

Agenda item	3
Report no	CIA/1/23

HIGHLAND COUNCIL

Committee: Inverness Area Committee

Date: 13 February 2023

Report Title: Police – Area Performance Report

Report By: Chief Inspector Judy Hill - Area Commander (Inverness Area Command)

1. Purpose/Executive Summary

1.1 To provide an update to Committee Board on the progress with reference to the objectives outlined in the Highland Policing Plan 2020-2023.

2. Recommendations

2.1 Members are invited to note:

- i. Progress made against the objectives set within the Highland Local Policing Plan 2020-2023 Year 3, attached as Annex A to this report, for the period covering 01 April 2022 - 31 December 2022.

3. Report Format – Police Area Performance Summary Report

3.1 This document will now cover all priorities featured in the local Policing Plan and evidence Prevention and Intervention work corresponding to each of the policing priorities, provide local narrative in relation to Serious and Organised Crime and Counter Terrorism.

4. Implications

4.1 Resource – There are no immediate resource applications arising from this noting report.

4.2 Legal – There are no immediate legal implications arising from this noting report.

Community (Equality, Poverty and Rural) – There are no immediate community implications arising from this noting report.

Climate Change/Carbon Clever – There are no immediate implications arising from this noting report.

Risk – There are no immediate implications arising from this noting report.

Gaelic – There are no immediate implications arising from this noting report.

Designation: Area Commander

Date: 03 February 2023

Author: Chief Inspector Judy Hill

Performance Against Local Policing Plan 2020/2023



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ANNEX A

Inverness Area Committee
Monday 13 February 2023

Reporting Period - 01 April 2022 – 31 December 2022



Report by Chief Inspector Judy Hill–
Area Commander (Inverness Area Command)

Communities, People and Partnerships ... at the Heart of the
Highlands



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Contents

Introduction by the Area Commander	2
Local Policing Priorities	3
Inverness: At a glance	4
Road Safety and Road Crime	6
Anti-Social Behaviour, Disorder and Violence (including Alcohol and Drug misuse)	8
Acquisitive Crime	10
Protecting Vulnerable People	12
Serious and Organised Crime	15
Counter Terrorism	17
Crime Statistics	18
Appendix	

Introduction by the Area Commander

Chief Inspector Judy Hill

I am pleased to present you the Inverness Scrutiny Report, covering the reporting period 01 April 2022 to 31 December 2022.

The demands placed on policing continue to evolve and whilst we maintain delivery of traditional policing services, increasingly we are faced with more 'wicked' issues around vulnerability and distress which place significant demand on our services.

The interpretation of statistics from the reporting period and comparisons to the previous years can be difficult and I would urge that these are viewed with some caution, particularly as the 5 and 3 year averages include periods where COVID restrictions have been in force. There is a feeling that policing demands overall have increased since coming out of COVID regulations and this is being reflected in the figures.

Within the Area Command and utilising national specialist resources, we have been working hard to remain active across all priority areas of our Policing Plan.

We have maintained a proactive presence on our roads network, enforcing road traffic legislation, working with partners to improve road safety and investigating road traffic collisions. Sadly, in this reporting year we have experienced a significant increase in fatal road traffic collisions across the Highland area. The impact of which, I know, are felt very acutely across our communities. I would like to acknowledge the work of our road policing and frontline officers who have dealt with these traumatic incidents with compassion and professionalism.

You will note in the report that we are experiencing increases across Anti-Social Behaviour, Violence and Disorder, Acquisitive Crime and Protecting Vulnerable People. This increase is reflective of the national position and whilst this does indicate good levels of confidence in reporting, particularly around areas such as a Sexual Crime, I recognise that we must continue to maintain and develop our strong partnership relationships, structures and working arrangements.

The most recent festive Operation Respect is a really positive example of the strength of our Partnerships in Inverness Area Command. I have included the evaluation report for your information below. The effectiveness and efficient use of resources around this operation is something which we are looking to extend further across the calendar year. A copy of the evaluation report has been imbedded on page 21.

Our work tackling serious organised criminals, especially those involved in County Lines has continued to be disruptive and also identifies vulnerable people caught up in this awful practice.

Our Officers and staff are key to the success of policing now, and in the future. I am incredibly proud of my team and grateful to them for their continued commitment in what is a demanding but rewarding vocation.

Sadly, assaults against officers continue to be at an unacceptable level. Abuse, assault, violence and injury are not "part of the job" and should not be tolerated.

I am pleased to include our Community Beats Newsletter in this report. These are sent monthly to all our Community Councils and Elected Members. Please feel free to contact the team and offer feedback. A copy of the evaluation report has been imbedded on page 21.

Finally, I am pleased to have scheduled monthly Police meetings going forward from the end of February. I hope these sessions will allow us to provide briefings on different Policing matters and also provide an opportunity for informal discussion around ongoing issues.

Local Policing Priorities

The Local Policing Priorities for the N Division area are decided by data from our Strategic Assessment which details Threats and Risks, and also feedback from Local Authorities, Partners and residents in the Your Police survey.



ROAD SAFETY AND ROAD CRIME

Collaborate to reduce casualties and crime on our roads



ANTISOCIAL BEHAVIOUR, VIOLENCE AND DISORDER

Engage with the public and communities to reduce and prevent crime



ACQUISITIVE CRIME

Reduce crime through preventing offending and reducing re-offending



PROTECTING VULNERABLE PEOPLE

Support people considered vulnerable through working with partners



SERIOUS ORGANISED CRIME

Reduce the harm caused by serious organised crime including cyber related crime



TERRORISM AND PUBLIC ORDER

Prevent, Pursue, Protect and Prepare through collaborative preparedness

Inverness: At a glance

Road Safety and Road Crime

Overall, Road Crime offences have reduced by 29.3% (610.6 fewer offences) against the 5 Year Average and reduced by 3.6% (55 fewer offences) against the Last Year To Date (LYTD).

Mobile Telephone offences have reduced by 14.1% (8.4 fewer offences) against the 5 Year Average and increased by 8.5% (4 more offences) against the LYTD.

Failure to Insure Against Third Party Risk offences have increased by 14.9% (26.6 more offences) against the 5 Year Average and increased by 41.4% (60 more offences) against the LYTD.

Anti-Social Behaviour, Disorder and Violence (including Alcohol and Drugs Misuse)

Overall, Anti-Social Behaviour has reduced by 6.0% (32.2 fewer crimes) against the 5 Year Average and increased by 25.1% (101 more crimes) against the LYTD.

Offences in relation to Common Assault have increased by 7.7% (45.4 more crimes) against the 5 Year Average and increased by 8.5% (50 more crimes) against the LYTD.

Offences in relation to Serious Assault have increased 19.8% (7.6 more crimes) against the 5 Year Average and increased by 12.2% (5 more crimes) against the LYTD.

Acquisitive Crime

Overall, Acquisitive Crime has increased by 11.5% (129 more crimes) against the 5 Year Average and increased by 31.7% (302 more crimes) against the LYTD.

Offences in relation to Housebreaking (Dwelling House) have increased by 7.1% (2.8 more crimes) against the 5 Year Average and increased by 13.5% (5 more crimes) against the LYTD.

Fraud offences have increased by 54.2% (72.8 more crimes) against the 5 Year Average and have increased by 24.0% (40 more crimes) against the LYTD.

Protecting Vulnerable People

Overall, Sexual Crime has increased by 42.1% (67.6 more crimes) against the 5 Year Average and increased by 57.2% (83 more crimes) against the LYTD.

Domestic related offences have reduced by 7.7% (30.4 fewer crimes) against the 5 Year Average and reduced by 3.4% (13 fewer crimes) against the LYTD.

Offences in relation to Hate Crime have reduced by 5.8% (1.6 fewer crimes) against the 5 Year Average and have increased by 85.7% (12 more crimes) against the LYTD.

Serious and Organised Crime

Over the last reporting year in the Inverness area, offences in relation to Supply of Drugs have increased by 2.2% (1.4 more crimes) against the 5 Year Average and have increased by 35.4% (17 more crimes) against the LYTD.

Counter Terrorism & Domestic Extremism

Police Constable Lisa Campbell, N Division's Local Counter Terrorism Officer stated:

"As the Counter Terrorism Liaison Officer (CTLO) for N Division, I ensure areas have a Local Contest Liaison Officer who is kept up to date on latest developments in Contest.

I liaise with CT Intelligence, CT Security Advisors, the Prevent Delivery Unit as well as local Area Commanders to address any CT related matters in the area and provide support to the Area Command if required.

I can also provide presentations on Act now, Radicalisation awareness, threat overview and current trends. LCLO's can also assist with this within schools etc.

I am currently working with Border Policing Command to look at further training to assist in the rural areas with any Operation Kraken (maritime) enquiries for LCLO's

Exercise Safe Steeple 2 was held in Inverness In September 2022 and is also to be held in Shetland in February 2023 and Orkney March 2023. Safe Steeple 2 is a table top exercise focussing on the recovery from an MTA, 2 hours, 2 days, 2 weeks post incident. It focusses on the multi-agency response."

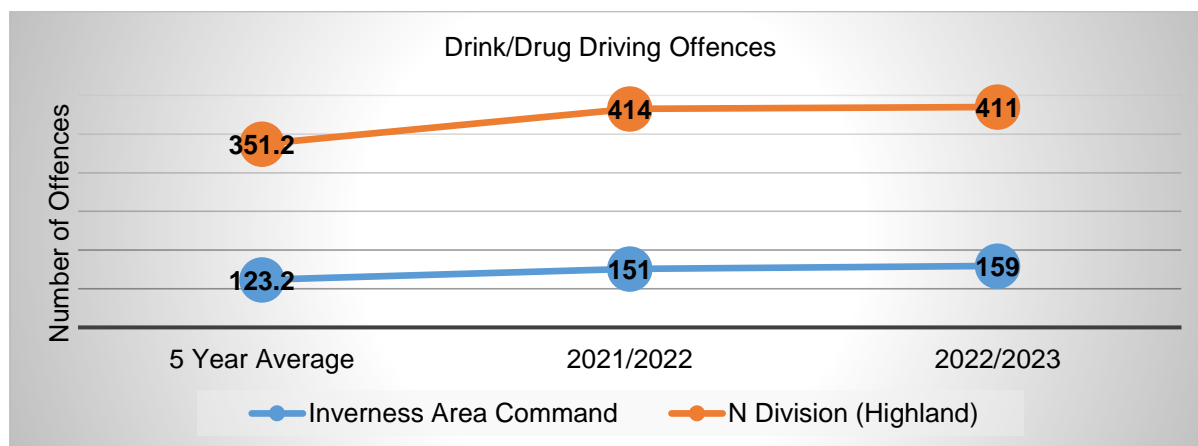
Road Safety and Road Crime

Intention - With Partners, enhance Road Safety across the Highland Area.

Objective – With Partners, deliver a Road Safety Strategy focusing on: Challenging driver behaviour; Education at the road side and elsewhere; Detection of offences linked to contributing factors of Fatal and Serious Road Traffic Collisions and collectively reducing potential harm.

	5 Year Average	3 Year Average	YTD 2021/2022	YTD 2022/2023	YTD Variation	Detection Rate
Number of Fatalities - Road Traffic Collisions	Not available	Not available	0	2	2	N/A
Drink/Drug Driving Offences	123.2	142.7	151	159	8	106.3%
Speeding Offences	704.4	452.0	427	181	-246	111.0%

2022/2023 Drink/Drug Driving Offences -



Operation CEDAR - (Challenge, Educate, Detect and Reduce) builds on established practices and will continue to focus on various agencies working in partnership to reduce the number of people killed and seriously injured in the Highland area.

Operation CEDAR involves proactive multi-agency enforcement operations on the roads, which sits alongside education activity aimed at improving driver behaviour of all ages. Partner agencies continue to work together to improve understanding of the factors which could contribute to improving road safety for everyone on the roads and together respond to these issues.

Driver Engagement North - A multi-agency initiative makes use of an interactive driving simulator designed to assess and highlight a participant's reactions, hazard awareness and any potential vulnerabilities on the roads. The project, launched in Inverness during October 2019 received funding from Transport Scotland and is led by Police Scotland with support from a number of partners including

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NHS Highland, Local Authority Community Safety Groups, IAM Roadsmart, Age Concern and RoSPA. The simulator has been specially designed to assess and demonstrate a driver's reactions and abilities in a safe environment under the supervision of specialists who will be able to offer advice and support.

While this initiative is aimed at older drivers, advice will be offered to family members and/or friends who are concerned regarding an individual's fitness to drive.

Any interested parties looking for more information can contact: highlandandislandsdriverengagement@scotland.pnn.police.uk.

Operation Close Pass – Close Pass is cycle safety initiative which aims to highlight how much room motorists should allow when passing cyclists who are considered to be vulnerable road users. This educational initiative is aimed at changing driver behaviour through engagement and interaction.

