

**REPORT TO:** COMMUNITIES COMMITTEE - 21 AUGUST 2006

**REPORT ON:** ANNUAL REPORT 2004-2006 - DUNDEE COMMUNITY SAFETY WARDENS INITIATIVE

**REPORT BY:** DIRECTOR OF LEISURE AND COMMUNITIES

**REPORT NO:** 438-2006

## **1.0 PURPOSE OF REPORT**

- 1.1 To seek approval of a revised two year Monitoring & Evaluation Report to the Scottish Executive on Year 2 of the Dundee Community Safety Wardens Initiative and to note the content and action plan arising from the consultants' external report (2006).

## **2.0 RECOMMENDATIONS**

It is recommended that the Committee:

- 2.1 Approves the 2004-2006 report on the monitoring and evaluation of the Dundee Community Safety Wardens Initiative as per the approved Scottish Executive format (see Appendix 1).
- 2.2 Notes the content and approves the proposed management action plan arising from the second annual report of the independent external consultants Blake Stevenson (see Appendix 2).
- 2.3 Notes the Scottish Executive guidance on the flexible deployment of Community Safety Wardens - July 2006 (see Appendix 3).

## **3.0 FINANCIAL IMPLICATIONS**

- 3.1 The Community Safety Wardens Initiative is currently funded to 31 March 2008. Any proposed actions arising from agreed recommendations within the Blake Stevenson 2006 report will be absorbed under current support funding.

## **4.0 LOCAL AGENDA 21 IMPLICATIONS**

- 4.1 The work of the community safety wardens contributes to the sustainability of safe, secure communities.

## **5.0 EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1 This initiative prioritises the impact of equalities and diversity within the fieldwork attention of Warden activity.

## **6.0 CURRENT POSITION - ANNUAL REPORT TO SCOTTISH EXECUTIVE**

- 6.1 The Scottish Executive has delayed the reporting time requirement for the monitoring and evaluation of community safety warden initiatives to 31 July 2006 and issued guidance.
- 6.2 The Annual Report details the report in accordance with the formatting and content required by the Scottish Executive.
- 6.3 The report outlines the performance against the agreed outcomes for warden monitoring and evaluation.

6.4 The attention of the Committee is drawn to the following;

- There is clear evidence that success flows from the combination of different antisocial behaviour strategies carefully targeted to specific areas.
- The different areas present distinct problems and no single uniform approach is guaranteed to automatically lead to success.
- Sustained improvement can be easily jeopardised or reversed by the actions of a very small minority of antisocial individuals.
- There is a critical point where the rate of improvement slows and there is some evidence to suggest that further annual rates of improvement may be difficult to achieve or sustain.
- In the case of youth related crime or antisocial behaviour, enforcement alone does not significantly reduce volume. Where areas use positive youth diversion activities the key incidences of youth annoyance call/low level vandalism rates reduce. This correlation is significant.
- Some crime patterns usually occur after midnight and reduction via the deployment of Community Safety Warden's post 24.00 hours may be of lower significance than the effect of warden deployment prior to 24.00 hours.
- The combined intelligence led mobile deployment of Community Safety Wardens may present a more effective immediate positive result in relation to public perception of the speed of key agencies in progressing localised antisocial issues/problems by a collaborative approach. This will be the subject of further evaluation during 2006-2007 with the assistance of the Scottish Executive together with comparative studies of mobile deployment within different areas of the country.

## **7.0 CURRENT POSITION - EXTERNAL EVALUATION**

7.1 The Committee will be aware that it is a Scottish Executive grant requirement that independent external consultants are engaged in the evaluation and monitoring of this initiative over the period 2004-2006.

7.2 Blake Stevenson were appointed to conduct a 2 year evaluation and their Year 2 Report in full is available for information within the Councillors Lounge.

7.3 Appendix 1 contains the Executive Summary and outlines the management response and proposed actions to each of the recommendations

7.4 A further consultancy report commissioned by the Scottish Executive from GEN Consultancy is currently evaluating certain aspects of the Dundee initiative and will report direct to the Scottish Executive later in 2006.

This consultancy is more macro orientated and initial feedback from the consultants continues to be positive.

7.5 The results of the GEN Consultancy should be available to us locally during 2007 and will be reported to Committee.

## **8.0 FUTURE POSITION**

8.1 The GEN report will contribute to Scottish Executive criteria for the future funding support and deployment of Wardens. An initial draft consultation paper on guidance over flexible warden deployment has been issued and the Council has made comments and suggestions. These comments are outlined in Appendix 2.

## **9.0 SUPPORTING DOCUMENTS**

- 9.1 Copies of the full Annual Report and the consultant's report have been placed on the Dundee Partnership website at [www.dundeepartnership.co.uk](http://www.dundeepartnership.co.uk).

## **10.0 CONSULTATION**

### **10.1 External**

The reports have been the subject of consultation with the Dundee Community Safety Wardens Advisory Group including the key partners to this initiative from Dundee Community Safety Partnership.

### **10.2 Internal**

The Chief Executive, Depute Chief Executives (Support Services and Finance) and Assistant Chief Executive (Community Planning) have been consulted on the content of this report.

## **11.0 BACKGROUND PAPERS**

The following background papers were relied upon in the preparation of this Report:

- Evaluation of the Dundee Community Safety Wardens Initiative, June 2006, Blake Stevenson.
- Flexible Deployment of Community Safety Wardens Guidance (Draft) - July 2006 - Scottish Executive.

