

ORIGINATOR: POLICY OFFICER (LH)

DECISION NO.

48-2016.

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

**SUBJECT: AWARD OF CRIME AND DISORDER REDUCTION
GRANT – TAXI MARSHALS**

SUMMARY:

1. The Police and Crime Commissioner can commission services that:
a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013 – 2017.
2. Following discussions between the OPCC and organisations supporting the Taxi Marshals scheme in Ipswich this report seeks approval to award a Crime and Disorder Reduction Grant to Ipswich Central for the amount of £5,000 for the period 1 November 2016 to 31 October 2017.
3. The funding will enable crime and disorder reduction activity focussing on: preventing the damaging effects of drugs and alcohol on lives, crime levels and the night-time economy; creating a safer environment for road users; supporting effective crime prevention activity; reducing Anti-Social Behaviour (ASB) and engaging with businesses to impact on business crime.
4. The original application is included alongside this decision paper.

RECOMMENDATION:

1. It is recommended that the PCC approves a grant of £5,000 to Ipswich Central for the delivery of the Taxi Marshal service between 1 November 2016 to 31 October 2017.

APPROVAL BY THE POLICE AND CRIME COMMISSIONER

The recommendation set out is agreed.

Signature

Tina Parrymore

Date 8th November 2016

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 The Police and Crime Commissioner can commission services that:
- secure, or contribute to securing, crime and disorder reduction in Suffolk;
 - are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.

This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013 –2017.

- 1.2 This report seeks approval to award a Crime and Disorder Reduction Grant of £5,000 to Ipswich Central to contribute to delivering the Taxi Marshal service in Ipswich for the period 1 November 2016 to 31 October 2017. This decision paper should be read alongside the original application (Appendix A).

2. POLICE AND CRIME PLAN OBJECTIVES

- 2.1 Following the issue of the Police and Crime Plan 2013-2017 work has been on-going to develop a delivery plan to ensure that the Police and Crime Objectives and the Plan's principle themes will be achieved.
- 2.2 The themes within the Police and Crime Plan that Taxi Marshals aims to address are: preventing the damaging effects of drugs and alcohol on lives, crime levels and the night-time economy; creating a safer environment for road users; supporting effective crime prevention activity; reducing Anti-Social Behaviour (ASB) and engaging with businesses to impact on business crime.

3. TAXI MARSHALS

- 3.1 Taxi Marshals have been working in night time economy (NTE) in Ipswich since 2010, initially to prevent low level public disorder and ASB generated in taxi ranks.
- 3.2 The service has previously been funded by Ipswich Central, which is the Business Improvement District (BID) company for Ipswich, Ipswich Borough Council (IBC) and the Suffolk Police and Crime Commissioner.
- 3.3 The scheme operates from Dogs Head Street Taxi Rank in Ipswich every Friday and Saturday, providing two marshals between 11.30pm and 4.30am. Taxi Marshals are Security Industry Authority (SIA) accredited individuals, supplied through a third party company (Titans Security Ltd). They are deployed to prevent bullying, queue jumping and anti-social behaviour whilst people are waiting in the taxi rank. They also intervene to support vulnerable people who may be susceptible to sexual assault or violence and help prevent pedestrians/traffic incidents.

- 3.6 A summary of the monitoring provided from previous years shows the following:

	2014/2015	2015/2016
Number of times taxi marshals are deployed in the year	96	96
Number of people recorded as using the rank 1 st October to 31 st August	84,500	49,000

Incidents dealt with	29 Disorder, ASB, disagreement or disputes or vulnerable females that needed support.	23 Minor disorder, anti-social behaviour, disputes or disagreements, and ensuring the welfare of vulnerable people / lone females
Incidents requiring additional police intervention	5	5
Incidents Town Pastors were contacted for	2	7

The contribution to reduction in crime and ASB in the area where Taxi Marshals have been deployed has been assessed through data and qualitative feedback. The following benefits have been identified from monitoring information:

Dispersal of the public from the town centre quicker and more effectively - data from incident logs indicates that Taxi Marshals are managing and assisting the safe dispersal of significant numbers of people from Ipswich town centre, lessening the demand on the Police and other agencies. There has been a reduction in conflict on the Taxi Rank as during busy periods the Taxi Marshals prevent queue jumping and the resulting conflict between customers. Feedback from taxi drivers also supports that view that the marshals improve the speed of service.

