

REPORT TO: COMMUNITIES COMMITTEE - 19 SEPTEMBER 2005

REPORT ON: ANNUAL REPORT 2004-2005 - DUNDEE COMMUNITY SAFETY WARDENS INITIATIVE

REPORT BY: HEAD OF COMMUNITIES

REPORT NO: 550-2005

1.0 PURPOSE OF REPORT

- 1.1 To seek approval of the Annual Monitoring & Evaluation Report to the Scottish Executive on Year 1 of the Dundee Community Safety Wardens Initiative and to note the content and action plan arising from the consultants' external report.

2.0 RECOMMENDATIONS

It is recommended that the Committee:

- 2.1 approves the 2004-2005 report on the monitoring and evaluation of the Dundee Community Safety wardens Initiative as per the approved Scottish Executive format (Appendix 1).
- 2.2 notes the content and approves the proposed action plan arising from the report of the independent external consultants Blake Stevenson (Appendix 2).

3.0 FINANCIAL IMPLICATIONS

- 3.1 The Community Safety Wardens Initiative is currently funded to 31 March 2006. An extension application to the Scottish Executive has been submitted to extend provision to 31 March 2008. A decision on this extension is subject to approval of Dundee's Antisocial Behaviour Strategy and Outcome Agreement both of which have been submitted to the Scottish Executive in draft for comment.

Any proposed actions arising from agreed recommendations within the Blake Stevenson report will be absorbed under current support funding.

4.0 LOCAL AGENDA 21 IMPLICATIONS

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

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

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

6.0 CURRENT POSITION - ANNUAL REPORT TO SCOTTISH EXECUTIVE

- 6.1 Due to the heavy workload related to G8 activity in Scotland, the second reporting time requirement for the monitoring and evaluation of community safety warden initiatives was amended to 31 July 2005.
- 6.2 Appendix 1 details the report in accordance with the formatting required by the Scottish Executive.
- 6.3 The report outlines the performance for each designated area against the statistical indicators referenced CW1 to CW5.

- 6.4 The majority of targets are either ahead of target or on target with significant decreases in malicious fire raising, youth nuisance calls and prosecutions for vandalism (due in part to better local intelligence gathering).

The targets related to motor vehicle crime are disappointing but further analysis suggests most criminal activity under this category takes place outwith Warden patrol times. This has been identified by the Police through the National Intelligence Model and has resulted in tasking of police resources.

- 6.5 The Appendix 1 report (page 43) places these statistics in context over a longer period of time. It is noted that the first 4 months statistics 2005-2006 show the crime pattern dropping from 2004-2005 comparable period. This has been identified by the Police through the National Intelligence Model and has resulted in tasking of police resources accordingly.

- 6.6 It is the intention of the Community Safety Unit and the Central Intelligence Unit (Tayside Police) to work further on crime analysis related to this data to establish performance over a longer period of time and the significance of broad antisocial behaviour initiatives within the designated areas.

- 6.7 The significant inter-agencies co-operation and use of complementary strategies such as waste monitoring, fire safety education, youth diversion and targeted ASBO/Mediation activities have all contributed to these outcome successes.

- 6.8 It is also expected that the new fixed penalty provision 2005-2006 will positively assist in future noise related complaint levels.

7.0 CURRENT POSITION - EXTERNAL EVALUATION

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

- 7.2 Blake Stevenson were appointed to conduct a 2 year evaluation and their Year 1 Report in full is available for information within the Councillors Lounge and the Dundee Partnership website.

- 7.3 Appendix 2 details management comments and proposed actions on each of their recommendations

- 7.4 The consultants will report further in mid 2006.

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

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

- 7.6 The results of the GEN Consultancy should be available to us locally at a later date and will be reported to Committee under the 2005-2006 Annual Report.

8.0 FUTURE POSITION

- 8.1 It is likely that both reports will contribute to Scottish Executive criteria for the future funding support and deployment of Wardens. It is not known at present when this further guidance will be available but it is unlikely prior to mid 2006.

9.0 CONSULTATION

9.1 External

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

9.2 Internal

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

10.0 BACKGROUND PAPERS

The following background paper was relied upon in the preparation of this Report:

Evaluation of the Dundee Community Safety Wardens Initiative, August 2005, Blake Stevenson.

