

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE - 7 SEPTEMBER 2005

PROGRESS IN TACKLING ANTISOCIAL BEHAVIOUR IN EAST AYRSHIRE

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To advise Committee of the progress of the Building Strong, Safe and Attractive Communities initiative within East Ayrshire during the past 12 months and of the Scottish Executive's proposals to continue providing funding to tackle anti-social behaviour, linked to an accountability framework and local antisocial behaviour outcome agreements.

2. BACKGROUND

- 2.1 In early 2004 following consultation with the Scottish Executive on its Building Strong, Safe and Attractive Communities' (BSSAC) proposals, East Ayrshire was awarded a funding allocation for 2004/05 of £525,000. £400,000 of this allocation was to be utilised for community warden schemes and £125,000 to fund a range of other community based initiatives to tackle antisocial behaviour.
- 2.2 In May 2004 the Scottish Executive invited East Ayrshire to bid for an additional £317,730 in 2004/05 to tackle antisocial behaviour. The purposes of this bid were to:
- Introduce or fill the gaps for people suffering antisocial behaviour
 - Improve existing warden schemes
 - Support the preparation and implementation of a Council wide antisocial behaviour strategy
- 2.3 In August 2004 the Scottish Executive announced that East Ayrshire's bid for Second Round Funding to tackle antisocial behaviour had been successful.
- 2.4 Details of the work that has been undertaken by the Community Wardens and the Antisocial Behaviour Investigation Team between 1 August 2004 and 31 July 2005 have been registered at the members Information Point.
- 2.5 As part of the Scottish Executive's monitoring arrangements in relation to BSSAC and Second Round Funding the Department of Neighbourhood Services was required to submit a report on the progress of the initiatives during their first six months of operation. As a result of this report the Scottish Executive confirmed that East Ayrshire had been allocated £935,550 for 2005/06 to continue with the programmes and activities that the Council and its Community Planning Partners had put in place to tackle antisocial behaviour.

- 2.6 A condition attached to the provision of Scottish Executive funding to tackle antisocial behaviour was that the Council have their initiatives assessed by independent consultants.
- 2.7 In April 2005, consultants Holden McAllister Ltd began collecting information on the antisocial behaviour initiatives taking place in East Ayrshire and conducting a series of interviews with key stakeholders. At the end of June 2005 an interim evaluation report was published which among other things highlighted that through good preparation and planning and a 'can do' attitude among staff:
- the Warden scheme in the BSSAC Neighbourhoods was having a positive impact e.g. between August 2004 and April 2005 reports of Youth Disorder reduced by 48% and those of Antisocial Behaviour had reduced by 79% . (The firm remarked that the positive impact of the warden scheme in East Ayrshire has occurred more quickly than many in England) and
 - the work of the Antisocial Behaviour Investigation Service was progressing well
- 2.8 The interim report also included a number of recommendations aimed at further enhancing the initiatives being undertaken by the Council and its Community Planning Partners to tackle antisocial behaviour in East Ayrshire and work on these is progressing.

3. OUTCOME AGREEMENT

- 3.1 Part 1 of the Antisocial Behaviour Etc (Scotland) Act 2004, which became law on 16 October 2004 placed a statutory duty on East Ayrshire Council and the Chief Constable of Strathclyde Police to prepare in consultation with the Community Planning Partners and local communities a strategy for dealing with antisocial behaviour in the authority's area.
- 3.2 In February 2005 the Scottish Executive announced that East Ayrshire would be allocated indicative funding to tackle antisocial behaviour amounting to £2,198,000 during the period 2006-08 (£1,068,000 in 2006-07 and £1,130,000 in 2007-08).
- 3.3 The provision of funding for 2006-07 will be dependent on Ministerial satisfaction that East Ayrshire Council and its Community Planning Partners have in place a robust 'Outcome Agreement' to tackle antisocial behaviour in line with its Antisocial Behaviour Strategy. The funding for 2007/08 will depend on satisfactory progress towards and achievement of the outcome agreement.
- 3.4 The Scottish Executive have made it clear that Ministers wish to determine the success of the Antisocial Behaviour, Etc. (Scotland) Act 2004 via an accountability framework. This framework will be used to monitor and evaluate both the national strategy for tackling antisocial behaviour and individual strategies prepared and delivered at Council level.

- 3.5 The framework will assess over time – at national, local authority area and neighbourhood levels – whether:
- a) incidents of antisocial behaviour have reduced;
 - b) people's perceptions of antisocial behaviour as a problem have reduced;
 - c) the performance of agencies in tackling antisocial behaviour has improved; and
 - d) people's perceptions of the performance of agencies have improved.
- 3.6 The Executive have indicated that it unlikely that there will be significant changes in a) and b) in less than three years. Indeed there is a recognition that these factors could actually increase in the short term, because of more reporting of incidents, encouraged by greater publicity being given to tackling antisocial behaviour and greater public confidence in agencies' ability to tackle antisocial behaviour. However, the Executive has stated that it would be realistic to expect to see changes in c) and d) in the shorter term: 1 to 3 years.
- 3.7 The framework will operate at a number of levels, geographically and in terms of objectives (outcomes, outputs, performance monitoring and the use of the legislation).
- 3.8 In 2004/05 the guidelines for BSSAC and Second Round Funding to tackle antisocial behaviour were linked to specific key activities, including community warden schemes and support for victims and witnesses of antisocial behaviour. However, Ministers have determined that from 2005/06, the Executive should adopt an outcome agreement (OA) approach to tackling antisocial behaviour. As a result Executive funding will be linked to the achievement of specific outcomes set out in council-wide ASB strategies.
- 3.9 While an Outcome Agreement approach allows some flexibility in terms of programmes and activities, Ministers have made clear that they expect councils and their local partners to aim for realistic and measurable outcomes, with annual milestones along the way, on which they will report annually.
- 3.10 The ASB Outcome Agreement will cover the 3-year period, from 2005 to 2008. Taken together, local ASB Strategies and Outcome Agreements will provide the strategic and operational framework for the Community Planning Partners and individual partners to deliver the Executive's National Antisocial Behaviour Strategy. The various local ASB Strategies and Outcome Agreements are not to be considered as ends in themselves. Rather they are intended to set the course for the ongoing planning and delivery of services that will ultimately achieve the national objective of having safer communities in Scotland where fewer people suffer from problems caused by antisocial behaviour.
- 3.11 A draft Local Outcome Agreement for East Ayrshire (Appendix 1) drawn up in consultation with the Community Planning Partners was submitted to the Scottish Executive for consideration on 30 June 2005.

- 3.12 Independent Consultants acting on behalf of the Scottish Executive have now considered the Outcome Agreement submitted by East Ayrshire and have assessed it as being 'Strong'. A number of minor adjustments have been made to the Agreement to enhance the quality of information collected in line with the assessors recommendations.

4. FINANCIAL IMPLICATIONS

- 4.1 The management of the Antisocial Behaviour Strategy and Outcome Agreement will be met from Scottish Executive grants under the programme to tackle antisocial behaviour until March 2006. Further financial arrangements by the Scottish Executive to fund the tackling of antisocial behaviour until March 2007 depend on Ministerial approval of the Local Outcome Agreement. Funding for 2007/08 will depend on the successful implementation of the Outcome Agreement.

