

## The Highland Council

City of Inverness Area Committee – 23 February 2017

Agenda Item	5
Report No	CIA/ 03/17

### Inverness Community Safety Partnership - Operation Respect City Centre 2016-17 Winter Festival Period Evaluation Report

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

#### Summary

This report provides Members with an overview of resources, actions, and evaluation of the multi-agency Operation Respect – City Centre, for the Winter Festival 2016–17.

The Committee is invited to note the content, evaluation, and the effectiveness of Operation Respect – City Centre, for the Winter Festival 2016–17.

## 1 Background

- 1.1 The Reports contained within the attached Appendices being presented to the Inverness City Committee detail the objectives, structure, initiatives, outcomes and evaluations by the relevant agencies involved in Operation Respect – City Centre Winter Festival 2016/17.

Operation Respect is an initiative which has been developed by the members of the Inverness Community Safety Partnership. It delivers on one of the key themes of the Single Outcome Agreement. That is, helping to promote a safe and clean City. The principle partners are:

- Police Scotland
- Highland Council
- NHS Highland
- Inverness Business Improvement District (BID)
- British Red Cross / Scottish Ambulance Service (SAS)
- Crimestoppers
- Inverness Street Pastors
- Scottish Fire and Rescue Service

## 2 Evaluation

### 2.1 Police Scotland

Evaluation is attached at **Appendix 1**. 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 introduction of City Centre Police Beat Officers at an office within the Inverness Town Hall has enabled improved liaison and

consultations between the Officers on the ground and the BID Task Team. During Operation Respect, it was also felt that the embedded communications between our City Centre Officers, the BID Task Team and Taxi Marshals, Street Pastors, and the British Red Cross (Safe Zone) provided an enhanced environment for the public throughout the Festival period. 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 have now implemented and developed the aims and delivery mechanisms of Operation Respect on a strategic and tactical level throughout the Highland Area.

## 2.2 Security Task Team

This is a service which was also jointly funded by Inverness Common Good Fund and managed through BID. Evaluation is provided at **Appendix 2**. The service has again proved successful. In particular, it has enhanced the ability of businesses to provide a safe and enjoyable environment for the public. This type of hi-visibility, intervention and partnership working with the Businesses, Police and other agencies actively discourages anti-social behaviour and crimes such as shoplifting, pick-pocketing and on street drug dealing and has assisted in increased their detection within the City Centre.

This helps to enhance the economic vibrancy of the City, provides added reassurance to businesses, as well as providing a safer environment for members of the public to go about their daily activities.

## 2.3 Taxi Marshals

The Taxi Marshall Service was provided through BID. Evaluation is provided at **Appendix 3**. The service 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.

The Taxi Marshal Service during Operation Respect is jointly funded by BID and the Inverness Common Good Fund. This together with the BID funded monthly service provided every pay weekend throughout the year, the Taxi Marshal Service is now a well-established commitment which continues to significantly enhance public safety in the City Centre at key locations at peak times.

## 2.4 Safe Zones

This is a service, continued to be funded by NHS Highland, and is provided in conjunction with British Red Cross. The evaluation is attached at **Appendix 4**. 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.

This year again, an additional vehicle supplied by Police Scotland and which had its Police logo signs covered over with large 'Safe Zone' signs was staffed by Street Pastors. It was used by the public for a warm-up, a cup of hot-chocolate, to regroup with friends, or a chat.

As a result of the success of this vehicle over the past few years, and in partnership with Police Scotland, who will continue to supply the vehicle, the Street Pastors will continue to operate this 'Safe Zone' vehicle on Saturday nights during the monthly pay weekends throughout 2017.

#### 2.4 Street Pastors

The evaluation is provided at **Appendix 5**. 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 street-scene environment. They broadly gave assistance and attended incidents where they calmed aggression and gave support to vulnerable persons, they provided flip-flops to people who would otherwise have been walking in bare feet and as part of the 'Safe Zone' provided an increase in hot drink, food and support.

The daytime operation, 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 continues to expand its volunteer base and the service both in terms of patrol hours and area.

#### 2.5 Crimestoppers

The above organisation continues to have a role to educate and inform the public on crime prevention advice 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 and Highland News
- Feature articles promoting Operation Respect
- Poster Campaigns by Police Scotland and Inverness Pub Watch

### 3 **Publicity**

As in previous years, the Police media relations office, in conjunction with our own press team from the Council, led publicity. This was co-ordinated so as to produce press opportunities throughout the period of Operation Respect.

All press releases and media requests were received well, coverage being given through most local and some regional media covering radio, television

and print.

#### 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 within the City Centre and in other geographical locations within the City Wards and through other support mechanisms.

#### 5. Climate Change, Legal, Rural and Equalities Implications

Whilst there are no Climate Change implications or impediments, 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. Care is also taken to ensure that the project benefits communities across the City and Inverness Area.

#### 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.

<b>Funding</b>							
Activity	BID	CGF	Police	Street Pastors	Red Cross / NHS	Crime-Stopppers	Totals
Police Resources		Nil	£100,000			Nil	£100,000
Street Pastors		£3,000					£3,000
Taxi Marshals	£1,472	£1,472					£2,944
BID Security Task Team	£3,543	£3,543					£7,086
Safe Zone		Nil			£2,880		£2,880
Publicity		Nil					Nil
<b>Totals</b>	<b>£5,015</b>	<b>£8,015</b>	<b>£100,000</b>		<b>£2,880</b>	<b>Nil</b>	<b>£115,910</b>

#### 7 Risks

Operation Respect acts to maximise the opportunity for co-ordinated, effective and efficient use of all available resources in a multi-agency response to enhance public safety, and minimise risk to the Public during a busy period in the year. The co-ordination of activities and response reduces the risk of

service duplication and improves communication.

## **8 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.

### **Recommendation**

The Committee is invited to note the evaluation available to date on the effectiveness of Operation Respect- City Centre for Winter 2016/17

Designation: Inverness City Area Manager – Inverness,

Author: David Haas Inverness City Area Manager  
John McDonald, Inverness BID, Community Safety Manager

Date: 09<sup>th</sup> February 2017

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## Results Analysis

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### **OPERATION RESPECT Inverness City Centre Highland & Islands Division December 2016**

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<b>Author</b>	Valerie Conroy, Analyst
<b>Authorised by</b>	Inspector Kevin Macleod
<b>Date of production &amp; version no.</b>	01/02/2017. Version 1
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<b>Sensitivity of report</b>	<b>RESTRICTED</b>

## **Background**

The Operation Respect festive campaign has run in Inverness City Centre each festive season since 2008. The aim of the operation is to reduce street violence, disorder, and incidents linked to licensed premises, by working with key partners in order to make our streets safer and to reduce the risk to the public.

The festive period is a time when City Centre retail outlets and licensed premises are particularly busy, providing criminals the opportunity to commit offences. The risk from increased crime, antisocial behaviour, violence, and liquor licensing issues provides Police Scotland and partner agencies with the opportunity to perform this high visibility operation to ensure the communities within Inverness City Centre and the surrounding area are safe from the negative impact of crime and disorder.

The multi-agency action taken during Operation Respect actively targets alcohol-driven violence, as well as providing preventative measures to reduce offending, reduce the number of victims of violence, and ultimately help make the streets safer.

Whilst conducting this operation, local response officers, community beat officers, operational support unit officers, and flexible policing team officers work together and with partner agencies to tackle criminality and antisocial behaviour, with particular emphasis on shoplifting and the night time economy (NTE).

## **Methodology**

This report will evaluate the Operation Respect festive campaign by analysing the type and level of incidents reported to police in the Inverness City Centre beat between 1<sup>st</sup> December 2016 and 2<sup>nd</sup> January 2017. This report includes all incidents of antisocial behaviour, violence, and dishonesty reported in the City Centre beat during this period in comparison with the same periods in the previous 5 years. 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 and Crimes
- Day and Time of Incidents
- Location of Incidents
- Licensed Premises Checks
- Fixed Penalties Issued
- How Made Known

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

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

- 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
- Crime Other
- Court Offence
- Domestic Incidents (Physical / Non-Physical)
- Disorder
- Drinking in Public
- Drugs
- Drunk Person
- Fixed Penalty
- Fraud
- Hate Crime
- Housebreaking
- Licensing Laws
- Local Byelaw Offence
- Noise (Pubs/Clubs, Disturbance/Noise etc)
- Offensive Weapon
- Opening Lockfast Place
- Reset
- Robbery
- Search of Person
- Sexual Offence (Rape / Other / Sexual Assault)
- Shoplifting
- Sneak in Theft
- Stolen Cycle
- Suspicious Person/Veh/Prowler
- Theft
- Vandalism

### **Caveats**

While Operation Respect is primarily focussed on the Inverness City Centre beat, since 2012 the Operation has also covered 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. Shoplifting patrols are also undertaken at the Retail Park at Eastfield Way. As the boundaries of these areas are not clear on crime recording systems, and to maintain consistency with previous Operation Respect results analysis, this report will only consider incidents reported in the Inverness City Centre beat.

5 year averages have been used for comparison of incidents/crimes in this report with the exception of Disorder incidents/crimes as this subject type has only been in use since 2013. As such, 3 year averages are used for comparison of Disorder incidents/crimes.

Domestic incidents have again been included in this results analysis, having initially been requested in the Operation Respect 2014 Operational Order. Domestic incidents were not previously included in the results analysis; therefore it will only be possible to compare figures with 2014 and 2015.

As with all analytical reports, this report is based on incidents which have been reported to or originated by police. It is highly likely that further incidents have gone unreported.

