

**ORIGINATOR: POLICY OFFICER (LH)**

**DECISION NO.** 13 - 2016

**REASON FOR SUBMISSION: FOR DECISION**

**SUBMITTED TO: POLICE AND CRIME COMMISSIONER**

**SUBJECT: AWARD OF CRIME AND DISORDER REDUCTION  
GRANT – TOWN PASTORS**

**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. This report seeks approval to award a Crime and Disorder Reduction Grant to Town Pastors for the amount of £49,995 to contribute to delivering Town Pastors activity across Suffolk for the period 1 April 2016 to 31 March 2017.
3. The funding will enable crime and disorder reduction activity focussing on the Police and Crime Plan objectives by preventing and reducing crime, creating a safer night-time economy, supporting vulnerable people and reducing the damaging effects of drugs and alcohol.

**RECOMMENDATION:**

1. That the PCC approves a grant of £49,995 to Town Pastors for the period 1 April 2016 to 31 March 2017.

**APPROVAL BY THE POLICE AND CRIME COMMISSIONER**

**Signature**



for PCC

**Date** 9 March 2016

## **DETAIL OF THE SUBMISSION**

### **1 INTRODUCTION**

- 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. 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 The Town Pastors have been funded since 2014/15 to deliver the service, and regular data and information has been provided to support the PCC to monitor delivery. This report seeks approval to award a Crime and Reduction Disorder Grant of £49,995 to continue delivery of the Town Pastor service across Suffolk between 1 April 2016 and 31 March 2017.

### **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 ensure that the Police and Crime Objectives and the Plan's principal themes will be achieved.
- 2.2 The key themes within the Police and Crime Plan that this grant aims to address include creating a safer night-time economy, supporting vulnerable people and reducing the damaging effects of drugs and alcohol.

### **3 TOWN PASTORS**

- 3.1 The Suffolk Town Pastor scheme began in June 2006 with 20 volunteers launching the scheme in Ipswich. Since then eight other schemes have been launched in Suffolk: Bury St Edmunds, Newmarket, Woodbridge, Sudbury, Stowmarket, Lowestoft, Felixstowe and Haverhill. A tenth scheme in Leiston is expected to be launched in early 2016. Nearly 600 volunteers are now involved in the schemes across the county of Suffolk including 217 Town Pastors who carry out patrols.
- 3.2 The Town Pastors (central body) is a company limited by guarantee and is in the process of applying for charitable status. As it is an incorporated body it has been able to handle the distribution of the PCC grant. This body holds the franchise for the Town Pastor scheme and maintains the quality of the schemes across the county.
- 3.3 The Town Pastors are working in nearly every major night time economy (NTE) across the county. All Town Pastors are trained volunteers who:
- Look out for and support vulnerable people, providing assistance where appropriate.
  - Provide a presence of friendliness and care so people can enjoy their night out.
  - Defuse potentially aggressive situations.
  - Are available to people as listeners.
  - Encourage safe behaviour for all.
  - Foster good relationships between the public, the police, taxi drivers, door staff, other voluntary agencies and Local Authorities who are involved in managing the night time economy.

- 3.4 The Town Pastor final monitoring report for 2014/15 evidences that during the grant period there were nearly 23,000 interactions by Town Pastors, directly preventing and reducing crime on 258 occasions. In the latest monitoring report (October 2015) Town Pastors recorded over 11,000 actions between April and September 2015
- 3.5 Town Pastors continue to play a significant role not just in crime reduction and prevention, but also in preventing paramedic/ambulance calls and A & E admissions (as well as saving police time in looking after vulnerable intoxicated individuals). The Town Pastor monitoring report covering the six month period April to September 2015 shows that the benefits include:
- Helping to make people feel safe and reduce fear of crime. Town Pastors are regularly thanked by members of the general public because they feel safe when Town Pastors are on patrol. Town Pastors ensured the personal safety/wellbeing of 397 people between April and September 2015 ensuring vulnerable people got safely to their transport, were walked home, or were reunited with friends.
  - Helping those who have consumed excessive amounts of alcohol. Town Pastors offered care and support to 251 people who were excessively drunk and incapable of looking after themselves. This decreased the necessity for police intervention, ambulance call-outs and hospital admissions. In addition, each person was kept safe from theft of personal belongings or becoming a victim of crime while drunk and incapable.
  - Peaceful outcomes to potentially violent situations. On 141 occasions Town Pastors were able to prevent/reduce crime, often diffusing fights or calming potentially aggressive situations by providing a friendly presence, in a non-judgemental and non-confrontational way. This reduced personal injury and the necessity for police intervention.
  - Reduction in anti-social behaviour. Town Pastors are visible capable guardians and have a role in discouraging anti-social behaviour.
  - Pastoral support for individuals in distress, with difficult/overwhelming personal circumstances and/or with mental health issues.
  - Reducing the risk of serious injuries being sustained during assaults. During period April - September 2015 over 2,100 bottles and glasses (potential weapons) were removed from the streets of Suffolk towns.
  - Referring incidents to the Police where necessary. CCTV and/or police were made aware of 173 incidents/potential incidents or persons of note. Town Pastors also recorded 37 situations of domestic violence where an incident between a couple has become violent or has the potential to become violent. Town Pastors have intervened or referred the situation to police or CCTV, helping to ensure the safety of individuals and reduce the likelihood of assault.

