

The Highland Council

City of Inverness Area Committee

Agenda Item	5
Report No	CIA/ 7/16

**Inverness Community Safety Partnership - Operation Respect
City Centre 2015-16 Evaluation Report**

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

Summary

This report updates Members on the progress developing Operation Respect – City Centre, for the Winter Festival period for 2015-16. It gives as much detail as currently available in relation to evaluation.

The Committee is invited to note the evaluation available to-date and the effectiveness of Operation Respect – City Centre for winter 2015/16

1 Background

1.1 Reports presented to the Inverness City Committee detailed the objectives, structure and initiatives for the 2015/16 Operation Respect- City Centre.

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

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

2 Evaluation

2.1 Taxi Marshals

Service was provided through BID. Evaluation is provided at **Appendix 1**. The service proved successful with those utilising taxi ranks feeling safer in so doing together with encouraging the use of an appropriate form of transport. Evaluation confirmed that a number of potential public order incidents were diffused as a result of the intervention by the taxi marshals together with a significant reduction in anti social behaviour.

With BID providing the Taxi Marshal service on a monthly basis throughout the year over and above the Operation Respect periods, they are now a well established service which continues to significantly enhance public safety.

2.2 Security Task Team

This is a service which was also managed through BID. Evaluation is provided at **Appendix 2**. The service has proved successful. In particular, it has enhanced the ability of businesses to provide a safe and enjoyable environment for the public. This type of intervention actively discourages crimes such as shoplifting and pick-pocketing and increases their detection. This helps to enhance the economic vibrancy of the City as well as providing a safer environment for members of the public to go about their daily activities.

2.3 Safe Zones

This was a service funded by NHS Highland and provided in conjunction with British Red Cross. The evaluation is attached at Appendix 3. The Red Cross provided an operational base within the City Centre and linked in with the Scottish Ambulance Service who also provided an enhanced service through the winter festival period. Significantly the Red Cross provided additional patrols which provided a training opportunity for a number of less experienced Red Cross volunteers. These patrols helped in reducing the number of admissions to A & E by providing early intervention to a number of accidents and incidents.

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

As a result of the success of this vehicle, and in partnership with Police Scotland, who will continue to supply the vehicle, the Street Pastors are going to operate this 'Safe Zone' vehicle on Saturday nights during the monthly pay weekends throughout 2016.

2.4 Street Pastors

The evaluation is provided at Appendix 4. 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 streetscene 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 and food.

The daytime operation, continues to seek to address general levels of anti-social behaviour within the City Centre and connect with those who are more challenging to communicate with. This daytime service is seen as successful and interim reports have been provided. The challenge now is to expand the service both in terms of patrol hours and area.

2.5 Crimestoppers

The above organisation have a role as to educate and inform the public on crime prevention and have helped in getting the message across to the public about what Operation Respect can do and that the centre of Inverness is a safe place to visit.

Principle support has been given through seasonal advertising and press features.

In summary: Operation Respect was promoted through:

- Adverts on Moray Firth radio
- Advertising through Inverness Courier
- Feature articles promoting Operation Respect

2.6 Police Scotland

Evaluation is attached at **Appendix 5**. Details shown clarify that Operation Respect actively increased community safety within the Inverness City Centre without material detriment to the security and safety of other parts of the City. Importantly, Police feel that the communications between the Street Pastors the BID Taxi Marshals and the BID Security Task Team provided an enhanced environment for the public. Close cross-service/agency working is promoted by the Inverness Community Safety Partnership so as to provide an effective 'whole service provision' for the City.

Police Scotland have now implemented and developed the aims and delivery mechanisms of Operation Respect on a strategic and tactical level throughout the Highland Area

3 **Publicity**

3.1 As in previous years, the Police media relations office, in conjunction with our own press team from the Council, led publicity. This was coordinated so as to produce press opportunities throughout the period of Operation Respect. All were received well, coverage being given through most local and some regional media covering radio, television and print.

Media coverage has been very positive with emphasis being placed on Inverness being a very safe place, with Operation Respect enhancing the visitor experience.

4 **Future Campaigns**

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

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

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 Inverness Area.

6. **Resource Implications**

The table below details activities and funding sources. It is anticipated that all expenditure will come in on budget. Importantly, the evaluation detailed in this report supports the Committee's decision to provide funding through the

Inverness Common Good Fund with clear and identifiable benefits being provided, principally, to the citizens of the Burgh on an inclusive basis.

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

7 Risks

Operation Respect acts to minimise risk to the Public during a busy period in the year. The co-ordination of activities reduces the risk of service duplication and improves communication.

8 Highland Context

Provision of a safe and enjoyable visitor experience enhances Inverness as a place to visit. This combined with the Events and Festivals Programme increases the profile of the City across the Highlands and indeed Scotland. It acts to help the profile of the City and the Highlands in relation to attracting more visitors who then spend time in Inverness, using it as a base to visit landward areas and the wider Highlands.

Recommendation

The Committee is invited to note the evaluation available to date on the effectiveness of Operation Respect- City Centre for Winter 2015/16

Designation: Inverness City Area Manager – Inverness,

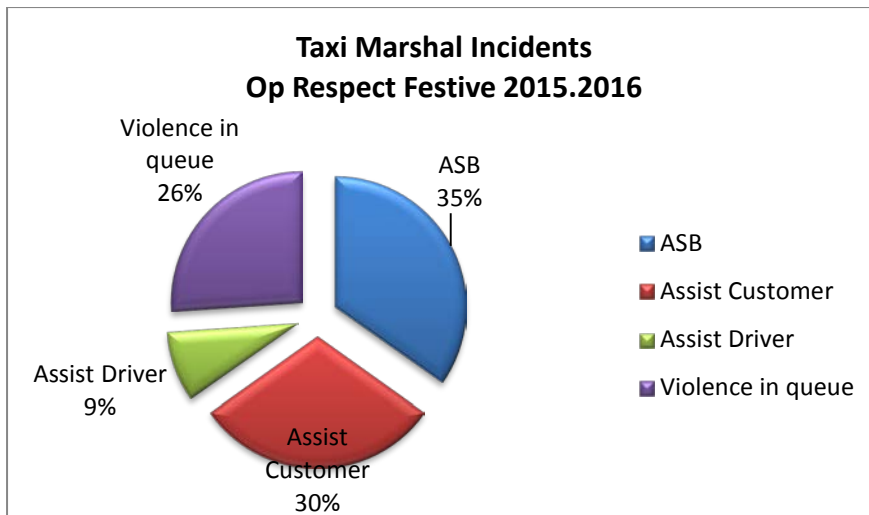
Author: David Haas Inverness City Area Manager
Malcolm Raeburn, Inverness BID, Community Safety Partnership

Officer

Date: 15th February 2016

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 2015, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends.
4. In Operation Respect 2015/16 The Marshals operated for a total of 15 nights between 2400hrs – 0400hrs on Friday and Saturday nights during the period 22nd November 2014 to 3rd January 2015. This period included Wednesday 23rd and Thursday 24th December. All marshals were fully SIA trained.
Two Marshals were deployed at the Academy Street rank and two at the Castle Wynd rank.
5. The Taxi Marshals were provided with dedicated mobile phone numbers and Shop safe radio systems, the contact details of which were provided to the partners and the Taxi Association prior to the start of the Operation Respect period.
6. The Shop safe Radio system proved most successful as it allowed direct communication with the Police Scotland City Centre Beat Officers, Licensed premises and the City Centre CCTV control Room.
7. Following each night duty the marshals completed an Incident Report form which was used as a management tool for daily monitoring of the task team duties and as part of the overall evaluation.
8. There were many occasions where the Taxi Marshals assisted/helped members of the public and taxi drivers which due to their minor nature were not recorded, e.g. generally calming people down. However they attended/responded to 19 recorded incidents in total as per the chart below.

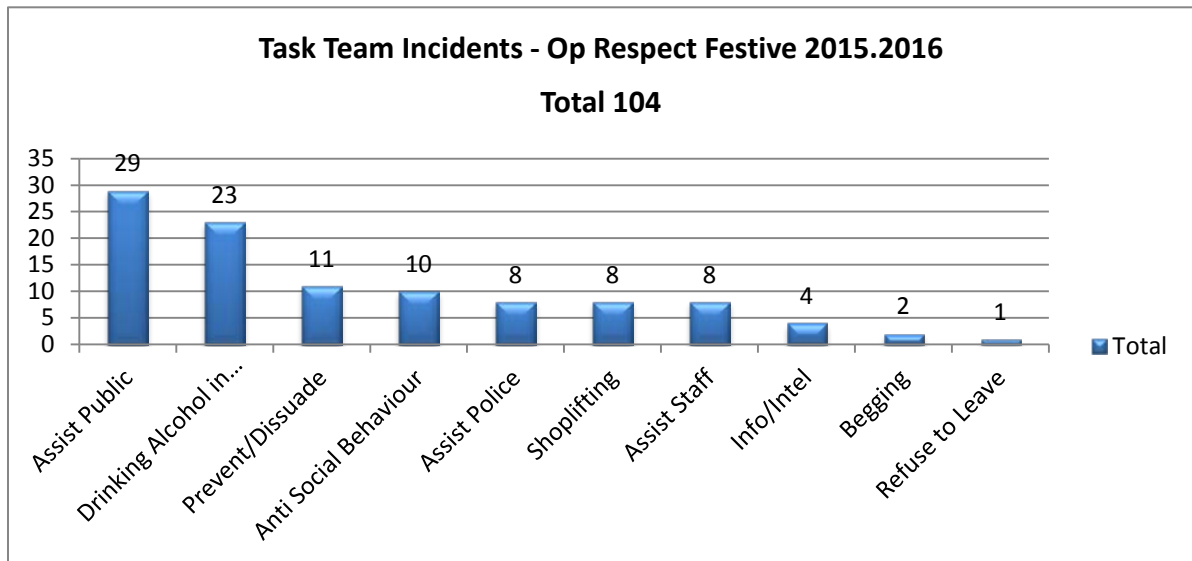


9. Some of the incidents attended by the Taxi Marshals are as follows
- Young female lost purse, no money to get Taxi home, arranged with parents and Taxi to take her home where parents would pay.
 - Attended to drunk and incapable female, ambulance called, stayed with her until it arrived.
 - Groups males being abusive to towards each other, Marshals moved groups apart and moved them on in separate directions.
 - Two males arguing with each other, Marshals intervened and diffused situation
 - Male being abusive towards Taxi driver, assistance given and male left
10. 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.
11. 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.

