



# THE EDINBURGH PARTNERSHIP

## Joint Edinburgh Community Safety Strategy 2020 – 2023 : update

### 1. Executive Summary

---

- 1.1 The Edinburgh Community Safety Partnership (ECSP) ratified Edinburgh's three-year Community Safety (CS) Strategy (appendix 1) on March 2020. Updates on the progress of each separate priority theme have been scheduled quarterly to be presented to the ECSP over the lifetime of the strategy.
- 1.2 This second yearly report provides a collective overview to inform the Edinburgh Partnership of the work that each of the three thematic delivery groups have carried out to date under each theme.

### 2. Recommendations

---

- 2.1 The Board is recommended to:
  - i. Note the contents of the second yearly update report of the work that has been carried out under Edinburgh's joint three-year Community Safety Strategy 2020 – 2023.

### 3. Main Report

---

#### Background

- 3.1 In developing Edinburgh's CS strategy, the decision was taken to widen the previous legal requirements under the Anti-social Behaviour etc. (Scotland) Act 2004 (each local authority and relevant Chief Constable to act jointly in preparing and publishing an Antisocial Behaviour Strategy) to include tackling broader community safety issues including; effective safeguarding, reducing vulnerability, and embracing the concept of early intervention and prevention to enable communities to be more inclusive, empowered, resilient, and safe.
- 3.2 Whilst reviewing all the 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** were agreed to feature under the new strategy. Those being:

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

3.3 In developing the priority themes, a quality improvement approach was adopted to help plan activities deliverable over a three-year cycle. In years 1 and through to year 2, each thematic delivery group have focused on enhancing their understanding of the issues and putting in place new systems to respond appropriately. Year 3 will centre around evaluation and planning for future phases of work, including further interventions.

### Spring Event

3.4 The CS strategy’s Executive Group held an event in April 2021 with relevant stakeholders and key contributors to assess and acknowledge our learning to date. This included outcomes, output and accomplishments. Discussions helped to further shape and refine plans, where required in order to align with emerging trends following its launch.

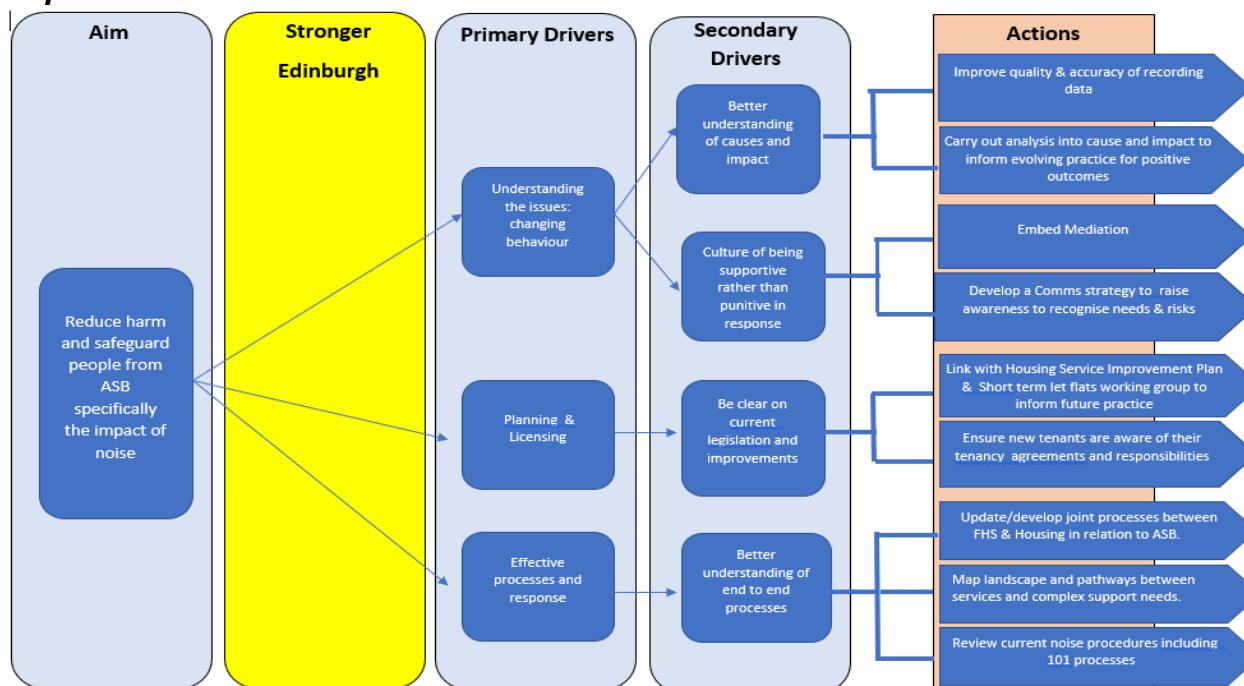
3.5 The progress, or lack of under each was a key focus, particularly given the impact of the COVID 19 pandemic and the rapid mobilisation of staff and teams, working practices and long-term restrictions imposed as a result. Whilst restrictive in some areas, it was also the case that CVD19 created and help shape new ideas, learning and perspectives that has helped inform and influence targeted activity going forward.

