Safer Streets Festive Operation Impact Report 2016/17
Prepared by Falkirk Delivers

In partnership with:
Falkirk Council
Specialized Security
Signpost Recovery
British Red Cross
Scottish Ambulance Service
Police Scotland
Street Pastors Falkirk
British Transport Police
ScotRail Alliance
Introduction

The project in 2016 built upon previous years’ safer streets festive activity, with full partnership support. This report has been created to outline the strong partnership and the impact that this project has at a national and local level.

Project Objectives

The safer streets activity contributed to meeting National Outcome “We will live our lives safe from crime, disorder and danger” by reducing the fear of crime; preserving and restoring public order; continuing to increase public reassurance and supporting the delivery of safer communities.

The objectives of the projects delivered by Falkirk Delivers and partners are as follows:
1. Increasing investment in the town centre.
2. Maintaining and encouraging additional footfall and spend in the town centre.
3. Improving the evening and night-time economy offering in the town centre.
4. Reducing the fear of crime and changing people’s perceptions.
5. Supporting the delivery of safer communities, short, medium and long term.

SafeZone/Base 2016

As a direct result of our partnership undertakings in the long term, people’s perception of Falkirk Town Centre for a place to visit both day and night continues to improve. The long term approach adopted by the partnership means that people feel safer in the town centre, businesses are willing to invest in the night time economy in the town centre, more visitors are attracted to the area and there is a reduction in anti-social behaviour and promotes Falkirk as a safe community. The Safe Base was developed in partnership with, Falkirk Delivers, Specialized Security; the Scottish Ambulance Service, British Red Cross, NHS Forth Valley, Police Scotland; Forth Valley and Falkirk’s Alcohol and Drug Partnership; Signpost; Falkirk Council’s Community Education Service; British Transport Police; Falkirk’s Street Pastor initiative and ScotRail Alliance and staffed by representatives of the partnership. These partners have been working together in Falkirk for 8 years and this project has proved to be a successful venture with partners totally involved and committed both in the planning, delivery and evaluation of the service.

An Operating Policy was developed to ensure joint understanding between the partners of the process, responsibilities, security and operating arrangements. A risk assessment was undertaken, with communications (town centre radio link) put in place to ensure contact between the various partners involved in the operation of the Safe Base/Safe Zone. Briefing and de-briefing sessions also take place as part of this process.

Surveys were undertaken to gain views of night time economy users and pubs & clubs of both Taxi Marshalling and Safe Base safer streets activity. During the seven day operation it was estimated that over 8250 night time economy users used the taxi marshal service. There were some potential disorder problems that occurred during the running of the service over the period which were diffused by the taxi marshals and where necessary, Police Scotland, e.g. arguments between users of the taxi rank; glasses and bottles being brought to the taxi rank by revellers from the pubs and clubs; queue jumping. An example of the Taxi Marshal update can be seen below:
Safer Streets Project Taxi Marshal Update Form
Q3 – 31st December 2016
Number of users at the Newmarket Street rank – 2106

Summary of Shift

A very busy shift, with a queue leading onto Vicar Street. Very little issues.

Issues
- At 01.35 two females entered the rank and started fighting, the stewards split the females up, the Police attended and the females were placed in separate taxis.
- At 02.45 one male was trying to get to the front of the queue, he was asked to go to the back of the queue, which he did.

During the period of the Safe Base operation, over 150 contacts were made with members of the team, including Police Scotland, the British Red Cross and Street Pastors Falkirk. With funding and support from ScotRail Alliance, 250 Night Time Economy (NTE) Packs with bottled water, flip-flops, lollipops and foil blankets inside, were given out by volunteers to those in need. Twenty Seven clients were treated in the safe base. It is estimated that 24 possible A&E or ambulance call outs were averted and two missing persons found. The injuries or concerns ranged from fractured bones to facial and head injuries due to falls and alcohol intoxication.

