie McArthur
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organisation</p> <p>Falkirk Towns Ltd is funded through Falkirk Council's 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 for delivering Safer Communities. Falkirk Towns Ltd on behalf of the Falkirk BID commission Specialised Security to provide a taxi marshalling service at the Newmarket Street taxi rank on Friday and Saturday evening throughout the year and over the festive period as part of the Safer Streets Campaign.</p> <p>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.</p> <p><u>Short, medium and long-term objectives:</u></p> <p>In the short term approximately 2400 night time economy users get home safely and quickly by using the Taxi Rank Marshalled Service each weekend. Both visitors and residents within the town centre benefit from this type of project as it reduces the level of anti-social behaviour.</p> <p>In the medium term the projects and services provided continue to be funded and delivered by partners creating a safer and more inviting environment which is promoted to encourage footfall and pride in the historic town of Falkirk .</p> <p>As a direct result of this partnership approach, both local people and visitors to the area feel safer and protected during the darker hours and therefore are attracted to spend their leisure time and money within the town centre. This in turn creates confidence within the business community and encourages further investment in the town centre.</p> <p>The investment in this vital town centre initiative reduces the requirement for Police Scotland and Emergency services.</p>	

2. What is the purpose of the funding provided by the Council?

The purpose of the taxi marshalling initiative is to make Falkirk town centre a safe and enjoyable place to visit during the evenings for business employees, visitors and residents. Taxi Marshals support the night time economy to ensure that individuals get home safely after a night in the town. Usage figures remain consistent year on year so there is a clear demand for this service between the hours of 10pm and 4am.

As an initial pilot project, the scheme was extended to cope with the high demand and praise from members of the public, evening economy businesses, taxi services and Police Scotland. In creating a partnership approach further complementary work has been developed to further enhance safety and security within the town centre and build consumer confidence and investment. This includes: Street Pastors, Best Bar None, Pubwatch and Radiolink.

3. Why does the Council fund this?

The Taxi Marshalling Initiative is geared towards Falkirk Council's corporate vision to make Falkirk the 'Place to be' and contributes to the newly developed and adopted Falkirk Town Centre Action Plan. The initiative contributes to Falkirk Community Planning Partnership Strategic Outcomes aimed at making our area a safer place to live and visit.

As a result of this work, perception studies continue to demonstrate a growing confidence by consumers and people feel safer in the town centre are encouraged to visit the town and spend. This investment is important to the local economy and reduces anti-social behaviour in the town during evenings. There is potential to roll out this work during day time hours.

4. How long has the Council funded this organisation to deliver this Service?

Safe Base was developed in partnership with Falkirk Council services, Falkirk Delivers, Specialised Security, Scottish Ambulance Service, British Red Cross, NHS Forth Valley, Police Scotland, Forth Valley and Falkirk's Alcohol and Drug Partnership, Signpost and Falkirk's Street Pastor Initiative.

The project involves on-street Taxi Marshalling, Police Scotland patrols, SAS patrols, voluntary First Aid Patrols and Street Pastor patrols. There is a Safe Base premise to accommodate ambulance Paramedics and first aiders as well as dedicated drug and alcohol support worker present.

This service continues to be well used by those individuals in need of additional medical and emotional support and serves as an essential provision of care and medical provision to our citizens and visitors to the area.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
2015/16	Taxi Marshalls - £20,000 Safe Base - £10,000 (52 weeks per year on Fridays and Saturdays)	Venue provided by Falkirk Council	
2016/17	Taxi Marshalls - £20,000 Safe Base - £10,000	Venue provided	

	52 weeks per year on Fridays and Saturdays)	by Falkirk Council	
2017/18	Taxi Marshalls - £20,000 Safe Base - £10,000 52 weeks per year on Fridays and Saturdays)	Venue provided by Falkirk Council	
2018/19	Taxi Marshalls - £20,000 Safe Base - £10,000 52 weeks per year on Fridays and Saturdays)	Venue provided by Falkirk Council	

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

The taxi marshalling initiative manages and diffuses many alcohol/drug within the town centre and supports our evening economy in promoting Falkirk town centre as a safe and enjoyable place to visit at night time.

Typical service users are young people in the 18-30 year age group visiting the many evening venues throughout the town centre. However, there are also mature town centre users of the venues albeit in reduced numbers who take advantage of the services and support available.

