

ORIGINATOR: BUSINESS CO-ORDINATOR

DECISION NUMBER: 28 - 2023

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

SUBJECT: AWARD OF CRIME AND DISORDER REDUCTION GRANT TO IPSWICH CENTRAL FOR THE TAXI MARSHAL SERVICE BETWEEN 1 OCTOBER 2023 – 30 SEPTEMBER 2025

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.
2. The Police and Crime Commissioner for Suffolk (PCC), Ipswich Borough Council (IBC) and Locus Management Solutions (trading as Ipswich Central) have jointly funded the Taxi Marshal service in Ipswich Town Centre since 2014.
3. Taxi Marshals prevent and deter crime and anti-social behaviour, promoting safety and instilling confidence in those using the late-night venues. They prevent low level public disorder generated in taxi ranks and help people get home safely after a night out.
4. In early 2023, Ipswich Central (the Business Improvement District {BID} Company for Ipswich) initiated a review of the Taxi Marshal service provision. A tender process ensued and, following evaluation of the bids received, funding partners agreed the contract would be awarded to Stage Security based on ability to deliver and value for money.
5. This report seeks approval to award a Crime and Disorder Reduction Grant to Locus Management Solutions (Ipswich Central) for a maximum of £7,000 in 'year 1' and £7,600 in 'year 2' towards the Taxi Marshal service in Ipswich for the period 1 October 2023 to 30 September 2025. 'Year 2' funding will be awarded based on continuation match-funding from funding partners and satisfactory service delivery.
6. The Taxi Marshal service supports crime and disorder reduction activity as set out in 'Objective 2' of the PCC's Police and Crime Plan 2022-2025.

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RECOMMENDATIONS:

It is recommended that the PCC awards two-year grant funding totalling £14,600 to Locus Management Solutions towards the Taxi Marshal service:

1. A maximum of £7,000 for the period 1 October 2023 – 30 September 2024 and, subject to satisfactory service delivery and match-funding;
2. A maximum of £7,600 for the period 1 October 2024 – 30 September 2025.

APPROVAL BY: PCC

The recommendation set out above is agreed.



Signature:

Date: 28 September 2023

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 A key part of the Police and Crime Commissioner's (PCC) role is to commission services that help reduce demand on the Constabulary, support victims of crime and contribute to crime and disorder reduction in Suffolk. The Taxi Marshals contribute to this through its work in the night-time economy (NTE).
- 1.2 The Taxi Marshal service in Ipswich has been an integral part of the NTE since 2010, preventing and deterring crime and anti-social behaviour and assisting others (Town Pastors, CCTV, Police, Security and businesses). The presence and activity of Taxi Marshals promotes safety and instils confidence in those using the late-night venues.
- 1.3 The PCC's commissioning budget in 2023/24 is £3.1m for both crime and disorder reduction grants and grants for victim services.
- 1.4 This report seeks approval from the PCC to commit up to £14,600 of grant funding to Locus Management Solutions (Ipswich Central) for the two-year period between 1 October 2023 – 30 September 2025 from his Crime and Disorder Reduction commissioning budget.

2. POLICE AND CRIME PLAN OBJECTIVES

- 2.1 In February 2022, a new [Police and Crime Plan](#) for the period 2022-2025 was published. Objective 2 sets out the PCC's intention to provide services which reduce demand on the Constabulary and invest in initiatives which reduce crime.
- 2.2 The proposed grant to Taxi Marshals will contribute to the following activity within Objective 2 of the Police and Crime Plan:
 - Support problem solving in local communities by investing in solutions which prevent crime and disorder and improve community safety.
 - Consider with the Constabulary areas where investment might reduce non-crime demand on the police.
 - Understand the impact of substance misuse on crime and disorder.
 - Initiatives which reduce the demand on the police in particular policing the night-time economy (NTE), anti-social behaviour (ASB) and reducing crime and disorder in our towns.
- 2.3 Ipswich Central, who led the tender process for the new contract, has approached the Ipswich Community Safety Partnership (CSP) to gauge interest in its contribution to the overall cost of the Taxi Marshal service in Ipswich.

3. TAXI MARSHALS

- 3.1 The Taxi Marshal service has been operational in the night-time economy (NTE) in Ipswich since 2010.
- 3.2 The service has been funded since 2014 by Locus Management Solutions (trading as Ipswich Central, the Business Improvement District {BID} for Ipswich), Ipswich Borough Council (IBC) and the Police and Crime Commissioner for Suffolk (PCC); each entity providing an equal share of the overall funding required for the service to operate.

