

DUNDEE CITY COUNCIL

REPORT TO: POLICY & RESOURCES COMMITTEE (Police, Fire and Community Safety) – 17 MARCH 2014

REPORT ON: SERVICE LEVEL AGREEMENT BETWEEN DUNDEE CITY COUNCIL AND POLICE SCOTLAND

REPORT BY: DIRECTOR, LEISURE AND COMMUNITIES

REPORT NO: 8-2014

1.0 PURPOSE OF REPORT

- 1.1 The report provides detailed information on the impact of the Service Level Agreement between the Dundee Community Safety Partnership and Police Scotland for the period 2014-2017 and seeks approval for the establishment of a new three year Service Level Agreement for the period 2014-2017.

2.0 RECOMMENDATIONS

- 2.1 Remit to the Director of Leisure and Communities to enter into a Service Level Agreement between Dundee City Council and Police Scotland from 1 April 2014 to 31 March 2017 for the delivery of the following services:

Provision of strategic assessments and community intelligence reports by the Community Intelligence Unit for the Dundee Community Safety Partnership and local analytical reports for Local Community Planning Partnerships and partner agencies.

Provision of mobile CCTV coverage across Dundee.

Police support for the DUNCAN (Dundee Co-ordinated anti-crime Unit) /Safer City Initiatives.

Dedicated resources for the Police Scotland Safer Communities Unit

3.0 FINANCIAL IMPLICATIONS

- 3.1 The Service Level Agreement will award an annual allocation of £219,000 payable to Police Scotland in arrears subject to performance which will be monitored annually.

This allocation will be met in full from the Council's revenue budget. This award will fund:

- | | |
|---|--------|
| <input type="checkbox"/> Community Intelligence Unit (2 analysts, a researcher/administration assistant and a police constable unit co-ordinator) - | £100K |
| <input type="checkbox"/> Mobile CCTV van retention - | £ 18K |
| <input type="checkbox"/> Police Safer Communities Unit (3 police constables) - | £ 101K |

4.0 BACKGROUND

- 4.1 A Service Level Agreement was established between the Dundee Community Safety Partnership and Police Scotland for the period 2013-2014. This was agreed by the Policy and Resources Committee on 13 May 2013 (Report No 212-2013).
- 4.2 In addition to the areas identified in Item 3, Police Scotland received a funding allocation to employ a Duncan Link Officer to assist with the development of the scheme and the provision of data from Police Scotland to the DUNCAN scheme.

- 4.3 The 2013-2014 Service Level Agreement has been monitored on an annual basis and commissioned services have produced positive outcomes in relation to criminal activity and anti-social behaviour across the City.

5.0 MAIN TEXT

- 5.1 Information on the outputs and outcomes delivered by Police Scotland for the period 2010-13, under the auspices of a Service Level Agreement are detailed in the attached monitoring report (see Appendix 1).
- 5.2 The SLA has enabled Community Planning Partners to work more effectively together to prevent crime and improve detection rates. This is reflected in significant decrease in almost all major crime groups in Dundee, as outlined as follows;

Crime Category	2010	2011	2012	2013
Youths causing annoyance	5707	5736	4202	*
Vandalism	2946	1976	1685	1830
Shoplifting	1881	1529	1350	1377
Theft	1586	1389	1269	1518
Robbery	102	74	65	62
Serious Assault	120	110	62	85
House Breaking	610	400	449	582
Drugs Offences	1227	1290	1108	1173

* No comparable information available for 2013 due to changes in the way this indicator is measured by Police Scotland.

6.0 CHANGE TO EXISTING SLA

This report represents a change of direction for key components within previous Service Level Agreements.

