

Community Safety Glasgow - Nine Years On



1. Introduction

This report examines briefly the work carried out by the charitable company Community Safety Glasgow (CSG) since it was established in October 2006 until the end of the financial year 2014/15.

Community Safety Glasgow was established by Glasgow City Council and the Joint Police Authority for Strathclyde, now The Scottish Police Authority. The company was created to bring together a range of services into a more integrated model of good practice to maximise the services' impact on crime, environmental incivility, gender-based violence and antisocial behaviour, and improve community safety in communities across the city.

CSG has worked, and continues to work, closely with Police Scotland, the company's key partner through the sharing of intelligence, joint tasking and action planning, and through the secondment of key police personnel to the company. This close partnership arrangement has provided many operational benefits to both CSG and Police Scotland.

Most importantly, however, they have contributed significantly to improving the safety of communities across Glasgow.

CSG has four strategic priorities.



Crime and antisocial behaviour, or the perception of it, can have a significant emotional or personal effect on individuals and wider communities. Improving community safety is fundamental both to promoting social inclusion and to improving the quality of life of our communities.



Our aim is to achieve a reduction in antisocial behaviour and offending: therefore we work with individuals to encourage them to address the causes of their behaviour and provide additional support where appropriate. All of our approaches are underpinned by restorative justice principles.



A neighbourhood that looks vandalised and uncared for can foster antisocial and criminal behaviour. This thinking is reflected in what has become known as the "Broken Windows" theory, which makes close links between environmental incivility and antisocial behaviour crime.



The protection and welfare of women and children who are victims of violence is a major community safety issue. CSG recognise that not all people are equally vulnerable and that some groups are more vulnerable than others to victimisation. Violence against women' and 'gender-based violence' are often used interchangeably as most gender-based violence is inflicted by men on women and girls. It is important though to acknowledge that most men do not commit acts of gender-based violence and that they too can be victims.

The report also briefly examines some types of crime in Glasgow in the year 2004/05, the year before CSG was established, and also the same statistics for the year 2014/15, nine years after the company was established.

Finally the report highlights some other activities carried out by CSG since it was established in 2006 and some key stakeholders' perceptions of the company.

2. Community Safety in Glasgow 2004/05

In the early 2000s youth gang activity, organised crime, signal crimes (i.e. vandalism, graffiti, fire raising etc) and alcohol related disorder within the City had reached an unsustainable level.

The statistics below highlight some of the key issues the city was experiencing in 2004/05:

- ◆ Glasgow hospitals recorded 1,086 overnight admissions as a result of violence.
- ◆ There were over 100 territorial youth gangs in Glasgow with around 2,000 members involved in behaviour ranging from minor street disorder to gang fighting and knife crime.
- ◆ The city centre was identified as one of the least safe in the UK with around one in five crimes across Glasgow taking place within it.
- ◆ Recorded domestic abuse in Glasgow accounted for 17% of all domestic abuse incidents reported across Scotland, with over 7,603 reports made each year.
- ◆ The level of reported antisocial behaviour incidents had also peaked with an average of 270 incidents recorded each day.
- ◆ The Police reported in excess of 28,000 people for antisocial behaviour-related offences.
- ◆ The city was identified as one of the least clean in Scotland with a Local Environmental Audit and Management System (LEAMS) score of 62/100.

The chart below highlights the level of violence experienced in Glasgow compared to other UK cities of similar demography.