School Street Zones – Inverness Area Command are pleased to support the Highland Council with the School Street Zones Trial which has been approved for 3 school sites in Inverness and surrounding area; Duncan Forbes Primary School, Bishop Eden Primary School and Kirkhill Primary School. These zones have great potential to enhance safety around schools whilst also improving health and the environment for our young people. Our Community Beats Teams will be supporting the launch of the zones later this year.

Anti-Social Behaviour, Disorder and Violence (including Alcohol and Drug misuse)

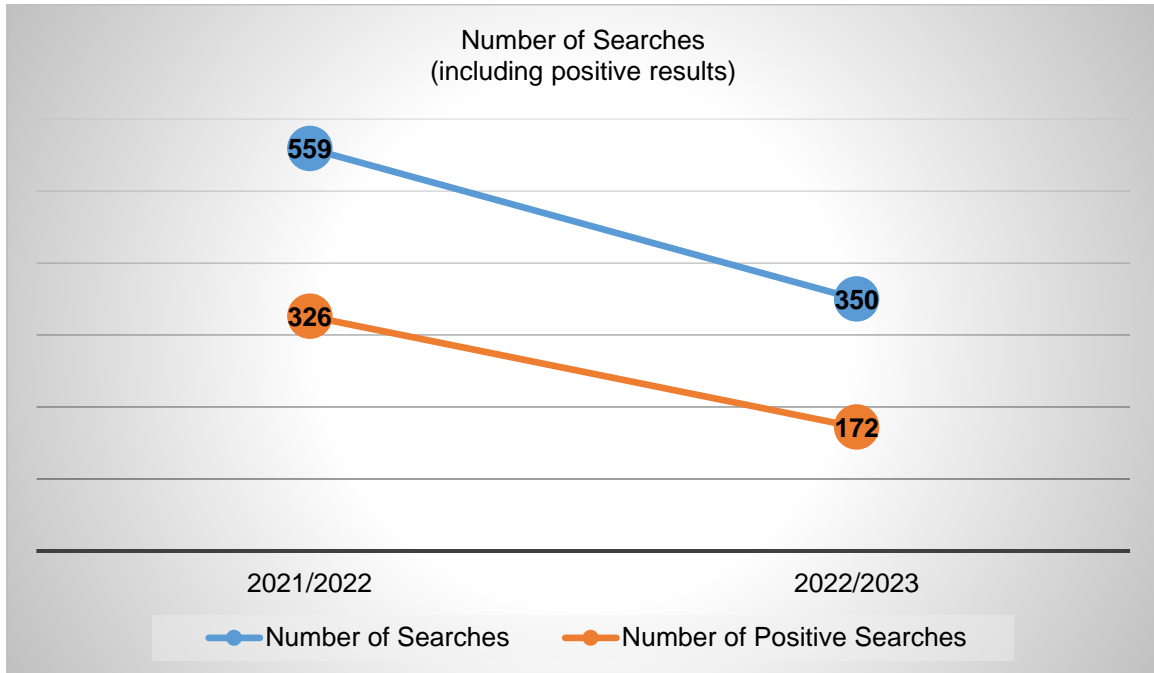
Intention – With Partners, better understand the causes to prevent and reduce instances of Anti-Social Behaviour, Disorder and Violence to enhance community safety across the Highland Area.

Objective – Work with Partners to share information, support Education, Prevention, Diversionary and Enforcement Measures linked to harmful alcohol consumption; maintain robust procedures around licensed premises; support victims of violent crime by working with partners to improve service provision and prevent repeat victimisation.

	5 Year Average	3 Year Average	YTD 2021/2022	YTD 2022/2023	YTD Variation	Detection Rate
Murder	1.4	1.7	0	0	-	N/A
Assault	589.6	578.0	585	635	50	68.8%
Serious Assault	38.4	39.0	41	46	5	76.1%
Drug (Possession) Offences	520.0	490.7	476	392	-84	107.7%

Drug Deaths - Drug Related Deaths within Inverness Area Command are of significant concern. We are continuing to work with partner agencies in order to support individuals who find themselves involved with alcohol and controlled substance misuse. Every Drug Related Death within the Highland area is reviewed by the Harm Prevention Officer.

Stop and Search –



Positive Stop Search - A positive stop and search is when an item is recovered where possession of same implies criminality on the part of the individual being searched or any other; or potentially compromises the safety of that individual or another.

Fearless Campaign – We continue to actively promote the Fearless campaign in local schools and youth settings. Fearless is part of the independent charity, Crimestoppers. It is a youth programme empowering young people to speak out about crime and where parents and young people can access information and advice about crimes and criminality. It can be used to report crimes or provide information if you are worried about someone, think something bad might happen or if you have seen or heard something bad. Fearless will only pass on the information, without any personal details. Fearless is 100% anonymous and operates 24hrs a day, 7 days a week, all year round. Information on Fearless can be found at the following link:- www.fearless.org

Acquisitive Crime

Intention – With Partners and Communities, prevent instances of acquisitive crime across the Highland area.

Objective – With Partners, share information, support education, prevention, diversionary and enforcement activity linked to acquisitive crime; develop work with targets – recidivist offenders to reduce reoffending linked to acquisitive crime e.g. Persistent Offenders programme; enhance the use of all media platforms to raise awareness of local and national preventative initiatives.

	5 Year Average	3 Year Average	YTD 2021/2022	YTD 2022/2023	YTD Variation	Detection Rate
Housebreaking (Dwelling House)	39.2	41.3	37	42	5	19.0%
Fraud	134.2	141.3	167	207	40	18.8%
Theft by Shoplifting	438.0	394.0	321	422	101	66.4%
Motor Vehicle Crime	76.0	64.0	50	60	10	41.7%

Fraud –

The increase in Fraud related crimes last year and continuing to this year has not only been experienced by members of the public residing within the Inverness area, but across the wider N Division area, Scotland and the United Kingdom.

Banking Protocol

The Banking Protocol is a multi-agency initiative between Police Scotland, Banking Institutions and Trading Standards. It aims to identify vulnerable victims who are in the process of being defrauded of funds from their bank accounts and to intervene to prevent these crimes occurring.

Victims, particularly elderly and other vulnerable people are targeted by suspects for a range of fraud offences, some of which involve the victim attending their bank in person to withdraw or transfer cash.

On occasion, the perpetrator will accompany the victim in order to make the cash withdrawal or transfer.

Failure to intervene in a timely manner can expose vulnerable victims to further fraud. The banking protocol is designed to prevent this happening.

Work has been ongoing across the N Division area (Highland and Islands) by the Prevention and Interventions team to deliver learning sessions with bank staff around the protocol. Their role in this process is crucial and there have been some real success stories of this working very effectively.

Rural Watch - The Highland area is renowned for great natural beauty and the rural communities are safe places in which to live, work and visit. However, the nature of the environment and way of life means there are some crime prevention tips particularly relevant to rural life. Watch Schemes work well as a crime prevention and detection tool but are also extremely valuable in terms of enabling Highland

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communities to share information, allowing agencies to send out relevant crime alerts, and empower local communities to be more resilient.

To receive local ALERTS about crime and other threats in your area, simply click the green JOIN button on the Rural Watch Website:- www.ruralwatchscotland.co.uk

Protecting Vulnerable People

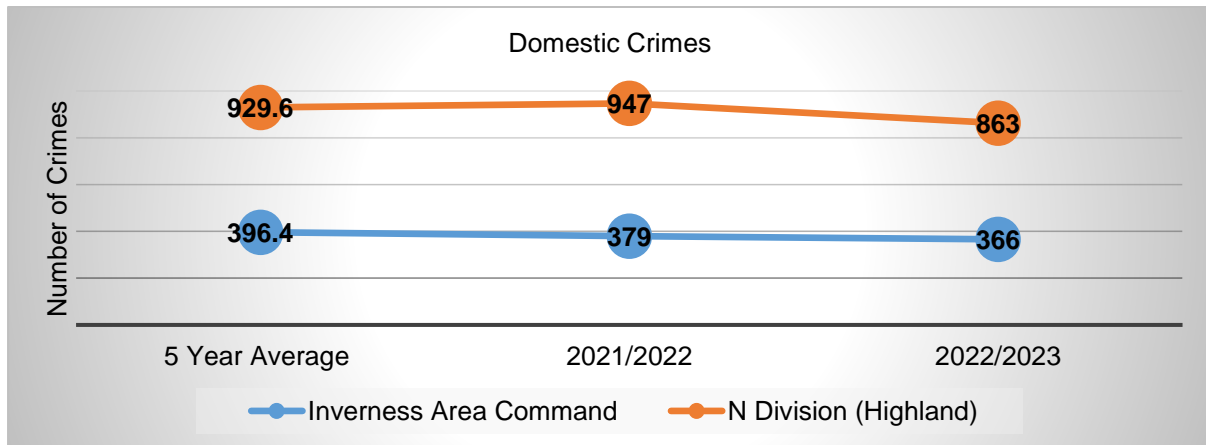
Intention – Protect people at risk of harm.

Objective – With Partners and as corporate parents we will deliver the Highland CHAMPS (Highland Champion Board) strategy; with Partners we will focus on safeguarding communities; with Partners we will address emerging issues through Prevention and Intervention.

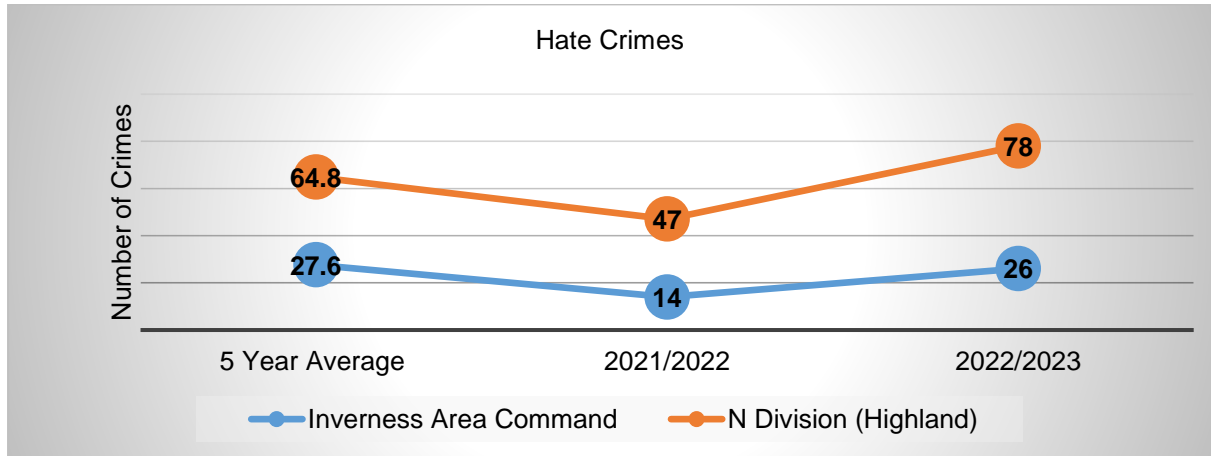
	5 Year Average	3 Year Average	YTD 2021/2022	YTD 2022/2023	YTD Variation	Detection Rate
Sexual Crime	160.4	140.0	145	228	83	45.2%
Domestic Crime	396.4	422.0	379	366	-13	67.5%
Hate Crime	27.6	16.3	14	26	12	57.7%
Missing Persons		275.0	260	345	85	Not applicable

Domestic Crime – The decrease in Domestic related crimes within the Inverness area is noted. N Division continues to work closely with Partner Agencies in order to support victims of such crimes.

Domestic Crime within Inverness Area Command –



Hate Crime within Inverness Area Command -



Hate Crime –

Police Scotland’s Prevention and Interventions officers have delivered a number of Hate Crime inputs to High Schools across Highland, including some within Inverness Area Command.

A number of N Division officers, including some based within Inverness Area Command have been scheduled to complete training in relation to Hate Crime, which will allow those officers to become Hate Crime Champions and being able to offer tailored advice, guidance and support to members of the public, partners and colleagues.

Missing Persons –

Police Scotland takes every report of a missing person seriously and investigates appropriately with access to local, regional and national specialist resources. Missing persons investigations are a core part of local Policing and it is local officers who undertake all investigations, supported by specialist colleagues where necessary. Further, each Division including, N Division has a dedicated Missing Person Co-ordinator who advises on operational and preventative approaches.

Missing Person Category	2021/2022	2022/2023	Variation
Adult	88	103	15
Cared for Adult	22	24	2
Looked After Child	79	104	25
Child	66	113	47
Absconder/Wanted	5	1	-4
Total	260	345	85

Over the last reporting year, each Area Command has appointed a local Police liaison officer who maintains contact and liaison with the residential units in their respective area. This role has developed and regular contact has built a good relationship with residential unit(s). Where required, this officer also works in conjunction with the Missing Person Co-ordinator who similarly enjoys a good working relationship with residential units.