#### **4 OUTPUTS/OUTCOMES**

- 4.1 This grant award is made on the basis of financial and activity data being made available on a regular basis with a final report submitted to the PCC's Accountability and Performance Panel on or before 30 June 2017.
- 4.2 Monitoring will indicate the extent of Town Pastors activities (see Appendix B for categories) by scheme area and provide high level information against the budget breakdown submitted to the PCC. Town Pastors will continue to evidence satisfaction with the service in a qualitative manner. The financial breakdown of how the grant is to be used and the data outputs and outcomes will be continually monitored throughout the period of the grant award.

## **5 MISCELLANEOUS CONDITIONS OF AWARD**

- 5.1 Full 'Conditions of Award' including conditions relating to transfer of funds, monitoring, and publicity and marketing are specified separately.
- 5.2 This award is a one-off award and outputs/outcomes should be delivered in the period 1 April 2016 to 31 March 2017.
- 5.3 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.
- 5.4 The grant recipient must be able to demonstrate that they are managing the grant in an efficient and effective manner, and are actively seeking to minimise bureaucracy and streamline processes in order to deliver the best possible outcomes.
- 5.5 Payment will be made within 21 working days of the receipt of a payment request and must be accompanied by the appropriate monitoring information.
- 5.6 The PCC will not pay 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.
- 5.7 The grant recipient will provide an interim report on financial expenditure and outputs/outcomes to the PCC by 31 October and a final report on or before 21 April 2017.
- 5.8 The grant recipient must notify the PCC as soon as reasonably practicable if the organisation ceases operation, the project does not go ahead, or if an underspend is forecast. Any underspend must be returned to the PCC.
- 5.9 By accepting the award from the PCC the grant recipient makes a commitment to acknowledge the PCC's support publicly and must acknowledge their funding from the PCC in all 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. Any exceptions must be agreed with the PCC.
- 5.10 The grant recipient will liaise with the PCC's Communications Manager to agree a communications plan.
- 5.11 The grant recipient must be able to evidence appropriate safeguarding procedures for those using their services and have due regard for the Local Children Safeguarding Board policies and guidance. The grant recipient must ensure that its services, policies, training, recruitment, vetting and referral processes appropriately safeguard children and vulnerable adults.
- 5.12 The grant recipient shall ensure that third party recipients have adequate insurance coverage (including but not limited to public liability insurance) in place and shall provide evidence of such insurance to the PCC on request.
- 5.13 The PCC accepts no liability to the grant recipient or any 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.
- 5.14 The grant recipient agrees to indemnify the PCC for any costs, claims, damages or losses which arise as a result of negligence by the grant recipient or out of any breach of any of the conditions of award.



