



UNIVERSITY OF  
GLOUCESTERSHIRE



**Gloucester City Safe in 2018:  
Research conducted by students from  
the University of Gloucestershire**

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## **Executive Summary**

This report presents the findings from an examination of the Business Crime Reduction Partnership (BCRP) 'Gloucester City Safe' conducted by students from the University of Gloucestershire in October 2018. Gloucester City Safe was designed to tackle crime, disorder and anti-social behaviour in Gloucester, Stroud and the surrounding areas. Its 150+ business members work in partnership with the Police, Local Authorities and other stakeholders to tackle issues such as shoplifting, theft, alcohol related disorder, street drinking and begging through the application of a two-tiered sanction-based exclusion system.

Since 2014, the University of Gloucestershire has worked with Gloucester City Safe (hereafter 'the Scheme') on collaborative research projects designed to consider the Scheme's operation and effectiveness and to generate insight in to public views on crime and safety. In October 2018, student researchers conducted public surveys in Gloucester City Centre (gaining 662 responses) and interviewed some of the Scheme's members (26 members interviewed). This report presents the findings from this activity, and can be used by the Scheme's management and the police to enhance understanding of crime and disorder in Gloucester and its surrounding areas and to help inform efforts to tackle these issues. The main findings from the report are summarised here.

### **Public perceptions of crime, safety, policing and the Scheme**

A majority (36%) of the sample stated that 'shoplifting and theft' was the biggest problem in Gloucester, and that 'drugs' was the biggest cause of crime in Gloucester (selected by 24%). Feelings of safety were high among the sample, with 72% describing their perceived level of safety in Gloucester city centre as between six and 10 out of 10 (with 10 indicating feeling completely safe). Respondents were asked to provide their view on the effectiveness of police efforts to tackle crime in Gloucester city centre, with 60% of respondents stating that the police were 'very effective' or 'effective' in this regard. Just under half of the sample (47%, 314/662) had heard of the Scheme, and 76% (237/312) of this sub-sample stated that the Scheme was 'very effective' or 'effective' at tackling crime in Gloucester city centre. Those that had heard of the Scheme were asked whether knowing that it is in operation makes them feel safer in Gloucester city centre; 80% (250/314) responded 'Yes'.

### **Member feedback on the Scheme**

Members were highly positive about the effectiveness of the Scheme, and about the communications and information sharing procedures employed by the Scheme. Members reported feeling safer in their place of work because of presence of the City Protection Officers (CPOs) and due to increased awareness concerning risks arising from effective information sharing among members. Some members stated that the Scheme is an effective deterrent for offenders and that its activity has eased the burden on the police.

Members were positive about the incident reporting process, about the ease with which they could communicate information to the Scheme, and about the assistance that they receive from the Scheme manager and the CPOs with the reporting process. The DISC web platform and mobile application was described by members as very useful and user-friendly. The recent revisions to the offender gallery organisation was reported to have improved usability, and the speed with which incidents are uploaded and made viewable by the Scheme's manager was greatly appreciated and noted as highly useful.

Members noted that most offenders are deterred by the receipt of a yellow card and the threat of a City Safe ban. However, many of the members noted a serious problem with a minority of offenders that ignore the sanctions and continue offending. For these repeat offenders, members noted that the card system is not effective. There were members who expressed a need for more severe consequences for repeat offenders, for increased police enforcement of exclusions and for increased use of Criminal Behaviour Orders (CBOs) for this group.

Members were highly positive concerning the work of the City Protection Officer (CPOs), stating that they had made a significant difference since their introduction. There were many examples provided of incidents where the CPOs had helped tackle or prevent an issue or diffused a situation, and members spoke positively about the personal relationships they had developed with the CPOs. Some members also noted that more CPOs, and CPO shift patterns that meant they were present in the city centre for longer periods of the day, would be beneficial.

### **Areas for improvement/attention**

The findings from this research indicate that consideration should be given to the following matters:

- **Continued efforts to increase public awareness of the Scheme:** This research suggests that continued efforts to raise public awareness of the Scheme's activity is required. Those who are aware of its work tend to view its achievements as positive, and 80% of those who had heard of the Scheme reported feeling safer knowing that it existed.
- **Increased engagement with the Scheme and its information across members:** Many members have a designated person responsible for reporting incidents to the Scheme. In such cases, other employees had little familiarity with the operational detail of the Scheme and the information that it collects and makes available. Greater engagement with the Scheme and familiarity with its processes and information capabilities could come from members having more than one person engaging with it. The interviews also revealed variation in the frequency with which members checked through the galleries. Members could be reminded that as a minimum they should read every news update email as it is received and check through the relevant galleries weekly.
- **Regular and systematic engagement with the police among members:** Interviews revealed wide variation in the extent to which members report incidents to the police. Some would report all incidents to both the Scheme and the police whereas others would report more incidents to one than the other. With the information sharing processes already in place between the Scheme and the police it might be that some double reporting by members can be avoided here.
- **More severe consequences for those who ignore their exclusions:** Many of the members noted a serious problem with a minority of offenders that ignore the sanctions and continue offending. For these repeat offenders, members noted that the card system is not effective. There were members who called for more severe consequences for repeat offenders, for increased police enforcement of exclusions and for increased use of Criminal Behaviour Orders (CBOs) for this group.

