

Agenda Item	5
Report No	CIA/2/18

## **HIGHLAND COUNCIL**

**Committee:** City of Inverness Area Committee

**Date:** 9 February 2018

**Report Title:** Inverness Community Safety Partnership - Operation Respect City Centre 2017 Winter Festival Period Evaluation Report

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

### **1. Purpose/Executive Summary**

- 1.1** This report provides Members with an overview of resources, actions, and evaluation of the multi-agency Operation Respect – City Centre, for the Winter Festival 2017–18. The Committee is invited to note the content, evaluation, and the effectiveness of Operation Respect – City Centre, for the Winter Festival 2017-18

### **2. Recommendations**

- 2.1** Members are asked to:
- i. comment and note the evaluation available to date on the effectiveness of Operation Respect- City Centre for Winter 2017/18

### 3. Background

- 3.1 The Reports contained within the attached Appendices being presented to the Inverness City Area Committee detail the objectives, structure, initiatives, outcomes and evaluations by the relevant agencies involved in Operation Respect – City Centre Winter Festival 2017-18.

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

### 4. Evaluation

#### 4.1 Police Scotland

Evaluation is attached at **Appendix 1**. Details shown clarify that Operation Respect Festive 2017 actively increased public reassurance and enhanced community safety within the Inverness City Centre through enhanced police visibility and an improved proactive approach by Officers in dealing with anti-social behaviour, disturbance, shoplifting, drugs and general criminality.

Importantly, Police feel that the introduction of an enhanced dedicated City Centre Police Team from 4 Officers to nine at their office within the Inverness Town Hall has enabled them to tackle the issues of concern in a consistent manner, with improved support, and daily contact with 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.

#### 4.2 Security Task Team

This is a service which was 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 supported the ability of businesses to provide a safer, more 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, noise and

disturbance and on street drug dealing and has assisted in increased detection of reported crime within the City Centre.

This helps to enhance the economic vibrancy of the City by providing a safer environment for members of the public to go about their daily activities which in turn provides added reassurance to retailers and businesses.

#### **4.3 Taxi Marshals**

The Taxi Marshall Service during Operation Respect was provided through BID and is also jointly funded by the Inverness Common Good Fund. 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. Anecdotal evidence and evaluation confirmed that Taxi Marshalls, by their presence, prevented potential public order incidents from escalating resulting in a significant reduction in anti-social behaviour.

The Taxi Marshal Service is now a well-established commitment, not only as part of Operation Respect, but also at pay weekends on a monthly basis, provided courtesy of Inverness BID which continues to significantly enhance public safety in the City Centre at key locations during peak operating times.

#### **4.4 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 2018.

#### **4.5 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.

#### **4.6 Crimestoppers**

The above organisation continues to have a role to educate and inform the public on crime prevention advice and have previously 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.

Principal 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

### **5. Publicity**

#### **5.1** 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.

### **6 Future Campaigns**

#### **6.1** 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.

### **7 Highland Context**

#### **7.1** 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.

### **8 Climate Change, Legal, Rural and Equalities Implications**

#### **8.1** 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.

## 8.2 Resource

The table below details activities and funding sources nett of VAT. 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.

Funding							
Activity	BID	CGF	Police	Street Pastors	Red Cross / NHS	Crime-Stopppers	Totals
Police Resources		Nil	£100,000			Nil	£100,000
Street Pastors		£3,669					£3,669
Taxi Marshals	£1,564	£1,564					£3,128
BID Security Task Team	£3,784	£3,784					£7,568
Safe Zone		Nil			£3,150		£3,150
Publicity		Nil					Nil
<b>Totals</b>	<b>£5,348</b>	<b>£9,017</b>	<b>£100,000</b>		<b>£3,150</b>	<b>Nil</b>	<b>£117,515</b>

## 8.3 There are no Legal, Community (Equality, Poverty and Rural) Climate Change / Carbon Clever implications arising from this report

## 8.6 Risk

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.

## 8.7 Gaelic – activities will comply with Council Policy

**Designation:** Inverness City Area Manager – Inverness  
Police Scotland – Inverness Area Commander

**Date:** 9<sup>th</sup> February 2018

**Author:** David Haas Inverness City Area Manager  
Chief Inspector Colin Gough  
John McDonald, Inverness BID, Community Safety Manager



## Results Analysis

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# **OPERATION RESPECT**

## **Inverness City Centre**

## **Highland & Islands Division**

## **December 2017**

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<b>Authorised by</b>	Inspector James Rice
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**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 alcohol consumption within licensed premises. This multi-agency operation sees police working closely with key partners over the festive period to reduce offending and support those vulnerable through excess, to ensure Inverness is a safe environment for all those enjoying the festivities.

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).

Operation Respect involves co-operation through the Inverness Partnership and the Inverness Response Team with:

- Highland Council
- Inverness BID
- The British Red Cross
- Street Pastors
- Inverness Pub Watch
- Inverness Taxi Alliance
- Community Safety Partnership
- Inverness Response Team

**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 2017 and 2<sup>nd</sup> January 2018. 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) and Innkeeper.

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

- |  |  |
|--|--|
| ▪ Alcohol (Public Place / Underage)              | ▪ Housebreaking                                  |
| ▪ Arrest on Warrant                              | ▪ Licensing Laws                                 |
| ▪ Assault (inc. Serious Assault, Police Assault) | ▪ Local Byelaw Offence                           |
| ▪ Breach of the Peace                            | ▪ Noise (Pubs/Clubs, Business/Industry etc)      |
| ▪ Children/Youths                                | ▪ Offensive Weapon                               |
| ▪ Civic Govt(S) Act Offence                      | ▪ Opening Lockfast Place                         |
| ▪ Crime Other                                    | ▪ Reset  |
| ▪ Court Offence                                  | ▪ Robbery  |
| ▪ Domestic Incidents (Physical / Non-Physical)   | ▪ Search of Person                               |
| ▪ Discarded Needles                              | ▪ Sexual Offence (Rape / Other / Sexual Assault) |
| ▪ Disorder                                       | ▪ Shoplifting                                    |
| ▪ Drinking in Public                             | ▪ Sneak in Theft                                 |
| ▪ Drugs  | ▪ Stolen Cycle                                   |
| ▪ Drunk Person                                   | ▪ Suspicious Person/Veh/Prowler                  |
| ▪ Fixed Penalty                                  | ▪ Theft (including Attempts)                     |
| ▪ Fraud  | ▪ Vandalism                                      |
| ▪ Hate Crime                                     |  |

5 year averages have been used for comparison of incidents/crimes in this report with the exception of Disorder and Domestic incidents/crimes. 4 year averages have been used for Disorder incidents, as this subject type has only been in use since 2013. 3 year averages have been used for Domestic incidents, as they have only been included in Operation Respect results analysis since 2014.



As with all analytical reports, this report is based on incidents/crimes 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 2017, a total of 297 of the above incident types were reported in Inverness City Centre. Of these, 221 were crimes, of which 175 (79.2%) were detected.
- There were more incidents recorded in 2017 in comparison with the previous year (up 8%) but fewer than the 5-year average (down 16%).
- The number of crimes recorded in 2017 (221) is higher than the previous year (178) but slightly lower than the 5 year average (226). Similarly, the detection rate (79.2%) is also higher than the previous year (76.4%) but slightly lower than the 5 year average (81.9%).
- The proportion of incidents resulting in a crime report being submitted in 2017 (74.4%) is higher than any of the previous 5 years.
- In 2017 the top six incident subject types were Disorder (65 incidents), Drugs (55), Assault (32), Fixed Penalty (24), Shoplifting (22), Crime Other (21).
- The top crime types in 2017 were Drugs (45), Disorder (39), Assault (29), Fixed Penalty (24), Shoplifting (22), Crime Other (19).
- Incidents by day of the week in 2017 predominantly followed the same trend as previous years; increasing over the course of the week and peaking over the weekend. The peak days were Saturdays and Sundays.
- Incidents on specified days in 2017 (e.g. Hogmanay) were at similar levels to 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. The peak times were between 0000-0359hrs and between 1400-1559hrs.
- Combining data for 2016 and 2017, the peak days & times were Fridays, 2300-2359hrs; Saturdays, 0000-0359hrs, 1500-1559hrs, and 2100-2159hrs; Sundays, 0000-0259hrs.
- The top 5 streets for incidents in 2017 were Academy Street, Church Street, Bank Street, High Street, and Baron Taylor Street.
- The vast majority of incidents in 2017 and in the previous 5 years occurred in a public place. The next most common location types were licensed premises, command & control, and shop/office.
- The majority of incidents at shops/offices in 2017 were in relation to Shoplifting (48%), while incidents at licensed premises and hotels were mainly in relation to Drugs (28%), Disorder (21%) and Assault (19%).
- 270 licensed premises checks were conducted in Inverness City Centre during Operation Respect in 2017. This is higher than both last year (244) and the 5 year average (251).
- 28 Fixed Penalties were issued for Antisocial Behaviour in Inverness. This is lower than both last year (37) and significantly lower than the 5 year average (72).

