

THE HIGHLAND COUNCIL

City of Inverness Area Committee

3 June 2013

Agenda Item	7
Report No	CIA/026/13

Inverness Community Safety Partnership Improving public space

Joint Report by Inverness City Manager and Area Commander, (Highland Division – Police Scotland), Inverness

Summary

This report summarises the activities of the Inverness Community Safety Partnership (ICSP) since it last reported to Committee in March 2012. Information is also given on the priority issues for 2013.

The Committee is invited to:

- i. approve the ICSP priorities for 2013 and the establishment of a new Operation Respect – Daytime; and
- ii. endorse the evaluation report on Operation Respect – Winter 2012/13 and the work of the Inverness Anti-Social Behaviour Partnership.

1. Background

1.1 The Inverness Community Safety Partnership (ICSP) was formed in January 2011 with the aim of overseeing the activity of Community Safety initiatives across the city.

1.2 The partners involved are

The Highland Council
Police Scotland
Inverness Business Improvement District (BID)
Street Pastors
Highland and Islands Fire and Rescue Service
Inverness Drug and Alcohol Forum
N.H.S Highland
Scottish Business Crime Centre
Highland Crimestoppers
Inverness Crime Prevention Panel
Apex Highland

1.3 The ICSP Mission Statement is:

'Working in partnership, to create an environment where our communities and visitors will remain safe and reassured.'

The aims of the ICSP (Appendix 1) are aligned with the Single Outcome Agreement.

These priorities are subject to review on an annual basis and the views of the partners and the community will be sought and taken into account.

1.4 In applying the priorities, the ICSP acts as follows:

- it has tactical oversight over all Community Safety initiatives that may be undertaken by any other partner agencies within the boundaries of the geographical remit of the Inverness Partnership, being the 7 Council Wards served by the City of Inverness Area Committee;
- the co-ordination of the activity of the partners of the Inverness Partnership in relation to all Community Safety / Business Crime initiatives;
- the formulation of objectives to develop Community Safety / Business Crime initiatives on an annual basis;
- where practicable to assist with the delivery of Community Safety initiatives;
- promotion of good practice and making best use of funding Opportunities;
- delivery of an annual report to the City of Inverness Area Committee on the activities of the partnership and its proposals for the forthcoming year; and
- manages media engagement in all supported activity.

2. Progress in 2012/13

2.1 Operation Respect – Daytime (New Initiative)

Following discussion between relevant agencies, through the ICSP, progress was made in:

- working with Council Services in order to provide support to vulnerable people
- development of a reporting mechanism between City centre business and the Council in respect of Anti-Social Behaviour
- development of the Street Pastor's Day Time service
- formation of a Multi-Agency Tasking Group to mitigate the impact of identified persistent offenders within the City centre to create, and maintain a safe and clean environment for people, families and

businesses within Inverness City centre by preventing the occurrence of crime and anti-social behaviour with a focus on creating respect for the community. **Operation Respect – Daytime – Appendix 2** structures how this new initiative is operating. The key feature is that it makes improved use of ICSP partner resources and confirms the dedication of additional Police resources to the City centre. This will be a year-round operation targeting resources across a wide range of issues

2.2 Policy Support

In 2012 a joint Officer Liaison Workgroup reviewed the challenges identified regarding the City centre. This Workgroup identified the following key action points:

- The streamlining of support and enforcement mechanisms so as to reduce the number of people who are homeless and/or who have chaotic lifestyles
- the ICSP and Anti-Social Behaviour Partnership worked together to ensure synergy between the two policies.

2.3 Operation Respect – Night Time Winter 2012/13 Evaluation

Appendix 3 gives a full appraisal of this year's operation and the benefits achieved.

2.4 Other ICSP Community Safety Work/ Initiatives with an emphasis on reduction and prevention

- Bonfire initiative between the Fire Service, Police and TEC Services, Bonfire material which may have proved a hazard was identified and uplifted before it became a problem. This helped to result in the number of fire calls to bonfires over the festive season being significantly reduced with no attendance to any Inverness bonfires by the Fire Service on the 5th November.
- Designed and distributed a leaflet from Scottish Business Crime Centre, BID and Highlands and Islands Fire Service making businesses in the Inverness area more aware of the potential of increased fire risks over the festive season.
- Held a community consultation event at the Eastgate Shopping Centre on Saturday, 18 August 2012 to help determine the priorities for the ICSP.
- In conjunction with the voluntary sector and agencies a directory of service is in the process of being prepared.
- Cold caller/door step crime initiative involving Trading Standards, Northern Constabulary and NHS Highland with particular focus on protection of elderly and vulnerable members of our community.
- Development of fire safety training programme for Community nurses to identify fire hazards in the homes of vulnerable persons and for referral

- to fire service for Home fire safety checks.
- Evaluation of opportunities to implement Operation Respect initiatives in other areas beyond the city centre.
- 'True Grit' initiative - supply of salt to the elderly and vulnerable.
- Formulation of an evaluation tool to measure public perception of community safety and related initiatives.

3. Links to CCTV investment, operational costs and monitoring data

CCTV plays an important part in helping agencies monitor activity within the City and is used in conjunction with ICSP projects.

- During 2012/13 investments were made to the CCTV infrastructure in Inverness. This included the upgrading of fibre optic transmitter/receivers from Victorian Market to Burnett Road (£8,160) and upgrading the quality of transmissions from the Friars Bridge camera by linking to the fibre optic network in the town centre (£2,429).
- The Inverness Common Good Fund makes a contribution to the running costs of the network for 2013/14. This amounts to £83,978 supporting the maintenance and monitoring of a network of 40 camera's in Inverness (Appendix 3) monitored from a control room at Burnett Road Police Station.
- Monitoring reports by Remploy (the Council's service provider) for 2012/13 reveals there were 4008 occasions when CCTV was used to proactively monitor a situation in Inverness. Monitoring covered a range of issues including suspicious persons/vehicles, public disorder, drink related, theft or assault. To put this in context there were 493 requests to view images recorded with 225 requests having a positive outcome. A total of 351 incidents were downloaded with 292 taken for evidence. The low number taken for evidence is reflective of how good CCTV is as a preventative tool and how it helps prevent incidents from escalating into more serious situations.

4. Resource, Legal, Equalities, Climate Change and Risk implications

The activities detailed in this report are funded through existing partner contributions to the ICSP. There are no known other implications other than the positive ones highlighted in the appendices.

Recommendation:

The Committee is invited to:

- i. approve the ICSP priorities for 2013 and the establishment of a new Operation Respect – Daytime; and
- ii. endorse the evaluation report on Operation Respect – Winter 2012/13 and the work of the Inverness Anti-Social Behaviour Partnership.

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Designation: Inverness City Manager
Police Scotland - Area Commander, Inverness

Date: 22 May 2013

Inverness Community Safety Partnership
Operational Objectives 2013

1. To develop partnership activity to tackle the negative effects of drugs and alcohol on the community and how these impact upon general well-being and personal safety.
2. To work to ensure community initiatives are supported and services are effectively coordinated to reduce the incidence and impact of Anti Social Behaviour and crime.
3. To increase engagement between the Partnership, statutory agencies, the voluntary and business sectors as well as the wider community with the intention of improving communication, the exchange of information and awareness-raising in respect of common community safety challenges and opportunities

The Extension of Operation Respect into Inverness City Daytime Environment

SUMMARY

This appendix details the reasoning for the initiative and the way it will be structured.

INTRODUCTION

This paper outlines the extension of Operation Respect in order to deliver Inverness City Centre action plan.

CONSIDERATION

Inverness City Centre is a major economic engine for Inverness and the Highland area representing 10.4% of non-domestic rateable value for the Highlands. The city centre environment plays a vital part in the economic vibrancy of the Highland area.

Within the Inverness City Centre daytime environment Statutory and Voluntary agencies have identified a number of community safety challenges and issues impacting that environment. These include:

- Anti-social behaviour – in all forms (aggression, begging, noise);
- Littering – and other items affecting amenity of the city centre;
- Environment – public space management;
- Alcohol and substance abuse;
- Crime and the fear of crime;
- Public reassurance.

These issues need to be addressed effectively within the operational resources available to the agencies and services responsible for the stewardship of the city centre environment.

Due to the proven success of Operation Respect in the management of similar issues within the evening economy, the ICSP proposes that a practitioner group be formed to extend Operation Respect into the daytime environment.

This group, based on the model of interagency operational collaboration developed by the partnership within Operation Respect, would be tasked with co-ordinating resources at operational level on day-to-day basis to address these community safety issues.

AIMS and OBJECTIVES:

The objectives of the group include:

To create, and maintain, a safe and clean environment for people, families and businesses within Inverness City Centre by preventing the occurrence of crime and anti-social behaviour with a focus on creating respect for the community.

To provide timely, information led co-ordination of interagency resources to resolve issues within the City Centre on an on-going and sustainable basis.

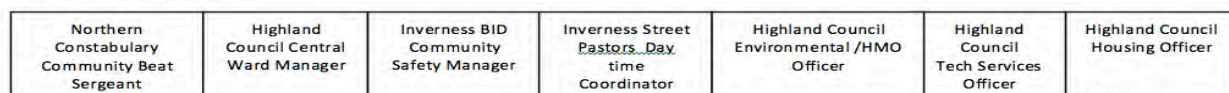
To create an environment for identifying and sharing information on issues/reported incidents arising within the city centre – targeting problems, devising solutions and co-ordination of inter-agency response.

STRUCTURE

Membership of the group will be drawn from those agencies with a direct interest in, and responsibility for, the environment, amenity and safety of the City centre: These include -

- Police Service – Community Beat Sergeant
- Highland Council – Central Ward Manager
- Highland Council – TEC services
- Highland Council – Housing
- Highland Council – Environmental Health HMO enforcement officer
- Inverness BID – Community Safety Manager
- Street Pastors – Daytime Service Co-ordinator

OPERATIONAL LEVEL



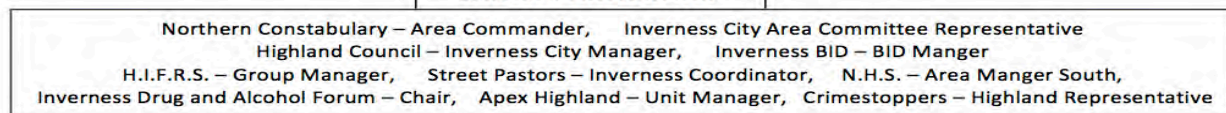
OPERATIONAL GROUP

Anti Social Behaviour Partnership Officer

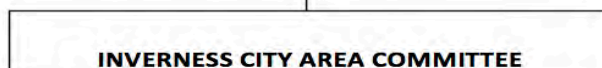
Single Named Point of contact

TACTICAL LEVEL

INVERNESS COMMUNITY SAFETY PARTNERSHIP



STRATEGIC LEVEL



The process for communication and information sharing between the Operation Respect operational group and anti-social behaviour partnership group would be through the existing Data Sharing Protocol that exists between the ICSP, the Police and the Council

TERMS of REFERENCE:

The operational group terms of reference are proposed as follows:

The group will meet regularly to share information, identify problems and task resources to solve issues as they arise.