**Signed: Stewart Murdoch
Head of Communities**

Date: 9 September 2005

TWELVE MONTH REPORT ON COMMUNITY WARDEN SCHEMES FOR SCOTTISH EXECUTIVE

Please use this form to provide information on the progress of your Community Warden scheme based on the first twelve months of operation, or up until **30 June 2005**, whichever is earlier, as required in our guidance for the scheme. In your six month feedback forms, you gave us information on baselines and the activities undertaken by schemes. For this form, as well as information on warden activities, we also require data on the outcomes achieved by schemes and progress against the baselines, that is, how wardens have made a demonstrable difference to local communities. You may also wish to include selected outcomes and targets for warden schemes in your Antisocial Behaviour Outcome Agreements.

Please send your completed form by 31st August 2005 to Cara McKee, Criminal Justice Research, 1WR, St Andrew's House, Regent Road, Edinburgh EH1 3DG (0131 244 6547). Or via e-mail to : Cara.Mckee@scotland.gsi.gov.uk.

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

Name :	Liz Kay	Address :	Dundee Community Safety Base
E-mail :	liz.kay@dundeecity.gov.uk		Derwent Avenue
Phone number :	01382 436421		DUNDEE
			DD3 0BW

ACTIVITIES UNDERTAKEN

Notes :

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

Warden recruitment and retention				
Number of wardens out on the streets	Current vacancies	Number of wardens recruited who have subsequently left	Main reasons for wardens leaving (please state)	Plans/timescales to fill vacancies
5 Seniors 29 + 1 working in office due to pregnancy	0 Wardens	0	N/A	N/A
Current wardens demographic details These questions are to give us a basic idea of the sort of people who are working in warden roles across Scotland				
Gender : Total male 24			Total female : 11	

Ethnicity

Please indicate the number of wardens who fall into each of the following ethnic groups

<i>White</i>		<i>Asian, Asian Scottish or Asian British</i>		<i>Black, Black Scottish or Black British</i>		<i>Mixed (please write in)</i>		<i>Other ethnic group (please write in)</i>	
Scottish	28	Indian		Caribbean					
Other British	7	Pakistani		African					
Irish		Bangladeshi		Other Black					
Other White		Chinese							
		Other Asian							

Warden activity : Please provide information on warden activities in last 6 months (type/scale, etc.)

- Foot patrols throughout designated areas, focussing on sustaining and further development of relationships with all sectors of the community.
- Reporting incidences of graffiti, vandalism, fly tipping, abandoned vehicles - key focus of last 3/4 months has been anti social use of motorbikes in partnership with Police.
- Close liaison with youth work staff and support of Local Action Fund projects.
- Introduction of cycle pilot in Lochee West/Camperdown.
- Creating positive working liaison with new Environmental Wardens and Waste Enforcement Officers.
- Enhanced working with ASB Team members.
- Enhanced development of Community Intelligence Unit data sharing and inclusion of Environmental Wardens and Waste Enforcement Officer managers in the liaison group.
- Secondment of Officer from Fire and Rescue Service to work with Wardens and Community Safety Workers one day per week to identify key safety messages for young people and elderly. Commences August 2005.

Neighbourhood Compacts : Please highlight progress in developing Neighbourhood Compacts			
Progress Score (0-5)	Compacts Completed ?	Estimated completion date	Comments
4	Y/N Yes	31/8/05	Compact now agreed through Advisory Group and is being desk top published for display in the various Warden areas.
Police/Warden Protocols : Please highlight progress in developing police protocols			
Progress Score (0-5)	Protocol Completed ?	Estimated completion date	Comments
5	Y/N Yes	N/A	Dundee City Council and Tayside Police have a protocol in place. The Warden Initiative uses this as part of DCC.
Views of local residents : Please highlight any feedback received from residents in the last six months, regarding the scheme, eg, their impact, role, types of activities undertaken, etc			
<ul style="list-style-type: none"> ➤ Predominantly positive feedback has been received from residents in the following ways: direct feedback to Wardens from residents; via elected members surgeries; results from external evaluation; press coverage; attendance by Wardens at local events, meetings etc. ➤ This relates predominantly to a reduction in the fear of crime; speed of response and the appropriateness of action taken; Warden knowledge of other agencies who can assist; ability for Wardens to work with others to make a difference; high visibility of Wardens. 			

