

About Community Safety Glasgow



Improving Community Safety

Reducing Offending and Antisocial Behaviour

Reducing Environmental Incivility

Supporting Victims of Gender Based Violence

Who are we?

Community Safety Glasgow (CSG) enjoys a unique status in the UK in that it is a charity with two members, Glasgow City Council and The Scottish Police Authority.

We work in partnership with a broad range of other agencies and services including Glasgow City Council and all other organisations within the Glasgow council family, Scottish Fire and Rescue Service, NHS Greater Glasgow and Clyde, as well as a wide range of third sector organisations across the city.

Our partnership arrangement with Police Scotland ensures that our service delivery is driven by an intelligence-led approach, giving us the ability to deliver targeted services to the citizens of Glasgow and enabling us to measure the impact of our services.

The right service, in the right place, at the right time.

We have 4 strategic priorities which shape our service delivery and help us achieve our aim of creating a safer, cleaner, better Glasgow.

By working in genuine partnership on a wide range of crime prevention, antisocial behaviour and community safety issues, we can make a real difference to communities across Glasgow.

We also operate two trading subsidiaries. Community and Safety Services (CSS) was set up in 2009 to expand the delivery of security services beyond Glasgow City Council to include the private and voluntary sectors. The services offered include CCTV and Security Services, Lone Worker Technology, and consultancy and client management services.

Glasgow Security Services Community Interest Company (CIC) was formed to carry out Glasgow City Council/council family work outwith CSG's charitable field, such as building security. CSG holds Approved Contractor Status with the Security Industry Authority (SIA) for Public Space CCTV, Keyholding and Security Guarding services.



Working in partnership

Community Safety Glasgow (CSG) works in partnership with a broad range of other agencies and services including Glasgow City Council and all the other Arm's-length external organisations (ALEOs) in the council family, Scottish Fire and Rescue, Greater Glasgow Health Board and a wide range of third sector organisations in the city.

We also have a pivotal partnership arrangement with Police Scotland.

Police Scotland second a range of officers to fulfil different and important functions with CSG. This includes a Chief Inspector who fills the role of Head of Enforcement Services and an Inspector who manages the Partnership Intelligence Team. Various other seconded police officers carry out a range of essential functions within the organisation.

The support from Police Scotland enables CSG to provide an intelligence led approach to the delivery of our services to the Citizens of Glasgow. CSG staff also work with Police Scotland Area Commanders at Area Partnership level to ensure a joint problem solving approach in communities across the city.



What do we do? - Our 4 Strategic Priorities



Improving Community Safety

Working with Community Planning, communities and organisations in the third sector, Glasgow City Council and other key agencies to improve community safety.



Reducing Environmental Incivility

Working with GCC (LES), Glasgow City Council Corporate Communications and other key agencies to reduce environmental incivility as part of Clean Glasgow.



Reducing Offending and Antisocial Behaviour across Glasgow

Working with Police Scotland, Glasgow City Council, and other key agencies to reduce crime and antisocial behaviour.



Supporting Victims of Gender Based Violence

Working with Glasgow City Council, Police Scotland, COPFS, Women's Aid and the third sector, and the Scottish Government to support victims of gender based crime.

What services do we deliver?

Improving Community Safety

- Alarm Receiving Centre
- Partnership Intelligence Unit
- Security Services
- Glasgow Operations Centre
- Public Space CCTV
- Mobile CCTV
- City Centre Services
- Community Enforcement Officers
- Community Facilities
- Homeless Mediation

Reducing Environmental Incivility

- Neighbourhood Improvement and Enforcement Service
- Neighbourhood Improvement Volunteers
- Graffiti Removal
- Community Enforcement Officers

Reducing Offending and Antisocial Behaviour across Glasgow

- Conflict Resolution/Community Relations
- Early and Effective Intervention 8-16yr olds
- ChoiceWorks Employability Prog 18-25yr olds
- Hotspot Intervention Team
- Restorative Justice
- Hate Crime
- Drug and Alcohol Misuse
- Community Payback
- Mediation Service
- Recreate
- Noise Service

Supporting Victims of Gender Based Violence

- Advocacy Support Safety Information Services Together (ASSIST)
- Trafficking Awareness Raising Alliance
- Routes Out of Prostitution
- Base 75 (Routes Out drop-in)
- Violence Against Women Partnership

How we use information?

