



<b>Report To:</b>	<b>SPA Board Members</b>		
<b>Meeting Date:</b>		<b>Agenda Item:</b>	
<b>Report Title:</b>	<b>Operation Talla Weekly Update</b>		
<b>Sponsored by:</b>		<b>Presented by:</b>	<b>DCC Graham</b>
<b>Appendix Attached:</b>	<b>APPENDIX A – Weekly COVID-19 Bulletin</b>		
<b>Report Classification</b>			
<b>Police Scotland:</b>	<b>For Noting</b>		
<b>SPA:</b>	<b>For Noting</b>		
<b>EXECUTIVE SUMMARY</b>			
<b>1.</b>	<b>Purpose</b>		
1.1	<p>This paper provides the Scottish Police Authority (SPA) with a weekly update on policing changes seen during Operation TALLA, Police Scotland’s COVID-19 response.</p> <p>This report contains the preceding week’s information and data on changing demands within the service centre, incident attendance and crime. It will also consider our COVID-19 response including our use of the emergency legislation and how we are assisting our officers and staff welfare throughout these challenging times.</p> <p>This update will have a reporting period of Thursday to Wednesday. For the purpose of this report, the week of Thursday 15 April to Wednesday 21 April 2021 is considered.</p>		
<b>2.</b>	<b>Decision Requested</b>		
2.1	N/A		
<b>3.</b>	<b>Recommendation</b>		
3.1	N/A		
<b>4.</b>	<b>Alignment to Police Scotland Strategic Outcomes</b>		
4.1	<p>This report aligns to both Police Scotland’s Strategic Outcomes and the Operation TALLA Strategic Objectives as set out by DCC Malcolm Graham.</p> <p>This report discusses the flexible and adaptable response to the challenges posed by COVID-19 by Police Scotland (SO1, SO2 and SO5). It further highlights the activities undertaken by Police Scotland to protect our people (SO4). The levels of intervention activity discussed in the report serve to protect our communities from COVID-19 (SO1, SO2). The frequent, transparent publication of papers, such as this, and those published on the Police Scotland website provide engagement with communities, to maintain trust and confidence (SO3).</p>		

5.	Main Report
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**5.1 CURRENT LANDSCAPE**

Scotland continues to operate under the level or tiered system approach, which includes enforceable travel regulations for those local authorities subject to level 3 and 4 restrictions. All of mainland Scotland remains under lockdown.

On 15 April 2021 **2,708,691** people had received their first dose of the vaccine and **661,975** had received their second.

On 21 April 2021, **2,752,575** people had received their first dose of the vaccine and **847,655** had received their second. That is an increase of **43,884** and **185,680** respectively.

The First Minister has announced the accelerated easing of restrictions in Scotland. Travel within Scotland for outdoor socialising, recreation and exercise is now permitted from Friday 16 April 2021.

Currently people must continue to Stay Local for other purposes such as non-essential shopping and public transport capacity will continue to be limited.

Outdoor meetings in groups of up to six adults from up to six households will also be allowed from Friday 14 April, with under-12s not counting towards this limit. Socialising in homes is still not permitted.

This easing of restrictions has been brought forward as data shows continued progress on vaccination against Coronavirus (COVID-19) and suppression of the virus. Caution was urged by the First Minister to protect against resurgence of the virus as the latest easing was confirmed and people should take care to plan ahead with journeys, following the FACTS advice when out and about.

On Tuesday 20 April, the First Minister announced details of the further relaxation of restrictions across Scotland.

From Monday 26 April, hospitality venues such as cafés, pubs and restaurants can reopen, along with tourist accommodation. Non-essential retail outlets and close contact services such as beauty salons can also reopen, in addition to indoor attractions and public buildings such as galleries, museums and libraries.

The First Minister confirmed that all parts of the country will move to Level 3 from Monday 26 April. The remaining travel restrictions within Scotland will be lifted and travel within the UK will be permitted for any purpose. If everyone continues to follow the rules, the First Minister said it is expected that all of Scotland will move to Level 2 on Monday 17 May.

Coronavirus is still having an impact on absence levels across the organisation; however, are currently at the lowest rate since the outbreak of the virus and they continue to be internally managed by each local policing division. Absence levels and trends are still and will remain closely monitored in order to mitigate risk and address any emerging resourcing demands in early course. Police Scotland’s Outbreak Management Team (OMT) remains in place, providing an internal ‘track and trace’ function and advice to police officers and staff, as well as engaging with divisions to assist in limiting any spread of coronavirus throughout the

organisation. Learning opportunities from previous outbreaks are being identified and collated by the team and these will be communicated across all divisions and departments.

Police Scotland's approach remains unchanged and continues to promote 'Engage, Explain and Encourage' methods prior to 'Enforcement' action being taken against apparent breaches of legislation. It remains the position that officers may move more quickly through the 4E process if they perceive that persons are engaging in a blatant, conscious and inexcusable breach of regulations, involving repeat locations or individuals and whether an absence of enforcement would damage public confidence in policing.

## **5.2 SERVICE CENTRE DEMAND**

This week, the volume of 101 calls answered has increased by **4%** comparable to last week's figure and the volume of 999 calls has increased by **7%**. The number of 101 calls is lower than the same period in 2020 (**-14%**) and 2019 (**-23%**). The number of 999 calls is higher than the same period in 2020 (**27%**) and lower than 2019 (**-4%**).

## **5.3 INCIDENT DEMAND**

Total incident volume has increased by **5%** from last week's. Total incident volume is comparable to the same week in 2020, and decreased by **16%** from 2019.

In comparison to the same week in 2020, Public Nuisance incidents have decreased by **50%**, and have increased by **45%** when compared to the same week in 2019.

In comparison to the same week in 2020 Noise incidents have decreased by **16%**, and have also decreased by **12%** when compared to the same week in 2019.

In comparison to the same week in 2020, Disturbance incidents decreased **6%**, and have decreased by **26%** when compared to the same week in 2019.

In comparison to last week, disturbance incidents and noise incidents have increased by **15%** and **7%** respectively, whilst public nuisance incidents have decreased by **5%**.

## **5.4 CRIME**

Overall crime in the last week is at a higher level than a comparable period last year; however, remains lower than a comparable week pre-lockdown. Most Divisions, with the exception of Highland & Islands, Edinburgh, Lanarkshire and Argyll & West Dunbartonshire Divisions, have noted an increase in crime volumes this week when compared to the same from 2020/21.

All divisions, with the exception of Fife, have seen a decrease in volume when compared to the same period 2019/20.

The collective volume of recorded crimes for every crime groups is higher when compared to the previous year. All crime groups, with the exception of crime groups 2 and 5, remain lower than the same week in 2019/20.

## **5.5 COVID-19 INTERVENTION ACTIVITY**

As stated above, Police Scotland's approach to the use of COVID-19 legislation remains to firstly engage with people, explain the provisions and encourage them to comply with the necessary restrictions, with enforcement action being taken where there are found to be flagrant and blatant breaches of legislation.

Incidents requiring COVID-19 interventions by officers have decreased from **189** last week to **158** this week (**-16%**). The total number of persons involved in these interventions has increased from **2218** last week to **2370** this week. **1261 (53%)** of the **2370** interventions this week took place in a private dwelling. This is an increase on the previous week's **44%**. Figures for this week are accurate as at 21 April 2021.

Since quarantine regulations came into force on travellers entering Scotland from out with the UK on the 15 June 2020, up to and including 21 April 2021, Police Scotland have received **4749** referrals from Public Health Scotland (PHS) relating to potential breaches of quarantine. **864** of these were dealt with by the resolution team and **819** have been dealt with by local policing. **3063** referrals were weeded prior to an incident being raised. In respect of resolved referrals, **80%** of the foreign travellers were found to be complying with quarantine restrictions. In the majority of the remaining referrals, the travellers have been untraced due to a variety of reasons such as inaccurate data provided to PHS or the expiration of the quarantine period prior to persons being traced.

There have been **18** occasions where enforcement has been used in relation to breaches of quarantine regulations generated from Home Office or Public Health Scotland referrals and one report to the Crown Office and Procurator Fiscal Service (COPFS).

## **5.6 ABSENCE**

General employee absence levels have remained fairly consistent over the last week. Divisions and departments are currently coping locally with outbreaks and contact/tracing requirements; however, this is being monitored carefully. Absences related specifically to COVID-19 have decreased, with **171** people absent, as of 21 April 2021, which is lower than last week's figure of **209**.

## **5.7 OUTBREAK MANAGEMENT TEAM**

Police Scotland's Outbreak Management Team (OMT) respond to and investigate positive cases amongst officers and staff and work in conjunction with the national NHS Test & Protect network to arrive at proportionate, balanced decisions on the identification of individuals at risk after close contact with a positive case and any requirement for self-isolation. This, following consideration of all operational circumstances, the use of PPE and other safety measures, has enabled the safe retention of officers and staff in the workplace and the self-isolation of those agreed to be at heightened risk. The team's work will continue to capture information and the circumstances in respect of specific outbreaks in order that procedures can be reviewed and additional safety measures cascaded and implemented as required.