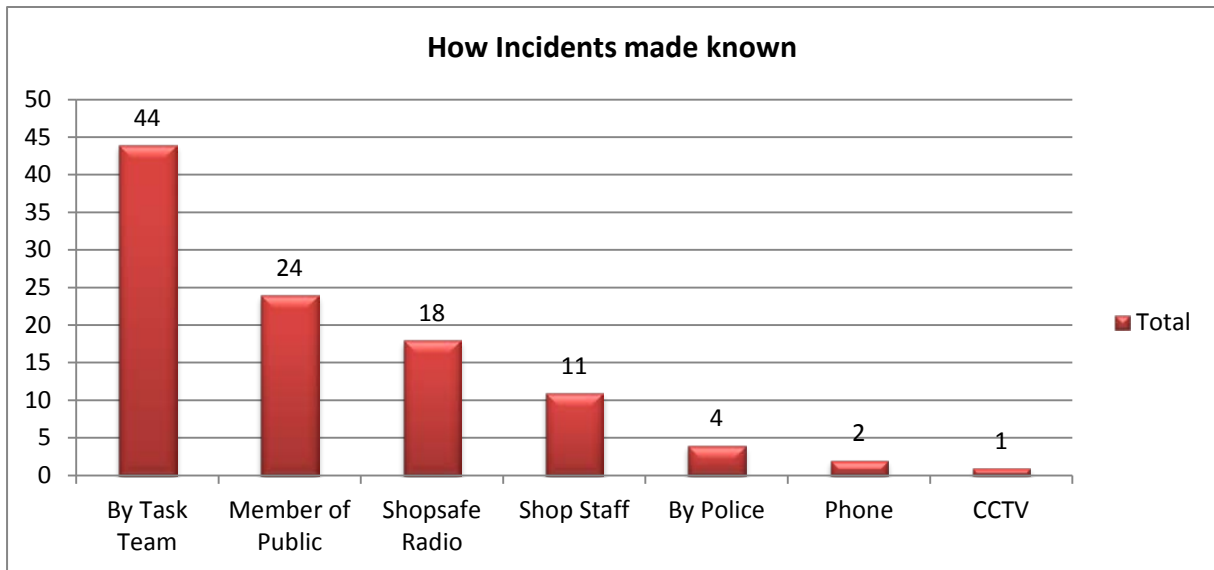
Inverness BID Security Task Team Evaluation

1. The Inverness BID Security Task Team mission was to deliver a Crime Prevention and Reassurance support team for the public using Inverness City Centre and the business therein.
2. Their Aims were
 - to work closely with the city centre Business Partners, Safeinverness, Police Scotland, Highland Council and any other relevant agencies to ensure a co-ordinated response to tackling crime and disorder, anti-social behaviour and improving public reassurance and
 - to deliver high visibility patrols to provide a reduction in crime and disorder and improve public reassurance.
3. In Operation Respect 2015/16, the BID Security Task Team comprised of one team of two SIA trained personnel. They were on duty full time Monday to Saturday from 1100hrs to 1800hrs for a total of 37 days between Saturday 21st November 2015 and Saturday 2nd January 2016.
4. Their Duties were to carry out proactive patrols, as well as responding to calls for assistance via the Shop Safe Radio System and/or a dedicated mobile phone number. Give physical presence and moral support to retailers and licensees during hours of operation thereby providing increased protection for Staff and Customers.
5. The Task Team was provided with a dedicated mobile phone and Shop Safe radio system, the contact details of which were provided to the retailers prior to the start of the Operation Respect period.
6. The Shop Safe Radio system proved most successful as it allowed direct communication with the Police Scotland City Centre Beat Officers, the retailers and the licensed premises that have and use the radio system.
7. Following each incident, the team completed an electronic Incident Report Form installed on a PDA. These reports were used as a management tool for monitoring of the task team incidents attended.
8. During their deployment Task team attended/responded to 104 incidents which were recorded as per the below 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.

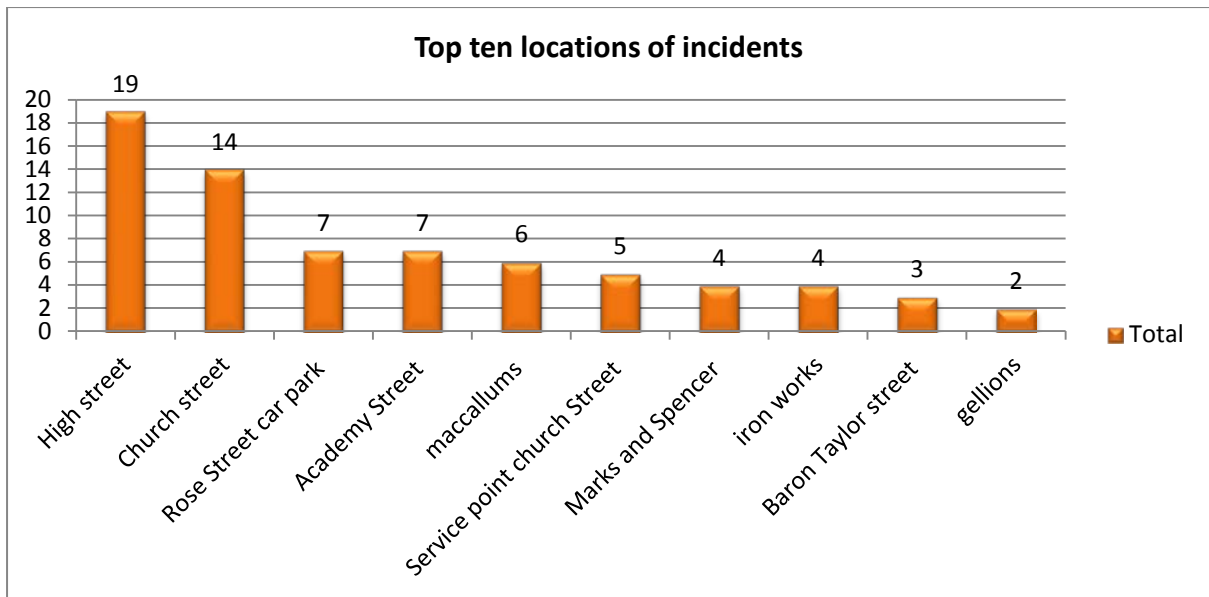
9. The incidents the Task Team attended were as follows



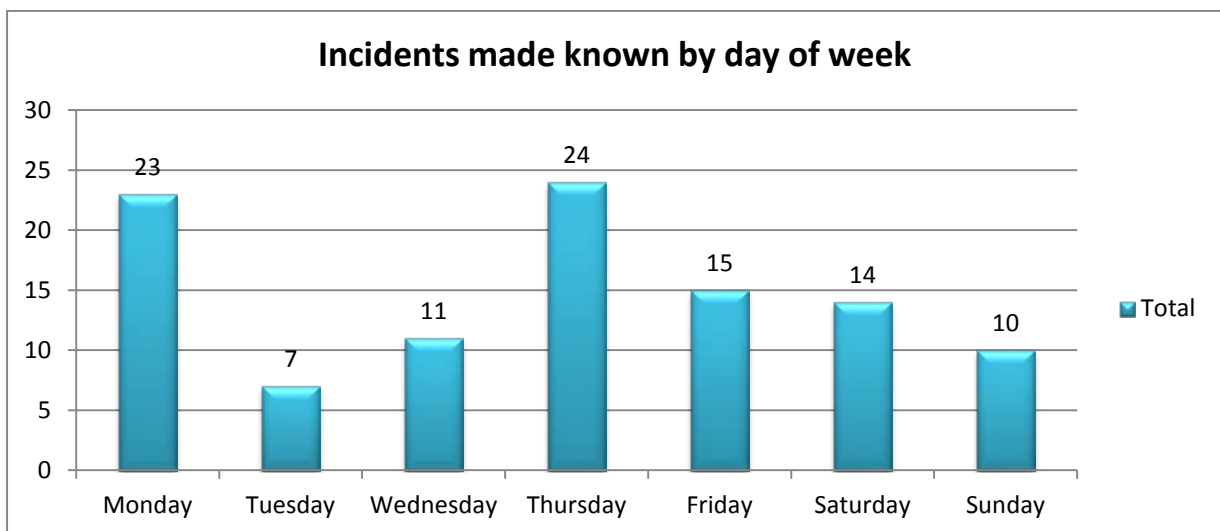
10. The incidents attended were made known as follows. This highlights the fact the the majority of the incidents attended were self generated by the Task Team. As the City Centre Beat officers carry the Shop Safe Radio, there was very good communication between them and the Task Team resulting in a number of incidents made known by police being included within the Shop Safe Radio figures