The group will:

- meet on a weekly basis;
- provide a forum for interagency information sharing on issues/reported incidents arising within the City Centre;
- carry out analysis of issues/reported incidents within the operational remit of the areas of responsibility of the members;
- assign actions within areas of operational responsibility;
- take action within areas of operational responsibility;
- monitor progress and efficacy of actions taken;
- where required, escalate issues to the appropriate agency or the ICSP.

OVERSIGHT and EVALUATION:

The Operation Respect group will have tactical oversight by the ICSP, and the group actions and outcomes would be reviewed regularly by the ICSP:

- The group will be required to provide a monthly verbal update on **issues, actions** and **outcomes** to the ICSP;
- If required the group will provide a written quarterly report to ICSP highlighting actions taken and outcomes; and
- To contribute to the ICSP annual report to Inverness City Committee.

COMMITMENTS:

For Operation Respects extension into the daytime environment to be implemented effectively the agencies/partners involved would need to deliver the level of resources similar to those committed to evening economy operation respect:

Police Service – increased targeted police presence in the city centre.

Highland Council – support from the Central Ward Manager, Transport, Environment and Community Services, The Anti-Social Behaviour Partnership Team – involving Housing and Social Care officers. This will include;

- Targeted anti-litter campaigns
- Focussing on individuals known to have chaotic lifestyles
- Working with the Procurator Fiscal and the Police to ensure that the any enforcement activity has the support of the whole criminal justice system.

Within the present evening economy Operation Respect, over and above the statutory agencies resource commitments, there are a number of component initiatives such as the **BID Security Task Team** and the **Street Pastors** initiative.

Both of these initiatives have been evaluated as being successful and are seen as vital to the overall success of the evening operation.

BID will continue to provide Task Team at Easter, summer, autumn and winter festival periods.

Approvals for Easter and summer operation of the BID Task Team are already in place joint funded by BID and Common Good Fund.

In response to BIDs business consultation – the city centre businesses reported that they would welcome the extension Task Team throughout the year.

The day time Street Pastors initiative is unique in the UK – no other town or city has developed a service like this. The service continues to evolve and develop in consultation with the Highland Council, partner agencies, businesses and users of the service to provide effective pastoral care to those using the city centre environment.

In applying the practical tools of listening, caring and helping, the daytime Street Pastors service reflects the core values of:

- respect for people – the sacredness and sanctity of human life;
- valuing and honouring the community;
- demonstrating personal integrity;
- taking personal responsibility.

Street Pastors day time service objectives include:

- making positive impact to community safety;
- facilitating a reduction in violence and anti-social behaviour;
- increasing a sense of peace and well-being in the community;
- encouraging healthy and responsible lifestyles;
- supporting the growth and development of individuals to their fullest potential.

Funding for the development of the Street Pastors daytime initiative has already been allocated from the common good fund and from donations from the local church community.

If these initiatives are to be replicated as part of the operational response of this new daytime environment Operation Respect then this will result in a financial resourcing commitment.

APPENDIX 3

Inverness Partnership - Operation Respect City Centre 2012-13 Evaluation Report

Summary

This appendix details Operation Respect – City Centre, for the Winter Festival period for 2012-13.

1. Evaluation

1.1 Night Rider Bus Service

153 passengers were carried this year, resulting in an increase of 10 passengers. However, this reflects the fact that people had again to pay for the service this year. Passenger figures are attached at **Appendix A**. It is interesting to note that the service was used most on Saturday nights with the busiest night being the 31st of December

Analysis of the use indicates that service to Smithton/ Culloden was the most popular, with the highest figures being achieved on the 31st of December

The three routes were

N002 City Centre Queensgate to Grant Street via Kinmylies, and Carsegate

N003 City Centre Queensgate to Westhill via Smithton and Culloden.

N005 City Centre Queensgate to Wester Inshes Court via Old Hilton and New Hilton.

Over the period route N003 as the busiest with 103 passengers being carried in total

2.2 Taxi Marshals

Service was provided through BID (evaluation is provided at **Appendix B**) proved successful with those utilising taxi ranks feeling safer in so doing together with encouraging the use of an appropriate form of transport. Evaluation confirmed that a number of potential public order incidents were diffused as a result of the intervention by the taxi marshals together with a significant reduction in anti social behaviour.

With BID providing the Taxi Marshal on a monthly basis throughout the year over and above the Op Respect period, they are now a well-established service which continues to significantly enhance public safety.

2.3 Security Task Team

This is a service which was also managed through BID. Evaluation is provided at **Appendix C**. The service has proved successful. In particular, it has enhanced the ability of businesses to provide a safe and enjoyable environment for the public. Most of the incidents were recorded on business premises. This is to be expected. This type of intervention actively discourages crimes such as shoplifting and pick-pocketing and increases their detection. This helps to enhance the economic vibrancy of the City as well as providing a safer environment for members of the public to go about their daily activities.

2.4 Safe Zones

This was a service funded by NHS Highland and provided in conjunction with British Red Cross. The evaluation is attached at **Appendix D**. The Red Cross provided an operational base within the City Centre and linked in with the Scottish Ambulance Service who also provided an enhanced service through the winter festival period. Significantly the Red Cross provided additional patrols which provided a training opportunity for a number of less experienced Red Cross volunteers. These patrols helped in reducing the number of admissions to A & E by providing early intervention to a number of accidents and incidents. It is hoped to develop this further in the forthcoming years, especially in relation to the work undertaken between British Red Cross/NHS Highland and SAS.

2.5 Street Pastors

The evaluation is provided at **Appendix E**. The Pastors continue to reduce the need for intervention by blue light services by diffusing situations and assisting those in need of support through early intervention. The Pastors relationship building with the public continues to provide an enhanced streetscene environment. Their attention to detail in relation to identifying issues which do cause concern such as the 'spiking' of drinks and the provision of 'spikies' which are anti-drink spiking devices, along with the provision of flip-flops to people who would otherwise have been walking in bare feet, are two examples.

The daytime operation which has been running for the last 12 months continues to seek to address general levels of anti-social behaviour within the City Centre and connect with those who are more challenging to communicate with. This daytime service is seen as successful and interim reports have been provided. The challenge now is to expand the service both in terms of patrol hours and area.

2.6 Inverness Crime Prevention and Crimestoppers

Both the above organisations have a role as to educate and inform the public on crime prevention and have helped in getting the message across to the public about what Operation Respect can do and that the centre of Inverness is a safe place to visit.

Principle support has been given through seasonal advertising and press features.

In summary: Operation Respect was promoted through:

- Adverts on Moray Firth radio
- Advertising through Inverness Courier
- Feature articles promoting Operation Respect
- Promotion of the night bus service on the Inverness Festivals website and through appropriate posters and local communities detailing bus times.

2.7 Police Service of Scotland – Highland Division

Evaluation is attached at **Appendix F**. Details shown clarify that Operation Respect actively increased community safety within the Inverness City Centre without material detriment to the security and safety of other parts of the City. Importantly, Police feel that the communications between the Street Pastors the Taxi Marshals and the Security Task Team provided an enhanced environment for the public. Close cross-service/agency working is promoted by the Inverness Community Safety Partnership so as to provide an effective 'whole service provision' for the City.

Police Scotland are now seeking to implement and develop the aims and delivery mechanisms of Operation Respect on a strategic and tactical level throughout the Highland Area

3 **Publicity**

- 3.1 As in previous years, the Police media relations office, in conjunction with our own press team from the Council, led publicity. This was coordinated so as to produce press opportunities throughout the period of Operation Respect. All were received well, coverage being given through most local and some regional media covering radio, television and print. Media coverage has been very positive with emphasis being placed on Inverness being a very safe place, with Operation Respect enhancing the visitor experience.

4 **Future Campaigns**

Operation Respect is a template which is seen as a model for use not only in other areas of the Highlands but of Scotland. Inverness Community Safety Partnership will continue to drive forward development of Operation Respect in other geographical locations within the City Wards and in other forms..

5. **Climate Change, Legal and Equalities Implications**

Use of the Night Rider bus services reduces the carbon footprint of those visiting the City Centre. Further, at the heart of all the services involved is the need to provide most care and attention for those members of the community who either have a physical disability or perhaps, for example, whose first

language is not necessarily English.

6. Resource Implications

The table below details activities and funding sources. It is anticipated that all expenditure will come in on budget. Importantly, the evaluation detailed in this report supports the Committee's decision to provide funding through the Inverness Common Good Fund with clear and identifiable benefits being provided, principally, to the citizens of the Burgh on an inclusive basis.

Activity	BID	CGF		Police	Street Pastors	Red Cross/ NHS	Crimestoppers	Funding
								Totals
Police Resources				£95,000				£95,000
Street Pastors		£3,000						£3,000
Taxi Marshals	£1,408	£1,408						£2,816
BID Security Task Team	£3,445	£3,445						£6,890
Safe Zone								£2,961
Publicity								
Night rider busses		£2,600						
Totals	£4,853	£7,853 £10,453		£95,000		£2,961		£107,667

7 Highland Context

Provision of a safe and enjoyable visitor experience enhances Inverness as a place to visit. This combined with the Events and Festivals Programme increases the profile of the City across the Highlands and indeed Scotland. It acts to help the profile of the City and the Highlands in relation to attracting more visitors who then spend time in Inverness, using it as a base to visit landward areas and the wider Highlands.

Author: David Haas Inverness City Manager
Malcolm Raeburn, Community Safety Partnership Officer

Date: 9 March 2013

NIGHTBIRD SERVICE 2012

APPENDIX A

<u>Date:</u>	<u>Service:</u>	<u>Passengers:</u>	<u>Revenue:</u>
07.12.12	N002	1	£0.00
	N003	1	£0.00
	N005	0	£0.00
08.12.12	N002	12	£14.00
	N003	21	£36.00
	N005	3	£2.00
14.12.12	N002	0	£0.00
	N003	8	£16.00
	N005	3	£6.00
15.12.12	N002	2	£2.00
	N003	24	£48.00
	N005	4	£8.00
21.12.12	N002	2	£4.00
	N003	7	£12.00
	N005	0	£0.00
22.12.12	N002	0	£0.00
	N003	10	£18.00
	N005	5	£10.00
24.12.12	N002	0	£0.00
	N003	6	£12.00
	N005	3	£6.00
31.12.12	N002	5	£10.00
	N003	26	£52.00
	N005	10	£20.00
		153	£276.00

N002 City Centre Queensgate to Grant Street via Kinmylies, and Carsegate

N003 City Centre Queensgate to Westhill via Smithton and Culloden.

N005 City Centre Queensgate to Wester Inshes Court via Old Hilton and New Hilton.

