

Agenda Item	8
Report No	CIA/4/20

## THE HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 20 February 2020

**Report Title:** Inverness Community Safety Partnership  
Operation Respect City Centre 2019  
Winter Festival Period Evaluation Report

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

### 1. Purpose/Executive Summary

- 1.1 This report provides Partnership Members with an overview of resources, actions, and evaluation of the multi-agency Operation Respect – City Centre, for the Winter Festival 2019 which took place between 28<sup>th</sup> November 2019 and 4<sup>th</sup> January 2020 both dates inclusive.
- 1.2 Partnership Members are invited to note the content, evaluation, and the effectiveness of Operation Respect – City Centre, for the Winter Festival 2019

### 2. Recommendations

- 2.1 Members are asked to:
  - i. To note the evaluation available to date on the effectiveness of Operation Respect - City Centre for Winter 2019 and make any comment as necessary \*\*

### 3. Implications

#### 3.1 Resource

The table below details activities and funding sources nett of VAT. It is anticipated that all expenditure will come in on budget. Importantly, the evaluation detailed in this report supports the Committee's decision to provide funding through the Inverness Common Good Fund with clear and identifiable benefits being provided, principally, to

the citizens of the Burgh on an inclusive basis.

Activity 2019	BID	ICGF	Police	Street Pastors	NHSH/HADP	Crime stoppers	Totals
Police Resources		NIL	£120,000				£120,000
Street Pastors		£3747					£3747
Taxi Marshals	£1472	£1472					£2944
BID Security Task Team	£3433	£3433					£6866
Safe Zone (Red Cross)					£3200		£3200
Publicity		NIL					NIL
<b>SubTotals</b>	<b>£4905</b>	<b>£11852</b>	<b>£120,000</b>	<b>NIL</b>	<b>£3200</b>	<b>NIL</b>	<b>£136,757</b>

**3.2 Legal**  
None

**3.3 Community (Equality, Poverty, Rural and Island)**  
None

**3.4 Climate Change/Carbon Clever**

Whilst there are no Climate Change implications or impediments, at the heart of all the services involved is the need to provide most care and attention for those members of the community who either have a physical disability or perhaps, for example, whose first language is not necessarily English. Care is also taken to ensure that the project benefits communities across the City and Inverness Area.

**3.5 Risk**

Operation Respect acts to maximise the opportunity for co-ordinated, effective and efficient use of all available resources in a multi-agency response to enhance public safety and minimise risk to the Public during a busy period in the year. The co-ordination of activities and response reduces the risk of service duplication and improves communication.

**3.6 Gaelic**  
None

## 4. Background

- 4.1 The Reports contained within the attached Appendices being presented to the Inverness City Area Committee detail the objectives, structure, initiatives, outcomes and evaluations by the relevant agencies involved in Operation Respect – City Centre Winter Festival 2019.
- 4.2 Operation Respect is an initiative which has been developed by the members of the Inverness Community Safety Partnership. It delivers on one of the key themes of the Single Outcome Agreement. That is, helping to promote a safe and clean City. The principle partners are:
- Police Scotland
  - Highland Council
  - NHS Highland / Highland Alcohol & Drug Partnership
  - Inverness Business Improvement District (BID)
  - British Red Cross / Scottish Ambulance Service (SAS)
  - Inverness Street Pastors
  - Scottish Fire and Rescue Service
  - Crimestoppers
  - Inverness Pub Watch

## 5. Evaluation

### 5.1 Police Scotland

Evaluation is attached at **Appendix 1**. Details shown clarify that Operation Respect Festive 2019 actively increased public reassurance and enhanced community safety within the Inverness City Centre through enhanced police visibility and an improved proactive approach by Officers in dealing with anti-social behaviour, disturbance, shoplifting, drugs and general criminality.

- 5.2 Importantly, the continuance of the enhanced dedicated City Centre Police Team of a dedicated Sergeant and nine Constables at their office within the Inverness Town Hall continues to pay dividends in reducing crime and improving public and business confidence and has enabled them to tackle the issues of concern in a consistent manner, with improved support, and daily contact with the BID Security Task Team.
- 5.3 During Operation Respect, it was also felt that the embedded communications structures in place via Shopsafe Radios between our City Centre Officers, the BID Task Team and Taxi Marshals, Street Pastors, and the British Red Cross (Safe Zone) provided an enhanced environment for the public throughout the Festival period. Close cross-service/agency working is promoted by the Inverness Community Safety Partnership so as to provide an effective 'whole service provision' for the City.
- 5.4 Police Scotland continue to implement and develop the aims and delivery mechanisms of Operation Respect on a strategic and tactical level throughout the Highland Area.
- 5.5 **Security Task Team**  
This is a service which was jointly funded by Inverness Common Good Fund and Inverness BID and managed by the latter.
- 5.6 Evaluation is provided at **Appendix 2**. The service has again proved successful. In

particular, it has supported the ability of businesses to deal with issues as they arise and has provided a safer, more enjoyable environment for the public.

- 5.7 This type of hi-visibility, intervention and partnership working with the Businesses, Police and other agencies actively discourages anti-social behaviour and crimes such as shoplifting, noise and disturbance and on street drug dealing and has assisted in not only reducing the level of crime and anti-social behaviour but has also led to increased detection of reported crime within the City Centre.
- 5.8 This helps to enhance the economic vibrancy of the City by providing a safer environment for members of the public to go about their daily activities which in turn provides added reassurance to retailers and businesses.
- 5.9 **Taxi Marshals**  
The Taxi Marshall Service during Operation Respect was provided through BID and is also jointly funded by the Inverness Common Good Fund. Evaluation is provided at **Appendix 3**.
- 5.10 The service proved successful with those utilising taxi ranks feeling safer in so doing together with encouraging the use of an appropriate form of transport. Anecdotal evidence and evaluation confirmed that Taxi Marshalls, by their presence, prevented potential public order incidents from escalating resulting in a significant reduction in anti-social behaviour.
- 5.11 The Taxi Marshal Service is now a well-established commitment, not only as part of Operation Respect, but also at pay weekends on a monthly basis, provided courtesy of Inverness BID which continues to significantly enhance public safety in the City Centre at key locations during peak operating times.
- 5.12 **Safe Zones**  
This is a service, continued to be funded in the main through a grant from the Highland Alcohol & Drug Partnership on behalf of NHS Highland, and is provided in conjunction with British Red Cross. The evaluation is attached at **Appendix 4**. The Red Cross provided an operational base within the City Centre and linked in with the Scottish Ambulance Service who also provided an enhanced service through the winter festival period.
- 5.13 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.
- 5.14 This year again, an additional vehicle supplied by Police Scotland and which had its Police logo signs covered over with large 'Safe Zone' signs was staffed by Street Pastors. It was used by the public for a warm-up, a cup of hot-chocolate, to regroup with friends, or a chat.
- 5.15 As a result of the success of this vehicle over the past few years, and in partnership with Police Scotland, who will continue to supply the vehicle, the Inverness Street Pastors are committed and will again continue to operate this 'Safe Zone' vehicle on Saturday nights during the monthly pay weekends throughout 2019.
- 5.16 **Inverness Police & Scottish Ambulance Service- Joint Police/Paramedic Patrol**  
This year saw the introduction of an Inverness Police & Scottish Ambulance Service

Initiative which saw a joint Police/Paramedic manned Fast Response Ambulance Car being located on specific nights within the City Centre to enable early intervention to incidents requiring a dual response. This enhanced the availability of resources within the City centre on several evenings, particularly in support of Safe Zone events during Operation Respect Festive.

#### 5.17 **Street Pastors**

The evaluation is provided at **Appendix 5**. The Pastors continue to reduce the need for intervention by blue light services by diffusing situations and assisting those in need of support through early intervention. The Pastors relationship building with the public continues to provide an enhanced street-scene environment.

5.18 They broadly gave assistance and attended incidents where they calmed aggression and gave support to vulnerable persons, they provided flip-flops to people who would otherwise have been walking in bare feet and as part of the 'Safe Zone' provided an increase in hot drink, food and support.

#### 5.19 **Crimestoppers**

The above organisation continues to support the Initiative and it has a role to educate and inform the public on crime prevention advice and community safety measures. It has previously helped in getting the message across to the public about what Operation Respect does and that the centre of Inverness is a safe place to visit.

5.20 This is an important element and their participation must be further enhanced to maximise opportunities to deliver the "Keep Safe" message.

5.21 Operation Respect Festive Winter Festival 2019 was promoted through:

- Adverts on Partnership Social Media outlets and Websites
- Reporting through Inverness Courier and Highland News
- Feature articles promoting Operation Respect
- Poster Campaigns by Police Scotland and Inverness Pub Watch

### **6. Publicity**

6.1 As in previous years, the Police Media Relations Office, in conjunction with the other Public Agency Media Departments, co-ordinated coverage and relevant messaging via Local Press and Social Media throughout the period of Operation Respect Festive 2019. All press releases and media requests were received well.

### **7. Future Campaigns**

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

### **8. Highland Context**

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

Inverness, using it as a base to visit landward areas and the wider Highlands.

Designation: Inverness City Area Manager

Date: 6 February 2020

Author: John McDonald, Community Safety Manager, Inverness BID as Secretariat for the Inverness Community Safety Partnership on behalf of the Operation Respect Partners who provided individual detailed Evaluation Appendices on behalf of their Agency/Body.