- 3.3 With rising costs in 2023, Ipswich Community Safety Partnership provided ‘top up’ funding for the Taxi Marshal service to continue provision each Friday and Saturday night.
- 3.4 The aim of the service is to prevent low level public disorder and anti-social behaviour (ASB) generated in taxi ranks and helping people get home safely after a night out. Taxi Marshals prevent bullying, queue jumping and ASB whilst people are waiting in the taxi rank. They also intervene to prevent criminal activity (such as violence, sexual offences and harassment), support vulnerable people and help prevent pedestrians/traffic incidents. In addition to public safety, Taxi Marshals provide a safety measure for taxi drivers by ensuring customers are able to travel.
- 3.5 The scheme operates from the taxi rank at the entrance of Ipswich’s Old Cattle Market Bus Station every Friday and Saturday between 11:30pm and 04:30am plus Bank Holidays and additional dates where necessary. Taxi Marshals are Security Industry Authority (SIA) accredited individuals and use the Townlink Radio which links Police, Town Pastors, CCTV and other town centre premises.
- 3.6 Since the commencement of the Taxi Marshal service, it has been recognised that the taxi service network is vital to the NTE and regular monitoring provides the number of service users as well as feedback on the service. Short term funding had been secured for Marshals at the Lloyds Avenue rank and a trial near the Waterfront however partners agree sustaining the funding for the Cattle Market rank is paramount.
- 3.7 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 area as customers leave licenced premises, particularly at closing time.
 - Providing an enhanced security presence at the taxi rank to deter or defuse 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 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 safety and reassurance to hackney carriage drivers, contributing towards increased availability at peak demand times, and a reduction in the number of unlicensed taxis potentially operating.

Ipswich Central Tender Process

- 3.8 In early 2023, Ipswich Central initiated a review of the Taxi Marshal service provision. The service was last tendered in 2019 so it was decided a new procurement process would be beneficial to ensure partners were receiving value for money. A subsequent tender process was prepared and managed by Ipswich Central (as contract holder of the Taxi Marshal service).
- 3.9 Two bids were received following a successful tender process and funding partners convened to evaluate them against the criteria as set out in the Invitation to Tender (ITT). The collective decision was reached by partners to award the contract to Stage Security based on the ability to deliver and value for money.
- 3.10 The total cost in ‘year 1’ (1 October 2023 – 30 September 2024) is estimated at £21,000, proportioned as £7,000 per funding partner, and in ‘year 2’ (1 October 2024 – 30 September 2025) is estimated at £22,800, proportioned as £7,600 per funding partner, which reflects the

predicted increase to the National Minimum Wage and employment costs. The estimated total cost of £43,800 for both years of the contract employs two Marshals and a small proportion of the funds is allocated to promotional items and sundries.

4. SERVICE DELIVERY

- 4.1 The effect of the pandemic saw a 50% decline in footfall through the rank. Monitoring information for the 11-month period between 1 October 2022 to 31 August 2023 showed that Taxi Marshals were deployed on 94 nights recording almost 30,000 members of the public through the taxi rank (approximately 2,700 per month). If the average monthly footfall is recorded during the final month of the grant period (September 2023) the service would experience an overall increase of around 15% during the last two-years.
- 4.2 Monitoring information over the previous 2-years illustrates that Taxi Marshals have been involved in a number of incidents including supporting vulnerable people (alongside the Town Pastors), dispute resolution prior to police intervention, low-level disorder prevention in conjunction with police, reporting identified taxi offences to the local licencing department, and crimes resolved or referred.
- 4.3 Vulnerable people: The Taxi Marshals reported a slight increase in the number of incidents involving vulnerable people, most of whom were intoxicated. The Taxi Marshals frequently work with the Town Pastors to ensure individuals' safety. Examples of vulnerable people supported:
- A female fell injuring her head, Taxi Marshals arranged a taxi to the hospital;
 - An intoxicated female was assisted by the Taxi Marshals and members of the public into a taxi to be taken home.
- 4.4 Disputes and disorder prevention: The Taxi Marshals aim to reduce demand on police by defusing disputes prior to police intervention. Where necessary, police intervention is called upon to resolve low level incidents to ensure everyone using the rank is safe and dealt with appropriately. Examples of incidents:
- An angry and abusive male arguing with a taxi driver was calmed and removed from the site to maintain order – no police intervention required;
 - Verbally abusive lone female – police intervention required;
 - Aggressive male causing damage, arguments and fighting – police intervention required.
- 4.5 Taxi offences: The Taxi Marshals report identified driver offences to Ipswich Borough Council's (IBC) licencing department which protects vulnerable customers and limits unlicensed drivers using the rank. Examples of reports made to IBC were:
- A taxi driver required payment upfront from two females, who refused the journey - the driver then permitted a group of males to enter the taxi without upfront payment;
 - Verbally abusive taxi driver reported.
- 4.6 Crimes resolved or referred: There were no reports made during the 11-month reporting period. Previous examples of incidents managed with police involvement were:
- Personal affects found were handed over to police;
 - Group of males fighting, one seriously injured and one carrying an offensive weapon arrested by police.
- 4.7 The Taxi Marshals report a good working relationship with other organisations such as police, Town Pastors, licenced premises and taxi drivers where the interest of public safety is a priority.