Inverness BID Taxi Marshal Evaluation

1. The Taxi Marshal aims were to create a controlled and safe environment where the public can feel safe whilst waiting for a taxi, thereby contributing to a reduction in crime and anti-social behaviour and an improvement in people's perception of Inverness at night.
2. Their role was to
 - Offer a safe waiting area until a taxi arrives
 - Monitoring taxi queues
 - Clearly establish a pick up point and form queue on that point
 - Report incidents of disorder via the Shop Safe radio scheme to Police
 - Advise drivers of any potential problems regarding customers
 - Provide a visible reassurance to the public and taxi drivers
 - Assess the scheme and make suggestions to enhance the operation
3. Throughout 2012, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends.
4. In Operation Respect 2012/13 The Marshals operated for a total of 15 nights between 2400hrs – 0400hrs on Friday and Saturday nights during the period 17th November 2012 to 2nd January 2013. On 6 nights this period was extended to 0500 to cater for the increase in the festive licensing hours. All marshals were fully SIA trained.
5. They operated at the three main Inverness City Centre taxi ranks namely both sides of Academy Street and Castle Wynd.
6. The Taxi Marshals were provided with dedicated mobile phone numbers and Shop safe radio systems, the contact details of which were provided to the partners and the Taxi Association prior to the start of the Operation Respect period.
7. The Shop safe Radio system proved most successful as it allowed direct communication with Northern Constabulary's City Centre Beat Officers, Licensed premises and the City Centre CCTV control Room.
8. Following each night duty the marshals completed an Incident Report form which was used as a management tool for daily monitoring of the task team duties and as part of the overall evaluation.
9. There were many occasions where the Taxi Marshals assisted/helped members of the public and taxi drivers which due to their minor nature where not recorded, e.g. generally calming people down. However they attended/responded to 21 recorded incidents in total which are broken down as per the chart below

Taxi Marshal Incidents Op Respect 2012/2013



10. Some of the incidents attended by the Taxi Marshals are as follows

- Male fell and cut his head, ambulance called and assistance given
- Groups males being abusive to towards each other, Marshals moved groups apart and moved them on in separate directions.
- Two males arguing with each other, Marshals intervened and diffused situation
- Male being abusive towards Taxi driver, assistance given and male left

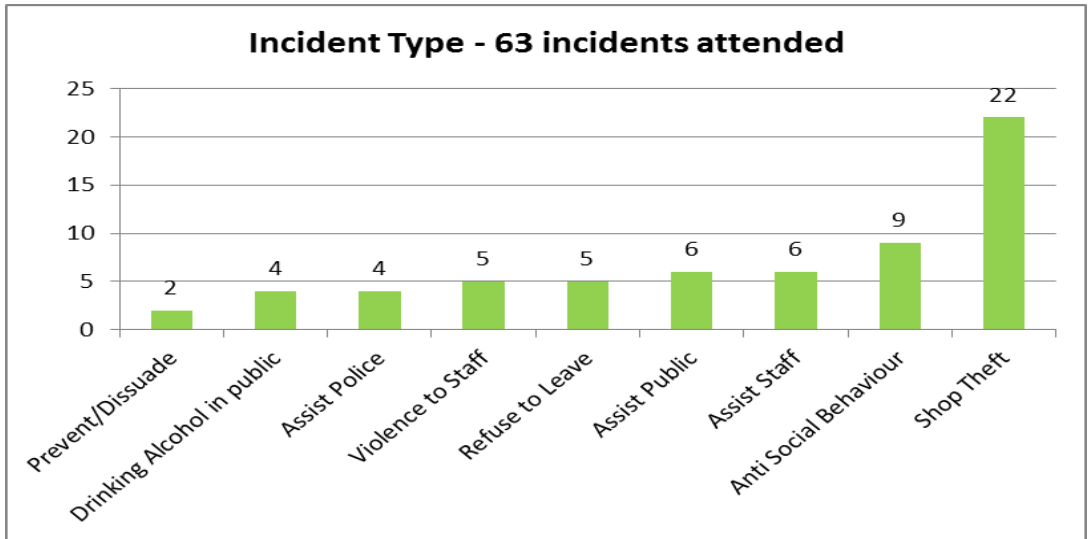
11. The majority of incidents reported by and attended to by the Taxi Marshals were specific actual incidents which occurred in the queue, however in general their presence and proactive approach positively impacted upon the general anti social behaviour before it escalated into violence.

12. From the above results, the Taxi Marshal project is without doubt a successful initiative. It is apparent that the Taxi marshals positively contribute to ensuring that the city centre remains a safe place by increasing the public's reassurance and perception of the City Centre.

**Operation Respect 2012- 2013
Inverness BID Security Task Team Evaluation**

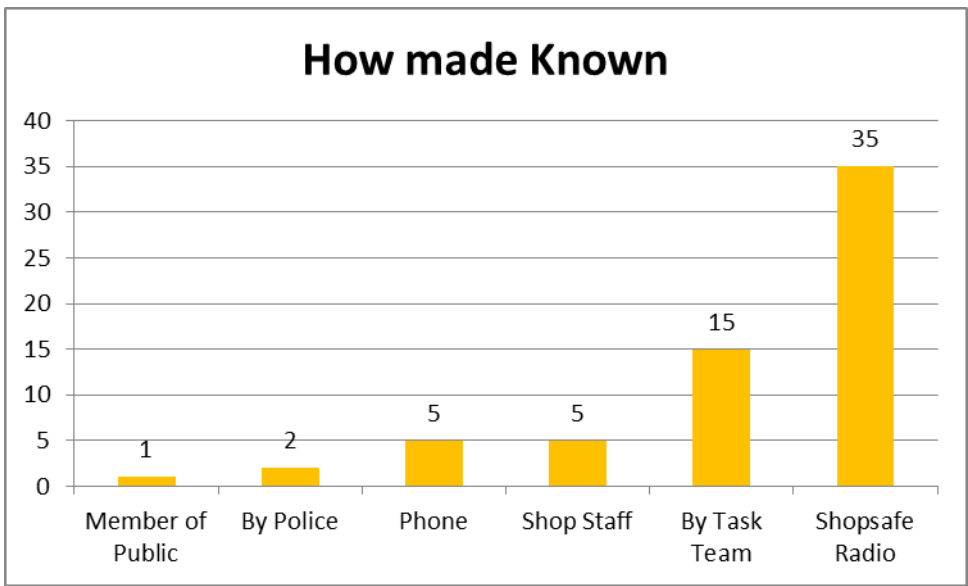
APPENDIX C

1. The Inverness BID Security Task Team mission was to deliver a Crime Prevention and Reassurance support team for the public using Inverness City Centre and the business therein
2. Their Aims were
 - to work closely with the city centre Business Partners, Safeinverness, Northern Constabulary, Highland Council and any other relevant agencies to ensure a co-ordinated response to tackling crime and disorder, anti-social behaviour and improving public reassurance and
 - to deliver high visibility patrols to provide a reduction in crime and disorder and improve public reassurance.
3. In Operation Respect 2012/13, the BID Security Task Team comprised of one team of two SIA trained personnel.
4. They were on duty for a total of 34 pre identified days between Saturday 17th November 2012 to Wednesday 2nd January 2013 from 1100hrs to 1800hrs.
5. Their Duties were to be proactive as well as responding to calls for assistance via Radio Link System and/or a dedicated mobile phone number. Give physical presence and moral support to retailers and licensees during hours of operation. Provide increased protection for Staff, Customers and Stock. Assist late night trading and single manned operations etc.
6. The Task Team was provided with a dedicated mobile phone and Shop Safe radio system, the contact details of which were provided to the retailers prior to the start of the Operation Respect period.
7. The Shop Safe Radio system proved most successful as it allowed direct communication with Northern Constabulary's City Centre Beat Officers, the retailers and the licensed premises that have and use the radio system.
8. They did attend/responded to 63 incidents which were recorded as per the below chart

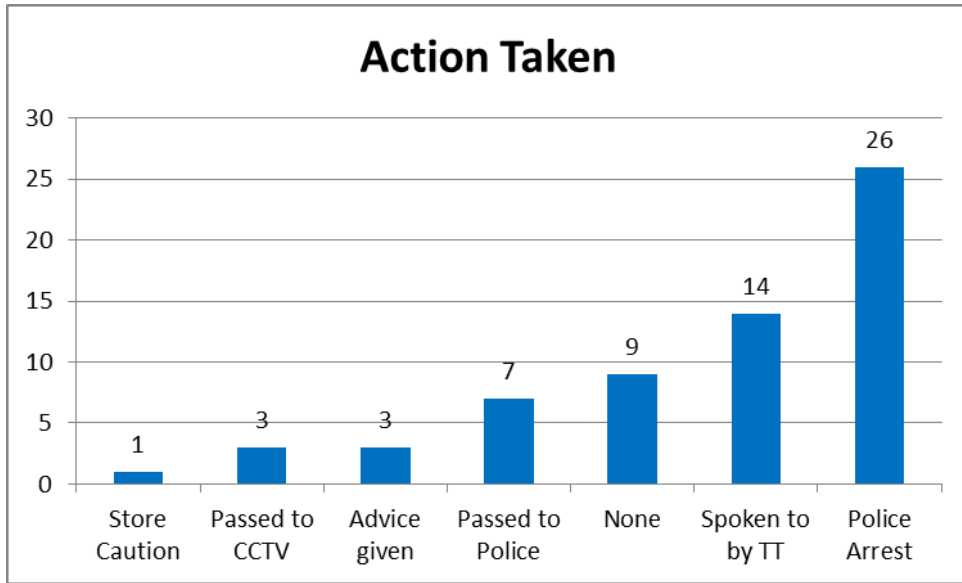


As can be seen, the highest incidents attended were of Shop Theft covering all types of Theft By Shoplifting. This figure could be due to the combined proactive patrols carried out by the Task Team along with the extra Police Officers which contributed to a higher crime detection rate.

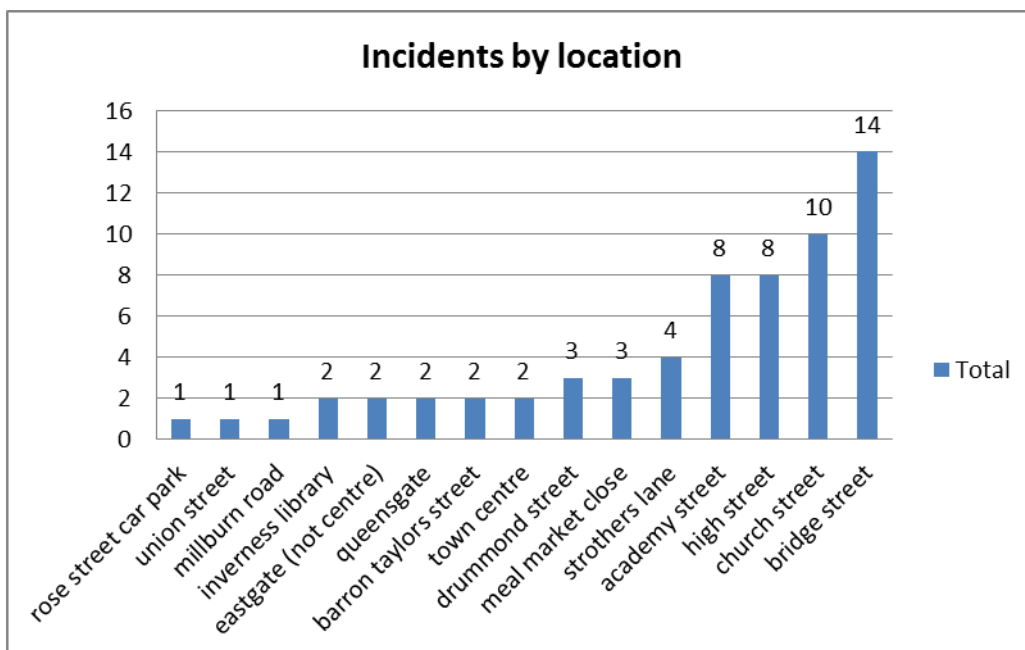
9. The incidents the Task Team attended were made known as below



10. The incidents attended to were resolved as follows



11. The locations of the incidents attended to were as follows. The four locations which have the largest number of incidents are the major City Centre Streets which due to the retail mix attract both the opportunistic and known Shoplifter.



