

REPORT TO: POLICY AND RESOURCES COMMITTEE - 11 JUNE 2012

REPORT ON: SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE

REPORT BY: DIRECTOR, LEISURE AND COMMUNITIES

REPORT NO: 192-2012

1.0 PURPOSE OF REPORT

- 1.1 The report provides information on the impact of the Service Level Agreement between the Dundee Community Safety Partnership and Tayside Police. The report also highlights an area of weakness in performance in relation to the DUNCAN Initiative which has been addressed and will be subject to ongoing monitoring and evaluation.

2.0 RECOMMENDATIONS

It is recommended that the Committee:

- 2.1 notes the contents of the SLA monitoring report (see Appendix 1) for the period 2011/12, including the areas of high performance which have had a positive impact on local communities and the area of concern around the DUNCAN Initiative.
- 2.2 agrees to a review of the DUNCAN Initiative process, inputs and outputs and a further period of monitoring and evaluation.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The annual award of £215,000 to Tayside Police for a three year period from 1 April 2011 was agreed by the Policy and Resources Committee on 25 October 2010.

4.0 BACKGROUND

- 4.1 The Service Level Agreement between the Dundee Community Safety Partnership for the period 2011-14 was agreed by the Policy and Resources Committee on 25 October 2010.
- 4.2 The Service Level Agreement requires Tayside Police to;
- provide strategic assessments and community intelligence reports for the Dundee Community Safety Partnership and analysed reports for the Local Community Planning Partnerships
 - support for the development of the DUNCAN/Safety Retail Initiative
 - target the resources of the Police Community Impact Team towards the areas in need of most attention across the city.

5.0 MAIN TEXT

- 5.1 The reports provided by the Community Intelligence Unit have supported the development of the Dundee Community Safety Strategy and Action Plan and have prompted local action on Community Safety by the Local Community Safety Partnerships.

The reports have enabled partner agencies to come together to address common issues and have enabled the development of an intelligence led tasking approach to Community Safety.

- 5.2 The long term absence of the DUNCAN Link Officer has had an impact on the Scheme, however, Tayside Police have drawn on other resources to fulfil the DUNCAN Link Officer duties. As a result, the outputs for this service area have in the main been delivered. To address this difficulty, a revised set of outputs have been developed into an action plan which clearly identifies the DUNCAN outcomes and the inputs required from Tayside Police and Dundee City Council. The action plan will be subject to ongoing monitoring and evaluation.
- 5.3 The Tayside Police Community Impact Team have been engaged in longer term deployments in Lochee, The Hilltown and Stobswell and with partners have tackled a wide range of issues including, robbery, anti-social behaviour, acquisitive crime, drug dealing and the carrying of weapons. The Community Impact Team have worked with partners and local groups to reduce crime and produce positive outcomes for local communities.

6.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

An Equality Impact Assessment has been carried out and will be made available on the Council website: <http://www.dundee.gov.uk/equanddiv/equimpact/>

7.0 CONSULTATION

The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services, Director of City Development and the Tayside Police Chief Constable.

8.0 BACKGROUND PAPERS

- Service Level Agreement Monitoring Report

Stewart Murdoch
Director, Leisure and Communities
30 May 2012

SERVICE LEVEL AGREEMENT - DUNDEE COMMUNITY SAFETY PARTNERSHIP / TAYSIDE POLICE
MONITORING REPORT 2011/12

SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - DUNCAN LINK OFFICER
MONITORING PERIOD 2011-2012