# 1. Background, overview and report aims

## 1.1. Scheme background

The Gloucester City Safe Scheme (hereafter the Scheme) is a not for profit business crime reduction partnership (BCRP) designed, according to its website, to help reduce crime, disorder and anti-social behaviour. The Scheme operates during the hours of both the day time (6am-6pm) and night time (6pm-6am) trading economies, and its members are the businesses, restaurants, bars, retail establishments and transport services operating in Gloucester, Stroud and nearby areas that have chosen to join the Scheme. Membership costs £1 day. There were 24 members when the Scheme was first launched in May 2014, and in February 2019 there were upwards of 150 members.

The Scheme's manager and its members work in partnership with the Police, Local Authorities and other stakeholders to tackle occurrences of shoplifting, theft, anti-social behaviour, alcohol related disorder, street drinking and begging. Members commit to using and enforcing an exclusion-based sanction system and have access to an information sharing network. The exclusion-based sanction system has two tiers. Members can issue 'yellow cards' to persons in or near their premises who they deem to have committed an offence (in line with the classifications of crime and associated behaviour employed by the Scheme). A first yellow card is a warning and a second yellow card results in an exclusion (referred to as a 'red card' or a ban) which applies to all member premises. All incidents and the sanctions that are issued are recorded by the Scheme's manager and logged in an incident database. Information is communicated to and between members via a secure radio network, a secure website and through regular email updates from the Scheme's manager. The secure website holds information on those who have received sanctions, invites members to help identify unknown offenders caught on camera, provides information on other relevant news and holds a directory of members.

## 1.2. Overview of approach

On Wednesday 10<sup>th</sup> and 17<sup>th</sup> October 2018, students from the University of Gloucestershire visited Gloucester city centre to conduct a series of questionnaires and interviews. The questionnaires were used to examine public perceptions of the Scheme, of policing and of levels of crime and safety in Gloucester. The students collected 662 questionnaires from the public and the questionnaire that was used can be viewed at Appendix 1. The students also completed 26 semi-structured interviews with the Scheme's members (i.e. the business involved in the Scheme). An employee representing each business (the exact position of which would vary depending on availability and knowledge of the Scheme) was asked questions concerning their experience of using the Scheme, its effectiveness, its strengths and limitations, the benefits it offers and the ways in which it could be improved. The interview questions can be viewed at Appendix 2. Participants are referred to using unique codes that make clear their participant number and whether they are a day time economy trader (DTE) or a night time economy trader (NTE).

## 1.3. Report structure

This report is structured in the following order:

- Public perceptions on issues of crime, safety, policing and the work of the Gloucester City Safe Scheme.
- Member feedback on the Scheme:

- Overall successes, achievements and benefits;
- Experiences of reporting incidents and using the web platform;
- The effectiveness of sanctions, the issue of repeat offenders and the use of Criminal Behaviour Orders (CBOs);
- The work of the City Protection Officers;
- Areas for improvement.

The report concludes by summarising the main findings and considering their combined implications for the future of the Scheme.



## 2. Public perceptions of crime, safety, policing and the Scheme

This section of the report uses survey data to illustrate public views on crime and safety in Gloucester, on police efforts to combat these issues, and on the Gloucester City Safe Scheme. The majority of the discussion in this section concerns data gathered through the public survey conducted in October 2018, but in places comparisons are made with data collected through similar surveys conducted in previous years.

### 2.1. The 2018 public sample

In total, the views of 662 members of the public were collected through the survey in October 2018. 65% of these respondents lived within Gloucester city or within 5 miles of the city, and 69% of these respondents visited the city centre at least once a week. Figures 1 and 2 illustrate residence proximity to Gloucester and frequency of visits to Gloucester city centre for all participants.

