



ABERDEEN
COMMUNITY
SAFETY
PARTNERSHIP

COMMUNITY SAFETY GOVERNANCE MODEL

Contents

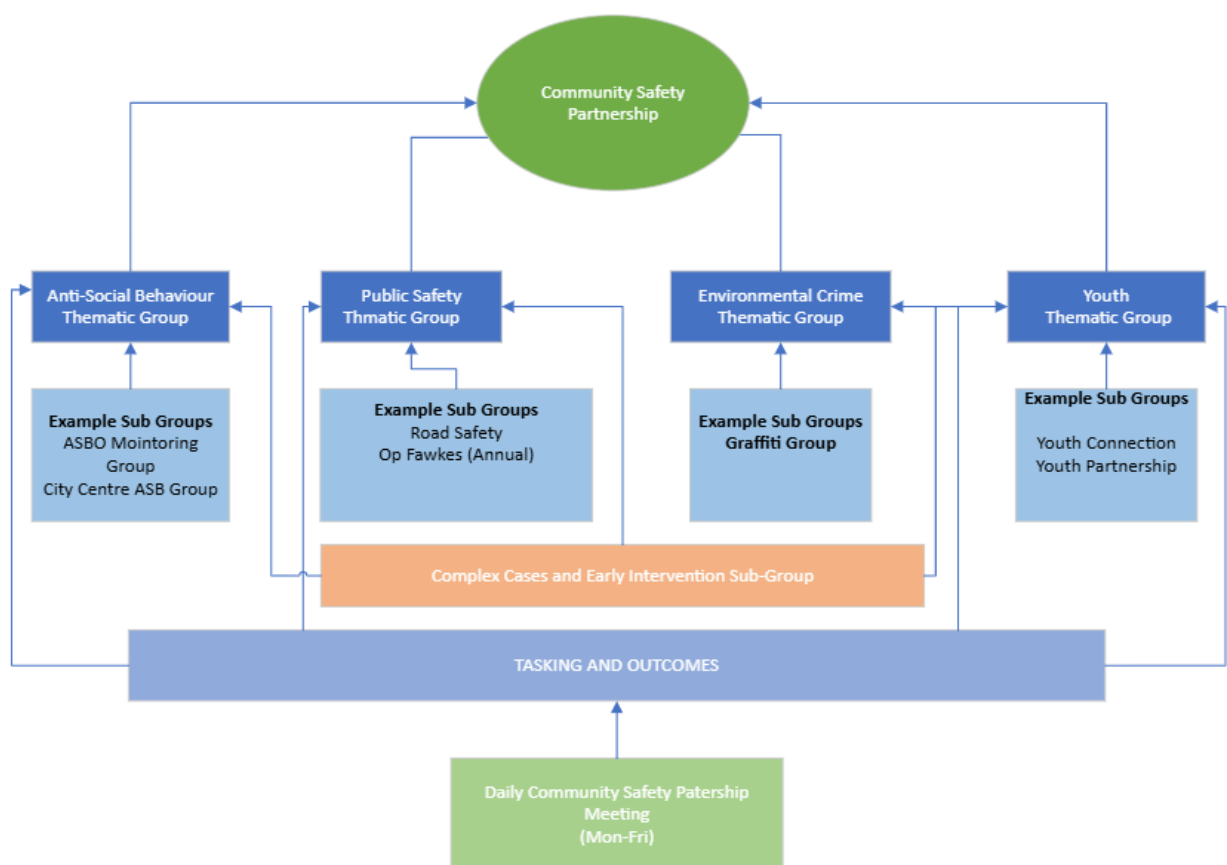
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1. Introduction

The Community Safety Partnership (CSP) in Aberdeen City operates through a structured framework of thematic groups, each focusing on specific areas of community safety. These groups work collaboratively to address various issues, develop strategies, and implement interventions to enhance safety and well-being in the community.

Effective governance is integral to this model, ensuring that all issues are identified and addressed promptly and effectively. By maintaining clear and accountable governance structures, the Community Safety Partnership ensures that no incident or concern goes unnoticed. This commitment fosters transparency, accountability, and continuous improvement in our community safety efforts.

