

Agenda Item	<b>5</b>
Report No	<b>CIA/2/19</b>

## **HIGHLAND COUNCIL**

**Committee:** **City of Inverness Area Committee**

**Date:** **21 February 2019**

**Report Title:** **Inverness Community Safety Partnership –  
Operation Respect City Centre 2018 Winter Festival Period  
Evaluation Report**

**Report By:** **Joint Report by Operation Respect Festive Partners  
including Inverness City Area Manager, Area Commander,  
Inverness (Highland and Islands Division) Police Scotland,  
Inverness BID, British Red Cross and Inverness Street  
Pastors.**

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

- 1.1 This report provides Partnership Members with an overview of resources, actions, and evaluation of the multi-agency Operation Respect – City Centre, for the Winter Festival 2018 which took place between 30<sup>th</sup> November 2018 and 2 January 2019 both dates inclusive.
- 1.2 Partnership Members are invited to note the content, evaluation, and the effectiveness of Operation Respect – City Centre, for the Winter Festival 2018.

### **2. Recommendations**

- 2.1 Members are asked to:
  - i. To note the evaluation available to date on the effectiveness of Operation Respect - City Centre for Winter 2018 and make any comment as necessary.

### 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 2018.
- 3.2 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 2018 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.

- 4.2 Importantly, Police feel that the introduction of an enhanced dedicated City Centre Police Team from 4 Officers to a dedicated Sergeant and nine Constables 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.

- 4.3 During Operation Respect, it was also felt that the embedded communications structures in place via Shopsafe Radios 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.

- 4.4 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.

#### 4.5 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.

- 4.6 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.

- 4.7 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.

4.8 **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.

- 4.9 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.

4.10 **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.

- 4.11 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.

- 4.12 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.

- 4.13 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 Inverness Street Pastors are committed and will again continue to operate this 'Safe Zone' vehicle on Saturday nights during the monthly pay weekends throughout 2019.

4.14 **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.

4.15 **Crimestoppers**

The above organisation continues to support the Initiative and it has a role to educate and inform the public on crime prevention advice and community safety measures. It

has previously helped in getting the message across to the public about what Operation Respect does and that the centre of Inverness is a safe place to visit however.

4.16 This is an important element and their participation must be enhanced to maximise opportunities to deliver the “Keep Safe” message.

4.17 Operation Respect Festive Winter Festival 2018 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 the other Public Agency Media Departments, co-ordinated coverage and relevant messaging via Local Press and Social Media throughout the period of Operation Respect Festive 2018. 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.

## **6. Implications**

6.1 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.

Activity 2018	BID	ICGF	Police	Street Pastors	Red Cross/ NHS	Crime stoppers	Totals
Police Resources		NIL	£100,000			NIL	£100,000
Street Pastors		£3669					£3669
Taxi Marshals	£1598	£1598					£3196
BID Security Task Team	£3748	£3748					£7496
Safe Zone		NIL			£ 3000 +/-		£ 3000 +/-
Publicity		NIL					NIL
SubTotals	£5346	£9015	£100,000		£ 3000 +/-	NIL	£117,361

## 6.2 Legal None

## 6.3 Community (Equality, Poverty and Rural) None

## 6.4 Climate Change / Carbon Clever

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.

## 6.5 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.

## 6.6 Gaelic None

Designation: Chairperson, Inverness Community Safety Partnership

Date: 21<sup>st</sup> January 2019

Author: John McDonald, Community Safety Manager, Inverness BID as Secretariat for the Inverness Community Safety Partnership on behalf of the Operation Respect Partners

Background Papers:



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## **OPERATION RESPECT**

### **Inverness City Centre**

### **Highland & Islands Division**

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**December 2018**

The data contained within this report does not constitute official statistics. The data is operational police data extracted from working internal Police Scotland systems and may be subject to change.

## **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 and crimes reported to police in the Inverness City Centre beat between 1<sup>st</sup> December 2018 and 2<sup>nd</sup> January 2019. 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 Crimes
- Location of Incidents
- Licensed Premises Checks
- Fixed Penalties Issued

The data used in this report has been taken from the Highland and Islands Division crime and incident recording database (Impact), webSTORM, ICAD, and Innkeeper. Due to the implementation of webSTORM in February 2018, it is not possible to give an accurate comparison of incidents with previous years. As such, incident data recorded on webSTORM in 2018 will be compared against incidents recorded on ICAD in previous years.

The incident/crime types that have been included in this report relate to:

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| • Violence                        | • Hate Crime                     |
| • Acquisitive Crime               | • Licensing Laws                 |
| • Alcohol / Drinking in Public    | • Offensive Weapons              |
| • Antisocial Behaviour / Disorder | • Sexual Offences                |
| • Domestic Incidents              | • Suspicious Persons / Incidents |
| • Drugs                           | • Vandalism                      |
| • Fixed Penalties                 |                                  |

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.

Due to IT/data limitations it is not currently possible to extract information relating to when incidents/crimes occurred without reading each individual incident. As such, the temporal data in this report relates to when crimes were recorded by police, rather than when they actually occurred.

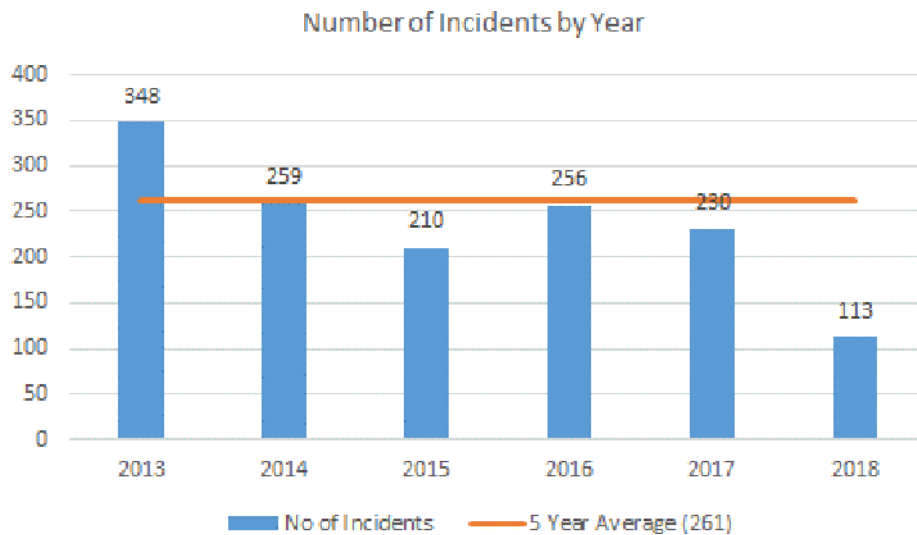


### **Key Findings**

- During the period under review in 2018, a total of 113 of the above incident types were reported in Inverness City Centre. This is significantly fewer than both the previous year (230) and the 5 year average (261). However, 2018 data was obtained from webSTORM, while data from all previous years was obtained from ICAD, and therefore no accurate comparison can be made.
- The number of crimes recorded in 2018 (194) was lower than both the previous year (250) and the 5 year average (237). Similarly, the detection rate (70.6%) was also lower than the previous year (90.8%) and the 5 year average (87.3%). However it is possible that the detection rate for 2018 will increase in the coming months as a number of incidents are still under enquiry.
- In 2018 the top four incident subject types were Disturbance, Assault, Public Nuisance, and Theft.
- The top crime types were Shoplifting, Common Assault, and Possession of Drugs.
- Crimes by day of the week in 2018 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 Fridays on 2018 in comparison with previous years.
- Crimes by time of day also 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 0200-0559hrs and between 1400-1559hrs. Relatively few incidents were recorded in between 0600 hours and 1159 hours. In 2018, significantly fewer crimes were recorded between 2200-0200 hours in comparison with previous years.
- The top 5 streets for crimes in 2018 were High Street, Academy Street, Bank Street, Church Street, and Eastgate Centre.
- 317 licensed premises checks were conducted in Inverness City Centre during Operation Respect in 2018. This is higher than both last year (270) and the 5 year average (300).
- 13 Fixed Penalties were issued for Antisocial Behaviour in Inverness. This is significantly lower than both last year (28) and the 5 year average (60).