Highland CHAMPS - The Highland CHAMPS (Children have Amazing Minds, Potential and Stories) are a group based in Clachnaharry, Inverness. Highland CHAMPS welcome any young person from the Highland area who identifies as care-experienced whether they are a care-leaver, looked after at home, fostered, adopted, in residential care or other. Highland CHAMPS provide a safe space for

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activities, opportunities, socialising and fun. Further information regarding Highland CHAMPS can be found at:- <https://www.highland.gov.uk/highlandchamps>

Serious and Organised Crime

Intention – With Partners, reduce the threat, risk and harm caused by Serious Organised Crime.

Objective – With Partners work to safeguard the Highland area by taking all opportunities to prevent crime and make the Highland area a hostile environment for Serious & Organised Crime Groups; to improve outcomes for individuals and communities and reduce offending through prevention, early intervention and diversion; in support of our Partners in the Local Authority and NHS via the Highland Alcohol and Drug Partnership Strategy we will direct those who are substance dependant towards recovery through prevention, treatment and support services; with Partners work to reduce the instances of substance misuse in our communities.

	5 Year Average	3 Year Average	YTD 2021/2022	YTD 2022/2023	YTD Variation	Detection Rate
Drug (Supply) Offences	63.6	65.0	48	65	17	86.2%

County Lines – The term is used to describe when Drug Gangs (Organised Crime Groups) from major cities such as Birmingham, Derby, Liverpool and London expand their drug networks to other areas, bringing with it serious criminal behaviour such as violence, exploitation and abuse. The term County Lines refers to the use of a single telephone number to order drugs, operated from outside the local area. They often set up a base in a rural town for a short time, taking over the home of a vulnerable person by ‘cuckooing’ and use adults and children to act as drug runners.

N Division has recently expanded its team of dedicated officers with the sole purpose of targeting County Line offenders, working in partnership with partner agencies and protecting vulnerable persons.

Police Scotland has relaunched an awareness-raising initiative aimed at preventing young people from falling into a life of crime. Working in partnership with the Scottish Government, N Division have devised an educational pack (‘The Slide’) for young people that shows the devastating effects of Serious Organised Crime.

Further inputs of ‘The Slide’ are being organised to be delivered to all Secondary One pupils across the N Division area by Prevention and Interventions officers.

‘The Slide’ presentation has been delivered to a number of nominals on a one to one basis as well as larger groups within a number of High Schools across the N Division area. Delivery of ‘The Slide’ takes approximately one hour.

‘The Slide’ input is a preventative interactive input which was implemented within N Division following a national rollout as part of the Serious and Organised Crime Strategy.

Brief summary of content:-

‘The Slide’ is a short film primarily based on the involvement young people have with controlled substances and highlights the ease of their recruitment into Serious and Organised Crime Groups (SOCGs). The content is split into five scenes allowing the opportunity to show each scene separately

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and facilitating group discussion. The content focusses of a young person, namely a male called David from the age of 13 to 20 years old.

The aim is to deter young people from becoming involved in SOGCs, discouraging young people purchasing counterfeit goods, smuggled cigarettes and controlled substances that fund SOGCs and to dispel the myth that SOGCs is a glamorous business.

Counter Terrorism

Intention – Support the delivery of the CONTEST strategy to reduce the threat posed by terrorism and domestic extremism.

Objective – Strengthen PREVENT work with Partners and institutions; with Partners, support individuals who are vulnerable to terrorism and violent extremism; strengthen PREVENT work in relation to the internet and Social Media; Effective Multi-agency planning in respect of Counter Terrorism is taking place; Develop our ability to response effectively to any terrorist attack (with a specific focus on emerging high-risk threats, and specialist capabilities).

WRAP (Workshop to Raise Awareness of Prevent) - The workshop covers issues such as crime, normal social processes that are used to influence and manipulate, case studies that cut across the spectrum of extremism, terrorist ideologies and factors which may contribute to an individual's susceptibility to a terrorist ideology.

In particular, it seeks to support participants to recognise that using their existing expertise and professional judgement, they may be able to recognise potentially vulnerable individuals who may be susceptible to being persuaded by an extremist or terrorist ideology. Workshops delivered to partners across the Highland area.

ACT Early is a program delivered to schools across the Highland area. The ACT Early session is a vehicle for debate around the sensitive issue of violent extremism within communities. As such it is an enabler for community participants to air grievances, debate matters of interest to them and work through a group problem solving experience. The following links can provide more information regarding the program:

<https://act.campaign.gov.uk/>
<https://actearly.uk/>

Crime Statistics

Group 1 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Murder	1.4	1.7	0	0	-	N/A
Culpable Homicide	0.2	0.3	0	0	-	N/A
Attempted Murder	4.0	3.7	4	7	3	114.3%
Serious Assault	38.4	39.0	41	46	5	76.1%
Robbery	15.0	17.0	16	21	5	66.7%
Cruel & Unnatural Treatment of Children	2.4	2.0	0	3	3	66.7%
Threats & Extortion	6.0	6.3	11	25	14	4.0%

Group 2 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Rape	34.8	31.3	30	42	12	64.3%
Sexual Assault (Sexual Offences Scotland Act 2009)	46.0	36.0	40	57	17	19.3%
Lewd & Libidinous Practices	6.2	5.7	7	6	-1	33.3%
Public Indecency	2.4	2.0	1	4	3	50.0%
Threatening/ Disclosure of Intimate Image(s)	5.0	6.0	8	10	2	50.0%

Group 3 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Housebreaking (Dwelling House)	39.2	41.3	37	42	5	19.0%
Housebreaking (Non-Dwelling House)	13.8	13.0	12	12	-	25.0%
Housebreaking (Other)	28.4	27.7	17	44	27	61.4%

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Housebreaking (Total)	81.4	82.0	66	98	32	38.8%
Theft of a Motor Vehicle	30.6	29.0	23	29	6	75.9%
Theft from a Motor Vehicle	27.4	22.3	15	19	4	10.5%
Opening a Lockfast Place	12.0	9.0	6	10	4	20.0%
Theft	276.2	239.7	252	316	64	88.6%
Theft by Shoplifting	438.0	394.0	321	422	101	66.4%
Fraud	134.2	141.3	167	207	40	18.8%

Group 4 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Fireraising	11.8	14.0	17	20	3	75.0%
Vandalism	429.0	399.3	423	447	24	32.9%
Culpable & Reckless Conduct	12.8	16.0	24	10	-14	50.0%

Group 5 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Offensive Weapon & Bladed/Pointed Instrument	68.0	73.3	74	126	52	88.9%
Drugs (Supply)	63.6	65.0	48	65	17	83.1%
Drugs (Possession)	520.0	490.7	476	392	-84	107.7%
Bail Offence(s)	139.2	153.7	160	153	-7	87.6%

Group 6 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Assault	589.6	578.0	585	635	50	68.8%
Assault (Emergency Workers)	101.8	109.3	116	125	9	96.8%
Breach of the Peace/Threatening & Abusive Behaviour	526.4	476.3	400	502	102	89.6%
Stalking	9.8	8.3	3	2	-1	50.0%

Group 7 Crimes (Recorded)						
	5 Year Average	3 Year Average	2021/2022	2022/2023	Variation	Detection Rate
Dangerous Driving	26.6	21.3	27	28	1	85.7%

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Drink/Drug Driving	123.2	142.7	151	159	8	93.4%
Speeding Offence(s)	704.4	452.0	427	181	-246	111.0%
Disqualified Driving	8.2	7.7	10	30	20	103.3%
Drive without Licence	68.6	61.3	66	88	22	101.1%
Fail to Insure Against Third Party Risks	178.4	176.3	145	205	60	101.5%
Seat Belt Offence(s)	66.2	39.3	36	24	-12	120.8%
Mobile Telephone Offence(s)	59.4	44.7	47	51	4	113.7%
Careless Driving	124.0	122.7	132	136	4	97.1%

Additional Documents

Evaluation Report



Evaluation
Report.docx

Newsletter



Newsletter.docx



INVERNESS COMMUNITY SAFETY PARTNERSHIP

Operation Respect Festive 2022 Winter Festival Period Evaluation Report

26th January 2023

INVERNESS COMMUNITY SAFETY PARTNERSHIP – Operation Respect City Centre 2022 Winter Festival Period Evaluation Report

Circulation List:	Inverness Community Safety Partnership Highland CPP Chief Officer Group City of Inverness Area Committee Inverness Community Partnership Core Group Operation Respect Partners
Date:	26 January 2023
Report Title:	Inverness Community Safety Partnership - Operation Respect City Centre 2022 Festive Period Evaluation Report
Report By:	Joint Report by Inverness Community Safety Partnership and Operation Respect Festive Partners including Area Commander Inverness (Highland and Islands Division) Police Scotland, Highland Council Inverness City Area Manager, Inverness BID, Scottish Fire and Rescue Service, Scottish Ambulance Service, NHS Highland, MERT Highland First Aiders, Inverness Street Pastors, and the Highland Third Sector Interface.
CONTENT:	<ol style="list-style-type: none"> 1. Purpose/Executive Summary - Pages 1 – 6 2. Appendix 1 – Police Scotland - Pages 7 – 14 3. Appendix 2 – Inverness BID - Pages 15 – 18 4. Appendix 3 – HTSI Café 1668 - Pages 19 – 20 5. Appendix 4 – MERT Highland First Aiders - Pages 21 - 23 6. Appendix 5 – SAS/Harm Reduction Vehicle - Pages 24 - 26 7. Appendix 6 – Inverness Street Pastors - Pages 27 - 29

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 for the Winter Festive Period 2022 which took place between 25th November 2022 and 2nd January 2023 both dates inclusive.

Partnership & Members are invited to note the content, any evaluation provided, and consider the recommendations to be taken forward by the ICSP/Operation Respect.

2. Recommendations

- 2.1 Partnership Members are asked to:

- i. To note the evaluation available to date on the effectiveness of Operation Respect 2022 and make any comment as necessary.
- ii. To note the continuing need to work in partnership on harm reduction, the public health approach to community safety and the targeting of vulnerable people and to reducing crime and antisocial behaviour.
- iii. To support the continued development of the Harm Reduction Vehicle as a multi-agency initiative.
- iv. To support the continued development of Drugs Referral Scheme and other Support Referral Schemes in place to better access other services including Mental Health, Addictions, Welfare and Wellbeing throughout the year.
- v. To support the wider partnership initiatives to communicate through leafletting and new routes into hard to reach communities.

3. Background

- 3.1 The Reports contained within the attached Appendices being presented to the Inverness City Area Committee detail the objectives, structure, initiatives, outcomes, and evaluations by the relevant agencies involved in Operation Respect – Festive 2022.

Operation Respect is an initiative which has been developed by the members of the Inverness Community Safety Partnership. The principal partners are:

- Police Scotland
- Highland Council
- NHS Highland/Highland Alcohol & Drug Partnership
- Inverness Business Improvement District (BID)
- Scottish Ambulance Service (SAS)/ MERT Highland First Aiders
- Inverness Street Pastors
- Scottish Fire and Rescue Service
- Highland Third Sector Interface/Café 1668

4. Evaluation

- 4.1** This Report provides comparison over the last three years which includes the time of unprecedented nature as a result of COVID 19 (2020/2021) and the significant challenges that arose as a direct result not only of the pandemic but the national response to reduce the impact on health and wellbeing so it is important to recognise that as we have returned in the main to pre-pandemic normality, it makes it difficult to make direct comparison on this year's statistics analysis against that of the two years previous levels.
- 4.2** Throughout the Operation Respect Winter period as outlined, whilst the initiative outwardly provided additional visible support to the City and the seasonal festivities, retail, hospitality and general public safety and general wellbeing, the statutory agencies continued to maintain a focus and respond to the other important issues that pervades society and has an ongoing impact beyond the festive period, such as Violence Against Women, Vulnerability, Anti-Social Behaviour providing a harm reduction and public health approach to crime prevention and community safety.
- 4.3** The tripartite services arrangement for the Harm Reduction Vehicle was bolstered by the early involvement by Mental Health Services in the planning stages which has now provided an impetus for active discussions to expand this initiative and joint resource on a more permanent basis throughout the year.
- 4.4** The Highland Third Sector Interface facility at Café 1668 on Church Street, Inverness, once again hosted the 'Safe Space' initiative, a warm and welcoming venue where vulnerable individuals could be directed to for first aid, refuge, assistance, and sustenance whilst arrangements were made to contact relatives or help them organise travel home. The benefit of having this type of resource within the city centre was again appreciated by all Agencies involved and those who were supported.
- 4.5** The partnership again see that these matters are ongoing and that there is a need to build on the work of Operation Respect Festive and further extend the initiatives and support into all year-round seasonal activity with a view to making further application
- 4.6** for support going forward.

5. Publicity

- 5.1** As in previous years, the Police Media Relations Office, led in the provision of media content and photographic opportunities. This year the Operation Respect Partnership set up a joint Facebook Social Media page which all participant Agencies and Volunteer Groups provided regular updates through a central co-ordinated point hosted by Inverness BID. It is hoped that this facility will continue to post community safety and initiative updates throughout the year maintaining the Operation Respect branding as a platform for co-ordinated and relevant Partnership news and messaging via Local Press and social media going forward. All 2022 press releases and media requests were received well.