Background Papers:



**OPERATION RESPECT  
Inverness City Centre  
Highland & Islands Division  
December 2019**

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

## **Background**

The Operation Respect festive campaign has run in Inverness City Centre each festive season since 2008. The aim of the operation is to reduce street violence, disorder, and incidents linked to alcohol consumption within licensed premises. This multi-agency operation sees police working closely with key partners over the festive period to reduce offending and support those vulnerable through excess, to ensure Inverness is a safe environment for all those enjoying the festivities.

The festive period is a time when City Centre retail outlets and licensed premises are particularly busy, providing criminals the opportunity to commit offences. The risk from increased crime, antisocial behaviour, violence, and liquor licensing issues provides Police Scotland and partner agencies with the opportunity to perform this high visibility operation to ensure the communities within Inverness City Centre and the surrounding area are safe from the negative impact of crime and disorder.

The multi-agency action taken during Operation Respect actively targets alcohol-driven violence, as well as providing preventative measures to reduce offending, reduce the number of victims of violence, and ultimately help make the streets safer.

Whilst conducting this operation, local response officers, community beat officers, operational support unit officers, and flexible policing team officers work together and with partner agencies to tackle criminality and antisocial behaviour, with particular emphasis on shoplifting and the night time economy (NTE).

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

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



## **Methodology**

This report will evaluate the Operation Respect festive campaign by analysing the type and level of incidents and crimes reported to police in the Inverness City Centre beat between 1<sup>st</sup> December 2019 and 2<sup>nd</sup> January 2020. This report includes all incidents of antisocial behaviour, violence, and dishonesty reported in the City Centre beat during this period in comparison with the same periods in the previous 5 years. This is in order to provide a like for like comparison across the years.

The following factors will be considered in this analysis:

- Number of Incidents and Crimes by Year
- Subject / Type of Incidents and Crimes
- Day and Time of Crimes
- Location of Incidents
- Licensed Premises Checks

The data used in this report has been taken from the Highland and Islands Division crime and incident recording database (Impact), webSTORM, ICAD, and Innkeeper. Due to the implementation of webSTORM in February 2018, it is not possible to give an accurate comparison of incidents with previous years. As such, incident data recorded on webSTORM in 2018 and 2019 will be compared against incidents recorded on ICAD in previous years.

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

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

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

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

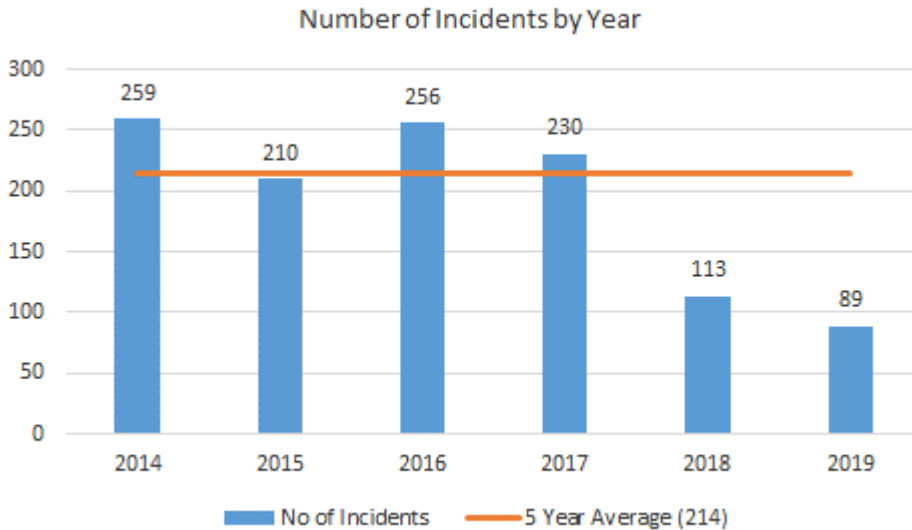
## **Key Findings**

- During the period under review in 2019, a total of 89 of the above incident types were reported in Inverness City Centre. This is fewer than both the previous year (113) and the 5 year average (214). However, 2018 and 2019 data was obtained from webSTORM, while data from all previous years was obtained from ICAD, and therefore no accurate comparison can be made.
- The number of crimes recorded in 2019 (183) was lower than both the previous year (194) and the 5 year average (222). The detection rate was also lower than the 5 year average, but higher than the previous year. It is possible that the detection rate for 2019 will increase in the coming months as a number of incidents are still under enquiry.
- In 2019 the top three incident subject types were Disturbance, Theft, and Assault.
- The top three crime types were Possession of Drugs, Shoplifting, and Common Assault.
- The number of Common Assaults on Emergency Workers recorded in 2019 (14) was notably higher than both the previous year (3) and the 5 year average (4).
- Compared to previous years, crimes in 2019 were more evenly spread through the week with a smaller rise over the weekend. In 2019, there were notably fewer crimes recorded on Thursdays, Saturdays, and Sundays, whereas Mondays and Fridays saw an increase.
- Crimes by time of day also predominantly followed the same pattern as previous years, with incidents increasing over the afternoon and into the evening and early hours of the morning. However, there were significantly fewer crimes recorded between 2200-0200 hours in comparison with previous years. The peak times were between 2000-2159hrs and between 0200-0359hrs. Relatively few crimes were recorded between 0600-1159 hours.
- The top 5 streets for crimes in 2019 were Church Street, High Street, Eastgate Centre, Union Street, and Academy Street.
- 510 licensed premises checks were conducted in Inverness City Centre during Operation Respect in 2019. This is significantly higher than both last year (317) and the 5 year average (301).

**Analysis**

**Number of Incidents per Year**

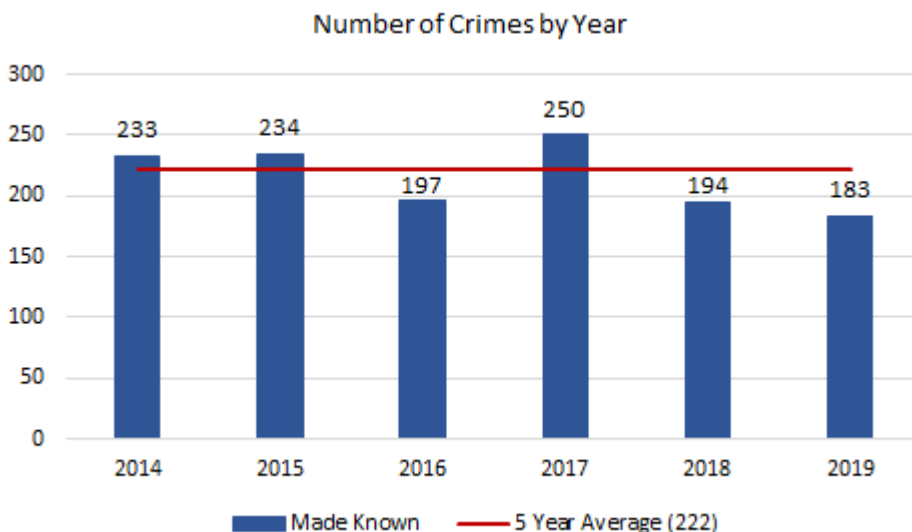
The following chart highlights the number of incidents which occurred during the review period in 2019, compared with the previous 5 years;



As can be seen from the above chart, fewer incidents were recorded in 2019 in comparison with the previous year. Significantly fewer incidents were recorded in 2018 and 2019 in comparison with the 5-year average. Data for 2018 and 2019 was obtained from webSTORM, while data from previous years was obtained from ICAD, therefore no accurate comparison can be made.

**Number of Crimes per Year & Detection Rate**

The following chart and table detail the number of crimes which were reported during the review period in 2019, compared with the previous 5 years;



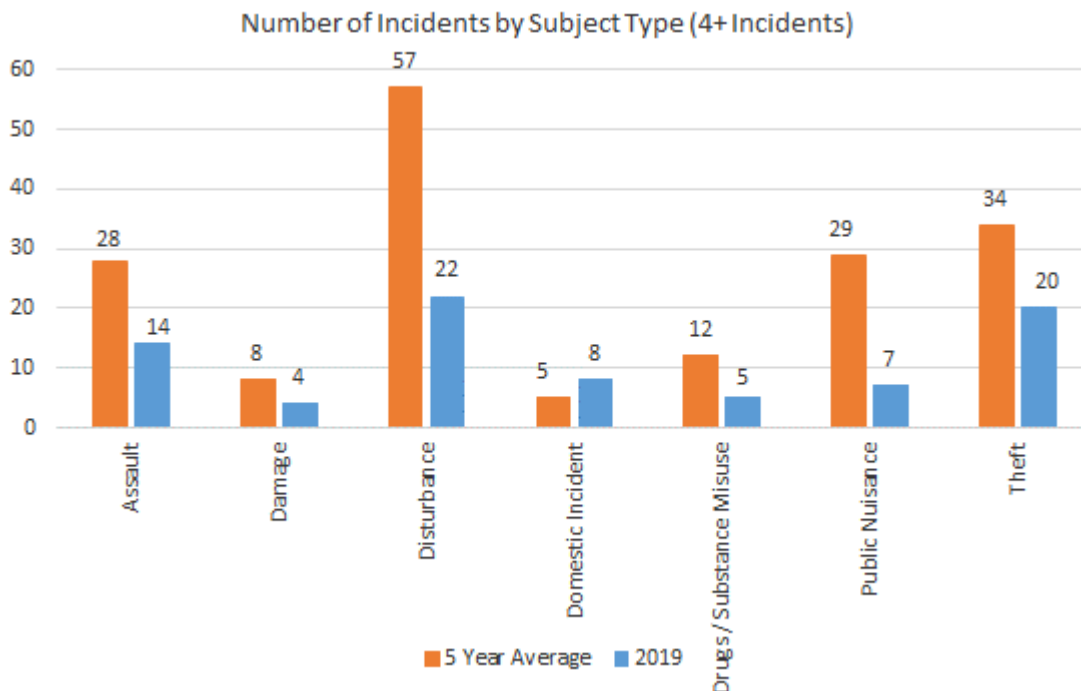
Crimes	2014	2015	2016	2017	2018	5 Yr Ave	2019
Made Known	233	234	197	250	194	222	183
Detected	196	203	169	227	137	186	136
Detection Rate	84.1%	86.8%	85.8%	90.8%	70.6%	83.8%	74.3%

The above chart highlights that the number of crimes recorded in 2019 (183) is lower than both the previous year (194) and the 5 year average (222). The detection rate is also lower than the 5 year average, but higher than the previous year. It is possible that the detection rate for 2019 will increase in the coming months as a number of incidents are still under enquiry.