### **Key Findings**

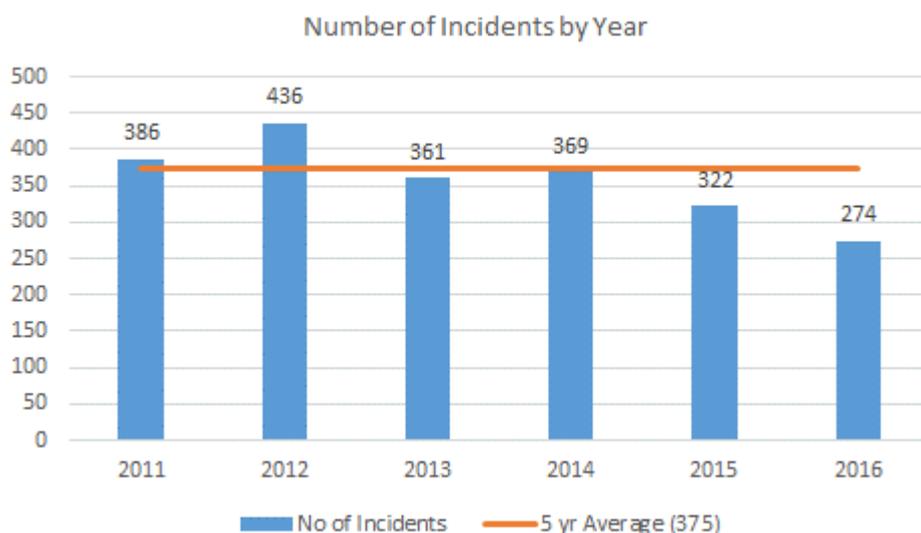
- During the period under review in 2016, a total of 274 of the above incident types were reported in Inverness City Centre. Of these, 178 were crimes, of which 136 (76.4%) were detected.
- There were fewer incidents recorded in 2016 in comparison with both the previous year (down 15%) and the 5-year average (down 27%).
- The number of crimes recorded in 2016 (178) is lower than both the previous year (211) and the 5 year average (225). The detection rate is also lower than the previous four years.
- The proportion of incidents resulting in a crime report being submitted in 2016 (65%) has also decreased in comparison with last year (65.5%) but is higher than the 5 year average (60.4%).
- In 2016 the top six incident subject types were Disorder (49 incidents), Shoplifting (35), Assault (25), Drunk Person (25), Drugs (24), Breach of the Peace (21).
- The top crime types in 2016 were Shoplifting (33), Assault (22), BOP (20), Drugs (20).
- Incidents by day of the week in 2016 predominantly followed the same trend as previous years; increasing over the course of the week and peaking over the weekend.
- Incidents on specified days in 2016 (e.g. Hogmanay) were at the same or a lower level than previous years.
- Incidents by time of day predominantly followed the same pattern as previous years, with incidents increasing over the afternoon and into the evening and early hours of the morning. However, compared to the 5 year average 2016 saw notably fewer incidents in the early evening (1800-1959hrs) and overnight between 2200-0359hrs.
- Combining data for 2015 and 2016, the peak days were Saturdays and Sundays, and the peak times were between 0100-0359hrs, 1400-1659hrs, and 2000-2259hrs. The combined peak days & times were Wednesdays and Thursdays, 1400-1459hrs; Saturdays, 0100-0359hrs and 2100-2159hrs; Sundays, 0000-0459hrs.
- The top 5 streets for incidents in 2016 were High Street, Church Street, Academy Street, Eastgate Centre, and Baron Taylors Street.
- The vast majority of incidents in 2016 and in the previous 5 years occurred in a public place. The two next most common location types were licensed premises and shops/offices. The majority of incidents at shops/offices in 2016 were in relation to Shoplifting (75%), while incidents at licensed premises were mainly in relation to Disorder (31%) and Assault (23%).
- 244 licensed premises checks were conducted in Inverness City Centre during Operation Respect in 2016. This is lower than last year (478) but higher than the 5 year average (217).
- 37 Fixed Penalties were issued for Antisocial Behaviour in Inverness. This is lower than both last year (62) and the 5 year average (73).
- The two most common ways incidents were made known to police in 2016 were via Ordinary Telephone (75) and Originated by Police (97).

## **Analysis**

During the period under review in 2016, a total of 274 of the above incident types were reported in Inverness City Centre. Of these, 178 were crimes, of which 136 (76.4%) were detected.

### **Number of Incidents per Year**

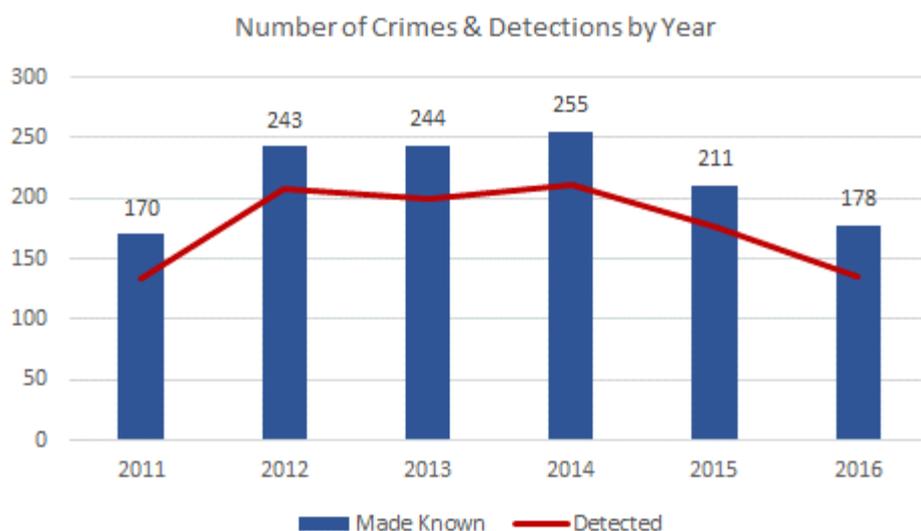
The following chart highlights the number of incidents which occurred during the review period in 2016, compared with the previous 5 years;



As can be seen from the above chart, there were fewer incidents recorded in 2016 in comparison with both the previous year (down 15%) and the 5-year average (down 27%).

### **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 2016 and the detection rate, compared with the previous 5 years;



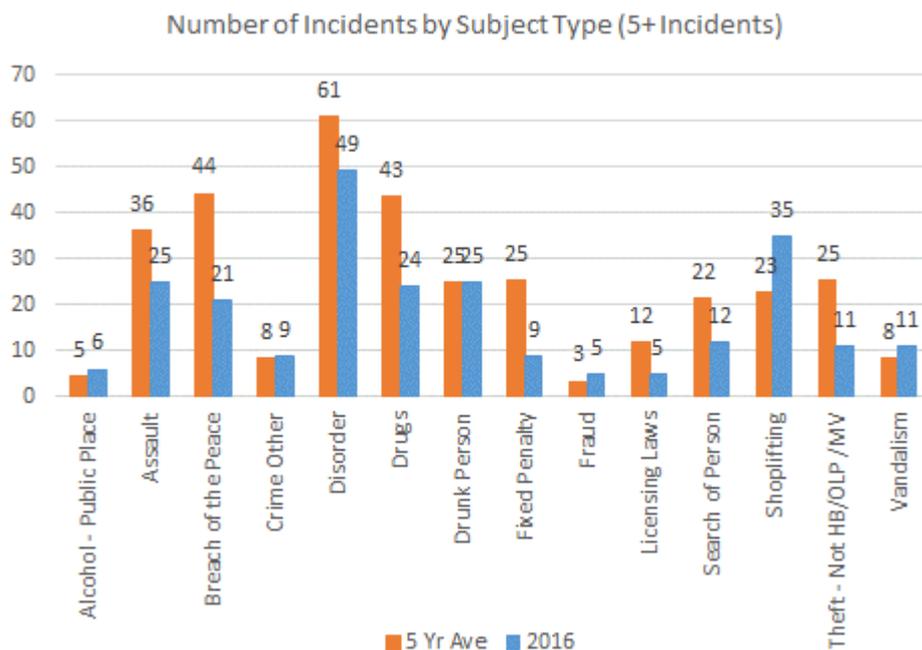
Crimes	2011	2012	2013	2014	2015	5 Yr Ave	2016
Detection Rate	75.1%	85.6%	81.6%	82.7%	83.4%	81.7%	76.4%
Proportion of incidents resulting in a crime report	44.0%	55.7%	67.6%	69.1%	65.5%	60.4%	65.0%

The above chart highlights that the number of crimes recorded in 2016 (178) is lower than both the previous year (211) and the 5 year average (225). The detection rate is also lower than the previous four years, however it is possible that the detection rate for 2016 will 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 in 2016 (65%) has also decreased in comparison with last year (65.5%) but is higher than the 5 year average (60.4%).

### Incident Type

Incidents were recorded in relation to 25 different subjects in 2016 which is lower than the previous year (34). The following chart looks at the most commonly recorded incident types reported during the period under review, in comparison with the previous 5 years;



The most commonly recorded incident types relate to antisocial behaviour, theft, and violence. In 2016 the top six incident subject types (20+ incidents) were;

- Disorder (49 incidents)
- Shoplifting (35)
- Assault (25)
- Drunk Person (25)
- Drugs (24)
- Breach of the Peace (21)

While the number of Drugs incidents in 2016 (24) was notably lower than the 5-year average (43), it was at a similar level to last year (25).

