



Meeting	SPA Policing Performance Committee
Date	12 September 2023
Location	Video Conference
Title of Paper	Quarterly Policing Performance Report – Quarter 1 2023/24
Presented By	Tom McMahon, Director of Strategy and Analysis
Recommendation to Members	For Discussion
Appendix Attached	Yes Appendix A: 2023/24 Quarter 1 YTD Performance Report

PURPOSE

The purpose of this paper is to provide the Policing Performance Committee with an update in relation to Police Scotland’s Performance at the end of Quarter 1 2023/24.

This paper will specifically provide a report in relation to:
Agenda item 3.1 – 2023/24 Quarter 1 YTD Performance Report.

Members are invited to discuss the content of this report.

1. BACKGROUND

- 1.1 Strategic planning arrangements for policing in Scotland are laid out in the Police and Fire Reform (Scotland) Act 2012. The Scottish Police Authority (SPA) is responsible for developing a Strategic Police Plan for policing that reflects the Scottish Government's national outcomes, strategic police priorities and justice strategy.
- 1.2 Police Scotland is responsible for producing an Annual Police Plan (APP) that sets out the arrangements to deliver against the Strategic Police Plan.
- 1.3 As required by legislation, the SPA hold the Chief Constable to account for delivery against the strategic plan. This is done through scrutiny of Police Scotland's quarterly performance reports.
- 1.4 Police Scotland adopted a refreshed performance framework on 01 April 2023. This is the first report of this reporting cycle in support of this framework.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 The 2023/24 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the Annual Police Plan.
- 2.2 Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the five Strategic Outcomes (Public Safety and Wellbeing; Needs of Local Communities; Confidence in Policing; Working Environment; Sustainable and Adaptable Service) as detailed in the 2023/24 Annual Police Plan.
- 2.3 Our Performance Framework also reflects a renewed focus on Policing Together and Violence Against Women and Girls (VAWG). Development work is ongoing to progress and align new measures and insights in response to implementing strategies and achieving positive impacts and outcome.
- 2.4 The Measures of Progress form the basis of this quarterly report. We also highlight policing demand, challenges & responses, key insights, local focus insights and Policing Together during the quarter.

2.5 This Quarter 1 report is presented with the following six chapters:

- Policing Demand during Quarter 1 2023/24.
- Measures of Progress towards Strategic Outcomes – Challenges and Responses.
- Policing during Quarter 1 2023/24 – Key Insights.
- Unlocking Insights – Local Focus.
- Policing Together.
- Measures of Progress towards Strategic Outcomes 1-5.

2.6 The 2023/24 Quarter 1 YTD report is presented with a balance of quantitative and qualitative data which will continue to evolve throughout the year.

2.7 A full copy of the 2023/24 Quarter 1 YTD Performance Report is provided at Appendix A.

2.8 This 2023/24 Quarter 1 YTD Performance Report is presented for discussion with members of the Policing Performance Committee.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications in this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications in this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications in this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

8.1 There are no community implications in this report.

9. EQUALITIES IMPLICATIONS

9.1 Equality data is provided where appropriate and available. Throughout the document we have highlighted any updates that are linked to our new Joint Equality Outcomes.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the content of this report.

Police Scotland Quarter 1 Year to Date Performance

Report April to June 2023



**POLICE
SCOTLAND**
Keeping people safe
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Contents

Introduction by the Deputy Chief Constable.....	3
Executive Summary.....	5
Performance Framework Outcomes and Objectives	12
Policing during Quarter 1 2023/24 – Key Insights	13
Policing during Quarter 1 2023/24 – Unlocking Insights – Local Focus	15
Policing Together	20
Measures of Progress towards Strategic Outcomes	
Strategic Outcome 1	
Threats to public safety and wellbeing are resolved by a proactive and responsive police service.....	21
Strategic Outcome 2	
The needs of local communities are addressed through effective service delivery.	54
Strategic Outcome 3	
The public, communities and partners are engaged, involved and have confidence in policing.....	79
Strategic Outcome 4	
Our people are supported through a positive working environment, enabling them to serve the public.	100
Strategic Outcome 5	
Police Scotland is sustainable, adaptable and prepared for future challenges.	107

This is the 2023/24 Q1 performance report covering the period 01 April to 30 June 2023. All data is correct at the published date and was extracted at the start of July 2023. The data is extracted from Police Scotland internal systems which are dynamic and continuously updated as investigations progress.

This report contains the most up to date recorded crime data that was available at the start of July 2023 for Quarter 1 of the reporting year 2023/24. Further detailed Police Scotland Management Information can be found here: <https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>How we are performing/

Introduction by the Deputy Chief Constable



The period covered by our Quarter 1 Performance Report for 2023/24 reflects a challenging time for policing in Scotland and those pressures will continue.

Our funding allocation for this year represented a real terms reduction, meaning we have been required to reduce the number of police officers we have from 17,234 to around 16,600.

At the same time, policing is asked to respond to increasing and increasingly complex community and individual needs. This is evidenced by a higher number of calls to Police Scotland, around 600,000 during the reporting period, with over 420,000 incidents recorded.

The requirement for policing to respond to threat, risk and harm across the public, private and virtual domains is underlined by ongoing rises in reported fraud and online child sexual abuse. Our Policing in a Digital World programme supports our commitment to keeping people safe wherever they live and do business.

Hard choices are being taken to maintain effective policing within the funding available and action is being taken to achieve savings.

Areas which encounter the greatest demand and which carry the greatest risk in keeping people safe, are being prioritised for resources to ensure policing continues to address harm and protect the vulnerable.

What we do may take longer or may need to be done differently, and the levels of service we provide to the public relating to some issues will reduce. This Performance Report reflects those pressures.

The challenges should not be underestimated, however this report highlights effective policing that continues to be provided for our communities right across the country day in, day out.

The 17 homicides recorded in the first three months of 2023/24 were detected - continuing Police Scotland's exceptional performance, and commitment to the families of victims, in this area.

Our pro-active action to disrupt the activities of those involved in serious organised criminality and the continued success of the partnership Banking Protocol – where 278 recorded incidents prevented almost £1million of fraud – are highlighted.

While the overall number of violent crimes has increased slightly (4.9%) compared to the same period last year – the detection rate has risen by 3.4%. The number of attempted murders and serious assaults has seen a decrease compared to last year and the five year mean.

The national roll-out of Naloxone is almost complete and we will soon see 12,500 officers equipped with the life-saving nasal spray, which has been administered on more than 300 occasions, and contributes to the partnership approach to helping prevent the harm caused by drugs.

Our Performance Reports provide meaningful and accessible insight into the work of policing in Scotland as we work to keep people safe.



Alan Speirs

Interim Deputy Chief Constable
Professionalism, Strategy and Engagement

Executive Summary

Introduction

This is the first Quarterly report of the 2023/24 performance cycle, reporting on our [revised Performance Framework](#) and Measures of Progress. This report takes a more holistic approach on reporting against the five strategic outcomes as much of the activity reported will crossover and inform more than one strategic objective.

Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the Strategic Outcomes as detailed in the [2023/24 Annual Police Plan](#), these being:

- **Public Safety and Wellbeing** – threats to public safety and wellbeing are resolved by a pro-active and responsive police service
- **Needs of Local Communities** – the needs of local communities are addressed through effective service delivery
- **Confidence in Policing** – the public, communities and partners are engaged, involved and have confidence in policing
- **Working Environment** – our people are supported through a positive working environment, enabling them to serve the public

- **Sustainable and Adaptable Service** – Police Scotland is sustainable, adaptable and prepared for future challenges

This approach provides a wider and more detailed picture of traditional policing performance measures, supplemented with additional insight and narrative to the many different aspects of policing and corporate support functions.

Our Performance Framework also reflects a renewed focus on Policing Together and Violence Against Women and Girls (VAWG). Development work is ongoing to progress and align new measures and insights in response to implementing strategies and achieving positive impacts and outcome.

As we move into 2023/24 the demand placed on officers within our operating environment becomes more challenging. Following the announcement of the Scottish Budget for 2023/24 it has been recognised that the delivery of effective policing will be demanding with reduced officer numbers and a reduced overtime budget. Improvements to our technology, buildings and vehicles will also be challenging as we move forward into the tenth year of Police Scotland.

This report will continue to help the SPA Board and the public to understand the complexities of delivering an effective police service, how we are evolving as a service, how we face the challenges of modern policing and ensure we are delivering performance in line with our organisational values.

This report comprises of six sections:

- Policing Demand during Quarter 1 2023/24
- Measures of Progress towards Strategic Outcomes – Challenges & Responses
- Policing During Quarter 1 2023/24 – Key Insights
- Unlocking Insights – Local Focus
- Policing Together
- Measures of Progress towards Strategic Outcomes 1-5 – Full Picture

Policing Demand during Quarter 1 2023/24

As we start 2023/24 policing, along with other public sector organisations, face hard choices to refine our Service and maintain operational policing. Police Scotland continues to adapt to new pressures and challenges while putting people at the heart of the Service. The cost of living affects everyone, from our officers, our staff, and the people living in the communities we serve. Increases in vulnerability pose organisational capability and capacity challenges, in addition to the increasing demand of policing traditional crime types and cyber related crimes.

Reform of policing in Scotland has ensured all our communities have access to both frontline and specialist policing services, however the demand on policing

extends far beyond this. Policing is often the service of first and last resort; the service first on the scene and the service which responds to crisis. All public services face the challenge to provide people with the help they need in a well-timed and appropriate manner.

Throughout the coming year we will face a real-term reduction in funding, and we will be seeking to refine our Service through improvements to service design, working practices and technology. We acknowledge there are further improvements to make, within policing, the justice system and society.

The Scottish Police Authority acknowledged, during the 2023/24 budget setting discussion, that in the current economic climate, with reduced budget, reducing resources and increasing demand, it is likely that policing performance will be impacted. We are starting to see this reflected throughout this Quarter 1 2023/24 report. Evidence is provided of increasing call volumes and levels of crime, necessitating our response to be more tailored towards the areas of highest threat, risk and harm. As a result of this, it has an effect on our performance in other areas such as acquisitive crime and our proactive capacity.

This year Chief Constable Sir Iain Livingstone QPM retires after six years' service in this role, and Police Scotland will welcome our new Chief Constable, Jo Farrell in October 2023. The new Chief Constable, a highly experienced senior police leader, sees this as a unique opportunity to take on one of the most exciting and challenging jobs in UK policing.

During 2023/24 Scotland is hosting more international events such as the UCI Cycling World Championships, the Tall Ship Races and the World Athletics Indoor Championships. These events will bring together fans and competitors from around the world as well as an international audience. In addition to policing these prestigious international events, Scotland will continue to host its annual festivals such as the Edinburgh Fringe, music festivals and other world-renowned activities.

Crimes committed by police officers in other UK police forces have shown the importance of addressing sexism, misogyny and violence against women. Police Scotland has strengthened vetting measures for all officers and staff and further checks for new recruits. We remain committed to building a society where women and girls live free from violence, abuse, exploitation and harassment. Police Scotland continues to refine our approach to Violence Against Women and Girls and have introduced a quarterly Oversight Board to monitor progress against actions within the implementation plan.

Additionally, we are working to improve and enhance the experience of women within the workplace to create an inclusive working environment. Tackling sexism and misogyny is a key strand of our Policing Together strategy which will drive improvements to how policing in Scotland reflects, represents and serves all our communities.

We will also take action to reduce the impact of violence against our officers and staff and support operational capabilities. Police Scotland Your Safety Matters group focuses on ensuring the wellbeing and safety of our officers and staff. Following analysis and action taken by this group, our injury rate has remained below the control line for the last nine consecutive months ([see Key Insight 1](#)).

Levels of overall crimes for Groups 1-5 has increased slightly throughout Quarter 1, up 5.3% compared to last year and 4.7% compared to the five year mean.

Fraud is a significant global issue which is recognised as the most prominent crime type within the UK. Month on month increases have been recorded which along with resourcing challenges, has had a negative impact on the detection rate.

Police Scotland remains committed to delivering efficient and timely responses to emergency calls. Police Scotland continues to benchmark the percentage of 999 calls answered in under 10 seconds and how we are performing in comparison to England and Wales ([see Key Insight 2](#)). High 999 call volumes are being experienced by emergency services across the UK and Police Scotland has measures in place to try and combat increased wait times.

In this report we have introduced some disaggregated data with a local element, focussing on some key areas. We will continue to develop our inclusion of disaggregated data within the quarterly reports going forward ([see Unlocking Insights](#)).

Measures of Progress towards Strategic Outcomes – Challenges

Measures of Progress towards Strategic Outcomes have been identified by Police Scotland in collaboration with the Scottish Police Authority. This new suite of key measures has been identified from the available management information and aims to support consistent reporting from the Performance Framework. The following is a synopsis of exceptions identified within the Quarter 1 report.

Outcome 1 – Total Group 1 Crime - Non Sexual Crimes of Violence ([further details here](#))

Challenge: The detection rate for Total Group 1 Crime (Non Sexual Crimes of Violence) during the first quarter of 2023/24 was 56.5%. This is 7.8% points lower than last year's detection rate and 13.8% points lower than the five year average detection rate. The detection rate for the first quarter of each year has decreased steadily since a high rate of 77.4% during Quarter 1 of 2020/21.

Response: The number of Group 1 crimes detected during the quarter was 1,645. This is 12 more detections than in the same period as last year and 27.6 more detections than the five year average. The main cause in the fall in detection rate for Group 1 crimes is down to the increasing number of crimes being recorded – particularly crime types such as threats & extortion and drugging.

In the first quarter of 2020/21, when almost three out of four Group 1 crimes were being detected, threats & extortion accounted for 8.1% of all Group 1 crimes. Drugging accounted for just 0.1%. During the first quarter this year threats & extortions accounted for 24.5% and drugging 1.6% of Group 1 crimes.

The nature of these emerging crime types makes them very difficult to detect – this quarter threats & extortion has a detection rate of just 3.6%. It is possible that, within a few years, fewer than half of Group 1 crimes will be successfully detected compared to almost three quarters being detected just three years ago. This is partially due to changes in crime recording rules introduced in April 2020 that resulted in more crimes of threats & extortion being recorded when it was apparent that the suspect of the crime was located out with the UK.

Upcoming changes to the Scottish Government's crime groupings will likely impact which crime types are counted together as non-sexual violent crimes.

Outcome 1 – Increase in child missing person investigations ([further details here](#))

Challenge: In May and June this year investigations involving children were the highest they have been in the past two and a half years. Compared to Q1 last year; Child (125 more, 7.9%) and Looked after Child (86 more, 7.4%) have increased by 211 investigations.

Response: In contrast to previous quarters, we are seeing an increase in children and young people (CYP) that go missing from young person units. CYP are being reported missing when there is an apparent tolerable risk that could be managed under the "Not at Home" protocol. Police Scotland are engaging with young person units and private care homes to ensure that new staff have been made aware of "Not at Home" and adequately trained to utilise the protocol.

In addition, an increase in CYP in care who are cross border placements from England and Wales, or from other local authorities in Scotland is leading to extended cross border investigations. CYP are arriving at placements with limited information as to their background or associated risks and often return home and are therefore reported missing.

Outcome 2 – C3 Demand ([further details here](#))

Challenge: During the reporting period, Police Scotland received a total of 598,666 calls which is an increase of 4.7% compared to last year. 999 calls increased by 25.2% when compared to the same period last year (up from 185,110 to 231,688), however, the volume of 101 calls received decreased by 5.1% (down from 386,611 to 366,978).

Although the number of 101 calls decreased (down 5.1%), the average answer time for 101 calls increased by 3 minutes 29 seconds. Additional public contacts have also increased, up 14.5% when compared to 2022/23.

Partner demand increased by 9.4% compared to last year with 747 external force requests made (683 last year).

Response: There has been a significant change in the contact volume profile (999, 101, Other Emergency Service calls and ContactUs E-Mails) being experienced by the Police Scotland Service Centre following the Covid-19 Pandemic. This includes sustained annual growth in 999 call volumes which have risen by 34% since 2018.

The National Police Chiefs Council (NPCC) recently noted record high 999 call volumes experienced by emergency services across the UK.

Police Scotland aim to achieve an average speed of answer for 999 calls within 10 seconds, a target also required by all 44 UK Forces. Over the last five years, Police Scotland have maintained an average speed of answer under 10 seconds. However, due to the increase in 999 call volumes this has recently become increasingly challenging to sustain and only being achieved by de-prioritising non-emergency 101 calls. Therefore, the performance of 101 average speed of answer is being affected as the same advisors answer all call types.

The increase in average call answer time for 101 calls can also be attributed to the heatwave experienced nationally during this reporting period in addition to the Android technical fault that contributed to the significant increase in 999 calls being received.

The introduction of the Contact Assessment Model (CAM) in 2019 and use of the THRIVE by Service Advisors has ensured there is a consistent approach to each caller however this has resulted in an increase in the average call handling time.

Police Scotland continues to prioritise responding to public contacts with C3 deploying resources appropriately to respond to the increased and varied demand being experienced. Utilising staff from across different business areas to manage Contact Us digital contact provides more time for Service Advisors to focus on the 999 and 101 telephone calls. Continuous ongoing review of the Inter-active Voice Recording system provides dynamic anticipated wait times to callers phoning 101, to improve customer experience and manage expectations.

Outcome 3 – Public Confidence ([further details here](#))

Challenge: Public confidence and trust and what affects our stats for policing in Scotland is a complex area. We know that confidence is closely affected by how policing is experienced and perceived locally.

Our analysis of public feedback shows that confidence in police is shaped by experiences and perceptions of local policing. How effective local policing is perceived in keeping communities safe is strongly associated with perceptions and expectations of police visibility and accessibility in the physical, online and virtual spaces; community engagement; and keeping people informed.

The challenge is with meeting public expectations around visibility in the physical space and keeping people informed on all reported incidents. This is partly due to the changing nature of crime which has moved increasingly online and our capacity to provide personal updates for all incidents reported to police.

Response: The Public Confidence Governance Board oversees our understanding of public confidence to embed change across the service. Public insights are considered at the Strategic Leadership Board for executive oversight, at Regional Delivery Boards and directly with local policing divisions for responding to local needs and scrutiny.

How we continue to support communities in appropriate ways and maintain public confidence across the Police Service of Scotland is being enhanced through our Local Policing Review Programme and Modernisation Contact and Engagement Programme.

These change programmes aim to transform how we communicate and engage with communities through providing greater choice to the public to receive updates on their case (i.e. fully accessible self-service) so that we can spend time where this is needed most.

How we engage with communities is being enhanced to focus on building relationships with police so that communities, particularly those who find police hard to reach, feel able to report crime and other incidents. These community engagement activities are also designed to work with communities to make their areas safer.

Outcome 5 – Finance ([further details here](#))

Challenge: An area of significant importance to Police Scotland is environmental issues and our role in reducing carbon emissions through the work of our fleet and estates departments. What level of progress have we made with regards to sustainability to help make these reductions?

Response: The Estates and Sustainability Teams are collaborating on a number of projects that will assist Police Scotland in further reduction of utilities consumption across the estate. Assisted by Greening the Public Sector Development Scheme (GPSEDS) funding, we have achieved the following projects.

- Lighting upgrades have been undertaken at Ferguslie Park Police Station, Pollok Police Station and Pollok Dog Branch (£100,000 fully funded) with a further £540,000 funding secured to upgrade our Clyde Gateway building.

- All windows and doors upgraded at Callander Police Station (£40,000 fully funded).
- £3m funding secured to improve our housing stock across the country.
- 16 buildings selected for installation of solar panels (£50,000 funding secured).
- We have selected 33 sites for connection to a centralised building energy control system that will help us to take immediate action to address energy management issues at sites such as reduction of room temperature and boiler operation.

As at the end of Quarter 1 2023/24, Police Scotland have reduced our gas consumption by 1.9% points compared to the same period last year and by 10.9% points compared to the five-year mean. Similarly, we have reduced our electricity consumption by 8.4% points and 10.0% points and our water consumption by 38.7% points and 13.2% points respectively.

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet as part of the Scottish Police Authority (SPA) approved Fleet Strategy. At the end of Quarter 1 2023/24, ULEV vehicles currently make up 29% of Police Scotland's overall fleet (up 2.0% points from the previous quarter). 43% of the ULEV vehicles represent the unmarked fleet.

The total mileage of electric vehicles (green miles) during Quarter 1 2023/24 was 1,294,446 miles. This compares to 1,138,821 miles in Quarter 4 2022/23 and represents an increase of 155,625 miles (up 13.7%) compared to the previous quarter.

The average age of the Police Scotland fleet in Quarter 1 2023/24 is 3.92 years. This is down 0.44 years from the figure reported last quarter and down 1.33 years from the five year average of 5.25 years. This will reduce further as new vehicles are introduced to the fleet and if the level of capital investment on the fleet is maintained in future years.

