

Agenda Item	12
Report No	CIA/23/14

**Public Space Amenity – Inverness Community Safety Partnership**

**Joint Report by Acting Head of Community and Democratic Engagement and the Inverness Area Commander, (Highland Division – Police Scotland), Inverness**

Summary

This report summarises the activities of the Inverness Community Safety Partnership (ICSP) since it last reported to Committee in April 2013. Information is also given on the priority issues for 2014.

The Committee is invited to;

1. approve the ICSP priorities for the ICSP for 2014
2. note the establishment of a new Operation Respect - Summertime
3. endorse the evaluation report on Operation Respect – Winter 2013/14
4. endorse the work of the Operation Respect Daytime Group

**1. Background**

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

**1.2** The partners involved now include

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

The Partnership has also developed links with the following organisations

Scottish Prison Service, Signpost Highland, Eden Court, New Start Highland

**1.3** The ICSP Mission Statement is

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

The Aims of the ICSP are aligned to the Single Outcome Agreements between the statutory agencies and The Scottish Government and are detailed in **Appendix1 {operational objectives}**.

These priorities are subject to review on an annual basis as such have been adjusted to include:

*To support the third sector organisations aims and their work of engaging with, enabling and supporting communities and individuals*

Both the local Single Outcome Agreement (SOA) for Highland (2013/14 – 2018/19) and Police Scotland and local partners Equality Outcomes identify tackling hate incidents and hate crimes, as well as gender-based violence, as priorities for equality work under the national priority area of “Safer and stronger communities and reducing reoffending”.

We intend that people in Highland are, and feel, free to live their lives and can take part in community life without harassment and discrimination, Although the number of reported hate crimes in Highland is relatively low, it is recognised that their impact their on individuals and communities can be disproportionate. Hate crime can be a cause of fear and anxiety for victims who may suffer serious emotional and, on occasions, physical harm as a result.

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Between 01/12/13 - 02/01/14 three incidents of Hate Crime were reported, one gender related and two Racial all of which were detected.

A key element of this work is to work with third party reporting organisations which relates to the new SOA aim to support the third sector organisations in their work of engaging with, enabling and supporting communities and individuals

**1.4** In applying the priorities, the ICSP acts as follows;

- it has tactical oversight over all Community Safety initiatives that may be undertaken by any other partner agencies within the boundaries of the geographical remit of the Inverness Partnership, being the 7 Council Wards served by the City of Inverness Area Committee.
- the co-ordination of the activity of the Community Planning partners in

relation to all Community Safety / Business Crime initiatives

- the formulation of objectives to develop Community Safety / Business Crime initiatives on an annual basis
- where practicable to assist with the delivery of Community Safety initiatives
- promotion of good practice and making best use of funding opportunities
- delivery of an annual report to the City of Inverness Area Committee on the activities of the partnership and its proposals for the forthcoming year; and
- manages media engagement in all supported activity.

## **2. Progress in 2013/14**

### **2.1 1. Anti-Social Behaviour during daylight hours**

Following partnership working with relevant agencies, through the ICSP, progress was made in;

- the provision of support to vulnerable people.
- establishment of a reporting mechanism between City centre businesses and relevant agencies in respect of Anti-Social Behaviour.
- the continuing development of the Street Pastors Day Time service.
- formation of the Multi-Agency Tasking Group – Operation Respect Daytime Group. The tasking group makes use of the ICSP partners whereby resources have been directed to take action on a number of issues within the city centre such as
  - CCTV extension to Castle Wynd
  - Raining stairs refurbishment
  - Information exchange and subsequent action re litter hotspots
  - Cleaning and safe uplift of bottles and syringes within church grounds
  - Anti Social Behaviour with regard to aggressive begging
  - Anti Social Behaviour Hot Spots
  - Engagement with businesses to secure rear fire escapes to prevent inappropriate use.
  - Targeted Gum removal

**2. Operation Respect – Festive – winter 2013/14 – Evaluation – Appendix 2**, gives an appraisal of this year's operation and the benefits achieved

**3. Address Community Safety Issues with an emphasis on reduction and prevention**

- Establishment of Operation Respect City Centre and overview of individual agency deployments during the Operation
- Annual Bonfire initiative between the Fire Service, Police and TEC services.
- Support measures, including establishment of Cold Call Control Zones, to combat consumer detriment, and protect especially vulnerable individuals from criminal activity associated with Doorstep Crime /Cold Calling.
- Scottish Fire and Rescue Service provided briefing and awareness sessions to clients of the Harm Reduction Service in respect of safe disposal of syringes, following one being found in a Fire Hydrant.
- Briefing Home Carers in Fire Safety Awareness targeting the most vulnerable within the community.
- Scottish Prison Service Inverness pre-release group work includes naloxone intranasal training and harm reduction talks, delivered with NHS

Support of joint Council, NHS Highland, Police Scotland campaign and action to highlight the issues associated with gas lighter fuel and other abusible solvents and to challenge and gain business support to reduce supply of these products to abusers.

#### **4. Work in Progress in 2014**

- Survey of diversionary service providers to scope the breadth of diversionary activities available to identify any gaps in provision.
- Development of further no cold calling zones.
- Implementation of Operation Respect - Summertime initiative. commenced 2 May 2014 set to run throughout the Summer with a review end of August.
- Engagement with the third sector to assist in the delivery of diversionary activity.
- Support the N.H.S. Harm Reduction Service.
- Scottish Prison Service Inverness Throughcare Conference 16 May – intention is to raise awareness of all agencies about each other's work, conference also to discuss the potentiality of a 'community hub' as a partnership project
- Year-end review and planning meeting to identify priorities and objectives for 2014/15

## 5. Resource, Legal, Equalities, Climate Change and Risk implications

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

### Recommendation

The Committee is invited to;

1. approve the ICSP priorities for the ICSP for 2014
2. note the establishment of a new Operation Respect - Summertime
3. endorse the evaluation report on Operation Respect – Winter 2013/14
4. endorse the work of the Operation Respect Daytime Group

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Designation: Police Scotland - Area Commander, Inverness

Date: 20<sup>th</sup> May 2014

Background Papers

**Inverness Community Safety Partnership**  
**Operational Objectives 2014**

To develop partnership activity to tackle the negative effects of drugs and alcohol on the community and how these impact upon general well-being and personal safety.

To work to ensure community initiatives are supported and services are effectively coordinated to reduce the incidence and impact of Anti Social Behaviour and crime

To increase engagement between the Partnership, statutory agencies, the voluntary and business sectors as well as the wider community with the intention of improving communication, the exchange of information and awareness-raising in respect of common community safety challenges and opportunities

To support the third sector organisations aim their work of engaging with, enabling and supporting communities and individuals.



## Operation Respect – Festive Period

17<sup>th</sup> November 2013 to 4<sup>th</sup> January 2014

### Evaluation Report

The report contains evaluations from the operational partners.

This year (2013/2014) saw the Operation being extended into the Merkinch and Hilton areas.

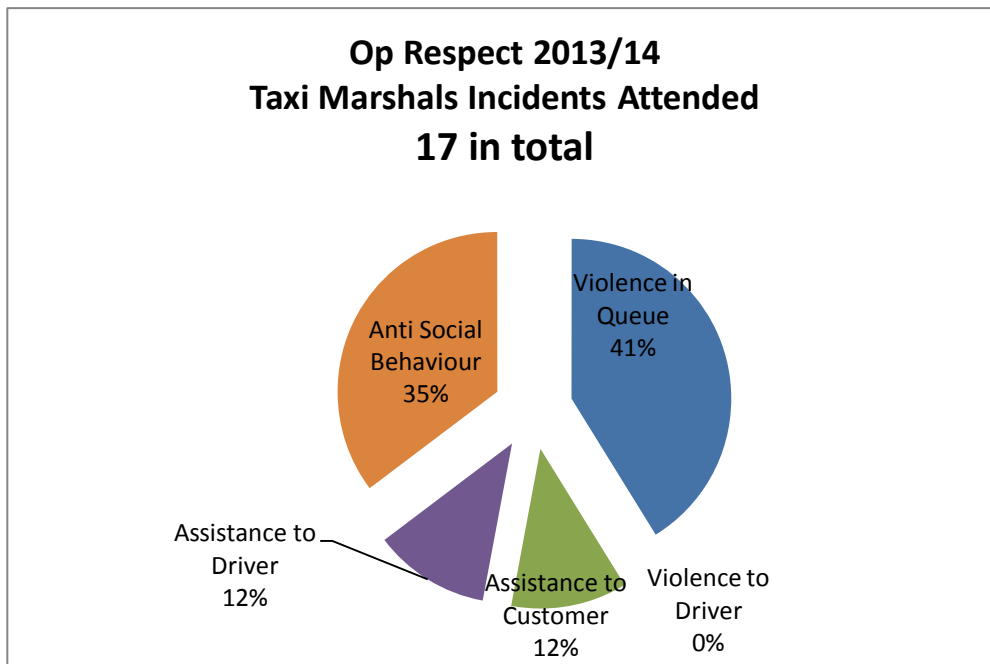
Pages 1 to 2	Taxi Marshal Evaluation
Pages 3 to 5	Inverness BID Security Task Team Evaluation
Pages 6	British Red Cross Evaluation
Pages 7 to 8	Inverness Street Pastors Evaluation
Pages 9 to 24	Police Scotland Evaluation
Page 25	Resource implications

## Operation Respect 2013 - 2014

### Inverness BID Taxi Marshal Evaluation

1. The Taxi Marshal aims were to create a controlled and safe environment where the public can feel safe whilst waiting for a taxi, thereby contributing to a reduction in crime and anti-social behaviour and an improvement in people's perception of Inverness at night.
2. Their role was to
  - Offer a safe waiting area until a taxi arrives
  - Monitoring taxi queues
  - Clearly establish a pick up point and form queue on that point
  - Report incidents of disorder via the Shop Safe radio scheme to Police
  - Advise drivers of any potential problems regarding customers
  - Provide a visible reassurance to the public and taxi drivers
  - Assess the scheme and make suggestions to enhance the operation
3. Throughout 2013, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends.
4. In Operation Respect 2012/13 The Marshals operated for a total of a further 16 nights between 2400hrs – 0400hrs on Friday and Saturday nights during the period 16<sup>th</sup> November 2012 to 4<sup>nd</sup> January 2013. All marshals were fully SIA trained.
5. They operated at the three main Inverness City Centre taxi ranks namely both sides of Academy Street and Castle Wynd.
6. The Taxi Marshals were provided with dedicated mobile phone numbers and Shop safe radio system, the contact details of which were provided to the partners and the Taxi Association prior to the start of the Operation Respect period.
7. The Shop safe Radio system proved most successful as it allowed direct communication with Northern Constabulary's City Centre Beat Officers, Licensed premises and the City Centre CCTV control Room.
8. There were many occasions where the Taxi Marshals assisted/helped members of the public and taxi drivers which due to their minor nature where not recorded, e.g. generally calming people down. However they attended to 17 recorded incidents in total which are broken down as per the chart overleaf.

