



# THE EDINBURGH PARTNERSHIP

## Joint Edinburgh Community Safety Strategy 2020 – 2023 : Year 3, annual summary update report

### 1. Executive Summary

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- 1.1 The Edinburgh Community Safety Partnership (ECSP) ratified Edinburgh's three-year [Community Safety \(CS\) Strategy](#) in March 2020. Updates on the progress of each separate priority theme have been scheduled quarterly and presented to the ECSP over the lifetime of the strategy.
- 1.2 This third 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.
- 1.3 The current joint Community Safety Strategy will conclude in the spring of 2023 therefore the legal requirement to develop a new joint strategy between the Council and Police Scotland will be progressed over the coming months and delivered to the ECSP for ratification by the summer of 2023.

### 2. Recommendations

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- 2.1 The Board is recommended to:
  - i. Note the contents of the third and final annual update report detailing the work undertaken in conjunction with Edinburgh's Community Safety Strategy 2020 – 2023.
  - ii. To agree that the Council and Police Scotland will take forward development of a new joint Community Safety Strategy, with an expected launch in the summer of 2023.

### 3. Main Report

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#### **Background**

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.

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 and feature under the new strategy. Those being:

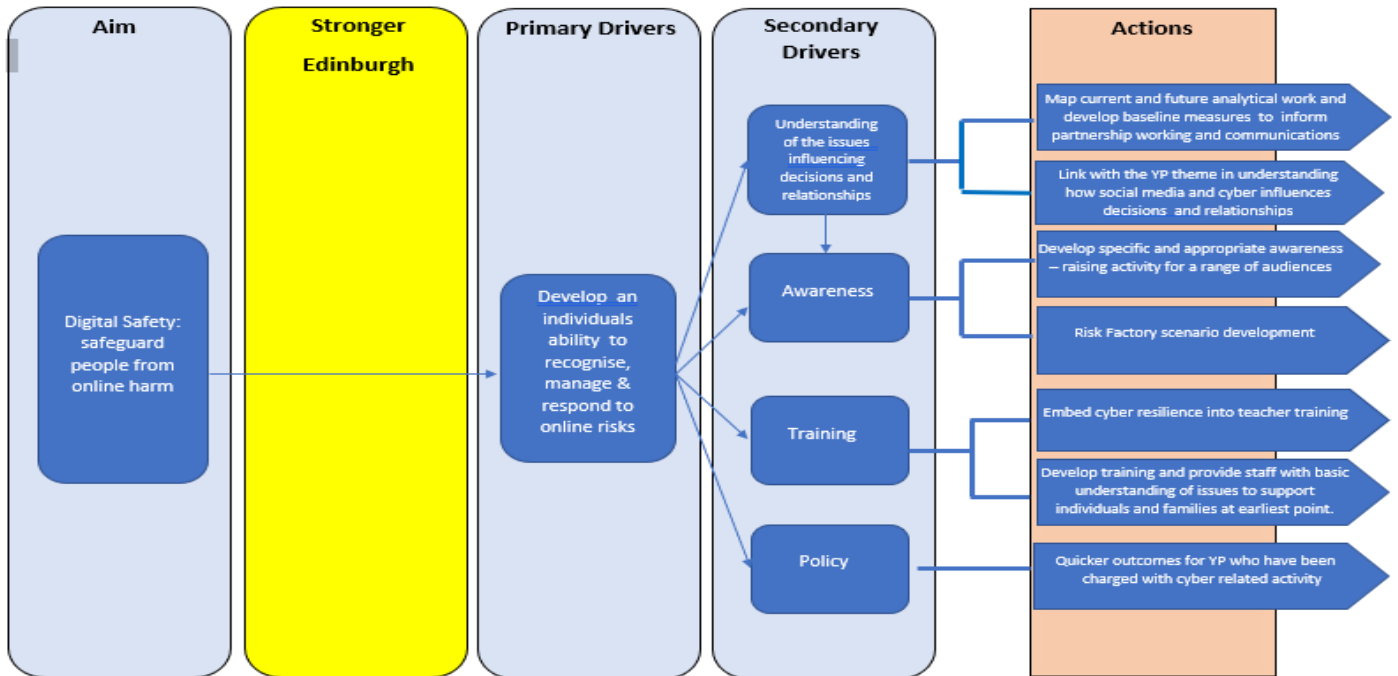


In developing the priority themes, we adopted a quality improvement approach to help plan activities deliverable over a three-year cycle. In years 1 and through to year 2, each thematic delivery group focused on enhancing their understanding of the issues, utilising local and national data, trends and an examination of the current systems and process in place. Year 3 has been focussed on consolidation, alongside a focus on evaluation and delivering the final phases of work.

