

Report To:	Strategic Leadership Board		
Meeting Date:	10.06.2020	Agenda Item:	
Report Title:	Public Confidence		
Sponsored by:	ACC Hawkins	Presented by:	CS Todd
Appendix Attached:	No		
Report Classification			
Police Scotland:	For Discussion		
SPA:	For Noting		
EXECUTIVE SUMMARY			
1.	Purpose		
1.1	This paper provides an overview of public confidence in Police Scotland over the preceding 8 week period. It draws upon the outcomes delivered by the 'Your Police Survey' and 'User Experience Survey', with an overview of public contact activity across the Force, designed to maintain public confidence in policing.		
2.	Decision Requested		
2.1	N/A		
3.	Recommendation		
3.1	It is recommended that a Public Confidence Governance Board is instigated.		
4.	Alignment to Police Scotland Strategic Outcomes		
4.1	The public, communities and partners are engaged, involved and have confidence in policing.		
5.	Business Implications		
Finance Implication:	No		
Resource Implication:	No		
Other Business Implications			
ICT	Yes	Equality, Diversity & Human Rights	Yes
Legal	No	Data / Privacy	No
Health & Safety	No	Community Impact	Yes
Training	Yes	Socio-Economic	No
Risk	Yes	Communication & Engagement	Yes
Reputational	Yes	Public Interest	Yes
Environmental & Sustainability	No	Other (Please specify)	No

6.	Main Report
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6.1 Background

6.2 As a result of the COVID-19 crisis, Police Scotland has altered its deployment model, in order to promote the health of individuals within local communities, to support our key strategic partners and safeguard the health and well-being of our people.

6.3 This has resulted in a significant reduction in face to face contact with members of our communities, due to the manner in which the virus is transmitted and the need to adhere to social distancing guidelines, where operationally safe to do so.

6.4 Governance

6.5 The current high levels of public confidence in policing are being maintained as a result of the collective efforts of all business areas across the Force. Currently, the governance arrangements in respect of this activity are aligned to OP Talla structures.

6.6 Looking towards the future and as the Force returns to business as usual, retaining a clear focus on public confidence and providing longer term governance of this activity, will be crucial to maintain and develop current high levels of public confidence in policing.

6.7 It is recommended that Police Scotland instigate a Public Confidence Governance Board, with appropriate representation across all relevant business areas, with consideration given to the inclusion of an SPA Board member. The Board will focus on oversight of confidence at a Force level, while also scrutinizing Divisional levels of performance. It is proposed that the Board is chaired by ACC Hawkins and reports monthly to LPMB and SLB.

6.8 Recommendation

6.9 **It is recommended that a Public Confidence Governance Board is created.**

6.10 Measuring Public Confidence

6.11 The continuous Your Police survey launched on 9 April 2020 on Police Scotland's Citizen Space platform was the first of its kind in the UK to involve the public in a conversation about policing the pandemic. As at 25th May the survey received a total 20,177 responses from communities across all policing divisions. This makes it the largest public engagement by Police Scotland and relies on proactive communication from all divisions and our local partners.

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- 6.12 Overall, there is a high level of public confidence in Scottish policing and satisfaction in our services during the health crisis. Confidence in policing has increased significantly – by 20% - compared to pre-Covid-19. Over the 8 week reporting period an average of 63% of respondents have confirmed they have confidence in their local police. In the latest reporting week, confidence levels reached 68%.
- 6.13 Public confidence is high across all 13 local police divisions. A strong majority of responses from all divisions said that the police are friendly and approachable. Nearly half of survey respondents (47%) support the approach taken by the police during Coronavirus, while over a third (36%) support the police to take tougher action to ensure compliance. These figures are significantly higher than the UK-wide data. Respondents in Scotland are also significantly less likely to say the police are going too far (11%).
- 6.14 Police Scotland's User Experience Survey in May 2020 shows that 87% were satisfied with staff during their initial contact and 89% felt that we understood what they needed. 70% of survey respondents who contacted Police Scotland in May were satisfied with their experience overall. For Covid-19 related incidents, fewer people felt the appropriate response was provided. This aligns to findings from Your Police 20/21 survey where 36% wished to see Police take tougher action to ensure public compliance and 50% expressed concern in open text responses that lockdown rules are not followed.
- 6.15 Respondents from the most deprived areas were more likely to say the police should take tougher action and that their fear of crime has increased. Respondents aged 16-29 years are more likely than all other age groups to say the police should take tougher action. This age group also gave lower ratings of feeling safe.
- 6.16 On what matters most to the public (from open-ended responses), constant themes include: visibility (local presence), police support in enforcing lockdown restrictions, communicating and engaging with the public, and understanding the needs of diverse communities during the crisis. Feeling of safety has remained high since the lockdown with 89% of respondents stating they feel safe in their area. There is a statistically significant increase in respondents who feel 'very safe' and a decrease in those who 'do not feel safe' on the survey data pre-Covid. Concerns about crime include: social distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and dealing.
- 6.17 Survey activity is being reported weekly to ORM, as part of a composite national report, designed to ensure any changes in levels of public confidence are identified quickly, mitigating actions are developed and delivered, with activity tracked and outcomes reported.
- 6.18 Strategy and Innovation continue to work with other comparable UK forces to provide bench-marking on public confidence figures during COVID-19. This product will be available for review at SLB in July, 2020.