Performance Framework

Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2023/24.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> - Keep people safe in the physical and digital world - Design services jointly to tackle complex public safety and wellbeing challenges - Support policing through proactive prevention
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> - Understand our communities and deliver the right mix of services to meet their needs - Support our communities through a blend of local and national expertise - Support the changing nature of communities
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> - Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to serve the public	<ul style="list-style-type: none"> - Prioritise wellbeing and keep our people safe, well equipped and protected - Support our people to be confident leaders, innovative, active contributors and influencers - Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> - Use innovative approaches to accelerate our capacity and capability for effective service delivery - Commit to making a positive impact through outstanding environmental sustainability - Support operational policing through the appropriate digital tools and delivery of best value

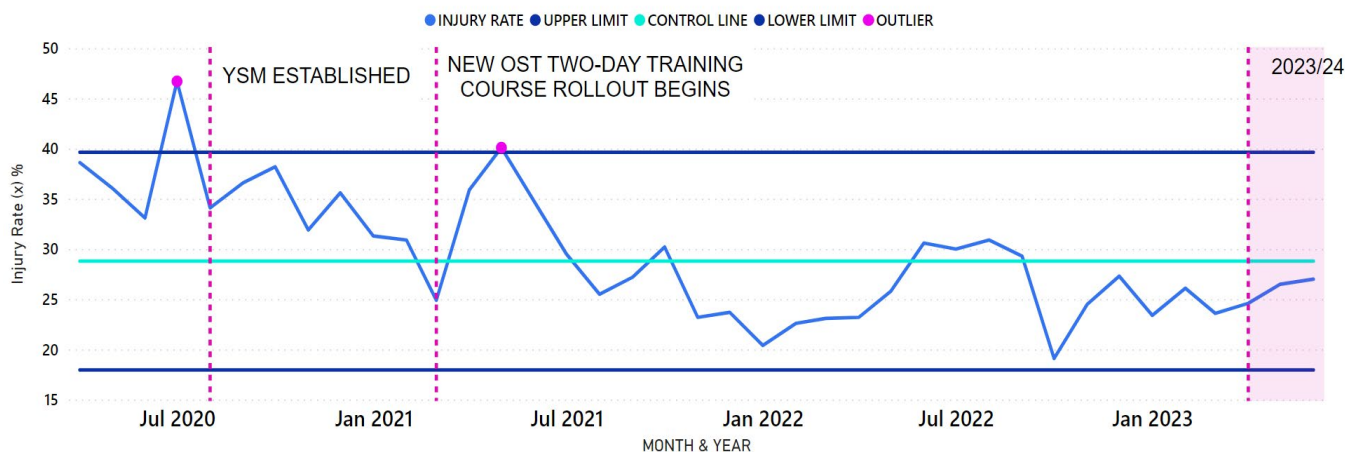
Evidencing progress towards our outcomes

Gathering our data, narrative and insights together provides us with an evidence base that demonstrates how we are achieving our outcomes

Policing during Quarter 1 2023/24 – Key Insights

Key Insight 1: Injury Rate of Assaults on Officers and Staff Decreases

XMR CONTROL CHART: ASSAULT INJURY RATE



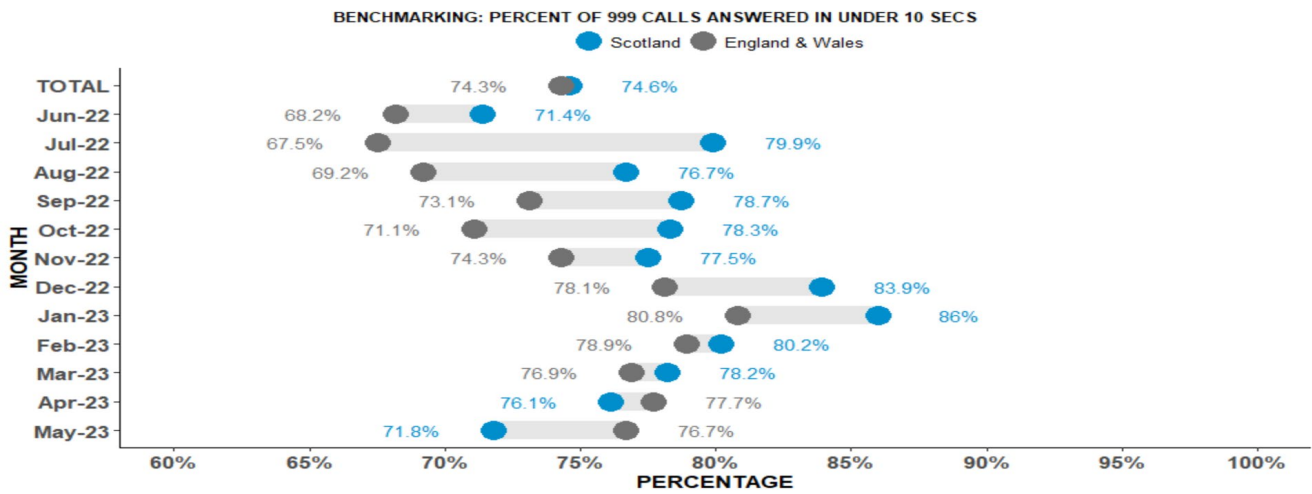
Police Scotland’s Your Safety Matters (YSM) group, focus lies in ensuring the well-being and safety of our officers and staff. Therefore, YSM is not just about reducing the number of assaults on officers and staff, but also extends to reducing the severity of injuries and the rate of injury whilst on duty from assaults.

Police Scotland’s injury rate in 2023/24 is 26.0% this is 6.3 percentage points below the three year rate (32.3%). Police Scotland’s injury rate has remained below the control line (three year rate) for nine consecutive months. Analysis through the YSM group highlighted the OST two-day training is deemed a contributory factor to the decrease in assault related injuries. As the research illustrated that within the first 30 days of completing the training officers/staff were 40% less likely to be injured.

However, when an officer/staff was assaulted a year after completing the training, the estimated effectiveness of the training decreased to 7% (less likely to be injured compared to someone who has not received the training). Operational Safety Training are in the process of reviewing their training programme to incorporate the results of the analysis to improve the safety of officers and staff.

It is important to highlight that Police Scotland’s reporting of assaults against officers/staff has increased considerably from 26.7% in April 2019/20 to 68.5% in June 2023/24. Potential future analysis could consider the relationship between reporting rates and injury rates.

Key Insight 2: Police Scotland’s Percent of 999 Calls Answered in 10 Seconds Continues to Decline



Police Scotland remains committed to delivering efficient and timely responses to emergency calls. Through benchmarking our performance against that of England and Wales, we consistently strive to enhance our approach to addressing 999 calls.

The percentage of 999 calls answered within 10 seconds by Police Scotland has shown a gradual decline since January 2023. During the initial two months of Q1 2023/24, our performance slightly trailed that of England and Wales. Notably, both Police Scotland and England and Wales have encountered a comparable trend in their respective performance from January 2023 to May 2023, as both have seen a reduction in the percentage of calls answered within the 10-second threshold.

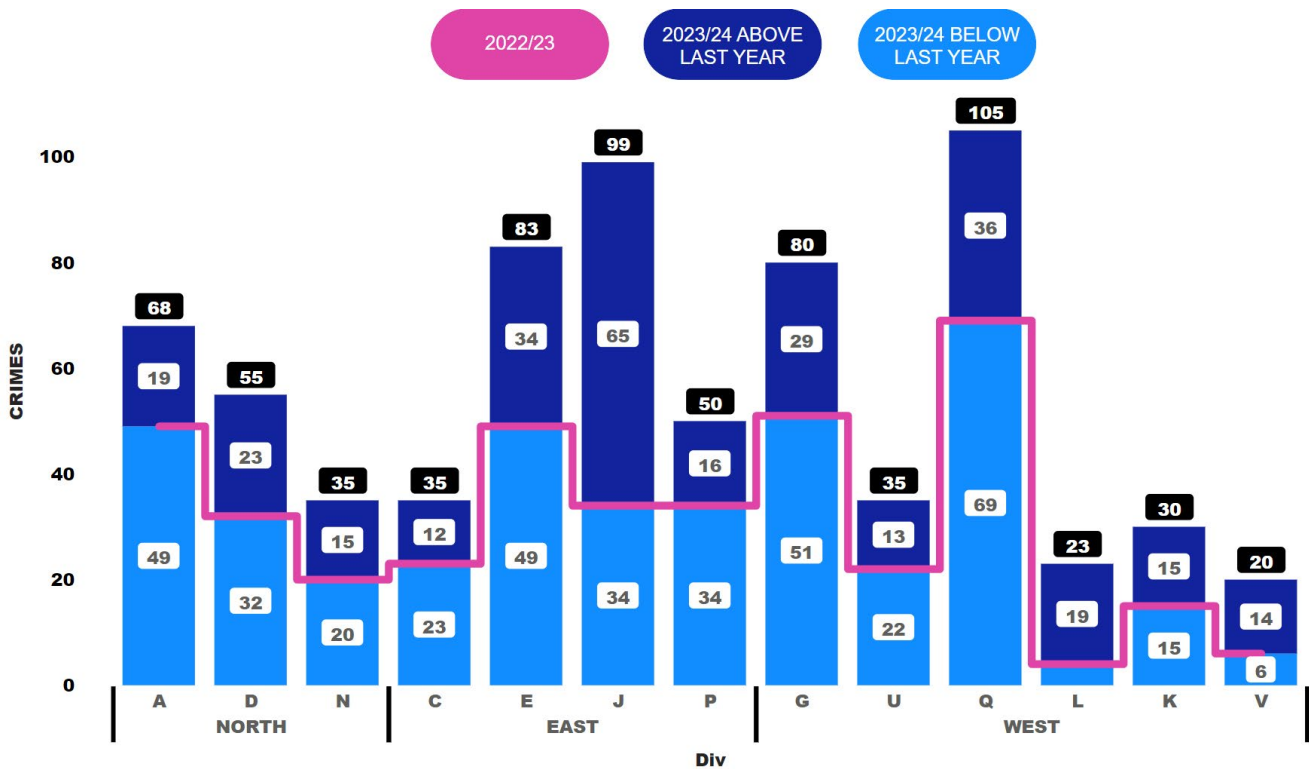
The number of 999 calls received by Police Scotland increased by 25.2% during the reporting period when compared to the same period last year. High 999 call volumes are an issue experienced by emergency services across the UK.

The handling of 999 calls continues to be our highest priority. The average wait time has been impacted by the introduction of the Contact Assessment Model (CAM) in 2019 and use of the THRIVE. While this has ensured a consistent approach to each caller this has resulted in an increase in the average call handling time.

Call answer times remain a focus for Police Scotland and measures are in place to alleviate this as detailed in the response.

Policing during Quarter 1 2023/24 – Unlocking Insights – Local Focus

Unlocking Insights – Local Focus – Increase in Threats and Extortion Crimes



A number of local policing divisions have conducted analysis of threats & extortion crimes recorded in their areas. While most of this analysis does not include the quarter one reporting period, learning from the crimes analysed remains relevant to understanding the growth in this crime type.

From the analytical work conducted, it is clear that the vast majority of threats & extortions being recorded relate to “sextortion” style crimes typically involving the sharing of an indecent image. In Renfrewshire and Inverclyde Division 32 out of 36 crimes analysed related to

sexual extortion in which complainers were manipulated into sharing photos and videos of themselves performing sexual acts with the suspects, who then used these files as leverage to demand money and vouchers in exchange for not sharing the material with victims’ families, friends and colleagues.

Instagram was the social media platform most commonly used by suspects to make initial contact with complainers (12 crimes, 38%). This was followed by Snapchat, which was mentioned as the initial contact platform in eight crimes (25%). However, it was noted that in the

vast majority of sexual extortion crimes, suspects 'migrated' the chat from one platform to another, encouraging victims to continue to the chat through other chat apps than the one they had initially contacted the victim on.

The Lothians and Scottish Borders Division review also found the majority of their threats & extortion crimes related to sextortion motivated by financial gain. In Ayrshire Division 76 of 80 threats & extortions recorded last year related to the sharing of indecent images. In Dumfries and Galloway Division, 16 threats & extortion crimes were analysed of which all but one related to sextortion.

While not always the case, the most likely victims are young males. In Renfrewshire and Inverclyde Division all but one of the victims of the sexual extortion crimes analysed was male with an average age of 27 years. In The Lothians and Scottish Borders the most frequent age range of victims (also mainly male) was 13-18 years old and in Ayrshire Division victims were most likely to be males in the 14-23 age range. Victims in Dumfries & Galloway Division were all between the age of 16 and 20 years old and all male.

In Highlands & Islands Division victims are primarily young males under 18, or 18 to 24 year old, age categories. Local Preventions and Interventions Officers have been conducting educational visits to schools, colleges and the university to try to raise awareness of the issue. Leaflet drops in local pubs as well as social media posts have also been done.

In most cases the offender of this type of crime is likely to be outside the UK. This makes these crimes very difficult to detect. Of Renfrewshire and Inverclyde Division's 36 crimes analysed, only two were able to be detected and both of those related to "offline" crimes in which threats were made either directly or in handwritten notes.

The majority of these crimes do not tend to lead to financial harm. In Renfrewshire and Inverclyde Division approximately 40% of victims sent money or vouchers to suspects. In Ayrshire Division almost two-thirds (67.5%) of crimes resulted in no financial loss and eleven of Dumfries and Galloway Division's sixteen crimes led to no financial loss. It should be noted, however, that other forms of significant harm can occur from the unwanted sharing/threat of unwanted sharing of personal images.

Unlocking Insights – Local Focus – Public Confidence

There is a strong relationship between public confidence and someone's perception of police doing a good job in local area, perception of police listening to concerns of local people, and perception of police dealing with issues affecting local area.

As these perceptions change, public confidence is likely to be affected.

The following table presents the responses from those who strongly agree or agree with these statements in the Your Police survey since 2022/23 quarter 1.

Strong Correlations with Public Confidence

Public Opinion Statements	Quarter 1 2022/23 (n=945)	Quarter 2 2022/23 (n=10,243)	Quarter 3 2022/23 (n=3,781)	Quarter 4 2022/23 (n=1,929)	Quarter 1 2023/24 (n=276)	Change from last Quarter
Police doing a good job in local area	30%	32%	29%	26%	30%	+4% point
Listening to concerns of local people	31%	32%	28%	27%	27%	No change
Dealing with issues affecting local areas	24%	23%	21%	18%	23%	+5% point

Impact Pieces: Policing in Practice

The following impact pieces are presented to provide a snapshot of some of the activity taking place across Scotland to respond to the areas we know have the strongest impact on enhancing public confidence in police.

Police doing a good job in local area

Impact Piece: Imagine A Man, Dundee

A Police Constable in Tayside Division has been working in collaboration with NHS Tayside, Dundee City Council and YouthLink Scotland to facilitate youth-led research with young men in the city. Three groups from Dundee, Glasgow and Shetland took part in this national research, to explore what is needed to enable positive masculinity through the experiences and needs of boys and young men growing up in their communities.

The young men in Dundee through their research created their own identity 'MENding Mindsets', with the tag line 'wave the stereotypes away'. These young men initially had an interest in exploring mental health and through exploring masculinities deepened their understanding of the impact of expectations and stereotypes on mental health. The young men took the lead in the focus group and the discussions with other young men reinforced the need for more safe spaces for young men to explore masculinity.

The young people in the focus groups also expressed an interest in being part of the work moving forward. The young men see this research as a step in the right direction to make things better for other young people. The hope is that the young men will further develop the MENding Mindsets identity locally.

Strong relationships have been formed between the young men and the local police constable, growing trust and confidence in their local police service.

More information is available on our [Engagement Hub](#).

Dealing with issues affecting local areas

Impact Piece: PSYV Stand Against Speeding Campaign and Film Making 'On Trend' in Fife

The Dunfermline Police Community Team in Fife Division have been working with young people in the Dunfermline area to respond to some of the issues we know are affecting local communities.

Youth volunteers from PSYV recently led a 'Stand Against Speeding Campaign' which involved children from West Fife primary schools. Volunteers engaged in local areas and stood in visible locations to deter and prevent speeding on roads in the local area using interchangeable message boards.

Officers regularly receive contact from the public highlighting concerns about speeding on roads, particularly around schools, and this campaign aims to proactively appeal to drivers to slow down using bold messaging which can be easily seen at the roadside. As the new school term begins, 'Stand Against Speeding – The School Road Safety Tour' will begin on roads near 29 primary schools in the area in a bid to help children travel to and from school with less risk.

To further enhance awareness, PSYV Dunfermline have been awarded a total of £32,000 from Screen Scotland, Cashback for Communities, Carnegie Dunfermline Trust and Fife Council to take forward a local film project led by the young people. The video about Stand Against Speeding is already live, with two more films about our 'It'll Cost You' campaign and supporting communities with the cost of living crisis coming soon.

This initiative has enabled young people and communities to work together in a positive way to respond to local issues.

More information, including all the films produced by young people, is available on our [Engagement Hub](#).

Listening to concerns of local people

Impact Piece: Crofthead Farm Community Centre Engagement Event

Two Police Constables and a Special Constable from The Lothians and Scottish Borders Division organised an event in May 2023 at Crofthead Farm Community Centre, Livingston, along with around 30 people from African communities.

Local senior policing leaders including the Lothians and Scottish Borders Divisional Commander attended to discuss ways to build trust and confidence in local policing through improved communication and engagement.

Five local community groups were represented at the event and all participants had an opportunity to share their feedback and concerns about their experiences and how everyone could work together to improve trust and confidence.

Feedback from the event was very positive and the opportunity prompted meaningful discussion, with a commitment made to host further events in the future.

More information is available on our [Engagement Hub](#).

Policing Together

Policing Together will drive improvements to how policing in Scotland reflects, represents and serves all our communities. This strategy provides a focal point and platform to share the significant work already undertaken across Police Scotland, as well as progress which is needed under the additional energy and direction being brought to equality and inclusion imperatives.

Police Scotland published its Policing Together (PT) Strategy in September 2022. It was recognised there were areas of cross over and duplication with the Equality Diversity and Inclusion (EDI) Action Plan. Approval was provided at the PT Strategic Oversight Board to subsume the Action Plan into the PT Implementation Plan. A process of mapping and de-confliction to streamline and refine the Implementation Plan is in its final stages with recommendations discussed and approved at the PT Implementation Group on 07 July 2023.

The work of the PT Performance and Impact group is critical to understanding the impact of activity undertaken in delivery of the Strategy. The group are considering the insights and measures available to capture and monitor the impact and outcomes of EDI activity.

The Performance and Impact Group will look to develop data and insights to support EDI performance tracking and reporting. The next phase of work will re-engage business areas and action owners to understand prioritisation and timescales to actions over the short, medium and long term, as well as barriers to delivery and resource and financial implications. A Policing Together progress report will be prepared for the Scottish Police Authority in August 2023.

Measures of Progress towards Strategic Outcomes

Strategic Outcome 1

Threats to public safety and wellbeing are resolved by a proactive and responsive police service.

Objectives:

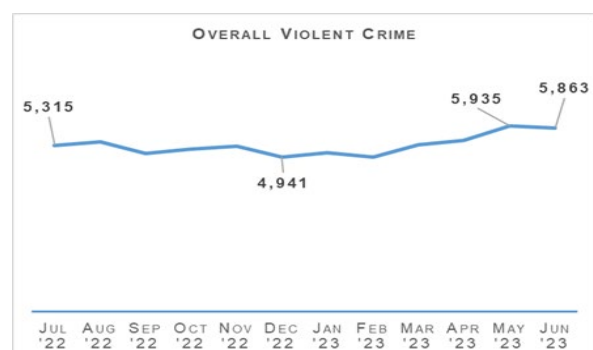
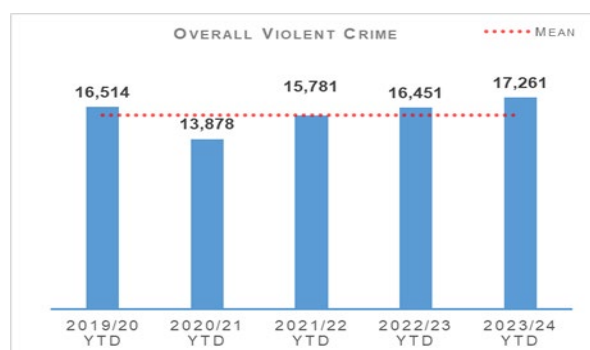
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

All data is classed as Management Information and is not considered official statistics. All data is sourced from Police Scotland internal systems.

Violent Crime

Overall violent crime	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	16,451	17,261	+4.9%	15,817.2	+9.1%
Number of detections	11,232	11,613	+3.4%	10,950.2	+6.1%
Detection rate	68.3%	67.3%	-1.0% point	69.2%	-2.0% point

Note: Overall violent crime is comprised of murder, culpable homicide (common law), attempted murder, serious assault, robbery, common assault and common assault (of emergency workers).