12. Examples of Incidents attended

- Drunk and Incapable female was lying on the ground in the rain. Police called
- Assisted police looking for a missing 15yr old girl
- Police advised that the an ATM cash machine on High Street had been found with a skimming machine attached. Police asked TT to check other ATM's in City Centre.
- Directions to tourists
- Bar staff asked TT to assist her to the bank to get change
- 3 known shoplifters in store left the store when they noticed TT
- Female concealed items and made her way out the store without paying, TT detained the female until police arrived
- Female concealed a bottle of vodka in her wheel chair and left the store without paying for it
- Male attempted to assault bar staff and damage the bar with his walking stick, TT attended and restrained the male until police arrived

13. Overall the Task Team is without doubt a successful initiative. It is apparent that not only do the Task Team make a significant input to increasing the safety of the City Centre but they also positively contribute to staff safety and crime reduction/prevention in the business sector.

14. In conclusion, the vast majority of the City Centre businesses are pleased that the Task Team has again this year been provided under the Operation Respect banner. They believe that the Team contributes to keeping the City Centre a safe place.

Subject: Evaluation – Operation Respect 2012

The British Red Cross (BRC) participated in Operation Respect, a multi-agency community safety initiative which took place between 01/12/12 and 31/12/12 within the city of Inverness. The role of the BRC was to support the emergency services and other participating agencies in dealing with members of the public who were found ill or injured.

In doing this the BRC deployed volunteer personnel within the city of Inverness on the following occasions:-

Friday, 21/12/12, 2000 – 0200 hours – 7 personnel
Saturday, 22/12/12, 2000 – 0200 hours – 7 personnel
Monday, 24/12/12, 2000 – 0200 hours – 7 personnel
Friday, 28/12/12, 2000 – 0200 hours – 7 personnel
Saturday, 29/12/12, 2000 – 0200 hours – 7 personnel

This has given a total of 210 volunteer personnel hours of duty. The BRC Ambulance and Emergency Response vehicles were also deployed on each evening.

The following incidents were dealt with by the BRC personnel during these duty hours:-

- 21/12/12 – 1. Male presented himself to BRC complaining of chest pains, treated by BRC and went on his way.**
2. Male presented himself to BRC with a hand wound, treated by BRC and went on his way.
3. Male presented himself to BRC with a head wound, treated by BRC and went on his way.
4. Male presented himself to BRC with a leg wound, treated by BRC and went on his way.
- 22/12/12 – 1. Female presented herself to the BRC with a foot wound, treated by BRC and taken by BRC ambulance to Raigmore Hospital, Inverness.**
- 24/12/12 – 1. Male found feeling unwell, referred to Scottish Ambulance Service and taken to Raigmore Hospital, Inverness.**
2. Male found with leg injury, treated by BRC and went on his way.
- 28/12/12 – 1. Male reported unwell, BRC tasked by SAS, person treated by BRC and went on his way.**
- 29/12/12 – 1. Female reported unwell, BRC tasked by SAS, female treated by BRC and taken to Raigmore Hospital, Inverness.**
2. Male found with facial injury, treated by BRC and taken to Raigmore Hospital by BRC ambulance.

The initiative is worthwhile and use was made of the service provided by the BRC, by the public reporting direct to the BRC and referrals made by the SAS.

RECOMMENDATION:

- 1. Reduce the BRC volunteer personnel to 4 on each night of involvement.**
- 2. Reduce the BRC vehicle deployment to only the BRC Ambulance.**
- 3. Formalise arrangements with SAS to use BRC as first response to incidents.**
- 4. Utilise the BRC volunteer personnel to also deploy to incidents outwith the Town Centre.**

Andrew MacLean
Central District Services Manager
03/01/2013

APPENDIX E



Report on Operation Respect 2012-2013

Objectives

Inverness Street Pastors objectives for Operation Respect were agreed with the partners prior to the operation as follows:

- To provide a team of volunteers, appropriately trained so as to enable direct intervention to be undertaken with regard to supporting citizens as and when required.
- In undertaking the above to liaise with all appropriate agencies in order to ensure the correct support is offered to the individuals concerned; and
- To contribute to public safety, well-being and enjoyment, and the perception thereof, by providing a practical and visible presence on the streets.
- Inverness Street Pastors will provide patrols the City Centre between 9 p.m. and 3 a.m., primarily on Fridays and Saturdays and during the festive period, working in tandem with police patrols.
- Inverness Street Pastor activities will focus on avoiding escalation of minor incidents thereby relieving other agencies and services to work on their own priorities.
- Within this framework, the Street Pastors will provide a practical and visible presence on the streets including: a listening ear; a high standard of care, help and guidance; nurturing of community relationships; addressing of low key issues before they escalate; and referrals to, and continued consultation in the development of, services and diversionary activities.
- The Street Pastors commitment is to deliver at least 250 volunteer hours during the period of Operation Respect. The City Centre patrol locus will be extended to include the edge of Merkinch and the edge of Crown. Additional daytime patrols will operate during the busy shopping weekends in the run-up to Christmas.

Activities

City Centre night-time activities, during the period 10th November 2012 to 5th January 2013, compared to the same period the previous year (12th November 2011 to 7th January 2012):

	2011-2012	2012-2013
number of patrols	13	16
average number of volunteers per patrol	3.8	3.4
volunteer-hours	266	290
total contacts with the public	932	1083
situations of calming aggression	12	2
situations of supporting the vulnerable	28	26
pairs of flip-flops	43	40
hot drinks	> 100	93
emergency blankets etc.	12	22
clearing broken glass, discarded bottles etc.	89	148

It is encouraging to see a decrease in aggressive incidents encountered by the Street Pastors. However, it should be noted that the 4am license extensions were announced only a few days before the Christmas week and this was too late for us to reschedule our volunteers. Hence, our teams usually finished by 3:30am and would have missed any flash points that may have occurred as premises closed.

It is discouraging to see an increase in glass on the streets.

In addition, the Street Pastors provided their usual Friday evening patrols in Merkinch and Hilton; their usual daytime patrols in the City Centre; and an additional daytime patrol on the Saturday before Christmas.

Street Pastors also provided volunteers for a Celebration for anyone was lonely on Christmas Day held in partnership with Miami Nightclub and Highland Homeless Trust. Approximately 40 people came along.



Results Analysis

Operation Respect – City Centre

01/12/2012 – 02/01/2013

AREA	Inverness		
OPERATION NAME	Operation RESPECT		
NOTIFYING OFFICER	Chief Inspector Graeme Murdoch		
AUTHOR	Valerie Conroy, NIM Unit, Burnett Road Police Station, Inverness		
REPORT LOCATION	S:\Inverness\Crime Management\NIM Intelligence\Criminal Intelligence Unit\Analysis		
SOURCE OF INFORMATION			
Crime Reports	<input checked="" type="checkbox"/>	Intelligence Source	<input checked="" type="checkbox"/>
Community Council Meeting	<input type="checkbox"/>	Analytical Research	<input checked="" type="checkbox"/>
Outside Agency	<input type="checkbox"/>	Other Source (Details)	▪
TT&CG Action No.	N/A	DATE COMPLETED	07/02/2013

Background

Operation Respect was initiated in 2008 as a response to concern at a perceived increase in violence and disorder within Inverness City Centre. Following the success of this Operation, it was decided through the East Division Tactical Tasking and Coordination process that the Operation would be repeated over the festive period in successive years.

In 2012 Operation Respect continued to receive support via the Inverness City Committee and ran throughout the month of December 2012. This Operation is driven by Inverness Area Command and incorporates an approach to tackling the following crimes and issues as part of the Force Control Strategy and the wider Operation Respect Force tactical operation:

- Vandalism, antisocial behaviour, alcohol abuse
- Drugs
- Violent Crime
- Crimes of dishonesty

The main objectives for this operation were:

- To maximize public safety through prevention and enforcement activities, thereby making Inverness safer and more enjoyable over the period.
- To provide high visibility and plain clothes foot patrol units within the City Centre.
- To provide early intervention with issues of anti-social behaviour, crimes of dishonesty and alcohol related crime by ensuring a robust response to those who commit crime and impact upon the enjoyment of others.
- To enforce legislation in relation to drinking alcohol in public, litter, drugs abuse.

Partnership working is an important part of Operation Respect. Operation Respect 2012 involved co-operation through the Inverness Partnership and the Inverness Community Safety Partnership with:

- Highland Council
- Inverness BID
- Crimestoppers
- The British Red Cross
- Street Pastors
- Scottish Licensed Trade Association
- Safe Inverness

The Operation involved a number of coordinated initiatives with the above groups.

Methodology

This report will evaluate Operation Respect by analysing the type and level of incidents reported to police in the Inverness City Centre beat from 1st December 2012 to 2nd January 2013. The first few days of January have been included in order to assess the impact of the Operation on the New Year's celebrations. This report includes all incidents of antisocial behaviour, violence and dishonesty reported in the City Centre beat between 1st December 2012 and 2nd January 2013 in comparison with the same periods in 2008, 2009, 2010, and 2011. This is in order to provide a like for like comparison across the years.

The following factors will be considered in this analysis:

- Number of Incidents and Crimes by Year
- Subject / Type of Incidents
- Fixed Penalties Issued
- Day and Time of Incidents
- Location of Incidents
- Incidents reported re the initiatives listed above (i.e. Night Bus Service, Taxi Marshals etc)
- Displacement of Crime
- Licensed Premises Checks
- Intelligence Generated

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

The following list highlights the incident types that have been included in this analysis:

- Advisory Call
- Alcohol (Public Place/Underage)
- Arrest on Warrant
- Assault (Assault, Serious Assault, Assault on Police)
- Breach of the Peace
- Children/Youths
- Civic Govt(S) Act Offence
- Court Offence
- Drugs
- Drunk Person
- Fixed Penalty
- Fraud
- Hate Crime
- Housebreaking
- Licensing Laws
- Local Byelaw Offence
- Noise (Pubs/Clubs, Disturbance/Noise)
- Offensive Weapon
- Opening Lockfast Place
- Other Crime
- Reset
- Robbery
- Search of Person
- Sexual Offence (Rape/Other/Indecent Assault)
- Shoplifting
- Sneak in Theft
- Stolen Cycle
- Suspicious Person/Veh/Prowler
- Theft
- Vandalism

Key Findings

- Operation Respect 2012 ran along similar lines as previous Operations. During December, 4 uniformed officers were on foot patrol in the City Centre between 2100-0300hrs on Thursdays, Fridays and Saturdays, and 2100-0100hrs on Christmas Eve. The area covered by this year's operation was expanded to include the Crown area, Merkinch, and the area to the west of the river within the boundaries of Wells Street, Kenneth Street and Tomnahurich/Young Street.
- During Operation Respect 2012, a total of 436 antisocial, violent and dishonesty incidents were reported in Inverness City Centre. Of these, 243 were crimes, of which 208 (86%) were detected.
- The number of incidents recorded in 2012 increased by 13% in comparison with 2011, and 18.7% in comparison with the average for the previous 4 years.
- The proportion of incidents resulting in a crime report being submitted to the Procurator Fiscal in 2012 (56%) increased in comparison with both last year (44%) and with the average for the previous 4 years (49%).