5. LEGAL AUTHORITY / IMPLICATIONS

- 5.1 The preparation and publication of the Antisocial Behaviour Strategy and Outcome Agreement for East Ayrshire has ensured that the Council and the Chief Constable of Strathclyde Police have complied with the statutory duty imposed by Part 1 of the Antisocial Behaviour Etc (Scotland) Act 2004.

6. POLICY IMPLICATIONS

- 6.1 The development of the Antisocial Behaviour Strategy and Outcome Agreement for East Ayrshire complements the aims of the Improving Community Safety Action Plan 2003-2007 of the Community Plan, and those outlined in the East Ayrshire Local Housing Strategy 2004-2009.

7. CONCLUSIONS

- 7.1 East Ayrshire Council, Strathclyde Police and their Community Planning Partners have frequently shown their commitment to tackling the damaging effects of antisocial behaviour in our communities. The Antisocial Behaviour Strategy and Outcome Agreement will further enhance the existing close working relationships of the Community Partnership, facilitate a greater knowledge of the nature and extent of antisocial behaviour in East Ayrshire and provide local solutions to local problems.

8. RECOMMENDATIONS

- 8.1 The Committee is recommended to:-
- (i) approve the East Ayrshire Antisocial Behaviour Local Outcome Agreement appended to this report;
 - (ii) Note that further reports on progress will be submitted in due course;
 - (iii) Otherwise note the terms of the report.

William Stafford
Executive Director of Neighbourhood Services

WS/JP/LA

23 August 2005

LIST OF BACKGROUND PAPERS

- 1. The Antisocial Behaviour Etc (Scotland) Act 2004**
- 2. Scottish Executive's Guidance on Antisocial Behaviour
Accountability Framework and Outcome Agreements**

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East Ayrshire

Antisocial Behaviour Outcome Agreement

2005 - 2008



CONTENTS

	Page
Introduction	2
Section 1: Use of Scottish Executive Funding to Tackle Antisocial Behaviour	2
Section 2: Programmes and Activities to Tackle Antisocial Behaviour	4
Section 3: The Antisocial Behaviour Etc (Scotland) Act 2004	5
Section 4: Antisocial Outcome Agreement	5
Liaison Point for Submission	9

APPENDICES

- 1. Table 1 Antisocial Behaviour Outcomes**
- 2. Table 2 Antisocial Behaviour Outputs**
- 3. Table 3 Sources of Scottish Executive Funding and Recipients**
- 4. Table 4 Output Risk Assessment**

Introduction

In early 2004 following consultation with the Scottish Executive on its Building Strong, Safe and Attractive Communities' (BSSAC) proposals, East Ayrshire was awarded a funding allocation for 2004/05 of £525,000. £400,000 of this allocation was to be utilised for community warden schemes and £125,000 to fund a range of other community based initiatives to tackle antisocial behaviour.

In May 2004 the Scottish Executive issued further guidance outlining a two-stage process which local authorities were to adopt when applying for the second tranche of funding to tackle antisocial behaviour.

The Scottish Executive's guidance on the second tranche funding indicated that the East Ayrshire award of £317,730 in 2004/05 would be made available for three purposes. In order of priority these were:

- Introducing or filling the gaps for people suffering antisocial behaviour
- Introducing further warden schemes, where these are justified or improving existing warden schemes
- Activities to support the preparation and implementation of local authority wide antisocial behaviour strategies.

In February 2005 the Scottish Executive confirmed that East Ayrshire had been allocated £935,550 for 2005/06 to continue with the programmes and activities that the Council and its Community Planning Partners had put in place to tackle antisocial behaviour. The Executive also informed the Council that its total indicative funding to tackle antisocial behaviour in 2006-08 would be £2,198,000 (£1,068,000 in 2006-07 and £1,130,000 in 2007-08).

The Scottish Executive has made it clear that funding for 2006-07 will be dependent on Ministerial satisfaction that East Ayrshire Council and its Community Planning Partners have in place a robust 'Outcome Agreement' to tackle antisocial behaviour. In addition funding from 2007 onwards will depend on satisfactory progress towards and achievement of outcome agreement.

The East Ayrshire Antisocial Behaviour Outcome Agreement is required to be submitted to the Scottish Executive **no later than 30 June 2005**, together with a copy of the Antisocial Behaviour Strategy.

Section 1 Use of Scottish Executive Funding to Tackle Antisocial Behaviour

Prior to the Scottish Executive's 2004 BSSAC and Second Round funding allocations to tackle antisocial behaviour, there already existed within East Ayrshire a strategic framework to tackle anti-social behaviour. These arrangements for tackling anti-social behaviour were and continue to be consistent with the Community Plan, one of the main themes of which is to Improve Community Safety.

The Scottish Executive's 2004/05 funding allocations to East Ayrshire under the "Building Strong, Safe and Attractive Communities" (BSSAC) and Second Round Funding programmes has allowed the Council and its Community Planning Partners to create what has proved to be a highly successful Community Warden Service which is now playing an important part in assisting to reverse a potential downward spiral in the communities of:

- **North West Kilmarnock**

- **Shortlees, Kilmarnock**
- **New Farm Loch, Kilmarnock and**
- **Cumnock East (Barshare)/Auchinleck.**

The aims of the East Ayrshire Community Warden Service are

- to reduce crime (including youth crime) or the fear of crime,
- to reduce anti-social behaviour and
- to improve the quality of the environmental.

Executive funding also enabled the East Ayrshire Community Planning Partners to enhance and complement the good practices already in place to tackle antisocial behaviour by extending these practices to everyone living and working in East Ayrshire who now has access to:

- a specialist antisocial behaviour investigation team – who are available for call out to act as Professional Witnesses;
- an improved “Out of Office Hours Help Line” to provide help and assistance with regard to antisocial behaviour;
- an independent mediation service;
- support mechanisms for victims, complainants and witnesses;
- a secure and customer friendly ‘state of the art’ internet ‘antisocial behaviour complaint reporting and feedback system’ based on the “Respond UK Netpoint’ Software product.

The Housing Service which is part of the Council’s Neighbourhood Services Department has the lead role in the managing the Community Warden Service and implementing policies and procedures to tackle anti-social behaviour, in partnership with Strathclyde Police and other Community Planning Partners.

Within the department the Antisocial Behaviour Co-ordinator manages the Community Warden Service and a team of Antisocial Behaviour Investigators. The Antisocial Behaviour Investigators have responsibility for:

- investigating all complaints of antisocial behaviour arising in East Ayrshire irrespective of tenure
- meeting the time targets set against each category of complaint in respect of making contact with the complainant and completing the initial stages of the investigation
- providing a ‘Professional Witness’ when required
- providing reports and recommendations on the results of antisocial behaviour investigations to Senior Managers in Neighbourhood Services, the Legal Services Section, RSL Management and Private Sector Landlords, as appropriate
- establishing effective working relationships with the Council’s Social Work Service, Tenancy Support Team and other relevant partners including Community Wardens in their areas of responsibility
- issuing ‘Letters of Concern’ to the parents of young persons who show signs of becoming involved in antisocial behaviour
- implementing and overseeing Acceptable Behaviour Contracts (ABC) and Unacceptable Behaviour Notices (UBN) in partnership with Strathclyde Police
- ensuring that appropriate support mechanisms are put in place for victims, complainants and witnesses

- sharing appropriate information with the Police, Social Services, Children's Reporter and other relevant stakeholders.