**Analysis****Number of Incidents per Year**

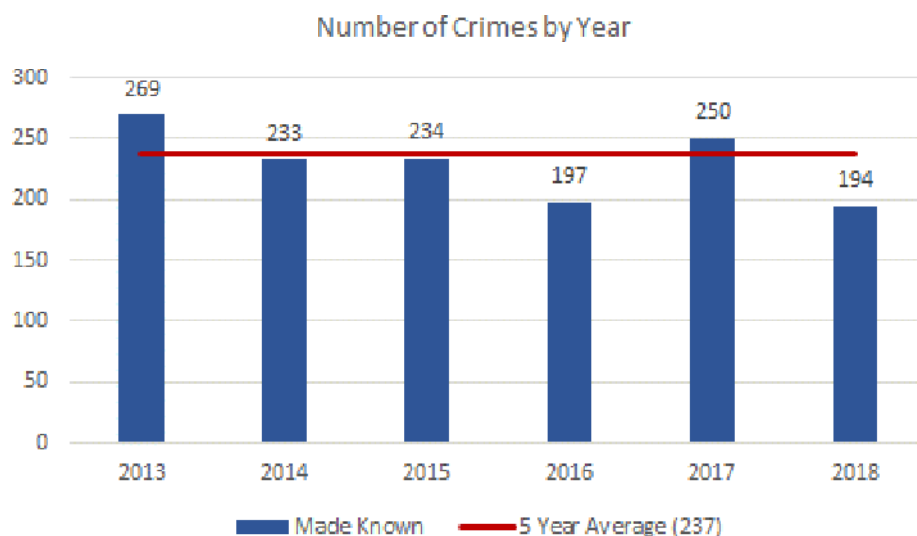
The following chart highlights the number of incidents which occurred during the review period in 2018, compared with the previous 5 years;



As can be seen from the above chart, significantly fewer incidents were recorded in 2018 in comparison with both the previous year and the 5-year average. However it must be borne in mind that 2018 data was obtained from webSTORM, while data from all previous years was obtained from ICAD, and therefore no accurate comparison can be made.

**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 2018, compared with the previous 5 years;



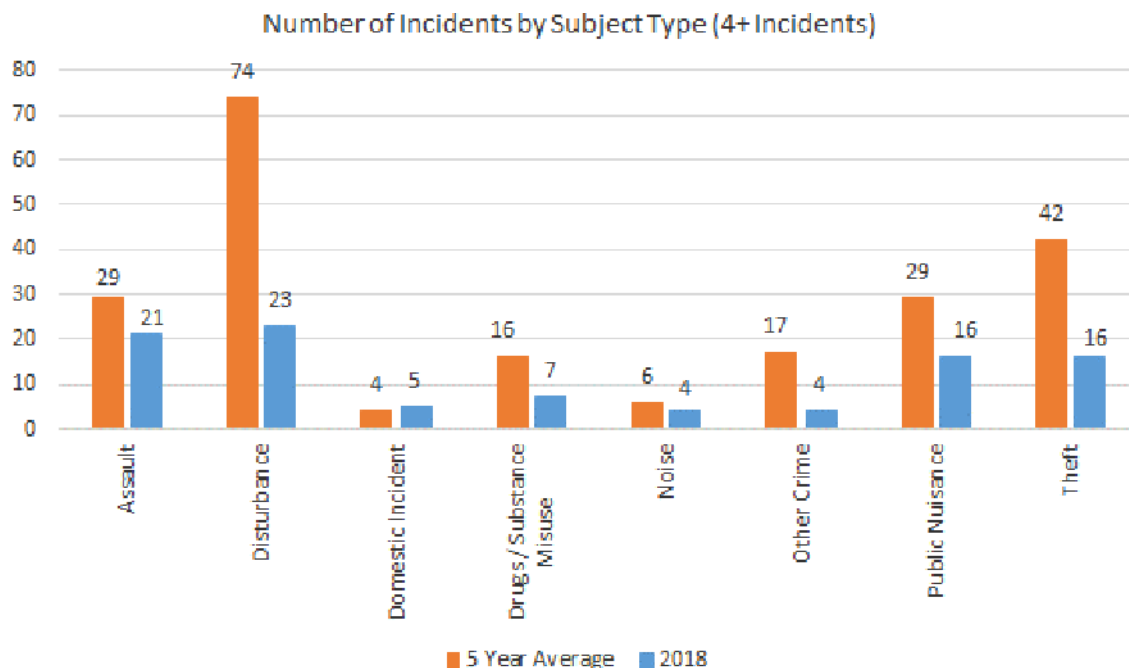
Crimes	2013	2014	2015	2016	2017	5 Yr Ave	2018
Made Known	269	233	234	197	250	237	194
Detected	238	196	203	169	227	207	137
Detection Rate	88.5%	84.1%	86.8%	85.8%	90.8%	87.3%	70.6%

The above chart highlights that the number of crimes recorded in 2018 (194) is lower than both the previous year (250) and the 5 year average (237). Similarly, the detection rate is also lower than both the previous year and the 5 year average, however it is possible that the detection rate for 2018 will increase in the coming months as a number of incidents are still under enquiry.

NB. Data for all years was obtained from IMPACT / ScOMIS.

### Incident Type

The following chart illustrates the most commonly recorded incident types reported during the period under review, in comparison with the previous 5 years (NB. 2018 data was obtained from webSTORM, while data from all previous years was obtained from ICAD);



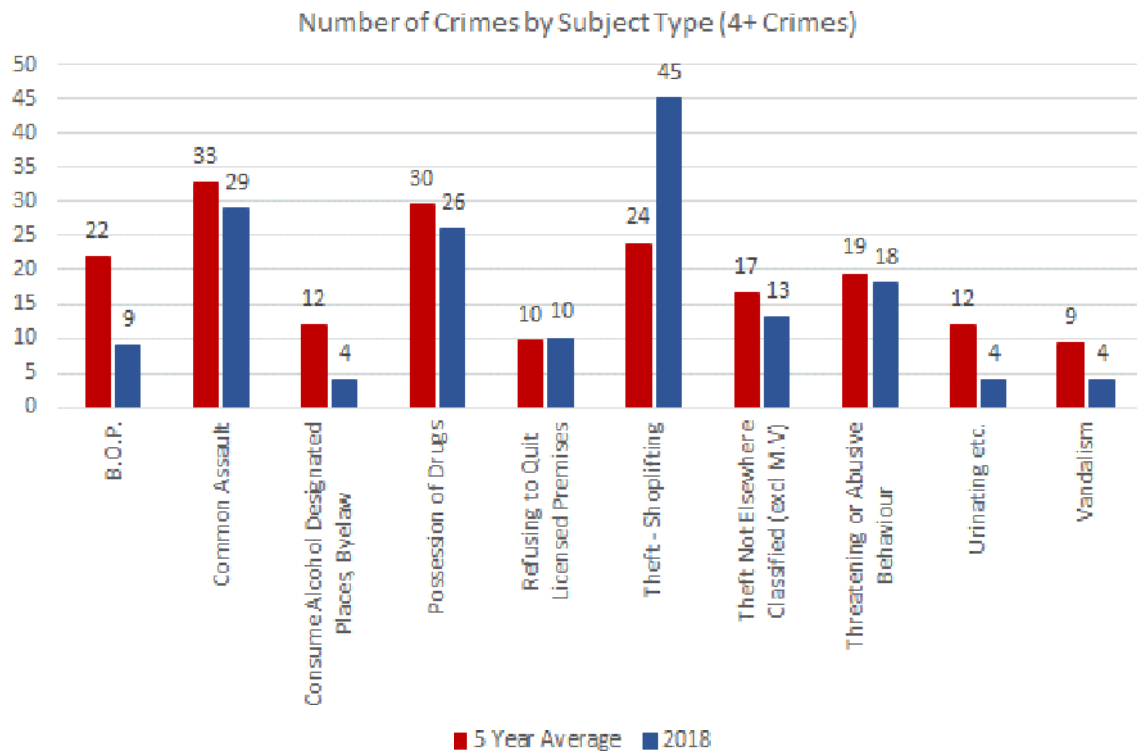
As can be seen from the above chart, there has been a notable reduction in the number of incidents recorded in relation to Disturbance in comparison with previous years.

