

**REPORT TO: POLICY AND RESOURCES COMMITTEE - 8 DECEMBER 2003**

**REPORT ON: BUILDING STRONG, SAFE AND ATTRACTIVE COMMUNITIES: GUIDANCE TO LOCAL AUTHORITIES AND THEIR COMMUNITY PLANNING PARTNERS ON PREPARING SUBMISSIONS FOR WARDENS AND OTHER COMMUNITY BASED INITIATIVES TO TACKLE ANTI-SOCIAL BEHAVIOUR."- FINAL SUBMISSION**

**REPORT BY: ASSISTANT CHIEF EXECUTIVE (COMMUNITY PLANNING)**

**REPORT NO: 795-2003**

## **1 PURPOSE OF REPORT**

To advise members of the final submission on Wardens and other community based initiatives to tackle anti-social behaviour to be submitted to the Scottish Executive.

## **2 RECOMMENDATIONS**

- 1 It is recommended that members agree to the proposals for the final submission as outlined.
- 2 It is recommended that the Manager (Communities) and the Assistant Chief Executive (Management) be instructed to bring forward a detailed report on the staffing implications of this initiative to an early meeting of the Personnel Committee.

## **3 FINANCIAL IMPLICATIONS**

The final submission is in relation to the proposed Scottish Executive allocation to Dundee City Council of £1,050,000 for 2004-05 and £1,050,000 for 2005-06. This proposed allocation is made up of £650,000 for a Community Warden Scheme and £400,000 for other initiatives to tackle anti-social behaviour in each financial year.

## **4 LOCAL AGENDA 21 IMPLICATIONS**

This report has an impact on the following key Local Agenda 21 themes:

- People live without fear of personal violence from crime
- Health is protected by creating safe, clean, pleasant environments
- All sections of the community are empowered to participate in decision making

## **5 EQUAL OPPORTUNITIES IMPLICATIONS**

None

## **6 BACKGROUND**

### **6.1 Scottish Executive Funding and Consultation**

- 6.1.1 In the 2002 spending review, the Scottish Executive committed £15M in each of the years 2004-2005 and 2005-2006 to tackle anti-social behaviour and the poor quality of the environment, and to help local people build strong, safe communities. Of the total £30M, £20M has been allocated to extend community warden schemes and £10M has been earmarked for other initiatives to address anti-social behaviour.

- 6.1.2 The Executive proposes to offer funding to all 32 local authority areas, with banded allocations, which take account of factors such as deprivation, population, population density and crime rates. Dundee City Council's allocation is proposed at £1,050,000 in each of the two financial years. This is broken down as £650,000 towards Community Warden schemes and £400,000 for other initiatives to tackle anti-social behaviour in each financial year.
- 6.1.3 The Executive initiated a two-stage process for submissions leading to the commencement of schemes from April 2004. Local authorities on behalf of their community planning partners submitted outline proposals to the Scottish Executive by 31 August 2003. Following a request from the Executive a report detailing supplementary information was submitted by Dundee City Council on 21 October 2003. Full proposals are to be submitted to the Executive by 30 November 2003. Scottish Ministers will make final decisions on these submissions early in 2004 to enable schemes to begin operation from April 2004.
- 6.1.4 Submissions should cover strategic and community involvement issues as well as proposals for Community Wardens and for other initiatives to tackle anti-social behaviour.

## 6.2 Strategic and Community Involvement Issues

- 6.2.1 A key area towards the success of the scheme is the involvement of communities and key agencies in the process. To this end consultation with key planning partners and community, tenant and resident groups has been undertaken.
- 6.2.2 In order to ensure that the scheme is firmly grounded both an Officer Working Group and a Best Value Review Group have been established. The officer group has involved the participation of all relevant community planning partners and includes representation from Tayside Police and the Community Safety Partnership.
- 6.2.3 The Best Value Review Group involves participation from community planning partners, including community groups. The external community membership of the Best Value Review Group includes: the Chairperson of the Finmill Community Safety Panel as the representative of the Community Safety Voluntary Network, a representative from the Tayside, Grampian and Fife Forum of Housing Associations for Social Landlords and a representative of the Dundee Federation of Tenants Associations.
- 6.2.4 The key objectives as agreed by the Best Value Review Group have been:
- 1 To devise a scheme for Community Wardens in Dundee to meet the Scottish Executive deadline for submissions of November 2003.
  - 2 To devise and implement this scheme for Community Warden provision in Dundee that will be in operation from April 2004.
- 6.2.5 The Consultation Process has been agreed by the Best Value Review Group and involves:
- Community Safety Partnership through representatives
  - Tayside Police through representatives
  - Meeting with Dundee Voluntary Sector representatives to discuss recommendations.
  - Meeting with Dundee Federation of Tenants Associations to discuss ideas and recommendations arising from the review.