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

### Incident Type

The following chart illustrates the most commonly recorded incident types reported during the period under review, in comparison with the previous 5 years (NB. 2018 and 2019 data was obtained from webSTORM, while data from all previous years was obtained from ICAD);

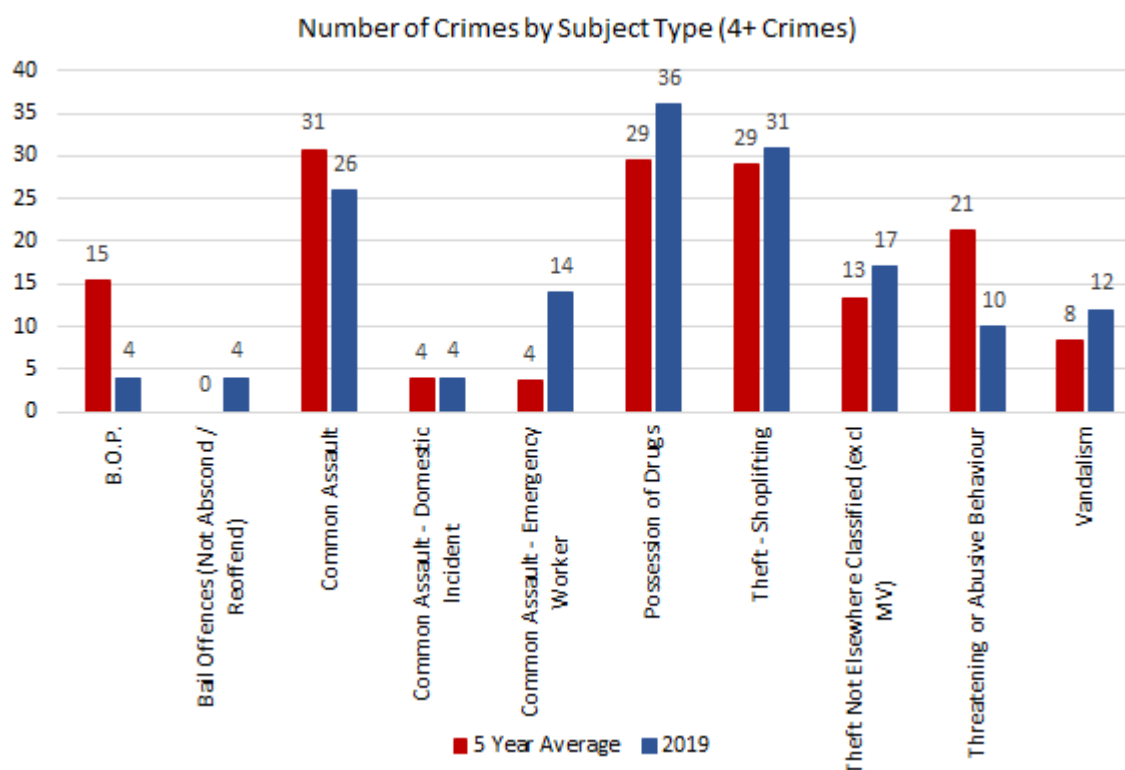


As can be seen from the above chart, there has been a notable reduction in the number of incidents recorded in relation to Disturbance and Public Nuisance in comparison with previous years. In 2019 the top incident subject types (10+ incidents) were;

- Disturbance (22 incidents)
- Theft (20)
- Assault (14)

## 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, there has been an increase in Possession of Drugs crimes in 2019 (36) compared to both last year (26) and the 5 year average (29).

The number of Common Assaults on Emergency Workers recorded in 2019 (14) was also notably higher than both the previous year (3) and the 5 year average (4).

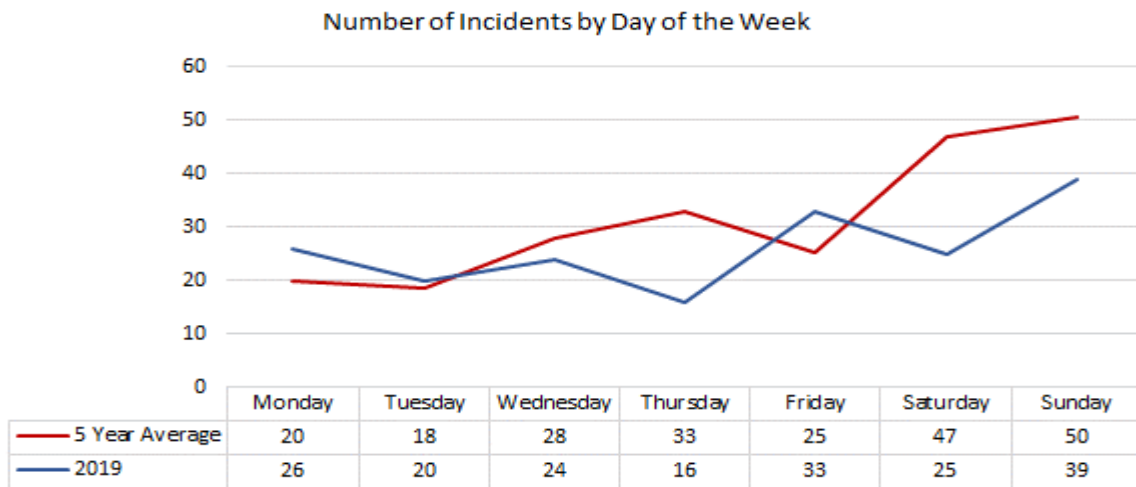
In contrast, there has been a reduction in the number of Threatening or Abusive Behaviour Crimes in 2019 (10) in comparison with both the previous year (18) and the 5 year average (21).

In 2019 the top crime types (10+ crimes) were;

- Possession of Drugs (36 crimes)
- Theft - Shoplifting (31)
- Common Assault (26)
- Theft Not Elsewhere Classified (17)
- Common Assault - Emergency Worker (14)
- Vandalism (12)
- Threatening or Abusive Behaviour (10)

## Day of Crimes

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



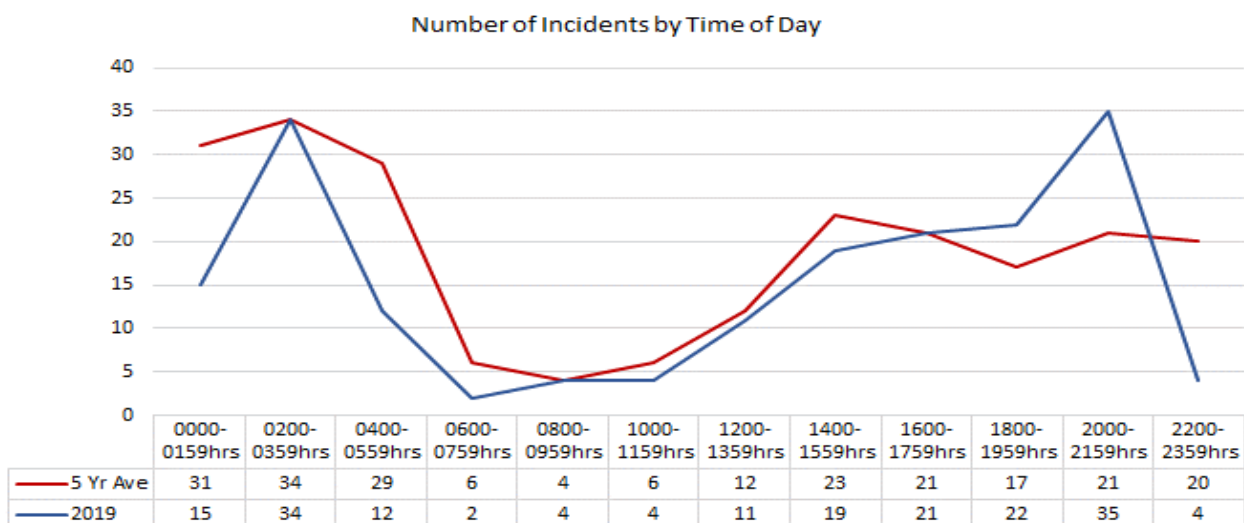
As can be seen from the above chart, in comparison to the 5 year average, crimes in 2019 were more evenly spread through the week with a smaller rise over the weekend. In 2019, there were notably fewer crimes recorded on Thursdays, Saturdays, and Sundays in comparison with previous years, whereas Mondays and Fridays saw an increase.

The peak days were Sundays and Fridays.

