

Meeting	SPA Board Member Update
Date	19 June 2020
Location	N/A
Title of Paper	Public Confidence
Presented By	Deputy Chief Constable Will Kerr, Local Policing
Recommendation to Members	For Noting
Appendix Attached	Yes Appendix A – Monthly Report – June Appendix B – Monthly Insights Report

PURPOSE

The purpose of this paper is to update SPA Board members on the second monthly Police Scotland Public Confidence report discussed at Senior Leadership Board on 10 June 2020.

Members are invited to discuss the content of this paper.

1. BACKGROUND

- 1.1 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.
- 1.2 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.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 In line with the Police Scotland response to COVID-19 the Chief Constable has instructed enhanced monitoring of Public Confidence and the development, where appropriate, of new activities to support public contact.
- 2.2 Consequently results from the 'Your Police Survey' and 'User Experience Survey' are considered each week at the Operational Review Meeting. These results are also considered each month at Senior Leadership Board, alongside an overview of on-going public contact activity designed to mitigate any adverse impact on confidence.
- 2.3 This approach has now been in place for an eight week period, during which time public confidence in Police Scotland has remained consistently high, with an average of 63% of respondents having confidence in their local Police. This is an increase of 20% since the time the COVID-19 'lockdown' began.
- 2.4 The second monthly report produced for the Strategic Leadership Board on 10 June 2020 is included at Appendix A for the consideration of SPA Board members. The report refers to a proposal to instigate a Public Confidence Governance Board to be chaired by ACC Hawkins. The creation of the Board was approved by the Chief Constable on 10 June 2020 and will now be responsible for the governance and oversight of Public Confidence activity in the longer term.

- 2.5 Appendix B provides a more detailed report on the Your Police Survey and User Experiences surveys for the information of SPA Board members.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications associated with this paper.

4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications associated with this paper.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications associated with this report.

6. REPUTATIONAL IMPLICATIONS

- 6.1 There are clear reputational implications associated with maintaining levels of public confidence in policing. The attached report lays out the processes and activity which have been developed to mitigate any potential impact upon public confidence, during the policing response to the COVID-19 pandemic.

7. SOCIAL IMPLICATIONS

- 7.1 There are clear social implications associated with maintaining levels of public confidence in policing. The attached report describes the processes and activity which have been developed to mitigate any potential impact upon public confidence, during the policing response to the COVID-19 pandemic.

8. COMMUNITY IMPACT

- 8.1 The attached report describes the activity in place to monitor and maintain public confidence during COVID-19. As a result, it is anticipated this will deliver a positive community impact.

9. EQUALITIES IMPLICATIONS

- 9.1 There are significant equalities implications associated with reducing levels of contact during the response to COVID-19, while still maintaining public confidence across all communities and social groups. Work to mitigate the potential negative impact of reduced levels of contact is continued through EQHRIA processes and from

existing contact with key partners, community leads and community advisors.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications associated with this report.

RECOMMENDATIONS

Members are invited to note the content of this paper.