Below is a diagram of the governance structure:



Each thematic group and sub-group is supported by data and insights gathered across the partnership and analysed by our Community Safety Analyst. This ensures that interventions are evidence-based and targeted effectively. By leveraging comprehensive data analysis, we can identify trends and patterns that inform our approach, allowing us to address community safety concerns proactively and efficiently.

2. Thematic Groups

2.1 Anti-Social Behaviour Thematic Group

The Anti-Social Behaviour (ASB) Thematic Group is dedicated to enhancing community safety and well-being by addressing issues related to anti-social behaviour. Operating within the Community Safety Partnership framework, the group collaborates with various stakeholders to identify the root causes of ASB, develop preventions, and implement effective responses.

A key component of the group's strategy is the use of data and the expertise of the Community Safety Analyst. The Analyst plays a crucial role in collecting, analysing, and interpreting data on ASB. Their insights help identify patterns and trends, enabling the group to develop evidence-based strategies and interventions. With a view to establish predictive analytics by widening some of the datasets available including observations by CCTV and information reported by business via the Alert! app (**See SaferAberdeen Section**). Using this information can ensure partner agencies can proactively address potential ASB hotspots and allocate resources more effectively.

The group also monitors the case management of persistent anti-social behaviour taking place within a property, which has not been resolved following other early intervention methods. The group allows for cases to be discussed, ensures partners are aware of the latest updates of the case and highlights any outstanding actions for their team or partner agency. **See section 8 Community Safety Team**

To address specific challenges, the ASB Thematic Group can establish sub-groups focused on particular tasks or areas experiencing increased levels of ASB. For example, the first sub-group under this model focuses on Anti-Social Behaviour in the City Centre. This new approach includes both open and closed sessions, during the open part, external partners such as business representatives, Aberdeen Inspired and Street Pastors participate and share insights, creating valuable opportunities for collaboration and information sharing. This inclusive approach allows for a diverse range of perspectives and feedback, which can then significantly influence the discussions in the closed session. **See section 3.3 City Centre ASB Group.**

Example Scenario: *Increases in reports of Anti-social behaviour in neighbourhood.*

Response: *The thematic group instructs a Community Safety Officer to establish a multi-agency sub-group. The sub-group is established with key partners and local services operating in the area, the Community Safety Analyst is provided data from partners and sources to better inform the group*

Example Scenario: *Reporting of increased ASB with no trace of incidents*

Response: *During the a meeting of the ASB Thematic Group it was noted that an increase had occurred within a particular neighbourhood. Discussion around partners noted that local residents had corroborated incidents however, neither Police or City Wardens previous increases in patrols had identified any incidents. Given the level of reports it is deemed proportionate to instruct the utilisation of redeployable CCTV to allow the Operations Control Centre to monitor any incidents and report back to the group.*

2.2 Public Safety Thematic Group

The Public Safety Group collaborates with partners and external stakeholders to develop and implement strategies to address public safety concerns. The group works to identify concerns including but not limited to the development and monitoring of strategies to address issues such as street drinking, drug misuse, firework safety, firework control zones (FCZs), ShopSafe/Night Safe, Taxi Marshalls and road safety.

In addition to these core areas, the group also addresses other significant public safety issues such as rough sleeping, hate crime, and joint operations. By tackling these diverse challenges, the group aims to create a safer and more secure environment for all community members.

The group also can stand up sub-groups when required to tackle specific issues for example a well-established group is Operation Fawkes. This sub-group is composed of officers from Scottish Fire and Rescue, City Wardens, Community Safety, Waste Management, Environmental Service, and Housing. Operation Fawkes has an operational aim of tackling unauthorised bonfires, fireworks, fire hazards, anti-social

behaviour (ASB), community engagement, and preventative activity on the days and weeks leading up to Guy Fawkes.

One focus is on expanding key safety messages to the community, including schemes like the "Ask for Angela" campaign, which discreetly helps individuals feeling unsafe in nightlife settings. Combating door step crime, where criminals exploit residents in their homes and general fraudulent practices.

