

Meeting	SPA Policing Performance Committee
Date	26 August 2020
Location	Video Conference
Title of Paper	Quarterly Policing Performance Report - Q1 2020/21
Presented By	Tom McMahon, Director of Strategy and Analysis
<b>Recommendation to Members</b>	<b>For Discussion</b>
Appendix Attached	Yes  Appendix A – Q1 Performance Report

**PURPOSE**

The purpose of this paper is to present the Q1 Performance Report for 2020/21.

Members are invited to discuss the content of this paper.

## **1. BACKGROUND**

- 1.1 Strategic planning arrangements for policing in Scotland are laid out in the Police and Fire Reform (Scotland) Act 2012. The Scottish Police Authority (SPA) is responsible for developing a Strategic Police Plan for policing that reflects the Scottish Government's national outcomes, strategic police priorities and justice strategy.
- 1.2 Police Scotland is responsible for producing an Annual Police Plan (APP) that sets out the arrangements to deliver against the Strategic Police Plan.
- 1.3 As required by legislation, the SPA hold the Chief Constable to account for delivery against the strategic plan. This is done through scrutiny of Police Scotland's quarterly performance reports.
- 1.4 Police Scotland adopted a revised performance framework on 01 April 2020. This is the first report in support of this framework.

## **2. FURTHER DETAIL ON THE REPORT TOPIC**

### **Performance Report Overview**

- 2.1 The 2020/21 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the APP 2020/21.
- 2.2 During the development of the revised Performance Framework, in collaboration with SPA, a suite of key measures were identified that would provide a consistent assessment of progress towards each of Police Scotland's five strategic outcomes. 44 measures were selected from the existing set of 149 Management Information within the Framework and elevated to "Measures of Progress towards Strategic Outcomes".
- 2.3 The Measures of Progress form the basis of this quarterly report, however, to ensure that an appropriate update is provided in relation to the police response to the pandemic, this Q1 report is presented with the following three chapters:
  - Public Confidence
  - Measures of Progress towards Strategic Outcomes
  - Operation TALLA – Police Scotland Response to COVID-19
- 2.4 The ambition for the Q1 report was to report on the Measures of Progress by exception only, however due to the unprecedented and challenging times that have faced policing during Q1, and the

resulting impact on crime and offence levels, a significant number of the Measures of Progress have been identified as an exception and as such are detailed within this report.

- 2.5 Insight into activity undertaken that aligns to the eight strategic objectives of Operation TALLA is contained within this report. This section will continue to be developed for future quarterly reports.
- 2.6 The Q1 report is presented with a balance of quantitative and qualitative data which will continue to evolve throughout the year.
- 2.7 A full copy of the Q1 Performance Report is provided at Appendix A.

**Future developments**

- 2.8 In order to provide informative insight into activity undertaken by Police Scotland, the Q2 performance report will be presented with a complementary report; Annual Police Plan Bi-Annual Report. This additional report will report on the activities detailed in the APP 2020/21 and will further demonstrate progress towards Police Scotland's strategic outcomes.

**3. FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications in this report.

**4. PERSONNEL IMPLICATIONS**

- 4.1 There are no personnel implications in this report.

**5. LEGAL IMPLICATIONS**

- 5.1 There are no legal implications in this report.

**6. REPUTATIONAL IMPLICATIONS**

- 6.1 There are no legal implications in this report.

**7. SOCIAL IMPLICATIONS**

- 7.1 There are no social implications in this report.

**8. COMMUNITY IMPACT**

- 8.1 There are no community implications associated with this report.

**9. EQUALITIES IMPLICATIONS**

9.1 Equality data is provided where appropriate and available.

**10. ENVIRONMENT IMPLICATIONS**

10.1 There are no environmental implications associated with this report.

**RECOMMENDATIONS**

Members are invited to discuss the content of this paper.

**SERVING A CHANGING SCOTLAND**

# Quarter 1 Performance

Report April to June 2020/21



**POLICE  
SCOTLAND**  
Keeping people safe  
**POILEAS ALBA**

# Introduction by the Deputy Chief Constable



The first quarter of 2020/21 covered an extraordinary period for Scotland and, indeed, the world.

Highly restrictive measures on freedoms of movement and association were introduced, almost overnight, as, collectively, we all sought to combat the spread of coronavirus.

The significant sacrifices and changes people made to their lives undoubtedly had an impact on the nature and level of demand on policing and, in turn, our response. Some indications of those changes are described in this document.

While decreases in violent and acquisitive crime, as well as a reduction in road casualties, are all to be welcomed, this report covers a relatively short period of time and care must be taken to avoid

assumptions around trends. Operational demand has increased significantly in recent weeks and is returning to what we would normally expect to see.

Domestic crime and the potential for suppressed vulnerability remain a significant concern and priority and we have taken steps to identify those at risk and give support to those who need our help.

Proactive work contributed to a significant increase in reported crimes of online child sexual abuse while recorded fraud also rose sharply, including a variety of cyber-enabled frauds, underlining the changing nature of demand. Policing will continue to operate in public, private and virtual spaces to keep people safe.

An increase in public nuisance calls, including complaints of non-compliance

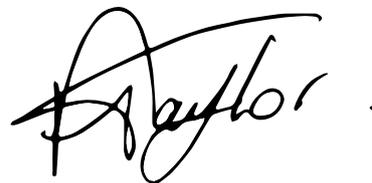
with COVID regulations, contributed to an overall rise in the number of calls received by Police Scotland, despite a reduction in 999 calls.

This report also outlines a high number of engagements officers had with individuals as our visible presence in communities supported the national effort to save lives. As outlined, the vast majority of those interactions were met with support and co-operation from our fellow citizens.

This response was underpinned by a courteous and common sense policing approach to the introduction of new rules to combat the spread of COVID-19. It is encouraging to note that during this period, public confidence in policing has increased by around 20 percentage points compared to the period before coronavirus measures were in place.

This is the first Performance Report of 2020/21 and identifies evidence of progress against this year's Annual Police Plan and its strategic outcomes and objectives.

Each quarter we will present data, narrative and insights as we seek to enhance the public's understanding of the work that is ongoing in policing every day to achieve these outcomes, ultimately to improve lives across the whole of Scotland.

A handwritten signature in black ink, appearing to read 'Fiona Taylor', with a stylized flourish at the end.

**Fiona Taylor**  
Deputy Chief Constable,  
People and Professionalism

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# Executive Summary

## Introduction

This is the first quarterly report of the 2020/21 performance cycle and introduces our revised Performance Framework. Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the strategic outcomes detailed in the 2020/21 Annual Police Plan; these being:

- **Public Safety and Wellbeing** - threats to public safety and wellbeing are resolved by a proactive and responsive police service
- **Needs of Local Communities** - the needs of local communities are addressed through effective service delivery
- **Confidence in Policing** – the public, communities and partners are engaged, involved and have confidence in policing
- **Positive Working Environment** - our people are supported through a positive working environment, enabling them to serve the public
- **Sustainable and Adaptable Service** - Police Scotland is sustainable, adaptable and prepared for future challenges

## Impact of COVID-19 on crime and offence levels

The true impact of the COVID-19 pandemic on crime and offence levels in Scotland may not be known for some time. Data for Quarter 1 compared to the same period last year shows a decrease in a high number of crime areas, whilst simultaneously showing an increase in certain crime types. No long term trends on crime levels attributed to the COVID-19 pandemic can be made at this stage.

The COVID-19 pandemic demonstrates how external factors can affect crime and offence levels, evidencing that crime statistics should not be used in isolation when assessing police performance.

As part of our performance reporting throughout 2020/21 we will complement our Quarterly Performance reports with a Bi-Annual progress report on the activities detailed within our Annual Police Plan 2020/21. This will provide insight into work undertaken by Police Scotland that demonstrates progress towards achieving our strategic outcomes.

This report comprises of three sections:

- Public Confidence and Experience of Policing
- Measures of Progress towards Strategic Outcomes
- Operation TALLA – Police Scotland COVID-19 Response

### **Public Confidence and Experience of Policing**

In response to the COVID-19 pandemic, policing approaches have been adapted to promote the health of individuals within local communities, support our key strategic partners and safeguard the health and well-being of our people. This has resulted in a significant reduction in face to face contact with members of our communities. Recognising that public engagement is essential to an accessible and responsive police service, Police Scotland responded by enhancing the way we monitor public confidence.

A refreshed Your Police survey launched in April 2020 and was the first and largest of its kind in the UK to involve the public in a conversation about policing in the pandemic. As at the end of June 2020, 22,760 survey responses were received, with two thirds of people stating that they have confidence in their local police.

### **Measures of Progress towards Strategic Outcomes**

Measures of Progress towards Strategic Outcomes have been identified by Police Scotland in collaboration with the Scottish Police Authority. This suite of key measures have been identified from the available management information and will support consistent reporting from the Performance Framework. The following is a synopsis of exceptions identified within the Quarter 1 report.

#### **Overall Violent Crime**

This has significantly decreased during the first quarter of 2020/21 compared to the previous year, with 2,637 fewer crimes. Quarter 1 has had a lower number of crimes than each of the previous five years and is 15.7% down on the five year mean. Over the previous 12 month period, April 2020 has seen the lowest number of recorded crimes, coinciding with the introduction of lockdown restrictions. A significant contributor to the reduction in violent crime was a 19.7% fall in common assaults (excluding assault of emergency workers) (2,565 fewer offences).

The two main exceptions were robberies and common assault of emergency workers. Robberies increased by 10.6% (41 more crimes). Common assaults of emergency workers continues to give cause for concern with an increase of 216 crimes (11.2%) compared to last year which reflects a growing trend as this is up 23.9% on the five year mean. Analysis has highlighted a gradual but sustained increase in the number of assaults on police officers and members of staff whilst on duty. These findings have resulted in

a short / medium / long term action plan being defined, endorsed by the “Your Safety Matters” Diamond Group, chaired by DCC People & Professionalism.

### **Non Sexual Crimes of violence**

This has decreased by 286 crimes (-12.0%), but remains 6.4% above the five year mean. A significant contributor to the reduction in non-sexual crimes of violence this year was a 29.7% fall (326 fewer crimes) in serious assaults.

### **Sexual Crimes**

There has been a year on year increase in the number of sexual crimes over the previous five years, continually trending above the five year mean, however in Quarter 1 the number of sexual crimes were the lowest they have been since 2016/17. The total number of sexual crimes fell by 15.4% (532 fewer crimes) compared to the previous year. Over the previous 12 month period, April 2020 had the lowest number of crimes, however figures were back to previous levels as at the end of June 2020.

Internet grooming and online child sexual abuse remains a major threat across the UK, with offences continuing to rise. In April 2020, Police Scotland launched the #GetHelporGetCaught campaign directly targeting sexual predators who abuse and groom children online. The campaign launched at a critical time during lockdown where children could be at an increasing risk due to social isolation and spending more time online.

### **Crimes of Dishonesty**

These crime types have remained relatively stable over the previous five year period. However, during Quarter 1, crimes fell by 18.0% (5,142 fewer crimes) compared to the previous year and 19.1% below the five year mean. The exception within these crime types is the growing trend (across the UK) in the number of frauds being recorded. This rose 54.2% (1,355 more crimes) compared to the same period last year, which represents an increase of 91.6% (1,844 more crimes) on the five year mean. Police Scotland acknowledges that the consequences of these crimes can be devastating – psychologically as well as financially and is continuing to adopt new working practices to tackle this crime.

### **Antisocial Behaviour and Disorder**

Antisocial behaviour can have a negative effect on the quality of life of individuals and communities. During Quarter 1, reports of antisocial behaviour increased by 45,272 (52.4%) on the same period last year. This increase is predominantly linked to Public Nuisance calls in relation to non-compliance with the COVID-19 regulations.

## Complaints

An overview of complaints received about the police between April and June 2020 is also included in this report. Total complaints received in this period were 1,676, which is an increase of 14.4% on last year. In response to the COVID-19 pandemic, the Professional Standards Department put processes in place to identify complaints that were related to COVID-19. Figures show that these complaints had an impact on the overall number of complaints received with 26.3% being COVID-19 related.

## Operation TALLA – Police Scotland COVID-19 Response

Operation TALLA is the Police Scotland planning operation that has been established to ensure appropriate plans are in place to deliver a full response to the COVID-19 pandemic and to support the organisation's and society's return to normal.

Eight strategic objectives have been set for Operation TALLA, highlights of key activity aligned to these objectives are noted below:

- Referral process in place for officers and staff into the Scottish Government's National Testing Programme.
- Priority Justice Recovery work streams have been identified and Police Scotland will be leading on the full introduction of virtual custody courts.
- Additional EqHRIA considerations in relation to officers and staff during the COVID-19 outbreak have been developed.
- Your Police survey in April 2020 was the first and largest of its kind in the UK to involve the public in a conversation about policing the pandemic.
- A comprehensive Risk Assessment, "Working Safely – Adapting & working within your premises during COVID-19", and related guidance has been developed to provide staff and supervisors with important information around keeping themselves and their teams safe within the workplace.
- 14,000 frontline police officers and staff have been trained and equipped or re-supplied with the necessary PPE.
- Intensified cleaning regime implemented within our C3 operational environment, to limit the potential spread of any future virus.
- MS Teams enabled for more than 3,700 Police Scotland officers and staff, allowing nearly 14,000 meetings to take place.
- Organisational Learning Group has been established to absorb all learning opportunities identified as a result of our operational response to the COVID-19 pandemic.

Reporting on the eight strategic objectives of Operation TALLA will continue to be developed and will feature in future quarterly reports.

## **Change in Scottish Crime Recording Standards Practice**

From 01 April 2020, in circumstances where a victim is in Scotland but the suspect is outside Scotland, a crime will be recorded and retained by Police Scotland unless the location is established as being elsewhere in the UK and ownership is accepted by another UK Force. Previously those crimes would not be counted.

Scottish Government analysts estimate that had the new practices been in place in 2018/2019, an additional 1,620 crimes would have been recorded.

Crimes most likely to be effected by this change in recording practice are those committed remotely. Online offences such as fraud, sexual communication offences and threats and extortion are assessed as most likely to see an increase in their levels of recorded crime this year.

The increased level of crimes which are perpetrated outside Scotland being counted will also lead to a reduced detection rate as many of these crimes, particularly those being committed from outside the UK, will be harder to detect.

This change will lead to a better understanding of the extent to which these crimes harm Scotland's communities.

# Performance Framework

## Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2020/21.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> <li>- Keep people safe in the physical and digital world</li> <li>- Design services jointly to tackle complex public safety and wellbeing challenges</li> <li>- Support policing through proactive prevention</li> </ul>
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> <li>- Understand our communities and deliver the right mix of services to meet their needs</li> <li>- Support our communities through a blend of local and national expertise</li> <li>- Support the changing nature of communities</li> </ul>
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> <li>- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service</li> <li>- Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective</li> <li>- Work with local groups and public, third and private sector organisations to support our communities</li> </ul>
Our people are supported through a positive working environment, enabling them to service the public	<ul style="list-style-type: none"> <li>- Prioritise wellbeing and keep our people safe, well equipped and protected</li> <li>- Support our people to be confident leaders, innovative, active contributors and influencers</li> <li>- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging</li> </ul>
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> <li>- Use innovative approaches to accelerate our capacity and capability for effective service delivery</li> <li>- Commit to making a positive impact through outstanding environmental sustainability</li> <li>- Support operational policing through the appropriate digital tools and delivery of best value</li> </ul>

### Evidencing progress towards our outcomes

Gathering our data, narrative and insights together provides us with an evidence base that demonstrates how we are achieving our outcomes

## Policing during Quarter 1 2020/21

	664,214 999/101 calls		131,688 antisocial behaviour incidents reported by members of the public
	401,494 overall incidents		771 serious assaults
	2,973 missing persons reports		24,031 arrested persons

In Scotland, Operation VENETIC yielded the following results

		
£7 million pounds of laundered cash recovered	59 people arrested Firearms, ammunition, explosives, pill presses and stolen vehicles recovered	£25 million pounds worth of controlled drugs seized

	22,760 survey responses to our Local Police Survey, with two thirds of people stating that they have confidence in their local police		MS Teams enabled for more than 3,700 officers and staff Almost 14,000 meetings taken place over MS Teams
	Our Special Constables volunteered 36,242 hours in support of Local Policing in Quarter 1		Issued over 2,000 laptop devices to support officers and staff working from home

# Public Confidence and Experience of Policing

High levels of public confidence in policing are being maintained as a result of the collective efforts of all business areas across Police Scotland. The governance arrangements for managing public confidence in respect of current operational activity have been aligned to a newly established Public Confidence Board.

The Public Confidence Governance Board met for the first time on 21 July 2020, chaired by ACC Local Policing North. The Board will monitor and support approaches to understanding and improving public confidence, bringing together senior leaders from different business areas across Police Scotland.

The Board will consider a range of emerging issues and public priorities at both divisional and national level which will be acted upon by the appropriate areas in Police Scotland. These activities are aligned to the objectives and areas of focus in our Public Contact and Engagement Strategy.

## Local Police Survey

The local police survey launched on 09 April 2020 on Police Scotland's Citizen Space platform. This was the first and largest survey in the UK to involve the public in a conversation about policing the pandemic. The survey has been continuous throughout the lockdown.

Questions were included to align with UK benchmarking on policing the pandemic.

The responses have been reviewed on a weekly basis and have helped us to respond to emerging issues and shape our approaches to policing in local areas. This has enabled us to adhere to our values, use inclusive ways to engage vulnerable and diverse communities and respond to concerns of local areas.

Our response to feedback from the public and communities has been to:

- Enhance local police presence at identified key locations (including scenic areas, parks, urban areas), with a focus on patrolling during the evenings and after dark.
- Increase engagement with over 20 organisations representing the interests of disabled people to make sure our information and messaging is accessible, and to ensure the Police are aware of the needs and challenges of disabled people (including physical, sensory and learning difficulties) in complying with physical distancing and use of face masks.
- Include the needs and circumstances of vulnerable people in daily police officer briefings – to make sure the Police engage appropriately and bring empathy to interactions.

- Provide information and advice on reporting Hate Crime to reassure all communities.
- Offer discreet and safe ways for the public to speak to a police officer including video call.
- Improve public information and advice at a national and local level on staying safe during Coronavirus that is in line with Government guidance.
- Increase police patrols and information in areas where the public have raised concern about reckless driving and speeding.
- Provide a British Sign Language (BSL) survey.

In the first 12 weeks 22,760 survey responses were received, this included 220 British Sign Language responses and one Easy Read response. The survey is representative of the Scottish population by age, gender, disability and region.

Overall, there has been a high level of public confidence across all 13 local police divisions during the COVID-19 period. Around two-thirds of people have confidence in their local police, which is up by 20 percentage points, compared to before the Coronavirus lockdown. This figure ranges from 62% to 74% across local policing and has been consistent throughout the 12 week period. A strong majority of responses from all divisions said that the police are friendly and approachable.

The following is a summary of public opinion on the approach to policing the Coronavirus pandemic:

Public Opinion Statements	Percentage of Respondents
I fully support the approach taken by the Police	47%
The Police should take tougher action to ensure public compliance	36%
I support the approach taken by the Police but in some cases they are going too far	11%
The approach taken by the Police in enforcing the lockdown is too heavy handed	1%
The Police have no role in enforcing the lockdown, compliance should be a matter for individuals	1%

Overall support for tougher measures is similar to public survey data gathered by the Scottish Police Authority survey.

