

<b>Meeting</b>	<b>SPA Policing Performance</b>
<b>Date</b>	<b>8 June 2021</b>
<b>Location</b>	<b>Video Conference</b>
<b>Title of Paper</b>	<b>Body Worn Video – Engagement, Evaluation &amp; Business Case Development</b>
<b>Presented By</b>	<b>ACC Kenneth MacDonald, Criminal Justice</b>
<b>Recommendation to Members</b>	<b>For Discussion</b>
<b>Appendix Attached</b>	<b>Yes – Appendix A - Insight and Engagement Report, Appendix B - BWV Critical Path Deliverables Appendix C - North East Evaluation Report</b>

**PURPOSE**

The paper will provide an update in respect of the Body Worn Video work stream for armed policing and activity in relation to the Police Scotland Body Worn Video roll out.

Members are invited to discuss the content of this paper.

## 1. BACKGROUND

- 1.1 The purpose of this paper is to provide an update in respect of the Body Worn Video (BWV) work stream following the last meeting of the Scottish Police Authority (SPA) Policing Performance Committee on 9 March 2021.

## 2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 In 2016, the National Police Chiefs Council (NPCC) recommended that BWV should be rolled out to Authorised Firearms Officers within all Home Office forces. Although not a Home Office force and therefore not bound by the recommendation, Police Scotland now has the only armed policing unit in the UK without BWV.
- 2.2 The Dame Elish Angiolini Independent Review into complaints handling, investigation and misconduct issues, published on 11 November 2020, does not make specific reference to armed policing but recommends that Police Scotland should accelerate its plans to expand the use of body worn video technology.
- 2.3 There are a number of operational risks faced by Police Scotland's armed policing unit currently that BWV will assist in addressing. In January 2021, Chief Constable Iain Livingstone stated that there was a "pressing, critical, ethical and operational imperative" to ensure armed officers were equipped with the devices in time for the COP26 climate change summit scheduled for November 2021.
- 2.4 In respect of armed policing, there remains an urgent need to progress an accelerated and targeted roll-out of BWV to armed officers. Police Scotland's armed policing teams are the only units, of that kind, not equipped with BWV cameras in the UK. Armed policing is an area of high risk, and understandably high public scrutiny, and there remains limited opportunities to mitigate the impact of not equipping armed officers with BWV.
- 2.5 Police Scotland agrees that any significant change such as this requires public understanding, engagement and support from local communities. For that reason on 3 February 2021, Police Scotland launched their "Use of Body Worn Video" survey. This 3 week survey was commissioned to help inform the **deployment of BWV for armed response officers** across Scotland.
- 2.6 The survey captured the views of 8,835 respondents making it one of the largest surveys carried out by Police Scotland and indicative

of the significant public interest in this area of policing. Key findings from the survey include:

- **There is widespread support for the use of BWV.** A large majority (90%) of respondents felt that Body Worn Video should be worn “often” or “always”.
- **BWV has the potential to increase trust and confidence in Police Scotland.** 78% of respondents reported that BWV would increase their trust in Police Scotland, and the same number reported that it would increase their confidence in Police Scotland.
- **BWV will increase feelings of safety.** 72% of respondents reported that BWV would make them feel “much safer”.

- 2.7 The Insight and Engagement report detailing the findings from the survey is attached to this report (See Appendix A). The conclusions from this engagement have been incorporated into planning with regard to the use of BWV by armed policing.
- 2.8 Police Scotland intends to proceed with the first stage of this project; the introduction of BWV to armed policing in advance of the United Nations Climate Change Conference (COP26) to be held in Glasgow in November 2021. Following the conference, armed policing will continue to use this new equipment pending a national BWV solution being introduced.
- 2.9 Documentation including Standard Operating Procedure (SOP), Code of Practice (CoP), Data Protection Impact Assessment (DPIA) and Equality and Human Rights Impact Assessment (EQHRIA) have been drafted. Once approved by the relevant internal stakeholders, these documents will accompany the Full Business Case (FBC) for presentation at the meeting of the SPA Resources Committee on 17 June 2021 and thereafter at the full SPA Board on 30 June 2021.
- 2.10 Presentations have been arranged on the content of these documents to the Police Scotland Ethics Panels and the National Independent Strategic Advisory Group (NISAG) to seek feedback and inform the ongoing development of BWV.
- 2.11 A project management plan has been developed, overviewing the key aspects of the armed policing BMW implementation project and details the stages and milestones required to complete the project successfully and ultimately bring it to a closure status. (See Appendix B – BWV Critical Path Deliverables).

- 2.12 Procurement work is currently ongoing to secure a suitable solution. Once a supplier has been confirmed, the identified armed policing solution will meet the basic needs and requirements for COP26 and will not deliver any additional functionality beyond the core build at the point of delivery.
- 2.13 A communications plan has been produced, in conjunction with the project team, to engage, inform and support armed policing officers ensuring awareness, knowledge and understanding of the project.
- 2.14 Subject to the Full Business Case being approved and a supplier being identified, Police Scotland looks forward to providing the Committee with more information about what is being planned and how this technology will benefit both armed policing and wider policing across Scotland.
- 2.15 **National Public Consultation** - The strength of the survey response about the deployment of BWV cameras to armed policing has encouraged Police Scotland to continue to develop this conversation with communities and national partners as regards the rollout of BWV to Police officers and staff in other roles across Scotland. It is recognised that a public consultation will require significant work and investment by Police Scotland and the SPA to ensure there is public understanding and widespread participation.
- 2.16 Police Scotland has progressed plans in this regard and on 1 June 2021, launched the formal national public consultation on BWV ahead of consideration of a national roll-out. This conversation will enable communities to shape and inform decision making in respect of the legal, ethical and human rights considerations. The survey can be accessed online via the Police Scotland internet pages or social media platforms.
- 2.17 The consultation is being led by the Police Scotland Research and Insights team. In addition to a national survey, there will be internal and external focus groups, including from diverse communities, a national survey for the general public using a British Sign Language (BSL) video and easy read survey formats, including Gaelic language format. The national survey will be supported on all appropriate Police Scotland channels with easy read and BSL material available on the website and all accessibility requirements adhered to in line with Corporate Communications Strategy and accessibility guidance.

- 2.18 As part of the joint commitment with the SPA to develop BWV, Police Scotland would seek support in promoting the national survey to partner organisations and encouraging them to join the conversation about BWV. A marketing toolkit is available to support this engagement work.
- 2.19 Over the coming months there will be a series of opportunities for Police Scotland and the SPA to issue joint communications at key stages as the project develops and we look forward to continuing to work together on this.
- 2.20 **North East Evaluation Report** - In February 2021 Police Scotland conducted an evaluation of the use of BWV in North East (NE) Division (See Appendix C). BWV was found to have been a powerful technological development for policing providing officers a tool that has significantly improved the way in which they work and continues to deliver benefits which include and are not limited to increased officer safety, increased wellbeing and best evidence for crime detection and prosecution.
- 2.21 It was evident from the evaluation that partners such as the Crown Office and Procurator Fiscal Service and Local Authority have also experienced benefits from the use of BWV by local officers. The findings of the evaluation were that NE Division continues to realise the benefits associated with BWV and supported Police Scotland's intention to continue to develop planning for a national roll-out.
- 2.22 Building on this evaluation, Police Scotland has consulted widely on the use of BWV with policing organisations across the United Kingdom. The project team have taken the findings from this and other academic research to inform the development of the CoP, EQHRIA and DPIA documentation.
- 2.23 Whilst the intention is to focus on the qualitative benefits for the development of BWV for armed policing, subject to approval and finance being available, there is an opportunity to conduct more detailed analysis with regard to the quantitative benefits of BWV for any future rollout to Police Officers and Staff across Police Scotland.
- 2.24 **Report by Justice Sub-Committee on Policing** - On 18 March 2021 the Justice Sub-Committee on Policing (JSCOP) published its report concerning Police Scotland's use of Remote Piloted Aircraft Systems (RPAS) and Body Worn Video (BWV) cameras.

- 2.25 Police Scotland held an initial meeting with representatives from the SPA and discussed the recommendations made by the Sub-Committee and planning for the development of BWV. To ensure all elements are addressed from the JSCOP report, Police Scotland has created an action plan to integrate the recommendations with ongoing planning activity for the development and deployment of BWV. Police Scotland is committed to working with the SPA in response to the conclusions and recommendations and looks forward to providing the Committee with updates on how planning has progressed and confirmation all aspects of the report have been complied with.
- 2.26 Police Scotland remains committed to progressing the development and use of BWV technology with the SPA in a manner that is transparent and meets both privacy and ethical standards to enhance how policing is delivered to communities across Scotland.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 Detailed work on the standard business case is in the process of being finalised to establish exact costs, scope and timescales for the deployment of BWV for armed policing. This will be included within the business case to be submitted to the SPA Resources Committee for approval.

### **4. PERSONNEL IMPLICATIONS**

- 4.1 Both the Scottish Police Federation and the Association of Scottish Police Superintendents remain in favour of Body Worn Video being introduced across Police Scotland.
- 4.2 As part of the current national public consultation, Police officer and Police staff associations and their members have been invited to partake in the online survey. Specific focus groups are planned to take place with a range of support staff and officers to inform the consultation activity.
- 4.3 The BWV project team have been liaising with the business lead for armed policing to ensure the development of BWV is structured and that armed policing officers are engaged with and ready for the introduction of BWV into everyday operations.

