

THE HIGHLAND COUNCIL

INVERNESS CITY COMMITTEE – 8 FEBRUARY 2010

Agenda Item	2
Report No	ICC 01/10

Inverness Partnership – Operation Respect – City Centre

Report by Inverness City Manager and Inverness Area Commander

Summary

This report updates Members on the progress made in developing Operation Respect – City Centre, for the Winter Festival period for 2009/10. It gives as much detail as currently available in relation to evaluation. The Committee is invited to note (i) the evaluation to date of the effectiveness of Operation Respect - City Centre for 09 / 10 and (ii) that a further report will be submitted to the next City Committee proposing a plan for co-ordinating the delivery of community safety across the City for 2010/11.

1. Background

- 1.1 The report presented to the City Committee on 14th December 2009 gave a structure to the evaluation. The principal objective was to make the city centre a more attractive place to visit and spend time in through the Winter Festival period.
- 1.2 Operation Respect – City Centre (the Project) – delivers on one of the key priorities agreed by the members of the Inverness Partnership that is, helping to promote a safe and clean city centre. The following organisations provided support:

Northern Constabulary
Inverness BID
Scottish Ambulance Service
Crimestoppers
Scottish Licensed Trade Association
Inverness Bed & Breakfast Association
Highland Youth Forum
Street Pastors
Inverness Crime Prevention Panel

2. Evaluation

2.1 Nightrider Bus Service

Stagecoach, who was the operator for this year, has provided details of the

number of users for each of the 3 services. These are circulated in appendix 1.

The service ran as planned, with the severe winter weather only affecting the service from 24th December. 3 services ran, principally to serve:

- New Hilton (service 115)
- Culloden & Milton of Leys (service 116)
- Kinmylies (service 117)

Each of the services was used well, with a 300% increase in overall usage from 2008/09.

Whilst the most popular day was 19th December, there was reasonable use of the service across all 3 routes, right through the period.

A total of 550 members of the public used the service and meetings are going to take place between Stagecoach and the Council with a view of ascertaining the viability of this service on a commercial basis.

However, account must be taken of the fact that the service was free to users.

Further discussion will take place in relation to the routes and how they can be developed and the drop off points and whether or not they can be improved and changed as new developments take shape across the city.

2.2 Bus Marshals and Taxi Marshals

2.2.1 Bus Marshals

The Bus Marshals attended services as planned and the analysis from Northern Constabulary confirms that their presence was effective with good communication between the Marshals and the Police. 99.2% of users questioned said that they would like to see the Nightrider buses run all year round however believed that their greatest impact would be made on the last weekend of the month.

2.2.2 Taxi Marshals

90.6% of users believed that the presence of the Marshals made them feel safe. In particular, 38.6% (who were lone females) referred to how much safer they felt in particular with Marshals being present.

Further, 50% of those surveyed felt that they were more likely to use the taxi rank service with Marshals present.

Again, as with the Bus Marshals, the information provided by Northern Constabulary supports these findings.

2.3 BID Security Task Team

The Task Team ran between the hours of 12pm and 8pm from 1st December 2009 – 3rd January 2010, 7 days per week for 8 hours. Close liaison took place with Northern Constabulary.

Whilst the Team acted to assist Northern Constabulary in dealing with anti-social behaviour and crimes of theft, they also provided support to local store managers with regard to any safety aspect or operation involving the public.

The presence of the Task Team had the general effect of acting as a deterrent.

The table below shows the number of recorded instances for the last 3 years of operation over the project period and, whilst it details an increase in the number of instances, this is more particularly related to the improvement in the ability of the Task Team rather than an increase in criminal activity. The details are:

Year	Recorded Instances
2007	36
2008	52
2009	63

2.4 Safe Zones

A detailed response from the Scottish Ambulance Service is awaited. A verbal update may be given at the meeting. The use of the Safe Zone is referred to in the Police evaluation and to date has proven itself as a useful addition to the project.

2.5 Street Pastors

The scope of this evaluation concerns Street Pastors activities in the City Centre during the month of December 2009 (i.e. the scope does not include the Street Pastors' work in Merkinch during the same period).

The following night-time patrols (approx 10am - 3:30am) were provided, with changes to the usual Friday and Saturday pattern made to accommodate strategic dates within the period:

- Saturday 5th December
- Saturday 12th December
- Two patrols on Friday 18th December ("mad Friday"), the additional patrol covering early evening
- Saturday 19th December

- an early evening patrol on Christmas Eve, i.e. Thursday 24th December
- a Hogmanay patrol was cancelled when the City's Street Party was cancelled due to bad weather and following consultation with Northern Constabulary

127 volunteer-hours were deployed during the period, plus an additional administration and coordination effort of 13 hours (additional planning and evaluation compared to normal months, additional liaising with partners etc.). The overall impression on the streets was that, whilst busy, it seemed relatively subdued for the time of the year. This was probably due to the combination of bad weather and the distance between the key holiday days, i.e. Christmas and Hogmanay, and the corresponding preceding weekends, e.g. "mad Friday".

In addition to providing a reassuring street presence, Street Pastors engaged in caring, listening and helping for approximately 484 individuals, of which 99% were estimated to be over 17 and 48% to be over 25. 59% of contacts were male and 41% female. The Street Pastors were actively involved in 4 noteworthy situations of calming aggression and 16 noteworthy situations of supporting the vulnerable, including situations such as helping the homeless, helping vulnerable individuals to get home safely and without harassment, and caring for the injured (in one case, for an unconscious individual). Street Pastors helped to clear broken glass and bottles from the streets on 59 occasions, as well as offering flip-flops to protect the bare-footed, and giving away foil blankets, water, sugary sweets, "spikeys" and hot drinks and food when necessary. We estimate the total cost of these benevolence items during the period to be in the region of £100.

2.6 Police

Attached within appendix 2

3 Publicity

- 3.1 This was undertaken as planned. A number of press articles appeared through the period of operation of the project highlighting the positive impact that it had on the amenity within the city centre.

4 Resource Implications

- 4.1 So far, expenditure has come in on budget and it is not anticipated that there will be any change to this once the final figures are in.

Recommendation

The Committee is invited to note:

- i. the evaluation to date of the effectiveness of Operation Respect - City Centre for 09 / 10; and
- ii. that a further report will be submitted to the next City Committee proposing a plan for co-ordinating the delivery of community safety across the City for 2010/11.

Signature:

Designation: Inverness City Manager

Authors: David Haas, Inverness City manager
Chief Inspector Andrew MacLean, Inverness Area Commander

Date: 3 February 2010

Background Papers:

Appendix I - Police Report



Results Analysis Operation Respect – City Centre 03/12/2009 – 01/01/2010

Background

In 2008, Operation Respect was initiated as a response to media reports relating to a perceived increase in violence and disorder within Inverness city centre. Operation Respect 2008 ran from 20th November 2008 – 3rd January 2009 in conjunction with the Inverness Winter Festival, a community festival set up to showcase Inverness city.

Following the success of Operation Respect in the city centre over the 2008 Christmas period, it was decided through the Divisional Tasking and Co-ordinating Group that the Operation should be repeated over the 2009 Christmas period, again in conjunction with the Inverness Winter Festival. The 2009 operation took place between 3rd December and 1st January 2010.