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

- Publicity/marketing strategy being formalised to include full range of media. It is planned to do this in conjunction with Equalities colleagues and develop a good practice model for communication which acknowledges the Local Authority responsibilities within the new equalities legislation. Strategy due for completion December 2005 with implementation thereafter. Pilot DVD with BSL signer and ethnic language voice over due to be launched before Christmas.
- Articles in Crimestoppers wall planner due for publication and distribution to 70,000 homes in Dundee imminently.
- Posters and cards to be redesigned showing Wardens in new uniforms. This will also feature in the press and summer newsletter.
- Website development will also feature in future. This will include both the Council and Dialogue Youth websites.
- Coverage for the last 6 months has included mainly positive media coverage, particularly over reduction of illegal bonfires by 25%. A spring newsletter was published and a summer issue will shortly be available. This will be produced quarterly.
- Recently published Dundee Community Plan 2005-2010 features significant Warden input with Warden photograph included on the front cover.
- Local community coverage is widely distributed through community networks, newsletters, meeting minutes and events.
- Scottish Executive produced DVD "Community Wardens in Dundee" has been used to good effect at meetings, events, etc.

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

- Data collection regarding fear of crime has been an issue. We plan to address this through use of external evaluation material and by accessing information to be collected by a City Council externally contracted research project. We also intend to survey a proportion on the electoral roll for each area and to continue using focus group discussions.
- Training needs are being identified as an issue at a national level by the Warden Managers Network. This group is taking steps to identify possible solutions liaising with Scottish Executive colleagues. It is believed a National Training Course with core modules and optional modules to suit particular circumstances would be appropriate at this stage.
- Locally, a training plan for 2005/2006 for the Wardens is nearing completion. This will include specific courses e.g. controlling violence and aggression as well as awareness raising sessions on a range of topics. One hour has been set aside every 5 weeks as a staff development time. At this time, Wardens will have the chance to meet with colleagues from other projects e.g. Youth Mediation Team and Domestic Abuse Team to discuss how roles can complement each other.

PROGRESS AGAINST BASELINES HILLTOWN / BOWBRIDGE

Overall Aims of Warden Scheme :
 "To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."

Statistical indicators

Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months	
CSW1 Reduce levels of incidents reported crime and increase detection rates <i>(See Appendix 1 for commentary on actual achieved Year 1 figures)</i>	a) Reported crimes of vandalism	Tayside Police Crime Statistics	No of incidents	Detection Rate	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 341BT) +54% AT +55%) 31BT) -5% BT +24%) 84BT) +7% AT +23%) 543) AT -17%) 469) BT -1%)	Continue to collect from current source.
	b) Reported theft of motor vehicles (TADA)		219	40.2%	-3%	+3%		
	c) Reported break-ins to motor vehicles (OLP)		25	36%	-3%	+3%		
	d) No of Youth disturbance calls		68	23.8%	-3%	+3%		
	e) Noise related calls		651		-3%			
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1)	Tayside Fire and Rescue Service Statistics		19	-5%		-52% AT (reduction of 10 incidents) -38% AT (reduction of 36 incidents) +40% BT (increase of 2 incidents)	Continue to collect from current source
	b) No of incidents reported for malicious intent (FDR3)			95	-5%			
	c) False alarms malicious			5	-5%			

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW2 Reduce perception of fear of crime	a) Day b) Night	TL Dempster Survey 2003	27% 51%	-5% -5%	Crimes that respondents had been most afraid of in the previous 12 months were: <ul style="list-style-type: none"> • drug taking, 71% • their house being broken into, 60% • violence in the street, 58% <i>(See Appendix 2 for further commentary.)</i>	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW4 Promote high levels of public/ stakeholder confidence in Wardens Initiative	a) Public within core police area b) Local Community Groups/ Organisations c) Partner Stakeholders	None	No Baseline		89% of respondents had heard about the Community Safety Wardens in their area. Of this number, just over half, 51% of all respondents had spoken to a Warden. Of those above able to comment, more respondents thought that Wardens dealt with each problem "very well", "well" or "quite well" than "not well". Out of the different issues it appears as though Warden deal better with:	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
					<ul style="list-style-type: none"> • people causing trouble in the street, 38% • reducing crime generally, 38% • stopping under-age drinking 32% 		

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW5 Improve the perception of residents quality of life	Householders domiciled within core police area	T L Dempster Survey 2003	Variable		<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> • making people feel more like part of a community, 53% • increasing pride in the area, 54% • and had improving life in general, 51% 	N/A	Repeat of external evaluation methods