- Whilst the number of crimes recorded in 2012 increased in comparison with previous years, the detection rate also increased and is at a higher level than any previous year (86%).
- The top incident types for the past 3 years have remained virtually unchanged: Breach of the Peace, Drugs, Drunk Person, and Assault. There was a notable increase in Shoplifting and Civic Govt (S) Act Offences in 2012.
- The top crime types for the past 3 years have also remained the same, with Breach of the Peace and Assault being most common.
- 80 Fixed Penalties were issued in Inverness in December 2012. The number of Fixed Penalties issued increased in comparison with the previous 2 years, returning to a similar level recorded in 2008 and 2009.
- Compared with previous years, 2012 saw similar or lower numbers of incidents reported on all days of the week, with the exception of Saturdays and Sundays, which had a significantly higher number of incidents. A peak in incidents was recorded over the weekend of 15th-16th December.
- Incidents on specific days in 2012 (e.g. Friday before Christmas or Hogmanay) were at a similar or lower level than previous years.
- The pattern of incidents by time in 2012 predominantly followed the same pattern as previous years. The only exceptions to this were the increases in incidents reported during the early hours (0200-0300hrs) and daytime/afternoon hours (1400-1500hrs) in comparison with previous years.
- When considering all years, the peak days were Fridays & Saturdays, the peak times were 2300-0300hrs, and the peak days & times were Fridays 2200-0000hrs, Saturdays 0000-0400hrs and 2200-0000hrs, and Sundays 0000-0300hrs.
- Over the past 3 years, High Street and Church Street have been the hotspot streets for incidents. Castle Street, Baron Taylor Street and Academy Street have also seen a consistently high number of incidents over the years. Some of these increases can be linked specifically to identified licensed premises as would be expected.
- The top 4 location types for incidents has remained unchanged over the past 3 years: Public Place, Licensed Premises, Shop/Office, and Dwelling House.
- Between 2008 and 2012, incidents were made known to police in 17 different ways. Over all years, the two most common ways incidents were made known to police were via 'Ordinary Telephone' and 'Originated by Police'. There was a significant increase in the number of incidents made known 'To Officer on Patrol' in 2012 in comparison with previous years (19 incidents in 2012, compared to an average of 5 incidents in the previous 4 years). The number of incidents made known by 'CCTV Operator' decreased significantly in 2012 in comparison with previous years (8 incidents in 2012, compared to an average of 42 per year in the previous 4 years).
- Operation Respect 2012 does not appear to have led to a displacement of crime from the City Centre to other beats. 10 out of 17 beats in Inverness recorded fewer incidents in 2012 than the average of the previous 4 years. 5 beats had a slightly higher number of incidents (but less than 10 more than average), with just 2 recording noticeably more incidents than previous years (City Centre and Kinmylies). Unlike previous years, the Merkinch beat recorded a significant decrease in incidents in 2012 in comparison with previous years (78 fewer incidents than last year and 61 fewer incidents than the average of the previous 4 years). This reduction is likely to be due to the fact that the areas covered by Operation Respect were expanded in 2012 to include the Merkinch beat, the Crown beat and the area west of the river bounded by Tomnahurich Street, Kenneth Street and Wells Street.

Officer Duties & Initiatives

Additional patrols in the City Centre were undertaken at peak periods, as evidenced by Police demands and incidents reported by members of the public, utilising Police Constables, Detective Constables, Special Constables, Cadets and plain clothed Police Officers.

Although the primary focus of the initiative was Inverness City Centre, the areas covered by Operation Respect 2012 were expanded, in particular during daytime hours in order to address criminality and antisocial behaviour. Additional areas covered during 2012 were:

- Crown area
- Merkinch, with particular focus on areas around Grant Street, Upper Kessock Street, Lochalsh Road, Madras Street.
- Area to the west of the river within the boundaries of Wells Street, Kenneth Street and Tomnahurich/Young Streets

Commencing from 1st December 2012, the following Police Officer patrols were deployed and the Police Officers were asked to deal with any issues arising from the outputs of the Operation:

Dates	Times	Uniform Deployment Detail Foot Patrol
Thursday 6 th December	2100-0300hrs	4 officers
Friday 7 th	2100-0300hrs	4 officers
Saturday 8 th	2100-0300hrs	4 officers
Thursday 13 th	2100-0300hrs	4 officers
Friday 14 th	2100-0300hrs	4 officers
Saturday 15 th	2100-0300hrs	4 officers
Thursday 20 th	2100-0300hrs	4 officers
Friday 21 st	2100-0300hrs	4 officers
Saturday 22 nd	2100-0300hrs	4 officers
Monday 24 th	2100-0100hrs	4 officers
Thursday 27 th	2100-0300hrs	4 officers
Friday 28 th	2100-0300hrs	4 officers
Saturday 29 th	2100-0300hrs	4 officers

Each of the Inverness Teams deployed officers on high visibility patrol during this Operation to undertake foot patrols of the City Centre area during duty time.

As part of this Operation, officers were tasked to carry out the following duties:

- Undertake patrols of known trouble spots
- Undertake licensed premises checks
- Liaise with door staff to identify and deal with any problems at an early stage
- Undertake visits to Houses of Multiple Occupancy (HMOs) in relation to anti-social behaviour issues
- Submit intelligence entries in relation to all types of criminal activity

The following legislation was to be enforced in a robust and fair manner:

- Licensing Scotland Act 1976, sections 67 and 68 offences (offences relating to underage drinking, drunken persons entering licensed premises)
- Crime and Punishment (Scotland) Act 1997, section 61 (offences relating to the seizure of alcohol from individuals both under 18 years and over)
- Local Inverness Bye-law – Prohibiting the consumption of alcohol in public places
- Environmental Protection Act 1990, section 87 (litter offences)
- Stop and search powers – Misuse of Drugs Act 1973; Criminal Law (Consolidation) (Scotland) Act 1995 - Offensive weapons; Civic Government (Scotland) Act 1960 - stolen property
- Common law powers

In addition to the above, the following initiatives were to be undertaken by police:

- CCTV Van, Eastfield Retail Park - From Thursday 6th December, every Thursday to Sunday (until 31st December) the CCTV van was deployed at Eastfield Way, at a location directly beside the roundabout at the retail park. The cameras recorded from 0900-2000hrs daily and, in addition to providing hi-viz public reassurance, recorded all vehicular movement in and out of the retail park for the duration of the campaign.
- City Centre/Retail Park Shoplifting Patrols - From 14th December, two uniformed officers undertook designated Shoplifting patrols with a remit to specifically patrol the City Centre and Retail parks. These officers worked 1000-1800hrs every day in addition to the other resources identified to police the evening phase of the operation.
- Ferroguard / Passive Dog initiative - On Thursday 6th/Friday 7th December a joint Ferroguard pole/passive dog initiative was to be held at a City Centre location. This hi-viz initiative was utilised to try to identify those in possession of offensive weapons trying to enter licensed premises.
- Plain Clothes Officers - Plain clothes officers were deployed on foot and mobile patrols as directed by the Detective Inspector and duty Detective Sergeant. They carried out duties as highlighted above, with particular attention being paid to proactive activity in relation to crimes of dishonesty and Misuse of Drugs Offences.

As well as the police operation, the following initiatives were to be undertaken with/by partners:

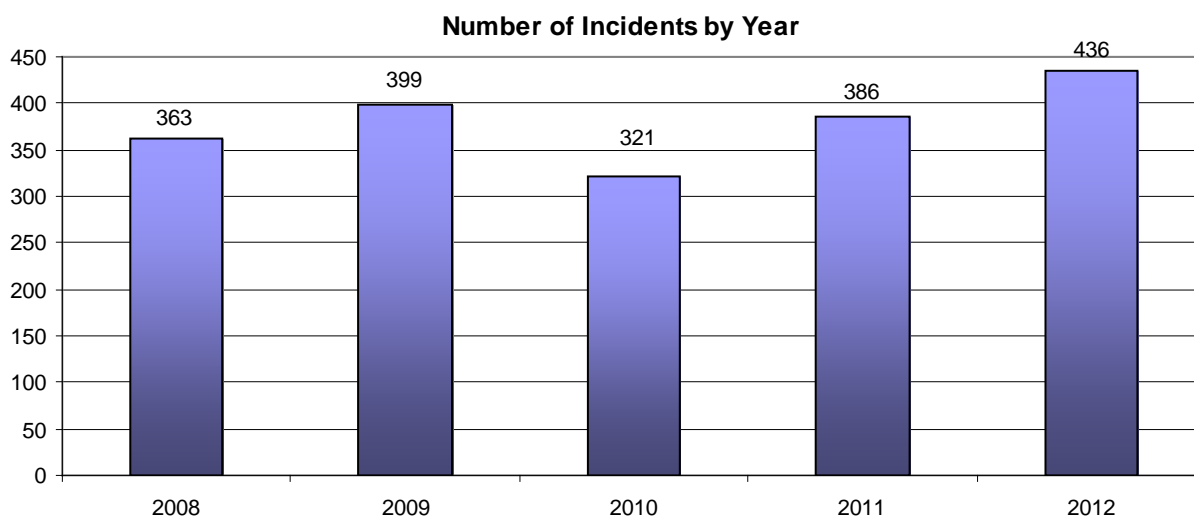
- Night Bus Service - Stagecoach were to run a special Nightrider Service on three routes in the city every Friday and Saturday night in December. The service was sponsored by Inverness Common Good Fund and each trip was a flat fare of just £2.
- Inverness BID Task Team - A Team of two security personnel was to be provided in the City Centre to support the retail and licensed trade sectors. Their main duties consisted of, whilst working closely with the police, responding to calls for assistance via Radio Link System and/or dedicated mobile phone number to give physical presence and moral support to retailers and licensees during hours of operation and provide increased protection for staff and customers. They would also provide high visibility patrols to assist in the prevention and reduction of crime and disorder and increase public and business reassurance. This service was to commence from 17th November through the festive period, from 1100-1800hrs.
- Taxi Marshals - Taxi Marshals were due to begin on the 'pay weekend' at the end of October and then from 17th November up to and including 31st January, on Fridays and Saturdays and key dates during the festive period. The Taxi Marshal and Security Task Team services were to be deployed for a total of 48 days.
- Street Pastors - Inverness Street Pastors were on duty during the day and evenings over the December weekends providing their usual advice and support to the public.
- British Red Cross - The British Red Cross provided four first aid personnel, deployed between 2000-0200hrs on 21st-22nd, 24th-25th, and 28th-29th December. Two personnel were on foot patrol on Inverness City Centre streets to attend to any injured or ill persons encountered. Two personnel crewed a British Red Cross ambulance deployed at a static and visible point within the City Centre and under the direction of Scottish Ambulance Service Control Room. This vehicle and crew would be available for deployment to incidents. By dealing with incidents of minor injury and illness, the British Red Cross aimed to reduce the impact on the Scottish Ambulance Service and A&E at Raigmore Hospital, Inverness.
- British Transport Police (BTP) - BTP officers were on duty at various times during Operation Respect and pledged their support to this initiative. The BTP office was offered as a venue for officers to utilise throughout their patrols.