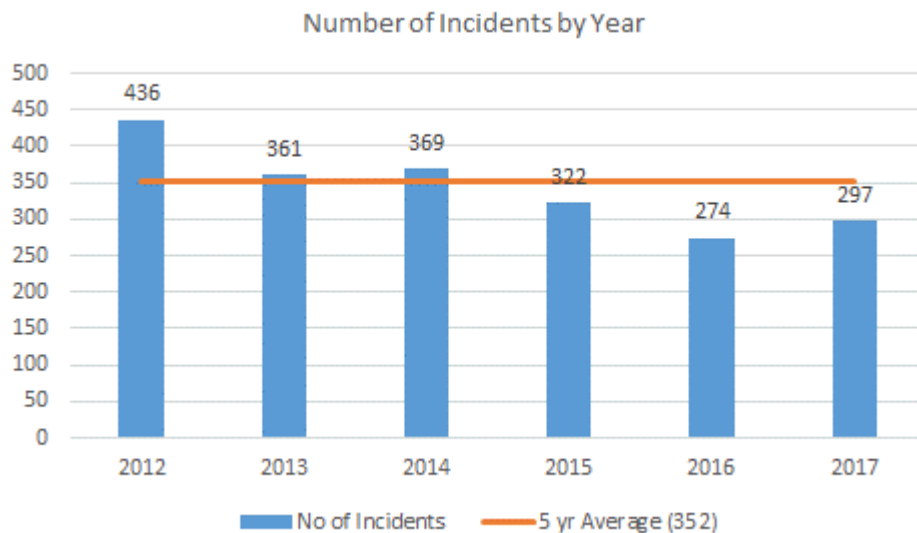
- The two most common ways incidents were made known to police in 2017 were via Ordinary Telephone (87) and Originated by Police (135).

**Analysis**

During the period under review in 2017, a total of 297 of the above incident types were reported in Inverness City Centre. Of these, 221 were crimes, of which 175 (79.2%) were detected.

**Number of Incidents per Year**

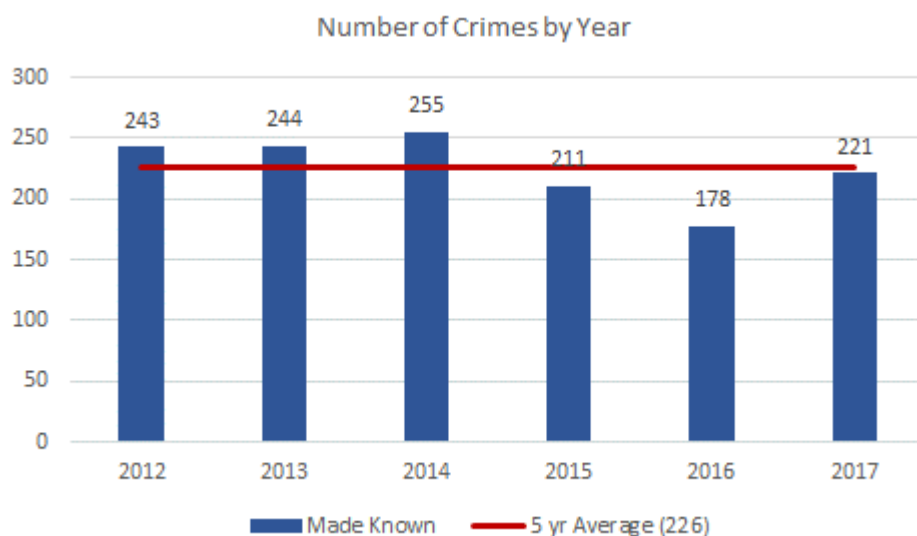
The following chart highlights the number of incidents which occurred during the review period in 2017, compared with the previous 5 years;



As can be seen from the above chart, there were more incidents recorded in 2017 in comparison with the previous year (up 8%) but fewer than the 5-year average (down 16%).

**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 2017, compared with the previous 5 years;



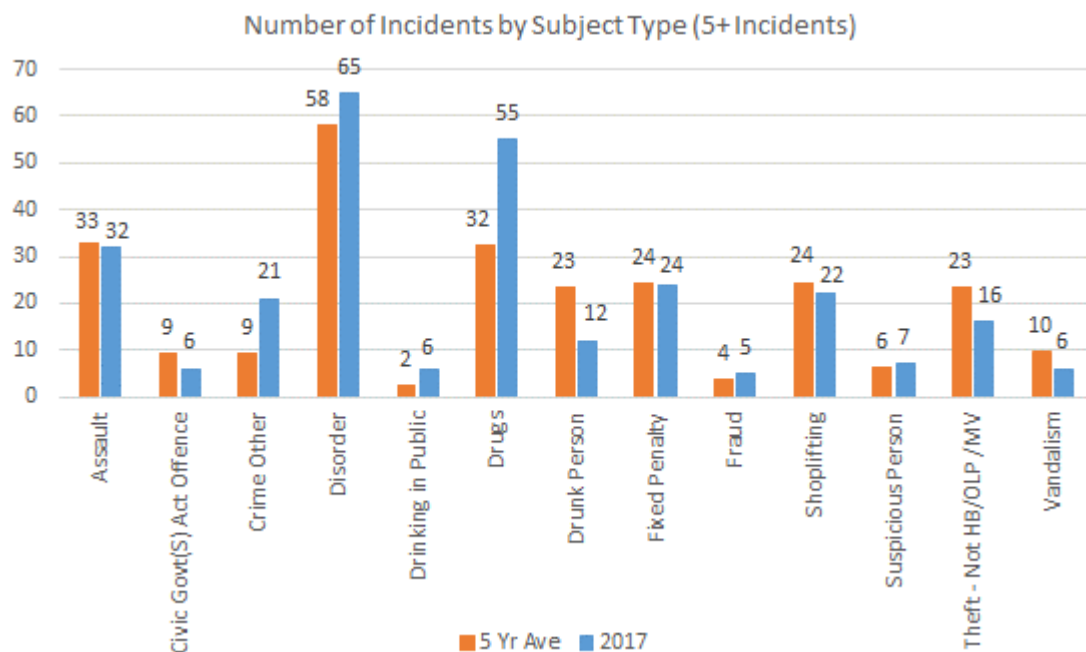
Crimes	2012	2013	2014	2015	2016	5 Yr Ave	2017
Detection Rate	85.6%	81.6%	82.7%	83.4%	76.4%	81.9%	79.2%
Proportion of incidents resulting in a crime report	55.7%	67.6%	69.1%	65.5%	65.0%	64.6%	74.4%

The above chart highlights that the number of crimes recorded in 2017 (221) is higher than the previous year (178) but slightly lower than the 5 year average (226). Similarly, the detection rate is also higher than the previous year but slightly lower than the 5 year average, however it is possible that the detection rate for 2017 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 2017 (74.4%) is higher than any of the previous 5 years.

### Incident Type

Incidents were recorded in relation to 27 different subjects in 2017 which is similar to the previous year (25). 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 2017 the top six incident subject types (20+ incidents) were;

- Disorder (65 incidents)
- Drugs (55)
- Assault (32)
- Fixed Penalty (24)
- Shoplifting (22)
- Crime Other (21)

The most notable changes in comparison with the previous year / 5 year average were as follows;

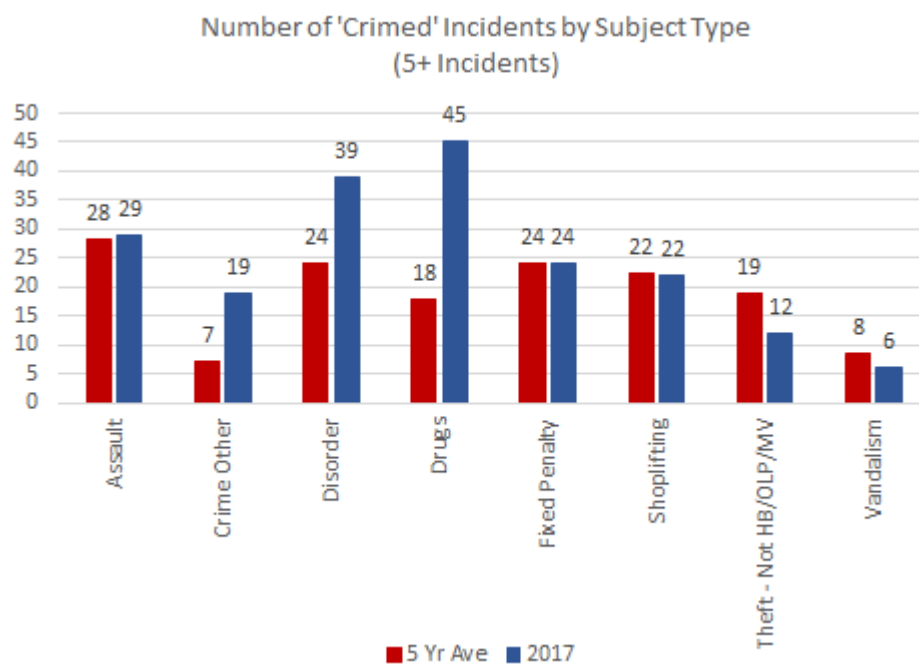
Incident Type	Change	2016	5 Year Average	2017
Disorder	Increase	49	58*	65
Drugs	Increase	24	32	55
Fixed Penalty	Increase	9	24	24
Shoplifting	Decrease	35	24	22
Crime Other	Increase	9	9	21
Drunk Person	Decrease	25	23	12
BOP	Decrease	24	34	2
Search of Person	Decrease	12	21	2

\* 4 year average

'Crime Other' incidents related to a variety of matters including failure to quit licensed premises and urinating in a public place.