Example Scenario: *reports of increases of bogus callers to addresses*

Response: *Police Scotland and City Wardens work with Trading Standards to establish a campaign raising public awareness. This includes social media posting through organisation channels and engagement with local banks giving advice on what to be on the lookout for and how to report a concern.*

2.3 Environmental Thematic Group

The Environmental Thematic Group is dedicated to identifying, developing, and implementing initiatives that address various environmental aspects of community safety. By collaborating with other thematic groups and stakeholders, the Environmental Thematic Group ensures a comprehensive approach to tackling environmental issues that impact communities. This includes addressing problems such as littering, dog fouling, Fly Tipping and waste management. By developing targeted initiatives, the group aims to mitigate these issues and promote a cleaner and safer environment for all residents.

Collaboration with stakeholders is a key component of the group's strategy. By working closely with representatives from Environmental Health, Waste Management, Scottish Fire and Rescue, Parks and Open Spaces, City Wardens, and other relevant partners, the group can effectively address environmental safety concerns. This collaborative approach ensures that all perspectives are considered and that the initiatives developed are both practical and impactful.

In addition the group will support raising awareness of environmental crime within the community. Through community-focused campaigns, the group aims to educate residents about the importance of environmental safety and encourage them to take an active role in maintaining a clean and safe environment.

The group meets at least quarterly, or more frequently if needed, to discuss progress, share updates, and plan future initiatives.

A sub-group reporting to the Thematic Group has recently been established to focus on the graffiti in the city. These concerns were originally raised by Police Scotland who indicated it was challenging for them to identify potential culprits spraying graffiti, recognising that citizens and visitors have different avenues to report these incidents, opportunities have been identified to improve that reporting allowing for analysis of different datasets to start to build an intelligence picture to support Police in identification of individuals committing these offence types.

The group will also oversee a new initiative to increase our ability to respond to environmental crime with our City Wardens having recently rolled out a new digital enforcement system allowing them to process and issue Littering, Dog Fouling and Fly Tipping notices from the same handheld devices and printers used for parking Penalty Charge Notices. Community Safety Officers are also in the process of being trained to undertake Fly Tipping investigations utilising there established investigatory skills, the team will typically be utilised where multiple lines of enquiry may need to be exhausted such as speaking with witnesses or reviewing CCTV incidents. In addition to these changes a pilot scheme has now been launched that will see a dedicated team provide additional resource to respond to concerns regarding littering and dog fouling, this service is being provided by National Enforcement Solutions and include a team leader and 5 Environmental Officers.

Example Scenario: Reports of increases in Fly Tipping at a location.

Response: Following review of incidents Community Safety Officers are requested to review CCTV to try and identify anyone that may have dumped the waste. A car registration is identified as part of the checks and a request for vehicle registered keeper information. Officers visit the registered keepers address and identify the individual witnesses in footage issuing a Fixed Penalty Notice for Fly Tipping.

2.4 Youth Thematic Group

The primary purpose of this group is to engage with young people in the community to promote their safety and well-being, while supporting their positive development. By collaborating with council services and external stakeholders, the group aims to address the various needs and issues faced by young people.

One of the key objectives of the group is to engage with young people and build positive relationships with them. This involves supporting existing strategies to tackle

issues such as youth violence, substance misuse, and mental health challenges. By promoting collaboration between partners, the group seeks to create a supportive environment where young individuals can thrive. The group aims to promote youth engagement in community, encouraging young individuals to take an active role in creating a safer community.

The membership of the group includes representatives from council services, youth services, Police Scotland and schools. This diverse membership ensures that a wide range of perspectives and expertise are brought to the table, enhancing the group's ability to address the needs of young people effectively.

Meetings are held quarterly or as needed, providing a regular platform for members to discuss progress, share updates, and plan future activities. The group also includes Community-based Youth Engagement Sub-Groups, which focus on specific areas of youth engagement within the community.

Reporting to the Community Safety Partnership Group, the group provides updates on its activities, progress, and outcomes. This ensures that the work of the group is transparent and accountable, and that the broader community services are kept informed of the efforts being made to promote youth safety and well-being.

In conclusion, this group plays a vital role in promoting the safety and well-being of young people in the community. Through collaboration, strategic interventions, and active engagement, the group strives to create a supportive environment where young individuals can develop positively and contribute to a safer community.