BSSAC funding has also been used to:

- support a campaign to raise young peoples' awareness of the dangers of alcohol including its links with anti-social behaviour
- finance a training campaign for members of the 'off-sales' licensing trade in an effort to stop the sale of alcohol to young persons
- support a range of diversionary activities through sport and leisure.

Section 2 Programmes and Activities to Tackle Antisocial Behaviour

Within East Ayrshire there is a strong foundation of community planning and all the Community Planning Partners have signed up to the recently published Antisocial Behaviour Strategy which clearly complements and enhances other Scottish Executive programmes that sit under the auspices of community planning, including Quality of Life Initiatives, Community Safety Partnership Awards and Community Based Youth Justice Initiatives. In particular, the Council, Strathclyde Police, in partnership with the Children's Reporter, Registered Social Landlords (RSLs), local people and where appropriate other Community Planning Partners are driving forward the range of measures necessary to make our communities stronger, safer and more attractive.

These measures come under four broad headings:

- **Prevention** - a commitment to take early and effective intervention to prevent the escalation of antisocial behaviour and achieve a sustainable reduction in this type of conduct over the long term.
- **Diversion** - where issues of antisocial behaviour have occurred, a commitment to utilise diversionary actions at an appropriate level and deploy the resources that can help bring matters to resolution by persuading offenders and those with the potential to offend to change their behaviour while minimising the effect on the community.
- **Enforcement** - while our primary aims are to address the causes of antisocial behaviour and to take remedial action whenever possible, we are also committed to taking firm action and enforcement when this becomes necessary.
- **Rehabilitation** - a recognition that while Antisocial Behaviour Orders, Evictions or similar legal actions are sometimes necessary, these on their own do not resolve the underlying issues of antisocial behaviour. As a result the Community Planning Partners are committed to working with the families and individuals responsible for antisocial behaviour in an effort to bring about real and enduring change within East Ayrshire.

The processes and resources available to tackle antisocial behaviour under the above headings are detailed in the Antisocial Behaviour Strategy, which accompanies this document.

Section 3 The Antisocial Behaviour Etc (Scotland) Act 2004

East Ayrshire Council and its Community Planning Partners welcome the introduction of the Antisocial Behaviour Etc (Scotland) Act 2004 as it provides a new range of legal tools in the areas of justice, the environment, housing and child welfare, to enable the Council, Strathclyde Police and other relevant agencies to tackle antisocial behaviour more effectively.

The preparation of the Antisocial Behaviour Strategy, as required by Part 1 of the Act has provided the Community Planning Partners with a comprehensive overview of antisocial behaviour within East Ayrshire. This overview including baseline data from several sources has enabled the Community Planning Partners to further consolidate their efforts to tackle antisocial behaviour under the over arching framework of the Community Plan and find local solutions to local problems.

Section 4 Antisocial Behaviour Outcome Agreement

The Scottish Executive funding allocations for 2005-08 are to be set within an 'Accountability Framework' to permit the Executive to monitor and evaluate both the national strategy for tackling antisocial behaviour and the individual strategies prepared and delivered at a local level.

The 'core' indicators contained within the 'Accountability Framework' are:

- a) Incidents of antisocial behaviour – especially different types of antisocial behaviour – have reduced
- b) People's perceptions of antisocial behaviour as a problem have reduced
- c) The performance of agencies in tackling antisocial behaviour has improved
- d) People's perceptions of the performance of agencies have improved.

In brief, the indicators covering a) and b) will look at:

- Disregard for community or personal well-being: noise; rowdy behaviour: nuisance behaviour.
- Acts directed at people: intimidation/harassment.
- Environmental damage: criminal damage/vandalism; litter/rubbish.
- Misuse of public space: street drinking; drugs/substance misuse and dealing.

The Executive expect the Council and its Community Planning Partners to use at least some of the core indicators for their own monitoring and evaluation purposes at local authority wide and neighbourhood level, since they cover the most common forms of antisocial behaviour.

East Ayrshire Council and its Community Planning Partners have identified nine issues for the Antisocial Behaviour Outcome which covers the period 2005-08. In identifying these issues we believe that they provide a degree of flexibility in terms of the programmes and activities designed to tackle antisocial behaviour and that they are realistic and measurable. In order to measure achievement of, and progress towards the agreed outcomes the Council

and its Community Planning Partners will use the 'core' indicators laid out in the Scottish Executive's 'Accountability Framework' and will report upon them annually.

Details of the East Ayrshire Antisocial Behaviour Outcome Agreement and associated Outputs are set out in Appendices 1 and 2. The narrative explaining the proposed actions is set out below.

Outcome Number	Outcome	Narrative
1	<p>Increase percentage of ASB complaints resolved by mediation</p>	<p>Since May 2002 East Ayrshire has provided a mediation service in respect of disputes associated with Council tenancies. In December 2004 the Council contracted SACRO to provide an independent mediation service to all residents in the Local Authority area.</p> <p>During 2004/05 – 56 cases were referred to mediation and 35% of these resulted in successful agreements. Over the next 3 years the Council and SACRO will work to increase the level of referrals to the mediation service through publicity campaigns aimed at encouraging uptake of the service and will continue with awareness training for appropriate CPP staff.</p> <p>The milestones we have set to increase the level of successful mediation referrals for each year through to 2008 are laid out in Appendix 1.</p>
<p>Link to ASB Strategy</p> <p>Strategic Aim 1</p> <p>'Protecting and Empowering Communities'</p>		<p>Increase complainer satisfaction with Council response in dealing with ASB complaints</p>
3	<p>Increase in the number of young people attending organised leisure activities in their neighbourhoods</p>	
<p>Link to ASB Strategy</p> <p>Strategic Aim 2</p> <p>'Preventing ASB by working with children and families'</p>		<p>4</p>