From inception until 21 April 2021, the OMT has reviewed **910** cases and, from these, **1416** individuals have tested positive for COVID-19. The work of the OMT has led them to trace **1428** individuals who have required to isolate, whilst the NHS has traced **247** individuals. On average, each case continues to lead to **3.5** absences. The work of the OMT has also led to the identification of **149** individuals who had initially been required to self-isolate and were able to return to work.

## **5.8 COVID-19 NEAR MISSES**

'Near miss' forms in the context of the pandemic situation may be submitted for a variety of reasons e.g. when officers are potentially exposed to COVID-19 whilst not wearing PPE, where PPE malfunctions, or in any other instance an officer feels a risk to themselves in a specific occurrence relating to COVID-19. This can occur due to the reactive nature of policing, as well as being influenced by training levels and supply of PPE.

The most current 'near miss' figures available for the dates 13 April until 19 April 2021 confirm that **4** forms were submitted. This is a decrease of **79%** from the **19** forms last week.

## **5.9 GATHERINGS IN PRIVATE DWELLINGS**

Scottish Government commissioned data suggests that spread in and between households continues to drive much of the transmission of COVID-19. This analysis has guided the decision to introduce national measures to prevent persons visiting other households in higher risk areas.

Police Scotland have undertaken an assessment of the demand posed by dwelling house gatherings. It should be noted that the methodology of counting of house gatherings is designed to quantify the number of times officers have had to enter a private dwelling or private garden to investigate suspected breach of legislation or guidance, due to the increased risks of COVID transmission associated with these environments; therefore, if officers do not physically attend, or indeed gain entry to the dwelling or garden, this will not be included as a house gathering as there is no evidence there has been one and no increased risk to officers. Information gathered is indicative and should not be considered official police statistics.

Indicative figures from the week of 15 April until 21 April 2021 suggest that Police Scotland attended **252** occurrences of house gatherings throughout the force area, a decrease of **79** from last week. Enforcement levels for FPNs were **228** which has decreased from last week's **278**. Arrests have increased from **6** to **13** over the same period.

## **5.10 TRAVEL REGULATIONS**

At 1800 hours on Friday 20 November 2020, legislative travel restrictions were introduced across local authorities subject to levels 3 and 4 restrictions. Due to the change in legislation on Friday 16 April 2021, there has been a vast reduction in the number travel regulation interventions carried out. Persons are currently only in breach of travel regulations if they stay

out with their local authority area overnight, or have travelled across the border from another UK country. The remaining travel restrictions within Scotland will be lifted from 26 April when travel within the UK will be permitted for any purpose.

The following data comprises travel regulations interventions from 15 April until 21 April 2021 inclusive.

Police Scotland has carried out **36** interventions and issued **2** FPN in respect of travel regulations within the time frame, compared to the **138** interventions and **36** FPN recorded last week.

#### **5.11 SUBMISSION**

This report is submitted to the SPA for information and consideration.

Appendix A – COVID-19 Weekly Bulletin contains the information which will be released publically by Police Scotland. This information will continue to be released weekly and will synchronise with the weekly SPA reporting for consistent single data timelines.



# COVID-19 WEEKLY BULLETIN

## 15<sup>th</sup> April – 21<sup>st</sup> April 2021

SERVING A  
CHANGING SCOTLAND



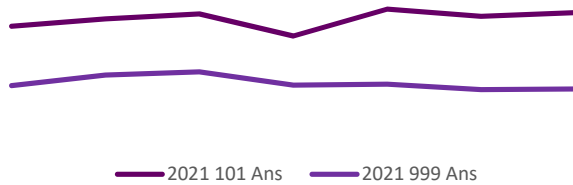
**SCOTTISH POLICE**  
**AUTHORITY**

No figures should be considered as Official Police Statistics. These may not yet have been verified or validated.

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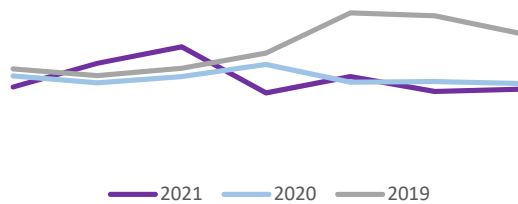
## Service Centre Demand

The volume of 101 calls answered decreased on 15<sup>th</sup> and 18<sup>th</sup>, however, were at consistent levels for the rest of the week. The volume of 999 calls answered peaked on the 16<sup>th</sup> and 17<sup>th</sup> April and were at consistent levels for the rest of the week.



## Incident Demand

Incident volume throughout the last week was approximately 1% lower when compared to the same time last year and 9% lower when compared to the same period in 2019.



## Gatherings in Private Dwellings

From 28/08/2020 – 21/04/2021

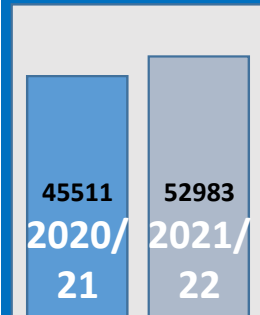
**13145** Attended reports of House Party

**7736** House Parties Dispersed

## Crime

Crime Volume (9 March – Present compared to Previous Year)

Crime has continued to trend at levels slightly higher than the seasonal average, and total crime volume year to date is higher (16%) than last year.



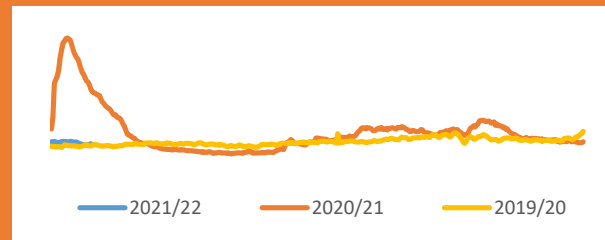
### Crime Group Breakdown Change from previous year

Group	Group 1	Group 2	Group 3	Group 4	Group 5
	18%	34%	4%	7%	19%

## 21416 Offences under COVID Legislation

Recorded COVID Charges are pulled from Police Scotland CRIME systems rather than CVI. Enforcement activity includes Fixed Penalty Notices and offences recorded on Police Scotland's Crime Recording System

## Absence

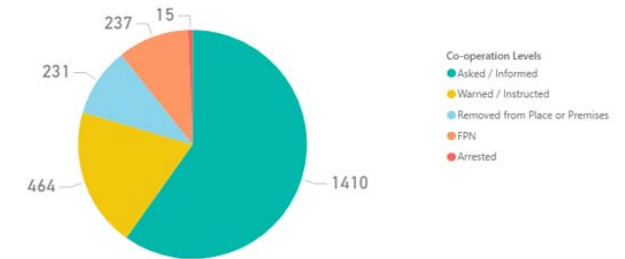


Absences throughout the week have gradually reduced however continue to trend below levels when compared to 2020 and above levels when compared to 2019. Absences remain significantly below the peak in April 2020.

## Coronavirus Legislation

Co-operation with new Coronavirus Legislation

The below chart is indicative of the co-operation levels experienced by police over the last 7 days. The majority of interactions between police and the public continue to be resolved without enforcement.



## Quarantine Referrals to 21<sup>st</sup> April

Public Health Scotland Travel Regs. Referrals	4749
Investigated by Resolution Team	864
Investigated by Local Policing	819
Investigations Ongoing	3
Weeded prior to investigation	3063
<b>Travel Reg. offences resulting in FPN or SPR</b>	<b>17</b>

Note: The referral figures are a count of reports submitted to Police Scotland. These will therefore vary from counts of the number of individuals. FPNs may be derived from PHS, Home Office Referrals or from operational incidents.

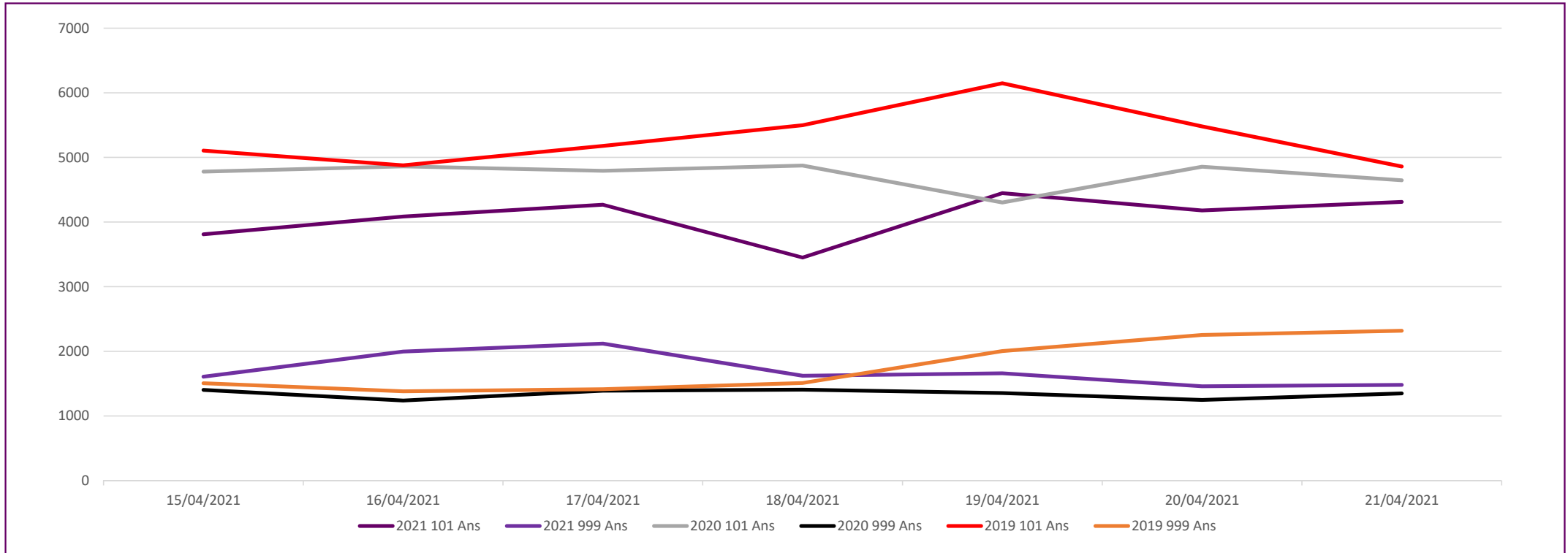
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## Weekly Service Centre Demand (15<sup>th</sup> April – 21<sup>st</sup> April 2021)



