

ORIGINATOR: HEAD OF COMMISSIONING

DECISION NO. 35 - 2019

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

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

SUMMARY:

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 2019 to 31 October 2020 to deliver the Taxi Marshal service.
3. The funding will support delivery of Objectives 2 and 4 in the Police and Crime Plan and a number of associated actions in order to reduce crime and disorder and protect vulnerable people.

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 2019 to 31 October 2020.

APPROVAL BY THE POLICE AND CRIME COMMISSIONER

The recommendation set out is agreed.

Signature *Tim Parnham*

Date

*23rd September
2019.*

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 2019 to 31 October 2020.

2. POLICE AND CRIME PLAN OBJECTIVES

- 2.1 The proposed grant is intended to contribute to the delivery of the Police and Crime Plan 2017-2021 Objective 2 (Caring about victims, communities, the local economy and our people) and Objective 3 (Protecting the most vulnerable people and communities by preventing, reducing and solving crime and anti-social behaviour).

3. TAXI MARSHALS

- 3.1 Taxi Marshals have been working in night time economy (NTE) in Ipswich since 2010 to prevent low level public disorder and ASB generated in taxi ranks.
- 3.2 The service has recently been funded by Ipswich Central, which is the Business Improvement District (BID) company for Ipswich, Ipswich Borough Council (IBC) and the Police and Crime Commissioner for Suffolk.
- 3.3 The scheme operates from Ipswich Cattle Market Bus Station Taxi Rank every Friday and Saturday, between 11.30pm and 4.30am and Bank Holidays. Taxi Marshals are Security Industry Authority (SIA) accredited individuals, supplied through a third party company. The contract was retendered in 2019 by Ipswich Central and the successful supplier, Stage Event Security Ltd, have provided the Taxi Marshal service since August 2019.
- 3.4 Taxi Marshals 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.
- 3.5 The aims and objectives of the scheme is to work in partnership to prevent crime and disorder and increase public safety in the night time economy by:
- Facilitating the quick and effective dispersal of public from the town centre as customers leave the various licenced premises in and around the town centre area, particularly at closing time.
 - Providing an enhanced security presence at the 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 night time economy 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.

3.6 The monitoring provided by Ipswich Central for the period 1 August 2018 to 31 July 2019 shows that the Taxi Marshals deployed on 107 nights with nearly 56,000 people using the taxi rank.

3.7 The benefits of Taxi Marshal deployment in Ipswich and their contribution to the prevention of crime and anti-social behaviour have continued illustrated by the work in the past year to support vulnerable people, resolve disputes, identify taxi offences, and prevent disorder and report crimes. Taxi Marshals work closely with Town Pastors and the police where support is required. An assessment of the contribution to prevent crime and ASB 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. Stage Security, who provide the service, send monthly figures to Ipswich Central.

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 that 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 Taxi Marshals at the Old Cattle Market 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 within the conditions of the award since 2013/14. 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 2019 to 31 October 2020.

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 20 September 2019

Ipswich Taxi Marshal Report

Overview

This appendix provides a summary of the data and insight provided by Ipswich Central on the activity and impact of the Taxi Marshal scheme. The data for the past year is based on August 2018 until end of July 2019. Comparison data is provided for the previous two years where available.

Objective and KPIs

The PCC Decision paper for funding ([26-2018](#)) outlines that data should show the extent of Taxi Marshal activities including:

- a) Number of times Taxi Marshals are deployed in the year;
- b) Number of people recorded as using the rank;
- c) Record of incidents dealt with and outcomes.

Analysis, using data and qualitative feedback, should indicate the contribution of the scheme to reducing in crime and ASB and in particular:

- d) The dispersal of the public from the town centre quicker and more effectively;
- e) Reducing the rate of violent crimes;
- f) Reducing the demand on emergency services;
- g) Increased feelings of safety for users of the NTE;
- h) Improving the safety of lone females;
- i) An increase in the number of hackney carriages likely to be working.