6.2.6 Outwith the formal structures of the Officer Working Group and the Best Value Review Group a number of meetings have been held and input on the submission has been canvassed widely with community groups, organisations and workers at the frontline across Dundee. The issues have been widely discussed in Dundee and was a major focus of a conference hosted by the Dundee Federation of Tenants Associations in October 2002, attended by 90 participants, including at least 16 groups from across the city.

### 6.3 Neighbourhood Compacts

6.3.1 The Scottish Executive, at Annex 2 in the guidance under the heading, "Requirements for final submissions", asks how proposals fit into the Neighbourhood Compact. At 6.4.2 of Report 572-2003 it is stated, "the development of Neighbourhood Compacts, which constitute an agreement between community planning partners and local communities will be key to agreeing the role and review structure for Community Wardens.

6.3.2 The work in this area builds on a number of previous approaches within Dundee. In, "Not Re-Inventing the Wheel, A Directory of Current Practice in Tackling Anti-Social Behaviour by Scottish Local Authorities", Dundee City Council's approach in developing Good Neighbourhood Agreements/ Charters is cited as an example of current good practice. This is further expanded at 3.32 in, "Tackling Anti-Social Behaviour: An Audit of Scottish Local Authority Practice 2001-2002."

6.3.3 Dundee city Council has drafted a broad set of aims/ vision to inform a draft Compact for discussion with key stakeholders. The current re-worked draft is reproduced as Appendix 1. From this discussion the key partners will construct an Action Plan specifying for each geographical area identified clear action and performance intentions. This process will mirror the schedule identified for review completion by the Community Wardens Best Value Review:

Pre Planning	July 2003
Milestone Meeting 1 (Planning)	October 2003
Investigation	October 2003
Milestone Meeting 2 (Define Issue)	October 2003
Generate Options/Ideas	October 2003
Milestone Meeting 3 (Select Option)	November 2003
Implementation	April/May 2004
Review/Evaluation	October 2004

This Action Plan will follow the agreed format of the Dundee Partnership and will conform to community planning guidance. The Community Safety Objective to, "reduce crime and the fear of crime", is cited as Appendix 2.

## 6.4 Community Wardens

6.4.1 The key proposal of the initiative is to extend the use of Community Wardens, which have been piloted across Scotland with positive results. The Executive expects warden schemes to contribute to one or more of the following outcomes:

- Reducing crime (including youth crime) or the fear of crime
- Reducing anti-social behaviour
- Improving environmental quality

6.4.2 It is felt that all these areas would play a part in the wardens role in Dundee, however the primary emphasis would be on community safety. The detailed tasks carried out by wardens will depend on the particular problems and priorities of local residents, but crime prevention will be central and key principles include:

- Wardens will not be a substitute for the Police
- Schemes must involve and have the support of local residents
- Protocols need to be established, especially on the engagement of the Police with warden schemes
- Wardens must be properly recruited, trained and managed.

6.4.3 In order to prepare submissions an officer and community planning partner group identified initial relevant information which has been further refined for the final submission in November 2003. The Scottish Executive allocation of resources to Dundee City Council included additionality for deprivation and crime. This was recognised in pulling together the information used in the mapping exercise.

6.4.4 Information collected included; case numbers by ward and type of referrals to the anti-social behaviour team, themed maps showing indicators of deprivation and maps showing the intensity by geographical location of crime and disorder in Dundee. The information from these three main areas of anti-social behaviour, deprivation and crime has been crucial in identifying the main areas to be covered for the final submission in November 2003.

