



THE EDINBURGH PARTNERSHIP

Edinburgh's Joint Community Safety Strategy 2020-2023

1. Executive Summary

- 1.1 The new Community Safety Strategy developed to replace the current Antisocial Behaviour Strategy covers the years 2020 to 2023. Plans for a formal launch in April 2020 were suspended due to re provisioning of activity, officers and resources in response to covid-19, however some of the actions outlined under each priority has been able to be progressed.
- 1.2 This report provides the Committee with an overview of the strategy (that was agreed by members of the Edinburgh Community Safety Partnership on the 3rd March 2020) and an update on some of the key actions progressed to date.

2. Recommendations

- 2.1 The Board is recommended to:
 - i. note the content of the report and the new Joint Community Safety Strategy 2020 – 2023 (appendix 1).

3. Main Report

Background

- 3.1 Scotland's revised National Performance Framework (NPF) was published in June 2018, focusing on eleven national outcomes. Edinburgh's new Community Safety Strategy contributes to many of those key outcomes, specifically "we live in communities that are inclusive, empowered, resilient and safe".
- 3.2 Under the Anti-social Behaviour etc. (Scotland) Act 2004 it states that each local authority and relevant Chief Constable must act jointly to prepare and publish a strategy for dealing with antisocial behaviour (ASB).
- 3.3 In developing Edinburgh's new strategy a decision was taken to widen the scope of the previous requirements to include tackling broader community safety issues including; effective safeguarding, reducing vulnerability and embracing the concept of early intervention and prevention as a means to enable communities to be more inclusive, empowered, resilient and safe.
- 3.4 During 2019 whilst reviewing all the available data, considering changes in legislation such as the Age of Criminal Responsibility (Scotland) Act 2019 and in collaboration with a wide range of key stakeholders three **interrelated priority themes** for the new strategy were identified. Those being:



- 3.5 In developing the priority themes, a quality improvement approach was taken to help plan activities deliverable over a three-year cycle. In years 1 and 2 we will focus on enhancing our understanding of the issues and putting in place new systems to respond appropriately; year 3 will be centred around evaluation and planning for future interventions.
- 3.6 A Driver Diagram was developed for each theme to identify the project activities to be taken forward to achieve the aims and objectives. Activity descriptions can be found next to each theme outlined in this report.

Working in partnership to deliver the strategy

- 3.7 The strategy is based principally on working in partnership across the Council and Partner agencies including the Voluntary Sector to develop and prioritise interventions.
- 3.8 Elements of the strategy will also be delivered and linked through the Community and Thematic Improvement Partnerships; Family and Household Support and police FAHST teams and through the roll-out of the **Stronger Edinburgh Model** focusing on vulnerable adults, young people; and complex ASB.
- 3.9 Adopting a solution-focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces the 'Getting it Right for Everyone' principles - one child/adult, one plan; also enabling workers to escalate cases of concern where they are unable to effect positive change to presenting behaviours or situations in the first instance.
- 3.10 It must be noted however that the activity described within the strategy does not reflect the totality of work being undertaken. Vigilance and continued focus around the day to day impact of ASB will remain an important and necessary responsibility of key statutory organisations.

- 3.11 It is also recognised that the strategy will not achieve its goals in isolation, therefore, to enhance commonality and promote collaboration this strategy aligns with a wide range of policies and strategies, specifically the **Youth Justice Strategy** and the **Community Justice Outcome Plan (CJOIP)**.

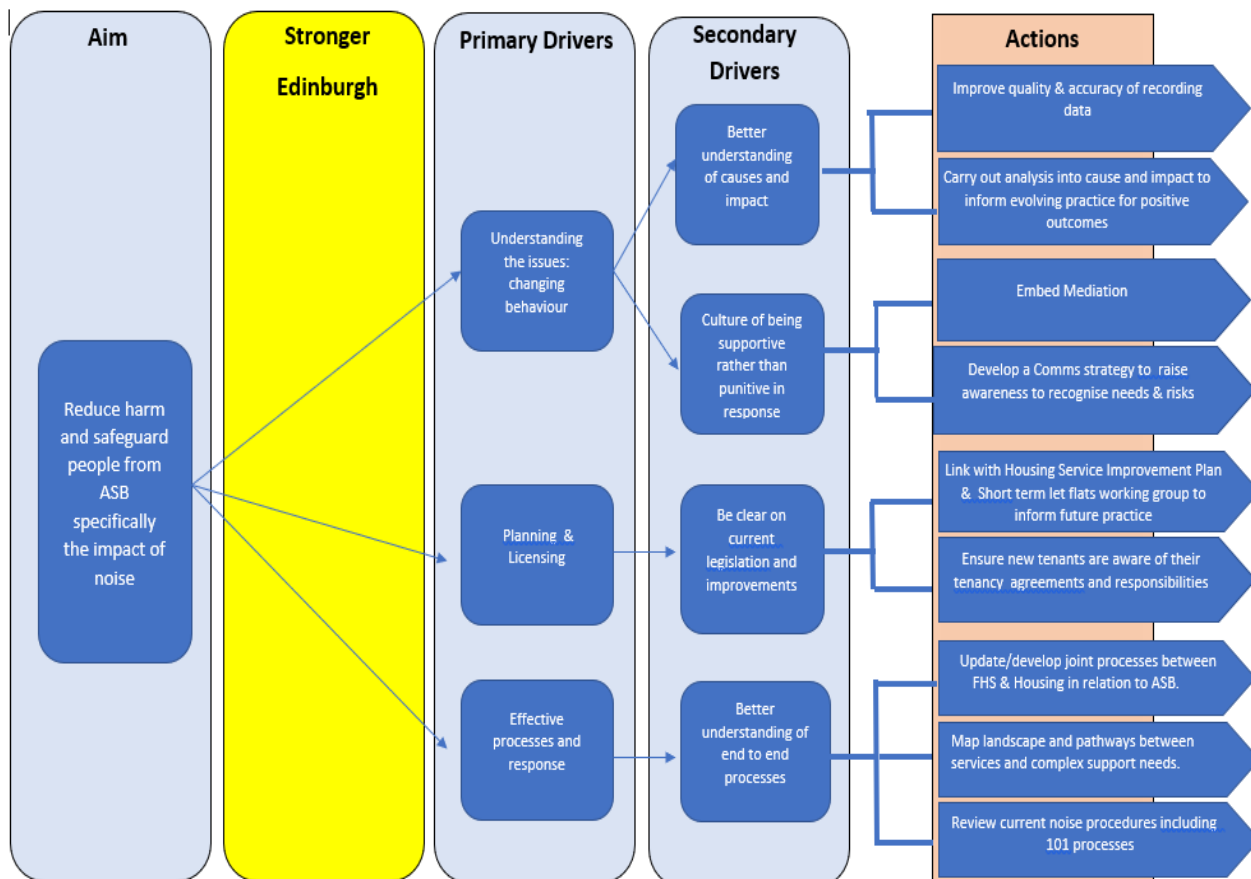


Work carried out to date

- 3.12 Despite restrictions around COVID 19 and the need for immediate service restructuring to ensure that we could respond to the pandemic, where possible work has remained on going to progress certain actions. An update for each priority theme has been provided over the following pages.



Reduce harm and safeguard people from antisocial behaviour specifically the impact of noise.