The number of recorded overall violent crimes increased from last year and is at the highest level in recent years. This is mainly driven by a 5.1% increase in common assaults (10.4% increase from the five year mean) of which some coincided with periods of good weather in May and June.

Robberies have also seen an increase in this period, up 13.8% from the first quarter of last year and 11.4% for this period's five year mean. This increase also took place in the months of May and June 2023, with April seeing relatively few robberies recorded.

Seventeen homicides were recorded during the quarter, the majority of which were recorded in the month of June. This figure is the same as the five year mean for homicides in this period however four more than last year. All homicides recorded during this period have been detected.

Attempted murders and serious assaults recorded in the April to June 2023 period have decreased compared to last year and the five year means for those crimes.

These figures also include 1,996 common assaults of emergency workers (broadly similar levels to last year and the five year mean), 187 common assaults of retail workers (up from 123 last year) and four serious assaults of retail workers (compared to two recorded in the same period last year).

Offensive weapons crimes are not included within the Overall Violent Crime figure however there have been 2,953 offensive/bladed weapons crimes

recorded during the April to June 2023 period – this is a 12.2% increase on the same period last year and 12.1% increase on the five year mean. 1,631 (55.2%) of these crimes relate to the use of offensive weapons or bladed/pointed instruments in another criminal activity. The other 1,322 (44.8%) are for carrying offensive weapons or the handling of bladed/pointed instruments.

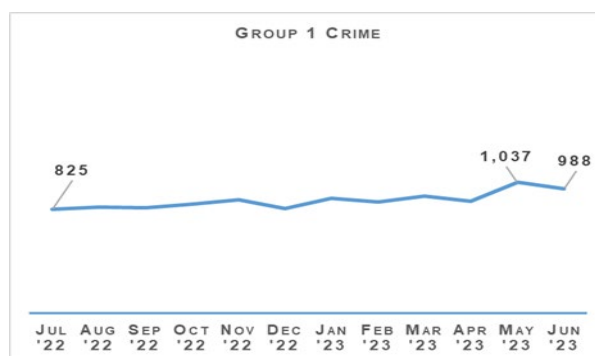
Police Scotland's Partnerships, Prevent and Community Wellbeing Division (PPCW) have been working collaboratively with Youth Link Scotland following their revised 'No Knives Better Lives' programme. This is an early intervention and education programme in Scotland which supports youth workers and practitioners working with young people to empower those who may be at risk of youth violence to choose a better path.

The 'No Knives Better Lives' team work nationally to understand and take action in the causes and consequences of youth violence in Scottish communities. Their revised programme is being introduced within Police Scotland through a Workforce Development Plan with four online learning modules available to front line officers covering a range of violence prevention topics and sharing best practise.

Throughout 2023 and 2024 'No Knives Better Lives' are hosting various regional practitioner and police events to support these modules and encourage collaborative working.

Non Sexual Crimes of Violence (Group 1)

Non Sexual Crimes of Violence (Group 1)	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,543	2,913	+14.5%	2,299.2	+26.7%
Number of detections	1,633	1,645	+0.7%	1,616.4	+1.8%
Detection rate	64.2%	56.5%	-7.7% point	70.3%	-13.8% point



The number of non-sexual crimes of violence this period has increased from last year and the five year mean and is at the highest level in recent years. Issues highlighted in previous reports continue to be the leading factors in this continued increase. These include the continual increase in threats & extortions being recorded – 715 during the first quarter of 2023/24. This is a 90.7% increase from the same period last year and a 248.4% increase from quarter one’s five year mean.

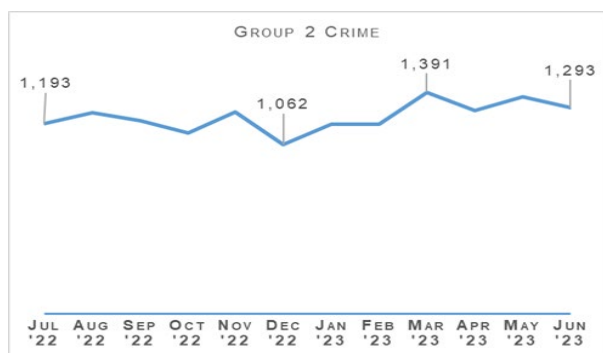
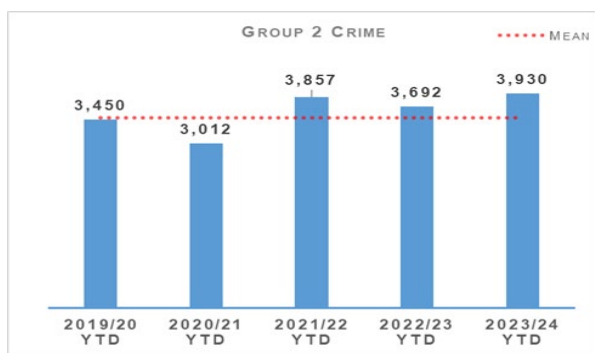
Drugging crimes being recorded have also stayed at a far higher level than they were historically, with 48 crimes recorded during the first quarter of 2023/24 compared to 46 last year but a five year average of 13.2. Police Scotland continually review the spiking communications toolkit to promote a consistent approach, reinforcing the importance of women and girls feeling and being safe in public places whilst ensuring there is no ‘victim blaming’ culture.

In conjunction with the Business Crime Prevention Unit and Scottish Violence Reduction Unit, Partnership, Prevention and Community Wellbeing (PPCW) are currently refreshing the ByStander awareness training to the licencing industry. Wider engagement continues with key partners through the Scottish Government Roundtable events. This includes higher education, licencing trade, NHS and local authorities to ensure a wider understanding of the issues and to support evidence recovery and comprehensive investigation.

The detection rate for group one crimes continue to decrease and was 56.5% this period – down 7.7% points from last year and 13.8% points from the five year mean. This is largely due to the increasing proportion of group one crimes being from crime types that are very difficult to detect such as threats & extortion (which are often online by nature and typically originate outwith the UK) and drugging crimes.

Public Protection – Equality Outcome 4

Overall Sexual Crime (Group 2) – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	3,692	3,930	+6.4%	3,485.8	+12.7%
Number of detections	2,013	2,159	+7.3%	1,957.2	+10.3%
Detection rate	54.5%	54.9%	+0.4% point	56.1%	-1.2% point



Sexual crime increased during the reporting period when compared to the same period last year, up 6.4% (238 crimes) and also against the five year mean, up 12.7% (445 crimes). The number of crimes recorded month on month have been relatively consistent since March, with March being the month where the highest number of sexual crimes were recorded over the 12 month period. December 2022 remains the month where the fewest number of sexual crimes (1,062 crimes) were recorded over the 12 month period.

The drivers behind this increase are increases in communication offences, sexual exposure, disclosure of intimate image, taking, distribution, possession etc. of indecent images of children, sexual assault by penetration (of a female over 16 and of a female under 13), rape

of a female over 16 and cause to be Present Sex Act / Look at Sex Image male and female (13-15).

During Quarter 1, taking, distribution, possession etc. of indecent photos of children, rape of a female over 16, sexual assault by penetration of a female over 16 and sexual exposure all noted increases when compared to the same period last year and recorded the highest number of crimes over the last six years.

The number of detections also increased compared to last year, up 7.3% (146 detections) and against the five year mean (up 10.3%, 202 detections).

Overall Sexual Crime (Group 2) – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of recent crimes	2,877	3,039	+5.6%	2,627.2	+15.7%
Number of non recent crimes	815	891	+9.3%	858.6	+3.8%
Proportion of Group 2 crime non recent	22.1%	22.7%	+0.6% point	24.7%	-2.0% point

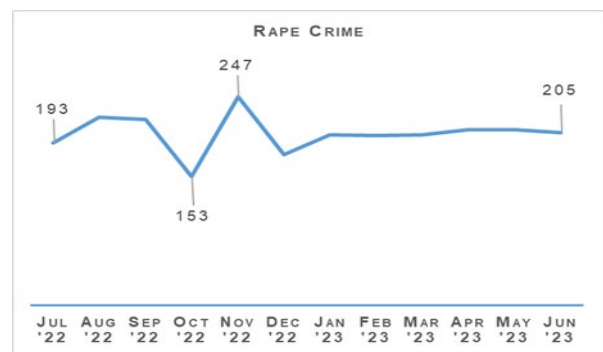
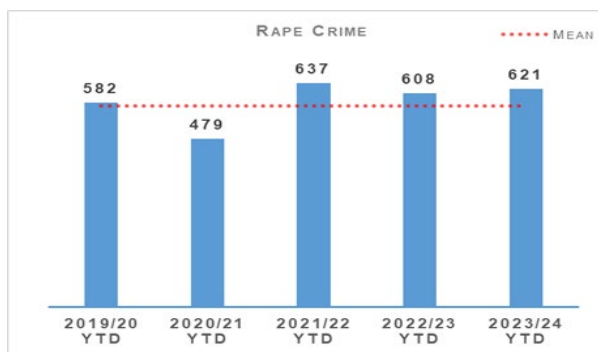
Note: Non-recent sexual crimes are defined as crimes that were reported more than one year after they were committed.

Recent and non-recent reporting increased compared to the same period last year and the five year mean. Non recent, noted the greatest increase, up 9.3% (76 crimes) against last year and recent reporting up 5.6% (162 crimes). The proportion of non-recent reporting of sexual crime increased slightly up 0.6% points compared to last year however is

down 2.0% points against the five year mean. Similarly, as reported previously, almost 50% of sexual crime was reported within one week of being committed. The majority of these were reported within two days however the proportion is slightly less than when compared to the same period last year.

Rape

Rape – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	608	621	+2.1%	571.8	+8.6%
Number of detections	339	303	-10.6%	312.0	-2.9%
Detection rate	55.8%	48.8%	-7.0% point	54.6%	-5.8% point



Rape reporting increased by 2.1% (13 crimes) during Quarter 1 when compared to the same period last year. An increase was also noted against the five year mean, up 8.6% (50 crimes). The number of rapes reported each month has been stable since January 2023 and with the exception of October and November, relatively consistent over the previous 12 month period.

Rape of a female over 16 noted the greatest numerical increase (up 23 crimes, 5.7%) of rape crimes compared to last year. Rape of a female over 16

continues to note the highest level of reporting over the last six years and when compared to the same period in 2018/19 increased by almost 35.0%.

The number of rape detections decreased compared to the same period last year (down 10.6%, 36 detections) and the five year mean (down 2.9%, nine detections).

During the reporting period the detection rate for rape was 48.8%, a decrease against the same period last year (down 7.0 percentage points) and also compared to the five year mean (down 5.8 percentage points).

Rape – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of recent crimes	396	372	-6.1%	344.4	+8.0%
Number of non recent crimes	212	249	+17.5%	227.4	+9.5%
Proportion of Rape crime non recent	34.9%	40.1%	+5.2% point	39.9%	+0.2% point

Note: Non-recent rape crimes are defined as crimes that were reported more than one year after they were committed.

Non recent reporting of rape increased by 17.5% (37 crimes) compared to last year and by 9.5% against the five year mean. The proportion of non-recent rape also increased, up 5.2 percentage points compared to last year and 0.2 percentage points on the five year mean. It should be noted the proportion of non recent reporting last year was lower than levels recorded in years prior. The proportion noted this year has returned to a similar level experienced in previous years.

Recent rapes decreased by 6.1% (24 crimes) against last year but increased by 8.0% against the five year mean.

The proportion of rapes reported within two days is around 23.0%, the lowest level recorded over the last six years with the exception of 2020 when lockdown restrictions were first introduced.

SOLO Visually Recorded Interviews (VRI)

The role out of the SOLO VRI upskill courses continues, providing officers with the additional skills required to conduct investigative interviews under visually recorded conditions. To date, 153 SOLO officers have attended the upskill course.

There are three further courses planned to take place during Quarter 2 which should provide capacity for approximately 110 officers to attend.

A review of the course was conducted by National Rape Review Team (NRRT) in order to ensure that the content of the course meets the requirements of the role and Trauma Informed Training is embedded in the course.

Trauma Informed approach in policing

Representatives from the NRRT attended the National Education for Scotland (NES) Trauma Informed Justice: A knowledge and Skills Framework launch event. The framework has been designed by NES in partnership with the Scottish Government and aims to create a shared language and understanding of what a trauma informed and responsive workforce looks like.

The framework has been developed with the input from victims and witnesses who have lived through trauma and have shared their unique accounts of the justice system. The framework provides that there are four levels of trauma skills and knowledge:

- Basic
- Skilled
- Enhanced
- Specialist.

The framework has identified that all police officers should be trained to a skilled level, and furthermore, that SOLO Officers should be trained to an enhanced level.

NES Framework modules are available online which are accessed through the TURAS platform. These modules train our staff to Trauma Skilled level.

There is no cost to use these modules and they provide sound advice and examples of recognising trauma in victims of crime and about vicarious trauma to educate officers to recognise the impact of trauma and how this can affect their own wellbeing.

Sexual Assault Response Co-ordination Service (SARCS)

The National Rape Review Team (NRRT) continues to represent Police Scotland within the National SARC Network, in particular the Adult Clinical Pathway Group and the Education and Welfare Group. Other representatives include the Police Care Network, NHS Leads and the Scottish Government.

A process is currently being developed to streamline the governance of all SARC facilities. This will be like the Custody Health Care process whereby SARCS and Police Scotland can highlight any issues they encounter in relation to Forensic Medical Examinations (FMEs). Issues such as lack of availability or refusal to examine can be highlighted at an early stage. This process will allow issues and trends to be identified and any learning shared.

NRRT has collaborated with the Head of SPA Forensic Services to compile and produce a new step by step video advising on the correct use of the Early Evidence Kits (EEK). NRRT will meet with the Audio and Visual Department in July to discuss the production of the video with a view to the footage being used by divisional officers and local Public Protection Units to ensure they are aware of the samples that can be taken and how the kits are used.

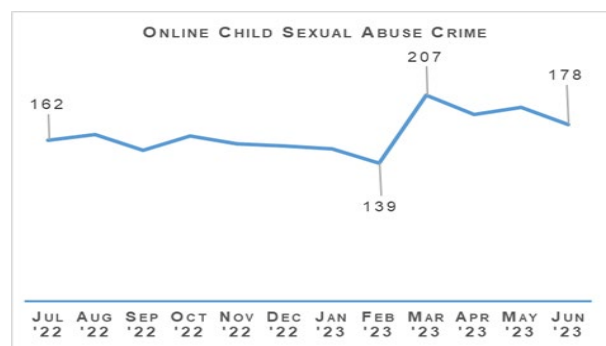
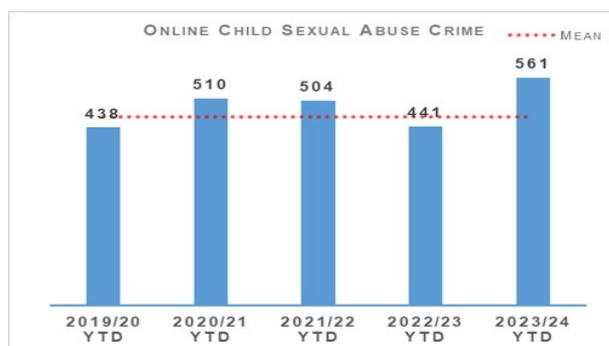
Standard Prosecution Report (SPR2) Template and Guidance

To enhance our reporting of rape and sexual crime to COPFS, we are compiling an SPR2 template which provides a structure for rape and serious sexual crime cases to ensure there is continuity in the standard in reporting and the available evidence to substantiate the crime is clear and distinct. A guidance document

has also been compiled to provide areas of investigative consideration for officers when investigating such cases, detailing the importance of evidencing distress in such cases and referring to relevant stated cases. The template and guidance are currently being developed in conjunction with COPFS.

Child Sexual Abuse (online)

Child Sexual Abuse (Online) – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	441	561	+27.2%	465.0	+20.5%
Number of detections	307	351	+14.3%	302.2	+16.1%
Detection rate	69.6%	62.6%	-7.0% point	65.0%	-2.4% point



Online child sexual abuse crimes recorded in Scotland increased during Quarter 1 when compared to the same period last year and the five year mean. Overall, the number of online child sexual abuse crimes increased by 27.2% (120 more crimes) compared to last year and by 20.5% (96 crimes) against the five year mean. The month on month recording level was highest during March 2023 and although has decreased throughout the last quarter, monthly reporting remains at a higher level prior to March 2023.

The number of detections also increased against last year (up 14.3%, 44 detections) and the five year mean (up 16.1%, 49 crimes).

The detection rate decreased compared to the previous year, down 7.0 percentage points to 62.6% and 2.4 percentage points against the five year mean.

Child Sexual Abuse (online) – Crime Types

Child Sexual Abuse (Online) – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Cause to be Present Sex Act/To Look at Sex Image -M&F (< 13)	79	94	+19.0%	89.2	+5.4%
Cause to be Present Sex Act/Look at Sex Image -M&F (13-15)	42	64	+52.4%	45.2	+41.6%
Communicate Indecently/Cause see/hear Indec Comm – M&F (< 13)	74	96	+29.7%	84.8	+13.2%
Communicate Indecently/Cause see/hear Indec Comm – M&F (13-15)	71	93	+31.0%	73.2	+27.0%
Grooming of children for the purposes of sexual offences	15	21	+40.0%	27.4	-23.4%
Taking, distribution, possession etc. of indecent photos of children (from Apr 2011)	160	193	+20.6%	145.2	+32.9%

All classifications of online child sexual abuse noted an increase during Quarter 1 when compared to last year and also, with the exception of grooming, against the five year mean. Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) continues to note high levels of reporting, increasing by 20.6% (33 crimes) and by 32.9% on the five year mean.

Cause to be Present Sex Act/Look at Sex Image -M&F (13-15) noted the greatest percentage increase (up 52.4%, 22 crimes) compared to last year. Communicate Indecently/Cause see/hear Indec Comm – M&F (<13) (up 29.7%, 22 crimes), Communicate Indecently/Cause see/hear Indec Comm – M&F (13-15) (up 31.0%,

22 crimes) and Cause to be Present Sex Act/To Look at Sex Image – M&F (< 13) (up 19.0%, 15 crimes) all recorded notable increases.

Work continues under Operation PARROR with enforcement action undertaken in respect of 190 investigations from 01 April 2023 to 30 June 2023. A total of 48.9% (93) of these enforcements have led to the recovery of Indecent Images of Children (IIOC) and/or Child Sexual Abuse Material (CSAM); device examination is ongoing for 12.6% (24) and 38.4% (73) have yielded no recovery. A total of 92 arrests were made. The detection rates remain similar to 2021 and 2022 statistics.

Safeguarding measures recorded on iVPD ensured a comprehensive risk assessment of vulnerability with the most vulnerable being discussed at a Multi-agency IRD which led to 162 children being protected.

Child Abuse Image Database

Since 2014, Police Scotland have been uploading images of child abuse and exploitation that we discover to the Child Abuse Image Database (CAID FM) but hadn't taken the leap in using the full functionality of the system.

CAID is a closed database, hosted by the Home Office, that holds every single image that law enforcement have ever encountered. Matching software is used to match faces, objects and unique identifiers (called hashes) to

compare seized photographs with those within the database ensuring that it has been investigated and importantly any safeguarding around finding and protecting that child has been completed.

This system allows us to take a seized hard drive from a suspect, plug it into the CAID database and within minutes can tell if there are any new photographs. This is important as new photographs identified may be photos of a child being abused in Scotland right now. From 01 July 2023, with support of the Scottish Police Authority, we have applied the rights based pathway to this technology as a pilot and we have completed a full Equality and Human Rights Impact Assessment, a Data Protection Impact Assessment.

Sex Offender Policing

Registered Sex Offenders (RSOs)	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Sex Offender Notification Requirements (SONR) offences committed	135	100	-25.0%	120	-17.0%
Number of RSO's who committed SONR offence	112	86	-23.0%	No count	No count
Number of Preventative Order offences committed (SOPO, RoSHO and equivalent issued out with Scotland)	62	30	-52.0%	46	-34.0%
Number of RSO's who committed a Preventative Order offence	42	21	-50.0%	No count	No count

During the reporting period 86 registered sex offenders (RSO) committed a total of 100 Sex Offender Notification Requirements (SONR) offences. This is a 25% decrease in recorded SONR offences and a 23% decrease in the number of RSO's committing these offences compared to the same period last year.

21 RSOs committed a total of 30 preventative order offences. This is a 52% decrease in preventative order offences committed and a 50% reduction in the number of offenders breaching preventative orders, down from 42 RSOs for the same period last year.

Police Scotland's robust and investigative approach to the policing of offenders continues to ensure that the majority

are compliant with requirements and conditions imposed on them. Those who fail to comply are identified, fully investigated, and reported to COPFS by divisional Sex Offender Policing Units.