6 Resource

- 6.1** The table below details activities and funding sources net of VAT. It also provides details of the funding to be provided by the Inverness Common Good Fund as agreed at their Meeting on 24th November 2022. 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.
- 6.2** In the original funding application, MERT Highland First Aiders originally costed for providing cover on 10 nights but actually performed 12 nights alongside Police and other resources which increased their operating costs slightly.
- 6.3** This has been off set with savings elsewhere across several services due to unforeseen difficulty in staff availability at Café 1668 and in the provision of Stewarding both at the Café 1668 and for the full anticipated Taxi Marshalling Service due to a lack of trained personnel available resulting in an overall underspend. This has been identified in red within the table below as are the adjusted totals leaving the ICGF with a liability of £10,874.00, a reduction overall of £1573.00.

Activity 2022	BID	ICGF	Police	Street Pastors	MERT	Crime stoppers	Totals
Police Resources		NIL	£120,000				£120,000
Ambulance		NIL	£50,000				£50,000
Street Pastors		£2148					£2148
HTSI Café 1668		£1500 Actual £1350					£1500 Actual £1350
MERT Highland First Aiders		£1750 Actual £2100					£1750 Actual £2100
Door Steward for Café 1668		£1000 Actual £442					£1000 Actual £442
4 x Shopsafe Radios		No Charge					£0
BID Security Task Team	£3400 (41.3%)	£4834 (58.7%)					£8234
BID Taxi Marshalls	£855 (41.3%) Actual £0	£1215 (58.7%) Actual £0					£2070 Actual £0
Leaflets Etc		No Charge					£0
SubTotals	£4255 Actual £3400	£12,447 Actual £10,874	£170,000	NIL	NIL	NIL	£186,702 Actual £184,274

7 Climate Change, Legal, Rural and Equalities Implications

7.1 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.

7.2 There are no Legal, Community (Equality, Poverty and Rural) Climate Change / Carbon Clever implications arising from this report.

7.3 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.

**Chief Inspector Judy Hill
Area Commander & Chair
Inverness Community Safety Partnership**

Date: 26th January 2023

Author/Compiled by:
John McDonald, Inverness BID

APPENDIX 1

**OPERATION RESPECT
Inverness City
Highland & Islands Division
December 2022**

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 Festive Operation Respect commenced in the City Centre in 2008 and has continued since this time with the intention of reducing street violence, disorder, anti-social behaviour, and incidents linked to alcohol consumption within licensed premises.

To best provide this, the operation utilises a multi-agency approach which 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. Operation Respect involves co-operation through the Inverness Community Safety Partnership and the Inverness Policing Response Team with:

- Highland Council
- Inverness BID
- NHS Highland
- Inverness Street Pastors
- Inverness Community Safety Partnership
- Inverness Police Response Team
- Scottish Ambulance Service
- MERT Highland First Aiders
- Highland Third Sector Interface

Over time, Operation Respect has evolved and now accommodates anti-social behaviour in the wider area whilst also taking cognisance of the vulnerable people within our community and the harm caused by drugs as well as alcohol.

Operation Respect Festive 2022

The policing plan for Operation Respect Festive 2022 commenced on Friday 25 November 2022 and ran for each consecutive Friday and Saturday until its completion date of Saturday 31 December 2022. During this period there was a total of 122 officer deployments dedicated to Operation Respect covering day shifts and back shifts.

For this year's deployment and in conjunction with the traditional aim of Operation Respect, namely the reduction of street violence, disorder and anti-social behaviour for which alcohol was a causal factor, there was an additional key focus on the provision of high visibility licensed premises checks which again was implemented to address the aforementioned issues.

The policing role can be sub-divided into four strands, namely.

- Response Policing
- Harm Reduction Vehicle
- Mobile Police Vehicle
- Media

RESPONSE POLICING

Operation Respect 2022 utilised a total of 122 dedicated officer deployments, largely from Response Policing, which was in addition to the deployment of conventional officers within the city centre and neighbouring areas carrying out routine patrolling. The remit of the Operation Respect officers was to provide high visibility foot and cycle patrols within the city centre and urban areas whilst also ensuring that the more vulnerable areas of the city centre are policed. In addition, officers were tasked to identify vulnerable people and look to utilise multi-agency early intervention with appropriate signposting to provide best care provision.

In terms of staffing, levels were maintained to a high level throughout the operation.

There was a strong focus on licensed premises checks, and this was achieved by officers being tasked not only to undertake checks but to actively engage with staff employed at the premises to include door stewards to ensure that they are aware of their obligations.

A further focus which has continued from last year was vulnerable people and lone females. To address this area of work, officers engaged in the operation were specifically briefed to identify such persons and to pro-actively engage with them to ensure their wellbeing. Further to this, officers were tasked to ensure that patrols were undertaken on commonly used routes home when exiting the city centre where again they would look to engage and if relevant provide support or direction.

HARM REDUCTION VEHICLE

From a policing perspective the use of the Harm Reduction Vehicle (HRV) was again very well received, and the partnership approach received positive feedback. The vehicle was staffed by a paramedic and a mental health practitioner in addition to a Police officer.

Feedback from the officers used in this capacity in addition to the Scottish Ambulance Service and NHS Highland was positive and it was felt that the use of the HRV was beneficial to all agencies. The impact this service has on persons in crises cannot be undersold. In addition, the joint working approach resulted in a much reduced burden on each of the tri services involved, so much so, that discussions remain ongoing to explore the potential for this service to be introduced on a permanent weekend basis.

MOBILE POLICE STATION

A new addition to this year's policing operation was the use of a mobile police station the intention of which was to provide a focal point within the city centre that would be staffed by police officers who could not only provide public reassurance but also signpost those vulnerable people to the most appropriate service to assist them.

For this year's Operation, the Mobile Police Station (MPS) was located on Church Street, Inverness (west) where it was staffed by a police officer on a rotational basis. Officers reported that take up from persons approaching the vehicle for legitimate

reasons was again limited (as was the feedback from 2021-22 Operation Respect deployment), however it did provide a visible presence and thus a high degree of public reassurance was achieved.

MEDIA

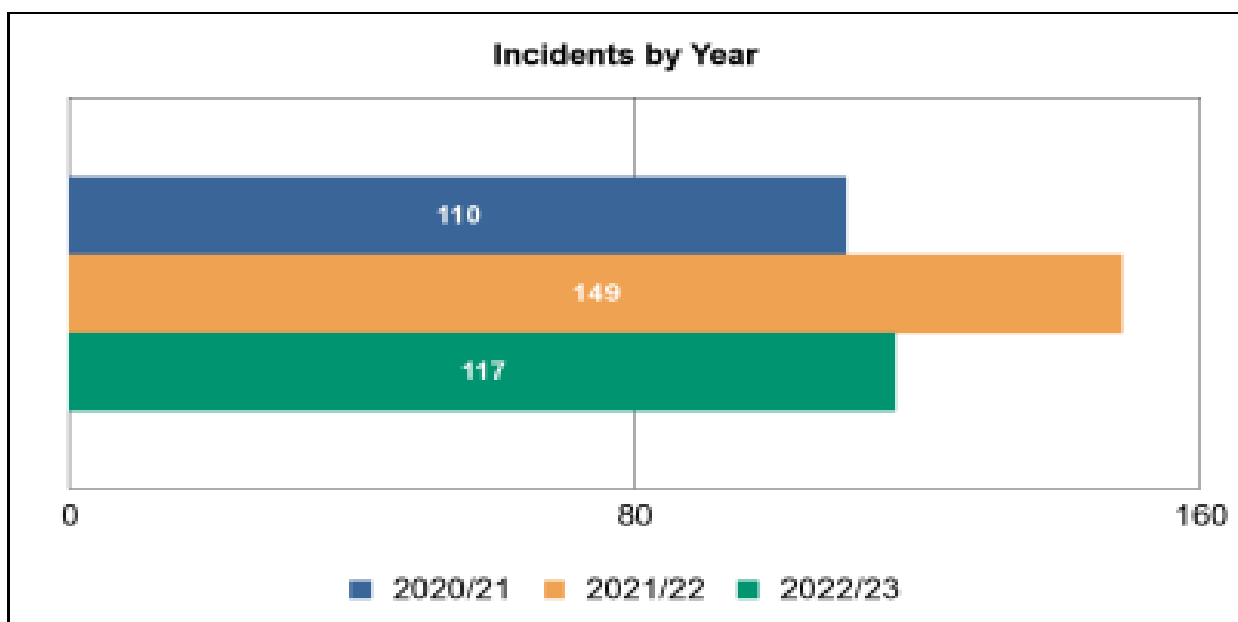
In terms of media, the need for significant improvement was identified in the 2021 Operation Respect evaluation report. In response, a significant media event took place outside the Inverness Cathedral on Monday 21 November 2022 with local news outlets (Moray Firth Radio (MFR), the Press and Journal and The Courier) present who subsequently published follow-up pieces. The partnership-agreed media message was delivered highlighting the key priorities of the operation whilst also highlighting the need for the public to take responsibility for keeping themselves and others safe.

Further media releases were subsequently added to social media, in particular, the Operation Respect Facebook page which detailed and provided images of the Operation Respect activities being undertaken whilst the Operation was in effect.

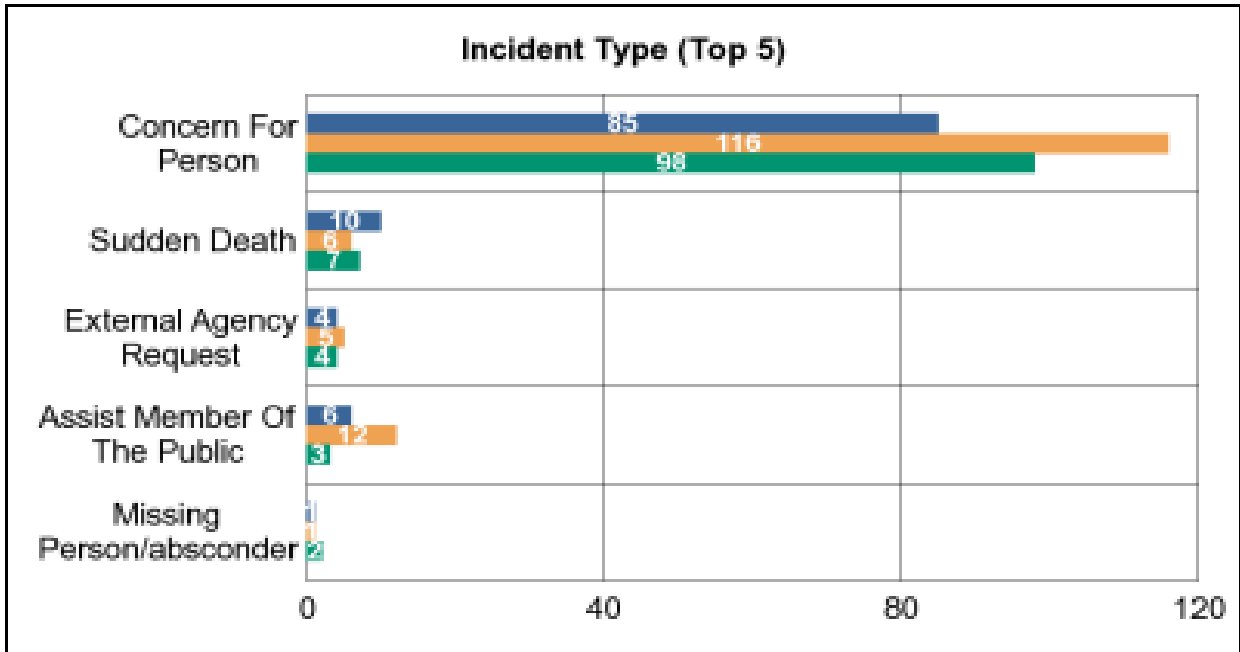
DATA ANALYSIS

The below data provides information on a comparative level over the last 3 years pertaining to the number of incidents that occurred through the period. The provided criteria are based upon closing codes from our Contact, Command and Control system (STORM) and pertain to incidents such as