Example Scenario: *Young people have expressed that they feel uncomfortable connecting with uniformed services.*

Response: *Partners are to engage with youth participation groups to better understand young people's lived experiences. By working together, they can develop approaches to improve relationships and demonstrate how these services are there to support and protect them*

3. Community Safety Sub-Groups

To effectively address the diverse needs and issues within the community, the Community Safety Partnership has established specialised sub-groups. Each sub-group focuses on a specific area of community safety, ensuring that targeted interventions and strategies are developed and implemented. This section sets out some of the sub-groups that are currently in operation.

3.1 Daily Meeting

Our Community Safety Partners convene daily to review incident data from the previous 24 hours. Information sharing is a key component of these meetings. Each partner contributes insights regarding incidents and the individuals involved. This collaborative effort allows for greater understanding of each incident, the assignment of specific tasks to various stakeholders, ensuring a coordinated response.

Task outcomes are monitored and updated daily, with a weekly review to track any outstanding actions. This systematic approach helps maintain accountability and ensures that all tasks are completed in a timely manner.

Additionally, these meetings provide an opportunity to identify trends and patterns in incident data, enabling proactive measures to enhance community safety.

Example Scenario: *A fire occurs at a council property.*

Response: *During the daily meeting, Scottish Fire and Rescue Service (SFRS) shares information about the cause of the fire and updates housing services on when the tenant can regain access to the property. Social work checks if the tenant is known to them and prepares to receive the relevant adult protection form from SFRS once submitted. If the fire is suspected to be deliberate or if there have been multiple fire incidents in the area recently, tasks are assigned to Police Scotland and City Wardens to provide increased surveillance and gather further information.*

Example Scenario: *ASB is reported at a property suspected to be abandoned.*

Response: *SFRS is tasked with inspecting the property to assess its condition and ensure it is added to their void property list for regular checks. Police Scotland and City Wardens are assigned to monitor the property, gather information, and deter further ASB. An investigation is initiated to identify the property owner and determine if additional security measures are needed to prevent unauthorised entry.*

3.2 City Centre ASB Group

The City Centre ASB group is a group, designed to include both external and internal partners. This ensures that organisations such as Aberdeen Inspired can participate in initiatives and provide valuable feedback from the business community.

The group's meetings are structured into open and closed parts. During the open part, external partners participate and share insights, creating valuable opportunities for collaboration and information sharing. Our Community Safety Analyst also prepares a high-level report that is presented and discussed with external participants at the group. This inclusive approach allows for a diverse range of perspectives and feedback, which can significantly influence the discussions in the closed session.

When the meeting transitions into the closed part, core Community Safety Partners can delve into sensitive details that cannot be shared with external parties. This includes specifics of incidents, individuals who frequently come to our attention, and the potential use of enforcement tools such as Anti-Social Behaviour Orders. The insights and feedback gathered during the open session can help identify patterns and inform more effective responses in the closed session, ensuring a comprehensive and coordinated approach to addressing ASB in the City Centre.

3.3 Complex Cases and Early Intervention

The Complex Cases Sub-Group plays a role in identifying and assessing individual complex cases that would benefit from early intervention. The establishment of this type of group in recognition that not all individuals may not come to our attention through other routes of detection. The group therefore operates a referral system for

a concern about an individual to be shared and assessed for a specific multi-agency group to be established with a view of working across partners to provide early intervention opportunities and to support the individual.

One of the primary objectives of the sub-group is to conduct in-depth assessments of complex cases involving multiple and interconnected challenges such as domestic violence, substance abuse, mental health issues, community integration, or homelessness. Through these assessments, the sub-group aims to identify key risk factors and underlying issues contributing to the complexity of each case.

To address the specific needs and circumstances of each complex case, the sub-group develops and implements tailored intervention plans. Ensuring effective coordination and communication between agencies involved in complex cases is essential to the success of these plans. The sub-group also establishes ongoing case conferences to support individuals or families and report back to the group on progress and challenges.

Understanding individual circumstance and needs can often lead to successful transitions to standard support services is another important objective.

Meetings are held as determined by the designated lead, who is responsible for setting agendas, recording minutes and actions, and distributing information to members. The sub-group reports to the parent thematic group on a regular basis, providing updates on progress and any issues or challenges that have arisen.