6.4.5 Utilising this approach it has been possible to identify 5 provisional geographical locations to site Warden Teams. This has involved rankings based on scores utilising the anti-social behaviour team statistics, the SIMD Index in relation to deprivation and police calls and statistics on disorder, vandalism and crime.

6.4.6 A chart detailing the identified geographical locations for Community Wardens in Dundee is given as Appendix 3(a). This details the incidences of cases of anti-social behaviour by ranked Ward, a deprivation ranking by Ward relating to the SIMD Index for 2003, with these indicators mapped against Police statistics in relation to Disorder and Vandalism. The Cumulative Ranking for all Dundee City Council Wards is shown at Appendix 3(b).

6.4.7 These locations are identified by Dundee City Council Electoral Ward and this will be further refined in line with community priorities in the run up to April 2004. The Best Value Review Working Group recognised that Ward boundaries do not naturally and necessarily match local communities and neighbourhoods. For example there is an area of Douglas estate which is actually in the Pitkerro Electoral Ward, an area of Whitfield not within the Whitfield Ward and areas of Baxter Park and Eastport Wards around the central area of Stobswell and an area of Lochee East which borders on Lochee West. Wardens will patrol areas matching community priorities and intelligence gathered through the corporate anti-social behaviour unit, and finalised neighbourhood

“beats” for the wardens will be developed in conjunction with Tayside Police, local communities and Council Departments.

6.4.8 As a key Planning Partner Tayside Police have been closely involved in regard to the operation and are currently drawing up a draft protocol regarding their engagement with the Warden scheme. Initial discussions have taken place with the Police representatives regarding the development of a training programme for the Wardens and a draft programme has been identified including:

- Scots Law
- Common law Crimes
- Common Anti-Social Offences
- Dealing with youths
- Dealing with Witnesses and Noting Information
- Domestic Abuse
- Victim Support Scheme
- Diversity Training

6.4.9 Work is being undertaken to produce a training programme across the Tayside Police area, involving Dundee City Council, Perth and Kinross Council and Angus Council. Realistically this training would need at least 3 weeks input per person and if undertaken across Tayside would need to be on rolling programme basis. Initial costings show that this would cost at least £500 per trainee.

6.4.10 To avoid an overemphasis on Police led training the programme will be supplemented by in-house induction training from relevant Council Departments, e.g. from the Anti-Social Behaviour Team in Housing and Environmental Health.

6.4.11 The Warden Scheme will be managed by the Communities Department with the assistance of an advisory group of major stakeholders and key voluntary sector representatives.

6.4.12 It has been decided that the Communities Department is best placed to offer the management service because:

- It services Dundee Community safety partnership in collaboration with Tayside Police
- Communities Officers co-ordinate local community planning consultation and monitoring
- The Department is part of the Chief Executive's Section and has corporate responsibilities in community planning, community safety, social regeneration and community engagement
- There is a clear link to Community Safety Worker deployment and Senior Warden support and supervision

6.4.13 A draft Community Warden consultation and Deployment plan has already been produced. It is represented as Appendix 5. This identifies geographical locations, named Communities Officers involved in local community planning, possible information bases for Wardens and the link to currently deployed Community Safety Workers.

- 6.4.14 Initial costings are for 5 teams with 4 wardens per team; allowing £20,000 per worker to allow for employer costs, shifts and anti-social hours. An addition needs to be made for 5 seniors at £25,000 each, this would increase the cost by £125,000. Allowance will be made for an administrative post, allowing £15,000 for this makes a total for salaries of £540,000. This allows for other costs, e.g. training, programme costs, transport, uniforms and mobile phones of £110,000

The current job description at Appendix 4 along with details in relation to posts, shifts and work patterns are indicative. This will be detailed in a further report to the Personnel Committee.