Analysis

During the period under review in 2012, a total of 436 of the above incident types were reported in Inverness City Centre. Of these, 243 were crimes, of which 208 (86%) were detected.

Number of Incidents per Year

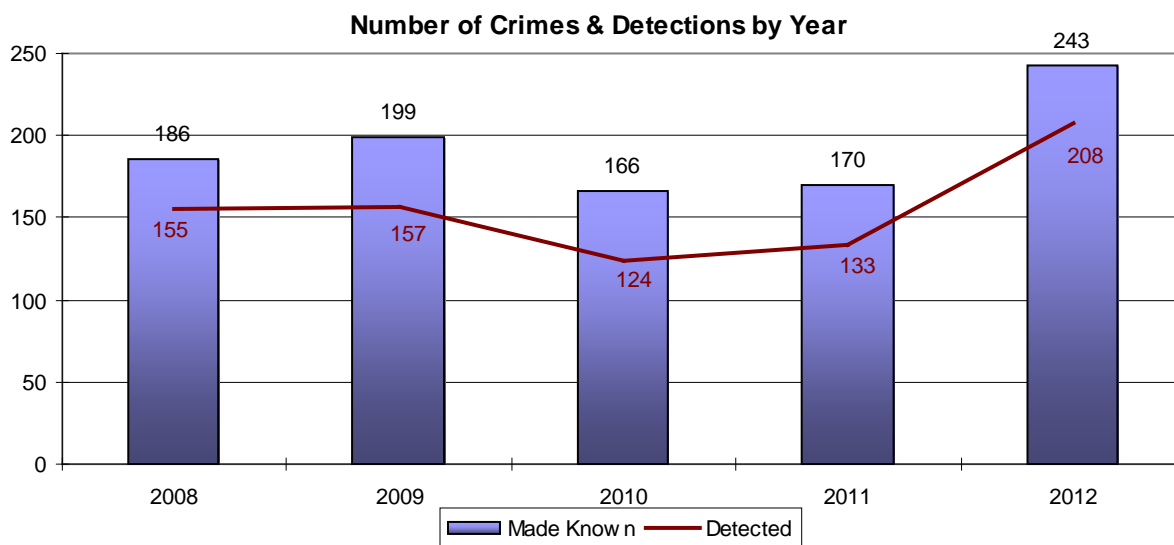
The following chart highlights the number of incidents which occurred during the review period in 2012, compared with the previous 4 years.



As can be seen from the above chart, incidents in 2012 increased by 13% in comparison with 2011, and 18.7% in comparison with the average for the previous 4 years. It is very difficult to assess the cause of this increase. The increase may simply be due to higher numbers of people in the City Centre or indicate an overall increase in police proactivity as part of Operation Respect. The increase cannot be attributed to an increase in any one particular type of crime or over a particular date.

Number of Crimes per Year & Detection Rate

The following chart and table detail the number of crimes which were reported during the review period in 2012 and the detection rate, compared with the previous 4 years.



Crimes	2008	2009	2010	2011	2012
Detection Rate	83%	79%	75%	78%	86%
Proportion of incidents resulting in a crime report	51%	50%	52%	44%	56%

NB The detection rates for 2008, 2009, and 2010 are correct as of Jan 2011. The detection rate for 2011 is correct as of Jan 2012. The detection rate for 2012 is correct as of Jan 2013.

The above chart and table highlight that whilst the number of crimes has increased in comparison with previous years, the detection rate has also increased and is higher than in any previous year. It

is possible that the detection rate for 2012 will further increase in the coming months as a number of incidents are still under enquiry.

The proportion of incidents resulting in a crime report being submitted to the Procurator Fiscal in 2012 (56%) has also increased in comparison with both last year (44%) and with the average for the previous 4 years (49%).

Incident Type

Incidents were recorded in relation to 24 different subjects in 2012. This is a slight decrease on 2011, when incidents were reported under 28 different subjects. The following table looks at the top 10 incident types reported during the period under review, in comparison with the previous two years, in order to assess whether this year's Operation had an effect on the type of crimes reported. A 'rank' has been given to each subject to easily identify which subjects have increased or decreased over the 3 years.

Subject Description	2010	2011	2012	Rank
Breach of the Peace	61	71	82	1
Drugs	40	80	52	2
Drunk Person	49	33	48	3
Assault	33	40	34	4
Shoplifting	16	26	32	5
Advisory Call	20	36	31	6
Theft - Not HB/OLP/Veh	24	22	30	7
Search of Person	10	14	23	8
Civic Govt (S) Act Offence	1	2	20	9
Local Byelaw Offence	3	2	11	10
Suspicious Person/Veh/Prowler	5	4	11	

NB for the above table, the word 'rank' refers to where the offence ranked in terms of being in the top 10 etc.

The top incident types for the past 3 years have remained virtually unchanged; with Breach of the Peace, Drugs, Drunk Person, and Assault being the most common. The most notable change in incident type in 2011 and 2012 in comparison with previous years is Drugs, which increased in comparison with previous years, peaking in 2011. However, the vast majority of these relate to negative drug searches.

The number of incidents of Shoplifting has increased in 2011 and 2012 in comparison with 2010, which is likely to be as a result of an increased focus on shoplifting and retail crime in Operation Respect in recent years. Three shops saw an increase in Shoplifting in 2012 in comparison with previous years.

There has also been a notable increase in Civic Govt (S) Act Offences, of which there were 1-2 in 2010 and 2011 but 20 in 2012. All of these incidents related to individuals charged with urinating in the street. These incidents were dealt with by way of Fixed Penalties. The vast majority of these incidents were originated by police; therefore the increase in these incidents may be attributable to officers on patrol identifying incidents which may otherwise have gone unnoticed/unreported.

The top incident type in both 2008 and 2009 was Disturbance/Noise, which is no longer used. Calls which would previously have been logged under Disturbance/Noise are now logged under the various types of Noise calls. It is suspected that many calls previously logged under 'DN' are now logged under Breach of the Peace, Children/Youths or similar.

Crime Type

The following table looks at the top 10 crime types reported during the period under review, in comparison with the previous 2 years, in order to assess whether this year's Operation had an effect

on the type of crimes reported. A 'rank' has been given to each subject to easily identify which subjects have increased or decreased over the 3 years.

Subject Description	2010	2011	2012	Rank
Breach of the Peace	32	31	52	1
Assault	26	35	28	2
Shoplifting	16	24	27	3
Drunk Person	27	12	24	4
Civic Govt (S) Act	1	2	20	5
Theft - Not HB/OLP/Veh	19	18	18	6
Drugs	8	13	14	7
Local Byelaw Offence	1	2	8	8
Other Crime	9	2	8	9
Fixed Penalty	5	14	7	10
Vandalism	6	4	7	
Housebreaking	2	1	6	

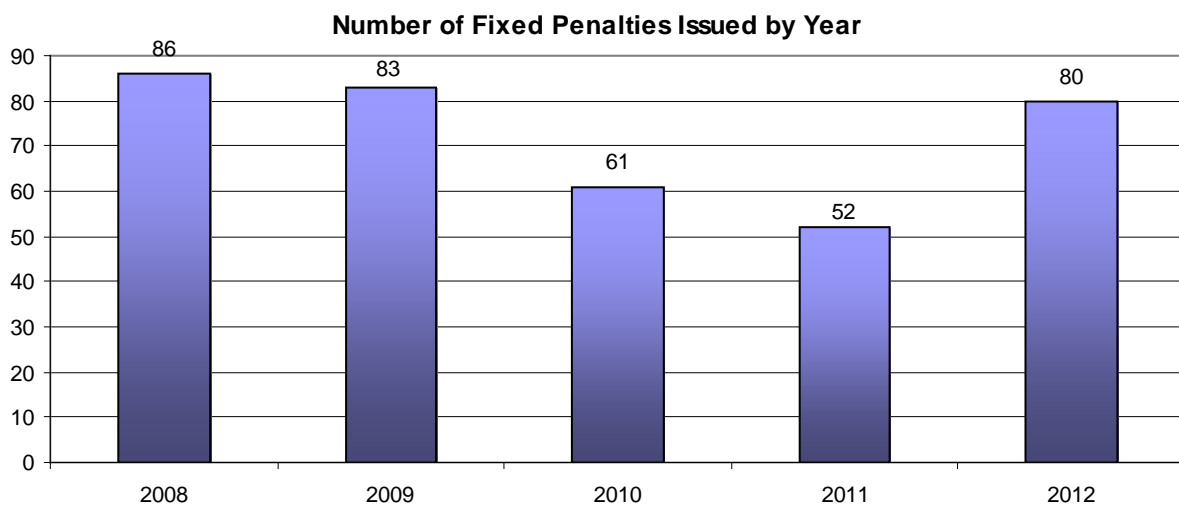
NB for the above table, the word 'rank' refers to where the offence ranked in terms of being in the top 10 etc.

The top crime types for the past 3 years have remained virtually unchanged; with Breach of the Peace and Assault being the most common. The number of crimes of Breach of the Peace has increased significantly in 2012 in comparison with the previous 2 years; however it is at the same level as 2008 and 2009. As previously stated, Shoplifting and Civic Govt (S) Act Offences have also increased in comparison with previous years.

The number of crimes of Assault in 2012 has returned to the average number seen in previous years, following a peak in 2011. There were no serious assaults or police assaults in 2012, which is a decrease on previous years. There was one serious assault in 2011 and 2010 and two in 2009. There were two police assaults in 2009 and 2010 and one in 2008.