3.4 ASBO Monitoring Group

The ASBO Monitoring Group is tasked with the continuous review and monitoring of individuals who are subject to Anti-Social Behaviour Orders (ASBOs). This ongoing review process is crucial for assessing the effectiveness of current ASBOs and determining whether any adjustments are necessary. By closely monitoring these individuals, the group ensures that the measures in place are effective in curbing anti-social behaviour and promoting community safety.

One of the primary responsibilities of the ASBO Monitoring Group is to understand the effectiveness of the ASBOs that have been issued. This involves evaluating whether the current orders are achieving their intended outcomes and making any necessary adjustments to improve their efficiency. The group also monitors breaches of ASBOs and determines the appropriate enforcement actions to address these violations. This ensures that individuals who do not comply with the terms of their ASBOs are held accountable and that the community remains protected from their disruptive behaviour.

Collaboration with various partners is a key aspect of the ASBO Monitoring Group's work. The group works closely with stakeholders such as Housing, Social Work, and Adult Protection to gather inputs and prepare for ASBO applications. This multi-

agency approach ensures that all relevant information is considered when making decisions about ASBOs and that the most effective strategies are implemented.

Legal compliance is another critical responsibility of the ASBO Monitoring Group. The group ensures that all ASBOs are prepared and managed in accordance with legal requirements. This involves overseeing the preparation of ASBOs to ensure they are comprehensive and legally sound, thereby minimising the risk of legal challenges and ensuring that the orders can be effectively enforced.

Overall, the ASBO Monitoring Group plays a vital role in managing anti-social behaviour within the community. By continuously reviewing and monitoring ASBOs, the group ensures that these measures remain effective and that any necessary adjustments are made promptly. Through collaboration with partners and a focus on legal compliance, the group works to maintain community safety and address the challenges posed by anti-social behaviour.

3.5 Firework Control Zone (FCZ)

The FCZ group was established as part of the introduction of the Fireworks and Pyrotechnic Articles (Scotland) Act 2022, the FCZ group. These zones are not intended to be a catch-all solution for fireworks issues but are considered where preventative and enforcement tools have been ineffective.

The group primarily works between the council Community Safety Team, Police Scotland and Scottish Fire and Rescue. The group reviews data analysis on firework issues from previous firework periods to make informed decisions about the need for any FCZ. One of the key roles of the FCZ group is to support the community in managing fireworks-related issues. This involves responding to community requests for firework control zones and ensuring that these requests are processed efficiently.

To date it has not been deemed necessary to implement any FCZ with in Aberdeen City. If a zone was to be considered the group would arrange public consultation and consider feedback from the wider community. If a zone was deemed necessary the group would collaborate on a paper to committee with a recommendation for the establishment of a FCZ and seek permission to implement.

4 ShopSafe Schemes

ShopSafe offers a suite of security solutions, including smart radios, body-worn cameras, and the Alert crime intelligence platform. Alert serves as the backbone of this ecosystem, providing businesses in Aberdeen City Centre with a secure and efficient incident reporting tool to enhance safety and security. Alert is offered free of charge to businesses in Aberdeen giving access to raise awareness of incidents and receive important information.

The data collected gives community safety partners valuable insight into crime trends, supporting targeted interventions and proactive awareness bulletins to keep businesses informed. A dedicated analyst reviews this information, focusing on high-risk offenders to improve crime prevention. Engaging with Police Scotland remains a priority, ensuring that this collaboration delivers meaningful outcomes for businesses.

In 2025, ShopSafe's focus is to strengthen business engagement with Alert, demonstrating its benefits and working towards a safer, more secure city centre.

As members of Aberdeen & Grampian Chamber of Commerce, ShopSafe will use this platform to promote its services through website features, blogs, and article in their Business Bulletin web and print publication. In addition ShopSafe are looking to build on previously successful retail forums that provide a place for retailers to meet and engage with services on commonly faced issues.