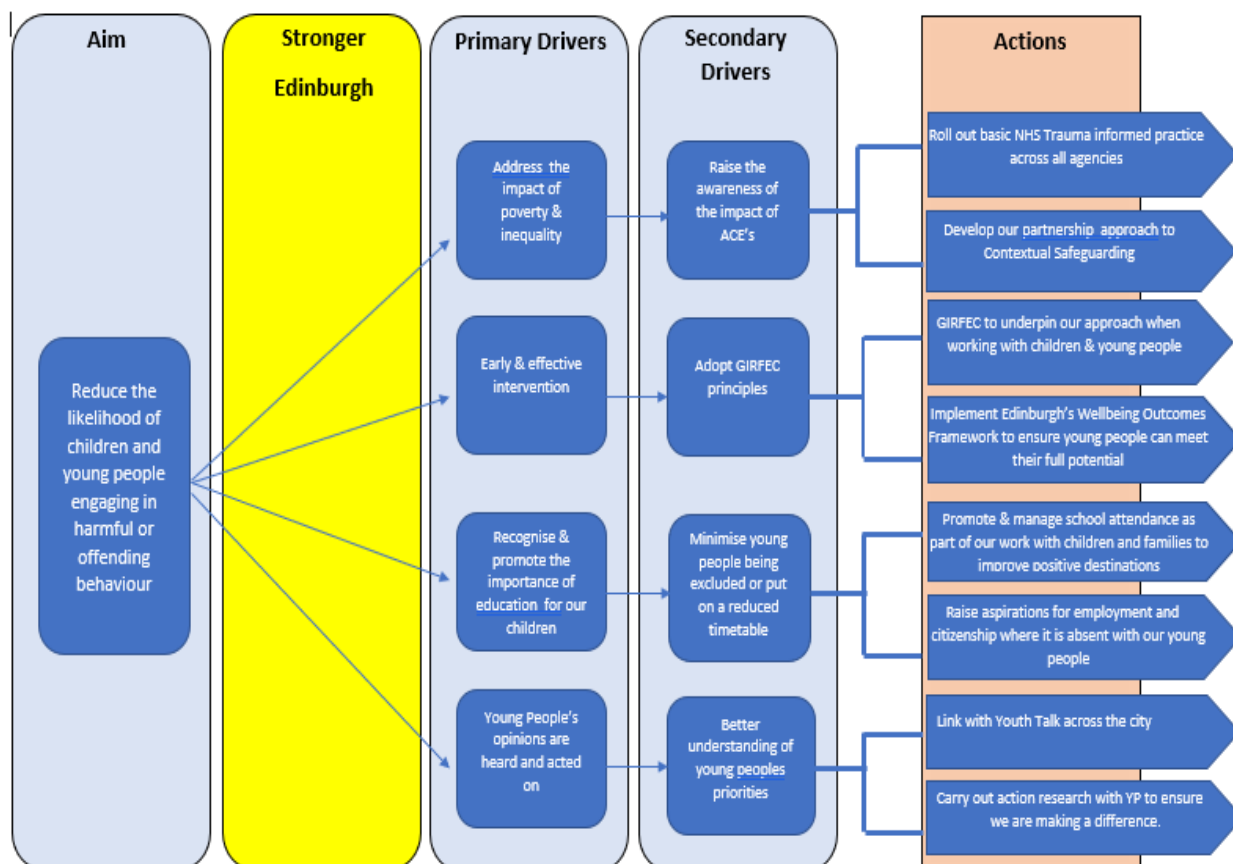


- 3.13 Noise related issues have continued to account for the highest proportion of ASB complaints to Family and Household Support. Through the Covid-19 pandemic lock-down there was a significant increase in noise complaints. Many of these were related to home working and home schooling; people who were usually out at work were at home and experiencing daily living noise in a way they had not previously experienced.
- 3.14 A key action in the Noise Action plan relates to the use and development of mediation to resolve neighbour disputes. Out of challenging and adverse situations good things can develop. **The Family and Household Support Mediation approach** has adapted and changed to meet the circumstances and needs of lock-down, social distancing and limited neutral venues. A Shuttle mediation approach was developed and adapted using phone calls. This has proven to be successful in the types of disputes we have seen during the pandemic where noise is more of a nuisance and where neighbours are able to respond to the Family and Household Support approach of 'doing with' rather than 'doing to' people.
- 3.15 There has been a focus on the actions related to **'effective processes and response'**. Work has been undertaken to **review current noise procedures including 101 processes** and the Family and Household Support Services' response to noise related referrals.
- 3.16 This has involved consideration of where powers, roles and responsibilities related to noise lie between internal and external partners. A working group led by Family and Household Support, including Police Scotland, Community Safety Night Team, and a Senior Analyst from the Council, has been established to begin to examine this in more detail and then make suggestions and seek solutions to how noise complaints are responded to.
- 3.17 **Short term Lets** (Air B&B type accommodation) were previously a significant source of ASB and noise complaints however during the lock down there was a significant decrease in related complaints. Yet with the re-opening of some Short Term Lets there has been a resumption of complaints of ASB, and there have been enquires from members of the public asking if Short Term Lets are permitted to be operating within the context of the Covid-19 pandemic.
- 3.18 Family and Household Support continue to have a place in the Short-term Let group and progress is being made to develop a process for managing these complaints, as they 'straddle' various services and require collaboration between Council services. Currently there is an agreement that in the first instance Trading Standards take such referrals centrally and co-ordinate responses to complaints. This is because the legislation & regulation around the operation of properties for use of Short Term Lets within the context of Covid-19 is complex and is subject to short notice change, and there are many circumstances that need to be considered for each such property.





Reduce the likelihood of children and young people engaging in harmful or offending behaviour



- 3.19 **In relation to addressing the impact of poverty and inequality** members of the delivery group met with Carlene Firmin from Bedford University to discuss Contextualised Safeguarding as an approach to Community Safety work.
- 3.20 This approach develops the current thinking around Stronger Edinburgh, bringing partners together in a cohesive and conjoined approach to this work. Contextualised Safeguarding has several pilot areas in England and one in Scotland using the approach to harness the resources required to address the needs and safety of children and communities through engaging neighbourhoods, peer groups and schools. A short presentation on this area of work will be provided to the next ECSP.
- 3.21 **In having a better understanding of young people's priorities**, the development group have several forums where they will engage with young people. The most important from a City-wide perspective is Youth Talk. This is being rolled out virtually by Lifelong Learning and Development colleagues who are part of the theme's delivery group.
- 3.22 There are also plans to engage with young people in their school environment where possible – at times this will be linked to Contextual Safeguarding. The

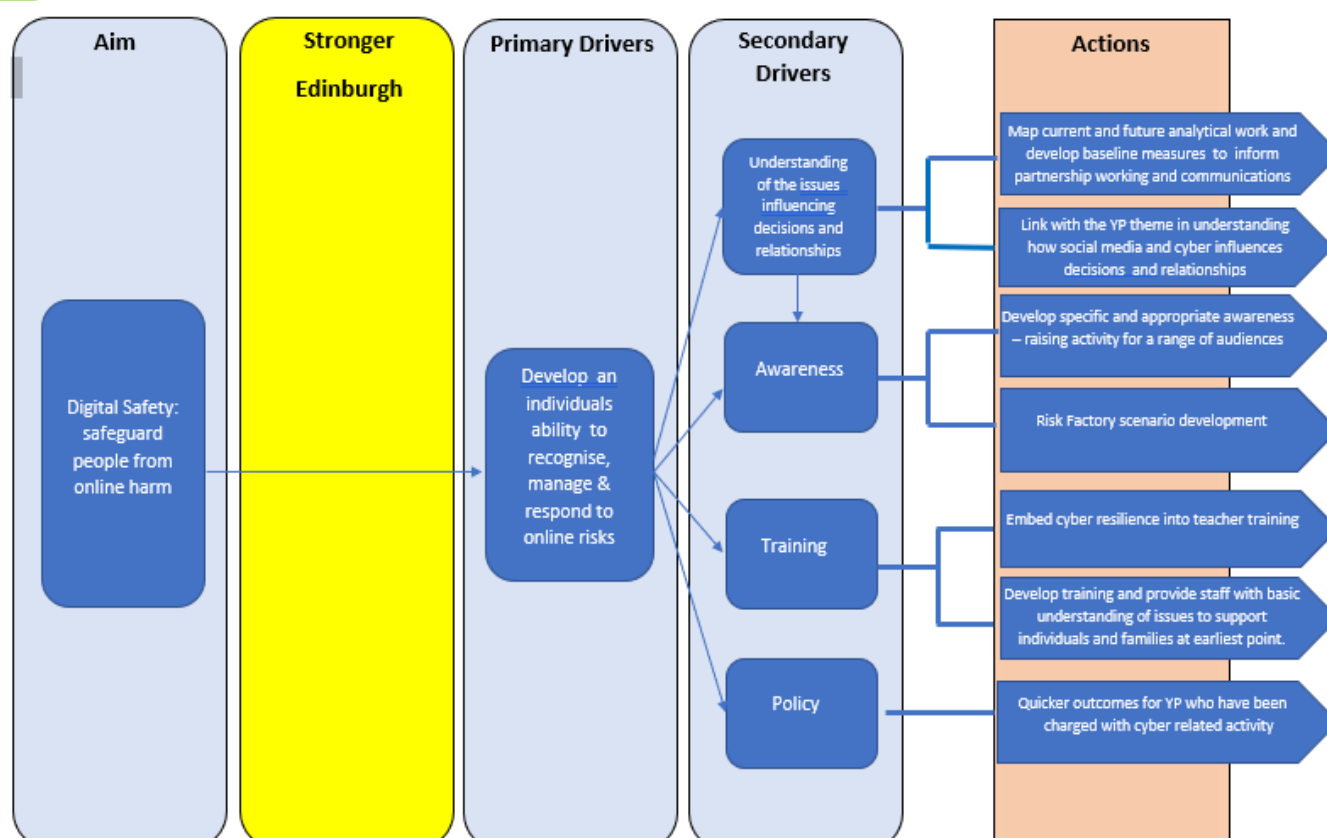


group are also engaged with 3rd sector services such as 6VT to support us to engage with young people who do not access City of Edinburgh Council services or are hard to reach.

- 3.23 **The vision to address non-school attendance** and the potential consequences of antisocial behaviour will be encompassed in our work relating to Contextual Safeguarding. Meantime focus on addressing this work directly with schools is reduced due to the current priority of re-opening schools and the impact of COVID-19.
- 3.24 **Regarding trauma informed practice** staff and resources are now available to deliver Tier 2 training in this area. There is a wider strategic plan for the entire Council, and we will contribute to the implementation and delivery of that work.



Digital Safety; safeguard people from online harm



- 3.25 The impact of COVID-19 has resulted in delays progressing some aspects of the digital strategy, but in other areas there has been significant progress.
- 3.26 In relation to the recommendation to **embed cyber resilience into teacher training** there has been positive progress. Due to restrictions over face to face training, it is now compulsory for every staff member in schools to complete a digital learning module on how to keep children safe online by the end of September 2020. In addition, all probationer teachers and new staff in education in Edinburgh will receive an additional virtual input on this matter.



- 3.27 In relation to the recommendation to **develop training and provide staff with a basic understanding of issues to support individuals and families at earliest point**, there has been discussion at an interagency level with regard to children and young people. IRDs (Inter-agency Referral Discussions) in child protection have seen a rise in the number of concerns relating to online grooming, and it has been noted that this likely relates to the increased time that children and young people have been online during the COVID-19 pandemic.
- 3.28 As a result, an interagency learning day will be arranged with guest speakers, with participants attending from social work, education, health, police and the voluntary sector. As well as providing a training opportunity for staff, this day will also gather people's reflections and views on the issues facing children and young people online, and this will further help to map out the current landscape we are dealing with.

Conclusion

- 3.29 In conclusion, the Joint Community Safety Strategy 2020 – 2023 has been developed in partnership with Police Scotland and in consultation with our main stakeholders.
- 3.30 The strategy is closely aligned to the Youth Justice Strategy and Community Justice Outcome plan to ensure better alignment of key programs of work such as **Stronger Edinburgh**.
- 3.31 Activity taken forward within the strategy does not reflect the totality of work being undertaken. The day to day impact of ASB will remain an important and necessary responsibility of key statutory organisations.
- 3.32 The three interrelated priority themes; ASB Noise; Young People and Digital Safety will be delivered over a three-year cycle.