## **5. LEGAL IMPLICATIONS**

- 5.1 Procurement is a critical aspect in projects of this scale and can be subject to legal challenge if not managed appropriately. The procurement for armed policing utilised an established competitive procurement framework. This purchase will be subject to SPA governance and scrutiny.
- 5.2 If approval is given, a national strategic solution will require a separate procurement exercise.

## **6. REPUTATIONAL IMPLICATIONS**

- 6.1 The use of new and emerging technologies in Police Scotland is a matter subject to significant public scrutiny. If the joint strategic statement of commitments covering:

- engagement;
- evaluating and learning;
- ethics, equalities impact and data privacy;
- providing benefits to wider criminal justice processes;
- best value;
- measuring progress and assessing performance; and
- governance and scrutiny

are not adhered to, this could cause significant reputational challenge for Police Scotland and the SPA.

## **7. SOCIAL IMPLICATIONS**

- 7.1 Projected benefits of BWV include:

- Increased public transparency and accountability;
- Support the detection and prevention of crime,
- Support the resolution of complaints against officers and inform learning outcomes;
- Enhance officer safety and associated operational considerations;
- Improve officer behaviour during interactions with the public

all of which if achieved would fundamentally and positively enhance the social fabric of communities in Scotland.

## **8. COMMUNITY IMPACT**

8.1 As per the social implications above there is potential for positive community impacts, but it is also acknowledged there are privacy, data and third party concerns that will need to be considered as part of any roll out. These will be mitigated by:

- Completion of a Data Protection Impact Assessment;
- Completion of a Code of Practice;
- Completion of Standard Operating Procedures and associated policies; and
- Completion of standardised training for camera usage and management of footage.

## **9. EQUALITIES IMPLICATIONS**

9.1 In terms of public engagement and the future use of BWV, there are equalities implications. As such, Equalities and Human Rights Impact Assessments have been created in respect of public consultation activity and future use of BWV. These will be regularly updated and refreshed to ensure any issues are identified and mitigated in a proportionate and justified manner.

## **10. ENVIRONMENT IMPLICATIONS**

10.1 The purchase and deployment of BWV cameras and the associated technology required to maintain them will increase Police Scotland's environmental impact and footprint, however not by a considerable extent.

### **RECOMMENDATIONS**

Members are invited to discuss the content of this paper.





**POLICE**  
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**POILEAS ALBA**

# **Body Worn Video 2021**

## **Survey results**

Insights and Engagement / March 2021

## Body Worn Video 2021

# Body Worn Video Survey Methodology

On the 3<sup>rd</sup> of February 2021, Police Scotland launched their “Use of Body Worn Video” survey. This survey was intended to help shape the use of Body Worn Video by our police officers when interacting with the public.

Police Scotland recognised the importance of engaging and involving, individuals, communities, and partners to gain their confidence in how we use this new technology and continue to police by consent. This survey is the first stage in an ongoing conversation between Police Scotland and the communities we support.

This survey was commissioned to help inform the deployment of Body Worn Video for Armed Response Officers across Scotland. This deployment is due to happen in the near future. This deployment is intended to:

- improve the quality of interactions with the public;
- reduce and resolve complaints;
- increase officer safety;
- reduce delays to justice; and
- lead to greater public transparency.

This survey was intended to:

- Understand public sentiment related to the use of Body Worn Cameras;
- Investigate the impact Body Worn video might have on the public;
- Investigate the impact Body Worn video might have on Police Scotland's officers;
- Understand any reservations the public may have about the use of Body Worn Video;
- Understand how the introduction of Body Worn Video can fit alongside our broader Contact Strategy, ensuring that we build both trust and confidence in Police Scotland.

# Body Worn Video 2021

## Executive summary

Key findings from this survey include:

- **There is a large public interest in Body Worn Video (BWV).** Our survey captured the views of 8835 respondents. This makes it one of the largest surveys carried out by Police Scotland, and is indicative of the large public interest in this topic.
- **There is widespread support for the use of BWV.** A large majority (90%) of respondents felt that Body Worn Video should be worn “often” or “always”, and 8% thought it should be used “sometimes”. When asked in open ended comments, respondents who did not feel that BWV should always be used thought that in cases where: there is a potential for violence; there may be a dispute or a complaint raised about an officer; in large crowds or group situations; in all situations where there is an arrest or a call-out, but not in day-to-day interactions.
- **BWV has the potential to increase trust and confidence in Police Scotland.** 78% of respondents reported that BWV would increase their trust in Police Scotland, and the same number reported that it would increase their confidence in Police Scotland.
- **BWV will increase feelings of safety.** 72% of respondents reported that BWV would make them feel “much safer” (58%) or “slightly safer” (15%). Exactly a quarter of respondents reported that BWV would make them feel neither more nor less safe.
- **Some officers were concerned about what the introduction of Body Worn Video would mean for staffing.** Through open text responses we identified that some officers are concerned that the introduction of BWV would mean that Police Scotland would ask officers to attend incidents by themselves.
- **There were important differences between subgroups.** Including:
  - Those employed by Police Scotland & younger respondents were less likely to think that BWV should always be used;
  - Younger respondents were less likely to report that BWV would increase feelings of safety;
  - Female respondents were more likely to feel that BWV would increase their feelings of safety;
  - Those employed by Police Scotland were less likely to report that the introduction of BWV would help increase their trust or confidence in Police Scotland.
  - Those who reported a disability or long term health condition were more likely to report that BWV would make them feel safer.

# Body Worn Video 2021

## Body Worn Video Demographics

Survey sample (3<sup>rd</sup> February – 25<sup>th</sup> February 2021) – **8835 total responses**

### Demographic breakdown \*

<b>Gender</b>	Female (51%); Male (44%); Non-binary (<1%); PNS (2%); N/A (<2%)
<b>Trans History</b>	No (95%); Yes (<1%); PNS (2%); N/A (3%)
<b>Age</b>	Under 16 (<1%); 16-19 (2%); 20-29 (14%); 30-39 (18%); 40-49(20%); 50-59 (22%); 60-69 (14%); 70+ (6%); PNS (2%); N/A (2%)
<b>Disability</b>	No (76%); Yes (18%); PNS (3%); N/A (2%)
<b>Employment</b>	Employed by Police Scotland (15%); No (84%); N/A (1%)

\* PNS = Prefer not to say & N/A = Not answered.

# Body Worn Video 2021

## Feelings of safety

If a police officer decided to use a body worn camera during an interaction, would this make you feel more or less safe?



■ Much safer      ■ Slightly safer      ■ Neither more or less safe  
■ Slightly less safe      ■ Much less safe

### Sub group analysis

**Gender:** Female respondents were slightly more likely than male respondents to say they that BWV would increase their feelings of safety – with 75% of female respondents reporting this compared to 71% of male respondents.

**Employment:** Those who were employed by Police Scotland were significantly less likely (65%) to report that BWV would increase their feelings of safety compared to those who weren't (74%). They were also significantly more likely to report that BWV would make them neither less nor more safe (32% and 23%, respectively). In open text responses both Police officers and members of the public discussed how BWV would also increase officer safety, acting as a deterrent for individuals who may be aggressive towards officers.

**Age:** 4% of those aged 16-19 reported that BWV would make them feel "slightly less safe" or "much less safe". This is significantly more than the 2% average for all respondents.

**Disability:** Those with a disability were significantly more likely to report that they would feel "much safer" (63%) if BWV compared to those without a disability (57%).

## Body Worn Video 2021

*“Officer could protect themselves from false complaints as well providing extra evidence in court, particularly for assaults on officers. I believe body worn cameras would also prevent less officers having to attend court to give evidence. I also believe some members of the public would be less likely to be so abusive towards Police knowing the interaction was being recorded.” - Police Officer*

*“[BWV should be used in] interaction with crowds, stop and search, pursuit, anytime the officer is concerned for their own safety”*

*“I trust police regardless of whether they wear body cams or not. It should be used for their own safety. Police safety should be top priority above public perception when it comes to deciding whether to implement them or not.”*

# Body Worn Video 2021

## Frequency of use

How frequently, if at all, do you think it would be appropriate for the police to record interactions using a body worn camera?



■ Always
 ■ Often
 ■ Sometimes
 ■ Rarely
 ■ Never

### Sub group analysis

**Gender:** Female respondents were significantly more likely to feel that BWV should “always” be used (79%) than male respondents (71%). Male respondents were significantly more likely to feel that BWV should be used “often” (17%) or sometimes (9%) compared to female respondents (14%, 6%).

**Employment:** Those who were employed by Police Scotland were significantly less likely (46%) to report that BWV should “always” be used when compared to those who were not employed by Police Scotland (79%). Those employed by Police Scotland were more than twice as likely (30%) to report that BWV should be used “sometimes” than those respondents who were not employed by Police Scotland (13%).

**Age:** Younger respondents were significantly less likely to report that the police should “always” or “often” record interactions than older respondents. 70% of respondents aged 16-19 reported they would want interactions recorded this frequently, compared to 86% of 50-59 year olds and 88% of 60-69 year olds.

**Disability:** There were no differences based on reported disability. However, qualitative feedback reveals a common feeling that BWV should not be used in situations where an individual cannot consent – e.g. if they are in the midst of a mental health crisis, for example.