- 6.1 The remit of the Safer Communities Unit will become more focussed on partnership working to achieve resolutions and will concentrate less on enforcement. Where it is identified that Police enforcement tactics are required these will be provided by existing Police Scotland resources in the area affected.
- 6.2 To provide best value and ensure the continuation of the mobile CCTV facility the functions of the DUNCAN link officer will be distributed throughout the Unit as indicated earlier in the report. This will allow for the redistribution of the funds used to finance the link officer post to ensure vital elements of the SLA are maintained at no extra cost to the agencies involved.

7.0 CONCLUSION

- 7.1 The report concludes that the Police SLA has made a significant contribution to the Dundee Single Outcome Agreement and has enabled partner agencies to work together more effectively to prevent crime and increase detection rates.
- 7.2 It is recommended that the Service Level Agreement is extended from 1 April 2014 to 31 March 2017.

8.0 POLICY IMPLICATIONS

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

8.2 Implementation of the Service Level Agreements will contribute to the following policy and strategic priorities:

- National Outcomes 9 and 11
- Dundee Outcomes 6(a) and (b)
- The Council Plan 2010-12
- Leisure and Communities Service Plan 2010-12
- Dundee Community Safety Strategy 2009-12
- Dundee Community Safety Partnership Strategic Priorities.

8.3 The discontinuation of the services provided by Police Scotland under the Service Level Agreement would make it very difficult for Dundee City Council and the Dundee Partnership to deliver their outcomes in relation to community safety and would seriously weaken the basis for most of the Council's partnership working with Police Scotland. The end result would inevitably lead to an increase in crime and the fear of crime in Dundee and the dissolution of the Community Intelligence Unit and Safer Communities Unit.

9.0 CONSULTATION

9.1 The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and the Police Scotland Area Commander have been consulted on this report and are in agreement with its contents.

10.0 BACKGROUND PAPERS

7.1 None.

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DIRECTOR, LEISURE AND COMMUNITIES

Appendix 1

SERVICE LEVEL AGREEMENT - DUNDEE COMMUNITY SAFETY PARTNERSHIP / TAYSIDE POLICE

MONITORING REPORT 2013/2014

Duncan personnel do not agree all these duties have been carried out to the same extent as detailed. However the service that we have received has predominantly been provided by police officers and not the link officer so this will hopefully remain the case if the duties are distributed among analysts.

If the budget is to be reallocated differently, perhaps funding could be sought to include retail members that have internet to go forward with Shopwatch online, cutting down on the time required to deliver bulletins. This costs £20 per member. We currently have approx. 150 retail members but not all will have internet access.

Also, funding for various anti-crime projects/initiatives would be sought.

**SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - DUNCAN LINK OFFICER
MONITORING PERIOD 2013-2014**

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>The CIU Supervisor shall develop a comprehensive understanding of the legal framework for intelligence gathering and distribution to the partnership agencies in order to ensure the efficient management of the Duncan Project.</p> <p>Within the data sharing protocols, co-ordinate and disseminate current intelligence, enabling Police Scotland, Dundee LPA, and the Council to maximise opportunities presented by anti-social behaviour legislation, to disrupt and minimise the impact of such behaviour on the Communities of Dundee.</p>	<p>The ISP for this process still sits with Data Protection with Police Scotland, Dundee LPA. However it is complete and all parties are aware of the minor amendments made to the original agreement.</p> <p>Data inputted daily from UNIFI crime system onto the Duncan Database.</p> <p>Monthly bulletins, both daytime and evening continue to be produced and distributed to DUNCAN members. Crime trends modus operandi of note and crime reduction strategies continue to be shared through the DUNCAN scheme.</p> <p>Details of travelling criminals and related MO characteristics are shared to target harden membership premises.</p>	<p>All parties aware of minor changes to the original ISP. The amended ISP should be signed off imminently.</p> <p>DUNCAN members continue to be supported in co-ordinating activities in relation to the enforcement of banning provisions.</p> <p>Effective enforcement of exclusion control measures shared through DUNCAN members.</p>	<p>Information continues to be input appropriately onto the database.</p> <p>Creation and service of exclusion orders and warning letters to active criminals / offenders.</p> <p>Regularly recorded and monitored process for the delivery of both daytime and night time economy bulletins.</p>	<p>New amendments to the ISP allow for the wider range of disposal outcomes from Police actions to be considered by the DUNCAN team.</p> <p>DUNCAN Link Officer now re-aligned and line managed by the Community Sergeant based in Dundee LPA South through the City centre Police Office at Police HQ. This has been put in place to ensure best practice and improve the links with city centre based officers liaising with the DUNCAN membership.</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Co-ordinate and disseminate current intelligence to the Duncan members, regularly visiting their premises, holding meetings and building professional working relationships with the members.</p>	<p>Regular visits to support members are carried out by the DUNCAN Link Officer. This provides the opportunity to pass on timely intelligence regarding threats to DUNCAN members business activity (counterfeit currency trends, fraud MO, shoplifting tactics etc.)</p> <p>This is further supported by the City Centre policing team.</p>	<p>Crime prevention advice delivered to members on a regular basis. Leaflets and posters are distributed to members for advice and open display.</p> <p>The link officer has also delivered other community safety partnership product during bulletin rounds eg Focus on Alcohol posters.</p>	<p>Link Officer provides weekly reports on activity undertaken. This ensures an even spread of activity throughout the DUNCAN membership.</p> <p>Daily input through the data sharing process to the DUNCAN database.</p>	<p>Evening economy bulletins continue to be delivered electronically to DUNCAN members.</p> <p>Evening Economy meetings are serviced by the City Centre police officers</p>
<p>Co-ordinate and administer all information requests from the Duncan Project, maintain an audit trail of such requests and disseminate all information or intelligence through established data sharing protocols.</p> <p>Identify opportunities to develop new data sharing protocols with statutory, commercial, voluntary and non-statutory bodies in line with the aims of the Community Intelligence Unit.</p>	<p>All DUNCAN team requests are monitored through the e-mail process and activity is recorded through information sharing with the DUNCAN database in accordance with the ISP.</p> <p>Emphasis is placed on the need to develop the DUNCAN membership. The Link Officer actively pursues opportunities to sign up new members</p>	<p>Relevant intelligence and crime prevention information is passed to the DUNCAN membership through information exchange between the Link Officer and DUNCAN team. Information exchange is auditable through e-mail and database enquiries.</p> <p>Any potential new members are highlighted to the DUNCAN team in order that an official approach can be made using publicity materials.</p>	<p>Electronic memory of information sharing requests. Requests are audited in relation to ensuring relevance in respect of the ISP.</p> <p>Membership numbers are monitored and added to the bulletin lists</p>	<p>There has been little opportunity to develop new protocols. The current ISP and operating procedures are in place to allow for the inclusion of new daytime / evening economy members. New protocols would be the</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Audit Duncan Project folders to ensure they are adhering to data protection legislation including retail and evening economy members.</p>	<p>This is a core task for the Link Officer carried and reported through a weekly report. There is also a co-ordinated audit carried out once a year to ensure compliance with the scheme. Annual Audit completed of all membership premises. On-going audit during monthly delivery rounds.</p>	<p>The DUNCAN team are advised of any deficiencies in the process found during premises visits by the Link Officer. Replacement folders and paperwork are supplied to members. The audit has ensured that data protection procedures are being followed by members.</p>	<p>Annual Audit completed of all membership premises. On-going audit during monthly delivery rounds.</p>	<p>remit of the scheme manager.</p>
<p>Assist in the collation and delivery of Duncan bulletins, exclusion notices and target lists.</p>	<p>Link Officer has delivered bulletins as per the distribution schedule. Bulletins are collated by the DUNCAN team.</p>	<p>DUNCAN membership has up to date information in relation to exclusions and are able to act on this information.</p>	<p>Bulletins have been produced and delivered.</p>	<p>The Duncan link officer delivers a bulletin round as per an agreed rota / schedule Other police resources assist bulletin delivery rounds where possible</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Liaise with Duncan Project personnel regarding the "Best Bar None" scheme and market same.</p> <p>Undertake assessment of premises for suitability of "Best Bar None" scheme.</p>	<p>Best Bar None Assessments undertaken by City Centre Police Officers</p>	<p>Completed paperwork in relation to the scheme is signed off and returned for the attention of the DUNCAN team.</p> <p>Annual assessments completed</p>	<p>Staff of licenced premises are actively involved and confirm the value of the process in ensuring they are able to reduce issues of anti social behaviour and crime within their premises.</p>	<p>Link Officer is not currently involved in assessing the suitability of premises for the inclusion of the Best bar None scheme – this task is delivered as agreed by City Centre Police Officers</p>
<p>To attend briefings and appraisal meetings with Duncan Project personnel to share information and highlight areas of concern.</p> <p>Participate in the delivery of the Hard Target and BIIAB Training for Duncan members.</p>	<p>Fortnightly meetings were undertaken with DUNCAN personnel. Meetings are now held on a regular basis when issues require to be discussed. Regular contact is made between the Community Sergeant for the city centre area and DUNCAN personnel</p> <p>City Centre Broughty Ferry / Lochee Police officers with deliver this function.</p>	<p>Meetings ensure support for DUNCAN objectives.</p> <p>Training is being delivered. Continued limited involvement from the Link</p>	<p>City Centre policing team retain the record of this activity and are consulted on</p>	<p>Link Officer does not attend DUNCAN team meetings this linkage is provided by City Centre police supervisor as agreed.</p> <p>Hard Target and BIIAB training are delivered by City Centre Police</p>