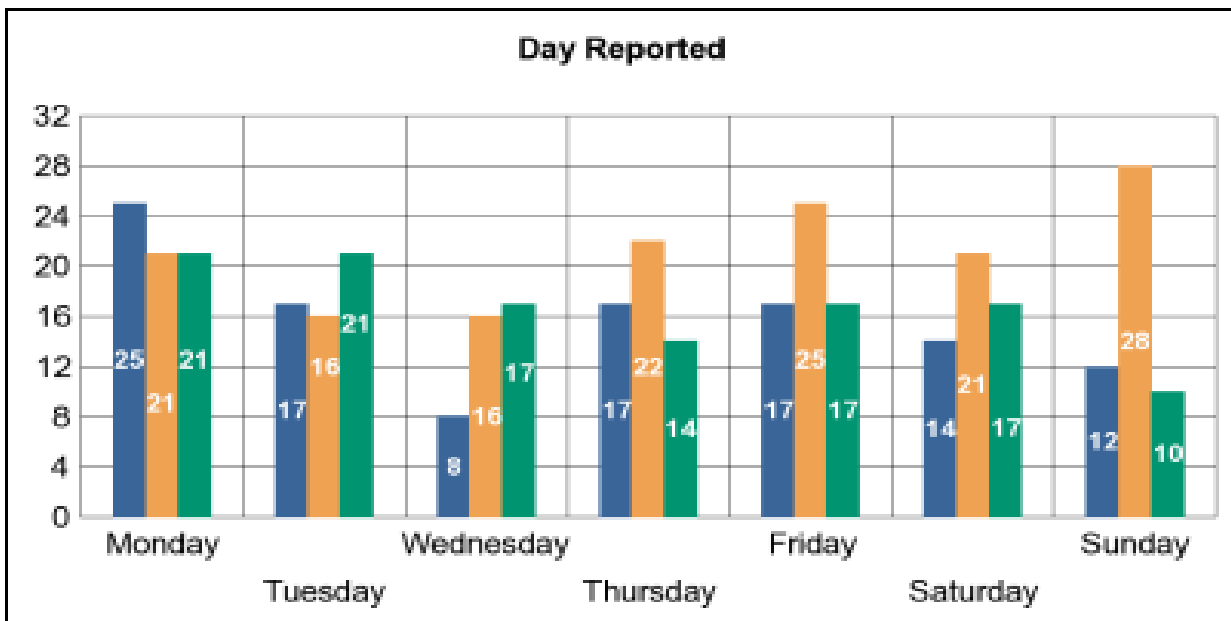
- Medical
- Suicide/self-harm
- Mental Health
- Death – drugs
- Adult at risk



The table information below depicts call type over the last three-year period. As can be seen from the information the volume of calls relating to concern for person calls has decreased from the previous year, although it should be noted that the previous year included the additional demand placed upon the Police and partner agencies as a result of Covid. Again as per previous years this call type is the highest in demand.



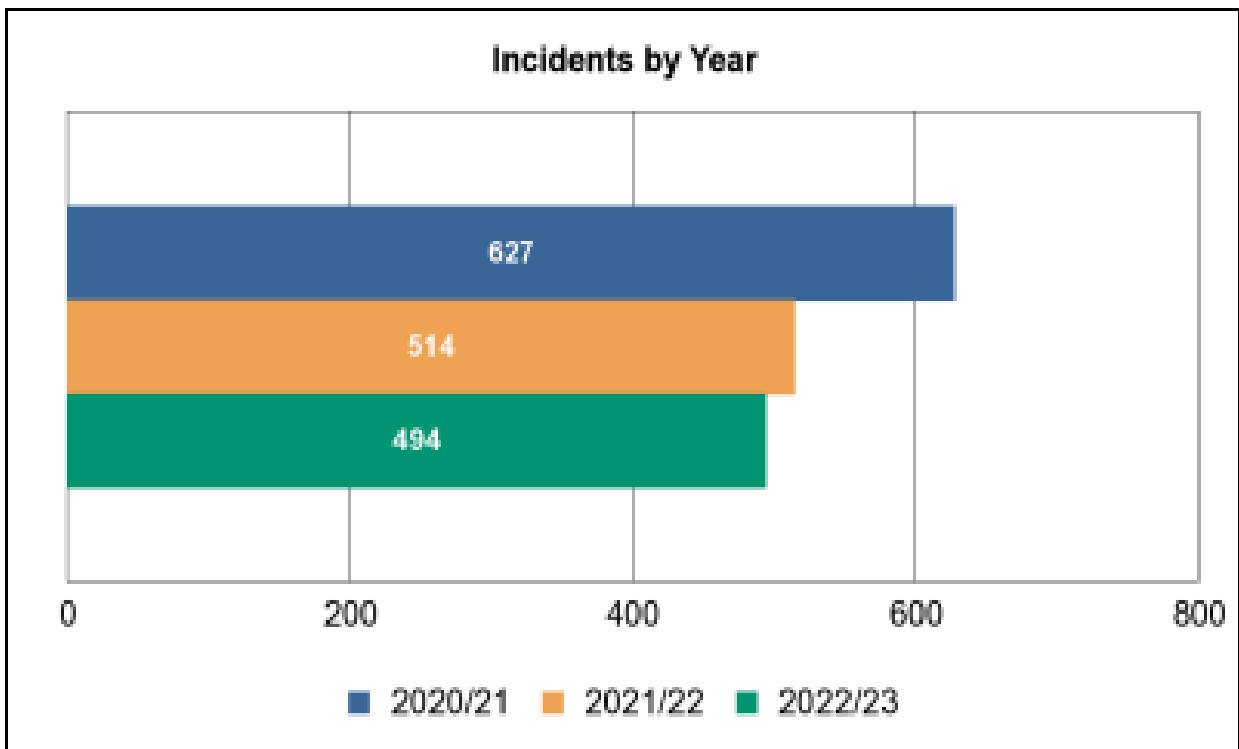
The chart below provides information relating to incidents on days of the week with Monday and Tuesday's actually demonstrating a heightened demand and Friday and Saturday falling slightly below this.



	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday	1	1	1	1	0	0	1	1	0	0	1	0	0	1	0	1	3	1	2	1	0	2	1	2
Tuesday	0	1	0	1	0	0	1	0	0	1	1	0	2	0	1	1	0	2	1	2	1	3	2	1
Wednesday	2	0	1	0	0	1	1	0	0	2	0	0	0	0	1	1	0	2	1	3	1	1	0	0
Thursday	0	1	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	3	1	0	2	1	2
Friday	2	0	0	0	1	0	0	0	1	0	0	0	0	2	2	1	0	2	1	3	0	0	0	2
Saturday	0	1	0	1	2	0	3	0	0	0	0	0	0	0	0	0	3	0	1	1	1	3	1	0
Sunday	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	1	1	0	0	0	2

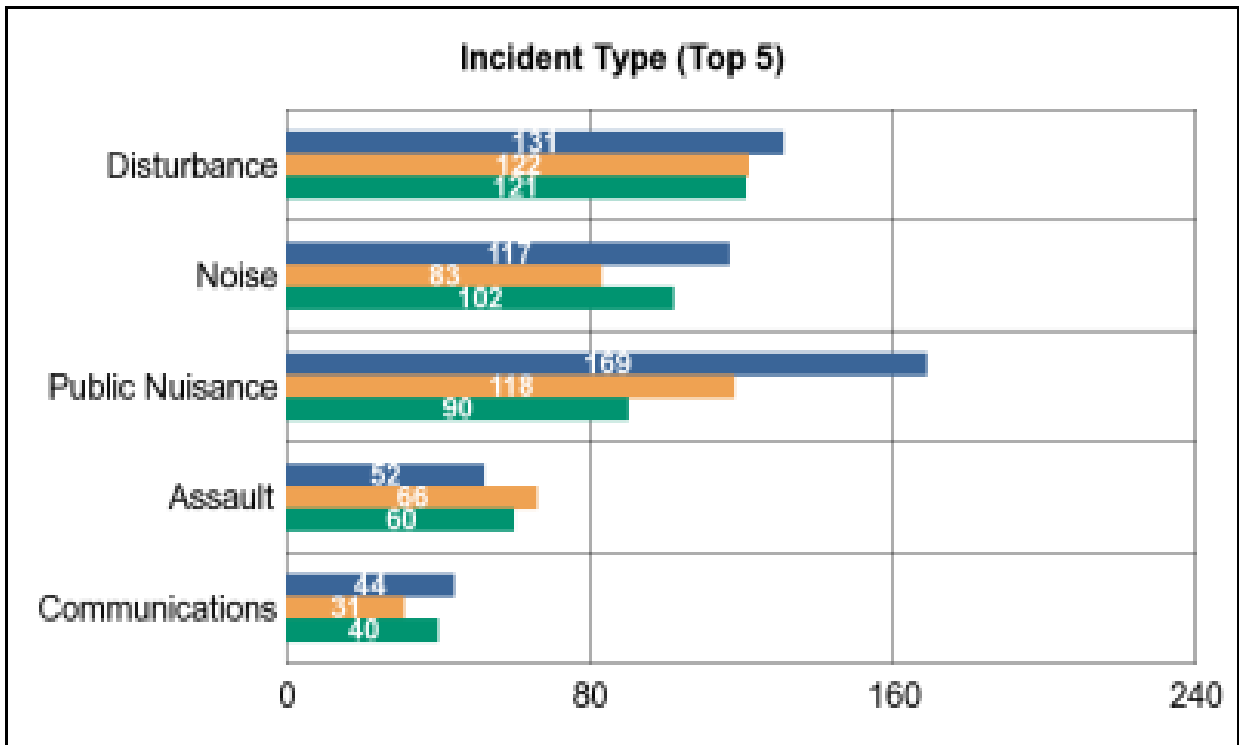
The above table reflect call demand per day of the week through the 24 hour periods of this year's Initiative. As would be anticipated 1600 hours to 0100 hours shows the peak hours of demand.

The tables below reflect information relating to call type pertaining to incidents of anti-social behaviour, public nuisance, noise, disorder providing a comparison over the last 3 year period.

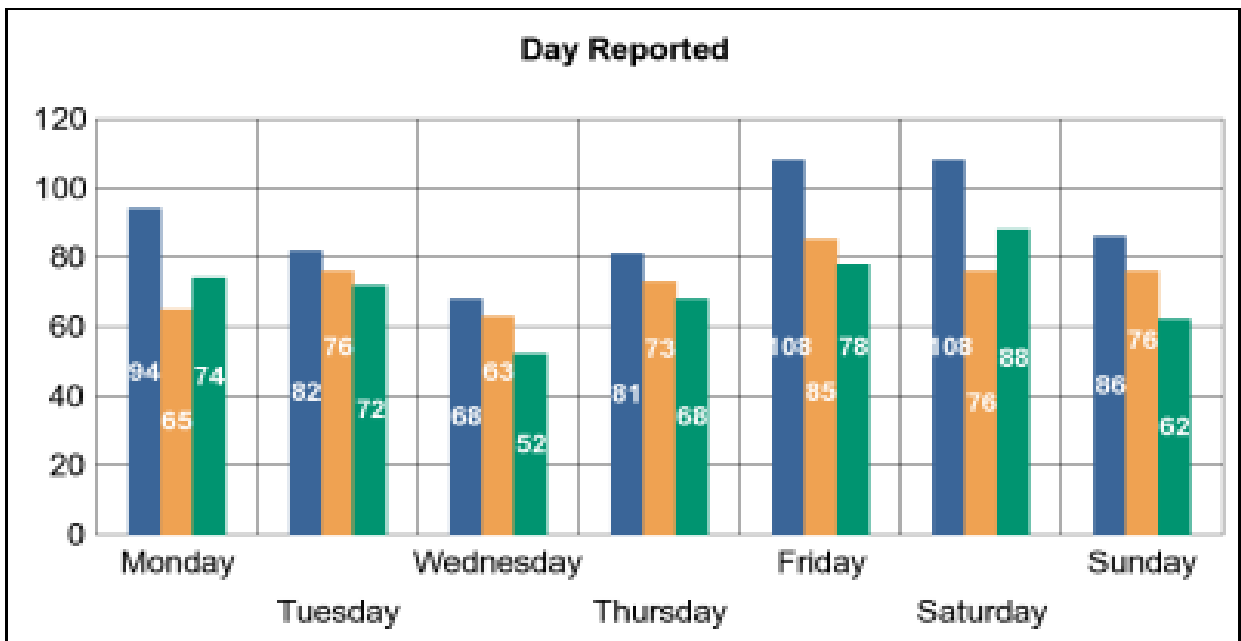


As can be seen from the table there is a steady decreasing trend of reported incidents over the last three years.

As can be seen from the table below, incidents from 2022-23 reflect that there has been a decrease in reported disturbances, public nuisance and assault complaints with a rise in noise and communication related complaints.



There is no surprise to see from the table below that peak demand on the Police relating to antisocial behaviour is consistently over the weekend period albeit there has largely been a reduction in overall calls for service across all throughout the week.



CONCLUSION

In conclusion, from a policing perspective it is felt that the Operation Respect policing plan was delivered and well received. Staffing levels remained high throughout and the primary aim of the operation was delivered.

Close working with partners was achieved and commonality of understanding of each other's role was achieved and in practicable terms was beneficial. This was no doubt achieved through the developing close working relationship as a result of the repeated Operation Respect campaigns and the use of weekly debrief meetings with partners as it provided a platform for individual partners to provide an update and to address any issues at an early opportunity.

The use of the HRV was again well received by all involved and work to extend this service throughout the year has commenced. The impact of the HRV and the benefits to those persons that are affected by medical or mental health issues cannot be underestimated and the benefit of early intervention, particularly from Mental Health Practitioners is crucial.