Individuals feeling of safety has remained high since the lockdown with 89% of respondents stating they feel safe in their area. There was a statistically significant increase in respondents who feel 'very safe' and a decrease in those who 'do not feel safe' on the survey data, compared to data before Coronavirus.

While most (48%) say their concern about crime in their area since the lockdown has remained the same, 16% of individuals stated their concerns had decreased and 26% expressed it had increased. Concerns include: physical distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and dealing.

On what matters most to the public (from open-ended responses), constant themes include: visibility (local presence), police support in enforcing lockdown restrictions, communicating and engaging with the public, and understanding the needs of diverse communities during the crisis.

## Public Experience and Satisfaction of Police Services

The User Experience Surveys are undertaken monthly by Progressive Partnership Ltd on behalf of Police Scotland with analysis and insights provided by the in-house team. The survey was refreshed from a telephone to an SMS survey so we were able to continue to engage those who had contact with Police Scotland during the lockdown and measure the impact on public experience. The survey met representative monthly quota samples (more than 1,200 respondents per month).

### Confidence in numbers (Your Police 2020)

Public Opinion Statements	Percentage of Respondents
Agree or strongly agree they have confidence in local policing	63%
Feel either 'very safe' or 'fairly safe' in their area	89%
Agree or strongly agree that the police listen to concerns of local people	41%

The following table provides the results to the key questions and illustrates the difference between COVID and non-COVID related calls:

Question	Quarter 1 Incident not related to COVID-19	Quarter 1 Incident related to COVID-19	Difference
How easy or difficult was it to contact Police Scotland (% Easy or Very Easy)	82%	76%	-6% point
During the initial contact how satisfied are you with the way you were treated by the staff member (% Satisfied or Very Satisfied)	87%	82%	-5% point
Did you feel staff properly understood what you needed (% Yes)	88%	85%	-3% point
Do you feel that the police provided the appropriate response to the incident you reported (% Yes)	66%	50%	-16% point
Were you adequately informed about the progress of the incident you reported (% Yes)	53%	35%	-18% point
How satisfied are you with the way you were treated by the officers who attended the incident (% Satisfied or Very Satisfied)	80%	67%	-13% point
Based on your overall experience, how satisfied are you with Police Scotland (% Satisfied or Very Satisfied)	71%	60%	-11% point

From analysis of the free text responses, the differences between COVID-19 related incidents and other responses are largely attributable to two different factors.

**Expectations of Police** - Individuals contacting Police Scotland regarding a breach of physical distancing often felt that the police should have taken tougher action. This also reflects findings from the Your Police survey. Additionally, there

were concerns that police were not taking concerns seriously when individuals were referred to partner agencies, even though the agency were better suited to dealing with the concerns raised.

**Risk of Coronavirus** – Minor incidents were often heightened by the underlying threat of Coronavirus transmission. Individuals may feel more concerned about an ongoing neighbour dispute

or antisocial behaviour if they feel these interactions may increase the risk of catching the virus. Qualitative analysis indicates this is particularly true for individuals who were vulnerable, shielding or living with others at risk.

### Change of Survey Methodology

Before January 2020, user experience was measured by the User Satisfaction Survey. This survey contained different questions to the User Experience Survey. Despite this, there are several measures that can be compared across both surveys. These are compared in the following table.

Question	2019/20 YTD	2020/21 YTD	% change from previous year
Satisfaction with initial contact	96%	87%	-9% point
Satisfaction with attending officers	91%	80%	-11% point
Feeling adequately informed about incident progress	66%	53%	-13% point

This comparison shows a decrease in satisfaction across all three comparable questions. One important factor to influence this drop is the change in survey methodology. The academic consensus is that text and online surveys increase individual’s feelings of anonymity and may enable individuals to be more critical of their interactions compared to telephone interviews. This is currently a difficult hypothesis to test however if Police Scotland are able to return to telephone interviews then this may provide more evidence. The current external advice from Progressive Partnership Ltd is that any year on year comparisons should be heavily caveated due to the change in methodology.

### Insights from Scottish Crime and Justice Survey 2018/19

The majority of people who have come into contact with the police in recent years reflect positively on their experience. The following is a summary of the findings:

- 94% said they were dealt with in a very or fairly polite manner
- 88% felt they were treated fairly.
- 73% believed the police showed as much interest as they should have in what respondents had to say.
- 70% were very or quite satisfied with the way the police handled the matter.

These results are consistent with previous years, showing no change from 2017/18.

The following are additional insights from the survey:

- **The majority of adults (56%) said the police in their local area do an excellent or good job.** Victims of crime and those living in the 15% most deprived areas were less likely to feel this way about the police than comparator groups.
- **Most adults in Scotland were confident in the ability of the police across the range of effectiveness measures.** At least three-fifths of adults said they were very or fairly confident for five of the six indicators.
- **42% of adults agreed with that 'people in their area have a lot of confidence in the police'.** This data is unchanged from 2009/10 but down from a peak of 49% in 2012/13.
- The proportion of adults aware of the police regularly patrolling their area has fallen from 56% in 2012/13 to 38% in 2018/19. However, **questions on perceptions of community engagement and fairness find that people generally hold favourable views on the approach of the police in their local area.**

# Strategic Outcome: Threats to public safety and wellbeing are resolved by a proactive and responsive police service

Police Scotland's objectives are to:

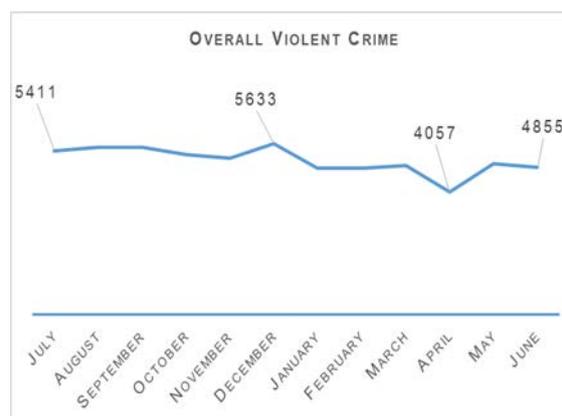
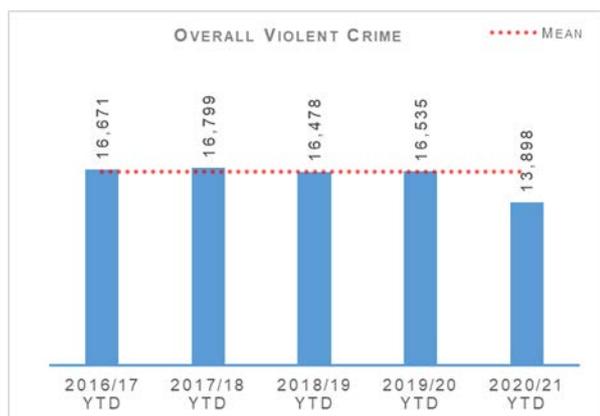
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

All data is classed as Management Information and is not considered official statistics. All data is sourced from Police Scotland internal systems.

## Violent Crime

Overall violent crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	16,535	13,898	-15.9%	16,477.4	-15.7%
Detection rate	68.4%	76.5%	+8.2% point	70.8%	+5.7% point

*Note: Overall violent crime is comprised of: murder, culpable homicide (common law), attempted murder, serious assault, robbery, common assault and common assault (of emergency workers).*



Most of the component crimes that make up overall violent crime have decreased compared to last year; two main exceptions being robberies and common assault of emergency workers.

Despite the lockdown, there were 429 robberies recorded during the first quarter of 2020/21, this is an increase of 41 crimes when compared to the same period last year. Some of the increase in robberies is assessed to be due to the closure of shops denying opportunities to shoplift. This has led to some offenders escalating their criminality. Intelligence has also indicated that the lockdown has impacted on the supply of drugs and that some robberies may be connected to paying drugs debts.

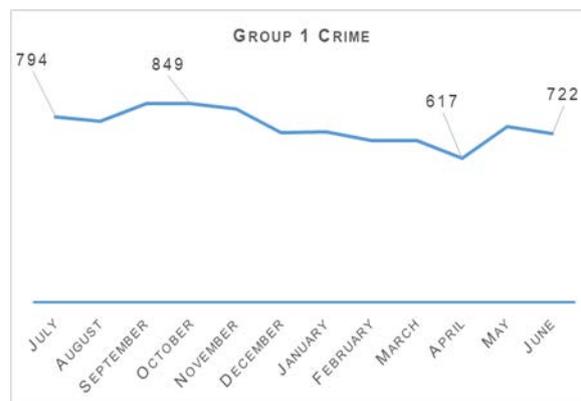
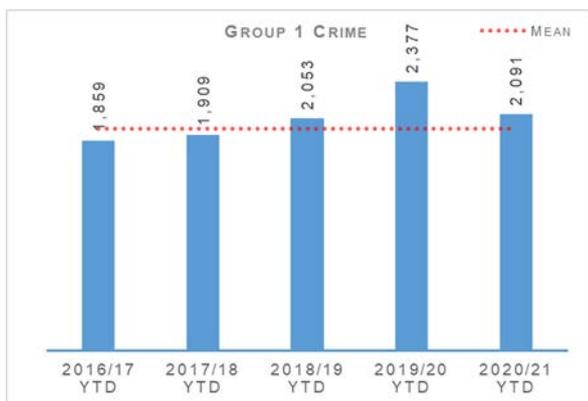
The detection rate for robberies over the first quarter has increased to 81.1% which is 5.3 percentage points higher than same period last year. This has solved an additional 54 crimes. Initial indications

are that due to lockdown restrictions less people are moving about streets and premises; this has led to the victim knowing or being able to identify the perpetrator.

The total number of common assaults during Quarter 1 decreased by 15.7% compared to last year. As with most other violent crimes this is assessed as largely due to the impact of the lockdown. However, common assaults of emergency workers rose by 11.2%, with 2,147 crimes recorded during the period. Police Scotland is undertaking further analysis to develop an understanding if interactions with the public during the response to COVID-19 has been a contributory factor.

The increase in detection rate for violent crimes is assessed as being due to fewer stranger perpetrated crimes owing to fewer people being outside and/or associating with people unknown to them.

Non Sexual Crimes of Violence (Group 1)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,377	2,091	-12.0%	1,965.8	+6.4%
Detection rate	71.5%	77.6%	+6.1% point	75.9%	+1.7% point



Most non sexual crimes of violence have decreased compared to last year, which is assessed to largely be due to lockdown. The main exceptions are robbery (previously described) and threats and extortion. There were 178 crimes of threats and extortion recorded in Quarter 1, an increase of 111.9% compared to the first quarter of 2019/20.

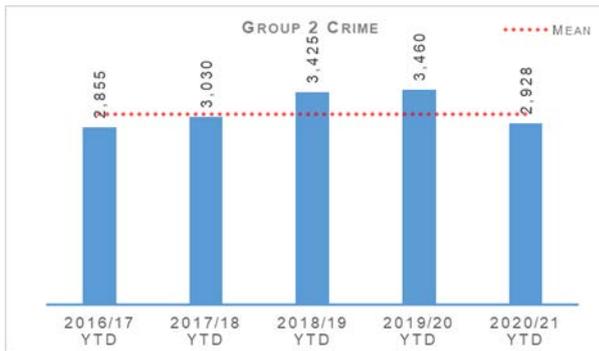
This increase is partially due to a change in crime recording standards introduced on 01 April 2020. Previously, crimes

committed by someone out with Scotland would be referred to the Force where the crime originated. Now those crimes are recorded by Police Scotland to ensure there is a better understanding of the impact of these crimes on victims living in Scotland (particularly online crimes that can be committed remotely).

This change in practice will result in an increase in the volume of recorded crime and will impact on detection rates over the coming quarters.

### Public Protection

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	3,460	2,928	-15.4%	3,070.4	-4.6%
Detection rate	52.8%	57.9%	+5.1% point	62.4%	-4.5% point



Until this quarter, recorded Sexual Crimes have been increasing year on year and have been trending higher than the five year mean. However, in 2020/21, as a result of the COVID-19 pandemic, the number of recorded Group 2 crimes are the lowest they have been since 2016/17; 4.6% lower than the five year mean and 15.4% lower than the same period in 2019/20.

The volume of most Group 2 crime types is down compared to last year; this includes rape, sexual assault, lewd and libidinous practices and public indecency. The exception to this is an increase in communication type offences, including telecommunications and digital.

The volume of crime recorded each month dropped significantly in April

2020 following the imposition of lockdown restrictions. Since then, the volume has been increasing and by the end of June 2020 the volume of Group 2 crime recorded for the month was back to previous levels.

Although the detection rate has increased in this quarter compared to last, there has actually been 133 less crimes detected this quarter compared to the same period last year. The statistical increase in detection rate is as a result in the fall in volume of crimes committed, however it is anticipated that the number of crimes detected will increase following the completion of forensic analysis and as investigations are completed. These crimes continue to be monitored closely and remain a priority for Police Scotland.

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	2,514	2,210	-12.1%	2,240.6	-1.4%
Number of Non Recent Crimes	946	718	-24.1%	829.8	-13.5%
Proportion of Group 2 crime non-recent	27.3%	24.5%	-2.8% point	27.0%	-2.5% point

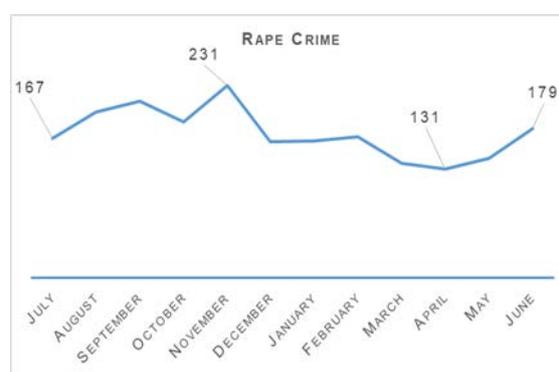
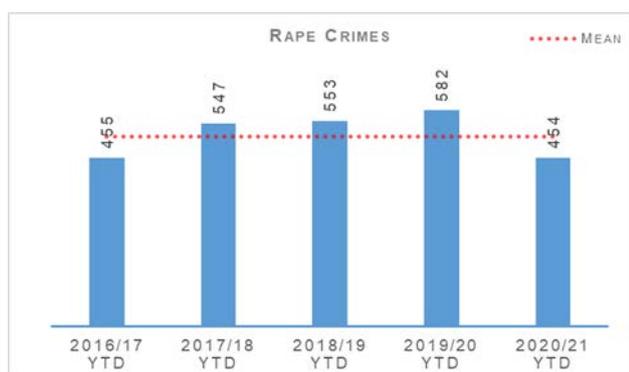
*Note: Non-recent sexual crimes are defined as crimes that were reported more than one year after they were committed.*

Reported non-recent sexual crime decreased by 28.5% (between lockdown on 24 March and 29 June 2020) when compared to the same period in the previous year.

Reporting levels are anticipated to increase following easing of lockdown measures,

which will impact on the service demand for local public protection units. In response, Specialist Crime Division (SCD) Public Protection are having regular liaison and engagement with local policing divisions and third sector advocacy partners to monitor gradual increases in reporting and the provision of victim experiences.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	582	454	-22.0%	511.2	-11.2%
Detection rate	50.9%	61.5%	+10.6% point	56.4%	+5.1% point



Similar to the trend in Group 2 crimes, recorded rape crimes are significantly lower than both the five year mean and the same period last year with a reduction of 11.2% and 22.0% respectively. The volume of reported rape crimes were at the lowest level in April 2020.

The main contributory factor for the reduction in reported crimes will have been as a consequence of physical distancing measures and hospitality related

premises closures that has impacted on the level of social interaction between perpetrators and potential victims.

Although the detection rate has shown a 10.6 percentage point increase there has actually been 17 less detected crimes compared to the same period last year. However, it is anticipated that this will increase following the completion of forensic analysis and as investigations are completed.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	331	246	-25.7%	300.8	-18.2%
Number of Non Recent Crimes	251	208	-17.1%	210.4	-1.1%
Proportion of Group 2 crime non-recent	43.1%	45.8%	+2.7% point	41.1%	+4.7% point

*Note: Non-recent rape crimes are defined as crimes that were reported more than one year after they were committed.*

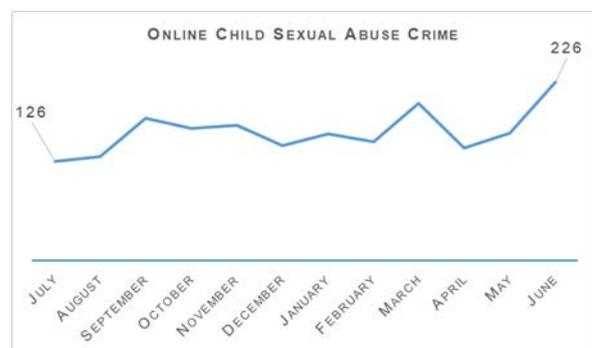
Partner agencies have been providing the best support possible to survivors of rape during these challenging times and the requirement to adhere to physical distancing measures and Scottish Government guidance. Partners have

advised Police Scotland that some victims have chosen to delay reporting rape crimes to the police until they are able to receive face to face support and guidance from all agencies.

Child Sexual Abuse (online)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	438	530	+21.0%	395.2	+34.1%
Detection rate	63.2%	57.7%	-5.5% point	73.5%	-15.8% point

The figures in the table comprise of the crime types listed; these represent a cross section of online child sexual abuse from data that is available. The following context assumes these crime types are indicative of online offending, which will be subject to further analysis and confirmation for future reports. It should be noted that the significant majority of these offences are committed online, however some may also include an element of offline offending. The crime types are as follows:

- Cause to be Present Sex Act/To Look at Sex Image - M&F (< 13)
- Cause to be Present Sex Act/To Look at Sex Image - M&F (13-15)
- Communicate Indecently/Cause see/hear Indec Comm - M&F (< 13)
- Communicate Indecently/Cause see/hear Indec Comm - M&F (13-15)
- Grooming of children for the purposes of sexual offences
- Taking, distribution, possession etc. of indecent photos of children



There were a total of 530 online child sexual abuse crimes recorded in Quarter 1. This is an increase of 21.0% against the same period in 2019/20 and 34.1% higher than the five year mean. When considering the previous 12 months of data, the month of June 2020 recorded the highest number of online child sexual abuse crimes than in any other month.

An increase in these types of crimes was anticipated during the lockdown period as perpetrators of these crimes would have more time to have an online presence as would potential victims. Although there was a decrease in the detection rate, this is set against an increased volume in recorded crime. A total of 306 crimes were detected this quarter compared to 277 the previous year, which is a positive outcome with 29 more crimes being detected.

Between January and June 2020, 100 offenders have been arrested and 180 children have been protected as a result of our investigations into online child abuse. During this period Police Scotland's Internet Investigations Unit have prepared over 350 National Online Child Abuse Prevention packages; these provide intelligence and evidence which underpins investigations to help identify and apprehend online child abusers.

Online child sexual abuse is a national threat and tackling it is a priority. Advances made in technology and online platforms are giving predators an ever evolving opportunity to target children. Police Scotland utilise specialist resources from across the organisation to gather intelligence, carry out digital forensic examinations and support investigations.