The intentions of the operation were as follows:

- To maximise public safety through prevention and enforcement activities making Inverness safer and more enjoyable over the winter festival period.
- To provide an additional 4 pairs of foot patrol units carrying out high visibility patrols within the city centre, thereby providing a total of 8 pairs of foot patrols within the city centre.
- To provide early intervention with issues of anti-social behaviour, shoplifting and alcohol related crime by delivering a robust response to those who choose to commit crime and impact upon the enjoyment of others.

Operation Respect – City Centre 2009, as previously, involved co-operation through the Inverness Partnership with the following organisations:

- Highland Council
- Inverness BID
- Scottish Ambulance Service
- Crimestoppers
- Scottish Licensed Trade Association
- Inverness Bed and Breakfast Association
- Highland Youth Forum
- Street Pastors
- Inverness Crime Prevention Panel

As well as the Police operation, the following initiatives were undertaken¹:

- Free Nightrider Bus Service – Stagecoach were to operate 3 buses covering the North, South, East and West of the city to enable visitors a safe and comfortable passage home. The service was to be run between 2330 and 0400 hours on Friday and Saturday nights between 4th December 2009 and 3rd January 2010. Those leaving licensed premises would be able to move quickly through the city to centrally located bus pick-up points. This would reduce opportunities for anti-social behaviour in the city and improve amenity for residents. Bus Marshals would be monitoring each service.
- BID Security Task Team – The Task Team were to operate in the city centre between 1200 and 2000 hours, 7 days a week, between 1st December 2009 and 3rd January 2010. The personnel were all Security Industry Authority (SIA) registered and held a full SIA licence. The presence of the Task Team would deter criminal activity, particularly shoplifting, and improve amenity of the city centre. The activities of the task team were to be closely linked to those of Police, with regular briefings taking place prior to each shift.
- Taxi Marshals – Taxi Marshals were to operate in the city centre between 0000 and 0400 hours on Friday and Saturday nights throughout Operation Respect and on Christmas Eve and Hogmanay. Again, personnel were all SIA registered and licensed. Personnel wore high visibility waistcoats embossed with ‘Taxi Marshal’ on the reverse in order to stand out from members of the public. Working in conjunction with Police, the Taxi Marshals would chaperone those waiting for taxis to ensure that everyone got a taxi without hindrance or discord. There were radio links to allow contact with Police.
- Safe Zones – Safe Zones were operated as a joint venture between the Police and Scottish Ambulance Service (SAS) during targeted weekend dates throughout the festive period. These safe zones were to provide a safe environment close to the city centre, within the Old High Church Hall, for those who had over-indulged on a night out and for others to

¹ David Haas, Inverness City Manager, The Highland Council Inverness City Committee, *Inverness Partnership – Operation Respect – City Centre, Report No ICC 90/09 Agenda Item 8, 14/12/2009.*

gather themselves before going home. This would reduce the impact of increased alcohol consumption over the festive period, particularly on the NHS. The Street Pastors would provide a key role in identifying those in need of assistance.

- Street Pastors – Street Pastors were to increase the number of patrols undertaken in the city centre (and Merkinch) over the festive period. These volunteers would provide a practical response to needs arising on the streets, be they emotional or physical in nature, thereby helping to avoid escalation of minor incidents and also helping other services to remain focussed on their own service priorities.

The operation was publicised in the following ways:

- As part of Inverness Winter Festival advertising within the Inverness Courier
- Through Crimestoppers adverts on Moray Firth Radio (MFR)
- By leafleting businesses, pubs and clubs
- Through appropriate posters in buses and in local communities detailing bus times.

Methodology

This report will evaluate Operation Respect by looking at incidents in the Inverness Centre beat at the times and dates the operation ran. The following analysis will be undertaken:

- Officer Patrol Time
- Number of Incidents and Crimes by Year
- Subject / Type of Incidents
- Day and Time of Incidents
- Location of Incidents
- Incidents reported re the initiatives listed above (i.e. Nightrider Buses, Taxi Marshals etc)
- Displacement of Crime (Geographical and Temporal)
- Intelligence Generated
- Cost of Officer Patrol Time

The data used in this report has been taken from the Northern Constabulary crime recording and incident recording database (Impact).

NB As the operation in 2009 was run on Thursdays-Sundays, these days have been considered for a comparison with 2008 rather than the exact dates of the operation in 2009. This was to avoid comparing a Sunday in 2009 with a Saturday in 2008 for example. The only exception to this being New Year's Eve and Day, where the same dates have been used for both years, regardless of the day they fell on.

Officer Patrol Time

High visibility patrols were undertaken in Inverness city centre at the times detailed below, mainly by Police Constables. Detective Constables, Special Constables, Cadets and plain clothed officers also undertook patrols.

Date	Day Shift	No of Officers	Late Shift	No of Officers
Thursday 03/12/09	1100-1700hrs	4	2000-0000hrs	4
Friday 04/12/09	1100-1600hrs	4	2100-0200hrs	6
Saturday 05/12/09	1100-1700hrs	4	2100-0200hrs	6
Sunday 06/12/09	1100-1600hrs	4	No late shift	0
Thursday 10/12/09	1300-1800hrs	5	1600-0000hrs	4
Friday 11/12/09	1100-1800hrs	6	1800-0400hrs	8

Saturday 12/12/09	1100-2000hrs	4	1600-0400hrs	6
Sunday 13/12/09	1100-2200hrs	4	No late shift	0
Thursday 17/12/09	1100-1800hrs	6	1600-0000hrs	4
Friday 18/12/09	1100-1800hrs	4	2100-0400hrs	6
Saturday 19/12/09	1100-1800hrs	6	1800-0400hrs	6
Sunday 20/12/09	1100-1800hrs	6	No late shift	0
Thursday 24/12/09	1100-1800hrs	4	1600-0000hrs	4
Sunday 27/12/09	1100-0000hrs	4	No late shift	0
Thursday 31/12/09	1100-1800hrs	4	1600-0700hrs	8

NB Officers worked a variety of different hours during the shifts listed above, so not all officers worked for the whole shift on any given date.

The operation was policed by officers at the times and dates listed above. These duties were included in the officers' normal shift. Officers on day shift carried out shoplifting patrols in both the city centre and the retail parks, while officers on late shift carried out high visibility foot patrols within the city centre. Officers also carried out the following duties:

- Regular patrols of known problem areas
- Licensed premises checks, liaising with door staff to identify and deal with any problem members of the public at an early stage.
- Visits to the following Multiple Occupancy Dwellings within the city centre in relation to anti social behaviour issues due to the volume of calls relating to them – The Grosvenor Hotel, Waverley Guest House, and Eildon House/Highland Guest House.

The following legislation was to be utilised where applicable:

- Licensing (Scotland) Act 1976, Sections 67 and 68 (offences relating to underage drinking, drunk persons entering licensed premises).
- Crime and Punishment (Scotland) Act 1997, Section 61 (offences relating to seizure of alcohol from individuals both under 18 years of age and over)
- Local Inverness Bye-law – Prohibiting the Consumption of Alcohol in Public Places.
- Stop and search powers – Misuse of Drugs/Offensive Weapons
- Environmental Protection Act 1990, Section 87 (litter offences)
- Common law powers

All incidents detected were logged through ICAD and thereafter on Impact, and reported by the officer as required.