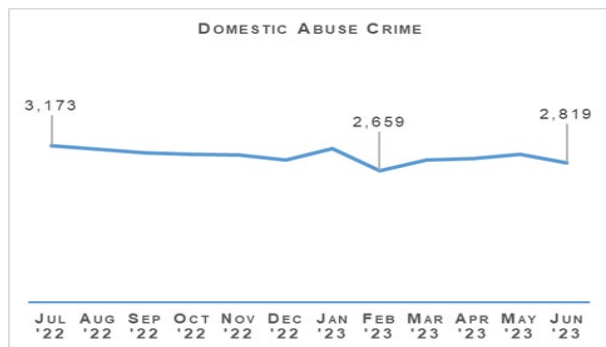
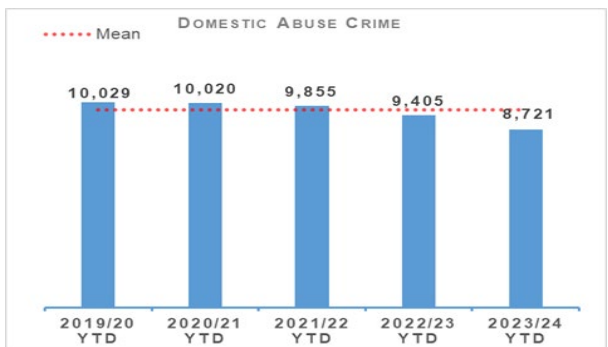
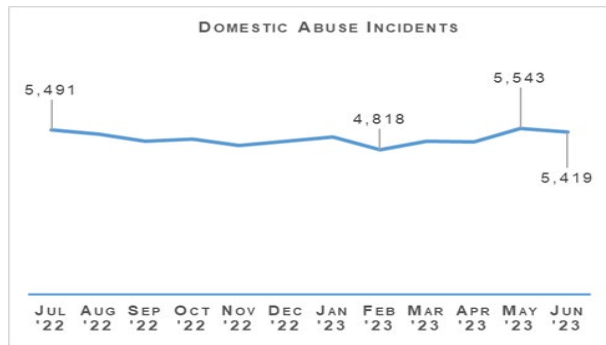
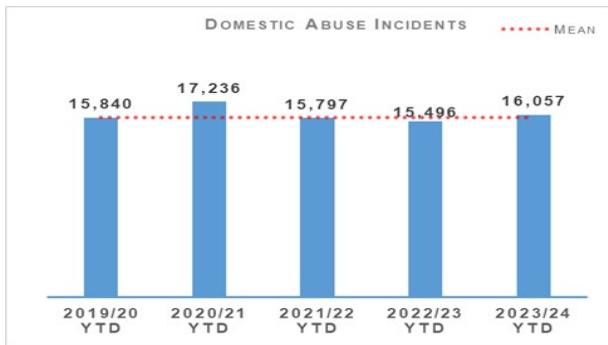
Engagement with Partners

Police Scotland continues to attend, and contribute to the various groups covering product development, security and training in relation to MAPPS, the ViSOR replacement system.

At the MAPPS Executive Committee in May, the Home Office advised there will be a delay in delivering the project which was initially due for implementation in spring 2024.

Domestic Abuse

Domestic Abuse – Equality Outcome 4	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	15,496	16,057	+3.6%	15,879.2	+1.1%
Number of crimes	9,405	8,721	-7.3%	9,682.2	-9.9%
Number of detections	6,149	5,371	-12.7%	6,574.4	-18.3%
Detection rate	65.4%	61.6%	-3.8% point	67.9%	-6.3% point
Proportion of incidents resulting in a crime	42.2%	40.9%	-1.3% point	43.1%	-2.2% point
DASA (of female) – Number of crimes	430	431	+0.2%	n/a	n/a
DASA (of male) – Number of crimes	24	20	-16.7%	n/a	n/a



Domestic crimes continue to note decreases when compared to last year down 7.3% (684 crimes) however domestic incidents noted an increase compared to last year and the five year mean up 3.6% (561 incidents) and 1.1% respectively.

Overall DASA crimes decreased by 0.7% (three crimes) with DASA of a female increasing by one crime and DASA of a male decreasing by four crimes compared to last year.

One domestic murder was recorded during Quarter 1 2023/24, compared to three in the same period last year. There is exploratory analysis underway to identify potential drivers for reduction in number of crimes, including possible data/system issues.

Disclosure Scheme for Domestic Abuse Scotland (DSDAS) applications have increased by 15.0% overall with a 14.8% increase in Power to Tell (PTT) applications and a 15.4% increase in Right to Ask (RTA) applications compared to the same period last year.

Victim Survivor Feedback

An online form was launched on the Police Scotland website to gain anonymous feedback from people who have reported crimes of domestic abuse, rape or other sexual crime.

Local divisions receive relevant feedback forms for review, highlighting best practice and identifying potential areas for improvement.

Justisigns2 / Silent Harm

In conjunction with Heriot Watt University (HWU), we continue to support the ongoing Silent Harm project which aims to support deaf women in reporting domestic abuse to police.

During Quarter 1 several training events took place to improve officer awareness. A Justisigns2 training manual has been created for organisations to use as a training resource. Specific chapters have been developed to help educate police officers on deaf awareness and how best to support deaf victims/survivors of domestic abuse.

The Principal's Research Impact and Engagement (PRIME) Awards took place on 14 June 2023 at the Edinburgh Business School, HWU. The awards recognised and celebrated excellence in research impact and public engagement with research. The team was awarded highly commended in the 'Influence' category for the work of the Justisigns2 and Silent Harm projects to support for deaf women who have experienced domestic abuse.

DACU and PPCW have been invited to Dublin to meet with the Garda and Trinity College who are leading the project in Southern Ireland. It is believed the visit will promote strong partnership working and will reflect Police Scotland's commitment to tackling violence against women and girls.

Stalking and Harassment

To improve the local and national response to stalking and harassment, a CPD event will take place in September 2023, to further increase officer's awareness of the distinct behaviours associated with stalking, with a view to identifying and reporting crimes committed under stalking legislation.

We will work collaboratively with Action Against Stalking who will provide an input in the event, and we will seek to invite Suzy Lamplugh Trust. A social media campaign to raise awareness is planned to take place and development is underway.

National Risk and Concern

On 06 June 2023, the interim Vulnerable Persons Database (iVPD) was upgraded following external scrutiny. Several improvements were made, including:

An automated escalation process was introduced, improving previous processes which were resource intensive and lacked consistency. The new process provides a corporate response to escalating risk associated with vulnerable individuals and identifying opportunities for early intervention and support measures.

To address the risk associated with non-domestic victims of stalking and harassment, a new question set was implemented. The stalking screening questions **must** be completed by reporting officers where a victim of stalking and harassment has been identified.

The domestic abuse questions will continue to be used for assessing risk in circumstances involving domestic stalking and harassment whilst this new question set is used to identify risks posed in a non-domestic setting.

In order to identify the type of vulnerability and adversity vulnerable people are experiencing, or have experienced, alongside any protective measures in place that may support that person, an embedded resilience matrix template has been introduced within iVPD. This will improve consistency and accuracy recording going forward and enhance legal pathways for sharing information with partners.

Human Trafficking

Police Scotland received 184 National Referral Mechanisms (NRMs) from the Home Office Single Competent Authority (SCA), an increase of 19.5% compared to last year. This is also an increase when compared to the same period in 2022 and 2021, up 70.0% and 119% respectively.

Numerous nationalities were reflected in NRM referrals with the most common being Vietnamese (28%), British (13%) and Albanian (13.5%). During Quarter 1, the main types of exploitation that occurred were forced criminality (38%), labour exploitation (36%) and sexual exploitation (9%).

The National Human Trafficking Unit (NHTU) continues to engage with partners to raise awareness of human trafficking and highlight the value in partnership working to disrupt human trafficking and safeguard victims.

Santa Marta Conference

Police Scotland in partnership with the Catholic Church Anti-Trafficking Santa Marta Group held a summit in June 2023 at the Scottish Crime Campus. The conference brought together political leaders, faith leads, third sector partners and various Chief Constables in a bid to raise awareness to eradicate human trafficking/modern slavery. The guest list included VIPs, protected persons and required an enhanced security approach from SCC Security and officers from the SCD-Public Protection. The summit was a success whereby at the conclusion of the event a number of commitments were pledged.

Meeting with Albanian State Police

In April 2023, representatives from NHTU attended a meeting in Tirana, Albania with the British Embassy, Metropolitan Police, Greater Manchester Police and the Albanian State Police (ASP). This provided a variety of dividends to improve processes and enhance intelligence and information sharing and our working relationship to combat the modern slavery / human trafficking of Albanian Nationals. This builds on the work started in January 2023 where representatives from the NHTU met with the Albanian Police Attaché in London to discuss the cultural and economic conditions giving rise to this situation. Police Scotland, The NCA and the MET are working to share intelligence relating to Albanian serious and organised crime to thwart the trade of Albanians for exploitation.

Assistance to the Ukrainian Police

The NHTU along with NCAIU-OCSAE provided a presentation to Ukrainian police recruits in Lviv, Ukraine over Zoom. This was a request of the Organisation for Security and Cooperation in Europe. The NHTU presentation gave them an insight into what the NHTU do and legislation we use. It also included the tools and support we can offer to PvoT. The NCAIU-OCSAE illustrated Police Scotland's approach to investigating online CSAE.

Assistance to UK Border Force

In June 2023, NHTU officers supported Operation LIMELIGHT which is a multi-agency safeguarding operation that has been in place since 2013 at the UK border that focuses on harmful practices such as FGM, Forced Marriage and other forms of 'Honour'-based abuse.

It remains a national operation delivered by Police and Border Force, also including health and third sector organisations who specialise in responding to harmful practices.

Over the two days, officers engaged with over 200 passengers and crew from varied cultural and ethnic backgrounds, where they raised awareness of harmful practices, educated the travelling public on the legislation, enhanced information/intelligence in order to disrupt and deter perpetrators from engaging in harmful practices. The operation was deemed a success due to the message being delivered and the agencies networking.

NHTU provided an input to a Kinship Carers group in Edinburgh. The group included carers of unaccompanied migrant children who had concerns that the children in their care may be at risk of being trafficked. The presentation was informative and highlighted misconceptions about human trafficking. The input was interactive with attendees asking questions and becoming involved in a wider discussion about concerns they have for the children in their care.

Drugs Harm / Supply

Drugs Related Deaths

Police Scotland continues to work hard at fulfilling its duty to ensure the safety and wellbeing of all people within our communities. Tackling substance use and the harms they cause is complex. Poverty due to ongoing economic difficulties, and any mental health vulnerabilities can add to these complexities.

Recent increases in the cost of living will have unfortunately compounded these issues further. It is acknowledged that it is necessary to adopt a public health, whole system approach when addressing the harms caused by problematic substance use. We work alongside multiple external agencies to identify opportunities in which we can improve the wellbeing of those people that we come into contact with.

Our focus in the area of drug related deaths is on identifying primary prevention and intervention opportunities. Through working with partners, we can reduce the harm caused by substance use to individuals and communities. These aims are forwarded through major internal and external forums such as the National Drug Strategy Board, the Drug Harm Prevention Group, and the multiagency Scottish Drugs Deaths Taskforce.

Numerous other work streams continue across the service and are detailed as follows.

Drug Related Death Dashboard

Police Scotland and the National Records for Scotland provide the Scottish Government information to produce a public facing drug related death dashboard. This information is provided on a quarterly basis, one quarter in arrears. This provides partners, working in the drug treatment and harm prevention roles, a greater opportunity for earlier intervention. Partners are also afforded the opportunity to align their substance harm prevention work streams to current issues.

The latest Scottish Government Drug Related Deaths (DRD) dashboard was published on 13 June 2023. During the period January to March 2023 Police Scotland recorded 298 suspected drug deaths. There were 1,105 suspected drug deaths over the 12 months to March 2023, 7% (82) fewer than the 12 months to March 2022.

Please note that numbers of suspected drug deaths fluctuate from quarter to quarter. Care should be taken not to interpret movements between individual calendar quarters as indicative of any long-term trend. The data are for suspected drug related deaths and are before any confirmation after toxicology/pathology.

In July 2022 the National Records for Scotland (NRS) published the drug related deaths figures for 2021. There were 1,330 drug related deaths recorded, which is the first year-on-year fall in drug related deaths since 2013. This figure is however less than 1% lower than the previous year, with 1,339 drug related deaths recorded in 2020. The next annual drug misuse deaths National Statistics publication from NRS is due to be released in August 2023.

National Naloxone roll-out

The national rollout of Naloxone to all operational officers, up to and including the rank of Inspector, began on 31 August 2022. To date the department has supplied over 10,000 individual pouches to local policing divisions for all front-line officers to be equipped with Naloxone.

The roll out process is nearing completion with OSD being equipped at this stage which will see around 12,500 Operational officers equipped with Naloxone as standard equipment.

The project remains fully funded by the Scottish Government as part of their commitment to reduce Drug Related Deaths.

The roll out has included:

- Probationer Officers now receiving training during the initial Scottish Police College course.
- All officers have completed a Moodle online training package prior to being equipped.
- The Divisional Champions continue to support officers within local divisions.
- Naloxone now set within refresher segment within OST annual training.

The Naloxone Coordination Team continue to work in partnership with the Scottish Drug Forum, supporting any issues officers encounter with the online training package.

Administrations of Naloxone have continued since the conclusion of the Test of Change, with 269 Naloxone interventions on people experiencing an overdose. 261 persons have showed a sufficient recovery to either receive further medical attention by medical professionals or to leave the scene of their own volition.

Eight people, who showed potential signs of overdose and were administered Naloxone in an effort to protect life, succumbed to death. Following on from the Test of Change, there have been no concerns raised with regards to agreed processes involving police administering Naloxone or any of the post administration actions. The National Rollout will be complete imminently.

Project Ingiving

Project Ingiving is the UK response to the problems caused by Benzodiazepines and is working towards the identification of trends and patterns in DRD, to enhance intelligence development and investigative opportunities. Police Scotland are working with NPCC partners to commence a pilot information sharing protocol to identify the impact of the Nitrozone's on DRD to inform and promote harm prevention and enforcement work.

Drugs Type Analysis

The SHP team will enter into Minute of Agreement (MOA) discussions with Abertay and Robert Gordon University as it is subject to annual review and renewal. The MOA will continue to support rapid analysis of drug types and inform the intelligence picture regarding drug types within Scotland, which will inform both Police Scotland harm prevention and law enforcement activity. Benefits include:

- Identification of illicitly or pharmaceutically made drugs.
- Identification of composition and excipient content.
- Commonality in colours and physical make up.
- Analytical charting of all examined samples. And
- Fast test results, delivering contemporary intelligence opportunities and early harm prevention messages.

Public Health Scotland (PHS) have requested to enter into the discussion to assist in supporting the RADAR (Rapid Alert Drugs Advice Response) information sharing practices.

Support Services Directory

To enhance partnership working and promote support services available to people with addiction and their families, a support services directory has been created, published on the PPCW page of the Intranet. The directory also offers contacts for other areas of support, including Bereavement, Financial, Mental Health and homelessness. Work has commenced as to the viability of an 'app', to enable officer's quick access to signposting persons to support services from their mobile devices. This provides an early form of intervention when people are at their most vulnerable.

Substance Education Packages

Work with registered charity 'I Am Me' and the Substance Harm Prevention Team was completed in July 2022. A programme of relevant themes and a delivery method was agreed for each year group and work around specific content for each subject is now in place.

The aim remains that every pupil across Scotland has access to delivery by either teachers, police or on occasions their peers. This will provide an appropriate and incremental level of knowledge on substance (drugs, alcohol and tobacco) harm and the wider impacts around community, environmental impacts, stigma, risks and personal safety.

Access to the resources can be found on Police Scotland's intranet and is obtained by contacting the Substance Harm Prevention team/I Am Me. Currently 350 Police officers have access to deliver the substance awareness education pack. The majority of these officers currently carry out some form of youth/school engagement as a part of their role.

It is anticipated that this number will increase throughout 2023 and the package is currently being reviewed in conjunction with I Am Me to ensure that the content is relevant and up to date.

County Lines

County Lines is a method of dealing drugs that relies heavily on the criminal exploitation of children and vulnerable adults. There are a number of operations to tackle county lines being progressed across Scotland under divert, deter, disrupt and detect strands.

Police Scotland monitors the number of county lines which operate throughout the country and seeks ways to tackle the issue. In response, a number of ongoing projects are ongoing. The following are updates from the previous quarter on some of the work undertaken:

- Police Scotland continues to work closely with UK partners and the National County Lines Coordination Centre as part of the Force response to county lines, where best practice, national intelligence sharing and safeguarding opportunities can be explored.
- Multi-agency intervention and support visits are continuing across Police Scotland with communities and individuals impacted by county lines. Specific partnership Days of Action are planned to raise awareness of county lines and highlight support available locally.

- Preventions and Interventions continue to work with partners in Aberdeenshire to develop an electronic learning package for professionals (local authority and third sector) highlighting Criminal Child Exploitation (CCE)/ county lines. The training will be shared across Aberdeen City, Aberdeenshire and Moray and is designed to highlight for awareness the prevalence of CCE locally and how to spot the signs and report concerns.
- During April 2023, two occasions arose where the 'Safe Space Project' in Aberdeen was considered however on both occasions alternative plans were put in place. In the first instance, the young person was repatriated quickly to his home force area (Leeds) by South Yorkshire Police and Police Scotland and on the second occasion, the young person did not meet the criteria. In June 2023, a young person from Lincolnshire was traced in Aberdeenshire having been exploited for the purpose of dealing drugs. The young person was taken to the facility in Aberdeen, where he was cared for by a Police Officer and Social Worker. The use of the space resulted in a 50% reduction in the allocated police staffing profile required to care for the young person.

- At the end of May 2023, the Philomena Protocols were introduced within Police Scotland's 13 territorial divisions. This is aimed at ensuring officers can trace children and young people reported missing in a more timely fashion. The protocol was first introduced by Durham Constabulary in 2019 and is primarily targeting children and young people living in care facilities and with foster carers. It encourages staff, families and friends to compile a standardised form of useful information which could be used in the event of a young person going missing. The Philomena Protocol has been developed following the success and learning from the Herbert Protocol, an initiative to support adults who are at risk of going missing.
- Preventions and Interventions held a meeting with RAF Lossiemouth to provide awareness/training to those on base in respect of drug harm reduction and organised crime/exploitation. Further discussions are ongoing between RAF and Preventions and Interventions to deliver to their staff. This will hopefully assist with intelligence development and safeguarding on the base and the wider area of Moray.
- I Am Me Scotland is an online, interactive platform for secondary schools including a video library and lessons. Discussions are ongoing to build an Exploitation resource on the platform which would utilise resources developed by Preventions and Interventions officers in conjunction with Barnardo's. Hosting it on the platform will allow teachers to self-deliver presentations to pupils, although school based police officers where available will also utilise this resource.

County Lines – Impact

During this quarter, six days of partnership operations, under Operation PROTECTOR were undertaken in Aberdeenshire and Moray to proactively address the effects of drug related harm on our communities. During these operations, over 250 multi-agency staff were deployed which saw 327 outreach/safeguarding visits undertaken with a large number of individuals being brought into service, over 200 interactions with the public at dedicated outreach hubs. During the Days of Action in May, as part of wider community outreach, over 200 interactions with members of the public/service users took place at dedicated support hubs in Buckie and Elgin. Collectively over the quarter, a number of addresses were visited and provided with Operation PROTECTOR specific literature relating to drug harm, cuckooing, exploitation and how to recognise/report these issues.

Positive Outcomes Project

Positive Outcomes Project is now working in partnership with Elevate (Recovery Employability Service based in Glasgow). POP is supporting an SVQ student sponsored by Elevate by offering work experience as a Peer Mentor. The SVQ student is part time and will be working with the team for nine months.

One outcome for the POP Plus initiative was to engage with 250+ detainees over the first year. In the last five/six months the Peer Mentors have engaged with 200 detainees in the local custody suites, offering them advice and support on their release.

Analysis will begin in the next few months to determine the level of uptake and success of any referrals made.

Serious Organised Crime Groups (SOCGs)

Serious Organised Crime Group Mapping (SOCGM) is a tool used by law enforcement in Scotland to map the characteristics of the individuals and groups that are known through intelligence and operational activity. The figures below are reflective of the SOCGM picture in Scotland as at 2023/24 Quarter 1.

SOCGs are involved in a diverse and wide range of known and emerging criminality. During 2023/24 Quarter 1, SOCGs operating in Scotland have been involved in various forms of criminality including: counterfeit goods and forged documents; cybercrime; the distribution, importation, manufacture, supply and transportation of drugs; environmental crime including illicit dog/puppy trade and illegal waste activity, extortion; the supply of firearms; fraud including social engineering, benefit, excise duty evasion, personal tax evasion, investment, fraudulent schemes and VAT repayment.

They have directed, facilitated and undertaken human trafficking in the forms of criminal, labour and sexual exploitation. They have been involved in organised immigration crime; violence; money laundering in a variety of forms; the facilitation of tax evasion/avoidance; money lending, robbery; organised acquisitive crime including housebreaking, theft of motor vehicles and reset.