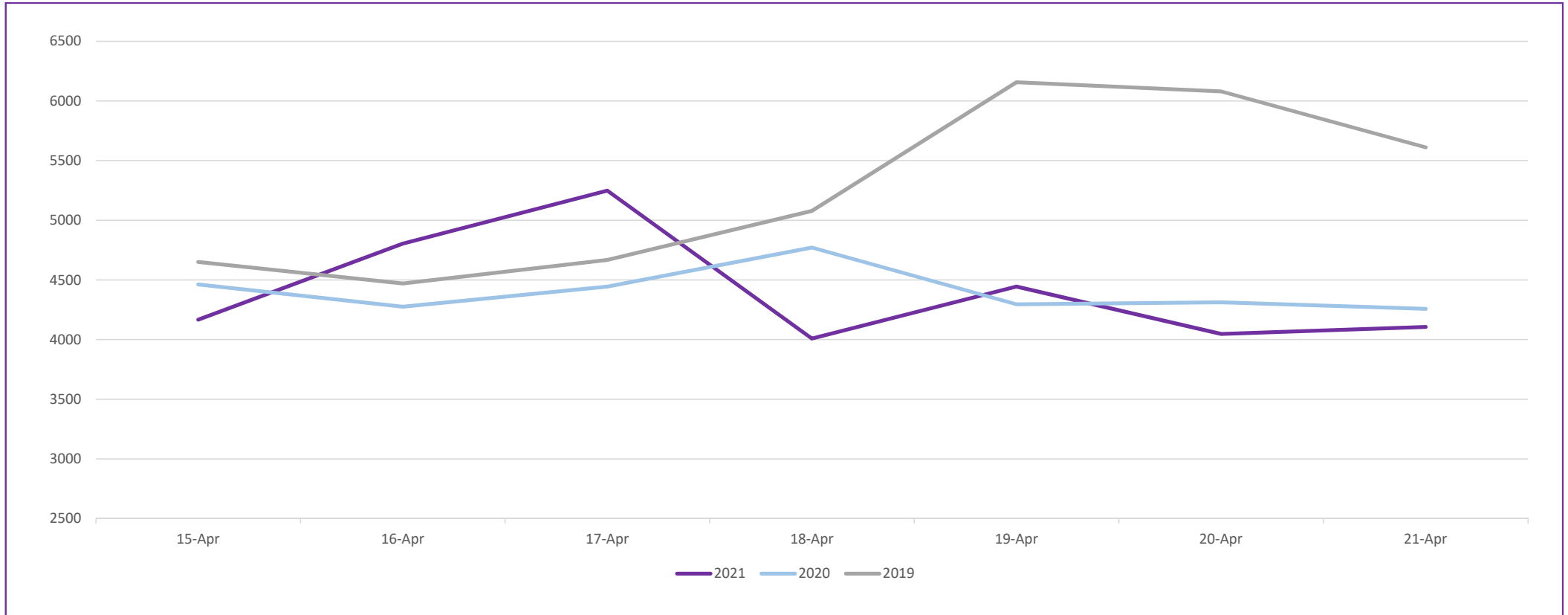
	15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr	Total
<b>2021 101 Ans</b>	3810	4086	4269	3450	4447	4179	4312	<b>28553</b>
<b>2021 999 Ans</b>	1607	1996	2119	1621	1659	1459	1481	<b>11942</b>
<b>2020 101 Ans</b>	4780	4861	4793	4874	4303	4856	4647	<b>33114</b>
<b>2020 999 Ans</b>	1403	1238	1391	1406	1354	1248	1348	<b>9388</b>
<b>2019 101 Ans</b>	5105	4878	5178	5499	6148	5480	4860	<b>37148</b>
<b>2019 999 Ans</b>	1506	1381	1414	1509	2004	2253	2318	<b>12385</b>

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## Weekly Incident Demand (15<sup>th</sup> April – 21<sup>st</sup> April 2021)



	15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr	Total
2021	4167	4804	5248	4008	4444	4047	4106	<b>30824</b>
2020	4462	4276	4444	4771	4296	4312	4258	<b>30819</b>
2019	4651	4470	4668	5079	6157	6080	5611	<b>36716</b>

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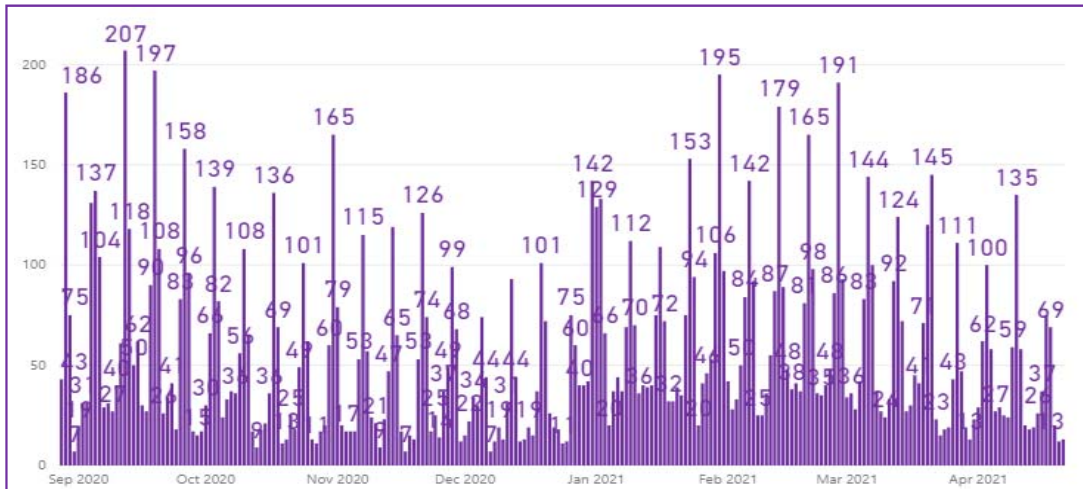
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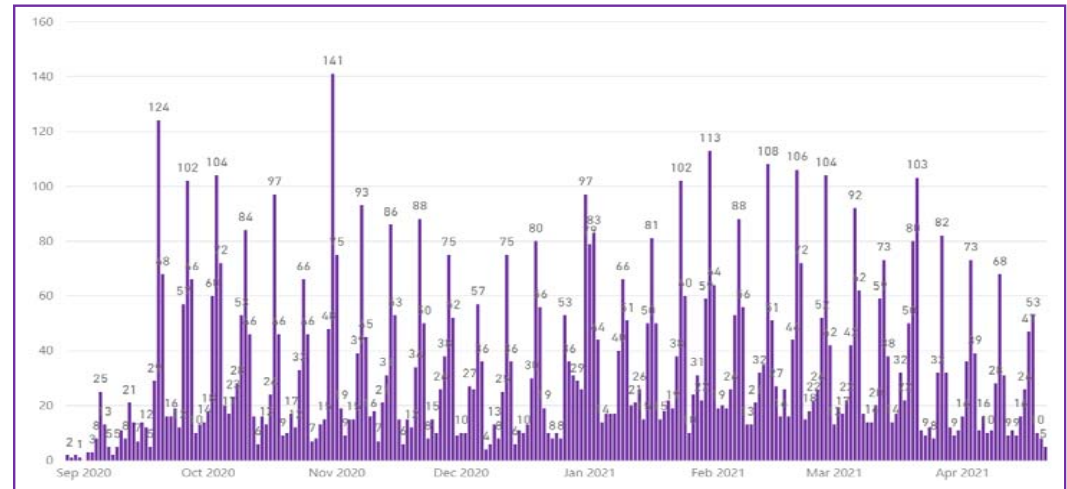
# Incident Demand – House Gatherings (28<sup>th</sup> August 2020 – 21<sup>st</sup> April 2021)

From Friday 28<sup>th</sup> August 2020, additional monitoring of ‘house gathering’ incidents has taken place. This will be reported weekly going forward.