In 2018 the top incident subject types (10+ incidents) were;

- Disturbance (23 incidents)
- Assault (21)
- Public Nuisance (16)
- Theft (16)

## 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;



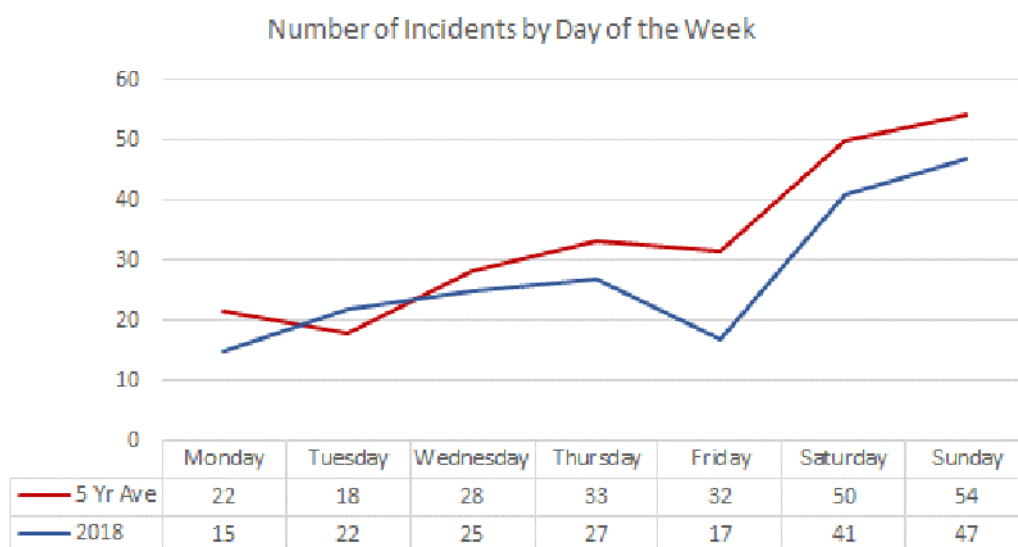
As highlighted in the above chart, the number of Shoplifting crimes recorded in 2018 was notably higher than both the previous year (33) and the 5 year average (24).

In 2018 the top crime types (10+ crimes) were;

- Shoplifting (45 crimes)
- Common Assault (29)
- Possession of Drugs (26)
- Threatening or Abusive Behaviour (18)
- Theft Not Elsewhere Classified (13)
- Refusing to Quit Licensed Premises (10)

## Day of Crimes

The following chart highlights the number of crimes which were reported on each day of the week, based on crime data;



As can be seen from the above chart, crimes by day of the week in 2018 predominantly followed the same trend as previous years; increasing over the course of the week (with the exception of Friday) and peaking over the weekend.

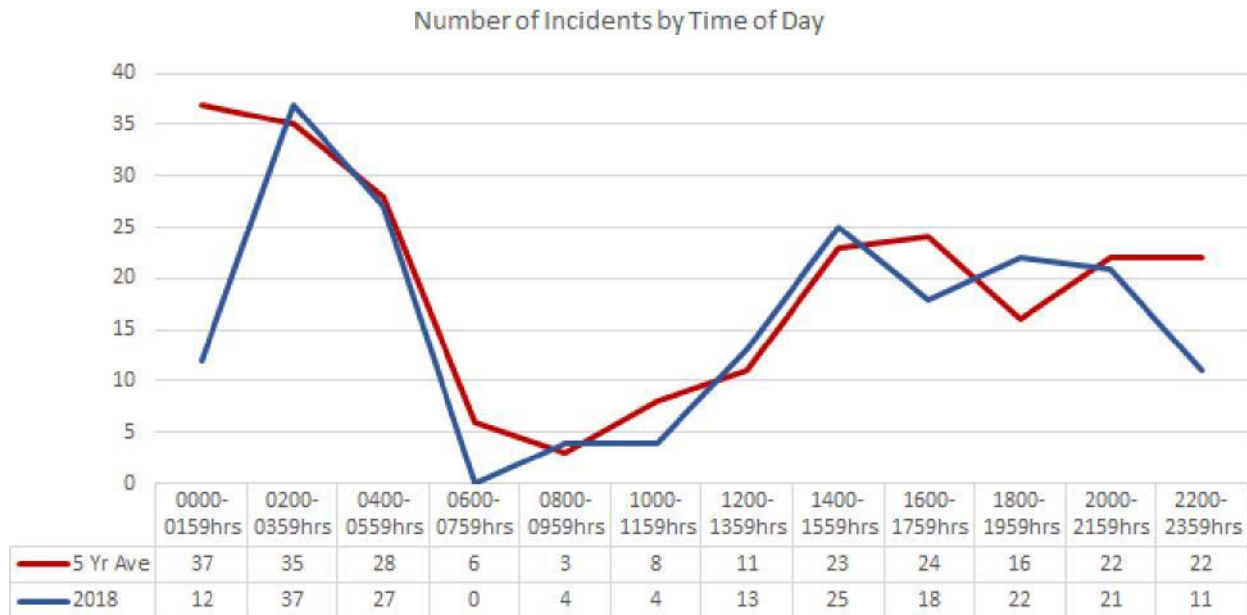
The peak days were Saturdays and Sundays.

There were notably fewer incidents recorded on Fridays on 2018 in comparison with previous years.

NB. This data was obtained from the 'Saved Date' of the crime, rather than when the crime actually occurred.

## Time of Crimes

The following chart highlights the times that crimes were recorded (NB. This may not be the same as when the crimes occurred);



As the above chart highlights, the number of crimes by time in 2018 predominantly followed the same pattern as previous years, with crimes increasing over the afternoon and into the evening and early hours of the morning.

The peak times were between 0200-0559hrs and between 1400-1559hrs.

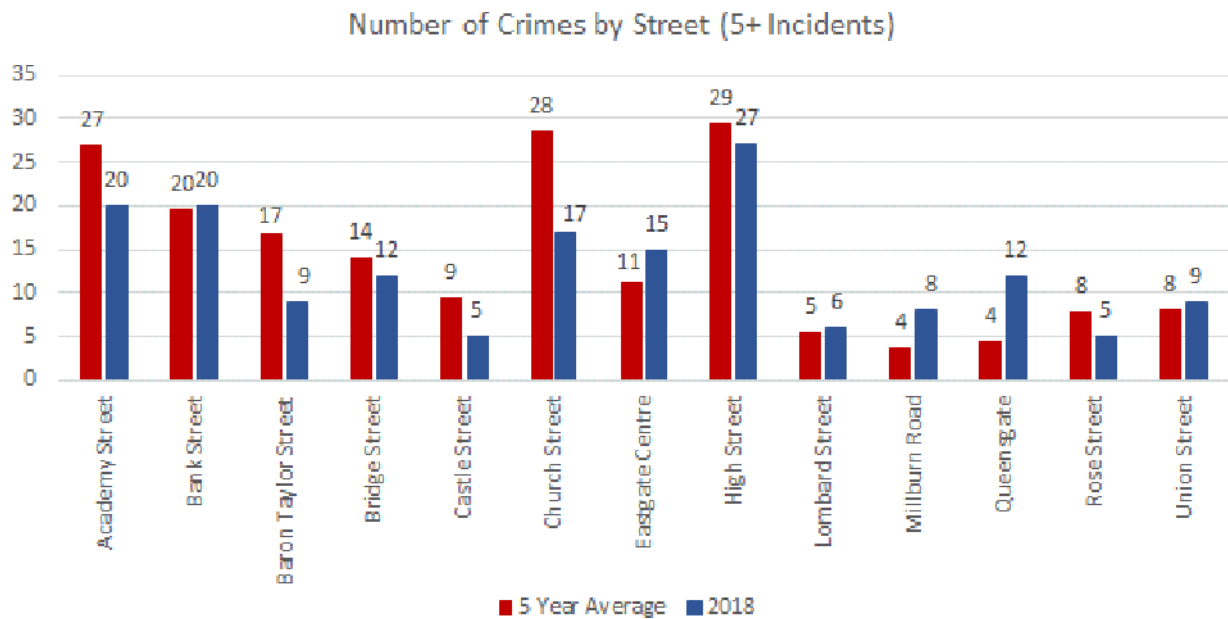
Relatively few incidents were recorded in between 0600 hours and 1159 hours.