Community Safety Glasgow collects a wide range of detailed information on the issues affecting Glasgow's communities.

The organisation has robust partnership arrangements (including information sharing protocols) that enable the sharing of data between the wider council family and partner agencies, including police, fire and rescue, criminal justice partners and the voluntary sector. This data is then interrogated and analysed by specialist staff with expertise in research, analytics and performance. By harnessing and collating this data the organisation is able to develop a comprehensive understanding of community safety demands within Glasgow's communities.

There are various types of analytical reports produced to support CSG's Priority Planning Process;

The Strategic Community Safety Index identifies vulnerable communities across Glasgow with cross-cutting issues in terms of the CSG four priority themes. Each month Operational Managers are supported with a variety of tactical reports including a Ward Profile which is used in directing and planning resources at problem issues. The organisation is also supported by service and area-based Performance Reports, identifying areas for development and enabling the effective distribution of resources.

At a case management level CSG also produces a range of client-led information products which support vulnerable complainers.

The organisation also supports Police Scotland by providing thousands of intelligence reports every year through our dedicated Partnership Intelligence Unit. These reports are logged on the Police Scotland intelligence database and assist our joint working approach in tackling local issues.

The intelligence we provide also supports the police in tackling more serious criminal activity like drug dealing, vehicle crime, domestic abuse and human trafficking.

How we use technology

The Glasgow Operations Centre

Located in our Eastgate HQ, the Glasgow Operations Centre utilises the latest technology combined with visionary thinking to create a world class facility that will contribute significantly to the safety of the public and the management of traffic across the city.

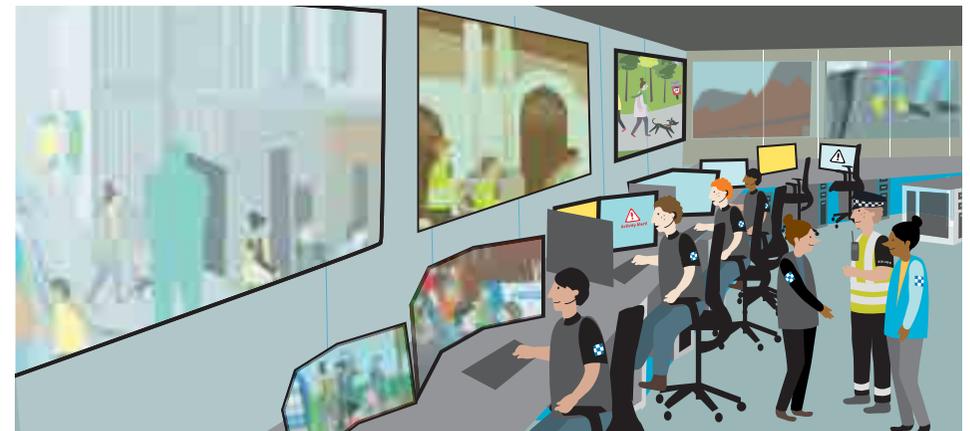
It has integrated and co-located Glasgow City Council's Traffic Control Centre with Community Safety Glasgow's public space CCTV monitoring systems, providing Glasgow with a first-class public safety and information management facility.

The Alarm Receiving Centre

Community Safety Glasgow operates a state of the art CAT II Alarm Receiving Centre located at Blochairn in Glasgow. The ARC delivers a range of services to a broad range of clients across the UK, including fire and intruder alarm management and lone worker personal protection technology.

The security of the city's museums and art galleries and other council property is supported from the Glasgow Operations Centre.

Adjacent to the Centre, the Glasgow Emergency Control Room has also been developed to deal with major incidents in the city.



How do we work? - Priority Planning

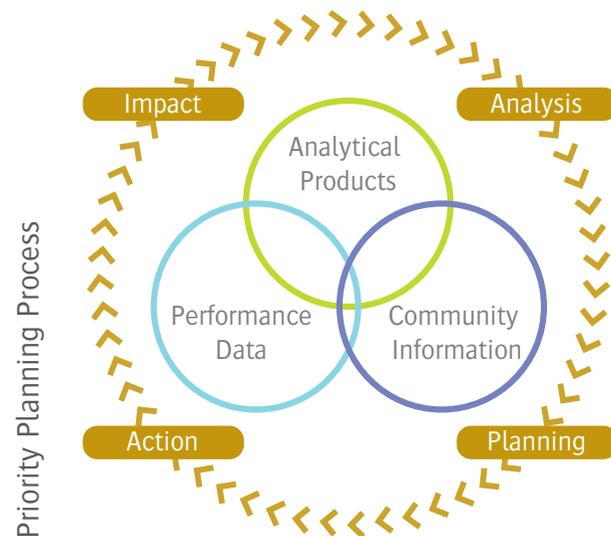
Community Safety Glasgow (CSG) accesses a range of information sources including the Police crime management system. CSG uses this information to create a range of intelligence products that inform its activity and shapes the organisation’s performance management framework, Priority Planning.