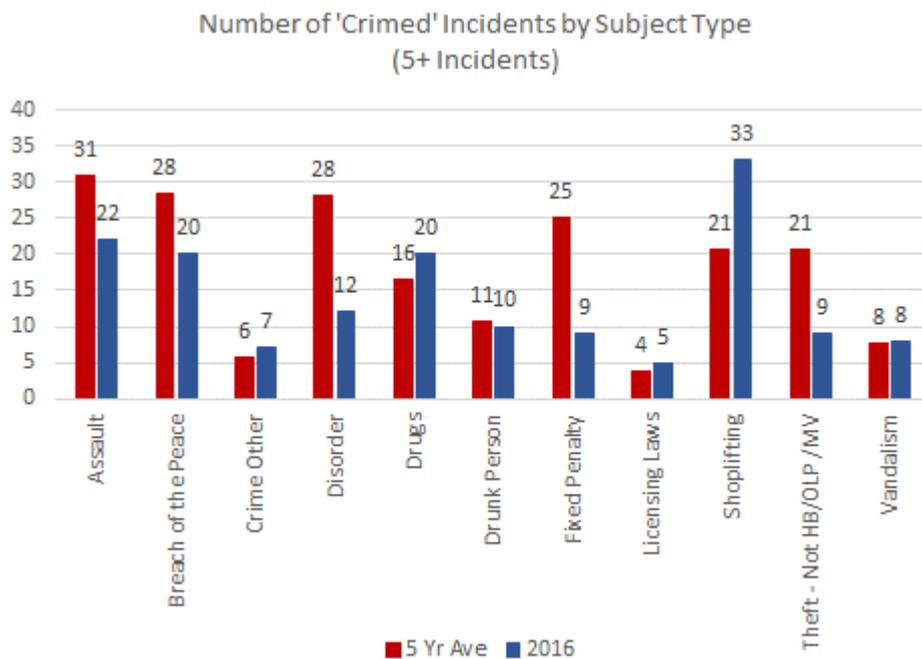
The most notable changes were as follows;

Incident Type	Change	2015	5 Year Average	2016
Shoplifting	Increase	13	23	35
Disorder	Decrease	56	61*	49
Assault	Decrease	40	36	25
Search of Person	Decrease	23	22	12
Fixed Penalty	Decrease	17	25	9
Licensing Laws	Decrease	12	12	5
Theft	Decrease	15	25	11

\*3 year average

### Crime Type

The following chart looks at the most commonly recorded crime types reported during the period under review, in comparison with the previous 5 years;



As highlighted in the above chart, the top crime types in 2016 were;

- Shoplifting (33)
- Assault (22)
- Breach of the Peace (20)
- Drugs (20)

The most notable changes were as follows;

Incident Type	Change	2015	5 Year Average	2016
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Disorder	Decrease	33	28*	12
Assault	Decrease	35	31	22
Fixed Penalty	Decrease	17	25	9
Theft	Decrease	15	21	9

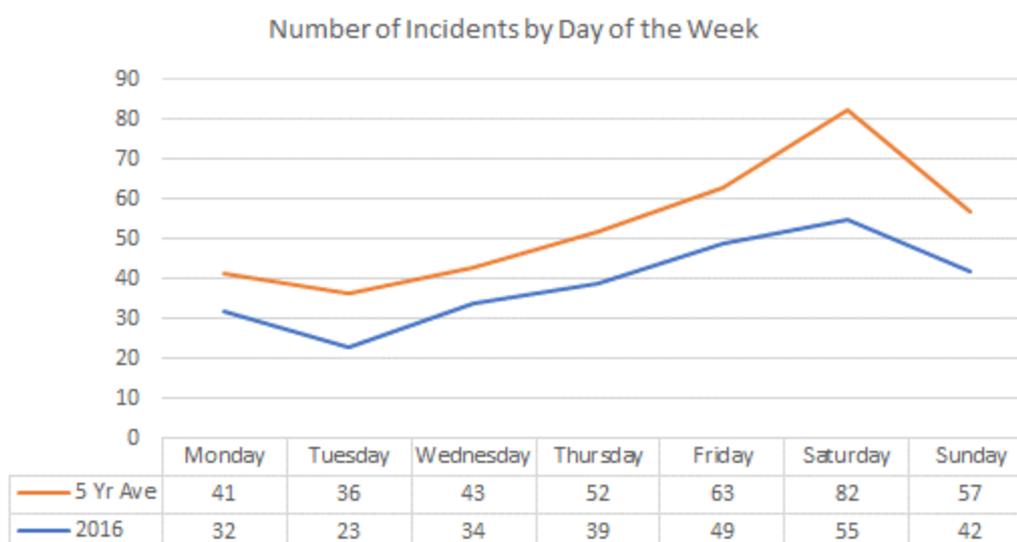
\*3 year average

The number of Drugs crimes in 2016 (20) was higher than both the previous year (17) and the 5 year average (16). The proportion of Drugs incidents resulting in a crime report has also increased to 83.3% highlighting an increase in positive results, as illustrated in the following table;

Drugs	2011	2012	2013	2014	2015	5 Yr Ave	2016
Incidents	80	52	34	26	25	43.4	24
Crimes	13	14	21	17	17	16.4	20
Proportion of incidents resulting in a crime report	16.3%	26.9%	61.8%	65.4%	68.0%	37.8%	83.3%

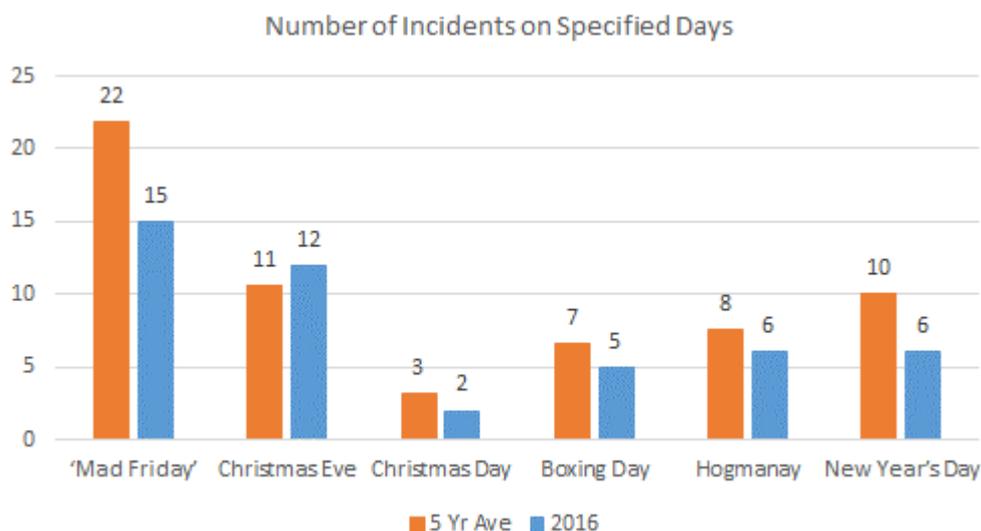
### Day of Incidents

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, incidents by day of the week in 2016 followed the same trend as previous years; increasing over the course of the week and peaking over the weekend.

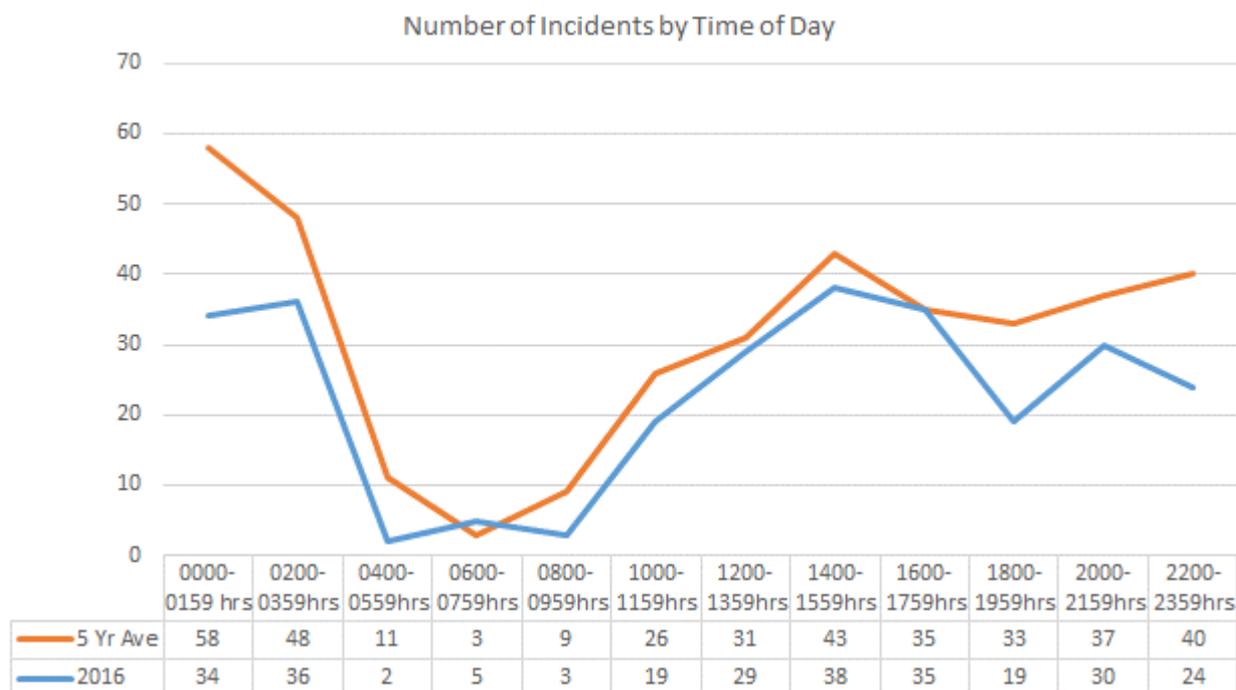
The following chart highlights the number of incidents that took place on significant days during the festive period;



As the above chart highlights, incidents on specified days in 2016 were at the same or a lower level than previous years.

### Time of Incidents

The following chart highlights the times that incidents were reported;



As the above chart highlights, the number of incidents by time in 2016 predominantly followed the same pattern as previous years, with incidents increasing over the afternoon and into the evening and early hours of the morning. However, compared to the 5 year average 2016 saw notably fewer incidents in the early evening (1800-1959hrs) and overnight between 2200-0359hrs.

Relatively few incidents were recorded in the morning between 0400 hours and 0959 hours.

