



Meeting	Policing Performance Committee
Date	11 June 2024
Location	Video Conference
Title of Paper	Proportionate Response to Crime - Update
Presented By	ACC Emma Bond, Local Policing North & C3
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

The purpose of this paper is to update members of the Policing Performance Committee on the phased national roll out of Proportionate Response to Crime.

Members are invited to discuss the contents of this report.

1. Background

- 1.1 Between 28 September and 19 November 2023, the Contact Engagement & Resolution Project piloted the newly developed Proportionate Response to Crime (PRTC) process within North East Division.
- 1.2 During the pilot, incidents with low associated threat, harm, risk or vulnerability were assessed for investigative opportunities whilst crime reports were obtained via telephone by Contact Command and Control (C3) Division. Where no proportionate lines of enquiry were identified, crime reports were sent to North East Division with a recommendation that they were directly filed.
- 1.3 On 12 March 2024, the pilot evaluation report was presented to the SPA Policing Performance Committee. ACC Bond updated the Committee that the Force Executive had approved the recommendation to roll the process out across the rest of the organisation.
- 1.4 On 21 March 2024, the decision to roll out PRTC was discussed at the SPA Board Meeting, with the request that an update on the phased roll out and evaluation be provided to the Policing Performance Committee.

2. Proportionate Response to Crime Update

- 2.1 The concept of a PRTC process is not new to policing in Scotland and is not a policy of non-investigation.
- 2.2 PRTC is an additional process, over and above a THRIVE assessment, where resolution team officers and staff carry out a structured initial investigative assessment of a crime when it is reported to the police. This process allows a much earlier assessment around proportionate lines of enquiry.
- 2.3 Assessing the existence, or otherwise, of proportionate investigative opportunities within reported crimes already takes place on a daily case-by-case basis across the country. The new PRTC process moves that assessment to an earlier point within the crime investigation process.

National Rollout Plan

2.4 On 26 April 2024, the phased roll out of PRTC was approved as follows:

- North Command – 01/05/2024
- East Command – 27/05/2024
- West Command – 24/06/2024

2.5 In determining the above dates, consideration was given to:

- The learning and evaluation from the North East pilot.
- Training implications for C3 Division and Local Policing.
- Projected operational demand peaks.
- Quality assurance requirements for ongoing evaluation.
- Evaluation framework aligned to each phase of implementation.

National Rollout Update & Ongoing Evaluation

2.6 Since going live in the North Command on 1 May 2024, in the first three weeks of the PRTC roll out, 212 crime reports have been directly filed. This equates to 3.4% of all crime reports recorded within the North Command area.

North Command Roll Out Summary (1st May – 21 May 2024)				
	N	A	D	Total
Total DCR CR's Recorded	169	493	511	1,173
CR's Directly Filed	32	87	93	212

2.7 During this period, the Contact Engagement Resolution Project have completed quality assurance reviews of 848 crime reports where the PRTC process has been applied. The majority of crime reports reviewed have been completed correctly with officers and staff making accurate decisions in relation to investigative assessments and recommendations to local policing divisions. In the small number of cases where issues were found, these were picked up with officers and staff to ensure continuous learning.

2.8 As of 21 May 2024, 87 bespoke PRTC surveys have been sent to members of the public who were informed their crime report was being recommended for direct filing as a result of there being no proportionate lines of enquiry to pursue. Two 'positive view' surveys have been completed, with both respondents advising they

understood the reason(s) why their crime reports were unlikely to be allocated to front line officers for further investigation.

- 2.9 Low response rates could mean that users don't have a problem or complaint. This process will continue to be monitored during the agreed evaluation period.
- 2.10 Police Scotland will also continue to monitor anything PRTC related via our regular user experience, public confidence and trust monitoring processes. Contacts are undertaken with approximately 14,000 people, at random, who have either reported or witnessed a minor crime.
- 2.11 The User Experience Survey results for May 2024 have yet to be fully established. Nevertheless, the PRTC process has now been operating in North East Division since 28 August 2023 and the most recent results are as follows:

North East Division – User Experience Survey Results				
	Jan	Feb	March	April
Overall Satisfaction (n=483)	73%	70%	73%	73%
Receiving Appropriate Response (n=483)	71%	71%	63%	66%