Analysis

During the dates and times that the operation was run in 2009, a total of 250 incidents were reported in Inverness City Centre. Of these, 109 (43%) were crimes, of which 90 (83%) were detected.

Number of Incidents per Year (2008 compared to 2009)

The following table details the number of incidents which occurred during the dates and times of the operation in 2009 in comparison with the same days and times in 2008.

Incidents	2008	2009	<i>Difference</i>
No of Incidents	234	250	<i>+16</i>

As can be seen from the above table, 16 more incidents were reported during the patrol times of the operation in 2009 compared with the same times in 2008. Therefore, the operation did not have the effect of reducing the number of incidents reported.

Number of Crimes per Year (2008 compared to 2009)

The following table details the number of crimes which occurred during the dates and times of the operation in 2009 in comparison with the same days and times in 2008.

Crimes	2008	2009	<i>Difference</i>
Made Known	112	109	<i>-3</i>
Detected	99	90	<i>-9</i>
Det. Rate	88%	83%	<i>-5%</i>

As can be seen from the above table, whilst there has been 3 fewer crimes in 2009 compared with 2008, there has also been a reduction in the number of crimes detected and the detection rate. It is possible, however, that the detection rate for incidents in 2009 will increase over the coming weeks as some incidents are still under enquiry.

Subject/Type of Incidents

The following table looks at the top 10 incident types reported during the period of the patrols in 2009 in comparison with the same days and times in 2008, in order to assess whether the operation has had an effect on the type of incidents reported. The top 10 incidents in 2008 resulted in 194 in total and in 2009 resulted in 205 in total.

Subject	2008	Rank in 2008	2009	Rank in 2009	Difference in Number	Difference in Rank
Breach of the Peace	37	1	42	1	+5	No change
Disturbance/Noise	29	2	21	2	-8	No change
Drunk Person	18	3	17	5	-1	-2
Assault	16	4	15	6	-1	-2
Drugs	12	5	19	4	+7	+1
Shoplifting	10	6	6	=9	-4	-3
Alarm Activation	8	7	7	=8	-1	-1
Road Traffic Offence - Other	7	=8	5	=10	-2	-2
Vandalism	7	=8	4	=11	-3	-3
Advisory Call	7	=8	6	=9	-1	-1
Medical Services	5	=9	7	=8	+2	+1
Theft	5	=9	6	=9	+1	No change
Concern for Person	4	=10	6	=9	+2	+1
Domestic Abuse	4	=10	1	=14	-3	-4
Fire - Non Reportable	4	=10	0	N/A	-4	N/A
Other Crime	4	=10	1	=14	-3	-4
Suspicious Person	4	=10	2	=13	-2	-3
Vehicle Defect Rectification	4	=10	1	=14	-3	-4
Fixed Penalty	2	=12	20	3	+18	+9
Road Hazard	2	=12	8	=7	+6	+5
Lost/Found Property	3	=11	5	=10	+2	+1
Other Force Request	2	=12	5	=10	+3	+2

NB For the above table, the word 'rank' refers to where the offence ranked in terms of being in the top 10 etc. Subjects marked as N/A have not been ranked as incidents were not recorded under that subject in the given year.

In 2008, incidents were reported under 46 different subject headings, compared to 47 different subject headings in 2009. As can be seen from the above table, the top two subject types remained the same, namely Breach of the Peace and Disturbance/Noise, although Breach of the Peace increased by 5 incidents in 2009, while Disturbance/Noise decreased by 8 incidents. There was a notable increase in the number of Fixed Penalties given in 2009 in comparison with 2008.

In analysing incidents of note it can be seen that there is a slight reduction in incidents when the following are separated from the totals = alarm activation, road traffic offence, advisory call, medical services, concern for person, fire, vehicle defect, fixed penalty, road hazard, lost property and other Force requests. These incidents account for 48 in 2008 and 70 in 2009. This leaves net incidents requiring police attention 2008 = 146 and 2009 = 135.

Subject/Type of Crimes

The following table looks at the top 10 crime types reported during the period of the patrols in 2009 in comparison with the same days and times in 2008.

Subject	2008	Rank in 2008	2009	Rank in 2009	Difference in Number	Difference in Rank
Breach of the Peace	36	1	35	1	-1	No change
Assault	15	2	9	3	-6	-1
Shoplifting	10	3	6	=4	-4	-1
Vandalism	7	4	3	=7	-4	-3
Drugs	6	5	4	=6	-2	-1
Road Traffic Offence – Other	5	6	4	=6	-1	No change
Domestic Abuse	4	=7	1	=9	-3	-2
Other Crime	4	=7	1	=9	-3	-2
Theft	4	=7	5	5	+1	+2
Civic Govt (S) Act Offence	3	=8	2	=8	-1	No change
Disturbance/Noise	3	=8	3	=7	No change	+1
Drunk Person	3	=8	6	=4	+3	+4
Vehicle Defect Rectification	3	=8	1	=9	-2	-1
Fixed Penalty	2	=9	20	2	+18	+7
Court Offence	1	=10	0	N/A	-1	N/A
Drink Driving	1	=10	1	=9	No change	+1
Fraud	1	=10	0	N/A	-1	N/A
Local Byelaw Offence	1	=10	1	=9	No change	+1
Road Rage Incident	1	=10	0	N/A	-1	N/A
Road Traffic (Not Accident/SV)	1	=10	0	N/A	-1	N/A
Road Traffic Offence - Seatbelt	1	=10	0	N/A	-1	N/A
Hate Crime - Racial	0	N/A	2	=8	+2	N/A
Stolen Cycle	0	N/A	2	=8	+2	N/A
Court Procedure	0	N/A	1	=9	+1	N/A
Hate Crime - Other	0	N/A	1	=9	+1	N/A
Licensing Laws	0	N/A	1	=9	+1	N/A