### Peak Days and Times of Incidents

The following table combines day and time data for incidents in 2015 and 2016 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	2	4	0	2	0	0	0	1	0	0	3	4	4	5	4	3	5	1	4	2	2	6	5	1	58
Tue	2	0	0	4	3	0	0	1	0	3	4	2	6	5	2	2	3	4	3	5	4	3	4	2	62
Wed	0	3	5	0	0	2	0	0	1	3	3	8	3	5	11	8	2	4	2	4	3	2	2	5	76
Thu	2	2	3	6	0	0	1	3	0	1	2	4	7	2	11	6	6	6	2	5	6	1	8	2	86
Fri	5	4	8	6	2	0	0	1	0	0	4	1	4	2	5	4	9	4	1	3	8	4	8	6	89
Sat	6	15	16	10	2	0	2	1	1	1	4	1	1	4	3	6	5	6	1	7	4	11	2	7	116
Sun	19	19	20	14	11	1	0	0	0	0	1	0	2	1	2	1	1	3	3	0	3	2	3	3	109
<b>Total</b>	<b>36</b>	<b>47</b>	<b>52</b>	<b>42</b>	<b>18</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>21</b>	<b>20</b>	<b>27</b>	<b>24</b>	<b>38</b>	<b>30</b>	<b>31</b>	<b>28</b>	<b>16</b>	<b>26</b>	<b>30</b>	<b>29</b>	<b>32</b>	<b>26</b>	<b>596</b>

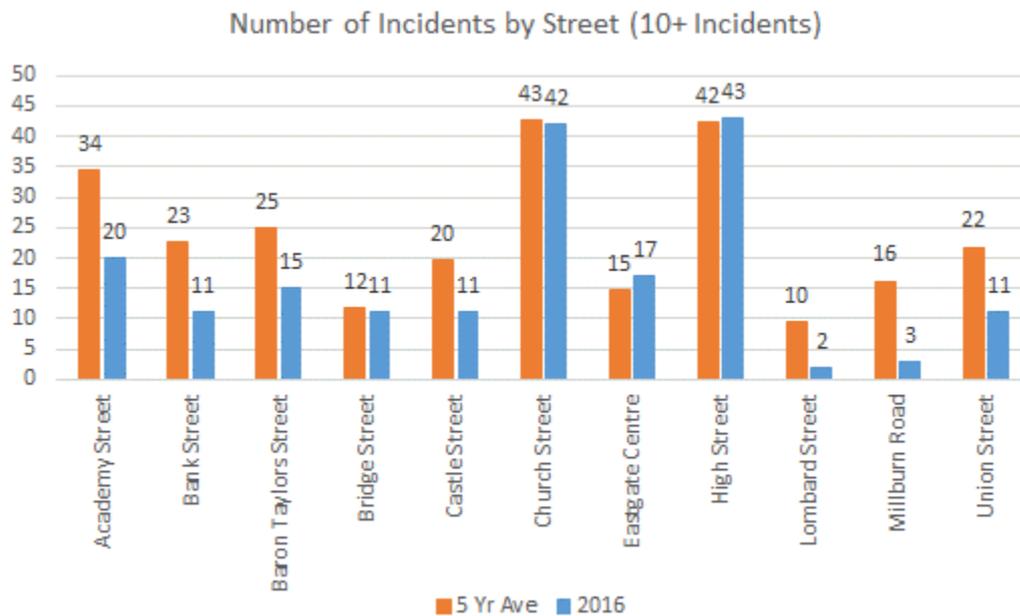
**Key:** Peak Days (Blue), Peak Times (Green), Peak Days & Times (Yellow)

As can be seen from the above table, the peak days and times for incidents during Operation Respect in 2015 and 2016 were:

- Peak Days - Saturdays and Sundays
- Peak Times - Between 0100-0359hrs, 1400-1659hrs, and 2000-2259hrs
- Peak Days/Times - Wednesdays and Thursdays, 1400-1459hrs  
- Saturdays, 0100-0359hrs and 2100-2159hrs  
- Sundays, 0000-0459hrs

### Hotspot Streets

The following chart illustrates the streets in Inverness City Centre that recorded 10 or more incidents in 2016 or as a 5-year average;



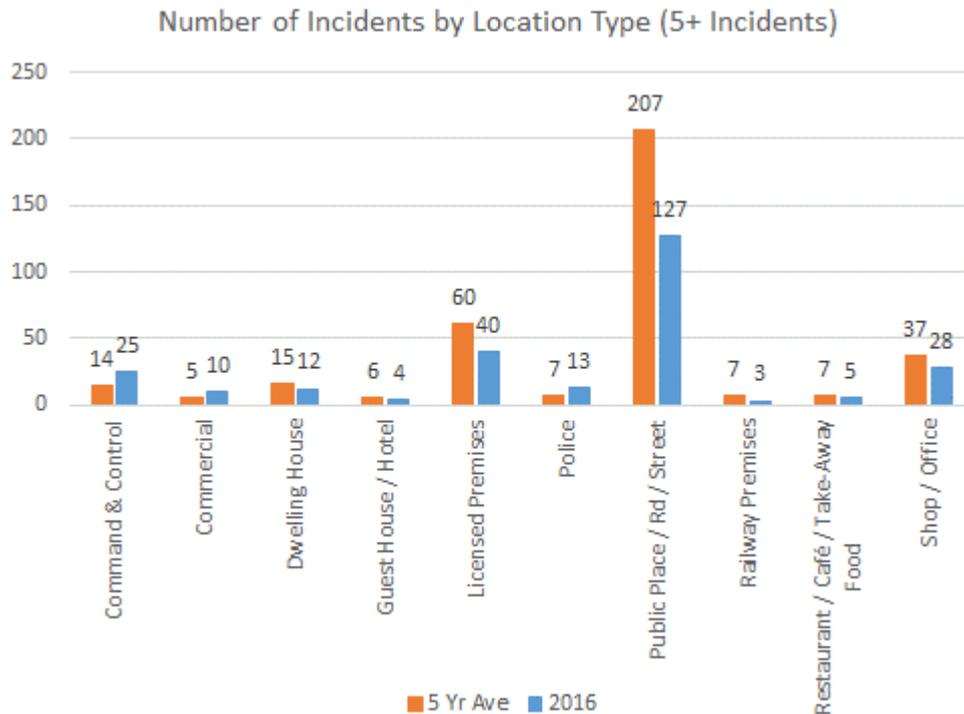
The above chart highlights that the top 5 streets in 2016 were;

- High Street
- Church Street
- Academy Street
- Eastgate Centre
- Baron Taylors Street

This is likely to be due to the high number of retail and 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 chart highlights the top 10 location types where incidents were reported during the period under review, in comparison with the previous 5 years;



As can be seen from the above chart, the vast majority of incidents in 2016 and in the previous 5 years occurred in a public place. This location type has seen a decrease in the number of incidents in comparison with the 5-year average. The next two most common location types were licensed premises and shops/offices.

Incidents at shops/offices were recorded at 19 different premises in 2016, compared to 15 in 2015. Six premises recorded more than one incident during the review period, namely;

- Debenhams, Eastgate Centre (4)
- Co-op, Church Street (3)
- Boots, Eastgate Centre (2)
- Marks and Spencer, Eastgate Centre (2)
- Poundland, Eastgate (2)
- Primark, Bridge Street (2)

Incidents related to 7 different subject types, but were mainly in relation to Shoplifting (75%), and Theft (7%).

Whilst 40 incidents were recorded with a Licensed Premises location type, the actual number of incidents relating to LPs was higher (57). This is due to the fact that a number of incidents at LPs were recorded under other location types such as Public Place and Command & Control.

Incidents at licensed premises were recorded at 17 different premises in 2016, compared to 24 in 2015. The licensed premises that recorded the most incidents in 2016 were Auctioneers, Caledonian Bar, and Johnny Foxes.

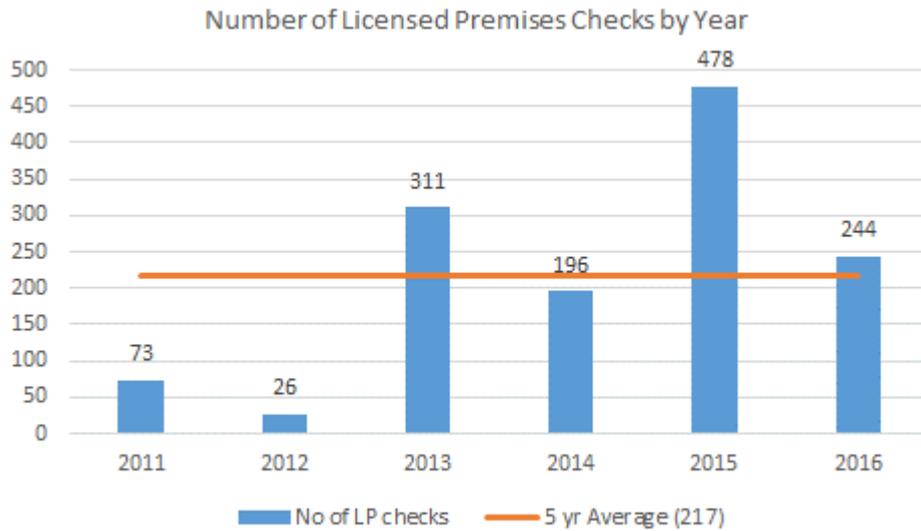
The following table illustrates the types of incidents recorded at individual licensed premises in 2016;

	Disorder	Assault	Drunk Person	Licensing Laws	Theft	Crime Other	Drugs	Vandalism	Alcohol	Alcohol - Public Place	Assault - Serious	Breach of the Peace	Fraud	Search of Person	Total
Auctioneers, Church Street	3	2	1	2		1		1							10
Caledonian Bar, High Street	3	2	1			1	1					1			9
Johnny Foxes, Bank Street	3	2		1	2	1									9
G's Nightclub, Castle Street	2	1	1	1											5
Ironworks, Academy Street		1						1	1	1					4
Kings Highway, Church Street	1	1			2										4
Hootananny, Church Street	1	2													3
Private Eyes, Academy Street	1		1												2
The Exchange, Academy Street	2														2
The Keg, Baron Taylors Street		1	1												2
Macallums, Union Street	1														1
Market Bar, Church Street														1	1
No 27, Castle Street		1													1
R and B, Queensgate							1								1
Rocpool, Ness Walk													1		1
The Gellions, Bridge Street											1				1
Vinyl, Castle Street	1														1
<b>Total</b>	<b>18</b>	<b>13</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>57</b>

The majority of incidents at licensed premises in 2016 were in relation to Disorder (31%) and Assault (23%).