### 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 2017 were;

- Drugs (45)
- Disorder (39)
- Assault (29)
- Fixed Penalty (24)
- Shoplifting (22)
- Crime Other (19)

The most notable changes were as follows;

Incident Type	Change	2016	5 Year Average	2017
Drugs	Increase	20	18	45
Disorder	Increase	12	24*	39
Fixed Penalty	Increase	9	24	24
Shoplifting	Decrease	33	22	22
BOP	Decrease	20	26	2
Drunk Person	Decrease	10	10	1

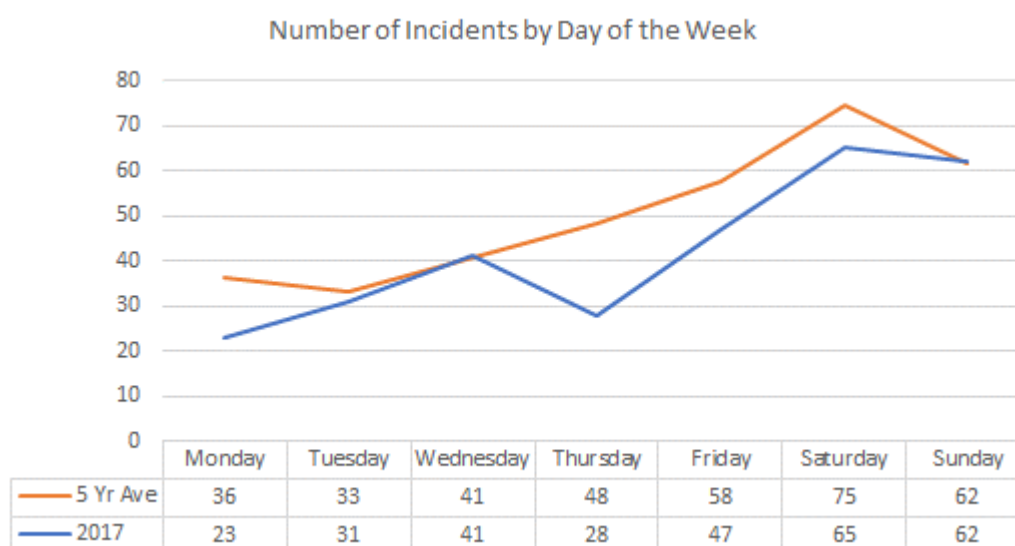
\* 4 year average

The number of Drugs crimes in 2017 (45) was higher than both the previous year (20) and the 5 year average (18). The proportion of Drugs incidents resulting in a crime report has also increased to 81.8% highlighting an increase in positive results, as illustrated in the following table;

Drugs	2012	2013	2014	2015	2016	5 Yr Ave	2017
Incidents	52	34	26	25	24	32.2	55
Crimes	14	21	17	17	20	17.8	45
Proportion of incidents resulting in a crime report	26.9%	61.8%	65.4%	68.0%	83.3%	55.3%	81.8%

## Day of Incidents

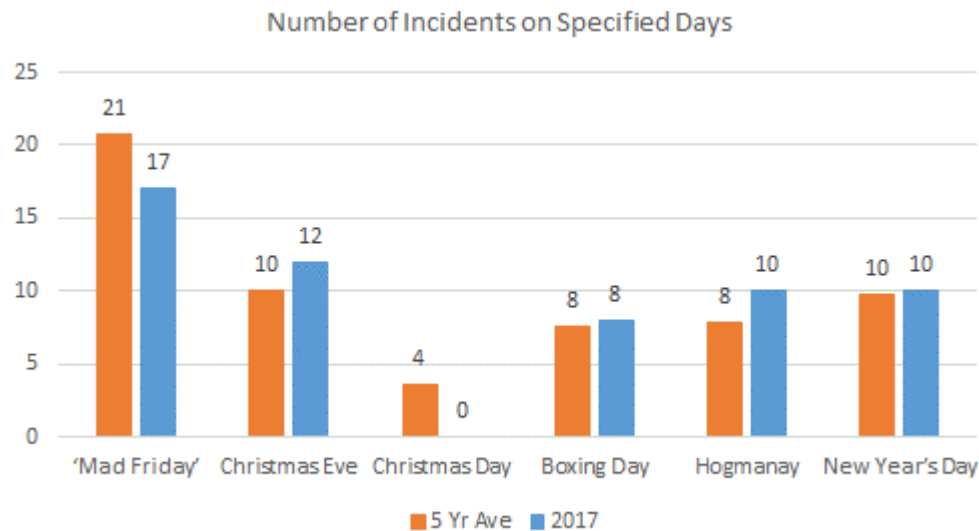
The following chart highlights the number of incidents which were reported on each day of the week;



As can be seen from the above chart, incidents by day of the week in 2017 predominantly followed the same trend as previous years; increasing over the course of the week and peaking over the weekend. The peak days were Saturdays and Sundays.

There were notably fewer incidents recorded on Thursdays on 2017 compared with the 5 year average.

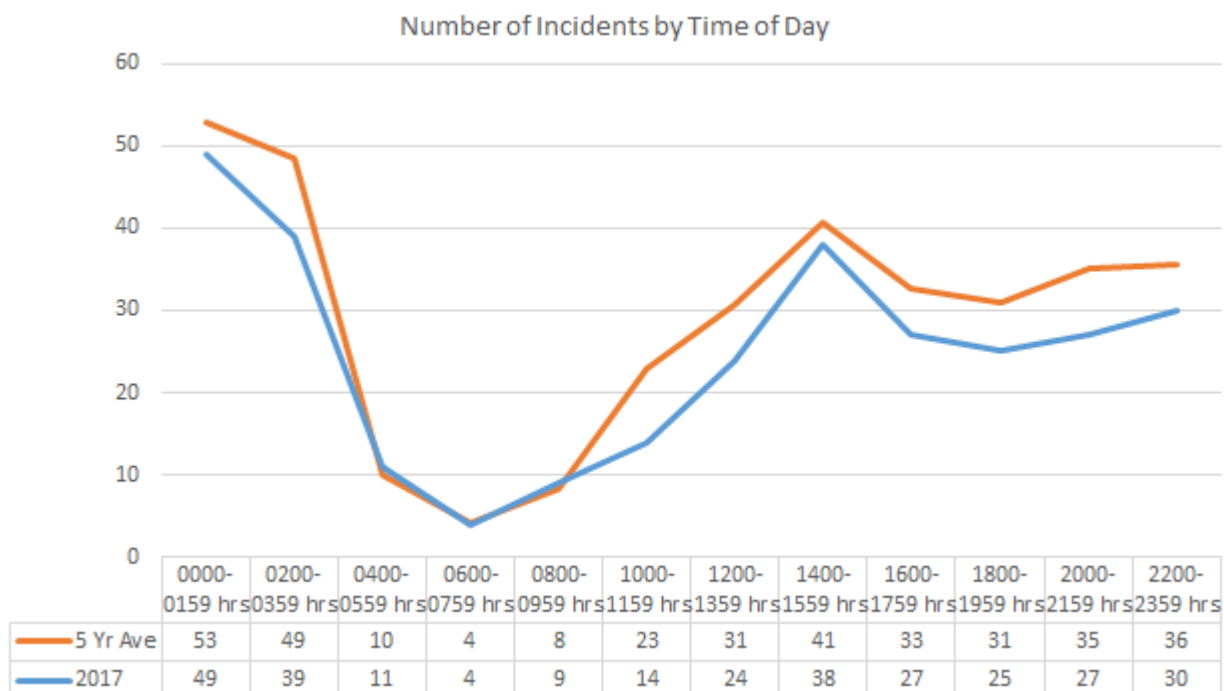
The following chart highlights the number of incidents that took place on significant days during the festive period;



As the above chart highlights, incidents on specified days in 2017 were at similar levels to 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 2017 predominantly followed the same pattern as previous years, with incidents increasing over the afternoon and into the evening and early hours of the morning. The peak times were between 0000-0359hrs and between 1400-1559hrs.