The breakdown of reasons for treatment/ contact were as follows:
- Assault/Violence – 4
- Falls/Collapsed – 9
- Distressed – 8
- Intoxicated – 4
- Cold – 1
- Unidentified reason for head injury – 1

All were under the influence of alcohol or drugs. The busiest night was 31st December, with 11 clients in the safe base with many more street contacts made. Some case studies based on the contacts made can be found below.

Case Studies

Case study 1 – Patient A (submitted by British Red Cross)
Patient A was found with a head injury after a fall in a local pub, he was aggressive to door staff who had at one stage held him down to stop him fighting. He had blood pouring out of an injury just above his eye.

When the Red Cross Safebase team arrived they assessed the patient and he started to calm down, he was confused and didn’t really know that he had a head injury. Under normal circumstances he would have been arrested and then most likely taken to A&E to be treated tying up both a Police Unit and A&E staff and potentially an Ambulance to get him there.

We walked him round to the base where he started to calm down and he apologised for his behaviour, he only wanted to get out but bumped into someone which caused the fight. We cleaned and treated his wound. He stayed in the base for an hour for observations and giving him time to sober up. He started to tell us all about himself, he had never been in trouble before and that someone pushed into a crowd by mistake and that was how he fell over causing the injury on broken glass on the floor. We arranged for a relative to come and pick him up. He was discharged with Head injury advice telling him what do to if he started to feel unwell.
**Case Study 2 (submitted by Signpost Recovery)**

Male, early 30’s arrived at the Safebase with 2 police officers under the influence of alcohol following being found sleeping in a front garden of a property within the Falkirk Area. He had been consuming alcohol within the Town Centre and wandered off from friends; as he was from out of area he did not know how to get back.

He presented as agitated, paranoid, emotional and intoxicated through alcohol. As he was new to the area he was very unsure of what Safebase was and initially felt uncomfortable with strangers wishing to assist him.

**Identified Needs:**

- Required a Safe place for support
- Required a Health check
- To stabilise mood
- Support and advice around his alcohol use
- Insufficient funds to get transport home

**Interventions:**

- Health check by the British Red Cross staff within Safebase
- Paramedic within Safebase observed and checked health details
- Practical and emotional support from Signpost Recovery
- Safety Planning for onward travel
- Telephoned his friends to come and collect him and take him home via a taxi
- Taxi Marshal’s advised and assisted

**Outcomes:**

- Mood stabilised
- Paranoia reduced
- Accepted health and lifestyle advice
- Advice and information around alcohol and local services
- Friends collected him and they were escorted to the taxi rank, assisted in a taxi by the taxi marshal’s

Under normal circumstances this male would have been taken to Falkirk Police Station Custody and due to his levels of intoxication through alcohol he would have been conveyed to Forth valley Royal Hospital (FVRH) for a medical check and fit for custody examination. After this (approximately) 4 hour wait he would have been conveyed back to Falkirk Police Station Custody to be arrested and placed in a cell overnight. Alternatively an ambulance could have been called by the police at the scene, conveyed to FVRH by ambulance followed by 2 police in a police vehicle and taken to Custody on discharge.

**Case Study 3 (submitted by Signpost Recovery)**

Male, approximately 35 years old arrived at Safebase accompanied by two police officers. This male was discharged from Forth Valley Royal Hospital (FVRH) at 2100hrs for suicidal ideation and now found within the Town Centre requiring support. Presenting issues were alcohol intoxication, mental health issues and voicing suicidal ideation by hanging. This gentleman was known to local Police and Community Services for similar issues.

