



Making Suffolk a safer place to live, work, travel and invest

ORIGINATOR: POLICY OFFICER (LH)	DECISION NO. 33-2017
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REASON FOR SUBMISSION:	FOR DECISION
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SUBMITTED TO:	POLICE AND CRIME COMMISSIONER
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SUBJECT:	AWARD OF CRIME AND DISORDER REDUCTION GRANT – TAXI MARSHALS
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<p>SUMMARY:</p> <ol style="list-style-type: none">1. In accordance with the provisions in the Anti-social Behaviour, Crime and Policing Act 2014 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. In applying this provision, the PCC will ensure that the services commissioned are consistent with the Suffolk Police and Crime Plan 2017-2021.2. This report seeks approval to award a grant to Ipswich Central for the amount of £5,000 for the period 1 November 2017 to 31 October 2018 to deliver the Taxi Marshal service.3. The funding will support the night-time economy in Ipswich and deliver on the Police and Crime Plan objective 'Protecting the most vulnerable people and communities by preventing, reducing and solving crime and anti-social behaviour'.
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<p>RECOMMENDATION:</p> <ol style="list-style-type: none">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 2017 to 31 October 2018.
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APPROVAL BY THE POLICE AND CRIME COMMISSIONER	
The recommendation set out is agreed.	
Signature <i>Tim Partridge</i>	Date 13 th December 2017

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 In accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014 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.
- 1.2 In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2017 –2021.
- 1.3 This report seeks approval to award a grant of £5,000 to Ipswich Central to contribute to delivering the Taxi Marshal service in Ipswich for the period 1 November 2017 to 31 October 2018.

2. POLICE AND CRIME PLAN OBJECTIVES

- 2.1 Following the issue of the Police and Crime Plan 2017-2021 work has been on-going to deliver against the Police and Crime Plan.
- 2.2 The PCC has engaged extensively to pursue the ambitions set out within the Police and Crime Plan.
- 2.3 The proposed grant is intended to contribute to the delivery of the Police and Crime Plan 2017-2021 by supporting the local economy (Objective 2) and protecting the most vulnerable people and communities by preventing, reducing and solving crime and anti-social behaviour (Objective 3).

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 and any additional nights that are appropriate (e.g. during the Christmas period). Taxi Marshals are Security Industry Authority (SIA) accredited individuals, supplied through a third party company. 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.
- 3.4 The aims and objectives of the scheme is to work in partnership with the policing of the Ipswich Night Time Economy, to prevent crime and disorder and increase public safety by:
- a. Facilitating 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.

- b. 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.
- c. Reducing demand on other Emergency services (in particular Police and Ambulance).
- d. Improving the safety of individuals, particularly lone females or those who are vulnerable by virtue of intoxication levels.
- e. 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.

3.5 The monitoring provided by Ipswich Central for the period 1st November 2016 to 31st October 2017 shows that the Taxi Marshals deployed on 105 nights. Over 59,000 people used the taxi rank, an increase of 14% on the previous year. The Taxi Marshals dealt with 26 incidents of disorder, ASB, disagreement or disputes or vulnerable females that needed support. There were 15 incidents that required the police to intervene and on 2 occasions support from the Town Pastors was required to support vulnerable drunken females, compared to 11 occasions in the previous year.

3.6 The benefits identified over the course of Taxi Marshal deployment in Ipswich, and their contribution to the prevention of crime and anti-social behaviour have been largely seen to continue. The contribution to prevention of crime and ASB in the area where Taxi Marshals have been deployed has been assessed through data and qualitative feedback. Full monitoring information is provided in 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.
- 6.2 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 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 between 2013/14 and 2016/17. Should there be any risk to the service being delivered, Ipswich Central is required to notify the PCC.
- 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 2017 to 31 October 2018.

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 PCC	
Signature: 	Date <i>7 December 2017</i>

Ipswich Taxi Marshal Evaluation 1st November 2016 to 31st October 2017

Overview

Following several years of support from Ipswich Central, Ipswich Borough Council and the Police and Crime Commissioner, the taxi marshal scheme in the Old Cattle Market of Ipswich has provided a successful contributor to the safe night out of thousands of people in Ipswich town centre.

The current round of funding of £15,000 is provided by three equal contributions of £5,000 by Ipswich Central, Ipswich Borough Council and the Police and Crime Commissioner. This funding has provided the Taxi Marshal Provision every Friday and Saturday at the Cattle Market taxi rank between 11:30pm to 4:30am from 1st November 2016, and any additional nights that are seen appropriate to have presence.