## Body Worn Video 2021

### When do the public think Police Scotland should not use Body Worn Video?

- **In sensitive situations or with vulnerable people.** The most common examples of this were: when talking to a victim of assault or sexual assault; discussing sudden deaths; engaging with those in a mental health crisis; informing someone of potentially traumatic or upsetting news.

*"It may also not be appropriate to record whilst delivering unexpected news such as a death message however there may also be a benefit to recording. During times of stress, such as receiving bad news, misunderstandings and misinterpretation can occur having a recording of the event may help resolve any complaint at a later stage."*

- **Not in day-to-day situations.** Examples of this included: traffic stops; chatting to members of the public; helping the public with directions; and any situations in which evidence did not need to be gathered.

*"If I approach a police officer to ask for directions, I would not expect the interaction to be recorded"*

*"Officers should only be wearing body cameras when receiving calls to known violent individuals, violent events (e.g., riots etc.) or when the officer is armed with a fire weapon and/or tazers. This would be to ensure full transparency for Police Scotland when in a court of law in regards to these matters. Regular officers should not be using body cameras, as it creates a distrust and privacy concerns to law abiding citizens."*

- **When speaking to people who are providing sensitive intelligence.** Especially those who were providing intelligence that would be used as evidence or in situations where individuals might feel that their anonymity would be compromised by the use of BWV.
- **Only with the expressed permission of respondents.** Some respondents felt that in order to preserve privacy recording should only occur with the informed consent of those being recorded.

*"People should only be filmed with their consent"*



## Body Worn Video 2021

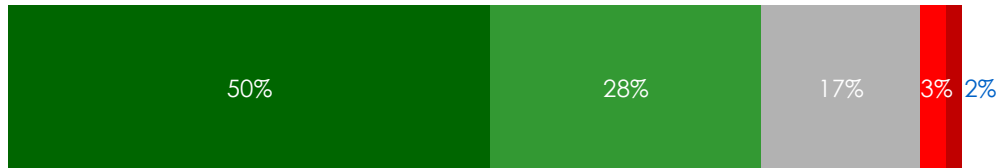
*“[BWV should be used] In situations of evidential value or day to day interactions. Perhaps not suitable in sensitive situations such as sexual abuse victims etc. I don’t think this should take away from the fact that officers should always be double crewed. As has happened in England officers are deemed fit to be single crewed as the camera is apparently suitable evidence as opposed to a colleague, with no thought to safety” - Police Officer*

*“This is a ploy to end double crewed cars and “increase” cops responding to calls. Whilst therefore risking injury to said cops attending single crewed as a body worn video will not be as useful as a neighbour. Arrested persons already believe on occasions they are being recorded due to the new mobile devices and this shows no deterrent.” - Police Officer*

# Body Worn Video 2021

## Feelings of trust

To what extent do you agree or disagree with the following statements: *“Knowing interactions with the public are recorded would increase my trust in Police Scotland”*



■ Strongly agree 
 ■ Agree 
 ■ Neither agree nor disagree 
 ■ Disagree 
 ■ Strongly disagree

### Sub group analysis

**Gender:** there were no significant differences between genders.

**Employment:** Those who were employed by Police Scotland were significantly less likely (73%) to agree or strongly agree with this statement compared to those who were not (79%).

**Age:** there were no significant differences between age groups.

**Disability:** there were no significant differences based on reported disability.

# Body Worn Video 2021

## Feelings of confidence

To what extent do you agree or disagree with the following statements: *“Knowing interactions with the public are recorded would increase my confidence in Police Scotland”*



■ Strongly agree 
 ■ Agree 
 ■ Neither agree nor disagree 
 ■ Disagree 
 ■ Strongly disagree

### Sub group analysis

**Gender:** there were no significant differences between genders.

**Employment:** Those who were employed by Police Scotland were significantly less likely (73%) to agree or strongly agree with this statement compared to those who were not (79%).

**Age:** there were no significant differences between age groups.

**Disability:** there were no significant differences based on reported disability.

## Body Worn Video 2021

### Why would Body Worn Video not increase confidence & trust?

- **Individuals already trust the police.** The most common response we received was that individuals already trust Police Scotland. They felt, therefore, that Body Worn Video would be an unnecessary and costly step.

*"I already trust and have confidence in Police Scotland so it would make no difference to me if they are worn."*

- **Body Worn Video is an invasion of privacy.** The second most common response was that BWV would violate individual privacy. There were a handful of concerns raised about how BWV recordings would comply with GDPR regulations, and some questions around how long the video would be stored and how it would be shared with partner agencies.

*"It would be an intrusion into the privacy of the citizen, which would be involuntary on their part. Police Scotland are likely to use their position as police to insist on people allowing BWV into their homes as a condition of attendance to a call or complaint. This would mean that many people may be less likely to involve the police in an incident, or report an incident for which they might otherwise invite/allow police access, where they normally would do so."*

- **Individuals are already distrustful of the Police.** The third most common response was that individuals felt that BWV would not increase their confidence in the police as they were already distrustful of them. This small contingent of respondents felt that BWV could be edited, manipulated, or used selectively. For these individuals BWV represents an opportunity for Police Scotland to create a false or misleading impression of an interaction.

*"I don't trust Police Scotland at any time. Several examples are available in the press."*

- **Body Worn Video will increase the pressure on operational colleagues.** This concern came largely from operational staff members. They reported feeling that if BWV were to be used all the time it might increase the pressure on police officers. Specific concerns were raised around whether BWV would be switched on driving to and from incidents or when officers were at stations. The underlying concern for these respondents was that BWV would be used as a tool to evaluate and regulate officer behaviour and performance.

*"I fear this will take that issue on step further due to the scrutiny on each action. On a further note, every conversation and advice passed is now open to scrutiny. My concern is we will have officers who can't make decisions or trust their own judgement as they will be mindful and apprehensive it is incorrect."*

## Body Worn Video 2021

***“The police are supposed to be professionals which should be trusted regardless of whether they use filming devices etc.”***

***“Video is just a tool to be used, trust and confidence comes from communication results/actions.”***

***“After interactions with police in paisley over the last few years, I wouldn't EVER trust them again. Cameras would make it safer, if I trusted them to have them switched on.”***

***“I have every confidence and trust that the police are doing the right thing, whether videoed or not”***

***“The footage should be available to anyone on request and officers must know that they can be held accountable for their actions when inappropriate.”***

# Personas

How did different people respond to BWV?



## Persona 1: Police Officer

- This individual works in an operational role – e.g. response policing
- They feel positive that BWV will be used to reduce officer assaults and will be used to help keep their colleagues safe
- They are concerned that BWV will mean that Police Scotland move towards single crews as BWV will replace their colleagues for corroboration
- They are concerned that BWV may infringe on their privacy and may make them be more “on guard” between calls and when at the station.

*“The use of body worn cameras within public would hopefully deter persons from acting more aggressively towards officers or towards other members of the public if they are aware the camera is there.”*

*“There is a use for helping to corroborate Police assaults or subjects actions which are often discarded in court which are key to showing a persons demeanour or actions towards Police or victims.”*

*“[BWV should not be used in] Emergency callouts - camera footage likely to be used to over-scrutinise every action of an officer under extreme pressure”*

*“I think it puts pressure on the police officers. I would hate to be video all the time in my role and mine isn't dealing with criminals on a daily basis. I think officers need to be able to do their job with out big brother watching them. I appreciate it may work in favour of officers being abused, spat at, coughed on by Covid wolf criers, however I believe the former outweighs this. Trust and empowerment needs to be applied to officers.”*

# Personas

How did different people respond to BWV?



## Persona 2: Respondent A

- The most common type of respondent from the public
- This respondent trusts the police implicitly, and feels positive that BWV will help to reduce officer assaults and provide more evidence
- They feel they have “nothing to hide” and so would not mind being recorded in interactions with the police
- They do feel slightly concerned about the effect recording might have on vulnerable people – especially children and victims of sexual assault
- They have some concerns about how the video will be stored, how long it will be kept for and who it will be shared with.

*“I can't think of any [Situations in which BWV should not be used] as if individuals have nothing to hide why would there be a problem”*

*“No reason why it shouldn't be worn, if people have nothing to hide it should bother them.”*

*“I cannot think of any reason why they should not record - it's all evidence. Maybe "pausing recording" if the victim is a state of undress perhaps, for reasons of dignity, but again I think it could all be used as evidence.”*

*“Maybe [BWV should not be used] if there was a situation concerning a vulnerable person if they were distressed by the use of a camera”*

*“[BWV should not be used in] Sensitive enquiries with vulnerable or sexual victims. In some circumstance children too, unless first disclosures etc are required or expected on initial attendances. However recording should be the default.”*

# Personas

How did different people respond to BWV?



## Persona 3: Respondent B

- A small minority of respondents
- This respondent has a negative view of Police Scotland based on previous interactions with them
- They may be a vulnerable person or come from a seldom heard community
- They don't believe that BWV will be used fairly
- They are concerned that the footage could be manipulated after it is recorded or edited selectively
- They are concerned that BWV may not be switched on at all times, and may only be used by officers to record selective parts of their interaction.