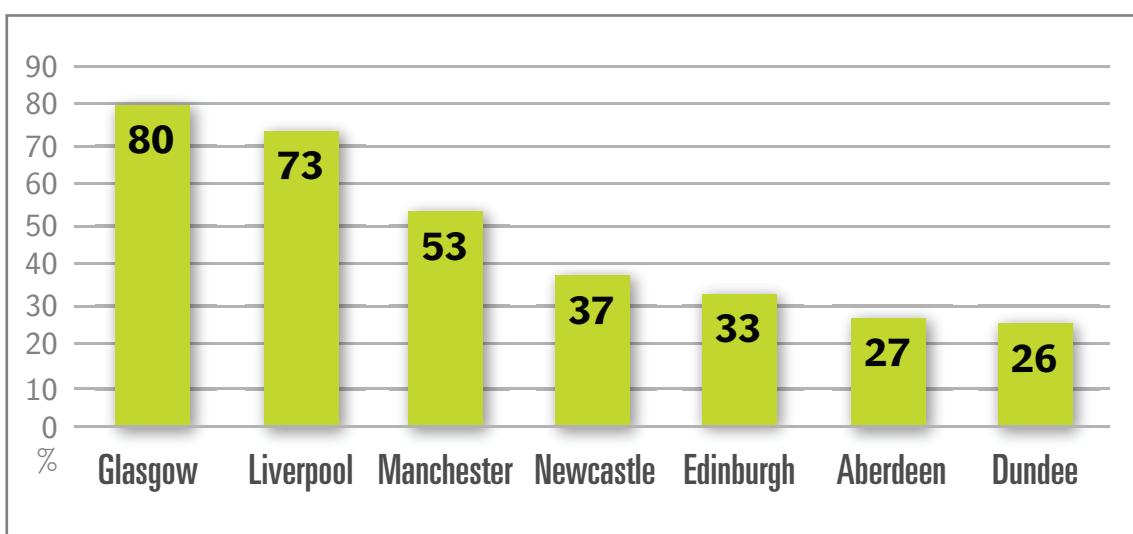


Chart - Violent Crime per 10,000 Population 2004/05

3. The establishment of Community Safety Glasgow

Since its establishment in 2006 Community Safety Glasgow has been responsible for carrying out a wide range of activities to tackle its key priorities. Many of these services have been delivered in partnership with our partners Police Scotland, various departments of Glasgow City Council, Community Planning, The Scottish Government, Scottish Fire and Rescue, other Glasgow Arms Length Organisations (ALEOs) and key Third Sector organisations and community groups.

Our 4 strategic priorities have the following services aligned to them:



What we delivered 2006 - 2014



What we delivered 2006 - 2014



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

- **3,225** deployments and **52,523** attendances at CSG mobile diversionary resources provided for priority communities.
- Handled **6,900** antisocial behaviour and **1,895** mediation enquiries.
- Managed **3,323** cases involving members of the public.
- Responded to **60,380** noise calls and visited **19,947** premises.
- Received and managed **103,253** social work community payback referrals.
- Directed **339,543** hours of community payback activity at community nominated sites.
- Supported **721** persistent offenders through our Choiceworks programme.
- Total of **3,888** offenders trained and acquiring some form of accreditation.
- Delivered **31,727** interventions to adults addressing offending and antisocial behaviour.
- Delivered **92,251** enforcement measures to address offending and antisocial behaviour.



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

- Recruited **744** Neighbourhood Improvement Volunteers to the Clean Glasgow Campaign.
- Undertaken **15,073** business and school clean-ups.
- Supported **273,878** clean-up hours involving **130,095** volunteers in enhancing local communities under the Clean Glasgow Campaign.
- Removed **130,219** incidents (**1,320** kilometres) of graffiti.
- Issued **86,397** fixed penalty tickets for litter and dog fouling.
- Removed **15,821** flyposting incidents.



Supporting Victims of Gender-based Violence through working with Glasgow City Council, Scottish Government, Police Scotland, COPFS, Women's Aid, and other statutory and voluntary sector agencies to support victims of gender based crime.

- Managed **28,300** referrals involving victims of domestic abuse.
- Received **4,023** presentations at the Base (Women's evening drop in).
- Provided **3,060** harm reduction interventions for women involved in prostitution.
- Achieved **1,552** positive outcomes for women involved in prostitution.
- Supported **120** women identified as Trafficked for Commercial Sexual Exploitation.

