Anti-social Behaviour Strategy 2019-2023

Annual Review 2020/21

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1. Introduction

1.1 South Lanarkshire's fourth Anti-social Behaviour Strategy covers the period 2019 to 2023 was approved by the Safer South Lanarkshire Board (SSLB) on 16 September 2019 and South Lanarkshire Council's Executive Committee on 6 November 2019. As part of the monitoring and reporting process of the strategy, an annual review is completed.

1.2 Due to the strategy commencing midway through 2019/20, this first review covers a 17 month period, from November 2019 to March 2021 and reflects the progress which has been made by services and partners during this time in relation to the strategy's strategic measures.

2. National Context

2.1 In March 2009 the Scottish Government published the national Anti-social Behaviour Strategy, 'Promoting Positive Outcomes: Working Together to Prevent Anti-social Behaviour in Scotland'. This document stressed the need for a broad approach to tackling Anti-social Behavior with a focus upon prevention. In December 2013, the Scottish Government published a progress report which considered the achievements made to date at a national level and highlighted the continuing need for the breadth of approach outlined in the original strategy document. This progress report also highlights the relevance of continuing with the established approach to tackling anti-social behaviour set out in the original National Framework document.

2.2 In April 2013, the formation of Police Scotland and the Scottish Fire and Rescue Service constituted a major change to the national context, including in terms of the management of anti-social behaviour. At a local level, the already well established approach to joint working provided a sound basis for the further development of effective collaborative working.

3 Local Context

3.1 South Lanarkshire's approach to tackling anti-social behaviour has resulted in the development of a wide and varied range of anti-social behaviour services across different organisations to ensure issues are effectively dealt with and that the appropriate support is available to victims.

3.2 This strategy supports effective and efficient collaborative working which contributes to targeted actions and measuring the difference being made. As part of the strategy's development, the South Lanarkshire Anti-social Behaviour Strategy Implementation Group (ASBIG) developed a reporting framework which allows officers to monitor progress against each of the strategic outcomes.

4.   Progress of Outcome Reporting Framework

4.1   The review sets out the key areas of progress for each of the six strategic outcomes. The appended Outcome Reporting Framework 2019-2023 sets out in full detail progress made throughout 2019-21.

4.2   The review identified that good progress has been made on 76% of the 42 measures and actions contained within the strategy which can be categorised as detailed in the table below.

Strategic Outcome	Green	Amber	Red	Report Later	Total
1. Alcohol and Drug Misuse	7	1	0	0	8
2. Fire Safety	5	0	0	0	5
3. Domestic Noise	2	0	2	0	4
4. Litter and Waste	4	1	1	2	8
5. Disorder and Vandalism	7	0	1	1	9
6. Engagement and Access	7	0	0	1	8
Total	**32**	**2**	**4**	**4**	42

4.3   Work to progress those measures and actions not yet started or delayed, as a result of the Covid-19 pandemic (as detailed in Section 6) will be taken forward throughout the remaining period of the strategy.

4.4   A summary of some of the key areas of progress within each of the six strategic outcomes is detailed below:

> **Strategic Outcome 1 – *people behave responsibly in their attitude to alcohol and the impact of drug misuse is reduced***
>
> - A reduction of 73.4% was achieved in the number of crimes of public drinking for offenders aged under 25 years. Although this has undoubtedly been influenced by the restrictions relating to the Covid-19 pandemic throughout 2020/21, partners continue to work together to develop a range of prevention and enforcement initiatives to tackle this issue.
>
> - The planned 'You're Asking For It' campaign was unable to take place, however Police Scotland did complete intelligence led 'Proxy Purchase initiatives' in key areas where anti-social behaviour was more prevalent. As part of these, officers made routine visits to license premises, highlighting risks of mis-selling alcohol to workers and engaging with local young people.
>
> - The planned 'Is This Me?' school alcohol drama was unable to take place in its original form. However, to ensure key messages on alcohol and drug consumption still reached young people, Arkeen Theatre Company produced a digital version of the play which has now been agreed with 20 secondary schools for showing to pupils by school staff, either in a classroom or through remote learning.
>
> - Police Scotland's Safer Communities Officers developed a new online drug awareness session for Campus Officers to deliver in secondary schools.

Strategic Outcome 2 – people behave responsibly in relation to fire safety

- The Scottish Fire and Rescue Service recorded a reduction of 44.9% achieved in the number of deliberate secondary refuse fires attended by their crews compared with the previous year and Police Scotland also recorded a reduction of 51% in the number of reported crimes of wilful fire-raising.

- Since 2019, Scottish Fire and Rescue Service have delivered joint inputs to schools around fire related anti-social behaviour, particularly around bonfire night, and during the summer to tackle water hydrant vandalism. As a result of the Covid-19 pandemic, partners recognised increased risk associated with bonfires and fireworks and worked together to deliver a range of preventative and enforcement activity across South Lanarkshire. This included virtual presentations to school pupils and the formation of special taskforces to remove bonfire material.

- Despite positive outcomes for 30 individuals who attended the Fire Reach programme in 2019/20, the programme was unable to be delivered in 2020/21 as a result of the Covid-19 pandemic. As such the Community Safety Partnership have agreed that the funding awarded to the Scottish Fire and Rescue Service for the programme can instead be used in 2021/22.

Strategic Outcome 3 – the impact of domestic noise is reduced

- There was over a 100% increase in domestic noise complaints received across Council resources within 2021/21, which can be attributed to households spending more time at home since restrictions relating to the Covid-19 pandemic were implemented.