Police Scotland launched an online child sexual abuse campaign, #GetHelpOrGetCaught on 14 April 2020. This campaign was designed to target individuals who have a history of offending or who are thought to be at risk of offending, warning them to stop sexually abusing children online and encouraged them to seek help. The campaign ran for four weeks and featured a video warning potential offenders that grooming children is just as unacceptable online as it is when carried out face to face.

Since lockdown restrictions commenced there has been a huge amount of media coverage on the issue of online child abuse both nationally, in Scotland and the UK, and internationally. Many partners have been pushing out messaging including the NPCC, NSPCC, IWF, Scottish Government, CPC Scotland and, of course, Stop It Now. Police Scotland's activity has fed into this awareness raising.

The campaign also featured on the BBC UK evening news on 10 June 2020, indicating the widespread awareness of the campaign. The campaign has received positive pick up from other UK police services.

The charity 'Stop It Now', offer a confidential helpline for anyone with concerns in relation to child sexual abuse, targeting adult abusers or those who are questioning their own behaviours in relation to children, have reported increased use since the #GetHelpOrGetCaught campaign was launched.

The following is a synopsis of results:

Stop It Now! **Scotland** homepage page views:

- Pre-campaign (4 weeks) – 620
- Campaign total (4 weeks) – 79,125

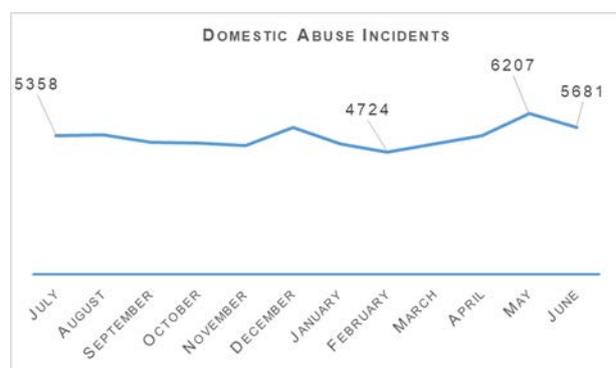
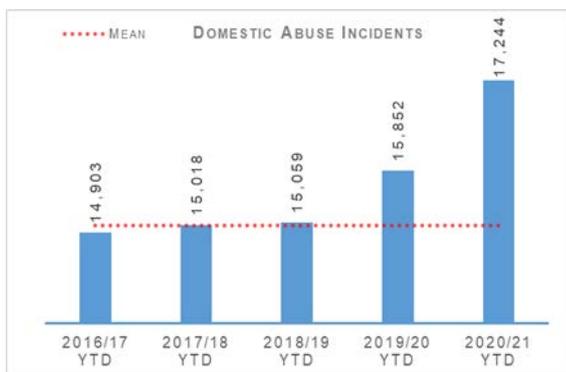
Stop It Now! **UK** homepage page views from Scotland

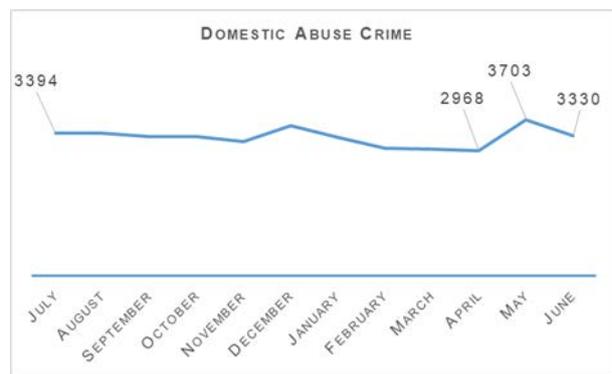
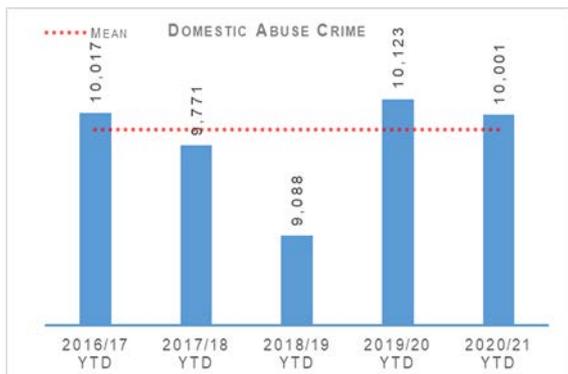
- Pre-campaign (4 weeks) – 688
- Campaign total (4 weeks) – 54,185

Stop It Now! Website specialist **Get Help** section

- Users - Pre-campaign (4 weeks) – 60
- Users - Campaign total (4 weeks) – 185
- Page Views - Pre-campaign (4 weeks) – 91
- Page Views – Campaign total (4 weeks) – 242

Domestic Abuse	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	15,852	17,244	+8.8%	15,006.4	+14.9%
Number of crimes	10,123	10,001	-1.2%	9,887.8	+1.1%
Detection rate	66.2%	71.8%	+5.6% point	73.1%	-1.3% point
Proportion of incidents resulting in a crime	44.0%	42.4%	-1.5%	48.5%	-6.1%





There has been an increase of 8.8% of Domestic Abuse incidents reported to the police when compared to the same period last year and an increase of 14.9% against the five year mean. The number of Domestic Abuse crimes recorded in 2020/21 has decreased by 1.2% against the previous year and is up by 1.1% compared to the five year mean.

Police Scotland were aware that lockdown would potentially increase the risk of domestic abuse as people observed isolation and physical distancing guidance. Initially, there was a very slight decrease in reports of incidents of domestic abuse but as lockdown progressed and then eased, calls began to increase.

There has been a significant rise in domestic abuse related calls reporting concerns or looking for advice. This includes a significant number of calls in relation to child contact issues, which would not necessarily result in a crime report.

These calls allow police to identify and record contact with adults, children and young people who are, or are perceived to be, experiencing some form of adversity and / or situational vulnerability, which may impact on their current or future wellbeing.

This contact would result in a concern report being recorded on the Vulnerable Persons Database (VPD). All calls relating to domestic incidents result in a concern report. Performance data reflects domestic abuse concern reports obtained from VPD.

Throughout Quarter 1, Police Scotland has consistently and proactively appealed to victims of domestic abuse, or those who have concerns that someone may be at risk, including people within the wider community, to come forward and report.

Abuse and neglect of adults and children is everyone’s business and communities can help tackle it. Police Scotland worked with our partners throughout lockdown to ensure people were aware that information, help and support continued to be available when needed.

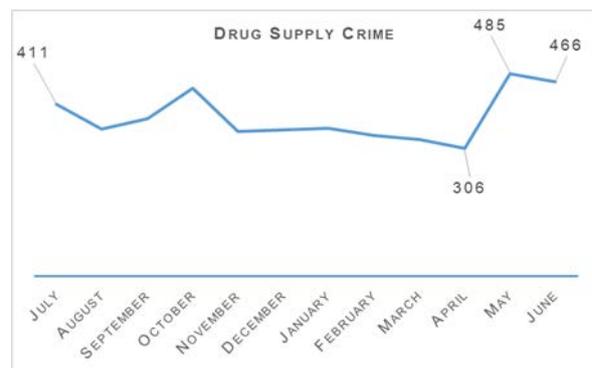
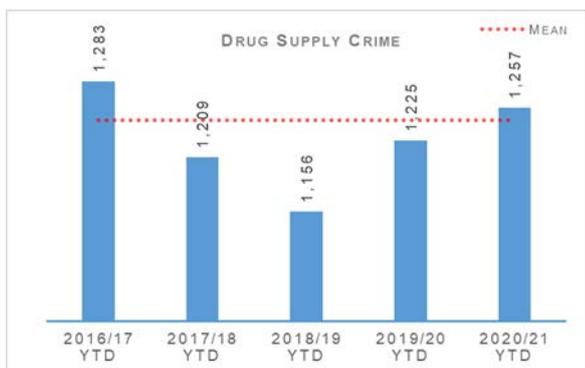
While some key partners in the victim support and advocacy sector have seen marked increases in referral rates, that is contrasted with others who report levels being stable or below usual rates. Co-ordinated and productive partnership working across the statutory and non-statutory services is enabling joint resilience planning for the response to domestic abuse.

Police Scotland continue to respond to all calls of domestic incidents. No-one should live in fear of violence.

Our focus on helping victims and targeting their perpetrators did not change as a result of lockdown.

### Drugs Harm / Supply

Total Drugs Supply	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,225	1,257	+2.6%	1,245.4	+0.9%
Detection rate	92.6%	79.3%	-13.3% point	90.2%	-10.9% point



Drugs supply crimes are broadly in line with the comparable figure last year (+2.6%) and from the 5 year mean (+0.9%).

In the last 12 months police activity has continued to tackle drugs supply and harm.

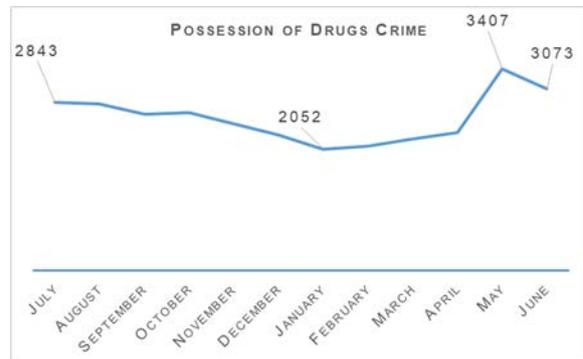
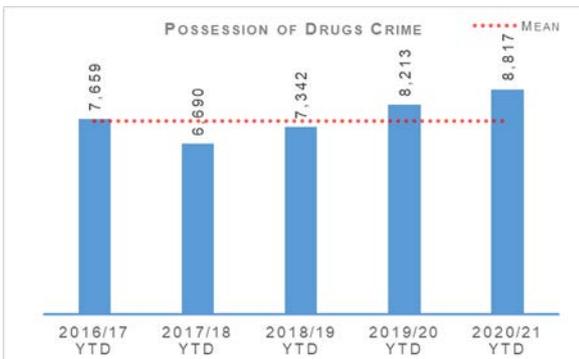
The reporting period saw the most significant UK operation into serious and organised crime in the form of Operation VENETIC. This collaborative operation included Police Scotland, the National Crime Agency (NCA), Border Force, police forces across the UK and European law enforcement partners.

In Scotland, Operation VENETIC yielded the following results:

		
<p>£7 million pounds of laundered cash recovered</p>	<p>59 people arrested Firearms, ammunition, explosives, pill presses and stolen vehicles recovered.</p>	<p>£25 million pounds worth of controlled drugs seized</p>

This activity underlines our commitment to the country’s Serious and Organised Crime (SOC) Strategy through the SOC Taskforce and our collective determination to target those involved.

Drugs Possession	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	8,213	8,817	+7.4%	7,580.2	+16.3%
Detection rate	92.4%	77.4%	-15.0% point	93.0%	-15.7% point



Drugs possession crimes have increased by 7.4% in Quarter 1 compared to the same period last year and by 16.3% compared to the 5 year mean.

During lockdown there has been an increase in the number of local police patrols, at certain times divisions had almost double the normal number of crews available as resources were realigned to frontline duties.

These resources were supplemented by both divisional pro-active and SOC disruption teams being deployed in areas of high crime. With lockdown also leading to fewer people out on the streets, this assisted local patrols in identifying drug dealing activity and carrying out pro-active intervention, leading to a higher number of possession charges. Stop and Search activity during Quarter 1 and the number of searches where drugs were recovered increased by 9.5% compared to Quarter 1 last year.

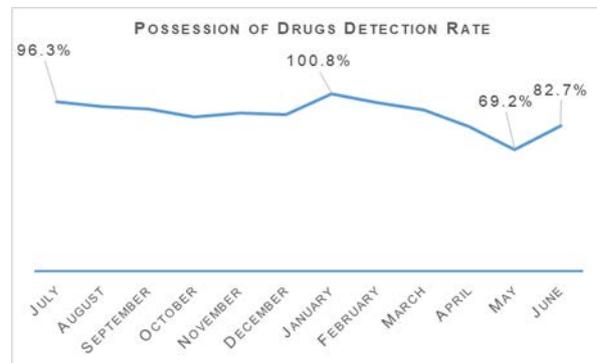
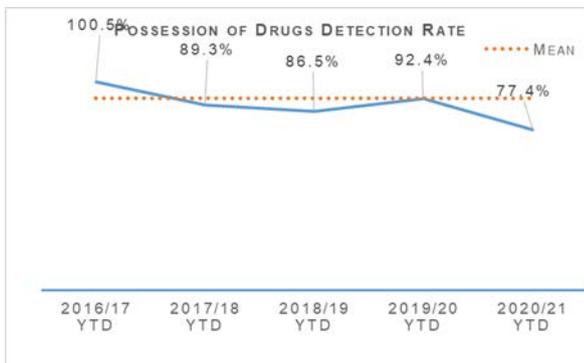
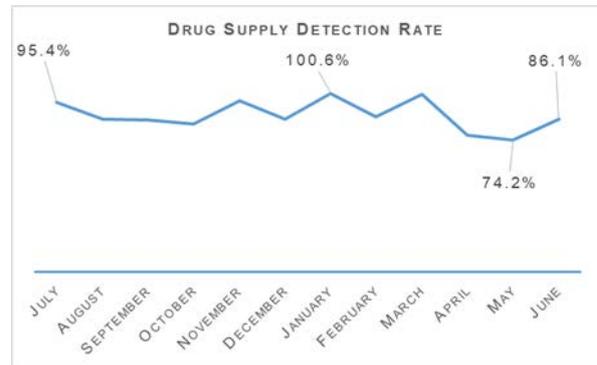
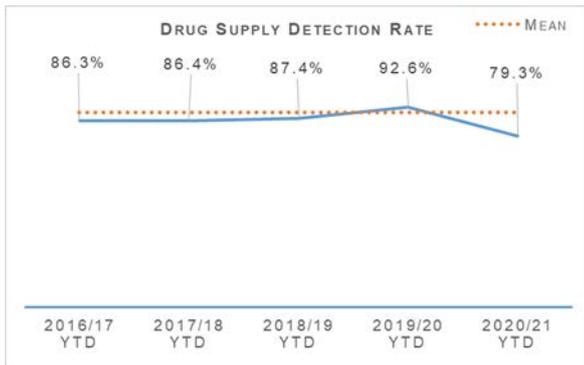
Despite significant reductions in passenger and freight volumes as a result of COVID-19 restrictions, SOCGs have continued to try and exploit the UK Border to import a variety of illicit commodities into the UK. In response, Border Force commenced Operation GREENHILL working with the NCA and police forces across the UK.

Significant multi-kilo recoveries of controlled drugs and significant quantities of anti-epidemic products (COVID-19 Antibody Test Kits and fake or mis-declared face masks) have been made at both Scottish Ports and at English Ports, where the packages have been destined for Scottish addresses. These intercepts are being processed by Police Scotland, with some being part of established ongoing operations against Scottish SOCGs.

In addition there has been a significant increase in drugs being sent through the postal system, this has been particularly evident in the North of Scotland. Highlands & Islands Division have improved partnership working with Royal Mail resulting in some 20% of drugs possession crimes being linked to postal deliveries. Independent analysis suggests that dark web drug supply has increased by over 500% in the UK during the pandemic. Improved partnership work with Royal Mail has also resulted in a higher number of packages being seized.

### **Detection Rates**

The detection rates for both drugs supply and drugs possession have fallen over recent months and now stand at 79.3% and 77.4%. This is a reduction of 10.9 percentage points and 15.7 percentage points against the 5 year mean respectively.



A number of forensic processes are required before substances submitted for testing can be confirmed as illegal drugs and analysis of mobile phones recovered as part of investigations can be conducted. Only once these processes are complete can crimes be marked as detected. Due to COVID-19 restrictions, our forensic capacity has been temporarily reduced, which has had a short term impact on detection rates. To reduce backlogs, forensic capacity has been increased for drugs analysis and the backlog will be cleared over the coming months and cases progressed. Improvement in detection rates can be expected. In addition, drugs discovered in the postal system are unlikely to result in a suspect being identified leading to lowering of detection rates.

## Drug Related Deaths

Figures released by National Records of Scotland (NRS) in July 2019 revealed that in calendar year 2018 there were 1,187 Drug Related Deaths (DRD) across Scotland, one of the highest global rates based on deaths per head of population. This prompted a series of responses by Scottish Government in which Police Scotland plays a key role.

Publication of official figures by NRS covering the 2019 calendar year are likely to be delayed until the Autumn of 2020 due to a backlog in toxicology results being provided to Crown Office Procurator Fiscal by a third party supplier. While we are currently awaiting figures from NRS in order to track any progress being made in this area, initial estimates suggest

there will be a slight increase in DRD figures during 2019 compared to 2018.

In the meantime Police Scotland continues to monitor suspected DRD for internal use in order to identify emerging trends and deliver appropriate responses where required. A significant increase in suspected DRD was identified during May 2020, regionally this increase was most notable in the East. Suspected DRD during June 2020 are also significantly higher than those recorded in June 2019.

Changes in drug use and behaviour have been noted, such as localised use of uncommon commodities, potentially sourced via the dark web. This may be evidence of drug substitution due to disruption of drugs markets, or suppliers adapting to lockdown restrictions.

Police Scotland participates fully in the national Drugs Deaths Task Force, and continues to work with partners (Public Health Scotland, Scottish Drugs Forum, Scottish Recovery Consortium, Scottish Families affected by Alcohol & Drugs etc.). A process has also been established for sharing suspected DRD data with Public Health Scotland.