4. Contact

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Appendix 1: Edinburgh's Joint Community Safety Strategy 2020 – 2023
(including plan on a page)



Edinburgh's Joint Community Safety Strategy

2020- 2023

Forward

“I am really pleased to commend the new Joint Community Safety Strategy that has been produced by ECSP through collaborative working between the City of Edinburgh Council and Police Scotland, with our key strategic partners in Scottish Fire & Rescue, Youth Justice and the NHS Mental Health Services.

We know that through such joint initiatives we can achieve common objectives and see tangible benefits to the safety and wellbeing of all our citizens. Especially important within this is that our collaboration reflects our values of addressing inequality, operating sustainably, and attaining wellbeing for our city’s residents.

One of the transformative new approaches is that this strategy repositions our responses to what is now recognised as non-intentional antisocial behaviour – often first manifesting in noise complaints. By reframing and ‘seeing people, not problems’, we can take cognisance that both the complainant and the neighbour being complained about may need additional supports.

One of the ways to support both parties is through mediation as this practice builds relationships and awareness, so we can move away from temporary fixes, and often repeated cycles of complaints, to sustainable resolutions that both parties have agreed upon. This approach takes as its starting point a trauma-informed practice that weaves through all the priority themes as the ECSP commits to supporting the roll out of trauma informed training and awareness across services within the CEC and partner agencies.

We believe that by reframing and adjusting our approaches to community safety we can deliver lasting changes that benefit us all”.

Dr Amy McNeese-Mechan- Chair of Edinburgh Community Safety Partnership and Vice Convener of Culture and Communities

Forward

Reducing anti-social behaviour and promoting wellbeing and community safety are the key principles of the new Joint Community Safety Strategy for Edinburgh 2020 - 2023.

We recognise that safeguarding the most vulnerable people in their homes and protecting children and young people in the real and virtual worlds are critical to ensuring health, wellbeing and safety in our communities. The preventive approach proposed in this strategy is about tackling not only the symptoms of anti-social behaviour through traditional policing methods, but also its causes, recognising the enormous impact that adversity and inequality has on children. The benefits of a preventive approach cannot be overstated in determining better long-term outcomes and influencing positive life choices for people affected by deprivation and poverty.

By addressing the complaints, we receive regarding noise and neighbour disputes through mediation and problem solving, we can prevent anti-social behaviour escalating into more serious confrontation and violence, thus safeguarding the vulnerable and protecting the young. And while we will always seek to prevent and intervene early, as outlined within this strategy, we will continue to pursue enforcement action where appropriate.

It is through a close collaborative working relationship with our partners in the Local Authority that our officers – alongside Family and Housing Support Teams – will deliver this strategy with greater efficiency than either agency can perform alone. In times of financial constraints, working together more effectively is fundamental to improving quality of life for the people we serve, and I fully endorse this joint strategy.

Chief Superintendent Sean Scott – Divisional Commander for Edinburgh - Police Scotland

Chapter One: Background

In developing Edinburgh's new strategy, the Edinburgh Community Safety Partnership (ECSP) took the opportunity to widen the scope of the previous requirements under the Anti-social Behaviour etc. (Scotland) Act 2004 for each local authority and relevant Chief Constable to act jointly to prepare and publish a strategy for dealing with antisocial behaviour (ASB). Instead the ECSP widened the focus in order to tackle broader community safety issues including effective safeguarding, reducing vulnerability and embracing the concept of early intervention and prevention as a means to enable communities to be more inclusive, empowered, resilient and safe.

The strategy recognises that to change behaviour, we must also recognise the impact of inequality, and the importance of breaking deep-rooted and sometimes generational cycles of disadvantage.

It will seek to effect lasting change and improved outcomes for individuals and families, helping to shift the balance away from intervention that responds to risk and harm to one that recognises causation and how trauma, inequality and social policy can influence behaviour.

It will also look at programmes of work that create an environment that supports positive behaviour change.

We recognise that the strategy will not achieve its goals in isolation, as such its preparation and development has been undertaken in close collaboration with key partners and stakeholders, to recognise and bring greater alignment of key programmes of work, such as **Stronger Edinburgh** to enhance commonality and promote collaboration.

This strategy will align with a wide range of policies and other strategies, specifically the **Youth Justice Strategy** and the **Community Justice Outcome Plan** under the governance of the ECSP and the Edinburgh Children's Partnership.

Whilst other related strategies such as the Drug and Alcohol, City Housing Strategy and Children's Service Plan do not directly focus on specific community safety and ASB issues, they do share social space and would sit alongside any effective response in addressing community safety and ASB by promoting the health, wellbeing and safety of those living in Edinburgh.

This strategy therefore should be read in conjunction with those relevant strategies as it aligns with, and will influence, the plans and strategies of our partners (appendix 1).

Better alignment of key strategies



Community Safety and Antisocial Behaviour

What is meant by community safety has broadened over the years and the landscape is increasingly complex, meaning different things to different people at different times. Community safety can encompass a wide range of issues and is constantly evolving to take into account new and emerging themes and social issues.

Traditional levels of crime, particularly acquisitive crime have fallen. However, there has been a shift in focus from specifically looking to address the volume of crime to focus on more complex areas. This includes delivering on the changes in social policy, for example, Public Health Reform. This provides a focus on a joined-up approach to improving health and wellbeing, alongside the Scottish Government's commitment to preventing **Adverse Childhood Experiences (ACEs), building resilience and reducing the negative impacts of ACEs**, which are complex, often necessitating longer term interventions.

Just as there are a broad range of areas that encompass community safety, the causes of crime and ASB are also often complex and varied. Offending behaviour can be influenced by a range of individual, family and community risk factors such as lack of educational attainment, deprivation and poverty, inconsistent / chaotic parenting, substance misuse and mental health issues.

Furthermore, it can be subjective as to which, often interdependent, factors help to make communities feel safe and such factors are governed by a broad range of legislation and policy areas. These include drugs and alcohol, violence against women and serious organised crime (appendix 2).

For the purposes of this strategy we will adopt The Convention of Scottish Local Authorities' (COSLA) definition of **Community Safety** and the interpretation of **ASB** in relation to the Antisocial Behaviour etc (Scotland) Act 2004.

Community Safety is to:

protect people's rights to live in confidence and without fear for their own or other people's safety

Antisocial Behaviour is to:

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 as them

Priority Work Themes

Recognising the complex network of causes, behaviours and issues predominantly recognised as ASB and community safety, information and intelligence were sourced from partner agencies and analysed to greater understand, draw out and identify the key themes and issues.

The review of the data was complemented by other sources of information including the impact of legislative change e.g. the Age of Criminal Responsibility (Scotland) Act 2019. In addition, there was collaborative engagement with a wide range of key stakeholders to identify priority themes highlighted as a concern and which are:

- not currently being addressed or tackled through existing strategies or activity; or
- would benefit from greater focus, particularly early intervention through a joined up and integrated approach.

Through working in this way three inter-related themes have been identified.



Reduce harm and safeguard people from Antisocial Behaviour specifically the impact of noise



Reduce the likelihood of children and young people engaging in harmful or offending behaviour



Digital Safety: Safeguard people from online harm

Chapter Two: Structures and Governance

National Context

Scotland’s revised **National Performance Framework** (NPF) was published in June 2018, focusing on eleven national outcomes. This Strategy contributes to many of these key outcomes, specifically that *“we live in communities that are inclusive, empowered, resilient and safe”*.

Local Context: Governance

The Edinburgh Partnership is the city’s community planning partnership that support the delivery of the NPF through a Community Plan. This plan sets out the Partnership’s vision *“that Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced”*.

The Edinburgh Community Safety Partnership (ECSP) is one of the four partnership groups contributing to the Edinburgh Partnership’s vision by working towards making communities safer and reducing reoffending. This involves delivering and monitoring the development of the **Community Safety Strategy 2020 - 2023**, as well as overseeing the implementation of the **Community Justice Outcomes Improvement Plan (CJOIP) 2019 - 2022**.

The newly developed **Youth Justice Strategic Plan** is the responsibility of the **Children’s Partnership** and is also significant to this strategy.

By interlinking these three strategies we have been able to identify commonality running through them, enabling partners to focus more comprehensively on prevention, effective safeguarding, and reducing vulnerability and risk.

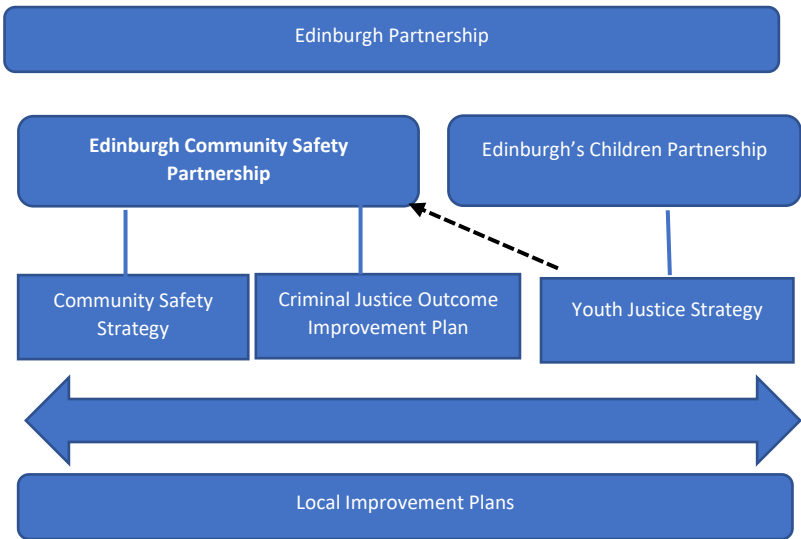
Examples of a coordinated approach include aligning with the Youth Justice Strategic Plan with the aim to develop local arrangements which will support the effective implementation of the new Age of Criminal Responsibility (Scotland) Act 2019. This Act raises the age of criminal responsibility in Scotland from 8 yrs to 12 yrs.