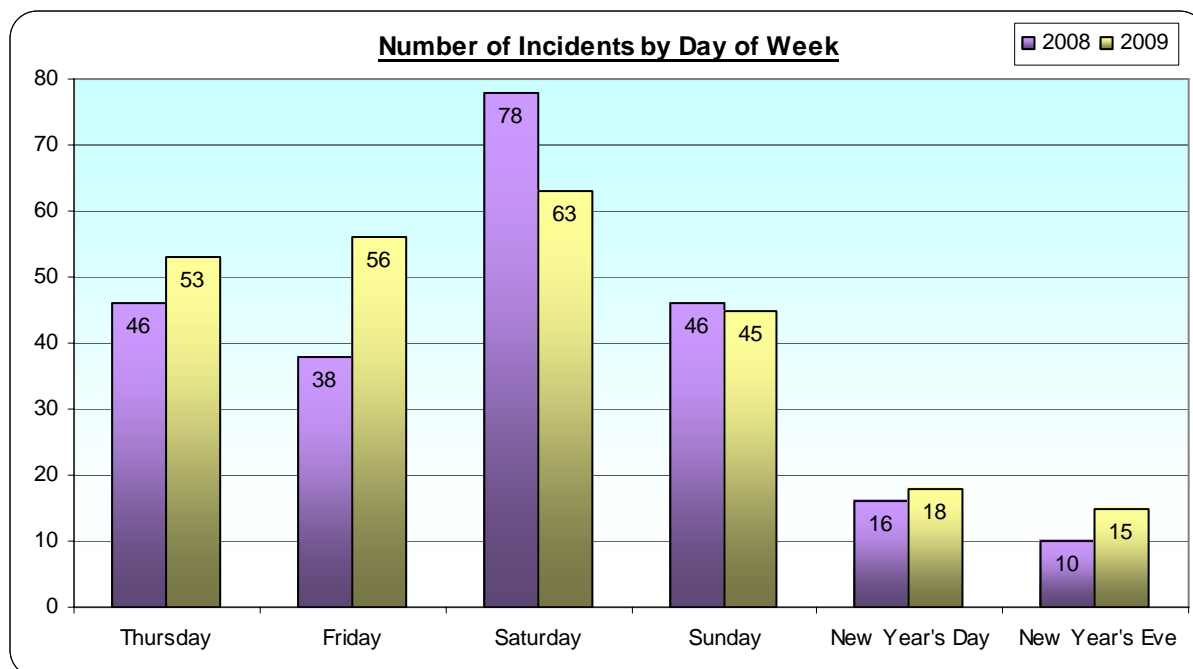
In both 2008 and 2009, crimes were reported under 21 different subject headings. Crimes reported in 2008 but not 2009 were Court Offence, Fraud, Road Rage Incident, Road Traffic (not accident or SV) and Road Traffic Offence - Seatbelt. Crimes reported in 2009 but not 2008 were Hate Crime – Racial, Stolen Cycle, Court Procedure, Hate Crime – Other and Licensing Laws. However, it should be borne in mind that each of these subjects involved just one or two crimes.

As can be seen from the above table, Breach of the Peace, Assault and Shoplifting were the top crimes in both 2008 and 2009. It is encouraging to note that the top 7 crimes in 2008 all decreased in 2009. Again, the main increase in 2009 was seen in terms of the number of Fixed Penalties given.

In analysing the crimes of note it can be seen that there is a reduction in crimes when the following are separated from the totals = road traffic, vehicle defect, fixed penalty, road accident and seatbelt. These crimes account for 12 in 2008 and 25 in 2009. This leaves net crimes requiring police attention 2008 = 100 and 2009 = 84.

Day of Incidents

The following chart highlights the number of incidents which occurred on each day of the week during the operation in 2009 in comparison with the same days and times in 2008.



NB New Year's Eve and Day have been analysed separately as they fell on different days in 2008 compared with 2009.

As can be seen from the above chart, there was an increase in incidents reported on all days covered by Operation Respect in 2009 in comparison with 2008, with the exception of Saturdays, where 15 more incidents were reported in 2008 than in 2009, and Sundays, where 1 more incident was reported in 2008 than in 2009. The reduction in the number of incidents on these days may be the result of the increased Police presence as a result of the operation and also the other initiatives which were running, for example the Taxi Marshals and BID Security Task Team.

The difference in numbers of incidents on particular days between 2008 and 2009 is relatively small, with the exception of Fridays, where 18 more incidents were recorded in 2009 than in 2008. 13 of these incidents relate to Fixed Penalties. All of these Fixed Penalties relate to road traffic offences detected in Douglas Row, Inverness, between 1700 and 1800 hours on Friday 18/12/2009. Therefore, much of the increase in reported incidents in 2009, particularly in relation to Fixed Penalties, can be attributable to pro-active policing rather than any increase in crime.

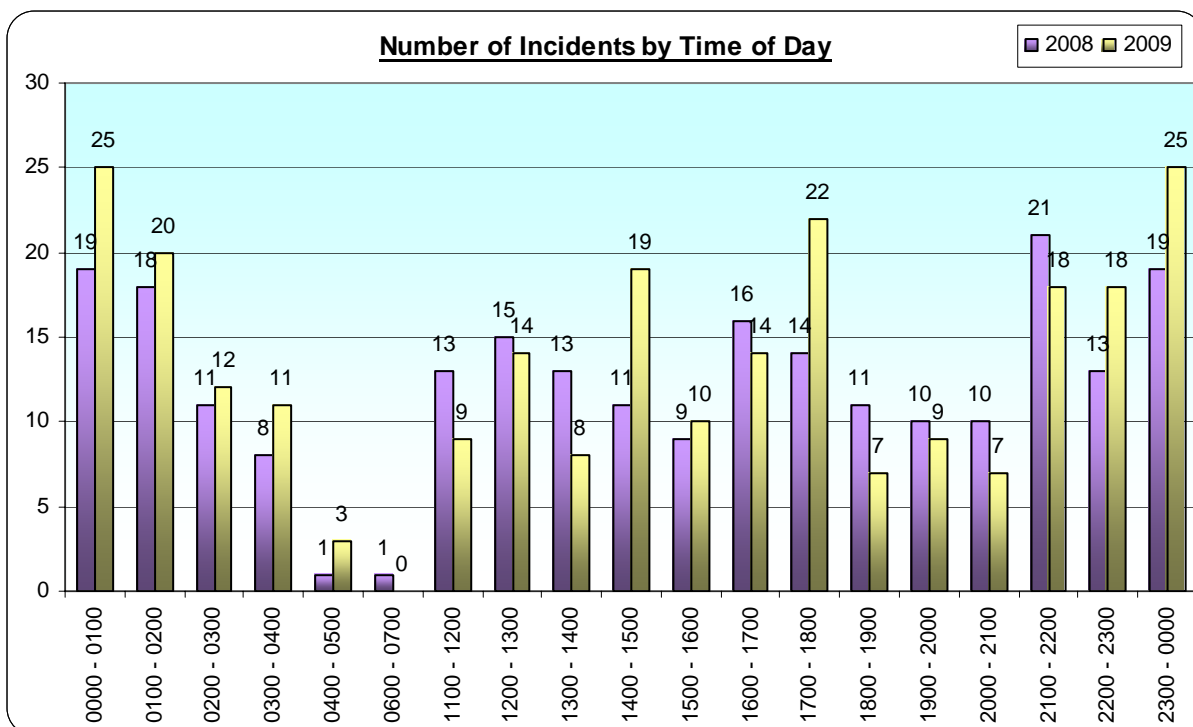
Combining data from the period of patrols for both years, the peak days for incidents were:

- Saturdays - 141
- Thursdays - 99
- Fridays - 94
- Sundays - 91
- New Year's Day - 34
- New Year's Eve - 25

NB It should be borne in mind that the peak days above are based on the days and times of patrols during Operation Respect and may be indicative of the days and number of hours patrolled rather than an increase in incidents on those days generally. The Peak Day and Time table on page 12 considers incidents reported over the course of December in 2008 and 2009 (not simply Operation Respect patrol times) and thus gives a better indication of the peak days and times for incidents and may be a better guide for resource planning for any future operations.

Time of Incidents

The following chart highlights the time at which incidents occurred during the operation in 2009 in comparison with the same days and times in 2008.



As can be seen from the above chart, incidents were reported at all times of day throughout the period of the operation in both 2008 and 2009. More incidents were reported in 2009 than in 2008 during the night and early hours of the morning (2200-0500hrs), however there were more incidents reported in 2008 than in 2009 in the late morning/early afternoon (1100-1300hrs) and in the evening (1800-2200hrs).

