

DUNDEE CITY COUNCIL

REPORT TO: POLICY & RESOURCES (POLICE, FIRE AND COMMUNITY SAFETY) COMMITTEE – 9 JUNE 2014

REPORT ON: COMMUNITY SAFETY HUB REVIEW

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 210-2014

1.0 PURPOSE OF REPORT

1.1 To review the effectiveness of the new co-location arrangements at the Community Safety Hub and seek approval of the recommendations and the Year 2 Action Plan.

2.0 RECOMMENDATIONS

It is recommended that:

2.1 An Anti-Social Behaviour Noise Group is established to research and analyse the underlying associated issues and produce an action plan designed to further reduce the number of noise complaints. This will include closer working and co-location of the Night Time Noise (NTN) Team, Community Safety (CS) Team, Anti-Social Behaviour (ASB) Teams and Police Scotland within the Community Safety Hub at the Dundee West Housing Office.

2.2 Opportunities for developing an integrated Community Safety Management Structure will be considered during 2015.

2.3 Opportunities are explored for co-locating the Fire and Rescue Community Safety personnel at the CS Hub.

2.4 Hot desk facilities are provided for Victim Support within the CS Hub.

2.5 The work of the DUNCAN Project is integrated with the Community Safety Hub.

2.6 The future CS Hub priorities for the period 2014/15 detailed in Item 7 are agreed.

3.0 FINANCIAL IMPLICATIONS

3.1 Efficiency savings of £205,216 will have been delivered over the period 2013/14 and 2014/15, at the same time as achieving improvements in the quality of service delivery, examples of which are highlighted in Appendix 1.

4.0 BACKGROUND

4.1 Within the report 170-2011 (City Council Organisational Structure) the Chief Executive outlined that a review of the various community based services such as Antisocial Behaviour Team, Enforcement Teams and Community Safety Wardens would be included as a Changing for the Future project, and the outcome of this project would propose how these services would be integrated into the new structure.

Also due to diminishing resources any new model proposed must be designed to respond based on an intelligence led approach, targeting resources to identified need and maximising use of resources to best effect.

With this in mind, Legacy Tayside Police were included in the project team as it was established that the Tayside Crime Reduction Unit should also be accommodated in any integrated approach.

The project team agreed at an early stage that the outputs and benefits of a more co-ordinated approach should be:

- Co-ordinated delivery of the overall service
- Removal of budgetary restraints in delivery of service.
- Training opportunities for staff in new skills and an "ownership" and pride in delivering a wider service
- Delivery of a more cost effective and valuable service
- Joint services policy and strategy will be aligned to the Single Outcome Agreement

- 4.2 Report No 274 – 2012 on the review of community safety and enforcement services was approved by the Policy and Resources Committee on 20 August 2012, formally establishing the Community Safety Hub. It was determined that the Hub would be based in the West District Housing Office and opened on 1 December 2012.

Management of the various services was to remain within their current Departmental / Organisational management structures and a Community Safety Hub Co-ordinator was appointed to oversee and manage the introduction and future development of the Hub.

- 4.3 Report No 304 – 2013 to the Policy and Resources Committee – Police, Fire and Community Safety Committee on 12 August 2013 provided an interim update on the first six months of the Community Safety Hub. This report highlighted the progress at that date on the work undertaken to bring together the various teams and create a single operational Community Safety Hub.

5.0 PROGRESS AND ACHIEVEMENTS

Establishing the Hub

Bringing a number of teams from different organisations together to work as a multi-disciplinary team has been a challenge. Attention was given to the siting of "mini hubs" or "pods" within the office e.g. a management pod; a youth issues pod and an admin pod. This was designed to encourage a two-way, free flow of information between staff working on similar issues or cases and this has proved to be a positive move. Staff commitment to the co-location model has brought about significant improvements since the CS Hub was established in December 2012.

Due to Police Scotland coming in to being on 1 April 2013, the Police Scotland IT Section were exceptionally busy and this unfortunately delayed the installation of the secure BT fibre line and hardware in the Police room by nearly 6 months. The Police room was operational at the end of May 2013. This effectively meant that the Community Safety Team and the Antisocial Behaviour Team were based within the Hub and Police officers attended as and when for meetings for the first six months.