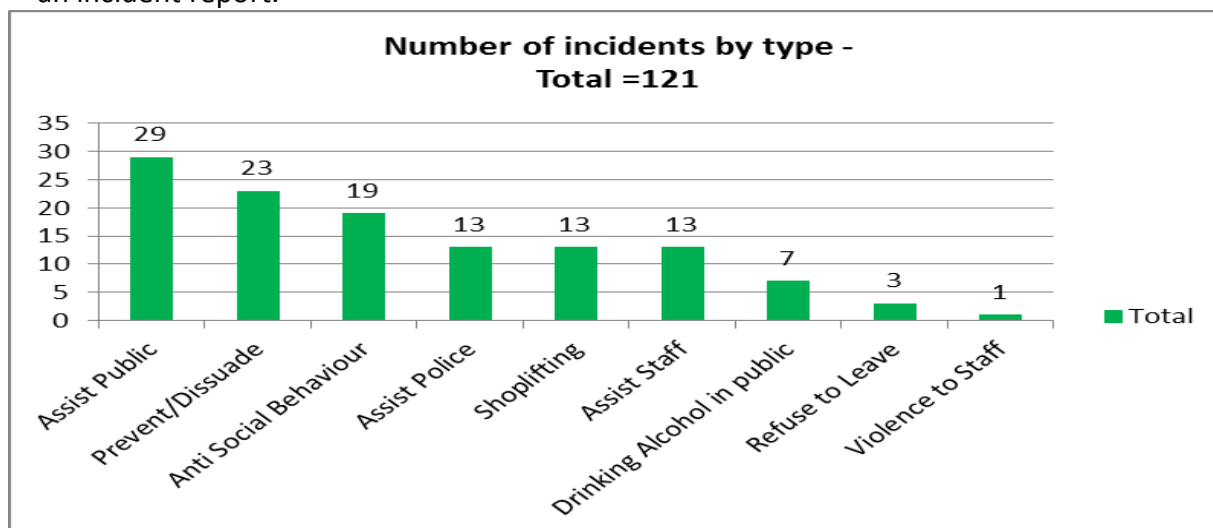




9. Some of the incidents attended by the Taxi Marshals are as follows
- Male arguing with taxi driver, female who was with him interjected and was punched by male.
  - Groups males being abusive to towards each other, Marshals moved groups apart and moved them on in separate directions.
  - Assistance given to taxi driver who had abusive customers in his taxi, customers vacated taxi on presence of marshals and moved on.
  - Two groups of males being abusive to towards each other, Marshals moved groups apart and moved them on in separate directions.
  - Males arguing with each other, Marshals intervened and calmed situation.
  - Male being abusive towards Taxi driver, assistance given and male left.
11. The majority of incidents reported by and attended to by the Taxi Marshals were specific actual incidents which occurred in the queue, however in general their presence and proactive approach positively impacted upon the general anti social behaviour before it escalated into violence.
12. Vic Rollins, Chair of the Inverness Taxi Alliance stated, “Since the introduction of Taxi Marshals many customers have said that they felt much safer at the taxi ranks, trouble has definitely been reduced and the drivers do feel much safer.”
13. From the above results, the Taxi Marshal project is without doubt a successful initiative. It is apparent that the Taxi marshals positively contribute to ensuring that the city centre remains a safe place by increasing the public’s reassurance and perception of the City Centre.

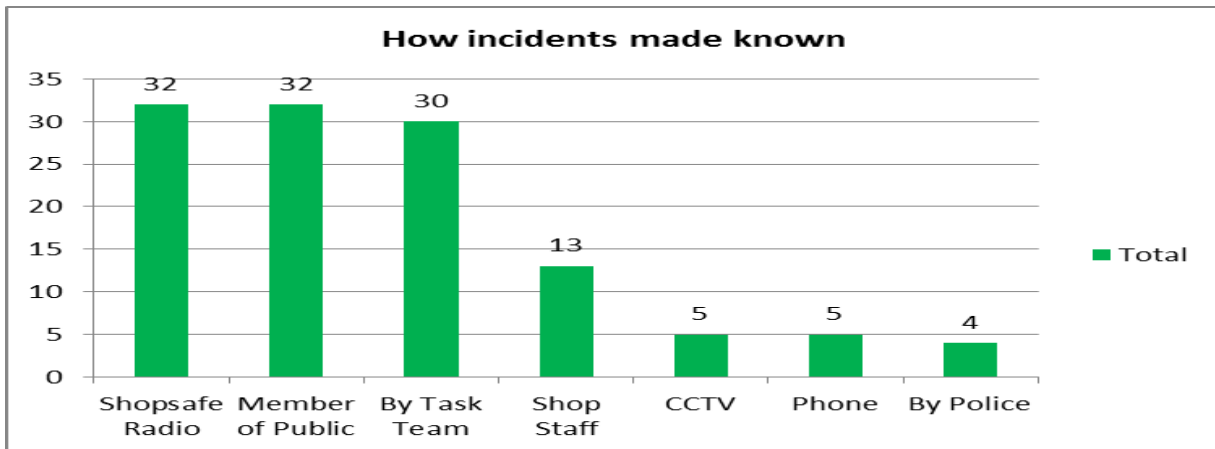
**Operation Respect 2013- 2014**  
**Inverness BID Security Task Team Evaluation**

1. The Inverness BID Security Task Team mission was to deliver a Crime Prevention and Reassurance support team for the public using Inverness City Centre and the business therein
2. Their Aims were
  - to work closely with the city centre Business Partners, Safeinverness, Northern Constabulary, Highland Council and any other relevant agencies to ensure a co-ordinated response to tackling crime and disorder, anti-social behaviour and improving public reassurance and
  - to deliver high visibility patrols to provide a reduction in crime and disorder and improve public reassurance.
3. In Operation Respect 2013/14, the BID Security Task Team comprised of one team of two SIA trained personnel.
4. This year, for the first time, they were on duty full time Monday to Saturday, for a total of 38 days between Saturday 16th November 2013 to Saturday 4<sup>th</sup> January 2014 from 1100hrs to 1800hrs. On Thursdays during this period, the duty times were extended to 2000hrs.
5. Their Duties were to be proactive as well as responding to calls for assistance via Radio Link System and/or a dedicated mobile phone number. Give physical presence and moral support to retailers and licensees during hours of operation. Provide increased protection for Staff, Customers and Stock.
6. The Task Team was provided with a dedicated mobile phone and Shop Safe radio system, the contact details of which were provided to the retailers prior to the start of the Operation Respect period.
7. The Shop Safe Radio system proved most successful as it allowed direct communication with Northern Constabulary’s City Centre Beat Officers, the retailers and the licensed premises that have and use the radio system.
8. 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.
9. During their deployment Task team attended/responded to 121 incidents which were recorded as per the overleaf chart. However there were many 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.

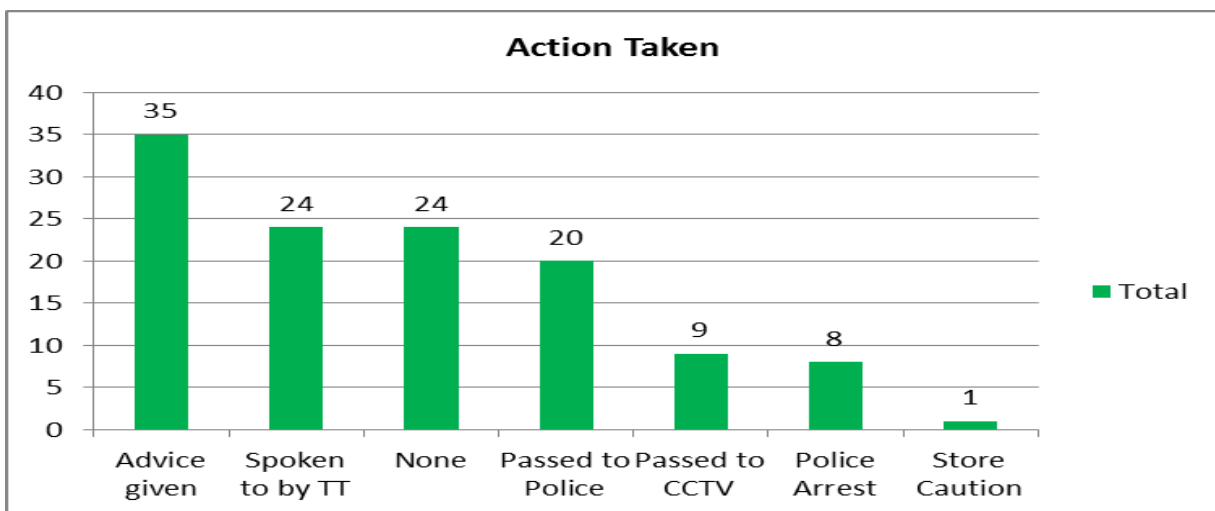


As can be seen, the Task team do have a deterrent effect, without their presence, an additional 23 incidents of possible shop theft by known subjects could have been committed.