- 2.12 The [Your Police survey](#) enables a continuous conversation with Scotland’s communities. Data and insight from the survey results enable the service to measure and understand public confidence, community safety and feedback about local policing. The survey runs from April – March each year and is robust.
- 2.13 Your Police Survey data from North East Division (A) reflects the benchmarking and the review of national data, as well as external sources utilise to enhance understanding of public confidence. This is informed by perceptions of policing. Levels of public confidence in North East Division, and nationally, are presented below:

Public Confidence					
	Jan	Feb	March	April	Overall
North East Division (n=322)	50%	38%	30%	(small sample)	55%
National (n=3805)	41%	42%	32%	36%	38%

2.14 In preparation for PRTC going live across the East Command on 27 May 2024, the project team have delivered 12 additional training inputs to 38 Resolution Team Assistants and 46 Resolution Team police officers based at Bilston. Further inputs have been delivered to all East Command Crime Management Unit's and Senior Leadership Teams.

Communications and Engagement

2.15 The PRTC communications and engagement plan allows the force to be clear on the nature of the process and what it means to members of the public contacting Police Scotland. Listening to the views of the public, elected representatives and police officers and staff is also helping shape the ongoing implementation and any continuous improvement. As part of this and in terms of the ongoing external engagement, the CERP project team in conjunction with local policing divisions have delivered the following briefing sessions to locally elected member:

- 19 March All Scrutiny Board Chairs invited via COSLA.
- 20 March All Scrutiny Board Chairs invited via COSLA.
- 20 March Renfrewshire & Inverclyde councillors.
- 8 April Renfrewshire & Inverclyde councillors.
- 9 April Renfrewshire & Inverclyde councillors.
- 1 May Dumfries & Galloway Division councillors.
- 14 May Edinburgh Division councillors.

3. FINANCIAL IMPLICATIONS

3.1 Proportionate Response to Crime aims to ensure callers are informed about the progress of their report quicker, rather than waiting days for officers to contact them to inform them of the same outcome. In rolling out the PRTC process, Police Scotland aims to;

- Provide front-line officers more time to focus on local policing priorities.
- Keep people safe from harm.
- Protect the vulnerable.
- Bring criminals to justice.
- Solve problems and reduce offending.
- Make best use of the resources available to Police Scotland in line with our budget.

There are no specific financial costs associated with the process tested.

4. PERSONNEL IMPLICATIONS

- 4.1 The Proportionate Response to crime process only impacts upon colleagues within our Crime and Incident Management Units and Resolution Teams. Engagement has been ongoing with affected officers and staff before, during and after the pilot to ensure the process has no unintended consequences for officers and staff.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications in this report.

6. REPUTATIONAL IMPLICATIONS

- 6.1 There is a reputational risk to Police Scotland in terms of how the new process is implemented and managed. Public trust and confidence in policing is of critical importance to our legitimacy. A detailed communications plan has been developed, and engagement taken place with a wide range of key stakeholders. Further engagement with local elected representatives and other stakeholders is ongoing to ensure the service is clear on the nature of the process, what it means to members of the public contacting Police Scotland, and to help inform and shape the phased roll out by listening to the views of the public and our people.

7. SOCIAL IMPLICATIONS

- 7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

- 8.1 Police Scotland is acutely aware of the reporting on the North East pilot and decision to roll out the process nationally. We are aware of the impact such reporting may have had on both local communities and people right across the country. To ensure the thoughts and views of those engaging in the wider North Command area roll out, both internally and externally, the project team are working closely with our Strategy, Insights and Engagement Team to analyse data from the User Experience and Your Police surveys to provide further insights.

Through our external communication plan, we want to remain open and transparent with people contacting the police. If there are no lines of enquiry to pursue, we do not want to set an expectation that there are things that the police can do when no lines of enquiry exist.

9. EQUALITIES IMPLICATIONS

9.1 There are no equality implications in this report. Each incident being reported to Police Scotland is subjected to a THRIVE assessment and where appropriate for Direct Crime Recording, incidents will undergo a further bespoke investigatory assessment relevant to the crime being reported. This approach will allow Police Scotland to continue to focus on the individual in deciding on the most appropriate and proportionate response.

10. ENVIRONMENT IMPLICATIONS

10.1 There no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the contents of this report.

Police Scotland will provide a further report on progress at a subsequent Policing Performance Committee.