CSG has a rigorous performance management framework that reports monthly at both a Multi-Member Ward and city wide level.

What is Priority Planning?

Priority Planning is a process to ensure that CSG responses are effectively targeted at areas of the highest need within Glasgow’s 21 ward areas.

These areas are identified through analysis of demand, activity and the impact aligned to CSGs four strategic priorities.



Operational Priority Planning Process

Following a monthly Strategic Priority Planning Meeting, a member of the Senior Management Team chairs an Operational Priority Planning meeting. This is attended by CSG Operational Management with responsibility for service delivery.

The meeting is supported by operational documentation that provides the detail required to formulate and direct resources at the areas and issues identified.

Ward profile

This report looks at the current major issues impacting on CSG within each ward area. Wards are ranked under each strategic priority and provided with a detailed breakdown of the specific issues, statistics, trends and patterns that will assist operational decision making and planning of ward- based activities.

Ward activity report

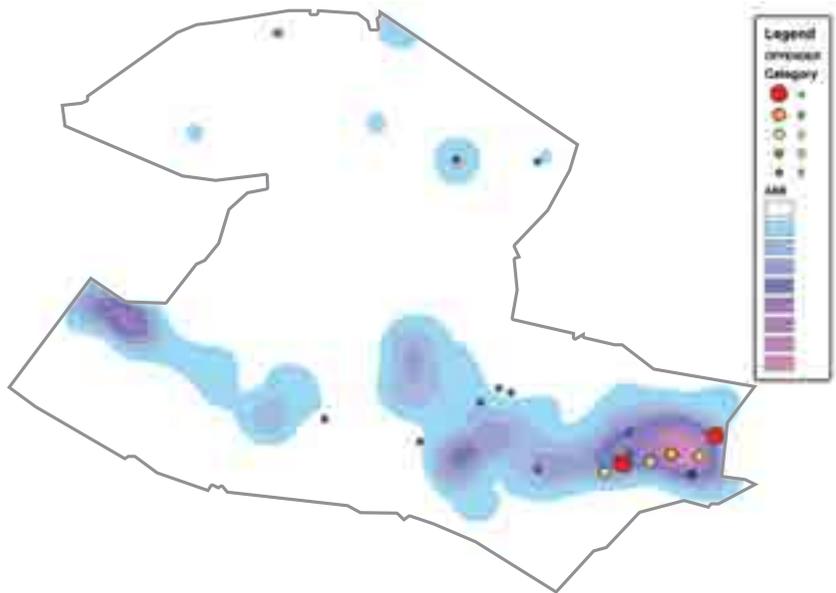
The ward activity report outlines the key activities taking place within each ward area. The report provides a comparison against other Glasgow wards allowing Operational Managers to review the distribution of activities and align services based on identified strategic and operational priorities.