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 2016 and 2017 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	2	5	2	0	0	1	0	0	3	1	3	3	7	3	5	1	1	2	3	2	3	2	55
Tue	2	0	0	1	0	0	1	1	1	0	2	2	5	2	5	5	4	4	2	5	5	4	1	2	54
Wed	1	9	3	4	0	0	0	0	1	1	3	7	4	5	7	5	3	2	4	4	3	3	2	4	75
Thu	2	2	2	3	1	0	0	1	0	2	1	2	6	1	8	4	6	7	2	5	5	0	4	3	67
Fri	5	2	6	4	1	0	0	2	0	4	0	0	8	1	8	6	9	4	4	2	7	5	6	12	96
Sat	10	12	10	13	1	1	0	2	2	0	6	3	4	4	3	11	4	3	3	2	5	11	2	8	120
Sun	19	13	16	6	6	1	1	0	0	1	2	1	4	3	2	2	5	5	5	3	3	1	2	3	104
Total	41	42	39	36	11	2	2	7	4	8	17	16	34	19	40	36	36	26	21	23	31	26	20	34	571

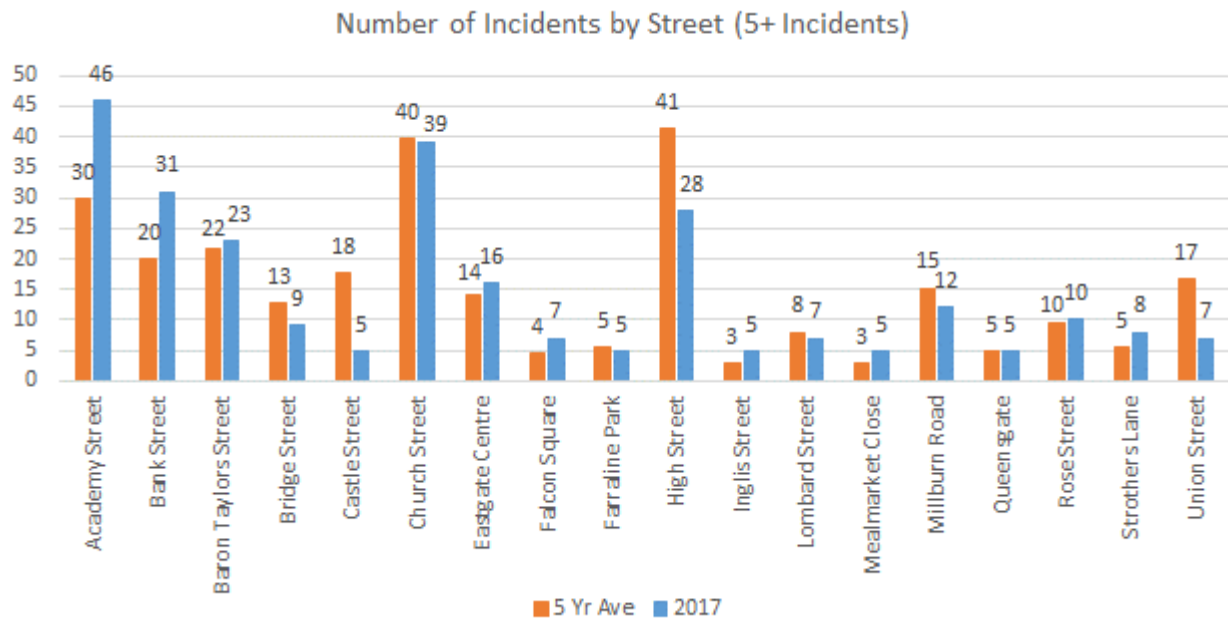
**Key:** Peak Days Peak Times Peak Days & Times

As can be seen from the above table, the peak days and times for incidents during Operation Respect in 2016 and 2017 were:

- Peak Days - Saturdays and Sundays
- Peak Times - 0000-0359hrs, 1200-1259hrs, 1400-1659hrs, 2000-2059hrs, & 2300-2359hrs
- Peak Days/Times - Fridays, 2300-2359hrs  
- Saturdays, 0000-0359hrs, 1500-1559hrs, and 2100-2159hrs  
- Sundays, 0000-0259hrs

**Hotspot Streets**

The following chart illustrates the streets in Inverness City Centre that recorded 5 or more incidents in 2017;



The above chart highlights that the top 5 streets in 2017 were;

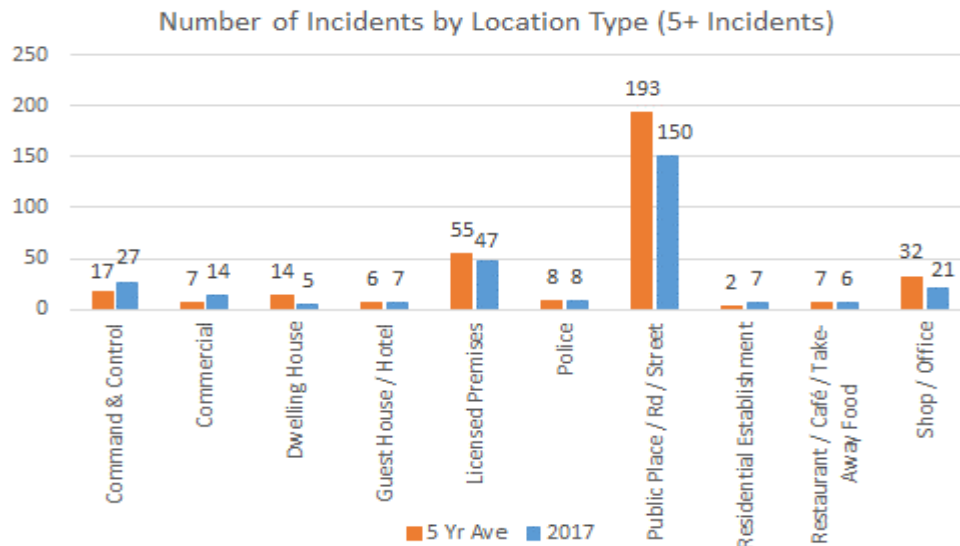
- Academy Street (46 incidents)
- Church Street (39)
- Bank Street (31)
- High Street (28)
- Baron Taylor Street (23)

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 2017 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 most common location types were licensed premises, command & control, and shop/office.



Excluding licensed premises and hotels, 13 premises/locations recorded more than one incident during the review period. Members can be reassured that repeat locations have been identified and as partners we continue to engage business owners/managers with a view to training, target hardening and crime or incident reduction. It would not be appropriate to replicate the premise list within this documentation as this may identify potential premise vulnerabilities to opportunist criminals.

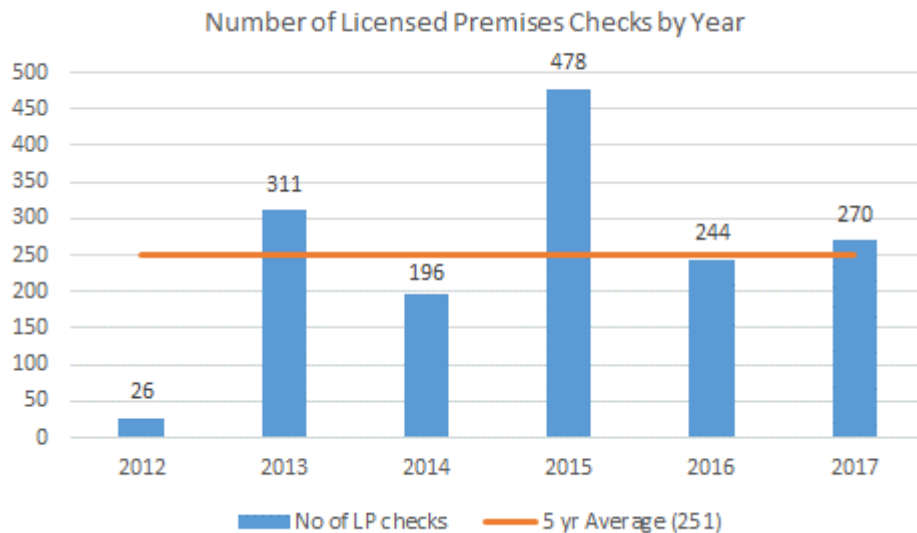
Incidents at shops/offices related to 6 different subject types, but were mainly in relation to Shoplifting (48%), followed by Drugs (19%), and Crime Other (14%). The 'Crime Other' incidents related to an individual buying alcohol for underage youths, and stolen property recovery from other outlets.

Forty Seven (47) incidents were recorded with a Licensed Premises location type, the actual number of incidents relating to LPs was higher (68). This is due to the fact that a number of the incidents at LPs were recorded under other location types such as Public Place and Command & Control. Similar to the above members can be reassured that repeat locations have been identified and as partners we continue to engage business owners/managers. It should be noted that a number of incidents brought to the attention of Police Scotland is due to the vigilance of staff in well managed and well run establishments throughout the City Centre.

The majority of incidents at licensed premises and hotels in 2017 were in relation to Drugs (28%), followed by Disorder (21%), and Assault (19%).

### **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 2017 was higher than both last year and the 5 year average.

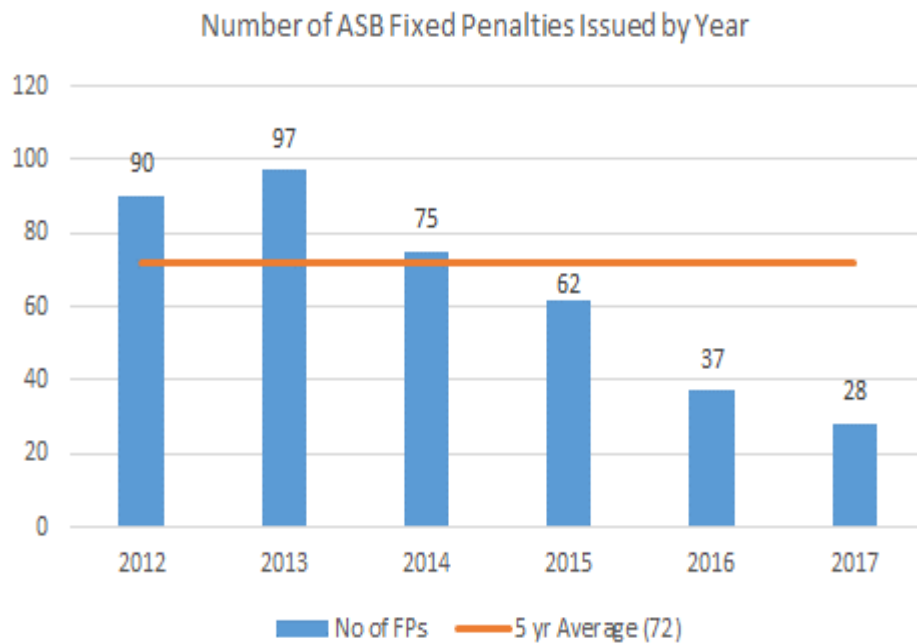
Significantly more LP checks were recorded in 2015 compared to all other years.