Whilst not fully utilised the addition of a mobile police office is something that could be developed over forthcoming initiatives, and it may be that the increased use of social media to advertise its use would provide a better understanding thus increased involvement.

All in all, Police Scotland Inverness Area Command were delighted with the overall commitment, dedication and involvement of all who participated in Operation Respect Festive 2022 and who contributed in making Inverness City Centre and the wider communities a more welcoming and safer environment to visit, work and live in.

Stuart Fitzpatrick
Inspector
Inverness Area Command



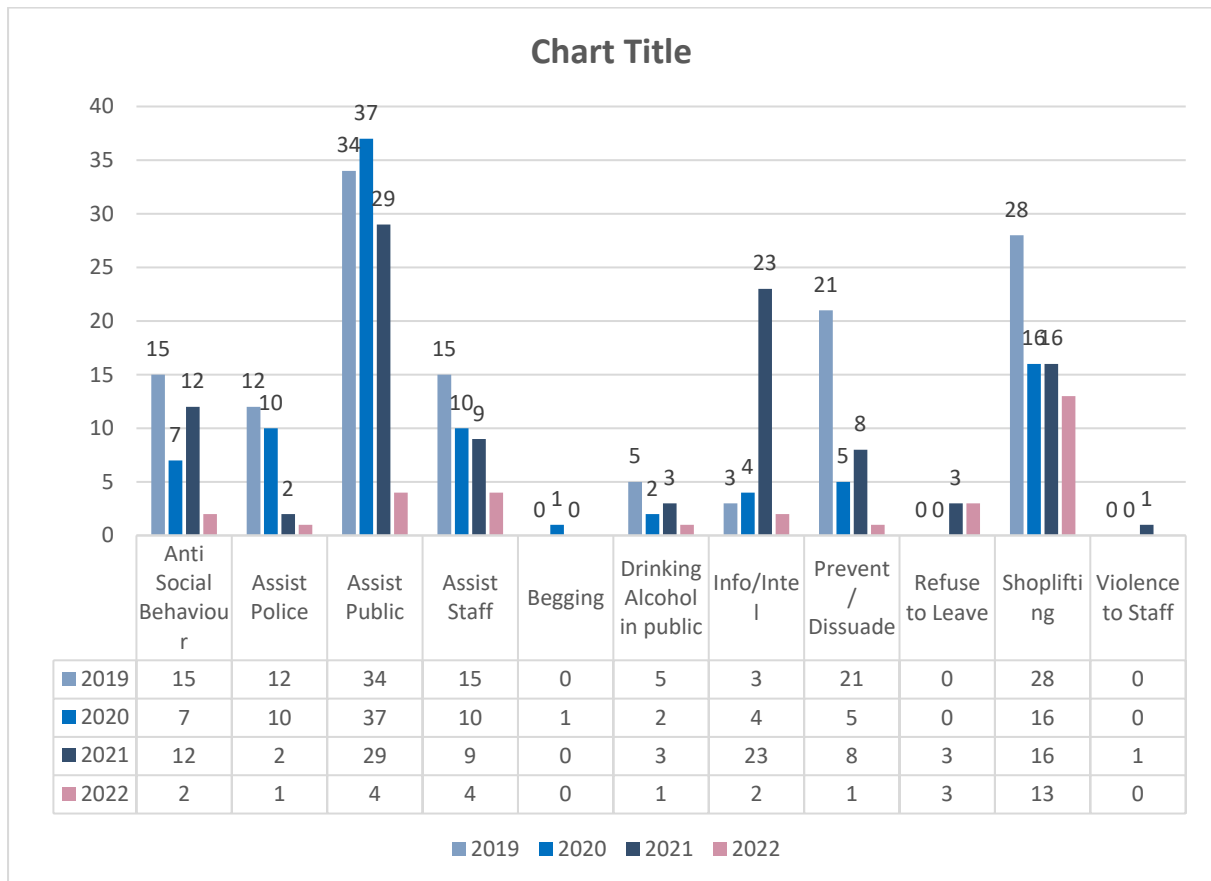
Operation Respect Festive 2022

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 2022, the country was in the throes of recovery from the Global Pandemic and the removal of all restrictions, and although it was still a difficult time for retail and hospitality across the UK, nonetheless there was evidence of a return to normality within these trading sectors and increased footfall within the City of Inverness to pre-pandemic levels.
4. This year, Inverness BID, supported by Highland Council, were once again able to provide the seasonal Security Task Team resource throughout 2022, including this Operation Respect Festive Period Initiative which was only possible through the support and financial contributions from the Inverness Common Good Fund (ICGF).
5. 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 Friday 25th November until Saturday 7th January 2023, operating between the hours 1130hrs and 1730hrs to provide additional support to Inverness City Centre Business, Retail and Hospitality during an extremely difficult trading environment.
6. Their Duties were to carry out proactive Hi-Viz patrols, support Inverness City Centre Policing in the prevention of Anti-social Behaviour, Criminal Activity including Shoplifting, Disturbance and General Nuisance as well as responding to calls for assistance via the Shop Safe Radio System and/or a dedicated mobile phone number to provide a physical presence in support of the City Centre businesses, be an approachable resource to assist with information and advice as required, thereby providing increased public reassurance and additional support and protection for Staff and Customers.

7. The Task Team are provided with a dedicated mobile phone and Shop Safe Radios as used by a large section of the Inverness Retail, Hospitality 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 local 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.
8. The Shop Safe Radio system has proven 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.
9. 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.
10. Liaison between the Task Team and Police Scotland continued to be enhanced during this period as a direct result of Police Scotland's commitment to the enhanced dedicated City Centre Beat Team who were generally operating from 0800hrs to 2200hrs and later at weekends.
11. Additional support at material times throughout by resources made available through the Flexible Policing Team and the Prevention & Intervention Officers involved in specific community safety initiatives as part of the overall 2022 Operation Respect Festive programme.
12. During their 2022 deployment, the Task Team attended/responded to 31 recorded incidents or calls for assistance and whilst this is significantly lower overall in comparison with 2021 it is quite apparent from the statistics that there was a definitive reduction in the recording of the incidental public contacts and non-contact activity albeit there is nothing to suggest that this lessened to any great degree given anecdotal information suggesting public engagement and information sharing remained high.
13. Reported incidents of shoplifting attended by Task Team during Festive 2022 showed a 20% decrease on years 2021 and 2020 against 2020 but over 50% below pre-pandemic levels.
14. Whilst the number of direct Assistance to Police has reduced, this does not reflect the close working relationship and liaison that exists on a day by day basis. Calls to incidents where persons Refuse to Leave Premises, or are found Drinking Alcohol in Public and Violence to Staff remain in low numbers and reflect the level of support given to Police overall
15. Whilst it cannot be quantified, 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.
16. The BID Task Team continued to attend a substantial 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, allowing the Task Team to provide support, not only to the Police but to the Businesses, Retailers or Members of the public in the aftermath of whatever had occurred.

17. The following table, provides comparison with incidents the Task Team attended over the last 4 years to demonstrate activity pre and throughout the response to the pandemic. The figures continue to demonstrate a significant level of Task Team interventions in matters of crime, anti-social behaviour and disorder, and assistance to Police, as well as being a resource for business and the general public, 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.



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

- Identified shoplifting suspects at various stores traced at another retail premises and property recovered. Arrested by Police.
- Assisted CO-OP security Staff stop and detain female shoplifter and recovered stolen goods before handing over to Police.
- Attended Licensed Premises to assist staff deal with unruly male in bar area. Escorted from the premises.
- During patrol came across two males engaged in using cannabis. Males dispersed and Police informed.
- Intoxicated female carrying bottle of alcohol fell breaking bottle and injuring herself. Emergency Services called.
- Task Team assaulted by male who was asked to leave a store having been suspected of shoplifting. Police called and arrested male.

19. 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 the public when called upon.
20. There is no doubt that once again, the Inverness BID Security Task Team made a significant contribution to the success of Operation Respect Festive 2022. Further analytical detail is available should it be required but suffice to say that the Security Task Team continued to perform extremely well during this initiative as we have come to expect, which demonstrates their value in providing an effective public service and support to businesses in difficult times.
21. Their contribution in providing public reassurance, general assistance, and ambassadorial role in their support to businesses and their staff in the prevention and detection of crime and anti-social behaviour has been recognised by Police Scotland.

Operation Respect Festive 2022

Inverness BID Taxi Marshall Service Evaluation –

Whilst it had been hoped to provide an Inverness BID Taxi Marshalling Service at the Academy Street Ranks throughout the Operation Respect Festive Weekends this proved not to be possible due to an increase in illness and absenteeism of suitably trained SIA Stewards among the Security Company providers leaving them unable to fulfil a number of regular commitments.

As a result, this is an area that will require further discussion going forward ahead of any future planned events under the banner of Operation Respect.

John McDonald
Community Safety Manager
Inverness BID



Highland Third Sector Interface

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 @HighlandTSI

APPENDIX 3

Safe Space, Operation Respect December 2022 – Summary Report

Introduction & Context

HTSI offered Café 1668, which is closed in the evenings, as a potential safe space for Friday and Saturday evenings through from the end of November until the 23rd of December. The space was to be staffed with HTSI staff, a first aider and door steward – both provided through funding from the Operation Respect budget. Additionally, the Street Pastors would use the space as available and needed.

Hot food and drinks would be available throughout the evening for both Operation staff and people using the space. The space itself was not advertised to the public but referrals could be made or Operational staff could bring people to the venue.

Public use of the space

26th November, 2 females attended. Intoxicated and one was diabetic. Observed by MERT. Phoned husband who picked them up and took them home.

3rd December, total of five people coming through the space. Two females one who was so drunk she was unable to stand, the other much less so and was able to support her friend. They stayed around 45 mins and were able to go home by taxi. 3 young females attended. One of the three was having some type of panic attack, possibly induced by a substance. They stayed around 30 mins and left together to walk home.

9th December 1 young male. Intoxicated. Phone battery had died, and he lost his friends. Charged phone, made contact, and left.

10th December 2 people use the café. 1 young male got separated from friends. Given access to phone. Friends collected. 1 young male intoxicated and assaulted. Brought in by police / MERT. Head Injury. 999 called and admitted to hospital.

17th December, 1 female intoxicated. Had been refused entry to her hotel due to level of intoxication. Needed support. Partner was contacted and came to collect her.

23rd December, 2 drunk males, visiting the area for a football match, were brought in by MERT. The older male had fallen and banged his head on a wall resulting in slight abrasions. After a period of assessment, MERT consented to them going home. Police offered them a lift in the custody van.

What worked well?

The use of the café space was all appropriate and no incidents occurred that caused any safety or other concerns.

What could be considered for any future use.

This year staying open until 2am seemed sufficient.

Having moved the door steward inside the café this year, in a response to neighbour requests to reduce external noise from last year, this created a secondary issue. A request to change the door steward was not able to be fulfilled due to short staffing and the second half of the opening nights went ahead without a door steward. Thankfully this did not lead to any problems. This may need further consideration for future service.

We offered 3 more nights this year than 2021, but still saw a reduction in use by public from 15 down to 8 and a significant reduction in meals provided, from 73 down to 30. All the meals and a large majority of drinks were provided to Operation Respect workers, with very few going to clients.

In Numbers:**Summary Use of Café 1668**

Date	Hot Drinks	Cold Drinks	Meals	Public Use	Police	SP	MERT	MH
25 th Nov	5	2	0	0	N	N	Y	N
26 th Nov	9	2	0	1	Y	N	Y	N
2 nd Dec	18	0	0	0	Y	Y	Y	y
3 rd Dec	12	3	8	2	Y	Y	Y	y
9 th Dec	12	2	3	1	Y	N	Y	N
10 th Dec	18	5	4	2	Y	N	Y	N
17 th Dec	9	6	5	1	Y	N	Y	N
23 rd Dec	16	5	10	1	Y	Y	Y	N
31st	Cancelled due to lack of volunteers							
8 Nights	99	25	30	8				

Mhairi Wylie

12th January 2023



2021The Highland Third Sector Interface is a Scottish Registered Charity, SC043521 and a Scottish Registered Company SC425808



Medical & Emergency Response Team Report on Operation Respect 2022

APPENDIX 4

1. Medical & Emergency Response Team (MERT) is a charity formed to provide medical and incident support at events and significant incidents operating primarily within the Highland Council area. The team operates entirely with volunteers. This is the second year of the team's involvement with Operation Respect.
2. The teams aim during the festive period was to:
 - I. Provide first aid support to security, police and street pastors during weekend evenings
 - II. Assess and treat injuries and illnesses of individuals either self-presenting or referred to volunteers.
 - III. Respond to requests for assistance received via radio network.
 - IV. Reduce impact of festivities on local NHS services (Raigmore Emergency Dept. And Scottish Ambulance Service).
 - V. Provide signposting, referral, and liaison with ambulance service regarding the disposal of individuals in contact with volunteers.
3. Deployment covered 12 shifts with an agreed minimum of 2 first aiders per shift. The volunteers were predominantly based within Cafe 1668 although carried out regular patrols throughout the city centre, and responded to requests for assistance from security services and CCTV. Volunteers provided 247 hours service during operation respect.