**Attended ‘House Gathering’ Incidents**



**Attended ‘House Gathering’ Breaching Restrictions**



Totals	28 Aug – 21 Apr	15 Apr – 21 Apr
No. of House Gatherings Attended	13145	252
No. of House Gatherings Breaching Restrictions	7736	165
No. of FPNs issued	9804	228
No. of Arrests	492	13

The figures contained within this slide originate from storm incident reviews and free-text local policing returns to provide the most comprehensive view of house gatherings possible.

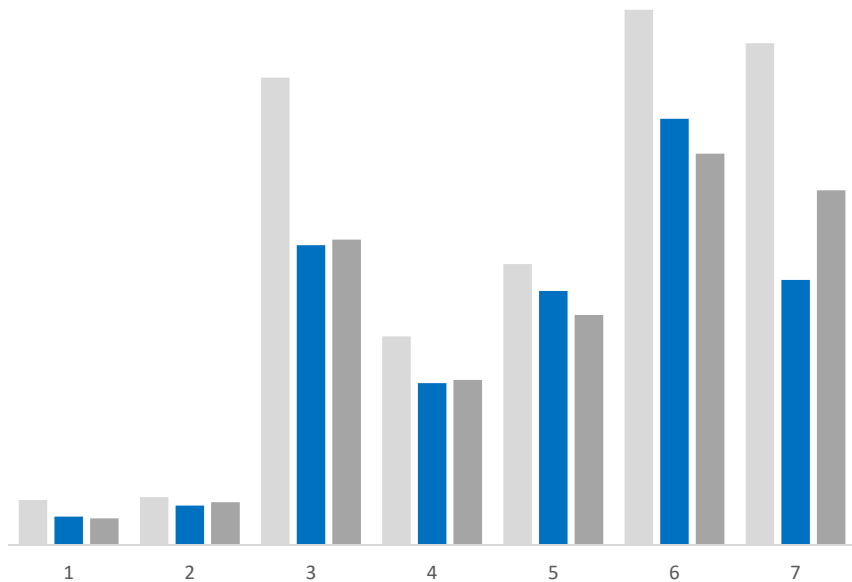
Note: No figures should be considered as Official Police Statistics. These may not yet have been verified or validated.



# Weekly Crime Demand (12<sup>th</sup> April – 18<sup>th</sup> April 2021)

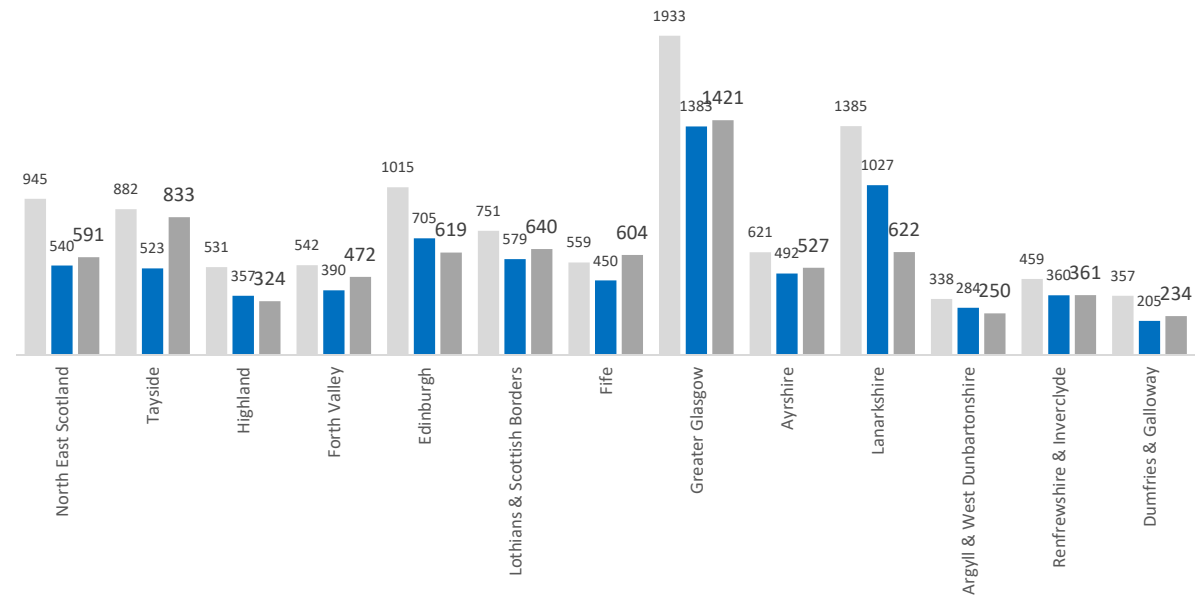
Weekly Crime by Group

2019/20 2020/21 2021/22



Weekly Crime by Division

2019/20 2020/21 2021/22



Crime Group	1	2	3	4	5	6	7	Total
2019/20	224	238	2310	1032	1389	2645	2480	<b>10318</b>
2020/21	142	196	1482	801	1256	2107	1311	<b>7295</b>
2021/22	133	213	1510	817	1138	1934	1753	<b>7498</b>

More information regarding Crime Groups can be found [via this link](#)

All Crime Groups (with the exception of Crime Group 1, 5 & 6) show an increase when compared against the same period last year. All Crime Groups show a decrease in volume when compared to the same period 2019/20.

All divisions with the exception of Highland & Islands, Edinburgh, Lanarkshire, Argyll & West Dunbartonshire have noted an increase in crime volumes this week when compared to the same period last year. All divisions with the exception of Fife, have seen a decrease in volume when compared to the same period 2019/20.

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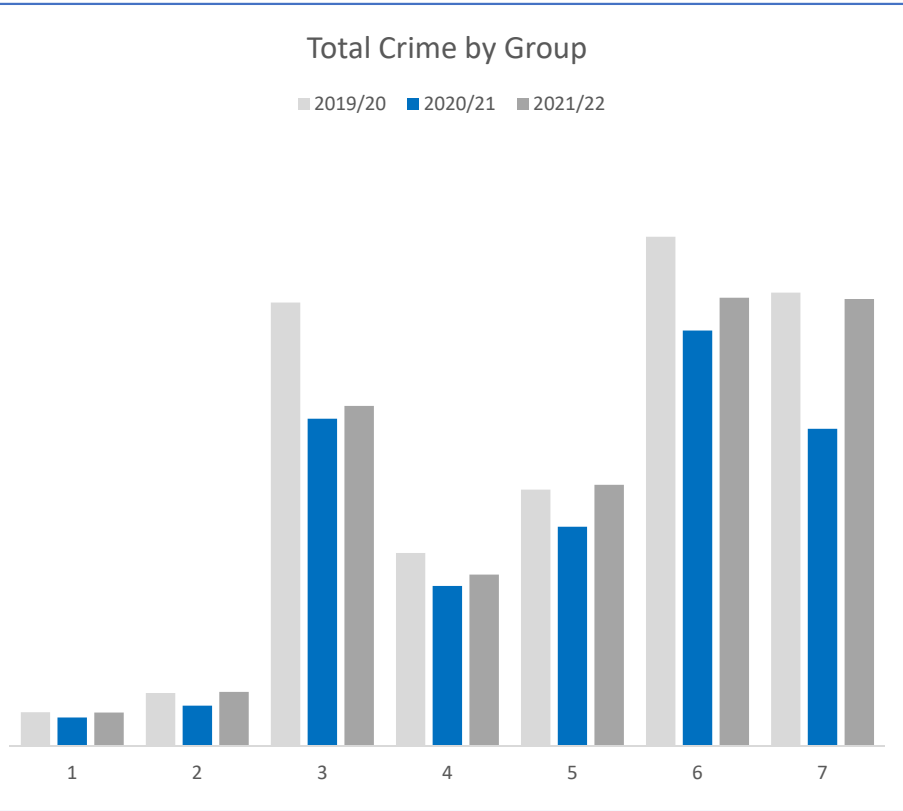
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# Cumulative Crime Demand (16<sup>th</sup> March 2020 – 18<sup>th</sup> April 2021)