**Signed:** **Stewart Murdoch**  
**Director of Leisure and Communities**

**Date: 11 August 2006**

**TWENTY-FOUR MONTH REPORT ON COMMUNITY WARDEN SCHEMES FOR SCOTTISH EXECUTIVE**

Please use this form to provide information on the progress of your Community Warden scheme based on the first two years of operation, or up until **30 June 2006\***, whichever is earlier, as required in our guidance for the scheme. The purpose of the form is to provide information on baselines; activities undertaken by schemes; and data on the outcomes achieved by schemes and progress against the baselines, that is, how wardens have made a demonstrable difference to local communities.

**Please send your completed form by 31<sup>st</sup> July 2006 to Audrey Snedden, Safer Communities Division, Justice Department, 1WR, St Andrew's House, Regent Road, Edinburgh EH1 3DG (0131 244 3996). Or via e-mail to : [Audrey.Snedden@scotland.gsi.gov.uk](mailto:Audrey.Snedden@scotland.gsi.gov.uk).**

To make sure our contact details are up to date, please provide details of a named individual who is the main liaison point on issues regarding monitoring and evaluation.

Name :	Liz Kay	Address :	Community Safety Unit Leisure and Communities Department Dundee City Council Dundee Community Safety Base Derwent Avenue Kirkton, DUNDEE DD3 0BW
E-mail :	<a href="mailto:liz.kay@dundeecity.gov.uk">liz.kay@dundeecity.gov.uk</a>		
Phone number :	01382 436421		
Fax number :	01382 436334		

**\* Dundee City Council report dates to 31 March 2006 as agreed with David Fotheringham.**

## ACTIVITIES UNDERTAKEN

### Notes :

- Progress Scores : These are self-assessment scores to give us an idea how things are progressing. Please score these from 5 (fully completed) to 0 (not started).
- Activity data/Residents Views : Please provide readily available information. If this is largely anecdotal at this stage, please indicate this.

<b>Warden recruitment and retention</b>				
Number of wardens out on the streets	Current vacancies	Number of wardens recruited who have subsequently left	Main reasons for wardens leaving (please state)	Plans/timescales to fill vacancies
7 Seniors 27 Wardens	1	1	Move to better paid position.	April 2006
<b>Warden remuneration package and shift pattern</b>				
Pay grade and pay scales	Allowances	Number of Hours worked	Shift patterns	
<b>Warden</b> = GS2 £13,893 - £14,577	<b>Warden</b> + Standard Shift Allowances	<b>Warden</b> = 37	<b>Warden</b> = Variable over 5 week period	
<b>Senior</b> = AP2 £16,929 - £18,324	<b>Senior</b> + Standard Shift Allowances	<b>Senior</b> = 37	<b>Senior</b> = Variable over 5 week period	
<b>Warden manager</b> = PO 7-10	<b>Warden manager</b> = N/A	<b>Warden manager</b> = 37	<b>Warden manager</b> = N/A	

**Current wardens demographic details**

These questions are to give us a basic idea of the sort of people who are working in warden roles across Scotland

<b>Gender : Total male</b>	26	<b>Total female :</b>	8
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**Ethnicity**

<i>White</i>		<i>Mixed (please write in)</i>		<i>Asian, Asian Scottish or Asian British</i>		<i>Black, Black Scottish or Black British</i>		<i>Other ethnic group (please write in)</i>	
Scottish	28			Indian		Caribbean			
Other British	6			Pakistani		African			
Irish				Bangladeshi		Other Black			
Other White				Chinese					
				Other Asian					

**Warden activity : Please provide information on warden activities in last 24 months (type/scale, etc.)**

- Foot patrols throughout designated areas, focussing on sustaining and further development of relationships with all sectors of the community, 365 days per year.
- Reporting incidents of graffiti, vandalism, fly tipping, abandoned vehicles.
- Partnership work with Fire and Rescue, Police and other Council colleagues to tackle fire hazards.
- Close liaison with youth work staff and support of Local Action Fund projects.
- Enhanced strategic operational developments with Environmental Wardens, Waste Enforcement Officers, Noise Wardens and ASB Team collaboration with Police and Fire and Rescue via Community Intelligence Unit Liaison monthly meetings.
- Plans to combine databases of Community Safety Wardens, ASB Team and Noise Wardens. This database will also be accessible by Community Intelligence Unit.

- Enhanced information sharing with Police colleagues in particular which includes copies of Police tasking meeting minutes.
- Secondment of Community Fire Safety Officer from Fire and Rescue Service and Home Safety Officer from Environmental Health and Trading Standards one day per week has greatly enhanced working practices.

**Neighbourhood Compacts : Please highlight progress in developing Neighbourhood Compacts**

Progress Score (0-5)	Compacts Completed ?	Estimated completion date	Comments
5	Y / <del>N</del>	N/A	

**Police/Warden Protocols : Please highlight progress in developing police protocols**

Progress Score (0-5)	Protocol Completed ?	Estimated completion date	Comments
5	Y / <del>N</del>	N/A	Dundee City Council and Tayside Police have had a protocol in place for some time. The Warden Initiative uses this as part of DCC.