Taxi Marshal activity (a-c)

a) Taxi Marshals are provided every Friday and Saturday evening from 1130pm until 0430am, they are located at Old Cattle Market bus station. Specified bank holidays and additional dates are also covered when it is felt it is needed, this is decided between Ipswich Central (who holds the funding) and IBC licensing team.
In 2018/19 Taxi Marshals have been deployed on 107 nights (108 in same period previously) and an increase from 101 nights in 2015/16 due to the increased coverage of Bank Holiday weekends.

b) The number of people recorded as using the rank in 2018/19 is 55,867 compared to 53,729 in 17/18 an increase of 4%.

c) A record of incidents dealt with is used and categorised into 5 areas in order to illustrate the contribution of the scheme in reducing crime and ASB:

i) Vulnerable people supported (numbers and examples of vulnerability)

2016/17 - 4 incidents recorded and all dealt with and resolved by Town Pastors

2017/18 - 4 incidents recorded

2018/19 – 5 incidents recorded

- Female lost friends on night out, placed in cab and safe
- Intoxicated male placed in taxi and assisted by Town Pastors
- Intoxicated female placed in taxi and assisted by Town Pastors
- Female asked for male to be refused at taxi rank as he had been following her
- Drunk male refused at taxi rank, town pastors called

All incidents dealt with appropriately and all person's safe. There has been a slight increase in incidents of vulnerable people but this isn't unexpected due to the increase in people using the taxi rank.

Many of these incidents with vulnerable people are supported by a combination of Town Pastors and Taxi Marshals. Many of the incidents for vulnerable persons incidents involved individuals being heavily intoxicated and Town Pastors are normally called to deal with those individuals. It is still apparent that the Town Pastors and Taxi Marshals communicate and work well together to make sure that these vulnerable people get home safely. The licensed premises, Town Pastors and Taxi Marshals are still seemingly working well together to make sure individuals are safe.

ii) Disputes resolved

2016/17 - 1 incident recorded
2017/18 - 2 incidents recorded
2018/19 – 4 incidents recorded

Taxi Marshals managing the taxi rank mean that order is maintained in the area, people knowing the taxi rank is there along with help if needed, and that there are people to deal with arguments and low level crime to reduce the demand on police. The incidents recorded in 2018-19 did not require police intervention and were dealt with by the Taxi Marshals with no further problems.

The number of incidents increased but could be a result of the increase in individuals using the taxi rank.

ii) Taxi Offences identified

2016/17 - 5 incidents recorded.
2017/18 – 1 incident recorded.
2018/19 – 2 incidents recorded

All taxi offences are reported to IBC licensing with specific details required, date, time, locations, taxi details and further details of the customers involved if possible.

There has been a slight increase in taxi offences occurring over the period recorded, compared to previous years. This has been discussed at a recent meeting held with IBC licensing, Ipswich Central and the new service provider of the Taxi Marshals.

Taxi drivers and Taxi Marshals still work well together in the main.

iv) Disorder prevented

2016/17 - 10 incidents recorded, all dealt with by Taxi Marshals and Police. Taxi Marshals preventing further disorder and Police capturing details
2017/18 - 12 incidents recorded, Taxi Marshals and Police resolved jointly by attending
2018/19 – 6 incidents recorded, including fights, taxi marshals and police working together to resolve

This year has seen a significant decrease in the number of more serious incidents recorded, showing a particular need for taxi marshals in this area, proving that disorder is occurring but being prevented and dealt with before it escalates and relieving Police Officers having to deal with these types of incidents, only 2 out of the 4 incidents recorded needed police attention.

A large amount of disorder is managed well by the taxi marshals and is prevented before it becomes an issue that needs to involve police, seeing the decreases in the disorder incidents shows that having the presence within this area is providing a deterrence to disorder occurring. Taxi Marshals and Police try to deal with incidents at a low level, making sure everyone is using the rank safely but making sure appropriate actions are taken. The aim is to make sure people are moved out of the area safely and appropriately by way of taxi or appropriate transport. Taxi Marshals and Police are seemingly work well together.

v) Crimes resolved/referred

- 2016/17 - 8 incidents recorded, all dealt with by Police after being reported by Taxi Marshals.
- 2017/18 - 4 incidents recorded, 2 dealt with resolved by Taxi Marshals, 2 dealt with by Police making 1 arrest.
- 2018/19 – 2 incidents recorded where the police were called to deal with.

These recorded incidents have decreased year on year, with the Taxi Marshals and Police working well together, along with the understanding from users of the taxi rank, order is maintained to a high level, and therefore, reducing the demand on Police.

Having the Taxi Marshals in this area to prevent crime is working well as the overall incidents recorded and dealt with have decreased by 17% overall year on year.