3.6 An update of the ongoing work carried out under each priority theme has been provided over the following pages.

### Main Report



### *Reduce harm and safeguard people from antisocial behaviour, specifically the impact of noise*



- 3.7 Noise related issues account for the highest proportion of ASB complaints received in Edinburgh, however these complaints often have aggravating factors that increase complexity. Analysis of Noise complaints find that in a large number of cases, the impact of noise is an unintended consequence and symptomatic of other underlying issues such as mental health, isolation and consequences of addiction and drug related activity.

### **Better understanding of causes and issues**

- 3.8 The group has a new suite of procedures, including a new ASB Procedure. The Procedure sets out both the ethos and approach the Council is taking to address ASB, while supplementary guidance directs and supports staff in how to implement the procedure and undertake ASB enquiries and local investigations 'on the ground'.
- 3.9 A sub-group of the Noise Delivery Group has been created to look at streamlining and honing how staff record noise complaints in order to be able to better report and analyses the complaints received. This is a work in progress. The Council senior analyst, has made positive progress in partnership with counterparts from Police Scotland to develop and agree data sharing arrangements, to enhance and improve data analysis and the identification of trends and patterns

### **A Culture supportive rather than punitive in response**

- 3.10 Noise ASB can have a devastating impact on some individuals and households. Sometimes enforcement action against those who are causing such ASB is the right thing. The number of Anti-Social Behaviour Order applications submitted by the Council has been increasing over the past two years. Taking legal action continues to be, in a small number of cases the most appropriate and proportionate path open to the Council.
- 3.11 However, the use of legal enforcement is expensive, takes a considerable length of time to reach a conclusion, and does not always result in the outcome that those experiencing ASB Noise may have hoped for. ASB Noise is notoriously complex to resolve through legal, formal means. Along with other interventions including Housing Support, the FHS service has developed a dynamic mediation approach, alongside its use of more formal and traditional mediation to deal with ASB Noise.
- 3.12 Mediation in this setting is where someone impartial (the council officer from FHS) helps people involved in a conflict to reach a confidential and informal agreement or resolution that allows, in some cases a greater understanding of situational factors previously unknown to one or both parties.
- 3.13 Some Local Authorities operate a mediation service while others commission the use of separate detached mediation services. It is important to emphasise that



the City of Edinburgh Council does not have a separate/detached mediation service. Rather, what has been developed within the Family and Household Support Service is an approach, a mind-set, where trained, competent staff adopt an approach that seeks to 'do with, rather than do to', and which seeks to empower people and tenants to take positive control over their situation and seek sustainable solutions to their situation as opposed to the Council 'fixing it', accompanied by explaining realistic expectations of what we can, and cannot do, in these situations.

- 3.14 In line with this strategy, we have now trained the large proportion of FHS staff in formal mediation delivered by the Sacro. In addition, experienced mediators have trained all FHS staff in the principles of mediation and how to utilise a 'mediation approach' in their day-to-day interactions to support change, problem solving and conflict resolution.

