

To: Safer and Stronger Renfrewshire Thematic Board

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Report by:

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Update on Developing Phase 2 of the Community Safety Partnership Hub

1. Summary

- 1.1 This report provides an update on progress with the development of the Renfrewshire Community Safety Partnership Hub, the areas of work delivered from the hub since it was established in September 2015 and initial plans for the future development of the hub.
- 1.2 A number of key developments have taken place since construction of the Hub was completed, some of which have been previously reported to the Safer and Stronger Renfrewshire Board, notably:
 - The Review of Daily Tasking,
 - Establishment of a Renfrewshire MARAC,
 - The use of the Hub as a Joint Agency Command Centre
 - The creation of a suite of Public Protection key performance indicators
 - Information Sharing Protocol (ISP) for Public Protection and CCTV Protocols
 - The development of the Building Safer Greener Communities agenda
- 1.3 Phase 2 of the Development of the Community Safety Hub represents the next phase in the development of the Integrated Control Room and CCTV project with the purpose of the project being to design and implement the next stage of development of the Community Safety Hub and maximise the use and impact of this particular Council and Community Safety Partnership asset. A key aspect of the project will be the development of a business case which identifies the current service and future service which can be delivered from the Community Safety Hub and Integrated CCTV Control Room.
- 1.4 The development of a business case for the future operation of the Community Safety Partnership Hub is being built around opportunities that have been identified across four key themes. The themes are:
 - Public Protection,
 - Organisational Resilience,
 - Workforce Development and Support, and
 - Community Protection
- 1.5 Within each of the themes a number of workstreams will be developed which will look to scope the services that can be delivered from the Community Safety Hub. Some of these workstreams are self evident and can be brought forward as a natural progression in the

development of the hub. Others will take more time and will seek to gather evidence to support the development of an appropriate business case.

Public Protection:

- The continued development of Daily Tasking,
- The review and development of the Renfrewshire MARAC,
- The development of evidence led approaches to enforcement and business regulation activities allowing the targeting of resources on statistical evidence,
- The roll out of an improved Radio Link Service in our town centres,
- The further development of early intervention and prevention activities to reduce costs associated with responding to issues as they arise

Organisational Resilience:

- CCTV services for Council buildings (including concierge services),
- Fire and Intruder alarm monitoring,
- Out of hours call management,
- Building lift monitoring, and
- Key holding services.

Workforce Development and Support:

- Delivering a flexible approach to service delivery and increased business resilience,
- Lone worker support arrangements,
- Out of hours facilities and support

Community Protection and Business Development:

- Community Alarm monitoring,
- Development of proposals for providing CCTV monitoring services to the wider public, private and third sectors,

1.6 An initial Project Initiation Document has been developed for Phase 2 of the Community Safety Hub and Integrated Control Room project and was approved at the Community Safety & Public Protection Steering Group on 29 June 2016. The project will be managed within the governance structure of the Community Resources Strategic Change Board and regular updates on progress will also be reported to the Community Safety & Public Protection Steering Group.

1.7 The initial goal within the Phase 2 development of the hub is to develop a business case that would allow the service to operate 24/7. From this base it will be possible to develop more innovative and robust proposals for more fundamental service delivery options that will offer increased resilience to the Council and communities of Renfrewshire and the potential to rethink service provision, including out of hours provision that could lead to more significant service redesign, developing income and/or delivering budget savings.

2. Recommendations

It is recommended that the Safer & Stronger Renfrewshire Thematic Board:

- a) Notes the overall progress contained within the report, and
- b) Notes the proposals for the future development of Phase 2 development of the Community Safety Hub around opportunities identified across 4 key themes,