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

## Time of Crimes

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



As the above chart highlights, the number of crimes by time in 2019 predominantly followed the same pattern as previous years, with crimes increasing over the afternoon and into the evening and early hours of the morning. However, there were significantly fewer crimes recorded between 2200-0200 hours in comparison with previous years.

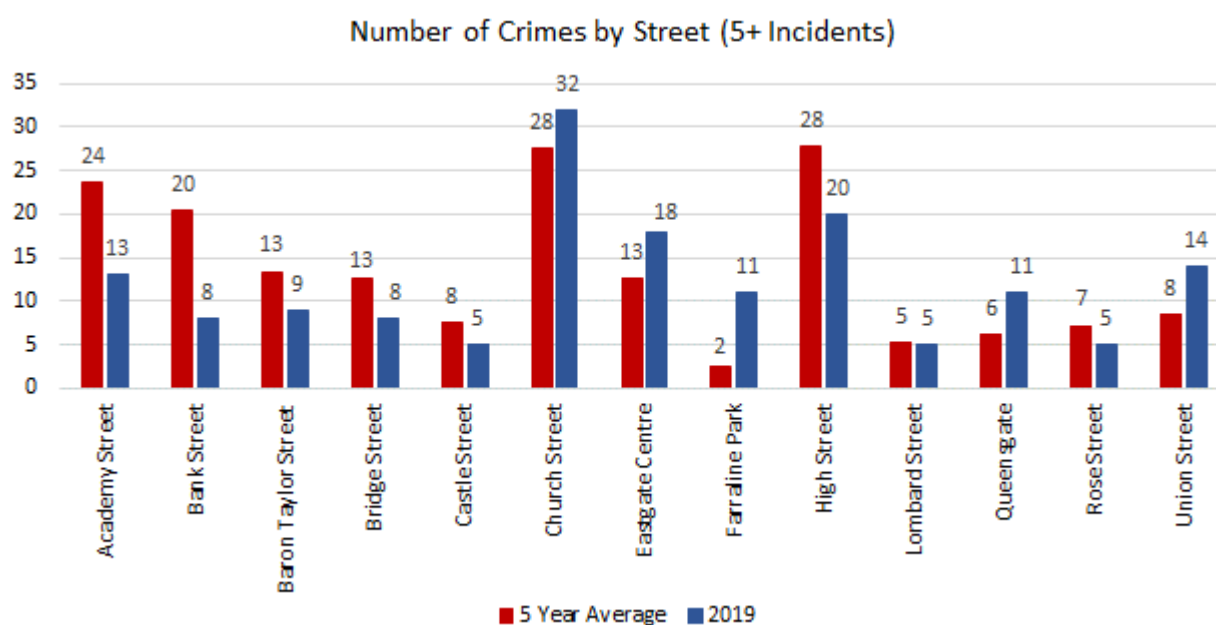
The peak times were between 2000-2159 hours and between 0200-0359 hours.

Relatively few crimes were recorded between 0600 hours and 1159 hours.

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

## Hotspot Streets

The following chart illustrates the streets in Inverness City Centre that recorded 5 or more crimes in 2019;



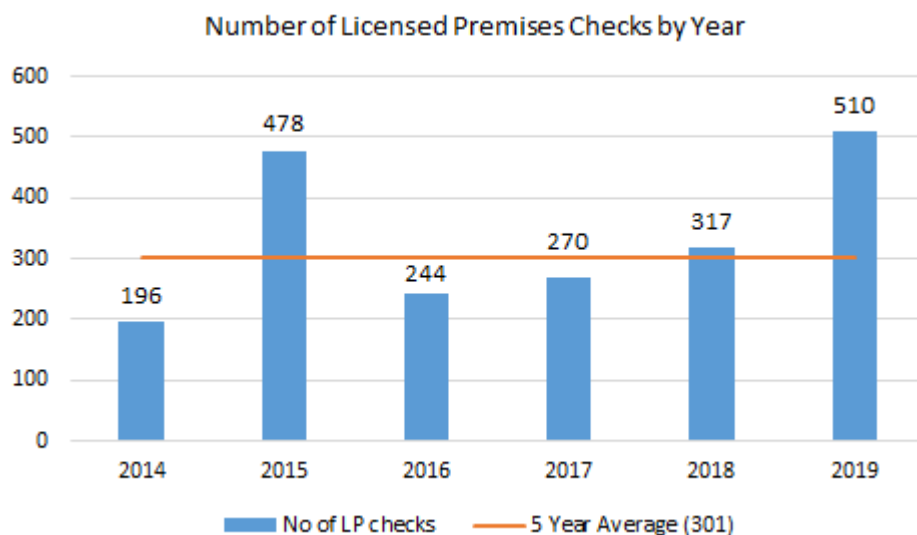
The above chart highlights that the top 5 streets in 2019 were;

- Church Street (32 crimes)
- High Street (20)
- Eastgate Centre (18)
- Union Street (14)
- Academy Street (13)

This is due to the high number of retail and licensed premises along these streets, along with the fact that they are the main routes between shops, restaurants/takeaways, and licensed premises.

## Licensed Premises Checks

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



As can be seen from the above chart, the number of LP checks recorded in Inverness City Centre in 2019 was significantly higher than 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.

## Inverness Police & Scottish Ambulance Service - Joint Police/Paramedic Patrol

This year saw the introduction of a pilot Inverness Police & Scottish Ambulance Service Initiative which saw a joint Police/Paramedic manned Fast Response Ambulance Car being located on specific nights within the City Centre to enable early intervention to incidents requiring a dual response.

This enhanced the resources available within the City centre on 5 identified dates from late evening through to early hours of the following morning, in the main coinciding with the multi-agency Safe Zone initiative as part of Operation Respect Festive.

Whilst there is no scientific analysis available, this facility attended 10 calls over the 5 dates in operation in Inverness City Centre. Out of the ten incidents, 3 of which resulted in the casualty requiring transportation to Raigmore Emergency Department (2 by the Paramedic Response Vehicle and a further one by the available British Red Cross vehicle).

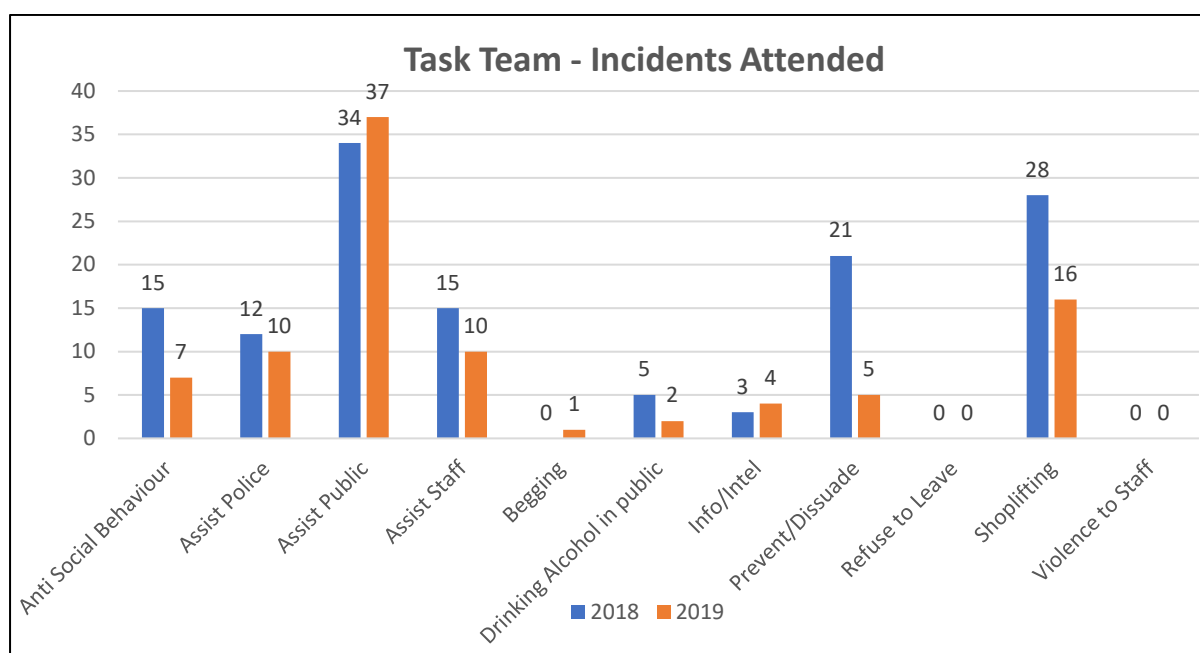
According to Steven Gorman, Inverness Area Service Manager for the Scottish Ambulance Service, this direct intervention of the Joint Initiative negated the need to task other hard-pressed ambulance resources to the locus, and saved 7.5hrs of frontline emergency ambulance time, not to mention other medical resource attendance.