PROGRESS AGAINST BASELINES DOUGLAS

Overall Aims of Warden Scheme :									
"To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."									
Statistical indicators									
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)		Targets to measure progress towards outcome		Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW1 Reduce levels of incidents reported crime and increase detection rates <i>(See Appendix 1 for commentary on actual achieved Year 1 figures)</i>	a) Reported crimes of vandalism	Tayside Police Crime Statistics	No of incidents	Detection Rate	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 160AT) +45%	N/A	Continue to collect from current source.
	b) Reported theft of motor vehicles (TADA)		18	44%			26BT) +11%		
	c) Reported break-ins to motor vehicles (OLP)		16	62%			20BT) +3%		
	d) No of Youth disturbance calls		500				249) AT		
	e) Noise related calls		101				141) BT		
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1)	Tayside Fire and Rescue Service Statistics		20	-5%		-50% AT (reduction of 10 incidents)	N/A	Continue to collect from current source
	b) No of incidents reported for malicious intent (FDR3)			113			-34% AT (reduction of 39 incidents)		
	c) False alarms malicious			11			-82% AT (reduction of 9 incidents)		
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Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW2 Reduce perception of fear of crime	a) Day b) Night	TL Dempster Survey 2003	19% average 19% average	-5% -5%	Crimes that respondents had been most afraid of in the previous 12 months were: <ul style="list-style-type: none"> • drug taking, 71% • their house being broken into, 60% • violence in the street, 58% <i>(See Appendix 2 for further commentary.)</i>	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW4 Promote high levels of public/ stakeholder confidence in Wardens Initiative	a) Public within core police area b) Local Community Groups/ Organisations c) Partner Stakeholders	None	No Baseline		89% of respondents had heard about the Community Safety Wardens in their area. Of this number, just over half, 51% of all respondents had spoken to a Warden. Of those above able to comment, more respondents thought that Wardens dealt with each problem "very well", "well" or "quite well" than "not well". Out of the different issues it appears as though Warden deal better with:	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
					<ul style="list-style-type: none"> • people causing trouble in the street, 38% • reducing crime generally, 38% • stopping under-age drinking 32% 		

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW5 Improve the perception of residents quality of life	Householders domiciled within core police area	T L Dempster Survey 2001 (SIP1)	Variable		<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> • making people feel more like part of a community, 53% • increasing pride in the area, 54% • and had improving life in general, 51% 	N/A	Repeat of external evaluation methods

PROGRESS AGAINST BASELINES WHITFIELD

Overall Aims of Warden Scheme :											
"To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."											
Statistical indicators											
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)		Targets to measure progress towards outcome		Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months		
CSW1 Reduce levels of incidents reported crime and increase detection rates <i>(See Appendix 1 for commentary on actual achieved Year 1 figures)</i>	a) Reported crimes of vandalism	Tayside Police Crime Statistics	No of incidents	Detection Rate	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 227BT) +28%	N/A	Continue to collect from current source.		
	b) Reported theft of motor vehicles (TADA)		162	14.8%			35			25.7%	20AT) +4%
	c) Reported break-ins to motor vehicles (OLP)		33	12.1%							-43%) AT
	d) No of Youth disturbance calls		649								13AT) +3%
	e) Noise related calls		209								-60%) OT 769) BT +18%) 195) AT -7%)
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1)	Tayside Fire and Rescue Service Statistics		19	-5%		+70% BT (increase of 7 incidents)	N/A	Continue to collect from current source		
	b) No of incidents reported for malicious intent (FDR3)			307							-38% AT (reduction of 98 incidents)
	c) False alarms malicious			13							+54% BT (increase of 7 incidents)

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW2 Reduce perception of fear of crime	a) Day b) Night	TL Dempster Survey 2003	19% average 19% average	-5% -5%	Crimes that respondents had been most afraid of in the previous 12 months were: <ul style="list-style-type: none"> • drug taking, 71% • their house being broken into, 60% • violence in the street, 58% <i>(See Appendix 2 for further commentary.)</i>	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
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Survey based indicators							
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					<ul style="list-style-type: none"> • people causing trouble in the street, 38% • reducing crime generally, 38% • stopping under-age drinking 32% 		

Survey based indicators							
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CSW5 Improve the perception of residents quality of life	Householders domiciled within core police area	TL Dempster Survey 2001 (SIP1)	Variable		<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> • making people feel more like part of a community, 53% • increasing pride in the area, 54% • and had improving life in general, 51% 	N/A	Repeat of external evaluation methods

