



Antisocial Behaviour Strategy for Edinburgh

2016-2019

Making Edinburgh Safer and Stronger

SECTIONS		CONTENTS
Section 1	–	Introduction
Section 2	–	The Edinburgh Partnership Community Plan
Section 3	–	Governance Arrangements
Section 4	–	Definition of Antisocial Behaviour
Section 5	–	Antisocial Behaviour in Edinburgh
Section 6	–	Edinburgh’s Strategic Outcomes
Section 7	–	Performance Monitoring and Evaluation
Section 8	–	Links with other Strategies
Section 9	–	Closing Statement
Appendix 1	–	Useful Information and Links
Appendix 2	–	Partners and Services
Appendix 3	–	How we identified our priorities (Consultation)
Appendix 4	–	Antisocial Behaviour Key Performance Indicators

Foreword by City of Edinburgh Council



The majority of Edinburgh's citizens make a positive contribution to society and are valued members of their communities. Tackling antisocial behaviour is a difficult challenge but one which can be addressed by intelligent partnership working and a holistic approach to long term sustainable solutions.

In Edinburgh, antisocial behaviour is tackled by a range of partners, including statutory public bodies such as the Police Scotland and the Council, private sector landlords and community and third sector organisations. These partners are experiencing an unprecedented and challenging period of public sector reform, fiscal restraint and increasing demand for services. In this context, in order for partners to continue to address and reduce antisocial behaviour in Edinburgh, we all need to do things more efficiently.

We need to improve cooperation through genuine and equal partnerships, at a citywide and neighbourhood level, putting people and communities at the heart of everything we do. While partnership working has been a core component of our working practices in Edinburgh for some time now, more than ever we need to increase the scale of joint working with new and existing partners to make the most of our collective assets, strengths and talents. We also need to focus on improved communication and engagement with our local communities, communicating our actions and successes and well as increasing community involvement with the way our services are delivered. This focus on improved and increased partnership working, and community involvement, will allow us to co-produce solutions more effectively to reduce antisocial behaviour in Edinburgh.

The main aim of this strategy is to reduce antisocial behaviour in Edinburgh, via more effective partnership working and increased community engagement. We are committed to making this happen through the new locality model and will focus on embedding what works, enabling good practice to spread and demonstrating improved outcomes for communities. The approach outlined in this strategy is in line with our Capital Coalition Pledges:

Pledge 13 *Enforce tenancy agreements (council and private landlord) with a view to ensuring tenants and landlords fulfil their good conduct responsibilities*

Pledge 32 *Develop and strengthen local community links with the police*

Pledge 33 *Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used*

Pledge 34 *Work with police on an antisocial behaviour unit to target persistent offenders*

Finally, the preparation of the antisocial behaviour strategy has only been possible through the collaborative approach adopted by partners, key stakeholders and community groups whose contributions and ongoing commitment to reducing antisocial behaviour have all been invaluable in producing this strategy.

Cllr Cammy Day

Convener, Edinburgh Community Safety Partnership

Foreword by Police Scotland



The feedback I receive consistently shows that antisocial behaviour is a concern for all communities within Edinburgh, and we continue to strive to address this high volume issue.

As identified within this strategy, tackling the causes of antisocial behaviour requires a joined up approach by partners and communities working together within localities. The consultation that informs this strategy shows that noisy neighbours, vandalism and youth disorder are what affect you most and the police officers I have dedicated to working with the City of Edinburgh Council local Family and Housing Support Teams should be at the heart of preventing and dealing with these concerns.

In addition, our communities continue to benefit from the additional Ward Officers funded by City of Edinburgh Council and the School Link Officers I have committed to work within our Secondary Schools.

The vast majority of people living in Edinburgh value their community and make a positive contribution to it. For the individuals, families, community or businesses affected by antisocial behaviour however their quality of life is negatively impacted. I believe that although we are working in times of financial constraint, the exciting opportunities presented by our new model of local services working together will enable us to provide a more swift and effective response to both emerging and ongoing issues. Appropriate options will be considered collectively and acted upon locally. Whilst we will always seek to prevent and intervene early, as outlined within this strategy, we will pursue enforcement action where appropriate.

I fully endorse this joint strategy. Reducing antisocial behaviour is a priority within our Edinburgh Local Policing Plan and I remain committed to protecting communities, and tackling both the causes and those responsible for disorder and crime.

Kenny MacDonald
Divisional Commander

1. Introduction

The Antisocial Behaviour etc. (Scotland) Act 2004 requires that each local authority and relevant Chief Constable to act jointly to prepare and publish a strategy for dealing with antisocial behaviour within the authority's area. The Scottish Government has also produced [guidance](#) on the use of this legislation, which is the basis for the production of this strategy.

2. The Edinburgh Partnership Community Plan

Community planning in Edinburgh involves a wide range of partnerships, initiatives and projects, supported by public, private, third sector and community organisations, in the delivery of agreed joint outcomes. The introduction of the Community Empowerment (Scotland) Act on the 15 April 2016 will do even more to improve outcomes for communities in Edinburgh by improving the process of community planning, ensuring that local service providers work together even more closely with communities to meet the needs of the people who use them.