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
The administrator shall develop a comprehensive understanding of the legal framework for intelligence gathering and distribution to the partnership agencies in order to ensure the efficient management of the Duncan Project.	The Information Sharing Protocol (ISP) is to be reviewed.	A number of areas have been identified for further development with a review of intelligence to be provided by Tayside Police to the Duncan scheme.	Database.	A review of the Information Sharing Protocol should produce more intelligence for the Evening Economy.
	The Information Sharing Protocol (ISP) is to be reviewed.	A number of areas have been identified for further development with a review of intelligence to be provided by Tayside Police to the Duncan scheme.	Database.	Delivery of the outputs has been limited due to staff illness. However, steps have been taken to minimise the impact of this issue and efforts are being made to provide a sustainable process.
Within the data sharing protocols, co-ordinate and disseminate current intelligence, enabling Tayside Police and the Council to maximise opportunities presented by anti-social behaviour legislation, to disrupt and minimise the impact of such behaviour on the Communities of Dundee.	Warning letters and exclusions to limit access to Duncan premises. Daily intelligence and monthly bulletins to members.	Appropriate measures have been introduced to deal with anti-social behaviour.	Number of exclusions and warning letters.	
Co-ordinate and disseminate current intelligence to the Duncan members, regularly visiting their premises, holding meetings and building professional working relationships with the members.	A number of visits have been made to Duncan members to distribute bulletins and anti-fraud devices, and to explore the potential for on-line bulletins. Radio link scheme in operation.	A more effective system has been introduced by the Duncan team to introduce e-bulletins, raising awareness, and decreasing fraud. Successful use of radio link scheme by members.	Database of intelligence. Distribution of bulletins. Tracking usage on-line. Action taken by premises to assist in apprehension of known shoplifters.	Delivery of the outcomes has been limited due to staff illness.

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
Co-ordinate and administer all information requests from the Duncan Project, maintain an audit trail of such requests and disseminate all information or intelligence through established data sharing protocols.	Ad hoc requests for information from the Duncan team have been made, and intelligence delivered.	Appropriate intelligence given to Duncan members, so greater awareness of current issues. Members better able to act on intelligence reports from application of warning letters and exclusion notices. Two-way information sharing protocol process to identify intelligence.	Record of requests.	Staff illness has affected the 2-way process.
Identify opportunities to develop new data sharing protocols with statutory, commercial, voluntary and non-statutory bodies in line with the aims of the Community Intelligence Unit.	Crime pattern analysis and a number of meetings held with some retailers to identify gaps in Duncan membership.	Potential to increase Duncan membership has been identified.	Number of members.	Work in progress - scope to develop further.
Audit Duncan Project folders to ensure they are adhering to data protection legislation including retail and evening economy members.	Folders audited in December 2011.	Ensuring members are adhering to current data protection legislation.	Duncan Project Folders.	Duncan Project Folders are being audited on an on-going basis.
Assist in the collation and delivery of Duncan bulletins, exclusion notices and target lists. Liaise with Duncan Project personnel regarding the "Best Bar None" scheme and market same. Undertake assessment of premises for suitability of "Best Bar None" scheme.	Duncan bulletins have been collated. Exclusion notices are disseminated through the bulletin. A "Top 10" shoplifting list has been produced. Tayside Police have assisted with delivery of BBN assessments.	Duncan members are aware and able to deal with the most active criminals. Raising standards in pubs and clubs.	Bulletins and Top 10 list of prolific shoplifters produced. Safer environment in pubs and clubs.	2-hour assessments to be carried out and a pool of assessors required.

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
To attend briefings and appraisal meetings with Duncan Project personnel to share information and highlight areas of concern.	Tayside Police regularly visit the Duncan office and attend meetings.	Information sharing. Co-ordination.	Meetings are attended regularly.	Staff illness has limited attendance by the Duncan Link Officer.
Participate in the delivery of the Hard Target and BIIAB Training for Duncan members.	Following meetings held with Duncan members, appointments are arranged for Hard Target training.	Meetings are arranged to offer shops the opportunity for training so that they are better equipped to deal with anti-social behaviour. Link Officer is part-trained in the delivery of Hard Target.	Record of Hard Target training delivered from Police records.	Training to deliver Hard Target to be carried out in full.

SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - COMMUNITY INTELLIGENCE ANALYSIS
MONITORING PERIOD 2011-2012

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Tayside Police will employ a Community Intelligence Analyst to research and report antisocial behaviour.</p> <p>The Analysts shall provide strategic and operational analysis of antisocial behaviour and provide high quality analytical reports to support the Community Safety Partnership.</p> <p>The Analysts shall produce analytical reports for each neighbourhood in relation to antisocial behaviour to inform decision making of Tayside Police, the Council and members of Dundee Community Safety Partnership.</p> <p>Tayside police will appoint the Analyst for a three year fixed term period to form part of the Community Intelligence Unit. The Analyst shall be employed and managed by Tayside Police and shall be based at Tayside Police Headquarters, West Bell Street, Dundee.</p> <p>The Analysts will undertake systematic analysis of reported antisocial behaviour to the police, Council and members of the Dundee Community Safety Partnership and provide regular</p>	<p><u>Monthly CSP Tactical Assessment:-</u></p> <p>Aim of document is to provide focussed awareness and tasking to partners and will be used to drive the business of the Community Safety Partnership Operational Group (monthly meeting).</p> <p>Quarterly LCPP Document:</p> <p>Report produced targeted at all 8 LCPP areas, providing analysis on the main issues affecting each area. This report drives LCPP business tied in with the priorities as determined by the DCSP strategic assessment document.</p> <p>Community Safety Partnership Strategic Assessment Document:</p> <p>This document is produced to provide the Community Safety Partnership with analysis and overview of the</p>	<p>This is achieved by use of maps, graphs, photographs and text to analyse and discuss areas of concern such as YCA, Alcohol related disorder, motorcycle nuisance, secondary fires, vandalism, drug paraphernalia, prostitution, acquisitive crime and serious and violent crime.</p> <p>Informs, summarises and tasks the LCPP meetings in relation to the issues affecting their respective areas. This analysis is achieved by use of photographs, graphs, charts, maps and text. All 8 LCPP overviews are contained within the document allowing areas to compare and contrast.</p> <p>Document is used to identify key crime, disorder, substance misuse and Anti Social behaviour problems</p>	<p>This document has been produced throughout the year 2011-2012</p> <p>This report has been produced quarterly to all 8 LCPP meetings throughout the year.</p> <p>This report established the priorities for Community Safety within Dundee as being:</p>	<p>This document continues to receive positive feedback from partners.</p> <p>20 significant partners within Dundee Community Safety Partnership provided input to the 2010</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>reports and updates to the Council and its community safety partners.</p> <p>The Analysts shall undertake research and analysis as tasked by the Council and members of Dundee Community Safety Partnership, to identify longer term issues for inclusion in the Community Safety Document as outlined in the National Intelligence Model.</p> <p>The analyst will maintain the security and confidentiality of all intelligence in accordance with the Tayside Police guidelines.</p> <p>Undertake presentations to the Dundee Community Safety Partnership relative to the analysis of intelligence.</p> <p>Attend meetings where necessary to provide or receive information, relevant to the process and outcomes of analysing national and local information.</p> <p>Make the best use of technology, to keep abreast of new analytical methods, and ensure correct operation and compliance with force and legal requirements and budgetary constraints.</p>	<p>main issues affecting community safety within Dundee City.</p> <p>Bespoke requests for analysis by CSP Partner Agencies:</p> <p>A system of in place whereby partner agencies can request specific analysis to be carried out in relation to issues affecting them. This can include anything from ASB to crime affecting the community.</p> <p>Daily Community Safety Report</p>	<p>that are impacting upon and affecting the City. Both long term and short term problems are identified.</p> <p>The production of accurate and useful data which enables partner agencies to provide a better service or deal with a problem. Profiles produced have included;</p> <ol style="list-style-type: none"> 1. Strategic E safety Assessment for Child Protection Inspection and ongoing E Safety Work. 2. Problem profile for DCC Multi housing stock to support ongoing Housing work in Multis. 3. Problem profiles for the DUNCAN scheme e.g. Broughty Ferry 4. Underage drinking profile for FOA project <p>Joint working on community problems in real time</p>	<p>Drugs / Vandalism Impact of crime and antisocial behaviour Youth Disorder Alcohol Violent Crime Sexual Offences Fire Safety</p> <p>Further monthly and quarterly documents (outlined above) are based on these set priorities. Documents are produced that include up to date information from partners.</p> <p>Recorded patrol matrices by DCC Wardens, Recorded patrol matrices</p>	<p>Strategic Assessment.</p> <p>The data has been refreshed for 2012 and will form the baseline for the new CSP Action Plan and new SOA Response.</p> <p>Requests for analysis are screen by the DCC Community Safety Manager and community Safety Inspector to prevent duplication.</p> <p>CIU have highlighted the availability of Analysts product for progressing LCPP local community plan community safety priorities.</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
	<p>This document is produced daily by the CIU to inform the Police daily management meeting.</p> <p>This document is used to base some partnership tasking e.g. Wardens deployment</p> <p>This document is used to make recommendations to Police management for future action to tackle existing and developing hotspots</p> <p>Updating Spreadsheets:</p> <p>Various spreadsheets are updated on a daily basis to provide current information from the numerous reports/documents that are submitted to the Community Intelligence Unit.</p> <p>Repeat Caller Process.</p> <p>The Police have instigated a new process in 2011 -12 to support repeat victims of ASB and other community safety related issues. The CIU research and produce action files to drive Police and Partnership activity</p>	<p>Spreadsheets that are updated include: YCA, vandalism, alcohol recoveries, drugs paraphernalia, drug overdoses, drug abusers, prostitution and a youth register. This information is taken from police computer systems and partnership information.</p> <p>1092 Repeat Callers files assessed and actioned to date since March 2012. work ongoing to risk assess and resolve problems and issues in partnership.</p>	<p>by Police Officers. Joint working with TFR</p> <p>Monthly TTCCG document is used in the tasking of resources to Tayside Police and partner agencies and helps evidence profiles for partnership work</p> <p>All Repeat Caller files stored at CIU</p>	