- In February 2021, a new project was launched between the council's Environmental Services and Mediation Services, whereby complaints of domestic noise deemed not excessive and normal daily living noise are referred to Mediation to explore and reach agreement with neighbours to resolve, which has improved joint working to reduce the impact of repeat complaints.

- Throughout 2020/21, promotion of services to support households experiencing domestic noise issues has continued. Including on partners' websites and social media feeds. Leaflets and articles in local publications advertising the services available for residents have also been utilised.

Strategic Outcome 4 – illegally discarded litter and household waste is reduced, improving the safety and attractiveness of communities

- Despite the challenges associated with safe service delivery, both Community and Enterprise Resources and Housing and Technical Resources have continued to patrol areas across South Lanarkshire, working to resolve litter and household waste issues.

- Environmental Services received 3,651 complaints relating to fly-tipping in 2020/21 and were able to find sufficient evidence to enable 20 fixed penalty notices to be issued to the people responsible for the dumping.

- New CCTV was also utilised specifically for inappropriate waste disposal and environmental anti-social behaviour. Priority areas were identified for deployment by all partners involved sharing information through existing structures including Community Safety HUBs and local Problem Solving Groups.

Strategic Outcome 5 – levels of disorder are reduced, improving safety within communities

- To tackle an increase in the number of disorder crimes reported to Police Scotland, the Community Safety Partnership commissioned and funded Community Wardens and Police Scotland to deliver enhanced services over 20 weekend evenings throughout the winter period in 2020/21. 1,508 additional visits and patrols were carried out at peak times and locations and addresses were identified as the cause of anti-social behaviour. A range of actions were taken including arrests, dispersals, robust messages and warnings and young people returned home with their parents made aware of their children's behaviour.

- Over the past two years, links between the wide range of partnership groups have been strengthened to ensure all services and partners can access the right information and effectively contribute to tackling anti-social behaviour. This includes data collated at the Community Safety Hubs presented to local Problem Solving Groups.

Strategic Outcome 6 – partners engage with residents to promote and improve the availability of and access to services for those affected by anti-social behaviour

- In 2019/20 109 referrals were made to Victim Support Services in Lanarkshire, with 52 people taking up the support being provided. In 2020/21,188 referrals were made with 108 people taking up the support provided.

- A range of digital and physical publicity materials continue to be produced and promoted by all services and partners. This includes social media posts and news articles detailing how to seek help if you are experiencing anti-social behaviour and leaflets sent to potential victims on support services available.

4.5   Performance relating to the full outcome reporting framework can be found in Appendix 1.

5.   Amendments and the impact of Covid-19
5.1   The annual review process is not only an opportunity to review performance against the strategic outcomes of the strategy, but to ensure the measures and actions contained within it remain relevant.

5.2   Throughout 2020/21 restrictions relating to the ongoing Covid-19 pandemic have undoubtedly impacted upon some of the statistics reported within this review and also impacted the ability of partners and services to deliver actions to prevent or tackle issues. Many proposed areas of work have been postponed or adjusted allowing them to be delivered to best effect within the restrictions in place.

5.3   Whilst challenges exist in delivering both mainstream services and preventative or reactive projects, the past year has also provided opportunities for services and partners to discover new and innovative ways of working to tackle issues that have arisen. In particular, improvements have been made in how services engage with each other digitally and convey key information to the general public.

5.4   As a result of the significant changes in trends observed across different aspects of anti-social behaviour, and their potentially short-term nature, partners within the ASBIG have proposed that there should be no amendments to the current strategy. The impact of the pandemic on anti-social behaviour will continue to be monitored during 2021/22 and the need for any change to actions or measures considered as part of the next annual review process.

5.5   ASBIG will continue to monitor the impact of Covid-19 across all areas of anti-social behaviour, with any long-term changes reflected in the strategy as part of the annual review process.

6.   Reporting Schedule
6.1   In line with the agreed monitoring and reporting schedule of the Anti-social Behaviour Strategy 2019-2023, the contents of this review will be reported to the following:

- South Lanarkshire Council Executive Committee
- Safer South Lanarkshire Board

6.2   Details of the outcome of this review will also be published on the council's website or within Housing News and South Lanarkshire View.

South Lanarkshire Anti-social Behaviour Strategy 2019-2023
Updated Outcome Reporting Framework

Key

✅ achieved – performance is in line with or better than expected
🛑 not achieved – performance is significantly below target or expectation
🔺 partially achieved – performance is not in line with expectations and has slipped
To be reported later
⬇️ trend – understand the relative performance across time
⬆️ trend – understand the relative performance across time
❓ questionable – indicator is used as an alert for discussion to understand how issue will be addressed

Strategic Outcome 1	*People behave responsibly in their attitude to alcohol and the impact of drug misuse is reduce*		
Actions		**Timescale**	**Lead Partner**	**Progress to date**