The Edinburgh Partnership encompasses all of the city's community planning partnership arrangements and is responsible for the delivery of Edinburgh's Community Plan. Central to the delivery of the plan is the 'family' of strategic and Neighbourhood Partnerships in the city, established to deliver agreed outcomes for citizens and communities. The Edinburgh Community Safety Partnership is part of this 'family', and is responsible for delivery of Edinburgh's Local Outcome 4 - *Edinburgh's communities are safer and have improved physical and social fabric.*

This includes the Edinburgh Community Safety Partnership's strategic priorities of "Reducing antisocial behaviour, violence, harm and reoffending".

3. Governance Arrangements

The Edinburgh Partnership Community Plan is the means by which the Edinburgh Partnership agrees its priorities for the city and expresses outcomes to be delivered by partners. The Partnership has set out its commitment to developing a thriving, successful and sustainable capital city in which all forms of deprivation and inequality are reduced. This also highlights the very important contribution the city makes to the goals and objectives of the Scottish Government and the development of Scotland.

The Edinburgh Partnership is the city's community planning partnership, involving members from the public, private, voluntary and community sectors. Through community planning, partners work together to improve outcomes for the city and its people. Themed strategic partnerships are responsible for delivering the outcomes in the Single Outcome Agreement (SOA).

The Edinburgh Community Safety Partnership is responsible for co-ordinating a joint agency response to community safety outcomes across the city as part of Community Planning in Edinburgh. The Community Safety Partnership membership includes:

- The City of Edinburgh Council
- Police Scotland
- NHS Lothian
- Scottish Fire and Rescue Service
- Edinburgh Interfaith Association
- Edinburgh Voluntary Organisations Council (EVOC)
- Edinburgh Drug and Alcohol Partnership (EDAP)

In order to align fully with the new Community Plan 2015 – 18 (Single Outcome Agreement 5 (SOA5)) and to streamline aims, objectives and reporting, the Partnership has revised its priorities and reporting structure. Lead agencies from the Partnership will provide annual updates on each priority, as well as providing information on the newly developed primary and secondary key performance indicators (KPIs). The lead agencies are:

- Health and Social Care (Council) – Reduce Harm
- Community Justice (Council) – Reduce antisocial behaviour
- Police Scotland – Reduce Violence
- Community Justice (Council) – Reduce Reoffending

4. Definition of Antisocial Behaviour

Definition of Antisocial Behaviour

The definition of antisocial behaviour set out in the Antisocial Behaviour etc. (Scotland) Act 2004 states a person engages in antisocial conduct if they:

“Act in a manner that causes or is likely to cause alarm or distress; or pursue a course of conduct that causes or is likely to cause alarm or distress, to at least one person who is not of the same household.”

The Scottish Government’s 2009 National Antisocial Behaviour Framework saw a change in direction from widespread use of enforcement measures to a more preventative approach through early intervention, communication and resolution by changing behaviour. The framework covers both the Council and Police Scotland, who work jointly to investigate antisocial behaviour incidents and take the necessary action within our communities.

5. Antisocial Behaviour in Edinburgh

Reducing antisocial behaviour in Edinburgh is one of the agreed priorities of the Edinburgh Community Safety Partnership and the key aim of this strategy. In order to measure our performance against this agreed priority, it is important that we assess and review antisocial behaviour complaints and calls in Edinburgh.

The antisocial behaviour strategy 2016-19 incorporates all antisocial behaviour calls and complaints made to the Council, Police Scotland and the Scottish Fire and Rescue Service, in order to provide a complete picture of antisocial behaviour in Edinburgh.

These combined partner figures show that that in the 3 year period of 2013-2016, antisocial behaviour has increased in Edinburgh by 4.8%. A breakdown is provided below.

ASB in Edinburgh	2013-14	2014-15	2015-16
ASB Complaints (CEC)	1796	1773	1723
Secondary Fires (SFRS)	1482	1348	1921
Police ASB Calls	38401	40007	40026
Total	41679	43128	43670

6. Edinburgh's Strategic Outcomes

This Antisocial Behaviour Strategy for Edinburgh covers the period 2016 to 2019, and is intended to deliver the following desired outcome:

“To reduce antisocial behaviour in Edinburgh, including its impact on individuals, their families and the whole community.”

The strategy sets out how the Edinburgh Community Safety Partnership will deliver the desired outcome to reduce antisocial behaviour in Edinburgh using four core elements, based on the Scottish Government's national guidance:

Prevention – through the use of an intelligence led approach, partners will use preventative measures to tackle the root causes of antisocial behaviour.

Intervention – working in partnership to address issues as they arise and achieve shared outcomes, partners will take prompt action where antisocial behaviour has occurred.

Enforcement – protecting the wider community by using appropriate and effective action against the minority of people who are persistently involved in antisocial behaviour.

Communication and community engagement – ensuring people receive positive, coordinated evidence based updates on local issues and encouraging people to lead active and engaged lifestyles within their local community.