**Views of local residents : Please highlight any feedback received from residents in the last twenty four months, regarding the scheme, eg, their impact, role, types of activities undertaken, etc**

The external evaluation by Blake Stevenson states *“Evidence gathered through focus groups with community members indicates that the initiative provides a visible, authoritative presence and an alternative to police where there is a low level of crime. There is a sense that people are reassured by the Wardens’ presence even if they have not directly used the service. The resident’s survey found encouraging signs that an increasing number of residents perceive Wardens to be dealing quickly with problems, to be working well with the police, to be well trained, and to know what they are doing.”*

Wardens have, in addition, to their normal patrolling duties, targeted work with young people and the elderly to increase the sense of reassurance.

**Publicity : Please describe your publicity strategy for the scheme for the year ahead, and the nature/extent of coverage received in the last twenty four months**

Publicity strategy currently being finalised for the year ahead which will build on the successes of the previous year. This will include the range of activity undertaken last year i.e. wall planners, posters, cards, newsletters etc. In addition, more proactive media coverage will be sought.

**Concerns : Please highlight any issues, concerns, data collection problems, training needs, etc and suggestions for how these could be addressed**

Concerns expressed previously re data collection and training have in the main been resolved or are very close to resolution.

Key concern at present is the relevance of certain indicators established at the start of the initiative and whether experience has shown that Warden input would be more effectively targeted in other areas.

It is unclear that Wardens can have a significant effect on certain types of motor crime as per our indicators CSW1 (b) reported theft of motor vehicles and (c) reported break-ins motor vehicles as statistics indicate the timing of many of these crimes is outwith Warden patrol times.

It is suggested that this changes to

1. detection and reporting of illegal use of motor bikes; and
2. numbers of abandoned vehicles removed within 21 days.



Tayside Police wish to alter targets to bring them in line with other indicators i.e. Community Regeneration and Anti Social Behaviour Outcomes. Discussions are ongoing with regards to this.

In addition there are concerns that Wardens may not be able to make a significant effect on fire related incidents, in particular, the number of malicious false alarms. Discussions are taking place with Fire and Rescue colleagues to identify reasons behind the increases in number of fire incidents and to identify more clearly, possible Warden roles within this. Analysis of this situation may take some time and refinement of the indicators may follow for the year 2006/07.

N.B. Some figures e.g. Noise Nuisance calls have risen. It is expected that this has more to do with levels of reporting rather than anything else as people become more aware of the measures now available to deal with such issues.

Finally, there are concerns about the ability to secure firm and reliable data on the perception of fear of crime given that this can be influenced by numerous external factors i.e. media coverage of a major crime or incident etc at the time of a survey. It is suggested that a more accurate measure be linked to the data outlined in improving the perception of residents quality of life.

**DUNDEE- HILLTOWN/BOWBRIDGE****PROGRESS AGAINST BASELINES**

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Reported crimes of vandalism	Statistical indicator Police statistic	219	40.2%	-3%	+3%	341 BT	54% AT	340 BT	32% BT	N/A	<i>Continue to collect from current source.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	25	36%	-3%	+3%	31 BT	-5% BT	50 BT	32% AT	N/A	<i>Suggest change of indicator see section on Concerns, Page 6</i>
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	68	23.8%	-3%	+3%	84 BT	+7% AT	103 BT	15.5% BT	N/A	<i>As above.</i>

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	651		-3%		543 AT	-17% AT	465 AT	-15% AT	N/A	<i>Continue to collect from current source.</i>
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	473		-3%		469 AT	-1% BT	497 BT	+5% BT	N/A	<i>Continue to collect from current source.</i>
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	19		-5%		9 AT		16 BT		N/A	<i>See section on Concerns, Page 6</i>
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	95		-5%		59 AT		41 AT		N/A	<i>As above.</i>

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	5		-5%		7 BT		12 BT		N/A	As above.

**DUNDEE- DOUGLAS****PROGRESS AGAINST BASELINES**

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce levels of incidents reported crime and	Reported crimes of vandalism	Statistical indicator Police statistic	197	23.8%	-3%	+3%	160 AT	45% AT	146 AT	29% AT	N/A	Continue to collect from current source.

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
increase detection rates												
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	18	44%	-3%	+3%	26 AT	30% BT	18 AT	33% AT	N/A	See section on Concerns, Page 6
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	16	12½%	-3%	+3%	20 BT	20% AT	27 BT	11% BT	N/A	As above.
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	500		-3%		249 AT	-49.8% AT	271 BT	+8% BT	N/A	Continue to collect from current source.

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	101		-3%		141 BT	+72% BT	181 BT	+78% BT	N/A	<i>Continue to collect from current source.</i>
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	20		-5%		10 AT		9 AT		N/A	<i>See section on Concerns, Page 6</i>
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	113		-5%		74 AT		70 AT		N/A	<i>As above.</i>
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	11		-5%		2 AT		9 BT		N/A	<i>As above.</i>

**DUNDEE- WHITFIELD****PROGRESS AGAINST BASELINES**

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Reported crimes of vandalism	Statistical indicator Police statistic	162	14.8%	-3%	+3%	227 BT	+28% AT	222 OT	18% AT	N/A	<i>Continue to collect from current source.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	35	25.7%	-3%	+3%	20 AT	+4% AT	12 AT	+16% AT	N/A	<i>See section on Concerns Page 6.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	33	12.1%	-3%	+3%	13 AT	30% AT	11 AT	27% AT	N/A	<i>As above.</i>

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	649		-3%		769 BT		616 AT	*	N/A	<i>Continue to collect from current source.</i>
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	209		-3%		195 AT		192 BT	*	N/A	<i>Continue to collect from current source.</i>
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	19		-5%		26 BT		25 BT		N/A	<i>See section on Concerns Page 6.</i>
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	307		-5%		209 AT		220 BT		N/A	<i>As above.</i>

\* *Detection rates not available.*



Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	13		-5%		20 BT		19 BT		N/A	As above.