Fixed Penalties

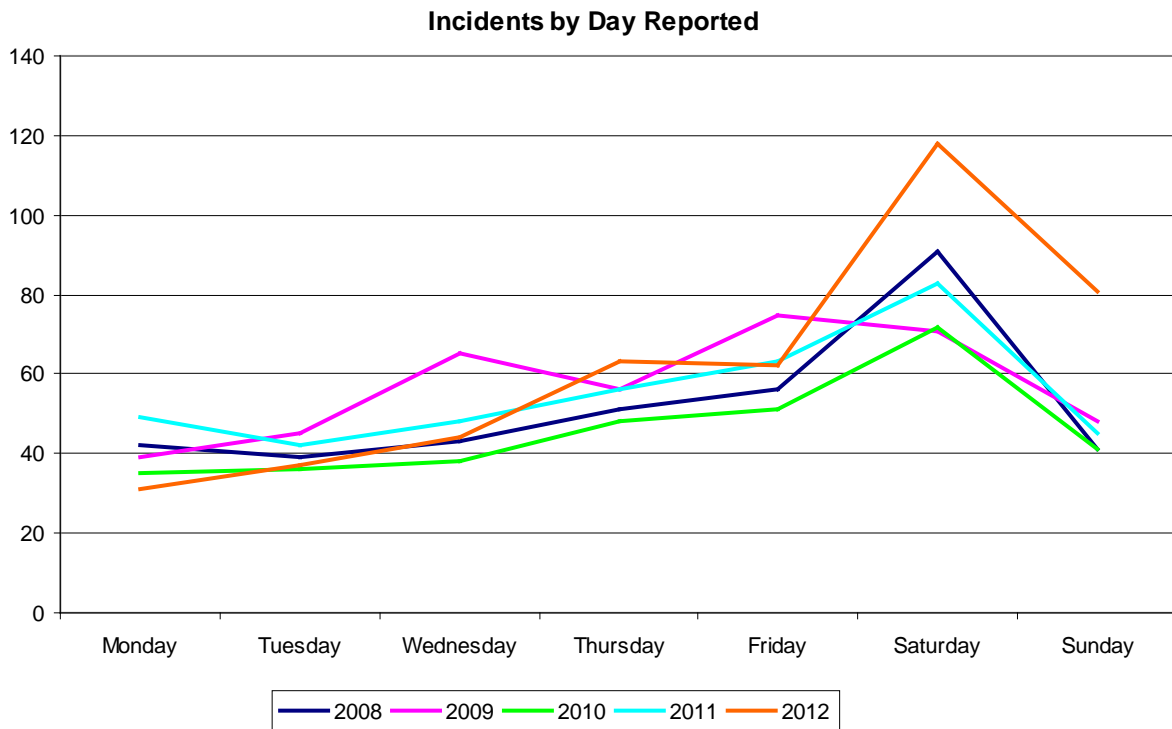
As one of the intentions of Operation Respect was to provide early intervention with issues of antisocial behaviour, a good indication of whether this was successful is the number of Fixed Penalties issued. The following chart highlights the number of incidents where a fixed penalty was issued for antisocial behaviour in Inverness in December of each year. The figures relate to the whole of Inverness rather than just the City Centre as this information is not broken down by beat.



The above chart highlights that the number of Fixed Penalties issued in Inverness in December 2012 increased in comparison with the previous 2 years, returning to a similar level recorded in 2008 and 2009. Fixed Penalties are useful in deterring people from committing further crime and getting them out of the City Centre at the first sign of trouble, and thus should be utilised where possible.

Day of Incidents

The following chart highlights the number of incidents which were reported on each day of the week:



As can be seen from the above chart, 2012 saw similar or lower numbers of incidents reported on all days of the week, with the exception of Saturdays and Sundays, which had a significantly higher number of incidents. This can be attributable to a peak in incidents reported on the weekend of Saturday 15th to Sunday 16th December 2012, which saw an 81% increase in the number of incidents reported compared to the other weekends during the period under review in 2012. The peak in incidents over these two days appears to be as a result of an increased number of antisocial incidents reported in the early hours of Saturday 15th and Sunday 16th. The vast majority of these incidents were originated by police, indicating officers on patrol were pivotal in identifying and detecting these incidents.

Although Christmas Eve and New Year's Eve/Hogmanay 2012 fell on a Monday, there has not been an increase in incidents on recorded on Mondays and Tuesdays in 2012.

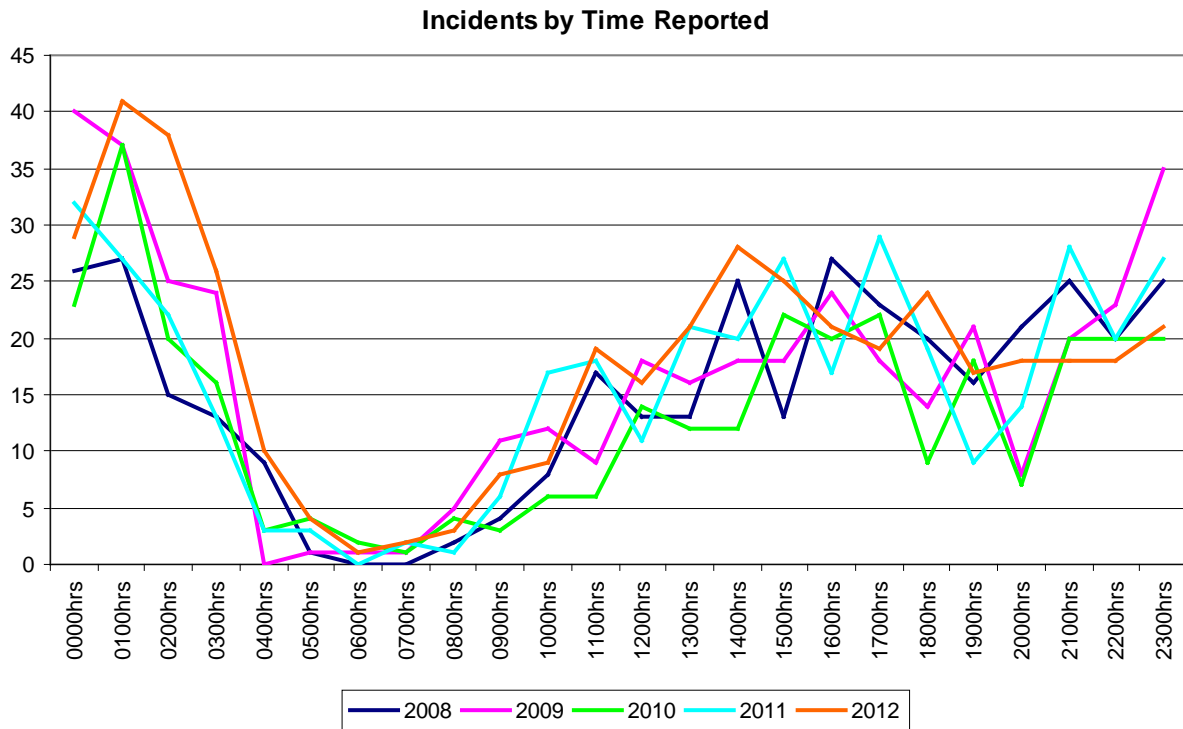
The following table highlights the number of incidents that took place on significant days during the festive period:

Day	2008	2009	2010	2011	2012
'Mad Friday'	19	26	15	20	23
Christmas Eve	11	10	10	15	6
Christmas Day	5	8	4	0	3
Hogmanay	11	7	8	5	5
New Year's Day	20	18	22	7	17

As the above table highlights, incidents on specific days in 2012 were at a similar or lower level than previous years.

Time of Incidents

The following chart highlights the times that incidents were reported:



The peak times for incidents in 2012 were:

- Between 0000 and 0300 hours
- Between 1400 and 1500 hours

As the above chart highlights, the pattern of incidents by time in 2012 predominantly follows the same pattern as previous years. The only exceptions to this are the increases in incidents reported during the early hours (0200-0300hrs) and daytime/afternoon hours (1400-1500hrs) in comparison with previous years. Whilst there is no obvious cause for the increase in incidents recorded between 1400-1500hrs, it would appear that the increase in incidents recorded between 0200-0300hrs is as a result of police activity. Between 0200-0300hrs, the majority of incidents were made known either 'To an Officer on Patrol' or 'Originated by Police'. This highlights police proactivity, the importance of officers on patrol in identifying incidents, and members of the public being able to report matters to patrolling officers.

A number of licensing changes occurred during November and December 2012, allowing licensed premises extended opening hours. In November, the Highland Licensing Board rescinded the controversial door entry policy, which had prevented patrons from entering late night venues after midnight; and in December, a number of licensed premises in Inverness were granted licences to stay open until 0400 hours over the Christmas and New Year period for the first time. The following licensed premises in Inverness were granted 4am licences: Johnny Foxes, The Den, Vinyl and Play, Hush, and Miami. Despite this, relatively few incidents were recorded after 0400 hours during the period of this operation and only one incident was recorded at or in the vicinity of one of these premises after 0400 hours during this period (Johnny Foxes - 1 incident). The extension of licensing hours may have not resulted in a notable increase in offences but it should be noted that officers were required to remain on duty for longer periods to ensure effective policing, at additional cost.

Peak Days and Times of Incidents

The following table combines day and time data for incidents of antisocial behaviour, dishonesties and violence reported in the Inverness City Centre beat between 1st December and 2nd January in 2008, 2009, 2010, 2011, and 2012 in order to assess whether there were any peak days and times for these incident types:

	00hrs	01hrs	02hrs	03hrs	04hrs	05hrs	06hrs	07hrs	08hrs	09hrs	10hrs	11hrs	12hrs	13hrs	14hrs	15hrs	16hrs	17hrs	18hrs	19hrs	20hrs	21hrs	22hrs	23hrs	Total
Mon	9	12	5	9	1	1	0	2	1	2	8	7	10	7	14	16	11	12	16	7	10	8	8	20	196
Tue	7	13	8	3	1	2	0	1	2	6	9	10	11	19	15	8	26	10	9	10	9	10	5	5	199
Wed	17	20	9	6	0	1	1	0	0	3	12	10	13	12	16	14	21	16	9	9	4	20	11	14	238
Thu	17	26	14	12	6	0	0	1	3	7	5	13	7	15	19	16	16	20	10	20	11	12	11	13	274
Fri	17	19	14	8	2	1	0	0	5	5	5	11	12	11	18	14	9	27	14	13	8	28	30	36	307
Sat	37	42	39	32	5	3	1	1	1	6	13	11	15	10	15	21	17	15	25	16	21	22	32	35	435
Sun	46	37	31	22	10	5	2	1	3	3	0	7	4	9	6	16	9	11	3	6	5	11	4	5	256
Total	150	169	120	92	25	13	4	6	15	32	52	69	72	83	103	105	109	111	86	81	68	111	101	128	1905

Key	Peak Days	Peak Times	Peak Days & Times
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As can be seen from the above table, the peak days and times for incidents during Operation Respect during 2008, 2009, 2010, 2011, and 2012 were:

- Peak Days - Fridays & Saturdays
- Peak Times - Between 2300 and 0300 hours
- Peak Days/Times - Fridays, 2200-0000hrs
- Saturdays, 0000-0400hrs, and 2200-0000hrs
- Sundays, 0000-0300hrs

Hotspot Streets

The following table looks at the top 10 streets where incidents were reported during the period under review, in comparison with the previous three years, in order to assess whether this year's Operation had an effect on where incidents were reported. A 'rank' has been given to each subject to easily identify which subjects have increased or decreased over the past 3 years.

Street	2010	2011	2012	Rank
High Street	34	44	74	1
Church Street	43	42	70	2
Castle Street	30	23	56	3
Baron Taylor Street	21	25	44	4
Academy Street	23	40	43	5
Eastgate	13	25	37	6
Bank Street	17	13	36	7
Bridge Street	13	13	30	8
Union Street	19	21	30	9
Millburn Road	7	8	21	10
Station Square	5	31	19	
Rose Street	5	10	14	
Burnett Road	4	3	8	

NB for the above table, the word 'rank' refers to where the offence ranked in terms of being in the top 10 etc.