Hours of Volunteer Deployment

Date	Time	Volunteers Deployed	Total Volunteer Hours
25/11/22	21:00 - 04:00	3	21
26/11/22	21:00 - 04:00	4	28
02/12/22	21:00 - 04:00	4	28
03/12/22	21:00 - 04:00	2	14
09/12/22	21:00 - 04:00	4	28
10/12/22	21:00 - 04:00	3	21
16/12/22	23:00 - 04:00	4	20
17/12/22	21:00 - 04:00	4	28
23/12/22	23:00 - 04:00	3	15
24/12/22	21:00 - 04:00	2	14
30/12/22	21:00 - 04:00	3	21
01/01/23	01:00 - 04:00	3	9

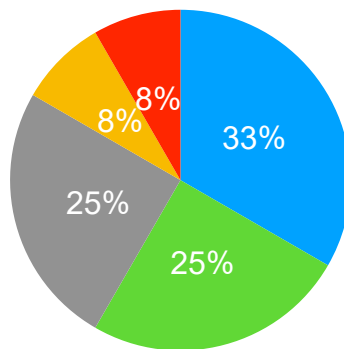
Equipment deployed included First Aid kits, Defibrillator, Oxygen and Team radio equipment. The volunteers were also provided with a ShopSafe radio by Inverness BID to facilitate easier communication between other agencies involved and local door staff.

- Casualties were predominantly treated in situ within the city centre although Cafe 1668 provided a private area available for treatment or as a safe location when desired. Ten patients were treated over the 12 nights.

The team dealt with a variety of injuries and ailments over the period most were of a minor nature. Whilst some of these were dealt with completely autonomously by volunteers others included involvement with the SAS/Police joint response and SAS ambulance crews .

- 4 patients required ambulance transport and hospital treatment.
- 4 patients were suffering from a medical condition not related to alcohol consumption.
- 3 patients sustained injuries relating to an assault.

■ Medical Conditions ■ Alcohol ■ Head / Facial Injury
■ Musculoskeletal ■ Wound



Treatment Chart by Condition Type

- Involvement in operation respect was a great opportunity for the team allowing us to improve multi-agency relationships and provide care to those who needed it most with the aim of reducing impact on NHS services which are currently seeing great demand and pressures on capacity.

Access and use of Cafe 1668 was a great facility to provide rest and inter-agency liaison. Whilst it was available as a treatment and welfare location, little of this was carried out within the cafe. Cafe 1668 was utilised for 10 evenings until 02:00, all other times volunteers utilised a vehicle within the city centre - this provided no treatment space.

The radio systems utilised by the team allowed for good communication and efficient use of resources.

6. As in 2021 the team were keen to be involvement in Operation Respect and would like to be involved in future years. Several points were identified to improve future service.:
- I. Creation of a Quick Card for shop safe users to aid their decision making re 999 calls when Medical Team is available. This may decrease total 999 calls for ambulance.
 - II. Develop SAS relationship and explore Co-working in respect to Community First Response
 - III. Continued use of cafe 1668 or alternative city centre facility as a multi-agency safe zone.

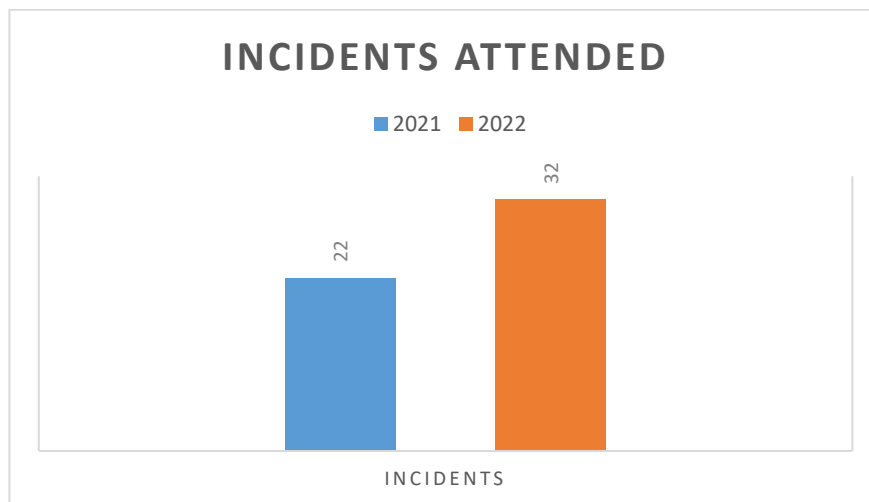
Alan Smith
Team Lead
Medical & Emergency Response Team



Scottish Ambulance Service Harm Reduction Response Vehicle 2022

The tripartite agency arrangement was created and developed back in 2019 in partnerships with the Scottish Ambulance Service, Police Scotland Highland Division and NHS Highland Mental Health Nurse. The response vehicle is staffed with an Ambulance Paramedic, Police Officer and a Community Psychiatric or Drug and Alcohol recovery nurse. We respond to incidents which may involve vulnerable adults.

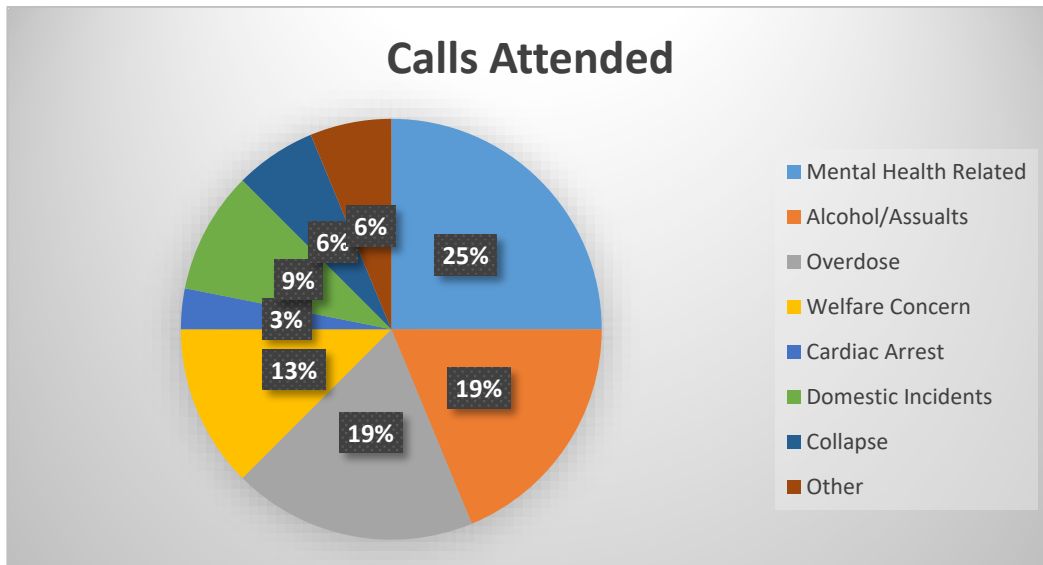
Throughout the Operation Respect 2022 initiative, the Harm Reduction vehicle was in operation on Friday and Saturday evenings focussed on the Inverness City Centre area, but able to respond out with this area if required. The vehicle operated from 1800 to 0200hrs 25th November to the 30th December 2022. This year saw a significant rise in the number of incidents attended up by 45% from 2021.



We have seen significant pressure building on hospital sites across the country over the last year and at times significant delays to Ambulances being able to hand over patients. The tripartite approach of the Harm Reduction Vehicle meant that 78% of patients did not require to be conveyed to either the Emergency Department or the mental health assessment unit at New Craigs. On average the vehicle remained on scene for 30 minutes, which shows the efficiency of the tripartite approach.

More importantly, not only did this reduce the wider system pressures within NHS Highland it delivers the correct care for the patient and explores all alternative pathways through partner agencies at the first point of contact with the patient.

The vehicle was tasked either from the Scottish Ambulance Service, or Police Scotland control rooms, but also had communications with door staff, MERT first aid teams, and street pastors based in the city centre area. Mental Health, Overdose and Welfare concerns made up most responses with over 55% of all the responses, a full breakdown is in the chart below.



The Harm Reduction vehicle is a valuable asset and it has proved to be very successful over the recent years in reducing the pressure on both the Scottish Ambulance Service and Police Scotland. Having the three services within one vehicle to provide specialist triage, support and referral pathways in situations that would have required a multiple attendance is instrumental for moving forward.

The Scottish Ambulance Service was also assisted by the deployment of MERT Highland First Aiders, as well as other partners and volunteer sectors that are part of operation respect and by working in partnership was able to provide multi-agency care to patients in the city centre.

The Scottish Ambulance Service will continue where finance allows to support Operation Respect and the Harm Reduction vehicle in partnership approach to provide specialist triage and support. It is hoped this can be expanded to ensure we deliver the right care for the patient at first point of contact and reduce the pressure on the wider NHS.

Alastair Dargie,
Area Service Manager,
Scottish Ambulance Service, Inverness

The NHS Highland Mental Health Assessment Unit Perspective

The Mental Health Assessment Unit (MHAU) based at New Craigs Hospital (NHC) provided support for Operation respect by providing a senior nurse practitioner (SNP) to work alongside the police and the Scottish ambulance. Despite significant staffing challenges within New Craigs Hospital (NCH) MHAU staff were able to cover all but 2 of the shifts throughout the operation whilst maintaining safe staffing within their department.

MHAU currently host the Mental Health Paramedic Response Unit (MHPRU) within their department. They respond to people who have contacted 999 for ambulance support for a mental health need. The SNP provide enhanced professional support to the paramedics and can, if appropriate, attend alongside them. This has been a very positive addition to our team so we were very keen to be part of Operation Respect as we have seen how beneficial it can be by offering an adaptive and approachable way of responding to people experiencing mental health distress, with a joint response by the SNP and a paramedic, to meet the patient's immediate needs. This approach has gone a long way to reduce pressures on emergency departments and NCH by providing the most appropriate healthcare for individuals at point of contact.

The collaborative approach was reported as an extremely positive and worthwhile venture from the SNP's involved. There were 32 contacts, none of which required onward referral to NCH. The nurses involved in the operation identified several situations that in the absence of operation respect the individuals would have required either police involvement to detain the person to bring them to NCH for assessment or require the use of the police telephone triage.

Example:

A member of the public was distressed and voicing suicidal ideation in a public place. Operation Respect attended and was able to facilitate a quiet area for them. This allowed the person the opportunity to have a confidential conversation with a healthcare professional which was dealt with in a compassionate and non-judgemental manner. The individual engaged and their distress lessened, and ongoing support was organised and onward referrals made at the point of contact. In the absence of operation respect, this person would have been detained by the police under a S297, in order to take them to a place of safety (NCH) to facilitate a mental health assessment.

This process would all have happened very publicly and would have added to the distress for the individual. This would also have been a very time-consuming process for the police, so being able to facilitate this process at the point of contact was a positive experience for everyone

Stigma and discrimination are still prominent features of the life situation of people with mental illness. Operation respect, helped reduce stigma by providing an enhanced experience for people with a mental health need/distress through timely access to specialist mental health care and assessment in the community, avoiding unnecessary conveyance to hospital or need for police involvement.

**Lesley Smith
Clinical Area Manager
Mental Health Assessment Unit**

Inverness Street Pastors Report on Winter Festival Operation Respect, December 2022

Review of objectives

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

1. Provide teams of trained volunteers to patrol on the streets at times and places of most need as identified in consultation with the other partners at weekly tactical briefings and subject to availability.
2. Maintain communication during our patrols with paramedic services in the city centre (MERT Teams and Harm Reduction Teams). Refer cases to those services when necessary, whilst also helping to relieve their caseload by providing emotional support to those who may otherwise tie-up their time. By working in partnership we aim to help relieve some of the pressure on the Scottish Ambulance Service and A&E.
3. Bring a visible, friendly and reassuring presence into communities at times of least inhibition and most anxiety.
4. Help to de-escalate incidents that would otherwise tie-up police and other emergency services.
5. Proactively engage with members of the public on the street to support their safety and wellbeing, and to encourage consideration towards others in the community.
6. Signpost people to specialist help if they need it, such as mental health and alcohol/drug services and any community support for hardship or fuel poverty.
7. Assist with the safe egress of partygoers out of the city centre. Although please note that we cannot operate beyond 3am due to the availability of our volunteers, many of whom have day jobs too.
8. Support any other community initiatives in the City Centre and the housing estates where we patrol, such as designated warm places and safe spaces, including drop-by during patrols and offering relevant reassurance or training to any community volunteers on topics such as community safety and acute alcohol intoxication.