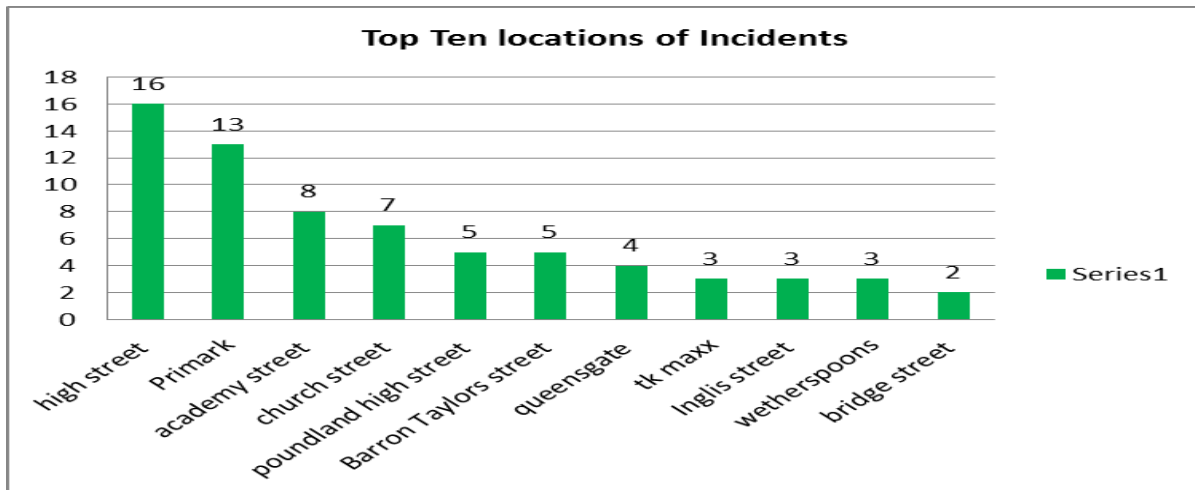
10. The incidents the Task Team attended were made known as below



11. The incidents attended to were resolved as follows



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



### 13. Examples of Incidents attended

- Male found injecting substance, police informed
- Male refused to leave shop. Staff asked Task Team to ask the male to leave
- Helped police cordon off High Street due to male being stabbed
- Complaint about begging at door, male moved on.
- 3 known shoplifters entered major retailer premise, Task Team entered the store and on seeing them shoplifters left the store
- Male reported by staff to be in premise after being told he was barred, he refused to leave so Task Team was asked to assist to remove him
- Assist police in detaining person suspected of theft
- A known shoplifter was seen in store but on seeing Task Team he left
- Assist staff detain female suspected of shoplifting until Police arrived
- Retail store contacted Task team via radio, reporting male had just stolen a bottle of wine. Task team located the male within the city centre and returned him to the store until police arrived.

14. Again, this year, the Task Team made a major contribution to the success of Operation Respect. It is apparent that not only do the Team make a significant input to increasing the safety of the City Centre but they also positively contribute to staff safety and crime reduction/prevention in the business sector.

## **BRITISH RED CROSS**

### **Subject: Evaluation – Operation Respect 2013**

The British Red Cross (BRC) participated in Operation Respect, a multi-agency community safety initiative which took place between 01/12/13 and 31/12/13 within the city of Inverness. The role of the BRC was to support the emergency services and other participating agencies in dealing with members of the public who were found ill or injured.

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

Friday, 20/12/13, 2000 – 0200 hours – 9 personnel

Saturday, 21/12/12, 2000 – 0200 hours – 7 personnel

Friday, 27/12/12, 2000 – 0200 hours – 7 personnel

Saturday, 28/12/12, 2000 – 0200 hours – 10 personnel

This has given a total of 198 volunteer personnel hours of duty. The BRC Ambulance and Emergency Response vehicles were also deployed on each evening.

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

- 20/12/13 – 1. Male presented to BRC complaining of wrist injury, tasked by SAS to take male to Accident and Emergency, Raigmore Hospital.**
- 2. BRC ambulance tasked to take patient from Royal Northern Infirmary to Raigmore Hospital.**
- 3. Female presented to BRC with dizzy spells, treated by BRC personnel, taken to hospital by BRC ambulance.**

- 21/12/13 – 1. Male presented to BRC with head injury, treated by BRC personnel, went on his way.**
- 2. Female presented to BRC with leg injuries, treated by BRC personnel and went on her way.**
- 3. Female presented to BRC with eye injury, treated by BRC personnel, went on her way.**
- 4. Male presented with leg injury, treated by BRC personnel, taken to hospital by BRC ambulance.**
- 5. Male found unconscious by BRC personnel, treated by BRC personnel, taken to hospital by SAS.**

- 27/12/13 – 1. Tasked by SAS to attend to male with cut face, BRC attended but relieved by SAS.**
- 2. Tasked by SAS to attend to person fallen at home, SAS took over call.**

- 28/12/13 – 1. Tasked by SAS to attend to person unwell at home, patient uplifted and taken to hospital by BRC ambulance.**
- 2. Male presented to BRC with leg injury, treated by BRC personnel and went on his way.**

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

**RECOMMENDATION: 1. Continue with BRC involvement in the initiative in 2014.**



# Report on Winter Festival Operation Respect 2013-2014

## Objectives

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

- To provide a team of volunteers, appropriately trained so as to enable direct intervention to be undertaken with regard to supporting citizens as and when required:
- In undertaking the above to liaise with all appropriate agencies in order to ensure the correct support is offered to the individuals concerned: and
- To contribute to public safety, well-being and enjoyment, and the perception thereof, by providing a practical and visible presence on the streets.
- Inverness Street Pastors will provide patrols the City Centre between 10 p.m. and 3 a.m., primarily on Fridays and Saturdays and during the festive period, working in tandem with police patrols.
- Inverness Street Pastor activities will focus on avoiding escalation of minor incidents thereby relieving other agencies and services to work on their own priorities.
- Within this framework, the Street Pastors will provide a practical and visible presence on the streets including: a listening ear; a high standard of care, help and guidance; nurturing of community relationships; addressing of low key issues before they escalate; and referrals to, and continued consultation in the development of, services and diversionary activities.
- The Street Pastors aimed to deliver at least 250 volunteer hours during November, December and Hogmanay, with the locus and period of Operation Respect being a subset within that. The Operation's City Centre locus will be extended to include the edge of Merkinch and the edge of Crown. Additional daytime patrols will operate during the busy shopping weekends in the run-up to Christmas.

## Activities

The Operation's Press Launch was held on 3rd December 2013. The Operation finished on Hogmanay. Here is a summary of Inverness Street Pastors' City Centre Night-time activities, during the period 7th December 2013 to 1st January 2014, compared to the same period in the two previous years (5th December 2012 to 1st January 2013):

	2012-2013	<b>2013-2014</b>
number of patrols	10	<b>9</b>
average number of volunteers per patrol	3.5	<b>3.3</b>
volunteer-hours	184	<b>145</b>
total contacts with the public	717	<b>540</b>
situations of calming aggression	2	<b>1</b>
situations of supporting the vulnerable	17	<b>19</b>
pairs of flip-flops	23	<b>21</b>
hot drinks	89	<b>112</b>
emergency blankets etc.	5	<b>7</b>
clearing broken glass, discarded bottles etc.	99	<b>91</b>

### Notes:

1. Volunteer-hours are slightly lower than the previous year. At the time of writing, Inverness Street Pastors are actively recruiting for 2014 and have received a favourable response: 16 notes of interest have been received so far.
2. Slightly less contact with the public this year is in part attributable to slightly reduced volunteer-hours. Although anecdotal comments received from our volunteers also suggest that the City Centre streets may have been quieter than last year.
3. Incidents and assistance are broadly similar to previous years, in spite of less general contact. Broken glass and discarded bottles continue to be an issue for pedestrians (feet) and taxi-drivers (car tyres) alike. Our portable hot drinks dispenser helped to generate good will at the taxi queues. We had heat-reflective foil ponchos to assist those who were feeling the cold, whereas in previous years we have used cheaper but less practical foil blankets.
4. The Street Pastors also provided their usual Friday evening patrols in Merkinch and Hilton; their usual daytime patrols in the City Centre; and additional daytime patrols on the busier shopping days leading up to Christmas. (These are not included in the figures.)
5. 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.
6. There was no partnership Christmas Day Celebration with Miami Nightclub and Highland Homeless Trust this year due to temporary lack of availability of Miami Nightclub. This will be considered again next Christmas.



## **Results Analysis**

### **Operation Respect – Inverness City Centre**

#### **01/12/2013 – 02/01/2014**

#### **Background**

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

In 2013 Operation Respect continued to receive support via the Inverness City Committee and ran throughout the month of December 2013. Operation Respect activity aims to “reduce street violence, disorder and incidents linked to licensed premises. Working with key partners in order to make our streets safer and to reduce the risk to the public”

This Operation incorporates an approach to tackling the following crimes and issues as part of Police Scotland’s Force Priorities and the wider Operation Respect Force tactical operation:

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

The main objectives for this operation were:

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

Partnership working is an important part of Operation Respect. Operation Respect 2013 involved co-operation through the Inverness Partnership and the Inverness Community Safety Partnership with:

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



- Safeinverness

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

## **Methodology**

This report will evaluate Operation Respect by analysing the type and level of incidents reported to police in the Inverness City Centre beat from 1<sup>st</sup> December 2013 to 2<sup>nd</sup> January 2014. The first few days of January have been included in order to assess the impact of the Operation on the New Year's celebrations. This report includes all incidents of antisocial behaviour, violence and dishonesty reported in the City Centre beat between 1<sup>st</sup> December 2013 and 2<sup>nd</sup> January 2014 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
- Fixed Penalties Issued
- Day and Time of Incidents
- Location of Incidents
- Incidents reported re the initiatives listed above (i.e. Night Bus Service, Taxi Marshals etc)
- Licensed Premises Checks

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

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

- Advisory Call
- Alcohol (Public Place/Underage)
- Arrest on Warrant
- Assault (Assault, Serious Assault, Assault on Police)
- Breach of the Peace
- Children/Youths
- Civic Govt(S) Act Offence
- Crime Other
- Court Offence
- Disorder
- Drugs
- Drunk Person
- Fixed Penalty
- Fraud
- Hate Crime
- Housebreaking
- Licensing Laws
- Local Byelaw Offence
- Noise (Pubs / Clubs, Disturbance / Noise etc)
- Offensive Weapon
- Opening Lockfast Place
- Reset
- Robbery

- Search of Person
- Sexual Offence (Rape / Other / Sexual Assault)
- Shoplifting
- Sneak in Theft
- Stolen Cycle
- Suspicious Person/Veh/Prowler
- Theft
- Vandalism