In response, Edinburgh will reduce the age of children supported through the **Stronger Edinburgh** young people’s group to include children below the age of 12. This strategy will also link with the CJIOP to develop a programme of trauma informed staff awareness and training across the partnership. This practice contributes to the early intervention agenda encouraging trauma informed practice and meaningful service user engagement.

Edinburgh’s four localities

In addition to the themed community planning partnerships Edinburgh has **four locality community planning partnerships** (South East, South West, North East and North West) whose remit includes the development and delivery of the Locality Improvement Plans (LIPs). These set out priorities for improving the quality of life for people in Edinburgh experiencing the greatest degree of inequality.

Over the years there have been clear synergies between the ambitions for community safety and tackling ASB set out in the locality community plans and those outlined in our strategic documents The review of the LIPs undertaken in 2019/20 was vital to ensure we continue to promote collaboration and the best use of scarce resources.



Working in Partnership

Local & Thematic Community Improvement Partnerships

This strategy focuses on working in partnership across the Council and Partner agencies including the Voluntary Sector. The aim of this is to develop and prioritise interventions that will bring about better outcomes for all citizens.

Elements of this strategy will be delivered and linked through the local multi agency **Community Improvement Partnerships (CIPs)**.

The monthly CIPs are an outcome driven process where partners such as Fire and Rescue, Health and Third Sector (led by Police Scotland and the Council), agree the correct course of action to tackle ongoing or future local community safety issues. These are done by coordinating and collectively agreeing priorities, actions and the deployment of resources through effective analysis of prevailing intelligence and evidence.

In addition to the Locality CIPs, multi-agency **Thematic Community Improvement Partnerships** can be set up by the ECSP to allow greater focus around specific community safety and complex ASB issues that affect more than one locality.

Stronger Edinburgh

Supporting the delivery of each priority is a city-wide plan which implements the principles of the **Stronger Edinburgh Model** across Edinburgh focusing on **vulnerable adults, young people, and complex ASB**.

Adopting a solution focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces the GIRFEC principles - one child or adult one plan (rather than many separate service plans) - enabling workers to escalate cases of concern where they are unable to effect positive change to presenting behaviours or situations in the first instance.

Professionals supporting the household are jointly responsible for reviewing the support and where possible negotiating a way forward by identifying and addressing the issues that may be contributing to the behaviour including housing, debt, education or addiction.

The methodology is driven by recognising that **need, vulnerability and strength can be present for both the victims and the persons responsible** and supporting them to make positive behavioural changes that increase quality of life and avoid further disruption.

Family & Household Support and FAHST Officers

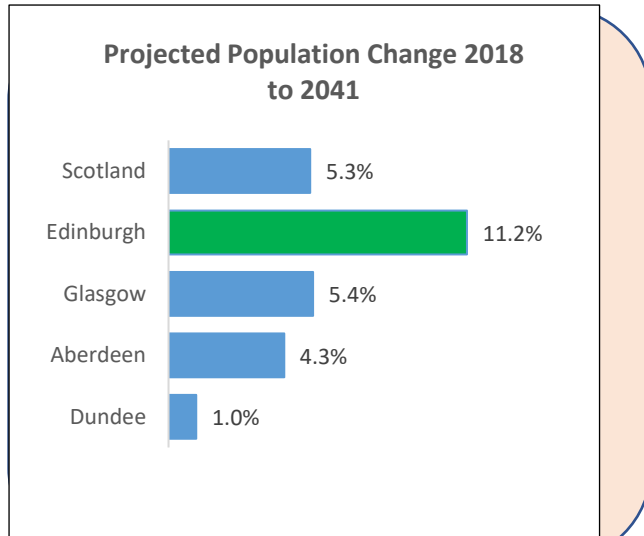
Family and Household Support Service and Police Scotland: Partnership Agreement

The Council and Police Scotland, through the Edinburgh Division, are jointly committed to building safer communities through effective partnership working outlined under the existing Partnership Agreement.

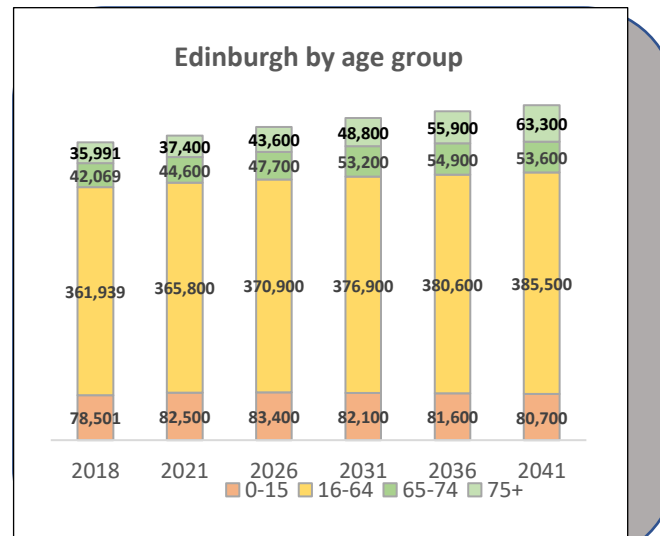
The agreement secures funded Community Police officers across Edinburgh's local wards, a dedicated Youth Justice Sergeant based city wide, as well as local Police Constables embedded within the **Council's Family and Household Support (FHS) teams** across all four localities.

Family and Household Support teams focus on a strength-based approach, building resilience and seeking to secure the best and most sustainable outcomes for Edinburgh's citizens. It focusses on keeping people in their tenancies, increasing safety, social mobility and reducing the impact of poor mental health, drugs and alcohol on families, households and community relationships.

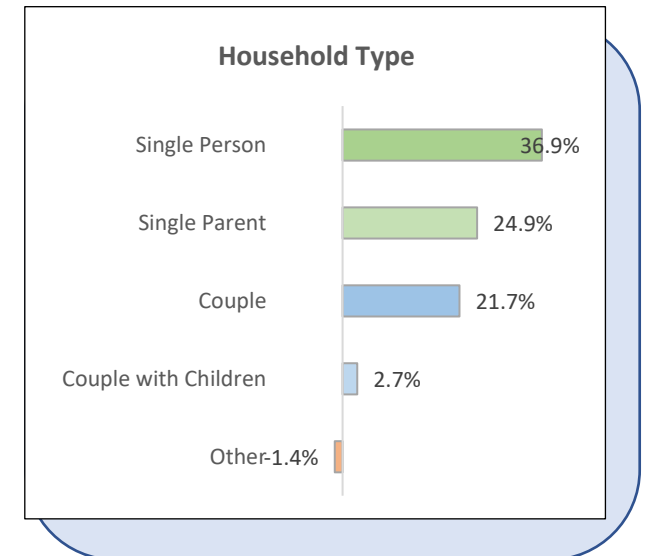
Chapter Three: What we Know: Demographics and Recorded Crime



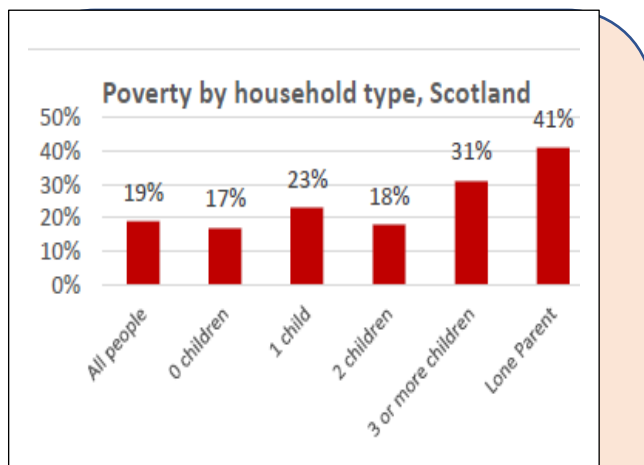
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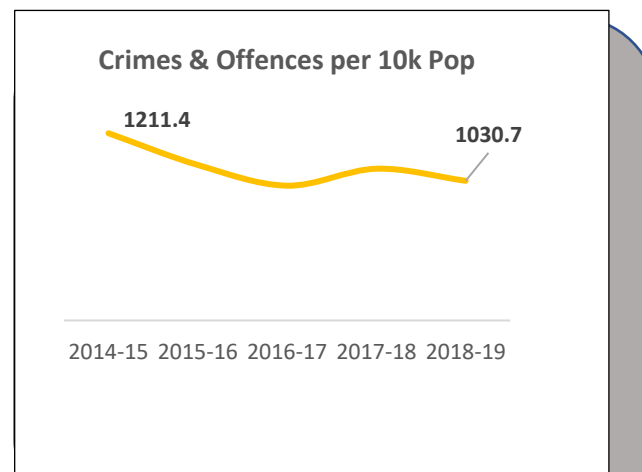
Source: [National Records of Scotland](#)



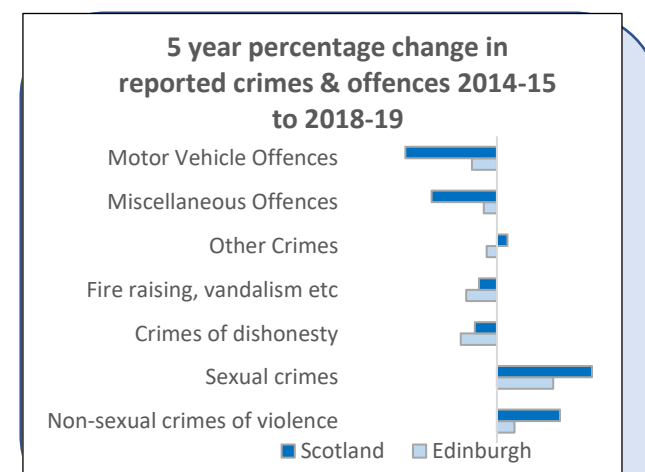
Source: [National Records of Scotland](#)