**DUNDEE- STOB SWELL****PROGRESS AGAINST BASELINES**

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce levels of incidents reported crime and	Reported crimes of vandalism	Statistical indicator Police statistic	151	37.7%	-3%	+3%	134 AT	37% OT	96 AT	32% BT	N/A	Continue to collect from current source.

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
increase detection rates												
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	23	26.1%	-3%	+3%	23 BT	34% AT	29 BT	48% AT	N/A	See section on Concerns Page 6.
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	46	23.9%	-3%	+3%	65 BT	29% BT	39 AT	11% BT	N/A	As above.
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	276		-3%		221 AT		185 AT	*	N/A	Continue to collect from current source.

\* Detection rates not available.

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	185		-3%		200 BT		189 AT	*	N/A	Continue to collect from current source.
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	6		-5%		1 AT		3 BT		N/A	See section on Concerns Page 6.
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	26		-5%		11 AT		55 BT		N/A	As above.
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	1		-5%		0	**	0	**	N/A	As above.

\* Detection rates not available.

\*\* Ultimate target of 0 malicious calls achieved.

**DUNDEE- LOCHEE WEST/CHARLESTON****PROGRESS AGAINST BASELINES**

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Reported crimes of vandalism	Statistical indicator Police statistic	288	38.4%	-3%	+3%	265 AT	42% AT	280 BT	38% BT	N/A	<i>Continue to collect from current source.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	46	54.3%	-3%	+3%	41 AT	10% AT	47 BT	27% AT	N/A	<i>See section on Concerns Page 6.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	68	23.5%	-3%	+3%	88 BT	+7% AT	69 AT	23% AT	N/A	<i>As above.</i>

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	399		-3%		360 AT		445 BT	*	N/A	Continue to collect from current source.
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	150		-3%		202 BT		192 AT	*	N/A	Continue to collect from current source.
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	12		-5%		4 (-66% AT)		10 BT		N/A	See section on Concerns Page 6.
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	63		-5%		39 (-39% AT)		114 BT		N/A	As above.

\* Detection rates not available.

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	19		-5%		4 AT		3 BT		N/A	As above.

**DUNDEE- PITKERRO****PROGRESS AGAINST BASELINES**

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce levels of incidents reported crime and	Reported crimes of vandalism	Statistical indicator Police statistic	158	24%	-3%	+3%	177 BT	22% AT	156 AT	32% BT	N/A	Continue to collect from current

<b>Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life</b>												
<b>Statistical indicators</b>												
<b>Outcome</b>	<b>Indicator</b>	<b>Source</b>	<b>Baseline (incl period covered)</b>		<b>Targets</b>		<b>Year 1 Data</b>		<b>Year 2 Data</b>		<b>Comparator information (if available)</b>	<b>Plan for ongoing monitoring and evaluation</b>
			<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>	<b>No of Incidents</b>	<b>Detection Rate</b>		
increase detection rates												<i>source.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported theft of motor vehicles	Statistical indicator Police statistic	31	41%	-3%	+3%	19 AT	44% AT	30 AT	33% BT	N/A	<i>See section on Concerns Page 6.</i>
Reduce levels of incidents reported crime and increase detection rates	Reported break ins to motor vehicles	Statistical indicator Police statistic	25	12%	-3%	+3%	32 BT	34% AT	17 AT	6% BT	N/A	<i>As above.</i>
Reduce levels of incidents reported crime and increase detection rates	Number of youth disturbance calls	Statistical indicator Police statistic	634		-3%		502 AT		441 AT	*	N/A	<i>Continue to collect from current source.</i>

\* *Detection rates not available.*

Overall Aims of the Warden Scheme: To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life												
Statistical indicators												
Outcome	Indicator	Source	Baseline (incl period covered)		Targets		Year 1 Data		Year 2 Data		Comparator information (if available)	Plan for ongoing monitoring and evaluation
			No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate	No of Incidents	Detection Rate		
Reduce levels of incidents reported crime and increase detection rates	Noise related calls	Statistical indicator Police statistic	102		-3%		85 AT		84 BT	*	N/A	Continue to collect from current source.
Reduce level of fire raising/hoax calls	No of malicious incidents attended	Statistical indicator Fire Service	8		-5%		3 AT		7 BT		N/A	See section on Concerns Page 6.
Reduce level of fire raising/hoax calls	No of incidents reported for malicious intent	Statistical indicator Fire Service	36		-5%		25 AT		53 BT		N/A	As above.
Reduce level of fire raising/hoax calls	False alarms malicious	Statistical indicator Fire Service	7		-5%		10 BT		9 BT		N/A	As above.

\* Detection rates not available.