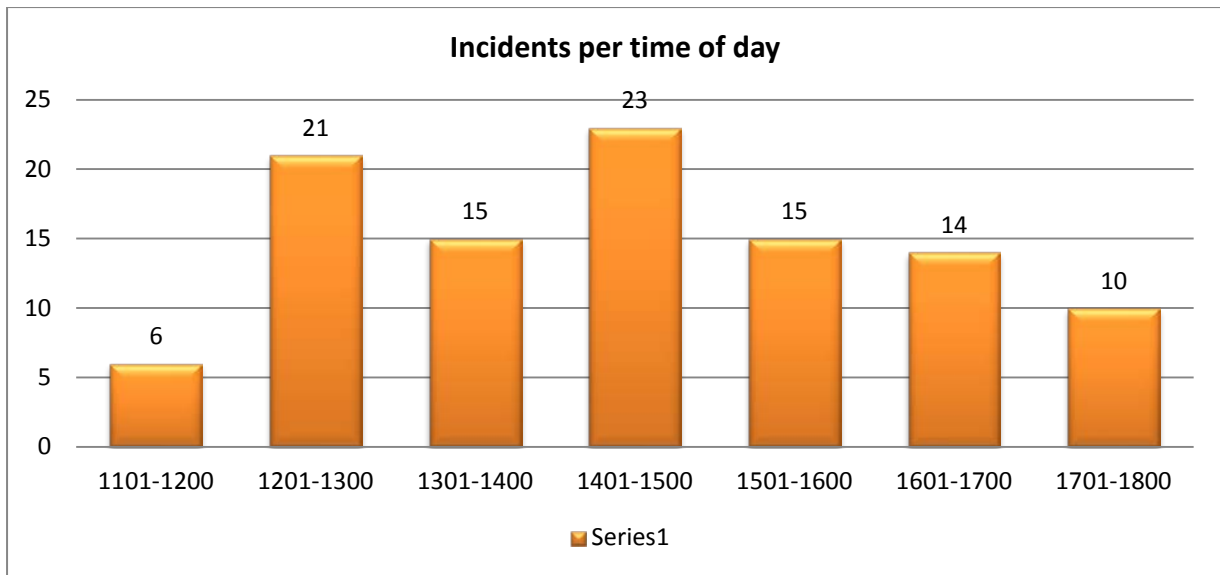


11. The locations of the incidents attended to were as follows. The locations which have the largest number of incidents are the major City Centre Streets and busy public areas. Due to the retail mix of these city centre locations they do attract the opportunistic thief, known Shoplifter and other offenders.

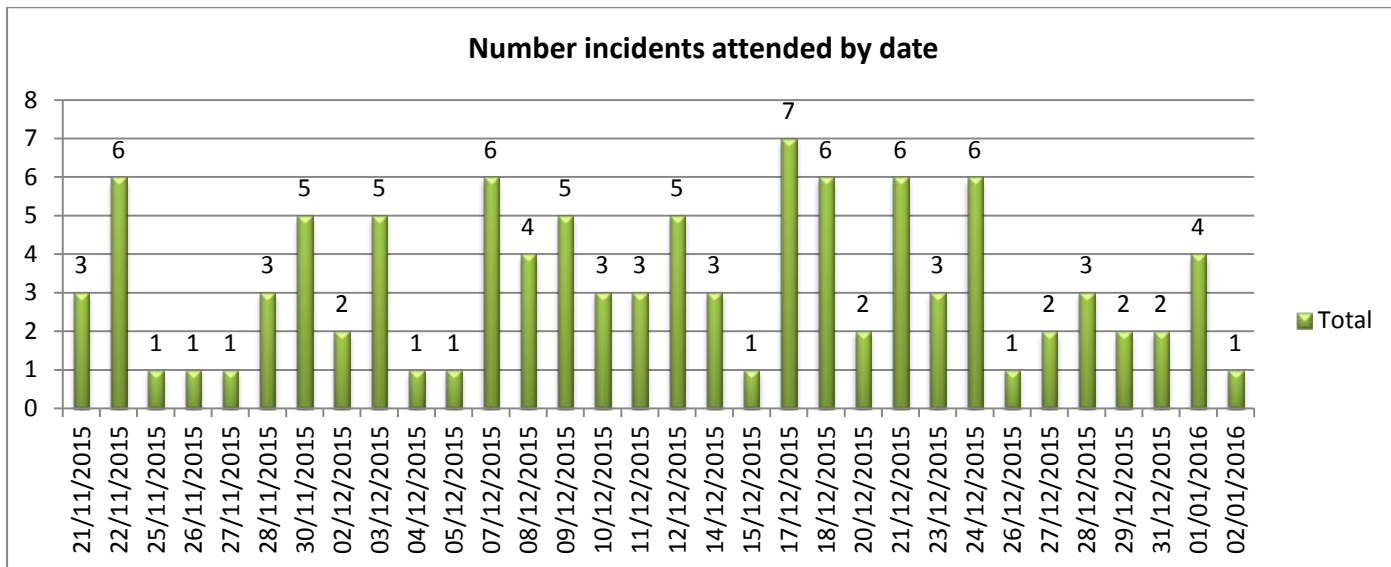


12. The two graphs below highlight the days of the week and times of the day of the incidents attended. It is thought that the Thursday and Monday figures could be related to Sherrif court days.

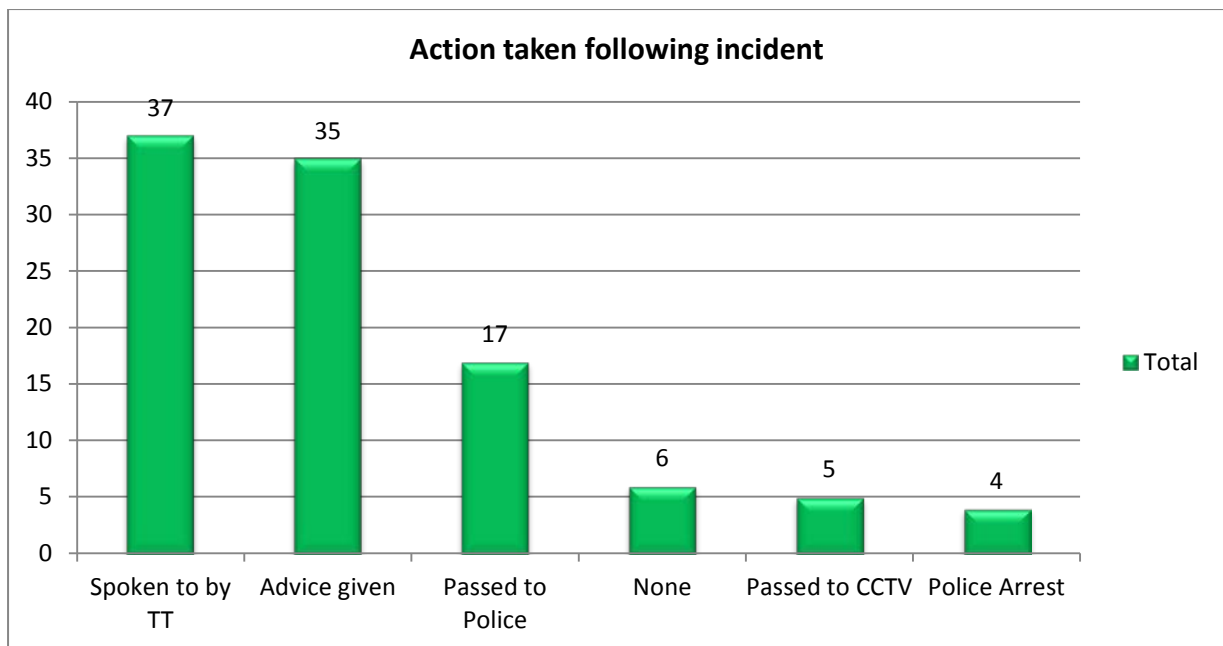




13. This graph illustrates the number of incidents attended by date throughout the Op Respect Period. It highlights and confirms the busiest days



14. Following attending an incident, this graph shows what action was taken. The 17 'Passed to Police' figure will include police arrests initiated by them after subsequent enquiry of the incidents being notified to them by the Task Team.



15. Examples of Incidents attended

- 4 males stealing from charity shop detained by task team at police request
- A male racially abused the bar staff . He made bomb threats to the bar. Task Team traced male and detained him until police arrived.
- Two males observed shoplifting by staff, exited shop before being stopped. Task team made aware and found males in very near vicinity, escorted back to premises.
- Known male and female drinking in High Street, police informed
- Known males being aggressive to another male in the street. Task team separated the males and moved them on.
- Male refusing to leave licensed premise, escorted out by task team
- Drunk female drunk on bench, ambulance called and taken to Hospital
- Known male shouting and swearing on high street . Spoken to and passed to CCTV to monitor
- Assist staff to detain female who had stolen ham plus other items
- Watched known female Shoplifter enter store, made our presence known and she left store
- Called to assist security guard with unruly customer, male calmed down and left.
- Known drunk male fell in street resulting in injury to head ambulance attended.