Source: City of Edinburgh Council

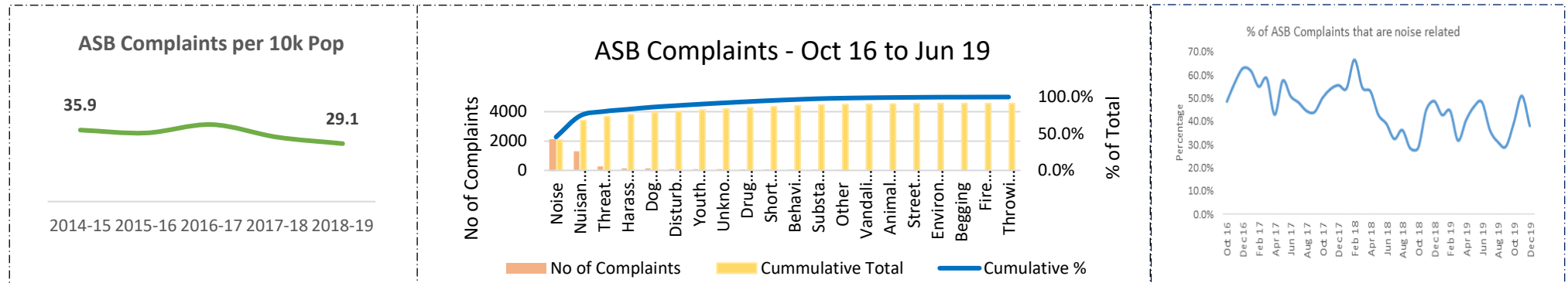


Source: [Scottish Government](#)



Source: [Scottish Government](#)

What we know: ASB Noise



Noise (domestic noise and music) & Nuisance Behaviour accounted for around 74 % of all ASB complaints (CEC)

69% people state that ASB is not common in their neighbourhood

84% say they feel safe after dark

A study of loneliness found that 31.5% of working age adults who were disabled or off work for long periods due to illness were “frequently lonely”; people who reported high levels of ASB in their community and those who did not feel safe walking alone at night were more likely to report loneliness (Go Well: 2015)



Many households that are contacted due to noise complaints present as vulnerable with complex needs including domestic abuse, mental health issues, and alcohol and drug dependencies, yet do not meet the criteria for support services.

1 Air BnB for every 48 people living in Edinburgh

Over the next 20 yrs the largest projected growth in household type is ‘single person’.

- 68% of the homes in Edinburgh are flats with many mixed tenure blocks and poor sound proofing.
- Edinburgh has the highest growth in numbers of households amongst Scottish cities in the ten years prior to 2017



(UK Housing Review 2019)

Mediation creates opportunities for people to connect

What we know: Young People

The three types of ACEs include

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical



Emotional

HOUSEHOLD DYSFUNCTION



Mental illness



Mother treated violently



Divorce



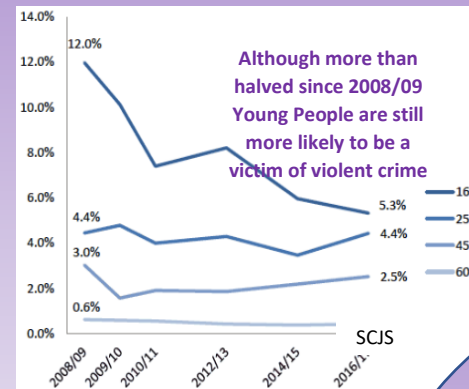
Incarcerated relative



Substance abuse



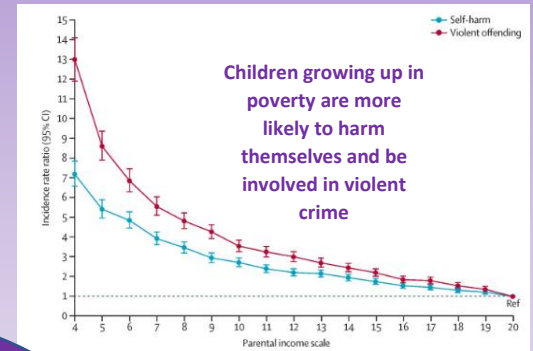
Children and young people who do offend are amongst the most vulnerable in society; a quarter have special educational needs and almost a fifth have depression: Barnardo's



Most important predictor of criminal record was found to be school exclusion (Edinburgh Study of Youth Transitions and Crime 2012).

Compared with people with no ACEs, those with 4+ ACEs are:

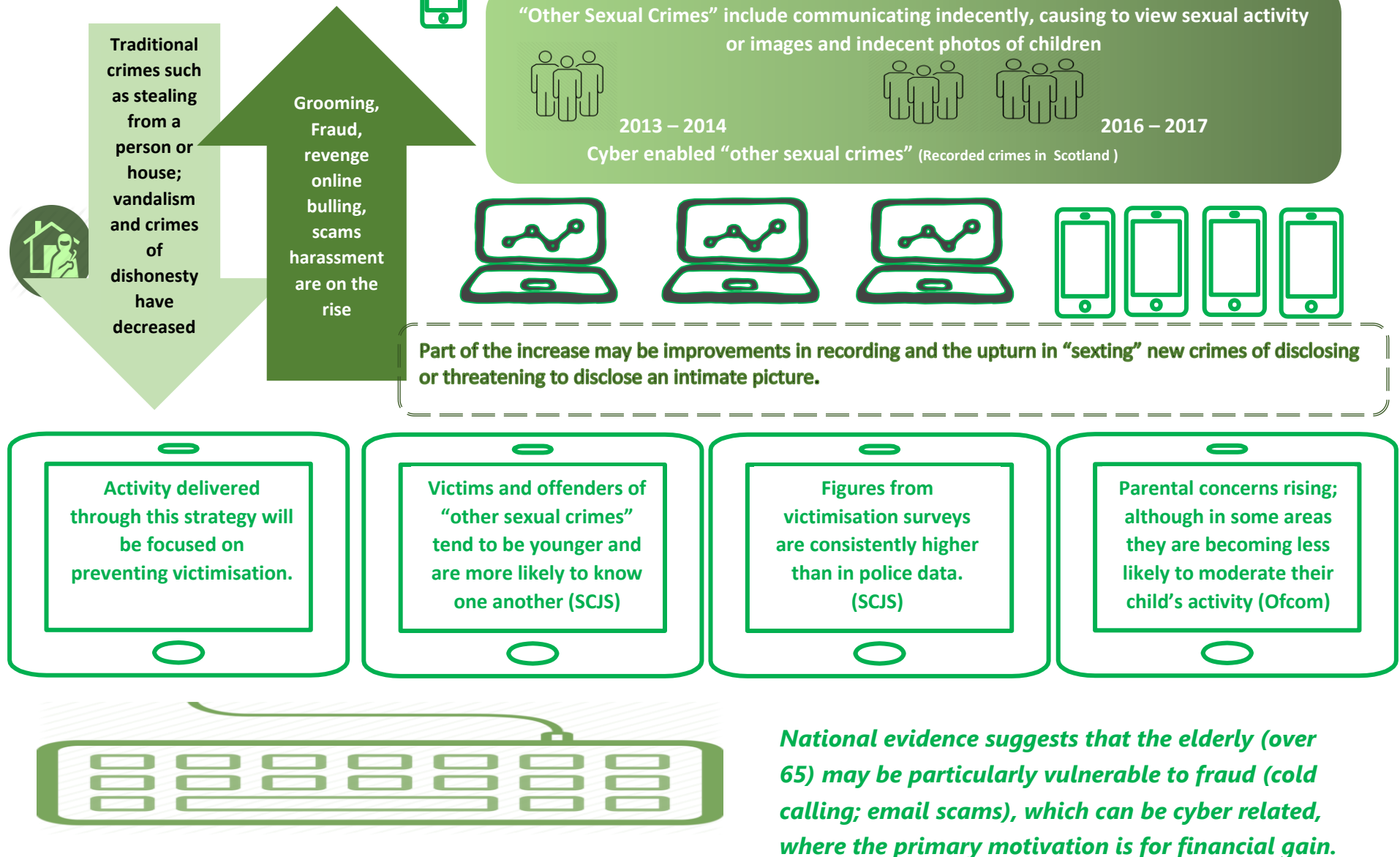
- 4 times more likely to be a high-risk drinker
- 6 times more likely to have had or caused unintended teenage pregnancy
- 6 times more likely to smoke e-cigarettes or tobacco
- 6 times more likely to have had sex under the age of 16 years
- 11 times more likely to have smoked cannabis
- 14 times more likely to have been a victim of violence over the last 12 months
- 15 times more likely to have committed violence against another person in the last 12 months
- 16 times more likely to have used crack cocaine or heroin
- 20 times more likely to have been incarcerated at any point in their lifetime



Children and young people identified that one of the key messages for adults to remember is that

"We want to be safe"