Reducing the rate of violent crimes - the direct impact of Taxi Marshals on the downward trend in violence in the night-time economy is difficult to assess but the following feedback from local inspectors indicates a positive impact:

"The absence of any actual violent crime, at this specific location, during the deployment of taxi marshals in 2015/16, further underlines the effectiveness of the marshals to play a significant role in preventing crime and ASB, whilst enhancing public safety." (Local Inspector 2016)

"Having reviewed night time economy crime over this reporting period I have not seen any crime other than a few drunk and disorderly crimes that can be attributed to the area of the taxi rank, there has not been any violent crime, again a positive benefit." (Local Inspector 2014/15).

Reducing the demand on emergency services - feedback from Ipswich Central and IBC suggests that one of the unquantifiable benefits is demand reduction through potential problems with customers that are dealt with by the Taxi Marshals in the rank. It is suggested that this undoubtedly prevents problems at the other end of the journey which may put a Taxi Driver in a vulnerable position and need a Police response.

"Patrol officers and supervisors regularly praise the work undertaken by the taxi marshals and appreciate the almost 'self-contained' way of working." (Local Inspector 2014/15)

Increased feelings of safety for users of the NTE - feedback collated by Ipswich Borough Council from Taxi Trade (drivers) is on the whole very positive. The benefits highlighted by the trade are primarily that there is increased safety for people travelling home who are more vulnerable because of the level of intoxication through drink. Drivers also report increased public confidence generally.

Improving the safety of lone females - data from incident logs show cases where Taxi Marshals have ensured the welfare of vulnerable people and lone females. In 2015/16 Town Pastors were contacted by Taxi Marshals to further assist 7 individuals who required assistance and would otherwise have been left vulnerable.

Feedback from Taxi drivers during 2015/16 also highlighted an incident where the Taxi Marshals prevented unwanted taxi sharing. The Taxi Marshals have stopped a male

customer attempting to share a taxi with an intoxicated female customer who, when questioned stated she did not know the male person. In another instance, a drunken female was assisted to get home using a cab, due to her state of drunkenness she was very vulnerable and unable to take care of herself.

An increase in the number of hackney carriages likely to be working - drivers themselves value the support of the taxi marshals, they feel safer and more inclined to use the Dogs Head Street taxi rank on Friday and Saturday nights. Other benefits reported by drivers, which are likely to impact the number working in the area include:

- Generally drivers do not allow food to be consumed in their taxis, the Taxi Marshals have food bags for customers who want to take food home, the food is bagged before the journey commences which acts as a deterrent against eating food inside the Taxi.
- Preparing the customers for a journey by making sure they have a means to pay before the journey commences.

Additional monitoring information is provided in the application attached at Appendix A.

4. MONITORING AND OUTCOMES

- 4.1 This grant award is made on the basis of financial and activity data being made available to the PCC. The intended outputs and outcomes for the programme are set out below.
- 4.2 Data should show the extent of Taxi Marshal activities including:
- Number of times taxi marshals are deployed in the year;
 - Number of people recorded as using the rank;
 - Record of incidents dealt with and outcomes.
- 4.2 An analysis, using data and qualitative feedback, should indicate the contribution of the scheme to reducing in crime and ASB and in particular:
- The dispersal of the public from the town centre quicker and more effectively;
 - Reducing the rate of violent crimes;
 - Reducing the demand on emergency services;
 - Increased feelings of safety for users of the NTE;
 - Improving the safety of lone females;
 - An increase in the number of hackney carriages likely to be working;

5. FINANCIAL IMPLICATIONS

- 5.1 Monitoring and evaluation provides evidence there are service and financial benefits in terms of reduced costs and resource implications on the Constabulary, and other emergency services as a direct result of the work of Taxi Marshals in preventing public disorder and providing support to potentially vulnerable people.
- 5.2 This request for funding of £5,000 from the PCC for Taxi Marshals will add to the same funding commitments from Ipswich Central and Ipswich Borough Council. Ipswich Central has agreed to hold the funds and manage the service.
- 5.3 Funding will support two Taxi Marshals at Dogs Head Street Taxi Rank in Ipswich between 11.30pm and 4.30am, every Friday and Saturday night and for extra nights linked to public holidays.