2. How many people directly benefit from the organisation?

The following service users have been recorded:-

2018/19 – 123,888

2017/18 – 124,349

2016/17 – 109,122

2015/16 – 112,342

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

This work supports and reduces the need for Emergency Services and Police Scotland intervention and enables better collaboration and resource management including:

- Reduced calls for service with regard to taxi disturbances
- Reduced number of crime reports raised
- Improved flow of congestion from premises on closure
- Improved marketing of Falkirk as a safe place to have “a night out”
- Improved perception of night time economy in the Falkirk area
- Reducing the fear of crime;
- Supporting the delivery of safer communities;

- Preserving and restoring public order; and
- Continuing to increase public reassurance

4. How does this organisation support the Council achieve its priorities?

The Safer Streets initiative exists primarily to improve the safety and security of night time users and develop Falkirk's evening economy.

- Maintaining and encouraging additional footfall and spend in the town centre.
- Reducing the fear of crime and changing people's perceptions.
- Supporting the delivery of safer communities, short, medium and long term.

5. How are service users involved in the design and delivery of services?

Falkirk Delivers carries out regular surveys to gain the views of both day and night time economy users as well as the views of the local business community and the feedback is used to adapt and develop the scheme.

6. What specific geographical areas does this service / organisation cover within the Council area?

Falkirk Town Centre – Newmarket Street.

C ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

N/A

3. When was the last time the service was reviewed and what plans are there to review this?

Date of most recent review - 2018

Next planned review - In progress

4. Are there any improvements in efficiency or effectiveness that could be achieved?

There is the opportunity to extend the initiative to tackle the growing day-time anti-social behaviour issues within the town centre.

Additional partners are actively being sought with specific skills set, knowledge and understanding of the issues arising across Falkirk town centre.

Falkirk Towns Ltd is currently liaising with shopsafe (current radiolink provider) with a view to developing a digital application that would enable businesses to access information about the Safer Streets initiatives and publications.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

A review of the organisation is currently underway.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Falkirk Council funding for the BID is currently £78,980 - 30% of the organisation's budget.

<p>2. List other sources of funding the organisation has and how much is provided by source.</p> <p>70% of funding achieved through BID levy.</p>
<p>3. What is the amount of uncommitted reserves held by the organisation?</p> <p>£20,000</p>
<p>4. What proportion of operation cost do reserves represent?</p> <p>£5,000</p>
<p>5. Last period of submitted audited accounts</p> <p>2018/19</p>
<p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>There are no comparable services that provide a similar function or level of support. The initiative supports a number of key events including Halloween and Christmas events, the annual Pirate Parade, as well as events such as Falkirk Stadium concerts.</p>
<p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>Through the pursuit of external funding opportunities, the organisation may improve its resilience and sustainability.</p> <p>Falkirk Towns Ltd is working in conjunction with partners to seek identify and seek out additional in-kind support options, for example additional street pastor provision and additional volunteers at the Safe Base facility.</p> <p>A cost-freeze by Specialised Security has helped sustain and maintain existing levels of provision.</p>
<p>8. How can reductions in funding be achieved?</p> <p>Option 1) Withdraw the Meadow Street Taxi Marshalling service (£4,604)</p> <p>Option 2) Reduce / remove Taxi Marshalling service on an agreed number of weekends ie 52 to 43 weeks (£4,356).</p>

<p>9. What is the risk to the Council if these services are not funded?</p> <p>The Council's priority for a vibrant town centre economy will be compromised if funding is withdrawn.</p>	
<p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low</p>	
E	CONCLUSIONS
<p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>The BID organisation will endeavour to progress into a fourth term post a re-ballot proposed by Summer 2021 creating the resources to continue this service within the town centre.</p>	
F. Monitoring Officer Details	
Name: Jacqui McArthur	
Designation: Economic Development Officer	
Service: Development Services	
Date of Report: 8 January 2020	

