

The Highland Council

City of Inverness Area Committee – 2nd September 2014

Agenda Item	13
Report No	CIA/41/14

Public Space Amenity - Inverness Response Team

Joint Report by the Inverness City Manager and Chief Superintendent Highland and Island Division – Police Scotland

Summary

This report provides a briefing on the development of an Inverness Community Safety Partnership initiative namely, Inverness Response Team, designed to address local Public space amenity issues on a daily basis. Sharing resources to ensure early intervention in preventing and tackling community concerns. Thereby freeing up resources invested in dealing with acute problems, delivering better outcomes and achieving value for money.

The Committee is invited to;

1. note the creation of a multi – agency partnership Response Team;
2. support the role and remit of the Response Team; and
3. note the commitment by public, private and third sector organisations

1. Background

1.1 Public space amenity especially Antisocial behaviour is a priority for all communities and can cover a wide range of behaviours from litter to serious harassment, from noise to criminal damage to property. Behaviour seen as acceptable by some can be seen as antisocial and can be completely unacceptable to others.

1.2 The aim of the Inverness Response Team is to encompass the good practice and positives outcomes from Operation Respect and Operation Notebook and build upon their success.

To establish a daily tasking process to deliver services to the right people at the right time in a dynamic and responsive timescale.

To prioritise expenditure on public services which prevent negative outcomes from arising. For the public, private and third sectors to become more efficient by reducing demand, duplication and sharing services wherever possible.

To ultimately be more responsive to Community Concerns.

“To create a safer and stronger Inverness for everyone who lives, works and visits in the City by preventing and intervening early to enhance community safety”

1.3 Operation Respect is a longstanding and successful initiative aimed at the city

centre and “reducing street violence, disorder and incidents linked to licensed premises by working with key partners to make our streets safer and to reduce the risk to the public”. Operation Respect is familiar to and has the support of the City of Inverness Area Committee, partner agencies and the community in general.

The key messages are to:

Reduce the fear of crime by ensuring that people feel safe from crime and disorder.

Enforce the law in regard to low level offending for such offences as littering, dog fouling, street drinking, begging etc.

Safer streets which experience reduced alcohol and drug related violent crime.

Promote positive initiatives and diversionary schemes to reduce crime and the opportunity for crime.

Evaluate the stated objectives and measures put in place to achieve them.

Change in attitude and behaviour towards alcohol and drug consumption and that those in need are supported by prevention and treatment services.

Target town and city centres across the Highlands and Islands with a high visibility Police presence at peak times
As reported in January 2014 in the Inverness Partnership - Operation Respect City Centre 2013-14 Evaluation Report

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

The evolution of a daily tactical antisocial behaviour process is simply a natural progression on from the familiar Operation Respect..

- 1.5** Operation Notebook is again an existing and ongoing multi-agency operation, its activity aims to “make people feel, and be safer, by tackling antisocial behaviour in and around residential properties within our communities”.

Its success has had a positive impact on the communities of Inverness.

2. Objectives

- 2.1** To develop a Inverness Response Team based on best practice and partnership working.

The core partners who will be involved in the daily tactical Response Team process include:

- Highland Council – Community Services
- SFRS
- Police Scotland

However partners will be invited to participate on a case by case, including:

- Housing Associations
- Street Pastors
- Inverness BID and Local Retailers
- APEX
- VSS
- NHS Highland
- Care and Learning Service
- Alcohol and Drugs Partnership

Support has already been pledged from the above partners.

Service process objectives include:

2.2

- Collaborative planning and service delivery to achieve more efficient and sustainable solutions to community safety priorities.
- Systematic analysis of information collected from all relevant Partners and analytical products to direct activities.
- Operate at a tactical level but not exclusively.
- Create a Response Team which will in the long term be based in a dedicated office environment for community safety partners.
- Evolve over time in terms of membership and act as a catalyst for further integration and partnership working.
- Improve information flow from communities, their representative and colleagues direct to the professionals involved in the daily tactical process.
- Support other thematic groups deliver the Highland Single Outcome Agreement.

2.3

The Response Team will increase partnership focus on prevention and early intervention. The assistance of intelligence analysts to identify risk and emerging problems will be critical to this approach. Effectively tackling issues which impact public space amenity, in particular, low level antisocial behaviour should reduce the incidents of behaviour escalating into more serious antisocial behaviour and crime thereby keeping people safe.

- 2.4** A key component of the Response Team will be a daily Tasking and Co-ordinating meeting. This process would involve a review of antisocial behaviour, community safety incidents and other relevant information from the previous 24 hours to identify relevant partnership actions
- 2.5** The Inverness Response Team will consider incidents of activity which impacts Public space amenity with a focus on antisocial behaviour within the 7 Wards of Inverness West, Inverness Central, Inverness Millburn, Inverness Ness-sire, Aird and Loch Ness, Inverness South and Culloden and Ardersier.