## Main Report



### Digital Safety; safeguard people from online harm



## Understanding the issues

### Adults

During professional discussions and through the research carried out in relation to online harm, the group identified there is very limited data available in relation to online harm towards adults; specifically, adults with learning difficulties/disabilities.

To address this gap and identify how we might better support this specific group the Council's Adult Protection Lead Officer has held discussions with [Ability -Net](#) (a charity that works with people with all disabilities and of all ages, helping them to use computers and the internet to improve their lives at home, at work, and in education) and with Edinburgh's libraries.

Libraries play a pivotal role in providing a range of services to a wide and diverse section of society, seeking to connect those who may be marginalised or isolated with wider community assets and support, whilst enabling more to access services that can help build online safety and digital inclusion.

Edinburgh's libraries are currently running [digital support skills programmes](#) for IT beginners, as well as providing free resources, guides, and tools that anyone can access to improve their digital skills and help with life online.



The group is keen to complement the work that is already being delivered by Edinburgh's libraries and raise awareness around digital safety for adults who are new to computing and those who are vulnerable to online exploitation. This will be as a one-off digital safety roadshow event with Ability-Net and further training /signposting for staff and customers.

## Young People

A series of workshops that were attended by 39 young people between the ages 14 to 20 years of age took place in the early part of 2022. The Learning and Development team, in partnership with [6VT](#) (Youth café that provides a safe environment for young people to come together to access a range of services and personal development opportunities), facilitated the conversations.

The purpose of the workshops was to understand how safe young people feel in the online world and find out what they think we can do to ease concerns they may have. We will also provide the information to those developing digital resources both for young people and teachers and the findings will go some way to inform the new Community Safety Strategy.

Learning and Development and Child Protection colleagues developed the workshop plan with the results of the workshops under appendix 1 of this report.

One observation that was apparent in the 6VT workshops and noted in the feedback from the information provided by Lifelong Learning colleagues were the concerns about bullying in schools, specifically bullying that began or spilled over online, and the lack of any observable consequences. This led to some young people feeling vulnerable, isolated, and unable to trust that the school would be able to protect them against bullying.

## **Awareness**

### Public

Police Scotland carried out a 16-day of Christmas campaign that highlighted the potential dangers of online activity for parents/carers and provided information on how they can get further support and information.



### Professional

In designing specific awareness-raising activities for a range of audiences, members of the Delivery Group developed a signposting page on the Council's ORB. The page includes links to relevant safety information for young people, vulnerable adults, and parents/carers (appendix 2).

In May 2022, the lead Child Protection officer organised a lunchtime learning/awareness session on how to keep children safe online that was hosted by NSPCC Scotland. The Keeping children safe online workshop offered support to professionals working with children and their families, talking about online safety, exploring why young people go online, and offering practical resources to help keep them safe.

The Adult Protection Lead Officer uploaded a financial scamming booklet developed by the National Centre for Post Qualifying Social Workers and Professional Practice to the CEC internal Adult Social Work pages to further support professional's understanding of how to support and inform those they work with and who have experienced or are vulnerable to online harm, abuse, and exploitation.

## Training

### Teacher Training

In relation to the recommendation to embed cyber resilience into teacher training, the report can advise it is now mandatory for all staff in schools to complete a digital learning module about keeping children safe online. In addition, all probationary teachers, and new staff within educational establishments within Edinburgh will receive additional eLearning input on the topic.



Child Protection training during 2020/2021 was provided to 561 heads of schools and 1,971 school employees

### Empowered Learning

This element is further strengthened by the new [Empowered Learning Project](#). The Empowered Learning project was rolled out in September 2021 by the CEC's Digital Learning team in partnership with the Council's 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 all schools.

Currently, there is a range of professional digital learning underway through the Empowering Learning Project for teachers, including Cyber Resilience and Internet Safety (CRIS). Elements of the training will inform parents on how to be CRIS. The team is at the early stages of development and is still in discussions as to how best to disseminate the information to parents, which could include texting, school newsletters and weekly emails.



