

**5 Days in August**

**Recommendations to support victims and communities**

Theme	Issues	Recommendation	Comments
<b>Community heroes</b>	Those service personnel who put themselves at risk to try and protect communities, the people who mobilised communities to action to defend areas against rioting and the people who helped to clean up afterwards were all 'riot heroes' and their contribution should be acknowledged.	1. Riot heroes should be honoured nationally and locally.	
<b>Bringing rioters to justice</b>	It is important to communities and victims that justice is done and seen to be done. Those involved in the riots must be caught and punished for their actions.	2. The police must continue to prioritise the pursuit and arrest of suspected rioters and should ensure victims are kept up-to-date about the progress of their cases.	
<b>Restorative justice</b>	There have already been some small-scale efforts to allow victims who express an interest in doing so to meet people who committed crimes against them. Some evidence on restorative justice shows that it can be effective in reducing re-offending rates.	3. Central and local government and the police should ensure all victims who want to face people who committed crimes against them can have the opportunity do so.	
<b>Release of rioters who have completed their sentences</b>	Managing the return of people who are released after serving a custodial sentence for riot-related offences will present immediate challenges both to communities and public agencies. They will need to look at the potential risks and develop clear plans to deal with the return of rioters in a way which helps to reduce the potential for re-offending and safeguards communities. We are particularly concerned to note that some local authorities say they are facing difficulties getting	4. Public services, including the probation service, youth offending teams and local government, should develop strategies which ensure: – a clear system of 'wrap around' support is put in place which starts before release and continues until ex-offenders are resettled;	Probation Service would supervise those over 12 months subject to licence preparing them before release and linking in with community resources Under 12 month sentences not automatically supervised and mechanism will need to be established which highlights these individuals – perhaps link with IOM [LS] There are processes in place to support the resettlement of all young people from custody. This starts before release. All young people are supervised until their

	<p>information about the release dates of local riot offenders.</p>	<p>– arrangements are made immediately to ensure local authorities are provided with information about offenders’ release dates;</p> <p>– that youth offending and the probation service are able to deal with any spikes in demand;</p> <p>– the transition for 18-year-olds to the adult justice system is well managed.</p>	<p>post custodial licence expires. [MR]</p> <p>Information on prison releases shared with police – can now be shared with Local authorities – discussion required between LA and Prison? [LS]</p> <p>Easier said than done! May be useful to look next year at how others have coped [MB]</p> <p>Stockton YOS has created more flexibility in its structure to help deal with spikes in demand, within reason. [MR]</p> <p>Spikes in demand will be dealt with under normal procedures [LS]</p> <p>There is a protocol between the YOS and Probation about the transition of young people into the adult justice system and this is strengthened by links with IOM. There is a regional working group, attended by NOMs, to look at the issues for young people supervised by the YOS who enter the adult secure estate but progress mixed. [MR]</p>
<p><b>Review of IPCC and police protocols on how complaints about police action are handled</b></p>	<p>The speed at which rumours can spread makes rapid, informed communication vital in tense, inflammable situations. It is important that clear information is made available to the media and public at the earliest possible stage.</p>	<p>5. Police authorities and the IPCC should urgently review their communications protocol to ensure they remain fit for purpose and are being correctly adhered to.</p>	
<p><b>Stop and search</b></p>	<p>Stop and search is a necessary part of police processes. However, if searches</p>	<p>6. The police should urgently work with communities and across forces to</p>	<p>May be worth a discussion on local use of stop and search at a future meeting</p>

	<p>are not carried out correctly, there is a risk that communities' belief in stop and search as an effective policing method will be eroded.</p> <p>Although there are already complaint processes people can use if they feel searches are not handled well, some young people we spoke to did not have confidence in the system.</p>	<p>improve the way in which stop and search is undertaken to ensure confidence in the police is widespread.</p>	<p>[MB]</p>
<p><b>Communication policy</b></p>	<p>During the riots, many people called for mobile networks to be temporarily shut down. Since then, the Home Secretary has announced a review of police powers to intervene in mobile communications.</p>	<p>7. The Government should ensure that the evidence and experiences of public authorities, community organisations and other affected by the August riots is considered when new principles are being developed.</p>	<p>If this happens, need to exempt mobile phones which are registered under the Mobile Telephone Privileged Access Scheme (MTPAS) for emergency planning purposes [MB]</p> <p>Would have grave concerns on the benefit of this approach – authorities have a max of 15 accolc / mtpas phones. How would members of the public be able to contact emergency services.</p> <p>[SM]</p>
<p><b>Broadcast media</b></p>	<p>Many people we spoke to felt that 24-hour rolling news exaggerated the extent of rioting where they lived.</p>	<p>8. Broadcast media coverage should continue to work to ensure that TV coverage is accurate, the highest journalistic standards are maintained and that the link between the issue being reported and the accompanying images is clear.</p>	
<p><b>Riot (Damages) Act 1886 (RDA)</b></p>	<p>The deadline for submitting claims under the RDA was extended from 14 days to 42 days shortly after the riots. However, it is still too short a time for some businesses.</p> <p>The Panel is also concerned that, after all of our visits, we are yet to hear from anyone who has received a payment under the RDA. The delays in processing these claims need to be urgently addressed.</p>	<p>9. The Government should fix the deadline for submission of a claim under the RDA to 90 days. Any delays in processing legitimate claims need to be urgently addressed.</p>	