Ward impact assessment

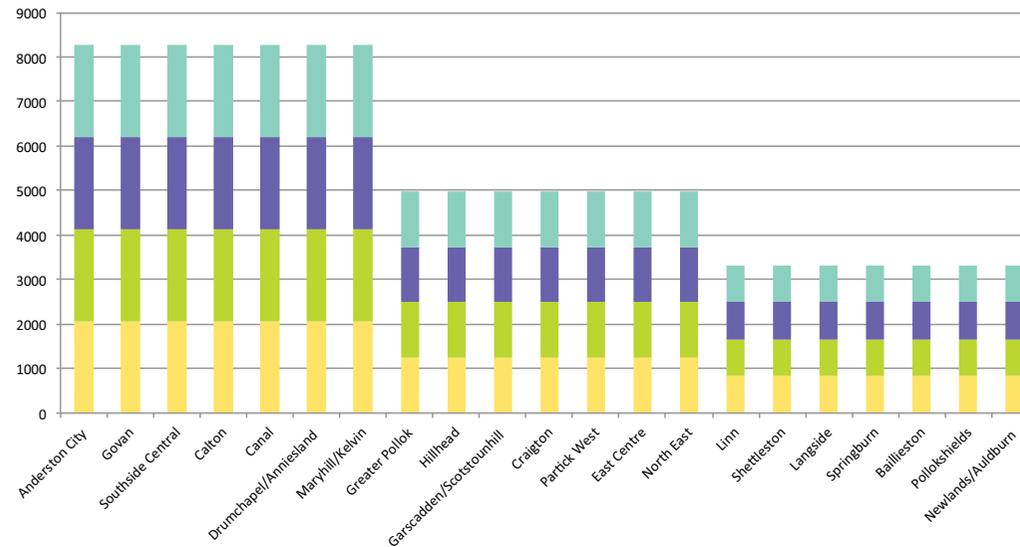
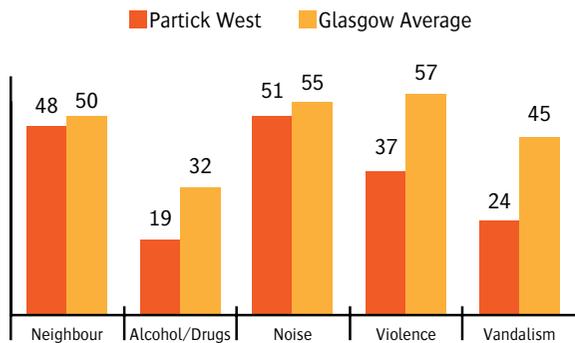
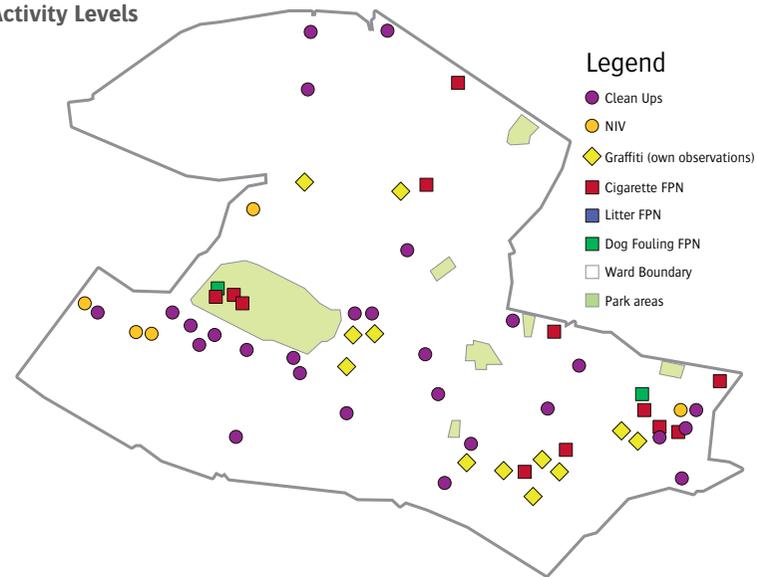
The ward impact assessment is a collection of outcome indicators measured against a baseline and targets at ward level. The impact assessment contains a mixture of qualitative and quantitative indicators that measure the impact of CSG services within each ward area.

How do we work? - Priority Planning

Working in partnership for a safer Glasgow



Activity Levels



Monthly Activity Chart

- Supporting Victims of Gender Based Violence
- Reducing Offending and Antisocial Behaviour
- Reducing Environmental Incivility
- Improving Community Safety