Figure 1: Where the 2018 respondents lived

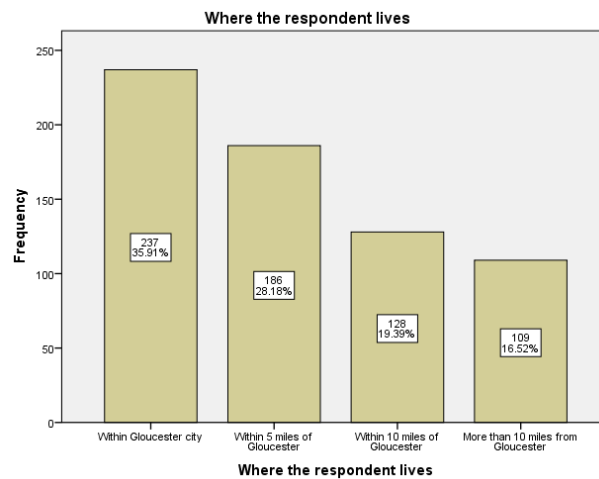
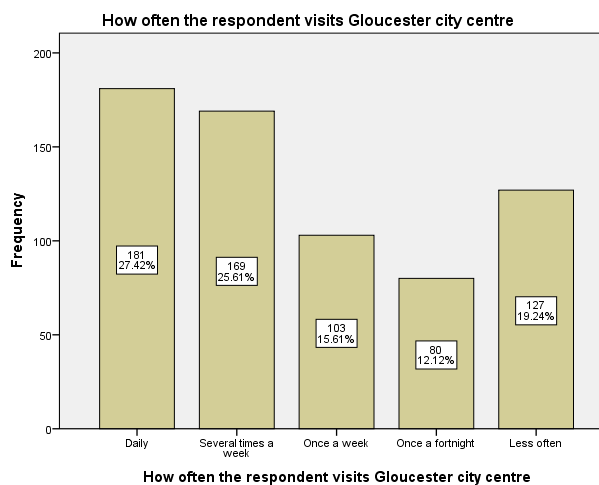


Figure 2: How often the 2018 respondents visited Gloucester city centre

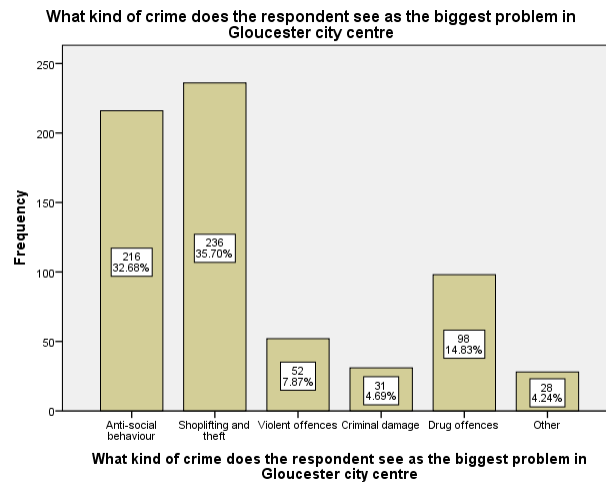


### 2.2. Views on crime problems in Gloucester city centre

Respondents were asked to select the crime that they felt was the biggest problem in Gloucester city centre from the following options: 'Anti-social behaviour', 'shoplifting and theft', 'violent offences',

‘criminal damage’, ‘drug offences’, or ‘other’. In 2017, the most common response was ‘Anti-social behaviour’, which was selected by 291/39% of respondents. The most common response in 2018 was ‘shoplifting and theft’, which was selected by 236/36% of respondents. Figure 3 illustrates all responses to this question.

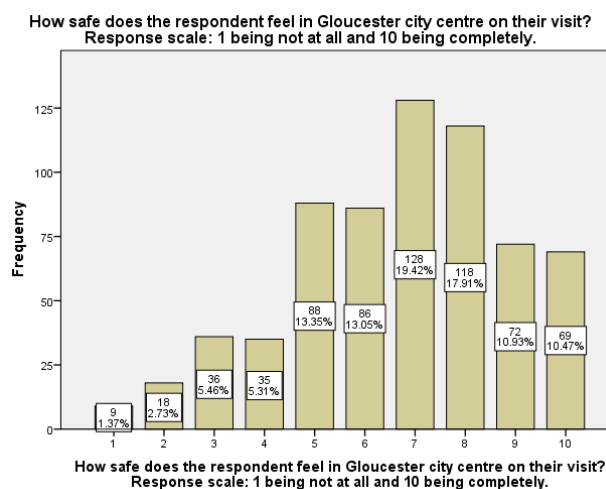
Figure 3: What kind of crime is the biggest problem in Gloucester city centre



### 2.3. Views on safety in Gloucester city centre

Respondents were asked to state how safe they felt during their visit to Gloucester that day. Respondents did this by selecting a number from a scale of 1 to 10, 1 being ‘not at all safe’ and 10 being ‘completely safe’. In 2017, 64% of respondents scored their safety in the upper half of this table (6-10). In 2018, 72% of respondents scored their safety in the upper half of this table (6-10), revealing a high degree of perceived safety for those in this sample. The most common response was ‘7’, which 128/19% of respondents selected. Figure 4 illustrates all responses to this question.