<p><b>Scope of insurance cover</b></p>	<p>As we have noted, many businesses were not insured for direct or indirect loss of trade following the riot. This is also not covered under the RDA.</p>	<p>10. The Government should either extend the scope of the RDA to include loss of trade, or conduct an awareness-raising campaign to encourage businesses to review their insurance arrangements and ensure their coverage is sufficient.</p>	
<p><b>Complexity of different compensation processes</b></p>	<p>While we welcome the different initiatives set up by central and local government to support people who were affected by the riots, it has made the process of financial recovery for many somewhat confusing. The various different ways of claiming for compensation and/or support need to be made clearer. The Panel were told that at least some insurance companies only pay out for lost trade if shops are closed under police orders. Police were often reluctant to do this. This required shopkeepers to make difficult decisions balancing personal risk with lost earnings.</p>	<p>11. The Government should work with insurers, local authorities and other relevant organisations to find ways to streamline compensation and support processes following disturbances. Each local authority should identify an officer who can provide a knowledgeable single point of contact on financial recovery to local people and businesses affected by the riots. The police should discuss these issues now with local businesses and ensure insurance considerations are taken into account in responding to future disturbances.</p>	<p>Not clear who this would be within SBC – to be pursued [MB]</p> <p>May be worthy of a discussion within Cleveland Police [MB] Legal and/ or finance dept may need to play a part here. [DB-TA]</p>
<p><b>Insurance</b></p>	<p>The Panel is concerned by the number of complaints it has received about the handling of insurance claims and is particularly concerned about the position of small businesses, which have reported that they have yet to receive any financial help from their insurers.</p>	<p>12. The Panel seeks further information from insurers about the handling of insurance claims relating to the riots. Any delays in processing legitimate claims need to be urgently addressed.</p>	
<p><b>Supporting high streets</b></p>	<p>Some high streets continue to suffer financially. A number of shopkeepers have reported that they are still seeing</p>	<p>13. The Government should start a fund to support struggling high streets, including considering using any</p>	

	fewer customers due to the riots.	potential underspend from the High Street Support Scheme (or other earmarked funds) to provide extra help to areas still struggling to recover.	
<b>Practical measures to help reduce the future risk of riots</b>			
<b>The police and other public organisations, including local authorities, agree that we must learn from the August disturbances in order to reduce future riot risk. The following table makes some specific recommendations to the police and to local authorities. In some cases, our recommendations are also relevant to other local public service providers such as housing associations.</b>			
<b>Physical environment</b>	The layout of some town centres was felt to make them easier targets for looting.	14. Local emergency plans should include a full threat assessment and review of town centre layouts.  15. Use of Dispersal Orders as a tool to prevent rioting should be reviewed.	Unclear exactly what the Panel had in mind. The existence of Yards in Stockton and Wynds in Yarm could be challenging [MB] There are currently no multi-agency plans for civil disorder that the CEPU is aware of generic response plans would be utilised under a police lead. Issue can be taken to the LRF / LRWG however would need to be balanced against the other demands. A generic plan could be utilised e.g. coordination, communications, consideration re removal of street furniture, restricting sale of fuel etc [SM]  Section 27 Notices may also help in early stages [MB]
<b>CCTV</b>	Use of CCTV footage has proved very important in bringing rioters to justice.	16. Local authorities and other relevant organisations should review local CCTV coverage and consider if it needs to be extended	We have good cover in Stockton and Thornaby Town Centres. Currently one camera in Yarm, may increase later this year. Norton has a private system, as does Billingham – quality of Billingham system not very high, discussions taking place about possible upgrade. Teesside Retail Park – position unknown [MB]