## 6.5 Other Anti-Social Behaviour Initiatives

- 6.5.1 Dundee City Council has had policies and procedures in place for tackling anti-social behaviour since the early 1990s. These are supported by elected members to whom new initiatives and proposed legislative change are regularly reported.
- 6.5.2 A city-wide Anti-Social Behaviour strategy is in place incorporating several internal and external agencies as key partners. Dundee Families Project, Dundee Community Mediation, Tayside Police, Social Work and Dundee Federation of Tenants Associations are regularly involved in decision-making in respect of anti-social behaviour.
- 6.5.3 A good example of inter-agency support in relation to Intensive Supervision is the Dundee Families Project. This service for troubled and troublesome families and individuals' aims to support families threatened with eviction (or following eviction) due to anti-social behaviour. A key aim is to assist families to develop and maintain skills to enable them to sustain a tenancy in mainstream housing. Three types of service are utilised: outreach preventative work, residential core accommodation with on-site staff and residential dispersed accommodation. This project is council funded but is managed by NCH.
- 6.5.4 Dundee City Council set up a specialist Anti-Social Behaviour Team in November 2001. Since its inception the team has expanded, initially in response to changes in legislation and more recently to accommodate complaints from non-council sector residents.
- 6.5.5 Regular meetings are held by the Anti-Social Behaviour Team with each of the Partners involved in the city-wide strategy. A Working Group is held every 3 months involving Dundee Federation of Tenants Associations, Dundee Families Project and Dundee Community Mediation. Tayside Police and the Legal Department of Dundee City Council also attend this Working Group. To compliment this regular meetings are held with area-based police officers and members of the Anti-Social Behaviour Team to ensure a cohesive approach is taken at an area level. There is then a cohesive and co-ordinated structure within which to place both warden schemes and other anti-social behaviour initiatives.
- 6.5.6 Protocols are currently in place between the Anti-Social Behaviour Team and Tayside Police and Social Work regarding exchange of information. Protocols are already in place between the Police and the City Centre Initiative managed through the Economic Development Department. 6.4.8 above refers to work already underway by the Police in relation to a protocol for their engagement with Community Wardens. It is possible that this work will be further refined through the establishment of the proposed Police Anti-Social Behaviour Unit. Work is also underway to develop referral mechanisms, e.g. with Victim Support.
- 6.5.7 Dundee City Council has pioneered the use of interdicts and Anti-Social Behaviour Orders; indeed it was the first to be granted ASBOs in the UK. The Anti-Social

Behaviour Team recognises the impact that Acceptable Behaviour Contracts have had in other local authorities and intends to consider the use of these contracts within the overall Anti-Social Behaviour Framework. Up until now resource implications have prevented any progress on ABC orders. This issue will be further examined within the context of the Officer Working Group and the Best Value Review.

6.5.8 It is clear that the additional funding made available through the other anti-social behaviour initiatives can be utilised to develop the existing anti-social behaviour strategy. A key area already identified is extending the remit of the Anti-Social Behaviour Team to assist Tayside Police in providing additional support for both victims and offenders of anti-social behaviour. Initiatives currently outlined and under consideration are listed below with indicative costings:

- Additional Staff for Anti-Social behaviour Team c.£60,000
- Out of Hours Service for Anti-Social Behaviour Team £37,000
- Surveillance Equipment for ASBT £28,000
- St Mary's Supported Tenancy Initiative c. £60,000
- The extension of Anti-Social behaviour Team into the private and independent sector c.£77,017  
Expansion of the Community Mediation Service c. £66,850
- Anti-Social Behaviour Unit (Police). This to involve a Co-ordinator,  
A Community intelligence analyst and an administrator. Costing c. £75,000.

Current Total £403,867

6.5.9 Additional staff for the Anti-Social Behaviour Team are requested to provide a more comprehensive service by the anti-social behaviour team. The outline proposals for an extension of services to the private/ independent sector, an out of hours service, surveillance equipment, a dedicated Hotline and, in particular, the initiative put forward by Tayside Police will result in an increased workload for the ASB Team and these proposals will only be fully effective through additional resources being available to utilise them.

6.5.10 The Out Of Hours Service will result in more detailed information being obtained by members of the ASB Team to assist in taking action to resolve disputes. This will have a knock on effect to the daily tasking of Officers who will be required to undertake additional liaison with Police, Legal Services and anti-social behaviour offenders. The service will provide additional information on incidents of anti-social behaviour and will result in Officers being required to give statements, reports and attend court hearings as part of their duties as "professional witnesses".