5. MONITORING AND OUTCOMES

- 5.1 This grant is awarded on the basis that Ipswich Central provides the PCC with an annual report on financial data and the service's activity. Stage Security, who have previously delivered the Taxi Marshal service and were awarded a new 2-year contract, submit monthly data to Ipswich Central.
- 5.2 The increase in the number of people supported through the taxi rank will be monitored and measured through the performance data.
- 5.3 The Taxi Marshals will provide quantitative data on the following outcomes including examples of incidents or offences as set out at paragraph 4.2.
- The number of nights Taxi Marshals were deployed;
 - The number of people through the rank;
 - The number of vulnerable people supported;
 - Disputes resolved;
 - Taxi offences identified;
 - Incidents of disorder prevented, including anti-social behaviour;
 - Crimes resolved or referred.
- 5.4 The data will illustrate the contribution that the Taxi Marshal service has to reducing crime and disorder and anti-social behaviour (ASB) in the town centre through:
- The dispersal of the public from the town centre quickly and more effectively;
 - Reducing the rate of violent crimes;
 - Reducing the demand on emergency services;
 - Increased feelings of safety for users of the night-time economy (NTE);
 - Improving the safety of lone females;
 - An increase in the number of hackney carriages likely to be working.
- 5.5 The Conditions of Grant Award with Locus Management Solutions (Ipswich Central) stipulate that PCC grant funding will be awarded in 'year 2' of the two-year term subject to the outputs/outcomes being met. The data is reviewed annually by the OPCC which evidences need for the service and justifies the award of continuation funding.
- 5.6 The award of grant funding beyond the two-year period covered by this decision paper is subject to a review of service provision and formal decision by the PCC.

6 FINANCIAL IMPLICATIONS

- 6.1 It is recommended that grant funding is awarded of up to £14,600 (£7,000 in 'year 1' and £7,600 in 'year 2' per funding partner) from the PCC's Crime and Disorder Reduction commissioning budget for the period 1 October 2023 – 30 September 2025.
- 6.2 The PCC's contribution is match-funded by Ipswich Central and Ipswich Borough Council for the same period. The award of continuation funding in 'year 2' is subject to match-funding from funding partners or alternative funding and satisfactory service delivery. If funding is secured from other sources the overall contribution per funding partner would reduce.
- 6.3 Ipswich Central (as Contract Manager) holds the funding and facilitates communications, reporting and service promotion without charge. The majority of the overall cost affords two

Security Industry Authority (SIA) licenced Taxi Marshals however a small proportion is used for signage, food bags and printed literature when required.

- 6.4 Previous monitoring and evaluation evidences 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 welfare support to potentially vulnerable people.

7 OTHER IMPLICATIONS AND RISKS

- 7.1 An assessment of risk in delivery of the service has been undertaken which considered the monetary value of the grant sought, the duration and history of delivery and ability to deliver. The monitoring arrangements outlined in the Conditions of Grant Award reflect that the Taxi Marshal service has been successfully delivered since 2013/14.
- 7.2 The new contract has been awarded to the incumbent supplier therefore a working relationship is already established between Ipswich Central and Stage Security.
- 7.3 The two-year grant award is subject to the Home Office policing grant to Suffolk remaining the same. Should there be any risk to continuation of funding the PCC will advise funding partners as soon as practicable. Should there be any risk to the service being delivered, Ipswich Central is required to notify the PCC.

8 RECOMMENDATIONS

- 8.1 It is recommended that the PCC awards two-year grant funding totalling £14,600 to Locus Management Solutions towards the Taxi Marshal service:
1. A maximum of £7,000 for the period 1 October 2023 – 30 September 2024 and, subject to satisfactory service delivery and match-funding;
 2. A maximum of £7,600 for the period 1 October 2024 – 30 September 2025.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
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
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

Head of Commissioning and Governance on behalf of the 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: 26 September 2023