In 2018, significantly fewer crimes were recorded between 2200-0200 hours in comparison with previous years.

NB. This data was obtained from the 'Saved Date' of the crime, rather than when the crime actually occurred.

## Hotspot Streets

The following chart illustrates the streets in Inverness City Centre that recorded 5 or more crimes in 2018;



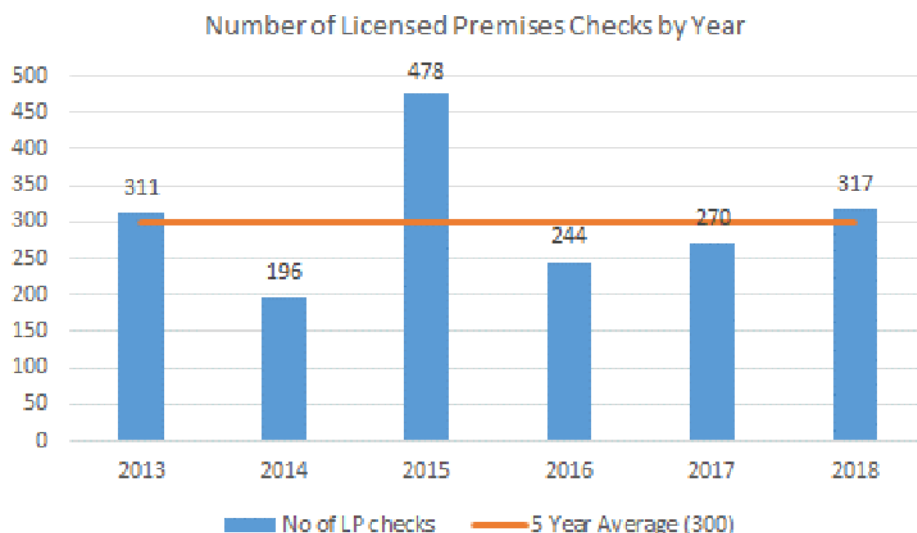
The above chart highlights that the top 5 streets in 2018 were;

- High Street (27 crimes)
- Academy Street (20)
- Bank Street (20)
- Church Street (17)
- Eastgate Centre (15)

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.

## 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 2018 was higher than both last year and the 5 year average.

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

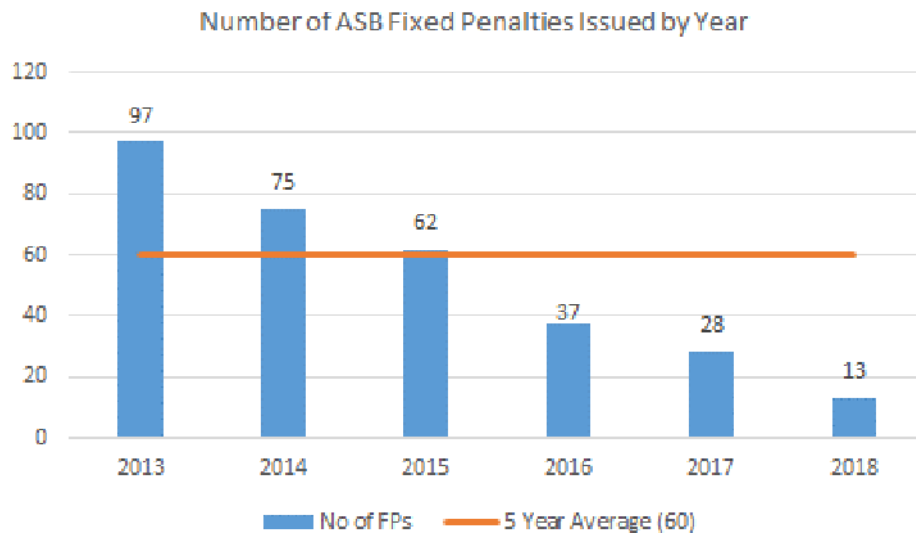
Increased licensed premises checks have been shown to lead to a reduction in offences and thus should be prioritised in Operation Respect in the future.



## 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;



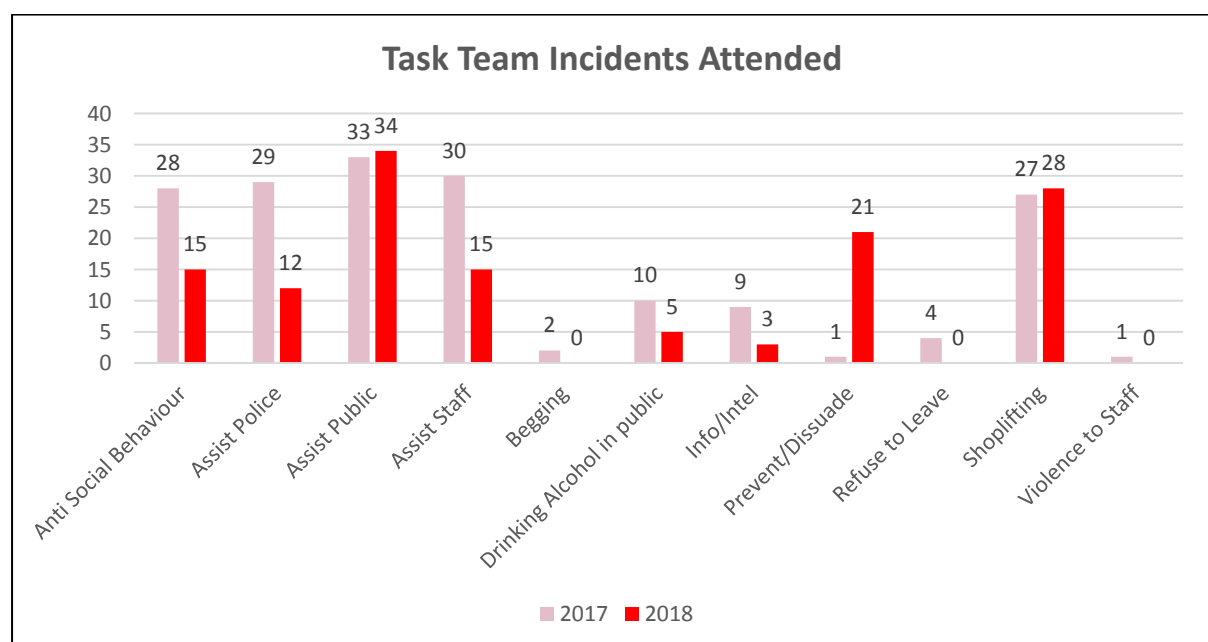
The above chart highlights that the number of Fixed Penalties issued for antisocial behaviour in Inverness has been decreasing every year and the number issued in December 2018 was significantly lower than both last year and the 5 year average.

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.