4. Community Safety in Glasgow 2014/15

The work of Police Scotland along with the CSG activities listed on previous pages combined with the effective partnership working arrangements and intelligence-led targeting of services, has resulted in significant reductions in antisocial behaviour, offending and crime across Glasgow, and increased reporting.

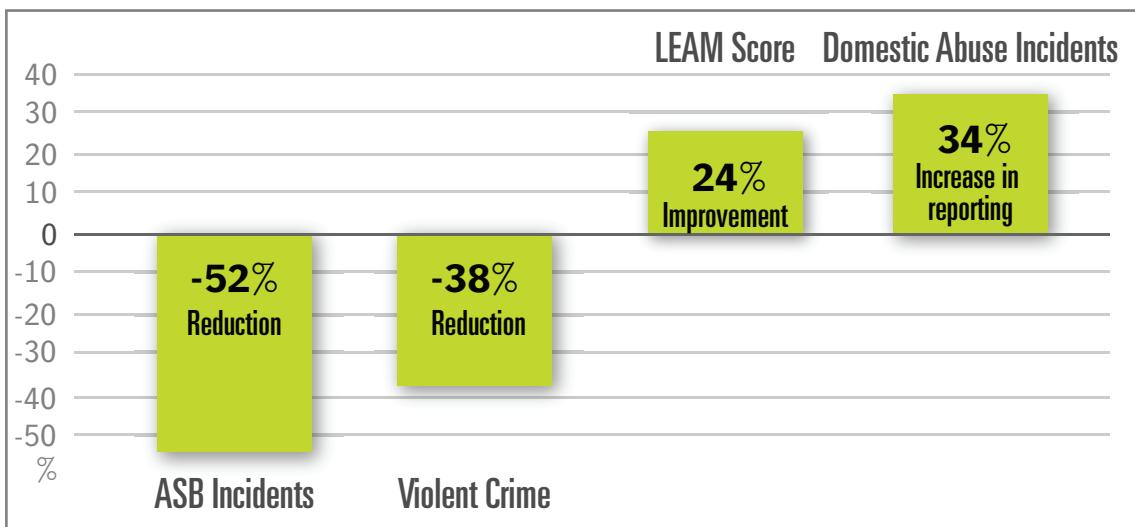
Chart - Trend of recorded antisocial behaviour incidents 2004/5 to 2014/15



Many communities that were previously blighted by gang violence, signal crime and high volumes of offending have been transformed into areas where residents no longer fear to walk to the local shops or travel through particular communities.

This was most evident in a recent consultation survey where 60% of respondents felt that agencies were working effectively to tackle crime and antisocial behaviour.

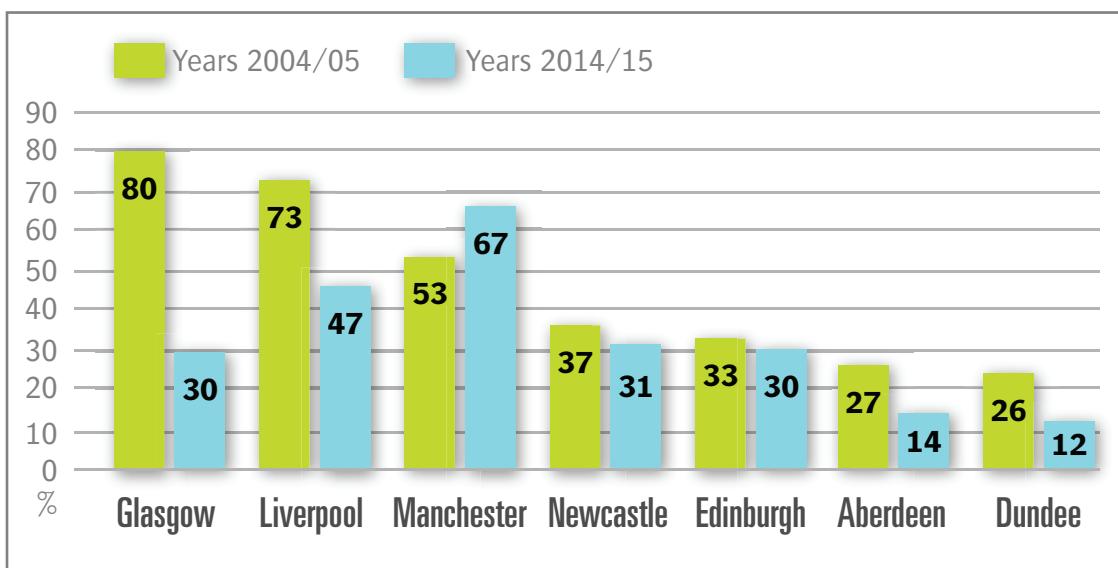
Chart - Impact on CSG key indicators 2004/05 Vs. 2014/15



