



POLICE
SCOTLAND

POILEAS ALBA

PROPORTIONATE RESPONSE TO CRIME

Contact, Engagement and Resolution Project

DIRECT CRIME RECORDING (DCR)

- Under the Contact Assessment Model (CAM), every report of a crime is subject to an individual THRIVE assessment for Threat, Harm, Risk, Investigative opportunities and Vulnerability
- Direct Crime Recording is one of the available resolution options under CAM
- Crime reports are recorded remotely via telephone by Resolution Team police officers and staff
- Approximately 95,000 DCR crime reports recorded annually across Police Scotland
- Currently no initial investigative assessment is made around proportionate lines of enquiry
- Every crime report is currently allocated to a front line police officer – even if no lines of enquiry exist



WHAT IS PROPORTIONATE RESPONSE TO CRIME?

- A process of carrying out an investigative assessment at the time of recording the crime and thereafter recommending the direct filing of those crime reports where no proportionate lines of enquiry exist
- Proportionate Response to Crime is not a policy of non-investigation
- Proportionate Response to Crime is not a new concept

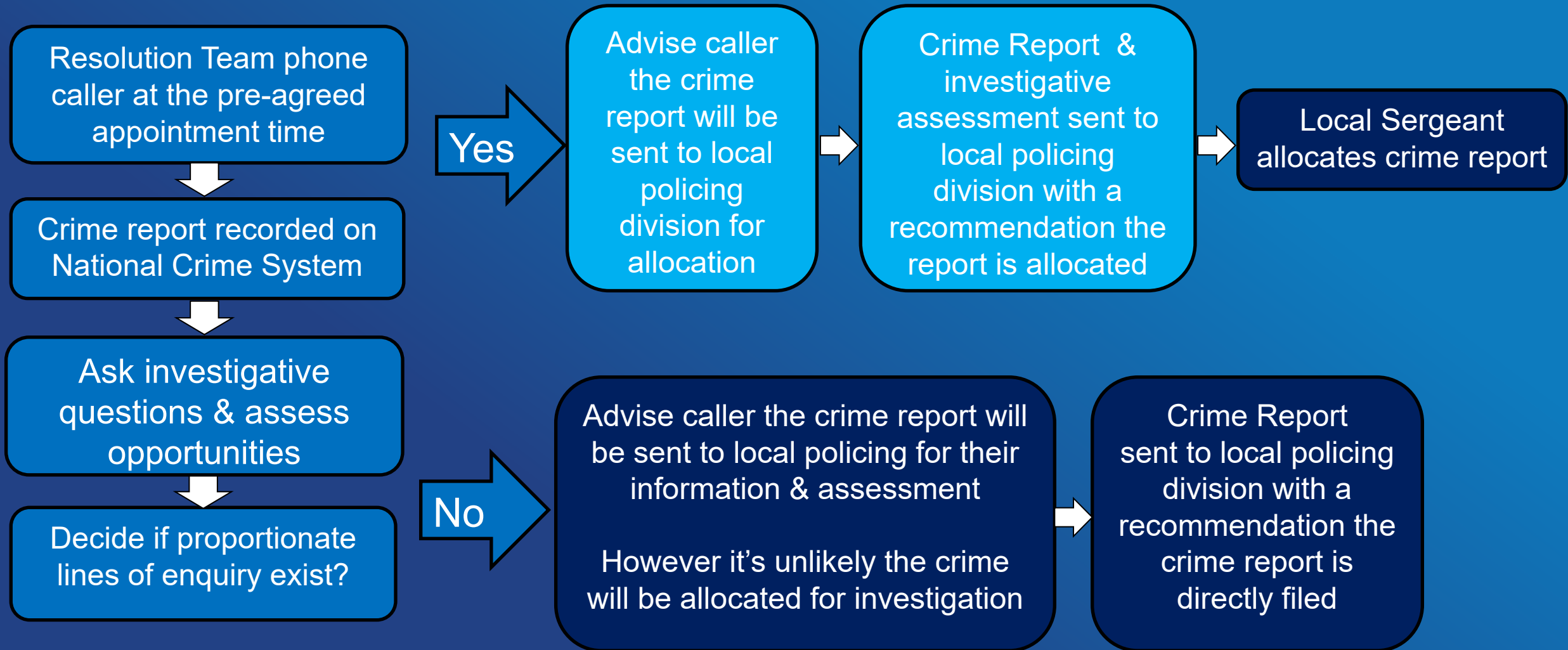


WHY PROPORTIONATE RESPONSE TO CRIME?