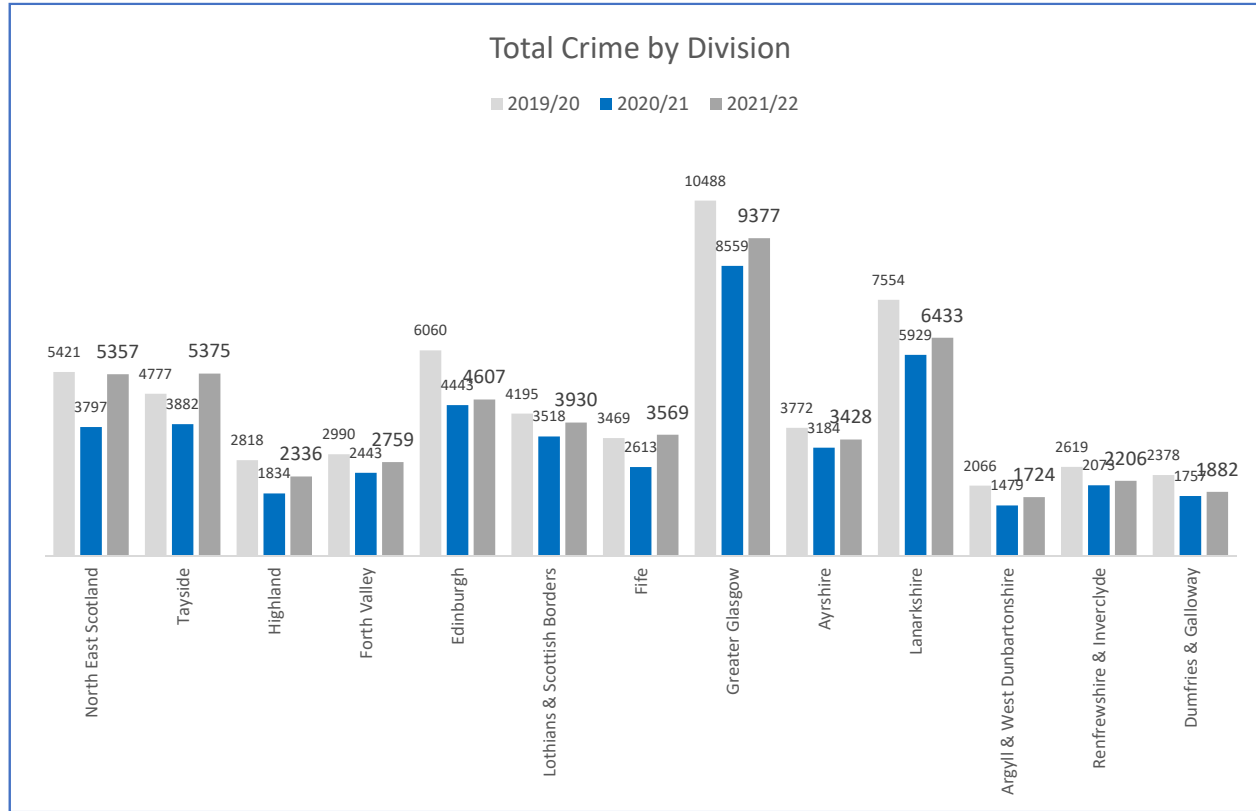
Total Crime by Group

■ 2019/20 ■ 2020/21 ■ 2021/22



Total Crime by Division

■ 2019/20 ■ 2020/21 ■ 2021/22



Crime Group	1	2	3	4	5	6	7	Total
2019/20	1021	1604	13380	5825	7735	15364	13678	<b>58607</b>
2020/21	862	1220	9875	4830	6619	12534	9571	<b>45511</b>
2021/22	1014	1635	10264	5173	7883	13525	13489	<b>52983</b>

More information regarding Crime Groups can be found [via this link](#)

All crime groups show an increase in volume when compared to the same period last year, all crime groups (with the exception of Group 2 and 5) show a decrease compared to 2019/20.

All Divisions show a cumulative increase in volume when compared to the same period last year. Most Divisions (excluding Tayside and Fife) continue to show a cumulative decrease in volume when compared to 2019/20.

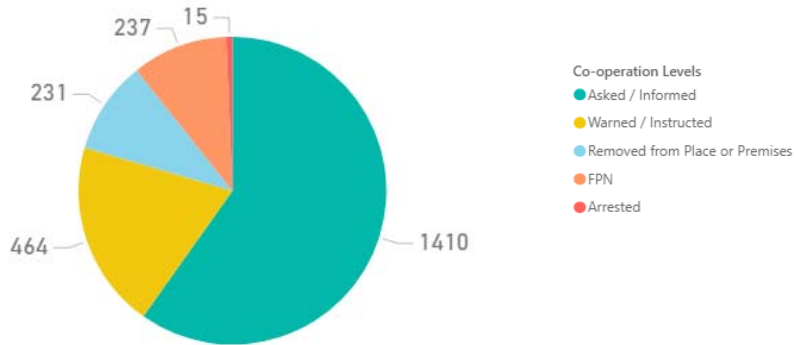
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# Weekly Legislation Co-operation (15<sup>th</sup> April – 21<sup>st</sup> April 2021)

### Weekly Cooperation Levels

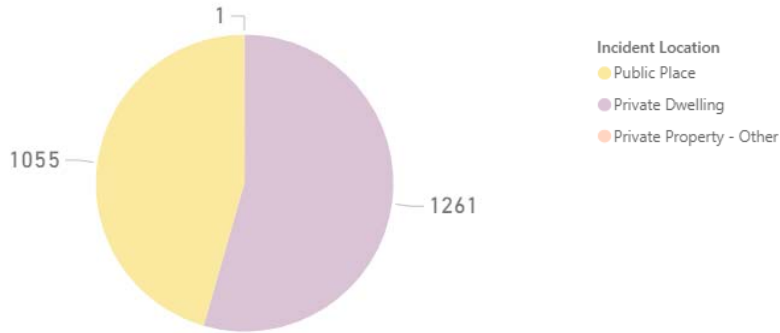


### Interaction Totals (Preceding Week)



An 'interaction' is any instance where a Police Officer has reason to engage with a person who is not conforming with Legislation. Only when all efforts to encourage co-operation fail will Police Officers resort to enforcement.

### Weekly Intervention Locations



### Interaction Times (Preceding Week)



In response to the introduction of The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 and Coronavirus Act 2020, Police Scotland developed a 'Coronavirus Interventions' (CVI) recording system. This system allowed Police Scotland to begin gathering data in relation to the public co-operation levels with the new legislation. This system relies on Police Officers manually updating the system with the co-operation level when they encounter an individual in contravention of the new legislation. This slide includes all offence types – Face-Coverings, Quarantine, Travel Restrictions and Gatherings.

**Due to the manual input required to form this data set, the contents of this slide are indicative only. Actual figures will differ from those recorded on Crime Systems (please see slide 11), may be subject to change, and cannot be considered Official Police Statistics. They do provide an indication of the public co-operation levels across Scotland.**

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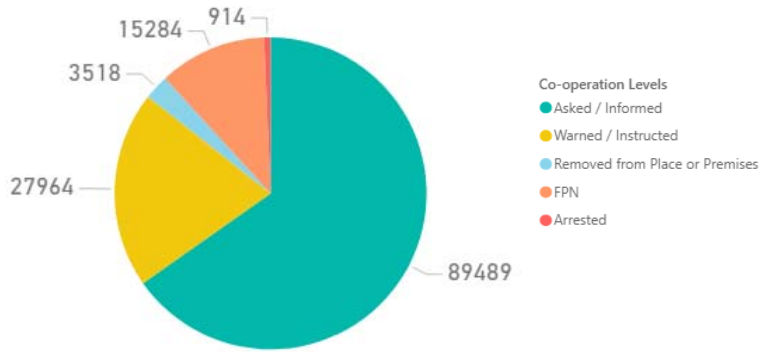
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# Coronavirus Legislation Co-operation (27<sup>th</sup> March 2020 – 21<sup>st</sup> April 2021)

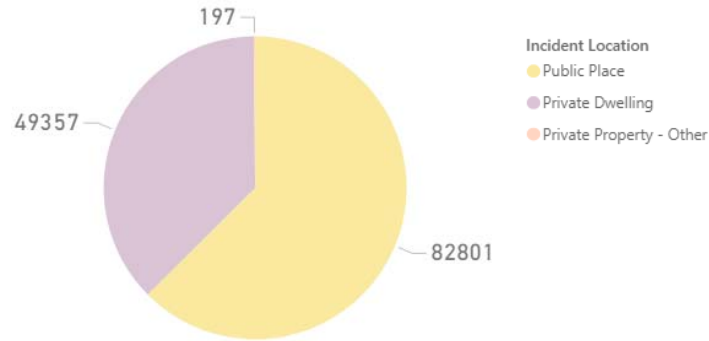
### All Time Cooperation Levels



### Interaction Totals (All Time)



### All Time Intervention Locations



### Interaction Times (All Time)



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# Weekly Travel Regulation Co-operation (15<sup>th</sup> April – 21<sup>st</sup> April 2021)



In order to report upon policing interventions in respect of the newly introduced Travel Regulations regarding travel to or from tiers 3 and 4, the CVI system has been updated. The above data is a sub-set of the wider CVI interventions reported on the previous slides and should not be considered as 'in addition to' the previous overall CVI activity slides.

In response to the introduction of The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 and Coronavirus Act 2020, Police Scotland developed a 'Coronavirus Interventions' (CVI) recording system. This system allowed Police Scotland to begin gathering data in relation to the public co-operation levels with the new legislation. This system relies on Police Officers manually updating the system with the co-operation level when they encounter an individual in contravention of the new legislation.