### Public Wellbeing

During Quarter 1, there were 401,494 incidents, this is a reduction of 10.2% (45,656 fewer incidents) compared to the same period last year. The following is a selection of key incident types that saw significant changes during Quarter 1 compared to the same period previous year:

Incident Demand	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Concern for Persons Incidents	39,867	36,539	-8.3%	n/a	n/a
Number of Missing People Incidents	13,602	7,945	-41.6%	n/a	n/a
Public nuisance	21,281	56,744	+167.0%	n/a	n/a
Neighbour dispute	6,533	10,169	+56.0%	n/a	n/a
Noise Complaints	14,817	19,077	+29.0%	n/a	n/a

## Missing Persons

Missing People	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Missing Person Reports	4,035	2,973	-26.3%	n/a	n/a

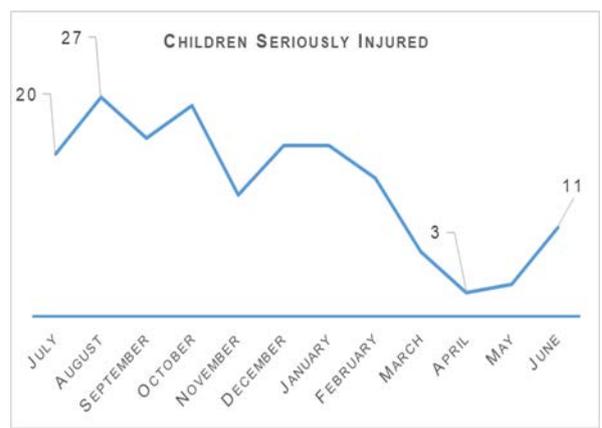
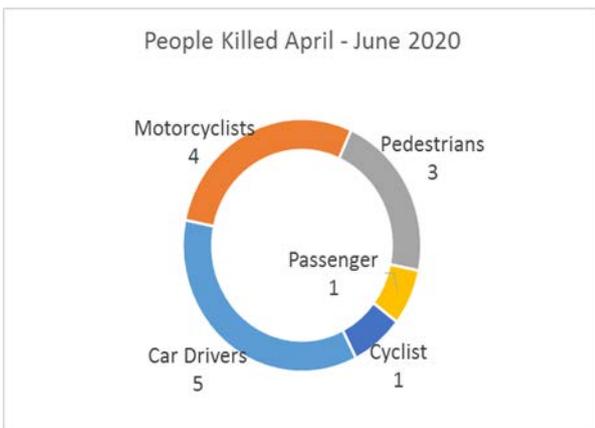
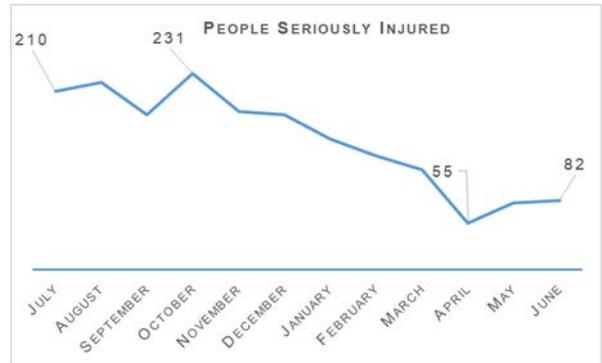
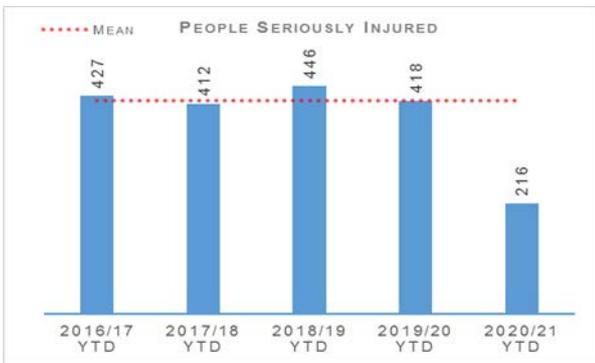
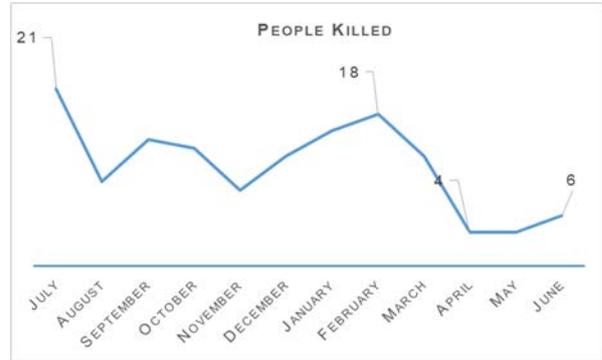
Although the number of missing person incidents decreased by over 40%, the number of actual missing person reports only decreased by 26.3%. This decrease was assessed as primarily due to a fall in the number of low and medium risk missing persons. These categories of missing person reports often comprise young people, often many who are cared for or looked after individuals who have been adhering to the restrictions

as there has been less opportunity to meet up with friends or travel.

The number of high risk missing persons increased by 1.8% when compared to the same period last year, and made up 15.1% of all missing person reports this quarter (compared to 11.0% last year). An increase in the number of high risk missing persons over the age of 66 was noted.

## Road Safety

Road Casualties	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	42	14	-66.7%	43.0	-67.4%
People Seriously Injured	418	216	-48.3%	417.6	-48.3%
Children (aged <16) Killed	0	1	-	1.0	0.0%
Children (aged <16) Seriously Injured	37	18	-51.4%	37.2	-51.6%



There were 14 fatalities during the period compared to 42 over the same period last year (28 less fatalities).

People seriously injured fell by 212 and children seriously injured fell by 19. June 2020 data for both shows that these figures are slowly increasing and are expected to do so until levelling out when traffic flow is back to pre-lockdown levels.

The roads network carried a significantly reduced volume of traffic due to the COVID-19 travel restrictions in place, this contributed to mobile phone offences decreasing by 42.2% and Speeding offences decreasing by 37.8%. As restrictions are eased and traffic flow increases, it is expected that these offences will also increase.

Drink and Drug driving offences, have increased by 44.0% (672 more offences) over Quarter 1 compared to the same time last year. The new drug driving legislation and roadside testing, introduced in October 2019, accounts for 710 offences (32.3% of total offences). Due to the new legislation, this will continue to have an effect on figures throughout the year.

During the period, the only vehicles on the roads network were either essential travellers / workers or those transgressing travel restrictions. Due to the reduced number of vehicles and lower demand from Road Traffic Collisions and incidents on the road network, officers have had the opportunity to be more proactive, thus making those drivers without documentation, more visible and likely to be stopped. As a result, detected failure to insure offences have increased by 62.6% (2,158 offences), driving without a licence offences have increased by 41.5% (596 crimes) and driving whilst disqualified has seen a 27.7% increase (93 offences).

Due to our significantly quieter roads, some drivers took the opportunity to drive at excessive speeds. In partnership with Transport Scotland and backed by social media messaging, officers targeted problem roads and those drivers found speeding, were dealt with and where appropriate, reported for dangerous driving. Many divisions experienced an increase in dangerous driving, with the Force seeing a rise of 17.6% (141 offences).

Road Policing continue to work in partnership with the motor insurance bureau and local policing colleagues to focus patrols in areas where the recorded instances of uninsured vehicles are greatest.

Our Summer Drink & Drug Driving Campaign ran from 27 June to 10 July 2020. During this period, officers stopped 7,457 drivers and 264 of these were detected for drink / drug offences. Additionally 122 people failed the roadside drug test and enquiries into these incidents remain ongoing. Out of the drivers who were over the drink-drive limit, 27 were caught 'the morning after' (between 6am and 10am). Over the course of this campaign, 1 in 28 drivers were detected for drink/drug driving.

# Strategic Outcome: The needs of local communities are addressed through effective service delivery

Police Scotland's objectives are to:

- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

## Call Handling

Call Handling		2019/20 YTD	2020/21 YTD	% Change from Previous Year
Total Number of 999 calls		154,559	141,953	-8.2%
Total Number of 101 calls		490,121	522,261	+6.6%
Average call answer time	999 Calls	8 seconds	7 seconds	-
	101 Calls	28 seconds	1 min 52 seconds	-
Total number of incidents		447,150	401,494	-10.2%
Number and % of calls that do not result in an incident / crime		-	266,406 (40.1%)	-
Number and % of incidents by response type *	Local Appointment	-	13,467 (3.4%)	-
	Immediate	-	50,340 (12.5%)	-
	Prompt	-	180,179 (45.0%)	-
	Non Attendance	-	115,589 (29.0%)	-

*Note: Following the nationwide rollout of CAM, new call gradings are being used. CAM is not fully operational in the North divisions yet resulting in a small percentage of incidents still being categorised under the old grading and are therefore not included in the above figures. Comparison data is not available.*

The total number of calls to Police Scotland increased by 19,534 (from 644,680 to 664,214). This is an increase of 3.0% on last year. As shown in the table above this is mostly due to an increase of 6.6% for 101 calls, with 999 calls showing a decrease of 8.2% compared to the same period last year. 39.6% of calls do not result in an incident or crime being raised.

The total number of incidents has decreased by 45,656 (from 447,150 to 401,494) compared to the same period last year.

There has been an increase in average call handling times for 101 calls, this is due to the introduction of the Contact Assessment Model (CAM). Staff have access to additional information sources to make more detailed assessments at first point of contact and are also required to document their decision making rationale. Other force's experience is that average call handling times will increase and eventually drop to a baseline which will be higher than experienced prior to CAM. Given the phased roll out of CAM, this baseline will take some time to establish post full implementation. The key is for staff to apply the model to make proportionate assessments to reach the most appropriate resolution to meet the caller's needs.

### **Contact Assessment Model**

The Contact Assessment Model is an enhanced assessment and decision making tool which allows reported incidents to be assessed using criteria such as risk and vulnerability, allowing staff to identify and direct the most appropriate policing response. CAM is based on THRIVE (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) methodology, widely seen as best practice by police forces in England and Wales.

In addition to providing an assessment tool, CAM also provides a range of alternate resolution options, where appropriate, allowing reported crimes and incidents to be resolved without the need for officer attendance.

Although CAM was originally scheduled to be progressively rolled out across Scotland during the second half of 2019 and 2020, in light of the COVID-19 pandemic the decision was taken to fast-track delivery into the final local policing divisions. This critical activity enabled all command areas across Scotland to benefit from a consistent and robust model of assessment for all calls received into Police Scotland. The effective use of resolution options following the THRIVE assessment has enabled many incidents, where appropriate to be resolved by other means such as telephone and video contact thereby minimising attendance and contact to keep the public and our officers and staff safe during the most challenging of times.

By adopting these measures and working collaboratively as part of a multi-agency approach, Police Scotland was able to operate efficiently and effectively during a period of national emergency, maintaining a high level of public service delivery.

As we now transition through the phases of recovery and acknowledge a return to a new normality in terms of the re-opening of services across the country and returning levels of call demand into Police Scotland, CAM will continue to support and shape our response to our communities by identifying individual need at first point of contact - opportunities are also being explored to enhance service delivery further in light of changing public expectations and communications in the digital age.

## Complaints

C3 Complaint Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	54	79	+46.3%
Complaint Allegations received relative to C3 – Quality of Service	26	41	+57.7%
Total Allegations closed - relative to C3	73	105	+43.8%
Percentage of total Allegations closed which were upheld – relative to C3	21.9%	9.5%	-

Given that C3 Division handles over 600,000 emergency and non-emergency calls per quarter the number of complaints is statistically small; but everyone is treated seriously to establish if any organisational learning can be applied.

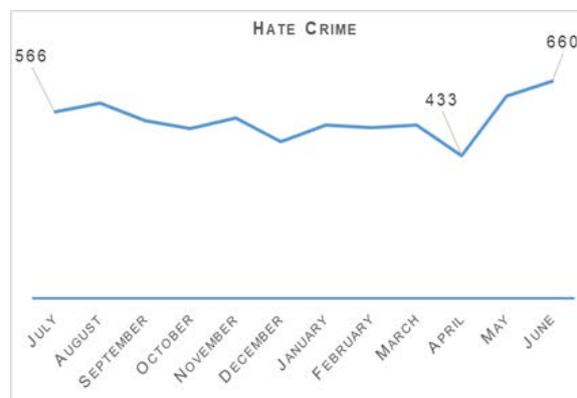
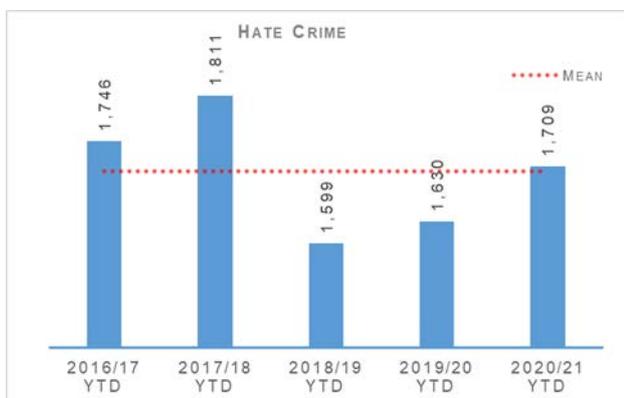
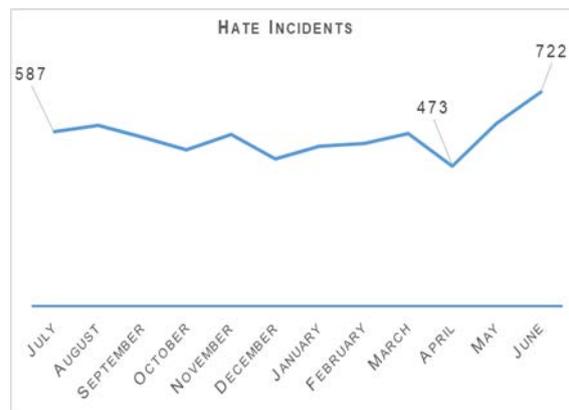
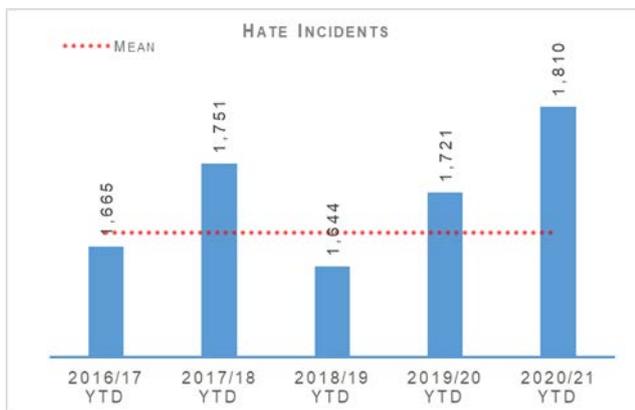
Not all allegations against C3 relate directly to only C3 business – for example some complaints are actually concerned with police activities after dispatch.

The on duty allegations are in relation to incivility (65.8%) and irregularity in procedure (34.2%). In total, 62 on-duty allegations against C3 were closed in Quarter 1 with 9.7% upheld.

Of the quality of service allegations, 61.0% relate to the service outcome, 34.1% about service delivery and 4.9% about the adherence to policy/procedure. A total of 43 quality of service allegations against C3 were closed in Quarter 1 with 9.3% upheld.

## Hate Crime

Hate Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	1,721	1,810	+5.2%	1,679.2	+7.8%
Number of crimes	1,630	1,709	+4.8%	1,702.8	+0.4%
Detection rate	69.4%	66.4%	-3.0% point	69.5%	-3.1% point



While there was a decrease in the number of reported hate incidents and crimes in the first half of the quarter, assessed to be due to lockdown measures, there has been an increase since mid-May 2020. As a result hate incidents and crimes are slightly higher than during the same period last year.

Reports of hate crime linked to COVID-19 has been limited and sporadic across Scotland. On-going protests and counter demonstrations, particularly those linked to the Black Lives Matter movement, have resulted in incidents including verbal abuse, vandalism, comments posted on social media and offensive posts/banners/signs which have contributed to the increase.

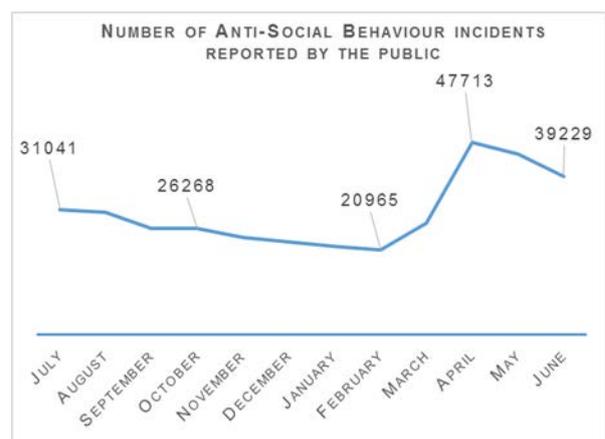
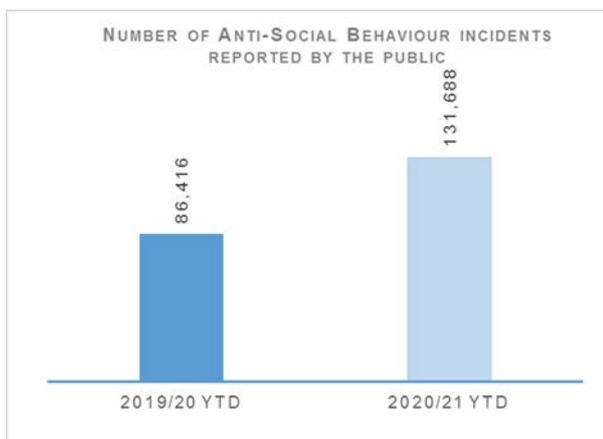
Additionally, possible misinterpretation of guidelines during the easing of

lockdown and perceived flouting of restrictions has contributed to increased community tensions. A significant number of hate crimes relate to neighbour disputes many of which likely result from heightened tensions stemming from the pandemic situation.

In order to ensure that communities and individuals are aware that Police Scotland continue to take hate crime seriously and encourage it's reporting, a number of community reassurance messages have been produced and released increasing awareness of hate crime and advertising reporting mechanisms. It is also plausible that this work to encourage reporting has contributed to the increase in recorded hate crime.

## Anti-social Behaviour and Disorder

Antisocial Behaviour and Disorder	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of antisocial behaviour incidents reported by the public	86,416	131,688	+52.4%	n/a	n/a
Number of complaints regarding disorder	61,801	104,075	+68.4%	n/a	n/a



Reporting of antisocial behaviour has drastically increased on the same period last year. This is predominantly linked to Public Nuisance calls in relation to non-compliance with the COVID-19 regulations. Levels are considerably down from their peak following the introduction of lockdown restrictions.

With more people spending time at home over the period, there has been an increase in noise complaints and neighbour disputes in relation to potential breaches of new legislation and Scottish Government guidance.

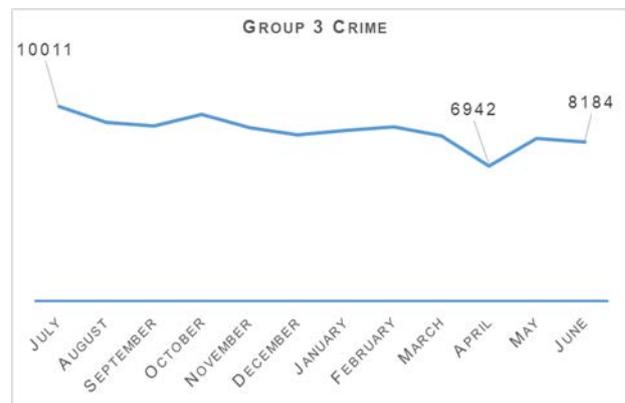
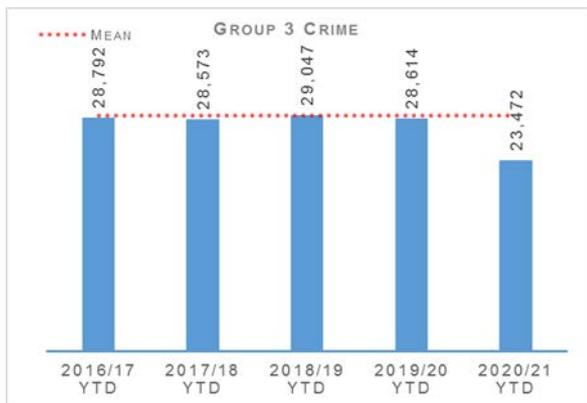
Youth disorder has also been an ongoing issue, particularly when the weather is good. We know lockdown has meant children and young people have felt isolated and disconnected from their family, friends and school structures. Our children and young people have a right to socialise with their friends in public spaces and society must support them in re-establishing their social structures. The Chief Constable has publicly recognised that the highly restrictive measures required by the Scottish Government are particularly challenging for young people and we are grateful for the efforts and

sacrifices they have made to support the national effort and reduce the spread of the virus. As schools, sports clubs and other establishments begin to re-open and offer our young population

some of the structured activities they have been so used to, it is anticipated that reports of antisocial behaviour involving young people will decline.