Additionally, the creation of a Community Safety Hub drive on the Council's server has

given the opportunity for all partners to have access to shared documents and information relating to the Hub. This was fully operational in the initial stages of the Hub but has not been available to the Police and Fire Service since the introduction of Police Scotland and the Scottish Fire and Rescue Service. The reason for this has been the change of email addresses and the staff changes in the organisations. When the staffing cohorts are more settled a further IT Bid to have the staff added once more to the Hub drive access will be submitted.

Although not initially included in the CS Hub cohort, Fire and Rescue Personnel together with staff from Victim Support have played a key role in the various operations of the Hub. This is so particularly, but not exclusively, in relation to the CS Hub tasking meetings. The Home Safety Officer from the Environment Department regularly hot desks at the Hub to allow more joined up working with the Community Safety Worker on a number of Community Safety partnership priority areas such as See Off Scams (SOS), Bogus Callers and joint talks.

The Police Service Level Agreement has been agreed by Committee and this includes analytical work for the DUNCAN Project. Work is underway to have the DUNCAN project co-locate with the Community Safety Hub and to ensure that the City Centre Manager attends the regular joint tasking meetings at the Hub.. It is not intended that the reporting relationship changes however the co-location will ensure that community safety issues are considered across the City including the City Centre. The DUNCAN team will hot desk in the City Centre as required.

5.2 **STEP Improvements**

“**STEP (Systems Thinking Empowers People)** is Dundee City Council’s approach to enhance and embed a culture of continuous improvement throughout the Council, based on **Whole Systems Thinking (WST)** principles.

The programme has been designed specifically to:

- focus on our **customers**
- drive **efficiency** improvements across the Council
- improve the **capacity** and **capability** of managers and staff to improve services and change the corporate culture by encouraging staff to **challenge** the **status quo**.”

As the Hub is essentially a new venture, it proved to be an ideal opportunity to introduce the **STEP** approach. All Council staff within the Hub were encouraged to complete the mandatory **STEP** e-learning modules to enhance their understanding of the process. Available information in the form of leaflets was also shared with non Council staff and meetings were held to explain the approach to all staff. This has led to some of the staff feeling more confident to suggest improvements and look at how their work could be developed to produce more efficiencies and better outcomes for those whom we serve.

There were two key areas that we wanted to address using this approach. These were:

- the tasking meetings
- the ASB investigations

5.2.1 Tasking Meetings

The initial report 170-2011 City Council Organisational Structure, indicated that the tasking meetings should be held on a daily basis. This was done for three months and proved to be very time consuming and not particularly productive as staff spent time at meetings and not doing the work required to function as a Hub.

On adopting a **STEP** approach it was apparent that twice weekly meetings would be sufficient and the schedule was adapted to meet on Monday and Friday mornings instead of daily. The thinking behind this was that information could be collated on a Friday in preparation for the weekend and also collated on a Monday following the weekend in preparation for the coming week.

This still presented problems in that following the weekend there was often too much information and not enough time to prepare for the Monday meeting. In light of this, it was agreed to change the meetings to Tuesday and Friday mornings and this has proved to be very successful in terms of efficiencies and savings.

This has resulted, from the initial daily meetings, in a saving of approximately 4.5 hours per week per member of staff who would ordinarily attend the meetings. Number of staff normally attending the meetings from the partners was in the region of 8 – 10. These hours are now being used to fulfil a range of tasks including research, investigation and face to face delivery of community safety reassurance, information and advice across a wide spectrum of the community.

The use of the One Note system within the Microsoft Office package has been used to good effect within the tasking meetings particularly as it offers the opportunity to record the meeting, provide updates and to record good practice on an ongoing basis all of which is easily accessible in one place. Further use of this system is being piloted by the Senior Community Safety Wardens to improve communications. It is hoped to further roll out the use of this system to aid communication.

5.2.2 The ASB Investigations

Historically, the Antisocial Behaviour Team and the Community Safety Wardens have shared information on youth disorder and worked proactively to tackle this. The initial **STEP** project as reported on in the interim report was set up to look at tackling youth disorder. However, this only equates to about 10% of the ASB Team workload and it was decided to use the **STEP** approach to see if the other 90% of cases could be more proactively addressed also. This demonstrates how use of this approach helps bring together thoughts and ideas for improvement.