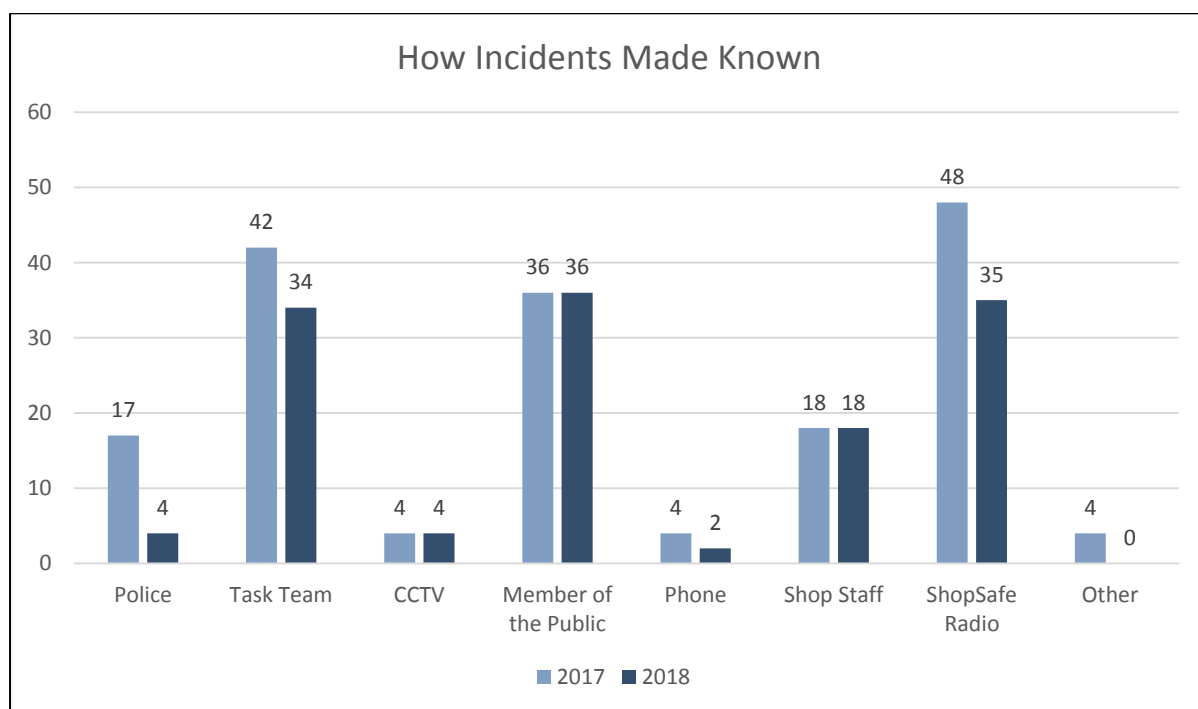
**Operation Respect Festive 2018****Inverness BID Security Task Team Evaluation**

1. The Inverness BID Security Task Team mission as always is to deliver a Crime Prevention and Reassurance support team both for the Businesses within the BID District and for the public using Inverness City Centre and the businesses therein.
2. Their Aims are:
  - 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 2018, the BID Security Task Team comprised of one team of two SIA trained personnel contracted from a recognised local professional Security Provider. The City Centre Task Team were on duty from Thursday 29<sup>th</sup> November 2018 until Wednesday 2<sup>nd</sup> January 2019 between 1130hrs – 1730hrs. These hours were subject to extension or additional Sunday/Public Holiday coverage as determined appropriate based on local events and business requirements and those persons availing themselves visiting the City Centre.
4. Their Duties were to carry out proactive Hi-Viz 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 support to Retailers, Business Owners and Licensees during hours of operation, the prevention of Anti-social Behaviour, Criminal Activity including Shoplifting, Disturbance and General Nuisance thereby providing increased reassurance and protection for Staff and Customers as well as providing assistance to Police Scotland as required.
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.

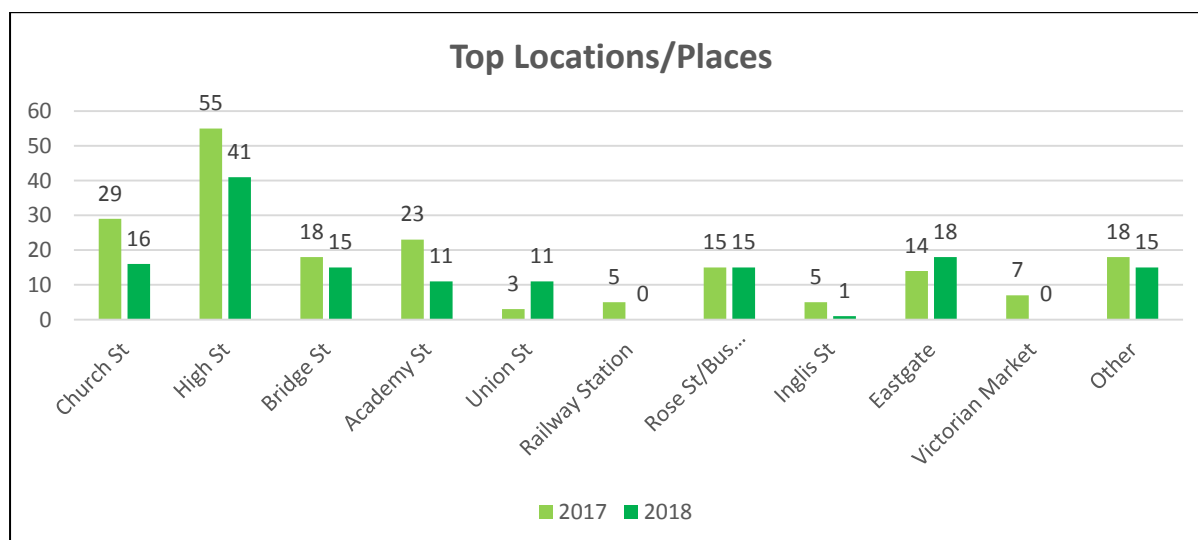
8. Liaison between the Task Team and Police Scotland continued to be enhanced during this period as a direct result of Police Scotland's significant increase to the dedicated City Centre Beat Team, operating from 0700hrs to 2200hrs supported throughout by additional resources available through the Flexible Policing Team and Prevention & Intervention Officers involved in specific community safety initiatives as part of the overall 2018 Operation Respect Festive program.
9. During their 2018 deployment, the Task Team attended/responded to 133 incidents as opposed to 174 in 2017, which reflects a similar position to the overall reduction in crime and incidents recorded by Police Scotland in Inverness since the introduction of the enhanced City Centre Policing Team, who continue to operate from their base at Inverness Town House.
10. Whilst the reduction in incidents is to be welcome, 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.
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. This year we have enhanced the information provided in this report with the inclusion of the recorded 2017 statistics albeit last year's Operation began for Inverness Task Team a week earlier from 23<sup>rd</sup> November 2017 through to 3<sup>rd</sup> January 2018, which although not a direct comparison, does demonstrate improved performance in terms of reducing incidents attended during the period.
13. The incidents the Task Team attended were as follows which still demonstrates a significant level of Task Team interventions in matters of crime, anti-social behaviour and disorder, and assistance to Police, which proves the value of an additional easily identifiable visible presence of assistance in the city centre, which has been commented favourably upon by Police Scotland locally.



14. The incidents attended were made known as follows. Whilst the figures do reflect a reduction of 41 incidents overall, nonetheless the figures continue to demonstrate that Businesses, particularly in the retail sector retain a high level of confidence in the Task Team ability to provide immediate support and assistance with over 41% of contact being made by phone, shop staff, or shopsafe radios. There were 36 recorded public contacts made to the patrolling Task Team resulting in specific action, the majority seeking some form of assistance, support or direction. City Centre Beat officers carry the Shop Safe Radio providing good communication between them and the Task Team. Whilst there is a decrease in incidents the general pattern of contacts remain the same.