Furthermore, [LAYC](#) ( a charity supporting community-based youth and children’s work in Edinburgh and the Lothians) has recently engaged with the group to provide youth workers with a basic understanding of digital safety as part of capacity-building and is also developing a stand-alone workshop on Keeping Children Safe online in partnership with Edinburgh University, which will see Keeping Children Safe Online embedded into LAYC child protection training.

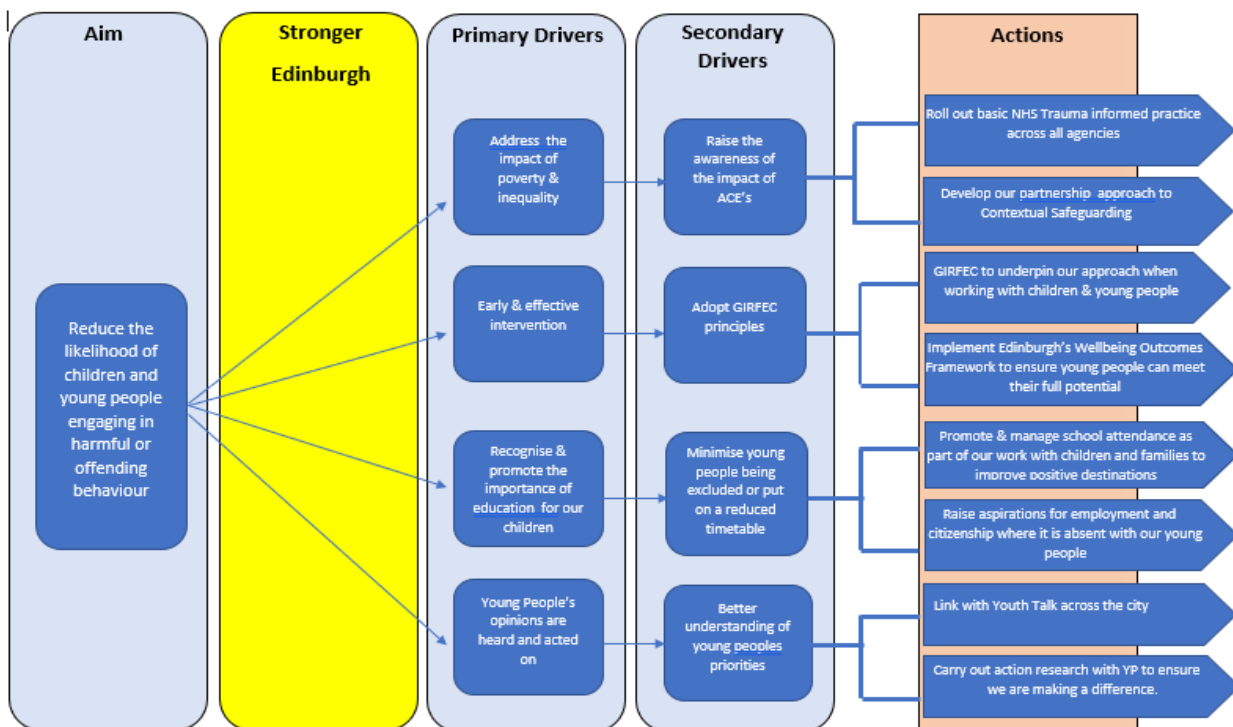
Providing staff with a basic understanding to support individuals and families at the earliest point

Work is underway to extend the Keeping Children Safe online tool to include themes around keeping adults safe online. Additionally, the Adult Protection Lead Officer is assessing in partnership with colleagues how best to ensure practitioners consider online risks when undertaking general and risk assessments. They will progress this by adapting current training materials and content and reviewing the existing risk assessment framework.

Proposals are currently underway to recommend it becomes mandatory that all CEC staff who work with children and young people to undertake basic digital awareness training based on the Keeping Children Safe model.



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



## Address the impact of poverty and inequality

### Roll out of Trauma-Informed Practice

[Trauma-Informed training](#) specifically for Criminal Justice and Social Work staff is currently being overseen by a Senior Social worker however, for those services out with the Criminal Justice Service, Trauma-Informed Leadership sessions have been set up to support officers who can deliver training to other council services that request input through the Trauma Informed Support Advisory Panel (TISAP) established to coordinate the roll-out of Trauma training and awareness-raising activities.