Figure 4: How safe does the respondent feel on their visit to Gloucester

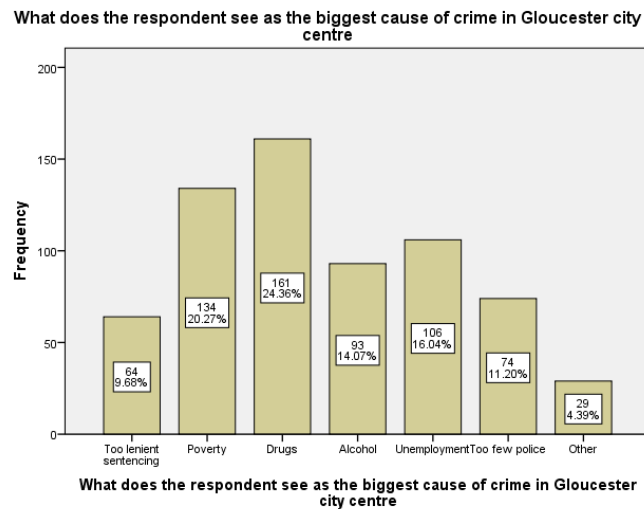


### 2.4. Views on the causes of crime in Gloucester city centre

Respondents were asked to select the factor that they believed to be the biggest cause of crime in Gloucester city centre from the following options: ‘Too lenient sentencing’, ‘poverty’, ‘drugs’,

'alcohol', 'unemployment', 'too few police', or 'other'. In 2017, 'drugs' was the most common response, selected by 215/29% of respondents. In 2018, again, 'drugs' was the most common response, selected by 161/24% of respondents. Figure 5 illustrates all responses to this question.

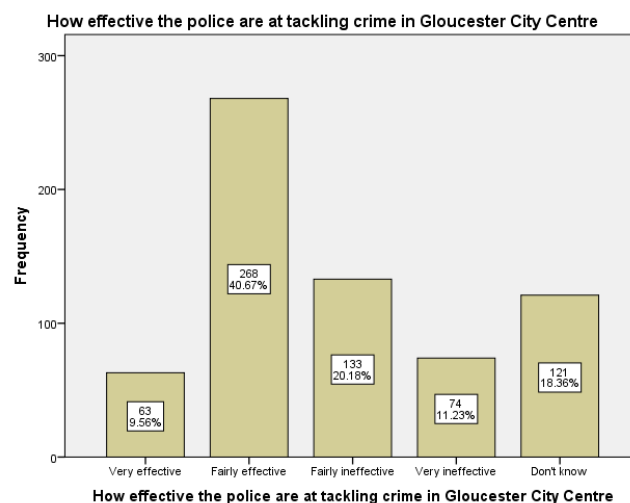
Figure 5: Public views on the causes of crime in Gloucester



### 2.5. Views on police effectiveness in Gloucester city centre

Respondents were asked to provide their view on the effectiveness of police efforts to tackle crime in Gloucester city centre. In 2017, 405/55% of respondents stated that the police were 'very effective' or 'effective' in this regard. In 2018, 331/60% of respondents stated that the police were 'very effective' or 'effective' in this regard. Figure 6 illustrates all responses to this question.

Figure 6: Public views on police effectiveness at tackling crime in Gloucester



### 2.6. Public perceptions of the scheme

Perceptions concerning the Scheme were gathered from members of the public in Gloucester city centre through the surveys conducted in October 2014, 2015, 2016, 2017 and 2018. Members of the public were asked about their awareness of the Scheme and, for those that had heard of the

Scheme, their views on its effectiveness. Just under half of the sample in 2018 (47%) had heard of the Scheme. Table 1 displays these data across the five years.

*Table 1: Public awareness of Gloucester City Safe*

| <b>Year of data collection</b> | <b>Number/percentage of sample aware of Gloucester City Safe</b> |
|--------------------------------|--|
| 2014                           | 26% (63/247)   |
| 2015                           | 44% (272/619)  |
| 2016                           | 37% (208/560)  |
| 2017                           | 48% (353/740)  |
| 2018                           | 47% (314/662)  |

In each year, those that had heard of the Scheme were asked to provide their view on its operation. In 2018, 76% (237/312) stated that the Scheme was ‘very effective’ or ‘effective’ at tackling crime in Gloucester city centre. Although the wording of this question has been changed, Table 2 displays the data gathered on this topic across five years of data collection.