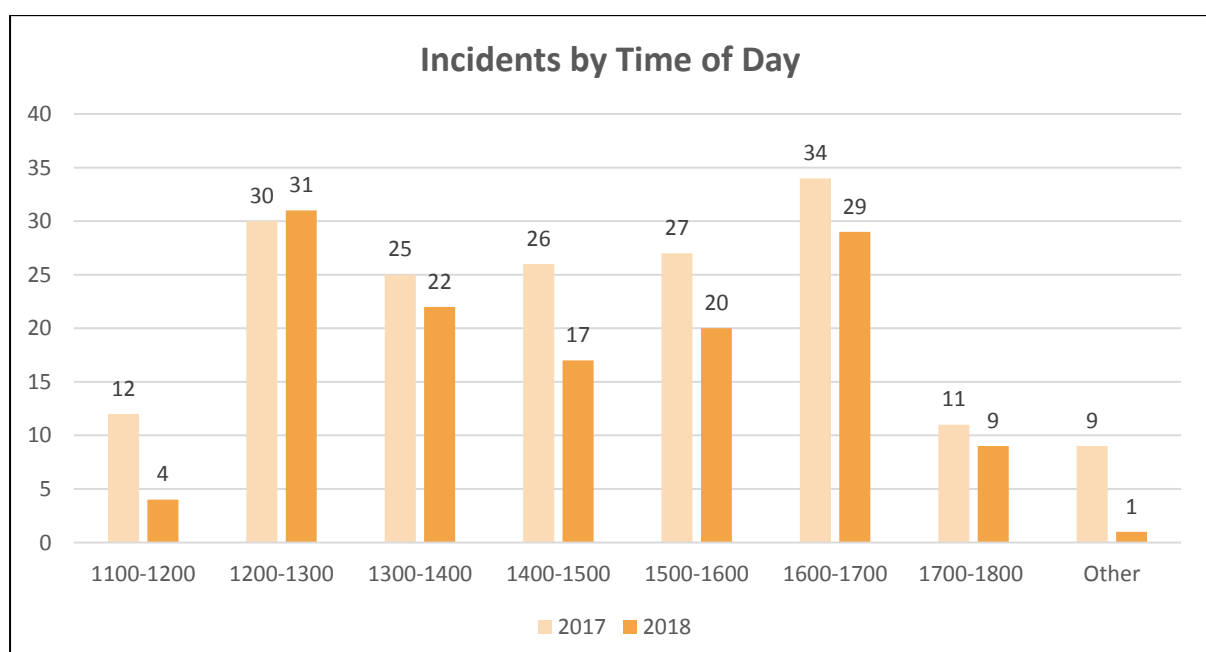
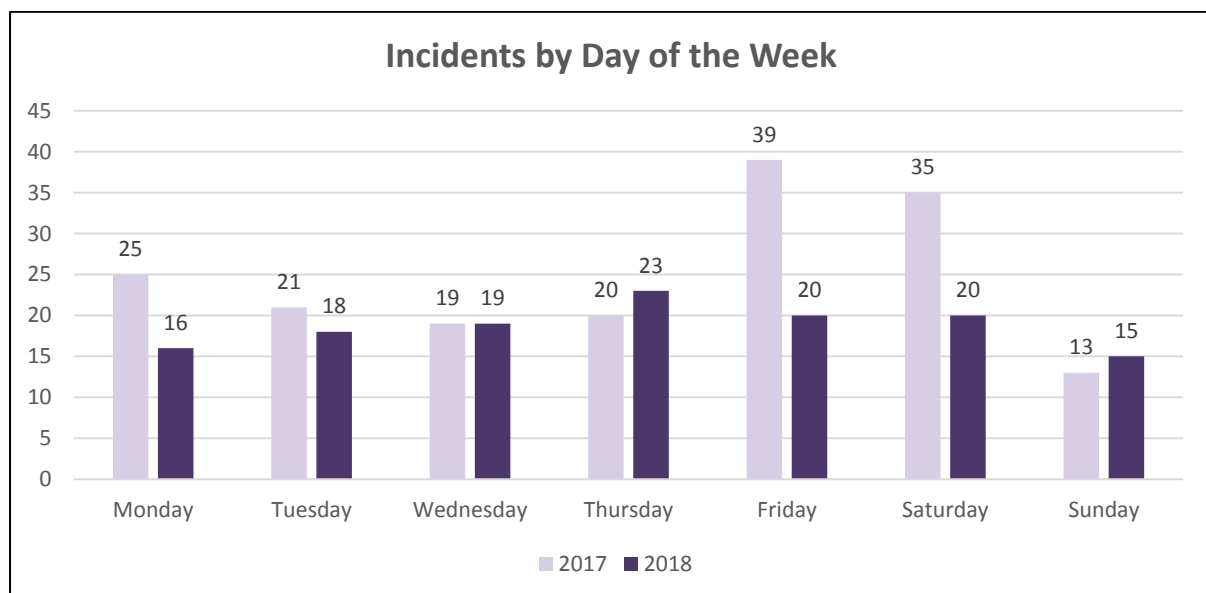
15. Similar to 2017, the largest number of incidents within the City Centre remains the High Street and locations where larger retail outlets are situated. The level of incidents in Church Street, whilst almost halved, continues to be associated with Shoplifting at a major supermarket, anti-social behaviour and disturbance outside identified HMO's and a number of requests for assistance from Licensed Premises in that area to deal with uncooperative patrons indulging in inappropriate behaviour.



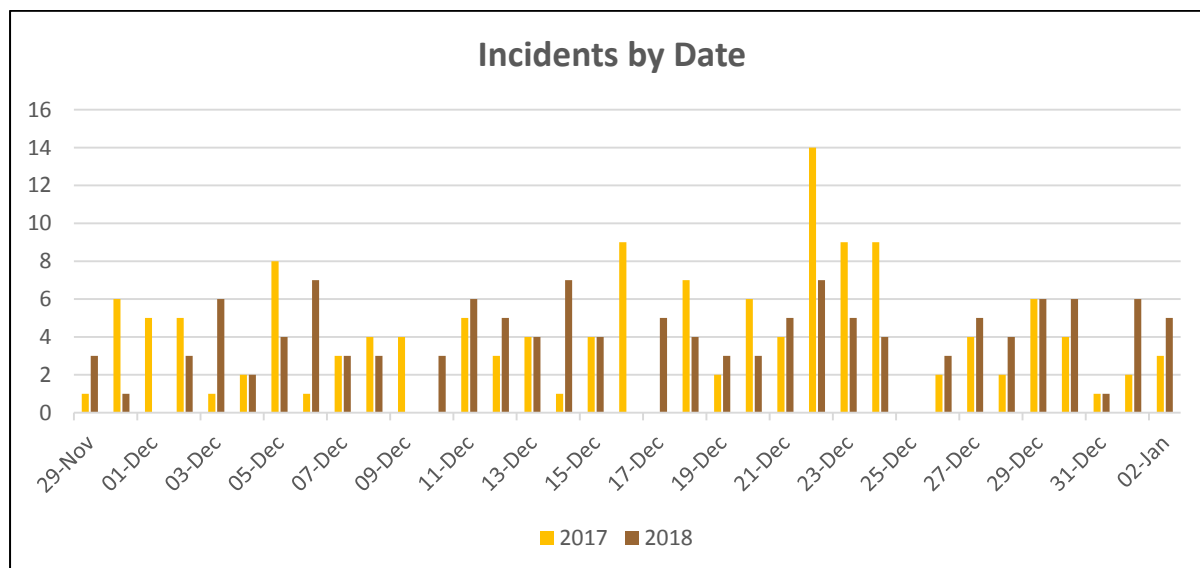
16. The two graphs below highlight the days of the week and times of the day of the incidents attended. There is no discernible pattern to the type of incidents recorded day by day, but it is pleasing to note that the weekend peaks have been vastly reduced with most days attracting a more even spread of contacts and calls for assistance.

Whilst there is no specific analysis available around this reduction, anecdotal information and intelligence would suggest that this directly correlates with the consistent approach and level of policing resources available within the City Centre at any given time, and some direct interventions carried out to reduce the number of calls associated with Youth Disorder experienced in 2017 due to early closing of secondary schools on a Friday.

The interventions included Inverness BID Community Safety Officer writing to all five Inverness Secondary Schools in early 2018, in his capacity and as Chair of the Retail Security Group, both highlighting the issues and seeking co-operation to improve behaviour and increase respect as part of their Social Education curriculum. This was assisted by Police School Liaison Officers delivering similar messages to pupils.