### Key Findings

- Operation Respect 2013 ran along similar lines as previous Operations. During December, 4 uniformed officers were on foot patrol in the City Centre between 2100-0300hrs on Thursdays, Fridays and Saturdays, and 2100-0100hrs on Christmas Eve. Along with Inverness City Centre, the areas covered by the Operation in 2013 again included the areas from the 2012 expansion: the Crown area, Merkinch, and the area to the west of the river within the boundaries of Wells Street, Kenneth Street and Tomnahurich/Young Street.
- During Operation Respect 2013, a total of 361 antisocial, violent and dishonesty incidents were reported in Inverness City Centre. Of these, 244 were crimes, of which 199 (81.6%) were detected.
- The number of incidents recorded in 2013 decreased by 17.2% in comparison with 2012, and 5.2% in comparison with the 5 year average.
- The proportion of incidents resulting in a crime report being submitted to the Procurator Fiscal in 2013 (67.6%) has also increased significantly in comparison with both last year (55.7%) and with the average for the previous 5 years (50.5%).
- Whilst the number of crimes has increased in comparison with previous years, the detection rate has remained high (81.6%) and is higher than the 5 year average (79.5%).
- The most commonly recorded incident types relate to antisocial behaviour such as Breach of the Peace, Disorder, Drunk Person, and Assault. A significant number of incidents are now recorded under the new subject code 'Disorder'.
- The top crime types in 2013 were Disorder, Assault, and Theft. This is a change from previous years, when Breach of the Peace, Assault, and Shoplifting were the most common crime types.
- 97 Fixed Penalties were issued in Inverness in December 2013. The number of Fixed Penalties issued for antisocial behaviour in Inverness in December 2013 increased in comparison with the previous 5 years.
- Incidents by day in 2013 predominantly followed the same trend as previous years, increasing over the course of the week and peaking over the weekend. Unlike previous years, incidents peaked on Fridays in 2013 rather than Saturdays in previous years. 2013 also recorded fewer incidents on Tuesday, Wednesdays, and Thursdays.
- Incidents on specific days in 2013 (e.g. Christmas Eve and Hogmanay) were generally at a similar or lower level than previous years, with the exception of 'Mad Friday'.

- The pattern of incidents by time in 2013 predominantly follows the same pattern as previous years, with incidents increasing over the afternoon and evening, peaking in the early hours of the morning. Relatively few incidents are recorded in the morning between 0400 hours and 1000 hours.
- When considering all years, the peak days were Fridays & Saturdays, the peak times were 2300-0359hrs, and the peak days & times were Fridays 2100-2359hrs, Saturdays 0000-0359hrs and 2200-2359hrs, and Sundays 0000-0359hrs.
- The top 3 streets for incidents in 2013 were High Street, Academy Street, and Baron Taylors Street. The top 3 streets over the previous 5 years were Church Street, High Street, and Academy Street.
- The vast majority of incidents in 2013 and in the previous 5 years occurred in a public place. This location type has seen an increase in the number of incidents in comparison with the 5 year average. The two next most common location types were licensed premises and shops/offices. Both of these location types have seen a reduction in the number of incidents recorded in comparison with the 5 year average.
- 311 licensed premises checks were conducted in Inverness City Centre during the period of the Operation in 2013. This is a significant increase in comparison with the previous 5 years, when an average of 66 checks were conducted.
- Between 2008 and 2013, incidents were made known to police in 17 different ways. Over all years, the two most common ways incidents were made known to police were via 'Ordinary Telephone' and 'Originated by Police'. The high proportion of incidents 'Originated by Police' in 2011, 2012, and 2013 highlights police proactivity and the importance of officers on patrol in identifying incidents. The number of incidents made known by 'CCTV Operator' decreased significantly in 2012 and 2013 in comparison with previous years.
- 4 incidents were identified as being connected with some of the initiatives run as part of Operation Respect. These related to 2 drunk or injured individuals being dealt with by the British Red Cross or Street Pastors, and 2 males being detected in possession of controlled substances by the drugs dog. In addition 80 individuals were scanned by the Ferroguard pole with no weapons detected. It is likely that initiatives were involved in other incidents.

## **Officer Duties & Initiatives**

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

Although the primary focus of the initiative was Inverness City Centre, the areas covered by Operation Respect 2012 and 2013 were expanded, in particular during daytime hours in order to address criminality and antisocial behaviour. Additional areas covered during 2012 and 2013 were:

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

Commencing from 5<sup>th</sup> December 2013, the following Police Officer patrols were deployed and the Police Officers were asked to deal with any issues arising from the outputs of the Operation:

<b>Dates</b>	<b>Times</b>	<b>Uniform Deployment Detail Foot Patrol</b>
Thursday 5 <sup>th</sup> December	2100-0300hrs	4 officers
Friday 6 <sup>th</sup>	2100-0300hrs	4 officers
Saturday 7 <sup>th</sup>	2100-0300hrs	4 officers
Thursday 12 <sup>th</sup>	2100-0300hrs	4 officers
Friday 13 <sup>th</sup>	2100-0300hrs	4 officers
Saturday 14 <sup>th</sup>	2100-0300hrs	4 officers
Thursday 19 <sup>th</sup>	2100-0300hrs	4 officers
Friday 20 <sup>th</sup> *	2100-0300hrs	4 officers
Saturday 21 <sup>st</sup>	2100-0300hrs	4 officers
Tuesday 24 <sup>th</sup>	2100-0100hrs	4 officers
Friday 27 <sup>th</sup>	2100-0300hrs	4 officers
Saturday 28 <sup>th</sup>	2100-0300hrs	4 officers

\* Friday 20<sup>th</sup> December was an identified Campaign Against Violence (CAV) day on which other non-operational resources were deployed to tackle violence and alcohol related crime across the Division.

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

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

- Undertake patrols of known trouble spots
- Undertake licensed premises checks
- Liaise with door staff to identify and deal with any problems at an early stage
- Actively engage with known individuals who regularly become involved with or instigate incidents of antisocial behaviour.
- Submit intelligence entries in relation to all types of criminal activity

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

- Licensing Scotland Act 1976, sections 67 and 68 offences (offences relating to underage drinking, drunken persons entering licensed premises)

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

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

- CCTV Van, Eastfield Retail Park - From Friday 6<sup>th</sup> December, every Thursday to Sunday (until 29<sup>th</sup> December) the CCTV van was to be deployed at Eastfield Way, at a location directly beside the roundabout at the retail park. This was to reinforce officers engaged in targeting shoplifters at the retail park and provide high visibility public reassurance.
- City Centre/Retail Park Shoplifting Patrols - From 5<sup>th</sup> December, two uniformed officers undertook designated Shoplifting patrols with a remit to specifically patrol the City Centre and Retail parks. These officers worked 0900-1700hrs every day in addition to the other resources identified to police the evening phase of the operation. The Flexible Policing Team also worked between 1000-1800hrs on 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup>, 16<sup>th</sup>, 18<sup>th</sup>, and 19<sup>th</sup> December in the City Centre targeting shoplifters.
- Passive drugs dog initiative - On Thursday 12<sup>th</sup> December a passive drugs dog initiative was held at a City Centre location. This hi-viz initiative was utilised to try to identify those in possession of drugs and offensive weapons within licensed premises.
- Ferroguard Pole Initiative - On Friday 13<sup>th</sup> December a Ferroguard pole was to be deployed outside various licensed premises within the City Centre with a view to identifying those attempting to enter whilst in possession of offensive weapons.
- Plain Clothes Officers - Plain clothes officers were deployed on foot and mobile patrols targeting City Centre shoplifters.
- Mounted Unit - On Friday 20<sup>th</sup> and Saturday 21<sup>st</sup> December, a mounted unit from Glasgow were deployed in Inverness to assist in the high visibility patrols in the City Centre.

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

- Inverness BID Task Team - A Team of two security personnel was to be provided in the City Centre to support the retail and licensed trade sectors. Their main duties consisted of, whilst working closely with the police, responding to calls for assistance via Radio Link System and/or dedicated mobile phone number to give physical presence and moral support to retailers and licensees during hours of operation and provide increased protection for staff and customers. They would also provide high visibility patrols to assist in the prevention and reduction of crime and disorder and increase public and business reassurance. This service was to commence from 16<sup>th</sup> November through the festive period, from 1100-1800hrs.
- Taxi Marshals - Taxi Marshals commenced their duties on 16<sup>th</sup> November 2013 and continued to work up to and including 4<sup>th</sup> January 2014 on Fridays and Saturdays and key dates during the festive period.
- Street Pastors - Inverness Street Pastors were on duty during the day and evenings over the December weekends providing their usual advice and support to the public. The work of the Pastors continues to reduce the need for intervention by blue light services by diffusing situations and assisting those in need of support through early intervention. Night-time patrols typically occurred between 2200-0330hrs primarily on Fridays and Saturdays and during the festive period, working in tandem with police patrols.
- British Red Cross - The British Red Cross provided four first aid personnel, deployed between 2000-0200hrs on 20<sup>th</sup>-21<sup>st</sup>, 27<sup>th</sup>-28<sup>th</sup> December. Two personnel were on foot patrol on Inverness City Centre streets to attend to any injured or ill persons encountered. Two personnel crewed a British Red Cross ambulance deployed at a static and visible point within the City Centre and under the direction of Scottish Ambulance Service Control Room. This vehicle and crew would be available for deployment to

incidents. By dealing with incidents of minor injury and illness, the British Red Cross aimed to reduce the impact on the Scottish Ambulance Service and A&E at Raigmore Hospital, Inverness.