## **6 SERVICE AND FINANCIAL IMPLICATIONS**

- 6.1 There should be service and financial benefits in terms of reduced costs and resource implications on the Constabulary as a direct result of the work of Town Pastors in preventing public disorder and providing welfare support to vulnerable people.
- 6.2 An evaluation of the Town Pastor scheme stated "*Looking more closely at the cost of crime to individual agencies (Police, Criminal Justice System, NHS) one incident of 'violence against the person' is estimated to cost approximately £10,400, a 'serious wounding' incident is estimated to cost around £21,422, a wounding (serious and slight) approximately £8,850 and a serious sexual offence can cost £31,438. If the Town Pastors help prevent just one of each of these crimes they would of saved £72,110. From research and interviews with professionals dealing with NTE offences, it is estimated that in one year (2012) one scheme, Town Pastors may have prevented 254 incidents which were reported under Preventing/Reducing Crime, Personal Safety & Wellbeing and Medical Assistance*".
- 6.3 A grant of £49,995 is being requested to contribute to the overall running cost of £104,177 to deliver the ten Town Pastor schemes in Suffolk and at Latitude. Detail of the requested PCC contribution to each scheme can be found in Appendix A.
- 6.4 Funding is used to pay the scheme co-ordinators for the four largest schemes and for running costs such as radios, training, supplies, uniforms and insurance.

## **7 RISKS**

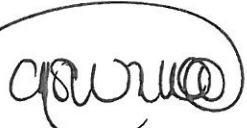
- 7.1 There are no risks flowing from the consideration of this report.
- 7.2 An assessment of risk in delivery of the service has been undertaken. This assessment has considered the value of the grant sought, the duration of delivery and the grant recipient's history of delivery and ability to deliver. The monitoring arrangements outlined in the conditions of award reflect the fact that Town Pastors have delivered the service and regularly reported on activity and outcomes since 2014/15. Should there be any risk to the service being delivered, the grant recipient is required to notify the PCC.

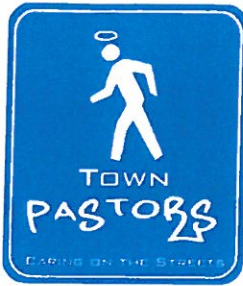
## **8 RECOMMENDATIONS**

- 8.1 It is recommended that the PCC approves a grant of £49,995 to Town Pastors for the period 1 April 2016 to 31 March 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?	YES
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
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	YES
Have all relevant ethical factors been taken into consideration in developing this submission?	YES

**APPROVAL TO SUBMIT TO THE DECISION-MAKER**

<p><i>PC</i>  <b>Chief Executive</b></p> <p>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 Police and Crime Commissioner.</p> <p>Signature:  Date 4/3/16</p>
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# SUFFOLK TOWN PASTORS

## PCC BUSINESS CASE 2016-2017

### Introduction and Background to scheme

The Town Pastor scheme began in Suffolk in June 2006 with a launch in Ipswich with 20 volunteers. Since then the Ipswich scheme has gone from strength to strength and now ten years later it has given rise to eight other schemes in Suffolk; in 2008, Bury St Edmunds launched its scheme, followed by Newmarket, Woodbridge, Sudbury and Stowmarket in 2009, Lowestoft and Felixstowe in 2010 and Haverhill in 2011; a total of 9 schemes countywide. A tenth scheme at Leiston is aimed to be launched in 2016.

Currently 594 volunteers are involved in the schemes across the county of Suffolk – 217 Town Pastors patrol the streets and are backed up with prayer teams of 377 people. All of these volunteers are Christians from all Church denominations, giving their time willingly and in most instances freely, but dedicated to serve all people without prejudice to colour, gender, sexual orientation, race, age or any other difference.

### Cost

Each scheme has its own budget and operating costs associated with it as detailed in the table below.

Four out of the nine schemes have co-ordinators who are paid (max 20 hours a week).

\* indicates those who have paid co-ordinators

**Town Pastor Budgets** **Suffolk**  
2016-2017

Town	Budget £s
Bury*	20,600
Felixstowe *	7,867
Haverhill	2,705
Ipswich*	24,000
Leiston	10,500
Lowestoft*	16,260
Newmarket	2,500
Stowmarket	3,200
Sudbury	1,375
Woodbridge	1,200
Central Overheads (Suffolk)	10,000
Latitude	3,970

**Total** **£104,177**

## What is the role of a Town Pastor?

Town Pastors have a concern for their community, and particularly for young people, the poor and the vulnerable. Town Pastors are willing to engage with people where they are; both in terms of their immediate practical needs and their values and world-view.