4. Community Safety in Glasgow 2014/15

When comparing Glasgow to other cities in the UK, it is clear that Glasgow is experiencing reductions in key crime types at a faster rate. No longer is Glasgow identified as one of the most violent cities in Europe; in fact crime levels are now lower than comparable English cities and quickly catching up to similar levels experienced in Edinburgh and Dundee.

Chart – Violent Crime Comparison 2004/05 v 2014/15 for UK cities (Per 10,000 population)



The following table lists the total number of violent offences recorded within the City Centre during the 2004/05 and 2014/15 financial years. Also shown is the percentage change between both periods.

Violent Crime	2004/05	2014/15	% Change
Assault with intent to rob	62	14	-77%
Robbery	330	45	-86%
Murder	2	0	-100%
Attempted Murder	23	0	-100%
Serious Assalt	306	113	-63%
Common Assault/Simple Assault	2,156	1,556	-28%
TOTAL	2,879	1,731	-40%

Violent crime has fallen with a total reduction of 40%. Reductions were seen across the board, most notable of these are common assaults with a 28% reduction (-597 incidents) and robberies with an 86% reduction (-285 incidents).

5. Some other CSG achievements

Community Safety Glasgow (CSG) has delivered a range of other projects and programmes since it was established in 2006.

They include the following:-

Award-winning headquarters

CSG have relocated their headquarters four times. Finally working with their colleagues from Clyde Gateway to secure the funding, to design and manage the build of their new headquarters on London Road. The Eastgate building won the RIAS best office accommodation in Scotland award and was the Command and Coordination Centre for the 2014 Commonwealth Games.

£35 Million of income generated

CSG generated **£35million** of non-council income for the delivery of services in Glasgow since they were established.

17,573 attend Ashgill Community Centre

CSG were asked to take over the management of the Ashgill Community Centre in Milton due to it being infiltrated with serious and organised crime. They redesigned and refurbished the centre, and it's now a vibrant community facility with **17,573** attendances last year.

The launch of the Glasgow Operations Centre

CSG designed and managed the building and the operation of the Glasgow Operation Centre. The Intelligence Centre and the Emergency Control Room, together comprise one of the most modern operation centres in the world.

Payback services delivered from Govan

CSG developed and built a wood-cutting and treatment centre in Govan to provide timber and training opportunities for the payback clients in their two Community Payback workshops. CSG now take trees from Glasgow parks that are earmarked for landfill, and working with their payback clients, turn them into high quality furniture products that are distributed free to schools, nurseries and community groups.

Community facility success in Maryhill

CSG were asked to take over the management of St Gregory's primary school in the Wyndford, Maryhill. The school was earmarked for demolition but was saved by the local community. CSG redesigned and refurbished it and now it's a very successful community facility with gym, music studio, cafeteria, computer centre and meeting rooms. Last year The Hub had **8,863** attendances.