*"I do not believe through past experience that Police Scotland and it's officers will not try and manipulate the truth or in fact put words in someone's mouth where they do not actually exist. Having this recorded gives a bias side of the story and is not preserving the rights of the suspect. I do not trust Police Scotland to have my best intentions in the policing and protection they provide. Rather it seems to be more of a (us against you) culture."*

*"I don't think recording any situations would improve trust or confidence, we don't know what goes on behind those cameras when they are switched off. Situations can easily be manipulated."*

*"I feel the use of on body video recording helps only the police. A body cam cannot record audio or video as well as a human brain and receive them and therefore if any interactions become foul there is only a small tunnel of video and little audio that is picked up and therefore the excuse from the police would simply have to be "out of shot" or "out of earshot" when trying to justify their sometimes questionable actions."*



# What can we learn from these personas?

## Lessons from our colleagues

- How do we ensure that BWV is used to support colleagues, not to make them feel that they are being monitored?
- How do we ensure that colleagues are allowed to use their initiative and discretion in when BWV is used whilst also ensuring consistent and fair usage across the organisation?
- How do we demonstrate the positive effects of BWV to officers?
- Before any national roll-out, how can we assure officers that BWV won't effect staffing levels?

## Lessons from the public

- Vulnerable individuals may have already have negative experiences of the Police or other public services. How can we ensure that BWV builds the trust of these individuals?
- How do we communicate how BWV will be used and reduce the public's concerns about privacy and GDPR?
- How should BWV be used in sensitive situations or with vulnerable individuals, if at all?
- How do we balance an individual's right to privacy and permission with officer and public safety?

## Body Worn Video 2021

### Points of reflection

**While there is widespread support for BWV, our survey indicates that some communities will be more receptive to this technology than others.**

- Therefore, how do we supplement these findings with work in communities to ensure that we understand these concerns?

**Those employed by Police Scotland feel differently about BWV than the general public.**

- So, how can we ensure colleague buy-in to this technology? What more needs to be done? How do we address concerns around moving towards single crews as a result of BWV?

**Respondents reported that the use of BWV should be left to Police Officer's own discretion and personal judgement.**

- How do we develop guidelines for use that allow flexibility and a “common-sense” approach to using BWV, whilst also ensuring that it is used consistently and fairly across the organisation?

# Body Worn Video 2021

## Next steps

Following this survey, there will be further consultation and engagement with our communities, partners and interested parties. Police Scotland is committed to ensuring that communities and partners are engaged, involved and have confidence in policing. Engagement on Body Worn Video is designed to ensure ethical and privacy considerations that are integral to policing and protection are embedded into every aspect of the service.

A 12-week public consultation will take place during the summer months to enable a conversation on the use of Body Worn Video across operational policing. This will involve a national survey available in accessible formats and a series of focus group discussions with different population groups, including seldom-heard communities.

## Contact

### Research & Insight Team

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Armed Policing BWV Delivery - Critical Path PoaP		Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
1	Project Initiation (01/02/21)						
2	Evaluation / Requirements / Engagement Survey Complete (26/02/21)						
3	ITT Issued (31/03/21)						
4	ITT Returns (23/04/21) (30/04/21) (04/05/21)						
5	ITT Evaluation (Preferred Supplier Identified) (14/05/21) (18/05/21)						
	- ITT Evaluation complete (10/05/21) (12/05/21)						
	- Preferred Supplier Identified (14/05/21) (18/05/21)						
	- Final Draft Business Case (20/05/21)						
	- Final BC issued to PMG for Governance Process (20/05/21)						
	- Corporate Finance + People Board Approval (01/06/21)						
6	FBC Collated and into Governance (20/05/21)						
	- FBC Final Draft complete ready for Final Review (14/05/21)						
	- FBC Final Documentation complete Ready for Governance (20/05/21)						
	<b>GOVERNANCE Timeline:</b>						
	- Portfolio Management Group Approval (Extraordinary) (24/05/21)						
	- DEPP Programme Board Approval (Extraordinary) (26/05/21)						
	- Change Board Approval (Extraordinary may be required) (01/06/21)						
	- SPA Resource Committee Approval (17/06/21)						
	- SPA Board Approval (30/06/21)						
7	FBC Governance Complete and Approved (30/06/21)						
8	Contract Award / Supplier Mobilisation (13/07/21)						
10	Solution Build and Test (31/08/21)						
11	Solution Ready for Service (07/09/21)						
13	Go-Live (20/09/21)						
12	Training Delivery and Device Handover (20/09/21 - 15/10/21)						
14	Handover to Service / BAU (19/11/21)						
15	Armed Policing - PILOT / TACTICAL Closure (17/12/21)						
16	COP 26 (1 November - 15 November 2021)						



## **DIGITALLY ENABLED POLICING PROGRAMME**

### **BODY WORN VIDEO**

### **EVALUATION OF NORTH EAST DIVISION, POLICE SCOTLAND**

<b>Version Control and Date</b>	Version 0.7 20/04/2021
<b>Authors</b>	PI Gregor MacKenzie and Foday Sanneh, Business Analyst

## Quality Management

<b>Project</b>	Digitally Enabled Policing Programme		
<b>Location</b>	Digital – PM Centre		
<b>Title</b>	Digitally Enabled Policing Programme Body Worn Video – Evaluation of NE Div		
<b>Document Ref</b>			
<b>File Reference</b>			
<b>Date</b>	20/01/2021		
<b>Prepared by 1</b>	Insp Gregor MacKenzie	Signature (for file)	
<b>Authorised by</b>	Insp Gregor MacKenzie	Signature (for file)	

## Revision Status / History

<b>Rev</b>	<b>Date</b>	<b>Authors</b>	<b>Additional Notes</b>	<b>Authorised</b>
v0.1	20/01/21	Inspector Gregor MacKenzie	First Draft	
v0.2	18/02/21	Gregor and Foday		
v0.3	24/02/21	Inspector Gregor MacKenzie	Structure and data changes	
V0.4	01/03/21	Inspector Gregor MacKenzie, Supt Iain MacLelland	Minor changes /review	
V0.4	05/03/21	Inspector Gregor MacKenzie	Management review amendments	
V0.5	16/03/21	Inspector Gregor MacKenzie / CI McGeough	CS Review and updates made	
V0.6	14/04/21	Supt Iain MacLelland	Finalised.	
V0.7	21/04/21	Inspector Gregor MacKenzie	Final submission after input from DESC and IT	

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## **1. Introduction**

In 2016, following analysis of the outcome of a 12-month Body Worn Video (BWV) trial for Armed Response Vehicles, the National Police Chiefs Council (NPCC) recommended that BWV should be rolled out to all Authorised Firearms Officers (AFOs) within Home Office (HO) forces. Although not a HO force, and therefore not bound by the recommendation, Police Scotland now has the only Armed Policing (AP) unit in the UK which is not equipped with BWV.

As far back as 2010, 40 UK forces had access to BWV for their officers. The systems are hands free and provide video and audio recording capabilities with full audit trails including footage being time and date stamped. They make it possible to record offences and to capture evidence in support of police investigations.

In June 2010 legacy Grampian Police, now North East (NE) Division, Police Scotland carried out a pilot programme using body worn video cameras. This was reviewed after three months of operation as per Appendix C.

Grampian Police applied to the Scottish Government's Community Safety Unit for support from their Evaluation Support Framework Contract. The application was successful and the Community Safety Unit appointed ODS Consulting Ltd to carry out a review of the use of BWV.

The evaluation work was overseen by a Project Board, made up of senior staff from legacy Strathclyde Police, Grampian Police and the Crown Office and Procurator Fiscal Service. A Project Team, including operational staff from each of these organisations and from Renfrewshire Council, led in the evidence gathering to support the evaluation.

The evaluation drew together information from the previous reviews which had been undertaken, information produced in Scottish Government reports, fresh information gathered in each area and information from the Criminal Justice Board's Management Information System. The review concluded that BWV was a positive intervention and provided policing with a tool that aided with the reduction of crime, reduction of time spent at court by officers, enhanced officer safety and reduced complaints about the police. The review also found that BWV increased public reassurance and had many more benefits. As part of Police Scotland's planning considerations for developing its use of BWV, there is a requirement to revisit and update the previous evaluation carried out in respect of the use of BWV in NE Division.



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In order to capture the current landscape of BWV within NE Division the research team focused the evaluation on the following key areas:

- 1 • How has the implementation of BWV mobile technology affected the business practices and behaviours of the officers and staff of NE Division?
- 2 • What has the impact of BWV technology been for the policing of NE Division?
- 3 • What has the impact of BWV technology been for the Scottish public (In area affected)?
- 4 • What has the impact of BWV technology been for Police Scotland's partners?

## **2. Background**

Police Officers and Special Constables from NE Division have used BWV since June 2010. This began with a pilot for the use of BWV in a designated area within legacy Grampian Police. As the pilot evolved there was early recognition of the distinct benefits brought about from BWV, resulting in the number of BWV devices in use being increased across the region and software upgraded.

In 2013 a total of 330 devices were in service. In 2021 the number of BWV devices in use has reduced, owing to wear and tear, to 256 devices. These remain in operational use at 32 locations across NE Division. The devices create consistent and significant business benefits including officer safety, evidence gathering, enhanced prosecution evidence and positive use in the event of a complaint against the Police.

The use of the devices by NE Division is not complicated. BWV users are allocated role based access and the use of BWV is covered in a local guidance document. Users are given face to face training by operational officers experienced in the use of BWV. Following each deployment, evidential footage is burned to disc and lodged as a production. Footage not marked as required for evidential use, is automatically deleted after a specified period, currently set at 31 days.