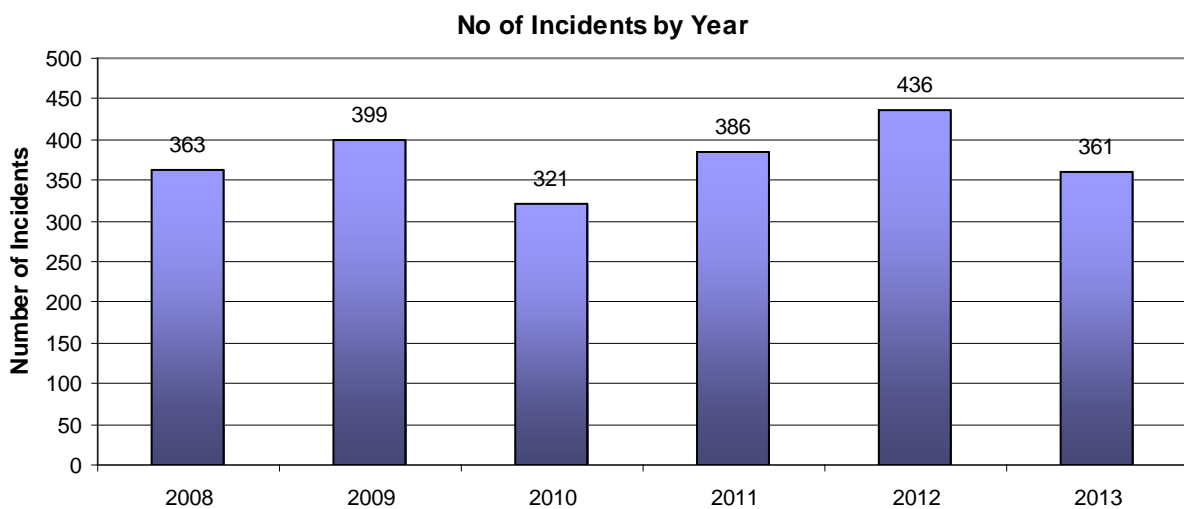
- British Transport Police (BTP) - BTP officers were on duty at various times during Operation Respect and pledged their support to this initiative. The BTP office was offered as a venue for officers to utilise throughout their patrols.

**Analysis**

During the period under review in 2013, a total of 361 of the above incident types were reported in Inverness City Centre. Of these, 244 were crimes, of which 199 (81.6%) were detected.

**Number of Incidents per Year**

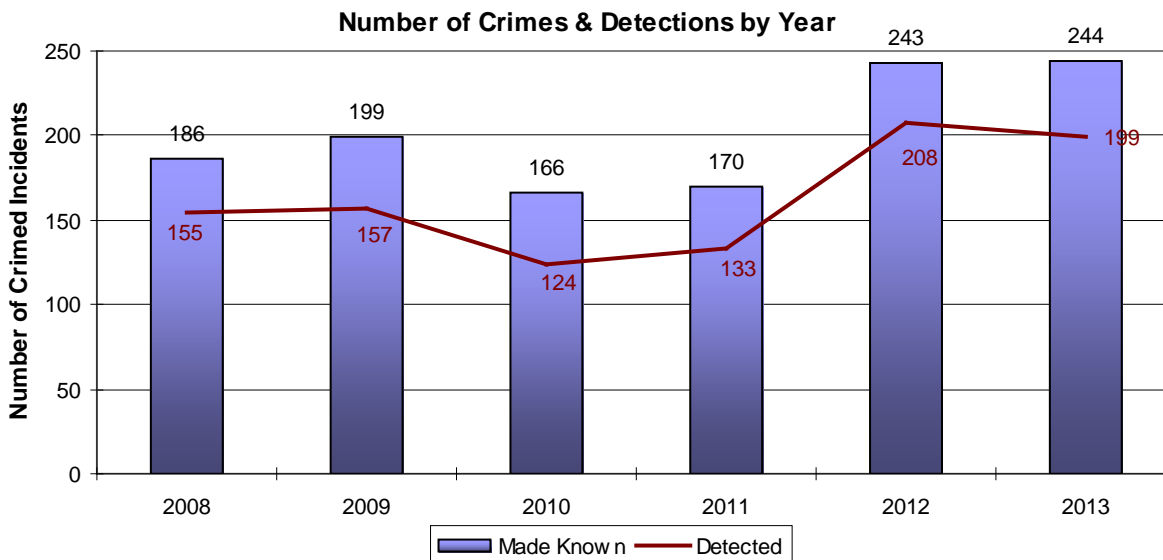
The following chart highlights the number of incidents which occurred during the review period in 2013, compared with the previous 5 years.



As can be seen from the above chart, incidents in 2013 decreased by 17.2% in comparison with 2012, and 5.2% in comparison with the 5 year average. It is very difficult to assess the cause of this decrease.

**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 2013 and the detection rate, compared with the previous 5 years.



Crimes	2008	2009	2010	2011	2012	5 Yr Ave	2013
Detection Rate	83.3%	78.9%	74.7%	75.1%	85.6%	79.5%	81.6%
Proportion of incidents resulting in a crime report	51.2%	49.9%	51.7%	44.0%	55.7%	50.5%	67.6%

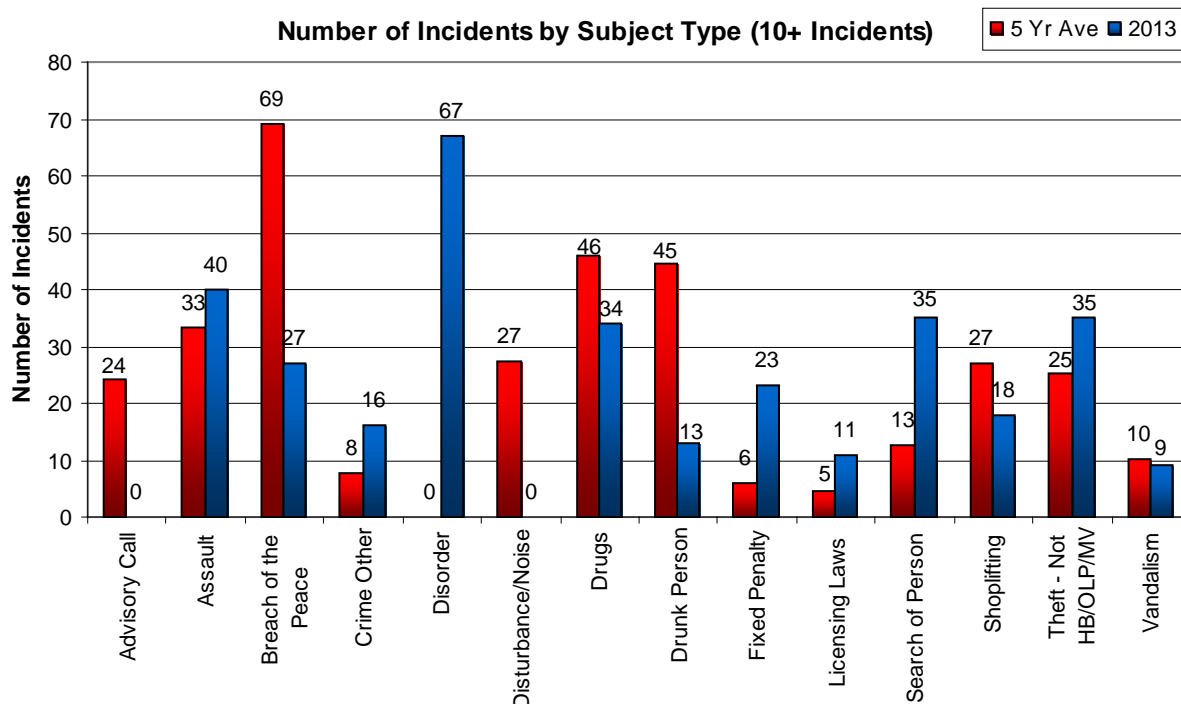
NB The detection rates for 2008, 2009, and 2010 are correct as of January 2011. The detection rates for 2011, 2012, and 2013 are correct as of January 2012, 2013, and 2014 respectively.

The above chart and table highlight that whilst the number of crimes has increased in comparison with previous years, the detection rate has remained high and is higher than the 5 year average. It is possible that the detection rate for 2013 will further increase in the coming months as a number of incidents are still under enquiry.

The proportion of incidents resulting in a crime report being submitted to the Procurator Fiscal in 2013 (67.6%) has also increased significantly in comparison with both last year (55.7%) and with the average for the previous 5 years (50.5%).

### Incident Type

Incidents were recorded in relation to 43 different subjects over the past 5 years. Incidents were recorded in relation to 24 different subjects in 2013 which is equal to the previous year. 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 such as Breach of the Peace, Disorder, Drunk Person, and Assault. The chart highlights a decrease in Breach of the Peace, Disturbance/Noise, and Drunk Person in 2013 in comparison with previous years; however this is due to many of these incidents now being recorded under the new subject 'Disorder', which covers a large variety of offences.

The top incident type in both 2008 and 2009 was Disturbance/Noise; however this subject is no longer used. Calls which would previously have been recorded under Disturbance/Noise are now recorded under the various types of Noise calls, Disorder, Breach of the Peace, and Children/Youths or similar.

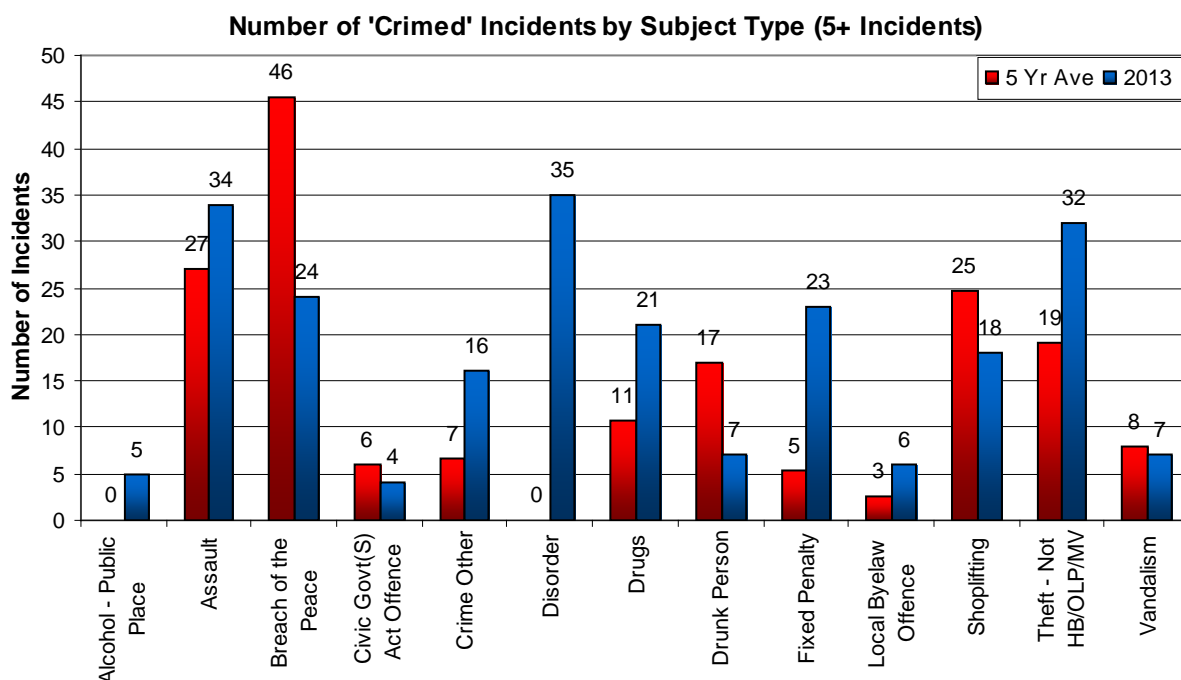
The number of Drugs incidents has decreased by 34.6% in comparison with last year, and 26.1% in comparison with the 5 year average. Drugs incidents peaked in 2011 (80 incidents), however the majority of these related to negative drugs searches.

