

**REPORT TO: DUNDEE CITY COUNCIL POLICY AND RESOURCES COMMITTEE (POLICE,  
FIRE AND COMMUNITY SAFETY) -  
16 MARCH 2015**

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

**REPORT ON: SERVICE LEVEL AGREEMENT BETWEEN DUNDEE CITY COUNCIL AND  
POLICE SCOTLAND – MONITORING REPORT 2014-15**

**REPORT NO: 89-2015**

## **1. PURPOSE OF REPORT**

- 1.1 To provide an annual monitoring report on the Service Level Agreement between Dundee City Council and Police Scotland for the period 2014-15 and seek approval for continued funding for the period 2015/16.

## **2. RECOMMENDATIONS**

It is recommended that the Committee:

- 2.1 Notes the contents of the monitoring report for the period 2014-15. (See Appendix 1).
- 2.2 Agrees continued funding of £222,000 for the period 2015-16.
- 2.3 Agrees the conversion of the Service Level Agreement into a contract for subsequent years, thus bringing the funding arrangements into line with other third party payments administered by Dundee City Council.

## **3. FINANCIAL IMPLICATIONS**

The allocation of £222,000 is payable in arrears to Police Scotland subject to annual performance monitoring. This allocation will be met in full from Dundee City Council's Revenue Budget.

## **4. BACKGROUND**

- 4.1 Dundee City Council's Policy and Resources Committee agreed a three year Service Level Agreement with Police Scotland for the period 2014-17 on 17 March 2014.
- 4.2 In return for the annual funding award, it was agreed that the following services would be delivered;
- Provision of strategic assessments and community intelligence reports for the Dundee Community safety Partnership and more detailed analytical reports for the Local Community Planning Partnerships.
  - Provision of mobile CCTV coverage of hotspots across Dundee.
  - Dedicated resources for the Police Scotland Safer Communities Unit.

## **5. MAIN TEXT**

A summary of the outputs delivered under each of the service areas identified in item

4.2 is detailed as follows;

#### 5.1 **Community Intelligence Unit**

- Provides strategic and operational analysis of community safety issues and provides high quality analytical reports to support the delivery of the Single Outcome Agreement – Outcome 6 - Our communities will feel safe and be safe.
- Undertakes systematic analysis of reported community safety issues to Police Scotland, Dundee City Council and the Dundee Community Safety Partnership to enable an intelligence led approach. This has enabled partners to work together to reduce crime in almost all major crime groups over the last 5 years.
- Delivers presentations to the Community Safety Partnership and attend meetings where necessary to provide or receive information, relevant to the processing of local and national data.
- Co-ordinates and disseminates intelligence to maximise opportunities presented by anti-social behaviour legislation to disrupt and minimise the impact of such behaviour in Dundee's Communities.
- Provide the information/data analysis required to support the work of the DUNCAN scheme, MATAC (Multi Agency Tasking) and the Hate Incident Multi-Agency Partnership (HIMAP).

#### 5.2 **Community Safety Unit**

- Works with partners in the Youth Justice System to develop early intervention approaches and strategies to reduce re-offending.
- Monitors hate incidents and develops an appropriate range of interventions to reduce hate crime.
- Provides crime prevention/reduction advice to local communities.
- Supports the implementation of local community plans across all 8 multi-member wards.
- Supports the development of strategies/plans to tackle the terrorist threat posed to the UK, Serious Organised Crime, street prostitution and e-safety issues.

#### 5.3 **Mobile CCTV Unit**

- Monitors mobile CCTV screens and operating equipment to provide clarification on particular incidents of crime and anti-social behaviour.
- Liaises with the Crime Management Unit in identifying and responding to emerging trends and anti-social behaviour hotspot areas.
- Obtains information and produces reports for further action.
- Undertakes requests from the Area Control Room and operational police officers to monitor incidents with the mobile CCTV unit.
- Reports to the MATAC (joint tasking) meetings, providing feedback and taking briefings.

## **6. FUTURE ARRANGEMENTS**

- 6.1 Dundee City Council is currently reviewing the funding arrangements with third parties. In the future, the Service Level Agreements with Police Scotland will be redefined as a contract with a standard set of conditions. This process will be subject to further negotiation with Police Scotland.

## **7. POLICY IMPLICATIONS**

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

There are no major issues.