6.19 SPA Survey

- 6.20 The Scottish Police Authority have conducted their own independent survey work designed by Mark Diffley Consultancy and Research Limited. The initial survey was completed over a single day on 28th April, 2020 with the survey sample amounting to 1,600 respondents.
- 6.21 This survey activity was repeated on 12th May, 2020 with a further 1,574 responses being received. The responses remain in keeping with both the 'Your Police Survey' and 'User Experience Survey' giving further strength to the evidence base, in terms of current levels of public confidence in policing.
- 6.22 The survey activity on 12th May, 2020 provides the following outcomes, with a comparison to the April 28th, 2020 figures provided –
- 6.23 57% of respondents thought that overall Police Scotland were performing positively in their local area (17% - Excellent. 25% - Good. 15% - Fair). This is a reduction from 66% in comparison to the SPA April survey.
- 6.24 59% of respondents were confident Police Scotland could respond quickly to an incident in their area. (17% - Very Confident. 42% - Fairly confident). This is a reduction from 67% in comparison to the SPA April survey.
- 6.25 61% of respondents were confident in the ability of the Police in their local area to deal with incidents as they occur. (18% - Very Confident. 43% - Fairly Confident). This is a reduction from 70% in comparison to the SPA April survey.
- 6.26 42% were fully supportive of the Police response to COVID19. 35% believed the Police should take tougher action to ensure public compliance with lockdown. 10% were supportive, but at times thought Police interventions went too far.
- 6.27 In comparison to the SPA April survey, this shows a 4% decrease in those who were fully supportive of the Police response to COVID-19. A 7% increase in terms of those who believed Police should take tougher action to ensure public compliance with lockdown. A 7% decrease in terms of those who thought Police interventions had gone too far.

6.28 Priority Activities

- 6.29 There have now been eight weekly reports submitted to ORM, dating between 27.04.2020 to 08.06.2020. These have outlined weekly national activity directed towards the substantive themes of the survey and broader work to maintain levels of public confidence. The following provides an overview of activity by business area, during that reporting period.

6.30 C3

- 6.31 As the COVID-19 pandemic has developed through-out the reporting period, three substantive themes have developed in terms of the quantity and type of contact from the public.
- 6.32 There has been a reduction in 999 calls received, with an average 12% reduction in calls over the 8 week reporting period, in comparison to the same reporting period in 2019.
- 6.33 There has been an increase in 101 calls received, with an average increase of 6% in comparison to the same reporting period in 2019. However, this has been less predictable in terms of demand, with weekly figures varying throughout the 8 week period.
- 6.34 Levels of public nuisance calls continue to see a significant increase, with an average increase of 206%, in comparison to the same reporting period in 2019.
- 6.35 Of significant note, are the C3 demand statistics covering the period post the relaxation of lockdown measures on Friday 28th May, 2020. During the period between 25th May, 2020 to 31st May, 2020 a spike in both 999 and 101 demand was seen. The average number of 999 calls during that period was 26.9% higher than the same period in 2019, with 101 calls being 32% higher. Further time and analysis will be required to assess whether these higher levels of demand will be maintained, or subside as the new lockdown measures bed in.
- 6.36 C3 Division has sustained high levels of performance through-out the 8 week period, despite the impact of staff absence. The average speed of answer for 999 calls remains consistent at 6 seconds. The 101 average speed of answer has increased to 1 minute 58 seconds, from 1 minute 22 seconds at the time of the last SLB report. However, this has been influenced by the increased length of call time linked to CAM roll-out and the significant spike in demand on the easing of lockdown restrictions.