PROGRESS AGAINST BASELINES STOB SWELL

Overall Aims of Warden Scheme :									
"To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."									
Statistical indicators									
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)		Targets to measure progress towards outcome		Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW1 Reduce levels of incidents reported crime and increase detection rates <i>(See Appendix 1 for commentary on actual achieved Year 1 figures)</i>	a) Reported crimes of vandalism	Tayside Police Crime Statistics	No of incidents	Detection Rate	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 134AT) +37% -12%) AT 23BT) +5% 0%) AT	N/A	Continue to collect from current source.
	b) Reported theft of motor vehicles (TADA)		151	37.7%					
	c) Reported break-ins to motor vehicles (OLP)		23	26.1%					
	d) No of Youth disturbance calls		46	23.9%					
	e) Noise related calls		276						
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1)	Tayside Fire and Rescue Service Statistics		6		-5%	-83% AT (reduction of 5 incidents) -58% AT (reduction of 15 incidents) -100% AT (reduction of 1 incident)	N/A	Continue to collect from current source
	b) No of incidents reported for malicious intent (FDR3)			26		-5%			
	c) False alarms malicious			1		-5%			

Survey based indicators							
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Survey based indicators							
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					<ul style="list-style-type: none"> • people causing trouble in the street, 38% • reducing crime generally, 38% • stopping under-age drinking 32% 		

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PROGRESS AGAINST BASELINES LOCHEE WEST/CHARLESTON

Overall Aims of Warden Scheme :									
"To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."									
Statistical indicators									
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)		Targets to measure progress towards outcome		Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW1 Reduce levels of incidents reported crime and increase detection rates <i>(See Appendix 1 for commentary on actual achieved Year 1 figures)</i>	a) Reported crimes of vandalism	Tayside Police Crime Statistics	No of incidents	Detection Rate	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 265AT) +42%	N/A	Continue to collect from current source.
	b) Reported theft of motor vehicles (TADA)		288	38.4%			-8%) AT		
	c) Reported break-ins to motor vehicles (OLP)		46	54.3%			-11%) AT		
	d) No of Youth disturbance calls		68	23.5%			88BT) +7%		
	e) Noise related calls		399				+29%) AT		
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1)	Tayside Fire and Rescue Service Statistics		12	-5%		-67% AT (reduction of 8 incidents)	N/A	Continue to collect from current source
	b) No of incidents reported for malicious intent (FDR3)			63			-38% AT (reduction of 24 incidents)		
	c) False alarms malicious			19			+80% BT (reduction of 15 incidents)		

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW2 Reduce perception of fear of crime	a) Day b) Night	TL Dempster Survey 2001 (SIP1)	19% average 19% average	-5% -5%	Crimes that respondents had been most afraid of in the previous 12 months were: <ul style="list-style-type: none"> • drug taking, 71% • their house being broken into, 60% • violence in the street, 58% <i>(See Appendix 2 for further commentary.)</i>	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW4 Promote high levels of public/ stakeholder confidence in Wardens Initiative	a) Public within core police area b) Local Community Groups/ Organisations c) Partner Stakeholders	None	No Baseline		89% of respondents had heard about the Community Safety Wardens in their area. Of this number, just over half, 51% of all respondents had spoken to a Warden. Of those above able to comment, more respondents thought that Wardens dealt with each problem "very well", "well" or "quite well" than "not well". Out of the different issues it appears as though Warden deal better with:	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
					<ul style="list-style-type: none"> • people causing trouble in the street, 38% • reducing crime generally, 38% • stopping under-age drinking 32% 		

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW5 Improve the perception of residents quality of life	Householders domiciled within core police area	T L Dempster Survey 2001 (SIP1)	Variable		<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> • making people feel more like part of a community, 53% • increasing pride in the area, 54% • and had improving life in general, 51% 	N/A	Repeat of external evaluation methods

PROGRESS AGAINST BASELINES PITKERRO (PATROLS COMMENCED FEBRUARY 2005)

Overall Aims of Warden Scheme :
 "To reduce crime, tackle anti-social behaviour, reduce fear of crime, improve fire safety and build community confidence and their quality of life."

