

Annex C

Impacts of the Night Time Economy in Bath and North East Somerset – 2013 Profile

Introduction

The purpose of this report is to assess the effect of the Night Time Economy on the area of Bath and North East Somerset in terms of crime and disorder and environmental impacts, and how these may have changed overtime.

It will analyse the following:

- **Crime data** - The extent and nature of crime and disorder in B&NES as a whole and how this has changed over time in relation to the following:
 - Numbers of incidents
 - Gender of offenders
 - *Age of offenders*
 - *Day of offences*
 - *Time of offences*

How the levels and nature of crime and disorder differs in the following areas within B&NEs and how this has altered over time:

- *Bath City Centre*
- *Other significant wards within Bath*
- *Keynsham*
- *Midsomer Norton*
- *Radstock*

The principal hotspots for night time economy related crimes in Bath City Centre.

- **Drink driving offences** - Number and nature of offences overtime
- **Alcohol licence premises** - Numbers and geographical distribution - wards
- **Complaints recorded by the licensing team** – Numbers and types
- **Noise complaints made to the Council:**
 - Type
 - How they were received
 - Geographical distribution – wards
 - When – months complaints were made
 - Trends overtime
- **Street Marshal Records:**
 - Numbers of incidents
 - Locations of incidents in terms of taxi ranks
 - Day of incidents
 - Type of incidents
 - Trends overtime
- **Results from recent Voicebox Residents Surveys:**
 - Bath City Centre at Night
 - Drunk and Rowdy Behaviour
 - Purple Flag Award

Data Sources

- Police Aspire Crime database, Bath and North East Somerset Recorded Crime January 2008 –February 2013
- Bath Police Station B&NES drink driving data – 2010/11 – 2012/13

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- Council's Licensing Team Uniform database, details of licensing activities - current licenses and complaints data 2010 – 2013
- Public Protection Team Service Requests - reported noise complaints, 2006-October 2013
- Monitoring data – Bath BID Street Marshals and Medics Weekly report data August 2012-July 2013
- The Royal Society for the Prevention of Accidents Water Safety Review, River Avon Bath – 2008-2011
- Marketing Means Voicebox 15 Resident Survey Weighted Headlines – March 2009 – June 2009
- Wyman Dillon Voicebox 17 Resident Survey Weighted Headline Results – March 2010 – May 2010
- RMG Clarity Voicebox 21 Resident Survey Reports – November 2012 – January 2013
- Marketing Means Voicebox 22 Resident Survey, Results weighted by age and gender – November 2013 – January 2014

Night Time Economy Related Crime and Disorder Definition

Offences of violent crime and criminal damage occurring between the hours of 20:00 and 04:00 taking place outside of the home not otherwise defined as domestic violence or hate crime.

This definition is designed purely to assess levels of offending within the public realm where alcohol can be deemed likely to have been a contributing factor with a moderate degree of statistical certainty.

Crimes Linked to the Night Time Economy ¹

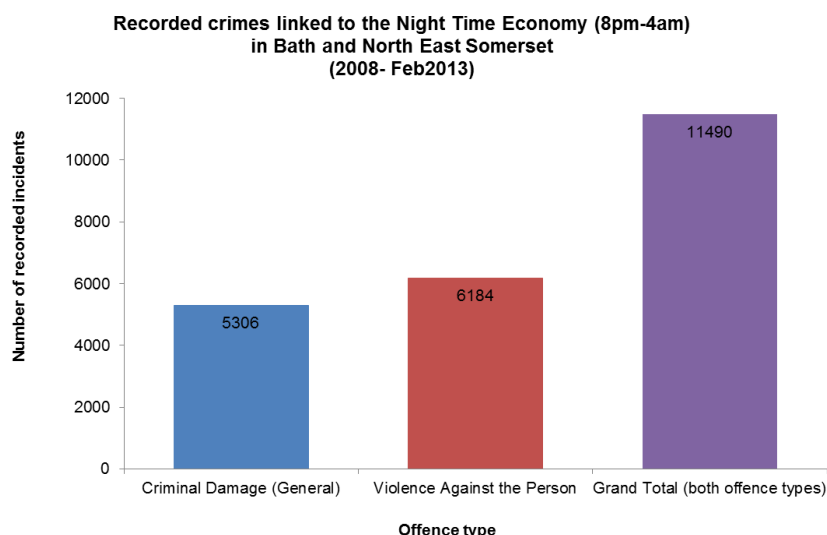


Figure 1: Recorded crimes linked to the Night Time Economy (8pm -4am) in B&NES (2008-February 2013)

In Bath and North East Somerset, between 2008 and February 2013 the police recorded 11,490 crimes (criminal damage and violence against the person) linked to the Night Time Economy (8p-4am), 54% (6,184 incidents) of which were violence against the person incidents and 46% (5,306 incidents) of which were criminal damage incidents.

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Trends over time

There has been a 26% reduction in the number of crimes linked to the Night Time Economy in Bath and North East Somerset over the 5 year period between the year Quarter 4 of 2007/08 - Q3 2008/09, with a total of 2,504 crimes, and the year Quarter 4 2011/12 - Q3 2012/13, with a total of 1,841 crimes.

There was a 14% reduction in the number of crimes linked to the Night Time Economy in B&NES between the year Quarter 4 of 2010/11 - Q3 2011/12, with a total of 2,153, and the year Quarter 4 2011/12 - Q3 2012/13, with a total of 1,841 crimes.

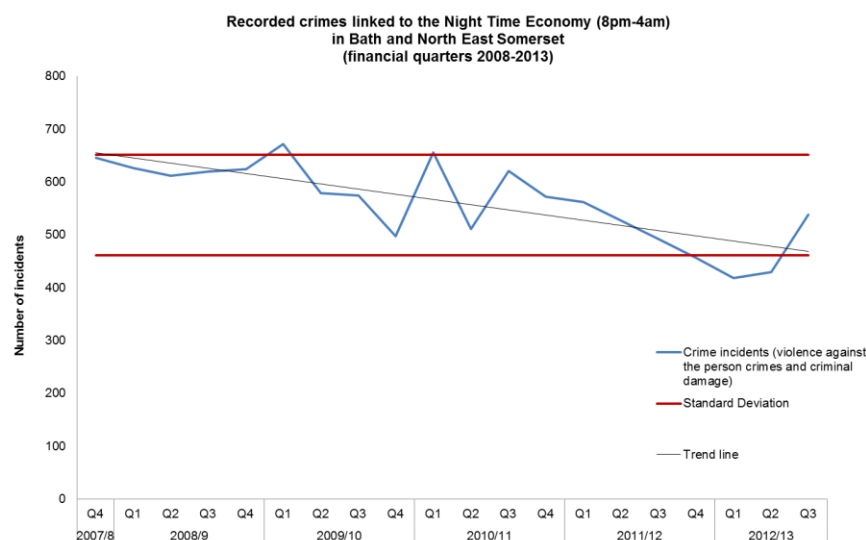


Figure 2: Recorded crimes linked to the Night Time Economy (8pm-4am) in B&NES (financial quarters 2008-2013)

More work is needed to assess the reasons for this decline. This decrease is likely to be caused by a range of factors. Work will also be done to assess whether this reduction is in any way linked to interventions that have been put in place locally.

Gender of offenders

On average, over the 5 year period between the year Quarter 4 of 2007/08 and Q3 2012/13 where the gender of the offenders of crimes linked to the Night Time Economy in B&NES was known and recorded, 80% of the crimes were recorded as being perpetrated by male offenders, and 20% by female offenders.

The recorded gender makeup of offenders during this period has altered slightly, with the proportion of male offenders compared to female offenders increasing from an average of 74% in the year Q4 of 2007/08-Q3 2008/09 to 84% during the year Q4 2011/12 - Q3 2012/13.

The number of crimes which had been recorded as being perpetrated by male offenders increased by 10% between Q4 of 2007/08 - Q3 2008/09 (713 crimes), and the year Q4 2011/12 - Q3 2012/13 (787 crimes).

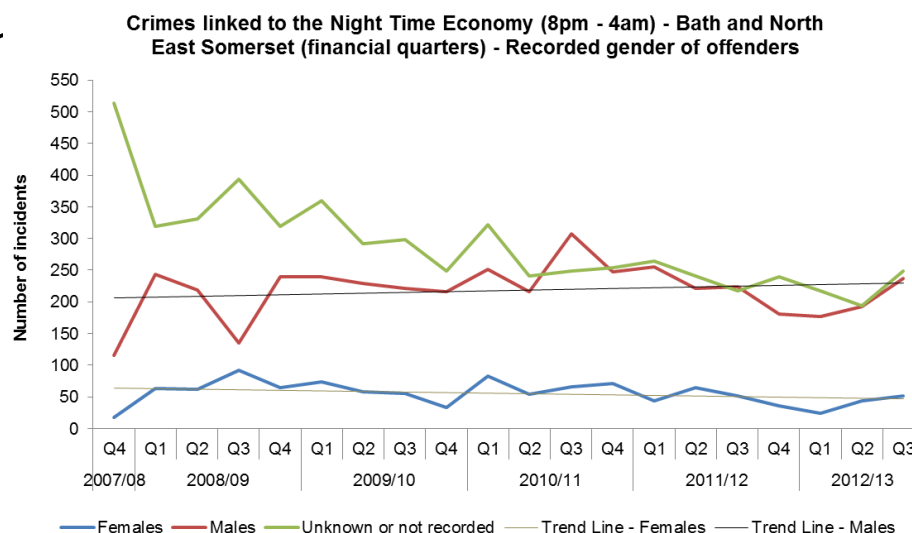


Figure 3: Recorded crimes linked to the Night Time Economy (8pm-4am) in B&NES (financial quarters - 2008 to 2013) – Recorded gender of offenders

However, there has been a 21% reduction in the number of crimes recorded to have been perpetrated by men between the year Q4 of 2010/11 - Q3 2011/12 (990 crimes), and the year Q4 2011/12 - Q3 2012/13 (787 crimes).

In comparison, the number of crimes which had been recorded as being perpetrated by female offenders decreased by 34% between Q4 of 2007/08 - Q3 2008/09 (234 crimes), and the year Q4 2011/12 - Q3 2012/13 (155 crimes).

It is though important to note that during the 5 year period on average each year the gender of the offender was unknown or not recorded for 51% of the crimes linked to the Night Time Economy in B&NES.

Age of offenders

The first year Quarter 4 2007/08 -Q3 2008/09 has not been included in terms of the analysis of the age of offenders because 90% of the crimes during this year had no age recorded, compared to the 46-52% for the other four years.

On average, over the 4 year period between the Q4 of 2008/09 and Q3 2012/13, where the age of offenders of crimes linked to the Night Time Economy in B&NES was recorded:

- 60% of the crimes were recorded as perpetrated by offenders aged 16-27
- 18% by those aged 28-39
- 13% by those aged 40-51
- 5% by those under 16
- 3% by those aged 52-63
- 1% by those aged 64-75
- and less than 1% of crimes were perpetrated by those aged 76 and over.

The recorded age makeup of offenders during this period did not alter a great deal.

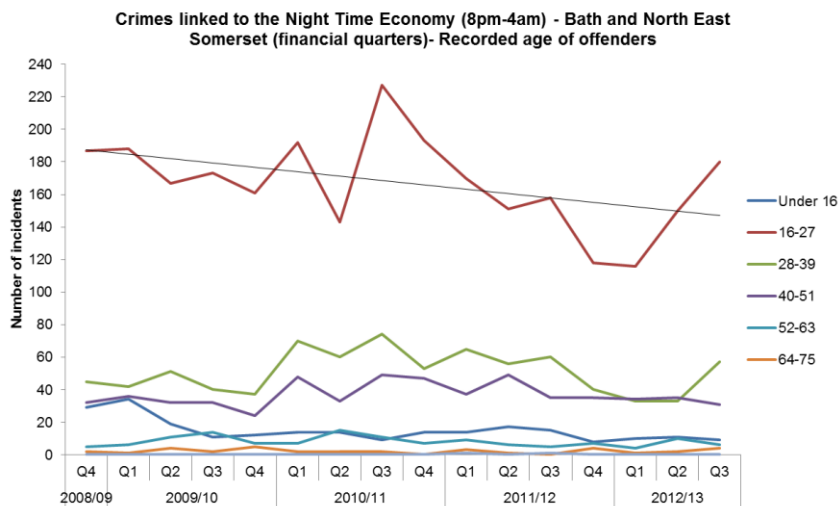


Figure 4: Recorded Crimes linked to the Night Time Economy (8pm-4am) in B&NES (financial 2009 to 2013) – Recorded age of offenders

Offenders aged 16-27 was the only age category with any real notable change during this period, decreasing by 21% between Quarter 4 of 2008/09 - Q3 2009/10 (179 crimes), and the year Q4 2011/12 - Q3 2012/13 (141 crimes).