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;



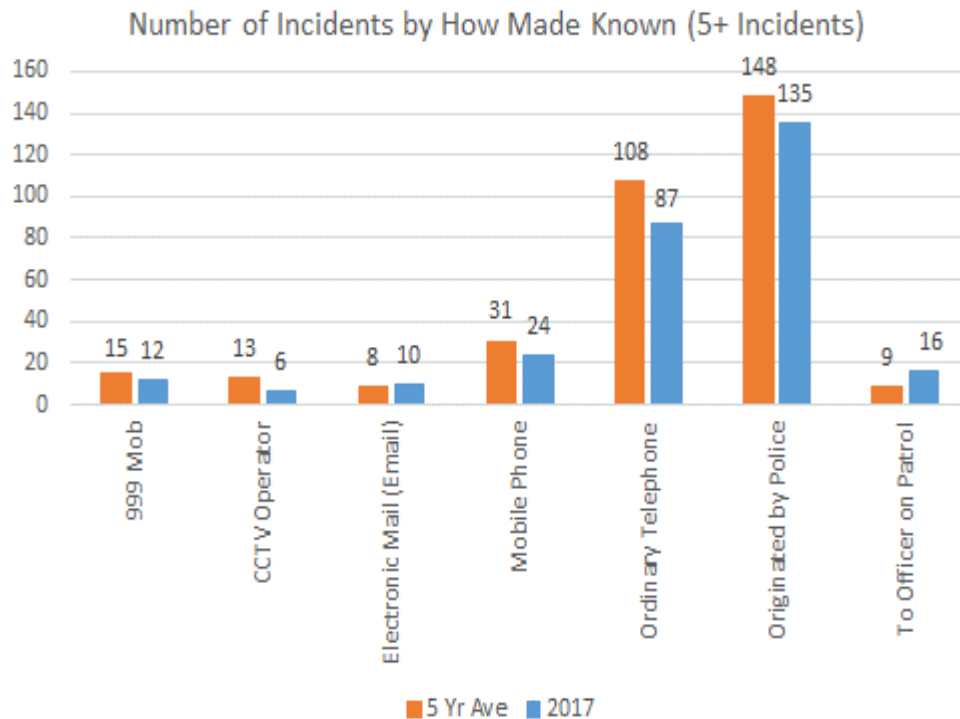
The above chart highlights that the number of Fixed Penalties issued for antisocial behaviour in Inverness in December 2017 was lower than last year and significantly below the 5 year average.

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 2012 and 2017, incidents were made known to police in 15 different ways.

The following chart highlights the 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. While the number of incidents Originated by Police in 2017 (135) was lower than the 5 year average (148), it was notably higher than the previous year (97).

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. 16 incidents were made known To Officer on Patrol in 2017, which is higher than both the previous year (8) and the 5 year average (9).

Changes in technology and the way individuals communicate is highlighted by the 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.)

**Conclusion**

In conclusion, this Police Scotland Evaluation Report on the latest Operation Respect Festive 2017 initiative demonstrates the continued benefits to be derived and the value of maintaining an overarching partnership approach to dealing with the multitude and nature of issues that can affect our City Centre.

In order to deliver the full policing response for this Operation Respect Festive 2017 initiative, Inverness Area Command drew on significant resources from other areas of Policing across Inverness and at Divisional Command, and together with the recently enhanced City Centre Policing Team and the Area Command Response Teams, this culminated in the highly visible approach taken during this Operation. The analysis of the proactivity and statistical results provided demonstrate that this investment and the targeting of resources paid dividends.

Operation Respect has evolved over many years and is now recognised in many parts of Police Scotland, as an efficient and effective model to enhance policing and engage partners for targeted initiatives to deal with the complex and multi-faceted responses required to meet the challenges of providing Community Safety and maintaining Public Reassurance. Police Scotland in Inverness continue to support Operation Respect as a means to deliver this joint initiative in the future.

## Operation Respect Festive 2017

### Inverness BID Security Task Team Evaluation

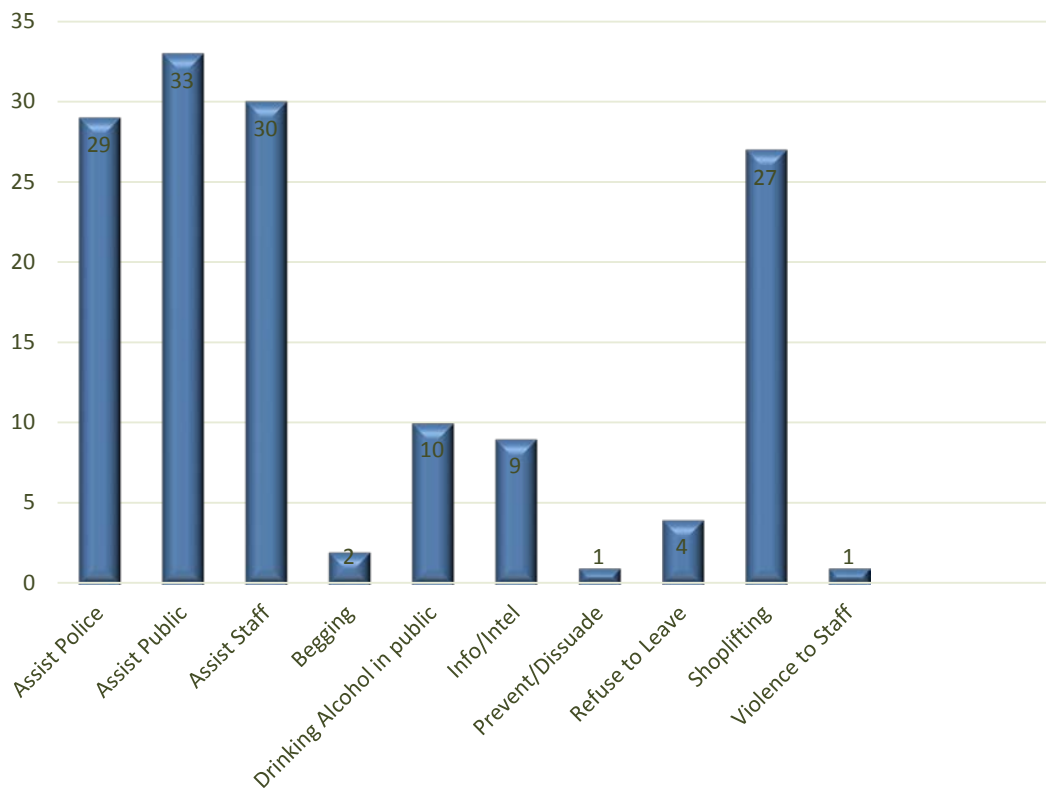
1. The Inverness BID Security Task Team mission was to deliver a Crime Prevention and Reassurance support team for the public using Inverness City Centre and the business therein.
2. Their Aims were:
  - to work closely, in support of the City Centre Businesses, with Police Scotland, Highland Council and all other relevant agencies to provide a co-ordinated response to tackling crime and disorder, anti-social behaviour, to improve business confidence and public reassurance.
  - to deliver high visibility patrols and be an approachable ambassadorial service for those that use the City Centre, and in support of Businesses, front-line staff, and the general public to increase confidence, public reassurance and provide assistance as required.
3. In Operation Respect Festive 2017, the BID Security Task Team comprised of one team of two SIA trained personnel. The City Centre Task Team were on duty from Thursday 23<sup>rd</sup> November 2017 until Wednesday 3<sup>rd</sup> January 2018 between 1130hrs – 1730hrs. These hours were extended to 2200hrs on Mad Friday weekend 22/23/24<sup>th</sup> December 2017 to support the evening and night-time economy sector and those persons visiting the City Centre to enjoy the entertainment and hospitality on offer.
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 are provided with a dedicated mobile phone and Shop Safe Radios similar to that used by a large section of the Retail Trade and Licensed Premises. Contact details and Call Signs are provided to all City Centre Businesses. This enables instant messaging and information sharing between businesses across the network, and an ability to call direct for immediate assistance from the Task Team or Police Scotland resources on patrol in the city centre ensuring a quick and effective response.
6. The Shop Safe Radio system has proved over the years to be very 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 174 incidents, which reflects a similar number to the previous year. However, there were many other