Services involved and central to the early phases of training include the Council's Homelessness Service (whose staff have received Level 2 training) and the Family and Household Service (FHS) for which staff have already received an introductory session during an away day in December 2021 and currently exploring the rollout of Level 2 training.

Furthermore, Business Growth and the Inclusion service has received an introduction into Trauma-Informed Practice whilst Edinburgh's Children's Residential and Secure Service have submitted a bid to secure service-wide delivery.

### Contextual Safeguarding

[Contextual Safeguarding](#) is an approach to protecting young people who are at risk of extra-familial abuse. It supports a shift in practice in which child support and protection professionals and partners actively take steps to make the context in which young people have experienced abuse, safer. Such places include peer groups, parks, transport hubs, schools, and online.

Following a successful application to The Promise (Good Childhood Fund), Action for Children (AfC) is taking forward collaborative work with the Council's Young People's Service (YPS) to embed and develop contextual safeguarding approaches across the city of Edinburgh. Several practitioners and managers across Edinburgh continue to attend the Contextual Safeguarding Core Group for Scotland.

## Early and Effective Intervention

### Stronger Edinburgh



Throughout year two and three of the strategy, those responsible for the delivery of Stronger Edinburgh have been developing the model's processes and systems whilst working with various services, partners, and stakeholders to adopt the model with a view to full implementation across all four Localities by the winter of 2022.

The model provides standardisation of approach across agencies and localities, providing very early and effective multi-agency interventions and adopting the following principles:

- One individual/one family approach
- One lead professional
- One plan

In partnership with Police Scotland and the NHS under Stronger Edinburgh, members identify ways to support individuals and or families who have come to the attention of a key agency because there are concerns regarding their mental health or connections with antisocial behaviour; and or offending.

In order to provide early intervention solutions as part of the approach, three different partnerships will adopt a single-model approach focussing on:

- Children and Young People
- Vulnerable Adults
- Complex Anti-social Behaviour

## **Key Priorities of Stronger Edinburgh**

The key priorities of Stronger Edinburgh include the following key partnership objectives:

- Safeguard and promote wellbeing
- Early intervention (early identification of a problem)
- Addressing unmet needs using GIRFE (getting it right for everyone) approaches both for the individual and their family
- Improve the physical environment within the local community
- Support problematic behaviours (individuals/families) where antisocial behaviour and/or offending appear intergenerational or prolific

Adopting an early intervention and preventative approach will reduce the need for crisis response and will ease the burden on the emergency services such as health, police, and the fire service who routinely reply to requests of support when they are not the appropriate service to respond.

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

### School attendance

The attendance rates for care experienced children and young people are consistently lower than the rate for all pupils in Edinburgh. In primary, the rates for care experienced children compared with the rates for all pupils are 24.5% and 12% respectively (as of November 2020). The gap in secondary school is more significant for example pupils looked after within the period reviewed compared with the rate for all pupils are 44.3% and 16.1% (as of Nov 2020).





The We Matter team, led by a senior quality improvement education officer, has been set up to uphold the Council's responsibility to safeguard and promote the well-being of care experienced children and young people.

The team monitors monthly individual attendance rates of care experienced children and young people and follows up with schools and social workers where the attendance rate for currently looked after children and young people is below 90%.

To identify the right support and interventions that will help to enable these young people to engage with education, the team shares information with divisional education managers and team leaders and with individual practice social work teams. They also take forward collaborative discussions with schools, involving partners such as Educational Psychologists, Additional Support for Learning Services, Educational Welfare Officers and HomeLink colleagues, including third sector partners.

### Post school: No One Left Behind project



To provide provisions for young people leaving school who are disengaged from work and training. The CEC Business Growth and Talent Development lead officer is taking forward the [No One Left Behind – Activity Agreements](#). The model is Scottish Government funded and based on working with partners to manage and support the delivery of one-to-one support and group work through third-party contracted Hubs.

There are [five Activity Agreement Hubs](#) in Edinburgh.

## **Better understanding of young people's priorities**

### Action research

Covid restrictions and the focus on ensuring young people are catching up on certain curriculum priorities since being back in education full time have hindered our ability to engage with young people throughout the life of this strategy.

However, our colleagues from Lifelong Learning just prior to the lockdown in March 2020 were able to engage with young people (aged between 11-21yrs) from a variety of youth clubs and high schools across Edinburgh to question what their community safety concerns are/were (if any).