<p>Link to ASB Strategy</p> <p>Strategic Aims 2 and 3</p> <p>‘Preventing ASB by working with children and families’</p> <p>and</p> <p>‘Building safe, secure and attractive communities’</p>	<p>Reduction in the number of ASB complaints received by the Council’s ASB Investigation Team</p>	<p>everyone in East Ayrshire. Previously the service was restricted to ASB complaints associated with Council House tenancies.</p> <p>Since June 2004 the CPP has ensured that all East Ayrshire residents have access to adequate advice and information on ASB procedures and have been provided with systems which make it easy for the victims of ASB to register complaints. This has increased the level of complaints from 61 in 2003/04 to 225 in 2004/05.</p> <p>It is anticipated that the number of complaints will continue to rise during 2005/06 before levelling off in 2006/07. In 2006/07 we will establish an accurate baseline and will work towards reducing the numbers of people having cause to complain about antisocial behaviour.</p> <p>Our aim to achieve a 5% reduction in the number of ASB complaints by 2007/08 will be assisted by our policy and procedures of:</p> <ul style="list-style-type: none"> a) Making early contact with parents of young people at risk of offending and develop appropriate links with ASB team. b) Publicising the successful awards of ASBOs to act as a deterrent measure. c) Introducing a reparation and restorative justice programme for young people who are the subject of ABCs. d) The Community Warden Service working effectively within BSSAC Neighbourhoods together with Leisure Services and the Police by providing information to and encouraging young people to participate in leisure activities designed to divert them away from ASB. e) Working in partnership with relevant CPPs to support families and individuals who have been responsible for ASB.
<p>5</p> <p>Link to ASB Strategy</p> <p>Strategic Aims 2, 3 and 4</p> <p>‘Preventing ASB by working with children and families’</p> <p>‘Building safe, secure and attractive communities’</p> <p>‘Effective Enforcement’</p>	<p>Reduction in the level of Youth Disorder</p>	<p>An analysis of the Strathclyde Police Incident Recording System reveals that during 2004/05 the police in East Ayrshire recorded 386 youth disturbances per 10,000 population.</p> <p>Given the comprehensive nature of the new recording system adopted by the police it has not been possible to carry out a meaningful comparison of the 2004/05 baseline figures* with those of previous years.</p> <p>Nevertheless by developing area profiles through a ‘Problem Solving Approach’ we aim to identify youth disturbance ‘hot spots’, highlight emerging trends, put in place preventative measures and increase detection rates.</p> <p>Within the BSSAC neighbourhoods the Community Warden schemes are working effectively and 2004/05 baseline figures for youth disturbances discovered by or reported to the wardens has been established. Through partnership working with the Council’s Leisure Services and the Police, the wardens have already established a robust programme for diverting young people towards leisure activities and there are early indications that the levels of youth disorder are decreasing within the BSSAC Neighbourhoods.</p> <p>In addition the CPPs have launched a pilot campaign in the Shortlees BSSAC neighbourhood to alert young people to the dangers of under-age drinking and drug abuse. This is linked to an effective police enforcement programme. If the pilot proves to be successful it will be rolled out in the other BSSAC neighbourhoods and then throughout East Ayrshire.</p> <p>The milestones we have set to reduce youth disorder are laid out in Appendix 1.</p>

		<p>* It should be noted that the 2004/05 baseline for youth disorder may become obsolete as a result of the introduction of 'Police Call Centres' within the Strathclyde Police area in the near future.</p> <p>It is currently estimated that approximately 40% of non-emergency calls to police control rooms go unanswered as a result of delays causing callers to hang up before reporting incidents. The 'Call Centres' will remedy this situation but it is anticipated that there will be an increase of approximately 40% in the number of disturbances reported to the police.</p> <p>As a result of this situation a new baseline will need to be established once the 'Call Centres' become operational.</p>
<p>6</p> <p>Link to ASB Strategy</p> <p>Strategic Aims 3 and 4</p> <p>'Building safe, secure and attractive communities'</p> <p>'Effective Enforcement'</p>	<p>Reduction in the number of disturbances reported to the police</p>	<p>In April 2004 Strathclyde Police introduced a more comprehensive incident recording system. An analysis of this system reveals that during 2004/05 the police in East Ayrshire recorded 969 disturbances per 10,000 population.</p> <p>For the reasons stated at Outcome 5 above, it has not been possible to carry out a meaningful comparison of the 2004/05 baseline figures with those of previous years.</p> <p>Nevertheless by developing area profiles through a 'Problem Solving Approach' we aim to identify disturbance 'hot spots', highlight emerging trends, put in place preventative measures and increase detection rates.</p> <p>The milestones we have set to reduce the number of disturbances reported to the police are laid out in Appendix 1.</p> <p>As indicated in Outcome 5 above the milestones we have set for Outcome 6 may be adversely affected by the introduction of 'Call Centres in the Strathclyde Police area.</p>
<p>7</p> <p>Link to ASB Strategy</p> <p>Strategic Aim 3</p> <p>'Building safe, secure and attractive communities'</p>	<p>Increase in the number of people who feel safe in their neighbourhoods</p>	<p>Although the number of ASB incidents within East Ayrshire is relatively small the CPPs recognise that when people see or hear of these incidents it creates a climate of fear. As a result the East Ayrshire CPPs are committed to effectively tackling ASB and the fear it creates to ensure that everyone will have the peaceful enjoyment of their homes and a pride in their neighbourhoods.</p> <p>In Appendix 1 of Outcome 7 we have listed the baselines of people's feelings of safety from two separate surveys –one for the whole LA area and the other confined to the BSSAC neighbourhoods.</p> <p>While we realise that the restoration of the public's feelings of safety is a difficult task, we nevertheless are confident that by linking the outcomes listed above with an effective and on-going publicity campaign demonstrating our successes in tackling ASB throughout East Ayrshire and in particular the BSSAC communities we will increase the number of people who feel safe in their neighbourhoods.</p> <p>The milestones we have set are to increase feelings of public safety are laid out in Appendix 1.</p>
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8	<p>Reduction in the number of Fly-tipping and Litter incidents within BSSAC neighbourhoods</p>	<p>The East Ayrshire Community Warden's incident database has provided us with clear information that fly-tipping and litter incidents are particular problems within the BSSAC neighbourhoods and have identified particular 'hot-spots' for this type of problem.</p> <p>Our objectives are to provide high visibility Community Warden patrols in the identified 'hot-spots' for fly-tipping and littering to deter this type of behaviour and introduce an effective enforcement programme using the increased powers provided by the Antisocial Behaviour, Etc. (Scotland) Act 2004.</p> <p>Where fly-tipping does occur we will have in place 'hit squads' to promptly clear up the areas concerned.</p> <p>The milestones we have set are to combat 'fly-tipping' and littering are laid out in Appendix 1.</p>
<p>Link to ASB Strategy</p> <p>Strategic Aims 3 and 4</p> <p>'Building safe, secure and attractive communities'</p> <p>'Effective Enforcement'</p>	<p>Reduction in the number of noise complaints</p>	<p>The experience we have of noise complaints has proved that unless these are given an early and effective response they will quickly escalate into ASB and become more difficult to resolve.</p> <p>The Antisocial Behaviour, Etc. (Scotland) Act 2004 has provided East Ayrshire with additional powers to deal with noise complaints and with the additional funding provided by the Scottish Executive, the three local authorities in Ayrshire are in the process of forming a All-Ayrshire Noise Nuisance Service to address the problem at relevant times. This service will become operational in the autumn of 2005 and will be accompanied by an effective publicity campaign to raise awareness of the Service and its enforcement powers.</p> <p>During 2004/05 the East Ayrshire Environmental Health Service dealt with * 99 noise complaints.</p> <p>The milestones we have set for tackling noise nuisance are laid out in Appendix 1.</p> <p>* Note: With the provision of the additional powers in the 2004 Act and the introduction of the All-Ayrshire Noise Nuisance Service it is anticipated that there will be a dramatic increase in the number of complaints received - resulting in the 2004/05 baseline becoming obsolete.</p>
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In addition to establishing its Outcome Agreement for the period 2005/08 East Ayrshire Council, Strathclyde Police and their Community Planning Partners have within their Antisocial Behaviour Strategy set the following four Strategic Aims:

- Protecting and Empowering Communities
- Preventing Antisocial Behaviour by Working with Children and Families
- Building Safe, Secure and Attractive Communities and
- Effective Enforcement.