6.5.11 A "Hotline" is proposed to allow members of the public to have access to information and advice on all aspects of anti-social behaviour outwith Office Hours. Unlike the Out of hours Service this would be available to all members of the public and the Hotline number would be publicised through the media and leaflets. At present residents are unable to access this support outwith office hours, which is the recognised time for incidents of this nature to occur. The service would be available to all residents of Dundee 24 hours a day 7 days a week. This would assist in addressing the under reporting of anti-social behaviour within the city. Officer time is required to compile reports on calls received and the resultant increase in reporting of anti-social behaviour

- 6.5.12 The provision of surveillance equipment will require the equivalent commitment of one full-time Officer to operate, install and collect data from the equipment. Further to this, equipment of this nature requires regular maintenance the proposals request a comprehensive service of surveillance equipment to assist in evidence gathering and support to victims of anti-social behaviour. A comprehensive range of surveillance equipment has been proposed to enhance the service provided by the anti-social behaviour team and this will only be fully utilised if sufficient officer time is dedicated to using the full capacity of the equipment.
- 6.5.13 The proposals outlined by Tayside Police provide an opportunity for Dundee City Council and the police to provide a more comprehensive service in dealing with anti-social behaviour. Exchange of Information has provided a barrier to effectively tackling this issue previously, however this proposal would eradicate many of the existing problems allowing a more co-ordinated approach. An Officer would be required to work with the civilian team outlined by Tayside Police to co-ordinate the flow of information from and to the police.
- 6.5.14 The additional resources required to ensure the maximum effectiveness of the entire proposal would consist of 3 additional Investigation Officers within the Anti-Social Behaviour Team at an approximate cost of £60,000 per annum
- 6.5.15 The out of hours service for Anti-Social Behaviour Team would be used to provide the victims of anti-social behaviour with access to members of the ASB Team outwith normal working hours.
- 6.5.16 The main benefits of this service would result from members of the ASB Team being able to respond to calls from victims when disturbances are taking place. This would enable members of the ASB Team to corroborate complaints and allow them to act as Professional Witnesses if legal action became necessary.
- 6.5.17 The service would also provide support for the victims, witnesses and complainants, which is an indicator specified by the Scottish Executive for this funding.
- 6.5.18 The proposal would be for the service to be available to individuals identified by members of the ASB Team as requiring corroboration and/ or support to their complaint. The service would be available to residents between 17.00 and 00.00 hours Monday to Thursday and from 17.00 hours Friday until Monday 00.00. Two officers would be on call and for Health and Safety purposes both would attend all call outs. Projected costs are £37,000 per annum for this service.
- 6.5.19 Surveillance equipment will assist in both preventing and detecting incidents of anti-social behaviour. The equipment identified includes: high-resolution cameras, spy-hole cameras, portable audio cassette players and semi-permanent video surveillance equipment. Projected costs are £28,000.
- 6.5.20 The St Mary's Supported Tenancy Initiative is a preventative initiative aimed at stopping anti-social behaviour happening.

Projected outputs include:

- Preventing tenancy crises and associated problems of homelessness and multiple debt
- Reducing anti-social behaviour and having an attendant effect on referrals to the anti-social behaviour unit.
- Saving police time and reducing criminality of young people
- Promoting good relations between young tenants and neighbours