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2018/19

Organisation Name	Cyrenians
Project	Falkirk Justice Services
Agreement Dates	1 April 2018 – 31 March 2019
Name of Monitoring Officer	Ali Walls
A OVERALL ORGANISATION AIMS	
<p>1. Summary of key aims & objectives of organization</p> <p>The Cyrenians have key aims, objectives and values which fit well with the Council's wider aims and also with the Justice Social Work Objectives of promoting social inclusion and reducing re-offending. This is exemplified by their mission statement <i>"to support people excluded from family, home, work or community on their life journey."</i></p> <p>Another element of Cyrenians strategic aims which is of interest to Justice Social Work is their commitment to expanding social enterprise to create real sustainability.</p> <p>The focus on inclusion and social enterprise is a strong factor in creating a partnership with the Cyrenians.</p>	
<p>2. What is the purpose of the funding provided by the Council?</p> <p>Funding is provided via Section 27 ring fenced grant to Justice Social Work.</p> <p>The funding offers a range of opportunities to promote inclusion, improve skills and build the self-worth of people with convictions.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Employability Service ~ The unemployment rate amongst the offender cohort is much higher than the general population. The Cyrenians support people to gain SQA accredited qualifications, preparation towards work such as interview skills, creating CV's and dealing with disclosure of convictions. In addition Cyrenians staff provides support to remove barriers to employment. Information is shared with the Council's Employment and Training Unit to encourage further progress once Justice Supervision has ended. • Peer mentoring ~ This service provides training and support to those men and women who have progressed through the Justice system and want to offer something back to persons at an earlier stage in their journey away from offending. 	

- **Dollar Park Walled Garden** ~ Renovated by people on Community Payback Orders, in 2015 Cyrenians became responsible for managing and maintaining the garden, supporting people on Community Payback Order and community based volunteers are involved. With the refurbishment of Arnotdale House and its opening in January 2019, services provided are moving towards growing into a more sustainable social enterprise.
- **Benefit and debt advice** ~ While the level of benefit and debt within the service user is significant, many persons struggle to avail themselves of services via the hub. Service users prefer the environment and people they are used to at Brockville. This led Justice to commission an advice service two days per week based at Brockville to cater for this need. Funding of this service ended in June 2018 when services were taken 'in-house' to be provided by Falkirk Council.
- **Men's/Women's Group Work Support** ~ Justice Services run support groups throughout the year involving a range of staff. Cyrenians provide a worker for eight hours per week to ensure continuity and resilience in service provision.
- **Lighthouse Project** – Set up as a pilot in 2018/19 to provide support to individuals who were exiting Justice Services to ensure continuity of support into employment and training after orders came to an end.

3. Why does the Council fund this?

The Community Justice strategy sets out a vision of community justice where people are held to account for their offending but thereafter supported to be active and responsible contributors to their communities. Reoffending is a complex social issue but evidence shows that desistance can be significantly affected by a number of factors. Helping to support the development of employability skills, as well as encouraging involvement in training and lifelong learning, is a key part of a preventative approach to ensure individuals who have been involved in offending can move on with their lives.

4. How long has the Council funded this organisation to deliver this Service?

Since Sept 2013.

5. Set out the funding provided by the Council over the last five years.

Year	Annual Funding	Support in Kind	One Off Support
2018/2019	£172,252		£34000 (Lighthouse Project Pilot)
2017/2018	£173,305		
2016/2017	£183,828		
2015/2016	£157,959		
2014/2015	£92,503		

B SERVICE DELIVERY
<p>1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?</p> <p>Services are delivered to persons aged 16 plus (male and female) who have or had involvement in the Justice System</p>
<p>2. How many people directly benefit from the organisation?</p> <p>Employability Support Employability Service - 55 people received a core skills assessment. Employability Support - 166 people received support to access work or training. 54 IRF (Integrated Referral Forms) were completed to support access to employment. 69 people were supported to achieve SVQ units.</p> <p>Peer Mentoring 6 female mentors and 2 male mentors are now trained and supporting identified linked service users. None of the mentors were employed when they began their training, but after training they have gone on to college, gain employment and one mentor now works for Cyrenians and another is a Cyrenians Training Room Volunteer</p> <p>Walled Garden 2530 unpaid work hour activities were supported by the Cyrenians 691.5 hours voluntary work completed following unpaid work support</p> <p>Added Value As from Jan 2019 recorded number of foodbags distributed through Cyrenians Fareshare programme of which 96 were given out to those in need using Cyrenians services</p>
<p>3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.</p> <p>There are a number of services providing employability support of different kinds. Where Cyrenians cannot provide the learning supports required they refer the individuals into the Employment Training Unit. The Cyrenian pathway allows close supervisory control by Justice working with a provider accustomed to working with vulnerable persons.</p>
<p>4. How does this organisation support the Council achieve its priorities?</p> <p>This organisation is funded to support Justice Social Work priorities, which are set by the justice department. These are-</p> <ul style="list-style-type: none"> a) Public protection and community safety. b) Reducing re-offending. c) Enhancing social inclusion and promoting desistance from offending. <p>Working towards these priorities aligns with the Community Justice Outcome Improvement Plan and contributes to wider council priorities set out in the Corporate Plan, e.g. alienating poverty and tackling inequality, ensuring all people are valued, promoting learning and achievement and in particular to the outcome of protecting citizens.</p>