Statistical indicators

Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months																		
CSW1 Reduce levels of incidents reported crime and increase detection rates (See Appendix 1 for commentary on actual achieved Year 1 figures)	a) Reported crimes of vandalism b) Reported theft of motor vehicles (TADA) c) Reported break-ins to motor vehicles (OLP) d) No of Youth disturbance calls e) Noise related calls	Tayside Police Crime Statistics	<table border="0"> <tr> <td>No of incidents</td> <td>Detection Rate</td> </tr> <tr> <td>158</td> <td>+24%</td> </tr> <tr> <td>31</td> <td>+41.8%</td> </tr> <tr> <td>25</td> <td>+12%</td> </tr> <tr> <td>634</td> <td></td> </tr> <tr> <td>102</td> <td></td> </tr> </table>	No of incidents	Detection Rate	158	+24%	31	+41.8%	25	+12%	634		102		<table border="0"> <tr> <td>-3%</td> <td>+3%</td> </tr> <tr> <td>-3%</td> <td>+3%</td> </tr> <tr> <td>-3%</td> <td>+3%</td> </tr> </table>	-3%	+3%	-3%	+3%	-3%	+3%	BT = Behind Target OT = On Target AT = Ahead of Target 177BT) +40% +12%) AT 19AT) +6% -39%) AT 32BT) +5% +28%) AT 502) AT -21%) 85) AT -17%)		
No of incidents	Detection Rate																								
158	+24%																								
31	+41.8%																								
25	+12%																								
634																									
102																									
-3%	+3%																								
-3%	+3%																								
-3%	+3%																								
CSW3 Reduce levels of fire raising/hoax calls	a) No of malicious incidents attended (FDR1) b) No of incidents reported for malicious intent (FDR3) c) False alarms malicious	Tayside Fire and Rescue Service Statistics	<table border="0"> <tr> <td>8</td> </tr> <tr> <td>36</td> </tr> <tr> <td>7</td> </tr> </table>	8	36	7	<table border="0"> <tr> <td>-5%</td> </tr> <tr> <td>-5%</td> </tr> <tr> <td>-5%</td> </tr> </table>	-5%	-5%	-5%	-62% AT (reduction of 5 incidents) -25% AT (reduction of 9 incidents) +43% BT (increase of 3 incidents)	N/A	Continue to collect from current source												
8																									
36																									
7																									
-5%																									
-5%																									
-5%																									

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW2 Reduce perception of fear of crime	a) Day b) Night	T L Dempster Survey 2003	No Baseline		Crimes that respondents had been most afraid of in the previous 12 months were: <ul style="list-style-type: none"> • drug taking, 71% • their house being broken into, 60% • violence in the street, 58% <i>(See Appendix 2 for further commentary.)</i>	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
CSW4 Promote high levels of public/ stakeholder confidence in Wardens Initiative	a) Public within core police area b) Local Community Groups/ Organisations c) Partner Stakeholders	None	No Baseline		89% of respondents had heard about the Community Safety Wardens in their area. Of this number, just over half, 51% of all respondents had spoken to a Warden. Of those above able to comment, more respondents thought that Wardens dealt with each problem "very well", "well" or "quite well" than "not well". Out of the different issues it appears as though Warden deal better with:	N/A	Repeat of external evaluation methods

Survey based indicators							
Outcome to be achieved	Indicator of outcome	Source of data for outcome indicator	Baseline figure(s) (including period covered)	Targets to measure progress towards outcome	Actual achieved year 1 figure(s) – (plus commentary)	Comparator information (if available)	Plan for data collection at 24 months
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Survey based indicators							
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CSW5 Improve the perception of residents quality of life	Householders domiciled within core police area	T L Dempster Survey 2003	No Baseline		<p>When asked about the effect the Community Safety Wardens have had on different aspects of life in the area a majority of respondents reported that the Warden service had either a "significant effect" or "some effect" in:</p> <ul style="list-style-type: none"> • making people feel more like part of a community, 53% • increasing pride in the area, 54% • and had improving life in general, 51% 	N/A	Repeat of external evaluation methods

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

How is the survey information being collected (for example postal questionnaire, telephone survey or on-street survey)?
➤ A combination of methods have been used including postal, delivery by Wardens and use of Young Scot Website to ascertain views of young people. In addition local focus groups have been used.
What was the response rate?
➤ It is acknowledged that the survey response has been lower than ideal.
Are any attempts made to ensure that the responses are representative of the population of the area being surveyed?
➤ It is proposed in future to address this as outlined in the Data Collection Concerns section on page 6.
Have there been any problems with the surveys? If so please outline what these are and how they are being overcome.
➤ As above and as acknowledged in the Data Collection Concerns section on page 6.

Independent Evaluation

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

Blake Stevenson were appointed as the independent evaluation consultants in December 2004 and have subsequently produced their interim report (copy to follow). The main purpose of the evaluation is to assess the impact that Community Safety Wardens have on the lives of people affected by anti social behaviour and on residents feeling of safety in the community. The evaluation will also assist the ongoing development of the initiative by identifying good practice and assist the preparation of reports to the Scottish Executive.