The number of Search of Person incidents has increased by 52.2% in comparison with last year, and 169.2% in comparison with the 5 year average. This is due to police proactivity and increased emphasis on stop searches.

Shoplifting has decreased by 43.8% in comparison with last year, and 33.3% in comparison with the 5 year average. The cause of this decrease is not clear, however it is apparent that significantly fewer shops were the location of incidents in 2013 (19 shops) in comparison with 2012 (29 shops).

### 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.



The top crime types in 2013 were Disorder, Assault, and Theft. This is a change from previous years, when Breach of the Peace, Assault, and Shoplifting were the most common crime types. It is possible that many of the incidents previously recorded under Breach of the Peace are now recorded as Disorder.

There has been a noticeable increase in Theft (32) in comparison with both last year (18) and the 5 year average (19). This increase can be partly attributable to a number of incidents in 2013 involving individuals reporting their purses/wallets being stolen from their bags at the bus station and bus stops in the City Centre, and also several thefts of bags from buses.

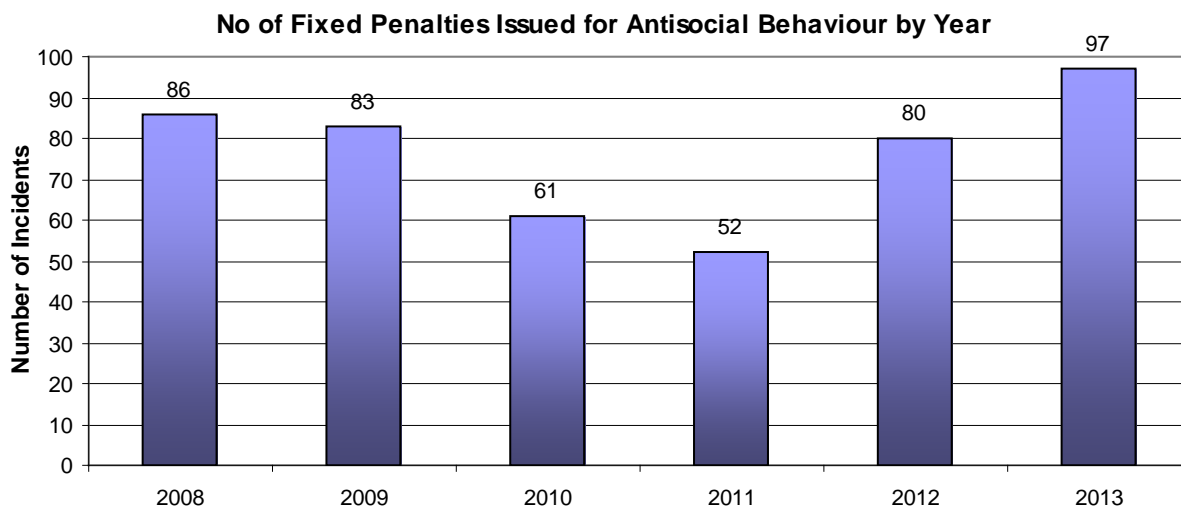
Drugs incidents (21) have also increased in comparison with both last year (14) and the 5 year average (11). It is not clear why this increase has occurred.

The number of Drunk Person incidents (7) has decreased in comparison with both last year (24) and the 5 year average (17). This is likely to be due to these incidents now being recorded under Disorder.



## Fixed Penalties

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

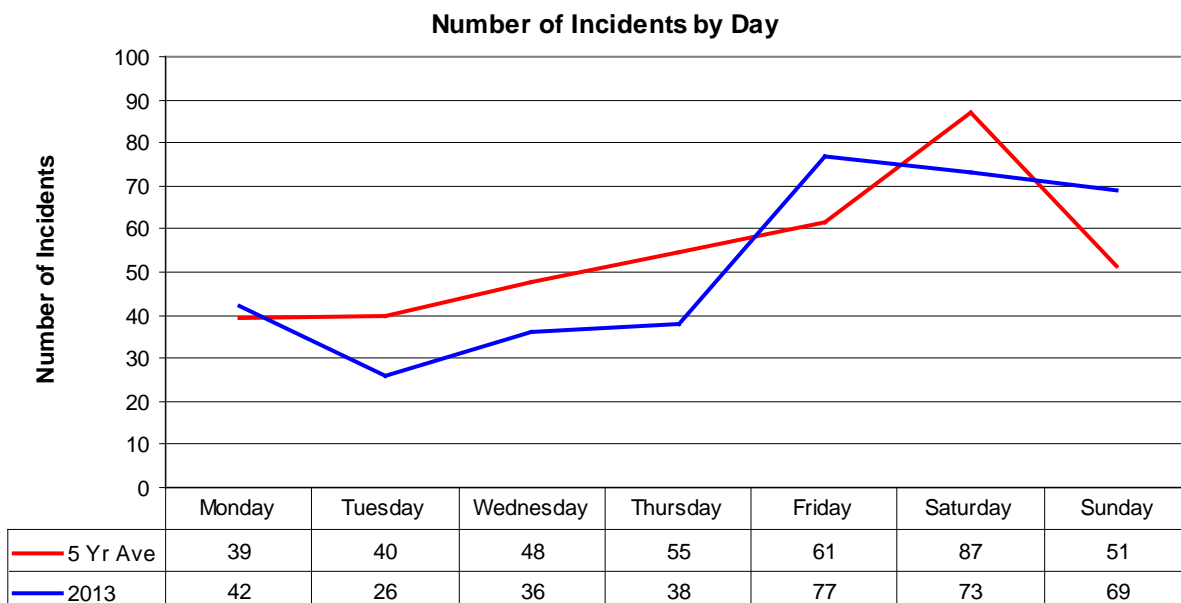


Source – Information Management Unit, Highland and Islands Divisional HQ

The above chart highlights that the number of Fixed Penalties issued for antisocial behaviour in Inverness in December 2013 increased in comparison with the previous 5 years. Fixed Penalties are useful in deterring people from committing further crime and getting them out of the City Centre at the first sign of trouble, and thus should be utilised where possible.

## Day of Incidents

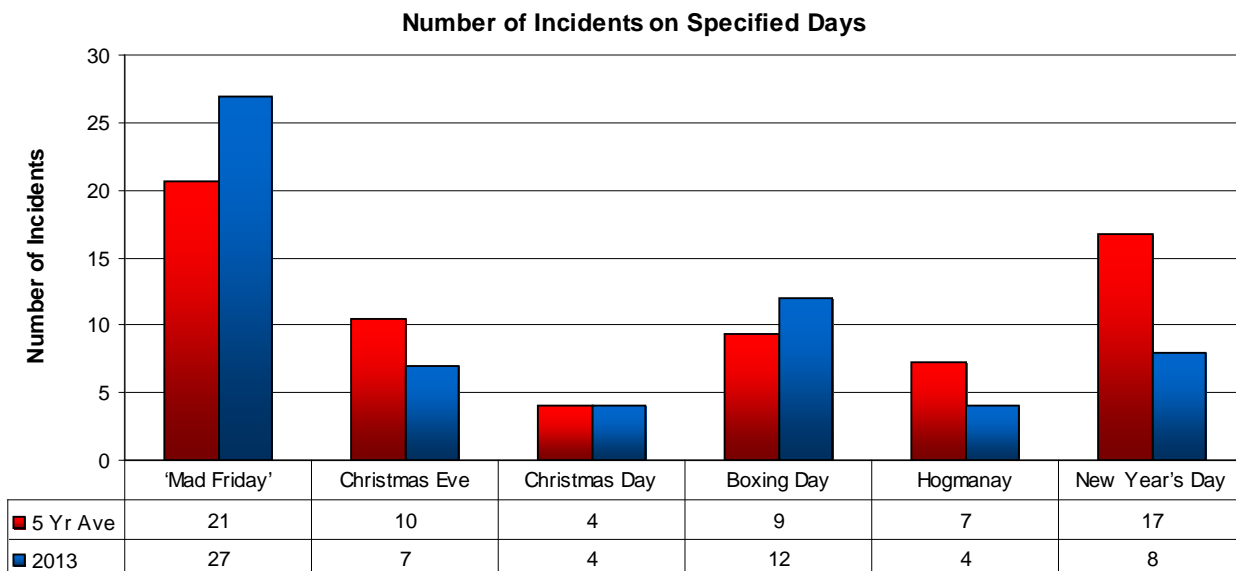
The following chart highlights the number of incidents which were reported on each day of the week:



As can be seen from the above chart, incidents by day in 2013 predominantly followed the same trend as previous years, increasing over the course of the week and peaking over the weekend.

Unlike previous years, incidents peaked on Fridays in 2013 rather than Saturdays in previous years. This is likely to be due to a peak in incidents reported on 'Mad Friday' (20<sup>th</sup> December 2013). 2013 also recorded fewer incidents on Tuesday, Wednesdays, and Thursdays. Although Christmas Eve and New Year's Eve/Hogmanay 2013 fell on a Tuesday, there has not been an increase in incidents on recorded on Tuesdays in 2013.