5. Some other CSG achievements - (Continued)

Approved SQA status awarded

CSG became an SQA approved Centre and deliver in partnership with Safelives and Scottish Women's Aid the qualification Professional Development Award (PDA) in Domestic Abuse Advocacy (SCQF Level 7) for practitioners working in Scotland.

Launch of Enterprise Centre

CSG have designed and managed the creation of their Payback Enterprise Centre in the East End of Glasgow which will take Payback clients and ex-offender volunteers from across the City and provide them with holistic support through their offender enterprise programme.

SIA seal of approval achieved

CSG achieved Approved Contractor Status from the Security Industry Authority and are classified as being in the top 5% of security providers in the UK.

Innovative Business Continuity Centre launched

CSG have designed and managed the creation of the Glasgow Business Continuity Centre within the public space CCTV site at Blochairn. The cutting edge Business Continuity Centre provides back-up to the Glasgow Operation Centre.

ASSIST expands service delivery

CSG established staffing hubs for their domestic abuse staff in Police Scotland offices to deliver gender-based violence services across 11 other local authorities in the West of Scotland.

Replacing 500 CCTV Cameras

CSG CCTV engineers are currently replacing all of the old Public Space CCTV cameras across the city with 500 HD (high definition) cameras linked to the Glasgow Operation Centre as part of the Future Cities programme.



6. What do our partners think of us?

Community Safety Glasgow works with a broad range of partners both in Glasgow and across Scotland. The following testimonials from some of our key partners illustrate their views on the effectiveness of CSG.

POLICE SCOTLAND



Police Scotland works tirelessly in tackling violence, disorder and antisocial behaviour. This contributes to our overall purpose of improving the safety and wellbeing of people, places and communities in Scotland. Over the last nine years Glasgow has seen a dramatic 52% reduction in incidents relating to antisocial behaviour (ASB), a position that is continuing to improve. Police Scotland understands that this success comes from close partnership working and recognises the significant and instrumental work of Glasgow City Council through its ALEO - Community Safety Glasgow in achieving these impressive results.

In addition the Chief Constable stated “Community Safety Glasgow have been long term and valued allies in preventing crime and antisocial behaviour in Glasgow. In many ways I regard them as a model for Police/Local Authority community safety working.”

Chief Constable Stephen House

SCOTTISH FIRE AND RESCUE SERVICE



“CSG is an important partner and one who will continue to work with the SFRS both at a local and national level. Their ability to gather intelligence and share this with relevant and capable partners has proved successful and will help drive down risk during what will no doubt become increasing challenging times. CSG has an excellent basis upon which further innovation can be built and it is truly exciting to consider the extent to which community safety can be developed given the ambition and drive which exists within the organisation.

We value our association with CSG and look forward to strengthening this during the period of our next local plan for Glasgow.”