*Table 2: Public views of Gloucester City Safe*

| <b>Year of data collection</b> | <b>Number/percentage of sample expressing positive views of Gloucester City Safe</b>   |
|--------------------------------|--|
| 2014                           | 65% (41/63) stated that: The Scheme ‘works well’   |
| 2015                           | 38% (104/272) stated that: The Scheme ‘works well’   |
| 2016                           | 48% (98/208) ‘strongly agreed’ or ‘agreed’ with the statement ‘the Scheme has been successful in reducing crime in Gloucester’ |
| 2017                           | 75% (256/345) stated that the Scheme was ‘very effective’ or ‘effective’ at tackling crime in Gloucester city centre           |
| 2018                           | 76% (237/312) stated that the Scheme was ‘very effective’ or ‘effective’ at tackling crime in Gloucester city centre           |

In 2018, the public sample were asked whether they knew ‘how to raise concerns about individuals who have come to their attention’; 61% (405/662) responded ‘Yes’. Those that had heard of the Scheme were asked whether knowing that it is in operation makes them feel safer in Gloucester city centre; 80% (250/314) responded ‘Yes’.

### 3. Member views on Gloucester City Safe

This section of the report considers the interviews conducted by students with members of the Scheme. In total, 26 interviews were conducted with Scheme members, and were used to explore members' views on the successes and achievements of the Scheme, their experiences of reporting incidents, and their views on the effectiveness of the sanctions, the work of the City Protection Officers and areas for improvement.

#### 3.1. Overall successes, achievements and benefits

Members were highly positive about the effectiveness of the Scheme, and particularly positive about the communications and information sharing procedures employed by the Scheme.

*'Now we can actually see who these people are. Before it was done by paperwork and books but now the fact that we've got online systems that we can look someone up if we're unsure and see yeah, this person is there. So the instant recognition is the biggest thing for us' [9, DTE].*

*'Yes, it helps us to know who to look out for and be aware of people before they come into our store. [It's] the speed and ease of knowing who the offenders are and sharing information between retailers' [13, DTE].*

*'I've worked in pubs in [Gloucester] for 14 years so I have seen a major improvement in anti-social behaviour and things, you know, all of that. So, it's been a brilliant Scheme ... and they are doing a really good job' [17, NTE].*

Members reported feeling safer in their place of work because of the Scheme. These feelings spurred from knowing that the City Protection Officers (CPOs) could be contacted and would be present quickly if needed, and due to their increased awareness concerning individuals and other risks arising from effective information sharing.

*'I know if we have any problems we can't physically deal with, we can call on the CPOs and they are pretty much here straight away or as soon as they possibly can' [3, DTE].*

*'We've got our radio at the weekends and things. It's nice to feel that we've got that back up when we need it, you know, so it's nice that we're not just isolated in a corner of town, and if anything was to majorly kick off ... it's nice that we've got that. It's that safety net that we can use, then' [17, NTE].*

Some members stated that the Scheme is an effective deterrent for offenders and that its activity has eased the burden on the police.

*'It is a good deterrent' [9, DTE].*

*'It's definitely taken a lot of weight off the police's shoulders for sure, because knowing that there is low police levels in Gloucester at the minute and that they are quite stretched with all manner of calls and call outs, they have definitely taken the*

*lower end of crime away from them so they can deal on the more important matters' [7, DTE&NTE].*

*'We've got immediate support that, you know, you wouldn't necessarily get from police' [11, DTE].*

### **3.2. Member experiences of reporting incidents and using the web platform**

During the interviews, students asked members about their experiences of reporting incidents to the Scheme through any means and of using the DISC web platform and mobile application. Members were positive about the reporting process, about the ease with which they could communicate information to the Scheme, and about the assistance that they receive from the Scheme manager and the CPOs with this process:

*'I report quite a lot of shopliftings and it's very easy and quick' [13, DTE].*

*'I've done it a couple of times and they are always really friendly on there. They always ask like whether you have done it before [in case] ... they will need to talk you through it, and so yeah they are always really cool' [16, DTE].*

The interviews also revealed that many members have a designated person responsible for reporting incidents to the Scheme. For example:

*'I've never really had to, there's always been another manager that's dealt with that' [21, NTE].*

In such cases, greater engagement with the Scheme and familiarity with its processes and information capabilities could come from members having more than one person engaging with it.

The DISC web platform and mobile application was described by members as very useful and user-friendly. The recent revisions to the gallery organisation was reported to have improved usability, and the speed with which incidents are uploaded and made viewable by the Scheme's manager was greatly appreciated and noted as highly useful.