The evaluation is being conducted in two phases with the interim report following Phase 1. Fieldwork for Phase 2 will be undertaken at the beginning of 2006 to allow time to measure progress made by the initiative in achieving its targets.

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

APPENDIX 1

CSW reduce levels of incidents of reported crime and increase detection rates. - Commentary to actual achieved year 1 figures.

- It is widely recognised that nationally, the crime figures for 2003/2004 were lower than would normally have been expected.
- Crime figures for 2004/2005 have therefore, not unexpectedly, been higher. However, locally, in the last four months across the wider Policing sections of which the Warden areas are a part, the trend for most crimes is downward.
- It is noticeable that detection rates for vandalism have risen significantly in 4 Warden areas, slightly in 1 and remained static in another
 - Hilltown/Bowbridge up 14 %
 - Douglas up 21%
 - Whitfield up 13%
 - Stobswell remained the same
 - Lochee West/Camperdown up 4%
 - Pitkerro up 16 %
- Police colleagues within the Community Intelligence Unit have commented very favourably on both the quantity and quality of intelligence supplied by Wardens. Senior Police colleagues have endorsed this.

Although many of the performance indicators in isolation might show that crime is increasing, the overall trend on many occasions is that crime is falling in Warden areas as the Community Safety Wardens become a part of the way of life for these communities.

APPENDIX 2

CSW2 It has not been possible to follow through on the T L Dempster Survey 2003 for resource reasons. However, working with our external evaluators, Blake Stevenson, we have established a different baseline which is more specific regarding the type of crime of which people are afraid. This has been collected in a different way using a different survey, with at this stage, low numbers.

It is possible that those who are more fearful may well have submitted a questionnaire.

**BLAKE STEVENSON REPORT
DUNDEE COMMUNITY SAFETY WARDENS INITIATIVE
AUGUST 2005 PAGES 25/28**

Note: Management response to each recommendation is boxed following the numbered recommendation reference "Response".

5 RECOMMENDATIONS

5.1 This chapter sets out our interim recommendations. They are set out under the following headings:

- Strategic-level
- Operational-level

Strategic-level Recommendations

Recommendation 1: Training

5.2 We have recommended that a more proactive and planned approach is taken to training, starting with a training needs analysis for all Warden staff including the refinement and continued delivery of the initial three-week induction for all new Wardens. Since the fieldwork and analysis, this recommendation has been addressed and over the summer all Wardens and Senior Wardens have undergone an annual review and training needs analysis. As a result there is now a training plan based on skills required and the needs of individual staff.

5.2 **Response:** The Wardens initiative is now only 1 year into operation and was completely new to the Council. Initial training for all Wardens lasted 3 weeks and has been subject to ongoing review and modification in the light of experience.

No national accredited training exists at present. An ongoing training plan has now been developed and the Department is pressing the Scottish Executive to facilitate development work on accredited training.

5.3 We recognise that there is a structured support and supervision system in place but despite this, the feedback from Wardens is that they believe that the support and supervision does not always meet their needs, in particular, that provided by Senior Wardens and so the training plan will include relevant support and supervision training for Senior Wardens.

5.3 **Response:** It is the role of the Senior Warden to deliver operational support and supervision. We are prioritising training support to assist in this process.

5.4 To support the training plan, we recommend that the Initiative creates a resource shelf as a source of reference for Warden staff. The resource shelf should contain information about each of the six areas, any information leaflets distributed by visiting agencies and advice on how to engage with particular communities of interest.

5.4 **Response:** Agreed. This already exists in a less structured format. It will be reviewed and formalised.

Recommendation 2: Upwards Appraisal

5.5 Consideration should be given to the development of an upward appraisal system through which Wardens can appraise the management, including Senior Wardens. This would not necessarily appraise individual Senior Wardens but be about overall management, supervision and support.

5.5 **Response:** Agreed. We will enter into discussions over how this could be effectively and efficiently progressed.

Recommendation 3: Warden Feedback

5.6 We recommend that consideration be given to developing new mechanisms which allow Wardens to give feedback and raise issues where appropriate as the findings show that there may be scope to enhance existing mechanisms and give Wardens a greater sense of involvement in, and ownership of, the Initiative and help bridge the perceived communication gap.

5.6 **Response:** Agreed. In conjunction with 5.5 we will seek to meet this objective.