3. Background

Phase 1 Development of the Hub

- 3.1 Phase 1 of the Community Safety Hub and Integrated CCTV Control Room project is largely now complete with the phased moves of employee groups agreed and the wardens service now being tasked and operating from the hub along with Youth Officers, Mediators and Investigators. The remaining aspect of the Phase 1 move was the requirement for additional welfare facilities. The Council is currently in the process of amending the 10 year lease with Police Scotland for the building to include 2 additional rooms which will then be converted to additional welfare facilities to ensure the Community Safety Hub can be used to its maximum potential as well as providing modern welfare facilities.
- 3.2 The Community Safety Partnership Hub is now used as the “Joint Agency Coordination Centre” (JACC) for all of the large scale public events taking place across Renfrewshire. The JACC incorporates the Council’s “Event Control” along with a lead officer from the multi-agency partners who are either involved in the running of the event or may have to respond to any incidents related to the event.
- 3.3 The major strength of this set up is that all requests and decisions are routed through the JACC, allowing input from all key partners before a response is agreed. All decisions are then communicated from the JACC in the form of a single uniform message to officers ‘on the ground’ at the same time – from the radio links located within.
- 3.4 The building is an especially useful asset for the location of the JACC as it has the advantage of having the CCTV control room in the same building – this allows partners to have additional oversight of what is happening on the ground. There is also the capacity to call in other resources to the same premise and expand to respond to any escalating situation.
- 3.5 The resources of the Community Safety Partnership hub have also been used extensively as the Building Safer Greener Communities project has been developed and rolled out. The multi agency tasking group is led by Police Scotland with the support of the Council and other key partners including Engage Renfrewshire, Scottish Fire and Rescue and the Health & Social Care Partnership. The group co-ordinates interventions in targeted communities in a phased approach during a 6 week period. Some interventions will take place in key pilot communities identified by the National Building Safer Communities programme.
- 3.6 The selection of areas for the programme was carried out by analysts from Police Scotland, the Council and the NHS partnership analyst using data sources used by the key partners involved in the programme. Data relating to the following factors were considered:
- Crimes of violence,
 - Drug supply and possession,
 - Public reports of anti social behaviour and disorder,
Reports of environmental issues such as dog fouling, fly tipping, vandalism and graffiti.

- 3.7 Evaluation of each area will take place with the desired outcomes including:
- Reduced victims of serious violent crime;
 - Fewer admissions at Accident and Emergency;
 - Fewer families requiring support from social services/education;
 - Fewer criminal injury claims.
 - Increased satisfaction in the community with where they live and increased feelings of safety
- 3.8 This project is demonstrating the effectiveness of resources being brought together from across agencies and deployed on an evidence led basis.
- 3.9 As part of the development of the Community Safety Hub, a number of key procedures and processes have been reviewed and updated, some as a result of the Council now assuming responsibility as the data controller for CCTV.
- 3.10 The Public Protection Information Sharing Protocol has now been returned by the significant majority of stakeholders with only a small number remaining outstanding. A further reminder has been issued to those who have not yet signed the document.
- 3.11 A CCTV protocol has also now been developed and signed by the Council and Police Scotland to agree boundaries on the use of the CCTV system and this ensures that any requests for use of the Council CCTV network are adhering to the latest Information Commissioner's Office Surveillance code of practice and guidance documents.

Phase 2 Development of the Hub

- 3.12 All of the Phase 1 developments outlined above provide a strong foundation for the Renfrewshire Community Safety Partnership as it seeks to roll out the development of the Hub. Phase 2 of the project will now focus on maximising the use of the Community Safety Hub and scoping the potential for realising efficiencies across the Council as well as identifying potential areas for income generation.
- 3.13 The Renfrewshire Community Safety Partnership Hub has already contributed significantly to improving resilience of core services and facilities that operate from the Hub. In order to progress further a business case needs to be developed that will allow the service to operate 24/7. At this point more fundamental redesign of out of hours services can be considered that may have the potential to generate income and /or realise efficiency savings.
- 3.14 An initial Project Team has been established in order to deliver the initial objectives identified:
- Develop a business case that identifies Council services that can be delivered more efficiently from the Integrated CCTV Control Room and Hub on a 24/7 basis
 - Procure any required components to facilitate the migration of identified services into the Integrated CCTV Control Room and Hub
 - Phased migration of services into the Integrated CCTV Control Room and Hub
- 3.15 As part of the initial development of the Community Safety Hub Phase 2 close links are now well established with the key services involved in delivering the Council's

Regulatory and Enforcement Services. Officers from the Community Resources Business Regulation team now attend Daily Tasking at the Hub on a regular basis and are able to use this process to exchange information with other services ensuring a holistic approach to regulation of businesses in Renfrewshire. The sharing of information at Daily Tasking already allows for targeted deployment of resources for resolving business enforcement issues such as trade waste, late hours catering and anti-social behaviour in and around businesses. This is supporting wider projects and priorities including the regeneration of Town Centres and Paisley 2021.

- 3.16 An early component of Phase 2 of the Hub will be the wider roll out of the current Radio Link service. At the present time the Radio Link service operates in the Paisley Town Centre and provides businesses with a direct radio link to the CCTV Control Room. The system allows the control room to alert businesses to the presence of issues such as potential shoplifters and also provides added business resilience as some of the businesses currently on the system are 'single operator' businesses. Associated with this will be improved links to the Scottish Fire Service and Police Service Control rooms.
- 3.17 An interim review of existing contracts in place for services which potentially could be delivered from the Integrated CCTV Control Room has been carried out. The working group is now meeting to outline critical business requirements across all services as part of the preparation of a robust business case.

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