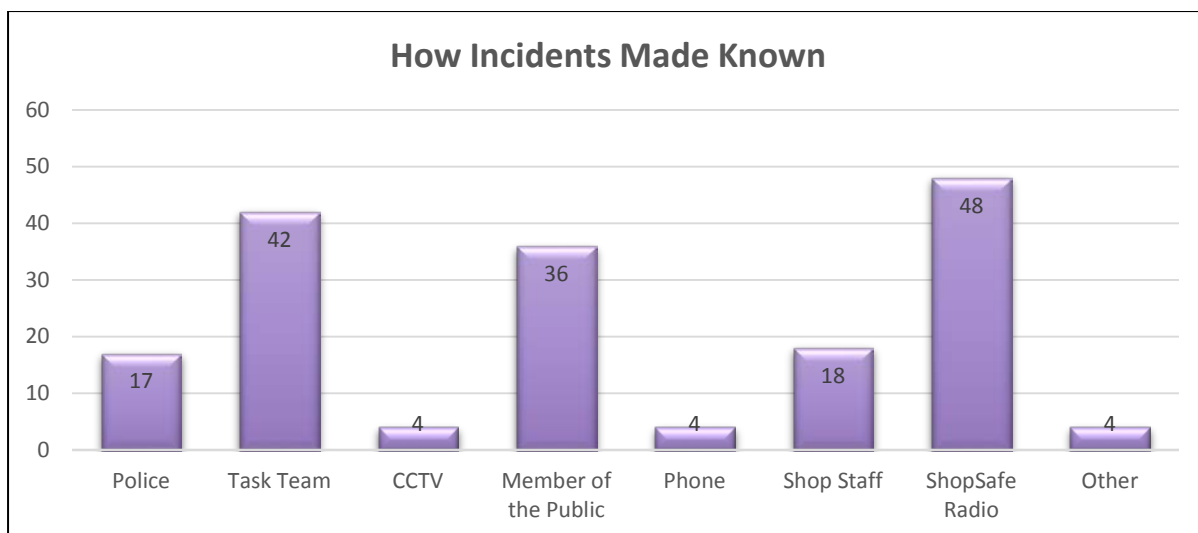
occasions where the Task Team assisted/helped members of the general public and retail staff which due to their minor nature were not recorded on an incident report.

9. Liaison between the Task Team and Police Scotland was enhanced during this period as a direct result of Police Scotland's recent remodelling and significant increase to the dedicated City Centre Beat Officer Team from four Officers to nine, operating over a greater period of the day from 0700hrs to 2200hrs supported throughout and at all other times by additional resources from the Police Response Teams.
10. Police Scotland continue to operate out of their upgraded facilities within Inverness Town House, which has led to better communication, increased daily face to face contact between the organisations, timely information and intelligence sharing on matters of interest and concern, and a general improvement in incident response.
11. Whilst the BID Task Team continued to attend a high level of direct calls for assistance from business and members of the public, it is encouraging and welcome that at incidents of crime and disorder, they often attended simultaneously with the Police as first responders, allowing the Task Team to provide the necessary support, not only to the Police but to the Businesses, Retailers or Members of the public in the aftermath of whatever had occurred.
12. The incidents the Task Team attended were as follows:

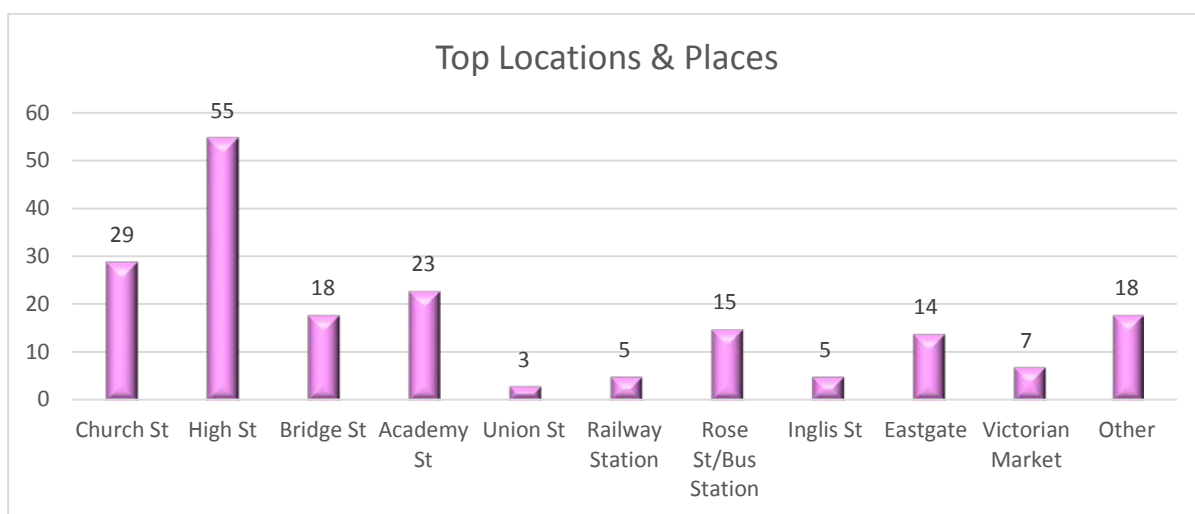
### Task Team Incidents Attended Op Respect Festive 2017/18



13. 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.

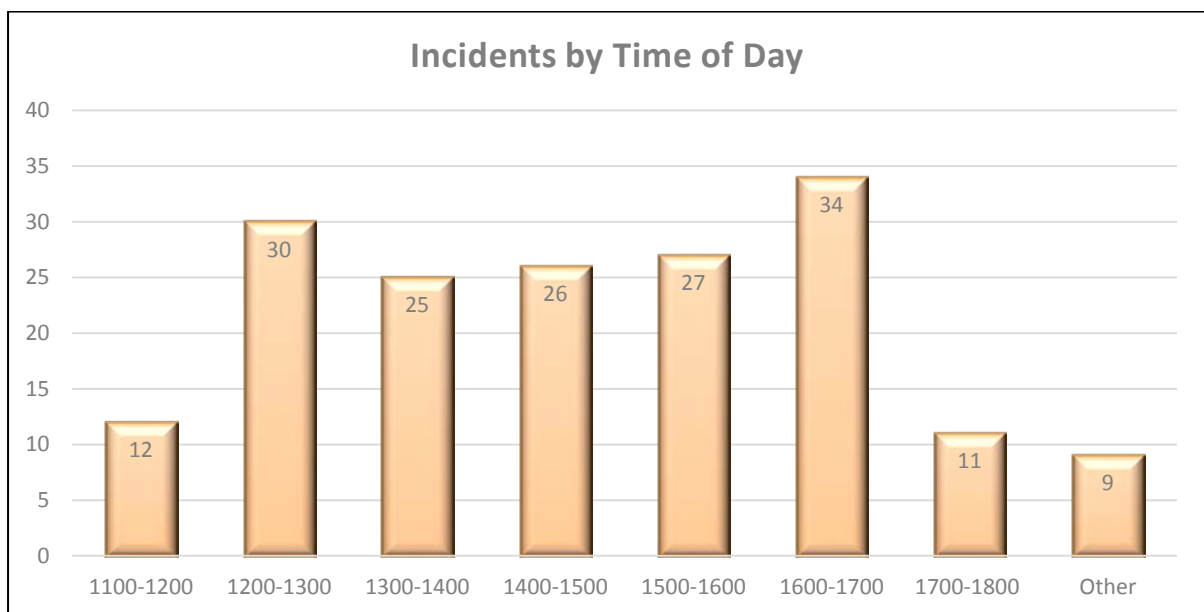
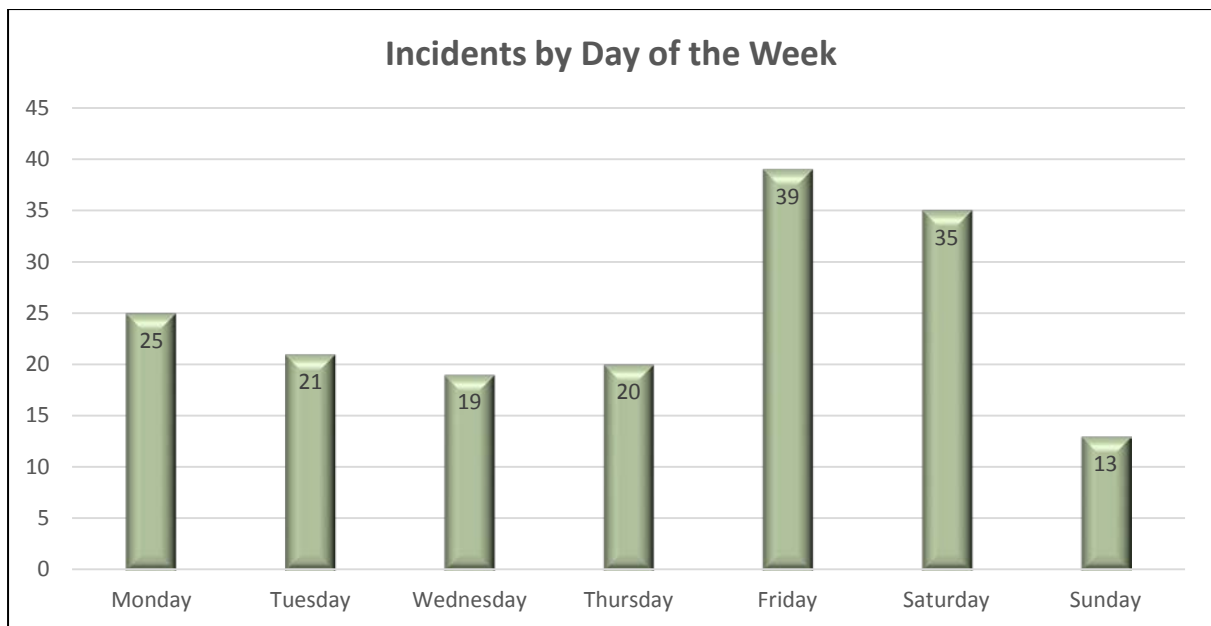


14. As last year, the largest number of incidents within the City Centre are as would be expected on High Street and locations where larger retail outlets are situated. The high incident level in Church Street is mainly down to the zero-tolerance policy on Shoplifting by a major supermarket, the number of Licensed Premises in that area and as a direct result of repeated to noise and anti-social behaviour calls caused by a known minority who frequent that area.

