



YOURSOUTHPORT

YOUR HOME

YOUR BUSINESS

YOUR TOWN

Southport Town Centre - Street Rangers

1.0 Background

Southport Town Centre is a significant asset for our residents and we have a collective responsibility to look after it. Our town centre's reputation and success hinges upon its ability to continue to support existing businesses as well as attract new businesses, employees, residents, and visitors who are assured of being safe and secure in the town centre.

Shop lifting, aggressive street begging and antisocial behaviour are detrimental to people's experience in our town and it harm our reputation.

Over the next two years Southport BID's aim is to build upon the strong relationships that already exist within our community; to see strategies developed and initiatives put in place and focus the necessary resources to support deterring and tackling crime. We want to provide reassurance to the public and give businesses the tools and support they need to thrive.

As part of this strategy, Southport BID plans to implement a dedicated town centre Ranger team.

Southport BID will establish a dedicated service to support the business community via a reputable third-party security provider. The Ranger team will be an extension of the existing Southport BID team and will provide both a 'safe and secure' and a 'customer service' function; with agreed processes and priorities in place to support both the day and night economy. We propose an initial 3-month trial.

2.0 Service Overview

The role of the Ranger team would be to provide reassurance and visibility across the town centre to businesses and visitors, to react to low level incidents such as street begging, noise nuisance and forms of harassment or illegal activities such as shoplifting. Alongside this they will have other day to day tasks such providing intelligence 'eyes and ears' function to support our ongoing key partners such as the police, Sefton Council and outreach support teams to resolve longer term issues.

The Ranger team will not be a resource introduced to reduce or replace vital policing but will provide visible patrols, to support businesses by being reactive via the Southport Business Radio Link and to collate information and intelligence to support other strategies and process in place across the town centre which tackle key low level crime issues.

For this to be effective, there will be a clear definition of the role and remit of a Town Centre Ranger. There will be limitations with regards to the actions they can take with their agreed powers and contracted protocols. It is vital that businesses have no expectations that the Rangers are their personal store security.

The Rangers will wear branded uniforms and act as the face of Southport BID on the ground; professionalism and high levels of customer service will be key when delivering this service.



Businesses within Southport will be aware of crime related issues within the town centre, there will be limitations with regards to what a Ranger is expected to respond to. It is important to separate what is the role of a Ranger as opposed to a police issue or the responsibility of other stakeholders in town.

3.0 Aspirations and expected outcomes

The objective of the Ranger service is to provide the following:

- The 'eyes and ears' of the BID, reporting and where possible resolving low level incidents of ASB.
- Reassurance to both visitors and staff via the provision of a continuous uniformed presence in the town centre, led by intelligence and data insights.
- Supporting businesses and their staff with the resolution of crime and safety related issues.
- A resource to maintain a sense of community and business engagement
- A visible resource responsive to the needs of the area and businesses with the ability to be instructed based on the data and immediate needs of the area (direct tasking)
- An additional link between Southport BID and its business crime partnership and statutory providers such as Sefton Council, Merseyside Police and outreach services supporting the collection of useful and insightful intelligence on key issues.

The appointed contractor will need to have proven evidence of being able to work in partnership and form mutually beneficial relationships.

Southport BID is keen to recruit the right individuals to ensure that the recruited Rangers are able to develop a deep understanding of the area, become familiar with the businesses and their needs, build relationships on a foundation of trust and be able to understand and communicate the value and work of the BID to businesses and visitors.

4.0 Roles and remits

The Ranger service is to be developed with the following issues and tasks having been identified as needing to be met by the service.

*Some of these will be subject to agreements and service parameters, determined based on the consultation with partner agencies.

- Uniformed visual patrol in keys areas and at key times. (this will be led by intelligence and data)
- Providing direct support to business and supporting staff with issues such as deterring and holding shoplifters or supporting hospitality venues with conflict resolution.
- Driving communication and use of the Southport Radio Link, via extensive knowledge of the area, issues, and persons on interest (persistent offenders)



- Investigating and helping to resolve low level ASB (street drinking / begging etc) within agreed parameters
- Collection of intelligence and data to drive the effectiveness of the business crime partnership and support longer term resolutions against regular offenders - example persistent beggars
- Record and monitor environmental issues such as graffiti, fly tipping and broken street lights to support the delivery of effective Sefton Council's cleansing services
- Ongoing business engagement and representation of the BID on relevant matters
- Resource to work with partners on joint visual operations
- Providing a consistent and reliable resource which is trained to support the management of the area with skills such as: first aid trained / SIA / conflict management / CSE / ACT aware / defibrillator use etc
- Support for partners in relation to services and strategies to attend to begging and homelessness across the town centre

5.0 Hours of Operation

Southport BID wants to run initial three months trial for the Street Rangers programme, commencing on 1st February 2023.

We are looking to cover:

Two Street Rangers working

The below times suggested times can be adjusted if your organization recommends different times & outlines the reasons in the proposal

Monday to Saturday 3pm – 7pm

Thursday – Saturday 11 pm – 4 am

After the trial period (3 months), hours will be reviewed & determined based on evidence and need across the working week.

6.0 Service Provider

The Ranger Service will be contracted by Southport BID with a reputable security provider.

6.1 Security provider requirements

- Ability to provide a proactive and skilled Ranger Service with a high level of competence and the ability act as 'eyes and ears' for the town centre, and meet the service required
- Have a detailed understanding of the objectives and aspirations of the BID and proven track record of delivering similar services / initiatives within the BID industry or other community settings
- Ability to provide a consistent level of staffing to work within the contract who are trusted and become familiar with the BID with



the ability to work well with the existing management team and the individual businesses.

- A pool of resources to ensure all holiday and sick days are covered through alternative operatives.
- Provide regular work returns on performance and activities in such a way that justifies the continuation of the service and add value to BID levy payers and partners.
- Structures and processes to allow for contract management and evaluation of the service.
- Professional in appearance and approach conforming to industry standards. Desirably, employing suitably qualified staff that is also capable of providing medical assistance.
- SIA, health and safety and first aid trained and to be fully aware of common law in addition to have completed training packages such as conflict management / ACT / statement preparation and Child Sex Exploitation awareness
- Staff to be able to collect and give evidence and information relevant to preventing crime and assisting police by helping businesses complete statements, taking statements, and acting as a professional witness in court where required

6.2 Additional services

The Ranger Scheme will be fully funded by the BID providing a service to both the public and businesses. The appointed provider will not be permitted to use this as an opportunity to 'hard' sell their own services to Southport BID levy payers. Where there is evidence of this it would be regarded as a reason to review the service contract.

Where there is an identified need for additional services, Southport BID will work with the contractor to understand if that service can be provided and how they can be provided, this is not a complete list but may include:

- Security visits and property reviews
- Lone worker support
- Out of hours patrols
- Provision of dog team

To apply:

Please submit your proposal to rachel@southportbid.com by 30th November, which needs to include:

- Costings
- A statement outlining how and why your business can deliver the service outlined above
- References from 3 existing clients

Southport BID wants to run initial three months trial for the Street Rangers programme, commencing around 1st February 2023.