From previous analysis the following benefits were identified-

- Dispersal of the public from the town centre quicker and more effectively at closing time
- 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
- An enhanced security presence
- Reduction in the number of illegal taxi vehicles

The original benefits identified are still the overall aim of the taxi marshal scheme and to a large degree continue to be the observable benefits.

Findings

It is very difficult to provide exact evaluation of the overall contribution the taxi marshal scheme has made to ASB and crime, but during the financial period (Nov 2016 – Oct 2017) the taxi marshals were required to provide returns.

Based on the returns submitted monthly, highlighted below are several findings.

From 1st November 2016 to 31st October 2017 the Taxi Marshals deployed on 105 nights and saw **59,057** people through the taxi rank. Of these 59,057 people they only dealt with 26 incidents of disorder, ASB, disagreement or disputes or vulnerable females that needed support, this is a decrease of 4% year on year. This is impressive considering the likely intoxicated condition of the majority of people using the rank, and the fact there has been an increase of 14% of people using the rank in the last year.

There were 15 incidents that required the police to intervene, which is an increase to the previous year, this ties into the increase of violent crime (Suffolk 28% increase, taxi marshals 20%), this is evident from the recorded crime which taxi marshals are just not able to deal with.

On 2 occasions the support from the Town Pastors was required to support vulnerable drunken females, compared to 11 occasions in the previous year.

Reviewing the crime statistics publicly available it is showing that in a period from October 2016-September 2017 there were 18 incidents recorded, 7 in the vicinity of Sin bar and 11 outside Vodka Revs, nothing seemingly in the area of the cattle market bus station where the taxi rank is now positioned. Taxi Marshals are seemingly having a positive impact within the area, providing eyes and ears in the area, preventing crime and managing an area that has seen over 59,000 people using.

When looking at the likely intoxicated condition of many of the people who engaged with by the taxi marshals over this period I am confident that they play a significant role in keeping people safe and preventing low level anti-social behaviour escalating into violent or sexual offences. For example 26th November 2016, two males were separated and escorted away by the taxi marshals, Police turned up and took details but no arrests made - an incident that could have easily degenerated into violence, on 10th February 2017 where 6 males were fighting 1 male, Taxi Marshal intervened, and even though Police attended eventually, this situation could have ended badly. 30th September 2017, a drunken female was assisted by Town Pastors after being called by the Taxi Marshals, due to her state of drunkenness she was very vulnerable and unable to take care of herself, female was unconsciousness and vomiting.

Difficult to quantify but considering the taxi rank after midnight is in an isolated part of the Old Cattle Market bus station and that the majority of the 59,057 people using the rank will be under the influence of alcohol the lack of crime is impressive.

It is clear from the returns that the Friday night still has consistently less people using the taxi rank, some nights there is twice as many use the rank on the Saturday compared to the Friday, this is consistent throughout the year, nothing to suggest why this is but very apparent that night time economy is busier on a Saturday compared to Friday nights.

On the nights that were expected to be busy connected to Christmas 2016, the rank was considerably busier but again with virtually no crime. Over 6,000 people used the rank over the month of December (2016).

During New year's Eve the taxi marshals worked until 5am to deal with the greater demand.

Support for the Taxi Marshals.

Patrol officers and supervisors continue to praise the work undertaken by the taxi marshals, especially as they appreciate the almost 'self-contained' way of working which allows the police officers to

provide better patrols to concentrate on identifying and preventing vulnerable people coming to harm and violent crime.

Ipswich Borough Council licencing department recognise the positive impact the taxi marshals have on supporting the night time economy and keeping people safe, this is recognised by the Purple Flag application, which is being assessed on 2nd December 2017.

The Hackney carriage drivers themselves continue to value the support of the taxi marshals, they feel safer and prefer to use the Cattle Market taxi rank on Friday and Saturday nights where previously they would tend to avoid this.

The Town pastors recognise the support the Taxi Marshals give to supporting vulnerable people and how reassured they are when they take a vulnerable person to the rank. The Town Pastors are now used to having the Taxi Marshals in place and think it's a great thing for additional support and presence within this area of the town centre where there is a large number of people.

Conclusion

The Taxi Marshal provision provides a very cost effective service to assist large numbers of people to leave the Ipswich town centre safely. Over the last year they have dealt with over 59,000 people with very limited consequential crime.

Hackney Carriage companies are reassured and feel safer and as a consequence work from this rank which greatly assists the dispersal from the town centre.

Demand in the area of the rank for the emergency services is still needed due to the increase in crime in general of a violent nature, all other ASB etc is generally being dealt with by the taxi marshals, with an increase of 14% in people using this area, and a decrease overall of recorded crime dealt with by 4% in the area, it proves that the taxi marshals are having a positive impact.

Continuing to provide the taxi marshal service his highly recommended.