The most notable differences in time of incidents between 2008 and 2009 are the number of incidents reported between 1400-1500hrs and 1700-1800hrs, which are significantly higher in 2009 in comparison with 2008. There was no apparent reason for the increase in incidents between 1400-1500hrs as the incidents reported in 2009 were in relation to different subjects in a variety of different locations. The incidents do not appear to be linked. The increase in incidents between 1700-1800hrs is again attributable to 13 Fixed Penalties issued in Douglas Row. There were also four other incidents related to road traffic incidents/offences between these times.

Combining data from the period of patrols for both years, the peak times for incidents were:

- 2300-0000hrs - 44
- 0000-0100hrs - 44
- 0100-0200hrs - 38
- 2100-2200hrs - 39
- 1700-1800hrs - 36
- 2200-2300hrs - 31
- 1600-1700hrs - 30

NB It should be borne in mind that the peak times above are based on the days and times of patrols during Operation Respect and thus do not consider the times at which incidents occurred outwith patrol times. The 'Peak Day and Time' table on page 12 considers incidents reported over the course of December in 2008 and 2009.

Peak Days and Times of Incidents

The following table combines day and time data for incidents reported in the Inverness city centre beat between 1st – 31st December 2008 and 2009 (irrespective of patrol times) to see whether there were any peak days and times for incidents:

	0000-0100	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600	0600-0700	0700-0800	0800-0900	0900-1000	1000-1100	1100-1200	1200-1300	1300-1400	1400-1500	1500-1600	1600-1700	1700-1800	1800-1900	1900-2000	2000-2100	2100-2200	2200-2300	2300-0000	Total
Monday	6	2	2	2	1	1		2	2	2	2	3	11	8	13	6	10	17	9	6	8	7	3	12	135
Tuesday	2	7	5			1		1	2	5	9	7	8	10	5	5	20	8	9	9	14	6	3	5	141
Wednesday	11	10	5	4		1	2	3	1	3	5	9	7	6	14	9	15	12	10	8	5	10	9	10	169
Thursday	7	7	2	2		1		2	1	15	5	5	8	8	14	7	14	17	5	12	8	9	8	10	167
Friday	5	7	9	2	3	2			3	6	5	5	8	4	10	5	12	18	7	8	6	10	12	17	164
Saturday	17	19	9	18	2	1		1	4	6	7	9	8	6	3	6	8	3	13	15	10	17	14	19	215
Sunday	31	19	11	11	5	1	1	1	1	2		4	8	3	6	3	3	6	2	5	4	7	3	3	140
Total	79	71	43	39	11	8	3	10	14	39	33	42	58	45	65	41	82	81	55	63	55	66	52	76	1131

Table Key:		Peak Days		Peak Times		Peak Days & Times
		Notable Peak Days		Notable Peak Times		Notable Peak Days & Times

As can be seen from the above table, the peak days for incidents in Inverness city centre during 2008 and 2009 were as follows:

- Saturdays – 215 incidents
- Wednesdays – 169 incidents
- Thursdays – 167 incidents
- Fridays – 164 incidents

The peak times for incidents in Inverness city centre during 2008 and 2009 were:

- 1600-1800hrs
- 2300-0100hrs

The peak days and times for incidents in Inverness city centre during 2008 and 2009 were:

- Between Saturdays 2300 and Sundays 0100hrs
- Between Fridays 2300 and Saturdays 0200hrs
- Wednesdays 1600-1700hrs
- Tuesdays 1600-1700hrs
- Thursdays 0900-1000hrs and 1700-1800hrs
- Friday 1700-1800hrs
- Saturdays 0300-0400, 1900-2000, 2100-2200hrs

In general, the patrols for Operation Respect – City Centre 2009 covered the peak days and times for incidents during December 2008 and 2009. However, a large number of incidents also occurred on days and times not covered by patrols, for example during the afternoons of Tuesdays and Wednesdays. Indeed, more incidents were recorded on Wednesdays than on Thursdays and Fridays when patrols were conducted. Therefore, it may be worth considering patrols at these times for any future operations.

It is recommended that resources be focussed towards the days and times highlighted above if Operation Respect is run during the 2010 festive period.

Hotspot Streets

The following table looks at the top 10 streets where incidents were reported during the period of the Operation Respect patrols in 2009 in comparison with the same days and times in 2008.

Subject	2008	Rank in 2008	2009	Rank in 2009	Difference in Number	Difference in Rank
Church Street	27	1	33	1	+6	No change
Castle Street	24	2	17	6	-7	-4
High Street	23	3	25	2	+2	+1
Academy Street	21	4	23	3	+2	-1
Baron Taylors Street	14	=5	18	5	+4	No change
Union Street	14	=5	19	4	+5	+2
Eastgate Shopping Centre	11	6	13	8	+2	-1
Millburn Road	9	7	5	=11	-4	-3
Strothers Lane	8	8	2	=14	-6	-5
Queensgate	7	9	5	=11	-2	-1
Bank Street	4	10	8	9	+4	+4
Douglas Row	1	=16	15	7	+14	+9
Castle Wynd	1	=16	6	=10	+5	+6
Farraline Park	1	=16	6	=10	+5	+6

As can be seen from the above table, Church Street was the hotspot street for incidents in both 2008 and 2009. The top 6 streets remained the same for both years (albeit in a different order). As such, it is recommended that resources be focussed towards these streets if Operation Respect is run during the 2010 festive period.

There was a notable decrease in incidents in Strothers Lane in 2009 in comparison with 2008. This is as a result of a reduction in the number of incidents reported at TK Maxx (from 6 incidents to 1). Although not all of these incidents were in relation to retail crime, it is possible that increased security and Police presence as a result of Operation Respect deterred potential shoplifters. There was a notable increase in incidents reported at Douglas Row. As previously stated, this is as a result of 13 Fixed Penalties given there.

Incidents Reported as a Result of Other Operation Respect Initiatives

As previously stated, a number of other initiatives were run as part of Operation Respect – City Centre 2009, for example Taxi Marshals and the Nightrider Bus Service. It is difficult to quantify the amount of incidents reported as a result of these initiatives due to the limitations of the Impact crime/incident recording system. A text search on Impact in relation to these initiatives identified just one incident which was either connected to these initiatives or reported by staff/volunteers linked to these initiatives. This incident involved a male being given a Fixed Penalty after shouting and swearing at a Taxi Marshal. It was noted that a number of incidents on Impact were reported by CCTV operatives and Door Stewards; however it is not known if these staff were specifically employed in relation to Operation Respect.