The core elements represent a holistic approach to antisocial behaviour and will form the basis of the locality Community Improvement Partnership action plans, which be developed within each locality and will report to the Edinburgh Community Safety Partnership.

Strategic Outcomes

Achieving the following outcomes is the primary aim of this strategy, with each outcome having an agreed approach detailed below.

Striving to increase and improve partnership working

- Implement the multi-agency Community Improvement Partnership (CIPs) model across Edinburgh

Ensuring a consistent approach to antisocial behaviour

- Monitor and review our approach to antisocial behaviour on an ongoing basis through the established multi-agency antisocial behaviour review group

Increasing public awareness of antisocial behaviour, services and support available

- Develop a publicity campaign, which will raise awareness of:
 - antisocial behaviour and its consequences in Edinburgh
 - how and when to contact us to report antisocial behaviour

- the services available to address antisocial behaviour in Edinburgh

Increasing public feelings of safety and security

- Increase community engagement in our approach to antisocial behaviour
- Update victims on progress made in tackling antisocial behaviour

These strategic priorities will be taken forward with partners and will be monitored and coordinated through the Edinburgh Community Safety Partnership.

7. Performance Monitoring and Evaluation

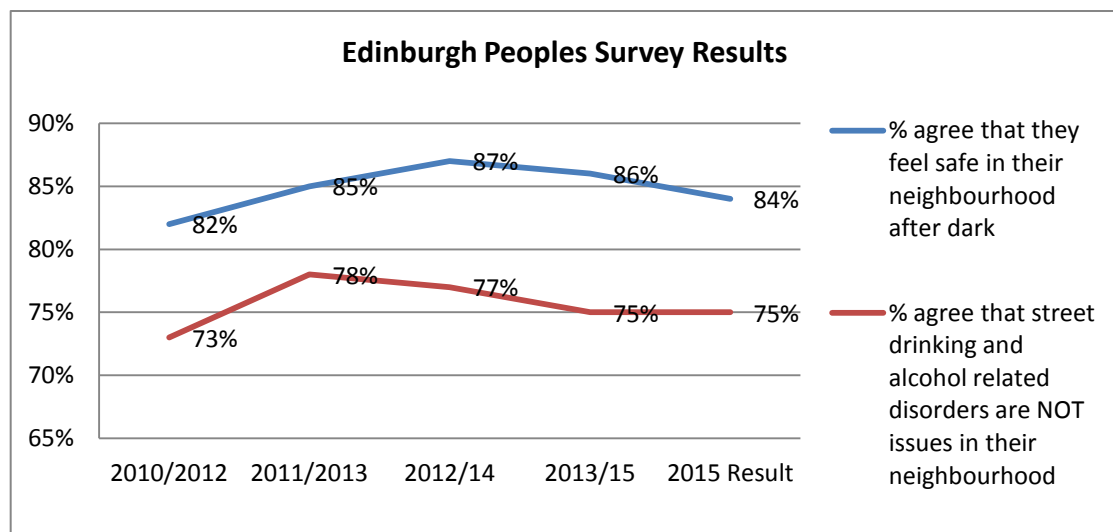
The effectiveness of the strategy will be monitored using a range of reporting mechanisms and indicators. Set out below is a summary of how performance will be monitored in Edinburgh. A full list of indicators is set out at Appendix 4.

Edinburgh People Survey (EPS)

The Edinburgh People Survey (EPS) is the Council's annual citizen survey, measuring satisfaction with the Council and its services. The survey is undertaken through face-to-face interviews with around 5,000 residents each year, conducted in the street and door-to-door.

A new set of community safety questions were introduced in 2015 exploring perceptions of how commonplace various types of crime and anti-social behaviour are perceived to be in neighbourhoods. Although there are no data to compare these questions to previous years, there are two indicators, which have been carried over and are highlighted below.

Generally, the perceptions of residents in regards to these two indicators have remained fairly consistent, with a small drop of 2% over the last 3 years in citizens feeling safe.



The results of the Edinburgh People Survey will be reported by locality to the Edinburgh Community Safety Partnership and locality Community Improvement Partnerships.

Edinburgh's Localities

The new model for service delivery is based on four localities in the city, which cover twelve neighbourhood partnerships. Each locality will be responsible for delivering a range of services.

The new locality boundaries are aligned with partner agencies, which will help services deliver better outcomes through increased efficiencies and a more coordinated approach.

Each locality will be responsible for coordinating a local response and action plan for the strategy, incorporating the four core elements of the strategy, building on previous successful models such as Stronger North.

Community Improvement Partnerships (CIPs)

The four localities are supported by the Community Improvement Partnerships (CIPs), which will be the mechanism for a coordinated response to local issues within each locality. The local CIPs are supported by the Alcohol and Violence Reduction Unit in relation to emerging and complex issues, such as violent crime or antisocial behaviour.

The CIPs will provide an annual report to the Edinburgh Community Safety Partnership detailing work to reduce antisocial behaviour and address any wider emerging trends or issues.