**Perception / survey based indicators - FOR ALL AREAS**

Outcome	Indicator	Source	Baseline (incl period covered)	Targets	Year 1 Data	Year 2 Data	Comparator information (if available)	Plan for ongoing monitoring and evaluation
Promote high level of public stakeholder confidence in wardens initiative	Public within core police area	Survey			<p>89% of respondents had heard about the Community Safety Wardens in their area. Of this number, just over half, 51% of all respondents had spoken to a Warden. Of those above able to comment, more respondents thought that Wardens dealt with each problem "very well", "well" or "quite well" than "not well". Out of the different issues it appears as though Warden deal better with:</p> <ul style="list-style-type: none"> <li>• people causing</li> </ul>	<p>Based on Blake Stevenson Evaluation. 80% of respondents had heard about the Community Safety Wardens in their area - slightly down on Year 1 at 89% although in Stobswell, 100% of respondents were aware of Community Safety Wardens. 42% of respondents reported having spoken to a Warden. Respondents were, in most cases satisfied with the outcomes that come from reporting problems to a Warden. Of the different issues Wardens deal with best</p>		

Outcome	Indicator	Source	Baseline (incl period covered)	Targets	Year 1 Data	Year 2 Data	Comparator information (if available)	Plan for ongoing monitoring and evaluation
					<p>trouble in the street, 38%</p> <ul style="list-style-type: none"> <li>reducing crime generally, 38%</li> <li>stopping under-age drinking 32%</li> </ul>	<p>respondents reported - reducing crime generally 43%; people causing trouble in the street 43%; vandalism/ graffiti 29%.</p>		
Promote high level of public stakeholder confidence in wardens initiative	Local community groups / organisations	Survey				As above.		
Promote high level of public stakeholder confidence in wardens initiative	Partner Stakeholders	Survey				Based on Blake Stevenson Evaluation. "All of the agencies that we spoke to reported that the Warden Initiative has assisted them in delivering improvements in the six local areas."		

Outcome	Indicator	Source	Baseline (incl period covered)	Targets	Year 1 Data	Year 2 Data	Comparator information (if available)	Plan for ongoing monitoring and evaluation
Improve the perception of residents quality of life	Householders domiciled within core police area	Survey			<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> <li>• making people feel more like part of a community, 53%</li> <li>• increasing pride in the area, 54%</li> <li>• and had improving life in general, 51%</li> </ul>	<p>Base on Blake Stevenson Evaluation. The majority of respondents reported that the Warden service has either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> <li>• improving life in general, 59%</li> <li>• making people feel more like part of a community, 57%</li> <li>• increasing pride in the area, 55%</li> <li>• creating confidence in Community Safety Wardens, 52%</li> </ul>		

Outcome	Indicator	Source	Baseline (incl period covered)	Targets	Year 1 Data	Year 2 Data	Comparator information (if available)	Plan for ongoing monitoring and evaluation
						<p>Crimes that respondents were most afraid of by comparison to the previous year were drug taking - reduced from 71% to 53% whilst having their house broken into - from 60% to 61% and violence on the street remaining at 58% were almost identical.</p> <p>In addition a recent survey undertaken by T L Dempster on behalf of Dundee City Council indicates that in areas that have Wardens 86% of people were very satisfied or satisfied with the quality of life in their areas.</p>		

For the **survey data** you are collecting to find out about residents' perceptions of the warden scheme, please give brief details of the survey methodology below.

How is the survey information being collected (for example postal questionnaire, telephone survey or on-street survey)?
Postal questionnaires and focus groups by Blake Stevenson. T L Dempster survey undertaken by face to face interview.
What was the response rate?
Response rate to questionnaires was just under 23%.
Are any attempts made to ensure that the responses are representative of the population of the area being surveyed?
Attempts were made to ensure a gender and age balance.
Have there been any problems with the surveys? If so please outline what these are and how they are being overcome.
In an attempt to increase questionnaire returns, an incentive in form of a prize draw was offered. For future years, it has been decided to offer a more attractive prize and to increase the number of focus groups.

### Independent Evaluation

If you are one of the councils required to undertake an independent evaluation of your scheme (\*), please give details of the current progress of the evaluation.

Final evaluation report by Blake Stevenson July 2006 - attached (Appendix 3).

\* These are Edinburgh, North Lanarkshire, Dundee, Renfrewshire, Aberdeen City Inverclyde, West Dunbartonshire, Fife, South Lanarkshire, East Ayrshire, North Ayrshire.

## REPORTING ON DUNDEE COMMUNITY SAFETY WARDENS PERIOD 1 APRIL 2004 - 31 MARCH 2006

Description of Target		Year 1						Year 2						Notes
		Targets Achieved		Targets Not Achieved		Targets Not Assessed		Targets Achieved		Targets Not Achieved		Targets Not Assessed		
		Nos.	%	Nos.	%	Nos.	%	Nos.	%	Nos.	%	Nos.	%	
Reduce levels of incidents reported crime and increase detection rates	Vandalism	9	75%	3	25%	0		7	58%	5	62%			Although target percentages may not have been achieved, numbers of incidents in many of the targets have decreased.
	Theft of motor vehicles	8	67%	4	33%	0		8	67%	4	33%			
	Break-ins to motor vehicles	7	58%	5	42%	0		6	50%	6	50%			
	Youth disturbance calls	8	67%	1	8%	3	25%	5	42%	4	33%	3	25%	
	Noise related calls	4	33%	5	42%	3	25%	2	12%	6	50%	4	33%	
Reduce level of fire raising/hoax calls	No of malicious incidents attended	5	83%	1	17%	0		0		6	100%			
	No of incidents reported for malicious intent	5	83%	1	17%	0		2	12%	4	83%			
	False alarm malicious	3	50%	3	50%	0		2	17%	4	83%			
<b>TOTALS</b>		<b>49</b>	<b>63%</b>	<b>23</b>	<b>29%</b>	<b>6</b>	<b>8%</b>	<b>32</b>	<b>41%</b>	<b>39</b>	<b>50%</b>	<b>7</b>	<b>9%</b>	

**NOTES:**

1. Number of targets not assessed has been because the relevant data has not been available at time of reporting.
2. Percentages have been rounded to nearest whole number

## Executive Summary

### Background

In December 2004, Dundee City Council commissioned Blake Stevenson Ltd to conduct an independent evaluation of the Community Safety Warden Initiative in Dundee. The main purpose of the evaluation was to assess the impact that Community Safety Wardens have on the lives of people affected by anti-social behaviour and on residents' feelings of safety in the community.