<p><b>Effective partnerships</b></p>	<p>It is vital for local communities to build strong, functioning alliances between organisations and individuals who would be likely to assist in preventing a repeat of the riots. This may include youth groups, traders' associations, local authorities, church leaders and the police.</p>	<p>17. Local authorities should engage all frontline workers (eg, neighbourhood wardens) when there is a risk of rioting, for example to patrol the streets.</p> <p>18. Local authorities should consider asking charities and housing associations to help prevent disturbances.</p> <p>19. They should get local communities involved by creating 'community gold commands' which reflect the police 'gold command' emergency response teams and forming community reference groups.</p>	<p>SBC would deploy staff as agreed, with risk assessment, but it should be noted that Personal Protective Equipment is limited and certainly not suitable for a riot in full swing [MB]</p> <p>May involve Stockton Town Pastors, but the comments at 17 would apply in even stronger form. Role of Housing Associations unclear [MB]</p> <p>In the event of prolonged rioting, there would certainly be dialogue with interested Community Groups [MB] We already have arrangements in place for communicating and working with community groups and resident associations through the community engagement activity across the Council which includes the Faith Network, BME network, older people's assembly, youth assembly and through our community empowerment support contract. Community representatives are also clearly part of the LSP infrastructure arrangements. We also have a network of direct contacts through key officers eg. Diversity officer with local faith groups. [LK]</p>
<p><b>Information management</b></p>	<p>Traditional ways of gathering and processing intelligence were too slow to compete with the speed at which rumours circulated and took hold.</p>	<p>20. The police should look at mechanisms, including links with frontline services, to improve the speed at which information can be confirmed as correct and acted on.</p>	<p>Swift deployment of police media to put accurate and positive messages on the police website ( a source the public will visit to confirm reports in local area) and social media. This will reassure the public and should give instructions and advice on what to do /not to do [DB-TA]</p>
<p><b>Trusted information sources</b></p>	<p>People were unsure about where to go for trusted information.</p>	<p>21. Local authorities and the police should draw up plans to reach key target groups when trouble is</p>	<p>Needs further discussion [MB] As above [DB-TA] Work has been started as part of general</p>

		brewing, for example via detached youth workers; messages to social housing residents; messages to parents.	emergency management. 2 courses on social media have been run for local LRF staff. Monitoring function has been identified further detail required. [SM]
<b>Speed of communication</b>	Fast communication was vital, both to transmit practical messages to the public and to rebut rumours (especially via social media).	22. Local authorities and the police should ensure information can be spread swiftly in an emergency situation.	Links to 21 [MB] Task for reviewing communications strategy has been allocated to the Cleveland Media Emergency Forum [SM]
<b>Access to information</b>	Some local authorities were unable to contact key groups of people during the riots, to keep them safe or to dissuade them from rioting.	23. Local authorities and the police should ensure that mechanisms are in place to contact key groups of people if there is a risk of rioting	Links to 21 [MB] Neighbourhood watch, Ringmaster, IAG, Minority liaison officer, Bluetooth [DB-TA] Not sure if this is about the physical technology or more about contacting relevant groups / members of the community – suggest that there may be a need to raise awareness of group such as the Independent Advisory Group and groups under the Local Strategic Partnership ref roles in the vent of riots/ incidents.[SM]
<b>Social media</b>	The inability of the police and public services to use social media effectively was clearly identified as a major weakness in most areas.	24. Local authorities and the police should urgently review how they use social media and assess if they need to improve their capabilities	Links to 21 [MB] Review is being undertaken by the CMEF under the LRF. Training on the use of social media for PROs has been undertaken and guiding principles have been agreed.[SM]
<b>Broadcast media</b>	It was important to have a clear plan for engaging with local media to provide safety advice, contradict inaccurate rumours and encourage people to stay at home when trouble started.	25. Local authorities and the police should check if they need to revise their current media handling plans.	Links to 21 [MB] Being revised by the CMEF.[SM]
<b>Appropriate messaging</b>	It was important to provide different messages which were relevant to different groups. For example, outlining the consequences of rioting to younger adults was effective, as were messages to parents advising	26. Local authorities and the police should consider in advance the messages they should provide to different groups of people if there is a risk of rioting, to ensure they can act quickly in an emergency situation.	Links to 21 [MB] Some guidance from centre would be beneficial to ensure consistency across areas. Information can then be distributed via the media plan.[SM]