**Identified Needs:**
- Required a Safe place
- Required a Health check
- Suicidal ideation disclosed
- Mental health issues
- Support and advice around his alcohol use
- To ascertain if he had any family or friend support

**Interventions:**

- Health check by the British Red Cross staff within Safebase
- Practical and emotional support from Signpost Recovery
- Asist Interventions Applied (Applied Suicide Intervention Skills Training)
- Discuss protective factors at home
- Safety Plan formulated around suicidal ideation

**Outcomes:**

- Mood stabilised
- From referral Suicide Safety Plan formulated and agreed
- Accepted health and lifestyle advice
- Advice and information around alcohol and local services
- Conveyed to FVRH by police

**Street Pastors Report**

Sat 17th/Sun 18th Dec

Members of Street Pastors Falkirk joined the First Aid and First Responder teams, together with a Signpost worker, at the Safe Base. After the team briefing, and our own time of prayer, we made our tours of a busy pre-Christmas Falkirk.

We were able to chat to three folk who were begging. Alan being able to renew an earlier contact with Andrew who had received help from St Andrew`s West church, and Rob to chat with a former patient. We were pleased to find the very thin, and often defensive young man, willing to give us his name and to tell us a little of his story: we were grateful to learn from others in the Safebase team that various measures were being attempted to help this vulnerable man. As he is originally from Edinburgh, we did mention the work of Bethany Trust in that city.

Later we listened to a lady, whose faith had apparently been lost following the deaths of her parents and of a friend`s baby – we could only listen, and later pray for her.

We were very grateful to have the team of trained paramedics and first aiders working with us, and the expertise of the police, as in the latter part of the evening there were a number of violent incidents and some injuries required attention.

We signed off once things were quietening down in Meadow Street.

11 bottles were removed (near Sportsters` being the most common area for these on our patrols).

10 pairs of Flip-Flops were given out.

1 foil blanket helped a cold party goer.
Overall Cost Savings

During the seven day period of Safe Base operating there were a reduced number of calls for Ambulances in Falkirk Town Centre and it is estimated that 24 possible A&E or Ambulance call outs were averted.

People needing A&E did not have to go out with the area as they were dealt with within the Safe Base. Police Scotland estimate that to accompany an injured party to A&E will take approximately 4 hours per incident with 2 officers required to be present, saving Police Scotland approximately - £9792 ( £51ph for a PC and £61ph for a PS). There were 24 calls to A&E averted saving the ambulance service - £6,868.80 (based on the National Average figure of £286.20). A & E treatments are approximately £153 per attendance, saving the NHS - £3672.

The estimated public sector fund savings in resourcing in the seven day period for Police Scotland and the Scottish Ambulance Service comes to £20,332.80.

Marketing

The following marketing activities were undertaken:

- Press Release present on Falkirk Delivers website and shared by Falkirk Herald.
- SafeZone Facebook posts reached 7k people – see appendix 1.
- 2 new banners placed in the town centre.
- Twitter
- Distribution of 250 NTE Packs

Results/Outcomes:
The project outcome was to ensure that town centre users’ felt safer in the town centre as a direct result of this project that every licensed premise within the project area valued the service to them and their customers, and that day time economy businesses were able to notice a reduction in litter and damage caused to their properties. Also the partnership aimed to reduce the reliance and burden on Police Scotland and health service and make adequate financial savings.

Project Objective 1

In the last year many town centre evening and night-time economy business owners have invested heavily in their premises, Behind the Wall continue to expand and refresh their offering and have recently upgraded the upper level and frontage of their establishment. A previously undesirable public house has recently undergone an extensive refurbishment, and the Freebird is now open and extending the night-time economy offering, as are Artisan Tap who have opened their doors after a major re-fit, as have The Acoustic Café and Katie’s Bar, The Wine Library and Gin Lounge.

Project Objective 2

Taxi Marshal supporting the night time economy and ensuring town centre users’ get home safely, usage figures have remain comparable year on year, the latest figures show in 2016/17 109,122 used the service; in 2015/16 112,342 used the service compared and 109,811 in 2014/15, between the hours of 10pm and 4am. The statistics have risen dramatically from previous years where in 2013/14 66,653 were the year-end figures.
Project Objective 3
As mentioned earlier, in the past 12 months a number of new businesses have opened in the town centre and established businesses are improving their offering. Many Falkirk businesses acknowledge the value of BBN Scotland and year on year the number of businesses participating has grown with 17 local award winners in 2016, and Behind the Wall and Sportsters Bar being given national recognition by winning their category at the BBN Scotland National Awards in March 2017.