### Licensed Premises Checks

Licensed premises checks form part of Operation Respect. The following chart highlights the number of licensed premises checks conducted in Inverness City Centre during the period under review in comparison with the previous 5 years;



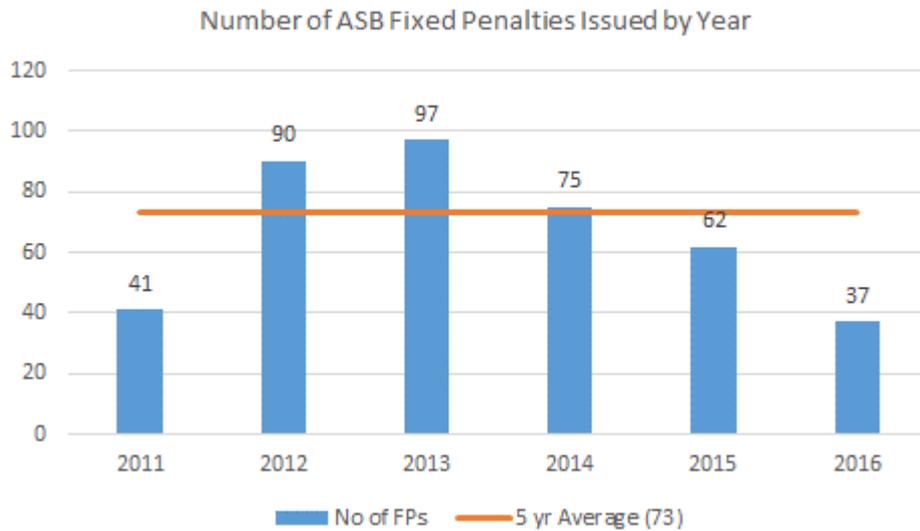
As can be seen from the above chart, the number of LP checks recorded in Inverness City Centre in 2016 was lower than the previous year but higher than the 5 year average. Significantly more LP checks were recorded in 2015 compared to all other years.

Increased licensed premises checks have been shown to lead to a reduction in offences and thus should be prioritised in Operation Respect in the future.

## Fixed Penalties Issued

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;



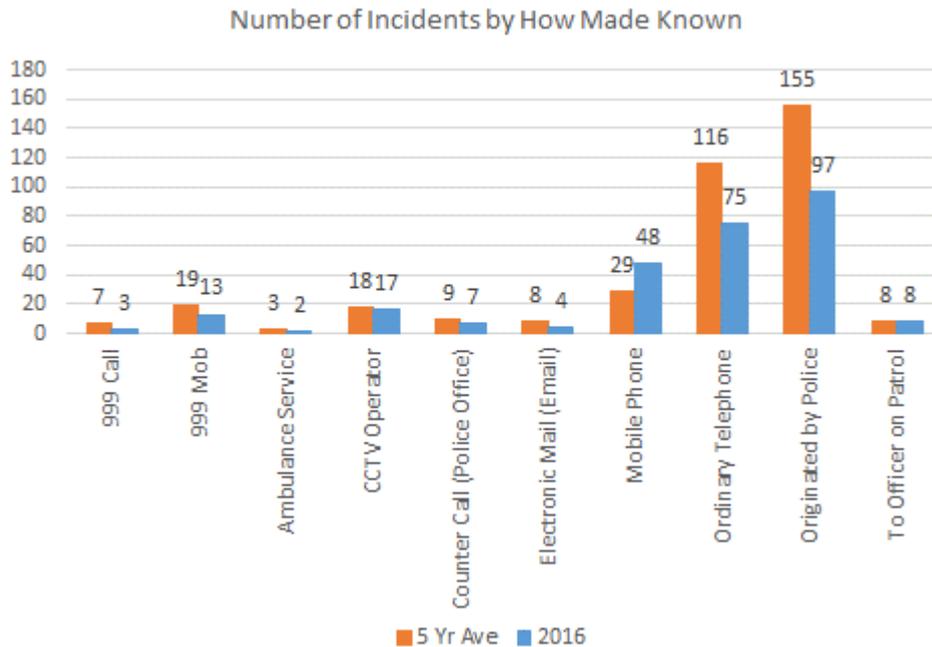
The above chart highlights that the number of Fixed Penalties issued for antisocial behaviour in Inverness in December 2016 was significantly lower than both last year and the 5 year average.

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.

## 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 2011 and 2016, incidents were made known to police in 15 different ways.

The following chart highlights the 10 most common ways incidents were made known;



In 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 highlights police proactivity and the importance of officers on patrol in identifying incidents. However, the number of incidents Originated by Police in 2016 (97) was lower than both last year (159) and the 5 year average (155).

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. 8 incidents were made known To Officer on Patrol in 2016. This is fewer than the previous year (12) but the same as the 5 year average (8).

Changes in technology and the way individuals communicate is highlighted by the increase in calls made via Mobile Phone and decrease in calls made via Ordinary Telephone. It is likely that this trend will continue in the future, with the added possibility of individuals reporting incidents via social media (e.g. via police Facebook and Twitter accounts etc.)

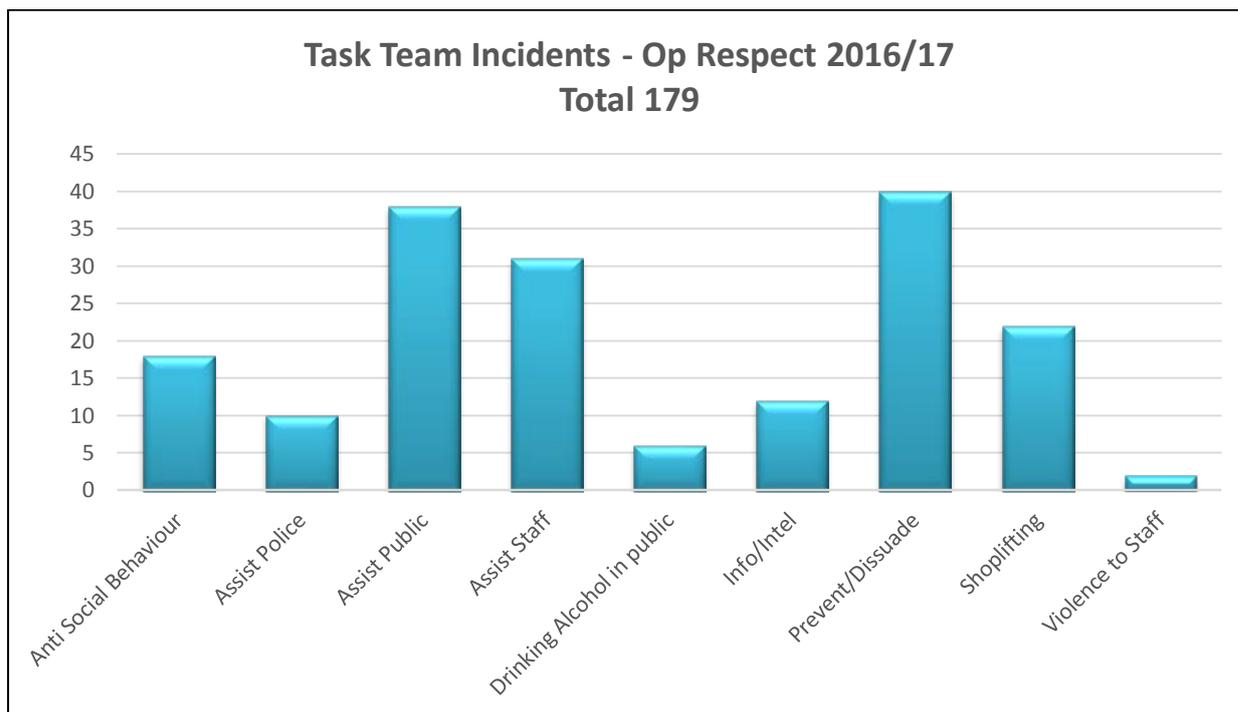
## **Recommendations**

- 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.
- Seek to obtain data from the NHS regarding the numbers of patients attending Raigmore Hospital with injuries linked to violence during December and early January. It is possible that there are assaults which have not been reported to police.
- Ensure that Fixed Penalties are utilised where possible.
- Ensure that Licensed Premises checks are undertaken and recorded.
- Ensure that both Police and partner agencies make full use of social media to highlight the operation and to share key messages regarding keeping safe during the festive period.
- Continue working with partner agencies to keep people safe in Inverness City Centre during the festive period.
- 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.

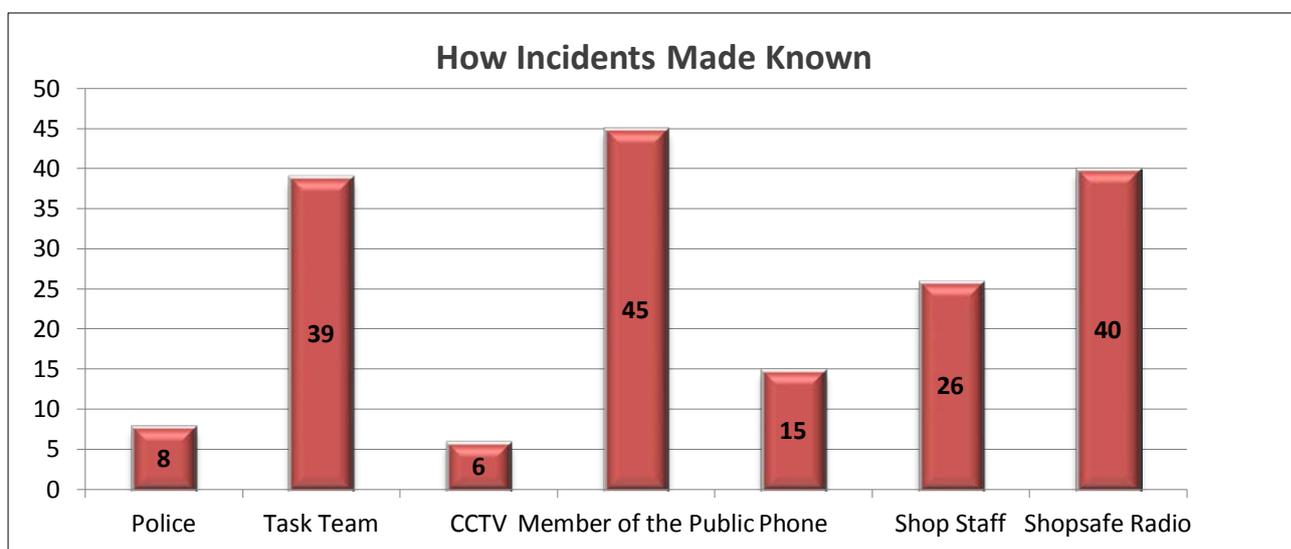
**Inverness BID Security Task Team Evaluation**

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, Police Scotland, 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 2016/17, the BID Security Task Team comprised of one team of two SIA trained personnel. The City Centre Task Team were on duty from Saturday 19th and Sunday 20th from 1100hrs – 1800hrs and thereafter during the same times every weekday except Sunday from Thursday 24th through to Tuesday 3<sup>rd</sup> January 2017. They operated extended hours until 2200hrs on Mad Friday weekend 23/24<sup>th</sup> December and were also out on New Year's Day (Sunday) between 1100hrs – 1800hrs.
4. Their Duties were to carry out proactive patrols, as well as responding to calls for assistance via the Shop Safe Radio System and/or a dedicated mobile phone number. Give physical presence and moral support to retailers and licensees during hours of operation thereby providing increased protection for Staff and Customers.
5. 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.
6. The Shop Safe Radio system proved most successful as it allowed the Task Team to have direct communication with the Police Scotland City Centre Beat Officers, Highland Council City Centre CCTV Control Room, as well as the retailers and the licensed premises that have and regularly use the radio system.
7. Following each incident, the team completed an electronic Incident Report Form installed on a PDA. These reports were used as a management tool for monitoring of the task team incidents attended.
8. During their deployment, the Task Team attended/responded to 179 incidents, a 75% increase on 2015/16 which were recorded as per the below chart. However, there were many other occasions where the Task Team assisted/helped members of the general public and retail staff which due to their minor nature were not recorded on an incident report.
9. Liaison between the Task Team and Police Scotland was enhanced during this period as a result of Police Scotland City Centre Beat Officers now operating out of their Office within Inverness Town House, which has led to better communication, daily face to face contact between the organisations, information and intelligence sharing on matters of interest or concern, and a general improvement in incident response.