*'It is very useful, very useful' [4, DTE].*

*'It's really easy to use, [and it's] useful that you can filter by town and incident type' [23, DTE].*

The interviews revealed variation in the frequency with which members check through the galleries. Some members would access the galleries daily where as others would only browse through every couple of weeks. Members also reported wide variety in the extent to which they report incidents to the police. Some would report all incidents to both the Scheme and the police, whereas others would only report incidents to the Scheme. One member enquired as to whether an incident report to the Scheme could automatically be shared with the police and a crime reference number generated through this process.

### 3.3. The effectiveness of sanctions, the issue of repeat offenders and the use of Criminal Behaviour Orders (CBOs)

Members noted that most offenders are deterred by the receipt of a yellow card and the threat of a City Safe ban.

*'[The cards] are very effective. [It] certainly is something customers are aware of. Our customers talk about [it] and people are very aware of the consequences in the night time economy' [6, NTE].*

*'It is a good deterrent and we would rather have it than not' [9, DTE].*

*'I think they're really good, yeah. Seems to work. Everyone's always talking about it, even the offenders as such, so they know it's there. Most of them are following it' [23, DTE].*

*'When we've handed out yellow cards before, we've never seen that individual again. So, it's obviously a testament that it works' [25, DTE].*

However, many of the members noted a serious problem with a minority of offenders that ignore the sanctions and continue offending. For these repeat offenders, members noted that the card system is not effective.

*'If they're shoplifting they are not worried about breaking the law, so they will just come back even though they are excluded' [1, DTE].*

*'We have a couple prolific people that it doesn't matter how many times they're barred or excluded they just keep coming back. They don't care' [9, DTE].*

*'I think with this card business, they still come into the shops, so half of them don't care, if that makes sense. "So what? You've given me a card; I'm still going in. What you going to do to me?", sort of thing' [14, DTE].*

*'I think the type of people they're excluding are the type of people that really don't care for the rules' [16, DTE].*

There were members who expressed a need for more severe consequences for repeat offenders, for increased police enforcement of exclusions and for increased use of Criminal Behaviour Orders (CBOs) for this group.

*'I think [those who receive City Safe bans] should be not allowed in town. I think the police should be more proactive in enforcing it ... I've had people thrown out of here, and the police have helped me with that, but they let them just walk down the street and they've ended up in another pub round the corner and then they cause problems in that pub. I think there needs to be punishment for some of the stuff that does happen to people, because like sometimes there's been incidents where like either myself or one of my members of staff has been physically harmed trying to escort someone out' [22, NTE].*

*'[Repeat offenders are] going to come in regardless of whatever behaviour order you put on them ... the consequences aren't severe enough for those that are doing what they like in town. Whether that's stealing, or just being anti-social ... The stick isn't big enough' [26, DTE].*

### **3.4. The work of the City Protection Officers**

In 2017, funding was granted to support a number of City Protection Officer (CPOs) posts within the city of Gloucester. Since then, these CPOs have acted as a visible presence in the city, helping to increase safety, tackle crime and disorder and support the work of Gloucester City Safe. During interview, members were highly positive concerning the work of the CPOs, stating that they had made a significant difference in the city.

*'The CPOs are always around town so if you do have anybody being disruptive you can just call them, and they'll remove them straight away' [1, DTE].*

*'It's good to have like someone who will, you know, actually back you up and all that. So before they were in [the city] it was a struggle ... there have been so many incidents where they've come in and helped' [4, DTE].*

There were many examples provided of incidents where the CPOs had helped tackle or prevent an issue or diffuse a situation, and members spoke positively about the personal relationships they had developed with the CPOs.

*'They've been engaging a lot, especially with the sort of daytime issues we've had with people street drinking, and people being homeless or begging etc, and from our location they do a lot towards sort of preventing with the shoplifting and disrupting that. I'm aware of them watching and gathering information, as well as they intervene early, which diffuses a lot of situations that normally a call would need to be made to the police, and it wouldn't necessarily be a priority for the police, so in the past we've had situations that we've watched escalate over half an hour to an hour, and get to the situation where there's assaults or violence. With the CPOs they will go and talk to them, disrupt it, calm the situation down or, you know, disrupt it in some way, ... so certainly in terms of that it's something that their very proactive in doing' [6, NTE].*

*'They're always there and [name of CPO] is really great and I feel like we have a really good relationship ' [19, DTE].*

### **3.5. Areas for improvement**

Some members also noted that more CPOs, and CPO shift patterns that meant they were present in the city centre for longer periods of the day, would be beneficial.