Between 2022/23 Quarter 4 and 2023/24 Quarter 1 a total of 24% (24 groups) of mapped operations observed a reduction in their risk score. This consisted of 22 SOCGs and two vulnerabilities (with the figure including partner mapped operations). As of 2022/23 Quarter 4 there were 101 mapped operations.

Operation GLAMOUR

Following an investigation into the sale and supply of controlled drugs across Central and Southern Scotland, on Friday 19 May 2023 police officers from Greater Glasgow, Renfrewshire, Fife and Dumfries pro-active units targeted a number of premises, both industrial and private. Recovered during these searches was over £1 million worth of cannabis plants, Cocaine with an estimated street value of £8,000 and a five figure sum of cash was also seized from an address in Glasgow.

Eleven men, aged between 20 and 67 years were arrested and charged. All have been charged with MDA offences and one has been charged with immigration offences.

Multi-Agency Operation

A gym owner from Falkirk is the first in Scotland to be convicted for supplying a highly toxic industrial chemical used as a weight loss drug. DNP, or dinitrophenol, is a highly toxic chemical which, if ingested, can prove fatal – killing at least 33 people in the UK.

A male was jailed for 37 months at Stirling Sheriff Court on Tuesday 04 July 2023. The conviction follows a multi-agency investigation led by Food Standards Scotland along with Police Scotland and Falkirk Council.

The owner of the gym pled guilty to the charge of culpably and recklessly supplying the public with dinitrophenol (DNP) for human consumption knowing the substance was unsafe and potentially lethal if ingested.

It is the first conviction of its kind involving DNP in Scotland and is also the first major criminal investigation for Food Standards Scotland.

Serious Crime Prevention Orders (SCPO)

The use of SCPO's continues to provide a valuable law enforcement tool. Police Scotland use these to monitor Nominals deemed to have had a serious impact on the community, having been convicted of a serious offence at court. Police Scotland currently have 38 nominals being monitored around the country.

Mechanism	Amount
Proceeds of Crime Act (POCA) – Year to date figures for POCA represent those provided to COPFS and CRU for consideration and forfeiture	£7,763,980
Confiscations Orders	£995,486
Civil Recoveries Unit	£733,347

Disruption Activity

April 2023

- Following an intelligence led operation that resulted in the seizure of £425,000 worth of drugs and £19,530 in cash. Three men have been convicted of drugs offences in the Inverness area on 24 April 2023. Sentences ranged from two to five years.
- Officers from Police Scotland's Organised Crime and Counter Terrorism Unit, together with local officers recovered drugs worth more than £670,000 as part of executive action targeting the supply of drugs in the Scottish Borders. Seven men and three women were arrested.
- Detectives in Ayrshire arrested and charged four men following the recovery of a large scale cannabis cultivation with a potential street value of £2,000,000.

May 2023

- Officers in Dumfries executed a warrant at a property on High Street, Dumfries and recovered a significant quantity of cannabis plants with an estimated street value of £261,000.
- Fife police targeted an address in Kirkcaldy and recovered a substantial amount of cannabis plants. The recovery is estimated to be worth in excess of £740,000.
- On 19 May 2023, officers carried out a series of search warrants at seven addresses across Aberdeen and Liverpool under 'County Lines'. Quantities of heroin, cocaine and 'crack' cocaine with an estimated street value in excess of £115,000 was recovered.

- A 29-year-old man has been jailed for three and a half years for being concerned in the supply of cocaine and heroin, after the recovery of drugs with an estimated value of over £500,000 in Aberdeen.
- A 21-year-old man was arrested and charged in connection with Class A drugs offences after a search warrant was carried out in Glenrothes, Fife. Officers attended and cocaine with an estimated value of £400,000 was recovered.

June 2023

- In June 2020, a male was arrested in Fortaleza, Brazil, during a joint operation with the Brazilian Federal Police as part of Operation ESCALADE – the Police Scotland investigation into one of the UK’s top-tier and most prolific serious organised crime groups. In August 2022 he was extradited back to Scotland. On 30 June 2023, he pleaded guilty at the High Court in Glasgow to offences including importing and supplying millions of pounds of controlled drugs, possessing firearms and explosives and money laundering dating back to 2011. The male will be sentenced in August 2023.
- Five men were sentenced after being convicted for a total of 13 years for their involvement in serious and organised crime. Encrypted messages between the gang members were accessed by officers linking the men to controlled drugs and cash totalling more than £2million.
- A man has been arrested and charged after counterfeit goods worth over half a million pounds were seized from a property in Bellshill, Lanarkshire. As part of a joint investigation with Trading Standards, officers executed a search warrant at an address in the town on 13 June 2023.
- Three men, aged 23, 31 and 32, have been arrested on unconnected international arrest warrants this week, as Police Scotland’s Fugitive Active Search Team (FAST) continues a relentless pursuit against those who have attempted to flee justice in Scotland. The fugitives were wanted in Scotland for separate serious crimes and were arrested following close partnership working with colleagues from the National Crime Agency and international partners including An Garda Síochána, Dutch National Police and Spanish National Police with support from the European Network of Fugitive Active Search Teams (ENFAST) in France, Belgium and Poland.

Operation ERSO

Operation ERSO is the multi-agency taskforce established by Police Scotland. Under Operation ERSO the Drug Harm Tactical Taskforce leads the national focus to enhance our understanding and examine the harm associated with the illegal consumption of synthetic drugs, particularly Benzodiazepines, across Scotland. This allows for continuous improvement in the investigation of Drug Related Deaths (DRDs), to include evidence capture, information sharing and collaboration across the Service to maximise intelligence development and operational opportunities.

Current information provides that there are numerous SOCGs involved in the manufacture, distribution and supply of Benzodiazepines within Scotland. Benzodiazepines being used include Diazepam/Valium, Etizolam and Alprazolam (Xanax), in addition to Benzodiazepines other illicit tablets are also manufactured.

Since January 2020, over 30 pill presses have been recovered in Scotland as a result of operational activity carried out. Pill presses recovered through operational activity vary in technology and production capacity from manually operated pill presses capable of producing 1,000 pills per hour to automated industrial scale presses with an output in excess of 100,000 pills per hour. Provided that raw materials are available, it is possible for these high end presses to produce approximately one million pills in a typical working day.

Recovery of these presses is likely to significantly impact the manufacture, supply and availability of illicit pills, including Benzodiazepines, in our community.

Activity in May saw the recovery of over 100,000 tablets, Etizolam and Bromazolam in the Glasgow area. There was additionally a recovery of an estimated 160,000 white tablets in Lanarkshire.

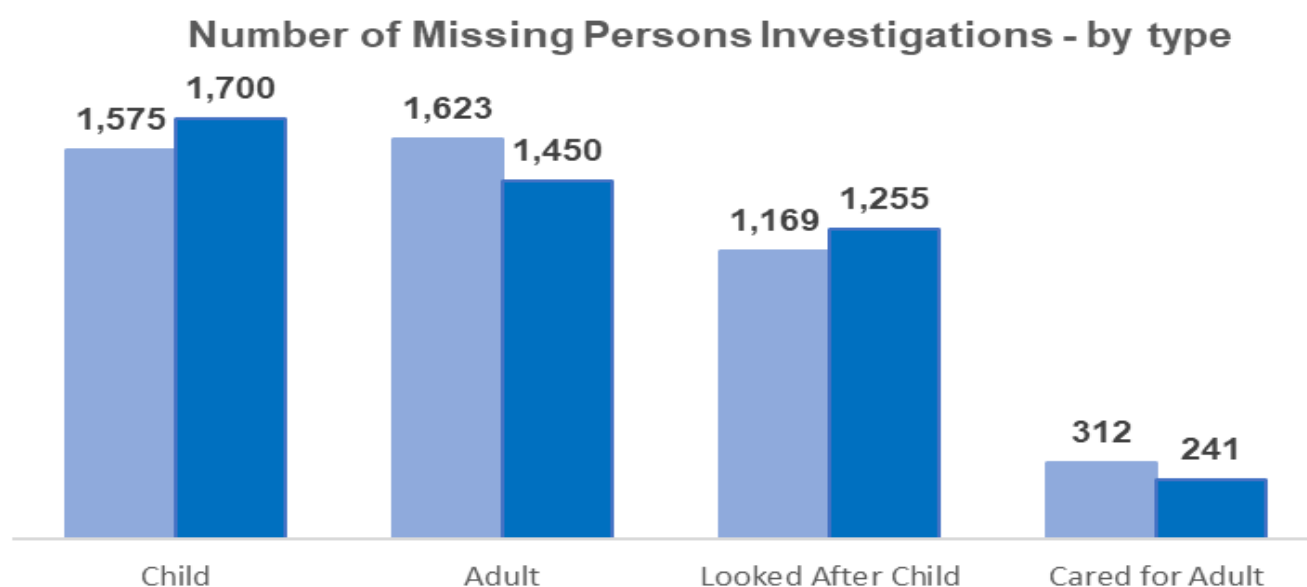
In June over 90,000 white tablets were recovered in Glasgow as a result of police activity, and 33,000 blue tablets and other drugs recovered in the Renfrewshire and Inverclyde area. In Lothian and Borders 49,000 white tablets were also recovered.

Missing Persons

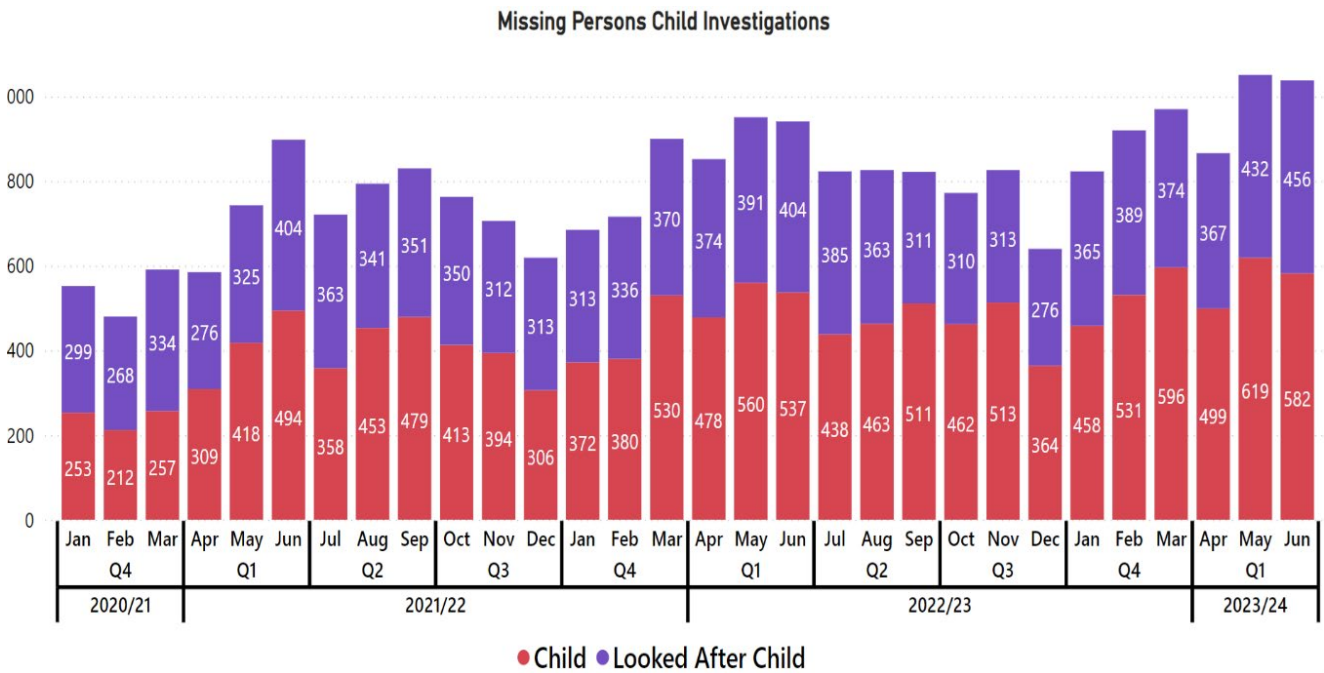
Missing Persons (Equality Outcome 3)	2022/23 YTD	2023/24 YTD	% Change from 5 Year Mean
Number of missing persons investigations	4,777	4,805	+0.6%
Percentage of people who have gone missing previously*	46.6%	40.1%	-6.5% point
Average length of time missing (hrs)	18.6	16.5	n/a
Percentage of overall missing persons that go missing from NHS	9.8%	7.9%	-1.9% point
Percentage of overall missing persons that go missing from YPU	17.6%	19.3%	+1.7% point
Percentage of overall missing persons that go missing from Foster Care	3.1%	3.2%	+0.1% point
Number of missing persons investigations with mental health marker	1,454	1,449	-0.3%

The number of missing person investigations has increased slightly by 28 compared to the same period last year.

The notable increases can be found when considering what 'type' of person goes missing. Child (125 more, 7.9%) and Looked after Child (86 more, 7.4%) are recording increases as illustrated in the following chart:



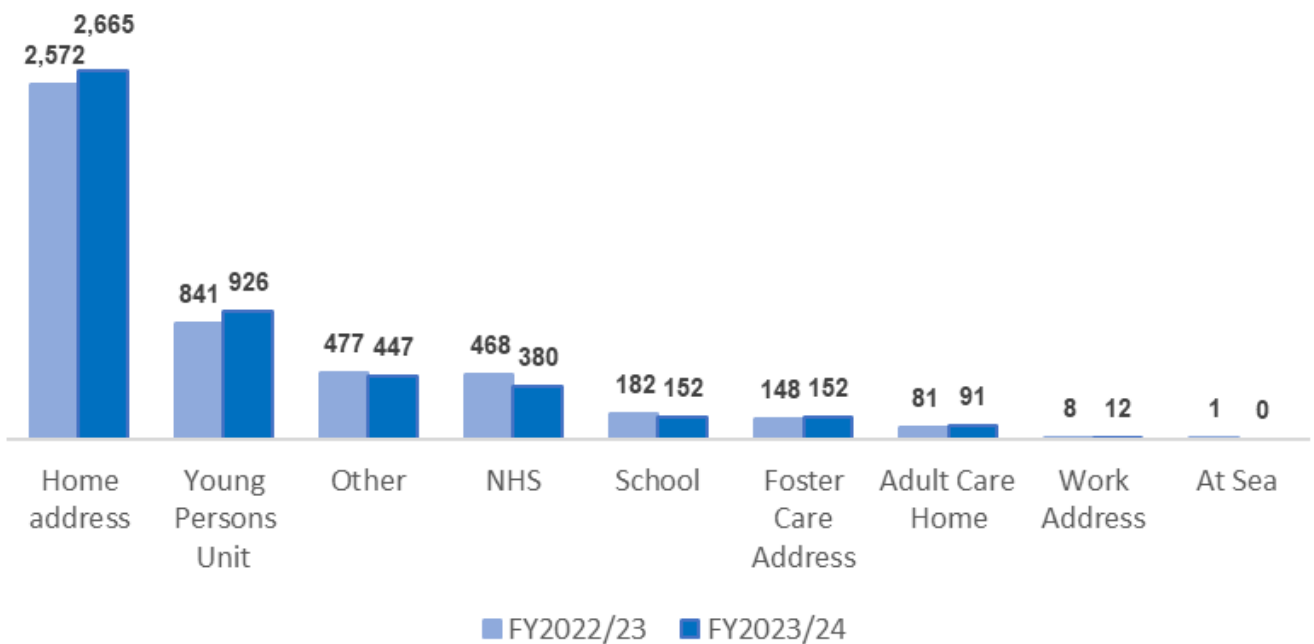
The following graph illustrates that in May and June this year investigations involving children and young people (CYP) were the highest they have been in the past two and a half years.



When considering the increases geographically there is no identifiable pattern. Some divisions have recorded significant increases where others have recorded large decreases.

When considering where people go missing from, the significant increases can be seen in those that go missing from their home address or a young person unit.

Number of Missing Persons Investigations - missing from



By canvassing divisions, this increase has been attributed in part to be a small number of individuals in each area who are repeatedly reported as missing.

In contrast to previous quarters we are seeing an increase in CYP that go missing from young person units. CYP are being reported missing when there is an apparent tolerable risk that could be managed under the "Not at Home" protocol. Police Scotland are engaging with young persons units and private care homes to ensure that new staff have been made aware of "Not at Home" and adequately trained to utilise the protocol.

In addition, an increase in CYP in care who are cross border placements from England and Wales, or from other local authorities in Scotland is leading to extended cross border investigations. CYP are arriving at placements with limited information as to their background or associated risks and often return home and are therefore reported missing.

Older Adults

Police Scotland continue to work with all stakeholders and have launched the Herbert Protocol in the past year. This is supported by a trial in Argyll & West Dunbartonshire Division with the use of Dementia Fobs. The fobs are worn by persons living with the condition and can be scanned by anyone with a mobile telephone to assist in returning them to their loved ones as soon as possible.

Edinburgh Division and Alzheimer's Scotland have been trialling return discussion interviews where suitably

trained persons conduct the interviews and report back to police. This has improved the quality of the information returned to police for action in case of any further missing episode.

Infrastructure/IT

Police Scotland continue to work with internal IT developers to improve the National Missing Persons Application (NMPA). Fixes and upgrades have been made to the system to meet the needs of frontline officers to carry out their duties effectively. NMPA is available on mobile devices, however functionality and connectivity issues render it difficult to use at locus as the report could only be saved on completion.

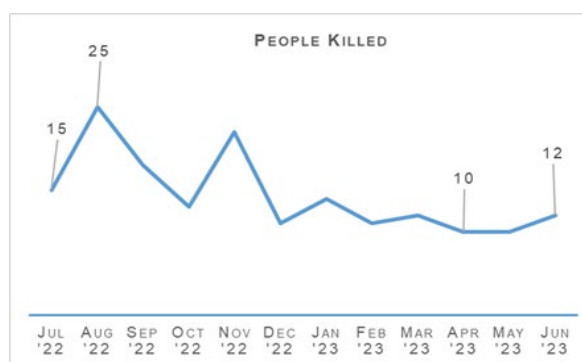
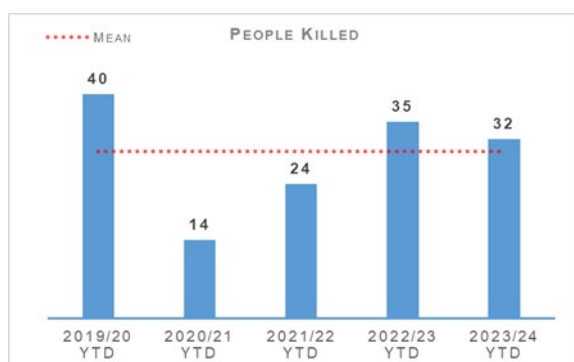
Funding is being made available to develop a mobile "quick report" to resolve these issues and improve timeous reporting.

Resourcing

Due to stretched resources, Missing Person Co-ordinators based within Local Policing Divisions are regularly required to carry out additional tasks and duties out with their core role to meet demand where needed. Although this limits their ability to conduct daily quality checks on the standard of investigations and identify repeat loci and nominals it has not impacted on the operational response to investigate and locate missing persons. HMICS has notified Police Scotland of its intention to carry out a thematic inspection of missing person investigations and a full review will be carried out in the coming months.

Road Safety

Road Casualties	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	35	32	-8.6%	29.8	+7.4%
People Seriously Injured	425	354	-16.7%	397	-10.9%
Children (aged <16) Killed	0	2	+100.0%	<1	+150.0%
Children (aged <16) Seriously Injured	47	28	-40.4%	38	-26.3%



In Quarter 1 of 2023/24 there have been 32 fatalities on Scotland's roads. This is a decrease of three fatalities compared to the same period last year. Compared to the five year mean, this is an increase of two (7.4%). The five year mean is reduced due to the COVID-19 lockdown periods when there were restrictions on travel, however the number of fatalities has decreased by eight compared to figures from 2019/20 (the last pre-COVID-19 year).

Some fatalities recorded during Quarter 1 are still being investigated for possible medical-related causes or suicide and figures may reduce once enquiries are complete.

There have been two children killed on Scotland's roads during this time, which is an increase of two compared to the same period last year and an increase of one compared to the five year mean.

The number of people seriously injured have decreased by 16.7% (71 fewer serious injuries) and decreased by 10.9% (43 fewer serious injuries) compared to the five year mean.

The recorded number of serious injuries for this Quarter are likely to rise due to there being records on police systems awaiting final authorisation before being added to final totals.

In Quarter 1 there were 2,008 recorded drink, drug driving offences (including failure to provide a specimen). This is an increase of 10.4% (189 more offences) compared to the same period last year,

and an increase of 15.8% (273.8 more offences) compared to the five year mean.