In 2018 it was recognised that current BWV devices in use across NE Division were approaching their end of life and that a refresh of devices should be considered. As a result the NE Divisional Alcohol Violence Reduction Unit (DAVRU) were allocated 14 x updated BWV devices. These newer devices offered improvements to the quality of footage recorded, robust protective casing and an improved, more time efficient booking in and out process via Radio Frequency Identification (RFID).

The Body Worn Video infrastructure in NE Division is currently regarded as a 2 Tier installation system. This requires a central server (main data store) to be located at Queen Street Police Station, Aberdeen. The server is populated with data that is provided from 32 BWV computer terminals located at Police Stations across the region. Officers or staff wishing to view BWV footage can do so at either the host terminal (PC that the footage was downloaded to) or alternatively at the main server in Queen Street.

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BWV continues to offer operational benefits to officers and members of the public and is widely accepted as best evidence by the Police Investigations and Review Commissioner (PIRC), Crown Office and Procurator Fiscal Service (COPFS) and Police Scotland case management. It was of interest to note that in December 2020, BWV was used on 826 occasions in NE Division, 77 of which were used to evidence the police response at incidents.

BWV has been subject to consideration for national implementation across Police Scotland for several years and a variety of options explored. In 2017/18, BWV was close to being given project status with initiation work carried out concerning the available options (including early implementation of a BWV solution for AP). This was deprioritised due to conflicting restrictions in capital funding.

In January 2019 a NE Division review of the governance surrounding the use of BWV was carried out in direct consultation with the Digitally Enabled Policing Programme, Policy and Scrutiny Unit and Information Assurance to ensure the required governance documentation was in place.

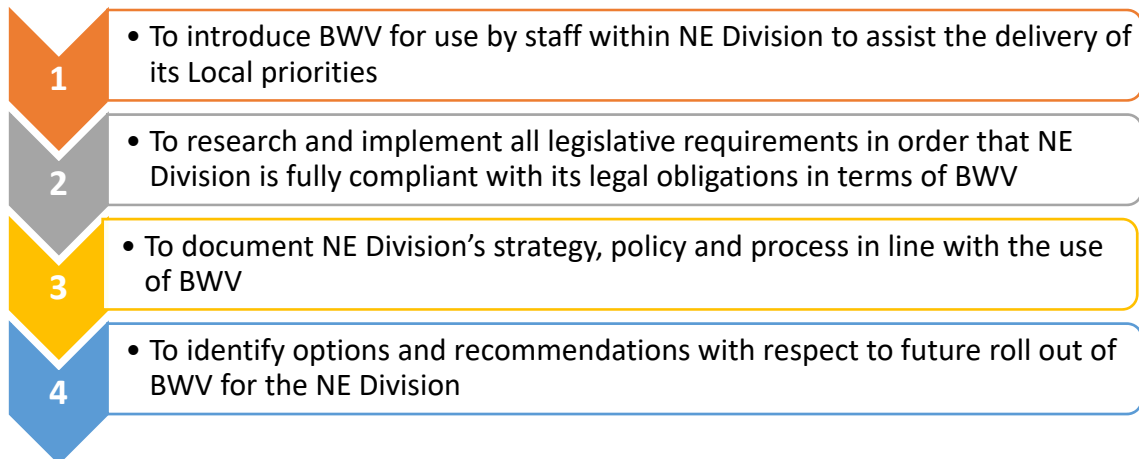
A paper was also submitted to Police Scotland Corporate Finance and Resources Board to support the procurement of 50 new devices and associated docking / charging stations. This allowed NE Division to refresh the BWV devices currently in use and maintain continued operational effectiveness for a further 2 years.

NE Division have since carried out a systematic review of the BWV devices at the 32 deployment stations across the region, with BWV devices replaced as required.

### 3. Objective

The main objective set out with the introduction of BWV at the pilot stage was to provide operational officers video device technology that has the capability to record video footage for evidential purposes (with full audit trails) at standards acceptable by partner organisations.

The objectives for the pilot are summarised as below:



These objectives have been continued with the further development of BWV to the level at which it is deployed and utilised across NE Division today.

In NE Division, the specific business benefits anticipated in relation to police use of BWV cameras were:

- ❖ Reduced officer time spent on paperwork and file preparation
- ❖ Reduced number of police complaints being made, with additional evidence available for any complaint that requires investigation
- ❖ Deterring crime and improving detection rates
- ❖ Increased officer time spent on mobile and foot patrol
- ❖ Increased level of protection afforded to officers
- ❖ Encouraging more guilty pleas at an early stage of the Criminal Justice process with a reduction in trials
- ❖ Increased convictions
- ❖ Improved efficiency, including cash and non-cash savings
- ❖ Improved performance
- ❖ Increased public satisfaction
- ❖ Enhanced partnership working

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Having considered these anticipated business benefits, it was agreed that the current evaluation would focus on a manageable number of areas where change may have been brought about by the use of BWV.

The main areas to be investigated are:

- ❖ Reduction in crime
- ❖ Increase in early guilty pleas
- ❖ Quicker resolution of any complaints about the police
- ❖ Reductions in assaults on officers
- ❖ Increased public re-assurance and reduced fear of crime in local communities

Where there was evidence of change, it was agreed that an estimate of the value of the benefits should be made, provided sufficient appropriate information was available to justify making such estimates.

## **4. Legislative and Strategic Policy & Procedures**

A Data Protection Impact Assessment (DPIA) (Appendix D) was completed and approved for the use of BWV within NE Division. It acknowledged that BWV would capture personal data visually and audibly. The DPIA provided detailed information on how that data would be stored and managed.

The BWV devices and back office solution have end to end encryption and footage is automatically deleted from the devices upon docking and being successfully uploaded to the main server. Footage is held on the Video Manager software on a central server in Queen Street, Aberdeen. Trained officers have access to the software via an auditable role based access log-in process. All actions carried out are recorded and searchable. Supervisors are provided with software access privileges to carry out audits and relevant redaction of footage (where applicable).

Recorded footage is the responsibility of all trained users as designated through Role Based Access Control (RBAC). Footage that is not required for evidential purposes is automatically deleted after a specified period of time, currently set at 31 days. Evidential footage is marked by the officer for retention and then stored on a secure server. The retention of this footage is then subject to the Police Scotland data retention policy. Compliance with Police Scotland Information Management policies is adhered to by allowing release of relevant / appropriate footage via Subject Access Request or other legal processes.

NE Division BWV guidance requires evidential footage to be burned to DVD for court purposes and submitted as a production, with two further copies accompanying the report as Case Related Documents, thereby meeting disclosure requirements. This is shown as per Appendix E. Clear instructions are given that devices are only to be used overtly and not to be used for covert policing, negating any requirement for RIP(S)A 2000 authorisation.

NE Division completed an Equality and Human Rights Impact assessment (EqHRIA) (Appendix F) and included reference in the Guidance Document that officers should be cognisant at all times of the impact that the use of BWV could have on an individual's Human Rights, in particular:

- ❖ Respect for private and family life, home and correspondence
- ❖ Freedom of expression
- ❖ Freedom of Thought, Conscience and Religion
- ❖ Freedom of Assembly and Association

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Usage of the device is proactively encouraged, however was not made a mandatory requirement, but the officer's personal choice. Officers were instructed to announce to subjects that video and audio recording was taking place and that BWV should only be used when it was proportionate, legitimate, necessary and for a policing purpose.

Training is delivered in the form of a Powerpoint presentation by experienced operational users. As part of the training, a guidance document is provided outlining correct user procedure in respect of data protection and use of the device. The guidance document outlines Section 20 of the Police and Fire Reform (Scotland) Act 2012, namely that officers are justified in their use of BWV to (a) prevent and detect crime; (b) to maintain order; (c) to protect life and property; (d) to take lawful measures and make such reports to the appropriate prosecutor. There is also guidance as to when BWV might not be used in circumstances such as intimate searching, legal and medical interviews and when members of the public may want to talk in private.

Policy regarding release of the footage to the media was specified as requiring to be proportionate, necessary and for a legitimate purpose. The current IT solution in NE Division was set up and configured by local IT who hold installation notes and documentation.

In Aberdeen, a public consultation as part of the pilot evaluation was conducted whereby a series of questions were included in City Voice 21 in late 2010. City Voice is the Citizen's Panel for Aberdeen. There were 701 responses from members of the Citizen's Panel. Results were positive in the use of BWV.

## **5. Public Engagement**

This section looks to highlight the outputs from the public engagement exercises held. It will explore previous engagements that were conducted in the Grampian and Renfrewshire areas when BWV was first introduced and explore the results from the most recent survey carried out by Police Scotland in relation to BWV.

### **5.1 Public Consultation Survey Aberdeen and Renfrewshire**

During February 2010, Renfrewshire Council conducted an online survey in relation to the use of BWV. There were 97 respondents.

In Aberdeen, a series of questions were included in City Voice 21 in late 2010. City Voice is the Citizen's Panel for Aberdeen. There were 701 responses from members of the Citizen's Panel.

#### **In Renfrewshire;**

- ❖ Nearly half of those who responded to the public survey (49%) felt safer as a result of the deployment of body worn video cameras
- ❖ 64% felt that cameras would help to reduce crime and antisocial behaviour in their local communities and town centres.
- ❖ 64% thought that all police and wardens should wear cameras.