These aims and the objectives which accompany them (see Appendix 4 of Antisocial Behaviour Strategy) complement the Outcome Agreement described in this document. Taken together the Antisocial Behaviour Outcome Agreement and the Strategic Aims of the Antisocial Behaviour Strategy are aimed at creating a safer environment for everyone who lives in, visits or invests in East Ayrshire.

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APPENDIX 1
ANTISOCIAL BEHAVIOUR OUTCOME AGREEMENT

ASB Strategy - Strategic Aim 1 'Protecting and Empowering Communities'

Ref	Outcome	Indicator	Source of Data	Target Area	Baseline 2005	Milestone Target 2006	Milestone Target 2007	Final Target 2008
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Mediation

1	Increase percentage of ASB complaints resolved by mediation	Number of complaints successfully resolved through mediation	SACRO	East Ayrshire	36% of all mediation referrals were successful	Increase mediation success rate by 3%	Increase mediation success rate by 3%	Increase mediation success rate by 9% from 2005 baseline
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Increasing Complainer Satisfaction

2	Increase complainer satisfaction with Council response in dealing with ASB complaints	Survey of satisfaction results	Council	East Ayrshire	To establish a structured customer satisfaction recording system by summer of 2005	Maintain and if possible improve customer satisfaction levels	Maintain and if possible improve customer satisfaction levels	Maintain and if possible improve customer satisfaction levels
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ASB Strategy - Strategic Aim 2 'Preventing ASB by working with children and families'

Increasing in the number of young people attending organised leisure activities in their neighbourhoods

3	Increase in the number of young people attending organised leisure activities in their neighbourhoods.	Number of young people recorded as attending organised leisure activities within their neighbourhoods	Council/ Strathclyde Police	East Ayrshire	a) School Holidays - 1,975 b) All other times - 15,567	Increase by 10% from both baselines	Increase by 10% from both baselines	Overall increase of 30% from 2005 baselines
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Ref	Outcome	Indicator	Source of Data	Target Area	Baseline 2005	Milestone Target 2006	Milestone Target 2007	Final Target 2008
ASB Strategy - Strategic Aims 2 and 3 'Preventing ASB by working with children and families' and 'Building safe, secure and attractive communities'								
Reducing the number of ASB complaints dealt with by Council's ASB Investigation Team								
4	Reduction in the number of ASB complaints dealt with by Council's ASB Investigation Team	Number of ASB complaints dealt with by Investigation Team	Council's Neighbour Complaint's database	East Ayrshire	225	Anticipated increase in number of complaints from 2005 baseline	Levelling off in number of complaints and establishing baseline	Reduce number of ASB complaints by 5% from 2007 Baseline
ASB Strategy - Strategic Aims 2, 3 and 4 'Preventing ASB by working with children and families', 'Building safe, secure and attractive communities' and 'Effective Enforcement'.								
Reducing the level of Youth Disorder								
5	Reduction in the level of Youth Disorder	a) Number of police recorded complaints of youth disorder per 10,000 population	Police	East Ayrshire	386*	Reduce by 1%	Reduce by 1%	Overall reduction of 3% from 2005 baseline
						* Note this baseline may be adversely affected by the forthcoming introduction of Strathclyde Police 'Call Centres' as it is anticipated that the number of complaints may rise by approximately 40%.		
		b) Number of recorded incidents of Youth Disorder attended by Community Wardens	Community Wardens' database	N/West K/K New Farm Loch Shortlees Auchinleck/ Barshare	293 166 145 325	Reduce by 10% in each area	Reduce by 10% in each area	Overall reduction of 25% in each area from 2005 baseline

Ref	Outcome	Indicator	Source of Data	Target Area	Baseline 2005	Milestone Target 2006	Milestone Target 2007	Final Target 2008
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ASB Strategy - Strategic Aims 3 and 4 'Building safe, secure and attractive communities' and 'Effective Enforcement'.

Reducing in the number of disturbances reported to the police

6	Reduction in the number of disturbances reported to the police	Recorded number of disturbances per 10,000 population	Police	East Ayrshire	969*	Reduce by 1%	Reduce by 1%	Overall reduction in number of disturbances of 3% from 2005 baseline
<p>Note this baseline may be adversely affected by the forthcoming introduction of Strathclyde Police 'Call Centres' as it is anticipated that the number of complaints may rise by approximately 40%.</p>								

ASB Strategy - Strategic Aim 3 'Building safe, secure and attractive communities'

Increasing the number of people who feel safe in their neighbourhoods

7	Increase in the number of people who feel safe in their neighbourhoods	Respondents stating that over the past 12 months they felt safer in their neighbourhoods	a) ASB Strategy Survey	Northern Area of East Ayrshire	Felt safe most of the time Adults 71% Young Persons 59%	Increase by 4%	Increase by 4%	Overall increase of 12% from 2005 baseline
				Southern Area of East Ayrshire	Adults 81% Young Persons 54%			
			b) BSSAC household survey	N/West K/K New Farm Loch Shortlees Auchinleck/ Barshare	24% felt safe 37% felt safe 24% felt safe 33% felt safe	Increase feelings of safety in each area towards 2008 Target.	Increase feelings of safety in each area towards 2008 Target.	Increase feelings of safety from 2005 baseline to 50% in each area.

Ref	Outcome	Indicator	Source of Data	Target Area	Baseline 2005	Milestone Target 2006	Milestone Target 2007	Final Target 2008
ASB Strategy - Strategic Aims 3 and 4 'Building safe, secure and attractive communities' and 'Effective Enforcement'								
Reducing the number of Fly-tipping and Litter incidents within BSSAC neighbourhoods								
8	Reduction in the number of Fly-tipping and Litter incidents within BSSAC neighbourhoods	Number of incidents reported to or discovered by Community Wardens	Community Wardens' database	N/West K/K New Farm Loch Shortlees Auchinleck/ Barshare	260 390 136 209	Reduce by 5% in each area	Reduce by 5% in each area	Reduce by 15% in each area from 2005 baseline
Reducing the number of Noise Complaints								
9	Reduction in the number of noise complaints	Number of Noise Complaints recorded by Environmental Health Service	Environmental Health Service's database	East Ayrshire	99*	Establish a All-Ayrshire Noise Nuisance Service by Autumn of 2005	Establish an accurate baseline for Noise Nuisance	Work towards reducing the number of noise complaints from 2007 baseline.
					* Note: With the provision of the additional powers in the 2004 Act and the introduction of the All-Ayrshire Noise Nuisance Service it is anticipated that there will be a dramatic increase in the number of complaints received - resulting in the 2004/05 baseline becoming obsolete.			