5. How are service users involved in the design and delivery of services?

Service users contribute to review of service delivery through feedback forms and review of each programme.

6. What specific geographical areas does this service / organisation cover within the Council area?

The service covers the whole Falkirk Council area.

C ASSESSMENT OF PERFORMANCE

**1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

Quarterly reports are provided by the organisation and these are scrutinised by the CJS.

Employability Service is funded to work with 40 people and to provide up to 70 SVQ units

Peer mentoring to have 6 mentors trained and support 1 mentee at any given time

Women's drop in –to co facilitate the women's drop in group

Men's drop in –to co-facilitate the men's drop in group

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

The Cyrenians provide strong evidence of the work they do through case studies and hosting events which raise the public's awareness of the work of community planning and community justice.

The planting of the Floral Clock, a partnership between Cyrenians, Community Payback (Unpaid Work), Rotary Club and the Friends of Dollar Park was well received by members of the public and covered in the media. This improved visibility of the work carried out by Community Payback teams.

Cyrenians are represented in a variety of external meetings which continues to promote Community Justice engagement with broader communities.

3. When was the last time the service was reviewed and what plans are there to review this?

Date of most recent review October 2019.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

In 18/19 the provision of 1:1 support was built in to enhance groupwork support.

<p>5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?</p> <p>N/A</p>
<p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>5%</p>
<p>2. List other sources of funding the organisation has and how much is provided by source. Local Authorities excluding Falkirk 37.64+%; Other Public Bodies 21.14+%; income generated through services 8.56+%; big lottery funding 12.63+%; companies and trusts 12.30+%, donations and other 7.70+%.</p>
<p>3. What is the amount of uncommitted reserves held by the organisation?</p> <p>£563,190 at March 2019</p>
<p>4. What proportion of operation cost do reserves represent?</p> <p>12.7%</p>
<p>5. Last period of submitted audited accounts</p> <p>Year end 31/3/2019</p>
<p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>Justice Social Work does not fund any other employability provision. The employment and training unit may fund other providers.</p>
<p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>Justice Services funding is a ring fenced direct grant to support the assessment and supervision of offenders as set out in Section 27 to the Social Work Scotland Act 1968. This funding comes directly from Scottish Government.</p>

8. How can reductions in funding be achieved?

- a) Justice Social Work hopes that the social enterprise being taken forward by Cyrenians will eventually reduce the support required from Justice Social Work. The social enterprise is based at Arnotdale House in Dollar Park.
- b) A saving was made from July 2018 when the Cyrenians Benefit Advice Service was discontinued and now provided by the Council.
- c) A review of the services provided is held in March each year in line with confirmation of the Justice Services S27 Grant funding to ensure affordability for the following financial year. Service provision is costed and redesigned as necessary to fit within the budget available for that financial year.

9. What is the risk to the Council if these services are not funded?

The risk of not funding these services is that Council priorities may be harder to achieve. The offender cohort is already of the most marginalised, with consistently poor outcomes across housing, health, employment reoffending and alcohol and drug misuse. The shift to prevention through the community justice model and engagement of third sector organisation is crucial in improving outcomes and reducing costs on more costly and high tariff services.

10 Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

Low

E CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

Justice Social Work is funded by Scottish Government and the budget will continue to be aligned to deliver effective service which reduce risks to the community and reduce reoffending. Justice works with partners such as the employment and training unit and Skills Development Scotland to share risks.

F Monitoring Officer Details

Name: Ali Walls

Designation: Service Manager

Service: Justice Services

Date of Report: 28/11/19