Actions		Timescale	Lead Partner	Progress to date
A1.1	Deliver prevention and early intervention activities to highlight the dangers of alcohol consumption on people including: • Deliver alcohol awareness drama 'Is This Me..?' to all S1 pupils in secondary schools across South Lanarkshire, to educate in relation to alcohol consumption, health, and personal safety • Annual evaluation of programme	2019-2023	Housing and Technical Resources	✅ In 2019/20 the Alcohol Play 'Is This Me..?' was fully delivered by Arkeen Theatre Group, with 94% of pupils agreeing after they saw the play that they would be more confident to say 'No' to getting involved in drinking alcohol or participating in anti-social behaviour. Positive testimonials were also received from school staff as part of the evaluation. Due to the restrictions relating to the Covid-19 pandemic, the performance was not able to be delivered in its original form within the schools during 2020/21. As such, a digital version of the play was recorded and produced. This has been distributed to all 20 secondary schools across South Lanarkshire who have agreed to show and discuss with first year pupils either in the classroom or remotely.
A1.2	Promote responsible behaviours in relation to the sale of alcohol to people and its impact: • Pilot 'You're Asking for It' campaign in East Kilbride/Strathaven • Evaluate pilot and roll out campaign to other targeted areas of South Lanarkshire	 2019-2020 2020-2023	Housing and Technical Resources	✅ As a result of the restrictions relating to the Covid-19 pandemic, the planned 'You're Asking For It' campaign did not take place in 2020/21. A range of other actions to contribute to tackling this strategic objective are however taking place, including: • Police Scotland completed intelligence led 'Proxy Purchase initiatives' in key areas where anti-social behaviour was more prevalent. License premises visits were routinely carried out whist officers also engaged with young people and educated workers within premises on the risk of mix-selling alcohol. Social media posts from the Police and partner organisations were also utilised to raise awareness on alcohol issues. • Police Scotland and South Lanarkshire Council are developing a new 'bottle marking scheme' in East Kilbride to target problem areas and identify if alcohol is being obtained from a common source.

Strategic Outcome 1			*People behave responsibly in their attitude to alcohol and the impact of drug misuse is reduce*	
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A1.3	Community Safety HUBs to identify areas/target groups responsible for anti-social behaviour caused by alcohol consumption	2019-2023	Community Safety Hubs	✅ Weekly partnership meetings are held to discuss issues including alcohol related anti-social behaviour relating to individuals and areas. A multi-agency action plan for each case is agreed and implemented, including actions and additional attention from Community Wardens, Police Scotland and the Scottish Fire and Rescue Service. Tasking updates are then discussed at the following weekly meetings to ensure actions are completed and outcomes achieved. Examples of additional actions taken by services and partners following issued identified at the meetings include additional patrols and enforcement activity by services in Chatelherault County Park and in East Kilbride Town Centre following repeat incidents of alcohol related disorder. Mobile CCTV systems were also utilised to discourage disorder and improve public safety. As a result of the Covid-19 pandemic, the Community Safety Hub meetings were temporarily suspended between February and July 2021 however now take place virtually each week.

Strategic Outcome 1	People behave responsibly in their attitude to alcohol and the impact of drug misuse is reduce

Actions		Timescale	Lead Partner	Progress to date
A1.4	Partner agencies to co-ordinate and deliver interventions/ diversionary activities in identified areas to target groups responsible for anti-social behaviour caused by alcohol	2019-2023	Community Safety Partners	✅ In 2019/20 Move The Goal Posts delivered a twelve week programme to around 100 young people from across South Lanarkshire with a range of positive outcomes identified for those in attendance. This includes attending further education, training, employment or volunteering opportunities and joining sport and recreational activities such as basketball, badminton, skiing, photography and boxing. Attendance of parents and residents also led to an increased sense of personal and community wellbeing throughout and following the project.

Police Scotland's local School Campus Officers delivered Alcohol Awareness inputs to pupils at Calderglen High, Duncanrig High, Stonelaw High, Trinity High, Hamilton Grammar and Calderside Academy prior to the school buildings closing as a result of restrictions relating to the Covid-19 pandemic. In light of limitations resulting from Covid-19, Police Scotland's divisional social media team has been using a range of personal safety and prevention messaging around anti-social behaviour and alcohol consumption to continue to reach all groups. Safer Communities Officers also regularly visit and liaise with victims of crime including anti-social behaviour to offer support and advice as required. |
| A1.5 | Develop annual programme of communication/activities to promote positive behaviours in relation to alcohol consumption among young people | Annually from March 2020 | Education Resources | ✅ In 2019/20 the Regenfx: School Holiday Programme and Weekend Diversionary Activities provided 26 sessions a week to 3,426 young people, not including spontaneous short-term spin offs. 710 participants indicated that 92% enjoyed their participation and that they felt the programmes helped addressed giving them something to do, reducing misuse of alcohol or drugs and meeting new friends. The same participants were also asked if the programmes helped them feel safer in the community with 61% agreeing that it did. |

Strategic Outcome 1	People behave responsibly in their attitude to alcohol and the impact of drug misuse is reduce			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A1.6	To deliver drug education workshops to schools in areas assessed as at highest risk: • To increase the number of drug education workshops delivered • To increase the number of pupils who attend preventative drug education workshops • To maximise the number of pupils participating in the drug education workshop against those eligible	2019-2023	Police Scotland	✅ During 2019/20, 1,100 young people attended drug education workshops across South Lanarkshire. Those who attended were asked to complete a survey capturing their knowledge and understanding of controlled drugs and active substances before and after the sessions which will be used as part of the project evaluation later in the year. As a result of school building closures and restrictions relating to Covid-19 pandemic, Police Scotland's Safer Communities Officers developed a new online drug awareness session for Campus Officers to deliver in secondary schools. The sessions have been piloted to Police Scotland's Young Volunteers to gauge feedback, with good responses being received. It is anticipated this will be rolled out to all schools interested in delivering this.