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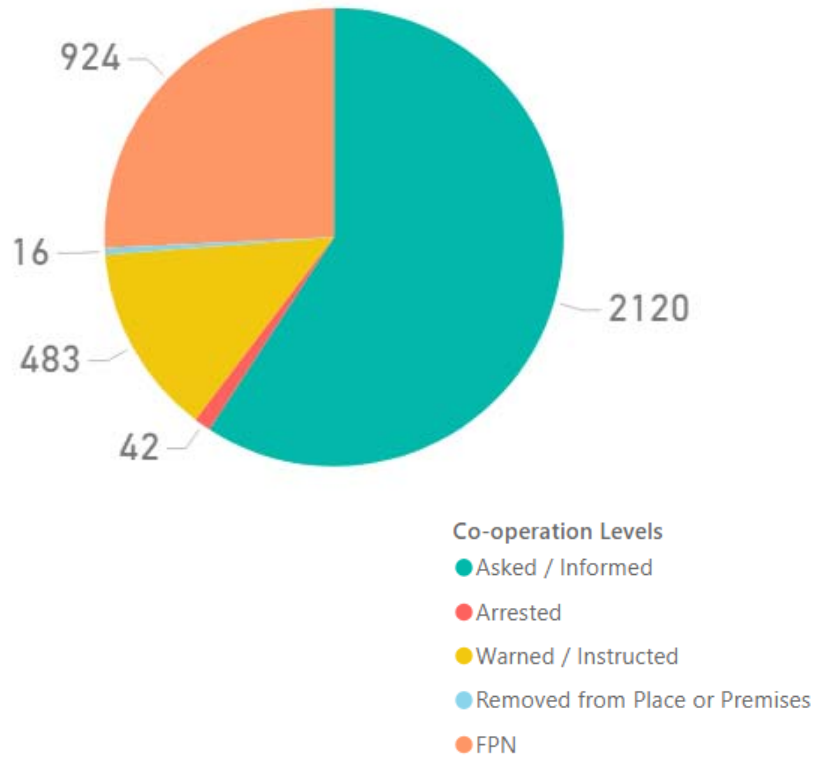
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# Travel Regulation Co-operation (20<sup>th</sup> November 2020 – 21<sup>st</sup> April 2021)

### All Time Cooperation Levels



### CVI Activity by Date



An 'interaction' is any instance where a Police Officer has reason to engage with a person who is not conforming with Legislation. Only when all efforts to encourage co-operation fail will Police Officers resort to enforcement.

### CVI Interaction Times



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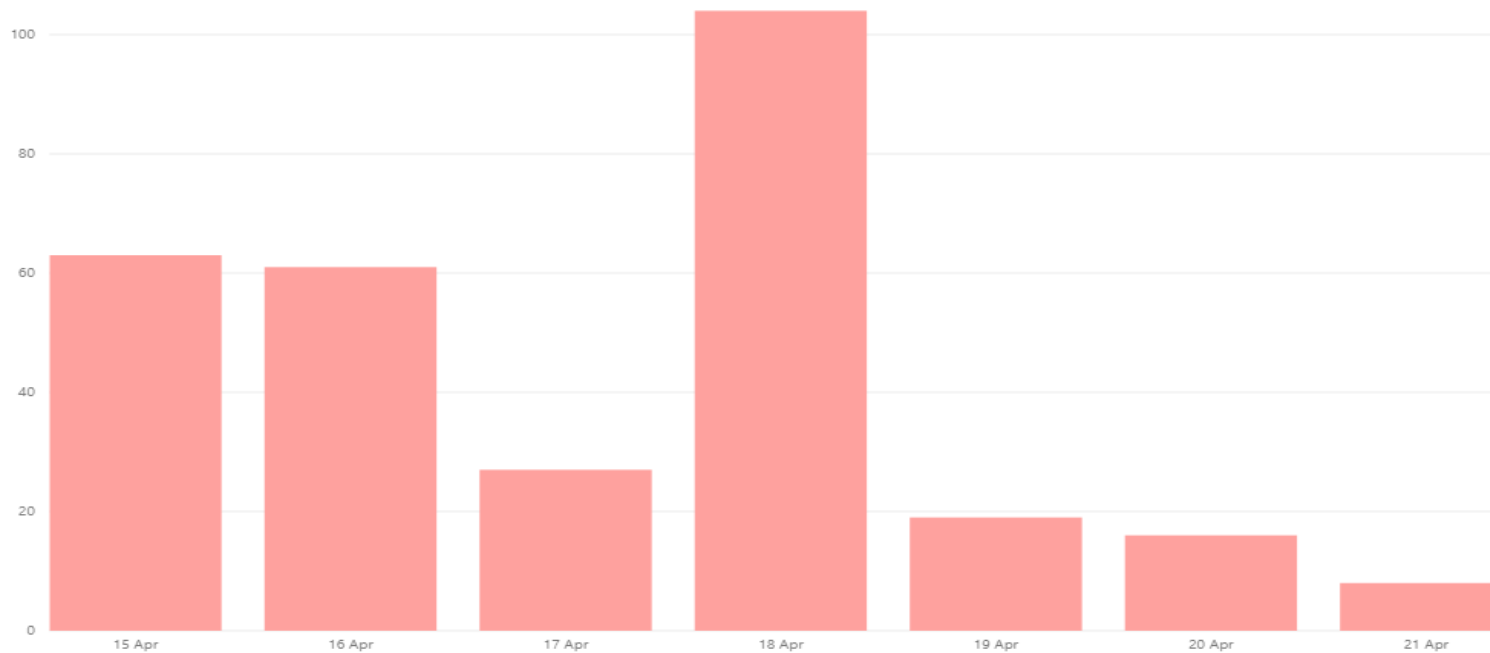
## 'Enforcement' of Coronavirus specific legislation

The following is a summary of all 'enforcement' action in relation to both The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 and Coronavirus Act 2020.

This includes all Fixed Penalty Notices issued and processed by Police Scotland. It also includes all occasions that a charge was libelled and recorded on Police Scotland's Crime Recording System against a person in relation to the aforementioned legislation. This is a true value of the volume of recorded 'enforcement' activity, but does not provide the granularity of the Coronavirus Intervention (CVI) recording system and does not capture the earlier phases of the '4 E's' approach.

These values remain subject to change as offences are retrospectively added or amended and do not match the indicative 'enforcement' values from the CVI recording system.

### Volume of Covid-19 Charges from 15<sup>th</sup> April – 21<sup>st</sup> April 2021



Charges over the last 7 days

298

Total Charges To Date

21416

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# ABSENCE

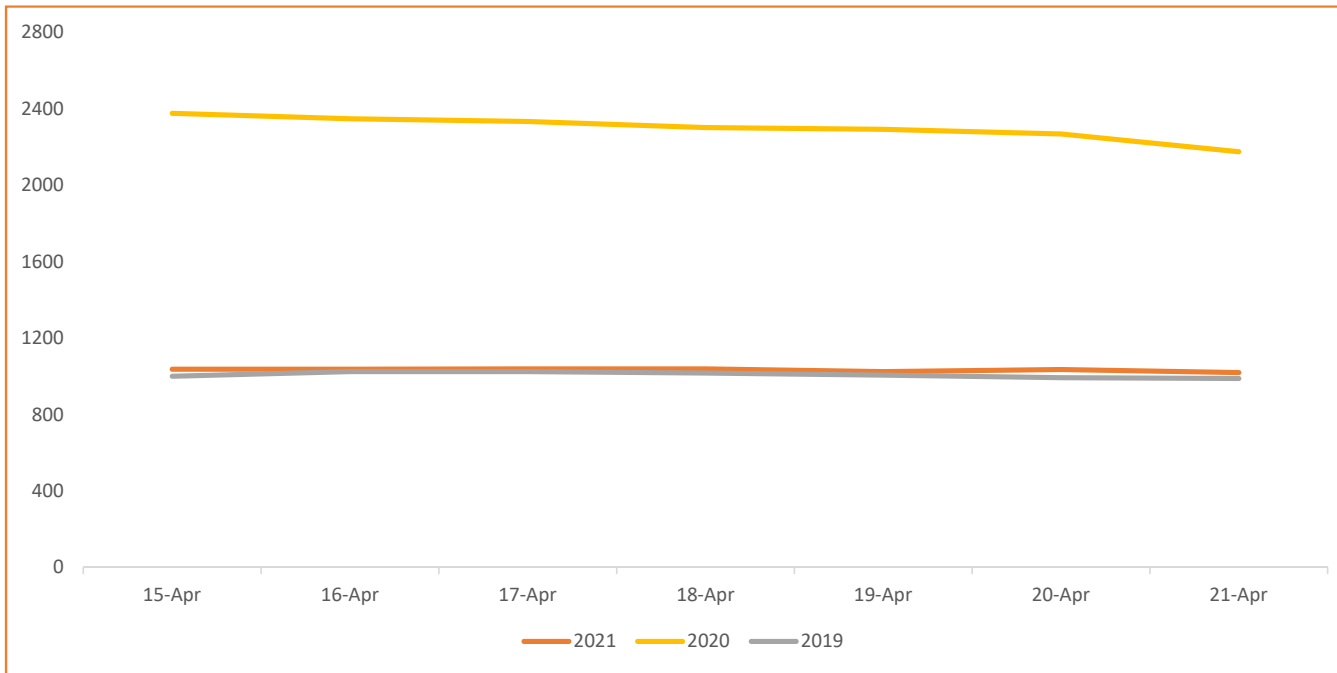
## Police Scotland Absences (15<sup>th</sup> April – 21<sup>st</sup> April 2021)

21 April 2021	No.	Change from same day previous week	Change from same day previous week (%)
COVID-19	171	-38	-18%
<b>Total Absences</b>	<b>1019</b>	<b>-22</b>	<b>-2%</b>

## Active Covid-19 Absence Reason

Precautionary Isolation	28
Symptoms	39
Tracing	9
Tracing – NHS Protect App	3
Acute COVID	32
Post COVID Syndrome	35
Ongoing Symptomatic	25

Weekly Absence Levels Line Graph – Comparison of this year to previous two years.