Family and Household Support

As part of the Council's Transformation Programme, community safety teams have become part of the wider integrated approach of the Family and Household Support Service. This aims to provide a more integrated approach to reducing antisocial behaviour, creating locality-based family, household and community support services, which will to deploy our resources more effectively to support more resilient and safer communities.

This service is an integral part of the new localities and performance in relation to antisocial behaviour will be reported both to the Council and partner agencies through the CIPs.

8. Links with Other Strategies

Hate Crime Outcomes, Indicators and Action Plan 2012-2017

The action plan brings together Police Scotland, NHS Lothian, the Council and other agencies to tackle Hate Crime, which is defined as: “incidents perceived to be motivated on the grounds of age, disability, faith, gender, race or sexual orientation”.

The action plan 2012-17 aims to bring about enhanced confidence and trust in reporting of Hate Crimes and challenging Hate Crime behaviour, which often falls into the category of antisocial behaviour.

Hate crime has a high priority status in the antisocial behaviour strategy. Partners aim to respond quickly and effectively to intimidating and/or abusive behaviour.

Reducing Reoffending in Edinburgh – Strategic Plan 2014-2017

This plan details how Edinburgh’s public services will fulfil the pledge to reduce reoffending and meet the expectations of Edinburgh’s communities, as well as legislative and policy drivers.

The strategic plan and the associated governance arrangements reflect the requirements of the Criminal Justice and Licensing (Scotland) Act 2010 and have been developed in line with the recommendations of the Commission on Women Offenders and Audit Scotland’s report ‘Reducing Reoffending in Scotland’, 2012.

The City Housing Strategy 2012-2017

The City Housing Strategy covers all housing – rented and owned – and aims to provide people with a warm, safe home in a well managed neighbourhood. During consultation on the strategy, people ranked safety as the most important element of a sustainable and successful neighbourhood.

The Integrated Plan for Children and Young People 2015-18

The [*Integrated Plan for Children and Young People 2015-18*](#) contains the vision for Edinburgh, which is for all children and young people to enjoy their childhood and fulfil their potential, whatever their circumstances. To achieve this, the Partnership places children, young people and families at the heart of all services and provides support when it is needed throughout childhood and the transition to adulthood.

The plan has seven strategic outcomes, with strategic outcome 5 being relevant to this antisocial behaviour strategy;

SO5 -“Our children and young people are safe from harm and fear of harm, and do not harm others.”

9. Closing Statement

This strategy comes at an exciting time for Edinburgh, with partners restructuring resources and working together closer than ever before to address antisocial behaviour more effectively. Over the next three years, this strategy will promote a coordinated partnership response to local issues, managed locally and supported through CIPs to deliver improved outcomes for all of Edinburgh's communities.

Appendix 1 Useful Information and links

Edinburgh Community Safety Partnership

More information on:

- Hate Crime Strategy
- Edinburgh Violence Reduction Programme

Police Scotland

More information on:

- Police Performance
- Police Drug and Alcohol Strategy

Neighbourhood Partnerships

More information on:

- Your local Neighbourhood Partnership
- Community Councils

The City of Edinburgh Council

More information on:

- Capital Coalition Council Pledges
- Single Outcome Agreement
- The City Housing Strategy 2012-2017
- Children and Families Service Plan 2012-2015
- Edinburgh Alcohol and Drug Partnership
- Total Neighbourhood Approach
- Total Craigroyston
- Edindex (Housing Associations)
- Edinburgh People's Survey
- Council Performance Scorecards

Fire and Rescue Service

More information on:

- Performance
- Community Activities

Edinburgh Tenants Federation

More information on:

- Membership
- Groups

Scottish Government

More information on:

- Antisocial Behaviour (Scotland) Act etc. 2004
- Whole System Approach

Appendix 2 Partners and Services

The Council and partners have a well established approach to consultation, with residents and communities, using a wide range of methods and forums. The following represents an overview of the partners, community groups and third sector organisations involved.

Edinburgh Community Safety Partnership

The Community Safety Partnership is the strategic group responsible for co-ordinating a joint agency response to community safety issues across the city. The Community Safety Partnership came together under the auspices of wider Community Planning in Edinburgh and the Local Government Scotland Act.

Membership includes Elected Members, Police Partnership Superintendent, Council officers, Scottish Fire and Rescue Service, NHS Lothian and representatives from the third sector such as Edinburgh Voluntary Organisations Council (EVOC), who meet quarterly to discuss, implement and consult on relevant strategies, initiatives and funding arrangements on a city-wide basis.

Neighbourhood Partnerships

There are 12 Neighbourhood Partnerships in Edinburgh. Each brings together local Councillors and representatives from police, health, voluntary sector and local organisations and all community groups to find solutions to local issues.

The aim of the Neighbourhood Partnerships is to:

- work together
- improve quality of life in local neighbourhoods
- make sure local views help shape services through the development of community plans.

The community safety teams meet on a regular basis in each ward with local resident groups and elected members to discuss issues relating to antisocial behaviour and the environment. Each of the twelve neighbourhood partnerships has a [local community plan](#), reflecting the priorities set by local people through meetings, events and surveys.