Strategic Outcome 1	People behave responsibly in their attitude to alcohol and the impact of drug misuse is reduced			
Measure/Source	Baseline	Targets	Latest figure reported	RAG/Trend
M1.1 The number of reported crimes of public drinking. (Offender aged <25). [Police Scotland]	36.1 per 10,000 population (2014-7, 3-year average)	Year 1 (2020/21) 28.9 Year 2 (2021/22) 27.1 Year 3 (2022/23) 25.3	9.6 (2019/20) 3.1 (2020/21)	✅ ⬇ A reduction of 26.5 cases per 10,000 people (73.4%) demonstrates a positive downward trend which exceeds current targets. Although partners have highlighted the impact restrictions relating to Covid-19 will have had on this measure, actions being progressed within this strategic outcome will have also contributed to the reduction.
M1.2 The number of acute hospital admissions for binge drinking. [Information Services Division, NHS]	6.62 per 10,000 population (2014-7, 3-year average)	Year 1 (2020/21) 6.36 Year 2 (2021/22) 6.29 Year 3 (2022/23) 6.23	7.52 (2019/20)	🛑 ⬆ An increase of 0.9 per 10,000 people (13.6%) demonstrates a slight upward trend. Partners will consider what more can be done to educate and raise awareness of binge drinking across South Lanarkshire, including linking with actions being progressed by the South Lanarkshire Alcohol and Drug Partnership. Partners will also monitor any impact from the recently introduced national minimum pricing requirements for alcohol.

Strategic Outcome 2	People behave responsibly in relation to fire safety			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A2.1	Deliver prevention and early intervention activities highlighting the dangers of fire setting and encouraging responsible behaviour including: • Continue to deliver the Fire Reach programme to targeted young people to prevent recurrence of fire-related anti-social behaviour	2019-2023	Scottish Fire and Rescue Service	✅ In 2019/20, 30 young people participated in Scottish Fire and Rescue Service training and team building sessions to develop their skills and increase their confidence, 95% of participants confirmed that they now have a more positive view of their community. In 2020/21 the Fire Reach programme was unable to take place due to restrictions relating to the Covid-19 pandemic. It is anticipated that the proposed programme will be delivered in 2021/22 and funding from the Community Safety Partnership has been agreed to allow this to commence. Through Community Safety Hubs and local Problem Solving Groups, secondary fires were identified as a rising trend and an area of concern to address, locations subject to fire-raising were included in the commissioning bid work carried out by Police Scotland. Additional focus and dialogue with identified youths was carried out, with trends being continually monitored.
A2.2	Community Safety Hubs to identify areas/target groups responsible for secondary fires and anti-social behaviour caused by rubbish accumulations	2019-2023	Community Safety Hubs	✅ Community Warden CCTV vehicles and public space CCTV continue to be tasked to monitor hotspot areas and work jointly with partners to resolve rubbish accumulations.

Strategic Outcome 2	People behave responsibly in relation to fire safety

Actions		Timescale	Lead Partner	Progress to date
A2.3	Partner agencies to coordinate and deliver annual programme of communication/activities in identified areas to promote positive behaviours in relation to fire safety, including: • Continue to deliver 'Common Sense' programme across local areas identified as hot spots for secondary fires/rubbish accumulations to raise awareness and educate against refuse related anti-social behaviour	2019-2023	Housing and Technical Resources Scottish Fire and Rescue Service Police Scotland Community and Enterprise Resources	✅ Prior to restrictions relating to the Covid-19 pandemic, Scottish Fire and Rescue Service have delivered joint inputs to schools around fire related anti-social behaviour, particularly around bonfire night, and during the summer to tackle water hydrant vandalism. The service regularly promotes fire safety messages via social media channels and those put out by Scottish Fire and Rescue Service Regular data has been communicated to Community Safety HUBs from operational personnel submitting community intelligence reports. As a result of the Covid-19 pandemic, virtual presentations have been developed and presented to schools across the local authority area over the bonfire action plan period. All partners have regularly promoted fire safety messages via social media channels and those put out by Scottish Fire and Rescue Service.

Strategic Outcome 2	People behave responsibly in relation to fire safety			
Measure/Source	Baseline	Targets	Latest figure reported	RAG/Trend
M2.1

The number of deliberate secondary refuse fires attended by Scottish Fire and Rescue

[Scottish Fire and Rescue] | 15.8 per 10,000 population (2014-7, 3-year average) | Year 1 (2020/21) 15.5

Year 2 (2021/22) 15.4

Year 3 (2022/23) 15.3 | 13.6 (2019/20)

15.6 (2020/21) | ✅ ⬇️ 2019/20 This is a revised figure based on previous reports and this amended data identifies a reduction of 2.2 per 10,000 population (13.9%) from the baseline demonstrating a positive downward trend.