ACO Lewis Ramsay QFSM MBA, Director of Prevention and Protection

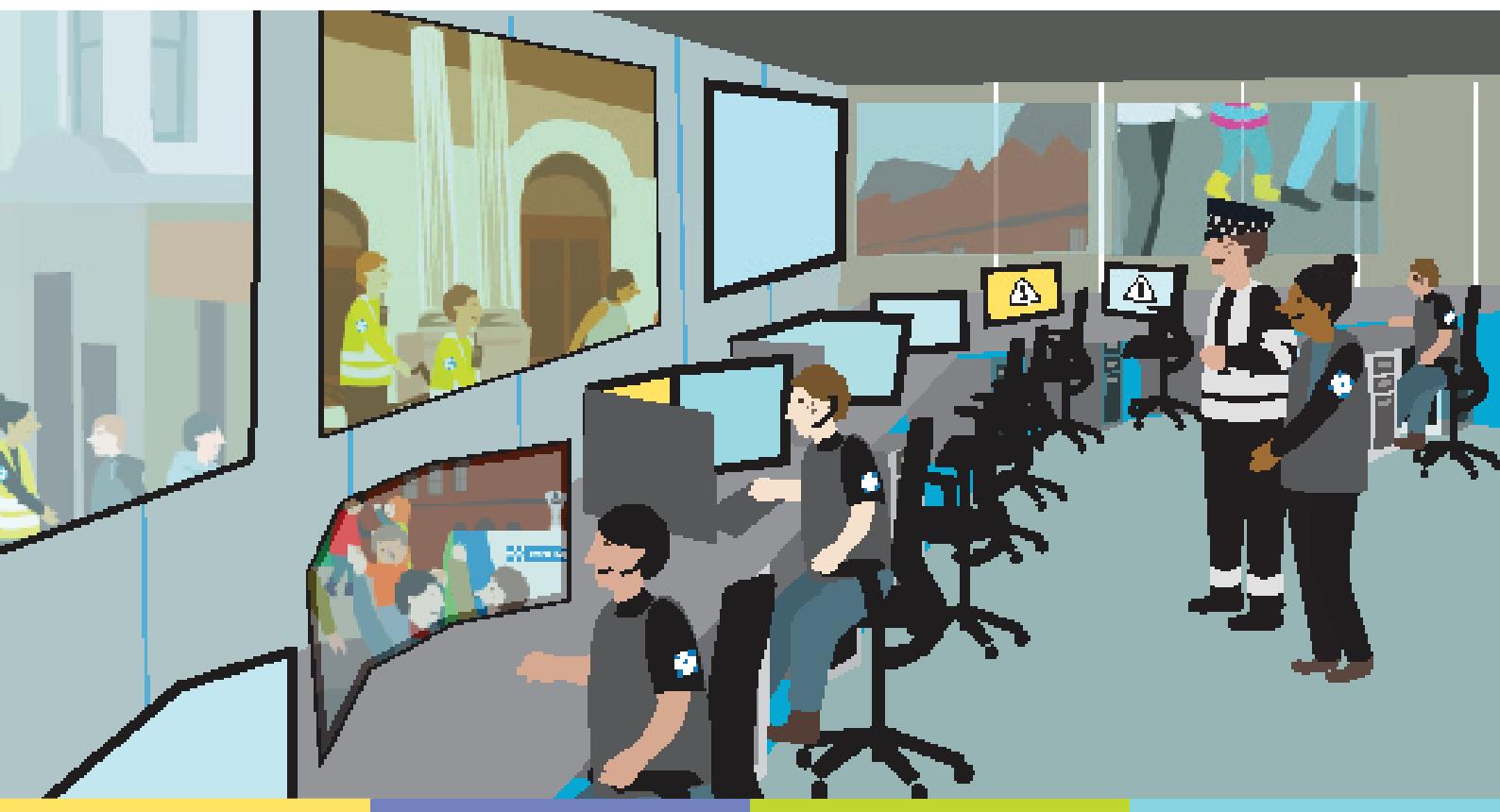
7. Conclusion

Glasgow has transformed itself in the years from 2005 until the present. Part of that transformation has been the huge reduction in crime and antisocial behaviour and the significant improvements in community safety across the city. From being one of the most violent cities in the UK in 2005, Glasgow is now one of the least violent cities in the UK.

The significant reductions in crime and antisocial behaviour have saved, and continue to save, the public purse many millions of pounds in expenditure as well as improving the quality of life for the citizens of Glasgow.

Safety and the perception of safety is paramount, not just for residents but for visitors and inward investment. Tourism and businesses all benefit from a safe, clean city.

Community Safety Glasgow is proud to have contributed with its partners Police Scotland, Glasgow City Council and others to create a safer, cleaner, better Glasgow.





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SCOTTISH POLICE AUTHORITY

Community Safety Glasgow is a limited company incorporated in Scotland (No. 130604) and a registered charity (SCO17889). Managing Director: Phil Walker,

Community Safety Glasgow is an equal opportunities employer.