Police Scotland – Edinburgh Division

Reducing antisocial behaviour remains a priority for Police Scotland – Edinburgh Division who are committed to protecting communities by tackling its causes. A key element is working collaboratively with local partners alongside communities to keep them safe.

The Partnership Superintendent has the police strategic responsibility for antisocial behaviour and chairs the Divisional Antisocial Behaviour and Hate Crime strategic groups. Good practice, performance and tactical options in line with this strategy are

considered for progressing divisionally or within localities. This Superintendent is also the police representative on the Community Safety Partnership.

Police Scotland is committed to working with partners through the local Community Improvement Partnerships (CIP), which meet on a regular basis to identify local crime and antisocial behaviour trends. The local community inspector attends these meetings and provides a valuable opportunity to share information and develop jointly agreed local tasking to tackle issues.

There are numerous police officers with a strong focus on prevention and on tackling antisocial behaviour. They include:

- community officers based within wards in each locality
- Alcohol and Violence Reduction Unit officers in each locality
- Council funded named ward officers in each locality
- Council funded officers integrated within each of the locality family and household support teams
- school link officers

Local community officers and Council funded ward officers work side by side in each locality and are the local face of policing. Engagement includes work with local residents, businesses, Elected Members, Community Councils, citizens groups, youth groups, nurseries and primary schools. Tasking may include antisocial behaviour related matters from the CIP.

The locality Alcohol and Violence Reduction Units bring small focused teams into the heart of communities across the city. They will be tasked by the Local Area Commander to address hot spot areas impacted by antisocial behaviour, alcohol related disorder and violence, with a focus on actions related to the plans developed in accordance with this strategy and CIP tasking.

School link officers provide a high visibility presence in schools, with their primary role being community safety and supporting the school and community. They focus on working in partnership with school staff, education services and appropriate partner agencies to prevent offending and to create a safer school environment. Through partnership working they develop proactive strategies to reduce truancy and exclusion, and to foster positive outcomes in the wider community.

The division is committed to contributing to achieving the actions under both the Edinburgh Community Plan and this strategy.

Edinburgh Children's Partnership

The Edinburgh Children's Partnership leads on delivering children's services in Edinburgh and supports the [Edinburgh Partnership's](#) aims for the city. The Partnership aims to deliver a better quality of life for children, young people and families by:

- removing financial or structural barriers to achieving the Children's Partnership's agreed objectives and driving associated organisational change processes
- considering the strategic implications of inter-agency planning and working collectively to ensure that strategic decisions in relation to services for children, young people and families are congruent with – and reflect – partners' local and national priorities
- ensuring that Elected Members and members of partners' governance structures are fully conversant with, and able to inform and influence, the planning and delivery of services for children, young people and families.

Edinburgh Children's Partnership members include:

- chair of the Children's Partnership
- Executive Director of Communities and Families
- Child Health Commissioner
- Police Chief Inspector for Partnership
- Convenor, Education Children and Families Committee
- Chair of the EVOC Network of Voluntary Organisations for Children, Young People and Families
- Head of Safer and Stronger Communities

The Scottish Fire and Rescue Service City of Edinburgh

The Scottish Fire and Rescue Service works to protect the communities of Edinburgh by responding to emergency incidents and focusing on prevention priorities and activities. By examining local neighbourhood issues with partners, the Service's resources are targeted to improve outcomes for these communities.

Prevention and protection resources have been located in four management areas across the city, based in local fire stations. In these hubs, staff co-ordinate and deliver community safety activities, which have reduced deliberate fire setting and other fire related antisocial behaviour.

Many of the prevention activities are aimed towards children and young people to educate and engage with them, and include:

- primary school fire safety education
- youth intervention/diversion programmes (Fire skills and Phoenix)
- one to one fire setters intervention programme

- fire safety information, campaigns, talks and events
- the use of Go Safe Scotland is also recommended for schools and youth groups.

The intervention/education programmes focus on the consequences of young people's actions and the effects these can have on themselves, friends and family, the wider community and frontline fire fighters. A national Scottish Fire and Rescue Service antisocial behaviour presentation and lesson plan are now available on the internet. This gives schools and other partner agencies the ability to access and deliver presentations when Fire Service representatives are not available to do so. More information can be found online at the [Schools and Community Groups](#) website.

Edinburgh Alcohol and Drug Partnership

The Edinburgh Alcohol and Drug Partnership oversees the development and implementation of an alcohol and drug strategy for the city. It is a partnership between the Council, NHS Lothian, Police Scotland, Capital City Partnership, the third sector and service users. It is the forum where these organisations work together to make Edinburgh a city with a healthy attitude towards drinking and where recovery from problem alcohol or drug use is a reality. The Partnership works to ensure that the best, most effective responses to alcohol and drug problems are delivered in a seamless and cost effective way.

The Partnership's strategy has three high level outcomes.