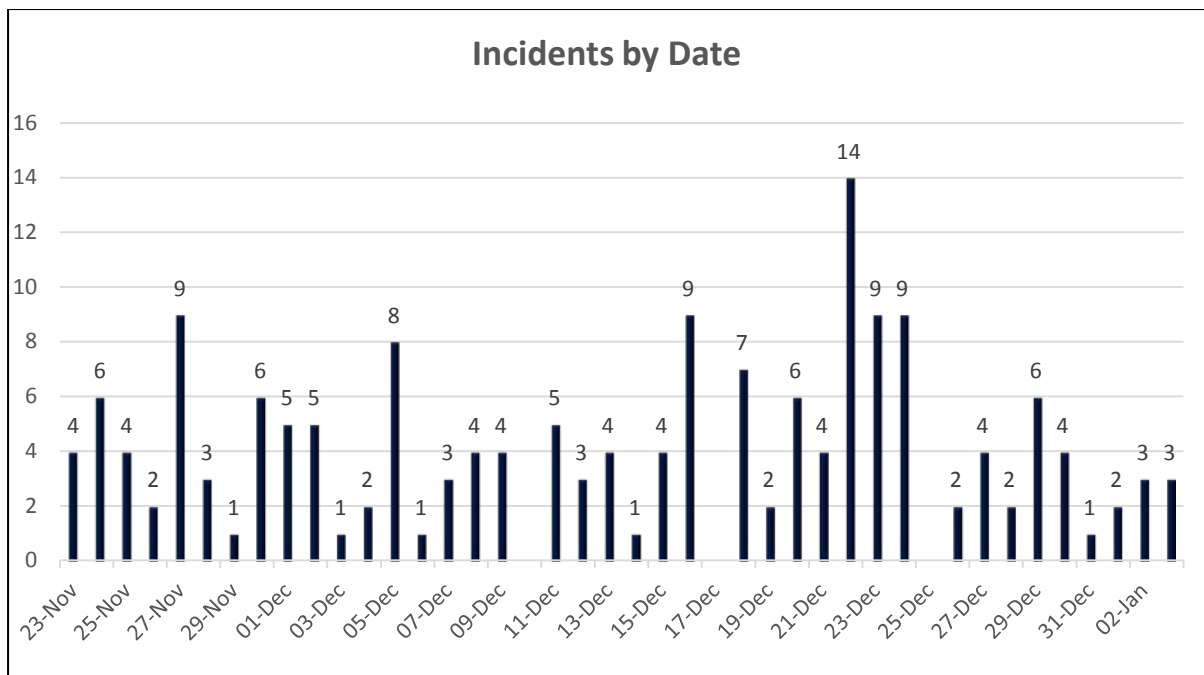


15. The two graphs below highlight the days of the week and times of the day of the incidents attended. There is no discernible pattern to the type of incidents recorded Monday to Thursday other than there is a 21% drop from that in 2016, down from 108 to 83 reports. There is a 30% increase in incidents from 57 to 74 over Friday and Saturday, which corresponds with the increased Police visibility and proactivity and a change to the secondary school hours on a Friday which has resulted in significant numbers of pupils descending on the City Centre in the afternoons and in an increase in calls regarding youth disorder. Task Team did not operate every Sunday which reflects the lower number of recorded incidents.

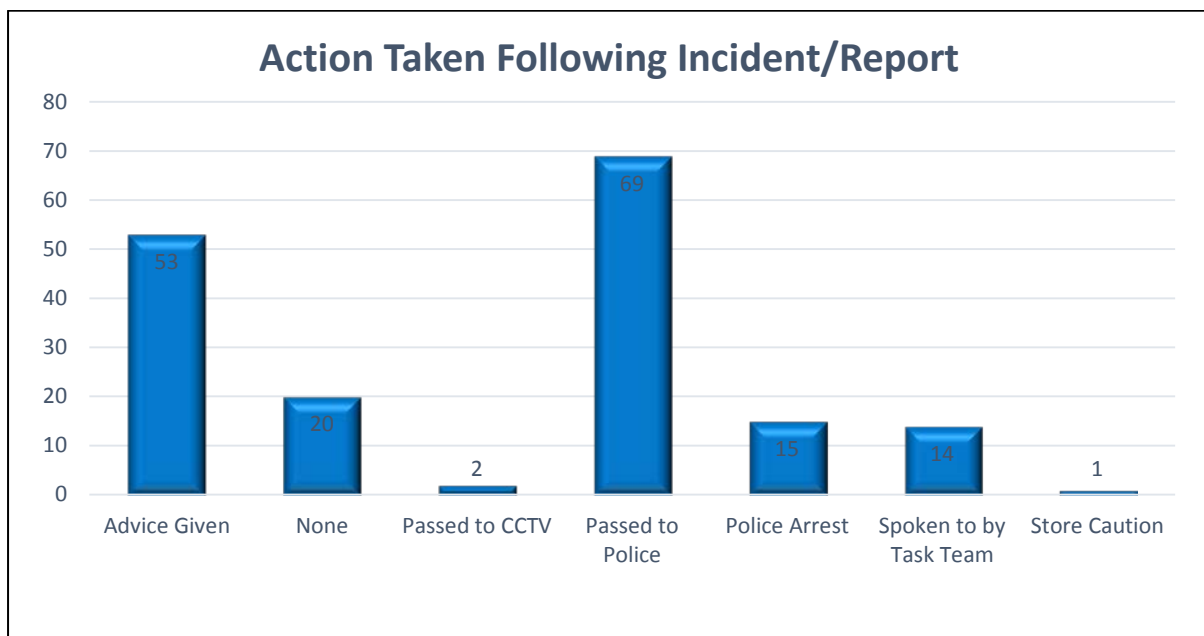
Incidents recorded by Times of Day generally reflect the main trading hours and demonstrate a relative level of calls for service throughout the operating times.



16. This graph illustrates the number of incidents attended by date throughout the Op Respect Festive Period. It highlights and confirms the busiest day as Mad Friday which justifies the decision to increase Task Team Ccverage until 2200hrs although no effective analysis can be provided due to the limited number and broad range of type of calls attended.



17. Following attending a reported incident or call for service, this graph demonstrates what action was taken in response and as to how that call was dealt with. The main comparison with 2016 is the 100% increase in calls 'Passed to Police' from 35 to 69 which reflects the changing dynamic of the Task Team providing a supporting role as opposed to First Responders in many cases as a direct result of the increased police presence and availability in the City Centre.



18. Examples of Incidents attended and Support provided by Task Team:

- Male from previously reported incident making off. CCTV operator guided in Police and Task Team resources to make a successful arrest.
- Police asked TT to attend Licensed Premises to assist Police and Ambulance Paramedics with a drunk and incapable female and aggressive boyfriend.

- Assist Police with safety cordon around location of Fire Incident in the storage unit under the public toilets at Castle Wynd.
  - Call received from Retailer on Church Street regarding male person's drunken behaviour screaming on street to attract attention of a female within a nearby HMO.
  - Report to TT of suspicious behaviour and potential drug misuse in Church Street near supermarket. Usual suspects, passed to police.
  - Following report of Shoplifter, male traced by TT outside a Licensed Premise. Police contacted, property recovered and male arrested.
  - Female shoplifter, who made good her escape, positively identified by Task Team on CCTV and information passed to Police who traced person and reported her to PF.
  - 9 year old boy reported missing from Eastgate. Task Team assisted in search. Boy found by police near TK Maxx
  - Busker with autism reported as making sexual advances to several females and of using vulgar & aggressive language towards a member of the public. Passed to police.
  - Member of public left money in cash machine and walked off, another member of public recovered it from the machine and left the scene. Task Team identified male to Police who traced him, recovered the money and reported him to PF for Theft.
  - Task Team assisted Bank Staff deal with a collapsed male person until Police/Ambulance arrived to deal with the medical matter.
  - Task Team received information on large amount of Drugs at a given address. Police notified who took action and recovered controlled substances.
  - Male racially abuse manager of McDonalds and became aggressive and verbally abusive towards Task Team who followed suspect and contacted Police resulting in arrest.
  - Group of males refused to leave Licensed Premises. Task Team attended along with Police. Males left without further incident.
  - Report of theft from Smyths Toy Shop, Task Team chased and caught the suspect on Bridge Street. Taken back to the store £222 worth of toys taken.
  - Female assaulted Licensed Premises Door Staff. Task Team assisted attending Police until enquiries revealed evidence sufficient to arrest suspect.
  - Attended reports of aggressive begging by known individuals intimidating elderly members of the public.
19. The above instances are just a few examples of the many incidents that the Task Team dealt with or assisted in, not only providing practical support in preventing an escalation of anti-social behaviour, drunkenness, detection of crimes and prevention of shoplifting, but in assisting the Emergency Services, Police, Business Premises, Retailers and general public when called upon.
20. There is no doubt that once again, the Inverness BID Task Team made a major contribution to the success of Operation Respect Festive 2017 partnership initiative, not only 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.