## **8. CONSULTATION**

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

## **9.0 BACKGROUND PAPERS**

- 9.1 The following background papers have been referred to in the preparation of this report.
- Dundee Single Outcome Agreement
  - Dundee Community Safety Partnership Strategic Assessment

**Stewart Murdoch**  
**Director, Leisure and Communities**

POLICE SCOTLAND / DUNDEE COMMUNITY SAFETY PARTNERSHIP SERVICE LEVEL AGREEMENT

KEY SERVICE AREA :- (A) COMMUNITY INTELLIGENCE UNIT

4 posts – 2 Community Analysts, Community Intelligence Unit Administrator/Researcher, Community Intelligence Co-ordinator (Constable).

WHAT WILL BE ACHIEVED (OUTCOMES)	WHAT WILL BE DELIVERED (OUTPUTS)	HOW WILL WE KNOW (EVIDENCE)	SOA REFERENCES
<p>Our communities will be safe and feel safe.</p> <p>Continue to improve partnership working through the Community Safety Hub and associated action plan.</p> <p>Dundee has reduced levels of crime</p> <p>Dundee has reduced levels of ASB</p> <p>Dundee has reduced levels of noise nuisance</p> <p>Dundee has reduced levels of</p>	<p>Analysis of police and partner information and intelligence, to identify issues and trends which relate to victims and offenders. Highlight issues whilst identify preventative measures and ways of problem solving.</p> <p>Through the Community Intelligence Unit (CIU), police information taken from crime, intelligence and control room systems will be shared appropriately with partners under an information sharing protocol at the Community Safety Hub MATAC meetings. This information is linked into the daily police tasking process</p> <p>Antisocial behaviour within Dundee is being tackled partly through the use of the Repeat Caller process. this identifies and supports victims of both antisocial behaviour and crime by taking a problem solving approach and direct police measures to tackle offenders.</p> <p>The Community Intelligence Unit undertakes</p>	<p>Crime and antisocial behaviour data</p> <p>Weekly record of MATAC meetings</p> <p>Repeat caller statistics to monitor progress</p> <p>Data produced for reports/outcome monitoring</p> <p>Reports produced</p> <p>Audit of compliance with Information Sharing Protocols</p>	<p>(6) Our communities will be safe and feel safe.</p> <p>6a) Dundee has reduced levels of crime.</p> <p>6b) Dundee has reduced fear of crime.</p> <p>6c) We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.</p> <p>6e) We have improved personal safety in the home and in the community.</p>

<p>motorcycle annoyance</p> <p>Dundee has reduced levels of YCA</p> <p>Dundee has reduced levels of prostitution</p> <p>Repeat call rates for Repeat Callers will be reduced</p> <p>Dundee has reduced levels of vandalism</p> <p>Dundee has reduced levels of graffiti</p> <p>Dundee has reduced levels of drug related antisocial behaviour incidents</p> <p>Dundee has reduced levels of alcohol related incidents</p>	<p>the role of highlighting and reporting on antisocial behaviour within Dundee. The following aspects of ASB have been considered and dealt with over the last 12 months:</p> <ul style="list-style-type: none"> <li>• Alcohol related disorder</li> <li>• Needle litter</li> <li>• Drug misuse</li> <li>• Vandalism</li> <li>• Prostitution</li> <li>• Motorcycle Annoyance</li> <li>• Youths Causing Annoyance</li> <li>• ASB incidents</li> </ul> <p>The analysts provide detailed assessment reports for police and partners. Examples include:</p> <ul style="list-style-type: none"> <li>• City Centre problem profile</li> <li>• Needle Group profiles</li> <li>• Homeless units and beggars</li> <li>• Noise profile</li> <li>• ASB and violence profile</li> <li>• Alcohol Related ASB and Crime Comparison</li> <li>• Analysis of problematic individual behaviour - City Centre</li> <li>• Quarterly LCPP reports</li> </ul> <p>The CIU shares appropriate information with the DUNCAN scheme under the provision of an information sharing protocol</p>	<p>Crime and antisocial behaviour data</p> <p>Weekly record of MATAAC meetings</p> <p>Repeat caller statistics to monitor progress</p> <p>Data produced for reports/outcome monitoring</p> <p>Reports produced</p> <p>Audit of compliance with Information Sharing Protocols</p>	<p>(6) Our communities will be safe and feel safe.</p> <p>6a) Dundee has reduced levels of crime.</p> <p>6b) Dundee has reduced fear of crime.</p> <p>6c) We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.</p> <p>6e) We have improved personal safety in the home and in the community.</p>
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POLICE SCOTLAND / DUNDEE COMMUNITY SAFETY PARTNERSHIP SERVICE LEVEL AGREEMENT