Recommendation 4: Boundaries

5.7 We recommend that a further approach is made to the Scottish Executive about the possibility of flexible deployment of Wardens to other parts of the city as required. This would address a key frustration voiced by any partner agencies and if approved may result in a greater impact on anti-social behaviour across Dundee. We understand that the Scottish Executive has indicated a softening of boundaries with future funding. This may give an opportunity to revisit the potential for a mobile unit working within and outside of the six areas.

5.7 **Response:** Agreed. We have made this point to the Scottish Executive on several occasions. We understand this consent may not be decided upon until mid 2006.

Operational-level Recommendations

Recommendation 5: Partnership Working

- 5.8 We recommend that the Initiative works with operational-level Waste Management staff and Environmental Enforcement Officers to clarify the role of the Wardens and vice versa. This will help to raise the profile of the Wardens which was found to be low amongst Waste Management staff and clarify the criteria for "health hazards" used by Environmental Health. These staff have been in post a relatively short time and we acknowledge that significant steps have already been taken to address this issue.

5.8 **Response:** Agreed. This has been actioned prior to the receipt of the Report.

Recommendation 6: Links to Schools

- 5.9 We recommend that the Initiative examines the benefits of increasing Warden contact with schools, particularly before school holiday periods. This may involve awareness raising events at after-school clubs and patrolling around schools at finishing time which falls into the Wardens' shift patterns. This should be considered in partnership with the Education Department.

5.9 **Response:** We will assess this recommendation but we are not prepared to enter into supervisory arrangements for pupils exiting schools. Deployment of wardens is intelligence driven and we are satisfied that priorities are best defined by this methodology. The behaviour of school pupils to and from school we suggest is a matter for parents and Education personnel to address. We will, however, address specific localised hotspots should tasking intelligence suggest it is justified.

Recommendation 7: Support Team

- 5.10 We recommend that a review of the role of the support team is undertaken to re-assess the balance between the use of this team for covering sickness, holiday and other absences and providing reinforcement cover in hotspot areas.

5.10 **Response:** A review has been undertaken and we are of the view that maintaining levels of operational patrolling across all areas is the priority. The support Team will, therefore, prioritise sickness/leave/training cover. Should a specific hotspot develop the Community Information Unit is best equipped with the Senior Wardens to determine operational deployment.

Recommendation 8: Recording Incidents

- 5.11 We recommend that the kinds of information recorded by Wardens in their notebooks focuses on that which is directly useful to the Council and its partner organisations including the police and the fire service. This will help ensure that all written information is meaningful and that Wardens' time is used more effectively. The Wardens must be trusted to continue to provide the full range of services that they currently do and report only incidents of significance.

5.11 **Response:** The use of notebook recording is kept routinely under regular review. Its uses extend beyond intelligence gathering and it has distinct time management advantages.

5.12 We recommend that the Initiative explores alternative ways of capturing data on Wardens' non-incident related activities through the following means:

- requiring Wardens to record all activity (incident related and not) at regular intervals, such as one week out of eight;
- more community consultation such as a quarterly residents' survey which is short and easy to complete;
- focus group consultation with the community.

5.12 **Response:** Agreed. We will consider this recommendation linked to recommendation 5.11.

Recommendation 9: Community Meetings

5.13 We recommend that Wardens, where possible, are given the opportunity to attend community meetings and meet with local community leaders and representatives. Wardens could attend alongside a Senior Warden, when appropriate. We recognise the need to avoid diverting resources from normal Warden duties and so suggest that some consideration should be given to how Wardens could attend part of a meeting and limit the number of meetings they attend. There may be an issue of staff cover whilst wardens are off the street which could be addressed by the Support Unit.

5.13 **Response:** We do not accept this recommendation as the skills required for community group discussion and negotiation are best developed within the Senior Warden remit. This promotes continuity of communication and a sufficient management awareness of local intelligence. It also avoids pressure on the small support team deployment.

Recommendation 10: Community Engagement

5.14 We recommend that the Initiative works with local community representatives and potentially the Social Work Department and Health Practitioners to explore ways of identifying and engaging with hard to reach groups in the community including older people, people with disabilities and people from the BME community.

5.14 **Response:** Agreed. We are constantly working to achieve this objective in all areas.

Recommendation 11: Awareness Raising

5.15 We recommend that Publicity and Communication Strategy is developed to ensure that there is continued awareness of the Wardens and their remit amongst local residents. The newsletter will form a key part of this strategy as will the new DVD.

5.15 **Response:** Agreed. We have initiated several additional public relation and newsletter opportunities to assist local people's understanding of the Warden's role, performance and effect.

August 2005