### Acquisitive Crime

Group 3 Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	28,614	23,472	-18.0%	28,997.0	-19.1%
Detection rate	37.0%	42.2%	+5.2% point	37.4%	+4.8% point



The decrease in Acquisitive Crime is largely accountable to the introduction of lockdown measures. The volume of crime had been relatively consistent in previous years; however this quarter has seen a large decrease of 5,142 crimes.

The volume of crime recorded each month dropped significantly in April 2020 following the imposition of lockdown restrictions. Since then, the volume has been increasing and is expected to do so as life gets back to normal.

Although the detection rate has shown a 5.2% increase, there has actually been 686 less crimes detected this quarter compared to the same period last year.

As seen in other areas, the statistical increase in detection rate is as a result in the fall in volume of crimes committed. Common Theft and Shoplifting crimes contributed largely to this, common theft decreased by 2,330 crimes and shoplifting by 3,554 crimes.

A common trend throughout Quarter 1 was that opportunistic criminals started to focus their efforts on Theft of Pedal Cycles instead due to demand, with this crime type rising 26.9% (334 crimes).

### Shoplifting

Unsurprisingly Shoplifting crimes have decreased by 42.3% (3,554 fewer crimes), which has accounted for the majority of change in Group 3 crimes. As lockdown restrictions are eased and more non-essential shops open this figure will almost certainly rise.

### Housebreaking

Commercial premises remain vulnerable due to “lockdown” with many premises remaining unattended for a prolonged period of time with stock remaining within. Divisions have preventative additional patrol plans in place as well as delivering preventative advice to proprietors via their social media platforms.

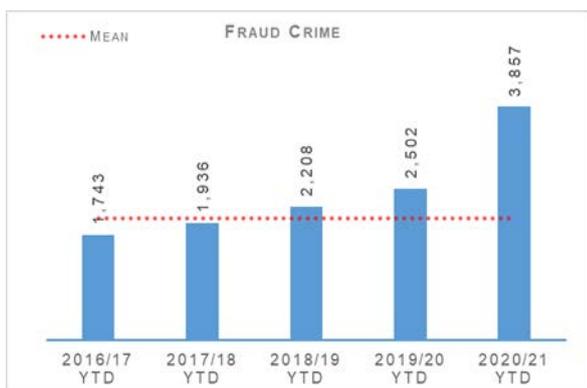
Currently there have been 846 housebreakings under the category including commercial premises, this is a decrease of 59 crimes compared to the same period last year. The detection rate has increased by 12.3 percentage points, with 85 more detected crimes compared to the same period last year.

Domestic Housebreakings have seen a decrease over the period with 27.2% less crimes (449) than the same period last year. With lockdown restrictions in place, homes were less likely to be left unattended leaving them less desirable to criminals.

There has been an increase of 4.5% in the detection rate for domestic housebreakings, however, due to the lower volume in crime this in real terms means there has been 60 less crimes detected this quarter compared to the same period last year. There are still ongoing investigations and results from forensic analysis awaited that will positively impact on the number of actual detections for this period.

### Fraud

Fraud	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,502	3,857	+54.2%	2,013.4	+91.6%
Detection rate	32.8%	24.0%	-8.8% point	40.2%	-16.2% point



Fraud crimes have increased by 54.2% during Quarter 1 compared to the same period last year and 91.6% from the 5 year mean, with all divisions having recorded a notable increase. While fraud crimes have been rising steadily over the last five years, the ongoing pandemic has created opportunities for fraudsters to exploit changed working and lifestyle conditions and the expanded reliance on technology for daily life during lockdown.

Elsewhere in the UK, Action Fraud report that approximately 2,400 victims in England, Wales and Northern Ireland have lost a combined total of over £7.0m to COVID-19 related scams, with 12,323 reports of COVID-19 related phishing emails being received. Since shops were forced to close due to the coronavirus outbreak on 23 March 2020, Action Fraud has received reports of online shopping fraud totalling £16.6million in losses due to ordered goods not being delivered.

Whilst the rise in fraudulent activity seen in Scotland cannot all be directly linked to COVID-19 scams, it is very likely that frauds resulting from changes to working and lifestyle conditions during lockdown will be reflected in

the increase in recorded figures.

The Economic Crime Financial Investigation Unit (ECFIU) monitor all COVID-19 related scams and frauds, maintaining a daily log which is circulated to stakeholders. Between April and June 2020 we have provided over 400 updates on Incidents; Intelligence; Partner Agency Releases and Press releases.

During Quarter 1 a variety of different fraud types have been identified, including:

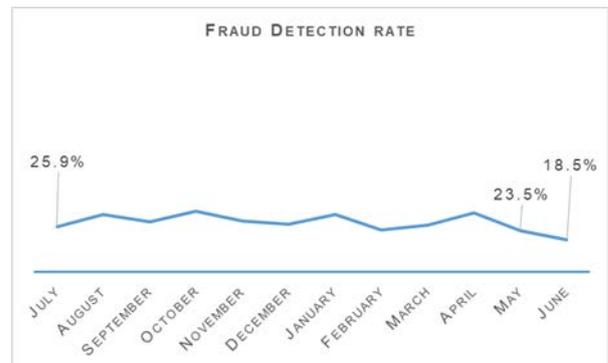
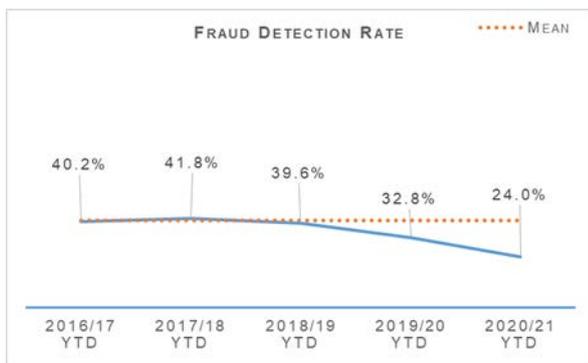
- Romance Scams
- Facebook / Snap Chat hacks
- Email hacks
- Mandate Frauds
- Purchase of PPE that hasn't materialised
- Individuals going door to door offering services to people shielding (i.e. collecting shopping etc.) and taking money from them
- Text messages from HMRC / Government re grants/payments
- Suspicious Local Authority Business Grant applications
- Bounce Back Loans being taken out in other people's names

Fraud targeting public monies through government grant schemes is also rising with 63 local authorities across Scotland, England and Wales reporting attempted and successful fraud relating to COVID-19 Business Grants. In Scotland 26 local authorities have reported that they have received what they believe to be 513 fraudulent applications for UK Government grants. Operation PUTTY is the Police Scotland operation with

Local Authority Fraud teams to tackle fraudsters targeting Government Grants.

The National Fraud Investigation Bureau (NFIB) also note that cyber criminals have been establishing dozens of fake websites for popular UK supermarkets. These fake sites are used to obtain personal information and banking details for use in further criminality.

### Detection Rates



The fraud detection rate currently stands at 24.0%; down 8.8 percentage points on last year and 16.2 percentage points on the 5 year mean. However, we are detecting more frauds than ever before (924 detections in Quarter 1 compared to 820 for the same period last year).

the accuracy of recording fraud, more effective investigations into reports of fraud, and better prevention opportunities to avoid members of the public, businesses and public organisations falling victim to fraud in the first instance.

The rapid growth in fraud crime, combined with our efforts to reflect the true picture of fraud in Scotland by improving our understanding and recording of all fraud crime regardless of where the perpetrator resides, has led to a gradual decrease in the detection rate in recent years.

Police Scotland is also providing messaging to communities, highlighting where specific fraud types have been identified. Engagement has been made with the Scottish Local Authorities Fraud Investigators Group. The Economic Crime and Financial Investigation Unit continues to work with relevant partners, such as the National Economic Crime Centre.

A Fraud Action Plan has been disseminated through the Acquisitive Crime Tactical Group, which was designed to increase

## Fraud Prevention and the Banking Protocol

As the Banking Protocol enters in to its third year in Scotland the work carried out by all those involved continues to achieve great results; preventing millions of pounds from being defrauded from communities across Scotland.

The Annual Report has now been published covering the period from 01 April 2019 until 31 March 2020 which highlights that 1,140 incidents have been reported to Police Scotland with a potential loss prevented of £6.85 million.

The first quarter of this year has seen 147 incidents with circa £868,000 fraud prevented. There has been a decrease in Banking Protocol incidents throughout the first quarter and it is assessed that this is a result of restrictions on bank customers being unable to personally attend their bank due to the COVID-19 pandemic. This does not mean that fraud has stopped; it means that fraudsters have adopted new methods to take advantage of people and we must remain vigilant to identify and combat these. With lockdown restrictions easing there will likely be an increase in Banking Protocol incidents and we must be resilient and continue with the excellent work that has been seen over the past three years. This is the message we will promote to communities and bank staff.

Work is ongoing into how Police Scotland classifies the different types of fraud. Due to various legacy recording systems it is difficult to obtain a detailed picture of

fraud across the Force. In conjunction with the Economic Crime and Financial Investigation Unit, the Core Operating Solutions Team are developing a recording system which will differentiate between the various fraud typologies, which will better inform our preventative messaging.

## COVID-19 Related Scammers Campaign

Police Scotland ran a 'Shut Out Scammers Campaign' from 24 March to 19 April 2020, with the aim of providing prevention information regarding scams during the pandemic.

This involved promoting the following key messages:

- Be mindful that vulnerable people can be targets for criminals seeking to take advantage of this unprecedented and rapidly changing situation.
- Anyone can be a victim of doorstep crime. If someone is at your door claiming to be from a legitimate organisation, always ask for identification.
- Don't keep large amounts of cash within your home.
- Never give your credit card or bank debit card and PIN to anyone.
- Never be afraid to say 'No thank you' and close the door.
- Never be pressured, if in doubt take five minutes to contact a friend or family member for advice.

Communications activity took place over all media platforms across Scotland.

## Police Custody

Arrested Persons	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of arrested persons	30,432	25,054	-17.7%
It is important to note that that number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period.			
Number of arrested persons held for court	15,260	7,363	-51.7%
The decrease in the number of arrested persons held for court is reflective of the decrease in the total number of arrested persons. The figures indicate that the proportion of arrested persons held for court fell from 50.1% to 29.4% compared to the same period last year.			
Number of arrested persons released on an undertaking	3,789	7,073	+86.7%
In response to the revised custody decision making guidance, we have seen an additional 3,284 persons released on an undertaking compared to the same period last year. Proportionally, this is an increase from 12.5% to 28.2% of total throughput in custody.			
Number of under 16s arrested and brought into police custody	424	175	-58.7%
Number of under 16s children held for court	16	3	-81.3%
The term under 16s will include those custodies who are 16 or 17 and subject to a supervision order and in the eyes of the law are treated as under 16s. The number listed as held for court are those who were held in a police cell and had a relevant certificate in terms of s21 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety			

Antisocial Behaviour (ASB) Fixed Penalties	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	2,189	6,271	-186.5%
An additional 4,082 ASB Fixed Penalties were issued compared to the same period last year. More than 50% of the Fixed Penalties issued relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020.			

Vulnerability	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of persons arrested with alcohol addiction	3,230	2,860	-11.5%
Number of persons arrested with drug addiction issues	5,265	4,354	-17.3%
As a result of the total number of persons arrested being down on the previous year, both the number of persons arrested with alcohol and drug addiction issues are down on the same period previous year. As a proportion of the total number of persons arrested, those with alcohol addiction remained stable at approximately 11.0%. Similarly, the proportion of those arrested with drug addiction issues remained stable at just over 17.0%			
Number of arrested persons referred to partners	n/a	1,221	n/a
Due to a change in recording practices, it is not possible to provide comparable figures for 2019/20			
Number of people in custody seen by NHS partners co-located in custody centres	10,615	7,307	-31.2%
Although there appears to be a reduction in on site visits, it should be noted that there has also been a decrease in hospital visits and an increase in telephone consultations taking place during the COVID-19 pandemic. As people spent less time in custody there is a reduced requirement for medical intervention with people able to secure their own health visit out with the custody setting.			

As an example, if a custody is brought in on a Friday and kept for court until the Monday there may well be a requirement to see a doctor to ensure prescribed medication is issued. If however, the custody is released on the Friday evening or early Saturday then they will be able to go home and use their own medication as prescribed.

In response to the Coronavirus pandemic Criminal Justice Services Division (CJSD) have:

- identified designated COVID-19 custody suites
- identified Virtual Court enabled suites

- approved and distributed specialist PPE to custody staff

The policing strategy throughout this period has been focused on the 4 E's to:

- engage with the public
- explain why measures are necessary
- encourage compliance
- enforce the legislation as a last resort

It is recognised that some of the measures introduced deliver improved efficiencies to the Criminal Justice system and these improvements are subject of organisational learning with a view to capturing any such improvement beyond this period.

### Additional exceptions out with the Measure of Progress towards Strategic Outcomes

Wildlife Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	56	133	+137.5%	73.4	+81.2%
Detection rate	23.2%	56.4%	+33.2% point	43.6%	+12.8% point

Wildlife Crime has increased by 137.5% (77 more crimes). This is due to a range of factors including COVID-19 and a real shift towards people taking up fishing as this was one of the first restrictions to be lifted. This can be evidenced through the rise of Salmon and Freshwater Fisheries Offences, increasing 450.0% from 10 to 55 crimes.

Another impact has been from the training being provided to officers through the Wildlife Crime Investigators Course which started in January 2020, enhancing capability across Police

Scotland coupled with greater partnership working with the Fisheries boards.

Hunting with dogs has seen an increase over the period with 19 crimes committed, an increase of 13 offences from last year and at a five year high. There has been 10 detections, 8 more than the same period last year. Hare coursing contributed to this increase, including 21 offences between 01 March and 29 April 2020 across the Scottish Borders, East Lothian, Mid Lothian and Stirling. These offences led to four arrests.

# Strategic Outcome: The public, communities and partners are engaged, involved and have confidence in policing

Police Scotland's objectives are to:

- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service
- Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective
- Work with local groups and public, third and private sector organisations to support our communities

## Public Confidence and Experience of Policing

Insight into Police Scotland's approach to addressing public confidence and the importance the organisation places on this key aspect of policing and community engagement is detailed on pages 12-17.

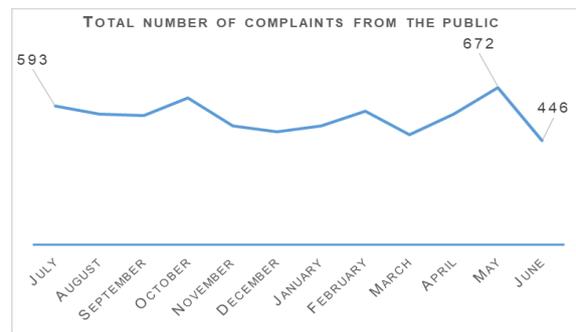
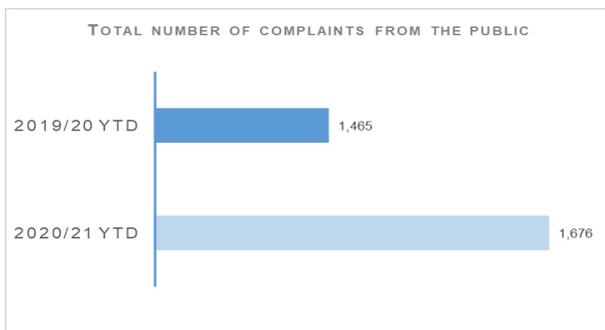
The following tables provide the survey results that have been identified by Police Scotland and the Scottish Police Authority as key measures of progress towards achieving this strategic outcome.

Confidence	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Percentage of respondents that agree or strongly agree they have confidence in local policing	n/a	63%	-	n/a	n/a
Percentage of respondents who feel either very safe or fairly safe in their area	n/a	89%	-	n/a	n/a
Percentage of respondents agree or strongly agree that the police listen to concerns of local people	n/a	41%	-	n/a	n/a

Satisfaction	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Percentage callers saying it was easy or very easy to contact the police	n/a	82%	-	n/a	n/a
Percentage callers satisfied or very satisfied with initial contact method	96%	87%	-9% point	n/a	n/a
Percentage callers feeling that the police provided the appropriate response	n/a	66%	-	n/a	n/a
Percentage callers feeling satisfied with the way they were treated by the officers who attended the incident	91%	80%	-11% point	n/a	n/a
Percentage callers feeling they were adequately informed about the progress made (where applicable)	66%	53%	-13% point	n/a	n/a

## Complaints about the Police

Complaints	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	1,465	1,676	+14.4%	n/a	n/a



Complaints from members of the public increased by 14.4% to 1,676 during Quarter 1 compared to the same period last year. COVID-19 related complaints are assessed to be the key factor underpinning the increase in overall complaints, with 26.3% of all complaints (440) received during this quarter identified as such.

A total of 1,236 non-COVID complaints were received in this period, a decrease of 15.6% compared to the same period last year. This further underlines the impact of COVID-19 related complaints on the overall volume of complaints received.

The Professional Standards Department (PSD) have established a process to identify all complaints relating to COVID-19 and deal with these in as efficient and swift a way as possible. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 67% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

The volume of COVID-19 related complaints has however begun to decline, illustrated by month-on-month decreases. The 72 complaints received in June 2020 represented a 59.1% decrease from May 2020, with the 176 complaints in May 2020 representing an 8.3% decrease from April 2020.

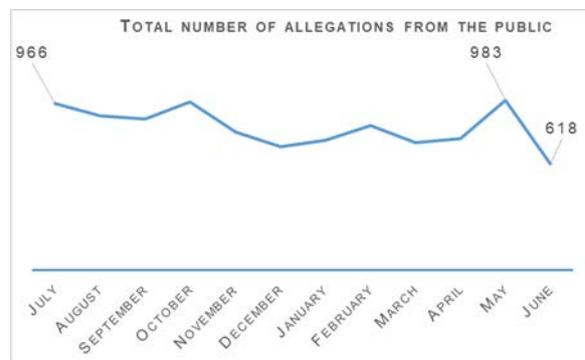
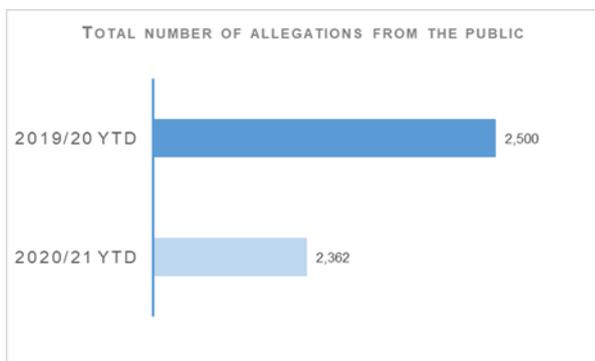
PSD continue to identify the themes emanating from complaints and share these with Operation TALLA, to inform the continual reinforcement of positive guidance and messaging to assist operational officers in the discharge of their duties.

Key themes identified during Quarter 1 were:

- Quality of Service and Irregularity in Procedure allegations: Officers failing to physical distance (from other officers or from the public), failing to enforce breaches of physical distancing by the public and not wearing PPE.
- Allegations of Incivility: Officers have attempted to engage with individuals regarding their presence in a public place.

Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	2,500	2,362	-5.5%	n/a	n/a
% of closed allegations which were upheld	12.2%	4.4%	-7.8% point	n/a	n/a

*Note: A complaint case may include multiple allegations. A 'Complaint' relates to the overall expression of dissatisfaction provided by the complainer about an act or omission by the police or Quality of Service received. Allegations are the component parts of a complaint, which categorise what has happened and are separated to those capable of being independently Upheld or Not Upheld.*



The volume of allegations has continued to decrease, broadly in line with the reduction in non-COVID related complaint cases. Incivility has markedly decreased as a proportion of all COVID-19 related allegations month-on-month, accounting for just 11.1% of the June 2020 total (from 26.3% in April 2020 and 16% in May 2020).

It is assessed that the easing of 'lockdown' restrictions and the broad decrease in COVID-19 related charges by officers are key factors in this reduction.

The decrease in the percentage of upheld allegations is assessed as being due to the number of COVID-19 allegations that are resolved by FLR and an element of data lag while cases wait to be closed and recorded as such.

Police Investigations and Review Commissioner	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	57	43	-24.6%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	203	169	-16.7%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	48.3%	73.4%	+25.1% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) have conducted 43 Complaint Handling Reviews (CHR), which equates to 2.6% of all complaints. The 43 CHRs conducted by PIRC considered 169 allegations with 124 (73.4%) assessed to have been handled to a reasonable standard. This is up 25.1% from the same period in 2019/20. These CHRs included 45 recommendations.

Police Scotland made 75 referrals to PIRC resulting in 23 investigations (30.7%). During this quarter PIRC made two recommendations to Police Scotland and in addition the Scottish Fatalities Investigation Unit of COPFS shared three reports with Police Scotland to facilitate learning.

Organisational learning identified from CHRs received during this quarter include:

- Final letters to complainers should identify officers subject to complaint by their rank, name or, where this is not appropriate, by badge number.
- Any delays in handling complaints should be acknowledged and communicated to the complainer during the process.
- Auditable records of correspondence with complainers should be kept up to date, as required.
- Statements from complainers should be noted in full. If not, an explanation for this should be recorded in the completed investigation file.
- Heads of complaint form should be completed and formally agreed with the complainer.
- Learning identified as a result of a complaint should be communicated to complainers in the final response letter.
- Where frontline resolutions are completed and complainers are satisfied with the explanation, there is no requirement to progress the complaint any further.

# Strategic Outcome: Our people are supported through a positive working environment, enabling them to serve the public

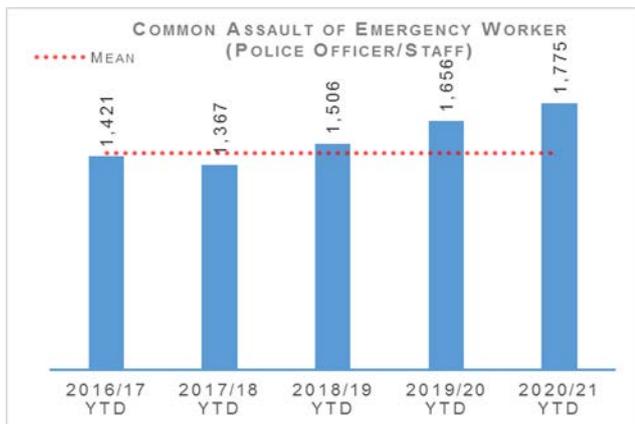
Police Scotland's objectives are to:

- Prioritise wellbeing and keep our people safe, well equipped and protected
- Support our people to be confident leaders, innovative, active contributors and influencers
- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging

## Assaults on Police Officers and Police Staff

Assaults on Emergency Workers (Police Officer/Staff)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Common assault of emergency workers (police officer/police staff)– number of offences	1,656	1,775	+7.2%	1446.2	+22.7%
Percentage of assaults leading to injury	21.7%	17.7%	-4.0% point	n/a	n/a

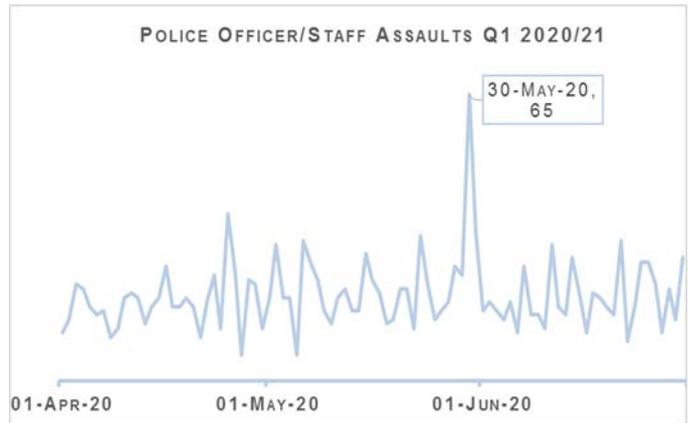
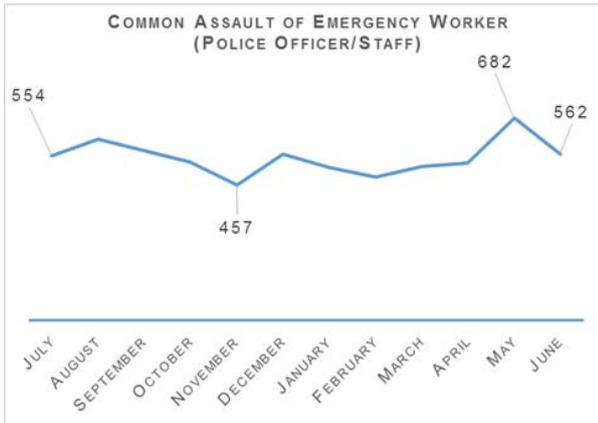
*Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue.*



The upward trend in police assaults has continued into Quarter 1 with an increase of 7.2% compared against the same period in 2019/20 (119 more) and 22.7% (329 more) higher than the five year average.

The number of police assaults that result in injury has reduced by 4.0 percentage points compared to the same period last year. In real terms this is 45 fewer injured officers this quarter compared to last.

From initial analysis that has still to be verified, it is approximated that 12% of police assaults are accredited to COVID-19. A working hypothesis is a lower number of officers being injured is the result of assaults where officers have been coughed or spat at which has not resulted in an injury.



The month on month data illustrates that crimes for the past 12 months peaked with 682 in May 2020. The graph above illustrates that the peak day within the last quarter for assaults on police officers/staff was on Saturday 30 May 2020. The transition to phase 1 and easing of lockdown measures in Scotland started on Friday 29 May 2020.

In the reporting period there have also been two separate high profile attacks on police officers with bladed weapons. These attacks resulted in three police officers being hospitalised.

While the crime sets between Scotland and the rest of the UK are not comparable, the general trend is comparable. The latest figures published by the Office of National Statistics in April 2020 showed 'assault with injury on a constable'

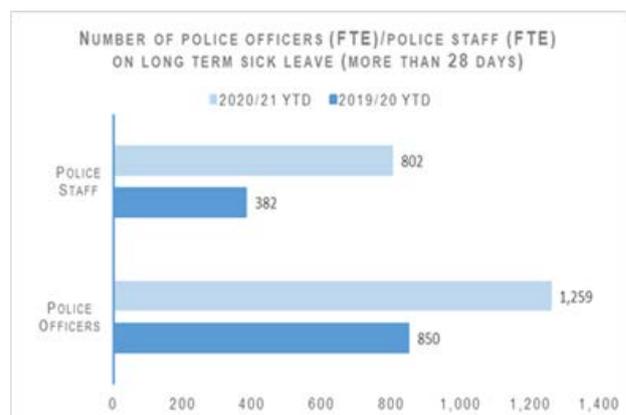
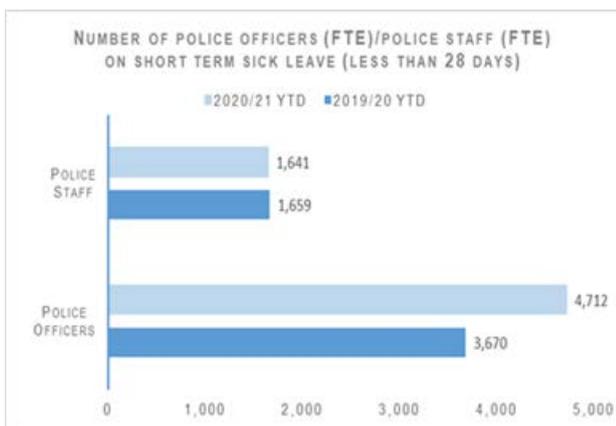
increased 6.3% in the calendar year 2019 (January to December) compared to the same period in the previous year.

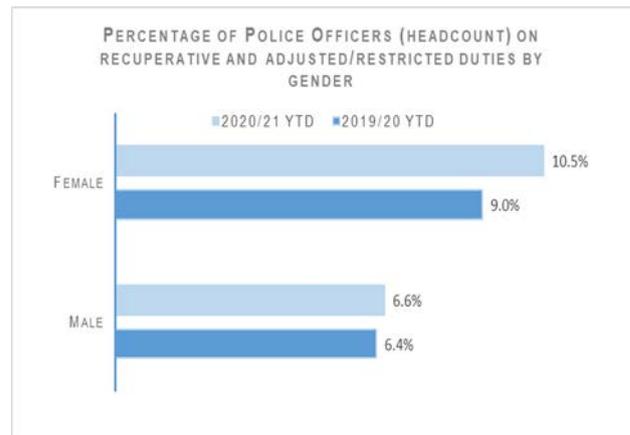
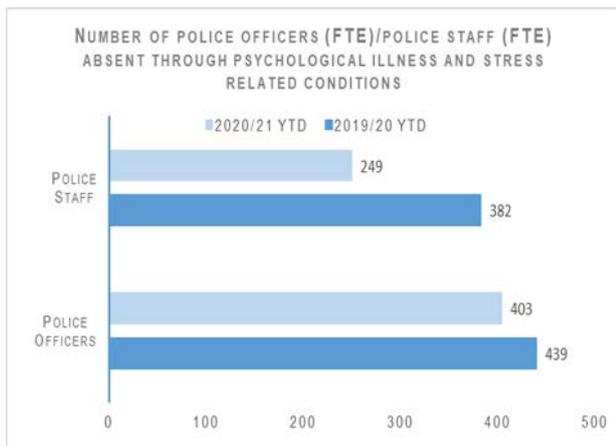
DCC People and Professionalism has, over a number of months, been working with the Scottish Police Federation, trade unions, the Crown Office and others to review all aspects of violence against officers and staff.

As an assurance to staff; two of the Chief Constables commitments relate to the safety of officers and staff.

- I will take action to reduce the impact violence has on officers and staff.
- I will introduce and enhance measures to improve your safety, including a review of officer safety training and equipment, and improved conflict resolution skills.

## Absence Management





It is evident that the spread of Coronavirus (COVID-19) had unprecedented, unique and evolving implications on all Scottish policing staff in Quarter 1. The following table illustrates the number of COVID-19 related absences at each month end in Quarter 1. In correlation with the number of COVID-19 infections nationally, the number of COVID-19 related absences has decreased from a peak of 969 in April 2020 to only 43 at the end of June 2020.

Absence through psychological illness and stress related conditions may also have reduced due to the number of staff working from home, off due to COVID-19 or shielding. It is expected that as lockdown eases and staff return to office working that both short term absences and number of absences through psychological illnesses will return to normal levels.

Absence	30/04/2020	31/05/2020	30/06/2020
Live Absence Number	1,778	931	839
Live COVID-19 Related Absence	969	129	43
Precautionary Self-Isolation	790	83	27
Symptoms	179	46	16
Running Total COVID-19 Absences	5,416	6,137	6,639
Employees Shielding	Data n/a	Data n/a	200
Shielding as % of Workforce	Data n/a	Data n/a	0.85%

Police Scotland will continue to address personnel implications to safeguard the health, safety and wellbeing of its officers and staff and the wider communities that Police Scotland serves. A collective agreement has been established between the SPA/PSoS and trade unions (both Unite and Unison) to ensure that the service is able to maintain public safety, whilst appropriately supporting staff health and wellbeing, in response to COVID-19.

The agreement extends across SPA and Police Scotland which provides opportunity for a holistic approach to

managing critical staff and business issues as flexibly and creatively as possible.

Police Scotland recognises the dedication and resilience that all staff have provided during the pandemic. In addition to the dedication of our full-time staff, the contribution by volunteer special constables has been particularly significant in maintaining public safety. The number of hours worked by special constables in quarter 1 increased by 119.1% compared to the same period last year (19,700 more hours worked).

Occupational Health	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	975	575	-41.0%	n/a	n/a

COVID-19 continues to have an impact on occupational health (OH) demand and the provision of service delivery. Where tele-consultations have continued as normal; face to face consultations are not being carried out due to restrictions in place from government guidelines.

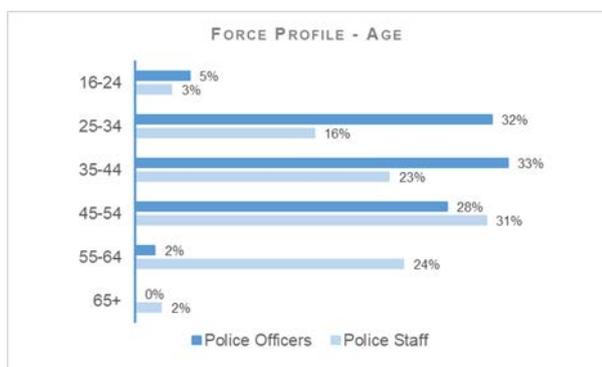
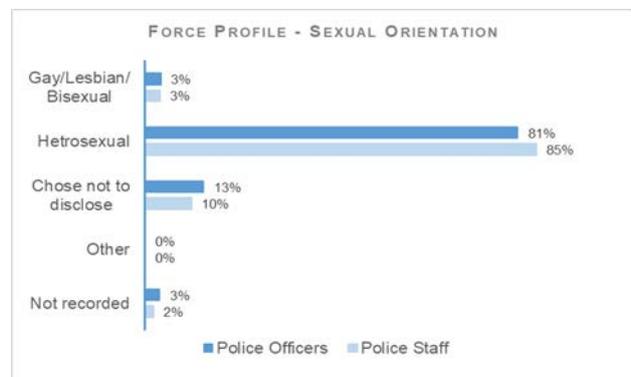
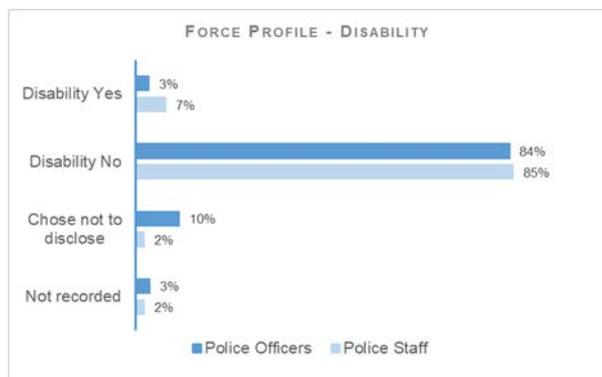
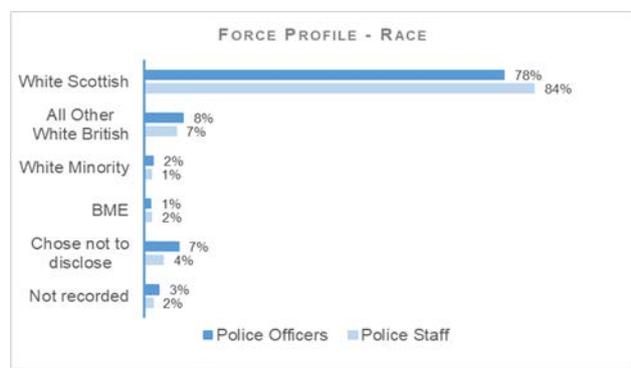
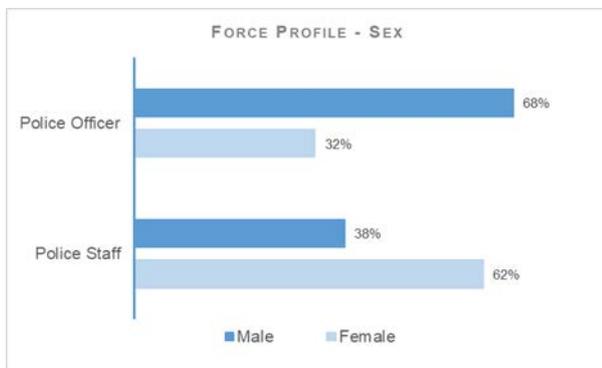
Quarter 1 saw a significant reduction in referrals compared to Quarter 4 last year. At the beginning of June 2020 due to lack of demand and no safe way to carry out some specialist medicals, OH had to take the decision to furlough five clinical staff who are contracted to Police Scotland.

Employee Assistance Programme	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	701	415	-40.8%	n/a	n/a

EAP contacts in Quarter 1 have decreased compared to the same period last year which appears to be as a result of the COVID-19 pandemic. The numbers of officers and staff contacting the EAP fell dramatically in April 2020 and although May 2020 figures have risen they are still lower than previous years.

The most prevalent reason for individuals contacting the EAP in Quarter 1 remains on average personal concerns (77%) and work (23%). In relation to work issues the reason for contacts continued to be work related stress and trauma incidents in work.

## Equality & Diversity Force Profile



Workforce Profile has been summarised as at 31 March 2020. At that date there were 17,693 officers in service and 5,455 staff.

- Police officers - proportion and number of females has increased from 31% (5,494 PYTD) to 32% (5,709) at 31 March 2020. There has been a decrease in the number of male police officers from 12,021 to 11,984.
- Proportion of police officers identifying their ethnic origin as BME remains the same at 1%. The number has decreased by one from 254 (PYTD) to 253 at 31 March 2020.

The decrease in number is likely to be linked to approximately 48% of new recruits whose data was not recorded on SCOPE at 31 March 2020 (large intake of probationers at 23 March 2020 who would not have the opportunity to update their equality and diversity information at that point). Not recorded data has been identified as a key priority to address during 2020. Employment monitoring key priorities were included within the paper submitted to the SPA Resources Committee in June 2020.

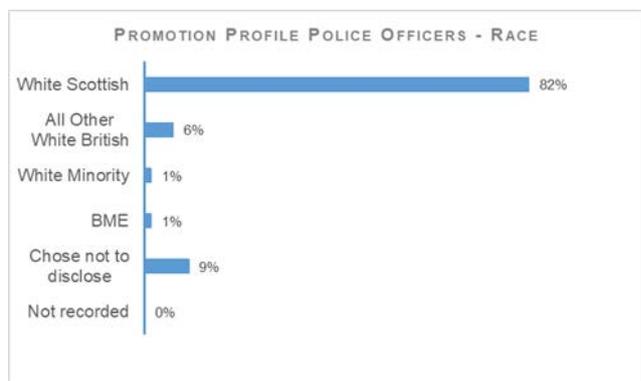
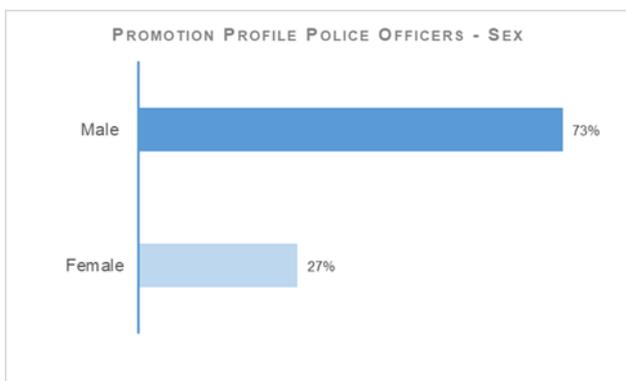
- Police staff - proportion and number of males has increased from 37% (1,941 PYTD) to 38% (2,051) at 31 March 2020.