We took an action research approach to the evaluation, which was conducted in two phases. At the end of phase 1, we produced an interim report to highlight emerging findings and identify issues that were required to be addressed by the initiative. We submitted our final report at the end of phase 2 and this Executive Summary concerns phase 2 of the work.

The methods used in phase 2 were: desk-based research, stakeholder interviews, focus groups with community groups as well as the Community Safety Warden Advisory Group; focus groups with Warden staff; and a survey of local residents.

Since the interim report, positive steps have been taken to develop and improve the initiative, and many of the recommendations set out in the interim report have been acted upon.

### Partnership Working

The Community Safety Warden Initiative is driven by a partnership approach and this has ensured that it complements existing services and anti-social behaviour initiatives. Partnership working between agencies has gone from strength to strength over the course of the evaluation and is one of the key achievements of the initiative. The introduction of a monthly meeting between partner agencies has contributed to this, as have improved links with the ASB Unit through a shared database, and a seconded fire safety officer working with the Community Safety Team one day a week.

Partner agencies have benefited from their involvement with the Warden initiative. These benefits include: improved and more regular communication between partner agencies at the strategic and operational level; provision of community intelligence that they would not otherwise have access to, enabling them to respond more effectively to potential problems; a greater awareness of the approach taken by partner agencies in relation to anti-social behaviour and the limitations of each agency; and increased opportunities for collaborative working at the operational level.

### Management Structures and Processes

The initiative has introduced a number of changes, which are having a beneficial impact on relations with external agencies and on staff development. The creation of a Day Senior Warden post provides greater continuity of personnel in dealing with external agencies; assigning Senior Wardens specific areas of responsibility enables them to develop additional skills and expertise; and the implementation of a training plan, which benefits all Warden staff.

The study found evidence to suggest that working relationships and communication between some Warden staff and some Senior Wardens is not as effective as it could be.

This issue was raised in the interim report, the initiative has taken steps to address it and there have been improvements in working relationships as a result.

### Coverage and Boundaries

One of the key issues to emerge at the interim stage was the need for flexibility to deploy Wardens outside of the six designated areas and in this phase, we found unanimous support for the development of a city-wide Mobile Unit. In introducing the Mobile Unit, it will be important to ensure that the public have a clear understanding of its remit and what its limitations are.

### Impact on Communities

Evidence gathered through focus groups with community members indicates that the initiative provides a visible, authoritative presence and an alternative to the police where there is a low level of crime. There is a sense that people are reassured by the Wardens' presence even if they have not directly used the service.

The residents' survey found encouraging signs that an increasing number of residents perceive the Wardens to be dealing quickly with problems, to be working well with the police, to be well trained, and to know what they are doing.

Key to the Wardens' impact on communities are the efforts made to proactively engage with local community groups and residents. This has involved whole communities, as well as targeted work with specific groups such as young people and the elderly. Wardens are perceived to have been particularly successful in engaging with young people. There is a high level of awareness of the Wardens amongst residents, and it is likely that community engagement activities have contributed significantly to this.

A minority of participants expressed less positive views about the initiative, which can be summed up by the phrase "*I never see the Wardens*". This is unavoidable, as Wardens are tasked to incidents and to particular areas, based on Police intelligence, so not all streets will be patrolled on a regular basis.

One of the greatest challenges facing the initiative is managing residents' expectations of what can be achieved by the Wardens and this will become more important once the Mobile Unit is deployed.

On the whole, residents who have used the service express positive views about it, those who have not used it appreciate that it is there. The visibility of the Wardens and their responsiveness are fundamental to the success of the initiative.

### Good Practice

We found evidence of good practice in a number of areas including:

- the involvement of partner agencies from the early stages in developing the service, which has ensured their continued support;
- a proactive approach in seeking ways to further develop and improve relationships with partner agencies;
- information sharing between the ASB unit, the CIU and the Warden initiative through a shared database;
- a proactive approach to engaging with local communities through community groups and whilst on patrol;



- involvement of community representatives on the Community Safety Warden Advisory Group;
- the development and implementation of a training plan for staff as well as involvement in the pilot SVQ for Wardens.

## Recommendations

Our recommendations from the study are summarised below:

1. Ground-rules should be established to guide communication and relationships between all staff.
2. Staff should be reminded on a regular basis of the initiative's Equal Opportunities policy, which they have been given a copy of.
3. Senior Wardens should be given training in relation to managing and implementing changes in policy and practice.
4. There should be joint training for Wardens and Senior Wardens, where appropriate.
5. Joint diversity training should continue to be provided to all staff.
6. Senior staff should undertake a limited amount of patrolling work with Wardens. This should not detract from Senior Wardens' main areas of responsibility.
7. Consideration should be given to the development of a 360<sup>o</sup> appraisal system.
8. A list of core training should be developed for Senior Wardens and Wardens. We understand that this is currently being done and that Dundee is one of the four areas participating in the pilot SVQ for Community Wardens.
9. The initiative should consider increasing Warden contact with children and youth work activities where appropriate.
10. The initiative should explore how to build its operational links with local Housing Associations. The new arrangement between the CIU and the Anti-social Behaviour Link Officer will offer an opportunity to do this.
11. Whilst it is the role of the Senior Wardens to attend community meetings, Wardens should be given the opportunity to drop in on community meetings and meet with local community leaders and representatives. It would only be feasible for them to attend part of a meeting and there would need to be a limit on the number of meetings they attend.
12. The initiative should consider putting in place mechanisms to enable local young people to contribute to decision-making at the Advisory Group level.
13. The Senior Warden assigned responsibility for Public Relations should develop a Publicity and Communication Strategy to ensure that there is continued awareness of the Wardens and their remit amongst local residents.