- Stabilising the population
- Increasing letting demand

- 6.5.21 Many of the physical and social issues in the St Mary's area are concentrated in and around the 450 tenement flats. The key problem is high tenancy turnover at over 30% per annum, the highest within the city. The lack of stability has recently resulted in 9 blocks being declared surplus, with a view to demolition
- 6.5.22 This would be a locally based initiative and involvement of the Residents' Group would be required. First-time tenants would be asked to sign up to a support agreement for a minimum period of time, at the end of which support would be extended, reduced or withdrawn. The tenancy support service would also be available for existing tenants who are demonstrating difficulties in coping with their tenancies.
- 6.5.23 Projected costs for a dedicated team are £60,000 per annum.
- 6.5.24 The proposal to extend the Anti-Social Behaviour Team to the private and independent sector follows the decision by the Scottish Executive to extend ASBOs to the Housing Associations and Registered Social Landlords. It is now considered that the responsibility for investigation of owner occupier and private rented sector ASBO applications should rest with the Anti-Social Behaviour Team and that efforts should be made to offer advice and assistance with regard to specific types of behaviour to those outwith Council housing.
- 6.5.25 Dundee City Council's strategy regarding ASBOs has been successful to date, with the Council being granted 24 ASBOs since 1st April 1999. There have been very few applications from the non-council sector, e.g. Housing Associations, private landlords, owner-occupiers. It is this area that needs to be reviewed and is addressed through this proposal. The cost of extending the service is projected at £77,017 per annum.
- 6.5.26 It is recognised in the Scottish Executive guidance that Mediation Services can be used to resolve disputes between neighbours at an early stage before they escalate into more serious behaviour.
- 6.5.27 A comprehensive review of Dundee City Council's anti-social behaviour policy and procedures, carried out by the Sociable Neighbourhoods National Co-ordinator, highlighted a range of good practice and innovation in response to instances of anti-social behaviour. One gap identified was the lack of a Mediation Service in the city.
- 6.5.28 Work has been undertaken to establish a Community Mediation Service in Dundee and a partnership approach involving the Better Neighbourhood Services Fund, Communities Scotland, Local Housing Associations and Dundee City Council has been adopted.
- 6.5.29 This proposal would see the service cover the city and extend services to potentially cover all those affected by anti-social behaviour.
- 6.5.30 Extension of Services is costed at £66,850 per annum.
- 6.5.31 The partnership proposal regarding the Anti-Social Behaviour Unit (Police) will link Dundee City Council staff working to combat anti-social behaviour closely with police activity in the same field. It will lead to more effective tasking for Community Wardens and Police liaison officers.
- 6.5.32 The proposal is to establish an Anti-Social Behaviour Unit with a Co-ordinator, Community Intelligence Analyst and Administrator, which will also house staff from

Dundee City Council's Anti-Social Behaviour Team. This unit will help to co-ordinate the intelligence and resources deployed by Dundee City Council Anti-Social Behaviour Team and its Community Wardens with the activities of Central Division Police Officers in tackling anti-social behaviour. The Co-ordinator would attend the Divisional Tasking and Co-ordination meetings and ensure that the Divisional Anti-Social Behaviour Unit engages fully with its Community Planning Partners.

6.5.33 The Unit would adopt a pro-active approach to intelligence gathering and use ASBOs creatively and more widely than is current:

- Using them to disrupt associations between criminals who always act together
- Prevent individuals congregating at identified locations and preventing identification by wearing masks and hoods.
- Using them to prevent public disorder, e.g. football casuals
- Restricting young people from dangerous activity, e.g. riding or owning motorcycles while underage.
- Preventing anti-social behaviour such as foul language or gestures where witnesses do not wish to come forward for fear of intimidation.
- Banning shoplifters from main shopping areas at set times.
- Ensuring drug users leave an area after obtaining their medication.

6.5.34 The current costings for the Unit are £75,000.

**7 BACKGROUND PAPERS**

"Building Strong, Safe and Attractive Communities: A Consultation Document on Wardens and Other Community Based Initiatives to Tackle Anti-Social Behaviour" Scottish Executive-March 2003

"Building Strong, Safe and Attractive Communities: Guidance for Submissions-Guidance to local authorities and their community planning partners on preparing submissions for Wardens and other Community Based Initiatives to Tackle Anti-Social Behaviour."- July 2003

Report No. 354-2003 "Scottish Executive Proposals on Wardens and other initiatives to tackle anti-social behaviour." Policy and Resources Committee- 9 June 2003

Report No. 571-2003 "Building Strong, Safe and Attractive Communities: Guidance to Local Authorities and their Community Planning Partners in Preparing Submissions For Wardens and Other Community Based Initiatives to Tackle Anti-Social Behaviour" – 8 September 2003

Chris Ward  
Assistant Chief Executive (Community Planning)..... 04/12/03

## **Appendix 1 COMPACT CONTENT (for discussion and refinement)**

### **1. DEFINITION OF COMPACT**

- 1.1 An agreement between the local community planning partnership and designated communities which sets out in very clear terms the support and services that will be delivered by the relevant agencies and the standards of behaviour that are expected from local residents.

### **2. VISION**

- 2.1 "Our vision is to jointly create and sustain safe attractive communities where residents choose to stay, learn and play".