Day of offences

In terms of the daily distribution of crimes linked to the Night Time Economy in B&NES over the 5 year period between the year Quarter 4 of 2007/08 and Q3 2012/13:

- An average of 24% were recorded as having occurred on a Saturday
- An average of 20% on a Friday
- 19% on a Sunday.
- 10% on both Tuesdays and Thursdays,
- 9% on Wednesdays and 8% on Mondays.

This recorded daily distribution of crimes altered very little during this five year period.

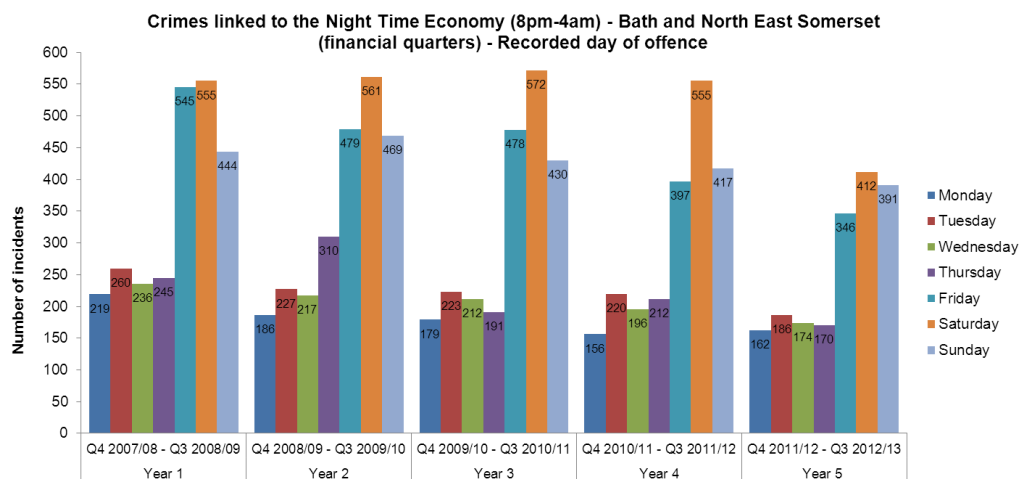


Figure 5: Recorded crimes linked to the Night Time Economy (8pm-4am) in B&NES (financial quarters 2008 to 2013) – Recorded day of offences

It is important to note that though there is a surprisingly high number of night time economy related crimes occurring on a Sunday, a considerable proportion of these will be linked to the Saturday night time economy, as 65% of the crimes recorded as

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occurring on Sunday occurred between midnight and 2:59am, 48% occurred between midnight and 1:59am, and 29% between midnight and 12:59pm.

Between Year 1 and Year 5, all days of the week have experienced a decrease in the numbers of crimes, with the greatest decline occurring on a Friday with a 37% reduction from 545 in Year 1 to 346 in Year 5, followed by Thursday, with a reduction of 31% from 245 crimes in Year 1 to 170 in Year 5. There was a 26% reduction in the number of crimes occurring on a Saturday, from 555 in Year 1 and 412 in Year 5.

Time of offences

By far the greatest proportion of crimes linked to the Night Time Economy in B&NES over the 5 year period Q4 of 2007/08 and Q3 2012/13, were recorded as having occurred between 00:00 (12pm) and 00:59, with an average of 30% of crimes, followed by 23:00-23:59 and 22:00-22:59, both with an average of 12%. This means that during this period 54% of the crimes linked to the Night Time Economy were recorded to have occurred between 22:00-00:59.

The only real notable change in the distribution of the recorded times of crimes during this 5 year period was that of the proportion occurring between 00:00-00:59, which increased from 25% in Year 1 (Q4 2007/08-Q3 2008/09), to 33% in Year 5 (Q4 2011/12-Q3 2012/13).

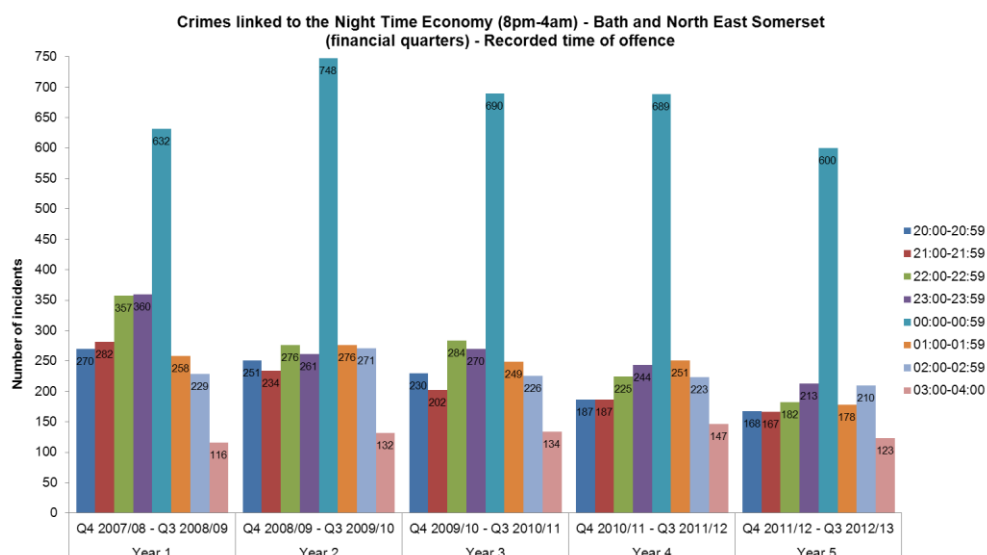


Figure 6: Recorded crimes linked to the Night Time Economy (8pm-4am) in B&NES (financial quarters 2008 - 2013) – Recorded day of offences

Between Year 1 and Year 5, each hour except 03:00-04:00, experienced a decrease in the numbers of crimes:

- 49% decline between 22:00-22:59, from 357 to 182
- 41% reduction between 21:00-21:59, from 282 to 167 and 23:00-23:59, from 360 to 213
- 38% decline between 20:00-20:59, from 270 to 168.

In comparison, there was only a 5% reduction in the number of crimes occurring between 00:00-00:59, from 632 to 600, and the numbers of crimes recorded as having occurred between 03:00-04:00 actually increased by 6%, from 116 to 123.

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Bath City Centre

There has been a 25% reduction in the number of crimes linked to the NTE in Bath city centre (Abbey and Kingsmead wards) over the 5 year period between the year Q4 of 2007/08 - Q3 2008/09 (910 crimes), and the year Q4 2011/12 - Q3 2012/13 (679 crimes).

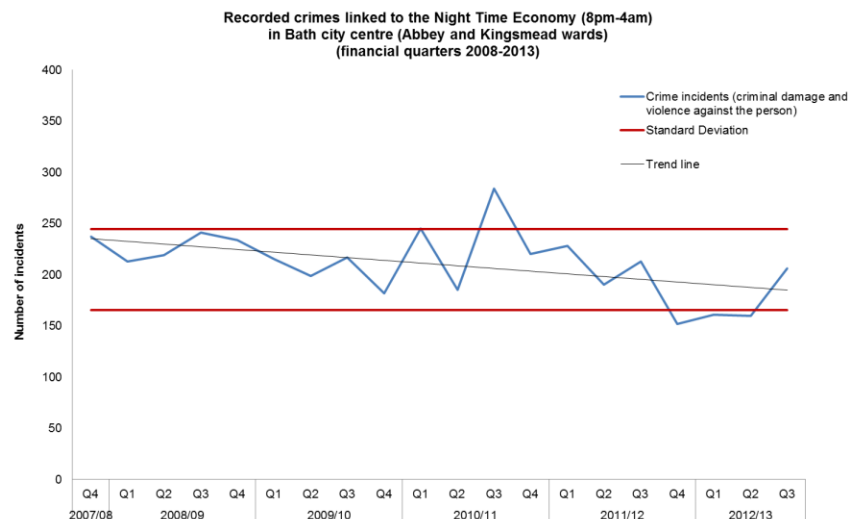


Figure 7: Recorded crimes linked to the Night Time Economy (8pm-4am) in Bath City Centre (financial quarters 2008 - 2013)

Other significant wards within Bath

Five other wards within Bath have also been identified as having experienced comparatively high incidents of crimes linked to the NTE between 2008 and February 2013, Twerton, Southdown, Walcot, Widcombe, and Westmoreland.

There has been a 19% reduction in the number of crimes in these wards over the 5 year period between the year Q4 of 2007/08 - Q3 2008/09 (436 crimes), and the year Q4 2011/12 - Q3 2012/13 (355 crimes).

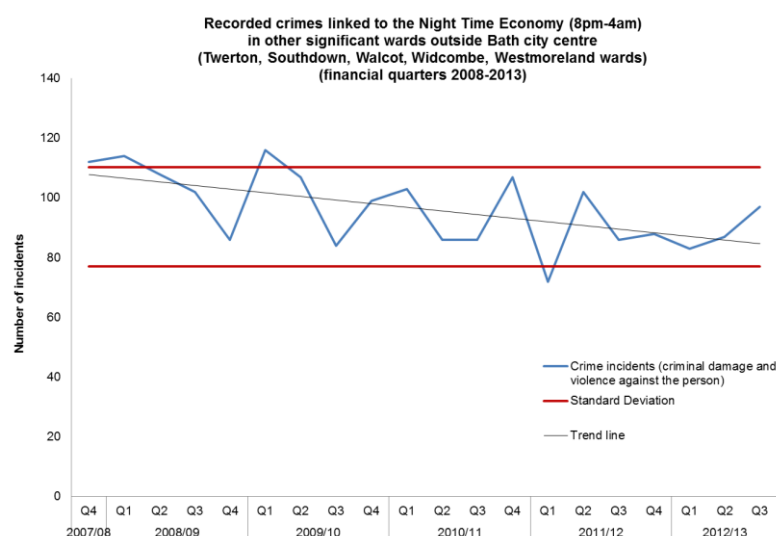


Figure 8: Recorded crimes linked to the Night Time Economy (8pm-4am) in other significant wards outside Bath City Centre (financial Quarters 2008 - 2013)

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Keynsham

Keynsham (Keynsham North, Keynsham South, and Keynsham East wards) has experienced a particularly sharp decline in crimes linked to the NTE; with a 45% reduction over the 5 year period between the year Quarter 4 of 2007/08 - Q3 2008/09 (191 crimes), and the year Q4 2011/12 - Q3 2012/13 (106 crimes). Much of this reduction has occurred during the most recent couple of years, between the year Q4 of 2010/11 - Q3 2011/12 (193 crimes), and the year Q4 2011/12 - Q3 2012/13 (106 crimes), there was a 45% reduction crimes.

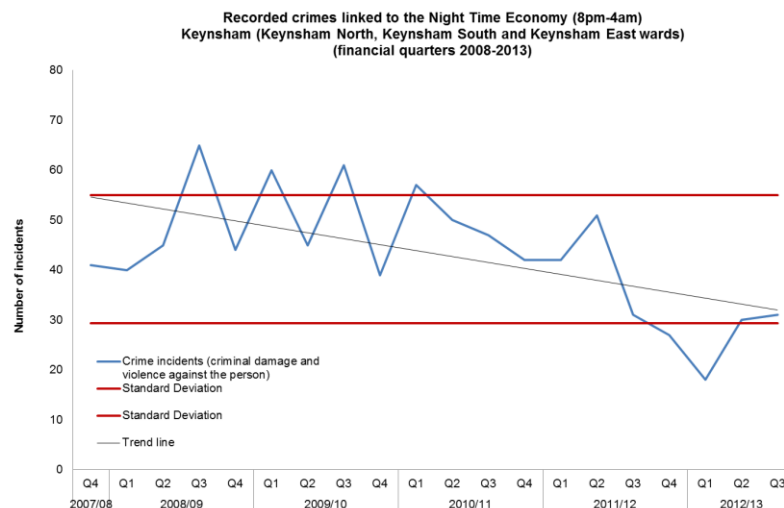


Figure 9: Recorded crimes linked to the Night Time Economy (8pm-4am) in Keynsham (financial quarters 2008 - 2013)

Midsomer Norton

There has been a 37% reduction in the number of crimes linked to the NTE in Midsomer Norton (Midsomer Norton North and Midsomer Norton Redfield wards) over the 5 year period between the year Q4 of 2007/08 - Q3 2008/09 (156 crimes), and the year Q4 2011/12 - Q3 2012/13 (99 crimes).