### **Be Clear on current legislation and Improvements**

- 3.15 ASB Nosie disturbance cannot be addressed or solved without working in partnership with our partners and key services; it requires both Council and external agencies and services to 'expand working boundaries' and break down silos that exist between services.
- 3.16 The CS lead officer and lead for the Nosie Delivery Group have engaged with managers in the Housing service to consider common ground and look at where joint processes and procedures may be benefit those we support. What emerged was a recognition of the need for strong front line management cooperation and support. However, rather than simply a focus on processes and procedures, a first, yet important step is to develop a better understanding between front-line staff of their respective roles and responsibilities. We have taken this forward through attendance at team meetings and sharing the aims of the Community Safety Strategy, particularly the Nosie Theme and the associated complexities noted previously, with Housing staff.
- 3.17 FHS have developed a group work programme for new tenants who are identified as requiring non-intensive early intervention to support the setting up of their tenancy. The programme covers various aspects and challenges when starting up in a new tenancy, from advice and guidance around setting up and paying bills, information around who is who in the Council and who to contact and when, and what it means to be a good neighbour.
- 3.18 This programme supports strong foundations for the long-term stability of new tenants who might otherwise experience challenge when starting in a new tenancy and/or be at risk of losing their tenancy over time.
- 3.18 Housing colleagues have welcomed this and plans are progressing to take forward through FHS staff and Housing staff identifying together those new 'sign up' tenants who might benefit from this joined up preventative support approach. In addition, this programme complements the Housing Improvement Plan being developed by Housing services.