6. OTHER IMPLICATIONS AND RISKS

- 6.1 There are no major implications or risks associated with this decision paper. An assessment of risk in delivery of the service has been undertaken. This assessment has considered the value of the grant sought, the duration of delivery and the history of delivery and ability to deliver. The monitoring arrangements outlined in the conditions of award reflect the fact that the Taxi Marshal service has been successfully delivered in 2013/14, 2014/15 and 2015/16. Should there be any risk to the service being delivered, Ipswich Central is required to notify the PCC.
- 6.2 The PCC is inclined to move towards a 3 year commitment (to be reviewed on an annual basis) to support Taxi Marshals and has discussed this with Ipswich Central.
- 6.3 Full conditions of award can be found in Appendix B.

7. RECOMMENDATIONS

- 7.1 It is recommended that the PCC approves a grant of £5,000 to Ipswich Central for the delivery of the Taxi Marshal service between 1 November 2016 to 31 October 2017.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	Yes
Has the PCC's Chief Finance Officer been consulted?	Yes
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	N/A
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
Have all relevant ethical factors been taken into consideration in developing this submission?	Yes

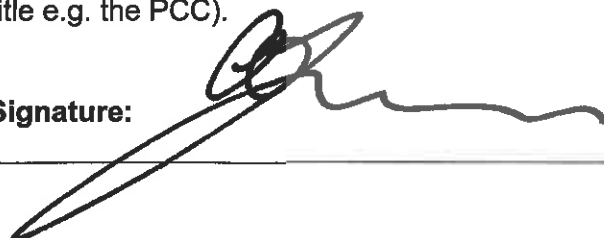
In relation to the above, please ensure that all relevant issues have been highlighted in the 'other implications and risks' section of the submission.

APPROVAL TO SUBMIT TO THE DECISION-MAKER

Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the (add decision-maker's title e.g. the PCC).

Signature:



Date 8 November 2016

APPLICATION FOR CRIME AND DISORDER REDUCTION GRANT

TAXI MARSHAL PROVISION IPSWICH 2016/17

1. Taxi Marshals

This application is submitted in relation to the provision of Taxi Marshals, every Friday and Saturday night between 23:30hrs and 04:30hrs, at the Dogs Head taxi rank, in Ipswich town centre. This request for funding of £5000 from the PCC will add to similar commitments already promised by Ipswich Central Management Ltd. and Ipswich Borough Council, and will secure the provision of the taxi marshals from 30th October 2016 (when the current funds lapse) to 30th October 2017.

Aims and Objectives:

The aims and objectives of the scheme is to work in partnership with the policing of the Ipswich Night Time Economy, to reduce crime and disorder and increase public safety by;

- Facilitate the quick and effective dispersal of public from the town centre as customers leave the various NTE licenced premises in and around the town centre area, particularly at closing time.
- Providing an enhanced security presence at the Dogs Head Street taxi rank to deter, and diffuse, alcohol fuelled crime and disorder, thereby reducing the rate of violence with injury and increasing the feeling of safety among members of public using the taxi rank and those engaging in the NTE in general.
- Reducing demand on other Emergency services (in particular Police and Ambulance).
- Improving the safety of individuals, particularly lone females or those who are vulnerable by virtue of intoxication levels.
- Providing a safety and reassurance to hackney carriage drivers likely to be working, contributing towards increased availability of such vehicles at peak demand times, and a reduction in the number of unlicensed taxis potentially operating.

Taxi Marshals:

A number of security companies are invited to submit a tender to provide the taxi marshal service annually. In 2015, Ipswich central Management Ltd agreed to administer the scheme, hold the funds and manage invoicing.

All those deployed as taxi marshals will be fully trained and accredited to Security Industry Authority (SIA) standards and requirements. Their training in conflict management and correct use of force will ensure all interventions are appropriate and proportionate. Marshals additionally will be issued with a Townlink radio, thereby providing direct access to IBC CCTV, Police and Town Pastors.

2. Delivery of Police and Crime Plan Objectives

Two of the key strategic objectives of the taxi marshal scheme are the prevention, and reduction, of crime and anti-social behaviour (particularly in relation to alcohol fuelled crime and disorder) and ensuring safety and welfare of vulnerable members of public.

This is achieved by the marshals providing a high profile and robust presence at the taxi rank, administering and marshalling queues, ensuring people queue in an orderly fashion, intervening early in situations where there is any suggestion of confrontation, to prevent escalation into outbreaks of disorder or violence. Their presence additionally supports the vulnerable, by preventing queue jumping and "bullying", confronting any incidences of ASB such as persons urinating in public at the taxi rank/bus terminus, and intervene to ensure the

welfare of vulnerable, intoxicated persons, particularly lone females who are potentially susceptible to sexual assault.