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	<p>Monthly Police Tactical Assessment Document:</p> <p>A document produced for each Tayside Police fortnightly tasking and coordinating meeting chaired by the Divisional Commander. A sanitised version is also produced for use of partner agencies.</p>	<p>This document drives the police business over the following month by highlighting trends and developing issues. This meeting is attended by partner agencies who also contribute to the document and take ownerships of tasks to be completed. This has allowed for a co-ordinated and joint multi agency approach to problem solving.</p>	<p>Feedback from partner agencies</p>	

SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - COMMUNITY IMPACT TEAM
MONITORING PERIOD 2011-2012

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Members of the Tayside Police, Antisocial Behaviour Team shall be fully conversant with the Dundee Antisocial Behaviour Strategy.</p> <p>Be fully conversant with and implement the legislation contained within the Antisocial Behaviour (Scotland) Act, 2004.</p> <p>Through application of the National Intelligence Model and the daily and fortnightly Tactical Tasking and Co-ordinating Group identify antisocial behaviour issues and create pro-active policing solutions.</p> <p>Produce a fortnightly report indicating activity, analysis and results.</p> <p>Develop a working relationship with Dundee City Council Community Safety Wardens, Antisocial Behaviour Team and Night Time Noise Team.</p> <p>Work closely with the Community Intelligence Analyst and identify patterns of criminality and antisocial behaviour particularly:</p> <ul style="list-style-type: none"> • drunken and alarming conduct; • vandalism; • antisocial behaviour including 	<p>The three funded posts are part of the Community Impact Team. (previously community engagement team / ASB team)</p> <p>The team have been engaged in longer term deployments, principally</p> <p><u>Hilltown</u> area to target Robbery, ASB, acquisitive crime Drug Dealing and weapon carrying.</p> <p><u>Lochee</u> area to target ASB, drugs, weapon carrying including specific attention to the DCC housing Multi stock on Lochee. (as part of DCC housing partnership plan)</p>	<p>Proactive policing for partnership objectives.</p> <p>Reduction in Crime</p> <p>Increase in Reassurance</p> <p>Proactive policing of criminals</p>	<p>Operational Returns</p> <p>Crime Stats reported through SOA</p> <p>Increase in confidence reported through Police survey. (reported through SOA / CSP)</p> <p>For example returns for deployment to Lochee Sept 2011 – Jan 2012 647 hours mobile patrol 1105 hours foot patrol 438 proactive searches 86 positive searches 448 Intelligence inputs submitted 54 Warrants executed 81 Arrests 5 Valiant returns regarding youth disorder 100 licensed premises licensing visits 100 Retail shops reassurance visits Drugs recoveries of Heroin,</p>	

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>the use of motor vehicles;</p> <ul style="list-style-type: none"> • prostitution; • substance misuse in public places and identifying emerging behaviour patterns and drug hotspots. 	<p><u>Stobswell</u> area to target Street Prostitution</p> <p>The team also deliver</p> <ol style="list-style-type: none"> 1. DUNCAN retail bulletins 2. Engage with community groups 3. liaise with DCC partners in relation to ASB 4. Enforce drug search warrants 5. Deploy stop search tactics using metal detectors paid for by CSP funding. 6. High profile reassurance patrolling on foot and cycle. 7. High profile reassurance through positive Media releases 		<p>Cannabis, amphetamine, prescribed medications, Cannabis plants, Ecstasy, MDMA, Methadone, Morphine Sulphate etc.</p> <p>Minutes of residents meetings.</p>	