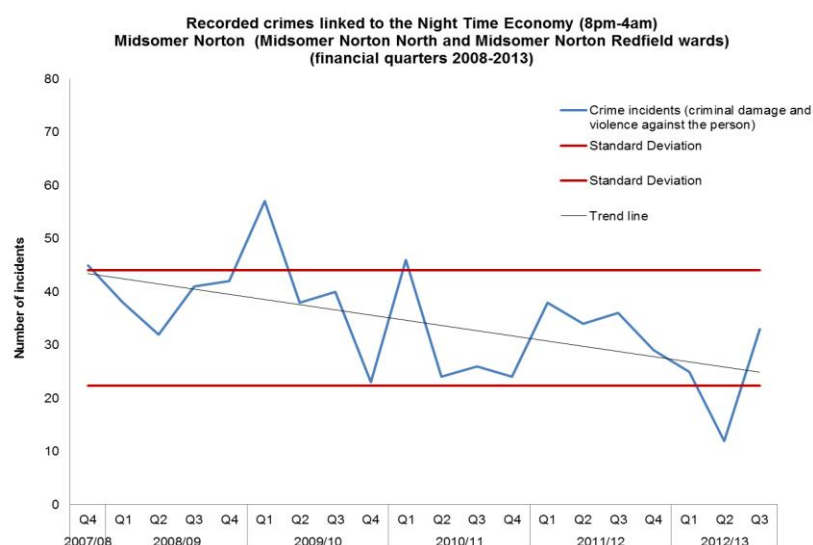


Figure 10: Recorded crimes linked to the Night Time Economy (8pm-4am) in Midsomer Norton (financial quarters 2008 - 2013)

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Radstock

Radstock (Radstock ward) like Keynsham has experienced a particularly sharp decline in the number of crimes linked to the NTE; with a 48% reduction over the 5 year period between the year Q4 of 2007/08 - Q3 2008/09 (67 crimes), and the year Quarter 4 2011/12 - Q3 2012/13 (35 crimes). Between the year Q4 of 2010/11 - Q3 2011/12 (55 crimes), and the year Q4 2011/12 - Q3 2012/13 (35 crimes), there was a 36% reduction in crimes.

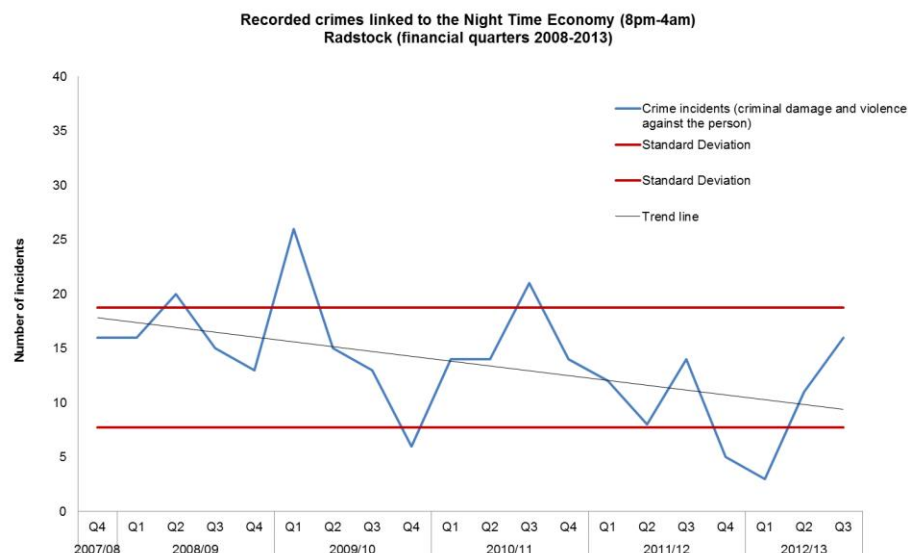


Figure 11: Recorded crimes linked to the Night Time Economy (8pm-4am) in Radstock (financial quarters 2008 - 2013)

Make up of Night Time Economy Crimes

Bath City Centre

In Bath city centre (Abbey and Kingsmead wards), between 2008 and February 2013 the police recorded 4,302 crimes (criminal damage and violence against the person) linked to the NTE (8p-4am), making up 64% of the all the recorded crimes linked to the NTE in B&NES as a whole.

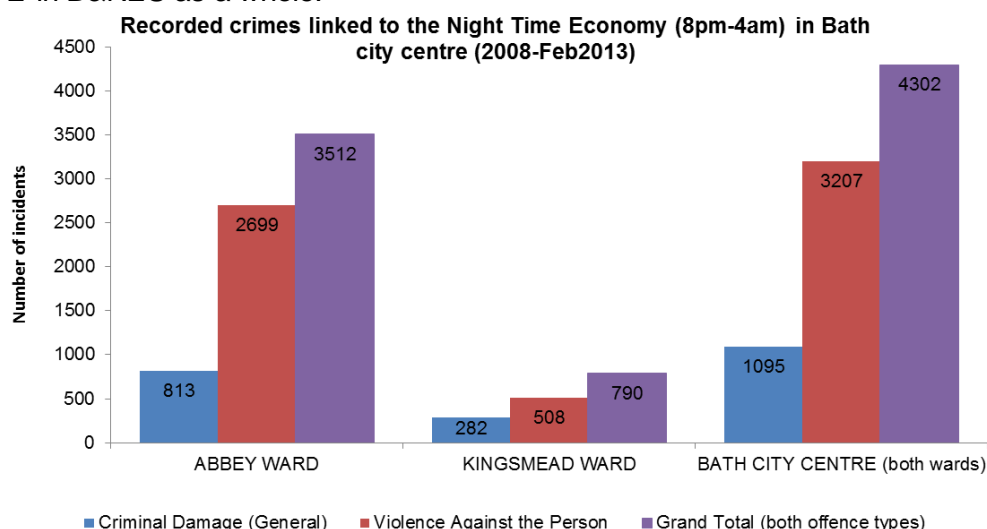


Figure 12: Recorded crimes linked to the Night Time Economy (8pm-4am) in Bath city centre (financial quarters 2008 - 2013)

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The vast majority of these crimes, 75% (3,207 incidents) were violence against the person incidents, compared to the 25% (1,095 incidents) of which were criminal damage. This means that 52% of all the recorded violence against the person crimes linked to the NTE in B&NES during this period occurred in Bath city centre, and 21% of all the NTE related recorded criminal damage incidents.

Within Bath city centre, 84% (3,512 incidents) recorded crimes linked to the NTE during this period occurred in Abbey ward, and 16% (790 incidents) recorded crimes linked to the NTE occurred in Kingsmead ward.

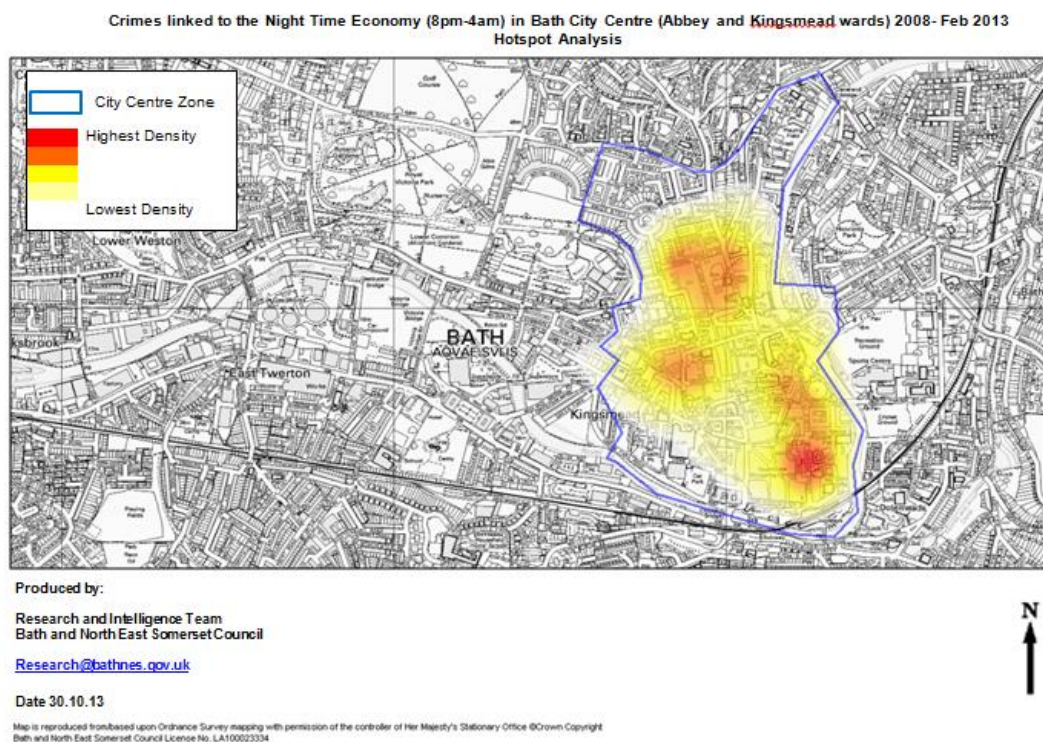


Figure 13: Recorded crimes linked to the Night Time Economy (8pm-4am) in Bath city centre (2008 – February 2013) – Hotspot Analysis

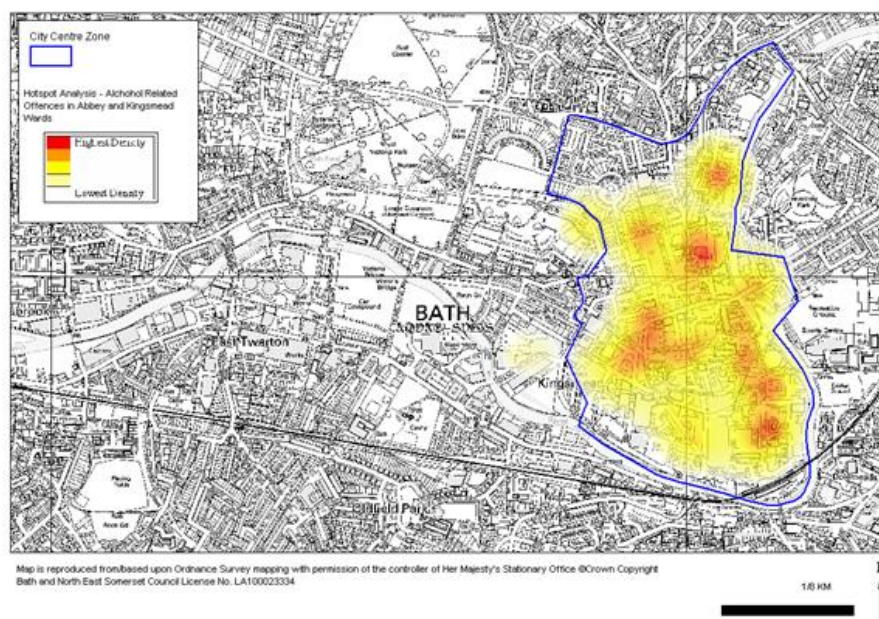


Figure 14: Recorded crimes linked to the Night Time Economy (8pm-4am) in Bath city centre (November 2004 – October 2006) – Hotspot Analysis

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Figures 13 and 14 show how the concentration of crimes linked to the NTE in Bath City Centre has changed since the last hotspot analysis was carried out in 2006. The hotspot areas continue to be within the city centre zone, and on the whole there has not been a great deal of change in their location. There does however appear to be fewer hotspots than before, but those that remain cover larger areas.

Other significant wards within Bath

Five other wards within Bath have also been identified as having experienced comparatively high incidents of crimes linked to the NTE between 2008 and February 2013, Twerton, Southdown, Walcot, Widcombe, and Westmoreland. During this period the police recorded 1,969 crimes (criminal damage and violence against the person) linked to the NTE, making up 17% of the all the recorded crimes linked to the NTE in B&NES as a whole.

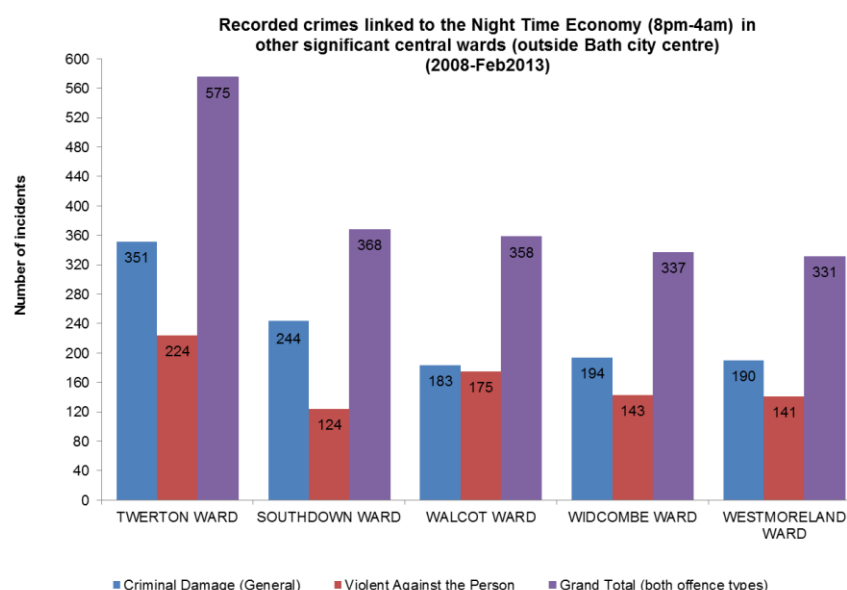


Figure 15: Recorded crimes linked to the Night Time Economy (8pm-4am) in other significant wards outside Bath city centre (2008 – February 2013)

Unlike the wards that make up Bath city centre, over half of the NTE related crimes occurring during this period in these five wards were incidents of criminal damage, making up 59%, 1,162 of the recorded crimes, compared to the 41% (807 incidents) of which were violence against the person crimes. This means that 13% of all the recorded violence against the person crimes linked to the NTE in B&NES during this period occurred in these five wards, and 22% of all the NTE related recorded criminal damage incidents.