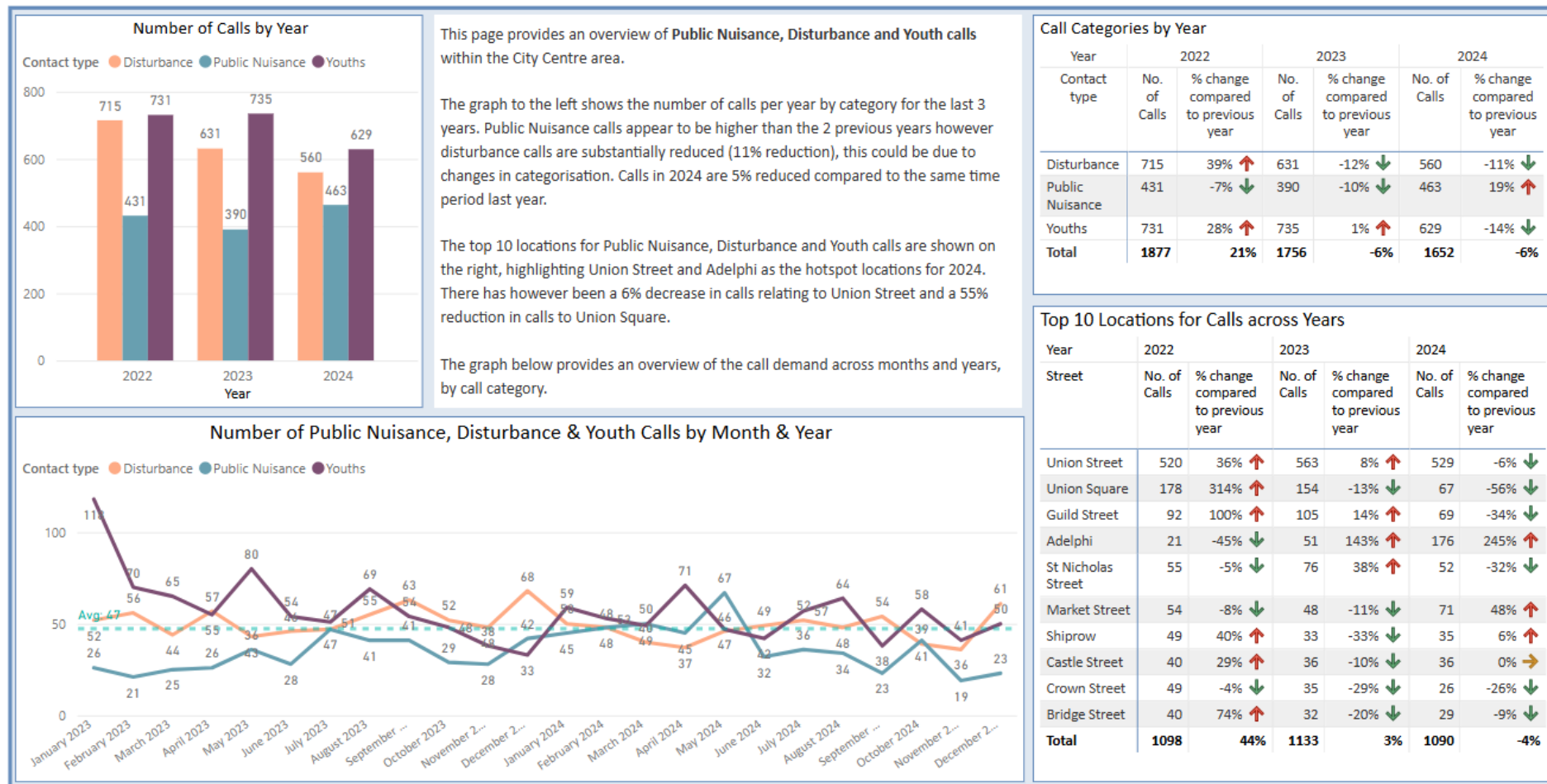
ShopSafe have been engaging with Aberdeen City Council on its proposal to establish a new City Centre Ambassador post and recognise the vital role this could play in offering on the ground support for businesses.

5 Data and Insights

The Community Safety Partnership (CSP) leverages data and insights to enhance its strategic planning and operational effectiveness. Our analyst supports all four thematic groups and the individual sub-groups.