1. To reduce the damage caused by alcohol and drugs to individuals, families and communities.
2. To make communities affected by alcohol and drug use safer.
3. To increase the number of people who move into sustained recovery.

Inclusive Edinburgh

Edinburgh is a city of contrasts, with high levels of both prosperity and poverty. It is vibrant, culturally diverse and exciting, but with areas of significant inequality and deprivation. Recognising that many current services do not work well for people with the most challenging and often chaotic needs, 'Inclusive Edinburgh' has been established.

Inclusive Edinburgh was set up to tackle some of the problems faced by people with complex needs. These people may struggle with homelessness, unemployment, drug and alcohol problems, mental or physical ill-health, who sometimes get involved in crime, and who are often the victims of violence.

There is a wide-ranging and comprehensive review to improve services for people with complex needs who present both high levels of vulnerability and risk.

The review is exploring how we all work at the moment and what we need to do to improve.

This will include housing, care, support, health, employment and protection services. Together with partners in NHS Lothian, Police Scotland, the Scottish Fire and Rescue Service and a wide range of voluntary organisations, Inclusive Edinburgh is considering all the services the partners provide in these areas.

Edinburgh Voluntary Organisations Council

Edinburgh Voluntary Organisations Council (EVOC) helps to support, develop and promote the interests and work of voluntary and community organisations in Edinburgh. EVOC's mission is to support the voluntary sector to build and enable resilient, sustainable and inclusive communities. It does this by:

- providing services that enable voluntary sector organisations to thrive
- working to influence the statutory sector in the creation of conditions that will allow the voluntary sector to flourish.

EVOC's vision is of a valued and respected voluntary sector, in which EVOC serves as a trusted leader, effective strategic partner and model of good practice for the sector. EVOC works with voluntary organisations that provide services of benefit to all of Edinburgh's communities.

Young People's Service

The Young People's Service is a multi-disciplinary, children and families team, which works with children and young people who offend, aged 12 to 17 years, and who require a significant level of support to prevent difficulties from escalating. The aim of the service is to meet need, manage risks, and where possible, maintain children and young people in their families and communities. This aim is supported by the National Strategy: "Preventing Offending: Getting it Right for Children and Young People" (2015), which highlights a commitment to reducing risk to the public and improving outcomes for children and young people who offend.

The service focuses on:

- supporting children and young people to address their offending behaviour
- supporting children and young people who pose a significant risk of harm to themselves or others
- reducing the need for secure care or where appropriate supporting the transition from secure care back to the community, through enhanced 1:1 support; this is provided by our commissioned Action For Children Service (EH1).
- supporting children and young people involved in significant substance misuse; this is provided by the Adolescent Substance Use Service

Pre Referral Screening

Pre referral screening is a multi-agency meeting to discuss children and young people who have been reported by the police for offending, and has been operational in Edinburgh since 2008. The process operates in line with best practice and national policy to ensure children and young people receive the help they need, when they need it, thus helping to reduce the risk of re-offending.

Children and young people are only referred to the Children's Reporter or Procurator Fiscal when formal measures are necessary. Pre referral screening is underpinned and guided by the Early and Effective Intervention principles highlighted in GIRFEC and Whole System Approach agenda.

Pre referral Screening has representation from:

- Police Scotland
- Social work – Children and Families and Young People's Service
- Family and Household Support
- Education
- NHS Lothian Child and Adolescent Mental Health Service (CAMHS)

Whole System Approach

The Whole System Approach is a Scottish Government initiative, which was launched in 2011. The Whole System Approach highlights the importance of working in partnership with young people under 18 years who offend to meet their needs and manage any risks they present. This should be appropriate, proportionate and timely. There are five key strands to the Whole System Approach, all of which are underpinned by effective risk management. In Edinburgh, the 'Managing Children and Young People Who Pose a Significant Risk of Harm to Others' procedure details our approach.

The 5 key strands of the Whole System Approach are:

- early and effective intervention (Pre Referral Screening in Edinburgh)
- diversion from prosecution
- court support
- reintegration and transitions
- alternatives to secure care, custody and remand

The Council and key partners have been committed to the development of the Whole System Approach since 2012 with the Young People's Service taking a lead role in the development and implementation.

Transport Marshals

The transport marshal project has been running in Edinburgh since an initial pilot project in December 2006, which was supported by the Community Safety Partnership. The project provides transport marshals at the busiest city centre taxi stances on Friday and Saturday evenings from 22.30 to 04.00 and provides:

- more effective exodus of night time economy users
- increased public reassurance through a highly visible presence
- reduced alcohol related violence and disorder.

The transport marshals assist over 180,000 patrons in Edinburgh annually, working closely with the police and the Council's CCTV facility to ensure the safety of service users during the night time economy.

Antisocial Behaviour Review Group

The Antisocial Behaviour Review Group was established in June 2013 and meets to consider complex and lengthy antisocial behaviour investigations, employing a holistic approach with partners to reach workable solutions for communities and individuals.

The overarching outcomes are to achieve a reduction in repeat antisocial behaviour complaints relating to the same offender, and to reduce the time taken to resolve the more complex and serious antisocial behaviour cases.