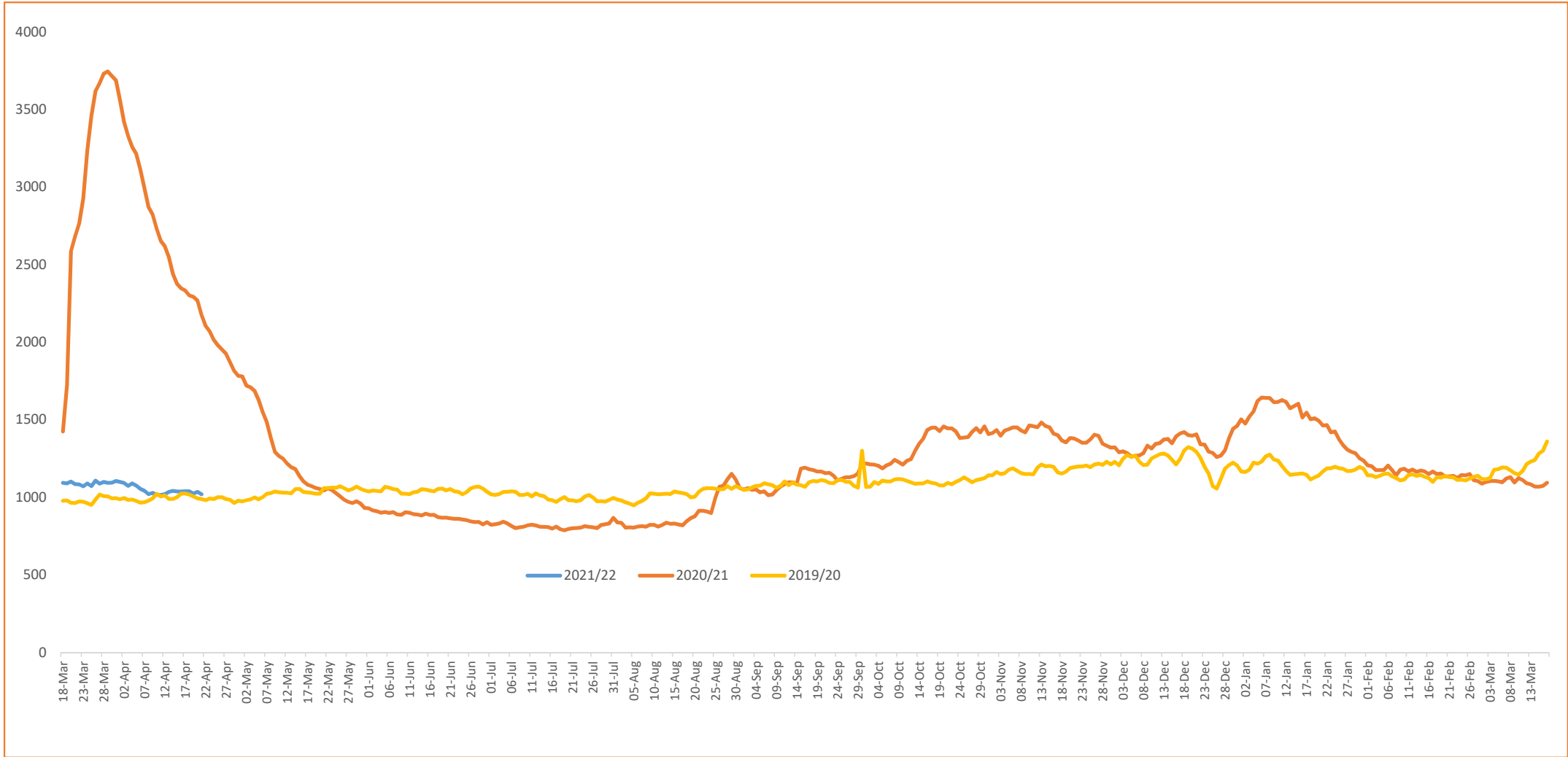
Absence levels are trending lower than last year but slightly higher than 2019.

Date	15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
<b>2021</b>	1037	1037	1039	1039	1024	1035	1019
<b>2020</b>	2376	2347	2333	2301	2292	2268	2175
<b>2019</b>	1000	1024	1024	1017	1006	993	988



# Total Absence (18<sup>th</sup> March 2020 – 21<sup>st</sup> April 2021)

Total Absence Levels Line Graph – Comparison of this year to previous two years.



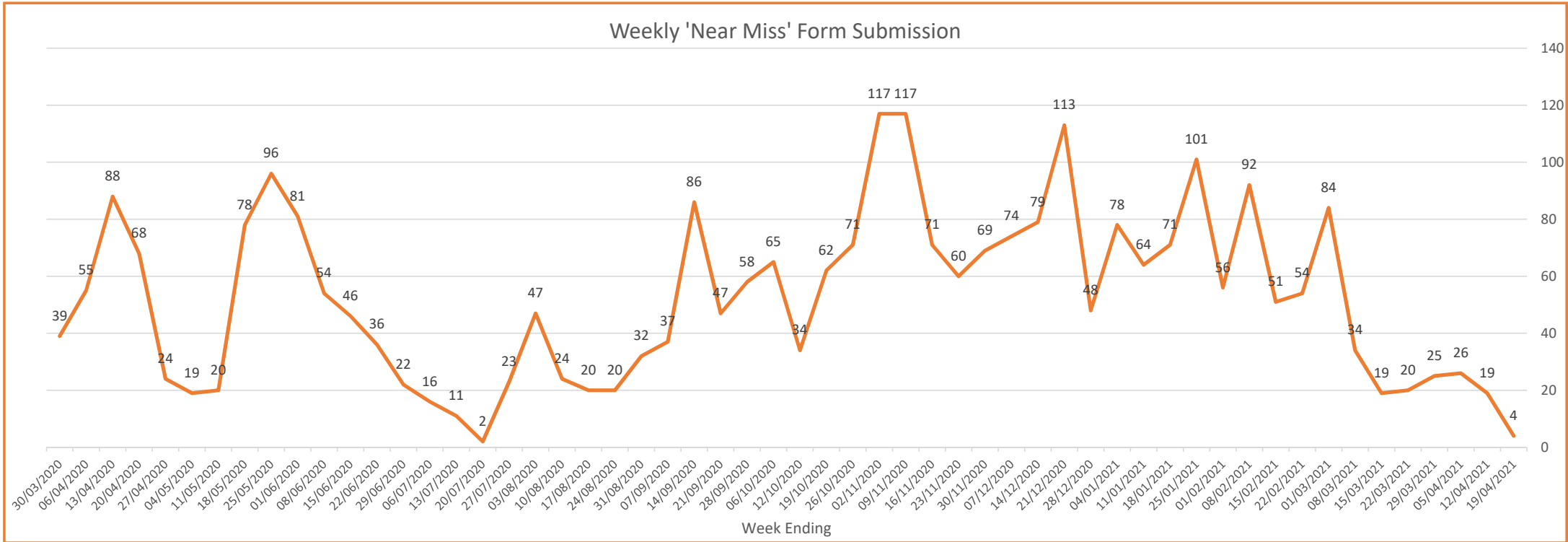
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# Near Miss and Testing Data (w/e 23<sup>rd</sup> March 2020 – 19<sup>th</sup> April 2021)



'Near miss' forms in the context of the pandemic situation may be submitted for a variety of reasons. i.e. when officers are potentially exposed to: COVID-19 whilst not wearing PPE, where PPE malfunctions, or in any other instance an officer feels a risk to themselves in a specific occurrence relating to COVID-19.

This can occur due to the reactive nature of policing, as well as being influenced by training levels and supply of PPE. This number of 'Near Miss' weekly submissions is up slightly from last week.

The amount of forms submitted continues to be attributable to the process for requesting an asymptomatic COVID-19 screening test due to an occupational risk, requiring the submission of a 'near miss' form. Many of the reports would not have been submitted without this requirement. The number of incidents where a lack of PPE is identified has not risen.