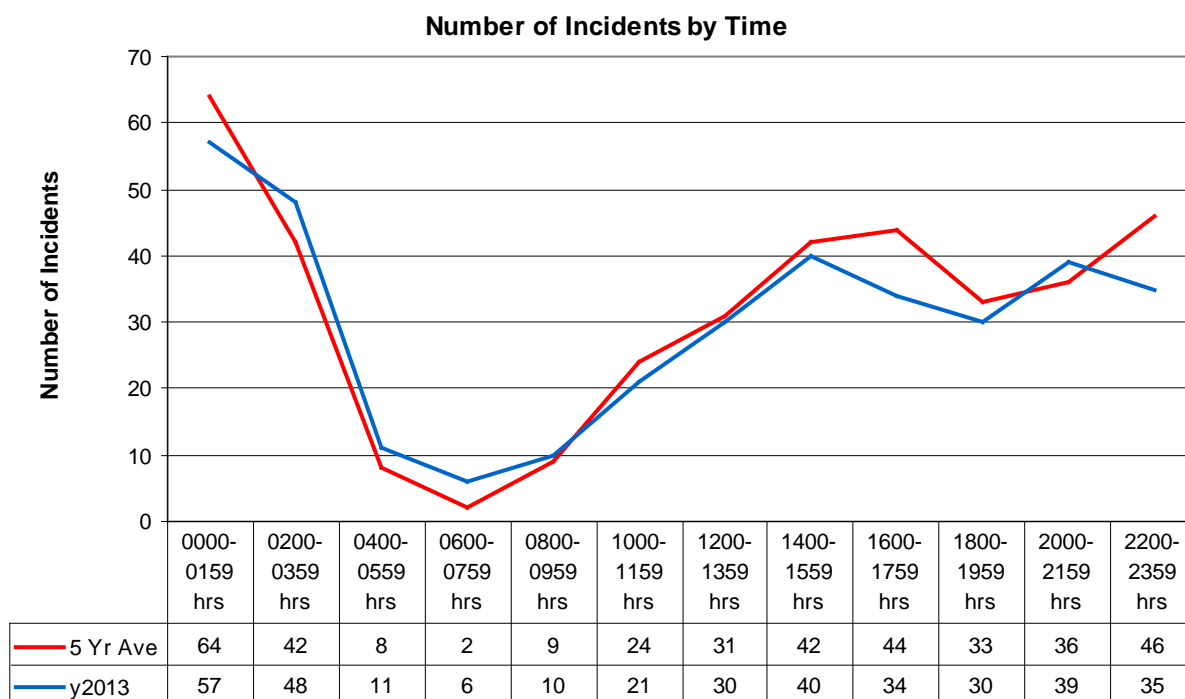
The following chart highlights the number of incidents that took place on significant days during the festive period.



As the above table highlights, incidents on specific days in 2013 were generally at a similar or lower level than previous years, with the exception of 'Mad Friday'.

### Time of Incidents

The following chart highlights the times that incidents were reported:



The peak times for incidents in 2013 were:

- Between 0000 and 0359 hours
- Between 1400 and 1559 hours
- Between 2000 and 2159 hours

As the above chart highlights, the pattern of incidents by time in 2013 predominantly follows the same pattern as previous years, with incidents increasing over the afternoon and evening, peaking in the early hours of the morning. Relatively few incidents are recorded in the morning between 0400 hours and 1000 hours. Between 0000-0359hrs, the majority of incidents were made known either 'To an Officer on Patrol' or 'Originated by Police'. This highlights police proactivity, the importance of officers on patrol in identifying incidents, and members of the public being able to report matters to patrolling officers.

A number of licensing changes occurred during November and December 2012, allowing licensed premises extended opening hours. In November 2012, the Highland Licensing Board removed the so-called 'Cinderella' curfew, which had prevented patrons from entering late night venues after midnight; and in December, a number of licensed premises in Inverness were granted licences to stay open until 0400 hours over the Christmas and New Year period for the first time. Despite this, relatively few incidents were recorded after 0400 hours during the period of this operation in 2012 or 2013.

### Peak Days and Times of Incidents

The following table combines day and time data for incidents over the past 5 years 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	14	13	6	10	1	1	1	3	2	2	10	8	12	9	21	19	14	14	18	7	12	10	10	21	238
Tue	8	14	10	3	1	2	0	1	2	6	12	13	11	21	17	10	29	11	10	11	11	10	7	5	225
Wed	20	23	12	7	1	1	1	1	0	4	13	12	16	15	20	16	25	18	9	9	4	21	12	14	274
Thu	18	29	17	16	8	0	0	1	5	7	6	14	10	16	23	17	17	21	12	21	12	14	13	15	312
Fri	20	23	14	9	3	2	0	1	5	8	5	12	13	15	19	16	15	33	21	22	11	37	35	45	384
Sat	44	48	47	35	7	4	1	1	2	7	15	13	17	12	16	26	19	17	26	20	26	28	35	42	508
Sun	61	41	38	36	13	5	2	3	3	4	1	8	5	13	10	18	9	12	4	7	9	13	4	6	325
Total	185	191	144	116	34	15	5	11	19	38	62	80	84	101	126	122	128	126	100	97	85	133	116	148	2266

Key	Peak Days	Peak Times	Peak Days & Times
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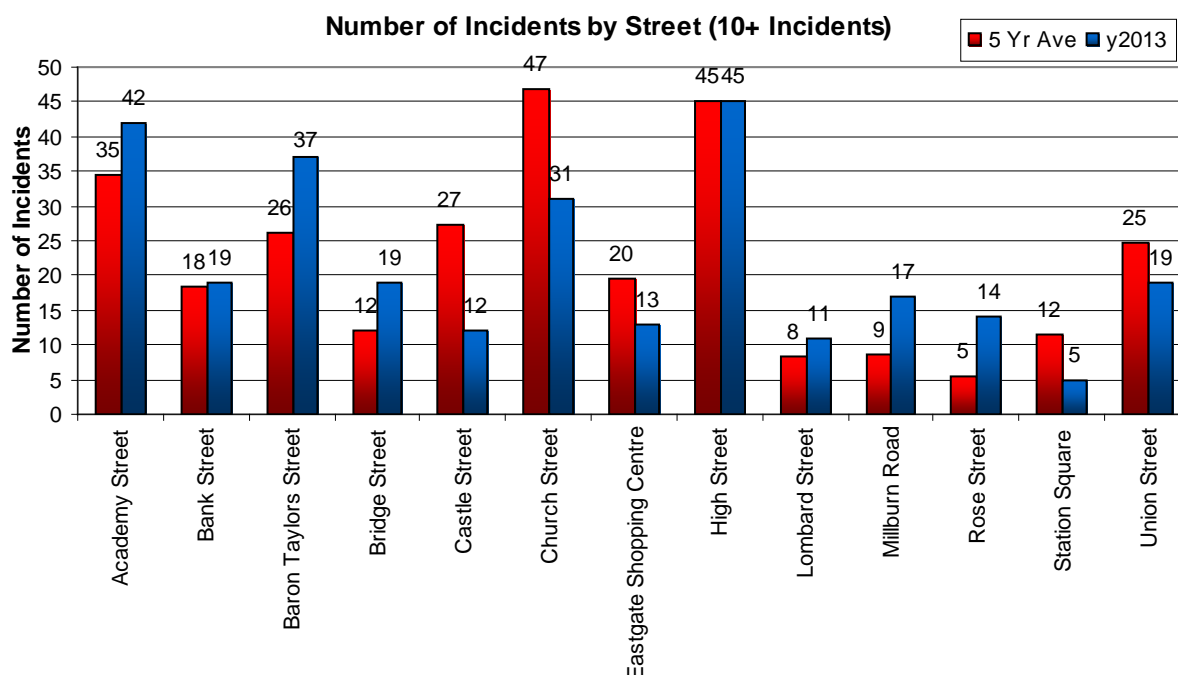
As can be seen from the above table, the peak days and times for incidents during Operation Respect between 2008 and 2013 were:

- Peak Days - Fridays & Saturdays
- Peak Times - Between 2300 and 0359 hours
- Peak Days/Times - Fridays, 2100-2359hrs  
- Saturdays, 0000-0359hrs, and 2200-2359hrs  
- Sundays, 0000-0359hrs

Incidents in 2013 followed the above trends, however Friday recorded more incidents than Saturday, and there was also a peak in incidents between 1400-1459 hours. The peak in incidents between 1400-1459 hours appears to be related to a number of Search of Person incidents.

### Hotspot Streets

The following chart illustrates the streets in Inverness City Centre that recorded 10 or more incidents in 2013 or as a 5 year average.



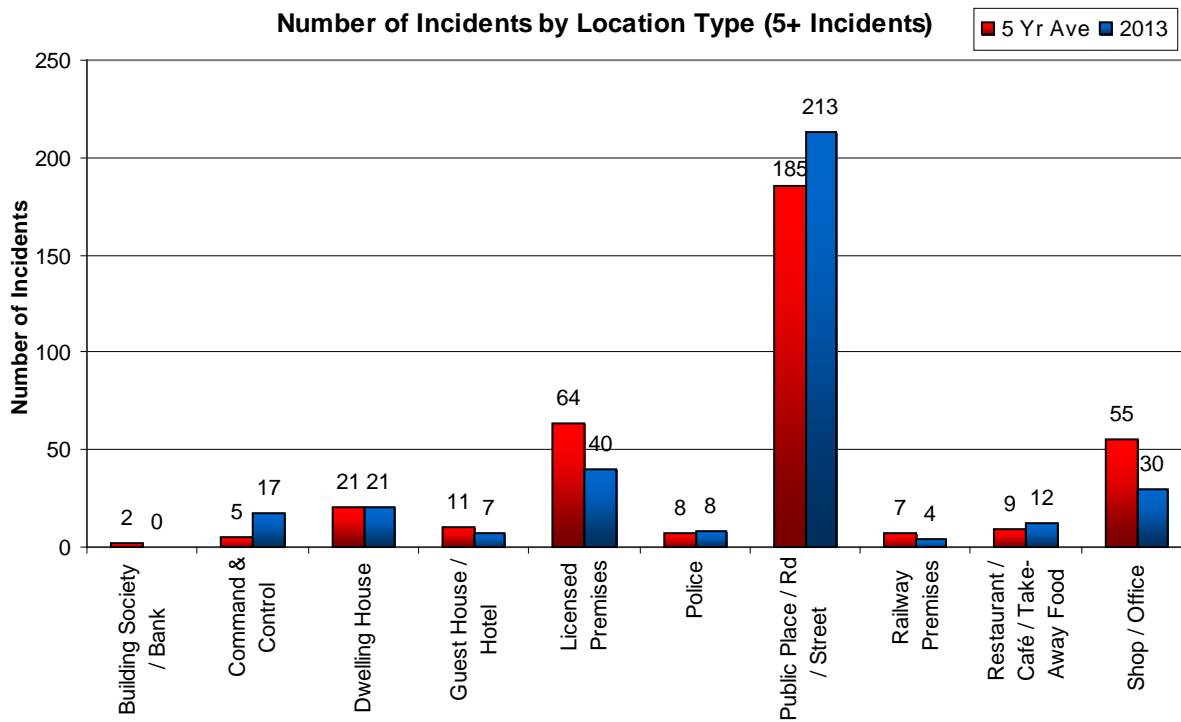
The above chart highlights that the top 3 streets in 2013 were High Street, Academy Street, and Baron Taylors Street. The top 3 streets over the previous 5 years were Church Street, High Street, and Academy Street. This is likely to be due to the high number of licensed premises along these streets, along with the fact that they are the main routes between shops, restaurants/takeaways and licensed premises.