Out of these five wards:

- 29%, 575 recorded occurred in Twerton,
- 19%, 368 incidents in Southdown
- 18%, 358 crimes in Walcot,
- 17%, 337 incidents in Widcombe
- and 17%, 331 crimes in Westmoreland

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Keynsham

In Keynsham (made up of Keynsham North, Keynsham South and Keynsham East wards), between 2008 and February 2013 the police recorded 886 crimes (criminal damage and violence against the person) linked to the NTE, making up 8% of the all the recorded crimes linked to the NTE in B&NES as a whole.

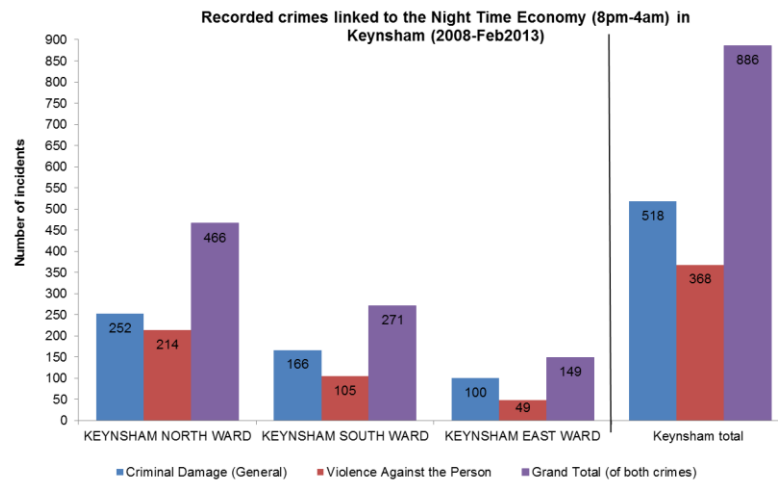


Figure 16: Recorded crimes linked to the Night Time Economy (8pm-4am) in Keynsham (2008 – February 2013)

58% of these recorded crimes, (518 crimes) were criminal damage incidents and 42% (368 crimes) were violence against the person crimes. This means that 6% of all the recorded violence against the person crimes linked to the NTE in B&NES during this period occurred in Keynsham, and 10% of all the NTE related recorded criminal damage incidents.

Within Keynsham, 53%, 466 recorded crimes occurred in Keynsham North, and 31%, 271 incidents in Keynsham South, and 17%, 149 crimes in Keynsham East.

Midsomer Norton

In Midsomer Norton (made up of Midsomer Norton North and Midsomer Norton Redfield wards), during this period the police recorded 697 crimes (criminal damage and violence against the person) linked to the NTE, making up 6% of the all the recorded crimes linked to the NTE in B&NES as a whole.

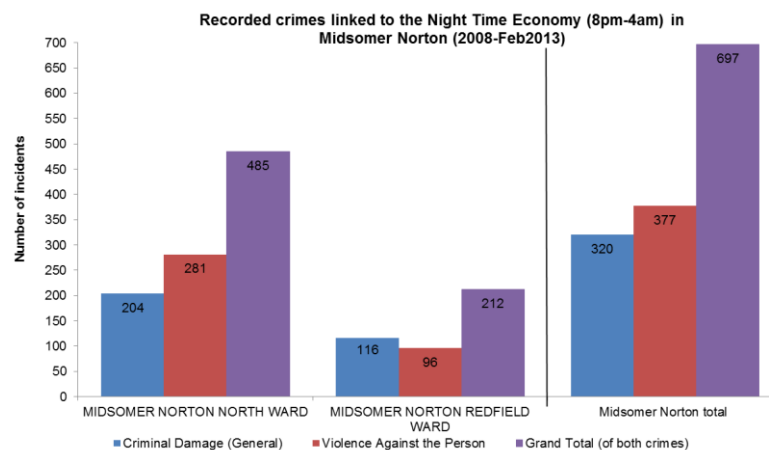


Figure 17: Recorded crimes linked to the Night Time Economy (8pm-4am) in Midsomer Norton (2008 – February 2013)

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54% of these recorded crimes, (377 crimes) were violence against the person incidents and 46% (320 crimes) were criminal damage incidents. This means that 6% of all the recorded violence against the person crimes linked to the NTE in B&NES during this period occurred in Midsomer Norton, and 6% of all the NTE related recorded criminal damage incidents.

Within Midsomer Norton, 70% (485 incidents) of recorded crimes linked to the NTE during this period occurred in Midsomer Norton North, and 30% (212 incidents), in Midsomer Norton Redfield.

Radstock

In Radstock, only made up of the Radstock ward, between 2008 and February 2013 the police recorded 278 crimes (criminal damage and violence against the person) linked to the NTE, making up 2% of the all the recorded crimes linked to the NTE in B&NES.

54% of these recorded crimes, (150 crimes) were criminal damage incidents and 46% (128 crimes) were violence against the person incidents. This means that 3% of all the recorded criminal damage crimes linked to the NTE in B&NES during this period occurred in Radstock, and 2% of all the NTE related violence against the person incidents.

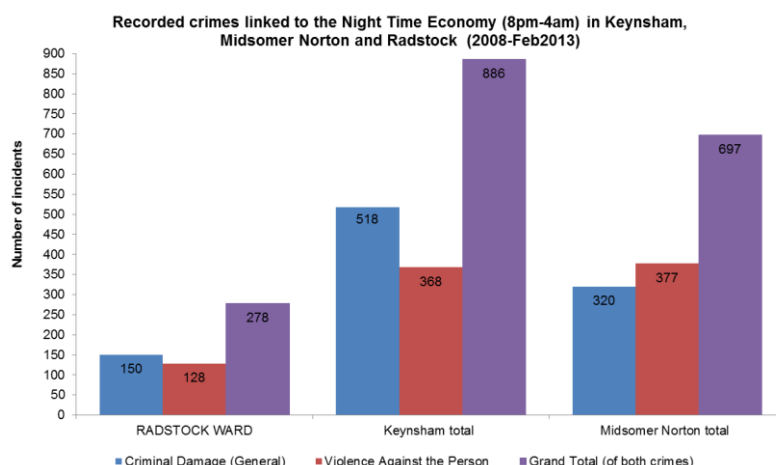


Figure 18: Recorded crimes linked to the Night Time Economy (8pm-4am) in Radstock, Keynsham and Midsomer Norton (2008 – February 2013)

Drink Driving Offences²

The table below outlines the numbers of arrests coming through B&NES custody for offences linked to drink driving for the 3 year period 2010/11 to 2012/13.

Arrest Reason	2010/11	2011/12	2012/13
In charge of motor vehicle - excess alcohol	21	6	16
Positive Breath Test	148	162	121
Refused Breath Test	8	4	5
Grand Total	177	172	142

Table 1: Numbers of arrests coming through B&NES custody for offences linked to drink driving for the 3 year period 2010/11 to 2012/13

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The table indicates that on the whole the numbers of drink driving offences reduced in this three year period, with slight variations across offence types. It is important to note that the refused breath test arrests do not necessarily result in a positive breath test.

The other offence types that could be attributed to drink driving are:

- Unfit through drink or drugs
- Death by careless driving under the influence of alcohol

No arrests were found for the above offence types but it is important to bear in mind that the data search was for the primary reason for arrest, and thus these may have been given as secondary reasons for some offenders.

The police have an initiative called operation Tonic to tackle drink driving and their media campaigns normally occur in July and December.

Premises with Alcohol Licenses³

In June 2013 there were 724 premises with alcohol licenses in B&NES, 56% (405 premises) have late night opening times after 11pm, and 7%, 51 premises are open after 1am.

Distribution of these 724 premises with alcohol licenses:

Study areas and wards	Number of premises with alcohol licenses	% of B&NES
Bath City Centre	262	36%
Abbey	218	30%
Kingsmead	44	6%
Other significant wards within Bath	68	9%
Twerton	10	1%
Southdown	7	1%
Walcot	13	2%
Widcombe	25	3%
Westmoreland	13	2%
Keynsham	33	5%
Keynsham East	14	2%
Keynsham North	11	2%
Keynsham South	8	1%
Midsomer Norton	27	4%
Midsomer Norton North	20	3%
Midsomer Norton Redfield	7	1%
Radstock	14	2%

Table 2: Distribution of the 724 premises with alcohol licenses in B&NES in June 2013, by ward.

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Licensed premises with late night opening:

Study areas and wards	Numbers of premises open after 11pm	% of the 724 premises B&NES	% of the 405 premises open after 11pm in B&NES
Bath City Centre	176	24%	43%
Abbey	143	20%	35%
Kingsmead	33	5%	8%
Other significant wards within Bath	25	3%	6%
Twerton	4	1%	1%
Southdown	0	0%	0%
Walcot	6	1%	1%
Widcombe	15	2%	4%
Westmoreland	8	1%	2%
Keynsham	18	2%	4%
Keynsham East	7	1%	2%
Keynsham North	6	1%	1%
Keynsham South	5	1%	1%
Midsomer Norton	14	2%	3%
Midsomer Norton North	12	2%	3%
Midsomer Norton Redfield	2	0%	0%
Radstock	8	1%	2%
Not Known	25	3%	6%
Total for B&NES	405	56%	100%

Table 3: Distribution of the premises with alcohol licenses that can stay open after 11pm in B&NES in June 2013, by ward.

Study areas and wards	Numbers of premises open after 1am	% of all 724 premises in B&NES	% of the 405 premises open after 11pm in B&NES	% of the 51 premises open after 1am in B&NES
Bath City Centre	32	4%	8%	63%
Abbey	30	4%	7%	59%
Kingsmead	2	0%	0%	4%
Other significant wards within Bath	5	1%	1%	10%
Twerton	0	0%	0%	0%
Southdown	0	0%	0%	0%
Walcot	1	0%	0%	2%
Widcombe	4	1%	1%	8%
Westmoreland	0	0%	0%	0%
Keynsham	1	0%	0%	2%
Keynsham East	0	0%	0%	0%
Keynsham North	1	0%	0%	2%
Keynsham South	0	0%	0%	0%
Midsomer Norton	0	0%	0%	0%
Midsomer Norton North	0	0%	0%	0%
Midsomer Norton Redfield	0	0%	0%	0%
Radstock	1	0%	0%	2%
Not Known	0	0%	0%	0%
Total for B&NES	51	7%	13%	100%

Table 4: Distribution of the premises with alcohol licenses that can stay open after 1am in B&NES in June 2013, by ward.

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Complaints to the Council's Licensing Team⁴

Between 2010 and 2013 the Licensing Team in the Council recorded 52 complaint incidents relating to the impacts of premises serving alcohol in B&NES. These were made up of 63 individual complaints:

- 56% (35 complaints) of these related to noise pollution, either relating to people (24%) or music (32%).
- 8% (5 complaints) were relating to other perceived incidents of crime and disorder and antisocial behaviour, including aggressive and violent behaviour.
- 6% of complaints were related to underage sales
- 5% of complaints were related to irresponsible drinks promotions
- 5% were related to breach of opening times.

Noise complaints made to the Council's Public Protection Team⁵

Between January 2006 and October 2013 there were 7,960 complaints made to the Council's Public Protection Team regarding noise.