A total of 168 cases have been reviewed (April 2016) since the inception of the review group. Analysis of the cases reviewed shows:

- 87 of the 168 cases reviewed (52%) were found to have alcohol or drug misuse as a factor; whereas 39 of the cases reviewed (23%) highlighted mental health issues as an aspect of the occurring antisocial behaviour
- in 29 of the cases reviewed (17%), there was a combination of mental health and alcohol or drug misuse as a factor.

Since the inception of the antisocial behaviour review group in June 2013, there has been a 60% reduction in the number of Category A (most serious) complaints received. In addition, there has been a reduction in the average time taken to close serious complaints from 79 days to 60 days.

In House Mediation Service

At the Finance and Resource Committee on 12 February 2015, a decision was taken to provide an in-house mediation service to replace that previously provided externally. This resulted in substantial savings whilst providing an opportunity to up-skill existing staff.

Over the summer period, processes were developed and ten Council officers, the majority of whom were from community safety teams, as well as staff from

Registered Social Landlords, went through an intensive five day training course provided by SACRO.

The mediation service began in the summer 2015 and is offered to customers who are experiencing antisocial behaviour, and have a case open to a community safety team. Referrals are also accepted by Registered Social Landlords and the private rented sector. The mediation service and associated training continue to be rolled out to more staff to increase the capacity for mediation in Edinburgh, with the ongoing performance and service development overseen by the designated lead officer.

Housing Associations and Housing Co-operatives

There are 23 Registered Social Landlords providing approximately 20,000 affordable rented properties in Edinburgh.

Registered Social Landlords work in partnership with Police Scotland, the Council and other relevant agencies to tackle antisocial behaviour within their communities. Representatives from the Registered Social Landlords and the Council meet bi-annually to discuss issues relating to antisocial behaviour city-wide, organise training events and share best practice.

Edinburgh Tenants Federation

Edinburgh Tenants Federation is a voluntary community organisation, which works to ensure that tenants and residents are able to participate fully in the development and implementation of proposals relating to the social, economic, physical and environmental regeneration of the communities of Edinburgh. The Federation works in close partnership with the Council and Police Scotland to discuss city-wide issues, including antisocial behaviour.

Membership includes residents and partners who strive to improve local issues through initiatives such as: community safety sub-groups and Neighbourhood Watch schemes. The Federation also provides training, promotes the exchange of information, and coordinates and represents tenants and residents at a broad spectrum of events and forums.

The Federation works to ensure maximum participation in the development and implementation of coherent strategies across Edinburgh by promoting all tenants' and owners' rights in relation to their homes and local environment.

Appendix 3 How we identified our Priorities (Consultation)

The Edinburgh Community Safety Partnership sought to create an innovative antisocial behaviour strategy for 2016-19, with input from all relevant partners, stakeholders and communities, as well as citizens who have suffered from antisocial behaviour.

Key Stakeholder Group

Antisocial behaviour and its consequences are dealt with by a wide range of practitioners in Edinburgh. At an early stage in the development of the strategy, the importance of regular consultation with practitioners was recognised.

A key stakeholder group was formed to represent a range of partners, services and community interests. The group invited active local representation from:

- Police Scotland
- Scottish Fire and Rescue Service
- Registered Social Landlords
- The City of Edinburgh Council
- Lothian Buses
- Edinburgh Tenants Federation

The Community Safety Partnership held two events, inviting key stakeholders to identify issues, provide feedback and share their experiences, suggest improvements and provide their views on the future direction of the strategy.

The key stakeholder group has also been used to form four sub-groups reporting to the Community Safety Partnership, which is responsible for the corresponding action plans to deliver the aims of this strategy.

Antisocial Behaviour Public Consultation

The Community Safety Partnership conducted a programme of public consultation exercises to hear directly from residents, visitors and interested parties regarding their experiences or perceptions of antisocial behaviour in Edinburgh.

The consultation was promoted and distributed by partners, using a combination of electronic surveys via e-mail, social media and web-links, distribution of paper copies at partner offices, including local police stations and Council offices.

Members of public were asked about the issues that mattered to them, what their priorities were in relation to antisocial behaviour and what they believed the focus should be going forward.

These points were identified through a series of eight questions designed to capture the type, reporting, experience and knowledge of respondents regarding antisocial behaviour in Edinburgh.

Edinburgh People's Survey

The Edinburgh People's Survey was introduced in 2010 and carries out 5000 surveys of Edinburgh's residents, workers and visitors annually. The survey includes questions on opinions, needs and satisfaction with the city and neighbourhoods. It asks what is the Council doing right, what needs to be improved and what is the quality of the services provided.

The information collated is used to monitor performance and shape services in order to address local needs and priorities.

Edinburgh Division Policing Plan Consultation

In order to ensure that the Local Policing Plan 2014-17 for Edinburgh is efficient and responsive to public need, a dedicated team conducted extensive consultation with around 5700 citizens, including 'street surgeries' and meetings with key stakeholders, which ran from October and December 2013.