2013 has seen a notable reduction in the number of incidents reported in Castle Street and Church Street. The majority of incidents reported in Castle Street in previous years occurred in a public place rather than at a specific address, therefore it is not clear why there has been a reduction in incidents in 2013. The majority of incidents in Church Street in 2013 also occurred in a public place; however there was a decrease in the number of incidents reported at several named premises in comparison with last year.

2013 has seen an increase in the number of incidents reported in Baron Taylors Street, Millburn Road, and Rose Street. The increase in incidents in Baron Taylors Street in 2013 can be partly attributed to an increase in incidents reported at two named premises. The increase in incidents in Millburn Road can be attributed to a large number of Fixed Penalties (9) issued for road traffic offences. The increase in incidents in Rose Street can also be attributed to Police proactivity with Fixed Penalties being issued and searches of persons being undertaken.

### 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.

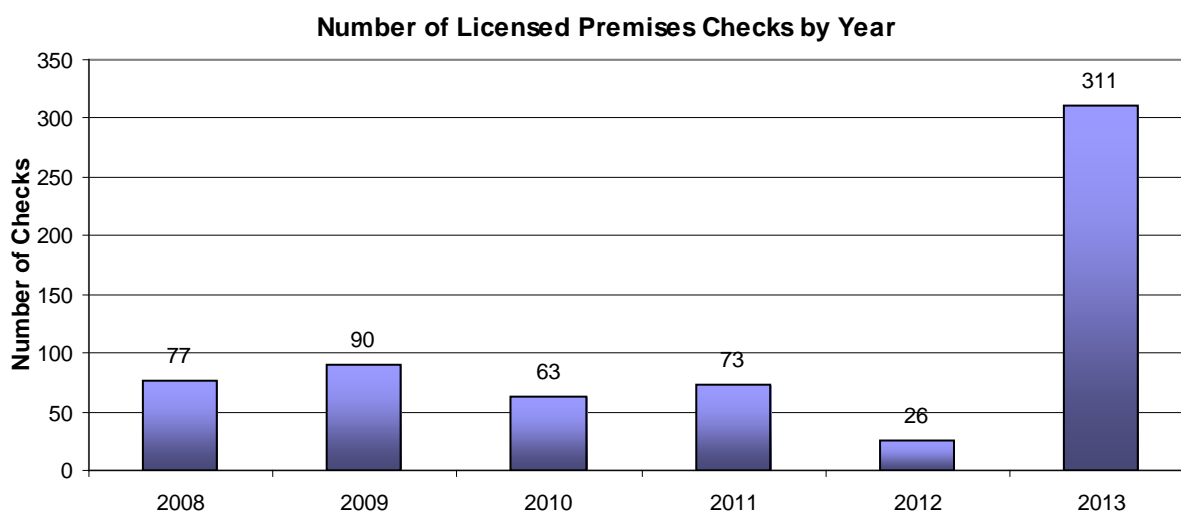


As can be seen from the above chart, the vast majority of incidents in 2013 and in the previous 5 years occurred in a public place. This location type has seen an increase in the number of incidents in comparison with the 5 year average. The two next most common location types were licensed premises and shops/offices.

Both of these locations have seen a reduction in the number of incidents recorded in comparison with the 5 year average. The decrease in incidents at shops cannot be attributed to a reduction in incidents reported at any one particular shop, but rather a reduction in the overall number of shops reporting incidents. In 2012, incidents were recorded in relation to 29 different shops in the City Centre, compared to just 19 in 2013.

### Licensed Premises Checks

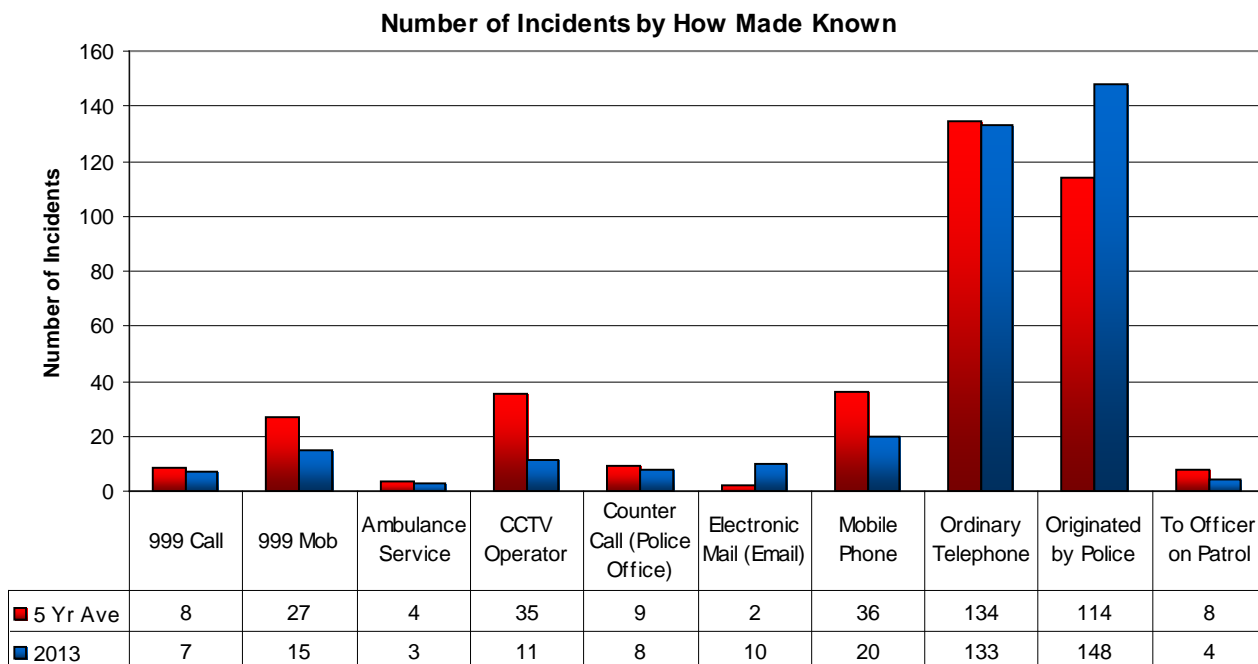
Licensed premises checks form part of Operation Respect. The following chart highlights the number of licensed premises checks conducted in Inverness City Centre during the period under review in comparison with the previous 5 years.



As can be seen from the above chart, significantly more licensed premises checks were recorded in Inverness City Centre in 2013 in comparison with the previous 5 years, when an average of 66 checks were conducted. Increased licensed premises checks have been shown to lead to a reduction in violence/assaults and thus should continue to be prioritised in Operation Respect in the future.

### How Made Known

How the incident was made known to police is an indication of how much impact officers on patrol had on the number of incidents reported. Between 2008 and 2013, incidents were made known to police in 17 different ways. The following chart highlights the 10 most common ways incidents were made known.



Over all years, the two most common ways incidents were made known to police were via ‘Ordinary Telephone’ and ‘Originated by Police’. The high proportion of incidents ‘Originated by Police’ in 2011, 2012, and 2013 in particular highlights police proactivity and the importance of officers on patrol in identifying incidents. Another good indication of whether increased patrols had a positive effect on identifying incidents is the proportion of incidents made known to officers on patrol. The number of incidents made known ‘To Officer on Patrol’ in 2013 (4) is significantly down on 2012 (19), but similar to previous years.

The number of incidents made known by ‘CCTV Operator’ decreased significantly in 2012 and 2013 in comparison with previous years. In 2012 and 2013, just 8 and 11 incidents respectively were made known in this way, compared to an average of 42 per year in the previous 4 years. It is not apparent why this reduction has occurred.

### Incidents Reported as a Result of Other Operation Respect Initiatives

As previously listed, a number of initiatives ran as part of Operation Respect:

- Taxi Marshals – No incidents were documented as being connected with taxi marshals.
- British Red Cross – 1 incident was documented as being connected with the Red Cross. This incident related to female injuring her wrist in licensed premises.
- Security Task Team – Several incidents mentioned security staff but no incidents specifically mentioned the Task Team.

- Street Pastors – 1 incident was recorded as being connected to the Street Pastors. This incident related to a female intoxicated through alcohol being cared for by a Street Pastor.
- Ferroguard Pole – 80 persons were scanned by the pole. No weapons were detected.
- Passive Drugs Dog Initiative – 2 males were detected in possession of controlled substances as a result of this initiative.

## RESOURCE IMPLICATIONS

The table below details the activity undertaken and funding sources. All expenditure came 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	Crimestop pers	Totals
Police Resources		NIL		£100,000			NIL	£100,000
Street Pastors		£3000						£3000
Taxi Marshals	£1584	£1584						£3168
BID Security Task Team	£3297	£3297						£6594
Safe Zone						£1692		£1692
Publicity		NIL						NIL
Totals	£4881	£7881		£100,000		£1692	NIL	£114,454