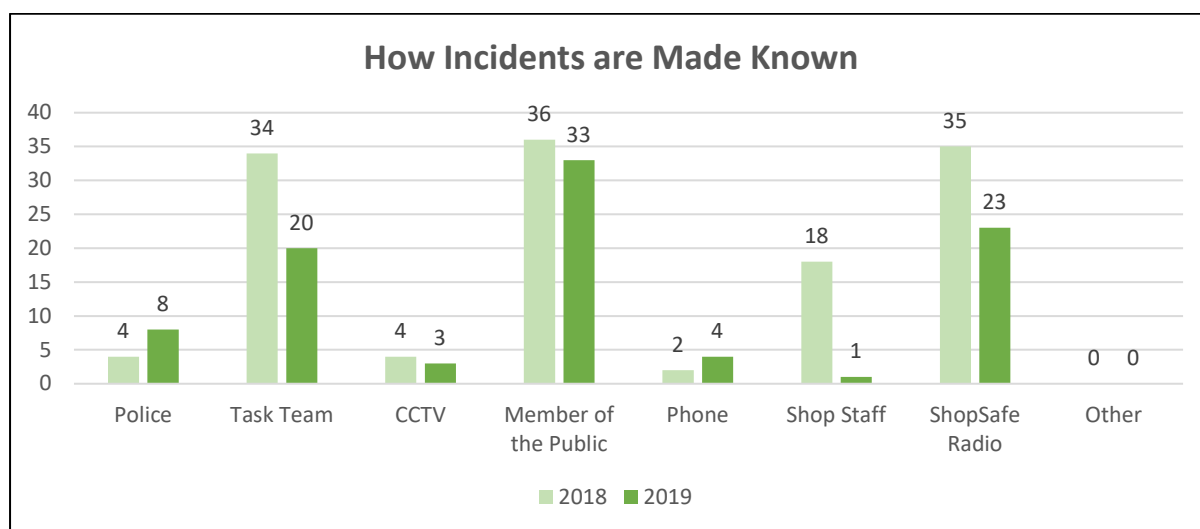
**Operation Respect Festive 2019****Inverness BID Security Task Team Evaluation**

1. The Inverness BID Security Task Team mission as always is to deliver a Crime Prevention and Reassurance support team both for the Businesses within the BID District and for the public using Inverness City Centre and the businesses therein.
2. Their Aims are:
  - to work closely, in support of the City Centre Businesses, with Police Scotland, Highland Council and all other relevant agencies to provide a co-ordinated response to tackling crime and disorder, anti-social behaviour, to improve business confidence and public reassurance.
  - to deliver high visibility patrols and be an approachable ambassadorial service for those that use the City Centre, and in support of Businesses, front-line staff, and the general public to increase confidence, public reassurance and provide assistance as required.
3. In Operation Respect Festive 2019, the BID Security Task Team comprised of one team of two SIA trained personnel contracted from a recognised local professional Security Provider. The City Centre Task Team were on duty from Thursday 28<sup>th</sup> November 2018 until Saturday 4<sup>th</sup> January 2020 between 1130hrs – 1730hrs. These hours were subject to extension or additional Sunday/Public Holiday coverage as determined appropriate based on local events and business requirements and those persons availing themselves visiting the City Centre.
4. Their Duties were to carry out proactive Hi-Viz patrols, as well as responding to calls for assistance via the Shop Safe Radio System and/or a dedicated mobile phone number. Give physical presence and support to Retailers, Business Owners and Licensees during hours of operation, the prevention of Anti-social Behaviour, Criminal Activity including Shoplifting, Disturbance and General Nuisance thereby providing increased reassurance and protection for Staff and Customers as well as providing assistance to Police Scotland as required.
5. The Task Team are provided with a dedicated mobile phone and Shop Safe Radios similar to that used by a large section of the Retail Trade and Licensed Premises. Contact details and Call Signs are provided to all City Centre Businesses. This enables instant messaging and information sharing between businesses across the network, and an ability to call direct for immediate assistance from the Task Team or Police Scotland resources on patrol in the city centre ensuring a quick and effective response.
6. The Shop Safe Radio system has proved over the years to be very successful as it allowed the Task Team to have direct communication with the Police Scotland City Centre Beat Officers, Highland Council City Centre CCTV Control Room, as well as the retailers and the licensed premises that have and regularly use the radio system.
7. Following each incident, the team completed an electronic Incident Report Form installed on a PDA. These reports were used as a management tool for monitoring of the task team incidents attended.

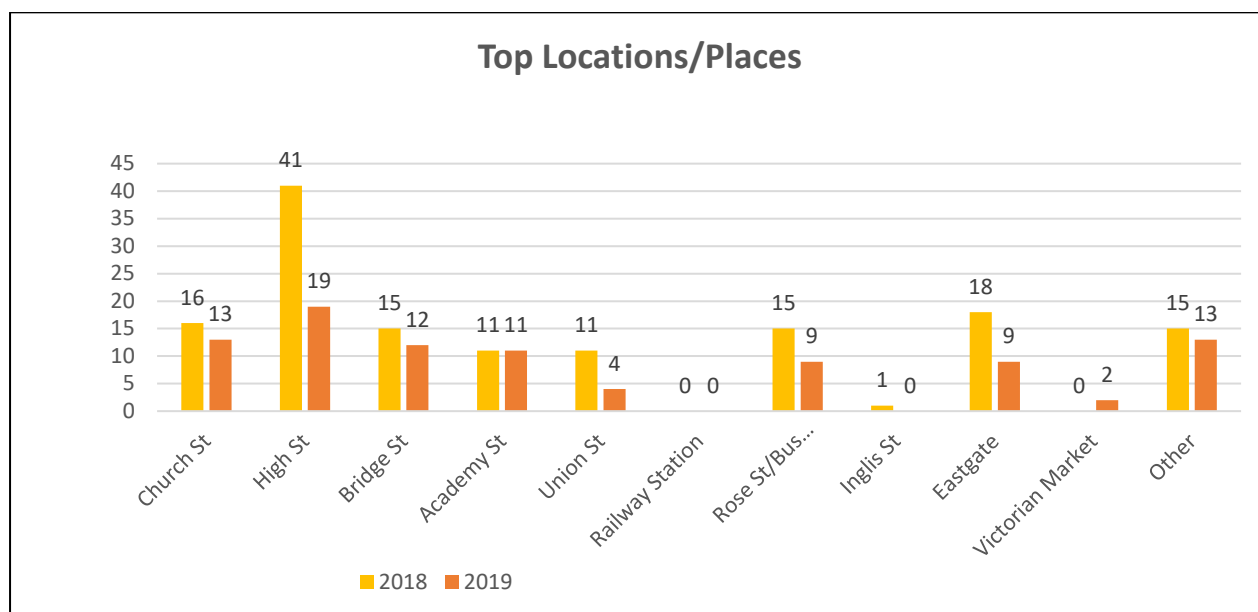
8. Liaison between the Task Team and Police Scotland continued to be enhanced during this period as a direct result of Police Scotland’s significant increase to the dedicated City Centre Beat Team, operating from 0800hrs to 2200hrs supported throughout by additional resources available through the Flexible Policing Team, the Prevention & Intervention Officers involved in specific community safety initiatives as part of the overall 2019 Operation Respect Festive programme, and other uniform/plain clothes officers as directed.
9. During their 2019 deployment, the Task Team attended/responded to 92 incidents as opposed to 133 in 2018, which reflects a similar position to the overall reduction in crime and incidents recorded by Police Scotland in Inverness.
10. Whilst the reduction in incidents is to be welcome, there were many other occasions where the Task Team assisted/helped members of the general public and retail staff which due to their minor nature were not recorded on an incident report.
11. Whilst the BID Task Team continued to attend a high level of direct calls for assistance from business and members of the public, it is encouraging and welcome that at incidents of crime and disorder, they often attended simultaneously with the Police as first responders, allowing the Task Team to provide the necessary support, not only to the Police but to the Businesses, Retailers or Members of the public in the aftermath of whatever had occurred.
12. This year we have enhanced the information provided in this report with the inclusion of the recorded 2018 statistics which continues to demonstrate improved year on year performance in terms of reducing incidents requiring attendance or intervention.
13. The incidents the Task Team attended were as follows which still demonstrates a significant level of Task Team interventions in matters of crime, anti-social behaviour and disorder, and assistance to Police, which proves the value of an additional easily identifiable visible presence of assistance in the city centre, which has been commented favourably upon by Police Scotland locally.