16. Again, this year, the BID 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.

**The British Red Cross
Evaluation – Operation Respect 2015/2016**

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

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

Friday, 11/12/2015, 2200 – 0400 hours – 7 personnel

Saturday, 12/12/2015, 2200 – 0400 hours – 7 personnel

Friday, 18/12/2015, 2200 – 0400 hours – 8 personnel

Saturday, 19/12/2014, 2200 – 0400 hours – 8 personnel

This has given a total of 180 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:

11/12/2015 – No casualties

12/12/2015 – 10 Casualties –

- 1 - Male hypothermia – taken home by BRC ambulance
- 2 – Male short of breath – back to normal activity
- 3 – Female fall in home – taken to Raigmore by BRC ambulance
- 4 – Female - query dislocated ankle – taken to Raigmore by BRC ambulance
- 5 – Female seizures – Handed over to SAS paramedic for checks
- 6 – Male head injury – taken to Raigmore by NHS ambulance
- 7 – Male unconscious – take to Raigmore by NHS ambulance
- 8 – Female head injury – back to normal activity
- 9 – Female - query spiked drink – went home by own arrangements
- 10 – Female head injury – refused treatment.

18/12/2015 – 1 casualty

- 1 - Female head injury – Raigmore via own arrangements

19/12/2015 – 4 casualties

- 1 – Male cut nose – back to normal activity
- 2 – Male intoxicated – refused treatment taken home by police
- 3 – Male facial injury – went home via own arrangements
- 4 – Male epilepsy and query broken knuckle – home but advised to go to Raigmore for xray.

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 Police and SAS.

RECOMMENDATION: We feel that Operation Respect went well in 2015, the only thing that we would look at for 2016 is where the bus is to be positioned, if it is to be in the loading bay outside The Caledonian (Smith and Jones) then can we look at having no parking cones left out to avoid cars parking in there before we arrive.

Inverness Street Pastors - Report on Winter Festival Operation Respect, December 2015

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 between 10 p.m. and 3 a.m., primarily on Fridays and Saturdays and during the festive period, working in tandem with police patrols.
5. Inverness Street Pastor activities will focus on avoiding escalation of minor incidents thereby relieving other agencies and services to work on their own priorities.
6. Within this framework, the Street Pastors will provide a practical and visible presence on the streets including: a listening ear; a high standard of care, help and guidance; nurturing of community relationships; addressing of low key issues before they escalate; and referrals to, and continued consultation in the development of, services and diversionary activities.
7. The Street Pastors aimed to deliver at least 100 volunteer hours during the Operation period of 4th December to 4th January. Additional daytime patrols will operate during the busy shopping weekends in the run-up to Christmas.
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.
9. A team of Street Pastors will be available at the Red Hot Highland Fling Hogmanay Party (after last year's successful introduction).
10. The Street Pastors were also requested by the partners to investigate the feasibility of assessing any Mental Health issues that may present to the Safe Zone / British Red Cross.

Activities

Here is a summary of Inverness Street Pastors' City Centre Night-time activities, during the period 4th December 2015 to 1st January 2016:

	December 2015
number of patrols	9
average number of volunteers per patrol	4.2
volunteer-hours	127

total contacts with the public	463
spontaneous thanks received from the public	175
situations of calming aggression	2
situations of supporting the vulnerable	25
pairs of flip-flops	44
drinks, lollipops and food	53
emergency blankets etc.	15
clearing broken glass, discarded bottles etc.	75

Observations

1. There was a slight increase with contact with the public compared to the previous year, agreeing with anecdotal comments from our volunteers that the streets were busier.
2. Incidents of calming aggression are slightly lower than the previous year.
3. However, incidents of supporting the vulnerable are higher, which would seem to support the observation that the streets are busier.
4. Our volunteers also noted an increase in the number of rough sleepers and others begging. A number of referrals were made to the Winter Direct Access Accommodation unit.
5. We have noticed an increase in the amount of broken glass and discarded bottles.
6. We provided our usual Friday evening patrols in Merkinch and Hilton; our 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.)
7. 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.
8. Increased coverage from the British Red Cross this year was especially welcome, with a number of referrals made. We would like to further develop our working together. Our volunteers are receiving First Aid Training from the British Red Cross in February and one of the British Red Cross trainers will be joining one of our busier teams as an observer in order to learn about what we do.
9. Our team at the Red Hot Highland Fling Hogmanay Party reported a peaceful event without incident.
10. The Safe Zone van received some new signage via funding accessed by Police Scotland. The new signs helped to defuse confusion in the minds of the public regarding the use of the Safe Zone (i.e. not confusing it with a Police presence) and also helped draw attention to what was available within the zone. The Safe Zone was very busy and many of the public voiced their appreciation.
11. Some of our volunteers received training from an NHS dual-diagnosis nurse in the area of mental health when combined with drugs and alcohol. The training validated our opinion that it is almost impossible to distinguish between these factors when somebody presents in the night-time economy, whilst also encouraging our volunteers that their existing training and experience was relevant and helpful nonetheless.

12. One person presented with a mental health problem on Hogmanay. Our volunteers in the Safe Zone were able to give appropriate help.



Results Analysis

OPERATION RESPECT

Inverness City Centre

Highland & Islands Division

December 2015

Author	Valerie Conroy, Analyst
Authorised by	Inspector Jason Beeston
Date of production & version no.	11/02/2016. Version 1
File path	S:\Force Analysts\Analysts' Folders\Valerie\Op Respect
Sensitivity of report	RESTRICTED

Background

The Operation Respect festive campaign has run each festive season since 2008 to reduce street violence, disorder, and incidents linked to licensed premises, by working with key partners in order to make our streets safer and to reduce the risk to the public. Operation Respect 2015 ran between Friday 4th December 2015 and Monday 4th January 2016.

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.

During the current fiscal year N Division has experienced an increase in violence, much of which has a clear link to alcohol consumption. The multi-agency action taken during Operation Respect actively targets this offending, 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).

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 tactical operation:

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

This operation addresses the following Force Priorities:

- Reduce violence, disorder, and antisocial behaviour
- Protect the public
- Tackle serious and organised crime
- Maintain high levels of public confidence

The Operation targets offending in the following areas:

- Public Space
- Pubs and Clubs
- Private Space

The main objectives for this campaign were:

- To maximise 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 by bringing offenders to justice during the Operation.
- To enforce legislation in relation to drinking alcohol in public, litter, drugs abuse.
- To prevent crime and disorder and secure evidence to prosecute those who engage in crime and disorder.
- To provide public reassurance and maintain community confidence.
- To enhance the reputation of Police Scotland.

Operation Respect activity incorporated the key components of the Police Scotland Christmas Personal Safety Campaign with the twin themes of Party Safe and Shop Safe. The key, linked messages relating to the Police Scotland Christmas Personal Safety Campaign were:

Party Safe

- Plan ahead for your night out
- Stay together – look out for yourself and friends
- Watch your drinks and how much you drink
- Keep bags, phone, and valuables with you at all times
- Make sure your phone is charged, you have money to get home, and look after your keys
- Use a licensed taxi, public transport, or arrange a lift

Shop Safe

- Look after your bags and valuables when shopping
- Do not withdraw more money than you need
- Put your money in your wallet/bag before leaving ATM
- Hide your PIN number
- Don't leave gifts in cars or in plain sight at home
- Close and lock all doors and windows, and leave some lights on when you go out

Operation Respect is a high visibility operation involving a range of police resources, with additional partnership involvement and support. Operation Respect continues to gain support via the Inverness City Committee and partnership working is an important part of the operation. Operation Respect 2015 involved co-operation through the Inverness Partnership and the Inverness Response Team with:

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

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

Methodology

This report will evaluate the Operation Respect festive campaign by analysing the type and level of incidents reported to police in the Inverness City Centre beat between 1st December 2015 and 2nd January 2016. 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 Crime
- Day and Time of Incidents
- Location of Incidents
- Licensed Premises Checks

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

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

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

Caveats

Operation Respect 2015 ran between Friday 4th December and Monday 4th January, however this report will consider incidents reported between 1st December 2015 and 2nd January 2016 in order to provide a like for like comparison with previous years.

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

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

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

Key Findings

- During Operation Respect 2015, a total of 322 of the above incident types were reported in Inverness City Centre. Of these, 211 were crimes, of which 176 (83.4%) were detected.
- There were fewer incidents recorded in 2015 in comparison with both the previous year (down 12.7%) and the 5-year average (down 14.1%).
- Whilst the number of crimes has decreased in comparison with the previous 3 years, the detection rate has remained high (83.4%) and is higher than the 5 year average (79.9%).
- The proportion of incidents resulting in a crime report being submitted to the Procurator Fiscal in 2015 (65.5%) has also decreased in comparison with last year but is higher than the 5 year average (57.6%).
- In 2015 the top four incident subject types were Disorder (56 incidents), Assault (40), Drugs (25), Search of Person (23)
- The top crime types in 2015 were Assault (35) and Disorder (33).
- Incidents by day of the week in 2015 predominantly followed the same trend as previous years; increasing over the course of the week and peaking over the weekend.
- Incidents on Christmas Day and Boxing Day in 2015 were at a similar level to previous years. Fewer than average incidents were recorded on 'Mad Friday' (18th December 2015) and New Year's Day, while more incidents were recorded on Christmas Eve and Hogmanay.
- The pattern of incidents by time in 2015 predominantly followed the same pattern as previous years, with incidents increasing over the afternoon and evening, peaking in the early hours of the morning (particularly 0100-0359hrs). Relatively few incidents were recorded in the morning between 0500 hours and 0859 hours.
- When considering 2014 and 2015, the peak days were Saturdays and Sundays, and the peak times were between 0100-0359hrs and 2300-2359hrs. The combined peak days & times were Thursdays 0300-0359hrs and 1400-1459hrs, Fridays 2300-2359hrs, Saturdays 0100-0259hrs, and Sundays 0000-0459hrs.
- The top 5 streets for incidents in 2015 were High Street, Church Street, Bank Street, Baron Taylors Street, and Castle Street.
- The vast majority of incidents in 2015 and in the previous 5 years occurred in a public place. The two next most common location types were licensed premises and shops/offices. The majority of incidents at shops/offices in 2015 were in relation to Shoplifting (26%), while incidents at licensed premises were mainly in relation to Disorder (28%) and Assault (21%).
- 478 licensed premises checks were conducted in Inverness City Centre during Operation Respect in 2015. This is significantly higher than both last year (196) and the 5-year average (134).