3. Outcome and Benefits

- 3.1**
- New Daily Tasking and Co-ordination Group (T&CG) process.
 - More efficient and effective use of resources and information with Partners.
 - Increased prevention and early intervention of community safety problems.
 - Signpost communities, representatives and colleagues to information and services as appropriate and given the increased awareness of partner resources.
 - Delivery of more efficient and sustainable solutions to address Public space amenity /community safety problems.
 - Support both the Antisocial Behaviour Partnership Group and the Safer Highland Antisocial Behaviour Group.
 - Contribution to improved community safety outcomes specifically to antisocial behaviour, community fire safety and violence priority business areas.
 - Provide a best practice example of partnership working that can be replicated in other areas of the Highlands and applied to other thematic groups
 - Monthly strategic review of the Response Team, the coordination of effective service delivery and to measure outcomes for the community.
 - Avoid duplication of effort by maximising the use of resources currently working in isolation dealing with acute problems.
 - Dynamic and quick response to deal with community concerns preventing the escalation of antisocial behaviour.

- 3.2** The development of an Inverness Response Team sits comfortably with the ongoing restructure of Highland Council front line services and will therefore ease delivery of the project aims and objectives.
- 3.3** The daily grip of incidents of antisocial behaviour will support the development of longer term problem solving solutions and thereby contribute to the strategic priorities.

4. Tactics

Intelligence – the effective gathering, analysis and dissemination of intelligence about nominal's and problem locations – shared between partners to inform daily decision making and support the development of effective actions plans.

Divert – identify opportunities for diversionary tactics
HMP Porterfield support pre-release
use of bail conditions/exclusion orders to prevent recidivism

Deter – engage with individuals involved in or who instigate incidents of ASB
refer individuals to the relevant partner / 3rd sector agencies
use intelligence to target problematic nominal's and areas

Detect – identify warrant, stop/search opportunities
gather intelligence to support single and multi agency operations
effective use of briefings between partners
working in partnership develop actionable intelligence

Disrupt – robust use of legislation by partners in support of each other
monitoring and enforcing ASBO legislation and bail conditions

5. Evaluation

Evaluation will be agreed between the partners ahead of “go live”, evaluation will inform on general volume reductions, demand connected to repeat addresses/issues and where possible time and financial savings.

A 6 month review will be carried out and an update report submitted to the City of Inverness Area Committee for consideration.

6. Information Sharing Protocol

An Information Sharing Protocol will be agreed as part of the process.

7. Resource, Legal, Equalities, Climate Change, Rural and Risk implications

There are no known implications arising from the proposals contained in this report, other than in relation to Equalities. The Council's policy and guidance recognises that anti-social behavior toward a person or groups of people may or may not be motivated because of a person's race, disability, gender, sexual

orientation, age, faith and may constitute a hate incident or crime and appropriate responses are in place.

Resource implications are neutral as existing resources will be used including accommodation and Information technology.

Recommendation

The Committee is invited to;

1. note the creation of a multi-agency partnership Response Team;
2. support the role and remit of the Response Team; and
3. note the commitment by public, private and third sector organisations.

Author: David Haas, Inverness City Manager and Julian Innes, Chief Superintendent – Highlands and Island Division – Police Scotland

Designation: Inverness City Manager

Designation: Police Scotland - Area Commander, Inverness

Date: 21 August 2014



Victim Support Scotland

CC/9352

05 August 2014

PC Jennifer Macdonald
Inverness CityTask Team
Police HQ
Old Perth Road
Inverness
IV2 3SY

Dear Jennifer

Thank you for asking us to be involved in the anti-social behaviour project. This is a great initiative for Inverness. We as an organisation deal with a lot of cases involving anti-social behaviour, but unfortunately we get involved when the situation has escalated to such a point that there has been physical violence perpetrated. We are able to get involved as soon as a victim feels they are being persecuted and before the situation gets out of hand and to the point of criminality.

We would be happy to be involved in this project and hope that in the future if successful in Inverness it would be rolled out to the whole of the highland area.

Yours sincerely



Chrissie Campbell
Service Delivery Officer
Victim Support Highlands & Islands

President HRH The Princess Royal

Victim Support Highland & Western Isles, Fairways House, Fairways Business Park, Castle Heather, Inverness IV2 6AA

Tel 01463 258 834 Fax 01463 716 003 Email victimsupport.highland@victimsupportscotland.org.uk Website www.victimsupportscotland.org.uk

Victim Support Scotland, company limited by guarantee registered number 110185
Recognised as a charity by the Inland Revenue, Scottish Charity Number SC002138



Love Inverness

ADMIN OFFICE

12 Walker Crescent
Culloden, Inverness, IV2 7NA

PHONE

07738 470808

EMAIL

drew@loveinverness.org

ABOUT LOVE INVERNESS

Love Inverness is a Scottish Charity
limited by guarantee
Company number #331481
Charity number #SCO41605

Wednesday, 13 August 2014

Inverness ASB project

Dear T/Chief Inspector MacDonald

thank you for the opportunity contribute to the discussions that are framing the Inverness ASB project.

Inverness Street Pastors (Love Inverness) welcome the proposed broad partnership working concept of the project - aimed at informing, targeting and co-ordinating the efforts and resources of statutory, and non-statutory, bodies engaged in the management of Anti Social Behaviour in the City of Inverness.

Such information sharing and cross agency engagement will lead to tailored solutions for individuals engaged in ASB that can be delivered through a broad multi-agency approach.

We look forward to full participation in the project.

Yours,

Andrew Gregg

Daytime Initiative Coordinator