Feedback was obtained from the; Drumbrae Hub drop-in youth group; Tynecastle High School S3 PDA group Valley Park Community Centre, the Jack Kane Centre and the TCAC (Champions Board – Care Experienced Young Adults).



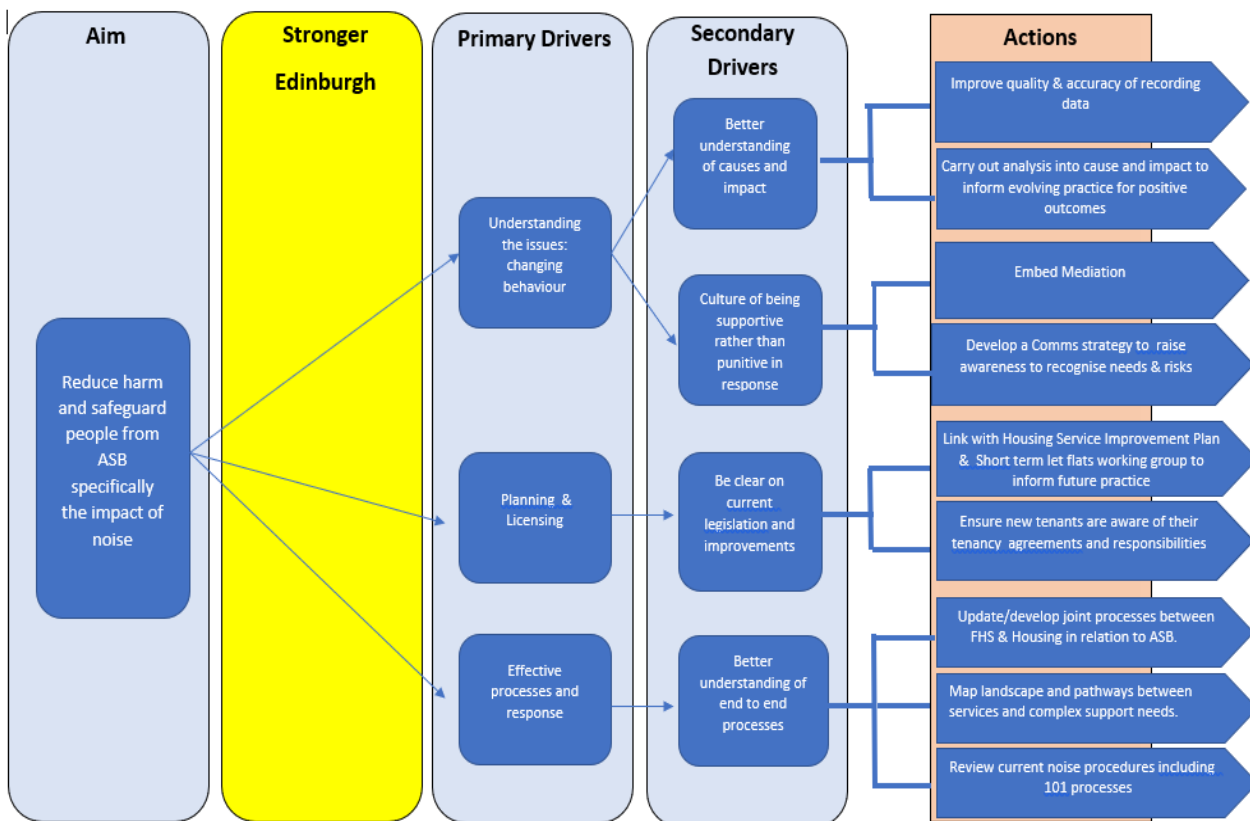


Further engagement work is planned before the completion of the current strategy and will be led by the Learning and Development team with the groups attending the current summer programmes as well as the Boroughmuir Transition group and the 12 Members of the Scottish Youth Parliament.

This information, alongside the work carried out with 6VT under the Digital theme, will help to inform colleagues responsible for developing relevant training programmes and will go some way to inform the direction of the new Community Safety Strategy to be launched in 2023.



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



**Better understanding of causes and issues**

Over the past 2-3 years we have come to understand the impact that noise can have on individuals and the community, as well as some of the challenges in resolving disputes between neighbours where noise is the presenting issue of the complaint.