The core role of a Town Pastor is not evangelistic, but is rather about listening to, caring for and helping people. It is about showing concern and offering assistance where appropriate, in a non-judgmental and unconditional way. Town Pastors seek to be a positive presence on the streets, available to offer support to vulnerable people, where appropriate to de-escalate potential trouble and generally to assist the police and other agencies.

Town Pastors are better placed to assist and potentially alleviate and defuse tense situations. They are a stress calming influence and not affiliated to the police, who can be regarded as authority figures. Town Pastors are independent volunteers, they are not authority figures or seen as a threat of enforcement, they operate as capable guardians looking out for vulnerable people, reducing risk of sexual crime, tending to those who are unwell and drunk and providing a pastoral ear to many different people, often in the streets and areas that the police do not routinely patrol.

Nearly all Town Pastors who are out on patrol and those back at prayer base, have access to a radio which is a vital and essential piece of equipment to enable good communication between teams and the prayer base. For the majority of the schemes this is the most expensive equipment expenditure. Throughout the patrol close radio contact is maintained with local borough and district council CCTV operators and through them with police and door staff. This two-way radio contact with CCTV operators is vital as it allows Town Pastors to be directed to certain areas where an incident is occurring and where their assistance is required. Pastors also report any incidents they encounter to the Operations Room.

Each scheme has one, two, or in the case of Ipswich three pairs of Town Pastors who patrol the nightclub, bar, and fast food outlet areas of town centres (from 10pm to 4am in some schemes). At the start of the shift the police may attend to give the Town Pastors a briefing of what's happening in the town. Before they go out on patrol, and at the end of each shift, prayers are said. At the end of the patrol shift log reports are completed and collated by the Team leader.

The Co-ordinator of each scheme is responsible for preparing the rotas for Town Pastors, Home and Base Prayer teams and overseeing that the reports are written up and submitted regularly.

All Town Pastors are trained volunteers who:

- Look out for and support vulnerable people, providing assistance where appropriate.
- Provide a presence of friendliness and care so people can enjoy their night out.
- Defuse potentially aggressive situations.
- Are available to people as listeners.
- Encourage safe behaviour for all.
- Foster good relationships between the public, the police, taxi drivers, door staff, other voluntary agencies and Local Authorities who are involved in managing the night time economy.



## Town Pastors Crime and Disorder Reduction

The Town Pastors are working in nearly every major night time economy (NTE) across the county. When we consider how the Town Pastors have had an effect on crime and disorder we can say that in real terms this is difficult to measure. What we do know however, is that the types of crime and disorder the Town Pastors will influence in their role, has fallen consistently across the county.

The types of incidents the Town Pastors are likely to influence are related to public disorder and anti-social behaviour (ASB). In general terms public order offences in the NTEs across Suffolk are mostly 'Public fear, alarm or distress ', around 70% of all public order incidents.

The Town Pastors have undoubtedly had a positive effect on the safety of people within the NTEs. Looking more closely at the cost of crime to individual agencies (police, Criminal Justice system, NHS) one incident of 'violence against the person' is estimated to cost approximately £10,400, a 'serious wounding' incident is estimated to cost around £21,422, a wounding (serious and slight) approximately £8,850 and a serious sexual offence can cost £31,438. If the Town Pastors help prevent just one of each of these crimes they would have saved £72,110. From research and interviews with professionals dealing with NTE offences, it is estimated that in one year (2012) one scheme, Town Pastors may have prevented 254 incidents which were reported under Preventing/Reducing Crime, Personal Safety & Wellbeing and Medical Assistance.

Another example, using April 2010/2011 statistics another scheme had 22 'Preventing / Reducing Crime' incidents, and 85 'Calming Situation Down' situations reported. If out of these 107 examples, 10 crimes were prevented, and it cost approximately £120K to put someone through the justice system / cost of medical care for minor assault / police time related to the whole process, then a saving of £1.2M would be made by the Town Pastor intervention in just one area.

Town Pastors have supported the Latitude festival since 2011. Prior to the Town Pastors involvement with the event in 2010 ten serious crimes were reported. In 2011 three alleged sexual crimes took place in a staff area where the Town Pastors were not allowed to patrol. From 2012 till 2015 no serious crimes were reported.

### At Latitude 2015

24 Town Pastors were present over the festival period of Thursday to Sunday. They were assisted by 7 support staff (including those who covered the prayer base) and 24 volunteers who served refreshments in the Town Pastor Marquee.