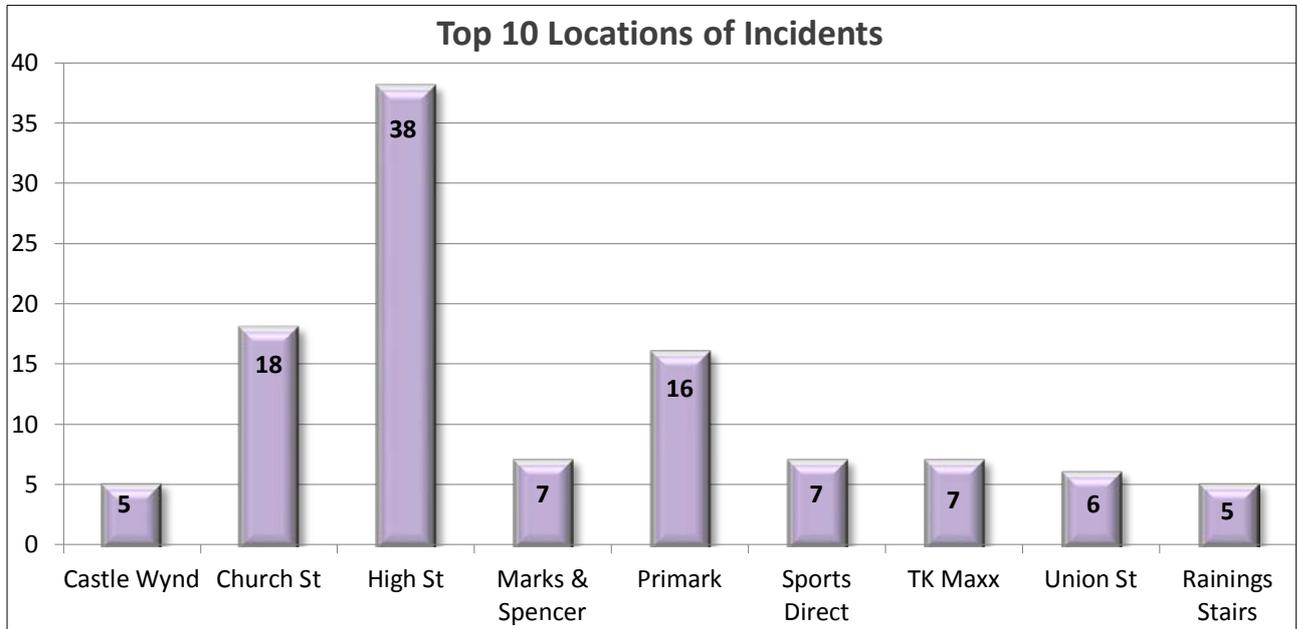
10. The incidents the Task Team attended were as follows:



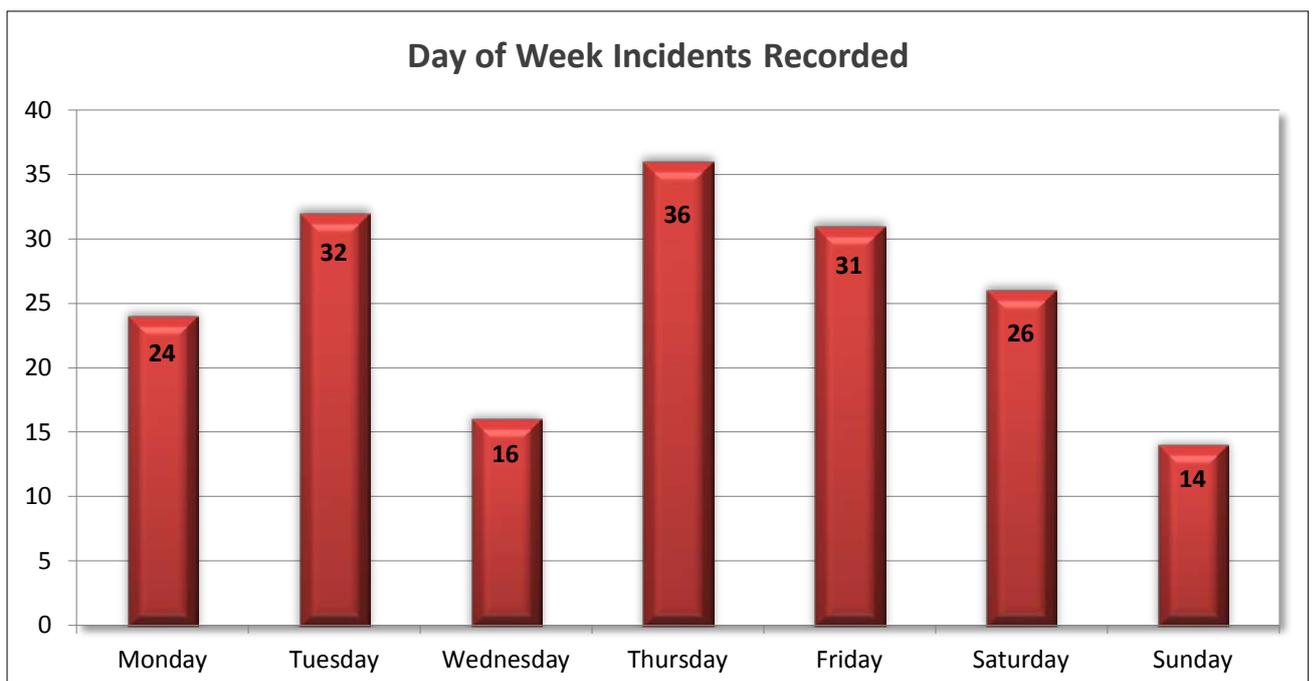
11. The incidents attended were made known as follows. These figures tend to highlight that Businesses, particularly in the retail sector are showing an increased confidence in Task Team ability to provide immediate support and assistance with 45% of contact being made by phone, shop staff, or shopsafe radios. There were 45 public contacts made to the patrolling Task Team, the majority seeking some form of assistance or direction, and the 39 instances of Task Team interventions in matters of crime, anti-social behaviour and disorder, which proves the value of an additional easily identifiable visible presence of assistance is present in the city centre. As the City Centre Beat officers carry the Shop Safe Radio, there was very good communication between them and the Task Team resulting in assistance being provided to Police as and when required.

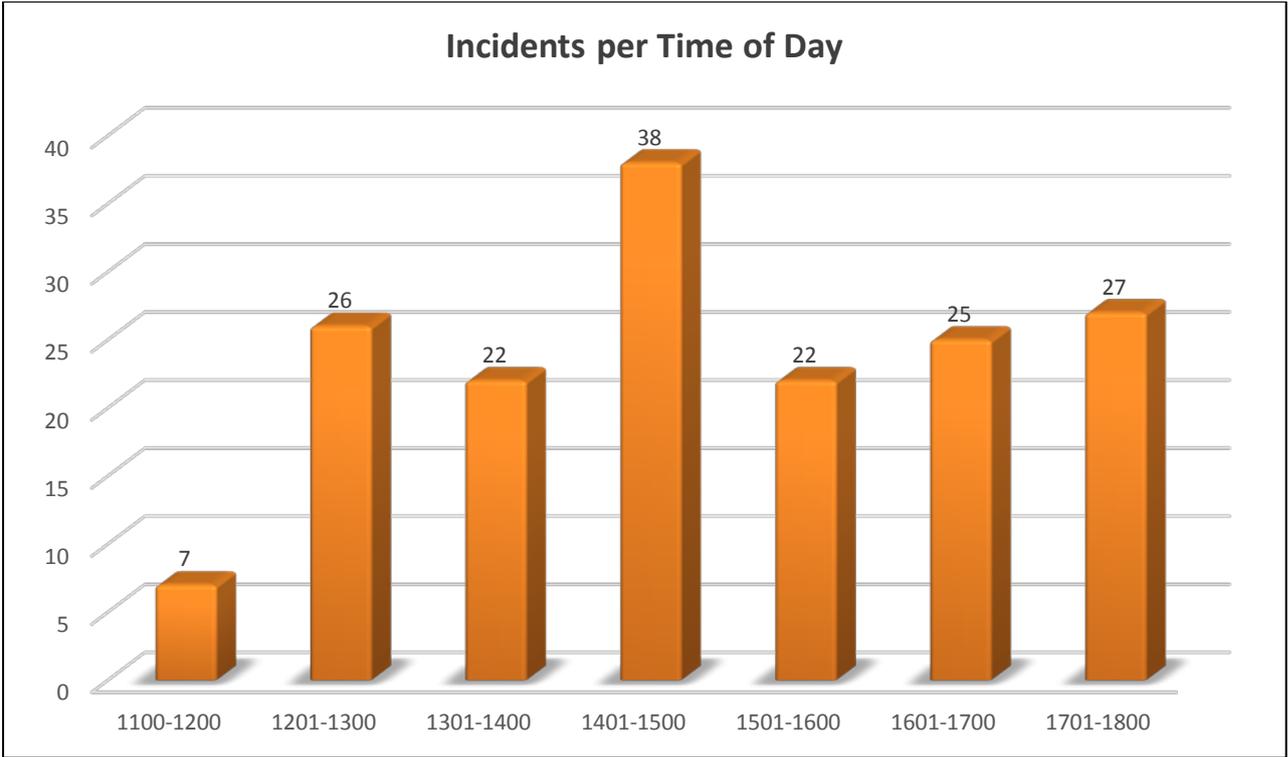


12. The locations of the incidents attended to were as follows. The locations which have the largest number of incidents within the City Centre are as would be suspected, High Street, and locations where the larger retail outlets are situated. The high level of incidents in Church Street is in part due to a zero-tolerance policy on Shoplifting by a major supermarket outlet resulting in increased calls for assistance both to the Task Team and the Police.