Road Safety Framework (RSF)

Transport Scotland published key road casualties' figures showing the progress made against the Road Safety Framework targets that ran from 2010 to 2020. All five targets on that previous framework were met, as per the following table:

Scottish Road Safety Targets 2020	Target Reduction	Actual Reduction
People Killed	-40%	-52%
People Seriously Injured*	-55%	-68%
Children (aged <16) Killed	-50%	-76%
Children (aged <16) Seriously Injured*	-65%	-77%

**Please note that due to changes in severity recording the number of seriously injured people cannot be directly compared to those reported in previous years. Progress against these targets has been calculated on the basis of adjusted figures provided by the Department for Transport.*

The current Road Safety Framework to 2030 (RSF2030) along with the 2022/23 delivery plan, the most recent published, built on this. The interim reductions sought regarding those killed and seriously injured on Scotland's roads (from a 2014/18 baseline), together with the reduction achieved in 2022 are:

Scottish Road Safety Targets 2030	Target Reduction	2022 Reduction Achieved
People Killed	-50%	0%
People Seriously Injured*	-50%	-37%
Children (aged <16) Killed	-60%	-17%
Children (aged <16) Seriously Injured*	-60%	-34%

* Please note that due to changes in severity recording the number of seriously injured people cannot be directly compared to those reported in previous years. Progress against these targets has been calculated on the basis of adjusted figures provided by the Department for Transport.

On 24 May 2023 the Minister for Transport published his statement on the increase in overall fatalities from 141 in 2021 to 174 in 2022, accompanied by the above table. He outlined that this rise follows on from a long-term downward trend where, since 2000, the number of people killed has decreased by 47%.

Clearly, the interim reductions sought will remain challenging, as they should be, as we work with our partners toward Vision Zero - no deaths and no serious injuries on Scotland's roads by 2050.

A few key risks have been identified via analysis and we will seek to mitigate these as we move forward:

- The number of cyclists on our roads was boosted by the COVID-19 pandemic and, more generally, by people opting toward more eco-friendly sustainable modes of transport. Cycling is anticipated to further increase as a consequence of recent fuel price rises. We recognise the potential for collisions to also increase, with cyclist collisions often resulting in serious injury.
- Motorcycle casualties have remained steady over the past few years, aside from the drop in 2020/21 due to the reduced traffic during COVID-19 restrictions.
- With an ageing population, who remain mobile longer and continue to drive, it is anticipated that there may be an increase in older casualties.

In an effort to mitigate risks and reduce collisions on the road network, Police Scotland have identified a number of key opportunities.

The In-depth Fatality Study continued to progress throughout Quarter 1. This study affords the opportunity to identify learning from previous collisions, assisting Police Scotland and partners to introduce preventative measures to further mitigate risk across all road users' groups. The second draft, submitted to the Road Policing SMT and Transport Scotland on 19 June 2023, was well received and feedback from the working group is awaited, with a view to finalising the report in July 2023 and publication in August 2023. Currently covering 2015 to 2020 data, it will provide findings plus recommendations and countermeasures. Transport Scotland will shortly consider options for extending this study.

Road Policing continues to work closely with Transport Scotland to understand trends and identify emerging threats in relation to all collision classes. Police Scotland analysts produce detailed problem profiles identifying specific casualty types, with particular focus on vulnerable road users. The information is shared with partners at forums such as the Tactical Options Working Group and Road Safety Governance Board. This sharing allows resources to be allocated to the greatest areas of risk in an effort to reduce harm on our roads, in partnership with local policing and assisted where appropriate by our key partners.

Acknowledging that some sections of the motorcycle community can be challenging to influence, the Scottish Government in partnership with Police Scotland have

developed a working group to explore opportunities and develop engagement strategies moving forward. One example is Rider Refinement North, an initiative providing rider training by Police and the Institute of Advanced Motorists instructors.

To date Police Scotland has delivered on all commitments made to support the Road Safety Framework (RSF) 2030. Our objective within the RSF to incorporate specific campaigns, initiatives and directed activity targeting the safety of vulnerable road users, including cyclists, motorcyclists and pedestrians, continues to be met. All Quarter 1 road safety campaigns on our National Calendar of Road Safety Activity were completed. The majority of Quarter 1 campaign work was Fatal-Five focused and all initiatives were supported by Corporate Communications/social media.

Road Policing Campaign Updates

The following campaigns took place shortly before or during Quarter 1:

National Speeding Campaign – 13 to 26 March

Communications for this campaign commenced on 13 March with the enforcement phase running from 20 March. The campaign, run in partnership with Safety Camera Units (SCUs), included a focus on speeding hotspots, community complaint locations and areas with high volumes of vulnerable road users. During the campaign 2,357 speeding offences were detected, 715 by police officers and 1,642 by our SCU colleagues.

Motorcycle Safety Campaign – 14 April to 29 September

Support from Road Safety Scotland and Corporate Communications saw strong coverage of the launch event at Glenshee attended by, amongst others, Chief Superintendent Sloan, Superintendent Mackie and National Motorcycle Unit (NMU) officers including Inspector Johnson.

With the intention of promoting safe and responsible riding and driving across Scotland's road network, Road Policing and NMU officers will carry out dedicated patrol activity on popular biker routes to engage, educate, encourage and enforce, with a strong focus on the contribution all road users can make to reducing rider casualties by adopting the right attitude and driving behaviours.

To date 2,569 riders have been stopped, with 279 offences relating to manner of riding or condition of their motorcycles detected. A total of 166 offences amongst other road users have also been detected during these patrols.

Project EDWARD (Every Day Without a Road Death) – 15 to 19 May

This campaign, run in partnership with SCUs, focused on Fatal-five offences; careless and dangerous driving, drink/drug driving, mobile telephones, seatbelts, and speeding. Analysis hotspots, community complaint locations and areas with high volumes of vulnerable road users were targeted. During the campaign 653 Fatal-five offences were detected by police officers, with an additional 1,055 speeding offences detected by our SCU colleagues.

National Seat Belt Campaign – 05 to 25 June

This campaign incorporated our Child Safety Week from 06 June. Child Safety Week is an annual community education campaign run by the Child Accident Prevention Trust (CAPT), intended as a catalyst for safety conversations and activities UK-wide and funded by, amongst others, Safer Scotland. In support of this initiative, Road Policing carried out engagement and enforcement with motorists regarding the carriage of children/child safety seats and restraints. Results are yet to be finalised and will be reported in the next SPA submission.

Summer Drink/Drug Drive Campaign – 26 June to 16 July

All operational police officers will support this initiative, interacting with drivers in order to educate and enforce legislation. High visibility and un-marked patrols will be carried out on priority routes and at hotspots, combined with intelligence-led targeting. Results will be reported in the next SPA submission.

Driver Engagement North – ongoing

Launched in the Highlands and since extended to the Aberdeenshire and Dundee areas, the pilot has been funded by Transport Scotland's Road Safety Initiative Fund. Participants in this person-centred initiative utilise a desktop driving simulator, with a fitness to drive input also included. The final external evaluation report was completed in December 2022.

A total of 71% of those responding to an independent study reported that their participation had led to some or significant impact on their awareness of road hazards/vulnerabilities.

This positive participant feedback led Transport Scotland to agree to fund additional simulators, permitting further roll-out.

New Driver Early Intervention Scheme – ongoing

The New Driver Early Intervention Scheme (NDEIS) is being rolled out nationally and partners, such as Scottish Fire and Rescue Service, have adopted the scheme and deliver it in conjunction with Police Scotland to internal and external groups. NDEIS is aimed at 17-25 year olds to positively influence this vulnerable group of road users, whilst providing a reminder of their responsibilities toward themselves and other road users. Several local authorities have adopted the scheme for delivery to modern apprentice/skills and employability students. Empowering young people with information allows them to make informed decisions when starting their driving careers, with a view to improving road safety for all.

Operation Tramline – ongoing

Operation Tramline involves an unmarked HGV with camera recording equipment being utilised across all command areas. Operation Tramline continues to trend on social media platforms, raising the profile of road safety and highlighting unacceptable and dangerous driving behaviours.

Road Safety Impact - Operation TUTELAGE

Operation TUTELAGE is a UK-wide initiative aimed at reducing the number of uninsured drivers. Police Scotland joined in April 2021.

This Criminal Justice led initiative centres on identifying uninsured vehicles using ANPR and subsequently writing an 'Insurance Advisory Letter' to the registered keepers, to inform them that driving without insurance is an offence. Working on the principle of behavioural compliance, the operation is designed to encourage the majority of compliant individuals to insure their vehicles.

From launch until May 2023, the most recent month for which data is available, a total of 28,478 letters had been issued in Scotland, with a compliance rate of 67.8%.

Key road safety benefits include:

- Reducing the number of uninsured vehicles utilising Scotland's road network, using positive engagement and resolution.
- Optimising Police Scotland investment in upgrading our ANPR capability/infrastructure.
- Collaborating with Road Policing, also permits more pro-active, targeted enforcement.

Currently Operation TUTELAGE is running additional work in identifying vehicles which also have no MOT and excise licence, as well as supporting initiatives by Road Policing across Scotland.

Stop and Search

Stop Search	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Stop Search Compliance Rate (%)	99.1%	98.9%	-0.2% point

8,149 stop and search incidents have been recorded by Police Scotland during the first quarter of 2023/24. This includes 295 searches under warrant. The number of searches recorded during the quarter was 15.9% more than in the same period last year but 17.0% fewer than the five year mean.

31.5% of searches recorded during the quarter were positive – this is a decrease in the positive rate from this period last year of 2.9% points and a decrease of 5.2% points from the five year mean positive rate. 2,139 searches led to the recovery of drugs, 248 recovered weapons and 133 recovered stolen property.

Fifteen of the searches that recovered weapons were conducted for a care and welfare reason, and a further five that recovered weapons was conducted for the protection of life reason.

7,375 stop and search records were audited for compliance during the first quarter of 2023/24. This involves the records being reviewed by line managers and thereafter quality control checked by the National Stop and Search Unit to ensure their adherence to the Stop and Search Code of Practice introduced in May 2017.

Of the stop and searches reviewed during the quarter, 6,622 (89.8%) were deemed compliant and recorded correctly on the stop and search database. A further 675 (9.2%) were compliant with the code of practice but required amendment to their details to ensure they were appropriately recorded.

78 (1.1%) records were deemed as not recordable under the code or practice or recorded in error and deleted from the database. Typical reasons for deletion include where a person is searched after being arrested, as a result of a duplicate record or where no physical search of a person has actually taken place.

It should be noted that the total number of records audited for compliance will be lower than the total number of searches raised during the period due to the timescales required to fully review all records.

Strategic Outcome 2

The needs of local communities are addressed through effective service delivery.

Objectives:

- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

Call Handling

Call Handling	2022/23 YTD	2023/24 YTD	Change from Previous Year
Total Number of 999 calls	185,110	231,688	+25.2%
Total Number of 101 calls	386,611	366,978	-5.1%
Average 999 calls answer time	00:00:12	00:00:11	-00:00:01
Average 101 calls answer time	00:04:09	00:07:38	+00:03:29
Number of 999/101 calls that do not result in an incident/crime	195,808	178,338	-8.9%
Percentage of 999/101 calls that do not result in an incident/crime	34.2%	29.8%	-4.4% point

Note: Following the nationwide rollout of CAM, new call gradings are being used. These were updated again during August 2020; this is reflected in the table above. A small percentage of incidents are still being categorised under the old grading and are therefore not included in the above figures. Comparison data is not available.

The total number of calls to Police Scotland increased by 26,945 (from 571,721 to 598,666). This is an increase of 4.7% compared to the same period last year. The table above shows 999 calls increased by 25.2% when compared to the same period last year, however, the volume of 101 calls received decreased by 5.1%. Of the calls received, 29.8% did not result in an incident or crime being raised.

The total number of incidents increased by 44,410 (from 375,918 to 420,328) compared to the same period last year. The National Police Chiefs Council (NPCC) recently noted record high 999 call volumes experienced by emergency services across the UK, associated with high summer demand and notable increase in accidental Abandoned/Silent 999 calls from mobile devices.

The handling of 999 calls remains our highest priority. Between 01 April 2023 and 30 June 2023, our service centres achieved an average speed of 11 seconds for answering 999 calls which is similar to that achieved in the same period last year. The average call answer time for 101 calls increased by three minutes 29 seconds. This increase is partly due to the deprioritising of non emergency 101 calls in order to sustain the increasing challenge of 999 call volumes.

The introduction of the Contact Assessment Model (CAM) in 2019 and use of the THRIVE by Service Advisors has ensured there is a consistent approach to each caller however this has resulted in an increase in the average call handling time.

The increase in average call answer time for 101 calls can also be attributed to the heatwave experienced nationally during this reporting period in addition to the Android technical fault that contributed to the significant increase in 999 calls being received. This continues to be a focus for the division and measures have been put in place to alleviate this as detailed in the response. During this recording period, changes to process for Concern for Person/Missing Person calls was implemented which has contributed to the increased after call work carried out by Service Advisors ensuring actions are appropriate/proportionate and where necessary supervisor review documented.

Efforts continue to signpost callers to more appropriate methods of contact, including via "Contact Us" and the force website. Social media is used during periods of high demand to inform the public and provides the opportunity to educate the public on correct use of our 999 and 101 contact methods.

Police Scotland continues to prioritise responding to public contacts with C3 deploying resources appropriately to respond to the increased and varied demand being experienced. Utilising staff from across different business areas to manage Contact Us digital contact provides more time for Service Advisors to focus on the 999 and 101 telephone calls. Continuous ongoing review of the Inter-active Voice Recording system provides dynamic anticipated wait times to callers phoning 101, to improve customer experience and manage expectations.

BT Power Outage

On the morning of Sunday 25 June 2023, BT 999 call handlers started to experience problems with emergency calls being disconnected when connecting to an emergency service call centre. An internal BT incident was raised to investigate the cause of the problem.

A transfer to the backup system was attempted but was unsuccessful which resulted in callers being unable to contact the 999 service between 07:32 and 08:50 hours. Transfer to the backup system was successfully initiated at 08:37 hours for calls from landline and 08:50 hours for calls from a mobile.

After extended monitoring BT began moving emergency calls back onto their primary network clusters from 14:52 hours and by 16:56 hours all emergency calls were being handled by the primary 999 system.

Android Phone Emergency SOS Feature Introduction

Following an upgrade to their operating system this year, a new emergency SOS feature was added to Android phones. This feature activates and dials 999 when the side button is pressed repeatedly. As a result, mobile phone users were unaware the side button was being pressed whilst phones were in bags, pockets etc, activating the feature and connecting them to the BT 999 emergency line. As a result, UK police forces are dealing with a record number of silent 999 calls from mobile phones. Google, which develops the most widely used Android phone software advised it had expected manufacturers to issue updates to address the problem. Guidance was published on how to disable the feature on manufacturers' websites, with most handsets allowing users to disable and turn off the emergency SOS feature.

Mental Health Pathway

Opportunities to enhance the initial response to mental health incidents is ongoing based on learning from Phase 2 of the Mental Health Pathway. Together with NHS 24 a draft assessment framework to assist C3 service advisors to deal with callers in mental health distress was developed and tested with a small number of service advisors. The feedback was positive and resulted in test calls being considered for direct referral to the NHS 24 hub rather than police despatch. The framework is termed Mental health guidance framework (MHPGF) and will be delivered to all C3 staff as part of their one day training event scheduled from September. Evaluation remains ongoing.

Incident Demand

Incident Demand	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Incident Demand – Total Number of incidents raised	375,918	420,328	+11.8%
Number of incidents by response type - Immediate	40,312	44,106	+9.4%
Number of incidents by response type - Prompt	154,963	155,961	+0.6%
Number of incidents by response type – Standard Local Policing Appointment	20,007	17,974	-10.2%
Number of incidents by response type – Standard Direct Crime Recording	19,892	20,861	+4.9%
Number of incidents by response type – Standard Resolution Team Involvement	9,127	10,405	+14.0%
Number of incidents by response type - Other Resolution	122,725	162,921	+32.8%
Incident Demand - % of incidents which lead to a crime	26.0%	26.5%	+0.5% point
Incident Demand - % of incidents requiring police response	97.0%	97.4%	+0.4% point
Partner Demand – Total number of external force request incidents	683	747	+9.4%

Note: A small percentage of incidents are still being categorised under the old grading and are therefore not included in the above figures.

During Quarter 1, 49,240 standard incidents were recorded in total, an increase of 0.4% (214 incidents) from the same period last year. The new process involves the allocation of local policing appointments, direct crime recording and resolution team involvement to standard incidents. This has now been fully integrated into daily business, leading to this continued increase.

The percentage of incidents which lead to a crime and those that require police attendance remain consistent when compared to the previous year. Due to the process changes a comparison against the five year mean is not available. Demand from partners, in terms of external force request incidents, has risen by 9.4% (64 incidents) compared to the same period last year.

C3 Division Demand

In addition to the call numbers, there have been over 83,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period. C3 Division does not only deal with incoming calls from the public. Service advisors also deal with incoming calls from other partner agencies and alarm calls. There have been over 30,000 of these types of calls for this reporting period, an increase of around 22.0% in Emergency Service Partner calls and a small decrease of around 0.1% in total alarms. Emergency Service Partner calls are received via dedicated numbers from Scottish Fire and Rescue, Scottish Ambulance Service, Mountain Rescue, Coast Guard, Mental Health Pathway (NHS 24), OmniCrash and Oil Industry Agency. The reason for such calls varies and each are dealt with by a service advisor in the most appropriate manner.

“Contact Us” emails and online reports, for some crime types, can be completed online. Each one of these reports is assessed by a service advisor using the Threat Harm Risk Investigation Vulnerability and Engagement (THRIVE) model. Over 50,000 “Contact Us” emails and over 2,500 online reports have been submitted since 01 April 2023.

Overall, additional public contacts are up 14.5% when compared to 2022/23.

Notable Incident Process Updates and reporting

Recommendation 26 of the HMICS Independent Assurance Review on Police Scotland – Call Handling stated that Police Scotland should promote an improvement culture where staff are encouraged to report adverse incidents or ‘near misses’ and introduce processes as soon as possible where these can be recorded, assessed and any improvement identified and implemented.

The subsequently implemented Notable Incident (NI) process has been commended by HMICS and furthering that spirit of continual learning and development, C3 Division seek to further enhance the NI process.

In early 2023 the process was reviewed and the opportunity taken to evolve the process to enhance the benefits derived from the existing principles and benefits through improved communication and governance processes, while also expanding the opportunities for growth through a renewed emphasis on the inclusion of good work and good practice.

Several changes have been implemented, including a fortnightly Learning and Review meeting that brings together all C3 business areas to discuss Notable Incidents and other relevant matters, such as PIRC enquiries, to provide that holistic view of learning across C3 Division and increase compliance with the timely completion and sharing of NI reports.

Casualty Treatment Reports and work ongoing

Following close collaboration with the Scottish Ambulance Service (SAS) and PPCW, the previously piloted Direct Contact from Scene (DCFS) protocol was launched nationally in February 2023, supported by a redeveloped Casualty Treatment Report (CTR) process to manage and monitor DCFS incidents.

All partners meet weekly to ensure ongoing engagement, communication and assessment and both the DCFS and CTR processes continue to be refined in response and formal evaluation is planned.

Data to date suggests a solid start with around 300 officers every week making direct contact with Ambulance Control to ensure clear communication and accurate assessment and response, which the evidence suggests is bringing benefits for both the casualty and the emergency services. To support further adoption of DCFS, C3 Division, supported by PPCW and SAS, have developed a six minute briefing which has been sent to all staff across the Division to ensure awareness and to empower C3 staff to support Local Policing appropriately when medical assistance is required.

C3 Complaints and Allegations

C3 Complaint Allegations	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	42	51	+21.4%
Complaint Allegations received relative to C3 – Quality of Service	41	41	No change
Total Allegations closed - relative to C3	25	9	-64.0%
Percentage of total Allegations closed which were upheld – relative to C3	40.0%	0.0%	-40.0% point
Total Complaints received relative to C3	65	74	+13.8%

Note: Allegations closed and upheld refer to those which are attached to concluded complaints graded as criminal and non-criminal. Concluded complaints graded as Abandoned, Frontline Resolved (FLR), Not Relevant Complaint and Withdrawn are excluded from this measure. The latter grades of complaints are ones which cannot result in the attached allegations being upheld following a full enquiry.

Complaints against C3 Division have increased by 13.8% in the year to date, with a total of 74 complaints received during this period. Increases are visible in the East (up 11.8%, 19 additional cases) and the North (up 225.0%, 13 additional cases). However, a decrease has been registered in the West (down 4.5%, 42 fewer cases).