6.37 CAM

- 6.38 Building upon the accelerated delivery of CAM and the experience gained within C3 during the response to COVID-19, there is now an opportunity to consider further enhancing the functionality of the C3 Resolution Teams, in support of Local Policing divisions.
- 6.39 As a result of the current non-attendance policy, Police Scotland has developed alternative contact resolution options. Significantly more contacts and incidents are now being resolved through telephone and online solutions than was intended during the development of CAM. This has not resulted in any apparent adverse impact on either public confidence or C3 user satisfaction. On the contrary, weekly public confidence levels have consistently remained around 20% higher than the same period last year throughout the period that this alternative approach has been in place.

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- 6.40 In addition these arrangements have been welcomed in Local Policing divisions particularly in relation to the additional capacity gained which has enabled other activities, including proactive high-visibility patrolling, to be completed.
- 6.41 However, it has been observed that the adherence to the Scottish Crime Recording Standards (SCRS) has limited the capacity gained as officers have subsequently physically attended a range of lower level incidents in order to complete activities including door to door enquiries.
- 6.42 Consequently ACC Hawkins has commissioned a review of opportunities to extend Resolution Team functionality within C3. This will include the development of options for non-attendance / alternative resolution beyond Operation Talla. It will also consider the potential, where appropriate, to extend the investigative capability of Resolution Teams into activities like statement taking and the remote enquiry support provided in relation to missing persons reports. Consideration will also be given to the potential to amend current SCRS requirements in order to introduce a more proportionate and THRIVE – based approach in-line with the spirit of CAM.
- 6.43 A paper will be presented to SLB next month detailing the outcome of this review and associated recommendations.

6.44 ICT

- 6.45 It has been recognised that aspects of the Digital Contact Strategy could play a vital part in increasing levels of face to face contact with the public.
- 6.46 Work to introduce a Video / Audio Communication Platform has continued at pace, with training guides and testing now complete. This platform was subject to a 'soft launch' within the C3 Resolution Team in Govan on 29th May, 2020.
- 6.47 ICT continue to develop other opportunities, such as 'chat bot' and plan to deliver a Business Solutions demo in respect of this initiative in the near future.
- 6.48 A Digital Solutions Workshop was held on 4th June, 2020 bringing together key strategic leaders to consider what a broader Digital Contact Programme could look like. This set out a framework to further develop ICT initiatives, aimed at improving public confidence through extending resolution options and increasing the range of contact options available to the public.

6.49 Local Policing

- 6.50 The Local Policing COVID-19 Coordination Unit (LPCCU) continues to support all of the territorial Divisions.
- 6.51 During this reporting period, Local Policing divisions have seen an increasing number of people in public places, attributable to the recent changes in Scottish Government guidance. The Local Policing response remains focussed on 'Explain, Engage and Encourage'.

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- 6.52 The vast majority of people initially found in breach of lockdown regulations go on to comply after meaningful interaction with police officers, negating the need for enforcement by Fixed Penalty Notice or arrest.
- 6.53 Local officers, augmented by additional national resource, have continued to carry out high visibility patrols throughout their communities, particularly in and around identified 'hotspots'. Local officers have extended these patrols to visiting local business premises that have started to re-open. This has met with positive feedback from business owners who are, in the main, cognisant of, and acting in accordance with social distancing guidelines.
- 6.54 Commanders continue to engage regularly with key stakeholders and partners and are well supported in this regard by Corporate Communications colleagues.
- 6.55 The LPCCU has, on behalf of the Chief Constable, responded to a number of letters and emails from members of the public, and from various business representatives, in relation to the interpretation of the COVID-19 restrictions. This dialogue has been well-spirited and has demonstrated that people are committed to adhering to legislation and perceive Police Scotland to be a trusted source of information and guidance.
- 6.56 The LPCCU continues to support the development of operational guidance, as organisational learning emerges from often challenging frontline scenarios, in order to ensure a consistent national approach, which both retains public confidence and keeps people safe.
- 6.57 Safer Communities**
- 6.58 Safer Communities Division continues to support public confidence through engagement with local policing, national partners and key stakeholders, ensuring the organisation collaborates widely to identify emerging concerns/trends and supports the delivery of preventative approaches for those who need it most.
- 6.59 There has been significant liaison by the Safer Communities and Equality Unit conducted, including work with a broad spectrum of disability organisations who have provided feedback in respect of difficulties members of their communities have with social distancing and accessing information. Safer Communities continue to develop solutions in conjunction with partners to address these specific needs.
- 6.60 The Children & Young Person Team are preparing a Community Impact Assessment which specifically looks at the impact of COVID-19 on Children & Young People. Guidance for engaging with young people is being created with support of the Young Advisers group at the Children's Commissioners Office. In addition, work to identify any unforeseen vulnerabilities across LAAC YP as a result of the lockdown is being developed.
- 6.61 Safer Communities are creating an "OpTICAL" database - Operation Talla Information, Collation, Assurance and Liaison function relating to FPNs issued during COVID-19.