*'I think they could make more of a difference by having more of them' [1, DTE].*

*'I would probably try and get more CPO's in town because they are useful and obviously if they are busy it's hard to get one here' [2, DTE].*



As discussed above, members would welcome an increase in the use of Criminal Behaviour Orders (CBOs) for those that ignore their exclusion sanctions. Comments included that consequences for offending weren't severe enough and that the police could do more to help enforce exclusions and CBOs.

*'I think [those who receive City Safe bans] should be not allowed in town. I think the police should be more proactive in enforcing [the bans]' [22, NTE].*

*'[Repeat offenders are] going to come in regardless of whatever behaviour order you put on them ... the consequences aren't severe enough for those that are doing what they like in town. Whether that's stealing, or just being anti-social' [26, DTE].*

There were also calls among members for more proactive contributions to the Scheme from some members, increased efforts to generate more public awareness and support and to increase the number of City Safe members, and more police engagement and enforcement of sanctions.

*'A bit more proactiveness from some of the members ... [and] it would be good to have more people aware of it and get that information out there now' [6, NTE].*

*'Not every retailer is a part of the Scheme' [13, DTE].*

*'The police service as we know is extremely busy and they're not following up with the breachers, so a lot of our reoffenders already have a CBO, but they still continue offending' [23, DTE].*

## 4. Conclusion

This report has presented an examination of the Business Crime Reduction Partnership (BCRP) 'Gloucester City Safe' in 2018. The report's findings can be used by the Scheme's management and the police to enhance understanding of crime and disorder in Gloucester and its surrounding areas and to help inform efforts to tackle these issues. The following content summarises the findings presented in this report.

### Public perceptions of crime, safety, policing and the Scheme

A majority (36%) of the sample stated that 'shoplifting and theft' was the biggest problem in Gloucester, and that 'drugs' was the biggest cause of crime in Gloucester (selected by 24%). Feelings of safety were high among the sample, with 72% describing their perceived level of safety in Gloucester city centre as between six and 10 out of 10 (with 10 indicating feeling completely safe). Respondents were asked to provide their view on the effectiveness of police efforts to tackle crime in Gloucester city centre, with 60% of respondents stating that the police were 'very effective' or 'effective' in this regard. Just under half of the sample (47%, 314/662) had heard of the Scheme, and 76% (237/312) of this sub-sample stated that the Scheme was 'very effective' or 'effective' at tackling crime in Gloucester city centre. Those that had heard of the Scheme were asked whether knowing that it is in operation makes them feel safer in Gloucester city centre; 80% (250/314) responded 'Yes'.

### Member feedback on the Scheme

Members were highly positive about the effectiveness of the Scheme, and about the communications and information sharing procedures employed by the Scheme. Members reported feeling safer in their place of work because of presence of the City Protection Officers (CPOs) and due to increased awareness concerning risks arising from effective information sharing among members. Some members stated that the Scheme is an effective deterrent for offenders and that its activity has eased the burden on the police.

Members were positive about the incident reporting process, about the ease with which they could communicate information to the Scheme, and about the assistance that they receive from the Scheme manager and the CPOs with the reporting process. The DISC web platform and mobile application was described by members as very useful and user-friendly. The recent revisions to the offender gallery organisation was reported to have improved usability, and the speed with which incidents are uploaded and made viewable by the Scheme's manager was greatly appreciated and noted as highly useful.

Members noted that most offenders are deterred by the receipt of a yellow card and the threat of a City Safe ban. However, many of the members noted a serious problem with a minority of offenders that ignore the sanctions and continue offending. For these repeat offenders, members noted that the card system is not effective. There were members who expressed a need for more severe consequences for repeat offenders, for increased police enforcement of exclusions and for increased use of Criminal Behaviour Orders (CBOs) for this group.

Members were highly positive concerning the work of the City Protection Officer (CPOs), stating that they had made a significant difference since their introduction. There were many examples provided of incidents where the CPOs had helped tackle or prevent an issue or diffused a situation, and

members spoke positively about the personal relationships they had developed with the CPOs. Some members also noted that more CPOs, and CPO shift patterns that meant they were present in the city centre for longer periods of the day, would be beneficial.