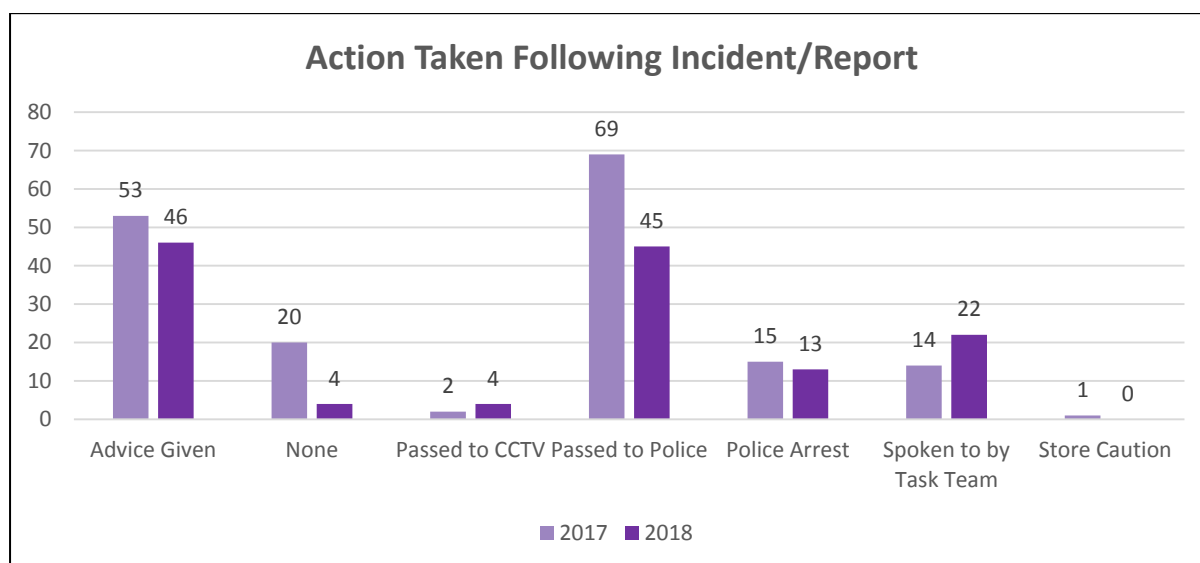


17. This graph illustrates the number of incidents attended by date during Operation respect Festive 2018. Weekends in general remain the busier days. As can be seen the general trend of incidents on a day by day basis has greatly reduced and are more evenly spread rather than the sharp peaks and troughs previously experienced in 2017. This again can be attributed to the consistency of approach and increased resources available from Police and Task Team.



18. 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 of 2018 with 2017 is that the general pattern of outcomes remains the same although it does reflect the reduction in reported calls for support or assistance.

With Police Scotland maintaining their enhanced approach to City Centre Policing, the Task Team continue to provide a supporting role as opposed to First Responders as in previous years which is welcome. This allows the Task Team to be available to better support Businesses, Retailers and the general public in the aftermath of an event or incident.



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

- Theft of Jacket from Clothing Store. Suspect detained, handed over to Police and property recovered.
- Insecure Office Premises found. Police and Keyholder contacted to attend.
- Task Team assisted Police guided by CCTV Operator detained male suspect from previously reported incident when he made off.
- Large group of Youths involved in unruly behaviour within fast food outlet. Task Team intervened, advice to youths before clearing premises of persons responsible.
- Young female robbed of £40.00. Task Team assisted Police detain Youth on High St.
- Police asked TT to attend Licensed Premises to assist Staff eject 2 x drunk males who had refused to leave.
- Task Team track known shoplifters in Store and by their presence and observations ensure that they leave the premises without any loss to store.
- Task Team intervene in drunk man harrassing a lone female begging on street.
- Theft of clothing from large store. Property valued at £120 recovered. Police called.
- Task Team assist elderly female who had collapsed. Ambulance called.
- Task Team assist Police at incident whereby Male threatened to slash another male.
- Task Team and Police detain male for theft of £240 worth of goods from retail store.
- Intoxicated couple ejected from a city centre hotel, seen by Task Team to enter car and drive away. Police contacted and apprehended driver.
- Intoxicated male causing disturbance and public concern. Advice given by Task Team.
- Assist Police trace Housebreakers in Crown area. Both arrested.
- Task Team attended High Street food café following report of harassment to staff.
- Report to TT of suspicious behaviour and potential drug misuse in Church Street near supermarket. Passed to police.

20. 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.

21. There is no doubt that once again, the Inverness BID Task Team made a major contribution to the success of Operation Respect Festive 2018 partnership initiative, not only in providing public reassurance, general assistance and ambassadorial role but also in their support to businesses and their staff in the prevention and detection of crime and anti-social behaviour.

22. The support and assistance provided by the BID Task Team to the City Centre and to Policing in general has been recognised by Police Scotland as a valuable partnership contribution to maintaining Inverness as a safe and welcome place to live, work and enjoy.

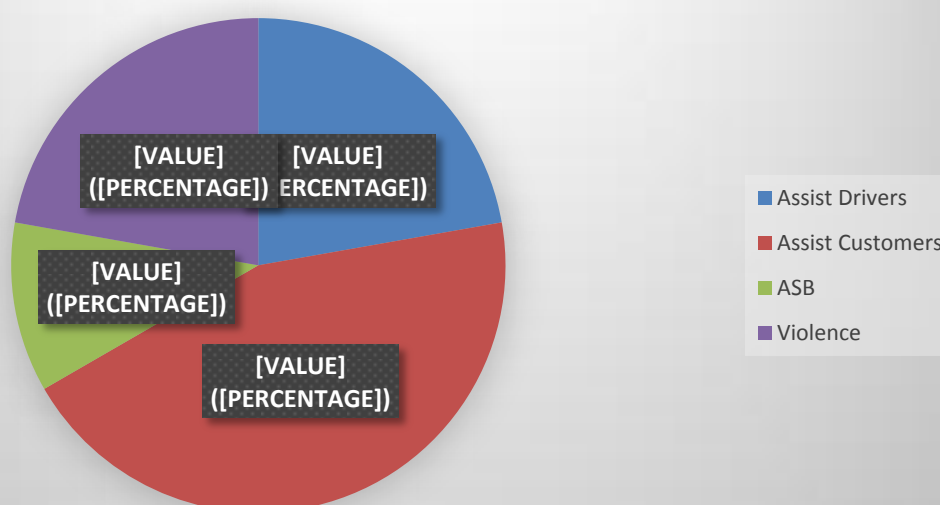
**Operation Respect Festive 2018**  
**Inverness BID Taxi Marshal Evaluation**

**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 2018, 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 2018 Operation Respect Festive Community Safety Initiative.
4. During Operation Respect Festive 2018 the Taxi Marshals operated for a total of 15 nights between 2400hrs – 0400hrs to cater for the late-night festive revellers during the period 25<sup>th</sup> November 2018 to 3rd January 2018. on Saturday and Sunday mornings, and in addition during the same times on Christmas Eve, Hogmanay and New Year's Day as these festive days fell on a Monday and Tuesday this year
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 in possession of mobile phones 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 9 incidents were deemed worthy of recording.



## Operation Respect Festive 2018 Taxi Marshall Recorded Incidents



10. There were only one incidents of note recorded, both of an ASB and violent nature necessitating Police involvement.

- This occurred at Castle Wynd on 22 December 2018 when a male person was assaulted by another at the Rank, dragged across the road before being separated by the Taxi Marshalls and thereafter the main protagonist was handed over to Police nearby who dealt with the matter.

11. The majority of incidents attended to by the Taxi Marshalls were of a minor nature and resolved without recourse to any significant interventions or were of a general nature where administering advice and guidance was sufficient, 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, whilst they are low in recorded numbers, anecdotal feedback from the Taxi Drivers and some members of the public indicate that the Taxi Marshall project is without doubt a successful initiative providing a safer environment and public reassurance to vulnerable people during these early hours.

13. It is apparent that the Taxi marshalls 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 2018**

## **APPENDIX 4**

Following on from the previous year's operation, the British Red Cross (BRC) 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:

Saturday 15 <sup>th</sup> December 2018	2200 – 0400 hours – 6 Volunteers
Friday 21 <sup>st</sup> December 2018	2200 – 0400 hours – 7 Volunteers
Saturday 22 <sup>nd</sup> December 2018	2200 – 0400 hours – 7 Volunteers
Monday 31 <sup>st</sup> December 2018	2200 – 0400 hours – 6 Volunteers

Due to issues around funding the BRC provided cover on only 4 nights of Operation Respect this year. Although requested to be on until 0400, the stand down time this year was usually approximately 0500 this year due to BRC volunteers having patients in their care at 0400 that could not be discharged, but had no further care available to them.

The number of volunteers increased on the second weekend as other events in the area had seen a large increase in casualties presenting with drink/drug related issues. The teams therefore were increased and were managed by an event officer with additional training to manage any potential serious incidents.