Funding has also managed to cover a few additional nights, Easter 2017, posters for licensed premises and an updated sign due to this being damaged and in need of updated branding/design.

In the current financial year from 1st November 2016 – 31st October 2017 funds of £14,969.40 have been spent on of the £15,000 given by the three partners. Additionally, Ipswich Central have purchased a replacement sign and updated the posters for the Taxi Marshal Scheme.

Sophie Alexander – BID Manager Ipswich Central – November 2017



AWARD OF GRANT TO IPSWICH CENTRAL

CONDITIONS OF GRANT

1. Police and Crime Commissioner's Grant

- 1.1 In accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014 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.
- 1.2 Commissioning decisions will be made on the basis of the extent to which the initiative is considered to be able to deliver outcomes, in terms of:
- a) securing, or contribute to securing, crime and disorder reduction in Suffolk, or
 - (b) helping victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
- 1.3 The decision to award a grant also takes account the following:
- Innovation - an innovative approach;
 - Partnership/collaboration - working with other service services;
 - Hard to reach/hear groups – Services aimed at supporting victims from hard to reach/hear groups;
 - Gaps in services – services that will address an unmet need/gap in services.

2. Conditions of Award

- 2.1 The Police and Crime Commissioner for Suffolk will award a grant of £5,000 to Ipswich Central for the period 1 November 2017 to 31 October 2018.
- 2.2 This award is one-off award is made on the basis of delivering the service above. The agreement of this award is based on the service a) supporting increased demand, and b) improving its sustainability and does not place any ongoing responsibility on the PCC to fund the service beyond the period of this grant.
- 2.3 The award is also made on the basis that the grant recipient uses the grant for the proposed service. In the event that the grant is not used for these purposes the monies must be repaid to the PCC.
- 2.3.1 Where the grant is used to provide services for victims of crime those services must be free of charge.
- 2.4 The following costs are not Eligible Expenditure: Payments that support activity intended to influence or attempt to influence Parliament, government or political parties, or attempting to influence or attempt to influence awarding or renewal of contracts and grants, or attempting to influence legislative or regulatory action.

2.5 The grant recipient must be able to evidence appropriate safeguarding procedures for those using their services and have due regard for the Local Children and Adult Safeguarding Boards' policies and guidance. The grant recipient must provide evidence that its services, policies, training, recruitment, vetting and referral processes appropriately safeguard children and vulnerable adults.

3. Bureaucracy

3.1 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. For these reasons funds may not be used towards any overheads/costs associated with the administration of The Princes Trust.

4. Transfer of funds

4.1 Payment will be made quarterly following the receipt of an invoice/payment request, and must be accompanied by the appropriate monitoring information.

4.2 The grant recipient will invoice the PCC for the grant after which transfer of funds will be arranged within 21 working days of receipt of the invoice.

4.3 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.

4.4 In order for any payment to be released, the PCC will require the grant recipient to:

- have accepted these conditions by signing and returning a copy of this Conditions of Award agreement,
- have provided a communications plan and agreed publicity for this decision;
- have provided appropriate bank details, and
- be in compliance of the terms of award

5. Monitoring and Reporting

5.1 Ipswich Central will provide an end of year report on the grant and outcomes.

5.2 The PCC may require the attendance of any grant recipient at a public meeting of the PCC's Accountability and Performance Panel, on dates as determined by the PCC's Chief Executive. If this is the case the Chief Executive will advise the recipient.

5.3 The grant recipient must notify the PCC immediately if the organisation ceases to operate, the project does not proceed or if any underspend is forecast. Any underspend must be returned to the PCC.

6. Commissioning Principles

6.1 In the circumstances where the grant recipient commissions services from other bodies applications must be assessed (by the grant recipient) with good practice commissioning principles in mind (e.g. guidance on commissioning issued by the Association of Policing and Crime Chief Executives) and the PCC's Contract Regulations, and will have due regard for equality, diversity and human rights issues.

7. Publicity and Marketing

7.1 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 their promotional work. Any recipients of funding via the grant recipient 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.

7.2 The grant recipient will liaise with the PCC's Communications Manager to agree a communications plan, including publicising this funding decision.

8. Access to Information

8.1 The PCC expects reasonable access to any records and information held by the grant recipient for purposes associated with the award.

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

9. Miscellaneous

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

9.2 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).

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

9.4 The grant recipient shall ensure that third party recipients have comprehensive insurance cover (including, but not limited to, public liability insurance) in place and shall provide evidence of such insurance to the PCC on request.

9.5 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.

9.6 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 by grant recipient of any of the conditions of award.

10. Termination

10.1 This agreement may be terminated by either party giving the other at least three months' notice in writing.

ACCEPTANCE OF 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:	