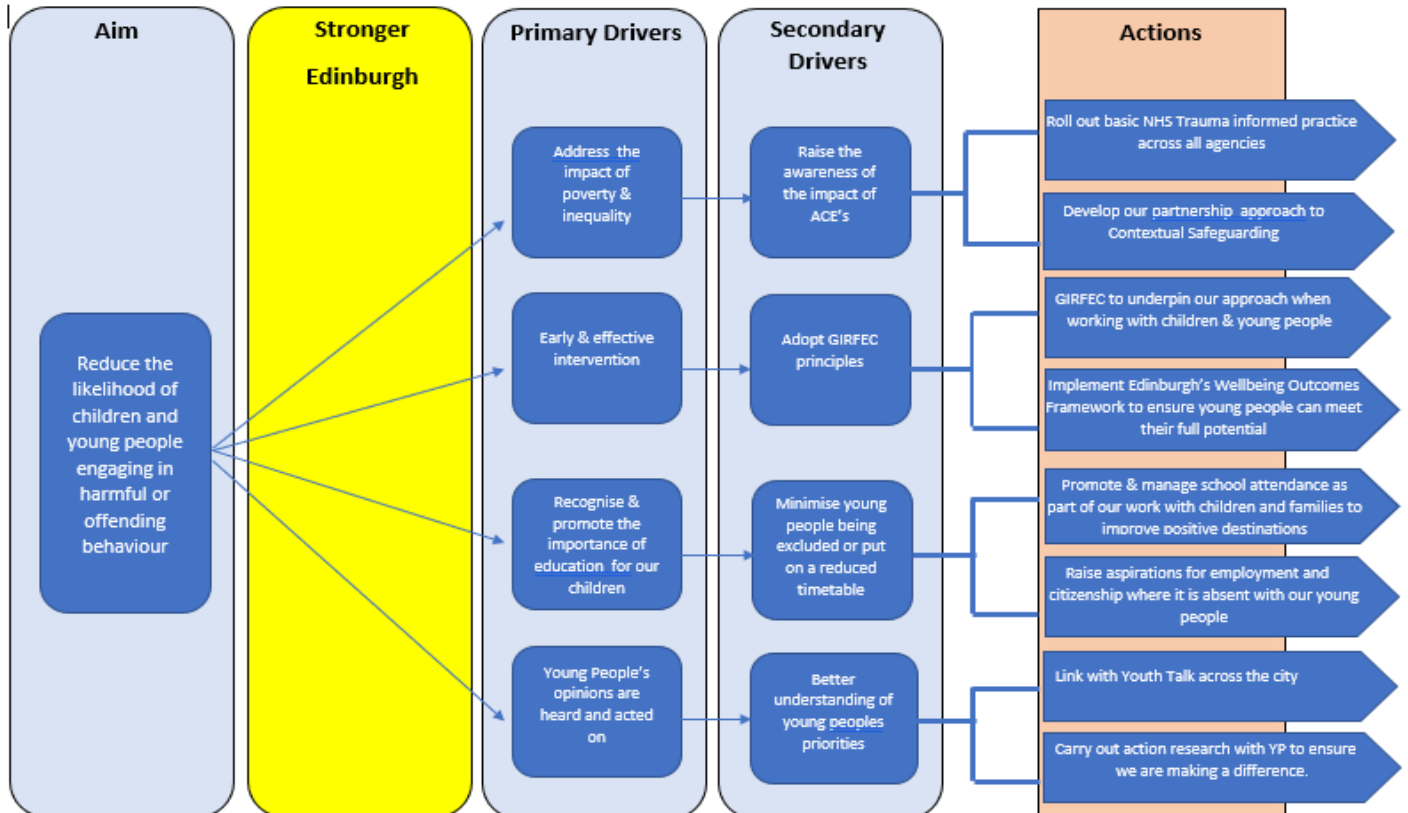


## Better Understanding of End to end Process

- 3.19 The partnership work and ‘boundary spanning’ includes agencies outside of the Council. Police Scotland are the primary agency the Council is working with in this context.
- 3.20 The Nosie Delivery Group, which includes the Council’s Community Safety Night Team, and Police Scotland have been reviewing 101 Police calls and mapping the process and current pathways from initial contact from a member of the public to police, including what the Police do with such calls, how and where the Police share information and communicate with the Council regarding such calls, what response the Council offer and how we can refine and improve our collective response to ensure a better and more joined-up process.
- 3.21 The FHS team in North West Locality have developed a model of joint working with the Police to identify the most persistent and/or troubling ASB Nosie complaints in the Locality. Together, the Police and FHS will make enquires to identify frequency, prevalence and type of complaint, to establish if allocation to an FHS Support Worker for further intervention may be helpful. The intention being to roll out the model in its entirety across all localities.



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



## Addressing the impact of poverty and inequality

- 3.22 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.
- 3.23 This approach complements the current methodology developed around Stronger Edinburgh, bringing partners together to realise and exploit opportunities that are not as restricted by structural barriers such as eligibility criteria, service remit and thresholds of intervention. Contextualised Safeguarding has several pilot areas underway in England and one in Scotland, adopting the approach to harness the resources required to address need and safety of children and communities through engaging neighbourhoods, peer groups and schools.
- 3.24 In year two members of the Young People's thematic delivery group has rolled out Stronger Edinburgh across all four localities and innovation site programmes utilising the Contextual Safeguarding approach to further develop practice and blend with the ambition already outlined by the Stronger Edinburgh model.
- 3.25 Regarding trauma informed practice, we have identified staff and resources that will aid the delivery of Tier 2 training in this area. There is a wider strategic plan for the Council currently being taken forward and we will establish links with the Advisory Panel set up to coordinate the roll out of training and awareness raising activities.
- 3.26 The group is looking to develop a communication plan to raise awareness about trauma informed practice. Members have been in discussion with other professionals across the Council, Health and Police to look at how we move this forward.

## Early and Effective Intervention

- 3.27 In implementing Edinburgh's Wellbeing Outcomes Framework, a group was set up in the South West Locality to progress. They have developed an outcome recording tool called the Wellbeing Wheel, which uses SHINNARI Indicators to record and measure outcomes, alongside a set of flash cards to aid discussion with the child/young person.
- 3.28 Following the pilot of the tool, they received very positive feedback from staff, however; they delayed the rollout of the framework because of COVID-19. They hope the roll out will take place across the South West Children and Families team as restrictions ease.

## Recognise and promote the importance of education for our children

- 3.29 The impact of COVID-19 has resulted in delays progressing this element of the strategy due to school closures etc.