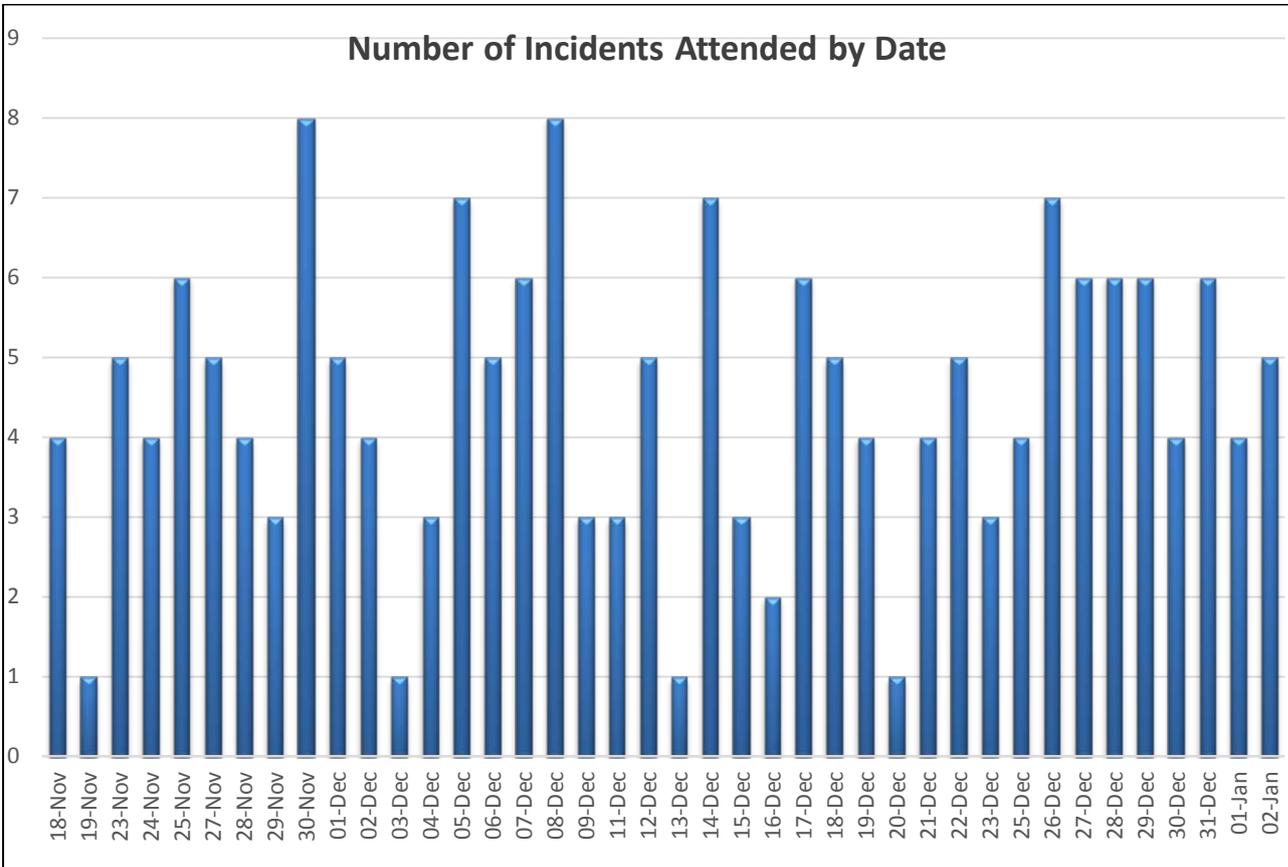


13. The two graphs below highlight the days of the week and times of the day of the incidents attended. There is no discernible pattern to the incidents recorded with weekdays being similar apart from a Wednesday for which no explanation or reason exists. Sunday's are generally quieter as many retail outlets are closed or on reduced opening hours resulting in less footfall.

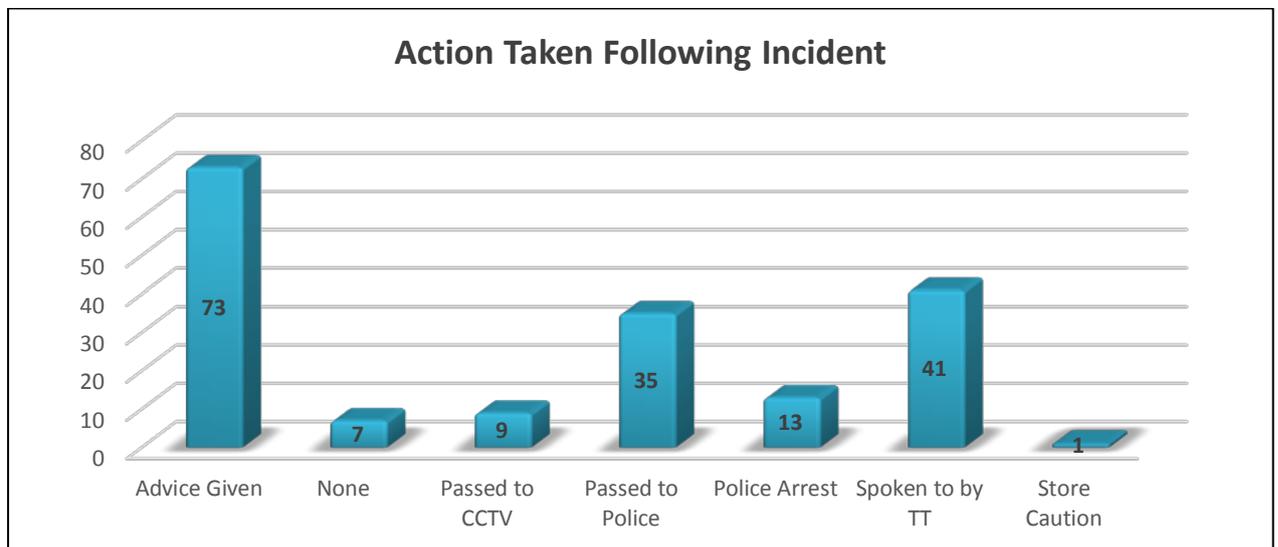




14. This graph illustrates the number of incidents attended by date throughout the Op Respect Period. It highlights and confirms the busiest days although no effective analysis can be provided.



15. Following attending an incident, this graph shows what action was taken. The 35 'Passed to Police' figure, a 100% increase from 2015/16, will include police arrests initiated by them after subsequent enquiry of the incidents being notified to them by the Task Team.



#### 16. Examples of Incidents attended by Task Team

- 5 young males (11-13 yrs) detained following reports of shoplifting. Passed to Police
- 2 males being abusive to Staff in High Street fast food outlet. Task Team attended and provided assistance until police arrived.
- Elderly male, previously suspected of multiple shoplifting, detained for theft of fishing gear following observations. Passed to Police.
- Group of known repeat offenders found intoxicated and drinking alcohol on Raining Stairs. Police informed.
- Domestic dispute in public between couple. Task team intervened and separated parties involved and provided advice and moved them on in different directions.
- Female professional shoplifter located and detained after being reported putting multiple goods totalling over £250 in a wheeled suitcase and leaving the premises. Police informed and arrested her.
- Information received from a member of the public re drugs possession by identified individual. Observations maintained until police arrived and assistance provided as a result of positive search found dealer quantity of tablets.
- Task team assisted shop staff deal with Female shoplifter found in possession of stanley knife when searched. Police attended and arrested her.
- Task Team called ambulance to young male found almost unconscious in city centre, highly intoxicated and in need of medical attention. Male taken to Hospital.
- Anti-social behaviour by group of youths towards staff at a sandwich shop. Youths spoken to by task Team and moved on.
- Assist staff to detain female who had fraudulently presented a bank card in the name of a male person attempting to purchase goods.

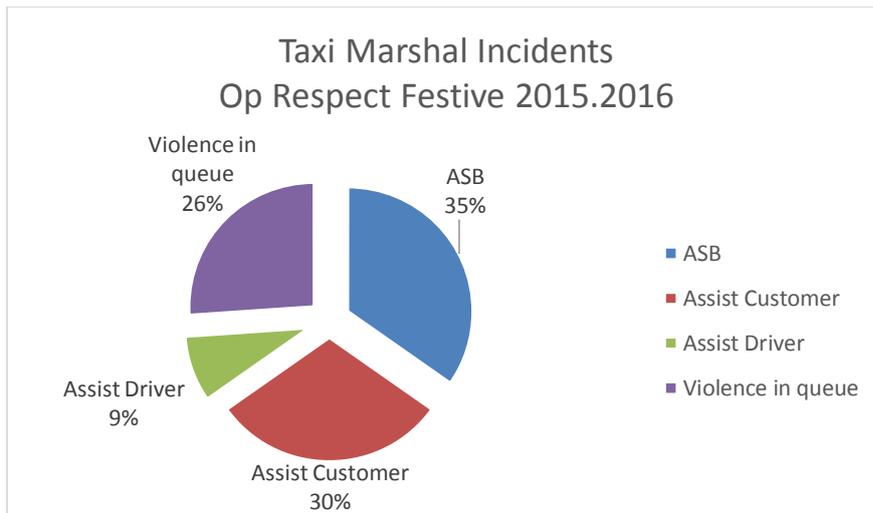
- Watched known shoplifters, a married couple in store. Task Team made presence known and they left store.
- Called to assist Eastgate Security Guard identify known male banned from the premises and escorted him from the premises.
- Assist Licensed Premises Staff eject an intoxicated female and her family after she had assaulted the Manager by throwing a drink over him.