APPENDIX 2
ANTISOCIAL BEHAVIOUR OUTCOME AGREEMENT - OUTPUTS

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
1	ASB Strategy - Strategic Aim 1 'Protecting and Empowering Communities' Increase Percentage of ASB Complaints Resolved Through Mediation					
1a	Increase levels of referrals to mediation service	SACRO	56 mediation referrals during 2004/05	Increase referrals by 10%	Increase referrals by 10%	Increase referrals by 30% from 2005 baseline
1b	Publicity campaign to encourage uptake of mediation service	SACRO	Campaign to raise public awareness of the availability of mediation service	Ongoing public awareness campaign	Ongoing public awareness campaign	Ongoing public awareness campaign
1c	Mediation awareness training for appropriate CPPs	SACRO	All relevant CPP staff provided with mediation awareness training	Refresher mediation awareness training for 50% of relevant CPP staff	Refresher mediation awareness training for 50% of relevant CPP staff	100% of all relevant CPP staff provided with Refresher mediation awareness training
2	ASB Strategy - Strategic Aim 1 'Protecting and Empowering Communities' Increasing Complainer Satisfaction					
2a	An ongoing survey of people benefiting from the new or improved activities and services to tackle ASB	East Ayrshire Council	Establish the number of people who have benefited from new and improved activities e.g. Mediation Service; All tenure ASB Investigation Service; and Diversionary sports and leisure activities -by the Autumn of 2005	Increase the number of people benefiting from the new or improved activities and services to tackle ASB and act on relevant improvement suggestions from public. Percentages to follow once baseline established.	Increase the number of people benefiting from the new or improved activities and services to tackle ASB and act on relevant improvement suggestions from public.	Increase the number of people benefiting from the new or improved activities and services to tackle ASB and act on relevant improvement suggestions from public.

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
3	ASB Strategy - Strategic Aim 2 'Preventing ASB by working with children and families' - Increasing in the number of young people attending organised leisure activities in their neighbourhood					
3a	Continue to promote organised leisure activities to attract young people and divert them away from ASB via the * a) Premier Night League for 12 – 18 year olds; *b) Mini Sports Leagues for 10 -18 year olds; and *c) Street Sport Express initiative * See explanation of a) to c) at the end of Appendix.	East Ayrshire Council/Strathclyde Police	Number of Young Persons attending organised leisure activities a) During School Holidays -1,975 b) All other times – 15,567	Annual campaign – increase up-take by 10%	Annual campaign – increase up-take by 10%	Annual campaign – increase up-take by 30% from 2005 baseline
4	ASB Strategy - Strategic Aims 2 and 3 'Preventing ASB by working with children and families' and 'Building safe, secure and attractive communities' Reducing the number of ASB complaints dealt with by Council's ASB Investigation Team					
4a	Recording the number of people reached by the East Ayrshire ASB media and marketing strategy aimed at keeping people aware of their rights and responsibilities; local service provision; developments; and actions taken	East Ayrshire Council and Strathclyde Police	Launched Media and marketing strategy. Every Council Tax payer in East Ayrshire provided with information on ASB Service. Every household and business within BSSAC areas provided	Continue media and marketing strategy campaign monitoring local press coverage. Establish number of 'hits' on ASB web site.	Continue media and marketing strategy campaign monitoring local press coverage. Monitor number of 'hits' on ASB web site.	Continue media and marketing strategy campaign monitoring local press coverage. Monitoring number of 'hits' on ASB web site.

	in respect of ASB		<p>with information packs on Community Warden Service.</p> <p>Regular progress updates on ASB Service and Community Warden Service carried by local press and contained on Council's ASB web site.</p> <p>Average weekly circulation of local newspapers in East Ayrshire = 31,000.</p>			
4b	Early intervention - issuing 'Letters of Concern' to the parents of young people who show signs of becoming involved in ASB	East Ayrshire Council	<p>Full year baseline to be established.</p> <p>Scheme introduced on 1 April 2005 and up to 31 July 2005 – 41 Letters of Concern issued. Of the young persons who were subject of letters, to date only 2 went on to commit acts of ASB</p>	<p>Establish a full year's baseline.</p> <p>Continue with 'Letters of Concern' as a form of early intervention – monitoring results</p>	Continue with 'Letters of Concern' as a form of early intervention – monitoring results	Continue with 'Letters of Concern' as a form of early intervention – monitoring results

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
4c	Making early contact with parents of young people at risk of offending through 'Parent Alert' letters and 'Contact Cards'	Strathclyde Police	70 Parent Alert Letters 406 Contact Cards	Increase the number of Parent Alert Letters and Contact Cards by 2%	Increase the number of Parent Alert Letters and Contact Cards by 2%	Increase the overall number of Parent Alert Letters and Contact Cards by 6% from 2005 baseline
4d	Introduce reparation and restorative justice programme for young people who are the subject of an ABC	East Ayrshire Council and SACRO	Reparation and restorative justice programme under development	Establish Baseline for uptake of reparation and restorative justice referrals as a % of ABCs issued	Increase uptake of reparation and restorative justice referrals as a % of ABCs issued	Continue to increase uptake of reparation and restorative justice referrals as a % of ABCs issued
4e	Restorative Justice Warning Scheme	Strathclyde Police	18 Restorative Justice Warnings	Increase the number of Restorative Justice Warnings by 10%	Increase the number of Restorative Justice Warnings by 10%	Overall increase of Restorative Justice Warnings given by 30% from 2005 baseline
4f	Introduce Publicity Strategy aimed at deterring the commission of ASB acts	East Ayrshire Council	Establish Publicity Strategy	Conduct publicity campaign	Repeat publicity campaign	Repeat publicity campaign

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
5	ASB Strategy - Strategic Aims 2, 3 and 4 'Preventing ASB by working with children and families', 'Building safe, secure and attractive communities' and 'Effective Enforcement' Reducing the level of Youth Disorder					
5a	Develop area profiles through Problem Solving Approach to identify youth disturbance 'hot spots' – highlight emerging trends- put in place preventative measures and increase detection rates	Strathclyde Police	Recorded number of disturbances per 10,000 population – 386*	Reduce disturbance incidents by 1%	Reduce disturbance incidents by 1%	Overall reduction in the number of disturbance incidents by 3% from 2005 baseline
				Increase detection rates by 1%	Increase detection rates by 1%	Increase detection rates by 3% from 2005 baseline
				* Note the baseline given may be adversely affected by the forthcoming introduction of Strathclyde Police 'Call Centres' as it is anticipated that the number of complaints may rise by approximately 40%.		
5b	Effective awareness programme to discourage drinking and use of drugs	East Ayrshire Council/ Strathclyde Police and Ayrshire Counselling on alcohol	19	Increase uptake by 5%	Increase uptake by 5%	Increase overall uptake by 15% from 2005 baseline
5c	Community Warden scheme working effectively in BSSAC neighbourhoods	East Ayrshire Council	Number of youth disturbances in: N/West K/K – 293 New Farm Loch - 166 Shortlees -145 Auchinleck/ Barshare – 325	Reduce youth disturbances by 10% in each BSSAC area	Reduce youth disturbances by 10% in each BSSAC area	Overall reduction in youth disturbances of 25% in each BSSAC area from 2005 baseline
5d	Education Programme in Schools to discourage malicious calls to and attacks on the Fire Service	Strathclyde Fire and Rescue Service/ East Ayrshire Council	254 Malicious Calls	Reduce Malicious Calls to Fire and Rescue Service by 2%	Reduce Malicious Calls to Fire and Rescue Service by 2%	Overall reduction in Malicious Calls to Fire and Rescue Service by 6% from 2005 baseline
						2 attacks on fire crews in East Ayrshire occurred in 2005. The CPPs deplore attacks on fire crews and view this to be an extreme form of ASB that will be effectively tackled. However, given the small number of these types of attacks in East Ayrshire, it would not be realistic to set reduction targets nevertheless the situation will continue to be reviewed