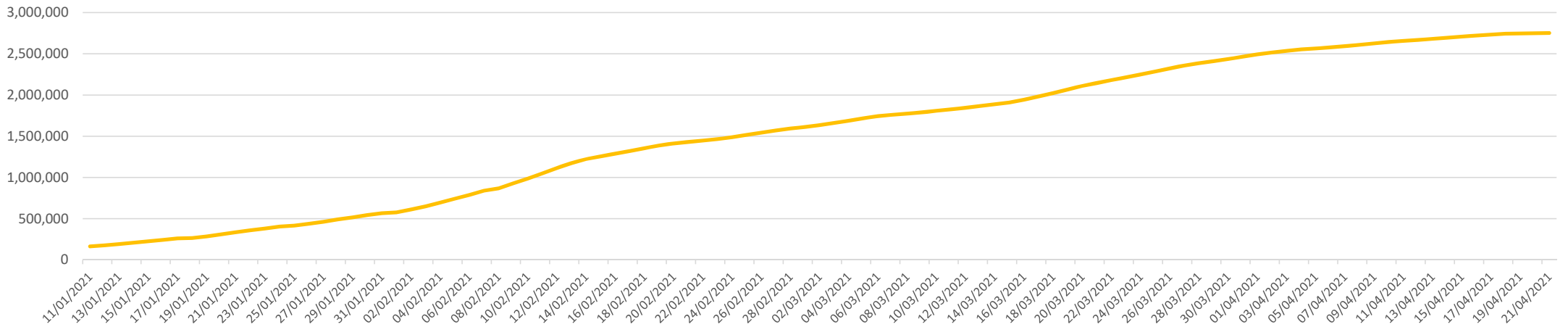
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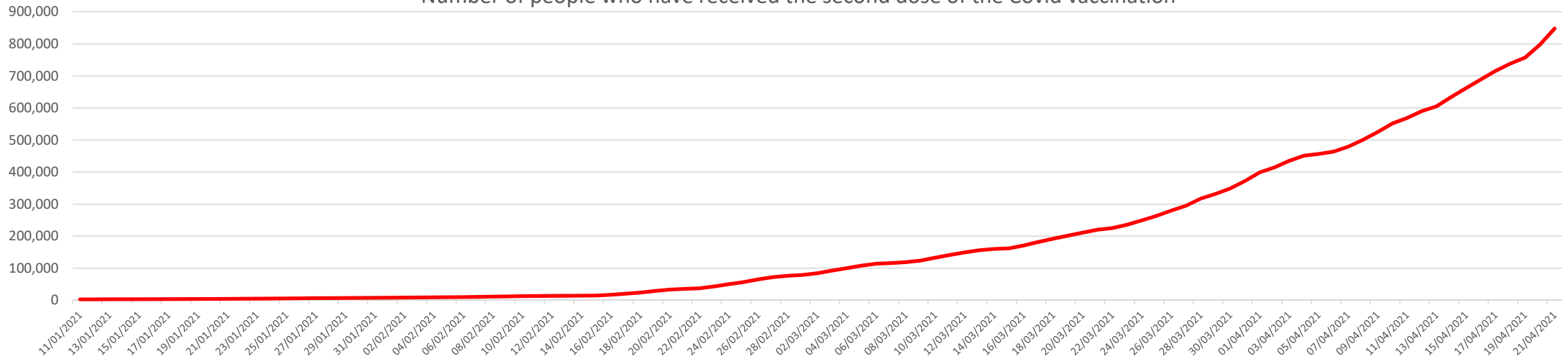


# Total Vaccinations Scotland (26<sup>th</sup> January 2021 – 21<sup>st</sup> April 2021)

## Number of people who have received the first dose of the Covid vaccination



## Number of people who have received the second dose of the Covid vaccination



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# Cumulative Incident Demand (19<sup>th</sup> March 2020 – 21<sup>st</sup> April 2021)

Total		Total																											
2021																													
2020		1215664																											
2019		1361106																											
April																													
2021		3837 3806 4130 3874 3666 4242 4458 4298 4117 4844 4974 4319 4408 4277 4462 4276 4444 4771 4296 4312 4258 4395 4296 5067 5366 4150 4042 3937 3719 3738																											
2020		4482 4368 4209 4436 5134 4738 4321 4668 4676 4818 4863 5202 5340 4457 4651 4470 4668 5079 6157 6080 5611 5292 5004 4617 4622 5063 5002 4701 4915 4747																											
2019		1361106																											
May																													
2021		4568 4932 4056 4042 4324 5033 4631 5122 4986 3746 4155 3995 4363 4164 4492 4458 3697 4104 4237 4814 4447 4360 3854 3927 4350 4481 4613 4787 5520 5547 4706																											
2020		4921 4539 4896 5130 4749 4458 4474 4144 4516 5012 5361 5445 5189 4946 5213 5083 5637 5037 4707 4701 4851 4647 4873 5420 5236 4957 4559 4708 4482 4473 5074																											
2019		1361106																											
June																													
2021		4854 4383 4197 4021 4321 4747 4130 4377 3922 3658 4421 4754 4599 4651 4311 4593 4632 4542 4540 5462 4252 4057 4232 4849 5182 5094 5051 4058 3936 4345																											
2020		5632 5002 4626 4689 4469 4882 5515 5233 4847 5051 4801 4464 4312 5186 5438 4746 4759 4603 4895 4650 5317 5594 4766 4647 4690 5180 5071 5889 5759 4996																											
2019		1361106																											
July																													
2021		3924 4388 4430 4765 3956 4557 4228 4148 4148 4464 5082 4537 4174 3895 3995 4292 4509 4815 4197 4225 4192 3985 4041 4706 4904 4276 3937 3948 4240 3915 5005																											
2020		4918 4618 4819 4668 4995 5388 4988 4980 4432 4831 4877 5511 5565 5067 5332 5061 4581 4801 5032 5076 4591 4922 5203 5235 5489 5853 5519 5368 5052 4979 4902																											
2019		1361106																											
August																													
2021		4804 4342 4167 3934 4019 4388 4630 5412 4783 4344 4417 5099 4554 5087 5331 4348 4091 4171 4258 4382 4848 5127 4264 4244 3888 3858 3958 4347 4677 4246 4059																											
2020		4917 5761 5847 5195 4855 4674 4946 5020 5314 5673 4774 4872 4490 4505 4812 5165 5245 4660 4748 4590 4428 4507 5350 5821 5265 4712 4542 4692 4541 4998 5281																											
2019		1361106																											
September																													
2021		4055 3766 3877 4451 4505 4135 4029 4123 4125 3959 4287 4450 4139 4076 4194 4202 4211 4868 5180 4253 4235 3871 4172 4027 4573 4792 4183 3937 4023 3942																											
2020		5235 4408 4189 4177 4381 4858 5054 4626 4385 4232 4352 4424 4880 4984 4532 4475 4516 4709 4556 5200 5440 4422 4702 4509 4352 4367 4805 5319 4717 4625																											
2019		1361106																											
October																													
2021		3921 4555 4363 4097 4180 4138 3953 3815 4396 4543 3939 3711 3889 3802 3942 4126 5004 3948 3717 3826 4145 3991 4473 4549 3994 4018 3520 3871 3692 4611 4898																											
2020		4191 4392 4020 4670 4728 4125 4362 4193 4344 4454 5111 5030 4325 4702 4475 4495 4420 4846 4947 4566 4548 4185 4443 4298 4845 4631 4622 4435 4230 4225 4821																											
2019		1361106																											
November																													
2021		4067 3916 3829 4096 4716 4762 4658 3718 4111 4000 3774 3889 4523 4427 3849 3847 3813 3773 3828 4426 4359 3563 3629 3613 3980 3786 4267 4345 3615 3719																											
2020		4893 4796 4521 4548 5246 4461 4219 4785 4729 4207 4207 4125 4256 4203 4561 4615 4072 4123 3980 3956 4224 4499 4577 4113 4191 3984 4279 3984 4607 4438																											
2019		1361106																											
December																													
2021		3887 3666 3597 4341 4331 3606 3644 3498 3604 3567 4104 4677 3508 3731 3647 3815 3754 4590 4237 3799 3841 3760 4024 3729 2863 3792 3277 3559 3829 3860 4255																											
2020		4115 3958 4144 4025 4157 4458 4692 4480 4349 4056 3980 4068 4285 4329 3957 4174 4047 3983 4188 5037 4638 4116 4073 3789 3113 4019 4390 4213 4478 4330 4234																											
2019		1361106																											

Total		Total																											
2021		444862																											
2020		456213																											
January																													
2021		5135 4147 3676 3715 3406 3569 3387 3916 3812 3480 3490 3670 3648 3627 3981 4213 3711 3591 3572 3704 3660 4249 4397 3801 3673 3511 3514 3599 4028 4607 3830																											
2020		5327 3477 4174 4015 3481 3796 3882 3950 4019 4217 4095 3731 4066 3635 3816 3924 4341 4624 3860 3878 3953 3956 3980 4487 4429 3986 4062 3785 3810 3783 4250																											
2019		456213																											
February																													
2021		3699 3288 3423 3470 4021 4294 3738 4127 3743 3536 3836 4156 4571 3476 3803 3743 3767 3767 4189 4738 4104 4054 3714 3736 3570 4367 4886 4201																											
2020		4481 3876 4097 4104 4091 4142 4546 4479 4106 4278 4051 4258 3944 4399 4722 4220 4346 4162 4063 4239 4745 5043 4249 4037 3994 4150 4278 4512																											
2019		456213																											
March																													
2021		4155 3706 3740 3587 4202 4759 4362 3825 3582 3697 3553 4161 4702 3568 3768 3906 4039 4310 4661 5027 5219 4136 3659 3718 3635 4252 4577 3476 3949 3841 4094																											
2020		4208 4213 3895 4286 4378 4458 4299 3931 3596 4331 4008 3961 4517 4378 4010 3749 3428 3406 3752 4293 4117 3455 3443 3207 3659 3631 4023 3819 3169 4109 4014																											
2019		456213																											
April																													
2021		4406 5250 5108 4127 3916 3928 3816 3661 4442 4857 4086 4076 4804 4315 4167 4804 5248 4008 4444 4047 4106																											
2020		3837 3806 4130 3874 3666 4242 4458 4298 4117 4844 4974 4319 4408 4277 4462 4276 4444 4771 4296 4312 4258																											
2019		456213																											

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