APPENDIX 1

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
		<p>Officer DUNCAN members are equipped with best practice for the prevention of crime and disorder within their business premises.</p>	<p>by the DUNCAN team.</p>	<p>officers and Broughty Ferry based officers</p>

**SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - COMMUNITY INTELLIGENCE ANALYSIS
MONITORING PERIOD 2013-2014**

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Tayside Police will employ a Community Intelligence Analyst to research and report antisocial behaviour.</p> <p>The Analysts shall provide strategic and operational analysis of antisocial behaviour and provide high quality analytical reports to support the Community Safety Partnership.</p> <p>The Analysts shall produce analytical reports for each neighbourhood in relation to antisocial behaviour to inform decision making of Tayside Police, the Council and members of Dundee Community Safety Partnership.</p>	<p>Two community intelligence analysts were employed until May 2013 when one left. Currently we have a single analyst allocated to the Community safety Partnership</p> <p>The analyst provides analytical products to CSP partners as and when requested. Until June 2013, the analyst supplied a report to monthly meetings of the CSP. This no longer takes place. Effectively this is now produced twice weekly for the MATAC.</p> <p>Quarterly LCPP document produced</p>	<p>Information relating to ASB and disorder is analysed and reported to the Community safety Partnership and also directly to the police</p> <p>Reports detailing noise complaint analysis, prostitution issues within the city and call occurrences with the Repeat Caller process are examples of ongoing analytical products supplied by the CSP analyst. The analyst additionally has had support input into all areas of ASB and disorder considered by the CSP.</p> <p>Quarterly reports are produced to inform the LCPPs of issues relating to ASB/Crime & disorder within their wards. This product is the main driver of community safety business within the LCPP</p>	<p>Information supplied on a weekly basis to police performance management meeting and also twice weekly to the Community Safety Partnership Hub meetings.</p> <p>Up until June 2013, a monthly report was produced by the CSP. Analytical reports produced throughout 201/2013 for partners</p> <p>The LCPP report is produced regularly as per the yearly timetable. It is a public document openly available to all.</p>	<p>Filling the vacant analysts Post is problematic requiring lengthy training schedule –which was not instigated without confirmation of existence of role post march 2014,.</p> <p>The Community Safety Partnership Operational meeting no longer meets on a monthly basis.</p> <p>Work is ongoing to alter the format of the report to encourage other partners to provide updates on areas of community safety that they have as actions through the LCPP business.</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Tayside police will appoint the Analyst for a three year fixed term period to form part of the Community Intelligence Unit. The Analyst shall be employed and managed by Tayside Police and shall be based at Tayside Police Headquarters, West Bell Street, Dundee.</p>	<p>The CSP analyst is in post and is currently co-located at Dundee West Housing Office, Lochee within the CSP Hub. The analyst is part of the Community Intelligence Unit at this location.</p>	<p>The analyst is operating and in post.</p>	<p>Mr Lindsay Burns is in post and sits next to the Safer Communities Sergeant at the CSP Hub.</p>	
<p>The Analysts will undertake systematic analysis of reported antisocial behaviour to the police, Council and members of the Dundee Community Safety Partnership and provide regular reports and updates to the Council and its community safety partners.</p>	<p>The analyst scans police systems and DCC databases on a daily basis and advises on issues which arise relating to ASB/disorder within Dundee. The analyst attends partnership meetings to discuss requirements of partners in the formation of analytical reports key to driving strategy and operational actions. (eg Early Years Collaborative, Cardiff Injury Surveillance project)</p>	<p>Daily monitoring of Police and DCC databases and occurrences to detect trends, issues of concern and repeat incidents.</p>	<p>Results of analytical work are recorded and reported on a weekly basis to the Dundee LPA performance meeting. Analytical information is included and discussed twice weekly at CSP Hub partnership meetings.</p>	
<p>The Analysts shall undertake research and analysis as tasked by the Council and members of</p>	<p>Requests for analysis from CSP partner agencies include examples such as :</p>			