### **Casualty Figures**

Saturday 15<sup>th</sup> - 10 Casualties – 5 Transported to Raigmore

Friday 21<sup>st</sup> - 8 Casualties – 2 Transported to Raigmore plus 4 making their own way

Saturday 22<sup>nd</sup> - 2 Casualties – 1 Transported to Raigmore

Monday 31<sup>st</sup> - 4 Casualties – 1 Transported to Raigmore plus 1 making their own way

This year, the BRC treated 24 members of the public, this is roughly comparable to last year's 31 when the fewer day is considered. The majority of patients were suffering from drug or alcohol related injuries and illnesses with an increased number of mental health related calls.

## **Observation**

Operation Respect this year was another success from the BRC's point of view, with a large number of people in crisis receiving medical attention and psychosocial support. This year we saw an increase in the number of patients suffering from mental health issues, several of which stayed with our teams for a significant period of time.

A key difficulty we found was in organising further care or discharges for patients. We cannot on principal discharge patients into an environment where they are at risk of harm unless it is there wish and they have the capacity to make that decision, however we struggled to arrange transport for intoxicated patients to get home as they were medically fit for discharge but were refused taxis, and no agency involved had the capacity to do this. This limited our capacity to help other members of the public as it tied up our resources for a significant period of time. we feel it would be worthwhile to discuss how we could manage this ready for next year.

*(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 2018**

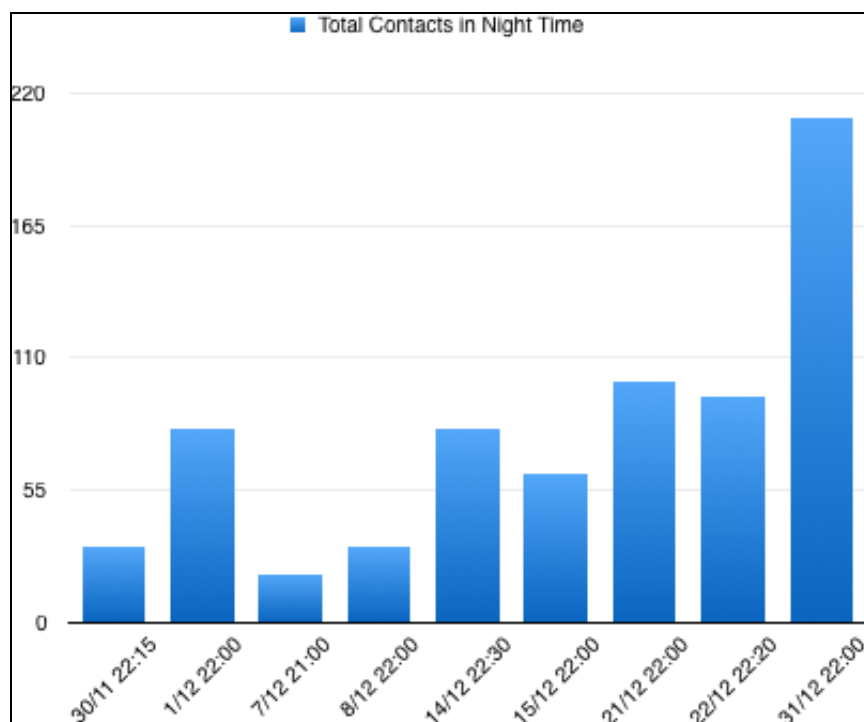
### **Objectives**

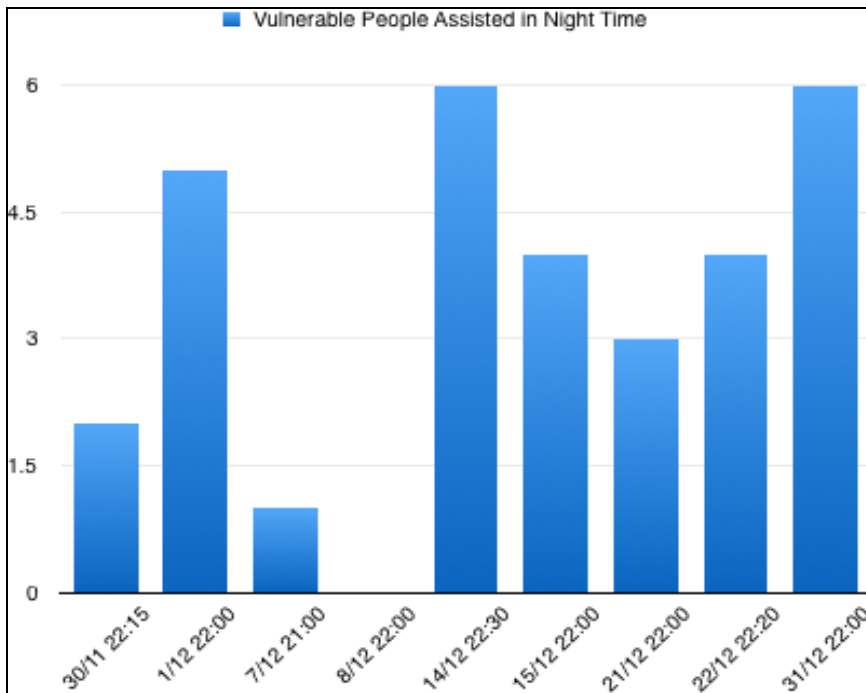
Inverness Street Pastors objectives for Operation Respect were agreed with the partners prior to the operation as follows:

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. on the busiest weekends during the period.
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 30th November to 1st January, in addition to their usual patrols in Hilton, Merkinch, and the city centre daytime.
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 14th, 15th, 21st, 22nd, and 31st December.
9. A team of Street Pastors will be available at the close of the Red Hot Highland Fling Hogmanay Party.

## Summary of Activities in the City Centre Night Time Economy

	2017	2018
number of patrols	8	<b>9</b>
average number of volunteers per patrol	6	<b>5</b>
total volunteer-hours	221	<b>217</b>
total contacts with the public	786	<b>708</b>
spontaneous thanks received from the public	171 (21%)	<b>291 (41%)</b>
situations of calming aggression	1	<b>0</b>
situations of supporting the vulnerable	23	<b>31</b>
pairs of flip-flops given out	90	<b>105</b>
drinks, lollipops and food given out	161	<b>175</b>
emergency blankets given out	15	<b>7</b>
clearing broken glass and discarded bottles	136	<b>192</b>





### Observations and Analysis

1. The charts for Total Number of Contacts and Vulnerable People Assisted show **the busiest nights** to be as expected: November pay weekend; the two weekends leading into Christmas; and Hogmanay.
2. The two Friday nights before Christmas were busier than their corresponding Saturdays. This is the reverse of a usual weekend but again it was expected due to office Christmas parties (compare the charts for these two weekends against the November pay weekend).
3. The traditional “mad Friday” of December 21st was only slightly busier than the preceding Friday in terms of Total Number Of Contacts. However, the 14th saw a larger number of Vulnerable People Assisted by the Street Pastors.
4. The **weather** was similar to 2017, namely dry and mild in comparison to 2016. This encouraged a greater number of people onto the streets (e.g. total contacts, flip-flops) whilst also reducing the need for cold-weather support such as use of emergency blankets.
5. There was a significant 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-cab drivers from whom we often receive thanks.
6. 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. It should be noted for planning next year that the need for the British Red Cross is generally greater on Friday nights than Saturday nights in the two pre-Christmas weekends (e.g. see rise in the Number Of Vulnerable People assisted on

Friday 14th December, a night when the British Red Cross were unavailable due to limited funding).

7. The Street Pastors City Centre Hogmanay Patrol sent 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 avoided 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 (compare the relatively modest rise in number of Vulnerable People Assisted on Hogmanay with the significant rise in Total Number Of Contacts).
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. At least one referral was made to Highland Council out-of-hours Housing Support as well.
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. The 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, i.e. the same as last year. Police Scotland deserve a special mention for maintaining the van and making it available to us at this busy time.
10. On one occasion the Street Pastors abandoned use of the van due to technical problems. This caused revellers to look to the British Red Cross team for the Street Pastors competencies (even though the Street Pastors team were still patrolling on foot and were responsive to calls on the Shop Safe Radio). We have noted for future to leave a small team of Street Pastors with the British Red Cross if this should happen again.

Compiled by Mark Hadfield, Street Pastors Coordinator, January 6th 2018.