The scheme receives the support of local taxi drivers and taxi companies, who report greater levels of confidence and feelings of safety. Local police Inspectors and sergeants, who regularly police the NTE within the town centre are also supportive of the presence of taxi marshals and see the value of having the queues monitored and marshalled each Friday and Saturday night.

An additional benefit of the scheme is road safety. By effectively marshalling the queues there is not only a central, safe, location for taxis to pick up passengers (thereby reducing the necessity to stop at random locations within the busy town centre streets) but it also reduces the potential for injury to pedestrians, who may walk, or fall, out in front of vehicles, especially where their judgement and mobility is impaired through high levels of intoxication.

The expected outcomes of continuing the scheme are the support of efforts to reduce alcohol related crime and disorder, around the NTE within Ipswich town centre, supporting local businesses (e.g. taxi companies) and protecting the vulnerable, thereby contributing to the overall vision of making Suffolk a safer place to live, work, travel and invest.

3. Monitoring outcomes and outputs

Analysis from data provided by Ipswich Central Management Ltd (taken from returns provided by the taxi marshals following their deployment each week) demonstrates the following outputs:

Between 1st October 2015 and 31st August 2016, taxi marshals deployed on 96 nights.

During this period over 49,000 members of public passed through the taxi rank, during the hours of 23:30 and 04:30. Despite the high number of users, the taxi marshals were only required to intervene in 23 actual incidents-these ranged from minor disorder, anti-social behaviour, disputes or disagreements, and ensuring the welfare of vulnerable people / lone females.

This is an impressive statistic considering the fact that during this period of the evening it is highly likely the vast majority of customers will have consumed some level of alcohol, with many of those being intoxicated. Of the 23 interventions by the taxi marshals, only 5 of these required the additional intervention of police officers and Town Pastors were contacted, to attend and assist with, 7 individuals who required assistance-these 7 persons could potentially have otherwise remained in positions of great vulnerability had it not been for taxi marshal intervention.

The absence of any actual violent crime, at this specific location, during the deployment of taxi marshals, further underlines the effectiveness of the marshals to play a significant role in preventing crime and ASB, whilst enhancing public safety.

The data does highlight, however, the reduction, since the 2014/2015 period, in the numbers of persons actually using the taxi rank during the core hours the taxi marshals are deployed.

	2014/2015	2015/2016
1 st October to 31 st August	84500	49000

Whilst the decrease in number of customers using the taxi rank during the core hours could be attributable to a number of different factors (e.g. economic factors, changes to NTE premises such as closures for refurbishment etc., the presence of a newly established taxi business in nearby Falcon St.,) there is no single obvious factor to explain the decline.

CRIME AND DISORDER REDUCTION GRANT 2016-17

CONDITIONS OF AWARD

A Crime and Disorder Reduction Grant is awarded to Ipswich Central in accordance with the conditions detailed below.

1. The Purpose of Crime and Disorder Reduction Grants

- 1.1 The Police and Crime Commissioner can commission services that:
- a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.

This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014.

- 1.2 The PCC will award a Crime and Disorder Reduction Grant of £5,000 to Ipswich Central for delivery of the Taxi Marshal service for the period 1 November 2016 to 31 October 2017.
- 1.3 All projects and initiatives delivered by the grant recipient must clearly set out the success criteria (e.g. intended outcomes, milestones, risks, and measurable outcomes against the PCC's Police and Crime Objectives).

2. Conditions of Award

- 2.1 This award is a one-off award and outputs/outcomes should be delivered in the period 1 November 2016 to 31 October 2017. Payment of the award does not confer any ongoing obligation by the PCC to make payments towards the Taxi Marshal scheme beyond 31 October 2017. Accordingly funding should not be committed beyond the agreed scale of the project. Where there is a possibility that an initiative will not deliver outcomes until beyond 31 October 2017 approval must be sought from the PCC.
- 2.2 To avoid a long term commitment the grant should not normally be utilised to fund posts. If, as an exception, it is proposed to fund posts, approval must be sought from the PCC.
- 2.3 The grant recipient may not use the award for any activities other than those set out in the Decision Paper or as approved in writing by the PCC.
- 2.4 This award is made on the condition that if the Taxi Marshal service ceases to function or the grant is not used for the purposes set out within this decision paper the funding must be repaid to the PCC.
- 2.5 The funds provided under this award may not be used to purchase capital items unless agreed with the PCC.