17. The above are just a few examples of the many similar type incidents that the Task team dealt with or assisted in preventing an escalation of anti-social behaviour, drunkenness, detection and prevention of shoplifting, and assistance to the Police, Business Premises, Retailers and general public when called upon.

18. There is no doubt that once again, the BID Task Team made a major contribution to the success of Operation Respect in providing that public reassurance and support to businesses in the prevention and detection of crime and anti-social behaviour, but also in the personal safety of staff when they are confronted with abuse and potential violent situations by determined and often intoxicated individuals in what is a busy time of the year and in an increasingly popular City Centre.

**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
  - a. Offer a safe waiting area until a taxi arrives
  - b. Monitoring taxi queues
  - c. Clearly establish a pick-up point and form queue on that point
  - d. Report incidents of disorder via the Shop Safe radio scheme to Police
  - e. Advise drivers of any potential problems regarding customers
  - f. Provide a visible reassurance to the public and taxi drivers
  - g. Assess the scheme and make suggestions to enhance the operation
3. Throughout 2016, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends. Operation Respect was funded jointly by BID and the Inverness Common Good Fund.
4. During Operation Respect 2016/17 the Marshals operated for a total of 14 nights between 2400hrs – 0400hrs on Friday and Saturday nights, including one Sunday on New Year's Day during the period 19<sup>th</sup> November 2016 to 3rd January 2017.
5. All Marshals were fully SIA trained. Two Marshals were deployed at the Academy Street rank and two at the Castle Wynd rank.
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 the Marshals direct communication with the Police Scotland City Centre Beat Officers, Licensed premises and the City Centre CCTV control Room.
8. Following each night's rostered duty, the Marshals reported on any significant incidents 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 were not recorded, e.g. generally calming people down. However, they attended/responded to 17 recorded incidents in total as per the chart below.



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

- Young intoxicated female, alone and visibly upset, supported at rank and given priority to get a taxi home.
- Attended to drunk and incapable female, being sick and urinating near to rank. First Aid provided by British Red Cross at Safe Zone.
- Group of males being abusive to towards each other, Marshals intervened to separate parties involved and moved them on in differing directions.
- Two males arguing with each other, Marshals intervened and diffused situation
- Male being abusive towards Taxi driver, assistance given and male left area
- Male person drunk and incapable, sleeping next to rank. Police informed.

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.



## **The British Red Cross Evaluation – Operation Respect Festive 2016/17**

## **APPENDIX 4**

The British Red Cross, fully funded by NHS Highland, participated in Operation Respect, a multi-agency community safety initiative which took place in December within the City of Inverness. The role of the BRC was to support the emergency services and other participating agencies such as the Street Pastors, who were co-located at the Safe Zone, in the pedestrianised area on Church Street adjacent to Bank Lane. Staff provided support, assistance and First Aid to members of the public who were found ill, injured or in need of support and comfort.

The British Red Cross deployed volunteer personnel within the City of Inverness on the following dates:-

**Friday, 16/12/2016,                    2200 – 0400 hours – 8 personnel**

**Saturday, 17/12/2016,                2200 – 0400 hours – 7 personnel**

**Friday, 23/12/2016,                  2200 – 0400 hours – 10 personnel**

**Saturday, 31/12/2016,                2200 – 0400 hours – 7 personnel**

This has given a total of 192 volunteer personnel hours of duty, and increase of 12 hours on the previous year. The BRC Ambulance and Emergency Response vehicles were also deployed on each evening.

### **Break Down of Incidents**

The following incidents were dealt with by the BRC personnel:

**16/12/2016** – Casualties – 0

**17/12/2016** – Casualties - 2

1. Assisted Breathing of Male affected by drugs and alcohol - Transported to Raigmore Hospital A&E by SAS.
2. Dislocated knee (Male) – Transported to Raigmore Hospital A&E by BRC

**23/12/2016** – Casualties - 6

1. Mental Health Issue - Male threatening suicide - Discharged and taken home by Police Scotland
2. Diabetic and Drunk female discharged and sent home.
3. Drug Overdose - Male taken to Raigmore Hospital A&E by BRC
4. Drunk Male - Discharged
5. Drunk Male - Discharged
6. Drunk Female - Discharged

**31/12/2016** – Casualty – 1

1. Unresponsive Female – BRC provided first aid and transport to Raigmore Hospital A&E

This year's Safe Zone operated on evenings which were potentially the three busiest weekends of the Festive period, including the Friday before Christmas and New Year's Eve, and whilst the City Centre was extremely busy and personnel engaged with many revellers, I am pleased to say that the number of casualties that required assistance over the four nights fell from 15 to 9, which is encouraging in terms of the public approach to personal safety.

Safe Zone, as part of the overall Operation Respect Festive response remains a worthwhile and integral part of the multi-agency response to keeping people safe with a number of referrals being directed to BRC through the other agencies involved on the street.

**RECOMMENDATION: BRC will continue to participate in Operation Respect Safe Zone activities, subject to funding support, and would be to supportive the continued use of the 2016 Safe Zone location for future events which ensured a safe environment to operate away from motorised traffic, both for the multi-agency volunteers as well as the general public utilising our services.**

## Inverness Street Pastors – Report on Winter Festival Operation Respect, December 2016

### Objectives

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

1. 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.
2. In undertaking the above to liaise with all appropriate agencies in order to ensure the correct support is offered to the individuals concerned, and
3. to contribute to public safety, well-being and enjoyment, and the perception thereof, by providing a practical and visible presence on the streets.
4. Inverness Street Pastors will provide patrols in the City Centre night-time economy between 10 p.m. and 3 a.m. at weekends, and one 2 hour patrol per week in the daytime, working in tandem with police patrols.
5. Inverness Street Pastor activities will focus on avoiding escalation of minor incidents thereby relieving other agencies and services to work on their own priorities.
6. 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.
7. The Street Pastors aimed to deliver at least 100 volunteer hours during the Operation period of 28th November to 1st January.
8. The Safe Zone (which is usually deployed on Payday Saturdays) will be used on strategic nights, comprising a rebranded police mobile office located near to the British Red Cross. The busiest nights for deployment of the Safe Zone were identified as the 16th, 17th, 23rd and 31st December.
9. A team of Street Pastors will be available at the Red Hot Highland Fling Hogmanay Party.

## Activities

Here is a summary of Inverness Street Pastors' City Centre Night-time activities, during the period 28th December 2016 to 1st January 2016, compared to the previous year:

	2015	2016
number of patrols	9	<b>8</b>
average number of volunteers per patrol	4.2	<b>4.3</b>
total volunteer-hours	127	<b>169</b>
total contacts with the public	463	<b>580</b>
spontaneous thanks received from the public	175	<b>72</b>
situations of calming aggression	2	<b>2</b>
situations of supporting the vulnerable	25	<b>21</b>
pairs of flip-flops given out	44	<b>51</b>
drinks, lollipops and food given out	53	<b>168</b>
emergency blankets given out	15	<b>3</b>
clearing broken glass and discarded bottles	75	<b>173</b>

## Observations

1. We focussed on fewer but larger patrols this year which can be seen in the volunteer-hours. This was mainly due to there being **two potential "mad Friday" weekends** as Christmas Day fell on a Sunday and the school term ended on Friday 23rd.
2. The increase in total contacts is most likely attributable to the two "mad Friday" weekends. There was a **"spreading out" effect** in that both weekends were busier than normal weekends but neither were as busy as previous "mad Friday" weekends. It was also felt by the teams that the **mild but extremely wet weather** had helped to keep revellers off the streets and inside premises on these weekends (perhaps explaining a drop in "spontaneous thanks" and numbers of emergency blankets needed).
3. The apparent increase in "drinks, lollipops and food" is partly due to inconsistencies in recording but also reflects a slight increase in the number of **vulnerable people** begging on the streets this year. Our daytime and night-time teams were able to **coordinate** over this and hence effectively **refer** some vulnerable people to other services.

4. There is a notable **increase in broken glass and bottles** removed from the streets. Not only does this help to protect revellers' feet (in tandem with giving away flip-flops) but also protects the tyres of mini-cabs for which we received many words of thanks.
5. The **British Red Cross** volunteers were invaluable on a number of occasions, dealing with situations outwith the Street Pastors core competency and also relieving the Scottish Ambulance Service.
6. We are especially grateful to the **NHS funding** of the British Red Cross participation in the Safe Zone. One online source estimates that Street Pastors and Safe Zone Partners such as The British Red Cross might have saved the NHS as much as £13million during the festive period. (See <https://www.premier.org.uk/News/UK/Street-pastors-will-save-NHS-13million-during-festive-period>.)
7. We were unable to send a dedicated team to the **Red Hot Highland Fling** this year. However, our City Centre Hogmanay Patrol sent three volunteers to the Northern Meeting Park just before the bells who then walked the route back into the City Centre with party-goers as the 'Fling closed, helping to ensure that people were safe and away from the river. Anecdotally, our teams felt that the 'Fling helps to keep the City Centre calm and safe by **diverting many party goers who then disperse peaceably**. Hogmanay in the City Centre was very peaceful and largely without incident from our perspective.
8. Partnership working was effective at a practical level with on-street referrals being made between Red Cross, Door Staff (coordinated by CCTV), Taxi Marshalls, Police and Street Pastors on most nights.
9. The **Safe Zone** was busy and proved invaluable on a number of occasions, perhaps most notably providing a safe place for some of the younger revellers to wait for pickup from parents. However, it was felt that the location on Church Street was not as effective as our usual **location** in the loading bay opposite the Town House. The British Red Cross volunteers seemed to agree and moved their location to the High Street on Hogmanay. We would therefore propose to site our van in its usual spot opposite the Town House next year and to site the British Red Cross nearby on the High Street (or to site both vehicles on the High Street).

Compiled by Mark Hadfield, Street Pastors Coordinator, January 27th 2016.