#### **In Aberdeen;**

- ❖ 44% of the Panel had heard of BWV
- ❖ 37% said that the use of BWV cameras would make them feel safer – less than 1% of people said that use of BWV would make them less safe
- ❖ 57% said that they believed that the use of BWV would make their community safer – just 0.1% said use of BWV would make their community less safe;
- ❖ 76% of people supported the use of BWV cameras – 7% did not support their use.

The indication from these findings showed strong support for the use of BWV cameras and, importantly, that the use of BWV cameras made residents feel safer. There is a direct link to the Joint Strategy for Policing (2020) in which Police Scotland's purpose is to improve the safety and wellbeing of people, places and communities in Scotland and using BWV in NE



Division supports this objective. NE Division BWV also assists in delivery of the Scottish Government Strategy, which focuses on 7 themes of, localism, inclusion, prevention, response, collaborative working, accountability and adaptability. The introduction of BWV in the NE has supported these themes, creating positive criminal justice outcomes, responding to current and emerging threats and maintaining public order.

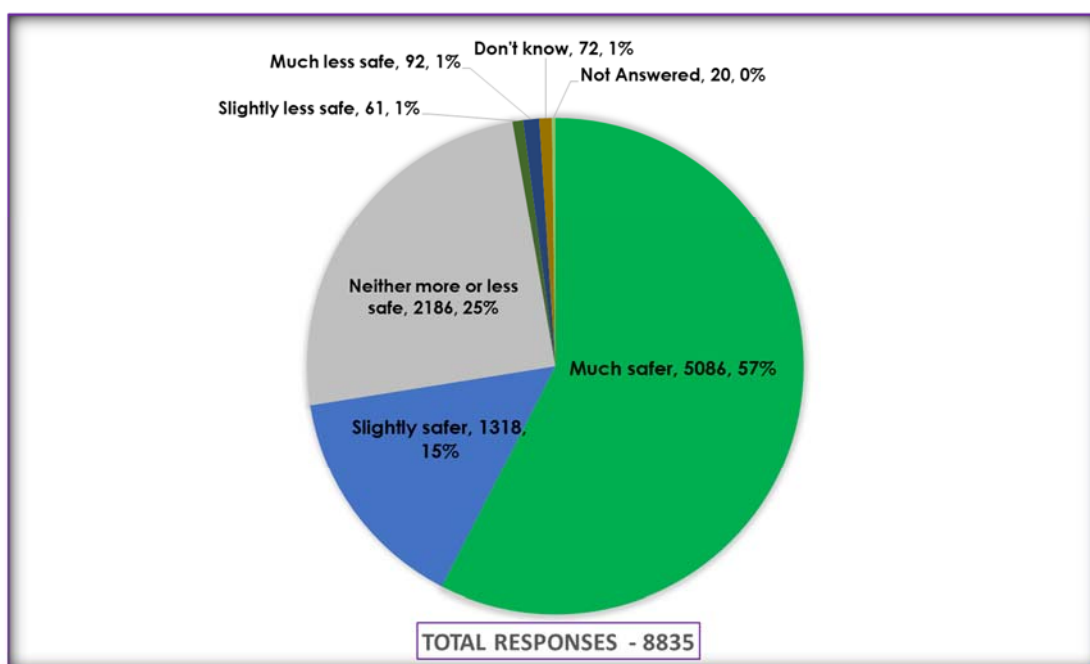
## **5.2 Public Engagement Survey 2021**

During February 2021, Police Scotland conducted an online survey in relation to the use of body worn video cameras for Armed Policing. There was a high uptake on this survey returning 8,835 responses. The survey results overwhelmingly supported the use of BWV.

The survey asked a number of questions around BWV. This ranged from public interactions with police and their feelings towards the use of BWV. It also explored how the public would perceive the use of BWV by Police Scotland.

It is clear from the following data that there is an overwhelming support for the implementation of BWV at a national level. The extract below summarises the key findings from the Public Engagement exercise, up to and including the 24<sup>th</sup> Feb 2021. (See Appendix A).

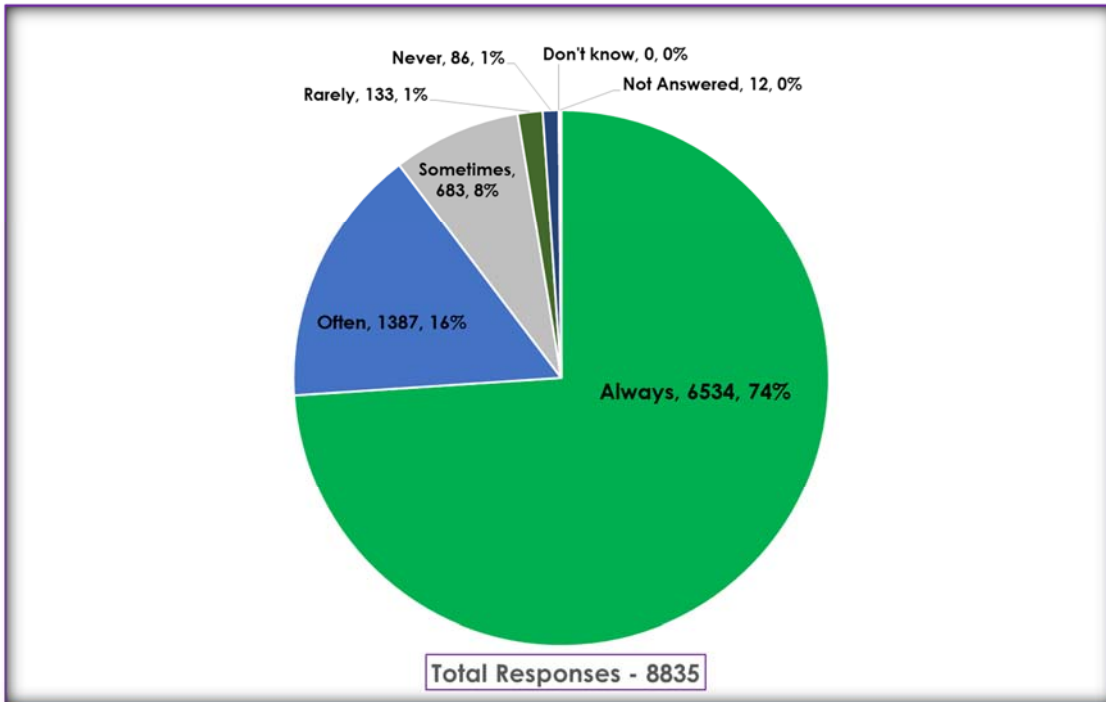
### **Question 4: If a police officer decided to use a body worn camera during an interaction, would this make you feel more or less safe?**



**NB: 72% said they would feel much or slightly safer with BWV.**

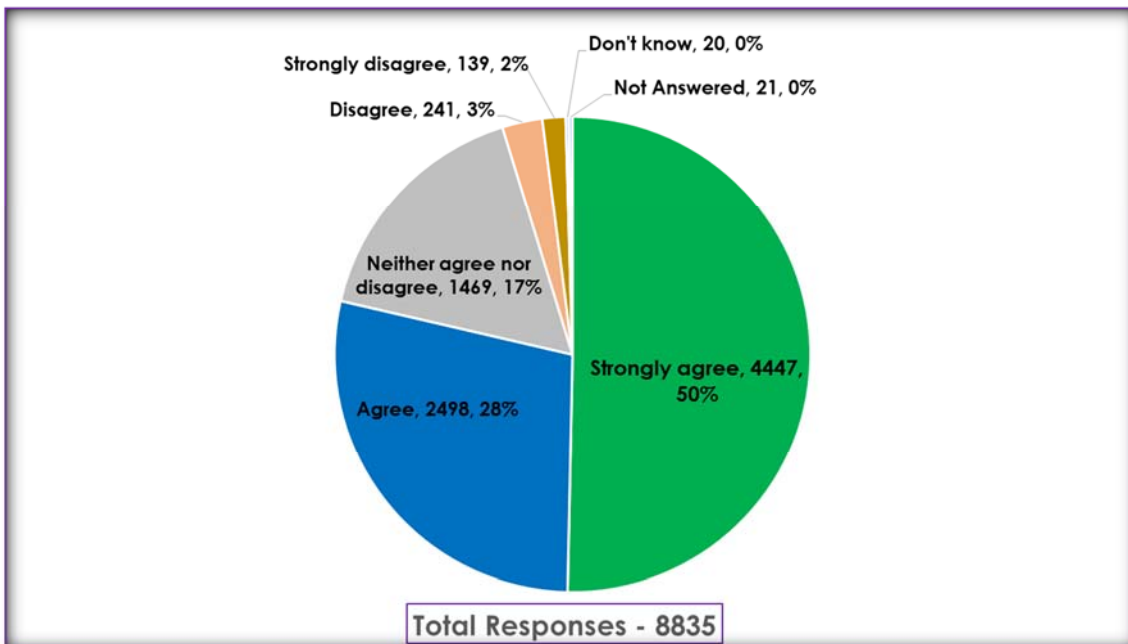
**OFFICIAL: POLICE AND PARTNERS**

How frequently, if at all, do you think it would be appropriate for the police to record interactions using a body worn camera?