### **Areas for improvement/attention**

The findings from this research indicate that consideration should be given to the following matters:

- **Continued efforts to increase public awareness of the Scheme:** This research suggests that continued efforts to raise public awareness of the Scheme's activity is required. Those who are aware of its work tend to view its achievements as positive, and 80% of those who had heard of the Scheme reported feeling safer knowing that it existed.
- **Increased engagement with the Scheme and its information across members:** Many members have a designated person responsible for reporting incidents to the Scheme. In such cases, other employees had little familiarity with the operational detail of the Scheme and the information that it collects and makes available. Greater engagement with the Scheme and familiarity with its processes and information capabilities could come from members having more than one person engaging with it. The interviews also revealed variation in the frequency with which members checked through the galleries. Members could be reminded that as a minimum they should read every news update email as it is received and check through the relevant galleries weekly.
- **Regular and systematic engagement with the police among members:** Interviews revealed wide variation in the extent to which members report incidents to the police. Some would report all incidents to both the Scheme and the police whereas others would report more incidents to one than the other. With the information sharing processes already in place between the Scheme and the police it might be that some double reporting by members can be avoided here.
- **More severe consequences for those who ignore their exclusions:** Many of the members noted a serious problem with a minority of offenders that ignore the sanctions and continue offending. For these repeat offenders, members noted that the card system is not effective. There were members who called for more severe consequences for repeat offenders, for increased police enforcement of exclusions and for increased use of Criminal Behaviour Orders (CBOs) for this group.

## 5. Appendices

### Appendix 1: Questionnaire used in 2018

**1. How often do you visit Gloucester city centre?**

- Daily
- Several times a week
- Once a week
- Once a fortnight
- less often

**2. Where do you live?**

- Within Gloucester city
- Within 5 miles of Gloucester
- Within 10 miles of Gloucester
- More than 10 miles from Gloucester

**3. On a scale of 1 to 10, 1 being not at all and 10 being completely, how safe do you feel in Gloucester city centre on your visit today?**

**4. From the following options, what kind of crime do you think is the biggest problem in Gloucester city centre?**

- Anti-social behaviour
- Shoplifting and theft
- Violent offences
- Criminal damage
- Drug offences
- Other [Please specify]

**5. From the following options, what would you say the biggest cause of crime in Gloucester city centre is?**

- Too lenient sentencing
- Poverty
- Drugs
- Alcohol
- Unemployment
- Too few police
- Other [Please specify]

**6. When thinking about these kinds of issues, do you know how to raise concerns about individuals who may come to your attention?**

- Yes
- No

**7. How effective are the police at tackling crime in Gloucester city centre?**

- Very effective
- Fairly effective
- Fairly ineffective
- Very ineffective
- Don't know

**8. Have you heard of the Gloucester City Safe Scheme?**

- Yes
- No

**9. How effective is the Gloucester City Safe Scheme at tackling crime in Gloucester city centre?**

- Very effective
- Fairly effective
- Fairly ineffective
- Very ineffective
- Don't know

**10. Do you feel safer knowing that the Gloucester City Safe Scheme is operating in the city centre?**

- Yes
- No

**11. Is there anything else that you would like to say about crime or safety in Gloucester city centre?**

## Appendix 2: Interview script used in 2018

1. How long has your business been a member of the Gloucester City Safe Scheme?
2. Roughly how many incidents have you and your colleagues here reported to the Scheme since you joined it?
3. What kind of things do you report to the Scheme?
4. Do you report all of these things to the police as well?
  - **If NO:** why not?
5. Are there things that you don't report to the Scheme?
6. Have you personally ever reported an incident to the Scheme?
  - **If YES:**
    - Please could you tell me about what happened?
    - How did you find the reporting process?
    - Do you know if the individual(s) concerned received a sanction through the Scheme?
  - **If NO:** why not?
7. Do you use the Scheme's web platform?
  - **If YES:**
    - Are there things that you find particularly useful on the platform?
    - Are there things that you think could be improved on the platform?
    - Do you look at information concerning all the offenders and incidents on the platform or are there particular things that you look at?
  - **If NO:** why not?
8. How effective do you think the Scheme's exclusion sanctions are?
9. Do you think the exclusion sanction deters people from offending?
10. Do you have a problem with repeat offenders?
  - **If YES:** Do these people ignore their exclusion?
11. Do you think that there should be an increased use of Criminal Behaviour Orders for those who continue to offend after receiving an exclusion?
12. What kind of crime is the biggest problem in Gloucester?
13. Is this something that affects your business here?
14. Does being a member of Gloucester City Safe make you feel safe at work?
  - Why?

15. Do you think that the City Protection Officers have made a difference to the city centre?
16. Do you think the Scheme has been successful in tackling crime in Gloucester?
  - **If YES:** how?
  - **If NO:** Why?
17. What would you say the benefits or the things that work best about the Scheme are?
18. Is there anything you would change or improve about the Scheme?
19. Can you think of anything that is preventing the Scheme from reducing crime in Gloucester?
20. Is there anything else that you would like to say about the Scheme?
21. We're hoping to assess the on-going effectiveness of the Scheme by speaking to its members again at some point in the future. Would you be happy with us coming to see you again?
22. Now that the interview is complete are you happy with this being used in our research project?