### **3. SERVICE PARTNERS CONTRIBUTION**

- 3.1 We will work hard to:

- Deliver high quality public services to a set performance standard
- Consult residents on service provision, priorities and major change
- Listen and respond promptly to complaints/ suggestions
- Promote local decision-making and citizenship
- Encourage the growth of local voluntary organisations
- Respect diversity and equality
- Encourage energy conservation and re-cycling
- Protect and enhance the natural environment
- Promote healthy lifestyles
- Take positive action to discourage crime, vandalism, substance misuse and anti-social behaviour
- Promote mediation as a preferred option to resolving neighbourhood disputes
- Promote resident inclusion and the reduction of poverty

### **4. RESIDENTS CONTRIBUTION**

- 4.1 We ask your help and assistance in:

- Making full use of local public services
- Becoming actively involved in your local community
- Reporting and discouraging crime, vandalism, substance misuse and anti-social behaviour
- Assisting the emergency services
- Adopting healthy lifestyles
- Reducing waste and conserving energy
- Volunteering and supporting the growth/ diversity and use of local voluntary organisations
- Promoting civic pride and community well-being
- Caring for vulnerable neighbours
- Accepting parental responsibilities for young peoples behaviour and safety

### **5. PERFORMANCE STANDARDS (Measures)**

- 5.1 To be developed from Partners' Service Plans

**APPENDIX 2**

One of the 5 Community Plan Themes:

- Building stronger communities
- Community safety
- Learning and Working
- The Dundee Environment
- Health & Care

High level summary statement of what is to be addressed. Reflect Community Consultation/Funders' priorities/Service priorities and the issue to be addressed.

<b>THEME: COMMUNITY SAFETY</b>							
<b>OBJECTIVE CS1: Reduce Crime and the Fear of Crime</b>							
Key Need	Issues/Identified	Baseline	What will happen?	What results will be achieved?	Inputs	By When?	Lead Contact
CS1.1 Reported fear of crime, via Round Table meetings and resident surveys, due to dark rear gardens.	% of respondents reporting that they were worried about being a victim of crime.  At Night 44%  Daytime 15%	Security lighting will be installed at the rear of 100 houses per year in Kirkton for the next 3 years.  (Ref. HSG 5.3: DCSP 4.2: BNSF LOA 13)	The % of residents reporting they were worried about being a victim of crime to fall by 10% per year to reach,  At Night 30%  During the Day 10%	Development support via BNSF Team.  £50,000 from HRA  £5,000 from BNSF  Project Officer for 3 months.  Tenant Liaison Officer for 2 weeks.  Consultation Materials £1,000  Post Work Survey	Start Oct 2003  Complete March 2006	Housing Manager, Crichton Street, Ext	

Evidence for undertaking the action:

- the issue
- the need
- consultation etc;

If known

Plain English statement of what OUTCOMES are expected and indicate the planned benefit to individual/community life. Should include milestones as appropriate.

What is needed to deliver the action?

- staff
- funding/sources
- other

The start and finish dates for each specific item

Who is leading the implementation – contact details

## APPENDIX 3(a)

## COMMUNITY WARDEN GEOGRAPHICAL LOCATION CHART

COMMUNITY WARDEN G	Anti-Social Behaviour Stats - August 2002-2003 Incidences of Cases/Ranking	SIMD Index 2003 Deprivation Ranking	Cumulative ASB/SIMD Rank	Police Maps	
				Disorder	Vandalism
Bowbridge/Hilltown	133(1)/108(2)	2 / 3	1 / 2	hot-spot/hot-spot ✓ ✓	hot-spot/hot-spot ✓ ✓
Douglas	105(3)	7	3	above average ✓	above average ✓
Whitfield	52 (10)	1	4	above average ✓	above average ✓
Stobswell	53 (9)	5	5	hot-spot ✓	hot-spot ✓
Lochee West/ Camperdown	97(4)/86 (5)	11 / 10	6" / 6"	hot-spot/above average ✓ ✓	above average/above average ✓ ✓