Officer Duties & Initiatives**Public Spaces, Pubs and Clubs**

Commencing from 4th December 2015, 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:

Dates	Times	Uniform Deployment Detail Foot Patrol
Friday 4 th December 2015	1600-0300hrs	4 officers
Saturday 5 th	1600-0300hrs	4 officers
Thursday 10 th	2100-0300hrs	4 officers
Friday 11 th	1600-0300hrs	4 officers
Saturday 12 th	1600-0300hrs	4 officers
Thursday 17 th	2100-0300hrs	4 officers
Friday 18 th *	1600-0300hrs	4 officers
Saturday 19 th	1600-0300hrs	4 officers
Wednesday 23 rd	1600-0300hrs	4 officers
Thursday 24 th	1500-0000hrs	4 officers
Saturday 26 th	1600-0300hrs	4 officers
Thursday 31 st	1600-0300hrs	Hogmanay Events – Local Area Command responsibility.
Saturday 2 nd January 2016	1600-0300hrs	4 officers
Sunday 3 rd	1600-0300hrs	4 officers

* Friday 18th 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.

During the period of this operation there was enhanced Police and other agency engagement with licensed premises. This includes the following:

- Increased licensed premises checks - This includes joint visits with the Highland Council Licensing Standards Officer.
- Prior to commencement of Operation Respect - PS Bruce Gray (Licensing Sergeant) and Constable Jason Hasson (Inverness Response Team) undertook engagement and briefings with SIA accredited door stewards to explain Operation Respect's aims and objectives.
- Extensive use of the Licensing (Scotland) Act, including making robust use of legislation in relation to drunkenness on licensed premises.

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

CCTV Vehicle

The CCTV vehicle was to be deployed every Friday and Saturday evening from Friday 4th December until Saturday 26th December. When resources were available the CCTV van was to be deployed on other days/evenings in addition to this.

City Centre/Retail Park Shoplifting Patrols

From Friday 4th December, four uniformed officers undertook designated Shoplifting patrols with a remit to specifically patrol the City Centre and retail parks. These officers worked 1100-1700hrs every day in addition to the other resources identified to police the evening phase of the operation. The Force Flexible Policing Team was deployed within Inverness Area Command from Friday 27th November 2015 to Monday 4th January 2016. They assisted with high visibility patrols and plain clothes patrols in the Central Ward during their rostered day shifts and back shifts targeting violence, disorder, antisocial behaviour, and shoplifting. Intelligence briefing packages were to be provided by DIU in regards to known nominals suspected of committing acts of shoplifting within Inverness City Centre and Retail Parks.

Plain Clothes Officers

Plain clothes officers from CMU were deployed on foot and mobile patrols targeting City Centre shoplifters throughout the period of this operation.

OSD Resources

OSD officers default within N Division were to conduct highly visible mobile and foot patrols within Inverness City Central Ward area targeting violence, disorder, antisocial behaviour, and shoplifters.

Passive Dog Initiative

On Friday 18th December 2015 a passive dog initiative was to be held at a City Centre location. This highly visible policing initiative was to be utilised to try to identify those in possession of drugs within and in the vicinity of licensed premises. This was to involve a dog handler and officers from the Flexible Policing Team working together between 1800-0000 hours at various locations within the City Centre.

Prevention and Intervention

Prior to the commencement of this operation, offenders who have committed acts of violence in and within the immediate environs of a licensed premises during the 2014 festive period were to be identified. These identified individuals were to be pro-actively engaged with and provided with suitable advice to prevent them from offending in similar circumstances during this year's festive period. This engagement would comprise of a pro-active face to face engagement at their home address by two officers (Sergeant and Constable) and the delivery of a standard letter outlining the potential consequences should they re-offend during the course of this operation.

Mobile Police Station

During the dates 14-23rd December 2015, N Division - Preventions and Interventions officers located mobile office/incident vans within town centres throughout the Highlands and Islands and provided members of the public with personal and property security advice. This included material supporting the Police Scotland festive period's Domestic Abuse and Road Safety campaigns. Partner agencies were also to be consulted with in regards to them providing support and assistance of this initiative in respect of harm reduction. Police Scotland Youth Volunteers also be assisted at these roadshows. The roadshow dates/times were highlighted through the media.

Test Purchasing

During Friday 18th December 2015, a test purchasing operation was to take place within Inverness. This would include officers deployed on CAV duties.

Pubwatch

Local are Pubwatch co-ordinators were to engage with Pubwatch members and reinforce legislative responsibilities of licensees to ensure they run their respective establishments appropriately and make them aware of the aims and objectives of this operation.

Area Commander's Letters

During the first week of the operation the Area Commander was to ensure that a letter was delivered by officers to every licensed premises licensee. The letter outlined the aims of Operation Respect and the partnership work being undertaken to deliver these aims throughout the area command. The letter also outlined the crucial role that licensees and their staff play in the delivery of this operation by continuing to ensure that their premises are managed and operated in accordance with the statutory licensing objectives as well as the ongoing support given to them by officers from Police Scotland. During January 2016, an appropriate post-operation letter was to be delivered to every licensee thanking licensees and their staff in keeping alcohol related incidents to a minimum.

Media

Throughout the period of this operation, officers were encouraged to make good use of the media to ensure safety advice was given out and also to promote positive work undertaken and notable detections.

Private Dwellings

Throughout the period of this operation officers within N Division continued with robust policing in regards to violence that occurs within a Private Space (i.e. homes). This included supporting the festive campaign targeting Domestic Crime. Policing responses followed national protocols including custodies/undertakings and the reporting of incidents.

Prevention and Intervention officers also included Domestic Abuse literature and safety advice during their safety roadshows throughout the period of this operation.

Party Houses

During the period of Operation Respect 2015, private dwellings that have been identified as party houses through repeated calls and those premises being dealt with at stage 3 of the Operation Notebook process were to be visited personally by uniformed officers and housing officers (co-ordinated by Inverness Beats Sergeant). The householder was to be positively engaged with and given suitable words of advice and guidance in preventing them and their home becoming the subject of further calls in regards of anti-social behaviour.

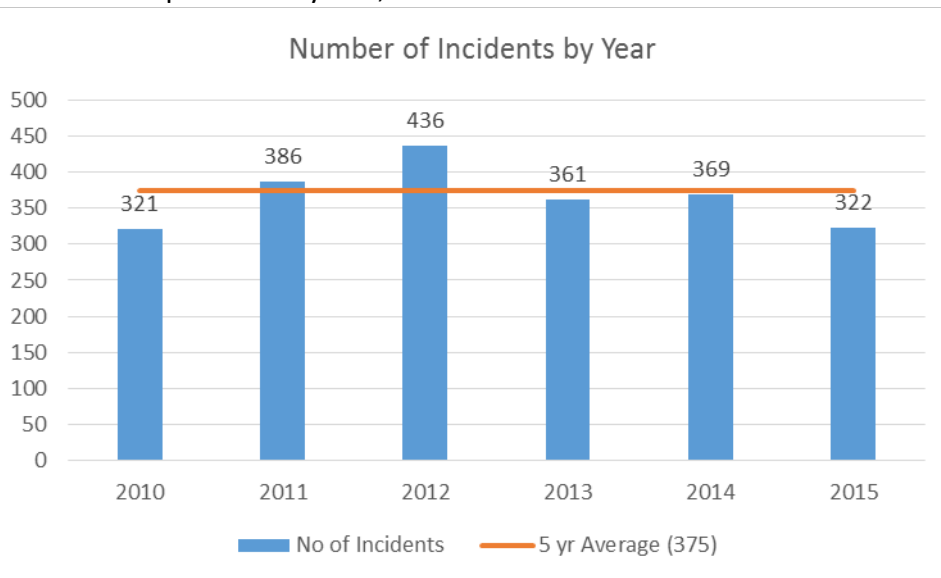
Officers were to undertake a firm and robust approach to all Noise and Neighbour dispute issues.

Analysis

During the period under review in 2015, a total of 322 of the above incident types were reported in Inverness City Centre. Of these, 211 were crimes, of which 176 (83.4%) were detected.

Number of Incidents per Year

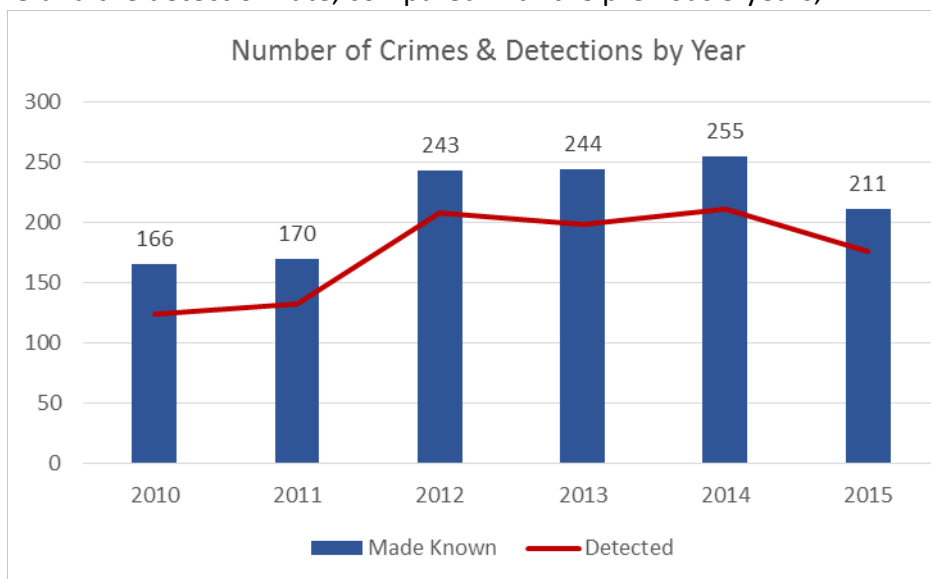
The following chart highlights the number of incidents which occurred during the review period in 2015, compared with the previous 5 years;



As can be seen from the above chart, there were fewer incidents recorded in 2015 in comparison with both the previous year (down 12.7%) and the 5-year average (down 14.1%).