Project Objective 4
The Falkirk Delivers team undertook a survey in January 2017 of evening economy businesses as well as night-time economy businesses, the results are as follows:
100% of people asked agreed that the permanent operation of the taxi marshal service changes people’s perception of Falkirk for the better.
98.7% of people asked believe that the night time economy projects and initiatives enhance the night time economy offering and feel in Falkirk town centre.
85.5% of people asked were aware of the SafeZone/Base project running throughout the December 2016 and periodically throughout the year.
23.7% of people asked were aged between 18 and 25, and 32.9% were aged between 35-45.

The Falkirk Delivers Team undertook a similar survey of night-time economy users in January 2016, the findings were:
97.4% of people asked agreed that the permanent operation of the taxi marshal service changes people’s perception of Falkirk for the better.
92.3% of people asked believe that the night time economy projects and initiatives enhance the night time economy offering and feel in Falkirk town centre.
43.6% of people asked were aged between 18 and 25.

Project Objective 5
Short term approximately 2000 night time economy users get home safely and quickly by using the Taxi Rank Marshalled Service each weekend. The residents of the town centre benefit from these projects as they assist to reduce the level of anti-social behaviour.
Medium term our projects and services provided continue to be funded and delivered by all partners month to month.
Endorsements

“Specialized Security are once again delighted to be providing it’s Taxi Marshals to Falkirk Delivers “Safe Base & Taxi Marshal Scheme”, it is a very worthwhile operation that has a tremendous partnership with all agencies for the benefit of the good people of Falkirk and surrounding area” said Tom Clements of Specialized who went on to say “our team has been out every weekend helping to keep the Town Centre safe and all our staff thoroughly enjoy their roles.”

Nicky Butler, Street Pastors Falkirk said:
“Patrolling the streets on a Saturday night. A group of very ordinary folk. Happy to listen to your jokes, banter and blether..... No matter how nice or horrible the weather. Trusty rucksack on our back with water, spikies, lollipops and flip flops. Providing assistance, care, we listen.”

Daniel McCue, Sportsters.
“The support from the Safe base and Taxi Marshalls to local premises is invaluable. During busy weekends, in particular throughout December, the Safe Base is relied upon frequently with increased levels of trade in the town centre, comes and increased risk of vulnerable persons and people requiring assistance. We have benefited on many occasions from this support, from minor injuries to severe cases. It is a very effective and efficient scheme that also takes pressure off the emergency services and we can’t thank them enough for the support they have provided. Taxi Marshals are also extremely important, they are in constant communication with all local licenced premises to ensure vulnerable persons are getting home safely and are on hand to ensure there is no crime and disorder, especially when recently, in the absence of the Taxi Marshalls, there was a serious assault that took place, their role in keeping the town centre safe at night has never been more significant.”

For more information on this project please contact Sarah Winters, Project Manager, Falkirk Delivers on 01324 611293 or sarah@falkirkdelivers.com
Appendix 1

Have a great New Year everyone! Remember to stay safe and look out for your friends and others. The Falkirk Safebase crew, which is a partnership between Falkirk Delivers, Forth Valley Police Division, British Red Cross, Falkirk Council, Sign Post, Scottish Ambulance Service, Street Pastors, Taxi Marshalls & Network Rail, will be out and about responding to any problems that might arise in the town.

Happy New Year

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Boost this post for £4 to reach up to 3,200 people.

4,097 people reached
63 Likes 4 Comments 2 Shares

Like Comment Share

Write a comment...
A few of the Falkirk SafeBase team keeping the town safe this year! Take care on your Christmas and New Year nights out. Follow @FalkirkSafeBase on Twitter for updates.