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
6	ASB Strategy - Strategic Aims 3 and 4 'Building safe, secure and attractive communities' and 'Effective Enforcement' Reducing in the number of disturbances reported to the police					
6a	Develop area profiles through Problem Solving Approach to identify disturbance 'hot spots' – highlight emerging trends- put in place preventative measures and increase detection rates	Strathclyde Police	Recorded number of disturbances per 10,000 population – 969*	Reduce disturbance incidents by 1% Increase detection rates by 1%	Reduce disturbance incidents by 1% Increase detection rates by 1%	Reduce disturbance incidents by 3% from 2005 Baseline Increase detection rates by 3% from 2005 Baseline
				* Note the baseline given may be adversely affected by the forthcoming introduction of Strathclyde Police 'Call Centres' as it is anticipated that the number of complaints may rise by approximately 40%.		

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
7	ASB Strategy - Strategic Aim 3 'Building safe, secure and attractive communities' Increasing the number of people who feel safe in their neighbourhoods					
7a	On going publicity campaign demonstrating successes in tackling ASB	East Ayrshire Council	2004/05 ASB Strategy Survey sampling whole LA Area	Repeat survey	Repeat survey	Repeat survey
7b	Community Warden scheme working effectively in BSSAC neighbourhoods	East Ayrshire Council	2004/05 BSSAC household survey	Repeat survey	Repeat survey	Repeat survey
8	ASB Strategy - Strategic Aims 3 and 4 'Building safe, secure and attractive communities' and 'Effective Enforcement' Reducing the number of Fly-tipping and Litter incidents within BSSAC neighbourhoods					
8a	High visibility Community Warden patrols in identified fly-tipping and littering 'hot-spots' to deter this type of behaviour	East Ayrshire Council	N/West K/K -260 New Farm Loch - 390 Shortlees – 136 Auchinleck/ Barshare -209	Reduce by 5% in each area	Reduce by 5% in each area	Reduce by 15% in each area from 2005 Baseline

Outcome Ref	Outputs	Lead Agency	Baseline	Milestone Target 2006	Milestone Target 2007	Target 2008
9	ASB Strategy - Strategic Aims 3 and 4 'Building safe, secure and attractive communities' and 'Effective Enforcement' Reducing the number of Noise Complaints					
9a	All-Ayrshire Noise Nuisance Service	East Ayrshire Council	99*	Reduce by 2%	Reduce by 2%	Reduce by 6% from 2005 Baseline
				* Note: With the provision of the additional powers in the 2004 Act and the introduction of the All-Ayrshire Noise Nuisance Service it is anticipated that there will be a dramatic increase in the number of complaints received - resulting in the 2004/05 baseline becoming obsolete.		
9b	Effective publicity campaign to raise awareness of Noise Nuisance Service	East Ayrshire Council	Noise Nuisance publicity strategy under development	Launch Noise Nuisance publicity strategy	Monitor and evaluate Noise Nuisance publicity strategy and publish successful enforcement statistics	Monitor and evaluate Noise Nuisance publicity strategy and publish successful enforcement statistics

* Note – Explanation of terms used at Output 3a:

a) Premier Night League Programme provides 12 – 18 year olds with informal yet structured opportunities to participate in football.

b) Mini Sports Leagues)is similar to the Premier Night League programme, The scheme provides opportunities for 10 – 18 year olds to participate in sport in an informal environment.

c) The Street Sport Express initiative was piloted in East Ayrshire during the 2005 school summer holiday period. The initiative is based on a transit sized van loaded with multi-sport equipment and appropriately qualified staff, which was on tour between 1pm – 4pm and then again from 6pm – 10pm Monday – Friday every week during the school summer holiday period.

The main benefits of this initiative are the spontaneous delivery of positive, healthy activities to targeted “hotspot” areas. The Street Sport Express takes sport to young people wherever they are gathered, providing a very strong alternative to anti-social behaviour.

**APPENDIX 3
ANTISOCIAL BEHAVIOUR STRATEGY – SOURCES OF SCOTTISH EXECUTIVE FUNDING AND RECIPIENTS**

Outcome Ref	Funding Recipient	Planned Spend 2005/6 (ASB Funding)	Planned Spend 2006/7 (ASB Funding)	Planned Spend 2007/8 (ASB Funding)	Total £s (ASB Funding)	Resources from other Executive sources	Mainstream resources allocated (where possible identify)
1- RESOLUTION OF ASB COMPLAINTS BY MEDIATION							
1a – Provision of Independent Mediation Service	East Ayrshire Council SACRO	£70,000	£75,000	£80,000	£225,000	Nil	Nil
2- INCREASING COMPLAINER SATISFACTION WITH COUNCIL'S HANDLING OF ASB COMPLAINTS							
2a - Ongoing survey of ASB Complainers	East Ayrshire Council	£1,000	£1,000	£1,000	£3,000	Nil	Nil
3 - INCREASING THE NUMBER OF YOUNG PEOPLE ATTENDING LEISURE ACTIVITIES IN THEIR NEIGHBOURHOODS							
3a- Promotion of organised leisure activities to attract young people and divert them away from ASB	East Ayrshire Council	£15,000	£15,375	£15,759	£46,134	CRF – New Sporting Futures - £67,000 for 2006/07 CSPAP - £10,000 for 2005/06	Nil

Outcome Ref	Funding Recipient	Planned Spend 2005/6 (ASB Funding)	Planned Spend 2006/7 (ASB Funding)	Planned Spend 2007/8 (ASB Funding)	Total £s (ASB Funding)	Resources from other Executive sources	Mainstream resources allocated (where possible identify)
4 – REDUCING THE NUMBER OF ASB COMPLAINTS							
4a - ASB Investigation Team and Support	East Ayrshire Council	£167,005	£194,849	£206,923	£568,777	Nil	Nil
4b – ASB Helpline	East Ayrshire Council	£25,000	£25,625	£26,266	£76,891	Nil	Nil
4c – Community Wardens	East Ayrshire Council	£579,770	£676,432	£718,350	£1,974,552	Nil	Nil
4d – Police Liaison and Support	Strathclyde Police	£38,228	£39,184	£40,163	£117,575	Nil	Nil
4e- Transport Costs	East Ayrshire Council	£24,547	£25,160	£25,789	£75,496	Nil	Nil
5 – REDUCING THE LEVEL OF YOUTH DISORDER							
ASB Investigation Team and Support; ASB Helpline; Community Wardens; Police Liaison and Support; Transport Costs	East Ayrshire Council/ Strathclyde Police	East Ayrshire Council's role in reducing the level the level of youth disorder is closely linked to Outcome 4 i.e. reducing the number of ASB complaints. This action involves all the resources showed at Outcome 4 above. Therefore it is impossible to distinguish the costs between Outcomes 4 and 5.			Executive funding for: a) Youth Justice National Standards - £39,000 b) Programmes for Young People £52,000 c) Restorative Justice £39,000		The normal police operational costs in tackling youth disorder are met from the Strathclyde Police budget for 'U' Division.