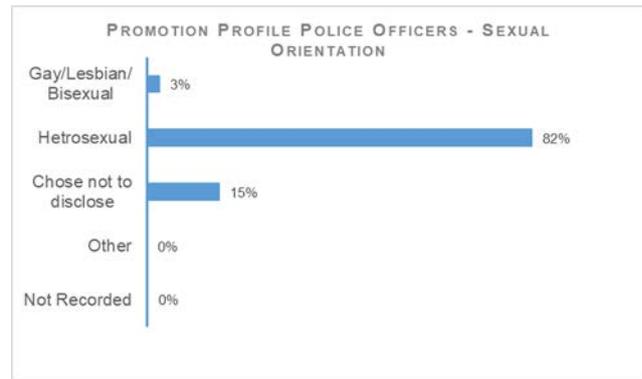
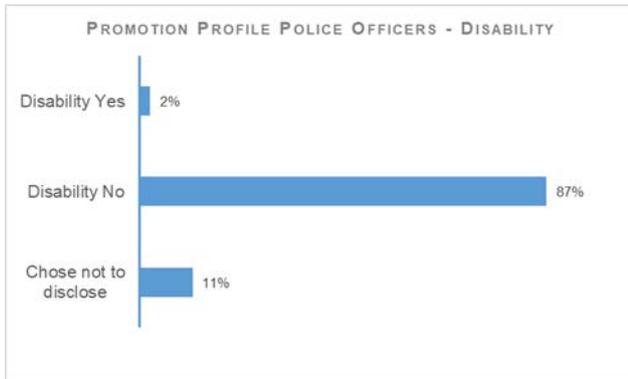
There has also been an increase in the number of females from 3,298 to 3,404 at 31 March 2020.

- Proportion of and number of police staff identifying their ethnic origin as BME has increased from 1% (78 PYTD) to 2% (87) at 31 March 2020.
- The proportions of those with a recorded disability remain the same for all staff groups. Police officers (3%) and police staff (7%). The number has increased for police officers from 510 to 529 and police staff from 342 to 365 when compared to previous year to date.
- The number of staff identifying as LGB has increased across all of the staff group. The proportion of police officers and police staff remains the same at 3%. Increase from 4% to 5% for special constables.
- The most common age bands for each staff group remains the same as previous year to date.

### Promotion Profile

The equality and diversity profile by each of the protected characteristics is highlighted for those who were promoted between 01 April 2019 and 31 March 2020





- Overall, the proportion of females has increased from 26% to 27% when compared to the previous reporting period of 2018/2019.
- The proportion of those promoted that have a recorded disability remains the same at 2% when compared to the previous reporting period of 2018/2019.
- The proportion of those promoted who identify as BME or White Minority remains the same at 1%. However, the number continues to increase when compared to the previous reporting period of 2018/2019.
- The proportion of those identifying as BME reflects the overall Police Scotland profile at 31 March 2020. However, does not reflect the profile of 2% for those identifying as coming from a White Minority background.
- The proportion of those identifying as LGB is lower when compared to 2018/2019, where 4% identified as LGB.

- The most common age groups for those promoted to the following ranks is:  
 Sergeant = 35-44 for both males and females.  
 Inspector = 35-44 for both males and females.  
 Chief Inspector = 45-54 for both males and females  
 Supt & above = 45-54 age group for both males and females

**Recruitment Profile**

COVID-19 temporarily saw face to face activity suspended to allow for physical distancing and safety arrangements to be put in place. Health and Safety measures were put in place and recruitment activity was restarted in June 2020. Police Scotland will continue to adapt their processes to ensure all recruitment requirements are met. Whilst large scale recruitment events can't go ahead in the short-term, Police Scotland have moved this activity online with equal success.

A full update on current and planned recruitment will be provided in Quarter 2.

# Strategic Outcome: Police Scotland is sustainable, adaptable and prepared for future challenges

Police Scotland's objectives are to:

- Use innovative approaches to accelerate our capacity and capability for effective service delivery
- Commit to making a positive impact through outstanding environmental sustainability
- Support operational policing through the appropriate digital tools and delivery of best value

## Finance

### Transformation

As part of the Scottish Government (SG) spending review, capital submissions were made totalling £33.3m with respect to transformation projects. In 2020/21, our capital budget allowed for the allocation of £20.7m of capital against these transformation projects. This represents 62% of our assessed need.

Additionally, capital submissions were made totalling £41.1m with respect to business as usual (BAU) activity. In 2020/21, our capital budget allowed for the allocation of £34.3m of capital against this BAU activity. This represents 67% of our assessed need.

## Asset Replacement Programme

Reform funding from SG has remained constant over recent years at £25m. As such, our transformation projects planning for 2020/21 has been based against this level of funding.

### Fleet

Since late March 2020, British Petroleum (BP) has been supporting emergency services across the country by providing fuel, free of charge during the current COVID-19 pandemic.

This highly significant gesture has provided substantial benefits to Police Scotland.

Approximately two-thirds of all Police Scotland fuel transactions in April and May 2020 took place at a BP location. As

a result this has saved the organisation in excess of £750,000. The following table is a summary of the existing fleet:

Size of fleet	% ULEV	Average age	Average % of Vehicle Availability
3,500 vehicles	3.0%	5.8 years	97.75%

## Estates

### Co-locations / Collaborations

Shared Occupancy	2020/21 YTD
% footprint of the Estate which is co-located/shared with our partners	10.04%

The total area of the Police Scotland Estate (offices) is 419,787sqm and 42,188sqm of that is currently collaboration - this amounts to 10.04% of the total footprint. Since approval of the Estate Strategy in 2019, Police Scotland has delivered three new co-locations at:

- Largs (with NHS)
- Gretna (with Dumfries & Galloway Council and Community Group)
- Kirkcudbright (with Scottish Fire & Rescue)

There are five co-location projects currently inflight, however physical delivery has been impacted by the COVID-19 pandemic and the impact on the construction industry, as well as on our partners. This has affected progress on projects to varying degrees.

As part of the Estates Transformation, over 85 co-location projects have been identified for possible delivery over the next five years. These will remain under review as we work with partners to understand the longer implications for estates planning post COVID-19, and as new ways of working are considered.

These changes contribute significantly to transforming our Estate and making it fit for the future as well as potentially reducing our carbon emissions by over 20%.

### Building Conditions

The building condition surveys that were scheduled to be conducted this year were put on hold as a result of the COVID-19 pandemic. The surveys are now continuing at certain sites and as restrictions are lifted, will be progressed accordingly over the coming year, COVID-19 guidelines permitting.

The following is a breakdown of the 2015 Condition Survey (valid for five years) for 328 buildings:

Grade	Number	Description
A	18	As new condition.
B	159	Sound, operationally safe with minor deterioration with a slightly diminished design life expectancy. No renewal required, any works of a general minor local repair and maintenance requirement.
C	82	A condition requiring major repair or partial replacement within max 3 years to bring it up to a "B" ranking standard, with a renewed design life expectancy.
D	3	Element already failed, at risk of imminent failure; significantly detrimental to surrounding elements, or operational use of the building or site. Partial or full replacement may be required.
None	66	n/a

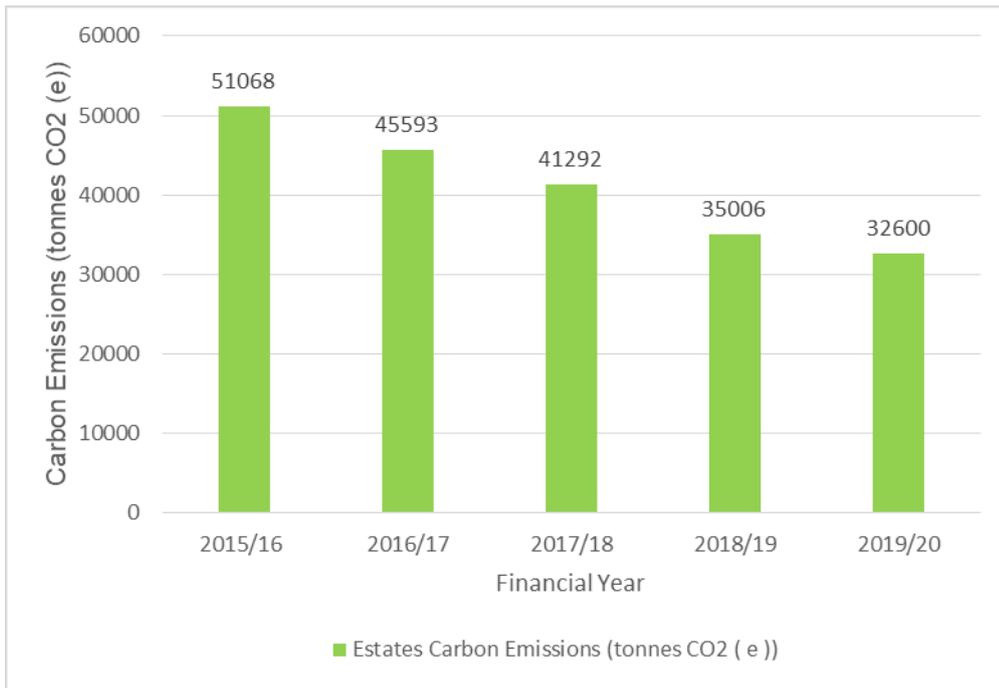
## Environmental

The Climate Change (Scotland) Act 2009 introduced ambitious targets and legislation to reduce CO2 emissions and was amended by the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019. Measured against 1990 levels, it sets targets to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest, with interim targets for reductions of at least 56% by 2020, 75% by 2030 and 90% by 2040.

Police Scotland's first Carbon Management Plan (CMP) to support both SPA and Police Scotland was approved in October

2014. The CMP sets out the ambitions and a roadmap for progress. By 2020, the aim is to reduce carbon emissions by 25%\*, by 2030 by 50%\* and by 2050 will strive to be a carbon neutral police service (\* based on 2013/14 levels). Work is currently ongoing to develop a new Environment Strategy and CMP.

As per the values submitted as part of the Annual Sustainability Report we have 0.077 tonnes of Co2 emissions per m2 as at the end of FY 2019/20 Police Scotland seen a 36.16% reduction in Co2 emissions based on the 2015/16 figures.



Our Estate is responsible for nominally 2/3rd's of the Force's annual CO2 emissions and thus forms a key element of our CMP. The building performance of our Estate and any changes to the size of the Estate is influential in reducing and working towards emissions targets.

# Operation TALLA – Police Scotland’s response to COVID-19

Police Scotland has implemented a Command Structure to manage the planning and response to the impact of COVID-19. Eight bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed overleaf. This provides a framework to focus operational activity associated with maintaining critical policing functions, serving changing public needs and supporting our staff to continue to provide a professional and effective service to our communities. This command response now includes a Strategic Oversight Board chaired by the Chief Constable supporting the Command and Renewal structure as this develops.

The eight strategic objectives set for Operation Talla are as follows:

Outcomes	Operation TALLA Strategic Objectives
<p>Threats to public safety and wellbeing are resolved by a proactive and responsive police service</p>	<p>Maintain critical policing functions to best serve changing public needs, through ensuring the impact of officer and staff absences are mitigated and the needs of the public are met</p> <ul style="list-style-type: none"> <li>- Work in partnership in providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving the coronavirus</li> </ul>
<p>The needs of local communities are addressed through effective service delivery</p>	<p>Support partners as part of Resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, whilst promoting a return to the new normality, as soon as reasonably practicable</p> <ul style="list-style-type: none"> <li>- Monitor and respond appropriately to any community tensions and ensure all 'Operation TALLA' related activities are consistent with EQHRIA principles and are underpinned by a sound legal framework</li> </ul>
<p>The public, communities and partners are engaged, involved and have confidence in policing</p>	<p>Maintain officer, staff and public trust and confidence through effective, pro-active internal and external communications</p> <ul style="list-style-type: none"> <li>-</li> </ul>
<p>Our people are supported through a positive working environment, enabling them to service the public</p>	<p>Protect and support our officers and staff, safeguarding their health, safety and wellbeing, through the provision of appropriate PPE, hygiene products and other relevant equipment</p> <ul style="list-style-type: none"> <li>-</li> </ul>
<p>Police Scotland is sustainable, adaptable and prepared for future challenges</p>	<ul style="list-style-type: none"> <li>- Be able to respond dynamically to the rapidly changing situation and supporting organisational learning</li> <li>- Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood, managed, whilst ensuring that financial control, governance and discipline are maintained throughout this response</li> </ul>

## Emergency Legislation – Co-operation Levels

Police Scotland’s approach to the use of COVID-19 legislation continues to firstly engage with people, explain the provisions and encourage compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. The overall style and tone

of policing the pandemic in Scotland has not changed since the inception of the public health emergency.

The following table summarises police intervention action taken during Quarter 1 (01 April to 30 June 2020):

Type of Interventions	Number
Premises closed	42
Premises where intervention was required	187
Medical detention	0
Dispersals after being informed and requested (occasions)	45,116
Dispersals after being informed, requested and instructed (occasions)	10,667
People returned home using reasonable force	339
Fixed Penalty Notices issued	3,164
Arrests	263
Total Interventions	59,778

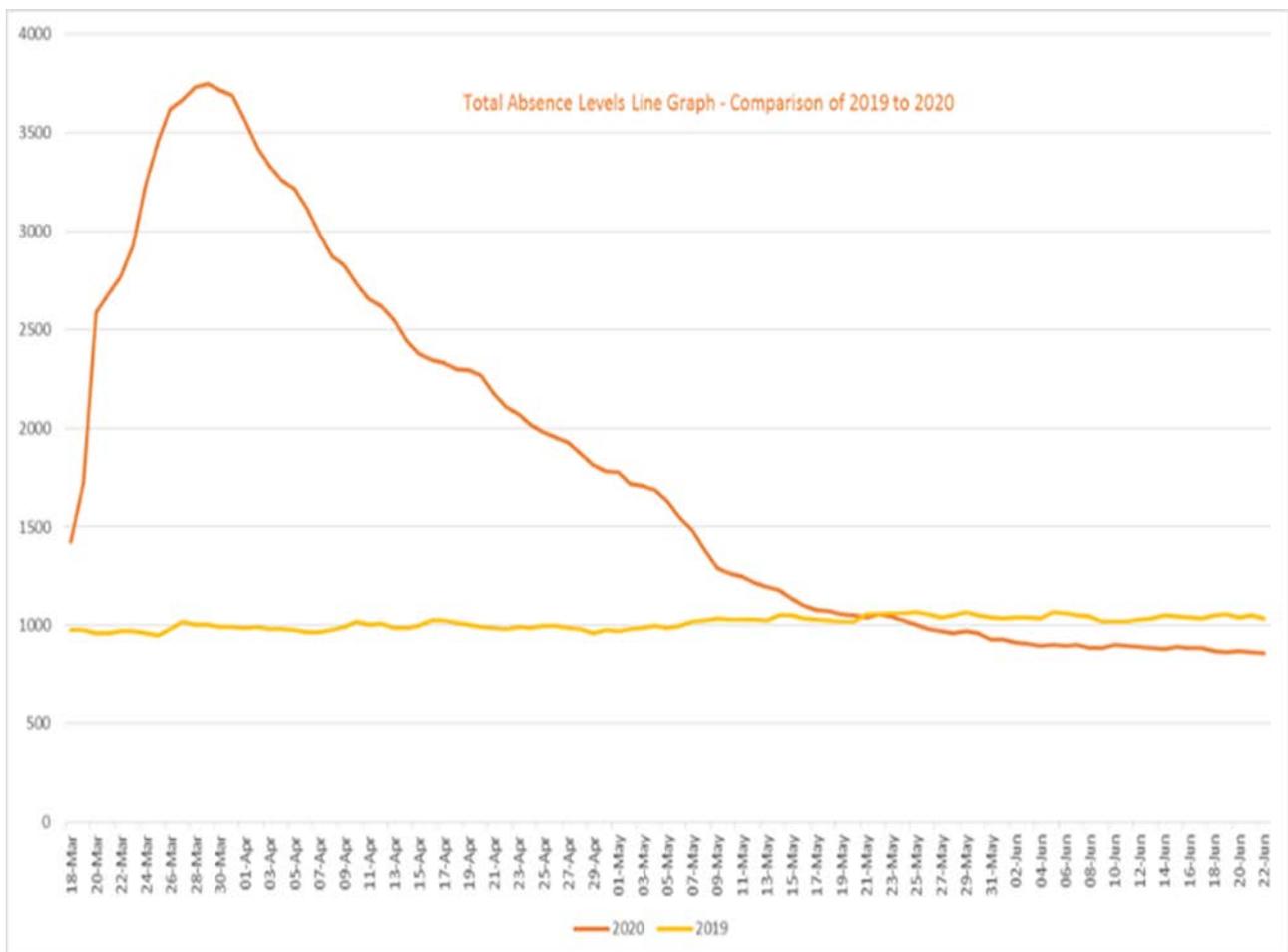
*Note: Figures are indicative management information and may be subject to change. They should not be considered as Official Statistics.*

## OP TALLA Strategic Objective

- Maintain critical policing functions to best serve changing public needs, through ensuring the impact of officer and staff absences are mitigated and the needs of the public are met

As reported in Quarter 4, absences peaked at the end of March 2020 and have been on the decrease since, which sees our absence rate now sitting below the level of the same period last year.

This is a testament to the commitment, work ethic and selfless commitment to public service that police officers and police staff display on a day to day basis.



## Physical Distancing

Police Scotland's response to the COVID-19 pandemic in terms of physical distancing measures has been effective and examples of good practice have been highlighted by the Health & Safety Executive (HSE).

Effective physical distancing has allowed officers and staff who are unable to work from home to continue in their roles safely. Equally, those who are able to work from home have done so over

the last four months to further protect those that are required to be at work, thus reducing the occupation levels within during this critical period.

A Short Life Working Group commissioned a review of every business area to assess the physical distancing arrangements in each location and to identify any 'pinch points' where there may be a risk when more staff return to work. Police Scotland continues to apply the two metre rule where possible and will keep this under review in line with Scottish Government guidance.

### **Staff Testing**

People and Development (P&D) is continuing to oversee and manage the referral process for officers and staff into the Scottish Government's National Testing Programme. This process has been under way since 07 April 2020 and has been highlighted as an example of best practice by the Scottish Government.

Access to testing at the earliest possible opportunity enabled officers and staff who test negatively to avoid a precautionary self-isolation period of up to 14 days, and return to work as soon as possible. It also allowed for appropriate support and advice to be put in place by P&D if necessary.