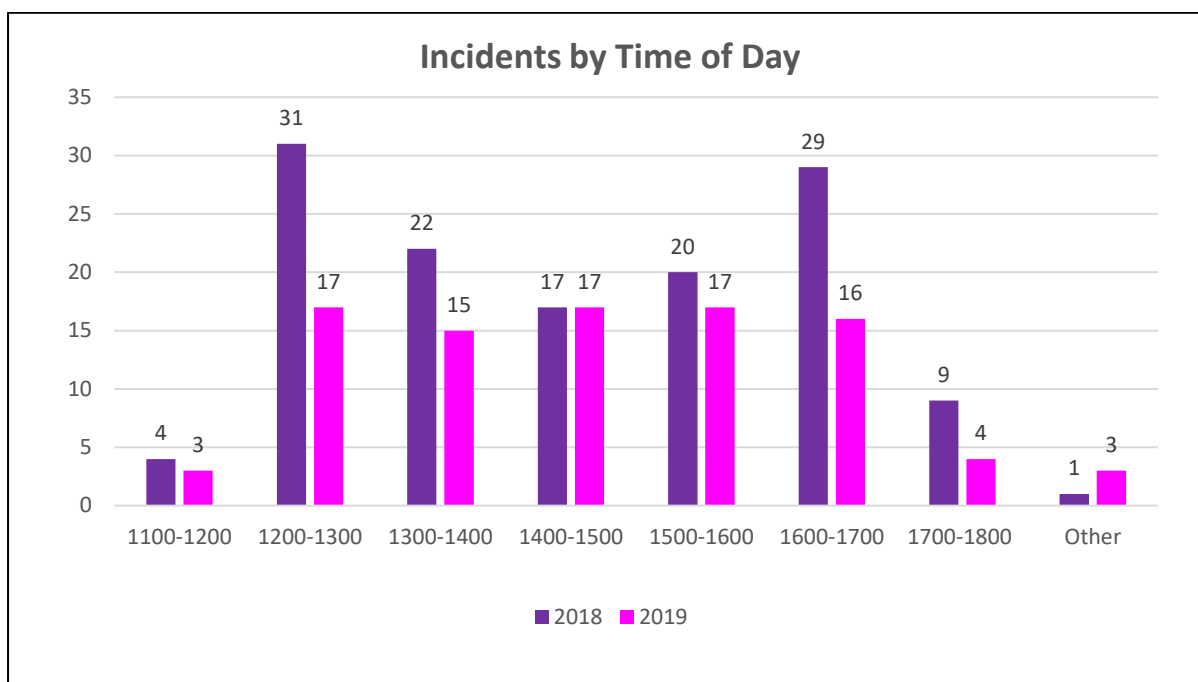
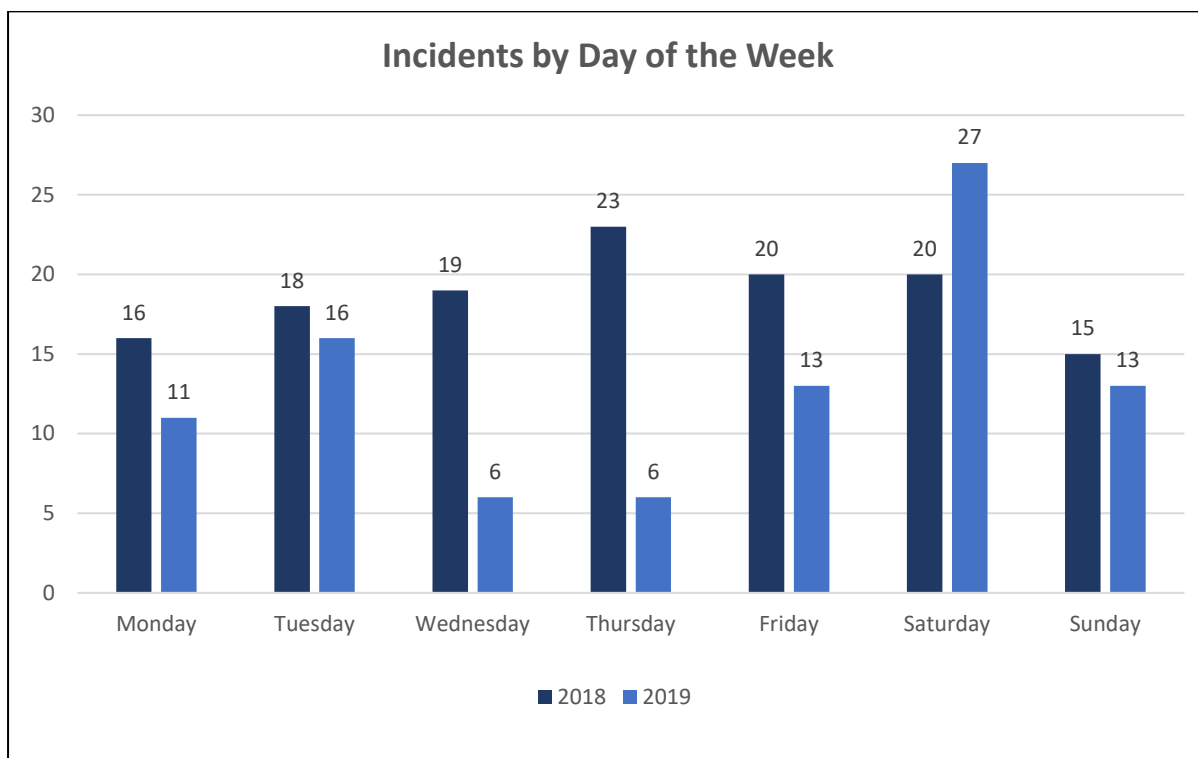
14. The incidents attended were made known as follows. Whilst the figures do reflect a further reduction of 41 incidents overall, nonetheless the figures continue to demonstrate that Businesses, particularly in the retail sector retain a high level of confidence in the Task Team ability to provide immediate support and assistance with over 30% of contact being made directly to the Task Team by phone, shop staff, or shopsafe radios. There were 33 recorded public contacts made to the patrolling Task Team resulting in specific action, the majority seeking some form of assistance, support or direction. City Centre Police Beat Officers also carry the Shop Safe Radio providing immediate communication between them and the Task Team. Whilst there is a decrease in incidents this reflects the general reduction in recorded crime in the City centre as a result of the continued increased visibility of uniformed resources.



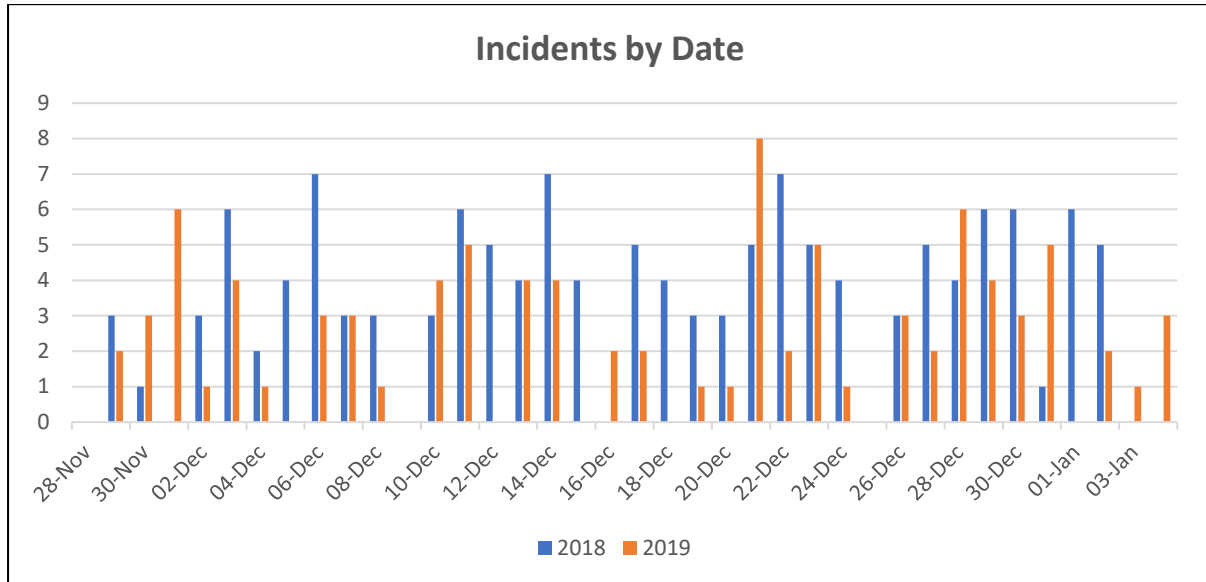
15. Similar to 2018, the largest number of incidents within the City Centre remains the High Street and at locations with larger retail outlets are situated albeit we are pleased with the reduction in the overall recorded shoplifting incidents.



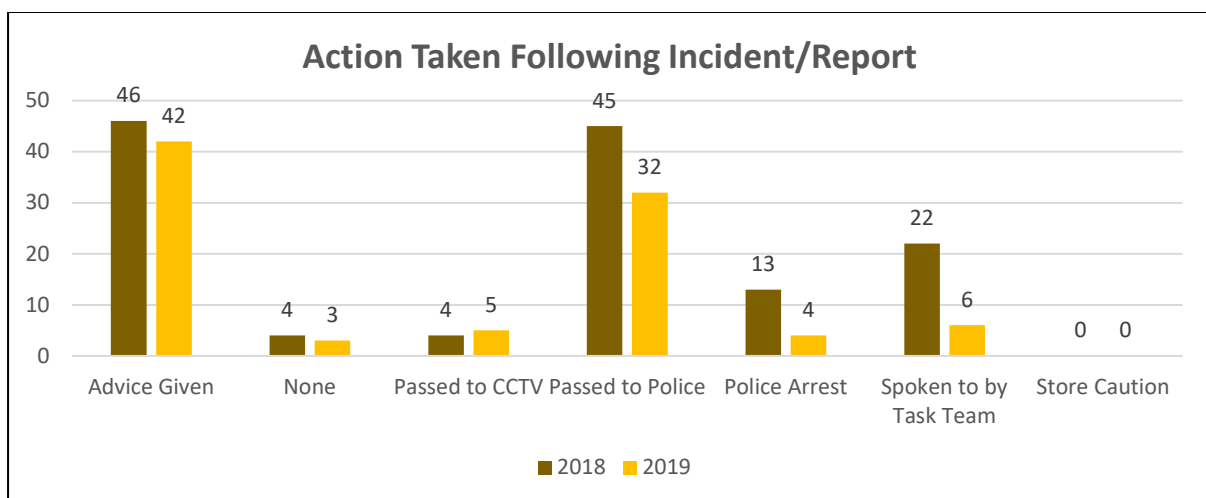
16. The two graphs below highlight the days of the week and times of the day of the incidents attended. There is no discernible pattern to the type of incidents recorded day by day, but it is pleasing to note the overall reduction in recorded incidents which does reflect the crime reduction statistical evidence provided by Police Scotland and would suggest that this directly correlates with the consistent approach and level of policing resources and Task Team Patrols available within the City Centre at any given time.