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 2015 and the detection rate, compared with the previous 5 years;



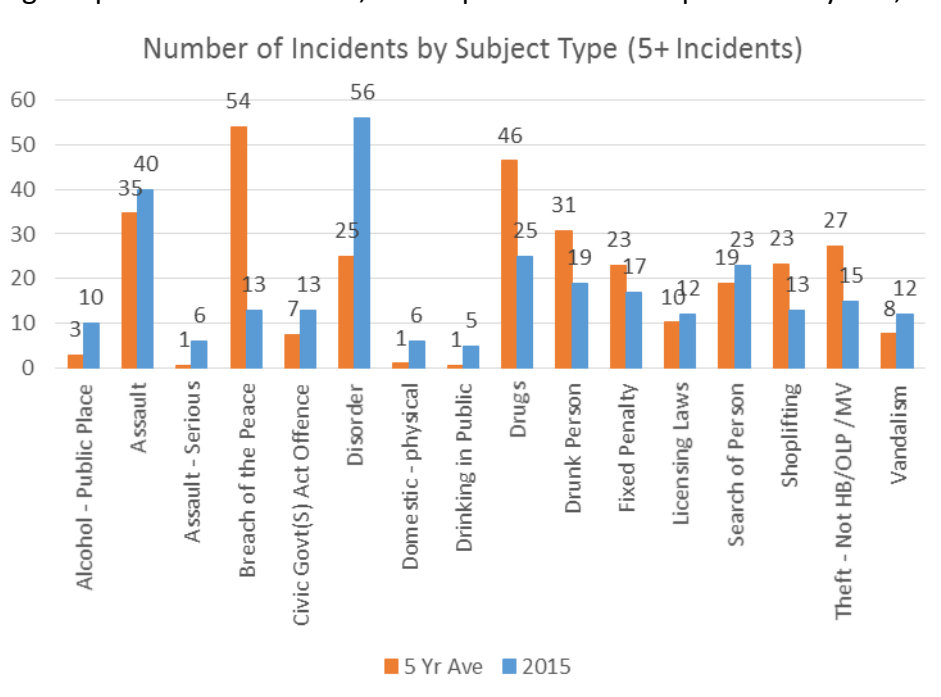
Crimes	2010	2011	2012	2013	2014	5 Yr Ave	2015
Detection Rate	74.7%	75.1%	85.6%	81.6%	82.7%	79.9%	83.4%
Proportion of incidents resulting in a crime report	51.7%	44.0%	55.7%	67.6%	69.1%	57.6%	65.5%

The above chart and table highlight that whilst the number of crimes has decreased in comparison with the previous 3 years, the detection rate has remained high and is higher than the 5 year average. It is possible that the detection rate for 2015 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 in 2015 (65.5%) has also decreased in comparison with last year but is higher than the 5 year average.

Incident Type

Incidents were recorded in relation to 34 different subjects in 2015 which is higher than the previous year (31). 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, violence, and theft. In 2015 the top four incident subject types were:

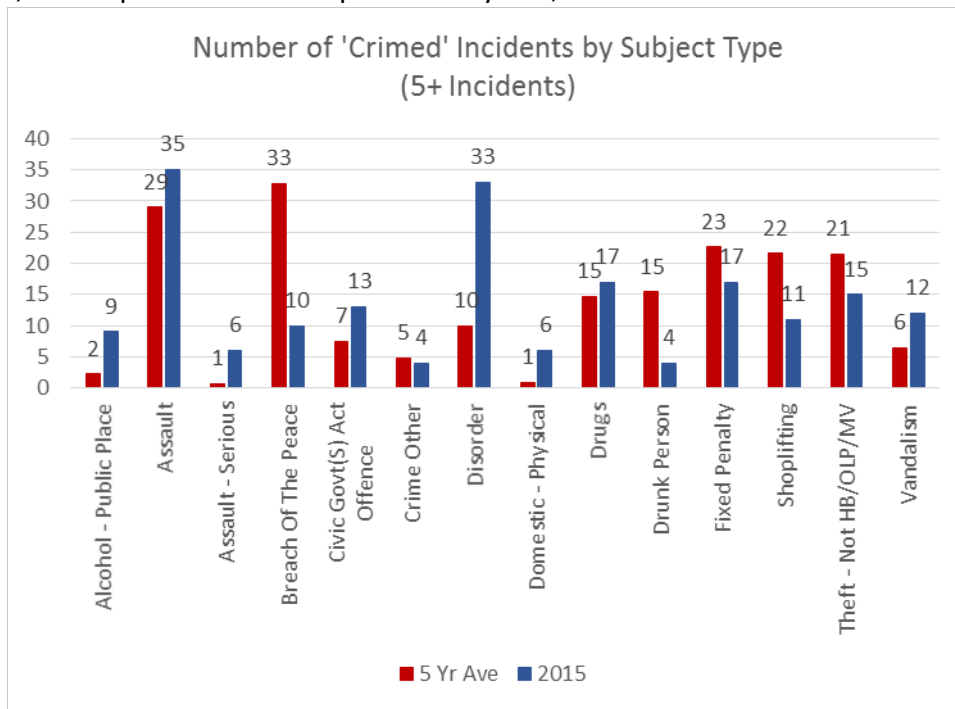
- Disorder (56 incidents)
- Assault (40)
- Drugs (25)
- Search of Person (23)

The chart highlights a decrease in Breach of the Peace and Drunk Person in 2015 in comparison with previous years; however this is due to many of these incidents now being logged under the subject 'Disorder', which covers a large variety of offences.

Compared to the 5 year average, 2015 has seen an overall increase in offences linked to antisocial behaviour and violence, and a decrease in dishonesties. The most notable increases compared to last year and/or the 5-year average were in Disorder, Assault, Search of Person, Vandalism, and Alcohol Public Place. Notable decreases were seen in Breach of the Peace, Drunk Person, Theft, Shoplifting, and Fixed Penalty.

Crime Type

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



As highlighted in the above chart, the top crime types in 2015 were:

- Assault (35)
- Disorder (33)

Compared to last year and the 5-year average, 2015 has seen an increase in crimed incidents relating to Assault, Disorder, Civic Govt (S) Act Offence, and Vandalism. Increases were also seen in Alcohol - Public Place, Serious Assault, and Domestic - Physical, although numbers remain relatively low for these offences. In contrast, there has been a reduction in Breach of the Peace, Drunk Person, Fixed Penalty, Shoplifting, and Theft.

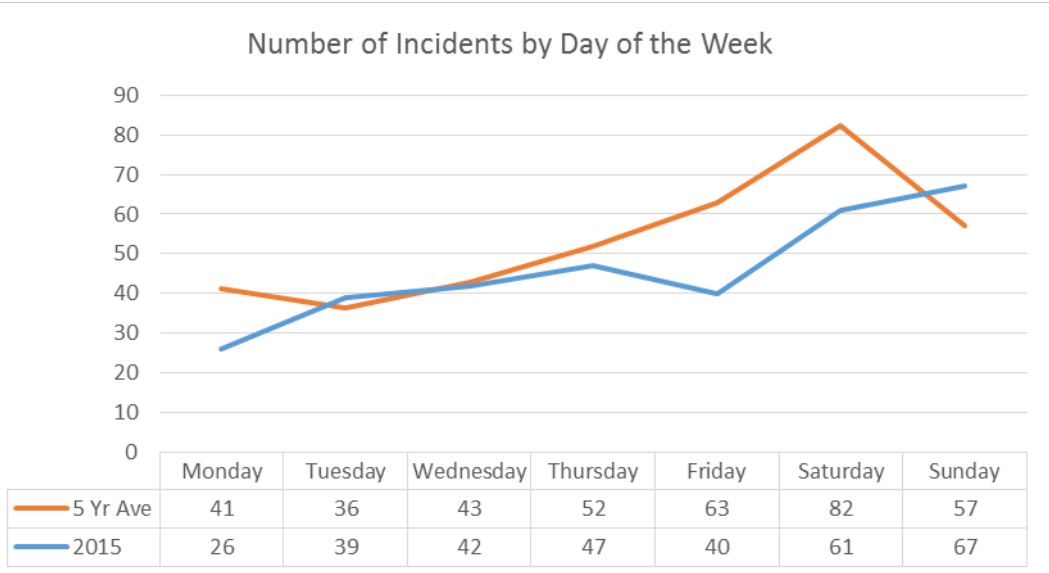
While the number of Drugs incidents in 2015 was notably lower than the 5-year average, it was at a similar level to last year. The number of crimes was also the same as last year and higher than

the 5-year average. The proportion of incidents resulting in a crime report has increased to 68%, highlighting an increase in positive results, as illustrated in the following table:

Drugs	2010	2011	2012	2013	2014	<i>5 Yr Ave</i>	2015
Incidents	40	80	52	34	26	<i>46</i>	25
Crimes	8	13	14	21	17	<i>15</i>	17
Proportion of incidents resulting in a crime report	20.0%	16.3%	26.9%	61.8%	65.4%	32.6%	68.0%

Day of Incidents

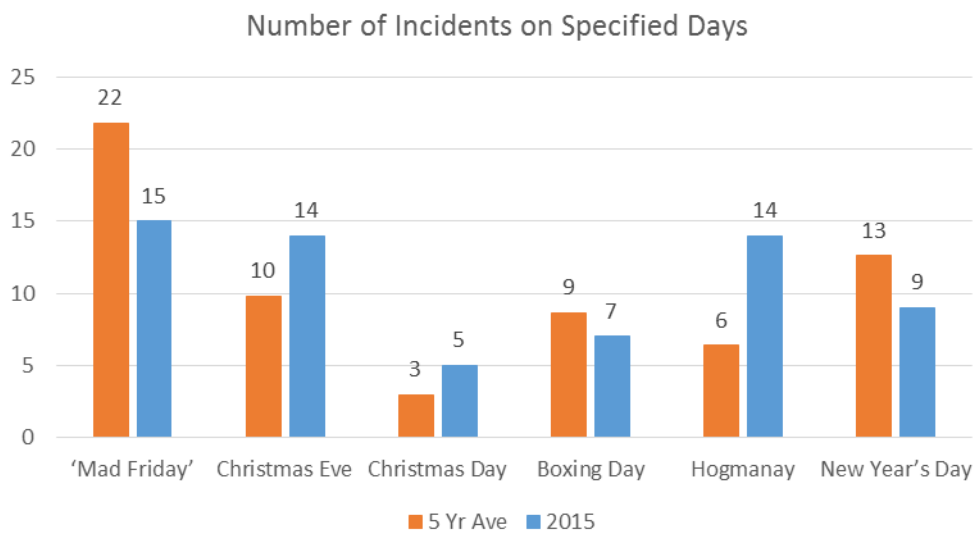
The following chart highlights the number of incidents which were reported on each day of the week:



As can be seen from the above chart, incidents by day of the week in 2015 predominantly followed the same trend as previous years; increasing over the course of the week and peaking over the weekend.

In 2015, incidents recorded on Fridays, Saturdays, and Mondays were lower than average, while incidents on Tuesdays and Sundays were slightly higher than average.

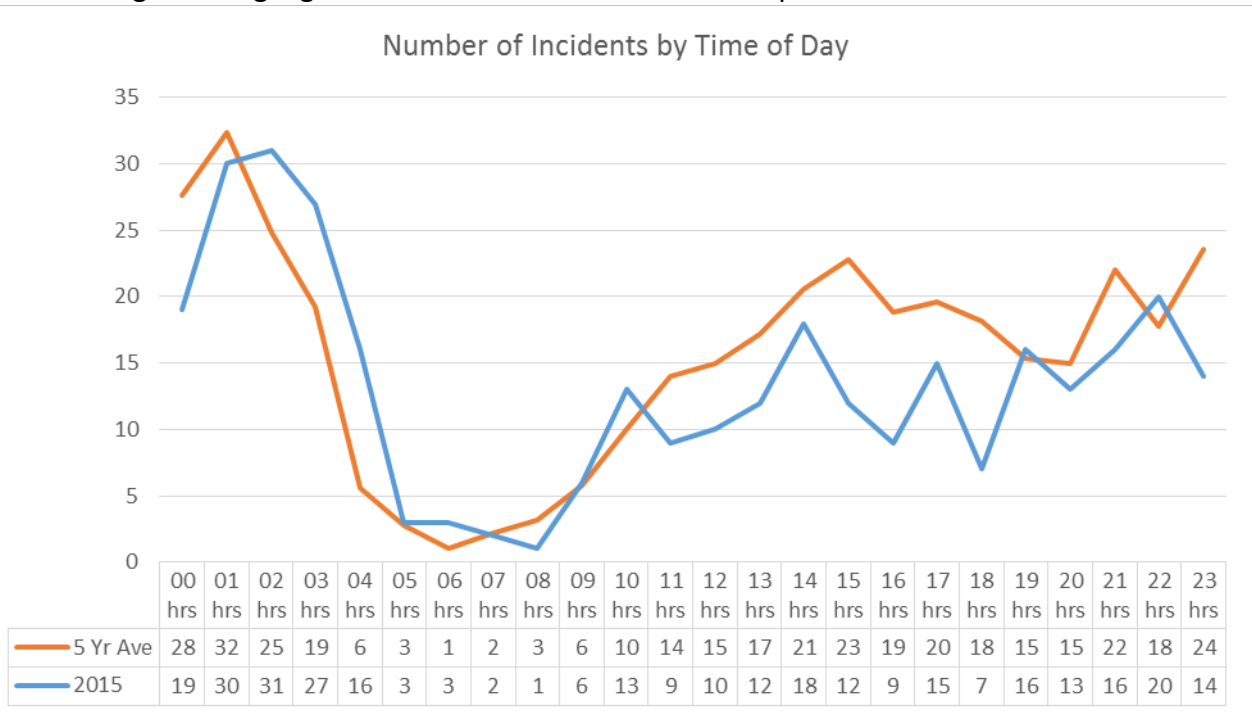
Although Christmas Eve and Hogmanay 2015 fell on Thursdays, there was no increase in incidents recorded on Thursdays in 2015 compared to the 5-year average. The following chart highlights the number of incidents that took place on significant days during the festive period:



As the above chart highlights, incidents on Christmas Day and Boxing Day in 2015 were at a similar level to previous years. Fewer than average incidents were recorded on ‘Mad Friday’ (18th December 2015) and New Year’s Day, while more incidents were recorded on Christmas Eve and Hogmanay.

Time of Incidents

The following chart highlights the times that incidents were reported:



As the above chart highlights, the pattern of incidents by time in 2015 predominantly follows the same pattern as previous years, with incidents increasing over the afternoon and evening, peaking in the early hours of the morning (particularly 0100-0359hrs).

Relatively few incidents were recorded in the morning between 0500 hours and 0859 hours.

Peak Days and Times of Incidents

The following table combines day and time data for incidents in 2014 and 2015 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	0	5	2	3	0	0	0	0	1	3	3	4	5	9	3	6	3	3	5	5	1	5	4	6	76
Tue	2	3	0	4	3	1	0	0	1	3	4	4	8	7	4	3	3	5	6	1	6	5	5	2	80
Wed	3	4	5	0	0	2	0	1	1	3	2	4	5	3	7	6	5	5	4	7	6	7	3	7	90
Thu	5	8	4	10	0	0	1	2	1	0	4	3	4	3	11	7	5	4	7	4	4	2	6	6	101
Fri	4	5	5	4	1	0	0	0	0	1	5	3	5	3	7	4	4	5	8	6	4	6	9	12	101
Sat	9	18	13	9	4	0	3	0	0	1	3	3	3	1	5	6	4	5	1	8	8	8	6	9	127
Sun	15	22	22	14	11	1	0	0	1	1	0	4	2	0	1	3	2	1	1	2	3	5	3	2	116
Total	38	65	51	44	19	4	4	3	5	12	21	25	32	26	38	35	26	28	32	33	32	38	36	44	691

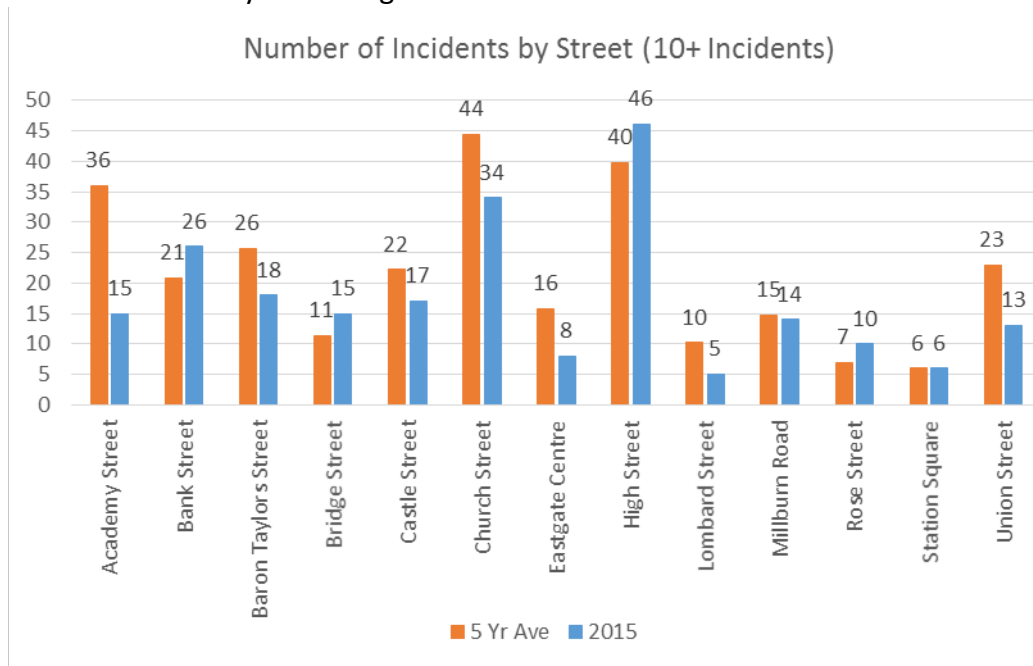
Key: Peak Days (Blue), Peak Times (Green), Peak Days & Times (Yellow)