What we know: Digital Safety

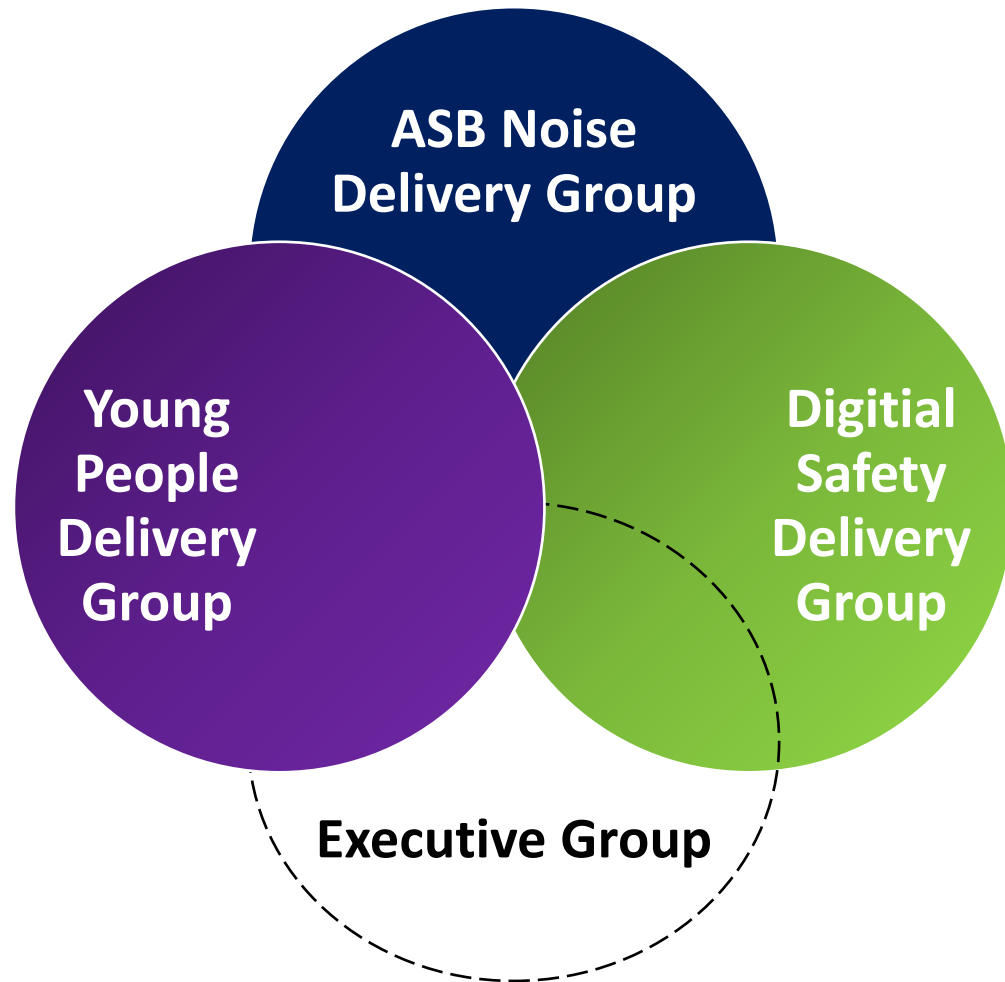


Chapter Four: Implementation

Three strategic short life working groups were established to lead on each theme, to review and take into consideration the range of information available including feedback from key stakeholders, horizon scanning, the impact of legislative change, social policy and the wider socioeconomic factors.

The analysis of this led to the development of a path of action. Adopting Quality Improvement methodology, Driver Diagrams were developed for each theme to help plan improvement activities deliverable over a three-year cycle. Tasks in years 1 and 2 will focus on further enhancing our understanding of the current landscape and setting up new processes, including identifying baseline measurements, to ensure future phases of work can be accurately and effectively evaluated against predetermined outcome and impact indicators. In year 3 the strategy will focus on reviewing the effectiveness of the actions and making adjustments, where necessary, for future strategic development.

The implementation of the strategy will be overseen by an executive group of the ECSP with three thematic delivery groups taking responsibility for ensuring effective implementation, monitoring and reporting against each priority theme.



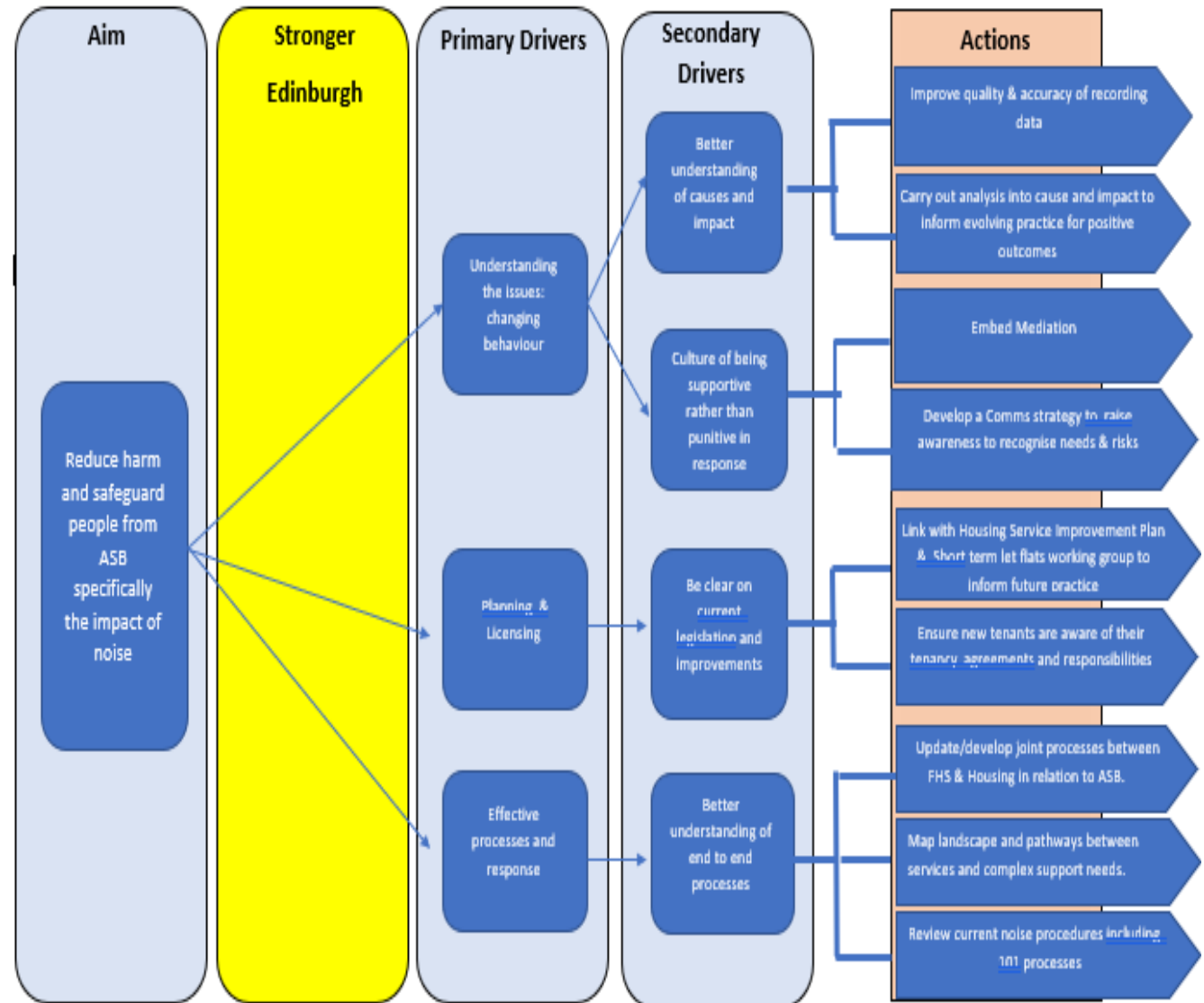
What we will do: Antisocial Behaviour: Noise



Noise related issues account for the highest proportion of ASB complaints, and aside from the demands placed on public service resource, these behaviours negatively impact on the wellbeing of victims, their households, the wider community, and indeed, the perpetrators themselves.

Characterised by complexity, noise complaints are routinely symptomatic of a cluster of underlying vulnerabilities, including mental health and addiction.

Recognising the importance of causality and context and informed by the principles of early intervention and prevention, this multi-faceted strategy seeks to embed and deliver sustainable positive behavioural change through a programme of work. This includes the development of enhanced support, recording and referral mechanisms. The programme of work will be complemented by a bespoke communications plan, which will seek to educate and raise awareness around the inherent complexities of noise complaints, whilst also reaffirming the availability of the more formal actions that can be taken where appropriate.



Reduce harm and safeguard people from ASB specifically the impact of noise

Embed Mediation	<p>To build resilience, promote community cohesion and tackle social isolation in an ever-expanding housing market we will further embed the current Council's Community Mediation Service that is available to all of Edinburgh's citizens experiencing a neighbour dispute. Community mediation is now a widespread and well-established tool for neighbour dispute resolution.</p> <p>Mediation can uncover practical solutions, foster positive forms of communication, reframe contentious issues into shared problems, and often give disputants a different perspective on the actions of themselves and their immediate neighbours. This does and will continue to have an impact on the general wellbeing of communities.</p>
Understanding landscape and map pathways between services and complex support needs	<p>In order to work in a coherent and informed way we will ensure our systems are able to record relevant details that will provide a comprehensive picture of those people who contact the service and have complex requirements. We will also undertake a mapping exercise of the existing pathways and case management forums supporting individuals with complex needs including Stronger Edinburgh Vulnerable meetings. Findings of the exercise will identify possible gaps in services and inform best practice, improving the access to relevant support for those with complex needs, alongside improving the skills of the work force.</p>