**KEY SERVICE AREA:- (B) SAFER COMMUNITIES OFFICERS**  
**3 posts (PCs)**

WHAT WILL BE ACHIEVED (OUTCOMES)	WHAT WILL BE DELIVERED (OUTPUTS)	HOW WILL WE KNOW (EVIDENCE)	SOA REFERENCES
<p>Our communities will be safe and feel safe</p> <p>Dundee has a reduced fear of crime</p> <p>Improved personal safety within the home and community</p> <p>Tackle antisocial behaviour through the Repeat caller process</p> <p>Continue to tackle hate crime through the HIMAP action plan</p> <p>Develop prevention and intervention measures in line with Police Scotland.</p> <p>Support to local community planning process to tackle identified local issues of concern</p> <p>Deliver outcomes as highlighted in the street prostitution working group</p>	<p>Through the Safe Taysiders annual event help young people to make safe decisions within their home and community whilst encouraging individual responsibility.</p> <p>Participation in the CATS pilot scheme.</p> <p>An effective investigation process to direct investigations in Repeat Callers to support the vulnerable and identify and take action against offenders.</p> <p>Support local community planning through working in partnership to achieve local community safety objectives.</p> <p>Reduce the fear of crime through HIMAP processes to support victims, highlight diversity, and promote third party reporting.</p> <p>Support partnership working through police prevention and intervention measures directed at ASB and crime in the areas of:</p> <ul style="list-style-type: none"> <li>• Street prostitution</li> <li>• Youth diversion</li> <li>• Door step crime</li> <li>• Hate crime</li> <li>• Crime prevention</li> </ul>	<p>Record of numbers of primary school children in Dundee who take part in Safe Taysiders.</p> <p>Measurement of retained knowledge post event.</p> <p>Police Scotland community consultation process.</p> <p>Number of personal safety inputs to disability groups</p> <p>Referrals through the CATS process.</p> <p>Number of Repeat caller files created. Number of calls made by Repeat Callers.</p> <p>Dundee Citizen Survey to measure the level of fear of crime.</p> <p>Number of hate crimes reported to police.</p> <p>Number of inputs carried to provide support to minority groups.</p> <p>Number of third party reports to police.</p> <p>Number of third party presentations carried out.</p>	<p>(6) Our communities will be safe and feel safe.</p> <p>6a) Dundee has reduced levels of crime.</p> <p>6b) Dundee has reduced fear of crime.</p> <p>6c) We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.</p> <p>6e) We have improved personal safety in the home and in the community.</p>

**POLICE SCOTLAND / DUNDEE COMMUNITY SAFETY PARTNERSHIP SERVICE LEVEL AGREEMENT**

KEY SERVICE AREA:- (C) Mobile CCTV  
Hire of CCTV Van

WHAT WILL BE ACHIEVED (OUTCOMES)	WHAT WILL BE DELIVERED (OUTPUTS)	HOW WILL WE KNOW (EVIDENCE)	SOA REFERENCES
<p>Our communities will be safe and feel safe.</p> <p>Dundee has reduced fear of crime.</p> <p>We have improved personal safety in the home and community.</p> <p>Carry out taskings as directed by the Community Safety Hub.</p> <p>Our communities will be safe and feel</p>	<p>To research and have knowledge of the daily tasking document, to identify crimes and locations of anti social behaviour which require the attention of the mobile CCTV unit.</p> <p>Monitor mobile CCTV screens and operating equipment to provide clarification of particular incidents of crime and anti social behaviour.</p> <p>Liaise with the Crime Management Unit and the Community Inspector regarding current or emerging crime trends and anti social behaviour hotspot areas.</p> <p>Obtain information and complete reports regarding incidents attended.</p> <p>Undertake requests from the Area Control Room staff and operational officers in respect of monitoring incidents with the mobile CCTV unit.</p> <p>Maintain a library of all recordings from the mobile CCTV system and administration</p>	<p>Crime statistics.</p> <p>Minutes of Community safety Hub MATAC meetings.</p> <p>Weekly tasking reports.</p> <p>Daily police management meeting, community impact assessments.</p> <p>Record of recorded evidence from CCTV camera</p> <p>Crime statistics.</p>	<p>(6) Our communities will be safe and feel safe.</p> <p>6a) Dundee has reduced levels of crime.</p> <p>6b) Dundee has reduced fear of crime.</p> <p>6c) We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.</p> <p>6e) We have improved personal safety in the home and in the community.</p> <p>(6) Our communities will be safe</p>