FHS receive noise complaints due to a wide range of sources including from washing machines, dog barking, vacuum cleaners, piano practice, noise from children, singing, music, shouting, fighting, and electronic device noise (computer games, TV). Analysis of noise complaints show that in many cases, there is a lifestyle clash. Where this is the case, FHS offer mediation, formal and informal mediation, to help facilitate the residents resolve the disagreement themselves. Such resolutions have a longer lasting change as residents are less likely to return to the council to seek to resolve the problem. The development and use of mediation within FHS has been reported in previous up-date reports. Using a mediation approach in responding to complaints of ASB continues to be a key to responding to complaints of ASB noise.

While noise complaints and noise relate disturbances continue to account for the second highest proportion of ASB complaints received in Edinburgh, many complaints have aggravating factors that increase complexity.

We have found that the impact of noise is often an unintended consequence and symptom of other underlying issues such as mental health, isolation or consequences of addiction and drug related activity; that is, the main problem is not in fact the issue of noise but rather the related ASB Behaviour and it is the 'root issue' that FHS staff seek to address in trying to resolve the problem.

This could be seeking to help someone access support for a mental illness or addiction problem, supporting someone with gatekeeping their tenancy through providing housing support, or supporting a parent establish routines and boundaries for their children through parenting support.

## **Development of Procedures to guide staff**

### Procedures

A new suite of procedures, including a new ASB Procedure, has been developed, with accompanying guidance. 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'.

The recording of noise complaints remains a challenge that the group are continuing to address. A sub-group of the Noise Delivery Group has been created to look at streamlining and honing how staff record noise complaints to be able to better report and analyse the complaints received. This continues as a work in progress. A 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.

Another challenge related to recording has been that FHS have had to use two different recording systems. The recording system (APP- Authority Public Protection) is currently being up-dated and FHS will have access to the new system in 2023. An FHS Manager is leading on using the new, up-dated APP to try and bring all recording by FHS into the one system.



## A Culture that challenges Antisocial Behaviour and supports change

### Mediation Service

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 response. The number of Anti-Social Behaviour Order applications submitted by the Council has been increasing over the past three years. Taking legal action continues to be, in a small number of cases, the most appropriate and proportionate path open to the Council.

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 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.



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

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 FHS 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. In line with this strategy, we have now trained a large proportion of FHS staff in formal Mediation.

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.

Further information about Community Mediation can be found on the Council's external site at [Family and Household Support Service – The City of Edinburgh Council](#)

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

ASB Noise 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.



It was reported last year that 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 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 step was 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.

Due to changes in structures and service reviews, and the moving of FHS to Place, some of this engagement has been on hold. However, an opportunity has arisen as FHS has been realigned to the new Housing, Fair Work and Family Support section within Place. This brings FHS close to colleagues in Housing services, bringing with it an opportunity to further develop of joint processes and significantly, joint solutions.

### Tenancy Support Work



‘Prevention is better than cure’, is something many would agree with. Providing the evidence that the prevention has worked, however, is not easy; but this should not stop us from undertaking prevention work and trying to engender a culture in Edinburgh of what it means to live well together. Through observing cases such as described in the case studies above, a new tenancy support programme for new tenants has emerged and is due to be offered to new tenants from mid-October.

FHS have developed ‘Keys and a Kit’, a seven-week 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, Income Maximisation, Health & Wellbeing, community engagement, and what it means to be a good neighbour. Participants will receive a hot meal at the start of the evening and will be provided with bus tickets for travel.

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.

Colleagues from Housing, Homeless and Temporary Accommodation services have welcomed this and are key partners now in delivering the programme.



## Future Community Safety Strategy

The current joint community safety strategy concludes in March 2023 therefore the legal requirement to develop a new strategy will begin to be progressed in the autumn of 2022 and will take into consideration the need to identify a new Council/Police Strategic Lead and Sponsor to develop new themes to reflect work already undertaken to date, with a focus on trends identified from both local and national data sets, the emergence of new and prevailing themes and a focus on consolidation.

Tasks will include:

- September/October 2022 review outcomes/milestones to date
- horizon scanning – messages from local and national data sets
- consult with key stakeholders around new and emerging trends/themes and research
- draft priority themes
- develop draft 3yr/5yr strategy; and
- sign off and launch of new strategy by the Edinburgh Community Safety Partnership April 2023.

## 4. Contact

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