A dedicated Community Safety Analysts play a crucial role in the CSP by collecting, analysing, and interpreting data on community safety incidents across multiple agencies. Their insights help identify patterns and trends, enabling the CSP to develop evidence-based strategies and interventions. The analyst also explores opportunities to establish predictive analytics by widening the datasets available, including current work to interpret observations by CCTV and information reported by businesses directly via the Alert! app. This proactive approach ensures that partner agencies can address potential hotspots and allocate resources more effectively.

The below snapshot is taken from high level data showing some of the trends in the City Centre over the last three years with an overall decrease in Anti-Social Behaviour, disturbance and youth related calls.



6 Operations Control Centre (CCTV)

The Operations Control Centre (OCC) plays a pivotal role in ensuring the safety and well-being of our community. By leveraging advanced technology and a dedicated team, the OCC provides a comprehensive approach to managing and responding to various safety concerns. The OCC is a joint facility between Aberdeen City Council and Police Scotland. This partnership has led to significant successes, with both teams working together to support incidents on the ground, trace missing people, and support investigations without the need for officers to leave the scene of any incident.

The OCC is equipped with state-of-the-art CCTV systems that allow for real-time monitoring of public spaces. This enables quick identification and response to incidents, ensuring that any potential threats to community safety are addressed promptly. The OCC also provides essential support for lone workers through GPS tracking and panic alarm systems, ensuring that employees working in isolated or high-risk environments can receive immediate assistance if needed.

Community Safety has the use of three rapidly deployable CCTV cameras that can be deployed in response to anti-social behaviour (ASB). These cameras capture a full 360 degrees with real-time feeds to the control room, enhancing the ability to monitor and respond to incidents effectively. Additionally, these redeployable units will support efforts in detecting fly-tippers by being deployed in hotspot areas to identify any potential culprits and arrange onwards investigation.

Collaboration is key to the success of the OCC. The centre works closely with various community safety teams, including the City Wardens and the Community Safety Partnership, ensuring a coordinated approach to addressing safety concerns and implementing effective interventions.

By continuously monitoring public areas and analysing data, our analyst can begin to identify patterns and trends that may indicate allowing possible early intervention opportunities. This proactive approach allows for the implementation of preventive measures, reducing the likelihood of crime and enhancing overall community safety. The OCC also serves as a central hub for coordinating emergency responses. In the event of an incident, the OCC can quickly mobilise resources and communicate with relevant agencies to ensure a swift and effective response.

7 City Wardens

City Wardens patrol the city to detect and deter parking contraventions, Anti-Social Behaviour, Dog Fouling, Littering, and Fly Tipping/Trade Waste concerns. Their presence is crucial in maintaining order and ensuring a clean and safe environment for all residents. The City Wardens' patrol outcomes are recorded on their smart devices while undertaking patrols, which contribute to the Community Safety Partnership (CSP) analysis.

City Wardens carry out patrols related to Anti-Social Behaviour on a daily basis. These patrols are an integral part of efforts to address and mitigate issues that affect the quality of life for its residents. By actively monitoring and addressing these concerns, City Wardens play a role in enhancing community safety and well-being. Tasks are generated for the service from online request from citizens, elected member enquiries and directly from the daily CSP meeting.

The data collected from these patrols is analysed to identify trends and patterns, allowing for targeted interventions and more effective resource allocation. This proactive approach ensures that we can address potential hotspots and prevent issues from escalating. The collaboration between City Wardens and other community safety partners is essential in creating a coordinated and comprehensive response to the various challenges faced.

8 Community Safety Team

The Community Safety Team can be contacted to attend to on-going domestic noise disturbances by calling out to the affected property, to record information regarding anti-social behaviour, and to offer appropriate advice relating to anti-social behaviour concerns. Where appropriate and when there are two Officers available, they will attend at their property and witness the disturbances for themselves taking any appropriate action where necessary.

The Community Safety Team provide case management of persistent anti-social behaviour taking place within a property, which has not been resolved following other early intervention methods. This case management service conducted by the Community Safety Team is not limited to Council tenancies only, and a referral for case management can be made regardless of the tenure type of housing of the alleged perpetrator.