Types of complaint

During this period:

- 65%, 5,209 complaints were made about noise coming from a domestic dwelling
- 19%, 1,477 complaints made about noise from premises of entertainment or with alcohol licenses, such as pubs and clubs
- 14%, 1,086 complaints were about noise coming from the street (inc. buskers)
- 2%, 188 complaints were regarding students in domestic dwellings

Noise complaints made to the Public Protection Team (January 2006-October 2013) - By type

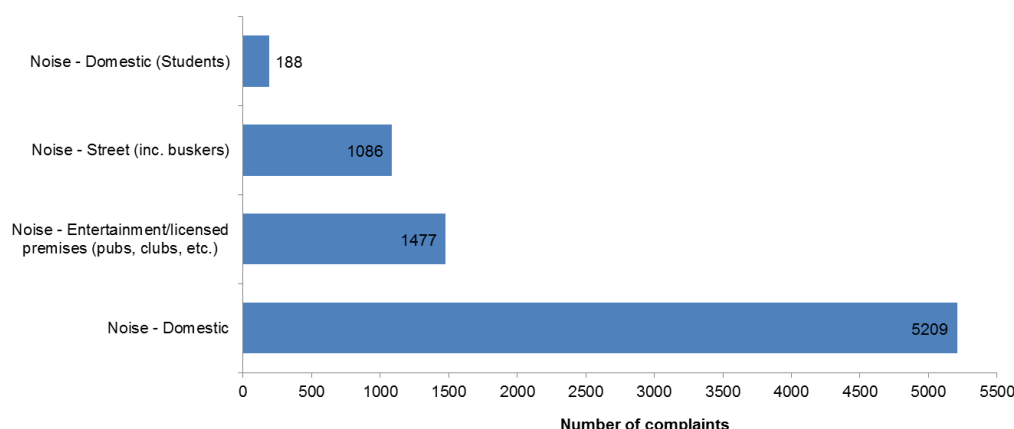


Figure 19: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – By type

How complaints were received

Between January 2006 and October 2013:

- 39.8%, 3167 noise complaints were received by telephone
- 36.7%, 2921 noise complaints were received by the Emergency/Out of Hours Service.

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- 10.3%, 822 complaints were received by email
- 4.9%, 387 complaints were received by letter
- 1.2%, 95 complaints were made at the Council's reception

The following methods each made up less than 1% of the ways in which people made noise complaints to the council during this period, via an officer/member of staff, memorandum, on site, council connect, facsimile, petition, Councillor, personal visit, and referrals from others.

Wards of addresses being complained about

During the period between January 2006 and October 2013, the locations that noise complaints were made about came from 36 wards:

- Abbey ward had the greatest number of locations with 1027 complaints, making up 13% of all complaints,
- followed by Kingsmead with 471, 6%,
- Walcot with 362, 5%,
- and Twerton with 335, 4%.

The complaints directed at each of the remaining wards made up 3% or less for each ward. It is though worth noting that no postcode was recorded for 22% of complaints (1767) and so we are not able to identify these wards.

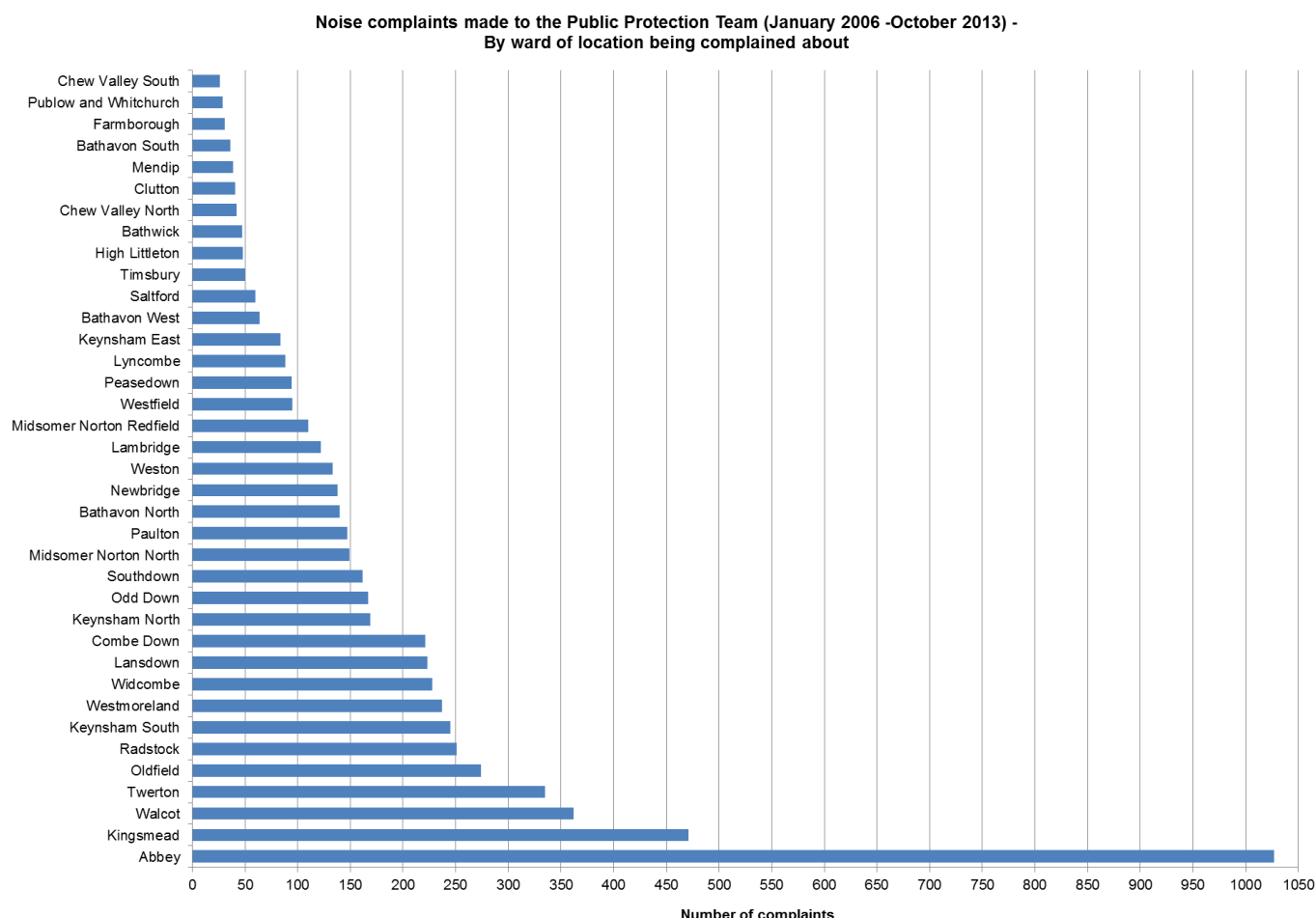


Figure 20: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – By ward of location being complained about

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Unsurprisingly, because Abbey is in Bath city centre the greatest proportion of complaints were made about entertainment premises such as pubs and clubs (47%), followed by domestic dwellings (37%), a significant proportion was also made about noise on the street (15%).

In contrast, in terms of the types of complaints made about locations in the other three wards that had the most recorded noise complaints made about them, complaints about domestic dwellings made up the greatest proportion of complaints:

- Kingsmead, 73%
- Walcot, 86%
- and Twerton, 91%

This is followed by complaints made about entertainment premises such as pubs and clubs:

- Kingsmead, 20%
- Walcot, 10%
- Twerton, 7%

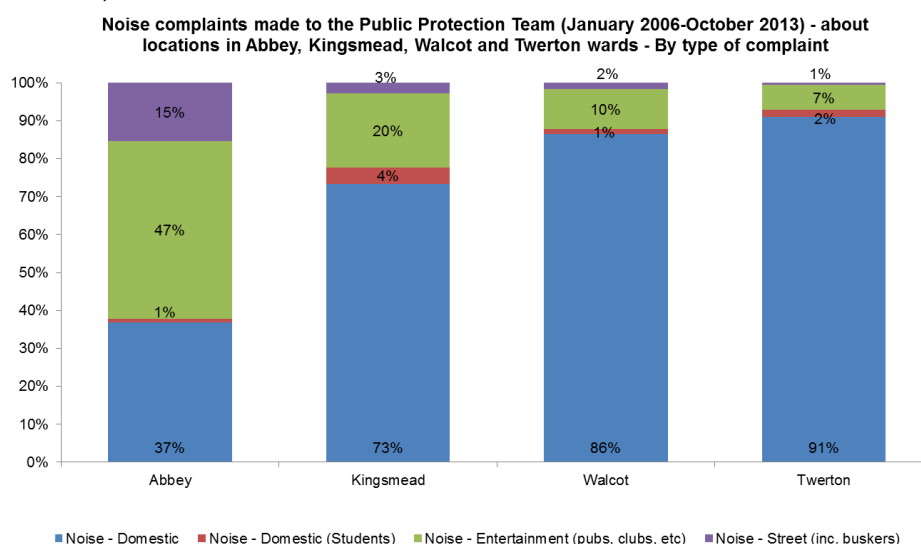


Figure 21: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – about locations in Abbey, Kingsmead, Walcot and Twerton wards – By type of complaint

Wards of complainant addresses

During the period between January 2006 and October 2013, noise complainants came from 36 recorded wards. The wards of complainant that made the greatest number of complaints were:

- Abbey with 1177 complaints, making up 15% of all complaints,
- followed by Kingsmead with 497, 6%,
- Walcot with 365, 5%,
- Twerton with 343, 4%,
- and Oldfield with 292, 4%.

The remaining recorded wards of complainants each made up 3% or less of complaints. It is though worth noting that no postcode was recorded for 15% of complaints (1767) and so we are not able to identify these wards.

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The distribution of ward of complainant is very similar to that of the locations that noise complaints were made about, thus indicating that most complainants made noise complaints about locations within their wards of residence, this reflects the fact that a considerable proportion of complaints were made about noise from domestic dwellings.

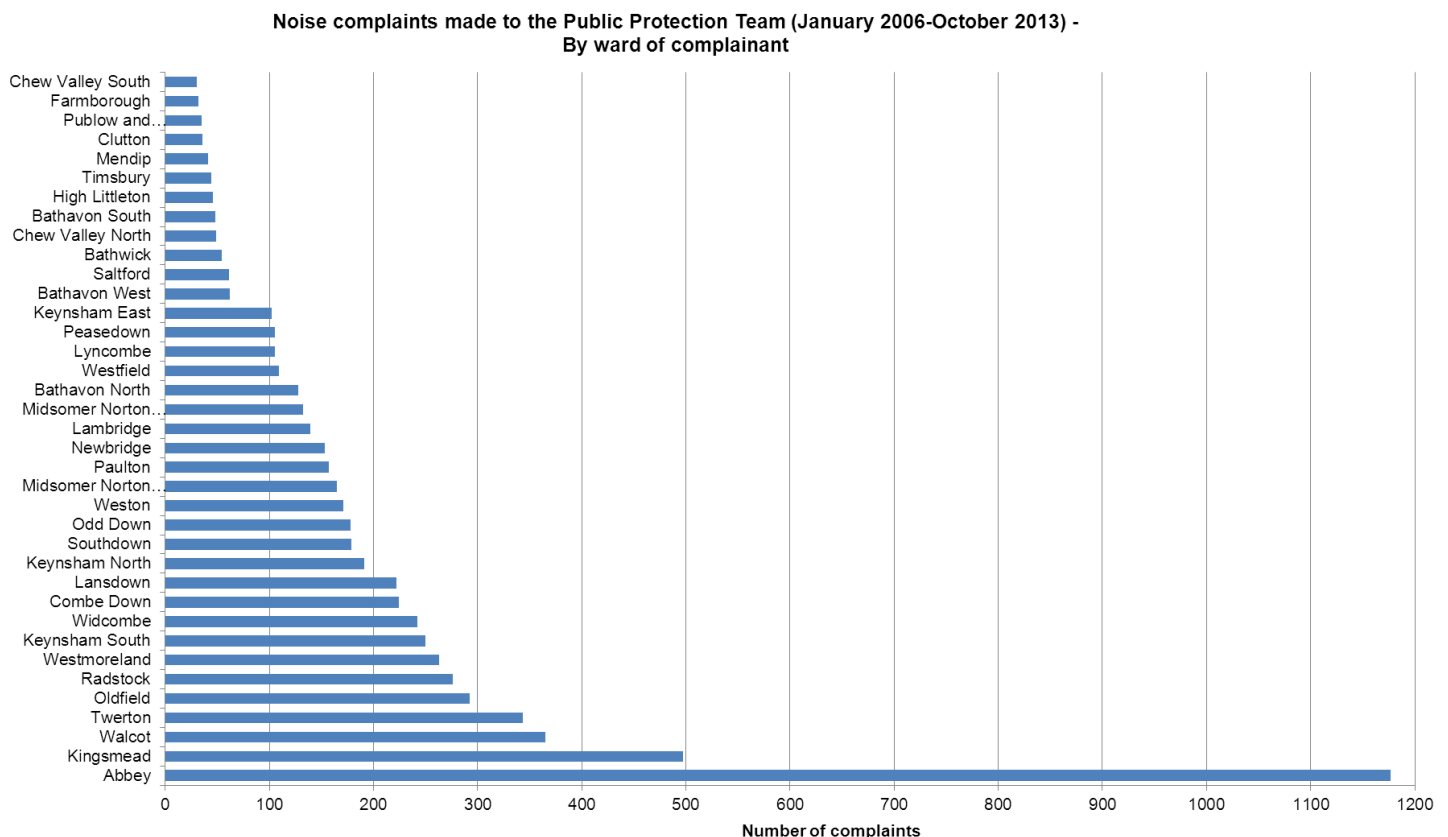


Figure 22: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – By ward of complainant

Again unsurprisingly in Abbey the greatest proportion of complaints were made about entertainment premises such as pubs and clubs (34%), very closely followed by domestic dwellings (33%), and noise on the street (33%).