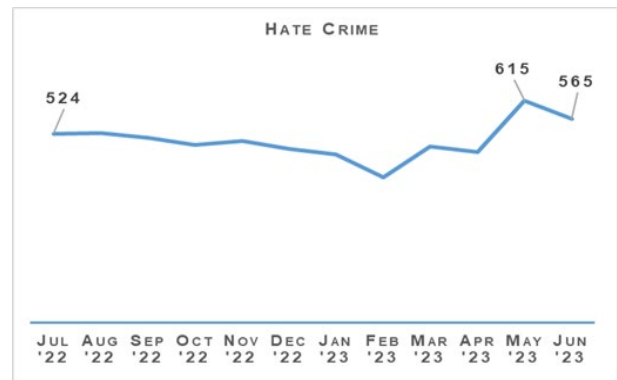
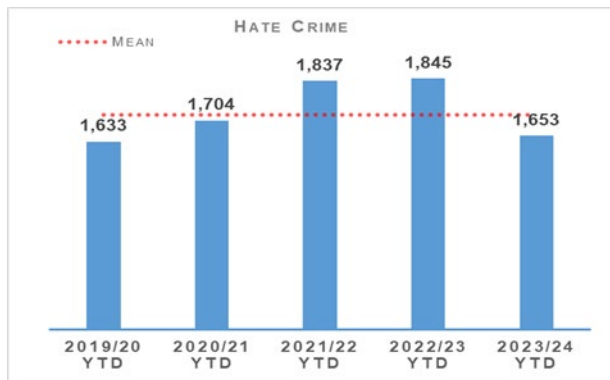
Incivility (42) and Service Delivery (34) remain the most common allegation types, together accounting for 82.6% of all allegations received during this period. Furthermore, both categories have registered an increase against the comparable period in 2022/23, by 27.3% and 54.5% respectively. However, these involve a relatively low volume of increase (by nine and twelve allegations respectively).

Consistent with the corresponding increase in complaint cases, the volume of allegations has also increased and is up 21.4% compared to last year.

In total, 63.5% of complaint cases received year-to-date for C3 Division were Frontline Resolved by the PSD National Complaints Assessment and Resolution Unit (NCARU). This rate increases to 64.9% when early and subsequent resolution by PSD or Specialist officers are included. These figures demonstrate that most complaints against C3 Division during this period have been non-criminal and non-serious in nature, with a majority resolved through simple explanation, apology or assurance.

Hate Crime

Hate Crime	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Hate crime – number of incidents	2,063	1,952	-5.4%	1,830.0	+6.7%
Hate crime – number of crimes	1,845	1,653	-10.4%	1,723.4	-4.1%
Hate crime – detection rate	62.1%	54.6%	-7.4% point	67.5%	-12.9% point



Hate incidents have decreased compared to the same period last year but remain above the five year mean. Hate crimes have decreased significantly compared to last year and are also below the five year mean. The 12 month graph illustrates that crimes were high in May and June, however when looking back at data from previous years the peak months were also May and June.

The hate crime detection rate is 7.4% lower than the previous year and 12.9% below the five year average. Context around investigations taking longer could be a factor in the detection rate being lower. Last year at the end of Quarter 1 the detection rate was 57.6%, however now that a longer period of investigation has passed the detection rate for Quarter 1 last year is now 62.1%.

Hate Crime Aggravator	2022/23 YTD	2023/24 YTD	% Increase	% of Total Hate Crimes (2023/24)
Race	1,022	984	-3.7%	59.5%
Religion	135	77	-43.0%	4.7%
Race & Religion	12	17	+41.7%	1.0%
Multiple Aggravators including Race & Religion	73	42	-42.5%	2.5%
Disability	119	137	+15.1%	8.3%
Sexual Orientation	432	341	-21.1%	20.6%
Transgender	29	44	+51.7%	2.7%
Multiple Aggravators excluding Race & Religion	23	11	-52.2%	0.7%
Total	1,845	1,653	-10.4%	100.0%

Hate crime with a race aggravator accounts for nearly 60% of all hate crimes however these crimes have continued a decreasing trend. The only aggravator types recording an increase compared to last year are Race & Religion, Disability and Transgender hate crimes. This coincides with Police Scotland's drive to improve reporting of this type of crime with a number of media campaigns and enhanced partnership working.

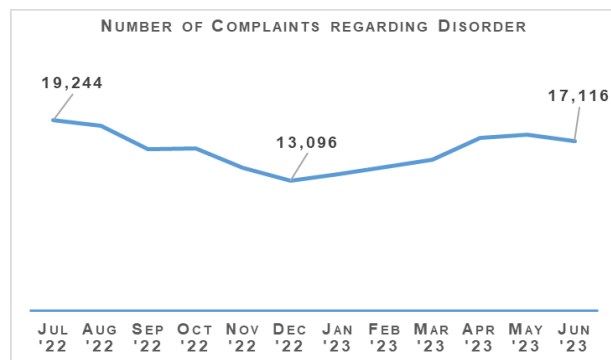
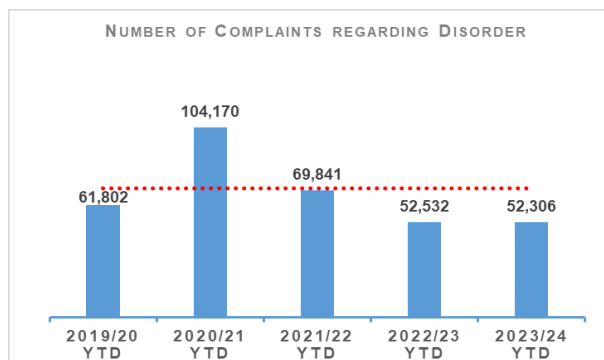
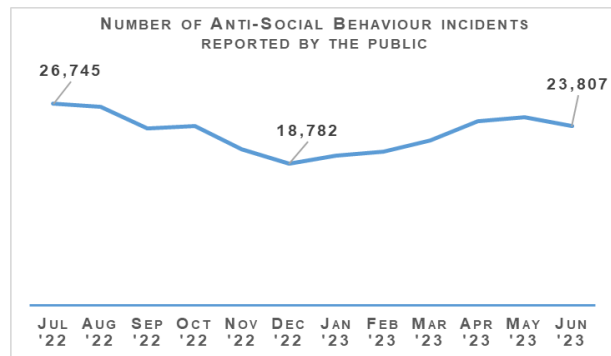
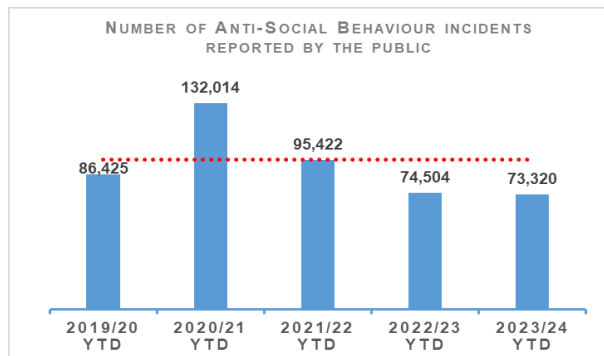
Hate Crime and Public Order Legislation

The Hate Crime and Public Order legislation is currently scheduled to go live in February 2024. Currently Police Scotland is creating a training package

to ensure officers and staff are able to provide a consistent response in enacting the legislation. Training, which has been developed in consultation with Scottish Government and their Strategic Partnership Group as well as internal key business areas, is progressing well to go live on Moodle on 01 December 2023. In addition to the Moodle package there will be a number of digital face to face training workshops for supervisors, hate crime champions/advisors, C3 and CJSD staff. This is to ensure a more in depth learning and understanding as well as to create a cadre of SPOCS who will be available for any advice and guidance.

Anti-social Behaviour and Disorder

Anti-social Behaviour and Disorder	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of anti-social behaviour incidents reported by the public	74,504	73,320	-1.6%	95,906.0	-23.6%
Number of complaints regarding disorder	52,532	52,306	-0.4%	70,859.6	-26.2%



Both complaints of disorder and incidents of anti-social behaviour were slightly lower in the first quarter of 2023/24 than the same period last year.

The "It'll cost you" Proxy Purchase campaign is running from 05 June - 18 August 2023. The campaign's steering group meets monthly, and a Media Event is arranged for Monday 24 July 2023. At the conclusion of the campaign an evaluation report will be completed, and results published later in 2023.

The Fireworks and Pyrotechnic Articles (Scotland) Act 2022 continues to be introduced in stages throughout 2022-24. On 06 June 2023 the pyrotechnic legislation was implemented, specifically S35 making it an offence for a person, without reasonable excuse, to possess a pyrotechnic article in a public place and S36 making it an offence for a person, without reasonable excuse to possess a pyrotechnic article whilst they are in a designated venue or event.

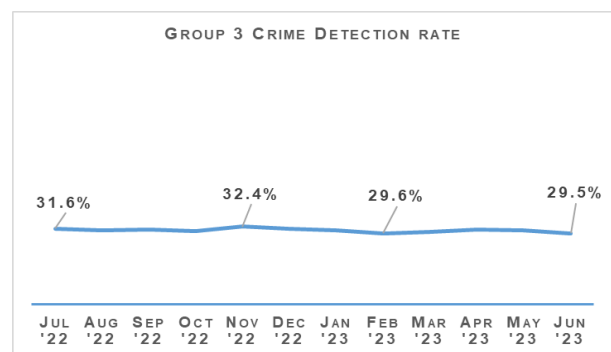
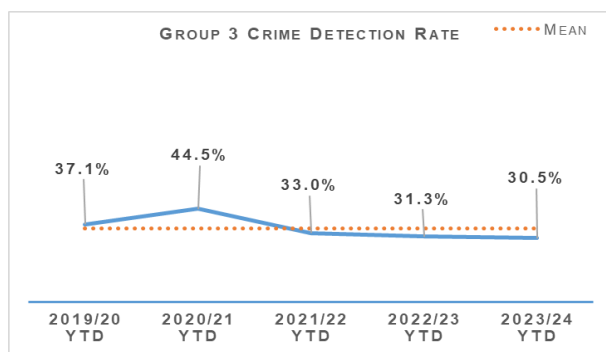
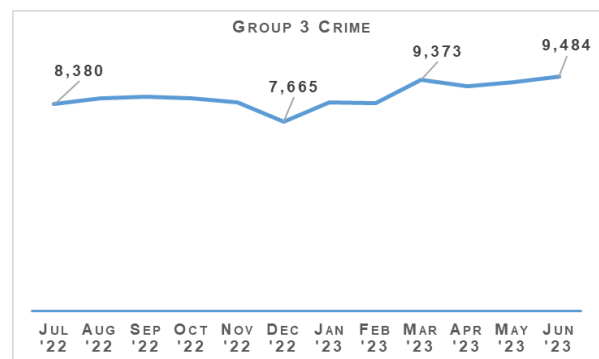
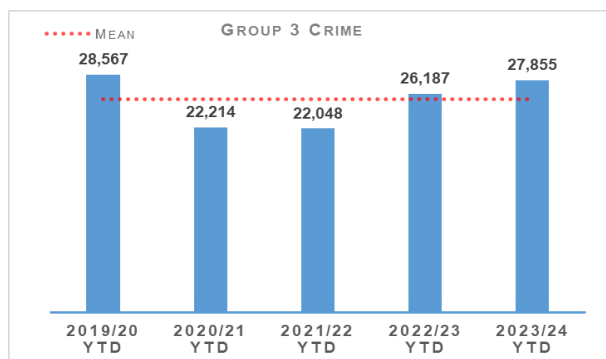
On 22 June 2023 further provisions were introduced, specifically S27 allowing local authorities to designate a place within its area as a Firework Control Zone (FCZ). This makes it an offence to ignite a firework into a FCZ or knowingly or recklessly throw or cast a lit firework into a FCZ or fire a firework into a FCZ. The Scottish Government have created a guidance document to assist with the introduction of the legislation.

Each local authority will be required to have an established community request process to give communities the ability to make a case for the designation of a FCZ. This is expected to take approximately 32 weeks to process, therefore it is unlikely any will be place ahead of bonfire night 2023.

FCZs are expected to be utilised alongside other preventative and enforcement measures to achieve maximum effect. VPLCU continue to chair the Short Life Working Group with key stakeholder as the new legislation continues to be rolled out.

Acquisitive Crime

Group 3 Crime	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	26,187	27,855	+6.4%	25,612.4	+8.8%
Number of detections	8,206	8,494	+3.5%	9,368.6	-9.3%
Detection rate	31.3%	30.5%	-0.8% point	35.3%	-4.8% point



Acquisitive crime has continued to increase compared to the same period last year and is now 8.8% higher than the five year mean, it should be noted however that the five year mean has been affected significantly by decreases in acquisitive crime during the COVID-19 pandemic. Between April and June 2023 there have been 1,668 more crimes compared to the same period the previous year, and 2,242 more than the five year mean.

If fraud is excluded, Group 3 crimes have still risen by 6.0% (1,326 more crimes). Shoplifting crimes continues to be the main contributor to this increase from the previous year, increasing by 1,539 crimes. Increases have also been seen in common theft crimes (up 74 crimes) and domestic housebreaking (up 72 crimes).

Despite the overall increase, many aspects of acquisitive crimes have continued to fall compared to the same period last year. Theft of pedal cycles have reduced from 1,123 to 909 (down 214 crimes), and there have been 91 fewer thefts from motor vehicles, reducing from 1,147 crimes to 1,056 crimes.

In a continued effort to tackle pedal cycle thefts, Greater Glasgow Policing Division have continued to run Operation OPTIMIZE with support from British Transport Police and Glasgow City Council. Bikes can range in cost from £250 to over £10,000 for high end models making them an attractive target for criminals. To tackle this Operation OPTIMIZE continues to security mark bikes using BikeRegister QR codes. 57 marking events have been held across the division and further will take place during the UCI Cycling World Championships.

Shoplifting

Shoplifting crimes have continued rising to levels closer than those seen pre-pandemic and are now higher than the five year mean. Between April and June 2023 there have been 8,915 crimes, 20.9% (1,539 crimes) more than the same period last year and 29.7% (2,044 crimes) higher than the five year mean. This increase has seen shoplifting crimes rise to above those seen pre-pandemic, with 507 more crimes than during the same period in 2019.

There are several factors that could be contributing to the rise in shoplifting crimes, including the current cost of living situation and organised crime activity. As of Quarter 1 2023/24, 10 mapped SOCGs have been identified as being involved in organised acquisitive crime including shoplifting.

Analysis and ongoing work with partners continue in this area to identify, assess and respond to the driving factors.

Detections over the period have increased from 3,940 to 4,236 compared to the same period last year. The detection rate is 47.5%, 5.9 percentage points lower than the same period last year and 16.3 percentage points lower than the five year mean.

Housebreaking

Housebreaking has experienced an increase year to date of 1.4% (30 crimes) compared to last year. Over the period there has been a total of 2,164 housebreaking crimes. Despite this year-to-date increase, housebreaking is 19.5% lower than the five year mean and 32.4% lower than levels seen pre-pandemic (2019/20).

Increases can be seen in both domestic housebreakings, rising by 72 crimes, and commercial housebreakings rising by 13 crimes. Non dwelling domestic housebreakings have experienced a decrease compared to last year, with 55 less crimes (down 11.1%).

Domestic housebreakings are now 7.3% higher than the same period last year (72 more crimes). Between April and June 2023, 1,060 domestic housebreaking crimes were recorded, compared to 988 crimes last year and the five year mean of 1,320.2 crimes. Domestic housebreaking remains at a much lower level than pre-pandemic, there has been 1,950 fewer crimes in 2023/24 than over the same period in 2019/20.

Commercial housebreakings have also experienced a small increase of 2.0% YTD, with 665 crimes recorded between April and June 2023, rising to 665 crimes in the same period this year.

Non-dwelling domestic housebreakings are now 11.1% lower than last year, decreasing from 494 in 2022/23 to 439 in 2023/24.

Vehicle Crime

Between April and June 2023 there has been 2,931 crimes, down 4.4% (136 fewer crimes) less than the same period last year and 7.4% (233.4 crimes) fewer than the five year mean. This decrease has been due to drops in thefts from motor vehicles (91 fewer crimes), attempted opening lockfast place – motor vehicle (43 fewer crimes) and opening lockfast place – motor vehicle (40 fewer crimes).

Detections over the period have increased from 851 to 889 compared to the same period last year which has had an impact in the detection rate. The rate is 30.3%, 2.6 percentage points higher than the same period last year and 1.2 percentage points above the five year mean.

Rural Crime

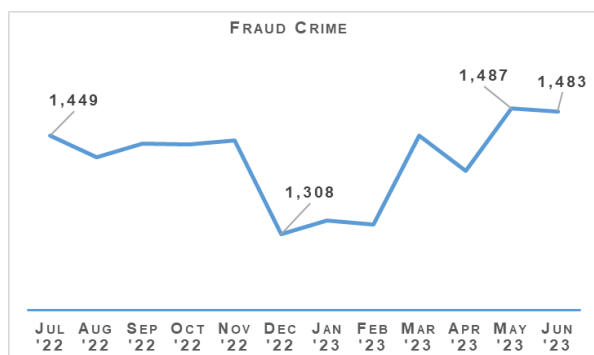
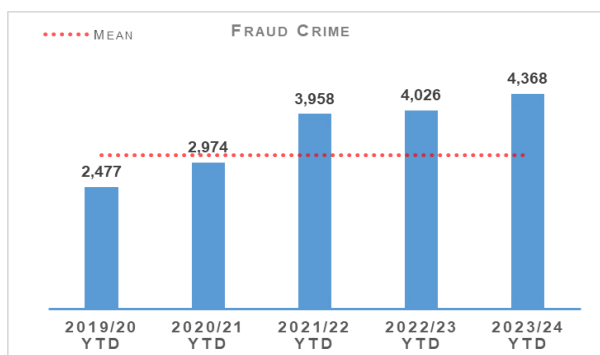
The total cost of rural crime for April to June 2023 totalled £1,318,034 with a total of £262,090 recovered. This compares to a total cost of £1,158,314 and £83,100 recovered for the same period last year. This indicates an overall reduction in the financial harm to Scotland's rural communities of £159,720, equating to a drop by 12.1%. Over the period, the number of reported rural offences to Police Scotland was 305 compared to 192 in 2022/23, an increase of 58.9% (113 crimes incidents and offences).

The National Rural and Acquisitive Crime Unit have been present at the Royal Highland Show and the Scottish Game Fair in recent weeks to give advice on security and prevention measures for rural crime and also to promote the National Rural Crime Strategy and National Acquisitive Crime Strategy.

In recent months we have seen a rise in the theft of GPS equipment from high value farm machinery and are liaising daily with forces south of the border through Operation Hawkeye on this and the named OCG that are involved in these thefts. This has now been called Operation WALRUS UK wide.

Fraud

Fraud	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	4,026	4,368	+8.5%	3,129.2	+39.6%
Number of detections	747	635	-15.0%	809.8	-21.6%
Detection rate	18.6%	14.5%	-4.1% point	19.5%	-5.0% point



Fraud crimes have continued to rise, increasing 8.5% compared to the same period last year and 39.6% from the five year mean. Fraud is a significant global issue which is recognised as the most prominent crime type within the UK. Within Police Scotland we continue to see month on month increases in reported fraud and, coupled with limited resource locally to investigative fraud, our detection rate is falling.

Police Scotland are continuing to play an intricate part in the UK and global effort to tackling fraud and are currently reviewing the Economic Crime Plan 2 and the new National Fraud Strategy which launched on 03 May 2023. The strategy sets out three pillars: Pursuing Fraudsters, Blocking Fraud and Empowering the Public.

Police Scotland continue to be a key partner on the Fraud Strategic Governance Group. This group, involving police, partners (including third sector) and the Scottish Government has been set up to understand and direct activity at a strategic level to combat the threats posed by the increases in fraud. The group continues to provide a coordinated public awareness raising initiative to prevent fraud from being committed and also ensure appropriate governance around a consistent and joined up strategy across agencies and organisations is undertaken.

Engagement in these groups continues to ensure that fraud investigation is undertaken from a multi-disciplinary perspective and recognises the vital contribution that each partner can play in tackling fraud.

Strong relationships already exist with our partners in the City of London and the NECC and a shared strategy would allow for more targeted efforts to tackle fraud and money laundering offences, having the highest impact in reducing harm across the communities and businesses of Scotland.

Police Scotland continue to engage with the City of London Police and are actively considering the possibilities and opportunities of joining the Fraud & Cyber Crime Reporting and Analysis Service, due for implementation in March 2024.

The service would assist in ensuring a true UK picture of fraud trends, intelligence and would enhance the targeting of offenders whilst providing more effective prevention and messaging campaigns to safeguarding vulnerable victims.

Cybercrime

Cybercrime is an area of increasing risk and Police Scotland must ensure that our policing model can respond effectively. Cybercrime can manifest in different forms but there are two main categories. Cyber-enabled crime are 'traditional' crimes that have been transformed in scale or form by their use of the internet, such as theft, fraud, extortion, threats etc. Cyber-dependent crime is when a digital system is the target as well as the means of attack.