What difference do we make? - Activity last year



What difference do we make? - Activity last year



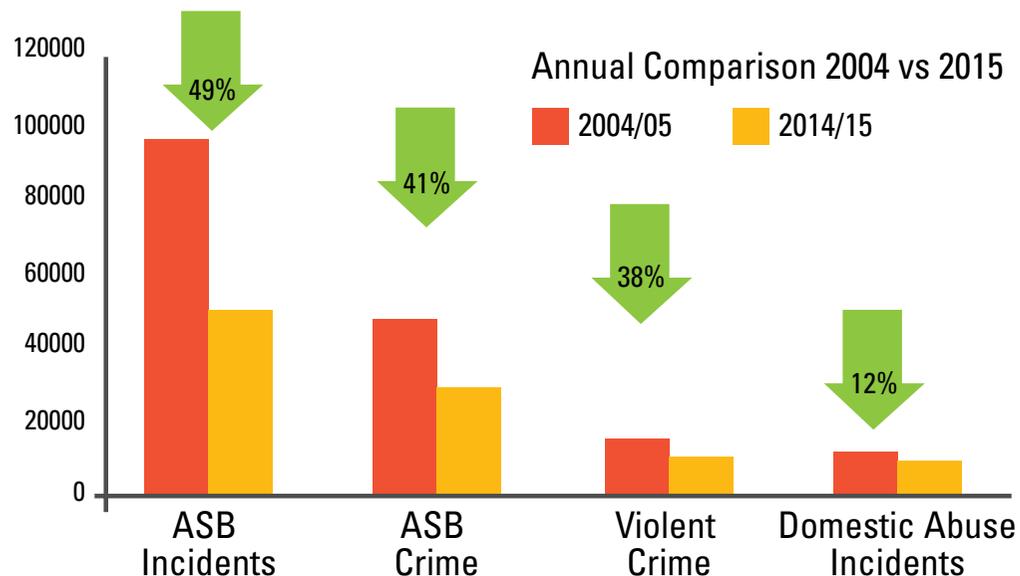
*ASSIST and TARA provide services across Scotland, in close co-operation with partner agencies.



Reducing Offending and Antisocial Behaviour

Supporting Victims of Gender Based Violence

What impact have we made with our partners?



Through the Multi-Agency-Tasking and Coordinating (MATAc) meetings, attended by ourselves, Police Scotland and the Scottish Fire and Rescue Service, Glasgow has seen a reduction in crime.

This meeting focuses on the most problematic areas of Glasgow and puts localised action plans in place to address specific issues within the area.

Community Safety Ward Managers and Police Scotland Area Commanders meet before and after the MATAc to ensure that the right resources are allocated to the right areas at the right time.

These actions are reviewed to ensure that the reduction in antisocial behaviour is maintained and the results are reported back to the MATAc group.



How do we engage with citizens?

Social Media

We will continue to use social media to facilitate dialogue with diverse communities across Glasgow by:

- + Encouraging local people to directly influence service delivery at a local level and participate in activity to improve their own area.
- + Sharing outcomes in local areas with communities city-wide.
- + Promoting online citizen engagement surveys.
- + Responding immediately to requests or questions and provide updates on progress.
- + Raising awareness of specific services to enhance local peoples' feelings of safety in their own area and in Glasgow as a whole.

Citizen Consultation and Engagement

Although there is an improvement in perceptions and feelings of safety within Glasgow, there is still an identifiable gap between communities' perceived and actual safety, with many people over-estimating their risk of becoming a victim of crime.

To help address this, we need to gather evidence and gain an insight into the views of citizens, this will involve working with local people in every community to identify the issues that affect them most.

To achieve this we will:

- + Devise a user friendly questionnaire for citizens.
- + Complete this with 1,100 respondents each Quarter.
- + Use the results to inform operational delivery.
- + Implement targeted ways of increasing feelings of community safety.



10 key activities we will deliver in 2015



10 key activities we will deliver in 2015





Working in partnership for a safer Glasgow

A Facebook banner with a dark blue background. On the left is a large white Facebook 'f' logo. To its right, the text "Like us on Facebook" is written in white. Below this, the text "CommSafetyGlasgow" is written in white. A small version of the Community Safety Glasgow logo is positioned above the text "Working in partnership for a safer Glasgow" and "communitysafetyglasgow.org".

A Twitter banner with a blue background. On the left is a large white Twitter bird logo. To its right, the text "Follow us on Twitter" is written in white. Below this, the text "@CommSafetyGlasg" is written in white. A small version of the Community Safety Glasgow logo is positioned above the text "Working in partnership for a safer Glasgow" and "communitysafetyglasgow.org".

A website banner with a white background. At the top right is the Community Safety Glasgow logo. Below it, the text "Working in partnership for a safer Glasgow" is written in small font. The main text reads "Find out about all of the services we provide to support you and your community. Visit our new website today." followed by the website address "www.communitysafetyglasgow.org". At the bottom, there is a colorful illustration of a diverse group of people, including a person with a dog, a person with a bicycle, and a police officer, standing next to a police van.



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Community Safety Glasgow is a limited company incorporated in Scotland (No. 130604) and a registered charity (SC017889). Managing Director: Phil Walker,

Community Safety Glasgow is an equal opportunities employer.