They recorded 657 actions including 25 individuals who were in specific need of support by the Festival Pastors. The main roles for the Town Pastors and also the support staff were as follows:

- Being a visible presence and thus helped to reduce crime and anti-social behaviour

- On arrival day they were at gates giving out safety leaflets and generally guiding people (including helping to pitch tents)
- Patrolling the camping areas chatting with people giving safety advice
- Patrolling the raves in wood until the early hours with many under-aged festival goers on the two busiest nights
- Praying in the prayer tent
- Helping with refreshments

## **Town Pastor Structure**

A new Town Pastor charitable\* company limited by guarantee was created in June 2014 to centrally coordinate existing schemes. This is designed to resource and support existing schemes where appropriate or required, and allow combined capabilities to be collectively enhanced. It will also control the franchise of the Town Pastor model in order that new initiatives may be grown. Each scheme remains independent but will send their quarterly statistics and fund raising needs through the new structure where necessary and appropriate, and will receive central support with regard to items such as the facilitation of knowledge sharing and communication, training, and the maintenance of service quality.

Funds allocated by the PCC to the Town Pastors schemes will be distributed through the newly formed charitable company "Town Pastors" and restricted for use in designated Suffolk schemes.

Funding for the central Town Pastor scheme will come from the 9 (soon to be 10) individual schemes in Suffolk to cover the Suffolk costs.

\*Charity Commission registration under process and the next hurdle has been passed recently with HMRC giving Town Pastors charitable status for tax purposes. The final action is now the Charity Commission submission.

## **New Scheme – Leiston**

A new scheme is now starting in Leiston with the formation of a Management Team. There has long been a hope, both by the police and by the Suffolk Coastal District Council Community Safety Partnership (SCDC CSP) for a Town Pastor scheme in Leiston. There has been significant NTE associated crime and also ASB linked to young people in local parks and it is felt that the presence of Town Pastors could help reduce both categories. Initial plans developed with SCDC and using Suffolk County Council crime data show the new Town Pastors focussing on the NTE area based on the following figures:-

- 24% of Leiston's violent crime and criminal damage and 22% of ASB occur between 10pm and 4am on Friday and Saturday nights.
- 72% of violent crime taking place on Friday and Saturday nights happen on only 2 roads; the High Street and Station Road.

Expected set up costs are in the region of £10,500 and there are already many pledges covering these initial costs including £3500 from within the 2015/16 Town Pastor grant

from the PCC. For ongoing expenses for the 2016/17 financial year the new scheme is needing a PCC investment of £3,500.

The central Town Pastor charity is working with the new Management Team and representatives from SCDC CSP to ensure the delivery of this new scheme within 2016.

## **Statistics**

The quarterly statistics will be made available to the PCC office and representatives of Town Pastors will attend the PCC's accountability panel to report on the schemes and the use of PCC's money as required.

The current "stats categories" (see page 7) are now used by all the schemes and were developed in collaboration with the Police. These categories will be reviewed where possible to improve the quality of the data collected whilst trying to keep them as simple as possible for the volunteer Town Pastors. Each scheme also records qualitative data about incidents which can be accessed if necessary.

## **Current situation with Night-time Economy**

Over the ten years that the Town Pastor schemes have been running there continues to be a general reduction in overall trade within the night time economy, certainly in the major centres. Policing is more limited to a static presence outside larger premises, which means that Town Pastors encounter issues and potential incidences in the streets and alleyways away from the centres. They can often be the first on the scene of major incidents or else by their presence prevent those incidents.

The relationship with the trade and enforcement bodies has improved over the last ten years. The general public who use the night time economy now know and respect the Town Pastors. As a result they have a good overall feel of the night time activity.

Whilst overall demand is down the need is still very apparent and if there is to be a recovery of the night time economy, there needs to be a continuous improvement in the services offered (all the businesses and agencies working positively together for a better experience by the users of the NTE). Town Pastors are a core part of that in providing care and safety within the Night Time Economy.

## **PCC Grant**

The grant from the PCC goes to cover all forms of running costs for the ten Town Pastor schemes in Suffolk. These include costs of paid Coordinators (schemes with salaried staff are indicated in the first table with an asterisk), costs of radios and sometimes whole radio systems, training, supplies such as water and Freddo bars, uniforms, premises hire, insurance, fee for use of the Town Pastor franchise, stationary and other admin costs.