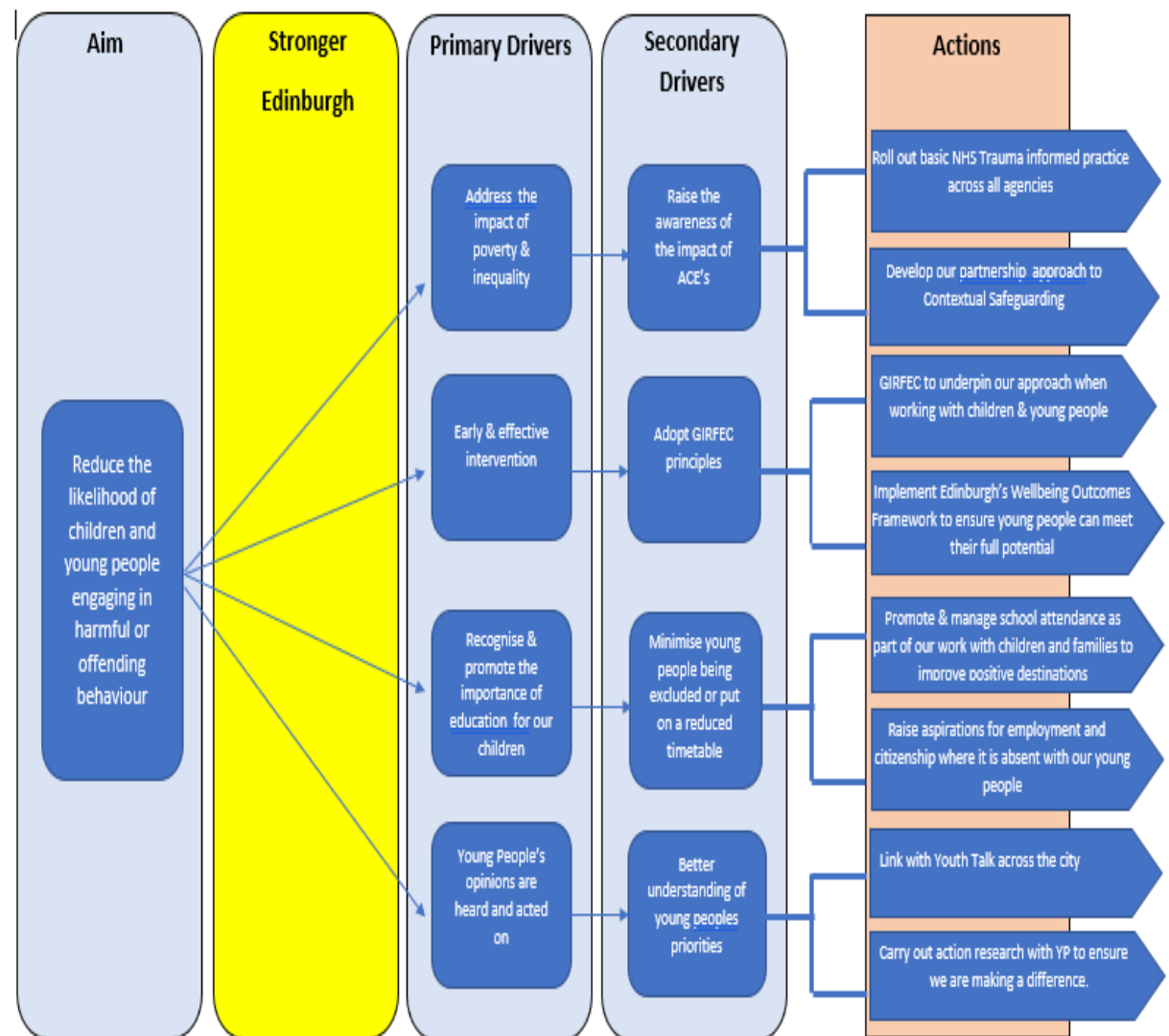
Communications	<p>We will develop communication plans to highlight the complex nature of issues facing many individuals who may be causing ASB and disruption within their communities</p> <p>We will also promote people’s rights and responsibilities ensuring that those individuals who impact negatively on their communities will be aware of the measures available to the Council to take further action where necessary. This would include where those behaviours causing concern (fear and alarm or a nuisance to others) continue to be exhibited.</p>
The City of Edinburgh Council’s Antisocial Behaviour Policy and Eviction policy	<p>Whilst this strategy focusses on delivering preventative and early intervention methods with the aim of building resilient communities, we will robustly challenge the corrosive effect of ASB, hate crime, intimidation and harassment that is often caused by a small minority of people.</p> <p>We will use existing tools, including Antisocial Behaviour Orders, to prohibit an individual from engaging in further incidents of ASB, introducing restrictions and a plan of support they are required to engage with, to encourage behavioural change.</p> <p>We will consider the amendments to the Scottish Short Secured Tenancy legislation. We will also strengthen joint working between the Family and Household Support service and the Council’s Housing service to ensure that a cohesive and efficient response is delivered.</p>
Link with Housing Service Improvement Plan (HSIP) and Short Term Let Flats WG.	<p>We will link with, and keep up to date with, the progression of some of the key pieces of work outlined in the HSIP that will be developed to improve customer satisfaction. We will also tie in with the Air BNB working group to inform future practices around this area.</p>
KPIs	<ul style="list-style-type: none"> • Antisocial behaviour complaints per 10k population (CEC) • Antisocial behaviour complaints due to noise (CEC) • Police Scotland Noise ASB Incidents per 10k population • Police Scotland Noise ASB Incidents due to noise • % satisfied with the way antisocial behaviour dealt with (EPS) • % who feel safe in their neighbourhood after dark (EPS) • Number of Mediation cases presented as noise • Number of Mediation cases presented as noise undertook mediation • Number of repeat calls within six months where mediation was undertaken

What we will do: Young People 🧑🧒

Children and young people (under 18) play a vital role and make an important contribution to the future development of the City of Edinburgh. For many, their development into adulthood is positive and untroubled. Some however do not experience the childhood we would wish. The *Edinburgh Transition Study* (2010) informs us that children who offend are often the most disadvantaged, and services do not respond quickly enough to address their problematic behaviour. Most victims of youth crime are other children.

This priority area aims to address both aspects of this issue – to work with young people who offend as early as possible to address factors that may be contributing to their offending, and to listen to the voices of young people who may be fearful of becoming victims of crime and taking action to address their concerns.

Children who commit offences often have a wide range of unaddressed needs themselves; they may have experienced harmful childhood trauma. They may also live in significant poverty or family breakdown. Educational attainment and personal success are also recognised as important catalysts to help develop confidence, positive aspirations and to help them realise their full potential.



Reduce the likelihood of children and young people engaging in harmful or offending behaviour

Roll out basic NHS Trauma Informed Practice across all agencies.

Over the course of the strategy we will roll out trauma informed training and awareness raising events across services within the CEC and partner agencies. We believe that relationships matter and every contact with someone who has experienced adversity and trauma can be an opportunity for healing and growth.

To make every contact count, it is vitally important to take time to listen to the people we work with and understand what lies behind the behaviours they present. To work in an adversity and trauma-informed way, is to be sensitive to the wider context of the person's life, and how this impact on them, and any support you might be able to give them.

Develop our approach to Contextual Safeguarding and ensure GIRFEC underpins our approach when working with children.

Contextual Safeguarding is an approach - not a programme. We will maximise opportunities to learn from other areas who have implemented and evaluated the approach, to implement the core principles into practice in Edinburgh. This will ensure the wider context for individuals and groups of children and young people remains a key feature when assessing and intervening in the lives of children and young people.

Implement Edinburgh's Wellbeing Outcomes Framework to ensure young people can meet their full potential.	<p>Through Stronger Edinburgh, we will introduce an assessment tool that will allow professionals to fully assess, monitor and evaluate their effectiveness whilst working with families. This will help to ensure that professionals are aware of what impact they potentially have on the wellbeing of the child or young person that they are working with.</p>
Ensure young people's voices are heard and acted upon	<p>We will engage with young people on community safety issues using an action research approach. This will involve working with groups of young people to identify issues in relation to community safety, perception and the fear of crime. The aim is to take the feedback from Youth Talk and What kind of Edinburgh? and ask young people across the city if they recognise these issues, what they mean to them, what might be done about them and by who etc.</p> <p>The feedback will then be taken forward by a core group of young people with the aim of informing strategic work on community safety. We hope the young people involved in both the initial discussions and in the core group will come from a range of backgrounds including those with lived experience of a range of community safety issues. We are working closely with colleagues in Lifelong Learning and other services to identify groups with whom we will engage in discussion.</p>
Promote and manage school attendance as part of our work with children and families to improve positive destinations.	<p>We need to ensure that all children are included and supported to engage in and benefit from education through promoting positive behaviour and relationships.</p> <p>We will therefore link in with Schools and Lifelong Learning through the Stronger Edinburgh model to help inform how we will improve positive destinations.</p>
KPIs	<ul style="list-style-type: none"> • % of Primary pupils with low attendance • % of Secondary pupils with low attendance • Number of children and young people who go through Stronger Edinburgh • How many children and young people feel safe? • Number of young people and children who are involved in ASB. • Number of young people offending

What we will do: Digital Safety



“Children of all age groups inhabit a world that seamlessly flows between on and offline” (*Growing up with the Internet*, 2017). The area of health and wellbeing is a constantly evolving one, and the landscape in which children are growing up has radically changed over the last few decades.