John McDonald  
Community Safety Manager  
Inverness BID

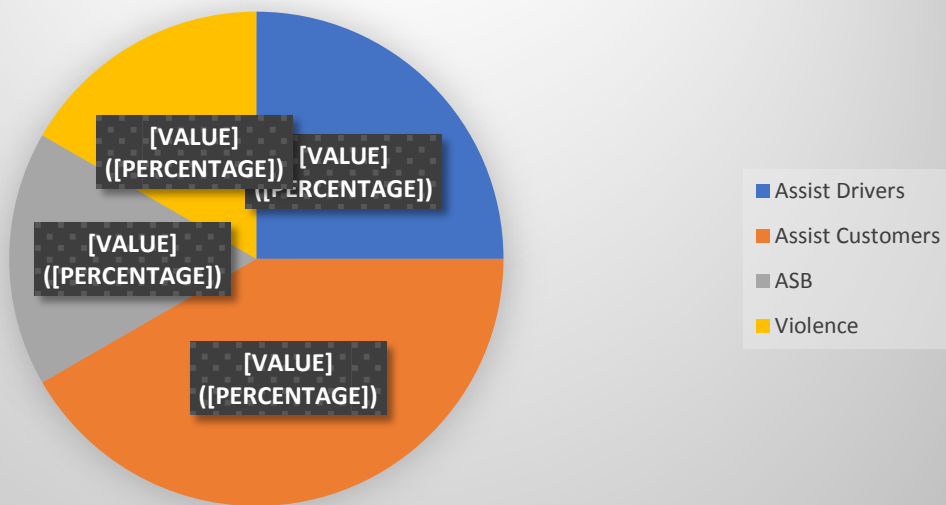
## **Operation Respect Festive 2017 Inverness BID Taxi Marshal Evaluation**

## **APPENDIX 3**

1. The Taxi Marshal aims and objectives, as in previous years, are 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 2017, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends, however we are grateful to the Inverness Common Good Fund who continued to provide joint funding with Inverness BID for the 2017 Operation Respect Festive Community Safety Initiative.
4. During Operation Respect Festive 2017 the Taxi Marshals operated for a total of 13 nights between 2400hrs – 0400hrs on Saturday and Sunday mornings, and in addition during the same times on Christmas and New Years Day to cater for the late night festive revellers during the period 25<sup>th</sup> November 2017 to 3rd January 2018.
5. All Taxi Marshals were fully SIA trained and are contracted from a reputable Security Company widely used by the majority of Licensed Premises across the City. 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. During this Festive period, whilst the Taxi Marshalls were fully engaged in maintaining a professional rapport and advising those in the taxi queues as required, given the high numbers of people and taxi drivers encountered and engaged at the taxi ranks, it is testament to their approach, that only 12 incidents were deemed worthy of recording.



## Operation Respect Festive 2017 Taxi Marshall Recorded Incidents



10. There were only two incidents of note recorded, both of a violent nature necessitating Police involvement.

- The first when a Taxi Marshall was assaulted when he responded to complaints regarding an intoxicated male person being obnoxious to and argumentative with others in the queue. Marshall was wrestled to the ground and sustained bruising and minor injury. Police attended and male person arrested.
- Two males arguing and fighting with each other. Marshals intervened and diffused situation until Police arrival.

11. The majority of incidents attended to by the Taxi Marshals were of a minor nature resolved through administering advice and guidance, however in general the presence of recognisable SIA trained Stewards and their professional approach to dealing with potential conflict positively impacted upon 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.

John McDonald  
Community Safety Manager  
Inverness BID

## **British Red Cross Report on Operation Respect 2017**

## **APPENDIX 4**

Following on from the previous year's operation, the British Red Cross (BRCS) in Inverness again participated in Operation Respect. The role of the BRC was to support the statutory services and other agencies in the city centre of Inverness. The BRC teams were based on the High Street, alongside the Street Pastors at the Safe-Zone. A minimum of 6 volunteers were deployed each night (consisting of 4 First Aiders and 2 Ambulance Crew) along with an ambulance and a mobile first aid post to provide first aid and psychosocial support to members of the public within the city centre.

Our involvement was funded by the NHS Highland Alcohol and Drugs Partnership.

BRC volunteers were deployed on the following dates:

Friday 15 <sup>th</sup> December 2017	2200 – 0400 hours – 6 Volunteers
Saturday 16 <sup>th</sup> December 2017	2200 – 0400 hours – 7 Volunteers
Friday 22 <sup>nd</sup> December 2017	2200 – 0400 hours – 6 Volunteers
Saturday 23 <sup>rd</sup> December 2017	2200 – 0400 hours – 6 Volunteers
Sunday 31 <sup>st</sup> December 2017	2200 – 0400 hours – 6 Volunteers

In addition to the volunteers deployed in the city centre, we deployed a volunteer into the Ambulance Control Centre (ACC) on the 22<sup>nd</sup> and 23<sup>rd</sup> of December at the request of SAS. This volunteer liaised with the Ambulance controllers and was able to deploy a team to one patient each night which came through to ACC as a 999 call. One patient was an unresponsive male, and the second was a female patient who was in the care of the police at the time of the call.

The total volunteer hours this year was 234, an increase of 42 hours, primarily as a result of us taking part in an additional day of the operation this year.

### **Casualty Figures**

Friday 15<sup>th</sup> – 3 Casualties, all 3 Discharged

Saturday 16<sup>th</sup> – 6 Casualties, 4 Discharged and 2 transported to Raigmore Hospital

Friday 22<sup>nd</sup> – 10 Casualties, 3 Discharged and 7 transported to Raigmore Hospital

Saturday 23<sup>rd</sup> – 6 Casualties, 5 Discharged and 1 transported to Raigmore Hospital

Sunday 31<sup>st</sup> – 6 Casualties, 4 Discharged and 2 transported to Raigmore Hospital

This year, the BRC treated 31 members of the public, an increase of 244% on last year's total of 9 casualties. The majority of patients were suffering from alcohol related injuries and illnesses with a small number of suspected drug related illnesses.

## **Observation**

This year's Operation Respect was another successful one from the British Red Cross perspective, with some great cooperation between the agencies involved, ensuring that revellers had a safe night out. A special mention should go to Police Scotland and the Street Pastors whose assistance was most welcome throughout the operation. It appears that the colocation of the SafeZone and the British Red Cross resources was beneficial to both parties. It is also evident from our perspective that the 2017 operation was significantly busier than the previous year, with more severely intoxicated persons requiring support.

This year was the first year where we specifically hired a Shopsafe radio (though one has been borrowed before). This was very useful as it allowed our teams to communicate with the CCTV and Door Staff teams, but was a last-minute addition this year. In the future, we should consider this in the planning stages of the Operation.

This report was written by Matthew Reynolds, Event First Aid Service Delivery Coordinator at the British Red Cross

## **Inverness Street Pastors – Report on Winter Festival Operation Respect, December 2017**

### **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 in the city centre night-time economy during the Operation period of 1st December to 1st January (i.e. whilst continuing usual patrols outwith the city centre night-time economy).
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 15th, 16th, 22nd, 23rd and 31st December.
9. A team of Street Pastors will be available at the close of the Red Hot Highland Fling Hogmanay Party.

## Activities

Here is a summary of Inverness Street Pastors' City Centre Night-time activities, during the period 1st December 2017 to 1st January 2018, compared to the previous year:

	2016	2017
number of patrols	8	8
average number of volunteers per patrol	4.3	6
total volunteer-hours	169	221
total contacts with the public	580	786
spontaneous thanks received from the public	72 (12%)	171 (21%)
situations of calming aggression	2	1
situations of supporting the vulnerable	21	23
pairs of flip-flops given out	51	90
drinks, lollipops and food given out	168	161
emergency blankets given out	3	15
clearing broken glass and discarded bottles	173	136

## Observations

1. The Street Pastors, thanks to the generosity of their **volunteers**, were able to deploy **larger teams** this year, in conjunction with the Safe Zone, to meet the need of two potential "**mad Friday weekends**". The first of these two weekends, whilst still busy, was significantly quieter than the latter; a fact that will be considered in planning future years.
2. A significant increase in total contacts, received spontaneous thanks and use of flip-flops and emergency blankets suggest that this was **a busier year than last year**, attributable in part to the milder and drier weather conditions compared to the previous year and hence encouraging people to spend longer on the street.
3. A reduction in **broken glass and bottles** removed from the streets is an encouraging sign. 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.
4. 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.

5. The City Centre Hogmanay Patrol sent three volunteers to the Northern Meeting Park just before midnight who then walked the route back into the City Centre with revellers as the **Red Hot Highland 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 busy but peaceful and largely without incident from Street Pastors' perspective.
6. **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.
7. 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. The **new location** under the clock tower at the top of Church Street was extremely effective, with British Red Cross close-by when parked in the adjacent loading bay on Bridge Street. Police Scotland deserve a special mention for dealing swiftly with technical faults suffered with the van which were quickly remedied in time for subsequent patrols.

Compiled by Mark Hadfield, Street Pastors Coordinator, February 5th 2017.