In terms of the types of complaints from the other wards of complainant address from which the greatest number of noise complaints came from, domestic dwellings made up the greatest proportion of the complaints:

- Kingsmead, 71%
- Walcot, 84%
- Twerton, 92%

These were followed by complaints made about entertainment premises such as pubs and clubs:

- 18% in Kingsmead,
- 10% in Walcot,
- 5% in Twerton
- and 8% in Oldfield.

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Complaints by month

During the seven year period between 2006 and 2012, the months when the Public Protection Team received the highest number of noise complaints were the summer months of June with 779, July with 800 and August with 794, each accounting for 11% of all complaints. These months were followed by those of spring and autumn, with the lowest number of complaints in the winter months January, February, November and December, each with fewer than 500 complaints, and each, making up between 7-5% of all complaints

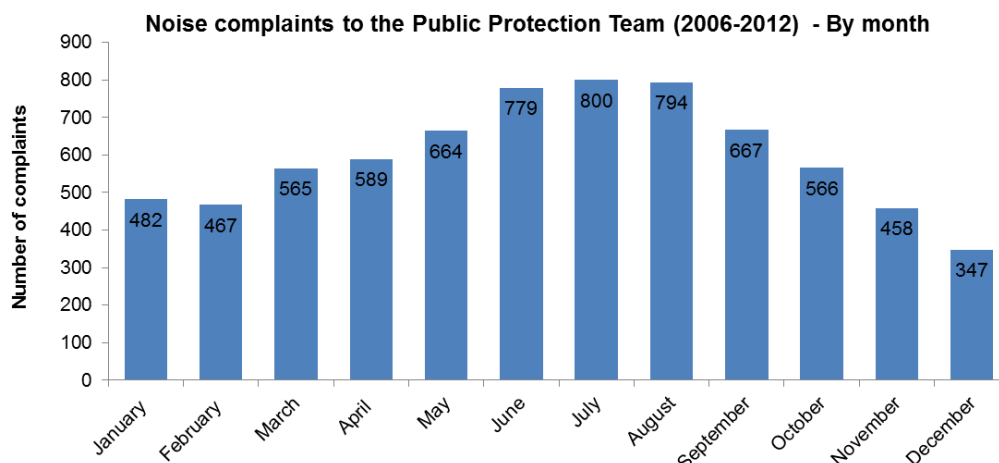


Figure 23: Noise complaints made to the Public Protection Team in B&NES (2006-2012) – By month

Trends overtime

Between January 2006 and October 2013, the average number of noise complaints each month decreased by 13%, from an average of 90 complaints a month in 2006, to an average of 78 per month in 2013. This decline though maybe linked to the changes in recording practices that occurred during this period.

The number of complaints in 2006 was 1,076, compared to 867 in 2012 (2013 is an incomplete year), this represents a 19% decline in the number of complaints. The numbers of complaints remained above 1,000 per year until 2011, and since then they continued to stay below 868 per year.

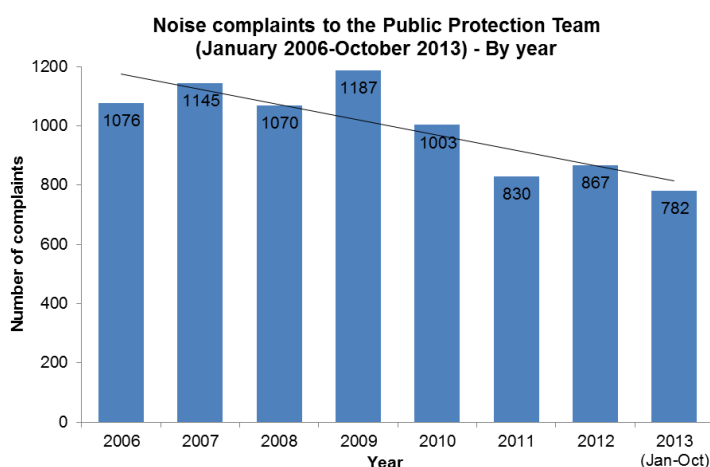


Figure 24: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – By year

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Trends overtime –Types of complaints

During the period January 2006 to October 2013, noise complaints about domestic dwellings continued to makeup the greatest proportion of complaints. Apart from a marked reduction in the proportion of complaints these make up in 2013 to 49%, between 2006-2012 they made up 61%-71% of the complaints. However, the overall numbers of noise complaints about domestic dwellings between 2006 and 2012 (2013 is an incomplete year) decreased, in 2006 it was 732, compared to 529 in 2012, this represents a 28% decline in the number of complaints.

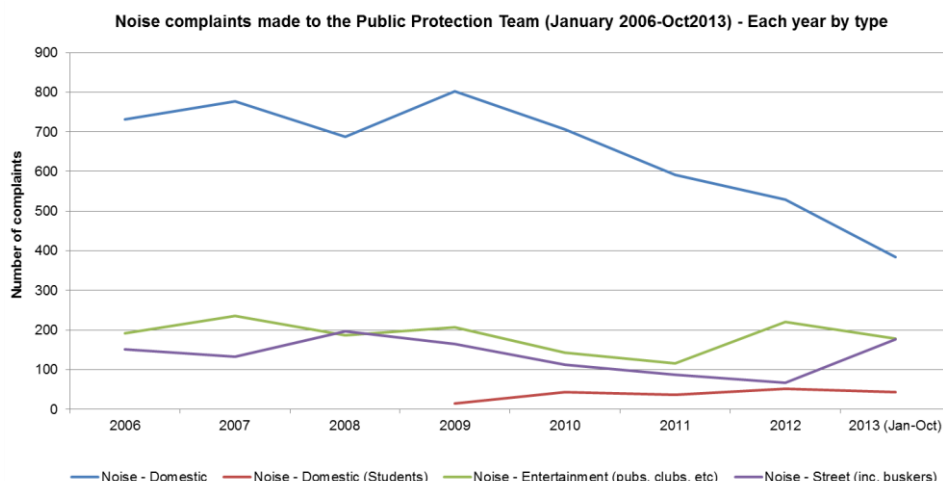


Figure 25: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – Each year by type

Throughout this period noise complaints about places of entertainment such as pubs and clubs made up the second greatest proportion of complaints (jointly second with complaints about street noise in 2013). Numbers of these complaints remained fairly stable during these years, fluctuating between the greatest number in 2007 with 236 complaints, and the lowest number in 2012 with 115 complaints. These complaints made up the greatest proportion in 2012 with 25%, and the lowest proportion in 2010 and 2011 with 14%.

These complaints are closely followed by the numbers of complaints about street noise, which also remained fairly stable, fluctuating between the highest number in 2008 with 196 complaints and the lowest number in 2012 with 66 complaints. These complaints made up the greatest proportion in 2013 with 23%, and the lowest proportion in 2012 with 8%.

Lastly, complaints about noise from students does not seem to have been recorded as a separate category until 2009, whereby it only made up 1% of the complaints with 14, numbers of these complaints after an initial rise to 43 in 2010, have remained between 52 and 36, 6-4%.

Trends overtime – How complaints were received

Throughout the period January 2006 to October 2013, the greatest proportion of noise complaints were received via telephone and/ or through the Emergency/Out of Hours Service. The proportion of complaints received via telephone remained between 40-44% from 2006 to 2011, however since then the proportion has declined to 27% in 2012, and 31% in 2013. This reflects a reduction in the numbers of

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complaints received by phone which have decreased by 51% from 477 in 2006 to 232 in 2012 (2013 is an incomplete year).

The proportion of complaints received by the Emergency/Out of Hours Service remained between 33-43% from 2006 to 2012, however in 2013 this proportion has declined to 29%. This reflects a distinct 38% reduction in the numbers of complaints received by the Out of Hours Service between the peak in 2009 with 511 complaints, to 315 complaints in 2012.

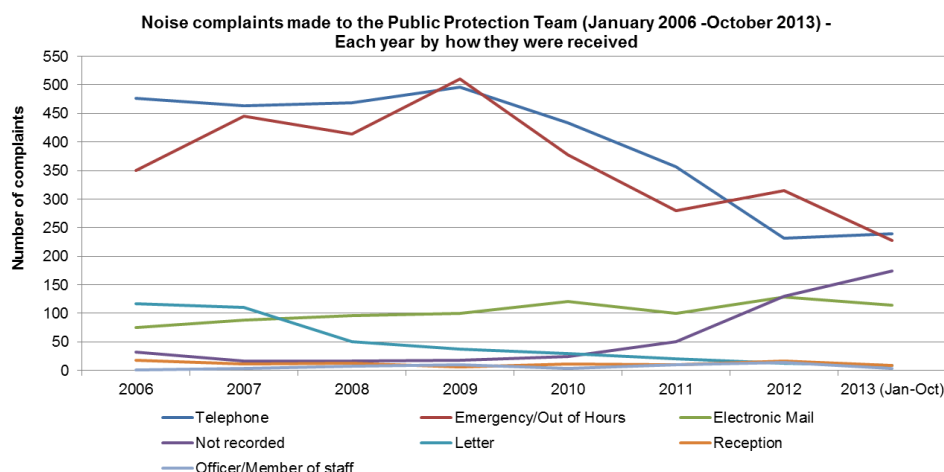


Figure 26: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – Each year by how they were received

The proportion of complaints received via email has increased from between 7-9% in 2006-2009, and to 12-15% in 2010-2013. This reflects a rise in the numbers of complaints received by email which have increased by 71% from 75 in 2006 to 128 in 2012.

In comparison, the proportion of complaints received via letter has decreased from between 10-11% in 2006-2007, to 5-1% in 2008-2013. This reflects a decline in the numbers of complaints received by letter which have decreased by 89% from 117 in 2006 to 13 in 2012. All the other methods of communication made up 2% or less during this period.

Lastly, it is worth noting that the proportion and number of complaints where no method of complaint has been recorded increased considerably from 51 in 2011 (6%) to 130 in 2012 (15%), and has remained high in 2013 with 174 complaints, making up 22%.

Trends overtime - Wards of addresses being complained about

Throughout the period 2006 to 2012 the greatest number of noise complaints were about locations in Abbey, these peaked in 2009 with 179, making up 16% of all complaints, and the lowest number of these were in 2007 with 105, 9%.

The wards with the second, third and fourth greatest number of noise complaints made about them, Kingsmead, Walcot and Twerton fluctuated with similar numbers, between 72-19 complaints, making up between 7%-2% each. On average, Kingsmead had the greatest number of complaints each year with 59, followed by Walcot with 45, and Twerton with 42.

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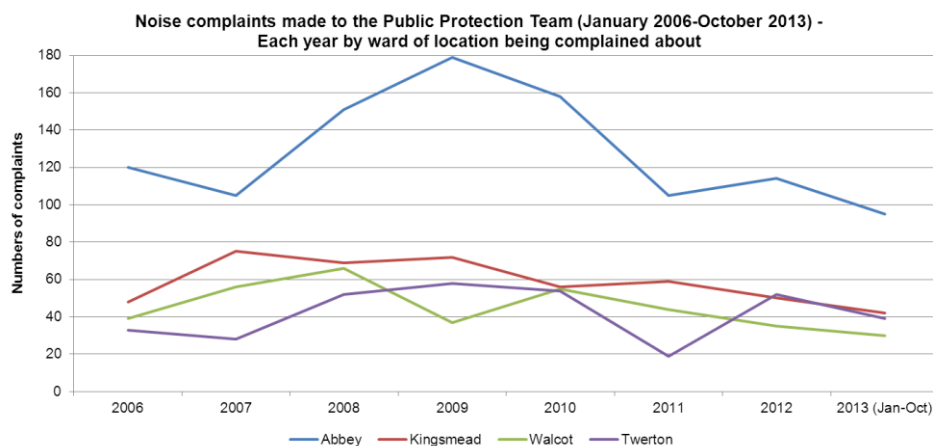


Figure 27: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – Each year by ward of location being complained about

Trends overtime - Wards of complainant addresses

Throughout the period 2006 to 2012 the greatest number of noise complaints came from complainants in Abbey, these peaked in 2009 with 203, making up 17% of all complaints, and the lowest number of these were in 2006 with 115, 11%. However, the numbers and proportion have increased since then, with 159 (20%) complaints being made from complainants from Abbey even in the incomplete year of January to October 2013.