The above table highlights that over the past 3 years, High Street and Church Street have been the hotspot streets for incidents. Castle Street, Baron Taylor Street and Academy Street have also seen a consistently high number of incidents over the years. This is likely to be due to the high number of licensed premises along these streets, along with the fact that they are the main routes between shops, restaurants/takeaways and licensed premises.

Location Type

The following table looks at the top 10 location types where incidents were reported during the period under review, in comparison with the previous three years. A 'rank' has been given to each subject to easily identify which subjects have increased or decreased over the past 3 years.

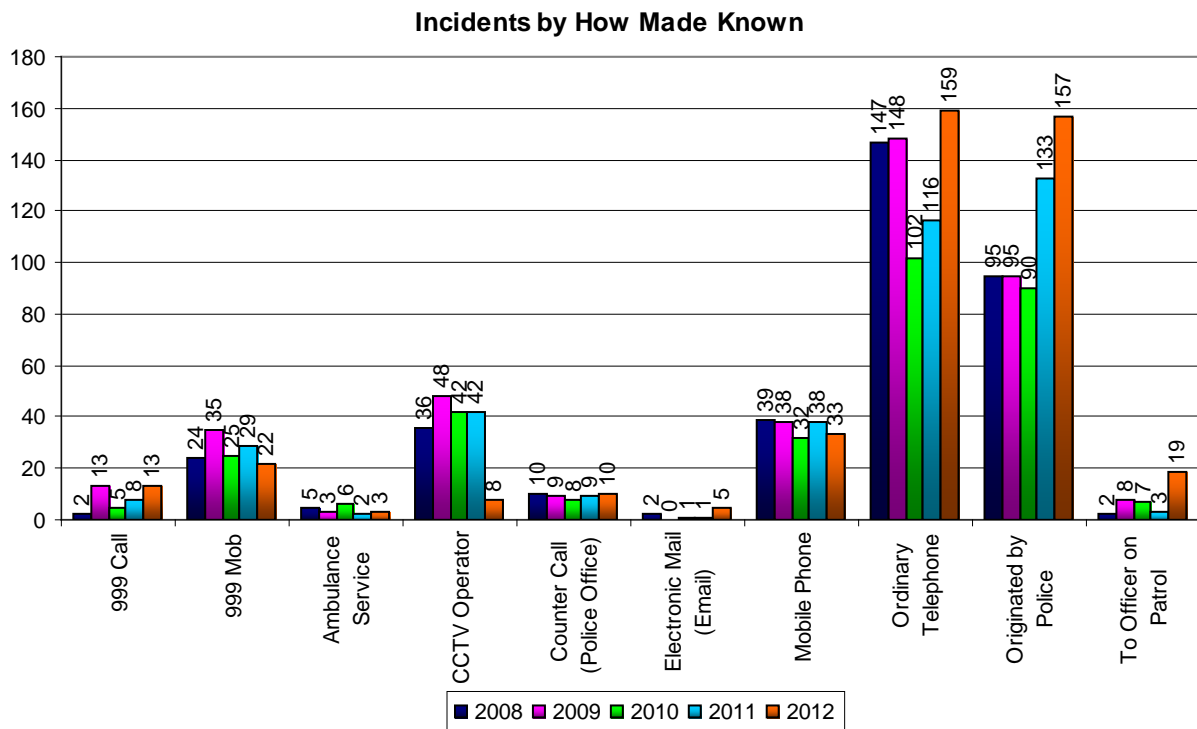
Location Description	2010	2011	2012	Rank
Public Place/Road/Street	159	194	236	1
Licensed Premises	53	68	56	2
Shop/Office	39	53	49	3
Dwelling House	21	18	21	4
Command & Control	0	6	15	5
Police	12	9	12	6
Railway Premises	4	14	11	7
Guest House/Hotel	15	3	9	8
Commercial	3	3	6	9
Restaurant/Café/Takeaway	9	8	6	10
Residential Establishment	2	1	5	

NB for the above table, the word 'rank' refers to where the offence ranked in terms of being in the top 10 etc.

As can be seen from the above table, the top 4 location types for incidents has remained unchanged over the past 3 years.

How Made Known

How the incident was made known to police is an indication of how much impact officers on patrol had on the number of incidents reported. Between 2008 and 2012, incidents were made known to police in 17 different ways. The following chart highlights the 10 most common ways incidents were made known:



Over all years, the two most common ways incidents were made known to police were via 'Ordinary Telephone' and 'Originated by Police'. The high proportion of incidents 'Originated by Police' in 2011 and 2012 highlights police proactivity and the importance of officers on patrol in identifying incidents.

Another good indication of whether increased patrols had a positive effect on identifying incidents is the proportion of incidents made known to officers on patrol. It is therefore encouraging to note the significant increase in the number of incidents made known 'To Officer on Patrol' in 2012 in comparison with previous years. 19 incidents in 2012 were made known to an officer on patrol, compared to an average of 5 incidents in the previous 4 years.

The number of incidents made known by 'CCTV Operator' decreased significantly in 2012 in comparison with previous years. In 2012, just 8 incidents were made known in this way, compared to an average of 42 per year in the previous 4 years. It is not apparent from Impact why this reduction has occurred.

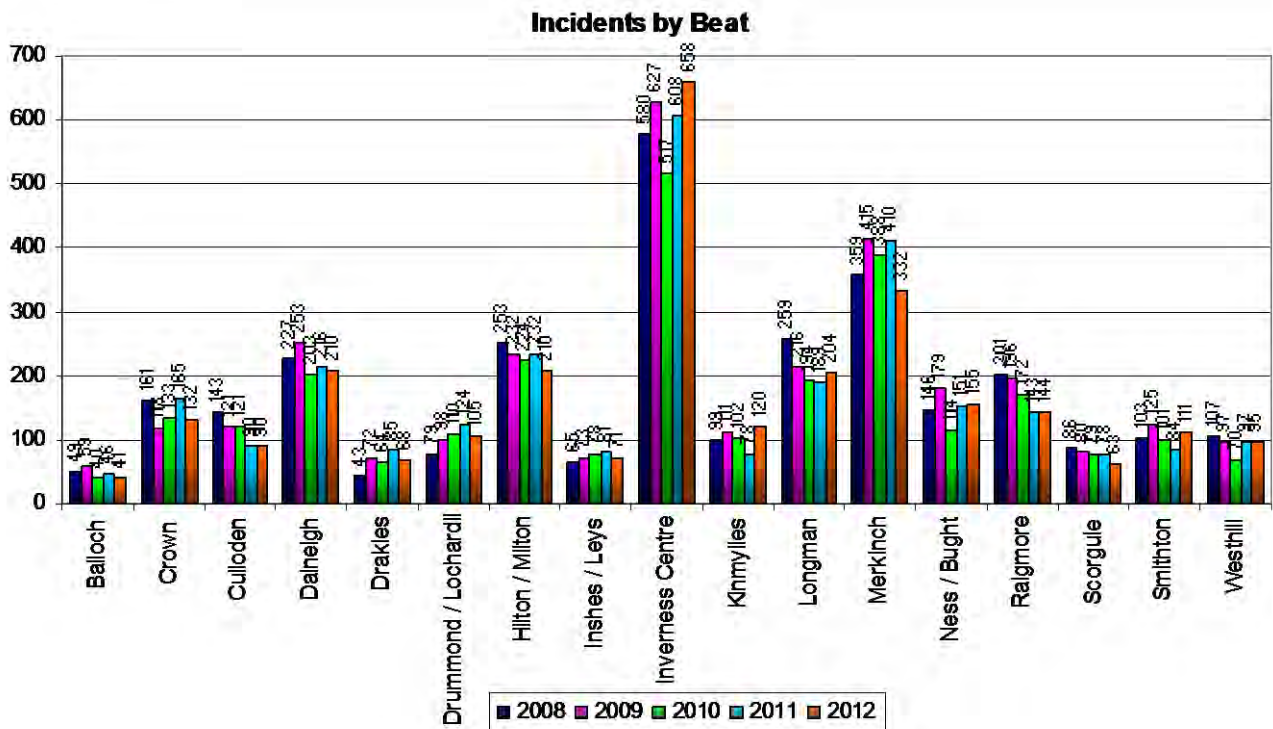
Incidents Reported as a Result of Other Operation Respect Initiatives

As previously listed, a number of initiatives ran as part of Operation Respect. A text search was carried out on IMPACT in order to calculate how many incidents were reported by, or connected to, these initiatives.

- Taxi Marshals – 1 incident was documented as being connected with taxi marshals. This incident related to a Drunk Person.
- British Red Cross – 4 incidents were documented as being connected with the Red Cross. These incidents related to a Domestic Incident, Concern for Person, False Call, and Wasting Police Time.
- Security Task Team – Several incidents mentioned security staff but no incidents specifically mentioned the Task Team.
- Street Pastors – There were no incidents logged as relating to the Street Pastors.
- Night Bus Service – While there were several incidents logged in relation to buses, none made particular reference to the night bus service.

Displacement of Crime

Any Operation should be evaluated in order to establish whether displacement of crime has caused an increase in incidents in another area. The following chart highlights the number of all incidents reported during the period of the Operation in 2012, in comparison with the previous 4 years.



The above chart highlights that 10 out of the 17 beats recorded fewer incidents in 2012 than the average of the previous 4 years. 5 beats had a slightly higher number of incidents (less than 10 more than average), with just 2 recording noticeably more incidents than previous years. The 2 beats with noticeably more incidents than previous years were the City Centre beat and Kinmylies beat (22 more than average). This suggests that if displacement of crime did occur, it only occurred to a minimal level, with only 1 beat outwith the centre recording an increase of over 10 incidents on previous years.

There is no particular reason for the increase in incidents in Kinmylies in 2012 in comparison with previous years. There was no notable increase in one particular incident type in 2012, however there was a higher number of incident types recording a low level of incidents.

Unlike previous years, the Merkinch beat recorded a significant decrease in incidents in 2012 in comparison with previous years. This beat recorded 78 fewer incidents than last year and 61 fewer incidents than the average of the previous 4 years. This reduction is likely to be due to the fact that the areas covered by Operation Respect were expanded in 2012 to include the Merkinch beat and the area to the west of the river within the boundaries of Wells Street, Kenneth Street and Tomnahurich/Young Street. .

Recommendations

- Set specific aims at the start of the Operation (e.g. decreasing incidents by so many per cent) in order that its success can be measured.
- Allocate police resources at peak days/times/locations identified.
- Continue to include the Merkinch beat in Operation Respect.
- Ensure that Fixed Penalties are utilised where possible.
- Ensure that Licensed Premises checks are undertaken and recorded.
- Continue working with partner agencies. It is important that this is not seen as purely a police Operation.
- Ensure that where other initiatives were involved that they are mentioned on the Impact write off.
- Ensure that, where relevant, Operation Respect is mentioned in intelligence logs submitted on SID.
- Consider conducting a survey of business owners, residents and individuals who frequented the City Centre during this period, in order to assess the public's view of the success of the Operation.