Once a case has been referred to the Team and an Officer assigned, the Officer will gather information and evidence relevant to the case, provide advice to citizens involved, and consult partner teams and agencies in order to assess the best course of action to prevent anti-social behaviour from occurring. Potential action taken to address anti-social behaviour could include; warning letters, joint visits between Community Safety and other partners such as Housing or Police Scotland, anti-social behaviour contracts or if necessary, anti-social behaviour orders (ASBOs). The Community Safety Team are also available to facilitate multi-agency case conferences for complex cases. **See section 3.3 Complex Cases and Early Intervention.**

The Community Safety Team facilitates the Community Safety Partnership daily meetings which take place daily, in order to review incident data and share information between partners. **See section 3.1 Daily Meeting.**

Community Safety will also be able to utilise their investigatory skills to undertake Fly Tipping investigations. **See section 2.3 Environmental Thematic Group.**

9 Police Scotland – Community Action Team

The Community Action Team are a team of officers deployed both reactively and proactively, predominantly in the City Centre and George Street areas, to combat the issues most affecting our community, including antisocial behaviour.

The team adopt the foundations of community policing including collaboration, problem-solving, and trust-building. Officers work closely with community members to identify and address community concerns, fostering a sense of shared responsibility.

The team support the North East Division's mission to ensure community safety by addressing the root causes of crime and disorder. By engaging with residents, businesses, and local organisations, the Community Action Team seeks to create a safer, more cohesive community environment, and ensures proactive enforcement action is deployed appropriately

10. Frontline Joint Operations

This section sets out some examples of frontline operational groups operating within the multi-agency partnership space.

10.1 Weekend Policing Partnership (WPP)

The WPP operates as a multi-agency initiative aimed at ensuring the safety and well-being of our community, particularly in relation to the night-time economy. This partnership is chaired by Police Scotland and includes representatives from various agencies such as Street Pastors, Ambulance Services, Taxi Marshals, Licensing Standards Officers, and Community Safety teams.

The governance structure of the WPP is designed to enhance collaboration and coordination among the participating agencies. Police Scotland chairs the meetings, providing leadership and ensuring that all agencies work together effectively to address any challenges that may arise during the weekends. Agencies collaborate to increase patrols in key areas, deterring anti-social behaviour and ensuring public safety. The partnership emphasises the importance of coordination between agencies to address specific incidents and provide timely support where needed.

Ongoing engagement with local businesses and community groups is a key focus, fostering a safer and more welcoming environment for all.

This governance arrangement ensures that the WPP operates efficiently and effectively, playing a crucial role in maintaining the safety and vibrancy of our night-time economy.

10.2 Youth Connect Group

This is an operational multi-agency group that meets regularly, with Police Scotland, City Wardens, and Youth Work Teams. The group is focused on youth activity in the City Centre. The Community Safety Analyst provides data to the group on previous trends and times of peak demand.

The group plans the deployment of City Wardens and Police during identified peak periods, with regular debriefs and information sharing between the two services. These briefings allow for the identification of opportunities for joined-up working and for information to be shared regarding each partner's operational activity throughout periods of perceived increases in activity.

Additionally, through the engagement with youth work teams the group discuss the best approaches and looks at opportunities for them to engage with individuals. Where suitable, individuals may be linked to existing youth work provisions.

11. Taxi Marshals

The Taxi Marshals service is deployed to ensure the safety and security of ranks users primarily on Friday and Saturday nights. In consultation with Police Scotland the services deployment can change to meet additional demand for example key events during the festive period.

Taxi Marshals are strategically deployed at the night time taxi ranks during peak demand in the City Centre, where their presence helps manage taxi queues, reduce conflicts, and provide assistance to the public.

One of the primary responsibilities of Taxi Marshals is to manage taxi queues efficiently. By organising and overseeing the queues, they ensure an orderly process for passengers waiting for taxis. This not only helps reduce conflicts among passengers but also ensures a smooth flow of traffic, contributing to a safer and more pleasant environment for everyone.

In addition to queue management, Taxi Marshals play a significant role in enhancing public safety. Their visible presence acts as a deterrent to anti-social behaviour, providing a sense of security for both passengers and taxi drivers. Taxi Marshals are trained to handle various situations, including dealing with intoxicated individuals and

diffusing potential conflicts. Their ability to manage such situations effectively is crucial in maintaining a safe environment during peak hours.