A group of staff was brought together to look at the issues and it was discovered that Investigation Officers from the ASB team would ask Wardens to add particular areas to their patrols to try and collate evidence. It transpired that as this was an ad hoc arrangement, there was no audit trail for this and neither was there any for the youth issues.

The staff identified simple electronic forms which allowed the recording of:

- Requests from the Investigation Officers.
- Feedback from the Wardens.
- Spreadsheet to log the requests.

- Feedback from Investigation Officers to Wardens on outcomes.

These forms give details of current investigations into antisocial behaviour which allow intelligence led patrols by the Wardens which in turn allow for the feedback of good, high quality intelligence to support the investigations. The system is overseen by senior staff from both teams and has, with minor adaptations, become part of the core Hub business. Not only does this system keep an audit trail of requests, it has introduced a formal two way flow of information and has encouraged Investigation Officers to use this method of collecting evidence where they would not have previously.

To date there have been 63 referrals. This has resulted in:

- More accurate and speedier exchange of information.
- Speedier ASB investigations.
- Supporting evidence for complaints and subsequent applications for ASBO's.
- Hi-vis reassuring presence in areas experiencing antisocial behaviour.
- Reduced need for Investigation Officer visits.
- A conservative estimate of one hour saved per ASB enquiry
- A conservative estimate of 15 minutes per day by the Duty Senior CS Warden.

5.2.3 **STEP Mentors**

The **STEP** approach is supported by a group of staff, known as mentors who are developing ways of encouraging staff throughout the Council to adopt this approach. Currently, the CS Hub Co-ordinator is a member of this group. Two staff have attended a half day seminar for new mentors and a third will follow at a future date. This will allow the further roll out of the **STEP** approach within the Hub to be supported by our own staff.

5.3 **Development of Tactical Options**

As part of the twice weekly tasking meetings, a number of tactical options for dealing with the various issues were identified. It was decided to list these for each of the issues and have them available as a visual in the tasking meeting room. This is an invaluable aid for those less experienced staff and for those new to the tasking process particularly from other agencies. As well as highlighting the range of options available, it highlights any gaps which we can then look to address by being creative in tackling persistent or troublesome issues. Information on the tactical options available to the C.S. Hub is detailed in Appendix 1.

5.4 **Education and Information Team**

Staff have built on the positive start detailed in the Interim Report No.274-2012. It should be noted however, that as this has progressed, rather than develop the project as a distinct team, the initiative has been developed as an Education and Information Network, as partners from the statutory and voluntary sectors have been involved by necessity.

The following highlights demonstrate progress since the interim report:

- Development of a joint presentation aimed at P6 pupils covering a range of community safety issues including antisocial behaviour; fire; personal safety; safe play; hoax calls; dangers associated with derelict buildings.
- Safe Taysiders – evaluation of the inputs at three and six monthly intervals.

- Stay Safe Pack Update – this pack was developed some years ago as a resource for youth workers, teachers and others who work with young people of secondary age by the Community Safety Partnership. The resource has been well used by staff and the update, although to be available in a hard copy format, will be more readily available and issued electronically.
- Roll out of the community safety event piloted at Braeview Academy to secondary schools across the city. This is a partnership event covering a range of community safety issues affecting the second and third year cohorts.
- Updating and reprinting of a wide range of leaflets targeting community safety issues such as “Want it sorted – get it reported” which encourages people to report crime and antisocial behaviour; Ditch the Dealer leaflets encouraging people to report concerns around drug dealing and related issues; Shed break-in and house break-in leaflets which are distributed to areas which have been targeted for this type of crime and which warn residents to take more care in securing their premises.

As a result of this work, there is a reduction in the duplication of presentations in schools and the wider community settings that partners engage with. Due to this work, by necessity involving partners not co-located within the Hub, these education and information resources are not badged as being delivered by The Community Safety Hub but by the Community Safety Partnership.

It is intended to look at how this may be addressed in the longer term.

6.0 Best Practice Examples

A number of best practice examples can be highlighted as a result of the work undertaken by co-located staff in the past 15 months and these are detailed in Appendix 2.