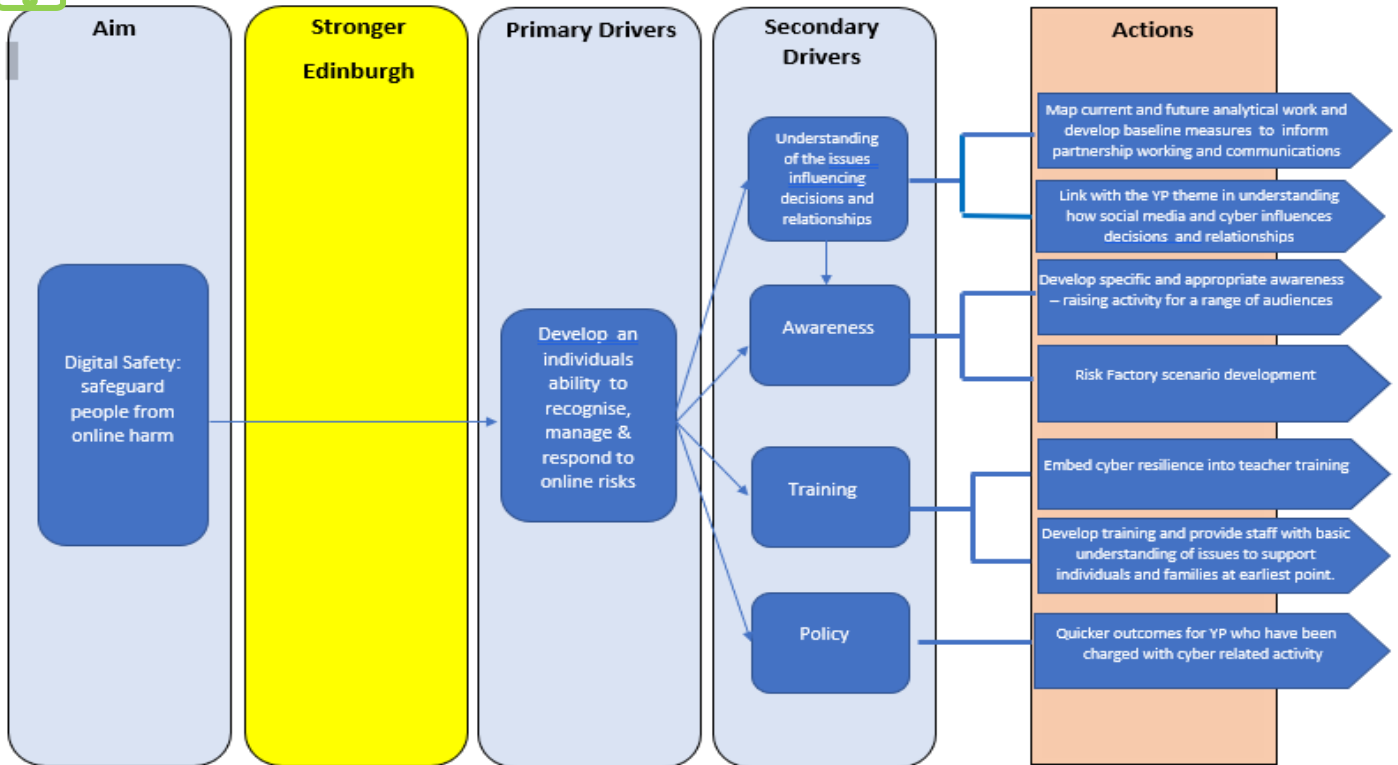
- 3.30 There are, however, strands of work being carried out specifically in relation to Looked After Children who are being excluded from schools. We hope we can learn from that work and adopt aspects of the methodology to support the work that will be taken forward out with the broader population of children at the early intervention and prevention stage and prior to formal exclusion.
- 3.31 The group will also look to better define what the expected outcomes are for this priority area and how it will help to reduce ASB. In the meantime, outcomes regarding Education and links to ASB and offending are being measured as part of the work collated by the stronger Edinburgh Young People's meetings in the South East and North West localities.

### **Young People's opinions are heard and acted on**

- 3.32 In having a better understanding of young people's priorities, the delivery group has several forums where they will engage with young people. The most important from a City-wide perspective is Youth Talk. Engagement with young people through this forum has been traditionally face to face, however with current restrictions this work has yet to substantially progress.
- 3.33 However, the Learning and Development service have identified new ways in which to engage and communicate with children and young people, with development work both in terms of the expansion and utilisation of digital platforms and social media. In doing so, the Learning and Development service has worked closely with Young Scott who has offered developmental assistance and hosting support. The web page can be found at <https://young.scot/edinburgh>
- 3.34 There is a recognition that the restrictions have helped to reshape and develop current practice to realise the potential to reach a wider population of young people through the digital world. This has, however, not replaced traditional face-to-face engagement, as we still see this as an important model to better understand the views of young people and what can help make them feel safe within their communities.
- 3.35 Our colleagues from Lifelong Learning and Development have been in consultation with young people over the summer during their outdoor summer events and have undertaken sessions about Contextual Safeguarding and the Council's intention to adopt this model. We have set up a further meeting in September to discuss the findings of this engagement.