During this period the wards with the second, third, fourth and fifth greatest number of noise complaints made about them, Kingsmead, Walcot, Twerton and Oldfield fluctuated with similar numbers, between 73-19 complaints, making up between 8%-2% each. On average, Kingsmead had the greatest number of complaints each year with 62, followed by Walcot with 46, Twerton with 43, and Oldfield with 37.

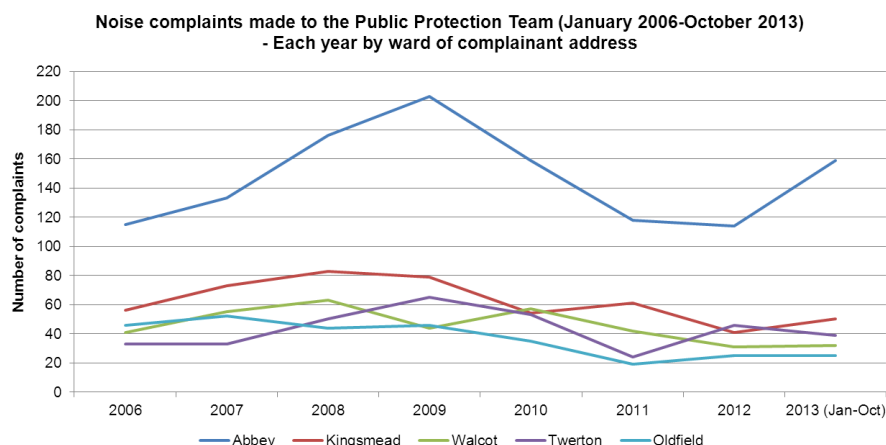


Figure 28: Noise complaints made to the Public Protection Team in B&NES (January 2006-October 2013) – Each year by ward of complainant address

Records from the Street Marshals and Medics in Bath ⁶

There are three groups of Street Marshals and Medics working in the evenings in Bath, those patrolling the city centre, and those located at the Kingsmead and Orange Grove Taxi Ranks. Apart from two weeks in December 2012 when the Marshals and Medics worked an extra evening on the Monday patrolling Bath city centre and at the Orange Grove Taxi Rank, during the year August 2012 to July 2013

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they worked on Fridays and Saturdays at these two sites, and in addition at Orange Grove Taxi Rank, on Thursdays as well. There are only records of the Street Marshals and Medics working on Fridays and Saturday evenings at the Kingsmead Taxi Rank for four months in 2012, August to November.

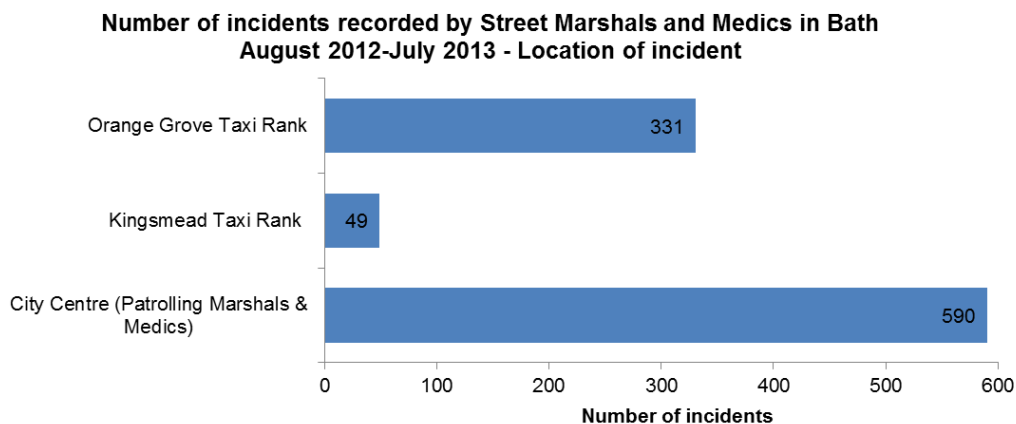


Figure 29: Numbers of incidents recorded by Street Marshals and Medics in Bath (August 2012-July 2013) – By location of incident

Marshals and the hours they worked

During this year each night there was an average of 4 Marshals/Medics patrolling the City Centre, working on average 18 hours a night. Each night there was also on average of 2 Marshals/Medics working at the Orange Grove Taxi Rank, an average of 9 hours, and for each night during the four month period 2 Marshals/Medics worked at the Kingsmead Taxi Rank for 8 hours each night.

Incidents

On these evenings during this year the Street Marshals and Medics in Bath, recorded 970 incidents. This is an average of 19 incidents recorded on these days each week during this period. These incidents either relate to accidents or anti-social and/or criminal behaviour and were distributed accordingly:

- Marshals and Medics patrolling Bath city centre, 60%, 590 incidents (an average of 11 each week)
- Orange Grove Taxi Rank, 34%, 331 incidents (an average of 6 each week)
- Kingsmead Taxi Rank, 5%, 49 recorded incidents (an average of less than 5 incidents each week during the four month period).

For the nights patrolled by the Marshals and Medics during this year 82,303 people used the Orange Grove Taxi Rank (an average of 1,583 people for the three days), which meant only 0.4% of users were recorded to have caused or experienced an incident.

For the four months August to November 2012 for the two nights a week patrolled by the Marshals and Medics, 6,244 people were recorded to have used the Kingsmead Taxi Rank (an average of 120 people for the two days), which meant only 0.8% of users were recorded to have caused or experienced an incident.

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Days incidents occurred

Out of the 854 incidents recorded by the Street Marshals and Medics during the year August 2012 to July 2013 at all three sites on a Friday and Saturday, 507 occurred on a Saturday, 59%, and 347 on a Friday, 41%. These are broken down by location in the graph below.

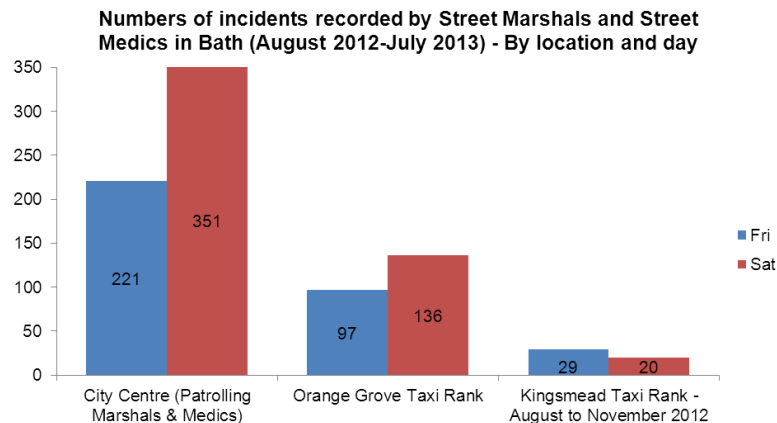


Figure 30: Numbers of incidents recorded by Street Marshals and Medics in Bath (August 2012-July 2013) – By location and day

During this period:

- 93 incidents were also recorded as occurring on a Thursday at the Orange Grove Taxi Rank,
- 18 were recorded by the City Centre patrols on the two Mondays in December (24th and 31st December)
- 5 incidents were recorded on the same two Mondays at the Orange Grove Taxi Rank.

Type of incidents

According to the Street Marshals and Medics, out of the 907 incidents they recorded in Bath between August 2012 and July 2013, there were 161 occurrences that required police attendances, 17% of incidents, but there were also 809 occurrences, 83% of incidents that through their actions they were able to prevent the need for police. The Street Medics and Marshals also recorded that during this period 220 occurrences, 23% were medical incidents, and that their interventions were able to prevent the need for an ambulance in 154 cases, 16% of incidents.

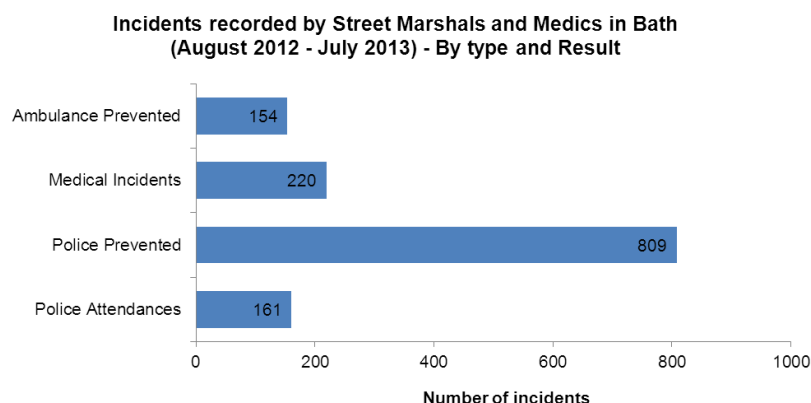


Figure 31: Numbers of incidents recorded by Street Marshals and Medics in Bath (August 2012-July 2013) – By type and result

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Trends overtime – Number of Orange Grove Taxi Rank Users

According to the records from the Street Marshals and Medics between August 2012 and July 2013, the average number of users of the Orange Grove Taxi Rank for the three day period of Thursday, Friday and Saturday, has decreased by 34% from an average of 2,049 in first ten weeks (2012), to an average of 1,352 in the last ten weeks (2013).

Number of users per week (Thurs,Fri & Sat) of the Orange Grove Taxi Rank as recorded by the street Marshals and Medics (August 2012 - July 2013)

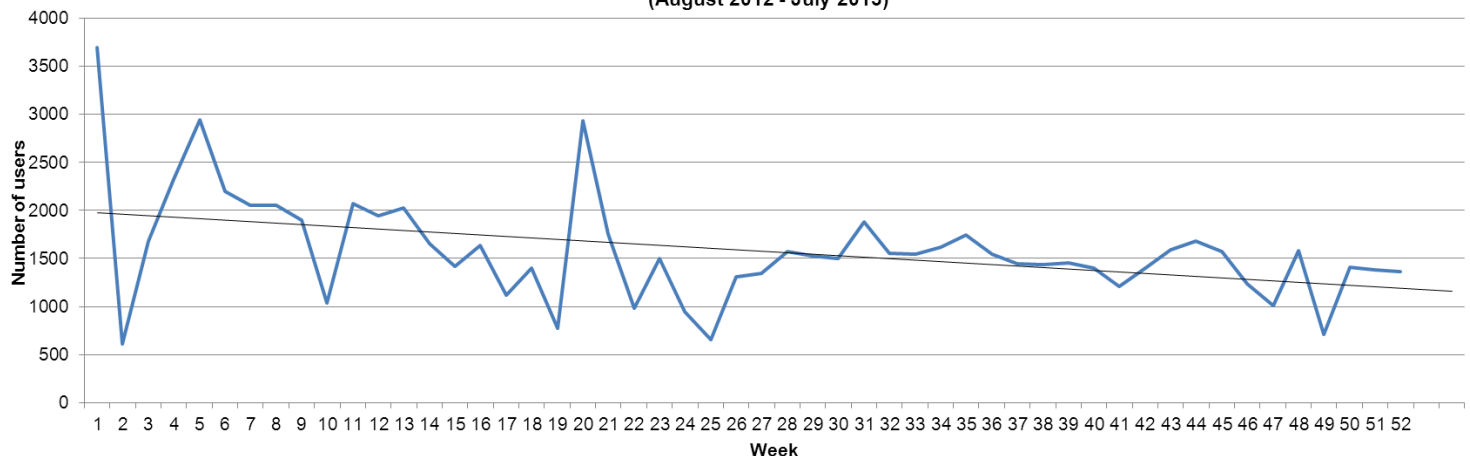


Figure 32: Numbers of users per week (Thurs, Fri & Sat) of the Orange Grove Taxi Rank as recorded by the Street Marshals and Medics in Bath (August 2012-July 2013)

Trends overtime – Number of incidents – Bath City Centre and Orange Grove Taxi Rank

During the year August 2012 to July 2013, there was virtually no change in the average number of incidents recorded per week (Fri & Sat) by Street Marshals and Medics patrolling Bath city centre, with an average of 11 incidents per week in the first ten weeks (2012), and an average of 12 in the last ten weeks (2013).

However, the average number of incidents recorded per week (Thurs, Fri & Sat) by Street Marshals and Medics at the Orange Grove Taxi Rank decreased from 9 in the first ten weeks to 5 in the last ten weeks, though this may reflect the decrease in users of the taxi rank during this period.

Trends overtime – Days of incidents - Bath City Centre and Orange Grove Taxi Rank

In terms of the distribution of the incidents as recorded by the Street Marshals and Medics patrolling Bath city centre over the two days of Friday, and Saturday during the year August 2012 to July 2013, the proportion of incidents occurring on a Saturday increased from an average of 58% in the first ten weeks (2012), to 71% in the last ten weeks (2013). Therefore, conversely the average proportion on a Friday decreased from 42% in the first ten weeks, to an average of 29% in the last ten weeks.