These stories give examples of the following:

- Information sharing.
- Improved communication.
- Effective collaboration between departments and agencies.
- Operational efficiencies.

In addition the CS Hub advertised in the Council Tax leaflet which was delivered to 78,000 homes and businesses in March 2013 and coincided with an increase in calls. An advert has been placed in this years Council Tax leaflet also.

7.0 Future Priorities

Inevitably, with a new development bringing various teams and working practices together there have been a number of issues to resolve and challenges to face. Whilst many of these have been tackled and positive outcomes achieved, there are still some which remain and require attention over the coming year. Our future priorities are highlighted in the year two action plan as follows:

Co-ordination of resources

- Ensure resources are targeted to tackle the key priorities as detailed in the S.O.A. and that all work is intelligence led and tasked via the twice weekly Tasking Meetings.
- Ensure improved links to the LCPP Planning process in relation to LCPP CS outcomes.
- Develop a programme of information sessions for Council Departments and other agencies.
- Prepare fortnightly analytical products.
- Explore the range of staffing options within the Hub to ensure most effective targeting of S.O.A. objectives.
- Further develop the integration of the DUNCAN Project within the Community Safety Hub.

Noise

- Establish a Noise Group including relevant stakeholders, chaired by the C.S. Hub Co-ordinator to research and analyse the issues and prepare an action plan to address the issues identified.
- The action plan will identify any potential means of providing an improved service and also identify any early intervention preventative measures.

Repeat Callers

- Provide support to victims of repeat antisocial behaviour through the development of problem solving approaches.

Fear of Crime

- Co-ordinate street patrols by Police and CS Wardens to tackle hotspot areas.
- Proactive visits by staff to vulnerable groups and individuals.
- Make use of partner and voluntary sector newsletters/email briefings to inform people about the CS Hub and how they might access the resources to tackle issues in their areas.
- Identify most appropriate use of social media to inform and educate the public about the CS Hub, its work and how people might engage by preparing an options appraisal.
- Use combination of all measures to publicise good news stories.

Information and Education Group

- Review membership and remit of the group.
- Establish joint presentation delivery schedule.
- Identify future priorities.

Co-location of Partners

- Explore with Scottish Fire and Rescue Service and Victim Support, the placement of personnel within the Community Safety Hub.
- Integrate the work of the Night Time Noise Team and the DUNCAN Initiative into the Community Safety Hub.
- Identify a set of outcomes against which the benefits of co-location can be assessed.

Continuous Improvement

- Further develop use of the STEP Process.

8.0 POLICY IMPLICATIONS

- 8.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. No major issues have been identified.

9.0 CONSULTATION

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services, Director of Housing, Director of Environment, Director of City Development, Police Scotland Divisional Commander and the Scottish Fire and Rescue Service Divisional Officer have been consulted on this report.

10.0 BACKGROUND PAPERS

None.

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CHIEF EXECUTIVE

DUNDEE COMMUNITY SAFETY HUB – TASKING MEETINGS – TACTICAL OPTIONS

ISSUE	LEAD DATA PARTNER	TACTICAL OPTIONS
Hate Crime	Police (systems) Victim Support	Victim Support Crime Prevention Visit Personal Safety Visit Multi-agency meeting (off table problem solving focus) CCTV – fixed and mobile Mediation Reassurance Patrols – CS Wardens and Police Fire Safety Visit
Antisocial Behaviour	Police ASBT CS Wardens NTNT	ASB Legislation Reassurance Patrols – CS Wardens and Police Warning letters e.g. Valiant Process, Youth Notices Police – violence reduction visits Tenancy Management / Housing Support Joint Agency visits – warnings / advice Follow up enquiries – case building Mediation Multi-agency meeting (off table problem solving focus) Repeat Caller process CSP Analytical Products ASBT Referrals to CS Wardens Want It Sorted Leaflets