3. Bureaucracy

- 3.1 The grant recipient must be able to demonstrate that the grant is being managed in an efficient and effective manner, and are actively seeking to minimise bureaucracy and streamline processes in order to deliver the best possible outcomes. For these reasons funds may not be used towards any overheads/costs associated with the administration of Ipswich Central.

4. Transfer of funds

- 4.1 The grant recipient will invoice the PCC on a quarterly 'in arrears' basis, after which transfer of funds will be arranged.
- 4.2 Payment will be made within 21 working days of the receipt of a payment request and must be accompanied by the appropriate monitoring information.
- 4.3 Payment will not be made in advance of need. If the PCC reasonably believes that payment is being made in advance of need, the PCC may change the timing and/or the amount of any payments.
- 4.4 In order for any payment to be released, the PCC will require Ipswich Central to:
- have accepted these conditions by signing and returning a copy of this Conditions of Award agreement,
 - have provided a communications plan,
 - have provided appropriate bank details, and
 - be in compliance of the terms of award.

5. Outputs/outcomes

- 5.1 The grant outputs and outcomes outlined in section 4 of the PCC Decision will be monitored and reported on by the grant recipient.

6 Monitoring

- 6.1 Ipswich Central will provide an end of year financial monitoring report on the grant and outcomes and a representative of the scheme may be required to attend a meeting of the PCC's Accountability and Performance Panel to account for the performance against the grant.
- 6.2 Monitoring reports will be in the standard format required for meetings of the PCC's Accountability and Performance Panel meetings. A report template and further advice can be obtained from the PCC's Chief Executive.
- 6.3 Ipswich Central must notify the PCC as soon as reasonably practicable if the scheme ceases operation or if an underspend is forecast. Any underspend must be returned to the PCC.

7. Commissioning Principles

- 7.1 In the circumstances where Ipswich Central commissions services from other bodies applications must be assessed (by Ipswich Central) with good practice commissioning principles in mind (e.g. guidance on commissioning issued by the Association of Policing and Crime Chief Executives), and having due regard to equality, diversity and human rights issues.

8. Publicity and Marketing

- 8.1 By accepting the award the grant recipient makes a commitment to acknowledge the PCC's support publicly and must acknowledge their funding from the PCC in all their promotional work. Any recipients of funding must display the PCC's logo in all publicity for the life of the initiative. Logo artwork can be provided upon request. The PCC will require confirmation in the form of examples of artwork that the PCC's branding has been displayed. Any exceptions must be agreed with the PCC.

8.2 The grant recipient will liaise with the PCC's Communications Manager to agree a communications plan.

9. Access to Information

9.1 The PCC expects reasonable access to any records and information held by the grant recipient for purposes associated with the award as well as its reasonable assistance should it be necessary for the PCC to complete any returns.

9.2 The PCC reserves the right to withhold all or any payments of the award if the PCC has reasonably requested information/documentation from Ipswich Central and this has not been received by the PCC in the timescales reasonably required.

10. Miscellaneous

10.1 The award may not be used to support or promote religious activity. This will not include inter-faith activity.

10.2 The grant recipient must ensure that all reasonable steps have been taken to ensure that it and anyone acting on its behalf complies with any applicable law for the time being in force (so far as binding on the recipient).

10.3 The grant recipient and its employees, shall be careful not to be subject to conflicts of interest.

10.4 The grant recipient shall ensure that third party recipients have adequate insurance coverage (including but not limited to public liability insurance) in place, appropriate processes for staff direction, and shall provide evidence of such insurance to the PCC on request.

10.5 The PCC accepts no liability to the grant recipient or third party recipients for any costs, claims, damage or losses, however they are incurred, except for to the extent that they arise from personal injury or death which is caused by the PCC's negligence.

ACCEPTANCE OF CRIME AND DISORDER REDUCTION GRANT

Ipswich Central accepts the offer of an award of £5,000 and agrees to comply with the terms and conditions of the Grant on which the offer is made.

On behalf of IPSWICH CENTRAL:

Signature	
Name:	
Position:	
Date:	

Bank details for grant payment:

Bank name:	
Branch name:	
Sort Code:	
Account name:	
Account number:	
Address:	
Postcode:	

Signed on behalf of the POLICE AND CRIME COMMISSIONER FOR SUFFOLK:

Signature	
Name:	
Position:	
Date:	