20/21 identified an increase of 2 (14.7%) but within the parameters of the yearly target. The Scottish Fire and Rescue Service remain committed to demand reduction within this area and remain on track to achieve the target set for Year 3. |
| M2.2

The number of reported crimes of wilful fire-raising

[Police Scotland] | 5.83 per 10,000 population (2014-7, 3-year average) | Year 1 (2020/2021) 5.52

Year 2 (2021/2022) 5.49

Year 3 (2022/2023) 5.47 | 2.98 (2019/20)

2.85 (2020/21) | ✅ ⬇️ There continues to be a reduction in the number of reported crimes of wilful fire raising across South Lanarkshire. As detailed in the actions within this strategic priority, there is a strong partnership focus on preventing and enforcing wilful fire raising activities. Despite the challenges associated with delivering education inputs during the Covid-19 pandemic, partners including the Scottish Fire and Rescue Service, Police Scotland and the council have continued to share information on the issue, tackling problems reported as early as possible. |

Strategic Outcome 3	The impact of domestic noise is reduced			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A3.1	Partners to deliver prevention and early intervention activities to encourage residents to adopt responsible practices in relation to domestic noise levels in and around homes, including: • Continue to develop joint working approach to visiting residents responsible for domestic noise, to remind them of potential consequences	2019-2023	Community and Enterprise Resources Housing and Technical Resources Police Scotland	✅ Anti-Social Investigation Officers, Housing Officers and Mediators, carry out visits (jointly where appropriate) to inform residents about the impacts of and potential consequences for excessive noise. For lifestyle clashes, or low-level noise related anti-social behaviour, referrals are made to the Mediation Service for early effective interventions to avoid escalations and neighbour disputes. In February 2021, a new project was launched between the council's Environmental Services' Noise Team and Mediation Services, whereby complaints of domestic noise deemed not excessive and normal daily living noise are referred to trained mediators to explore and reach agreement with neighbours to resolve, which has improved joint working to reduce repeat complaints. Where excessive noise is occurring, services take formal enforcement action to deter any further occurrences.
A3.2	Continue to develop and distribute promotional materials on Neighbour Noise providing advice, including contact details for those experiencing this type of anti-social behaviour	2019-2023	Community and Enterprise Resources Housing and Technical Resources	✅ Throughout 2020/21, promotion of services to support households experiencing domestic noise issues has continued. Including on partners' websites and social media feeds. Leaflets and articles in local publications advertising the services available for residents have also been utilised. Details of the Anti-Social Investigation Team Hotline is included on the council's website, providing residents with full contact details on how to report noise issues. The ASB Hotline and Mediation Services are also promoted by Problem Solving Group partners using promotional materials. In addition, Anti-social Behaviour reporting, mediation and victim support leaflets are enclosed with all complaint acknowledgement letters.

Strategic Outcome 3	The impact of domestic noise is reduced			
Measure/Source	Baseline	Targets	Latest figure reported	RAG/Trend
M3.1 The number of domestic noise complaints received [Environmental Services]	54.9 per 10,000 population (2014-8, 5-year average)	Year 1 (2020/21) 54.0 Year 2 (2021/22) 53.1 Year 3 (2022/23) 52.2	112 (2021/22)	🔴 🔼 A total of 3,577 (112 per 10,000 population) domestic noise complaints were received for 2020/21, demonstrating a significant increase on the baseline and previous year. To tackle this, a range of actions outlined within A3.1 and A3.2 have been progressed by services and partners.
M3.2 Residents agreeing noisy neighbours/loud parties is very/fairly common in their neighbourhood [Scottish Household Survey]	9% (2017)	Improve	10% (2019)	🔴 🔼 A minimal increase of 1% from the baseline demonstrates a negative upward trend. Whilst the latest available data (2019) illustrates a minimal increase, it is expected that restrictions relating to the Covid-19 throughout 2020 and 2021 pandemic will increase this further. The council and its partners are aware of the impact domestic noise can have on households and are committed to tackling the issue through existing services and new initiatives as detailed in A3.1, A3.2 and A5.2.

Strategic Outcome 4	Illegally discarded litter and household waste is reduced, improving the safety and attractiveness of communities			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A4.1	Develop promotional materials that will raise awareness of the financial costs of littering and the impact this has on the ability to deliver other council services (links to Common Sense – A2-3)	2019-2020	Community and Enterprise Resources Housing and Technical Resources	✅ Throughout 2020/21 Community and Enterprise Resources have utilised a range of social media and online platforms to raise awareness of the costs and resources required to clear fly-tipped material. Housing and Technical Resources have also raised awareness to current council housing tenants of the costs associated with clearing rubbish accumulations with special articles in the twice annual Housing News publication.
A4.2	Develop and implement prevention and early intervention programmes within targeted communities to encourage local residents to dispose of household waste responsibly, appropriately and safely	2019-2023	Community and Enterprise Resources	As a result of the Covid-19 pandemic, services have been limited in the preventative activities they can deliver in this area and have instead focused on reacting to challenges presented. Both Community and Enterprise Resources and Housing and Technical Resources will continue to explore opportunities for joint working to target areas with a high prevalence of fly-tipping and rubbish accumulations.

Strategic Outcome 4	Illegally discarded litter and household waste is reduced, improving the safety and attractiveness of communities

Actions		Timescale	Lead Partner	Progress to date
A4.3	Deliver targeted patrols within areas and issue fixed penalty notices to those identified as responsible for inappropriate disposal of litter and household waste	2019-2023	Community and Enterprise Resources Housing and Technical Resources	✅ During 2020/21 patrols from Environmental Services were unable to be fully progressed due to restrictions relating to the Covid-19 pandemic with a focus on a reactive approach rather than any preventative activity. Environmental Services received 3,651 complaints relating to fly-tipping in 2020/21 and were able to find sufficient evidence to enable 20 fixed penalty notices to be issued to the people responsible for the dumping. Community Warden Mobile CCTV Investigation Support also continued to patrol areas to act as deterrent and collect evidence. Additional CCTV also was purchased jointly by Community and Enterprise Resources and Housing and Technical Resources to be utilised specifically for inappropriate waste disposal and environmental anti-social behaviour. Priority areas have been identified for deployment by all partners involved sharing information through existing structures including Community Safety HUBs and local Problem Solving Groups.