Antisocial Behaviour (drugs)	CS Wardens Police ASBT	Police enforcement supported by intelligence CS Warden patrol matrix – location visits Ditch the Dealer / Needle Safety leaflets Crimestoppers Neighbourhood survey Pharmacy visits Needle uplifts Multi-agency meeting (off table problem solving focus) CSP Analytical Products
ISSUE	LEAD DATA PARTNER	TACTICAL OPTIONS
Youth Disorder	CS Wardens Police ASBT	CS Warden patrol matrix Mobile CCTV Youth Work / Youth Bus / Diversionary Activities/ Local Action Fund Liaison with Youth Justice / CHOICE Youth Notices / Warnings Restorative Justice School Liaison Multi-agency meeting (off table problem solving focus) CSP Analytical Products
Violent Crime	Police	Police Community Impact Assessment – awareness of issues and partner support Most Wanted Mobile CCTV Victim Support Reassurance Patrols – CS Wardens and Police
Fire Safety	Fire and Rescue Service Police	Fire Safety Visit Fire Setters Course Rapid Response - Bulky Uplifts Significant Vacant Building Liaison with DCC for security building walkthroughs Landlord Management Educational Input – schools / community settings CS Warden patrol matrix Bonfire Night Action Plan – seasonal

		CSP Analytical Products Home Safety Check Scheme
ISSUE	LEAD DATA PARTNER	TACTICAL OPTIONS
Operation Challenge (Antisocial use of motorcycles)	CS Wardens Police	Police / ASBT – criminal and antisocial behaviour legislation CS Wardens – camera deployment CS Warden patrol matrix Operation Challenge targeted leaflet drop CSP Analytical Products Mobile CCTV Engineering
Doorstep Crime	CS Wardens Police ASBT Environment Department	Personal Safety visits Trading Standards referral Police enforcement Media campaign Victim Support ASB legislation Liaison with Registered Social Landlords Days of action – multi-agency approach See off Scams packs CSP Analytical Products Target Hardening
Graffiti	CS Wardens Police Environment Department	Police enforcement CS Warden patrol matrix Graffiti database Rapid response clear up if offensive Community Payback clear up Graffiti Group CSP Analytical Products

Sneak – in thefts	Police	CS Warden patrol matrix Crime prevention advice Shed security / Want it Sorted leaflet drops Liaison with Allotment Management Committee Target Hardening
Personal Safety	CS Worker Day CS Wardens Fire and Rescue Service	Personal Safety Talks Home Fire Safety Visits Crime Prevention Advice Awareness Raising
ISSUE	DATA LEAD PARTNER	TACTICAL OPTIONS
Public Protection	Police DCC Risk Manager	PVP Database Contest Strategy SOCG Strategy and activity Civil Emergency Protocol – CS Wardens / Police
Alcohol		Referral to Tayside Council on Alcohol Community Mental Health Services Adult Support and Protection / Child Support and Protection Reassurance patrols – location specific.
CROSS CUTTING THEMES Vulnerable people including: Missing persons Mental / suicide risk Hate Crime	CS Wardens Police ASBT	Child / Adult concern reports – Vulnerable Persons Database Repeat Callers ASB Legislation Multi-agency meeting (off table problem solving focus) Adult Support and Protection / Child Support and Protection PVP Database Choose Life Liaison Referral to Adult Support multi-agency meeting Reassurance patrols – location specific
Noise		Information to be added following conclusions of the Noise Group.

Glossary of terms

ASB	Antisocial Behaviour
ASBT	Antisocial Behaviour Team
CS	Community Safety
CSP	Community Safety Partnership
CCTV	Closed Circuit Television
CHOICE	Challenging Offending in Communities Effectively
DCC	Dundee City Council
NTNT	Night Time Noise Team
PVP	Potentially Violent Persons
SOCG	Serious and Organised Crime Group

Best Practice Examples

The following is a collection of best practice examples brought together as a result of the twice weekly tasking meetings and the work which emanates from these. It is unlikely that, prior to the inception of the CS Hub, these issues would have been dealt with in such a well co-ordinated manner.