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Dundee Community Safety Partnership, to identify longer term issues for inclusion in the Community Safety Document as outlined in the National Intelligence Model.</p> <p>The analyst will maintain the security and confidentiality of all intelligence in accordance with the Tayside Police guidelines.</p> <p>Undertake presentations to the Dundee Community Safety Partnership relative to the analysis of intelligence.</p>	<p>Analysis of crime and incidents at the Hilltown MSD's (Housing request)Opertion High rise / Siren.</p> <p>Analysis of on street prostitution (Prostitution Steering Group)</p> <p>Analysis of incidents at sheltered housing complexes (ASBT/ door step crime)</p> <p>ADP Overprovision report for Licensing</p> <p>The analyst works with and retains restricted information in line with MOPI guidelines. Data compliance is maintained at all times. Products are security marked</p> <p>This has been carried out until the dissolution of the CSP monthly meetings. The analyst continues to work</p>	<p>Reports as mentioned have provided the information to develop strategy and operational actions to drive partnership business. Analytical work for the CSP is seen as fundamental to establish the need for processes.</p> <p>Updates given at CSP operational meeting</p>	<p>Reports produced</p> <p>Additionally, The analyst presents his finding to partners on the conclusion of analytical work which</p>	

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Attend meetings where necessary to provide or receive information, relevant to the process and outcomes of analysing national and local information.</p>	<p>with partners to meet partner needs.</p> <p>The Analyst regularly attends police performance meetings and reports on issues of ASB and disorder.</p> <p>Further areas of work include :</p> <p>Repeat Caller Process</p> <p>Analytical work is essential to identify repeat victims.</p> <p>Weekly police performance meeting.</p>	<p>Repeat Callers receive CSP assistance. The process is a method of managing on going multi-faceted enquiries. This also helps identify hotspot areas of ASB and disorder and vulnerable people.</p> <p>The analyst updates the weekly performance report to identify critical issues relating to ASB and disorder. This drives police tasks and forms a major part of the planning in</p>	<p>helps explain his findings contained within reports. Please note previous examples as evidence of this.</p> <p>This process is now core business for police and relevant partners are aware of its purpose and actively contribute to solutions. There is an ongoing need to maintain an accurate database in relation to this work. The analyst is involved in this process.</p> <p>Analyst attends this meeting on a weekly basis and provides written updates this allows for a two way flow of information from NIM and MATAAC.</p>	<p>The repeat caller process has now been incorporated into a database for the purposes of efficient management, MOPI and data protection.</p>