During the same year, the distribution of the incidents as recorded by the Street Marshals and Medics at the Orange Grove Taxi Rank over the three days of Thursday, Friday, and Saturday, remained roughly the same for the proportion of

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incidents occurring on a Saturday, with an average of 33% in the weeks 4-13 (first ten weeks when marshals are working on Thursdays) and 32% in the last 10 weeks.

The average proportion on a Friday decreased from an average of 41% in the weeks 4-13, to an average of 22% in the last ten weeks. Thus, conversely the average proportion recorded to have occurred on a Thursday increased from 26% in the weeks 4-13, to an average of 47% in the last ten weeks.

Trends overtime – Types of incidents - Bath City Centre and Orange Grove Taxi Rank

According to the records kept by the Street Marshals and Medics patrolling Bath city centre and at the Orange Grove Taxi Rank between August 2012 and July 2013, there has been no significant changes over time in the number or proportion of occurrences that required police attendances, where actions had prevented the need for police, or those that were medical incidents, or where interventions were able to prevent the need for an ambulance.

Voicebox Residents Survey

The large scale Voicebox Resident Survey aims to provide an insight into the Bath and North East Somerset and its local communities and to capture resident's views on their local area and council services. The questionnaires are posted to 3,150 addresses selected randomly in the local authority area. Selected respondents also have the opportunity to complete the survey online.

Bath City Centre at Night ^{7 8}

The Voicebox Surveys carried out in 2012 and 2013 asked a couple of questions relating to Bath City Centre at night. In 2012 a total 850 residents completed the questionnaire between the 23rd November 2012 and the 11th January 2013; a response rate of 27%. In 2013 a total 1,189 residents completed the questionnaire between the 25th November 2013 and the 18th January 2014; a response rate of 38%.

It is important to bear in mind that different weighting was used in 2012 and 2013. In 2012 the results were weighted by gender, employment and tenure, whereas in 2013 the results were weighted by age and gender. Weighting of results are done to better reflect the demographics of the area.

The results to the question – How often do you visit Bath City Centre after 5pm? – are very similar for 2012 and 2013.

Respondents that said they visit Bath City Centre after 5pm once a week or more frequently:

- 2012 – 29%
- 2013 – 31%

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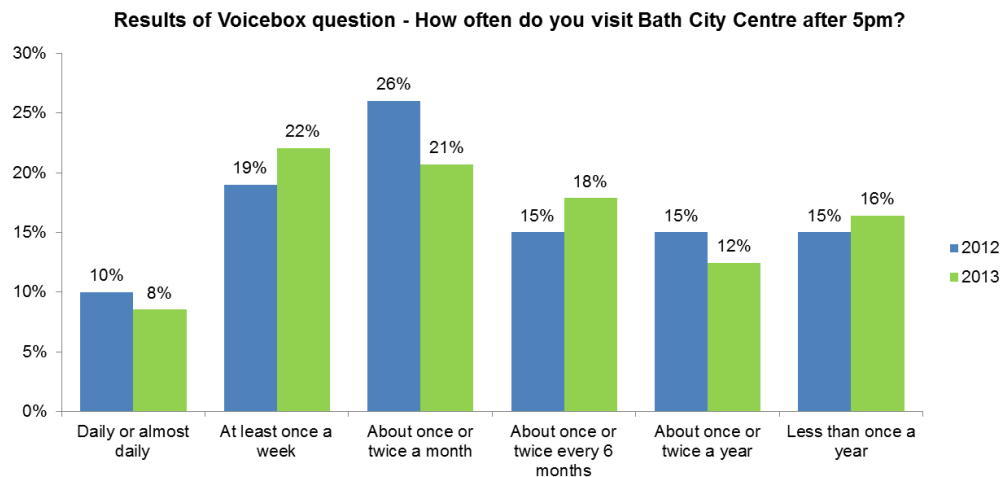


Figure 34: Results of the Voicebox question – How often do you visit Bath City Centre after 5pm? (2012 and 2013)

When respondents were asked how safe they felt at various times of night in 2012 and 2013, the results indicate that respondents feel less safe as the night goes on. Nevertheless, there were more respondents that felt safe between each of those times than those respondents who did not feel safe.

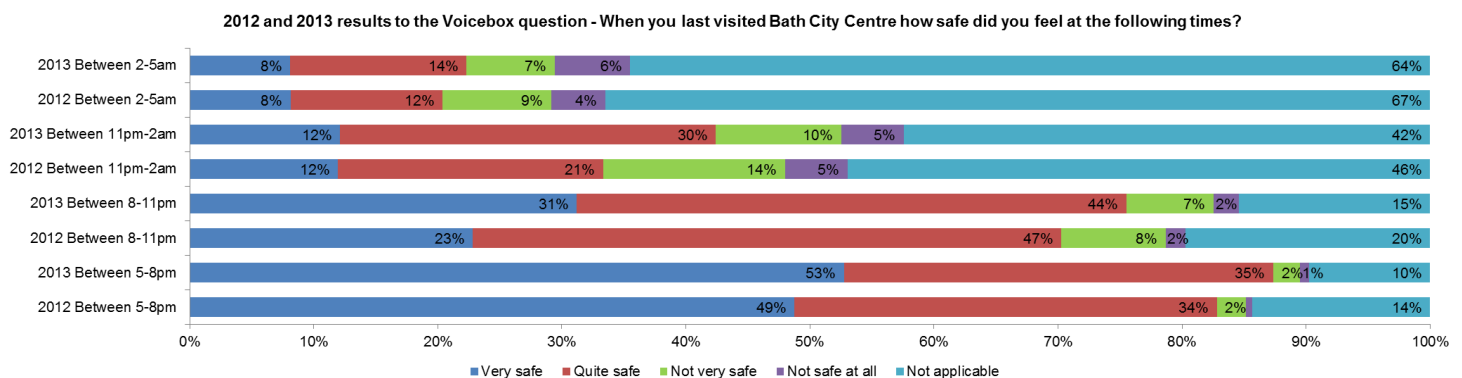


Figure 35: Results of the Voicebox question – When you last visited Bath City Centre how safe did you feel at the following times? (2012 and 2013)

As Table 6 shows, comparing the results of the 2012 and 2013 Voicebox surveys suggests that between 2012 and 2013, for all times of the night there has been an increase in the proportion of B&NES residents who feel very or quite safe.

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Table 6: Results of the Voicebox question – When you last visited Bath City Centre how safe did you feel at the following times? (2012 and 2013)

	Between 5-8pm		Between 8-11pm		Between 11pm-2am		Between 2-5am	
	2012	2013	2012	2013	2012	2013	2012	2013
Very or quite safe	83%	87%	70%	75%	33%	42%	20%	22%
Not very safe or not safe at all	3%	3%	10%	9%	19%	15%	13%	13%

Drunk and Rowdy Behaviour ^{910 11}

When asked in 2009, 2010, and 2012 about drunk and rowdy behaviour in public places in their local area:

- In 2012 only 7% of respondents believed that it was a very big problem, this a reduction when compared to 2010 (9%) and 2009 (11%).
- There has also been a decline in those that stated that it was a fairly big problem, 14% in 2012, compared to 20% in 2010 and 2009.
- This means that there has been a significant decrease in the proportion of respondents that believe that drunk and rowdy behaviour is a very big or fairly big problem, 21% in 2012, compared to 29% in 2010 and 31% in 2009.
- The most common response in 2012 was that this behaviour was not a very big problem (47%), this is an increase from 2010 (34%) and 2009 (42%).

Although most did not believe drunk and rowdy behaviour to be a very big problem, these respondents were nevertheless indicating that they thought drunk and rowdy behaviour was a small problem. Therefore, when combining responses in 2012, 72% of respondents did indicate that they thought this behaviour was, to some extent, a problem in their area. However, in 2012 the proportion of respondents who stated that this behaviour is not a problem at all was quite high, at 28%.

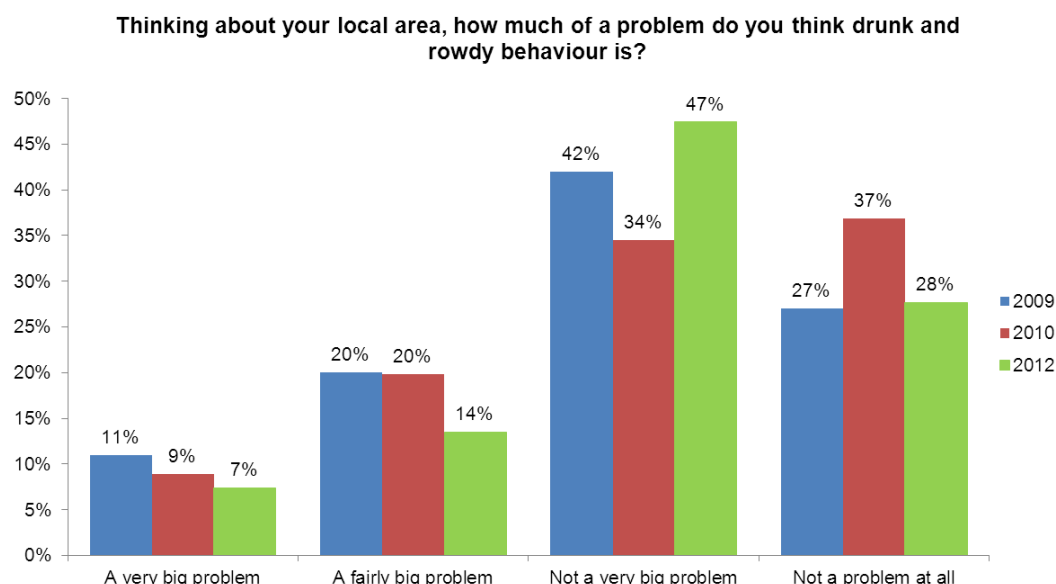


Figure 36: Results of the Voicebox question – Thinking about your local area, how much of a problem do you think drunk and rowdy behaviour is? (2009, 2010 and 2012)

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*Purple Flag Award*¹²

The Purple Flag Award is a national award which recognises cities that are safe and enjoyable places for a night out. The Voicebox Survey carried out in 2013 asked a couple of questions relating to the Purple Flag Award.

When respondents were asked whether they knew about the purple flag award:

- Less than 1% said they knew a lot about it
- 5% sated they knew a bit about it
- 14% said they had heard of it but knew very little about it
- 81% sated that they had never heard of it

When respondents were asked whether they knew that Bath has Purple Flag Status, only 6% stated that they did know, whereas 94% said that they did not.

¹ Urry N (2013) In-house analysis of data from Police Aspire database, Crimes (violence against the person and criminal damage) linked to the Night Time Economy (8pm – 4am) in Bath and North East Somerset between 2008-February 2013, Research and Intelligence Team, Bath and North East Somerset Council

² Cripps H (30/08/13) Email correspondence from Helen Cripps, Continuous Improvement Officer from Bath Police Station concerning B&NES Drink Driving data – 2010/11-2012/13

³ Urry N (2013) In-house analysis of data from Uniform database, Details of licensing activities - Current licenses and complaints data 2010 – 2013, Licensing Team, Bath and North East Somerset Council

⁴ Urry N (2013) In-house analysis of data from Uniform database, Details of licensing activities - Current licenses and complaints data 2010 – 2013, Licensing Team, Bath and North East Somerset Council

⁵ Urry N (2013) In-house analysis of Noise Complaints, Public Protection Team Service Requests 2006- October 2013, Public Protection Team, Bath and North East Somerset Council

⁶ Urry N (2013) In-house analysis, Monitoring data – Bath BID Street Marshals and Medics Weekly report data August 2012-July 2013, Safe and Sound

⁷ RMG Clarity (2013) Voicebox 21 Resident Survey, Bath City Centre Report, Bath and North East Somerset Council – November 2012 – January 2013

⁸ Marketing Means (2014) Voicebox 22 Resident Survey, Results weighted by Age and Gender, Bath and North East Somerset Council – November 2013 – January 2014

⁹ RMG Clarity (2013) Voicebox 21 Resident Survey, Community Engagement Report, Bath and North East Somerset Council – November 2012 – January 2013

¹⁰ Wyman Dillon (2010) Voicebox 17 Resident Survey Weighted Headline Results, Bath and North East Somerset Council – March 2010 – May 2010

¹¹ Marketing Means (2009) Voicebox 15 Resident Survey Weighted Headlines, Bath and North East Somerset Council – March 2009 – June 2009

¹² Marketing Means (2014) Voicebox 22 Resident Survey, Results weighted by Age and Gender, Bath and North East Somerset Council – November 2013 – January 2014