## Appendix 3(b)

	Anti Social Behaviour Score	SIMD Index Score	Total	Cumulative Rank
Bowbridge	29	28	57	1
Hilltown	28	27	55	2
Douglas	27	23	50	3
Lochee West	26	19	45	6"
Camperdown	25	20	45	6"
Brackens	24	14	38	10
Balgowan	23	18	41	9
Balgay	22	7	29	15"
Stobswell	21	25	46	5
Whitfield	20	29	49	4
Craigiebank	19	10	29	15"
Fairmuir	18	15	33	12
Pitkerro	17	26	43	8
Ninewells	16	12	28	17"
Lochee East	15	21	36	11
Law	14	13	27	20
Logie	13	11	24	21
Claverhouse	12	16	28	17"
East Port	11	17	28	17"
Longhaugh	10	22	32	13
Barnhill	9	3	12	24"
Broughty Ferry	8	5	13	22"
Baxter Park	7	6	13	22"
Ardler	6	24	30	14
Balgillo	5	4	9	27
Riverside	4	1	5	28
Strathmartine	3	9	12	24"
Tay Bridges	2	8	10	26
West Ferry	1	2	3	29

## Appendix 4

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VACANCY REF:  
CLOSING DATE:

### **DUNDEE CITY COUNCIL**

#### **JOB DESCRIPTION- Communities Department**

Post Title: Community Warden

Post Ref: New

Section:

Grade:

Responsible to: Senior Neighbourhood Warden

Responsible for: N/A

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### **JOB PURPOSE**

As a member of the Warden Team, to assist in reducing crime in specified neighbourhoods and to ensure the general environmental quality of that neighbourhood.

### **MAIN DUTIES**

#### **Security**

- Patrol communities including checks on void properties to deter vandalism, anti-social behaviour and increase public confidence.
- Contact the out-of-hours repairs service to deal with vandalism/broken windows, etc.
- Act as a point of contact between members of the public, tenants, residents and the local authority.

#### **Safety**

- To be available on occasions to call for emergency out of hours work.
- Report incidents of vandalism to Building Services/Neighbourhood Office.
- To report appropriate repairs to Neighbourhood Housing Office and to refer damaged drain covers, paving, street lighting and furniture to the appropriate Departments for action.
- Liaise with Neighbourhood Office staff, Anti-social Behaviour Team and Dundee Community Mediation as necessary.
- Check door entry systems and report faults.

- Carry out visits to community facilities.

### **Supporting Communities**

- Take a proactive approach in developing links with residents, police and the other partner agencies.
- Provide information on repairs service, etc.
- Respond to reported incidents of vandalism.
- Basic administrative and clerical duties as required, e.g. record and submit accurate records at the end of each shift.
- Identify and report estate management problems and environmental hazards to the relevant agencies.
- Identify potential improvements in the area and report them to Senior Warden.
- Provide general security services including checking of empty properties and notifying police/local authority and other agencies of emerging problems.
- General Health and Safety Responsibilities as laid down by the Departmental Policy.
- To promote a caring, helpful and unbiased attitude towards all citizens
- Encourage citizens to participate in their communities.

### **OTHER DUTIES**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties to the equivalent level necessary to fulfil the purpose of the job.



**Description of anticipated staffing resources responsibility:**

**Other resource responsibilities:**

**Relevant qualifications:**

Essential -

Desirable -

**Skills/knowledge requirements:**

Essential - Good communication, report/letter writing skills

Desirable -

**Experience required:**

Essential - 1 years experience of dealing with the public including the provision of a similar service and liaising with a wide range of internal/external agencies.

Desirable - Experience of letter/report writing

**Signed (Head of Department)**

**Council:**

## COMMUNITY WARDENS CONSULTATION AND POSSIBLE DEPLOYMENT

Ward Numbers	Communities Officer Grading Local Community Planning	Possible Information Base for Wardens	Community Safety worker currently Deployed	Notes
2 Camperdown/4 Lochee West	Martin McKay	Charleston Neighbourhood Centre & Library or Lochee Neighbourhood Library	Liz Begg	
10 Whitfield	Mike Welsh	Whitfield Activity Complex	Carol Jenkins	
13 Douglas	Debbie Booth	Douglas Community & Library Centre	Carol Jenkins	
26 Hilltown/27 Bowbridge	Natalie Mackland	Highwayman Youth & Community Centre	Barbara McCulloch	
28 Stobswell	Andy Moir	Arthurstone Neighbourhood Library	Barbara McCulloch	