17. This graph illustrates the number of incidents attended by date during Operation respect Festive 2019. As in previous years and as would be expected, weekends in general remain the busier days. As can be seen the general trend of incidents on a day by day basis has greatly reduced and are more evenly spread rather than the sharp peaks and troughs previously experienced albeit there is the occasional spike particularly on the weekend leading to Christmas and New Year. This would reflect the increased retail activity and those availing themselves of hospitality in the City centre.



18. Following attending a reported incident or call for service, this graph demonstrates what action was taken in response and as to how that call was dealt with. The main comparison of 2019 with 2018 is that the general pattern of outcomes remains the same although it does reflect the reduction in reported calls for support or assistance. With Police Scotland maintaining their enhanced approach to City Centre Policing, the Task Team continue to provide a supporting role as opposed to First Responders as in previous years which is welcome. This allows the Task Team to be available to better support Businesses, Retailers and the general public, increasing confidence and public reassurance in the event of being called upon to assist or attend incidents.



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

- Identified suspect on a suspected stolen high value bicycle subsequently recovered by Police.
- Provide First Aid and call for Ambulance for Male suffering from apparent epileptic seizures.
- Traced female shoplifter and recovered stolen goods taken from a large retailer.
- Attended Licensed Premises to assist staff deal with unruly group in bar area.
- Attended report of youths verbally abusing Highland Council Parking Officers at Rose Street Car Park. Youths advised to leave the area.
- Female caught shoplifting from Rose street store. Foodstuffs recovered.
- Assist Police detain and deal with female who had stolen 8 litres of Vodka from store.
- Task Team track known shoplifters in Store and by their presence and observations ensure that they leave the premises without any loss to store.
- Task Team intervened in apparent aggressive begging tactics by two intoxicated males approaching members of public in Baron Taylor's Street.
- Attended incident and provided support when a woman was knocked over by a bus until police arrived.
- Task Team attended High Street café following report of harassment to staff by a group of six youths.
- Attended bus station to assist in dealing with intoxicated male found unconscious on a coach who behaved aggressively and spitting on attending Task Team and Police.
- Assisted Police locate male person wanted for offences within the City Centre.
- Intoxicated male causing nuisance and some public concern. Advice given by Task Team and moved on.
- Report to TT of suspicious behaviour and potential drug misuse. Passed to Police

20. The above instances are just a few examples of the many incidents that the Task Team dealt with or assisted in, not only providing practical support in preventing an escalation of anti-social behaviour, drunkenness, detection of crimes and prevention of shoplifting, but in assisting the Emergency Services, Police, Business Premises, Retailers and general public when called upon.

21. There is no doubt that once again, the Inverness BID Task Team made a major contribution to the success of Operation Respect Festive 2019 partnership initiative, as recognised by Police Scotland, not only in providing public reassurance, general assistance and ambassadorial role but also in their support to businesses and their staff in the prevention and detection of crime and anti-social behaviour.

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

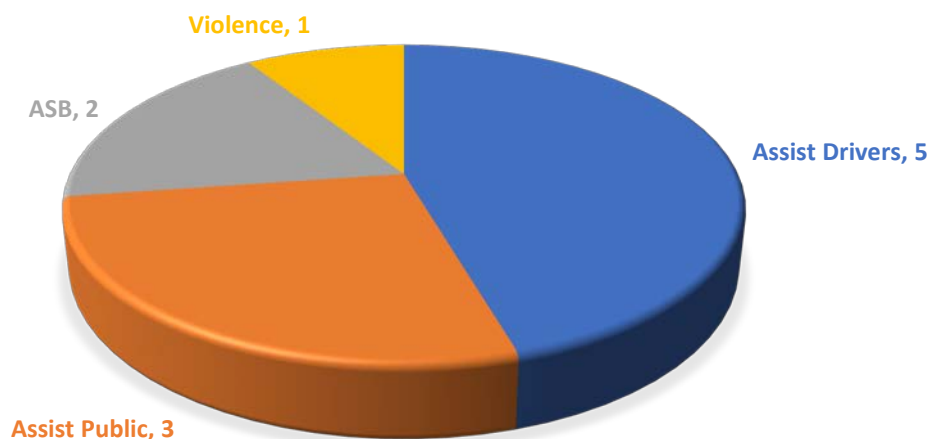
**John McDonald**  
**Community Safety Manager**  
**Inverness BID**

## **Operation Respect Festive 2019 Inverness BID Taxi Marshal Evaluation**

## **APPENDIX 3**

1. The Taxi Marshal aims and objectives, as in previous years, are to create a controlled and safe environment where the public can feel safe whilst waiting for a taxi, thereby contributing to a reduction in crime and anti-social behaviour and an improvement in people's perception of Inverness at night.
2. Their role was to
  - a. Offer a safe waiting area until a taxi arrives
  - b. Monitoring taxi queues
  - c. Clearly establish a pick-up point and form queue on that point
  - d. Report incidents of disorder via the Shop Safe radio scheme to Police
  - e. Advise drivers of any potential problems regarding customers
  - f. Provide a visible reassurance to the public and taxi drivers
  - g. Assess the scheme and make suggestions to enhance the operation
3. Throughout 2019, Inverness BID funded the deployment of Taxi Marshals during the monthly pay day weekends, however we are grateful to the Inverness Common Good Fund who continued to provide joint funding with Inverness BID for the 2019 Operation Respect Festive Community Safety Initiative.
4. During Operation Respect Festive 2019 the Taxi Marshals operated for a total of 15 nights between 2400hrs – 0400hrs to cater for the late-night festive revellers during the period 28<sup>th</sup> November 2019 to 4<sup>th</sup> January 2020. on Saturday and Sunday mornings, and in addition over the same times on the extended festive weekend 21<sup>st</sup> through to 25<sup>th</sup> December 2019 and again 28<sup>th</sup> to the 30<sup>th</sup> to compliment the hospitality sector offerings.
5. All Taxi Marshals were fully SIA trained and are contracted from a reputable Security Company widely used by the majority of Licensed Premises across the City. Two Marshals were deployed at the Academy Street rank and two at the Castle Wynd rank.
6. The Taxi Marshals were in possession of mobile phones and Shop safe radio systems, the contact details of which were provided to the partners and the Taxi Association prior to the start of the Operation Respect period.
7. The Shop Safe Radio system proved most successful as it allowed the Marshals direct communication with the Police Scotland City Centre Beat Officers, Licensed premises and the City Centre CCTV control Room.
8. Following each night's rostered duty, the Marshals reported on any significant incidents, of which there were few of note, however the information was used as a management tool for daily monitoring of the task team duties and as part of the overall evaluation.
9. During this Festive period, whilst the Taxi Marshalls were fully engaged in maintaining a professional rapport and advising those in the taxi queues as required, given the high numbers of people and taxi drivers encountered and engaged at the taxi ranks, it is testament to their approach, that only 11 incidents were deemed worthy of recording over the entire 15 nights at both busy City ranks that were covered.

## OPERATION RESPECT FESTIVE 2019 TAXI MARSHALL RECORDED INCIDENTS



10. There were only three incidents of note recorded, two of Anti-Social Behaviour (ASB) nature where parties were advised to calm down and leave the area in separate taxis and one of violence and damage caused to a Taxi as a result of both occupants being ejected by the driver for abusive and aggressive conduct and thereafter kicking out at the vehicle. Taxi Marshalls contacted Police and dealt with the matter accordingly.
11. The majority of incidents attended to by the Taxi Marshalls were of a minor and non-criminal nature and resolved with advice or assistance being provided without recourse to any significant interventions. In general, the presence of recognisable the Taxi Marshalls, who are all SIA trained Security Staff, and their professional approach to dealing with people and potential areas conflict positively impacted upon the crowd dynamics and prevented many instances from escalating into more significant issues.
12. From the above results, whilst they are low in recorded numbers, anecdotal feedback from a number of the Taxi Drivers, those businesses involved in the night-time economy and some members of the public indicate that the Taxi Marshall project is without doubt a successful initiative providing a safer environment and public reassurance to an array of potentially vulnerable people during these early hours.
13. It is apparent that the Taxi Marshalls positively contribute to the level of community safety and public reassurance within the City Centre and the perception of Inverness being a safe place to visit and enjoy the hospitality and entertainment venues on offer

**John McDonald**  
**Community Safety Manager**  
**Inverness BID**



## **British Red Cross Report on Operation Respect 2019**

## **APPENDIX 4**

Following on from the previous year's operation, the British Red Cross (BRC) in Inverness again participated in Operation Respect. The role of the BRC was to support the statutory services and other agencies in the city centre of Inverness. The BRC teams were based on the High Street, alongside the Street Pastors at the Safe-Zone. A minimum of 7 volunteers were deployed each night (consisting of a Tactical level event officer, 4 First Aiders, and 2 Ambulance Crew) along with an ambulance and a mobile first aid post to provide first aid and psychosocial support to members of the public within the city centre.

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

BRC volunteers were deployed on the following dates:

Friday 13 <sup>th</sup> December 2019	2200 – 0400 hours – 7 Volunteers
Saturday 14 <sup>th</sup> December 2018	2200 – 0400 hours – 7 Volunteers
Friday 20 <sup>th</sup> December 2018	2200 – 0400 hours – 8 Volunteers
Saturday 21 <sup>st</sup> December 2018	2200 – 0400 hours – 9 Volunteers

Whilst on shift, the event officer had a CCTV radio lent to the BRC by Inverness BID and was able to deploy resources to locations in the city centre as requested by CCTV and bar staff. The volunteer also liaised with the Scottish Ambulance Service (SAS) Ambulance Control Centre to coordinate responses to casualties and request Paramedic support when required.