COVID-19 testing data is analysed on a daily basis and there are no trends to report and no particular 'hot spots' across the organisation. The data being assessed is test results, numbers self-isolating, numbers with symptoms and looking across the locations / sites where the positive cases have been identified.

The numbers remain sporadic in terms of work location and job type and no apparent trends can be identified. The number of positive test results in Police Scotland (officers / staff) remains low with a total to date of positive cases being 171; with 169 of these officers / staff now recovered and back at work with only two individuals currently on sick leave with COVID-19 (as at 15 July 2020).

### **Volunteer Coordination Unit and Mass Mobilisation**

The Volunteer Co-ordination Unit has continued to support the mobilisation of Special Constables to enhance Local Policing. In the last 11 weeks leading up to 12 June 2020, 31,247 hours were volunteered which is more than double for the same period in 2019.

One of the biggest achievements of Operation TALLA has been the ability to mass mobilise resources to the front line protecting critical services and mitigate against the pandemic. Circa 690 resources have been re-deployed during the duration of Operation TALLA to date.

With absence levels manageable and maturing processes and guidance, many of these resources are now returning. By 31 August 2020 it is anticipated that only a small number of critical resources will remain committed to Operation TALLA.

At the same time re-escalation trigger plans are being developed in readiness for further pandemic waves.

## OP TALLA Strategic Objective

- Work in partnership in providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving the coronavirus

Police Scotland recognises the importance of working in partnership in order to deliver the most effective response to the pandemic. There are many layers to this engagement as we support the response and drive collaboration, providing detailed operational context and explore the high level cross sector strategic issues.

Across Scotland, Chief Officer Groups (COG) are meeting in all Local Authority areas; these are led by Local Authority Chief Executives and have representatives from Health and Social Care Partnerships, NHS, Police Scotland, the Scottish Fire and Rescue Service and other relevant key partners.

Each COG considers all aspects that the impact of the pandemic has had on communities, particularly the most vulnerable groups in society, and will develop actions to address and mitigate issues.

Key partners for Police Scotland are also those involved in the criminal justice system, the following are practical examples of how partnership working has been applied during the pandemic.

### Virtual Custody Courts

Due to COVID-19 and the potential for transmission of the disease, Police Scotland along with partners in Scottish Court and Tribunal Services (SCTS) and COPFS introduced custody appearances for those prisoners suspected of having COVID-19 using a live video link from the police station to the court.

This is now live in 11 custody centres with funding having been secured for a total of 34 installations. Legislation was introduced to allow GeoAmey staff to operate in Police Scotland facilities and they are being incrementally introduced throughout these 11 centres in a four phased approach.

A number of non-COVID prisoners also appear virtually as part of a trial process to have all custodies with the capability to appear by way of video. This is being overseen by a joint working group with COPFS, Police Scotland, SCTS, GeoAmey, SPS, Law Society, NHS and Social Work Scotland to coincide with the refinement of processes and procedures in consideration of any wider rollout.

## OP TALLA Strategic Objective

- Support partners as part of Resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, whilst promoting a return to the new normality, as soon as reasonably practicable

Resilience structures in Scotland are well established and there is effective partnership working taking place across the country.

The Scottish Government Resilience Room (SGoRR) has been operating and has strategic oversight of the partnership response to the pandemic at a Government level. This is supported by the following hierarchical structure:

- Strategic Coordinating Group (SCG)
- Regional Resilience Partnerships
- Local Resilience Partnerships (LRP) (Strategic and Tactical)

Police Scotland plays a key role in the collaborative multi-agency response to the pandemic and co-Chairs the SCG. By 16 June 2020, a total of 24 meetings had been held by the SCG in response to COVID-19. Police Scotland's role is changing as focus shifts from immediate crisis response to a renewal phase.

The SCG is looking forward up to 100 days with a view to understanding the challenges faced and potential exit strategy. The SCG is working with SG Health, Health Protection Scotland and SG resilience division to refine existing public health guidance specifically for COVID-19 and the move back to new a normality. The SCG is supported by the Multi-Agency Coordination Centre (MACC) that has been set up and operating throughout the response phase.

The LRP structure is pivotal for coordinating local responses in respect of the pandemic and the continued recovery phase as this enables local nuances to be fully considered and embedded into local plans. Since before lockdown, the Strategic and Tactical LRPs have been meeting regularly to consider contingency and response plans and continue to review these following each change to the phasing of restrictions.

### **Dumfries and Galloway Local Resilience Partnership (LRP)**

On 20 June 2020, the Strategic LRP reported a spike in confirmed cases of COVID-19 centred in the Gretna / Annan area. NHS public health confirmed that the outbreak may have originated in Carlisle where a significant number of Dumfries and Galloway residents are employed. Stress and anxiety was increasing across communities about any further outbreaks of the disease.

Public Health (NHS Dumfries & Galloway) had primacy for the response and implemented the Test and Protect programme.

The LRP established a Problem Assessment Group (PAG) resulting in the creation of a Cross Border Incident Management Team (IMT) including representatives of NHS Cumbria and Health Protection England. Police Scotland was part of this group.

This allowed regular reporting direct to the Divisional Commander, Force Executive and Police representation at the Strategic LRP and Scottish Government Resilience Groups.

On 01 July 2020 it was confirmed that 11 recent cases had been confirmed in the Annan / Gretna area with Test and Protect identifying 22 known contacts for further self-isolation and testing. By establishing people's occupations it allowed for mass testing to be applied in several workplaces. The Scottish Government also announced that the easing of the five mile travel restrictions for recreation would not apply to the affected postcode areas.

The partnership structures thereafter worked to primarily contain the outbreak, provide public reassurance and provide as much information as possible.

## OP TALLA Strategic Objective

- Monitor and respond appropriately to any community tensions and ensure all 'Op TALLA' related activities are consistent with EQHRIA principles and are underpinned by a sound legal framework

### Community Impact Assessment

Police Scotland is managing the response to the pandemic as a Major Incident; as such a Community Impact Assessment (CIA) is being maintained as per established procedures.

The CIA records the background and any significant developments that may have an impact on community tensions. A revised EQHRIA process is being submitted for consideration taking cognisance of various dynamic policy / practice changes, and need to ensure departments / divisions consider Equality and Human rights impact on people / communities.

The following measures are in place to ensure potential community impact is identified and captured daily if required:

- 24 hour reporting from divisions on Operation TALLA related crime and incidents, community tensions/ issues, impact of policing response on community
- Media monitoring
- Monitoring compliance with government restrictions/legislation and any associated community tensions
- Engagement with partners and community advisors with appropriate response to any issues identified

Specialist advisors are available to offer additional guidance / support to colleagues and members of the public to ensure officers are equipped to proactively address tensions, particularly those from affected groups, are informed and re-assured.

### Covid-19 – Employment EqHRIA Update

Police Scotland People and Development (P&D) Policies and Standard Operating Procedures (SOPs) are designed to reflect the nature of working in a policing environment and have all been subject to an Equality and Human Rights Impact Assessment (EqHRIA) as they were developed.

It is recognised that the actions that police officers and police staff may be ordered / asked to take in response to the pandemic has the potential to have additional impacts on protected groups. As a result, additional EqHRIA considerations (not already covered by existing policies / SOPs) in relation to officers and staff have been developed. This was in the context that unlike other professions:

- many officers and staff fulfilled roles that still required public contact.
- demand increased or changed (new powers to enforce).
- officers and staff may be required to undertake alternative roles and work from different locations.

Through EqHRIA activity, the following potential impacts or considerations for officers and staff were identified:

- Some officers and staff will be more vulnerable than others during the outbreak e.g. those with specific underlying health conditions, those who are pregnant, those in older age groups and those from ethnic minority backgrounds.
- Officers and staff with dependent children will be impacted by the closure of schools and childcare provisions. Single parent families may be particularly affected.
- Carers may also have additional concerns during this time due to a breakdown in usual care arrangement etc. In addition, more people may become carers for vulnerable or elderly people.
- The provision of PPE including face masks and alcohol hand sanitising gel may have a specific impact on individuals with some religious beliefs or medical conditions.
- Those with underlying health conditions may be impacted by disruption to their regular medical care or be impacted by changes to their workplace. In addition, there may be delays or difficulties in implementing adjustments if supplies and services are disrupted.
- Officers and staff in various groups may require additional communications at this time e.g. those more at risk; those with childcare/caring responsibilities; those without access to systems etc.

In addition EqHRIAs have been completed for the following operational policies / procedures:

- Response to Domestic Abuse guidance during COVID-19.
- Guidance for external agencies attending Police Scotland estate to support interviews of arrested persons during coronavirus pandemic.
- Amendment to Forensic Services Scene Examination Service Delivery.
- Homicide Governance and Review - Interim Guidance regarding Investigation of Deaths in the Community during the Coronavirus (COVID-19) Pandemic.
- The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 - Disposal of offences by 16 and 17 year olds by use of Recorded Police Warning.

## OP TALLA Strategic Objective

- Maintain officer, staff and public trust and confidence through effective, pro-active internal and external communications

### Internal Communications

Communicating to police officers and police staff throughout the pandemic has been key to maintaining Police Scotland's effective response to the pandemic. This has been required to provide staff with:

- legislation updates
- procedural / operational guidance
- health and safety guidance

This has been achieved through a continuous stream of information that has been provided through a variety of formats to ensure that the information was directed to the correct people and was easily accessible for all staff to source.

A dedicated COVID-19 section was created on Police Scotland's intranet that acted as a one stop shop for access to all related information that includes:

- Wellbeing Information
- NHS Guidance
- Line Manager Toolkits
- Personal Protective Equipment updates
- Operational Guidance
- New legislation
- Lord Advocate Guidelines
- Messages / Update from Executive

An important aspect of this approach was listening to staff concerns and providing them with informative answers and direction. A specific question and answer section has been developed providing information on the following topics:

- Home Working
- Key Worker school provision
- PPE and face fitting requirements
- Travel and work commitments

The flow of communication to staff has helped to keep them informed since lockdown and through each phase of the lifting of restrictions. This has been a contributory factor in establishing safe methods of working and supporting the management of absences.

### External Communications

Maintaining trust and confidence of the public has never been more important as communities adapt to the longer impact of the pandemic. As detailed in the Public Confidence section of this report, Police Scotland has adapted two public surveys: the 'Your Police Survey' and the 'User Experience Survey', to ensure that the impact on public confidence and trust continues to be monitored.

During Quarter 1 Police Scotland has been engaging with all media platforms to answer any queries regarding the application of the new legislation or any other aspect of the police response.

The Chief Constable has been involved in First Minister Briefings and DCC Crime & Operational Support, as the lead for the Operation TALLA response, has also taken part in a variety of media events including providing updates on Radio Scotland.

### **Campaigns and Media Messages**

Coordinated external campaigns and media messaging have ran throughout the lockdown period in response to identified crime trends, specifically in relation to:

- domestic abuse
- fraud
- online child sexual abuse

## OP TALLA Strategic Objective

**- Protect and support our officers and staff, safeguarding their health, safety and wellbeing, through the provision of appropriate PPE, hygiene products and other relevant equipment**

The Health & Safety Team have continued to support Operation TALLA at all levels of the organisation.

Work has taken place with the Scottish Police Federation and Trade Unions which saw a series of visits to Police Scotland premises take place to look at physical distancing and other general compliance with procedures for COVID-19. The visits were mainly positive but some issues were highlighted as follows:

- A need to increase signage in relation to physical distancing.
- The need to record cleaning taking place in offices and vehicles.
- A very small number of officers starting to re-grow facial hair following the face fitting.
- Some officers appeared complacent about physical distancing.

These issues are all being dealt with through the Silver Group.

On 22 May 2020, Unison, Scottish Police Federation and members of the Health & Safety Team carried out a walk through visit to the Scottish Crime Campus at Gartcosh, to look at physical distancing and general compliance with Operation TALLA guidance. This was a successful visit and the feedback was very positive.

Police Scotland continues to be forward thinking, considering what preparations need to be made to keep our people safe at work as we transition from the current crisis towards a 'new normal'. Over the last month a comprehensive Risk Assessment, "Working Safely – Adapting & working within your premises during COVID-19", and related guidance has been developed that provides staff and supervisors with important information around keeping themselves and their teams safe within the workplace.

### PPE

Securing suitable PPE is ongoing and the dedicated Logistics cell has continued to provide extensive training, equipping and resupply, operating on a 24/7 basis. As of 30 June 2020, over 14,000 frontline police officers and staff have been trained and equipped or re-supplied with the necessary PPE.

Recent protest activity across the country and the resulting resourcing implications have led to an uplift in PPE usage. Current stocks are adequate to absorb this and moving forward it is factored into calculations for restocking however supply lines remain fragile and this will be a consistent challenge.

On 22 June 2020 the wearing of face coverings on public transport became mandatory in Scotland. In addition to this, wearing face coverings in shops became mandatory on 10 July 2020.

Although not mandatory for default patrols, Police Scotland guidance is that in an operational setting where attendance on public transport and enclosed public spaces may be required and 2m physical distancing cannot be maintained, then officers should consider wearing a face mask unless they feel it is inappropriate from an operational perspective to do so.

Health and Safety are continuing to work on a solution for bespectacled officers whose glasses steam up when wearing type IIR fluid-resistant surgical masks. Guidance will be updated in due course.

A PPE Working Group has now been established to examine the future requirements for PPE and establish a sustainable supply, distribution and training process within the business as usual structures. This will support the further return of resources to base post.

### **Concerns around drink / drug driving breath tests**

In April 2020, the Scottish Police Federation issued an improvement notice to Police Scotland regarding concerns surrounding the control measures to be followed when police officers carry out breath testing procedures which later resulted in a report sent to the Health and Safety Executive (HSE) in May 2020. The HSE duly investigated the levels of PPE and guidance afforded to officers in these circumstances and deemed that current procedures are proportionate and fully reflective of the risk assessed. HSE have confirmed they will be taking no further action on this matter. Police Scotland will continue to review all instructions and guidelines surrounding interactions with the public throughout this evolving and dynamic situation.

## **Wellbeing**

Police Scotland has adopted critical workforce strategies, interventions and actions to protect the wellbeing of officers and staff throughout the crisis.

An agile and focused communications strategy is in place to deliver high quality information to officers and staff on an ongoing basis with channels, routes and resources being continually developed to ensure the workforce remains informed, educated and reassured.

Greater flexibility is being deployed in working options and facilities as well as in the application of key employment policy provisions including payment options, leave, medical certification, training and retiral.

A range of interventions have been put in place in recognition of the wider personal, social and societal implications and restrictions that COVID-19 and current Government advice places on officers and staff. These include promotion and encouragement of all flexible resourcing solutions and the creation of a new 'COVID-19 special leave' option to address caring responsibilities created by the pandemic.

A working group of key stakeholders, staff associations and unions has been established to develop the investment in wellbeing for the current financial year. This group will identify wellbeing issues across the service, agree priority areas, desired outcomes and develop an implementation plan which will be delivered by the central wellbeing team.

## OP TALLA Strategic Objective

- Be able to respond dynamically to the rapidly changing situation and supporting organisational learning

### Renewal and Continuous Improvement Group (RCIG)

The changes to service delivery and the behavioural shifts from officers and staff have the potential to lead to lasting changes in organisational culture. In many cases these changes have helped in supporting the wellbeing of officers and staff and in the future, could also deliver important financial benefits and offer long-term improvements in day-to-day service delivery.

An opportunity may also exist to reduce bureaucracy and make processes simpler and more agile. This can only happen if the Service can successfully take these lessons forward and implement them into our new normal operating model.

To support this work, and using the evidence base established by the Organisational Learning Group (OLG), the RCIG has been established. The role of the RCIG is to support and co-ordinate planning within business areas as the organisation progresses returning to a new operating normality. The group will ensure a coordinated approach is adopted, negate duplication of tasks within business areas and where necessary de-conflict and define ownership of work streams,

The formation of the RCIG reflects the scale and importance of this task to Police Scotland.

In furtherance of the above, the RCIG will focus on the following key strands, to ensure an effective, efficient and responsive police service now and beyond the pandemic:

- People, Workplace and Wellbeing
- Organisational Response to Changing Demands
- Communication and Engagement
- Finance and Organisational Impact
- Organisational Learning and Improvement

Sitting under each theme is a range of priorities and activities to learn and embed positive change based on the pandemic experience and the need to change in an agile way. The RCIG reports directly to the Operation TALLA Strategic Oversight Board with key decisions referred into existing governance boards as required.

### ICT

Police Scotland's IT requirements are central to our operational response, sustainability and adaptability to new challenges and approaches. This has been tested, as have all organisations, in meeting the emerging demands to mobilise staff and maintain business critical function in response to the COVID-19 pandemic.

Working directly with Microsoft, the ICT team was able to implement the MS Teams solution within a highly accelerated timescale, delivering an initial tactical deployment of MS Teams within a two week timescale.

MS Teams is now being regularly used for senior operational meetings, Operation TALLA meetings, SPA Board meetings and a plethora of other meetings and one to one discussions across the service.

Whilst deployment of MS Teams to staff is still being based on prioritisation of requests via the Operation TALLA group. Over the past 90 days the implementation of MS Teams has:

- enabled access for over 4,000 Police Scotland officers and staff

- an average of 300-400 new users being enabled each week

This has delivered:

- over 26,000 one to one meetings
- over 2,300 group meetings
- over 19,000 meetings
- over 47,300 meetings in total

The following table contains a synopsis of other key ICT activity in relation to the COVID-19 response:

### Key Activity

- Over **5,500** ICT Service Requests received and processed relating to ICT requirements to support COVID-19 response.
- Issued over **2,000** laptop devices and **2,100** Remote access tokens to officers and staff to support working from home.
- **4,344** registered users of our VPN Remote Access System (RAS) - supporting remote access and working from home.
- Supported the delivery of **11** virtual courts within our custody facilities, further work to support additional connections at the virtual courts is underway.
- Supporting revised police powers – we have updated our CJ systems, including the back-office ‘ticketing’ processes which enable tickets to be submitted to COPFS. The ticketing changes to the Pronto Mobile solution went live on 9th April enabling officers to access via their Smart Phones.

## OP TALLA Strategic Objective

- Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood, managed, whilst ensuring that financial control, governance and discipline are maintained throughout this response

The incremental costs of Operation TALLA are being recorded on an on-going basis. Using this financial data and information from Procurement; monitoring on the incremental Operation TALLA spend incurred and committed to, since the response to COVID-19 commenced in late February 2020, has been undertaken.

The full financial impact of operating in a COVID-19 environment across the full SPA budget is also being monitored. At the end of May 2020, the Finance Team produced an initial top down financial assessment of the full year impact based on a high level assessment using the best available information. A bottom up, detailed forecast is being carried out as part of the Quarter 1 forecasting process with the full involvement of budget holders. This will be maintained as a dynamic rolling forecast thereafter.

Moving forward, in alignment with continuing to focus on the full organisational financial position, rather than producing a standalone Operation TALLA report, the impact of COVID-19 will be incorporated into monthly period end finance reports.

Subsequent long term financial planning will consider the impact of the 'new normal' on the service including our workforce, ICT, estate and fleet.

Along with the focus on the longer term budgetary impact of operating in a COVID-19 environment, Finance are providing ongoing support and challenge to ensure that financial control, governance and discipline are maintained.