## Digital Safety; safeguard people from online harm



### Understanding the issues

- 3.36 There has been discussion with professionals both within and across agencies about where the most concerning and prevalent issues exist; this includes, but is not limited to, the Police, Voluntary Sector, Adult Services, Trading Standards and Communities and Families. There has also been a review of recent literature in relation to online harm, though we recognise that much of this is UK focused rather than a Scottish or local perspective, and that there is very limited data available in relation to online harm in adults; specifically adults with learning differences.
- 3.37 To address this gap in provision, the CEC Adult Protection Officer has led on discussions with partners in the field of adult learning differences, including the third sector, to identify what tools might best suit this specific audience and how we would go about developing them. We expect that over the coming months, we will present the findings to the ECSP alongside recommendations for year 3.

### Awareness

- 3.38 In developing specific awareness, rising activity for a range of audiences, members of the group have been working on developing a signposting page on the ORB and external CEC website. The site will hold a variety of sign posting information for various audiences, including vulnerable adults and parents.





- 3.39 There are also plans to develop a communications campaign in early 2022 that will highlight the availability of the page and focus on specific issues affecting a range of audiences.
- 3.40 Although our colleagues in Lifelong Learning and Development have undertaken sessions about Contextual Safeguarding, it has been difficult to engage with young people on all aspects of the strategy that would benefit from the perspectives of young people. We hope with the lifting of further restrictions and with the start of a new school timetable whilst working closely with the Voluntary Sector we will again be able to engage directly and develop specific projects including a new Risk Factory scenario with the involvement of young people.

## Training

- 3.41 In relation to the recommendation to embed cyber resilience into teacher training, there has been positive progress. It is now compulsory for every staff member in schools to complete a digital learning module with regard keeping children safe online. In addition, all probationer teachers and new staff within education in Edinburgh will receive an additional virtual input on this topic.
- 3.42 This element will further be strengthened and developed under the new Empowered Learning Project. The Empowered Learning project will be rolled out in September 2021 by the CEC's Digital Learning team in partnership with the Councils' ITC provider CGI. The project's goal is to provide a world class digital environment for all Edinburgh schools, delivering a more strategic, robust service to address the challenges of inequity and improve attainment levels across the schools.
- 3.43 Key elements of the Empowered Learning programme, which will see a phased rollout of all the devices completed by the end of 2022, include: 27,000 new iPads being issued to pupils/staff, refreshed iPads for up to 12,000 pupils/staff and expanding the wireless connectivity in schools by providing wireless access points and a comprehensive programme of professional learning for teachers including digital skills and on-line safety.
- 3.44 In relation to the recommendation to develop training and provide staff with a basic understanding of issues to support individuals and families at the earliest point, there has been discussion at an interagency level regarding 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; 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.
- 3.45 As a result, the CEC Child Protection lead and Learning and Development colleagues set up an interagency learning day 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 also gathered 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 from a community safety perspective.



- 3.46 Work is also underway to determine if we should include online risks in an Adult Assessment of Need and Risk in order to trigger and prompt Social Work should there be any concerns.
- 3.47 The group is also exploring the possibility of extending the Keeping Children Safe online tool to include themes around keeping adults safe online. The children's safety aspect of the training is currently well embedded in schools but less so/non-existent for training social workers in both children and adult services. We will present a proposals and recommendations paper to the ECSP for project development into year 3.

## Policy

- 3.48 There have been discussions about whether outcomes through the court and / or children's hearings could be addressed, as long timescales can lead to increased distress and other difficulties within the community. However, this is a national issue and as such, we have decided that this action sits out with the agency of this strategy group.
- 3.49 It will be raised by those who are in dialogue with key partner agencies such as the Procurator Fiscal but will no longer be given primacy under this delivery theme.

## 4. Contact

---

Jon Ferrer, Senior Manager Quality, Governance and Regulation :0131 553 8396 (38396) [Jon.ferrer@edinburgh.gov.uk](mailto:Jon.ferrer@edinburgh.gov.uk)

---

Appendices:

[Appendix 1: Edinburgh's Joint Community Safety Strategy 2020 – 2023](#)