**NB: 90% of respondents thought that BWV should be used often or in all situations.**

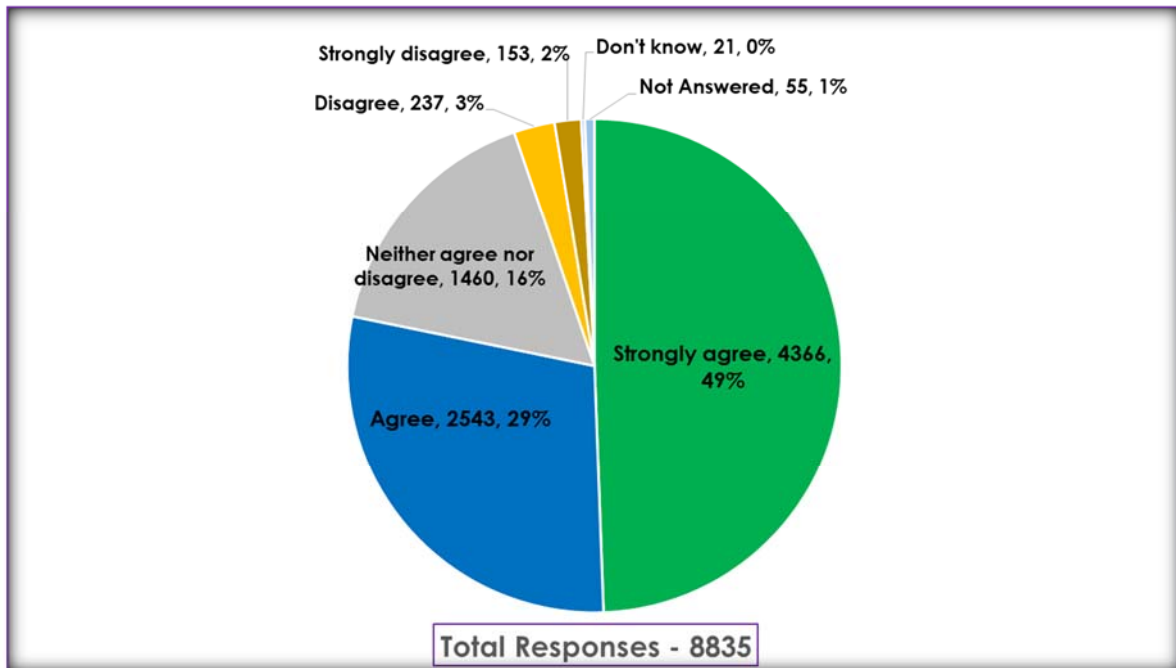
To what extent do you agree or disagree with the following statements:  
“Knowing interactions with the public are recorded would increase my trust in Police Scotland”



**NB: 78% reported that BWV would increase their trust in Police Scotland.**

**OFFICIAL: POLICE AND PARTNERS**

To what extent do you agree or disagree with the following statements:  
*“Knowing interactions with the public are recorded would increase my confidence in Police Scotland”*



**NB: 78% said it would increase their confidence in Police Scotland.**

## **6. Benefits: February Evaluation 2021**

### **6.1 Benefits Findings**

This section looks to explore the benefits associated with the use of BWV within NE Division. The information presented in this section has been collected through focus group interviews with operational police officers and other partner agencies impacted by the use of BWV.

Whilst it is recognised police officers in NE Division are of the opinion the introduction of BWV has supported a reduction in assaults against Police and increased their feeling of safety, the Statistics (Appendix I) show a clear rise in recorded Police Assault and Resist Arrest since 2010 when BWV was first introduced. It is likely BWV has influenced this increased recording, as well as other impact factors (e.g. Police Scotland Health & Safety reporting with regard to injuries to staff and exposure to violence), resulting in more accurate recording of incidents of violence. BWV reinforces officer recollection and ensures the correct analysis and identification of actions taken is reported and the associated officer safety considerations are accurately recorded. The use of BWV during such occurrences removes the sole reliance upon officer recollection at the height of what are undoubtedly stressful incidents.

The focus groups interviews and transcripts can be found at Appendix A. A thematic analysis has been conducted on these interviews and the common themes have been drawn out to give the results below. The results are also summarised further in visual form at Appendix H.

It is evident from the interviews carried out with officers and partners that the use of BWV has seen significant and notable benefits for NE Division. The evaluation team sought to compare experience in Grampian with evidence from other sources where measurements had been taken regarding the impact of BWV. This led to the Met Police (Appendix G) providing information which clearly demonstrates similar benefits achieved by the introduction of BWV.

- ❖ They have uploaded almost 12 million pieces of digital media since 2016
- ❖ They have digitally shared approx. 30,000 clips with the CPS every month
- ❖ BWV has been a contributory factor in a 10% increase in early guilty pleas
- ❖ In the 1<sup>st</sup> two years after our roll out they saw a decrease in complaints against frontline officers of 39% (Use of force, incivility, false arrest etc.)
- ❖ They report approx. 12,000 domestic incidents a month – Dec saw 73% of these with BWV used to support evidence gathering

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- ❖ London Public Attitude Survey (independent) where asked 2 BWV questions which start “Do you agree BWV”
  - Means Police will treat people more fairly? – 89% agree or strongly agree
  - Means Police will do the right thing? – 90% agree or strongly agree

It should be noted that from the above information provided by the MET, no data was available to evidence how BWV had impacted upon assaults on police officers. The MET did confirm that assaults on police officers had increased since the introduction of BWV.

In order to gain more information in respect of this area, the evaluation team researched other forces in the UK who are currently using BWV. It was apparent from those spoken to that accurate data or research in relation to the impact of BWV on assaults on police officers was not available and whether it had a positive or negative effect.

From the research carried out, many policing organisations confirmed there was evidence that assaults on officers have increased overall in recent years. It is the opinion of the evaluation team that this is due, not only to better recording, but that officers have been equipped with new BWV technology and by using same are more likely to record and libel a charge of police assault due to the incident having been accurately recorded. In circumstances where footage is available of an offender’s behaviour and an officer assaulted, the availability of BWV footage strengthens the evidence and decision making to report the circumstances to the Crown Office and Procurator Fiscal Service.

The following statement in respect of the impact BWV on officer safety was taken from the NPCC Officer and Staff Safety Review 2020:

*“Forces provide body-worn video cameras (BWVCs) as personal issue to frontline officers and certain staff members, such as PCSOs. At the time of writing, there is a significant policy variance between forces in terms of the brand and type of model used, which roles and functions are allocated a camera, and whether this is done on a personal or pool issue basis. There is also national inconsistency when it comes to brand specification and procurement.”*

*“The link between BWVCs and officer and staff safety has been explored as part of the review. The evidence base is developing and there is currently little empirical research to suggest that BWVCs have the capacity to reduce the risk of harm to officers and staff. On the contrary, the evidence suggests that BWVCs could increase assaults against the police, and have no effect on the use of force, unless their use is tightly controlled. BWVC use has been shown to reduce*

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*the number of complaints made by the public against police officers and improve criminal justice (CJ) outcomes, including conviction rates for domestic violence.”*

*On balance, given the current state of the evidence base, chief officers should not consider BWVCs as tools to reduce the risk of harm to officers and staff. Instead, BWVCs should be viewed as tools to increase the efficiency of criminal justice processes and reduce complaints against the police.”*

### 6.2 Officer Wellbeing and Safety

There was a positive common theme throughout the focus group interviews that BWV has played a fundamental part in officer's increased sense of safety and overall wellbeing. This was not only suggested from officers but also from Police Scotland's partners such as the Local Authority and COPFS.

It was also highlighted that the introduction of BWV may not necessarily directly impact the safety of Police Scotland's partners but can be linked to the improvement of their wellbeing, by the reduction of work load on COPFS staff. This reduction in court proceedings is not only of benefit to COPFS but also that of officers, reducing the need for court attendance, working on days off and associated overtime. Although this has not been measured by Police Scotland or COPFS, it was evident from interviews that there has been a significant notable benefit. This also has had an impact on officer mental wellbeing in reducing the associated stress that comes with attending at court.

***“For our staff it will reduce the burden of taking crimes through court for no reason” - (COPFS).***

BWV has and will continue to be best evidence when dealing with any complaints against the police. Evidence has shown that when used in a matter of a complaint it has allowed the process to be resolved much quicker or indeed much more robustly. For example, when used within NE Division, for 4 separate complaints with a total of 12 allegations, BWV was fundamental and found only 1 out of the 12 to be upheld.

***“Not only does it provide support to officers it also provides an element of protection to members of the public. I have seen the advantages of a quick thinking officer activating his Body Worn Video during a hostile situation***

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***which has been used in evidence in support of the officer following allegations made by a member of the public” - (Insp PSD)***

Professional Standards also confirmed that when referring cases to PIRC, BWV was recognised as being best evidence. Use of BWV has allowed PIRC to return complaints with minimal to no further recommendations allowing investigations to be successfully concluded.

Other notable quotes from the interviews;

***“100% I have avoided numerous assaults due to BWV, this makes me feel much safer” - (Officer with 8 years’ service).***

***“BWV has helped portray Aberdeen as providing the highest level of service, we as the council are strong to promote this” - (Aberdeen Councillor)***

The following observations are summarised from the thematic analysis (see Appendix A):

- ❖ Officers are less likely to get assaulted and verbally abused when using BWV
- ❖ Suspects behaviour changed for the better when BWV was used
- ❖ Major deterrent - gave an element of extra protection to officers
- ❖ Best evidence for when officers have been assaulted or verbally abused
- ❖ Reduced need for officers’ attendance at court
- ❖ Reduced complaints against police and assisted in complaints resolution

### **6.3 Technology and Culture Change**

Technology and culture has been considered from two viewpoints. Firstly, the adoption of the technological change and how this has been overwhelmingly accepted. Secondly, how the technology itself had stood up to the test of time and the current demand on officers, IT and partner organisations.