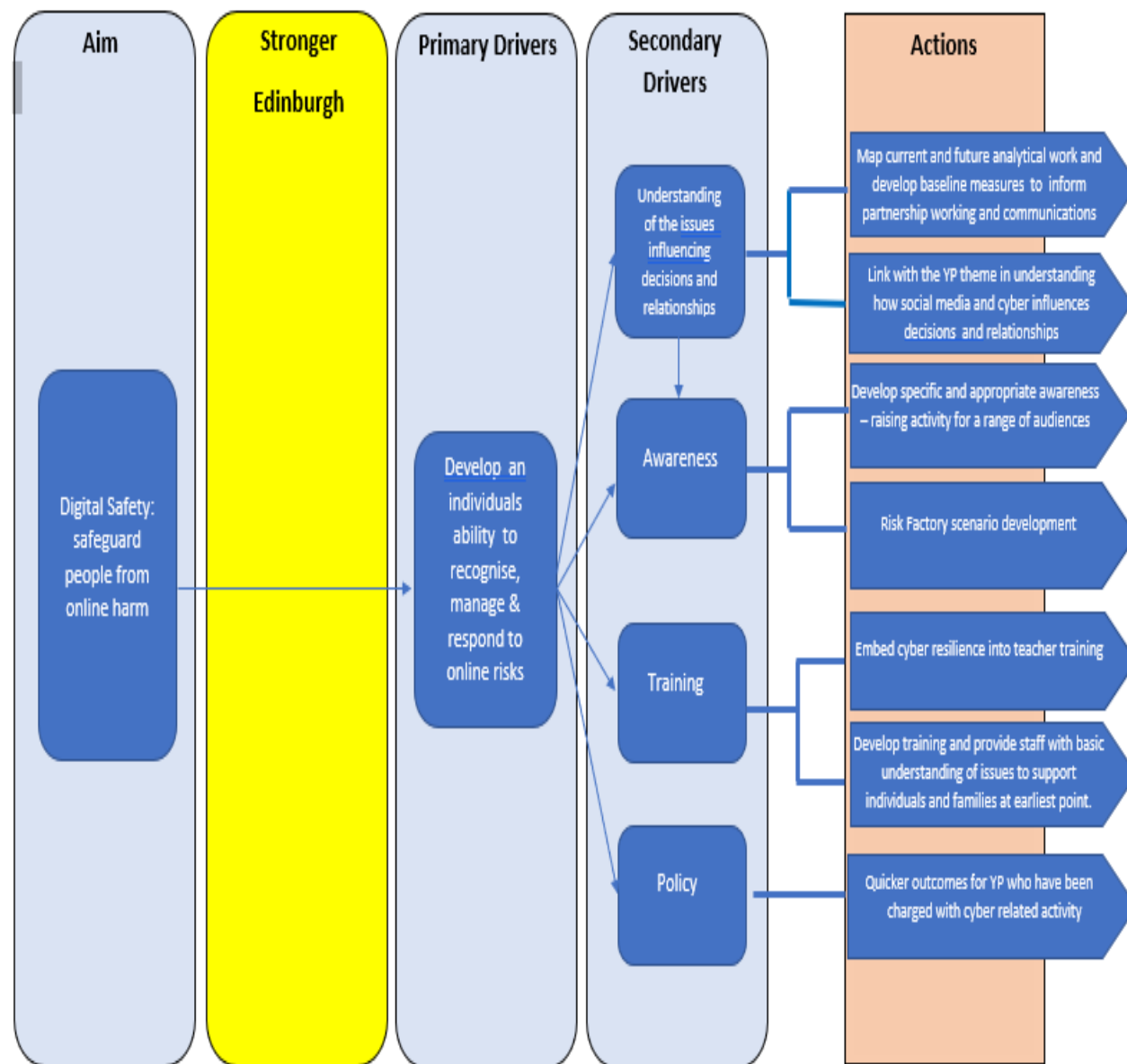
Online bullying, threatening communications, accessing distressing or upsetting content are significant risks to our young people. The fact that many parents and carers remain unaware of how to support their children to stay safe online exacerbates the risks posed.

However, the impact of online harm does not just affect young people. Adults, whether they are perceived as vulnerable or not, can place themselves at risk of a variety of issues including fraud and financial exploitation.

Online threats are complex and wide ranging. This strategy does not seek to address all issues within this area such as child exploitation, as this sits firmly within the delivery remit of Police Scotland.

This priority theme will instead seek to improve the resilience of our communities and work towards preventing people from becoming victims.

Consistent advice and accurate information including learning resources will be targeted at a wide range of audiences including parents, young children and vulnerable adults. Professionals in universal services such as education, and those working with Edinburgh’s most vulnerable children and young people will also be targeted.



Digital Safety: safeguard people from online harm

Keep abreast of future analytical studies and adopt relevant recommendations.

We are operating in a complex and evolving landscape, one that we are continually trying to make sense of. In our first year we plan to develop our knowledge and understanding of this complex area by reviewing various data sources including existing and recently commissioned research. We will draw on and reflect on approaches adopted by our partners across the UK and internationally. Our findings will inform ongoing practice, the development of training and related communication strategies.

Develop methods on how to measure impact.

It is important to develop baseline measurements to understand if the initiatives we undertake are making a real difference. Whilst not straightforward (as there is no agreed definition of digital/cybercrime which covers a vast range of areas including bullying, identity theft and fraud, sexual exploitation, theft of intellectual property & attacks against essential services), we will seek to identify methods that will effectively measure the impact of community safety initiatives.

Develop specific and appropriate awareness – raising activity for a range of audiences

It is important that digital resilience messages are communicated in a way that reaches out to and lands with a broad audience, including children and young people and the most vulnerable. We will therefore map existing awareness raising campaigns to assess potential gaps, where we might add value, as well as consult with a range of people (face to face, surveys, community events) in order to identify what themes are important to them.

Develop a scenario to be included in the Risk Factory for Primary 7 students	The Risk Factory is an interactive safety centre. It manufactures everyday risks in a safe environment and aims to teach and enable young people to deal with or avoid risks all together. We plan to source financial support to enhance the high-quality interactive community safety educational centre, to include a scenario that would increase young people's digital resilience in understanding how to protect themselves online.
Embed digital resilience into teacher training and provide staff with basic understanding of issues to support individuals and families at earliest point.	<p>We will deliver online safety training to primary and secondary teaching staff to increase awareness and support them to confidently raise, address and respond to pupils who may have become victims and to help keep them safe whilst online. The strategy will seek to cover practical and 'soft' topics, such as personal relationships, risks associated with sharing information online and ways in which to talk to them about the associated risks.</p> <p>An overview of the risks and how to support parents to ensure that their children are safe online will also be provided to all staff including Council, NHS and Police who attend CEC Child Protection training. We will look to roll out the basic training to ensure that as many people who work with young people and their families are aware of online issues that can affect the wellbeing and safety of the individual and their families.</p>
Quicker outcomes for YP who have been charged with digital related activity where sexual offence is identified.	<p>We will commence dialogue with Crown Office and Prosecution Service Policy Department & Sexual Offences Unit with the aim of seeking and obtaining agreement to streamline the handling and processing of those young people who are charged and jointly reported for digital offences related to sexual crime offences.</p> <p>We will also seek approval to divert lower level digital related offences to the weekly Early and Effective Intervention meeting.</p>
KPIs	<ul style="list-style-type: none"> • (see box1) indicators will be developed within the first year of the strategy (see point 1). • % of teachers who have undergone cyber resilience training • % of P7 pupils who have undergone cyber resilience training at Risk Factory

Appendix 1

Related Plans and Strategies

- Edinburgh Community Justice Outcomes Improvement Plan 2019 – 2022
- Edinburgh's Youth Justice Strategy - 2020 – 2023
- Local Policing Plan for Edinburgh City Division for 2018 – 2021
- Fire and Rescue Service Strategic Plan 2019 – 2022
- Edinburgh Community Plan 2018 – 2028
- The Edinburgh Children's Partnership: Children's Service Plan 2017 -2020
- Getting it Right for Every Child. A National Policy Framework to Promote Children's Wellbeing in Scotland
- Drugs and Alcohol – Rights, Respect and Recovery – Scottish Government
- City Housing Strategy 2018
- Change Strategy 2019 – 2023
- Edinburgh Integration Joint Board Strategic Plan 2019 – 2022
- Thrive Edinburgh: Mental Health Strategic Commissioning Plan 2019-2022
- Edinburgh's Domestic Abuse Strategy and Implementation plan 2017
- Scotland's cyber resilience strategy: Safe. Secure and Prosperous: Scottish Government 2015 (include learning and skills action plan 2018 – 2020)
- A Connected Scotland: Tackling social isolation and loneliness: Scottish Government 2018

Appendix 2

Relevant Legislation

- Local Government in Scotland Act 2003
- Antisocial Behaviour etc (Scotland) Act 2004
- The Fire Safety (Scotland) Regulations 2006
- Children's (Scotland) Act 1995
- Mental Health (care and treatment) (Scotland) Act 2003
- Housing (Scotland) Act 1987
- Roads (Scotland) Act 1984
- Environmental Protection Act 1990
- Criminal Justice and Licensing (Scotland) Act 2010
- Community Justice (Scotland) Act 2016
- Police and Fire Reform (Scotland) Act 2012
- Criminal Procedures Act 1995
- Community Empowerment (Scotland) Act 2015

EDINBURGH'S JOINT COMMUNITY SAFETY STRATEGY 2020-2023

VISION

We live in communities that are inclusive, empowered, resilient and safe.

PRINCIPLES

- Prioritise prevention, early intervention and support
- Safeguard the most vulnerable
- Work in collaboration

The Edinburgh Community Safety Partnership is determined to:

PRIORITIES

Reduce harm and safeguard people from Antisocial Behaviour specifically the impact of noise



Reduce the likelihood of children and young people engaging in harmful or offending behaviour



Digital Safety: Safeguard people from online harm



Working in Partnership

Supporting the delivery of each priority is a city wide plan which implements the principles of the **Stronger Edinburgh model** focusing on vulnerable adults, young people and complex antisocial behaviour.

Adopting a solution focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces GIRFEC principles.

The methodology is driven by recognising that need, vulnerability and strength can be present for both the victims and the person responsible and supporting them to make positive behavioural changes that increases quality of life and avoid further disruption.

Elements of this strategy will also be delivered and linked through the multi agency **Locality & Thematic Community Improvement Partnerships (CIPs)**.

The **local CIPs** where partners such as Fire and Rescue, Health and Voluntary Sector (led by Police Scotland and the Council), agree the correct course of action on a monthly basis to tackle ongoing or future local community safety issues.

Thematic CIPs are established to address issues affecting communities across the city that require a longer term solution, wider participation and a more focussed approach for example, street begging.

Reduce harm and safeguard people from ASB specifically the impact of noise



Noise related issues account for the highest proportion of ASB complaints, and aside from the demands placed on public service resource, these behaviours negatively impact on the wellbeing of victims, their households, the wider community, and indeed, the perpetrators themselves. Characterised by complexity, noise complaints are routinely a sign of underlying vulnerabilities, including mental health and addiction.

This priority therefore seeks to deliver sustainable positive behavioural change through a programme of work. This includes the development of enhanced support, such as embedding the Council's Mediation service and improving our recording and referral mechanisms to ensure that we are working in a coherent and informed way.

The work will also be complemented by a bespoke communications plan, which will seek to educate and raise awareness around the inherent complexities of noise as well as promote people's rights and responsibilities ensuring that individuals who impact negatively on their community are aware of the consequences.

Reduce the likelihood of children and young people engaging in harmful or offending behaviour



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Digital Safety: safeguard people from online harm



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