**BLAKE STEVENSON REPORT  
MANAGEMENT RESPONSE  
DUNDEE COMMUNITY SAFETY WARDENS INITIATIVE**

**Recommendation 1 - Blake Stevenson Report Reference 6.10\***

Ground-rules should be strengthened to guide communication and relationships between all staff. These should set out acceptable and unacceptable modes of communication, language and behaviour and a copy should be given to all staff.

***Management Response***

*Current guidelines will be reviewed and staff continued to be consulted on future content.*

**Recommendation 2 - Blake Stevenson Report Reference 6.10**

The initiative's Equal Opportunities policy should be clearly communicated to all staff, and staff should be clear about the course of action taken when they believe infringements have occurred. Staff have already been given the opportunity to read the policy and all of them have signed to say that they have read it. It may just be a case of reinforcing it regularly.

***Management Response***

*All staff have received and signed that they have read the Equal Opportunities Policy. Copies are available for staff in the office together with other Council policies and they are reminded at regular intervals to review these documents.*

**Recommendation 3 - Blake Stevenson Report Reference 6.10**

Senior Wardens should be given training in relation to managing and implementing change to policy and practice.

***Management Response***

*Identified training needs are highlighted as part of the annual review process and incorporated into the annual training plan. Staff will attend relevant courses identified for them as individuals and as a team.*

**Recommendation 4 - Blake Stevenson Report Reference 6.10**

The use of joint training for Wardens and Senior Wardens should be expanded, where appropriate.

**Management Response**

*This already takes place. Examples include diversity training, de-escalation techniques and care and protection.*

**Recommendation 5 - Blake Stevenson Report Reference 6.10**

Joint diversity training continues to be provided to all staff.

**Management Response**

*This will be incorporated into the annual training plan as required. It is also a significant part (2 days) of the existing core training programme.*

**Recommendation 6 - Blake Stevenson Report Reference 6.10**

Senior staff undertake a limited amount of patrolling work with Wardens. This collaborative working between the tiers will assist in improving relationships and will enable senior staff to develop their knowledge of the local areas. It should not detract from Senior Wardens' main areas of responsibility, however it should be done on a regular basis, for example once every six weeks.

**Management Response**

*This already happens in all areas as required.*

**Recommendation 7 - Blake Stevenson Report Reference 6.11**

Consideration should be given to the development of an upward review system through which Wardens can review the management, including Senior Wardens. This would not necessarily review individual Senior Wardens but would be about overall management, supervision and support. There are good examples of this 360° review which could be drawn from.

**Management Response**

*This is currently being pursued by the Department as an option for Senior Community Safety Wardens. It has already been undertaken for Senior staff including the Section Leader (Community Safety) within the Leisure and Communities Department.*

**Recommendation 8 - Blake Stevenson Report Reference 6.12**

We recommend that a list of core training is developed for Senior Wardens and Wardens. We understand that this is currently being developed and that Dundee is one of the four areas participating in the pilot SVQ for Community Wardens.

**Management Response**

*Dundee is one of four areas participating in Phase 1 of the implementation of a pilot SVQ for Community Wardens. It is envisaged that this will become the standard qualification for Community Wardens in Scotland. In addition, Dundee has one of the most comprehensive core training programmes for new staff and involves key partner input over a three week period.*

**Recommendation 9 - Blake Stevenson Report Reference 6.13**

We recommend that the initiative should continue to increase Warden contact with children and youth work activities where appropriate.

**Management Response**

*This is happening in consultation with youth work colleagues to determine the most appropriate response. Wardens already liaise closely with youth work staff on diversionary activities.*

**Recommendation 10 - Blake Stevenson Report Reference 6.14**

We recommend that the Initiative explores how it could build its operational links with local Housing Associations. The new arrangement between the CIU and the Anti-social Behaviour Link Officer will offer an opportunity to do this.

**Management Response**

*Local Housing Associations are represented on the Community Safety Wardens Advisory Group. Senior Community Safety Wardens liaise closely with Housing Association managers in their areas and Wardens regularly attend sheltered housing complexes and other appropriate venues. Other issues are addressed via tasking by the CIU (Community Intelligence Unit). The introduction of a combined database will enhance the sharing of information.*

**Recommendation 11 - Blake Stevenson Report Reference 6.15**

We recommend that Wardens, where possible, are given the opportunity to drop in on community meetings and meet with local community leaders and representatives. We recognise the need to avoid diverting resources from normal Warden duties and that attending community meetings is the remit of Senior Wardens. However the study findings suggested that there could be some benefits, even if Wardens dropped in at the end of the meeting to network and have a cup of tea. We realise that it would only be feasible for them to attend part of a meeting and there would need to be a limit on the number of meetings they attend. This should be kept under regular review.