Outcome Ref	Funding Recipient	Planned Spend 2005/6 (ASB Funding)	Planned Spend 2006/7 (ASB Funding)	Planned Spend 2007/8 (ASB Funding)	Total £s (ASB Funding)	Resources from other Executive sources	Mainstream resources allocated (where possible identify)
6 - REDUCING THE NUMBER OF DISTURBANCES REPORTED TO THE POLICE							
6a Police Officers patrolling identified 'hot-spots' to deter/detect offenders	N/A	N/A	N/A	N/A	N/A	N/A	Costs for outcome 3 will be met from Strathclyde Police 'U' Division' budget.
7- INCREASING THE NUMBER OF PEOPLE WHO FEEL SAFE IN THEIR NEIGHBOURHOODS							
7a - Survey Costs	East Ayrshire Council	£10,000	£10,250	£10,500	£30,750	Nil	Nil
7b – Publicity and Promotion	East Ayrshire Council	£5,000	£5,125	£5,250	£15,375	Nil	Nil
8 – REDUCING THE NUMBER OF FLY-TIPPING AND LITTERING INCIDENTS WITHIN THE BSSAC NEIGHBOURHOODS							
8a – Community Warden patrols to prevent and detect offenders	East Ayrshire Council	The costs involved in providing Community Wardens patrols in the BSSAC fly-tipping and littering 'hot-spots' cannot be specifically distinguished from that shown at Outcome Ref. 4 above.				CRF – Environmental 'Hit Squads' - £270,000 for 2005/06	6 Officers from Council's Cleansing Service who on average spend 10% of their time on enforcement duties in relation to fly-tipping and littering within the BSSAC Neighbourhoods.

Outcome Ref	Funding Recipient	Planned Spend 2005/6 (ASB Funding)	Planned Spend 2006/7 (ASB Funding)	Planned Spend 2007/8 (ASB Funding)	Total £s (ASB Funding)	Resources from other Executive sources	Mainstream resources allocated (where possible identify)
9 – All-Ayrshire Noise Nuisance Service							
9a – Provision of All-Ayrshire Noise Nuisance ‘Out of Hours’ Service	All Three Ayrshire Local Authorities	N/A	N/A	N/A	N/A	Special Grant from Scottish Executive of £234,388	5 Environmental Health Enforcement Officers who on average spend 15% of their time dealing with noise complaints during normal office hours.

**APPENDIX 4
ANTISOCIAL BEHAVIOUR OUTCOME AGREEMENT –OUTPUT RISK ASSESSMENT**

Output Ref	Risk identified/assumptions made	Risk reduction strategy
1 Mediation	Lack of confidence in mediation process resulting in victims of ASB being unwilling to engage with service.	Publicity strategy aimed at raising awareness of mediation process. Increase public confidence in the benefits to be gained from using the Mediation Service.
2 Increasing Complainer Satisfaction	Victims' dissatisfaction with the length of time taken to resolve an ASB complaint which requires legal action.	Fast tracking procedures of the most serious types of ASB with a view achieving an early court hearing. Public information materials which explain that if legal action becomes necessary it may take some time for the courts to arrange a hearing of the case. This is accompanied by an assurance that the CPPs will continue to monitor the situation and provide victims with every means of support necessary to minimise the effects of ASB until the matter is resolved.
3 Increasing in the number of young people attending organised leisure activities in their neighbourhoods	Lack of uptake of leisure activities by young persons persistently involved in ASB.	Providing young persons with a degree of ownership of the leisure activities provided. Ongoing publicity campaign to encourage young people to take up leisure activities coupled with 'peer pressure.' Publicity strategy warning young people and their parents of the consequences of becoming involved in ASB.
4 Reducing the number of ASB complaints dealt with by Council's ASB Investigation Team	a) Parents in ASB families failing to take heed of 'letters of concern', 'parent alert letters' etc. b) Poor literacy standards within ASB families.	a) Letters contain clear information of the consequences that may follow if the young person's behaviour fails to improve and becomes involved in other acts of ASB. b) Letters are set out in plain language and provide telephone contact number for ASB Investigation Team.
5 Reducing the level of Youth Disorder	2004/05 baseline of youth disorder reported to police will become obsolete as a result of the introduction of 'call centres' within Strathclyde Police area. Police anticipate an increase of approximately 40% in the number of youth disorders (currently unreported) being reported to them.	Introduction of 'Problem Solving' approach to youth disorder to identify 'hot-spots' and deploy resources to these areas as a deterrent.

Output Ref	Risk identified/assumptions made	Risk reduction strategy
<p align="center">6</p> <p align="center">Reducing in the number of disturbances reported to the police</p>	<p>2004/05 baseline of disturbances reported to police will become obsolete as a result of the introduction of 'call centres' within Strathclyde Police area. Police anticipate an increase of approximately 40% in the number of disturbances (currently unreported) being reported to them.</p>	<p>Introduction of 'Problem Solving' approach to ASB incidents to identify 'hot-spots' and deploy resources to these areas as a deterrent.</p>
<p align="center">7</p> <p align="center">Increasing the number of people who feel safe in their neighbourhoods</p>	<p>Difficulties in overcoming the climate of fear that the public have of ASB especially where there is little or no justification for this fear.</p>	<p>Ongoing publicity strategy to demonstrate that the CPPs in East Ayrshire are successfully tackling ASB and are giving the public concerns a high priority throughout the Local Authority area.</p> <p>Within the BSSAC areas where the public fears of ASB are at their highest continue the successful proactive and high visibility Community Warden patrols to restore the public's confidence in their neighbourhoods.</p>
<p align="center">8</p> <p align="center">Reducing the number of Fly-tipping and Litter incidents within BSSAC neighbourhoods</p>	<p>The success of the proactive actions to combat fly-tipping and littering in the BSSAC areas may result in the problem being displaced to other places in the Local Authority area.</p>	<p>Ongoing publicity campaign to:</p> <ul style="list-style-type: none"> a) discourage fly-tipping and littering and b) encourage members of the public to report offenders. <p>Effective enforcement policy.</p>
<p align="center">9</p> <p align="center">Reducing the number of Noise Complaints</p>	<p>The 2004/05 baseline of reported Noise Nuisance will become obsolete as it is anticipated that the additional enforcement powers granted to Local Authorities to deal with Noise Nuisance and the creation of a Pan Ayrshire Noise Nuisance Service will initially generate a dramatic rise in the number of noise complaints being reported.</p>	<p>Ongoing publicity campaign to discourage Noise Nuisance within East Ayrshire.</p> <p>Effective enforcement policy.</p>