A breakdown of how the total request of £49,995 will be used is given below. This is only an indication as the Board and Treasurer may need to adjust this in the light of both income and expenditure of the different schemes.

*We acknowledge that this represents an increase of just under 6.4% on the £47,000 grant allotted by the Suffolk PCC to Town Pastors in recent years and consider this request to be reasonable given the additional costs we incur as we launch the new initiative in Leiston.*

TOWN PASTOR SCHEMES SUFFOLK	PCC grant request 16-17	% of total PCC grant	Indicative Budget
BURY ST. EDMUNDS	£8,000	16%	£20,600
FELIXSTOWE	£3,000	6%	£7,867
HAVERHILL	£1,220	2%	£2,705
IPSWICH	£15,000	30%	£24,000
LEISTON	£3,500	7%	£10,500
LOWESTOFT	£13,000	26%	£16,260
NEWMARKET	£0	0%	£2,500
STOWMARKET	£750	2%	£3,200
SUDBURY	£800	2%	£1,375
WOODBIDGE	£600	1%	£1,200
Latitude <sup>1</sup>	£4,125	8%	£3,970
Town Pastors Central	£0		£10,000
Total requested	£49,995		
<b>Total</b>	<b>£49,995</b>	<b>100%</b>	<b>£104,177</b>

<sup>1</sup> Note: the grant requested from the PCC is greater than the original budget due to a subsequent revision in estimated costs.



Stats show Town Pastor activities.



- 1. Personal Safety/Wellbeing**  
Examples: Escort people to taxi/bus etc. Reunite individuals with friends/family. Observe/monitor a situation - a lone female, a potentially aggressive situation etc.
- 2. Pastoral Care and Mental Health Issues**  
Examples: Any situation where a person wants to discuss problems they are facing in their lives - marriage/relationship issues, drug issues etc. or you have dealt with a person who has/or is suspected of having mental health issues, such as Post Traumatic Stress Disorder (Soldiers), depression etc.
- 3. Drunk and Incapable**  
Example: Providing care and support to anyone incapable of looking after themselves due to excessive alcohol consumption.
- 4. Medical Assistance/Welfare**  
Example: Providing medical or welfare assistance to any person (includes calling an ambulance)
- 5. Providing Water/Refreshment**  
Example: Providing water or chocolate to any person.
- 6. Juveniles**  
Example: Any person you engage with who is/or appears to be under 18.
- 7. Homeless (or presenting as homeless)**  
Example: This should be a record of the number of people presenting as homeless seen on the streets during the shift; people should be counted whether or not you had any interaction with them. The Team Leader should ensure that the same people aren't counted twice.
- 8. Domestic Tension or Violence – reporting or seeking to calm an incident**  
Example: Any incident between a couple that could become or has become violent where TP intervention takes place or the situation is referred to Police or CCTV.
- 9. Racial Tension – reporting or seeking to calm an incident**  
Example: Any incident of violence, abuse or threatening behaviour (verbal or physical) on the basis of an individual's race or ethnic background where TP's witness, intervene or report.
- 10. Preventing/Reducing Crime - Calming Aggressive Situations**  
Examples: Using communication skills to defuse or prevent an incident/situation escalating and requiring Police intervention. Calming/assisting bystanders or those involved in fight/incident.
- 11. Alerting Police/CCTV**  
Examples: Alerting Police/CCTV to intervene at an incident/situation where 'Calming Aggressive Situation' was not appropriate or safe for Town Pastors to do so. Making CCTV and other radio users aware of incident/situation or persons of note.
- 12. Dangerous Items Removed (potential weapons)**  
Example: Safe removal/disposal of any item that could cause injury/harm or damage (includes bottles/glasses).
- 13. Alcohol Removed**  
Example: Safe removal/disposal of alcohol.
- 14. Drugs Related Incidents**  
Example: Safe removal of drugs (includes prescription or over the counter medicines) or drug related paraphernalia. Engaging with person(s) who has (or appears to have) taken drugs.
- 15. Non-Categorised Incidents**  
Example: Any incident you have dealt with that does not come within the above categories or descriptions, such as; taking a found bicycle to the Police Station. Finding a lost dog!