Analysis of the contribution to reducing in crime and ASB (d-i)

d) Dispersal of the public from the Town Centre

Moving people away from this particular area quickly and safely is important due to the high volume of people at any one time due to the close proximity of bars/clubs. The taxi marshals play a vital role in making sure crime is prevented and dealt with, but also making sure people are moved from the area safely. It is important that dispersal is maintained in such an area where people are more vulnerable.

Feedback on the service is captured from businesses through informal conversations held with individual premises, or as part of a discussion within a meeting setting.

The dispersal is more effective, increased confidence that there is presence to deal with incidents as they happen, to prevent/deter criminal activity and to protect vulnerable people, with a decrease of 17% on recorded incidents. This proves that having the taxi marshals in place is having a positive impact on the area and it is a scheme/initiative that is seeing a continuous improved partnership working between Taxi Marshals, Town Pastors, taxi drivers, licensed premises and police.

e) Reducing the rate of Violent crime

Comparing year on year data there has been a reduction of violent crime/incidents occurring around the taxi marshal area by 58%, this is just taking the incidents deemed as violent recorded by the taxi marshals.

In the area of the Old Cattle Market disputes are recorded but dealt with by way of removing those individuals away from the area and getting them into taxis.

Taxi Marshals have dealt with disputes where there is a potential risk of physical violence. There is evidence that violence behaviour is still present within the night time economy, but with the Taxi Marshal scheme in place it is an additional presence to deter/prevent and continues to decrease the demand of Police.

f) Reducing the demand on emergency services

Demand on emergency services is increasing nationally, there are still incidents occurring in the area of the Cattle Market where the Taxi Marshals are monitoring, but, overall working alongside Police, Town Pastors and Licensed Premises, the incidents are being controlled and managed effectively.

Even though Police are still called to a number of incidents, it's clear from the reporting, the Taxi Marshals are managing a number of incidents without involving Police, effectively diffusing situations before they escalate.

g) Safety for NTE economy users

The taxi rank is still being used by a huge amount of people using the night time economy of Ipswich, with a slight increase of 4% this year.

There are still a few taxi offences being recorded by Taxi Marshals which IBC licensing will deal with appropriately.

Within the last year there have been discussions within different organisations (Suffolk Chamber, Ipswich Vision) to look into the viability of having a taxi rank at Cardinal Park and at the Waterfront, this is due to potential need of this service widening into these areas but also due to the success of this Taxi Marshal scheme currently in Old Cattle Market area.

h) Improving the safety of lone females

Having the Taxi Marshals as an extra pair of eyes and ears, with the additional presence it means that people don't get missed when vulnerable.

'Ask for Angela' is an initiative being used by licensed premises within Ipswich, however, there have been no incidents reported by the Taxi Marshals this year specifically mentioning 'Ask for Angela'.

There have been numerous reports of intoxicated individuals from the reporting figures supplied by the Taxi Marshals, all having been dealt with by Taxi Marshals and Town Pastors working together.

i) An increase in number of cabs working

Taxi drivers are more likely to use the taxi rank due to having the support of the Taxi Marshals when people are too intoxicated, abusive or refuse to pay fares.



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.
 - 1.4 The Police and Crime Commissioner for Suffolk will award a grant of £5,000 to Ipswich Central for the period 1 November 2019 to 31 October 2020 for the delivery of the Taxi Marshal service.
2. Conditions of Award
 - 2.1 This award is one-off award is made on the basis of delivering the service above. The agreement of this award does not place any ongoing responsibility on the PCC to fund the service beyond the period of this grant.
 - 2.2 The award is also made on the basis that the grant recipient uses the grant for the proposed service (paragraph 1.4 above). In the event that the grant is not used for these purposes the monies must be repaid to the PCC.
 - 2.3 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 of attempt to influence Parliament, government or political

parties, or attempting to influence to 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 ensure 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.

4. Transfer of funds

- 4.1 Payment will be made 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 an 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.
- 9.7 The grant recipient will, in relation to the service being commissioned, ensure that any data processing that is carried out to deliver the service meets the requirements of the General Data Protection Regulation (GDPR) or other relevant data protection legislation, and further ensure that the rights of the data subject are delivered.
- 9.8 The grant recipient will be expected to evidence their compliance as appropriate with the GDPR and such other relevant legislation if asked to do so by the PCC.

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:	