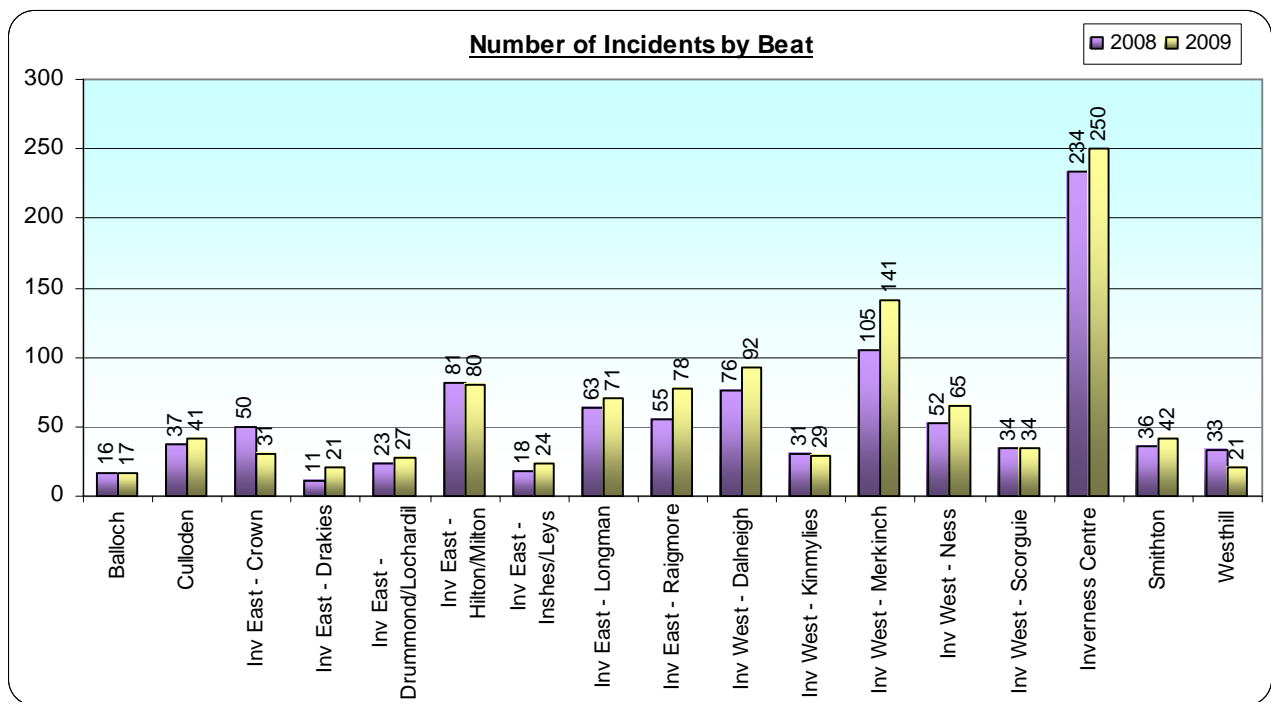
It is recommended that if Operation Respect – City Centre is run during the festive period 2010, that an event code be created on Impact so that all relevant incidents can be easily found and analysed. It is furthermore recommended that it be made clear on Impact when incidents have originated or been reported as a result of other Operation Respect initiatives.

Displacement of Crime

Patrols conducted at certain times and days in Inverness city centre as a result of Operation Respect – City Centre 2009 may have caused a displacement of crime, either by moving incidents into another beat or onto another day or time not covered by the operation. The following charts will highlight the location and day/time of incidents in 2009 in comparison with 2008 to establish whether any displacement of crime occurred:

Geographical Displacement

The following chart illustrates the beat location of incidents in Inverness beats during the patrol period in 2009 in comparison with the same period in 2008.



As can be seen from the above chart, incidents increased in all beats in 2009 in comparison with 2008, with the exception of the following beats:

- Inv East – Crown (19 fewer incidents)
- Inv East – Hilton/Milton (1 fewer incident)
- Inv West – Kinmylies (2 fewer incidents)
- Westhill (12 fewer incidents)
- Inv West – Scorguie (no change)

There were notable increases in incidents in 2009 in comparison with 2008 in the following beats:

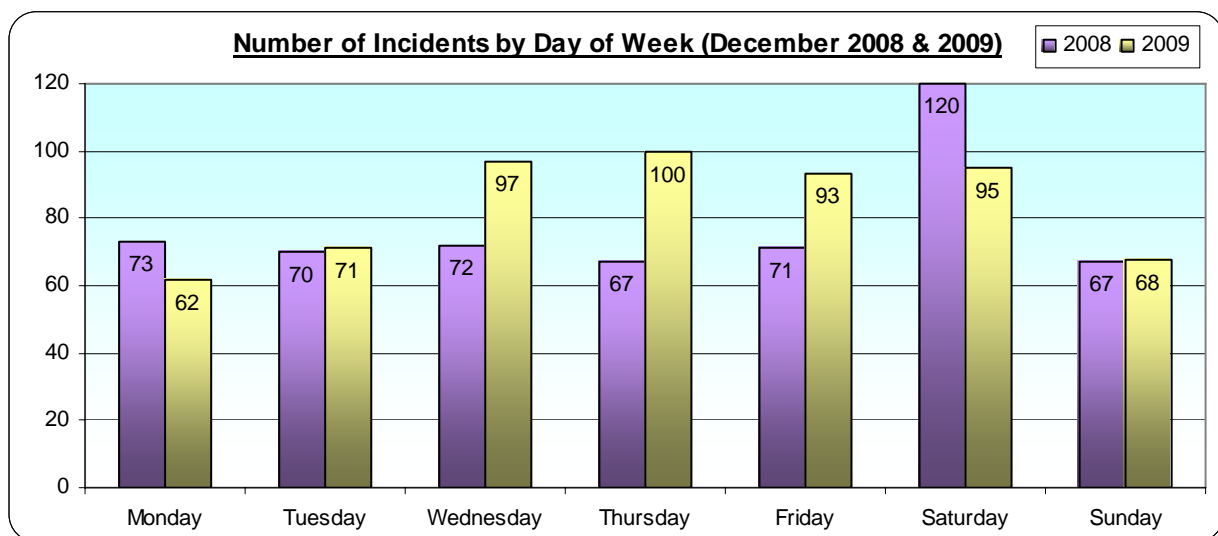
- Inv West – Merkinch (36 more incidents)
- Inv East – Raigmore (23 more incidents)
- Inv West – Dalneigh (16 more incidents)

- Inv West – Ness (13 more incidents)
- Inv East – Drakies (10 more incidents)

It is not clear if these increases were as a result of geographical displacement of crime as a result of Operation Respect. This is due to the fact that the beats which experienced an increase were not necessarily neighbouring beats to the city centre, while the neighbouring beat of Crown saw a notable reduction in incidents in 2009.

Temporal Displacement

The following chart illustrates the day on which incidents occurred in the Inverness Centre beat during the whole of December 2008 and 2009 (not just the days of patrol).