Strategic Outcome 4	Illegally discarded litter and household waste is reduced, improving the safety and attractiveness of communities			
Measure/Source	Baseline	Targets	Latest figure reported	RAG/Trend
M4.1 The number of illegal dumping complaints received [Environmental Services]	83.9 per 10,000 people aged 16+ (2014-8, 5-year average)	Year 1 (2020/21) 122.6 Year 2 (2021/22) 98.1 Year 3 (2022/23) 73.6	114 per 10,000 people (2020/21)	✅ A total of 114 complaints per 10,000 were received by Environmental Services, meeting the target required for Year 1 of the Strategy. Services across the council continue to promote opportunities for the public to report fly-tipping and illegal dumping. Actions to highlight the impact this has on council resources have also been taken as detailed in A4.1.
M4.2 The number of waste reports received on council property [Ground Services]	79.5 per 10,000 dwellings (2014-8, 5-year average)	Year 1 (2020/2021) 66.2 Year 2 (2021/2022) 53.0 Year 3 (2022/2023) 39.7	274.7 per 10,000 dwellings (2020/21)	🔴 4,121 reports received which is an increase of 195.2 reports per 10,000 dwellings. Services across the council are aware of the impact restrictions relating to the Covid-19 pandemic have had on the amount of waste generated within domestic properties, and the ability of residents to correctly dispose of this. The council will continue to promote the correct disposal methods and take enforcement action where required.

Strategic Outcome 4	Illegally discarded litter and household waste is reduced, improving the safety and attractiveness of communities			
Measure/Source	**Baseline**	**Targets**	**Latest figure reported**	**RAG/Trend**
M4.3 Perceptions of street cleanliness [Improvement Service]	98.9% (2013/14)	Year 1 (2020/21) Year 2 (2021/22) Year 3 (2022/23)	94.9% (2018/19) 94.8% (2019/20)	⚠ Only a minor decrease from 2018/19 to 2020/19. Despite a minor decrease in the perception of street cleanliness, the South Lanarkshire position remains relatively stable.
M4.4 Resident satisfaction with local street cleanliness [Improvement Service]	76.0% (2012-5, 3-year average)	Year 1 (2020/21) 66.2% Year 2 (2021/22) 53.0% Year 3 (2022/23) 39.7%	Awaiting data	To be reported later
M4.5 Adults agreeing that rubbish or litter lying around is very/fairly common in their neighbourhood [Scottish Household Survey]	34% (2017)	Improve	31% (2019)	✅ ⬇ A reduction of 3% from the established baseline, demonstrates a downward trend. Whilst this trend is positive, council services are aware of the challenges in maintaining this trend, particularly with the increase in illegal dumping and reports of waste and council property. Actions such as those detailed in A4.1 and A4.3 will continue to be progressed to ensure services can meet ongoing demand.

Strategic Outcome 5	Levels of disorder are reduced, improving safety within communities			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A5.1	Community Safety Hubs to continue to identify areas/target groups responsible for anti-social behaviour disorder	2019-2023	Community Safety Hubs	✅ Weekly partnership meetings are held to discuss issues relating to individuals and areas. A multi-agency action plan for each case is agreed and implemented, including actions and additional attention from Community Wardens, Police Scotland and the Scottish Fire and Rescue Service. Tasking updates are then discussed at the following weekly meetings to ensure actions are completed and outcomes achieved. As a result of the Covid-19 pandemic, the Community Safety Hub meetings were temporarily suspended between February and July 2021 however have now take place virtually each week.
A5.2	Partners to continue to deliver a range of actions to tackle reported incidents of anti-social behaviour relating to disorder, including: • Continue to utilise deployable CCTV to identify those responsible, discourage anti-social behaviour disorder and provide public reassurance • Targeted and structured diversionary activities delivered across South Lanarkshire	2019-2023	Housing and Technical Resources	✅ During 2019/20 Community Safety Hub partners identified hotspot areas linked to disorder/fire-raising in open spaces; and increase in serious repeat anti-social behaviour within domestic premises. A partnership approach was carried out between Community Wardens and Police Scotland over 20 weekend evenings. 1,508 visits and patrols were carried out at peak times and locations/ targeted addresses identified. A range of actions were taken including arrests, dispersals, robust messages and warnings, youths returned home with parents made aware of their children's behaviour. Mobile and deployable CCTV was used to identify hotspot areas to act as an effective deterrent to provide public reassurance, while identifying those involved. Mediation was promoted at the Community Safety Hubs with a direct referral pathway being established. In 2019-2020, 66 direct referrals were made with a further 59 in 2020-2021 (CSHs were suspended or reduced between March and August 2020).