As can be seen from the above table, the peak days and times for incidents during Operation Respect in 2014 and 2015 were:

- Peak Days - Saturdays and Sundays
- Peak Times - Between 0100 and 0359 hours, and 2300-2359hrs
- Peak Days/Times - Thursdays, 0300-0359hrs and 1400-1459hrs
- Fridays, 2300-2359hrs
- Saturdays, 0100-0259hrs
- Sundays, 0000-0459hrs

Hotspot Streets

The following chart illustrates the streets in Inverness City Centre that recorded 10 or more incidents in 2015 or as a 5-year average:



The above chart highlights that the top 5 streets in 2015 were;

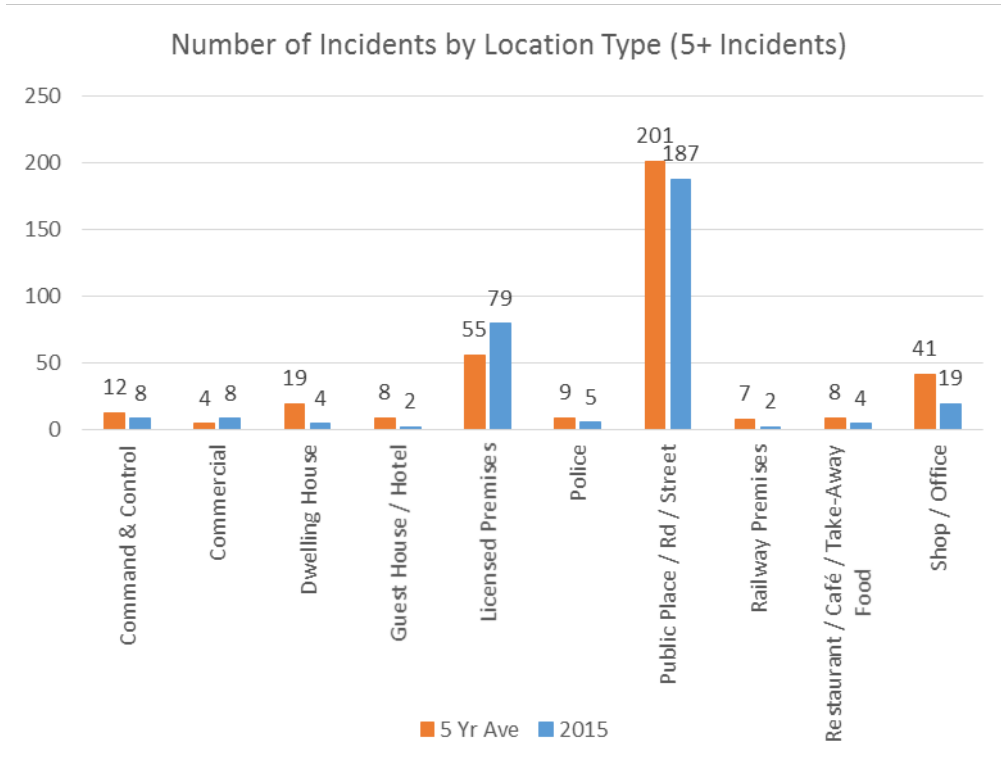
- High Street
- Church Street
- Bank Street
- Baron Taylors Street
- Castle Street

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.

There has been a reduction in incidents in several streets, particularly Academy Street, Church Street, and Union Street. It is not apparent why this reduction has occurred in these streets.

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 2015 and in the previous 5 years occurred in a public place. This location type has seen a decrease in the number of incidents in comparison with the 5-year average. The two next most common location types were licensed premises and shops/offices. Shops/offices have seen a reduction in the number of incidents recorded in comparison with the 5-year average, while the number of incidents at licensed premises has increased.

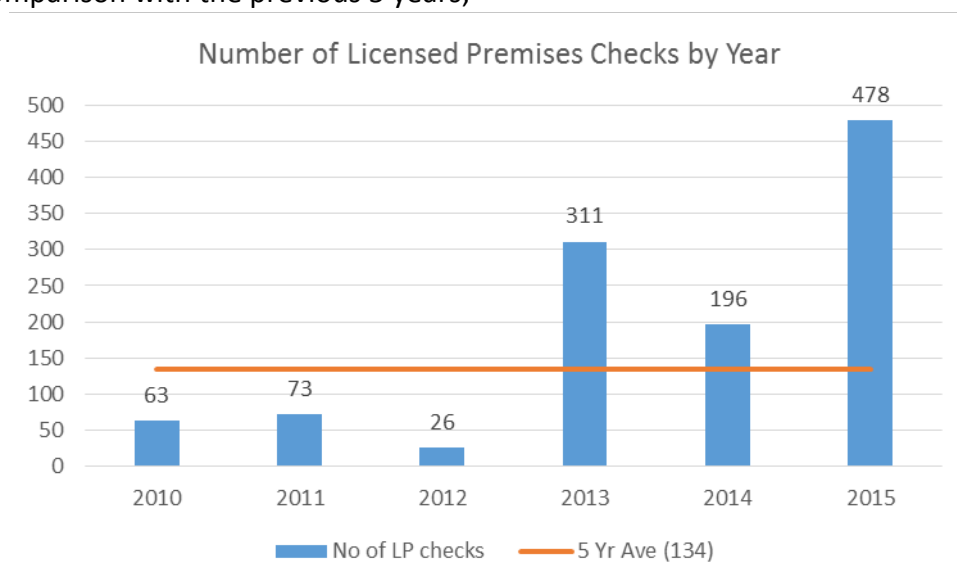
Incidents at shops/offices were recorded at 15 different premises in 2015, compared to 25 in 2014.

Incidents at licensed premises were recorded at 24 different premises in 2015, compared to 15 in 2014..

The majority of incidents at licensed premises in 2015 were in relation to Disorder (28%), followed by Assault (21%) and Licensing Laws (14%).

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 2015 in comparison with both last year and the 5-year average.

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

Initiatives to consider for Operation Respect 2016

Research of the Police OnLine Knowledge Area (POLKA)¹ has highlighted a number of initiatives used by other police forces to tackle violence, antisocial behaviour, and vulnerability associated with the night-time economy (NTE). If Operation Respect is run in 2016, these initiatives could be considered;

Breath tests

Research has established that a significant proportion of people in the NTE (approx. 50%) drink significant quantities of alcohol at home prior to a night out (pre-loading) and identified a clear link between pre-loading and violence.² Breath tests could be used as a condition of entry to licensed premises to prevent drunk individuals gaining entry and causing trouble. Entry points to pubs and clubs can be 'flash-points' for violence/ASB so this could be particularly useful for door staff dealing with argumentative drunk individuals who claim that they are not too intoxicated to

¹ POLKA website discussions, in particular 'Vulnerability in the Night Time Economy' (02/10/2014), and 'What works to reduce alcohol-related violence?' (01/11/2011)

² Adrian Barton, Kerry Husk, 'Controlling pre-loaders: alcohol related violence in an English night time economy', in *Drugs and Alcohol Today*, Volume 12 Issue 2 pp. 89 - 97, (2012)

enter premises (the breathalyser would prove the individual *was* too drunk to enter and therefore help end the conversation/argument).

Removal of super strength alcohol from sale

Research highlights that alcohol is a significant cause/factor in incidents of violence and antisocial behaviour, particularly in the NTE. A trial in Ipswich, named 'Reducing the Strength' which asked shops to voluntarily remove super strength alcohol from their shelves resulted in a 49% reduction in antisocial behaviour.³

Yellow card scheme

This initiative was used in Southampton, whereby offenders involved in antisocial behaviour are issued with a yellow card. Their personal details are shared with licensed premises and if they receive another card they are excluded from venues for a year. Details of those banned are shared via a secure website with licensed premises participating in the scheme. Door staff are then able to brief themselves on who should not be allowed access to their premises. This scheme could run in conjunction with Pubwatch.

Use of body worn cameras to identify vulnerable people in the NTE

This initiative was used by Suffolk Constabulary as part of Operation Systemic - Vulnerability Night of Action. When officers identified vulnerable people in the NTE, they were given suitable advice/intervention to prevent victimisation, improve public safety, and to prevent and reduce harm relating to alcohol and drugs misuse. During these interactions, body worn cameras filmed their behaviour/activities which showed their vulnerability. Follow-up joint visits along with health professionals were then made to these individuals offering harm minimisation messages. These individuals were also then offered the opportunity to view the footage that had been filmed on the night so they could see their behaviour and why/how they were vulnerable. This would educate and challenge their behaviour, highlighting the risks they may have put themselves into and providing harm minimisation messages.

³ National Intelligence Model Working Group, 'Local UK Strategic Assessment 2014-2015', (2014)

Recommendations

- Allocate police resources at peak days/times/locations identified.
- Ensure duty times cover the period 0000 to 0500 hours at weekends.
- Seek to obtain data from the NHS regarding the numbers of patients attending Raigmore Hospital with injuries linked to violence during December and early January. It is possible that there are assaults which have not been reported to police.
- Ensure that Fixed Penalties are utilised where possible.
- Ensure that Licensed Premises checks are undertaken and recorded.
- Ensure that both Police and partner agencies make full use of social media to highlight the operation and to share key messages regarding keeping safe during the festive period.
- Continue working with partner agencies to keep people safe in Inverness City Centre during the festive period.
- Ensure that where other initiatives were involved that they are mentioned on the Impact write off.
- Ensure that, where relevant, Operation Respect is mentioned in intelligence logs submitted on SID.
- Consider conducting a survey of business owners, residents, and individuals who frequented the City Centre during this period, in order to assess the public's view of the success of the Operation.