As can be seen from the above chart, incidents increased on the following days in December 2009 in comparison with December 2008:

- Tuesdays (1 more incident)
- Wednesdays (25 more incidents)
- Thursdays (3 more incidents)
- Fridays (22 more incidents)
- Sundays (1 more incident)

While incidents decreased on the following days:

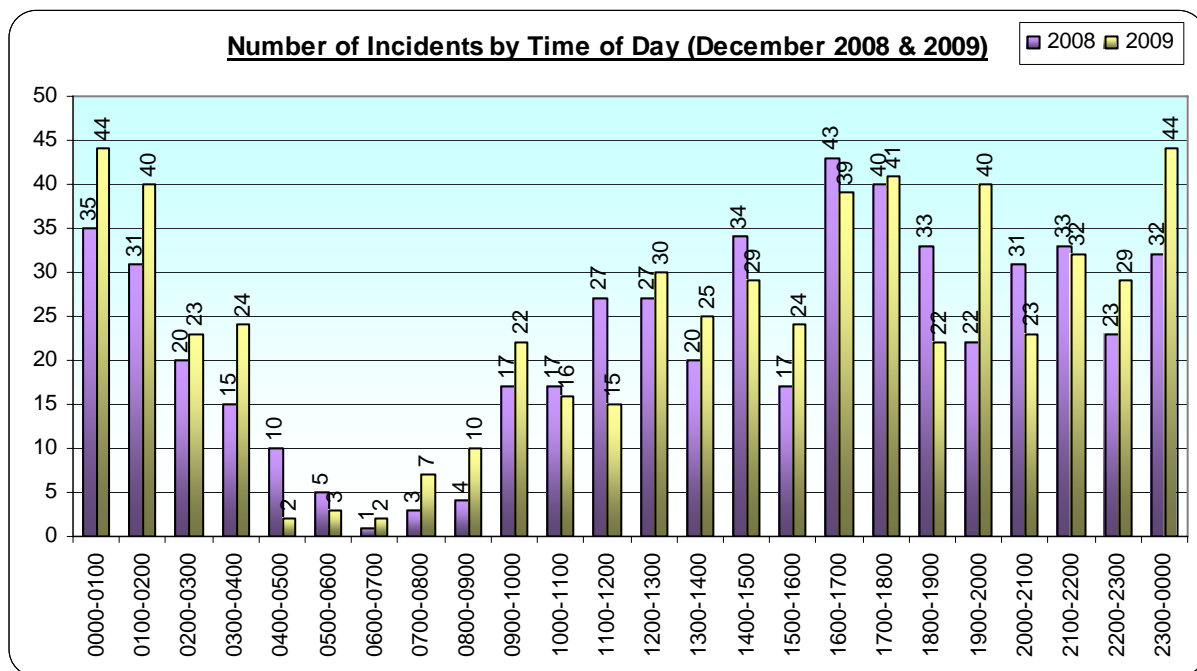
- Mondays (11 fewer incidents)
- Saturdays (25 fewer incidents)

Operation Respect – City Centre 2009 ran on Thursdays to Sundays. The operation did not run on Mondays, Tuesdays and Wednesdays and it is clear from the above chart that there was actually a reduction in the number of incidents reported on Mondays (11 fewer incidents) and an increase of just 1 in the number of incidents reported on Tuesdays. Therefore, there was no temporal displacement of incidents to Mondays or Tuesdays. However, there was an increase of 25 in the number of incidents reported on Wednesdays, which is indicative of a possible displacement of incidents to this day. As such, it may be worth considering including Wednesdays if Operation Respect is to be run again over the festive period 2010, particularly as Wednesdays saw the second highest number of incidents overall.

It is perhaps surprising that there was a large reduction in the number of incidents reported on Saturdays in 2009 in comparison with 2008. It is possible that this reduction was as a result of the increased Police presence in the city centre and the other initiatives which formed part of Operation Respect which helped to prevent thefts and drunk and disorderly behaviour.

It is clear from the above data that apart from a possible displacement of incidents to Wednesdays, there has been no other temporal displacement in terms of the day on which incidents occurred as a result of Operation Respect. Increases mainly occurred on days on which the operation was running and are likely to have been due to the pro-active Police work which took place in the city centre as part of the operation.

The following chart illustrates the time at which incidents occurred in the Inverness Centre beat during the whole of December 2008 and 2009 (not just the times of patrol).



As can be seen from the above chart, incidents increased at all times during December 2009 in comparison with December 2008 with the exception of the following times:

- 0400-0500hrs (8 fewer incidents)
- 0500-0600hrs (2 fewer incidents)
- 1000-1100hrs (1 fewer incident)
- 1100-1200hrs (12 fewer incidents)
- 1400-1500hrs (5 fewer incidents)
- 1600-1700hrs (4 fewer incidents)
- 1800-1900hrs (11 fewer incidents)
- 2000-2100hrs (8 fewer incidents)

The most notable increases in incidents from 2008 to 2009 were at the following times:

- 0000-0100hrs (9 more incidents)
- 0100-0200hrs (9 more incidents)
- 0300-0400hrs (9 more incidents)
- 1900-2000hrs (18 more incidents)
- 2300-0000hrs (12 more incidents)

Operation Respect – City Centre 2009 involved Police on day and late shifts conducting patrols in the city centre at various times between 1100hrs and 0700hrs the following morning. The majority of patrols were conducted between 1100hrs to 1800hrs on day shift and 1800hrs to about 0400hrs on late shift. From the above data it is apparent that Operation Respect has not caused a temporal shift in incidents being reported at times outwith the operation patrol times. The peak times for incidents were between 1600-1700hrs and 2300-0200hrs, which are all covered by Operation Respect. Reductions in the number of incidents reported in 2009 in comparison with 2008 were seen both at the times the operation was running and outwith the operation patrol times. Therefore, it would appear that Operation Respect has not had a major effect on the time at which incidents were reported.

Comparison of Arrests

The number of persons arrested by the Police in Inverness during December 2009 as compared to December 2008 reduced significantly

2008 = 453

2009 = 237

Licensed Premises Checks

Given that some incidents arise from patrons frequenting licensed premises Police stepped up visits to key establishments within Inverness during the patrol periods. There were 58 visits recorded by the Police to these premises during the patrol times.

Crime Prevention Initiatives

Crime prevention displays in association with the Inverness Crime Prevention Panel and Crimestoppers were undertaken within the Eastgate Shopping Centre on two occasions during the period. These displays received significant public attention and advice was given in relation to a variety of crime prevention topics.

Two licensed premises deployed the ferroguard weapon detection device during the period of the operation. This device was deployed on four separate occasions and although no weapons were found on patrons a significant measure of reassurance was provided to both the public and staff of the premises involved.

Cost of Officer Patrol Time

Patrols in the city centre were undertaken by Police Constables, Detective Constables, Special Constables, Cadets and plain clothed officers at the times noted at the beginning of this document (page 4). In order to 'cost' the officer patrol time for Operation Respect, the mid-point of a Police Constable's salary has been used. The pay scale for Police Constables ranges from £22,680 to £35,610, with the mid-point on this pay scale being £30,261 (hourly rate £14.50). Using this mid-point, the approximate total cost of officer patrol time for Operation Respect was: £12,513.50. This is broken down as follows:

Date	Day shift	Cost	Late shift	Cost	Total
Thursday 03/12/2009	4 officers x 6hrs	£ 348.00	4 officers x 4hrs	£ 232.00	£ 580.00
Friday 04/12/2009	4 officers x 5hrs	£ 290.00	6 officers x 5hrs	£ 435.00	£ 725.00
Saturday 05/12/2009	4 officers x 6hrs	£ 348.00	6 officers x 5hrs	£ 435.00	£ 783.00
Sunday 06/12/2009	4 officers x 5hrs	£ 290.00	No late shift	£ -	£ 290.00
Thursday 10/12/2009	5 officers x 4hrs	£ 290.00	2 officers x 8hrs 2 officers x 6hrs	£ 232.00 £ 174.00	£ 696.00
Friday 11/12/2009	4 officers x 6hrs 2 officers x 4hrs	£ 348.00 £ 116.00	5 officers x 10hrs 2 officers x 5hrs 2 officers x 7hrs	£ 725.00 £ 145.00 £ 203.00	£ 1,537.00
Saturday 12/12/2009	1 officer x 5hrs 1 officer x 7hrs 2 officers x 9hrs	£ 72.50 £ 101.50 £ 261.00	2 officers x 8hrs 3 officers x 6hrs 1 officer x 7hrs	£ 232.00 £ 261.00 £ 101.50	£ 1,029.50
Sunday 13/12/2009	1 officer x 5hrs 1 officer x 7hrs 2 officers x 10hrs	£ 72.50 £ 101.50 £ 290.00	No late shift	£ -	£ 464.00
Thursday 17/12/2009	2 officers x 6hrs 4 officers x 7hrs	£ 174.00 £ 406.00	2 officers x 8hrs 2 officers x 6hrs	£ 232.00 £ 174.00	£ 986.00
Friday 18/12/2009	2 officers x 3hrs 1 officer x 4hrs 1 officer x 6hrs	£ 87.00 £ 58.00 £ 87.00	6 officers x 7hrs	£ 609.00	£ 841.00
Saturday 19/12/2009	4 officers x 6hrs 2 officers x 7hrs	£ 348.00 £ 203.00	2 officers x 10hrs 4 officers x 7hrs	£ 290.00 £ 406.00	£ 1,247.00
Sunday 20/12/2009	2 officers x 4hrs 2 officers x 6hrs 2 officers x 7hrs	£ 116.00 £ 174.00 £ 203.00	No late shift	£ -	£ 493.00
Thursday 24/12/2009	4 officers x 7hrs	£ 406.00	4 officers x 8hrs	£ 464.00	£ 870.00
Sunday 27/12/2009	2 officers x 6hrs 2 officers x 10hrs	£ 174.00 £ 290.00	No late shift	£ -	£ 464.00
Thursday 31/12/2009	2 officers x 7hrs 2 officers x 5hrs	£ 203.00 £ 145.00	8 officers x 10hrs	£ 1,160.00	£ 1,508.00
Total		£6,003.00		£6,510.50	£ 12,513.50

Key Findings

- Operation Respect – City Centre 2009 operated in Inverness city centre between 1100 hours on Thursday 3rd December 2009 and 0700 hours on Friday 1st January 2010. Police patrols were undertaken as well as many other initiatives involving organisations such as the Highland Council, Street Pastors, Crimestoppers and the Scottish Ambulance Service.
- High visibility patrols were undertaken at a variety of times between approx 1100hrs and 0400hrs the following day, between Thursdays and Sundays.
- In 2009, 250 incidents were reported. 109 (43%) of these were crimes, of which 90 (83%) were detected. This is an increase of 16 incidents on 2008 (234 incidents) but a decrease of 3 crimes (112 crimes). The detection rate is currently 5% lower than 2008, however some incidents are still under enquiry so this may change.
- The top 2 incident types in 2009 remained the same as in 2008, namely Breach of the Peace and Disturbance/Noise. Breach of the Peace increased by 5 incidents in 2009 while Disturbance/Noise decreased by 8 incidents. There was a notable increase in the number of Fixed Penalties given in 2009 (18 more than in 2008).
- BOP, Assault and Shoplifting were the top crimes in both 2008 and 2009. The number of incidents in relation to the top 7 crimes in 2008 all decreased in 2009. The main increase was in Fixed Penalties.
- Incidents increased on all days covered by the operation in 2009 in comparison with the same days in 2008, with the exception of Saturdays and Sundays. The most notable increase in 2009 was on Fridays. This increase was as a result of a number of Fixed Penalties given in relation to road traffic offences detected in Douglas Row on one specific date.
- More incidents were reported during the night and early hours of the morning (2200-0500hrs) in 2009, whereas more incidents were reported in the late morning/early afternoon (1100-1300hrs) and evening (1800-2200hrs) in 2008.
- The peak days and times for incidents in December 2008 and 2009 (irrespective of Operation Respect) were Saturdays, Wednesdays, Thursdays and Fridays at between 1600-1800hrs and 2300-0100hrs. The peak day and time was 0000-0100hrs on Sundays.
- The hotspot street for both 2008 and 2009 was Church Street. The top 6 streets remained the same for both years, albeit in a different order.
- Just 1 incident was identified on Impact as having been reported in relation to or as a result of the other initiatives which were also part of Operation Respect.
- There was no obvious geographical or temporal displacement of incidents as a result of Operation Respect. The only possible displacement was in relation to an increase in the number of incidents reported on Wednesdays. The Merkinch beat also saw a notable increase in the number of incidents reported in 2009 in comparison with 2008.
- The total cost of officer patrol time in relation to Operation Respect – City Centre 2009 was £12,513.50.

Conclusion

In conclusion, it is clear that although Operation Respect – City Centre 2009 did not result in a decrease in the number of incidents reported in comparison with the same period in 2008, there was a decrease in the number of crimes reported (3 fewer). It should also be noted that the subject which saw the greatest increase in 2009 was ‘Fixed Penalty’. The majority of these fixed penalties were issued as a result of pro-active Police work in relation to road traffic offences rather than an increase in crime generally. Furthermore, 2009 saw a reduction in the number of incidents reported in relation to the entire top 7 subject types reported in 2008, as well as many other subject types. 2009 also saw a significant reduction in the number of incidents reported on Saturdays. Saturdays are generally the peak day for crimes in the city centre during the festive period due to retail crime during the day and drunk and disorderly behaviour in the evening. It is possible that Police patrols and other initiatives linked to Operation Respect were pivotal in this reduction. Unfortunately, it is not possible to quantify the success of the operation in relation to public reassurance.

This report has highlighted the peak days, times and locations for incidents in the Inverness city centre beat during December 2008 and 2009 and these should be the focus for any future festive Operation Respect – City Centre. Furthermore, recommendations have also been made regarding the recording of incidents on Impact and the submission of intelligence on SID. This should ensure that resources are directed to the best locations at the relevant times and that future analysis can assess the impact of initiatives on incident reporting and also the amount of intelligence generated as a result of Operation Respect – City Centre.

Recommendations

If Operation Respect – City Centre is to be run during the 2010 festive period, the following recommendations should be considered:

- Consider carrying out a survey amongst residents, shop-owners and a cross-section of visitors to the city centre (e.g. shoppers etc) at the end of the operation in order to assess whether they perceived any benefit from the Operation.
- Consider setting specific aims to be achieved prior to the operation in order to determine whether it was successful (e.g. decreased levels of crime, increased detections, increased number of intelligence logs generated).
- Consider creating an event code on Impact for all relevant incidents to be logged under. This would assist in future analysis.
- Encourage officers to state whether incidents originated or were reported as a result of other Operation Respect initiatives.
- Allocate Police resources according to peak days/times and hotspots. Consider expanding the operation to include hotspot days, times and beats not currently covered by the operation.
- Continue working with partner agencies in order to address anti-social behaviour and crime in the city centre, such as the Street Pastors and shop security staff.
- Continue to develop Crime Prevention messages and initiatives on the lead up to and during the Operation