Strategic Outcome 5	Levels of disorder are reduced, improving safety within communities		
Actions	**Timescale**	**Lead Partner**	**Progress to date**
A5.3 Problem Solving Groups to continue to develop a multi-agency approach to tackling disorder issues at a local area level through prevention and direction of resources	2019-2023	Problem Solving Groups	✅ Quarterly multi-agency Problem Solving Groups continue to operate within six localities across South Lanarkshire. The groups are attended by community safety partners at a local level, as well as those organisations providing youth and education services. Priority tasking is agreed jointly by all partners attending the meetings with extra attention and local resources deployed to reflect what was required to be carried out. The Joint Problem Solving Unit has presented statistical and narrated information, relating to the Community Safety Hubs, which has been broken down for each area and each category to ensure comprehensive information sharing was achieved so that priority areas and action plans are identified and agreed. As a result of the restrictions relating to the Covid-19 pandemic, meetings are now held virtually allowing partners to continue to share information and engage with one another.

Strategic Outcome 5	Levels of disorder are reduced, improving safety within communities		
Actions	**Timescale**	**Lead Partner**	**Progress to date**
A5.4 Deliver and further develop the 'Breaking the Cycle' project to provide intensive support to families to address problematic behaviours	2019-2023	Housing and Technical Resources	✅ As a result of the Covid-19 pandemic, the Breaking the Cycle service were required to adapt their remit during 2020/21. Previously the service focused on intensive face-to-face support but needed to change to telephone or online support for families. Whilst this presented additional challenges to the service, support was provided for 37 of the most vulnerable families throughout the past year. Following an easing of the restrictions and implementation of safe systems of work, face-to-face services resumed, allowing officers to engage fully with families. Operational changes in service delivery have resulted in improvements and enabled a greater number of households in need to be provided with support.

Strategic Outcome 5	Levels of disorder are reduced, improving safety within communities			
Measure/Source	**Baseline**	**Targets**	**Latest figure reported**	**RAG/Trend**
M5.1 Number of disorder incidents reported to the police [Police Scotland]	466 per 10,000 population (2016-19, 3-year average)	Year 1 (2020/21) 450 Year 2 (2021/22) 435 Year 3 (2022/23) 419	483.3 (2019/20) 621.1 (2020/21)	🔴 ⬆️ An increase in 2019/20 of 22.3 (3.7%) demonstrates a upward trend. 🔴 ⬆️ An increase in 2020/21 of 137.8 (28.5%) demonstrates a further upward trend. It is recognised by partners the significant increase may have been impacted by the restrictions relating to the Covid-19 pandemic. However Police Scotland and the council will continue to work together to tackle this. Examples of pro-active work to react to this increase have been detailed at A5.1, A5.2, A5.3 and A5.4.
M5.2 Number of Group Six Crimes for offenders <18 years [Police Scotland]	152 per 10,000 people aged <18 years (2016-19, 3-year average)	Year 1 (2020/21) 142 Year 2 (2021/22) 132 Year 3 (2022/23) 121	139 (2019/20) 23.1 (2020/21)	✅ ⬇️ A reduction in 2019/20 of 13 (8.5%) demonstrates a positive downward trend ✅ ⬇️ A reduction in 2020/21 of 115.9 (83.4%) demonstrates a further downward trend It is recognised by partners that the significant decrease may have been impacted by restrictions relating to the Covid-19 pandemic. Despite this, partners will continue to work to reduce crimes committed by young people across South Lanarkshire.

M5.3 Number of Wilful Fire-raising Crimes for offenders aged <18 years [Police Scotland]	3.06 per 10,000 people aged <18 years (2016-19, 3-year average)	3.06 per 10,000	2.09 (2019/20) 0.28 (2020/21)	✅ ⬇️ A reduction in 2019/20 of 0.97 (31.7%%) demonstrates a downward trend ✅ ⬇️ A reduction in 2020/21 of 1.81 (86.6%%) demonstrates a downward trend This trend mirrors that of M2.2 and is encouraging despite the challenges faced by the Scottish Fire and Rescue Service and its partners to deliver educational inputs relating to fire raising as a result of the Covid-19 pandemic.
M5.4 Number of Anti-social Behaviour incidents discussed at the HUB [Joint Problem Solving Unit, SLC]	5,285 (2019/20)	Improve	4053 (2020/21)	As a result of the Covid-19 pandemic, no Community Safety Hub meetings were held between February and July 2021. The meetings restarted virtually, initially on a fortnightly basis from 8 July 2021, then reverted to a weekly format for all areas of South Lanarkshire from 26 August 2021. As a result in the temporary suspension of meetings, performance between 2019/20 and 2020/21 is not comparable and this measure will be reported later.
M5.5 Number of Anti-social Behaviour Vandalism incidents reported to the Police [Police Scotland]	65.1 per 10,000 population (2016/19, 3-year average)	Reduce	83 (2019/20) 70 (2020/21)	✅ ⬇️ A reduction between 2019/20 and 2020/21 illustrates progress is being in reducing the impact of vandalism. It is recognised by partners that trend may have been impacted by restrictions relating to the Covid-19 pandemic however work will continue to tackle vandalism issues across South Lanarkhshire. This includes ensuring infomraiton relating to reported vandalism is shared quickly and action taken by the relavent partners witihn the Community Safety Hubs.