### **Casualty Figures**

Friday 13 <sup>th</sup> December 2019	0 Casualties
Saturday 14 <sup>th</sup> December 2018	14 Casualties – 3 transported to Raigmore by BRC Ambulance
Friday 20 <sup>th</sup> December 2018	11 Casualties – 1 transported to Raigmore by BRC Ambulance, 1 made their own way to Raigmore
Saturday 21 <sup>st</sup> December 2018	5 Casualties – 1 made their own way to Raigmore

This year, the BRC treated 30 members of the public, this is an increase on last year of approximately 25%, despite treating no patients on Friday 13<sup>th</sup>. The majority of patients were suffering from drug or alcohol related injuries and illnesses with a significant number suffering from lacerations to their feet (primarily female patients with open or high-heel footwear), with a number of patients also suffering from injuries relating to assaults.

## **Observations**

Operation Respect this year was another success from the BRC's point of view, with some very busy shifts where a large number of people were provided with medical and psychosocial support. While there were a number of patients requiring support from SAS paramedics, some these were able to be seen by the SAS/Police Scotland Joint Response car and still transported by the BRC. The majority of the patients seen during our shifts were able to be treated and discharged by our First Aiders, or transported by us to Raigmore if required, thus reducing pressures on both SAS and Raigmore.

In future years, it may be beneficial to revisit the days where volunteers are deployed to see if there are any days that are busier than the first Friday of BRC involvement. There were not many members of the public out that night when compared with the other nights' volunteers were deployed.

This year we saw the Street Pastors and BRC First Aid Post located together on the High Street. I feel this was a very beneficial arrangement with a notable increase in joint working between the two teams. Due to some instances where we had to deal with 4 or more casualties at one time, we utilised the Street Pastor's Safe-Zone vehicle to treat minor injuries. While this arrangement worked well on the nights, it would be worth looking at utilising a building in the city centre in future years, as space was a valuable commodity at times and a larger space to work in could benefit both teams.

This report was written by Matthew Reynolds, Ambulance Support Transition Coordinator at the British Red Cross

## **Inverness Street Pastors Report on Winter Festival Operation Respect, December 2019**

### **Objectives**

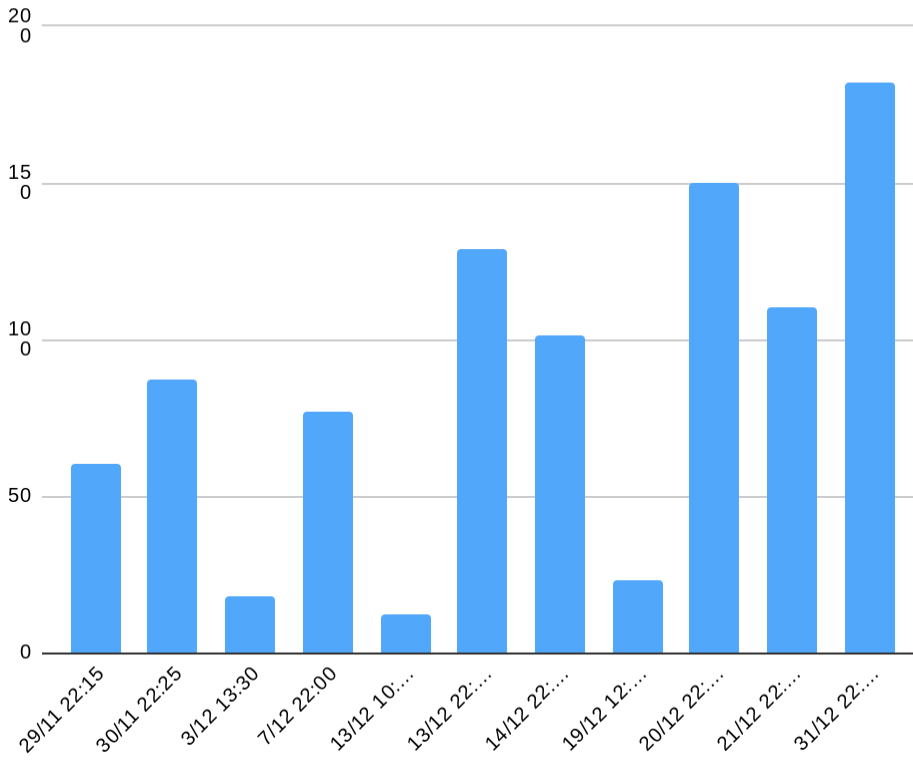
Inverness Street Pastors objectives for Operation Respect were agreed with the partners prior to the operation as follows:

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 agreed Fridays and Saturdays and key holiday days, working in tandem with police patrols.
5. The Safe Zone vehicle will be staffed on the busier nights as agreed beforehand with the operation's partners, namely the 30th November and the 13th, 14th, 20th, 21st and 31st of December (joined by the British Red Cross on the 13th, 14th, 20th and 21st of December).
6. Inverness Street Pastors activities will focus on avoiding escalation of minor incidents, thereby relieving other agencies and services to work on their own priorities.
7. 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.
8. The Street Pastors aim to deliver 150 volunteer-hours or more in the City Centre during the period of Operation Respect, dependent upon the availability of volunteers, including a presence at the close of the Red Hot Highland Fling.

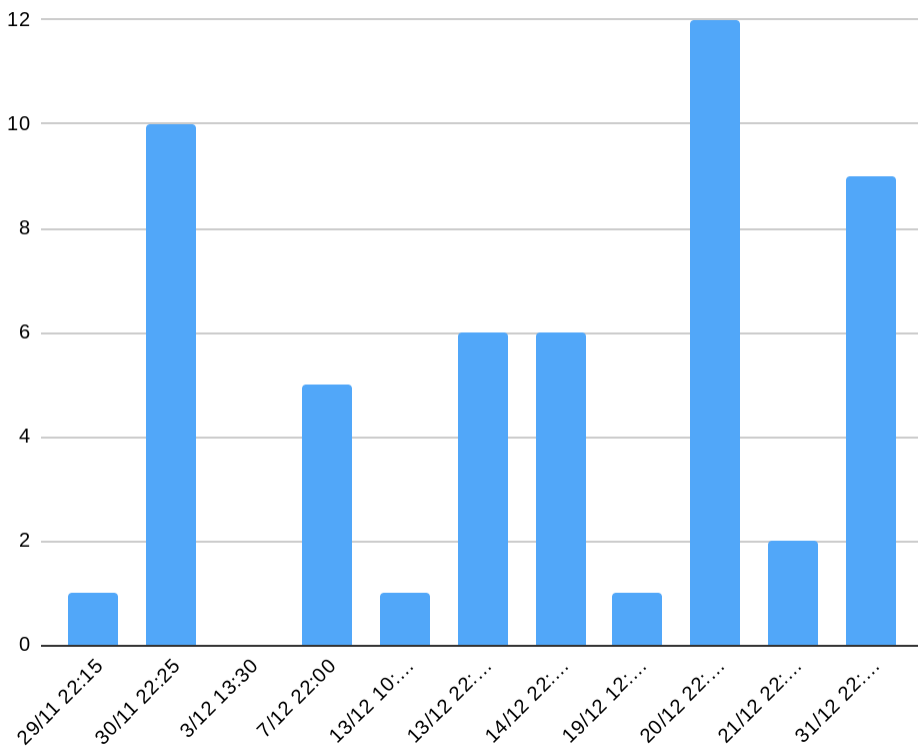
**Summary of Activities in the City Centre**

	2018	2019
number of patrols	9	<b>11</b>
average number of volunteers per patrol	5	<b>5</b>
total volunteer-hours	217	<b>267</b>
total contacts with the public	708	<b>949</b>
spontaneous thanks received from the public	291 (41%)	<b>336 (35%)</b>
situations of calming aggression	0	<b>3</b>
situations of supporting the vulnerable	31	<b>53</b>
pairs of flip-flops given out	105	<b>108</b>
drinks, lollipops and food given out	175	<b>244</b>
emergency blankets and/or warm clothing given out	7	<b>27</b>
clearing broken glass and discarded bottles	192	<b>192</b>

### Contacts



### Vulnerable People Assisted



## Observations and Analysis

1. We are grateful to all of **our volunteers** for providing significantly more hours on the streets than in the previous year.
2. The charts show the dates and times of patrols (day and night). The figures highlight **the busiest nights** and this can be considered in next year's planning.
3. We saw a significant increase in the number of vulnerable people assisted compared to the previous year, many of these being revellers who had cut their feet on **broken glass**. Although we clear up broken glass whenever we can and issue flip-flops to those in bare feet, this continues to be an issue that it might be possible to address at **the doors to premises?** Were it not for the presence of the British Red Cross with us at the Safe Zone, the worst cases of cut feet would have been referred to the ambulance service.
4. Please see the British Red Cross report for numbers of **saved ambulance referrals**. For example, on one of the busier nights, the Street Pastors referred to the **British Red Cross** on 7 occasions, 5 of which would have otherwise required us to call 999. We are very grateful to the British Red Cross volunteers and we are certain that they provide a substantial **cost saving to the NHS**.
5. Siting the Safe Zone van adjacent to the British Red Cross first aid vehicle was extremely effective and should be repeated in future years. Both agencies were able to assist each other more freely and to provide a single, **joint welfare station** for revellers.
6. Our thanks go to **Police Scotland** for providing the Safe Zone van and an external generator which worked very well.

Compiled by Mark Hadfield, Street Pastors Coordinator, January 21st 2020.