	them to keep children indoors.		
<b>Practical measures</b>	<p>Some but not all local areas took precautionary measures when they identified a risk of rioting. In some places, there was a lack of diversionary activity. Riot spectators got in the way of the police and some became involved in the rioting.</p>	<p>27. A number of practical measures should be deployed more widely:  – removing street debris;  – monitoring access to petrol, which can be used to start fires;  – blocking road access to key areas;  – increasing police visibility;  – increasing the presence and visibility of frontline public service workers on the street.</p> <p>28. Local authorities should review the use of diversionary activity when there is a risk of rioting. This could include voluntary as well as local authority services.</p>	<p>SBC Care for Your Area services would have key role in cleaning streets, after the event. We could ask filling stations not to make container sales, and appeal to motorists to secure vehicle tanks [MB] A gold strategy to identify a team of officers (npt) to engage with riot spectators and convince them not to join in and highlight the wrongs of it. [DB-TA] Can easily be built into a generic multi-agency plan – can be taken to the LRF for consideration.[SM]</p> <p>SBC Integrated Youth Support Service and voluntary sector partners. NB this addresses young people only, who made up 26% of 2011 rioters, and not the young adults (18-24) who made up 40% [MB]</p>
<b>Emergency plans</b>	<p>All areas need to make sure their emergency plans can deal with the scale and changing nature of any future riots. The Panel notes that in seemingly similar circumstances police forces often responded differently in relation to the issues we highlight here</p>	<p>29. Police, local authorities and other relevant organisations should immediately review their emergency plans to ensure they properly cover public disorder on the scale of the August riots.</p> <p>30. Police forces and HMIC may want to consider the following issues:  (a) Should town centres be closed to the public in the run up to and during disturbances?  (b) How can police work with large</p>	<p>To be reviewed with Cleveland Emergency Planning Unit [MB] They currently do not cover specific issue of disorder – previously seen as a policing function. Again suggest that the issue is taken to the LRF and that a multi-agency approach is considered including fire ambulance etc. [SM]</p> <p>Not clear that we have the legal powers to do this, or how it could be practically achieved, except for limited case of Castlegate Centre, maybe Wellington Square [MB]</p>



		<p>retail chains          to agree on action locally? Some national chains made company-wide decisions about how to handle the riots.          (c) Should non-riot trained officers including PCSOs and specials be utilised in dealing with riots and respond to the riot response, to what extent and in what circumstances.          (d) When is it, and isn't it, appropriate for police to engage in riot situations, and with what equipment?          (e) How should public transport be handled when a riot is taking place – for example should transport hubs such as rail links be shut?          (f) How to ensure especially during peak holiday periods that police have sufficient senior officers on standby.          (g) How can police balance the desire of people to protect their property and communities with the fact that this may have unintended consequences, including hampering police actions?          (h) When Police and Crime Commissioners are introduced, the new arrangements will need to ensure there is adequate provision of public order trained officers and to guarantee their strategic deployment across the country when needed.</p>	<p>Any rioting in Stockton High Street would certainly disrupt bus services. In view of the popularity of burning buses in 2011 it would be sensible to keep them away [MB]</p> <p>Using NDM consider the breaches of the human rights of public, shop keepers, shoppers to refrain from breaches or do it lawfully and without discrimination. Ultimately article 2 (right to life) will prevail over the others. [DB-TA]</p>
--	--	---	--

		<p>All methods developed to deal with rioters should bear in mind that there may also be innocent bystanders in the streets.</p> <p>In future disturbances, the police should ensure transparency in their determining the relative priority attached to defending different districts e.g., commercial / residential.</p>	
<b>Protecting bystanders</b>	<p>As a result of transport companies' emergency plans, some members of the public were asked to get off public transport (for example, buses) in riot areas.</p> <p>Residents in some areas were forced onto the streets by the actions of the rioters – for example, because their homes had been set alight</p>	<p>30. Transport services should ensure their emergency plans always consider the needs and safety of the travelling public.</p> <p>31. Local authorities and emergency services should review their processes for how to assist and/or evacuate residents caught up in riot areas.</p> <p>32. Local authorities should consider designating particular sites (for example community centres or churches) as potential 'safe havens' during future public disorder situations so that stranded citizens, especially children or vulnerable adults, have somewhere to go.</p>	<p>Agree – message needs to come from central government and include non-riot issues e.g. severe weather.</p> <p>This is surely for the police. LA will move people from an area of safety – it is for the police to get them to that safe area. LA transport plan contains transport resources.</p> <p>Requires more discussion – each event will have specific location. To start advertising safe havens does not demonstrate control of the situation – reminders of New Orleans. Rest centres could be utilised but I think that the situation in Stockton is somewhat different to London where people with no ties to the area may have been caught up in the riots – e.g. travellers/ commuters/tourists. Again possibly one for consideration by the LRF as part of a wider plan / strategy.[SM]</p>
<b>Olympics</b>	<p>The scale of the London Olympics already presents a significant policing challenge for next summer. It will be essential to have enough emergency services personnel available to</p>	<p>33. Local authorities which may be affected (e.g. London authorities) should carry out proper resilience planning, incorporating scenarios which reflect the risk of a repeat</p>	<p>What is the impact on non-London areas of losing police staffing to London Olympics – does it make areas more vulnerable are there central plans in place to redeploy resources? [SM]</p>

	deal with riots at the same time, if necessary.	of the August riots during the Olympic Games.	
--	--	--	--

TA – Ted Allen

DB – Darren Best

MB - Mike Batty

LK – Lesley King

LS – Lucia Saiger

SM – Stuart Marshall (Emergency Planning Officer)

MR – Miriam Robertson