**Management Response**

*It is the Seniors role to attend such meetings as they hold a comprehensive level of overall intelligence and tasking priorities agreed at the CIU planning meetings. It may be possible subject to tasking requirements, for Wardens to attend specific meetings for short periods. The Warden role is to provide a highly visible reassuring presence on the street and management will ensure this role is not compromised by attendance at meetings.*

**Recommendation 12 - Blake Stevenson Report Reference 6.16, 6.17, 6.18**

Given the considerable amount of engagement that Wardens have with children and young people, we believe that it would be a beneficial addition to the initiative to involve young people in decision-making at the strategic level.

We recommend that the initiative considers putting in place mechanisms to enable local young people to contribute to decision-making at the Advisory Group level. Methods could include establishing a young people's subgroup, having focus groups and/or inviting young people to attend the Advisory Group.

There is a Community Safety section on the Dundee Young Scot website which young people have contributed to and this could be a route for recruiting young people onto the Advisory Group.

**Management Response**

*The Community Safety Wardens Advisory Group has discussed this issue and are keen to involve young people. Management will liaise closely with youth work colleagues to identify appropriate means of achieving meaningful dialogue with young people on Warden issues. Wardens on the street have very good links with young people and informal feedback is received at present.*

**Recommendation 13 - Blake Stevenson Report Reference 6.19**

The Senior Warden assigned responsibility for Public Relations should develop a Publicity and Communication Strategy to ensure that there is continued awareness of the Wardens and their remit amongst local residents. This will be particularly important in the run up to the deployment of the Mobile Unit.

**Management Response**

*A draft Public Relations strategy has been developed and this will be finalised over the summer months.*

N.B. \* Recommendation Numbers 1-13 relate to Executive Summary.  
Reference Numbers 6.10 - 6.19 relate to the full report, Section 6 Conclusions and Recommendations.

**REPORT TO: COMMUNITIES COMMITTEE - 21 AUGUST 2006**

**REPORT NO: 438-2006**

**SUBJECT: FLEXIBLE DEPLOYMENT OF COMMUNITY SAFETY WARDENS  
GUIDANCE - SCOTTISH EXECUTIVE - JULY 2006.**

## **1.0 PURPOSE OF GUIDANCE**

- 1.1 The Scottish Executive have responded to requests from Councils for consent and guidance to experiment with more flexible deployment of Community Safety Wardens.
- 1.2 The guidance note outlines two case studies of differing approaches undertaken by South Lanarkshire and West Dunbartonshire Councils, the former using wardens funded direct by the Council and the latter using an out of hour service dedicated to geographical areas.

## **2.0 THE DUNDEE POSITION**

- 2.1 Dundee operates area based Community Safety Warden services within eight political wards together with a small support team to cover leave, sickness and court duties. The Warden's continue to follow incidents arising within their geographical area which flow into surrounding wards.
- 2.2 A new mobile team has been established and became operational, on 7 August 2006 for intelligence led deployment working closely with existing Police/Council ASB teams as a collective deployed unit.
- 2.3 This team will work both within and outwith existing warden patrolled areas.
- 2.4 All Warden Teams will continue to work 365 days per year and no area deployment will be reduced by the introduction of the mobile team.
- 2.5 The mobile deployment will be monitored/evaluated with an assessment at six month intervals.

## **3.0 SCOTTISH EXECUTIVE FUNDING CONSTRAINTS**

- 3.1 The Executive have confirmed they are prepared to see a small percentage of warden funded services used more flexibly but expect existing area based services to be maintained under existing funding support to 31 March 2008.
- 3.2 They advise existing commissioned research confirms the following key strengths of area based services as follows;
  - High resident support.
  - High receipt of intelligence data.
  - Positive outcomes results.
  - Feelings of Community reassurance.
  - Foot patrolling promotes community access/listening opportunities.
  - Key consensual positive approach to young people.
  - High visibility.

## **4.0 SCOTTISH EXECUTIVE GUIDANCE**

4.1 The case studies recommend the following issues require planning prior to flexible deployment operations.

- The need for accessible transport.
- Revision of risk assessments i.e. differing geographies, contacts, support arrangements.
- Clarity over time terms of deployment.
- Agreed evaluation strategy
- Difficulties in fully understanding the context of local issues.
- Familiar community based support may not be present.
- Public expectation may be much higher than what can be achieved within the resource allocation.

4.2 On balance however the two case studies illustrate distinct advantages for flexible deployment as follows;

- Opportunities to work within a focussed and inter disciplinary team to quickly address an issue or dampen down an emerging problem.
- Extending the benefits of community safety deployment outwith designated areas.
- Demonstrating visible action to communities under ASB pressure.
- Allowing more objective assessment of issues free from pre-conception/bias.
- Freeing wardens to work exclusively on targeted initiatives.
- Reinforcing existing deployed warden teams to deal with specific issues.

## **5.0 MANAGEMENT ISSUES**

5.1 The Dundee Team will be deployed exclusively on intelligence led tasking. It is therefore essential for communities to continue to report issues of concern to the police to allow analysis to be undertaken to guide tasking.

5.2 Existing community warden local based teams will continue to contribute intelligence to the central police Central Intelligence Unit (CIU) to facilitate mobile/area Community Safety Warden deployment priorities.

5.3 The operational issues particular to mobile deployment will continue to receive management planning and Senior Community Safety Warden attention.

5.4 A specific information sheet will be produced on Community Safety Warden mobile deployment for use with local community based organisations and groups.

ADB250606