The program of public consultation was co-ordinated through an internal and external communications strategy developed in partnership with the local authority to broaden the opportunities for communities to contribute to the development of the plan.

People were asked about the issues that mattered most to them and what priorities they wanted the police to focus on. The questions were asked using face-to-face and online surveys, a bespoke survey aimed at the business sector and a series of neighbourhood consultation events held at public locations across the city. This exercise was unique in policing terms and made a critical contribution to identifying issues for local community policing priorities in Edinburgh.

Appendix 4 Antisocial Behaviour Key Performance Indicators

<i>Aim: Reduce antisocial behaviour in Edinburgh</i>		
<i>Local key performance indicator</i>	<i>Activity measured</i>	<i>Notes</i>
<p>% who feel safe in their neighbourhood after dark</p> <p><i>Source = Edinburgh People Survey (annual)</i></p>	See notes	<p>Annual figure</p> <p>Related survey responses on violent crime, antisocial behaviour, vandalism and graffiti for example, will help identify specific issues in each locality</p> <p>Survey results are broken down by ward</p>
<p>% of positive outcomes* following completion of prevention activities** /community initiatives agreed at CIP</p> <p><i>Source = Police and Council data, Fire data</i></p>	<ol style="list-style-type: none"> 1. Bonfire night safety (city-wide) – attacks on fire crews (police/fire data) <i>(annual figure)</i> 2. Number of CIP priorities initiated and completed 3. Number of prevention deployments from CIP tasking for antisocial behaviour 	<p>*Positive outcome; the issue is not returned to the CIP for further action within 6 months after activity is completed</p> <p>**Each locality to report on a minimum of 4 activities per annum specific to their area</p> <p>Examples of activity: targeted letter drops, days of action in response to issue raised through CIP</p>
<p>Level of public engagement with public access community engagement forums/meetings</p> <p><i>Source = Police and Council data</i></p>	<ol style="list-style-type: none"> 1. Number of residents attending Neighbourhood Partnership sub groups <i>(quarterly)</i> 2. Attendance at Community Council meetings and number of residents attending 3. Attendance at Police/Council surgeries/meetings and number of residents attending 4. Attendance at community events* and number of residents attending 	<p><i>Measuring public engagement rate and whether increasing or decreasing</i></p> <p><i>Each locality to report on public attendance levels at 3 additional public access forums/meetings, e.g. Neighbourhood Watch, Community Council meetings, police surgeries</i></p> <p><i>*Events would include Gala days and public protest/demonstrations</i></p>

<p>% of young people who offend, diverted from the children's hearing system to Family and Household Support through pre-referral screening (PRS)</p> <p><i>Source = Police data</i></p>	<ol style="list-style-type: none"> 1. Number of young people referred to FHSS through pre-referral screening 2. Number of intervention visits carried out by Police/Family and Household Support 	<p><i>KPI shows proportion of cases being diverted that are referred to Family and Household Support for intervention (as opposed to referring to Education, Social Work, etc.)</i></p>
<p>Level of recorded antisocial behaviour* complaints</p> <p><i>Source: Council analyst, Police analyst</i></p>	<ol style="list-style-type: none"> 1. Number of antisocial behaviour complaints recorded by Council, per 10,000 of population 2. Number of antisocial behaviour complaints recorded by police, per 10,000 of population 3. Number of antisocial behaviour complaints recorded by the Scottish Fire and Rescue Service, per 10,000 of population 	<p><i>*Council, Police and the Scottish Fire and Rescue Service recording of antisocial behaviour reported will differ and need contextual explanation</i></p>
<p>% of repeat* antisocial behaviour complaints</p> <p><i>Source: Council analyst, police analyst</i></p>	<ol style="list-style-type: none"> 1. Number of repeat antisocial behaviour complaints recorded by Council 2. Number of repeat antisocial behaviour complaints recorded by Police 3. Number of antisocial behaviour intervention visits, police /FHS/Night Team 	<p><i>*Repeat complaints are those which report the same issue within six months of case closure and result in reopening of case KPI will measure effectiveness of initial investigations and response Police data available from Business Intelligence Toolkit, including complainers and locations</i></p>
<p>% who are satisfied with the way antisocial behaviour is dealt with in their locality</p> <p><i>Source = annual survey</i></p>	<p>See notes</p>	<p><i>Annual figure</i> Related survey responses on the prevalence of antisocial behaviour and street drinking, for example, will help identify specific issues to each locality. Survey results are broken down by ward</p>
<p>% of Short Scottish Secure Tenancies</p>	<ol style="list-style-type: none"> 1. Number of SSSTs converting to SSTs on 	<p><i>KPI measures the success of tenancy sustainment activity, e.g. prevention and</i></p>

<p>converted to Scottish Secure Tenancies as a result of successful interventions</p> <p><i>Source = Council data</i></p>	<p>expiry</p> <p>2. Number of housing/antisocial behaviour related intervention visits, Police/Council</p>	<p><i>intervention work by the wider integrated Family and Household Support teams</i></p>
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