Month	Best Practice Examples
May 2013	<p>Hate Incident</p> <p>The Antisocial Behaviour Team and Police Scotland are two of the partners from the Hub that are represented at the Hate Incident Multi-Agency Partnership (HIMAP). HIMAP looks at hate incidents and trends of these incidents and identifies a partnership approach to help tackle them. Recently, HIMAP discussed a racial incident that occurred at a grocer in the North West of the City.</p> <p>Interestingly, the incident was not reported by the shopkeeper, but by two local young people who were in the store at the time of the incident. Police Scotland attended and dealt with this at the time, then brought the incident to the HIMAP meeting.</p> <p>The ASBT took this as a case and carried out enquiries. The enquiries showed that the perpetrator had been acting like this regularly and had been causing alarm and distress to the shopkeeper, other staff and customers. Unfortunately, the shopkeeper did not want to get the authorities involved, however, on approach was happy to give a statement. The officer collated all available evidence and after evaluating this it was assessed there was enough evidence to apply for an Antisocial Behaviour Order (ASBO). The application progressed and an ASBO was granted against the offender for 3 years. The ASBO prohibits the offender from entering the shop for the next 3 years, giving all involved respite from his antisocial behaviour.</p>
July 2013	<p>Bullying</p> <p>Case involving a woman who was worried that her teenage daughter was being bullied regularly with adverse health effects on the girl.</p> <p>An off table meeting was held to discuss our response to this issue.</p> <p>The ASB Team and Police worked together on this and a number of ABC's (Acceptable Behaviour Contracts) were issued to those responsible and one young person was arrested and spoken to in front of his parents. These measures seemed to have the desired effect of reducing the incidences however, the situation is being monitored by the Police under the Repeat Caller process.</p> <p>Any further incidences can be dealt with speedily by Hub staff if required.</p>
July 2013	<p>Community Safety Response to Murder Incident</p> <p>In addition to the on-going Police investigations, an action plan involving the Caretaking Service, Housing Officers, Community Safety Wardens and Community Safety Worker was put in place to provide additional reassurance and gather intelligence. This included additional caretaking cover, 3 daily patrols by CS Wardens, Housing Officer surgeries accompanied by CS Worker to provide additional personal safety information</p>

	<p>if required.</p> <p>Feedback from the residents was very positive to this additional support.</p>
August 2013	<p>Vulnerable Person Support (x2)</p> <p>Following a number of sneak in thefts at the homes of elderly people, both Police and CS Wardens increased reassurance patrols. This was supported by input from the CS Worker and Day CS Wardens to sheltered housing complexes in the area on personal safety and bogus callers.</p>
August 2013	<p>Evidence Gathered</p> <p>The Day CS Wardens were tasked to attend a call from a complainer. Following a prompt response and the collection of very good evidence including CCTV footage from their body worn cameras, the ASB Team was able to progress case papers with the Council's Legal Section for an ASBO application.</p>
August 2013	<p>Collaboration with Housing Association</p> <p>Following a number of incidents regarding elderly residents in Fintry, it was determined that the fitting of viewcoms on their doors would be appropriate. As the tenancies were all held by a Housing Association, negotiations were held with them to explore the possibility of fitting these safety features in the doors. This was agreed by the Association and the residents were all given this added security feature leading to them feeling much safer and reassured.</p>
September 2013	<p>Arrest</p> <p>Information sharing between Police and ASB Team led to the arrest of a dangerous, wanted criminal.</p>
September 2013	<p>ASB Referral</p> <p>A referral for CS Wardens to add a particular address to their patrol matrix as a result of ASB led to CS Wardens finding the individual concerned heavily under the influence of drink and requiring first aid. The CS Wardens administered first aid and were able to gather additional information which supported an ASBO application.</p>
October 2013	<p>Mobile CCTV Van</p> <p>This resource is managed through the Police Team based within the Hub. The very simple measure of providing the driver with one of the CS Warden telephones has resulted in a more direct and speedier communication between the CCTV Van and the CS Wardens resulting in a greater and more co-ordinated support for each other in attendance at incidents. When available, a CS Warden will travel with the van and this has proved to be extremely useful in identifying individuals more quickly and identifying these to Police for speedier action. The CCTV van is one of the resources available as a tactical option from the tasking meetings.</p>
October 2013	<p>Youth Notices</p> <p>Youth notices are served on young people who have been the cause of ASB in an area. Previously, these notices were served by a Police Officer and one of the Youth Investigating Officers from the ASB Team. As a result of changing shift patterns within the Police, it was sometimes proving difficult to arrange suitable times to serve these notices. Now, in addition to the Police Officers, the Senior CS Wardens can also accompany the Youth</p>