- Provide police officers more time to focus on other local policing priorities
- Provide callers with a clear update on the next steps and possible outcomes
- Better manages demand officer wellbeing
- Creates a national standard process for the assessment of proportionate investigative opportunities within DCR crime reports



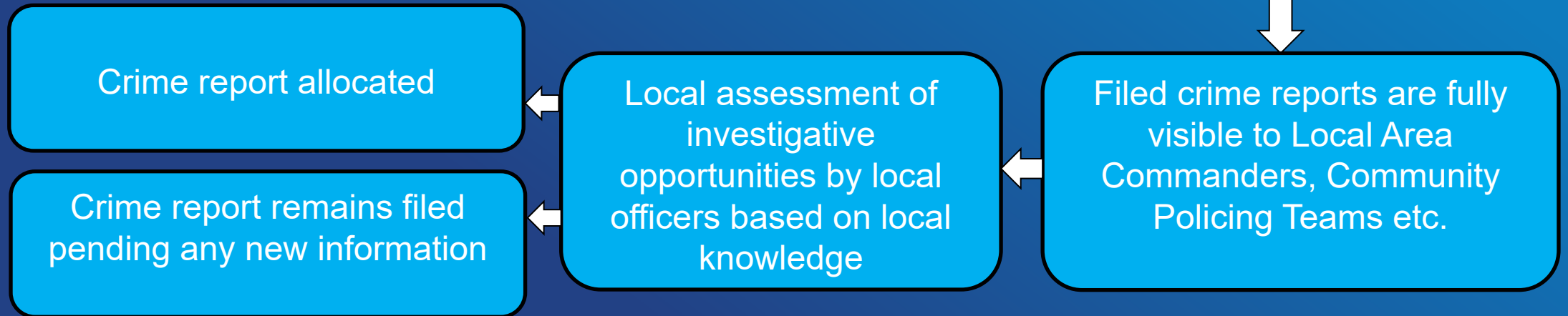
Direct Crime Recording Process



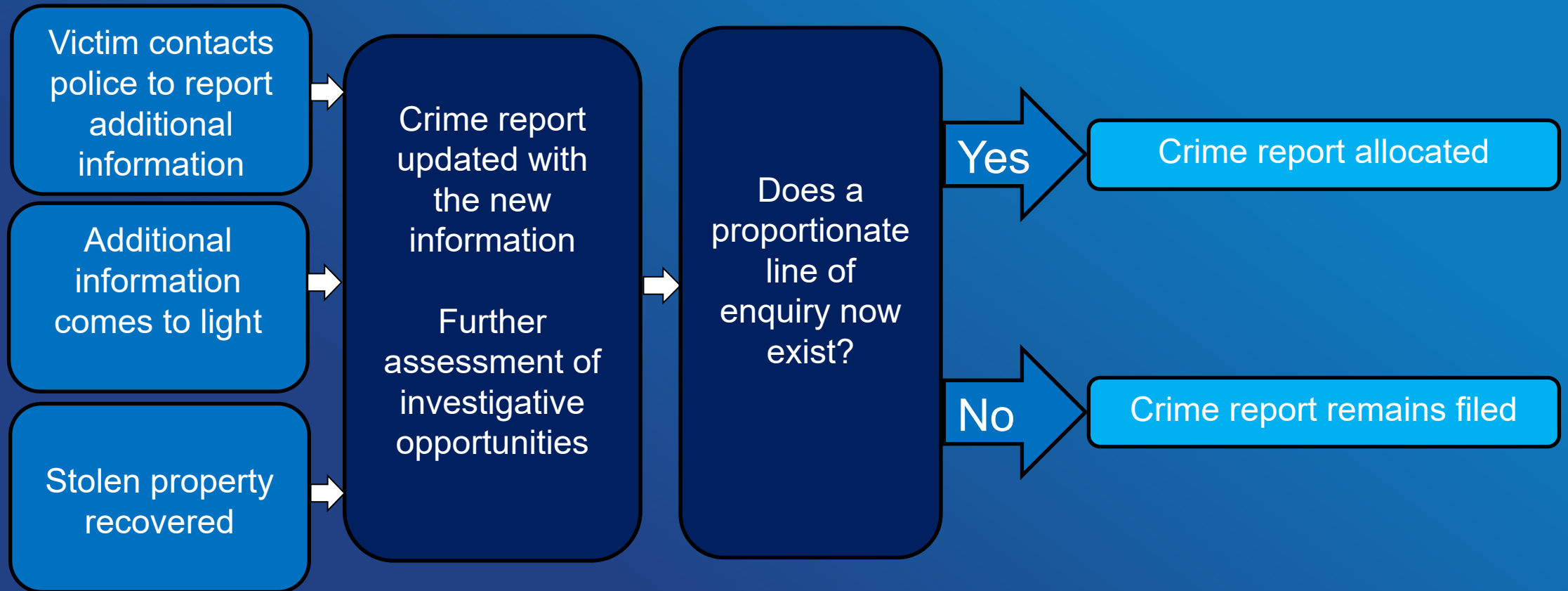
Local Policing Division – Review Process