It was evident during the evaluation that if there was a concern to be raised about BWV it was in respect of the need to further develop Police Scotland’s use of technology. This was not just in relation to the BWV cameras themselves, but concerned the current IT infrastructure supporting the BWV cameras, the resilience of the IT infrastructure and capabilities of partners to receive and manage video evidence.

From the point of adoption of technology the following was observed from the thematic analysis:

- ❖ Overwhelming support from officers and partners to the adoption of the technology
- ❖ Members of public attitude to technology has been strong and supportive
- ❖ The culture change has been supported and officers have embraced the move to using this technology as part of everyday policing
- ❖ Seen by both Police and Partners as a massive step in collaboration and ensuring the use of best evidence together

Although it is clear that officers and partners have embraced the change, it was also evident from the evaluation that the current technology in place requires to be modernised. The following points were raised from the thematic analysis:

- ❖ Current technology in NE Division is outdated and needs upgrading
- ❖ Sign In / Sign Out process is too slow, resulting in staff not signing out a camera
- ❖ Manner in which footage is viewed is old and allows limited access when working elsewhere
- ❖ Storage solution is old and requires updating
- ❖ Burning to DVD is slow and can be problematic
- ❖ IT capabilities of COPFS/Courts are limited and out dated

#### **6.4 Reputational and Organisational Risk**

The introduction of BWV to NE Division has undoubtedly reduced risk from an organisational and reputational point of view within Police Scotland. As previously mentioned, it has positively impacted the investigation of complaints about the police, when available. There was consistent agreement across officers, members of the public, and other partners that the use of BWV was invaluable to policing. The following points have been observed from the thematic analysis:

- ❖ Reduces time dedicated to complaints resolving them with best evidence
- ❖ Overwhelming positive public perception and support
- ❖ Assists prosecution with best evidence
- ❖ Deters crime and increases public reassurance – crime prevention



## **6.5 Productivity and Efficiency**

Throughout the evaluation and focus groups interviews, it was evident there has been a significant increase in productivity and efficiency brought about by BWV. This has increased officer capacity allowing for more proactive and preventative work. This outcome aligns to the Chief Constable's force priority of "Working with our Communities and Support of Operational Policing". It also builds upon the 4 pillars of Prevention, Performance, Participation and Partnership, ensuring Police Scotland continues to develop and acknowledge the ever changing needs of society. It should be noted that there is no measurement in place at this time to accurately and mathematically measure and report these savings in either a qualitative or quantitative manner, a point which will be considered for any future national rollout.

There was however no doubt from both officers and partners that many benefits have been realised from the use of BWV in NE Division such as the following:

- ❖ Increased officer capacity
- ❖ Saves time and effort
- ❖ Best evidence for reporting of cases
- ❖ Information / evidence reliability and accuracy
- ❖ Better use of officers time – Reduced time at court
- ❖ Reduction in failure demand

The benefits seen within NE Division due to the introduction of BWV have been evidenced in an abundance throughout this evaluation process. They range from improving how efficiently police officers and partners carry out their role to increasing the overall sense of safety and wellbeing for police officers. It was also clear that officers within NE Division felt invested in and valued following the introduction of BWV technology, something which had increased morale. Although not measured in NE Division, BWV has contributed significant time savings in other Forces, allowing officers to be more productive and more visible to the public.

## **7. Recommendations**

Throughout this evaluation, significant benefits were identified following the deployment and continued use of BWV within NE Division. It was apparent from focus groups that a national rollout would further build upon the NE experience and benefits to be realised by Police Scotland and partner agencies. It was also recognised that further investment to develop dependant technology would be required by Police Scotland in addition to updating training and embedding BWV within operational environments.

It is recommended from these findings that Police Scotland should look to develop the use of BWV across Scotland, not only for operational Police Officers but for consideration in other roles (e.g. custody assistants or public office environments). In order to do this there are a number of recommendations that, if considered and implemented, will ensure outcomes from change in technology are delivered, increasing the opportunities in how Police Scotland uses the technology and business benefits.

### **7.1 Recommendation 1 - Best Device and Technology**

In order to maximise any benefit output it is imperative that the future delivery of BWV considers purchasing a high standard device and supporting technology that meets the operational requirements for officers, staff and supporting partner organisations.

### **7.2 Recommendation 2 - Sign In / Sign Out Process**

It was evident from the evaluation that one of the major stumbling blocks for officers using the device was the sign in and out process. This has been partly rectified in the NE with a small amount of cameras which have the technology to allow officers to sign in and out using an electronic card system. It is recommended that if devices are delivered on a pool issue basis, the sign in and out process be simplified and streamlined e.g. RFID.

### **7.3 Recommendation 3 - IT Capability**

The BWV infrastructure in NE Division is currently a 2 tier installation system supported by local Network Attached Storage (NAS) drive which links the data to the main server. There are a number of limitations to this arrangement. For example, if data is uploaded onto a local computer terminal at one of the 32 deployment stations, then to view the footage trained officers can only access same from that computer or potentially at the main server, if shared.

This is a local operational setting and is not ideal due to logistics, time, geography, etc. In planning for a future role out across Police Scotland, it is recommended that a system be implemented allowing footage to be stored centrally which permits remote access by trained users. The issue of remote access is most likely negated by the requirement to deliver BWV on the Police Scotland SPNET system, which should allow access to data from across Scotland by trained users. The NE data storage would not be viable at this time to maintain, manage and deliver the current Armed Police (AP) rollout. It is recommended for the current proposed AP rollout that a stand alone system from the selected supplier is implemented from new.

#### **7.4 Recommendation 4 - Data Sharing / Transfer**

It was reported in the focus group interviews that the current process of burning video evidence onto a disc can be slow and time consuming. It was also highlighted by our partners such as COPFS that DVD data transfer can be problematic. Future delivery of BWV in Police Scotland should consider simplifying and streamlining the current NE Division process. Considerations should also be given to exploring other means of sharing video evidence such as allowing electronic transfers. This work will require a collaborative approach with partners such as COPFS and Scottish Courts and Tribunal Service (SCTS). However, it is recognised that this will take significant time to develop and deliver.

The above capability will be delivered by the successful implementation of the Digital Evidence Sharing Capability Programme (DESC), which is a collaborative programme led by the Scottish Government in partnership with Police Scotland, COPFS, SCTS.

DESC is a Cloud Based 'Software as a Solution' (SaaS) Service that will provide secure digital space to ingest, edit, share, present and destroy/archive digital evidence. The ambition is to deliver an end-to-end service for digital evidence; from crime scene to court room. Once fully operational, DESC will facilitate ingest, edit and sharing of BWV 'digital evidence' for subsequent presentation in court as required.

The DESC Programme is currently in a procurement phase with a live pilot phase planned to commence in summer 2021.

## **7.5 Recommendation 5 - Benefits Recording**

When considering further development of BWV to Police Scotland, it is recommended that early work is carried out to identify the drivers for change and the associated benefits that are identified and mapped. Thereafter a robust methodology should be implemented detailing how associated benefits will be measured, monitored and reported in accordance with the associated project management benefit strategy.

## **8. Conclusion**

In conclusion, from the evidence provided in this report it is evident that BWV has been a very positive development for policing across NE Division. It has provided officers a transformational technological tool that has improved the way in which they work and continues to deliver benefits including but not limited to the following:

- ❖ Increased officer safety
- ❖ Increased wellbeing
- ❖ Reduced time spent at court
- ❖ Best evidence for crime detection and prosecution
- ❖ Reduced officer stress
- ❖ Increase sense of job satisfaction as officers are being listened to

The benefits highlighted in respect of officer safety evidence that Police Scotland (NE Division) have been progressive in terms of the Chief Constables Assault Pledge, supporting the 'Your Safety Matters' strategy and ensuring Police Officers have the appropriate training and tools required to safely carry out their role.

It was also evident from the evaluation that partners such as COPFS and the Local Authority have seen significant benefits from BWV. The public are supportive of the current BWV solution and further development and roll out in Police Scotland.

These results suggest that BWV has transformed policing in the NE Division over the last 10 years and allowed Police Scotland to develop new and efficient working practices, increased sense of job satisfaction and increased police visibility.

The findings from this evaluation also strongly support the recommendation by Dame Eilish Angiolini *'Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing'*, that *"Police Scotland should accelerate its plans to expand the use of body-worn video technology"*.

NE Division has and continues to realise the benefits associated with BWV and it is our opinion Police Scotland should continue to develop planning for a national roll out of BWV technology.

## 9. List of Appendices

Appendix	Name
A	Focus Group Transcripts and Thematic Analyses
B	Public Engagement Survey 2021
C	Evaluation Report of North East Division & Renfrewshire 2010
D	DPIA North East Division
E	Guidance Document North East Division
F	EqHRIA North East Division
G	Body Worn Video Benefits - Met Police
H	Spider Diagram
I	Copy of Police Assaults



Appendices 2.zip