<p>safe.</p> <p>Dundee has reduced fear of crime.</p> <p>We have improved personal safety in the home and community.</p> <p>Carry out taskings as directed by the Community Safety Hub.</p>	<p>support in respect of such systems.</p> <p>Comply with the Force Code of Practice in relation to the security of video and digital recordings and any other recorded images.</p> <p>Produce hard copies of recorded images of evidence as requested.</p> <p>Provide advice, assistance or training to staff on the use and applications of the mobile CCTV system.</p> <p>Deliver presentations on the use and operational effectiveness of the mobile CCTV system to police staff and community safety partners.</p> <p>Work in partnership with the Community safety wardens.</p> <p>Maintain, update and service of mobile CCTV system and van through the hire agreement with Ceebotec.</p>	<p>Minutes of Community safety Hub MATAC meetings.</p> <p>Weekly tasking reports.</p> <p>Daily police management meeting, community impact assessments.</p> <p>Record of recorded evidence from CCTV camera</p>	<p>and feel safe.</p> <p>6a) Dundee has reduced levels of crime.</p> <p>6b) Dundee has reduced fear of crime.</p> <p>6c) We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.</p> <p>6e) We have improved personal safety in the home and in the community.</p>
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**DUNDEE CITY COUNCIL**

**Equality and Diversity Rapid Impact Assessment**

**Part 1**

Date <b>1 February 2015</b>	Title <b>Service Level Agreement between Dundee City Council and Police Scotland – Monitoring Report 2013 - 2014</b>
Is this a new document?	Is this an existing document under review? x
Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Dundee Community Safety Partnership Strategic Assessment
What is the description of the policy, procedure or strategy?	Police Service Level Agreement
What is the intended outcome of this strategy?	The better co-ordination of Community Safety Partnership resources.
Which individuals are responsible for undertaking Equality and Diversity Impact Assessment?	Community Safety Manager

**Part 2**

**Which groups of the population will be positively or negatively affected by this policy, procedure or strategy?**

	<b>Positively</b>	<b>Negatively</b>	<b>No impact</b>	<b>Not Known</b>
Ethnic Minority Communities including Gypsies and Travellers	x			
Ethnic Minority Communities including Gypsies and Travellers	x			
Religion or Belief	x			
People with a disability	x			
Age	x			
Lesbian, Gay and Bisexual	x			
Socio-economic	x			
Other (please state)				

### Part 3

#### Equality and Diversity Rapid Impact Assessment

a) Have any positive impacts been identified? <i>We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another.</i>	If yes please give further details Yes, reduction in low level crime and antisocial behaviour.
b) Have any negative impacts been identified? <i>Based on direct knowledge, published research, community involvement, customer feedback etc If unsure seek advice.</i>	If yes please give further details N/A
c) What action is proposed to overcome any negative impacts? If you identify a negative impact that cannot be eliminated by amending or replacing the policy it would then be necessary to seek legal advice.	Please give details N/A
d) Consultation or involvement which has informed this assessment.	Please give details Consultation with Police and partners. Analytical products.
e) Is there a need to collect further evidence?	If yes please give further details including how you gather further evidence. Not at this stage.
f) How will the policy be monitored?	Please give details By the Community Safety Partnership presenting annual monitoring reports to the Police, Fire and Community Safety Committee of Dundee City Council.

### Part 4

#### Department

Chief Executive's Department, Communities and Policy Division

### Type of Document

Human Resource Policy	
General Policy	
Strategy Service	x
Change Papers/Local Procedure	
Guidelines and Protocols	
Other	

### Contact Information

<b>Manager Responsible</b>	<b>Author Responsible</b>
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Signature of author of the policy, procedure or strategy:

Head of Department and Service area:

Date of next review: April 2014