Summary of activities in the city centre

The following statistics offer a comparison to last year’s operation:

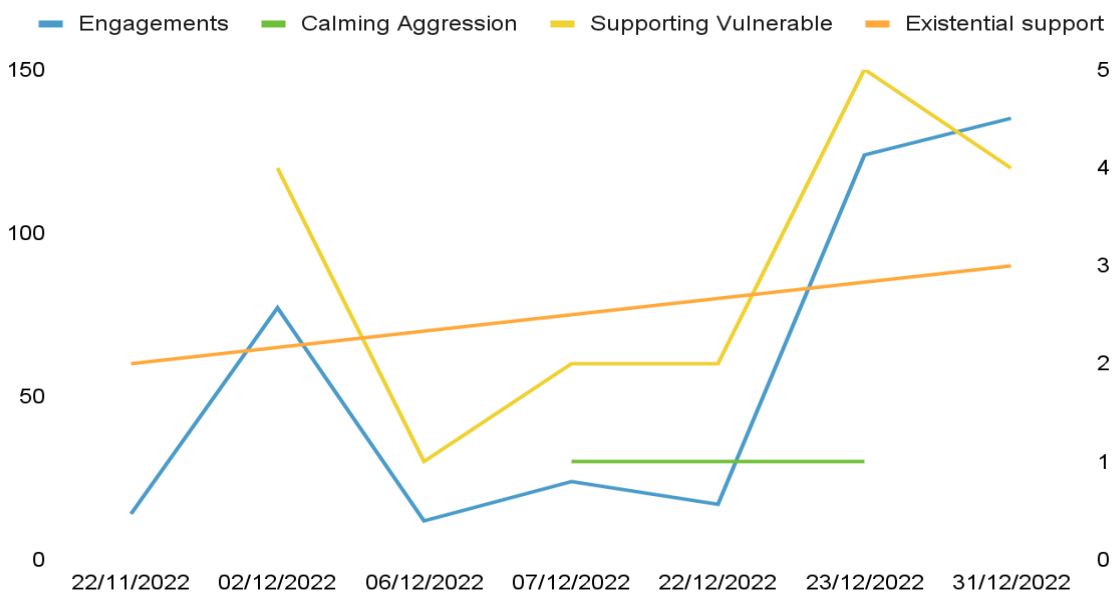
	2021	2022
Number of patrols	10	7
Volunteer-hours	108	62
Engagements	427	403
Calming Aggression	3	2
Supporting the Vulnerable	18	18
Existential support	22	5
Referrals to other agencies	1	0
Benevolence (flip-flops, food, and drink, etc.)	30	10

We suffered some shortages of staff and volunteers due to illness, as did some of the other partners. This has been a particularly difficult winter for respiratory illness after the social distancing of previous winters. Consequently we were unable to fulfil the number of patrols that we had originally planned. However, we were able to prioritise many of the busier nights.

Our levels of engagement (conversations on the street), support and intervention were similar to last year in spite of reduced volunteer-hours on the street. The night-time economy was vibrant and busy.

We were pleased to have fewer conversations around low-mood and mental health (existential support) than last year which saw a significant increase. We hope we can attribute this to a relaxed handling of the pandemic this year and to people’s resilience. We have, however, provided support to those suffering physically and mentally from the current financial and fuel crises and this looks likely to increase.

The following chart shows engagement and support throughout the operational period:



The high data points coincide with weekend patrols in the night-time economy. The low data points coincide with mid-week patrols in the daytime where the quantity of engagement is lower, but the quality of engagement is usually higher.

There is an overall trend of increasing engagement throughout the month of December, whereas last year we saw a decreasing trend due to the transmission of the Omicron variant of Covid. These trends help us to plan next year's Festive Operation.

Reflection

What worked well?

1. We were able to provide the quality of support that we wanted, albeit with reduced patrols due to illness.
2. Partnership work was well coordinated, chaired by Police Scotland. We appreciate all the partners but especially welcome MERT and Cafe 1668 again this year.

What were the main challenges?

1. Unprecedented levels of seasonal illness affecting our volunteers.

What are we taking forward into 2023?

1. We have been participating with the Inverness Warm Spaces project which coordinates community-led initiatives providing warmth, food, and other support during the current financial and fuel crises. Although we would usually take a break in January, we have decided to continue our patrols with an emphasis on signposting people to Warm Spaces and supporting some of the Warm Spaces directly by dropping-in to offer a listening ear.
2. We shall be recruiting more volunteers. The process of recruitment and delivering our extensive training programme usually takes 6-8 months to complete, so we hope to have more volunteers ready for next year's Festive Operation.
3. Our volunteers have been renewing their mental health and suicide-intervention training. We shall also reach out to other local organisations to explore if there are any ways of working together to support people's mental health during the current crises.

Compiled by Mark Hadfield, Operations Manager, Inverness Street Pastors, January 2023.



INVERNESS AREA COMMAND COMMUNITY BEATS NEWSLETTER

JANUARY 2023

This is a monthly general overview of the work being carried out by your local community beat officers covering Inverness and surrounding areas. Your current community beat team is, from left to right -

Sergeant Brian Bisset, PC Jo Barclay, PC Laura Kerr, PC Cailean MacLeod, Inspector Stuart Fitzpatrick, PC Keith Whitelaw (school link), PC Katie Johnstone and PC Stuart Connell.

Community Beat officers cover the whole of the Inverness area and as far as Ardersier, Strathnairn, Strathdearn and Beaully.



We would like to thank all the community councils/councillors for all their communication with your community beats team and assistance within the community during 2022 and we hope we can continue to build on these working relationships over the course of 2023. We look forward to working with you all over the coming year.

School link officer update

Education Link Officer – PC Keith Whitelaw

Since the return of the schools after the festive break I have focussed my efforts towards building strong relationships within the schooling community. I am always actively looking to see where I can make positive contributions.

I have spent some time away from the schools this month attending a professional training course. The course was aimed around early and effective interventions through education. This should stand me in good stead going forward with the aim of having a positive impact in the school community.

I am actively working with selected young individuals and groups that have been identified as having taken some steps in a less desirable direction. I, along with other professionals – both in, and out with the Police – are constantly trying to build trusting relationships with these individuals / groups in an effort to understand and then promote positive behaviours.

Being consistently in the schools allows me to have a greater knowledge and awareness of what challenges the school community are facing. I am constantly looking for new ways to bring in other services and partners that can offer help and support in the community to assist in addressing these challenges.

Road safety

Road safety continues to be an ongoing priority for the community beats team, with “hotspot” areas being flagged up to us from members of the public from various areas.



With the return of the schools after the Christmas break, we have seen the return of parking issues in and around primary and secondary schools at drop up and pick up times. Officers have been attending as many of the local schools as they can during these times to try and assist with some of the issues that have been raised.

We would like to remind parents/carers when they are attending schools at these times to try and be considerate when parking. Local residents have been becoming increasingly frustrated by cars being parked over their access to driveways meaning they can't get out of their homes during these times. There

have also been complaints regarding parking on or very close to junctions. We would remind drivers of the Highway Code, specifically rule 243 –

Rule 243

DO NOT stop or park:

- near a school entrance
- anywhere you would prevent access for Emergency Services
- at or near a bus or tram stop or taxi rank
- on the approach to a level crossing/tramway crossing
- opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space
- near the brow of a hill or hump bridge
- opposite a traffic island or (if this would cause an obstruction) another parked vehicle
- where you would force other traffic to enter a tram lane
- where the kerb has been lowered to help wheelchair users and powered mobility vehicles
- in front of an entrance to a property
- on a bend
- where you would obstruct cyclists' use of cycle facilities

Except when forced to do so by stationary traffic.

Officers will continue to patrol schools at these times and will issue tickets to drivers if the parking is criminal.

There have also been concern raised about drivers running red lights, specifically around the area of Kingsmills. We would like to remind drivers that it is a criminal offence to run a red light and if officers see this then they will deal with it accordingly. Aside from it being a criminal offence, it is extremely dangerous and can have serious consequences, causing accidents.



Drugs

Community officers continue to gather intelligence about drug activity in the communities they work in.

If you think you have an issue with drugs in any capacity in your area, please contact us on

HighlandsandIslandsCommunityBeatsInverness@scotland.police.uk

All information shared is anonymous and only shared amongst the police.

Community engagement

A community surgery was held at the Hilton community centre this month and further community surgeries are planned for Raigmore, Tomatin and Ardersier in the coming weeks and months.

PC Cailean Macleod has attended the Hilton Community Centre where they have been hosting a 'warm place' for local residents along with providing free hot food and warm drinks. This initiative by Highland Highlife and Highland Council has been a very welcomed safe place for vulnerable members of the community to gather to socialise, keep warm and get a hot meal. There are many community centres within our area offering 'warm places' over the coming months.

The community beats team continues to work closely with housing officers from Albyn Housing, Cairn Housing and the Highland Council to engage and seek resolutions to anti-social behaviour and antics which affect the quality of life for residents. The team continues to engage and work with the ward managers of Highland Council along with several other departments including roads, road safety and environmental services regarding various matters. By working closely with partner agencies the community beats team can more effectively find long term solutions to issues blighting the quality of life of the communities rather than single agency 'quick fixes'. This work often takes weeks or monthly to bring about proper solutions to issues.

Other Duties

Community Beat officers still continue to assist other departments covering absences and changing shifts to cover the busy periods. They have still been carrying out community duties while assisting other departments.

PC Johnstone and PC Macleod have been assisting with enquires as part of the Mountain Rescue Team.

Neighbourhood Watch



The poster features a dark blue background with a white and blue checkered banner in the top-left corner that reads "SIGN UP TO". In the center, a hand holds a smartphone displaying the Neighbourhood Watch app. This is surrounded by a circular graphic of concentric white lines with blue dots, and three circular inset images: a house icon, a person walking a dog, and a person at a door. Below the graphic, the text "Neighbourhood Watch" is written in large white letters, with "SCOTLAND" in blue below it. Underneath, the phrase "We aim to ALERT you to:" is written in blue. At the bottom, six icons are arranged in two columns, each with a corresponding text description in white.

SIGN UP TO

Neighbourhood Watch
SCOTLAND

We aim to ALERT you to:

-  **Local crimes and emerging trends**
-  **Information on safety, resilience and community wellbeing**
-  **Guidance on online safety and doorstep scams**
-  **Approved "Secured by Design" products and recommendations**
-  **Advice on how to secure your property and belongings**
-  **Sharing best practice to protect you, your family and community**

In Police Scotland, we recognise the importance of keeping you up-to-date regarding our activities. We also want to seek your support and make the most of the valuable local knowledge you hold to help us carry out our job in an informed manner.

A great way in which we can share information is via the Neighbourhood Alert system, which Neighbourhood Watch Scotland delivers. This enables us to send out e-mail messages relating to local crime trends and share crime prevention advice quickly and effectively to a wide audience. The information can also be targeted as required to particular groups, streets, or communities.

Anyone can sign up to receive these e-mail messages individually or as a community group. The sign-up process allows you to specify the type of information you are interested in and from what source. This is coordinated by our partners in Neighbourhood Watch Scotland, who work with a range of partners in the public sector to provide information on crime and community safety and resilience. We only send out messages which contribute to keeping you informed and safe.

Neighbourhood Alert is recognised as a trusted source of information. Please consider signing up for Neighbourhood Alert e-mail messages and encourage family, friends and neighbours to do the same. You can join without setting up a Neighbourhood Watch.

Simply visit

<https://www.neighbourhoodwatchscotland.co.uk/>

Merkinch initiative

Following an increase in vandalisms in and around Merkinch, PC Connell led a plain-clothed initiative with the support of the Divisional Alcohol & Violence Reduction Unit (DAVRU), targeting “hot spot” areas which were worst affected. The initiative was a success, with plans to repeat it in the coming weeks.

Rural Patrols

Officers continue to carry out regular patrols within the rural communities in the division. We continue to drop into community groups/cafes when out on our patrols and carry out speed checks in areas that have been highlighted to us.

Youth Engagement

Officers attended at Kilchuimen Academy following instance of drug and alcohol misuse and spoke with several pupils and teachers offering advice and support. This will be followed up with wider engagement in the school in March 2023.

Roads Policing

Local officers carried out high visibility speed checks in residential areas. Several drivers warned regarding manner of driving and VDRS ticket issued.

Dog Control

Following a number of instances involving irresponsible dog ownership and sheep worrying local officers have been engaging with dog owners and liaising with the dog warden.

If you have any policing concerns in your area or would like a rural (Fort Augustus / Drumnadrochit / Whitebridge / Foyers officer visit then please let us know on

HighlandsandIslandsBeaullyFortAugustus@scotland.police.uk

For concerns and issues in the Inverness area please let us know on

HighlandsandIslandsCommunityBeatsInverness@scotland.police.uk

Contact Details

Your rural team (Fort Augustus) covering round Loch Ness can be contacted on
– HighlandsandIslandsBeaullyFortAugustus@scotland.police.uk

Your community beats team can be contacted on the following e-mail address–
HighlandsandIslandsCommunityBeatsInverness@scotland.police.uk

Please be aware that this e-mail address is not monitored 24/7 and is a contact email. Crimes should not be reported by this e-mail and should be reported via 101 or 999 in an emergency.