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Make the best use of technology, to keep abreast of new analytical methods, and ensure correct operation and compliance with force and legal requirements and budgetary constraints.</p>	<p>The analyst has access to suitable IT equipment and software to conduct his role. Any training is considered on an ongoing basis. Processes are MOPI compliant.</p>	<p>Dundee LPA on a weekly basis. The analyst attends this meeting.</p> <p>The analyst is able to produce effective work through his current skill set and equipment provided to carry out his role.</p>	<p>The analyst has regular contact with his line management. Issues are openly discussed and solutions are sought to any issues that arise. The analyst produces effective products essential for the CSP.</p>	<p>The analyst has identified the need for a more effective IT solution for identifying repeat callers. This would ensure a more efficient and reliable process.</p>

**SERVICE LEVEL AGREEMENT BETWEEN DUNDEE COMMUNITY SAFETY PARTNERSHIP AND TAYSIDE POLICE
SERVICE AREA - Community Investigation Unit (previously Community Impact Team)
MONITORING PERIOD 2013-2014**

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>Members of the Police Scotland, Community Investigation Unit shall be fully conversant with the Dundee Antisocial Behaviour Strategy.</p> <p>Be fully conversant with and implement the legislation contained within the Antisocial Behaviour (Scotland) Act, 2004.</p> <p>Through application of the National Intelligence Model and the daily and fortnightly Tactical Tasking and Co-ordinating Group identify antisocial behaviour issues and create pro-active policing solutions.</p> <p>Produce a fortnightly report indicating activity, analysis and results.</p> <p>Develop a working relationship with Dundee City Council Community Safety Wardens, Antisocial Behaviour Team and Night Time Noise Team.</p> <p>Work closely with the Community Intelligence Analyst and identify patterns of criminality and</p>	<p>CIU officers have been committed to areas affected by ASB to deliver strategy. Working with partners to reduce ASB for example in supporting Operation High Rise and Siren (partnership action plans to tackle ASB in Multis)</p> <p>Bespoke plans have been delivered to deal with ASB; Operation High Rise Operation Siren Lochee High Street Drug Dealin Street Prostitution Challenge Bogus Traders Licensing Interventions</p> <p>Fortnightly reports produced</p> <p>Joint working and operations have taken place; OperationHigh Rise Operation Siren Lochee High Street Drug Dealing Street Prostitution Challenge</p>	<p>Enhanced working with Police and Partners to tackle ASB More effective partnership working</p> <p>Areas of Multiple Depravation have been targeted to reduce ASB issues.</p> <p>Better visibility and planning of activity</p> <p>Joint working practices established</p> <p>Targetted operations to deal with specific activity and Anti-Social Behaviour.</p>	<p>32 ASB related initiatives have been led by CIU</p> <p>161 Intelligence submissions submitted by team in relation to ASB.</p> <p>32 ASB related initiatives have been led by CIU culminating in 38 arrests.</p> <p>Fortnightly reports highlight activity.</p> <p>Number of joint operations.</p> <p>Number of arrests and persons reported.</p>	

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments
<p>antisocial behaviour particularly:</p> <ul style="list-style-type: none"> • drunken and alarming conduct; • vandalism; • antisocial behaviour including the use of motor vehicles; • prostitution; • substance misuse in public places and identifying emerging behaviour patterns and drug hotspots. 	<p>Bogus Traders Licensing Interventions</p> <p>CIU officers have provided the operational response to deliver analytical recommendations</p>			

Service Areas	What Has Been Delivered (Outputs)	What Has Been Achieved (Outcomes)	How Do We Know (Evidence)	Comments