	<p>Investigating Officers and this has helped to ensure these notices are served timely. Reassurance visits are also made to the victims of the ASB keeping them up to speed with progress on the situation.</p>
<p>November 2013</p>	<p>Bonfire Night</p> <p>The normal partnership preparations for this event took place as in previous years and are well rehearsed by now.</p> <p>This year, in one of the areas, CS Wardens took body cam footage of youths setting fires in schools and this was responded to by Fire and Rescue personnel visiting the school shortly after to undertake some fire safety education input at the relevant school.</p>
<p>November 2013</p>	<p>Broughty Ferry Lights Switch On</p> <p>This good news story related to the Xmas Lights switch on within Broughty Ferry on 18 November, 2013. This takes place every year and has been a very ad hoc process with only a couple of local officers providing a high profile presence. The attendance has increased year on year with probably well over 2000 people in attendance.</p> <p>Police were approached by the local Communities Officer for support and attended meetings with her and the organisers so that everyone was aware of the various events, planned road closures etc. Based on the growing numbers Police defined a number of officers to attend the event and through the tasking meetings, sought the assistance of CS Wardens.</p> <p>This was provided from 1400 hours to the conclusion of the event and as well as providing a high profile presence CS Wardens carried out patrols in the adjacent streets as a deterrent to any acquisitive crime associated with the high influx of vehicles.</p> <p>Feedback from the Communities Officer and the organisers was very positive and the joint approach provided a significant level of community reassurance.</p>
<p>January 2014</p>	<p>Kirkton Youth Issues</p> <p>After a significant increase in Youths Causing Annoyance calls in the Kirkton Area over a number of weeks and issues being raised at the Hub tasking meetings it was decided to hold a stakeholders meeting in the area.</p> <p>At a meeting between Asda staff, Police and Community Safety representatives an action plan was devised which would help Asda deal with the issues with the support from the Police and CS Wardens. The CS Wardens agreed to lend Asda security staff 2 body worn cameras on a short term loan, to film and incidents which could help to identify the young people involved.</p> <p>From the resultant footage Police and CS Wardens identified a number of the young people who were known to be causing issues throughout the area. ASB Team Youth Officers and Police Officers visited them and issued warnings.</p> <p>Dundee West Youth Work Team tasked the Youth Bus to the area 2 evenings a week to try and divert the young people and build relationship to encourage them to attend youth activities. Football sessions were also held in the local Community Centre on a Friday evening.</p> <p>Asda volunteered to pay for lights to shine over the youth shelter and football pitch at the back of their store. They also agreed to hold a staff development</p>

	<p>day in which staff members would clean and fix the youth shelter.</p> <p>During the Spring and Summer they will support local young people to design and re-paint the graffiti wall at the back of the store.</p> <p>Their longer term plan would be to work with the local community to have a MUGA (multi use games area) installed and paid for by Asda.</p> <p>After 4 weeks of identifying the young people and working together with police, ASB Team, CS Wardens, Youth Work Team and Asda staff youth calls fell significantly. Building positive relationships with the young people and keeping them informed of plans has proved to be successful.</p> <p>Visits to the local sheltered housing complex to encourage residents to call any issues in to the Police or CS Wardens instead of waiting and reporting them to the sheltered housing warden when they were next on shift has resulted in the residents reporting when incidents happen allowing agencies to deal with the situation speedily.</p> <p>Young people will be kept informed of progress and partners will continue to work to resolve the situation for the longer term good of the community.</p>
<p>February 2014</p>	<p>Hilltown Multis</p> <p>Following refurbishment of the multis a few years ago and the resultant action taken by partners to “clean up” the area and deal with drugs and other issues, a promise was given to the residents that the area would not be allowed to revert to how it had been previously.</p> <p>From the tasking meetings it was noticed that a number of incidents of concern were occurring in the area. It was decided to undertake a multi-agency door knocking exercise and to a) ask residents how they viewed the situation, b) to gather any intelligence and c) to offer reassurance to residents that partners were not forgetting the promise that had been made and that any issues arising would be tackled robustly. Representatives of the Residents Association were involved in developing this exercise.</p> <p>Feedback from the event will be given to the residents at their forthcoming AGM and any actions necessary will be discussed with them.</p>