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- 6.62 An IAG has also been established to review FPNs, ensuring appropriate equality data is recorded which can then be assessed to identify any impact on specific communities.
- 6.63 Following Eid on 24th May, 2020 there was proactive remote engagement by a number of divisions who discussed the guidance in relation to social distancing provided by the Muslim Council of Scotland, which was circulated by the Equality and Diversity Unit.
- 6.64 Safer Communities are monitoring tensions regarding the death of George Floyd in America with protests planned in Edinburgh and Glasgow on 7th June, 2020. The NCTT assess the story is highly likely to prompt increased sensitivity or resentment toward the police by some within the BAME communities.

6.65 SCD

- 6.66 SCD Public Protection continue to prioritise public engagement through internal and external media messaging linked to joint campaigns with key partners.
- 6.67 ACC Sloan recorded a message in support of the Scottish Government Safer Scot website to highlight the issue surrounding the non-consensual sharing of intimate images. In addition, Police Scotland have been working closely with the charity 'Stop it Now', who have seen a spike in contact from members of the public since the launch of the Police Scotland Online CSA campaign on 14 April, 2020. The campaign featured a short film that aimed to show grooming a child in an online world is no different to grooming a child offline.
- 6.68 SCD Major Crime has now recorded 12 homicides since lockdown, all of which have been detected, with 3 being of a domestic nature. Three remand (homicide) prisoners have been released so far due to COVID-19 policy. Major Crime have linked in with victims' families and home divisions to make them aware and provide reassurance and support.
- 6.69 SCD OCCTU have continued to deliver successful intelligence led operations across the country, with significant seizures of drugs and cash being delivered.

6.70 PSD

- 6.71 PSD continue to focus on effective early engagement with complainers and to date this has resulted in 69.8% of all Op Talla tagged complaints being successfully resolved without the need for further investigation.
- 6.72 Since Op Talla commenced PSD have received 474 COVID-19 related files, resulting in 381 Complaints Against the Police being recorded.
- 6.73 The numbers of complaints received on a weekly basis linked to OP Talla have fluctuated, with the highest number received being 70, at the outset of the pandemic, reducing to the lowest levels received this week of 38.

6.74 The main themes pertinent to Op Talla related complaints remain officers not observing social distancing when interacting with members of the public and incivility from officers when challenging members of the public with regards to their movements.

6.75 Overall, during the month of May, 2020 there was a 14.3% increase in the number of complaints in comparison with the same reporting period in 2019.

6.76 Corporate Communications

6.77 Corporate Communications staff continue to support public confidence through the development of proactive messaging in respect of the policing response to COVID-19 via mainstream media and social media channels.

6.78 It should be highlighted that all Police Scotland communications are obtained and reiterated from the Scottish Government core guidance to ensure consistency across the board.

6.79 Local and national messaging is approved through Corporate Communications and remains consistent with the national position.

6.80 Conclusion

6.81 The ongoing Police Scotland activity and the current tone, style and delivery of the operational response is proving effective to maintain and enhance overall public confidence in policing in Scotland.

6.82 A varied, innovative and effective approach to OP Talla continues to be delivered, with the proposed Governance Board providing an opportunity to maintain momentum into the longer term, ensuring that public confidence in policing is strengthened as we move towards a return to business as usual.

6.83 Recommendation

6.84 SLB members are asked to approve the following recommendations –

It is recommended that a Public Confidence Governance Board is created.

7.	Details of Business Implications
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7.1 **Finance**

There are no current financial implications associated with this paper, as all survey work has been conducted within pre-existing budget.

There may be financial implications in respect of the delivery of new Digital contact methods, however these will be dealt with via normal processes, once current scoping and development work is concluded and the financial implications fully understood.

7.2 **Resource**

There are no Resource implications associated with this paper.