Strategic Outcome 6				Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A6.1	Promote awareness, availability and encourage uptake of Victim Support Service to victims of anti-social behaviour	2019-2023	Housing and Technical Resources Victim Support	✅ In 2019/20 109 referrals were made to Victim Support Services in Lanarkshire, with 52 people taking up the support being provided. In 2020/21,188 referrals were made with 108 people taking up the support provided. Victim Support is routinely offered to those reporting anti-social behaviour as part of the initial contact advice package with ongoing discussions held through the durations of each case. Meetings were carried out between Victim Support and the Joint Problem Solving Unit to raise awareness of both services and promote referral pathways to Victim Support Services. In 2020, Victim Support Scotland introduced a new system that will enable the service to provide more information in 2021/22 on softer outcomes such as improved wellbeing for victims of anti-social behaviour and people feeling safer. Victim Support will also be in a position to report on the types of anti-social behaviour cases being referred to them by the council's Joint Problem Solving Unit, and those which require ongoing support.
A6.2	Promote awareness of ASB services including: Anti-social behaviour Investigation Team; Mediation Service; Warden Service to all partners and stakeholders to encourage uptake and reporting	2019-2023	Housing and Technical Resources	✅ All services were represented and extensively promoted at the Positive Communities events in May 2019 and within Problem Solving Groups throughout the duration of the strategy. Meetings within each locality are held quarterly and attended by relevant council services, Police Scotland, Scottish Fire and Rescue Service, Victim Support and local youth and community services.

Strategic Outcome 6		Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour		
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A6.3	Develop promotional materials on anti-social behaviour which provide advice, including contact details, for those affected	2019-2023	Housing and Technical Resources Community and Enterprise Resources Police Scotland	✅ South Lanarkshire Council's social media channels are utilised regularly to promote ASB services, providing contact numbers and email addresses. Website materials are reviewed annually to reflect any service developments. Mediation and Reporting Anti-Social Behaviour leaflets are shared with partners and public and are sent with every complaint acknowledgement letter. Victim Support Leaflets are also part of this pack. Police Scotland's Divisional social media has been used on a regular basis to deliver safety/prevention messaging for ASB, alcohol consumption, drugs, summer and festive safety campaigns.

Strategic Outcome 6	Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A6.4	Develop and deliver an annual programme of engagement to promote awareness of the range of anti-social behaviour services to obtain feedback to continue to improve provision of services	2019-2023	Housing and Technical Resources	✅ In 2019 seven Positive Communities events were held in town centres across South Lanarkshire. The events were hosted by H&TR and supported by Police Scotland and SFRS to promote their services and the partnership approach to tackling anti-social behaviour. A questionnaire was available for those attending the events to complete. An online questionnaire was also available to all residents of South Lanarkshire to complete. A summary of the results include: - • 1082 residents completed the survey - an increase of 3% • 79% aware of ASB services available in their area - an increase of 16% • Top 3 issues – alcohol related disorder; drug use/dealing; youth disorder • 74% stated they would report ASB to police with 29% reporting to the council's ASB services • 52% of residents stated that levels of ASB in their area had either improved or stayed the same over the last 12 months with 48% stating it had got worse, a 30% increase on the average from previous year • 99% of residents agreed that it was either very important or important to tackle ASB issues in their local community Due to ongoing restrictions for the Covid-19 pandemic no Positive Communities events were held in 2020/21 and consideration is currently being given as to how regular engagement can be delivered most effectively.

Strategic Outcome 6	Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour			
Actions		**Timescale**	**Lead Partner**	**Progress to date**
A6.5	Promote the availability of anti-social behaviour performance information to the public, including: • Annual updates on enforcement actions published via council website and publications • Anti-social behaviour Annual Report published within Housing News • Anti-social Annual Charter Return (Scottish Housing Regulator) submitted • Annual Scottish Police Plan Published online • Annual Scottish Fire and Rescue Area Performance Report published online	2019-2023	Housing and Technical Resources Police Scotland Scottish Fire and Rescue Service	✅ The Scottish Housing Regulator publishes details on the council's performance on anti-social behaviour and other housing functions. In 2019/2020, 98% of anti-social behaviour cases were resolved; this is above the Scottish average of 94.1%; while in 2020/21 95.21% were resolved. The Scottish average has not yet been published by the Scottish Housing Regulator. The council and its partners will continue using a range of actions and tools to tackle anti-social behaviour, ensuring cases can be resolved as effectively as possible.

Strategic Outcome 6	Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour			
Measure/Source	**Baseline**	**Targets**	**Latest figure reported**	**RAG/Trend**
M6.1 Adults agreeing that they can influence decisions relating to services being delivered in their local area [Scottish Household Survey]	16% (2017)	Improve	21% (2019)	✅ ⬆️ An increase of 5% demonstrates a positive upward trend. The council and its community safety partners will continue to ensure residents have their say on the anti-social behaviour issues and priorities for their local area. This includes promoting how they can report issues, hosting special surveys or utilising data collected through other service or partner consultations.
M6.2 Number of respondents to the Positive Communities Survey [SLC, Housing and Technical Resources]	1062 (2018-19, 2-year average)	Improve	N/A	To be reported later. Due to the Covid-19 pandemic no Positive Communities events were held during 2020/21.

Strategic Outcome 6	Partners engage with residents to promote and improve the availability of and access to services for those affected by Anti-social behaviour			
Measure/Source	**Baseline**	**Targets**	**Latest figure reported**	**RAG/Trend**
M6.3 Number of Anti-social Behaviour referrals made to SLC Mediation Services [SLC Problem Solving Unit]	156 (2016-18, 3-year average)	Improve	143 (2019/20) 177 (2020/21)	✅ ⬇ A reduction of 13 (8.3%) demonstrates a positive downward trend Work continues to promote mediation as a viable alternative to other forms of anti-social behaviour complaint resolution. This includes new approaches as detailed at A3.1 which seeks to utilise mediation to resolve low level domestic noise issues between neighbours.