Local Command Area - Review Process



New Information



NORTH EAST DIVISION PILOT

- 12-week pilot – 4 September to 28 November 2023
- Quality Assurance
- Evaluation Review Group established
- Strategy, Insight & Engagement surveys – front line officers, resolution team officers & staff and callers who had been through the new process
- Independent insights company were commissioned to run internal and external focus groups with police officers and members of the public



NORTH EAST DIVISION PILOT

- 472 crime reports were directly filed
- This equates to 4.6% of all the recorded crimes in North East Division
- 2,657 Police Officer hours freed up



NORTH EAST PILOT

Prior to the pilot starting:

- 72% of police officers reported they would regularly be allocated crime reports where no proportionate lines of enquiry existed.

Following the pilot starting:

- 68% of police officers have noticed a positive difference to their crime report workload.
- 56% of police officers felt they've had more time to investigate crimes which had proportionate lines of enquiry.



NORTH EAST PILOT

Since the introduction of the process:

- Public satisfaction rates in the pilot area have risen to 70 per cent in February 2024, up from 65 per cent in November 2023.
- Latest figures from our independent User Satisfaction Survey showed that in the North East, 71 per cent of people who contacted police agreed they had received an appropriate response, rising from 57 per cent in November 2023.



Example Crimes



Example Crime

The caller reported that they had parked their car in car park for 6 hours. On returning they noticed damage to their rear bumper which appeared to have been caused by another car.

No note had been left on the callers car and no CCTV covering the car park.

The caller was advised that the crime report would be recommended for direct filing.



Example Crime

The caller reported that they had returned home to find their house window had been smashed. There had been nobody at home for eight hours and nobody had seen what had happened or when it happened.

The caller and their neighbours did not have any CCTV or doorbell cameras. No forensic opportunities existed and the damage had already been repaired.

Despite the lack of any proportionate lines of enquiry the crime report was allocated to a local officer as the reporter was assessed as being vulnerable.



Example Crime

The caller reported that they had not been at home for four weeks. On returning home they noticed two ornaments were missing from her front garden. The caller had spoken to their neighbours and nobody had seen anything.

There was no CCTV covering the garden.

The caller was advised that the crime report would be recommended for direct filing.



Example Crime

The caller reported that their bag was left unattended for a period of time within a public park. On returning home they realised their mobile phone was no longer in their bag. The caller was unable to trace or track their phone and it was turned off, leading the caller to believe someone had found their phone.

There was no CCTV covering the area. The caller was advised that the crime report would be recommended for direct filing.

At a later date, the caller re-contacted police to advise that their phone now appeared to be on and showing a live location. The crime report was re-opened and allocated to a local officer for enquiry. Following enquiries the callers phone was recovered and the person responsible was traced.



Questions?