Police Scotland are now actively engaging with the NECC in the identification of Controller networks and will continue to feed in operational efforts through the Money Laundering Strategic Governance Groups. Suspicious Activity Reports made by financial institutions and other professionals such as solicitors, accountants and estate agents are a

vital source of intelligence and continue to assist in developing the money laundering threat picture.

The National Economic Crime Centre has agreed to fund critical training for SOCFIU this financial year which commenced in January 2023. The accredited training provided by City of London, Economic Crime and Cyber Academy includes the Investigating Money Laundering programme which has been rolled out to a number of staff during January and February. Further funding was received from the Scottish Government to provide SOCFIU officers with CSI Crypto training. This Crypto training is currently underway. The training will greatly improve technical knowledge to investigate these types of crime more effectively and disrupt Organised Crime at an earlier stage, helping prevent further victims.

SOCFIU are linking in with City of London Police who are leading on the National Police Strategy for Fraud and Money Laundering which will cover the areas of fraud, cyber and money laundering/ asset recovery. The strategy is to enable policing to contribute and meet targets set by the Home Office and be translatable across national, regional and force level, setting measurable outcomes and achievable actions.

The aim is to improve intelligence across the network, improve criminal justice outcomes and disruptions, develop skills knowledge and capability, ensure a consistent approach and improve governance structure to reduce inefficiency and conflict within the network.

Crypto currency/money laundering is a critical area of risk/threat faced by UK policing and requires national coordination and strategy and by engaging in the National Strategy will assist in tackling high end money laundering.

The Banking Protocol

The Banking Protocol is a multi-agency initiative between law enforcement, banking institutions and Trading Standards. Its aim is at the earliest opportunity to identify vulnerable victims who are in the process of being defrauded of funds from their bank accounts by unscrupulous criminals and to intervene to prevent these crimes.

If staff suspect customers are being coerced or the transaction is as a result of fraud, the transaction is stopped and the Police are contacted.

The Protocol is designed to provide a standardised method for how these concerns are dealt with and reported to police and to stop multiple victimisation.

In terms of Quarter 1 of the reporting year 2023/24, the Banking protocol recorded 278 incidents accounting for £912,749.33 of fraud being prevented.

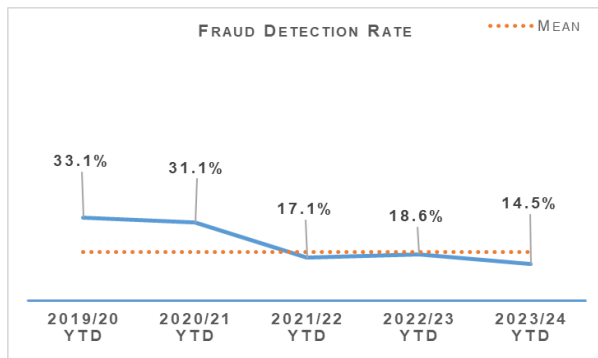
This initiative continues to succeed in protecting the vulnerable victims of fraud and its success demonstrates the value of the public/private partnership model.

Multi-Agency Triage Hub

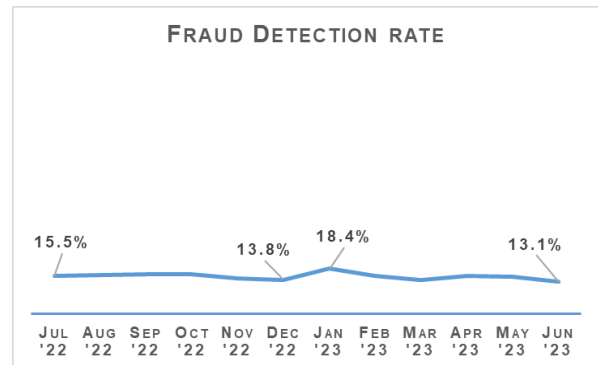
The multi-agency financial triage hub project was set up to tackle the upward trajectory of fraud reporting, predominantly across the cyber enabled/dependent landscape. The model provides multi-agency triage of reported incidents as well as preventative strategies and increasing capability across the cyber landscape. Such cross agency threats faced will be more effectively prioritised and targeted through a cohesive and joined up prevention, assessment and investigative capability managed through a centralised hub model.

The hub pilot is now in its fifth month with continued support and increasing membership from partner agencies. The group continue to explore national campaigns for emerging threats including sextortion, frauds affecting the farming community and doorstep crime. Work has continued collaboratively to support and fund a joint scams campaign between trading standards and Police Scotland.

Detection Rates



The fraud detection rate currently stands at 14.5%, down 4.1 percentage points on last year and 11.3 percentage points on the five year mean. This decrease has been driven by a decrease in detected crimes and also the continued increase



in recorded frauds. Between April and June 2023, 635 frauds were detected, which is 15% (112) less than the same period last year and 21.6% (174.8) less than the five year mean.

Police Custody

Criminal Justice

Criminal Justice	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Volume of cases submitted into Criminal Justice System	33,941	27,558	-18.8%

There is a consistent national downward trend in reported cases. Effective use of direct measures and alternatives to prosecution are anticipated to be a contributing factor but they are unlikely to be the sole contributor. This use of direct measures and alternatives to prosecution alongside the associated

reduction in court citations and police officer abstraction are being highlighted within a Criminal Justice Act Relaunch staff communications package which has commenced delivery in Quarter 1 to divisional senior leadership teams and will continue in Quarter 2 to front line officers and supervisors.

Arrested Persons

Arrested Persons Brought into Custody	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	24,627	26,323	+6.9%

It is important to note that the number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period. This excludes voluntary attendance, S.23 MDA 1971 detentions and those in transit.

Custody throughput is continuing to rise after the pandemic with this being the fifth consecutive quarter where it has done so.

Part of the increase has taken the form of arrests on warrant however this in itself does not account for the rise.

Arrested Persons Held for Court	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of arrested persons held for court	10,018	11,279	+12.6%
Proportion of arrested persons held for court	40.7%	42.9%	+2.2% point
Number of arrested persons held for court in relation to a new case	6,866	7,462	+8.7%
Proportion of arrested persons held for court in relation to a new case	68.5%	66.2%	-2.3% point

The proportion of arrested persons held for court has increased in comparison to the same period last year. The number arrested on warrant is contributing to a rise in the percentage necessarily held for court however it does not account for all held for court.

This will continue to be monitored closely in the coming months to establish whether this is an increasing or continuing trend, however it is worth considering that the percentage to court is still down in comparison to pre-pandemic levels which generally fluctuated around 50-52%.

Arrested Persons Released / Re-arrested	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of arrested persons released on an undertaking	5,674	6,048	+6.6%
Proportion of arrested persons released on an undertaking	23.0%	23.0%	No change
Proportion of persons released on investigative liberation	0.6%	0.9%	+0.3% point
Number of persons re-arrested	171	157	-8.2%

The term 're-arrested' is defined as any occasion whereby a person, previously released without charge as a 'Not-Officially Accused' person, is subsequently re-arrested for the same offence due to the presence of further evidence. This is not to be confused with a person arrested more than once within a specified period on separate charges as defined by recidivism.

Police Scotland is no longer in a position to provide figures related to electronic bail as this is managed on behalf of the Scottish Government by G4S. Police Scotland are only notified of relevant breaches.

Use of undertakings has remained broadly static. Use of investigative liberation has increased considerably but remains low as a proportion of total custodies. This coincides with a drive on the use/benefits of investigative liberation. A Criminal Justice (Scotland) Act targeted staff communications package has now

been delivered to 50% of Divisional Senior Leadership Teams. The remainder are scheduled for Quarter 2 and the intention is to target front line staff and supervisors in a further phase between Quarter 2 and Quarter 3. It is hoped this will contribute to further improvements.

Children brought into Police Custody / Held for Court

Children brought into Police Custody / Held for Court	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of Younger Children Arrested and Accepted into Police Custody (not held overnight)	359	438	+22.0%
Number of younger children arrested and held overnight	61	26	-57.4%
Number of younger children held over 24 hours	10	6	-40.0%
Number of Older Children Arrested and Accepted into Police Custody (not held overnight)	436	439	+0.7%
Number of Older Children Arrested and Held Overnight	134	128	-4.5%
Number of Older Children Held Over 24 hours	61	62	1.6%

*Definitions for clarity: Adult being defined as 18 or over; Older Child being defined as 16/17 and Not under Supervision; Younger Child being defined as Under 16 or 16/17 but subject to a Compulsory Supervision Order. The number listed as held over 24 hours are those who were held in a police cell and had a relevant certificate in terms of S.22 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety. **Overnight is determined as the period of time spent in custody which exceeds four hours and includes the period between 0000 and 0400 hours.*

Police Scotland's position is that police custody is not a suitable place of safety for a child. We are working with partners to identify and develop alternatives

to police custody. In the absence of those alternatives, we focus our efforts on minimising any trauma a child may experience when arrested.

Only in the most serious of cases and where there is no other appropriate place of safety will a child be held overnight or longer than 24 hours in police custody, which is reflected in the figures.

We have seen a welcome reduction in the number of younger and older children held overnight and those held over 24 hours. The number of children arrested however has increased in line with the increased total arrests nationally.

There is forthcoming legislation in the form of the Children (Care and Justice) (Scotland) Bill which will make changes

to the rights of children in police custody settings. The main impact for Officers and Police Scotland’s Custody System (NCS) will be the removal of the 16/17 year old category of older child and they will subsequently be afforded identical rights to those under 16 years. There will be the possibility that anyone under 18 will be subject to a Compulsory Supervision Order (CSO), but that will not impact on the rights of the child. Child Detention Certificates (CDCs) will be required for all children being held in custody under the age of 18 once the bill receives Royal Assent.

Police Direct Measures

Police Direct Measures	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of ASB Fixed Penalty Notices (FPNs) issued	1,484	1,254	-15.5%
Number of Recorded Police Warnings (RPWs) issued	5,333	5,527	3.6%

The number of ASB fixed penalties issues continues to decline. Previous declines were explained by the higher number of notices issued in 2021/22 through COVID-19. The reduction is mainly due to

a drop in the number of tickets issued for breach of the peace. Work is ongoing with local policing divisions to raise awareness about Direct Measures and increase the use of FPNs and RPWs where possible.

Vulnerability

Vulnerability	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of persons arrested who have declared current or historic alcohol addiction issues	2,898	3,254	+12.3%
Proportion of persons arrested who have declared current or historic alcohol addiction issues	11.9%	12.5%	+0.6% point
Number of persons arrested who have declared current or historic drug addiction issues	3,837	4,331	+12.9%
Proportion of persons arrested who have declared current or historic drug addiction issues	15.9%	16.6%	+0.7% point
Number of persons arrested who have declared current or historic Mental Health issues	10,299	11,326	+10.0%
Proportion of persons arrested who have declared current or historic Mental Health issues	42.3%	43.5%	+1.2% point

Please note, each custody may have reported "yes" to each of the above categories.

The proportion of persons declaring one or multiple vulnerabilities is universally rising although increases are small. This will be monitored as the quarters progress for signs this may be an emerging trend.

NHS Partners in Custody Centres	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of people in custody seen by NHS partners in custody centres	1,733	2,017	+16.4%

Figures provided represent the numbers marked out of cell for medical assessment (excluding those to hospital). They do not include those individuals who are subject to several medical assessments as is often the case during longer periods in custody.

The drive to make optimal use of health care professionals for healthcare and welfare decisions and management of risk continues. Figures from this area of business have risen and may correspond with the increase in those arrested.

We are committed to ensuring the safety and wellbeing of those in our care and custody and it is important to recognise that many of these people are vulnerable and have complex needs. As such, we work closely with healthcare professionals to provide an appropriate level of care based on an assessment of these needs and risks.

Police Scotland has highlighted that despite our national approach to police custody, the healthcare provision is supplied by 14 Health Boards each of whom provide Police Scotland with differing levels of service or delivery methods. We welcome the

recommendations made following the inspection by His Majesty’s Inspectorate of Constabulary Scotland and Healthcare Improvement Scotland and will continue to work collaboratively to improve provision and the level of service across the estate.

Partner Referrals	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of arrested persons referred to partners	372	317	-14.8%

The figures for Quarter 1 indicate an overall rise in the number of Third Sector Organisations (TSO) forms submitted to the Healthcare and Intervention teams since Quarter 4 of 2022/23; this will in part have been supported by the commencement of a new person centred link worker model service providing support to those living in North Lanarkshire.

This service is provided by Phoenix Futures and Recovery Scotland who work closely with colleagues from SACRO in South Lanarkshire, both of whom have link workers visiting custody providing a Pan-Lanarkshire service to residents of Lanarkshire passing through Motherwell and Coatbridge custody. This is a model we would look to re-create in other neighbouring local authority areas where possible moving forward.

Figures show that the services who employ link workers to visit the cells are those with the highest numbers of referrals. Many of these services also offer person centred support, supporting multiple needs including mental health and social inequalities as well as substance use issues, further supporting the Division’s drive to work with more services that employ the person centred support approach.

While the referral numbers have dropped year to date from last year, this is in part due to APEX having to withdraw their services. APEX had been providing person centred support in three areas across Scotland however withdrew the service in October 2022. Unfortunately, due to funding issues it is believed there may well be other services who are required to withdraw their support to Police Scotland in the coming financial year.

Productions

Productions	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Total number of productions received	157,240	152,799	-2.8%
Total number of productions disposed	70,635	74,514	+5.5%
Total number of productions accumulated	86,605	78,285	-9.6%
% of productions accumulated in terms of total received	55.1%	51.2%	-3.9% point

The number of productions seized in Quarter 1 of the current year has fallen compared to the same period last year. The number of items disposed of has increased modestly potentially showing a comparative increase in productivity.

The constant accumulation of articles underlines the pressure on the Criminal Justice estate and the need for investment for sustainable solutions. The biggest challenges to this area remain issues with an outdated Estate and consequential resourcing challenges, one third of stores including the majority in the Urban West of Scotland are single crewed which lends itself to inherent vulnerabilities if there is break in service at any location or restriction on access to storage within the Estate.

Storage facilities in Edinburgh and the Lothians & Scottish Borders Divisions have been facing immediate Health and Safety concerns about Reinforced Autoclaved Aerated Concrete (RAAC) have led to the complete decanting of the Productions area, and a temporary solution for staff accommodation and storage whilst a new more permanent location is identified. The impact of this is that the Edinburgh Division disposal rate has dipped six percentage points compared to the same period in 2022.

Criminal Justice Recovery

As part of the Justice Recovery Programme Scottish Government have continued to provide additional funding to all justice partners for 2023/24.

This is providing necessary targeted resources towards courts, Crown Office and Procurator Fiscal Service (COPFS), Police and Community Justice which is supporting the recovery programme.

Whilst it is clear that the funding will be required over multi-year basis to address the backlog in the system there are areas of reform and change which must be committed to by all justice partners.

The current allocation of £2.1 million will be utilised in part for the increased solemn court programme which will see the additional six High Courts and eight Sheriff and Jury Courts running each day.

Scottish Courts and Tribunal Service (SCTS) modelling is predicting that the High Court will return to pre-COVID levels by March 2025 and Sheriff and Jury by March 2026.

Witness Availability and Citations

Work is continuing within the area of court demand. There are ongoing meetings and discussions between Police Scotland and COPFS to explore any practical methods of reducing the demand court attendance has on the welfare of officers and the abstractions from operational duties at key times of the week.

Development work on a new court scheduler is continuing by ICT. This scheduler is a more interactive designed package which is capable of interfacing between Police Scotland SCoPE, COPFS and SCTS databases.

ICT have completed the development stage with demonstrations having taken place with justice partners of the new front screens and usability of the package. ICT development leads are liaising with their counterparts within COPFS to establish the conduit between both organisations allowing the interaction of SCoPE and available witnesses required by Crown for trials.

A pilot within Ayrshire Division targeting court demand commenced on 16 May 2023. A report has been produced that will show, six weeks in advance, all police witnesses cited who are on a backshift or nightshift which may have a detrimental impact on operational policing resources. An Operating Base Level (OBL) report for the same period is produced by divisional Resource Deployment Unit (RDU) to identify which specific shifts have low OBLs. Both reports are cross-referenced to identify shifts where OBLs may be low and officers are cited. A request is then made to COPFS to have the case reviewed with the intention that the officers highlighted are considered for a countermand. The pilot is showing early positive results.

Virtual Domestic Abuse Court – Aberdeen

The project team are in the very early stages of discussing with justice partners regarding a proposal by SCTS to implement a Sheriffdom wide fully virtual domestic abuse court model.

This model would create a supportive environment for complainers and witnesses who are particularly susceptible to trauma. This trauma is caused by having to attend court and give live evidence in close proximity to the accused and their supporters. Coercive control is a common factor in this category of case, and there is a risk that the court process itself may be used as a coercive control tactic by the accused failing to attend court or citing witnesses, seeking discharge or continuation of hearings at the last minute which in turn increase feelings of vulnerability.

The proposed use of increased case management by designated sheriffs with substantive hearings taking place virtually will help to reduce this. The technological advancements will best assist in ensuring police and medical experts are able to give their best evidence while not impacting on their valuable time.

A dedicated summary domestic abuse court in Grampian Highlands & Islands Sheriffdom (Aberdeen Sheriff Court), with Sheriffdom wide jurisdiction dealing with all domestic abuse cases from first appearance. Improved case management, with earlier disclosure, developed from experience gained in the summary case pilot in Hamilton, Dundee and Paisley sheriff courts would be adopted.

The use of virtual means for both substantive and procedural hearings, learning from experience to date gained by the virtual custody hearings.

Police and expert medical witnesses would give evidence remotely from police station or other designated locations, innovating on the current practice currently in the High Court Remote Provision of Witness Evidence (RPWE). The accused and his agent would be in the same location i.e., within the sheriff court building if they wish with an attending court officer/ GeoAmey when on remand and would join the hearing virtually. Provision for interpreters to join the process virtually will also be facilitated.

Strategic Outcome 3

The public, communities and partners are engaged, involved and have confidence in policing.

Objectives:

- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service
- Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective
- Work with local groups and public, third and private sector organisations to support our communities

Public Confidence and Experience of Policing

Police Scotland's [Public Contact and Engagement Strategy](#) sets out how we envisage our public contact, engagement activities and approaches to look now, and in the future. We have been clear in setting out what the public should expect from their police service and how we will continue to engage and involve communities and our partners.

Our Public Engagement and Participation Framework sets out the ways in which we listen to and [do things with communities](#) to ensure policing meets their needs. Working in this way aims to inform operational and strategic decision-making, ensuring that Police Scotland operates using evidence-led principles in line with our values and service standards.

The Public Confidence Governance Board oversees our understanding of public confidence to influence change. Public insights are considered at the Strategic Leadership Board for executive oversight, at Regional Delivery Boards which include local policing divisions in the north, east

and west regions, and directly with local policing divisions for responding to local needs and scrutiny.

Public Insights, Research and Engagement Activities

We continue to engage and involve the public, communities and partners in policing through our continuous national surveys and other engagement activities.

[Your Police 2023-24 survey](#) – our local police survey for this year continues to receive a robust and representative response from the public and communities. Anyone who lives in Scotland can influence local policing in their area through this survey.

[User Experience Survey](#) – our independent survey to measure and enhance people's experience of contacting Police Scotland. The survey is sent via text message to a sample of around 14,000 people who have made contact with police each month and receives approximately 1,200 responses each month.

Local Police Plans – All 28 Local Police Plans covering 32 local authority areas were enhanced using public feedback for the 2023-26 period and the new **Annual Police Plan for 2023-24** was developed based on our insights.

Our public engagement and participation programme will expand in 2023/24 utilising the learning and insights gathered last year from our commissioned research with seldom-heard communities, public engagement to inform our Violence against Women and Girls and our leading participatory budgeting initiative in Caithness. In 2023/24 we will focus on embedding our learning from research and engagement findings within the service. Areas of focus include how we respond to mental health and wellbeing needs; build confidence and trust in policing within minoritised communities; and keep the public and colleagues engaged and involved on what is needed for Police Scotland to be an anti-discriminatory police service.

Results from our Your Police and User Experience Surveys

Your Police: Our conversation with Scotland's communities

Our **Your Police** survey continues to be the largest of its kind in the UK and involves the public in a conversation about policing and their local community. This enables them to highlight feeling of safety, areas of concern, what police are doing well and what might be impacting confidence in local police.

The survey is representative of the population by age, gender, disability and long-term conditions and geography. The 2022/23 survey received 16,993 responses between 12 April 2022 when it opened and 27 March 2023. This includes 95 British Sign Language (BSL) responses.

The new refreshed 2023/24 survey currently has 291 responses. We are developing new communications tools alongside Divisional Commanders and partnership activities to continue receiving a diverse response to our survey. An enhanced package of social media promotion will go live in Quarter 2 to boost our responses, and Partnership Superintendents have received more information that can be shared within their local networks.

Public Confidence in Policing

Public confidence and trust and what affects our stats for policing in Scotland is a complex area. We know that confidence is closely affected by how policing is experienced and perceived locally.

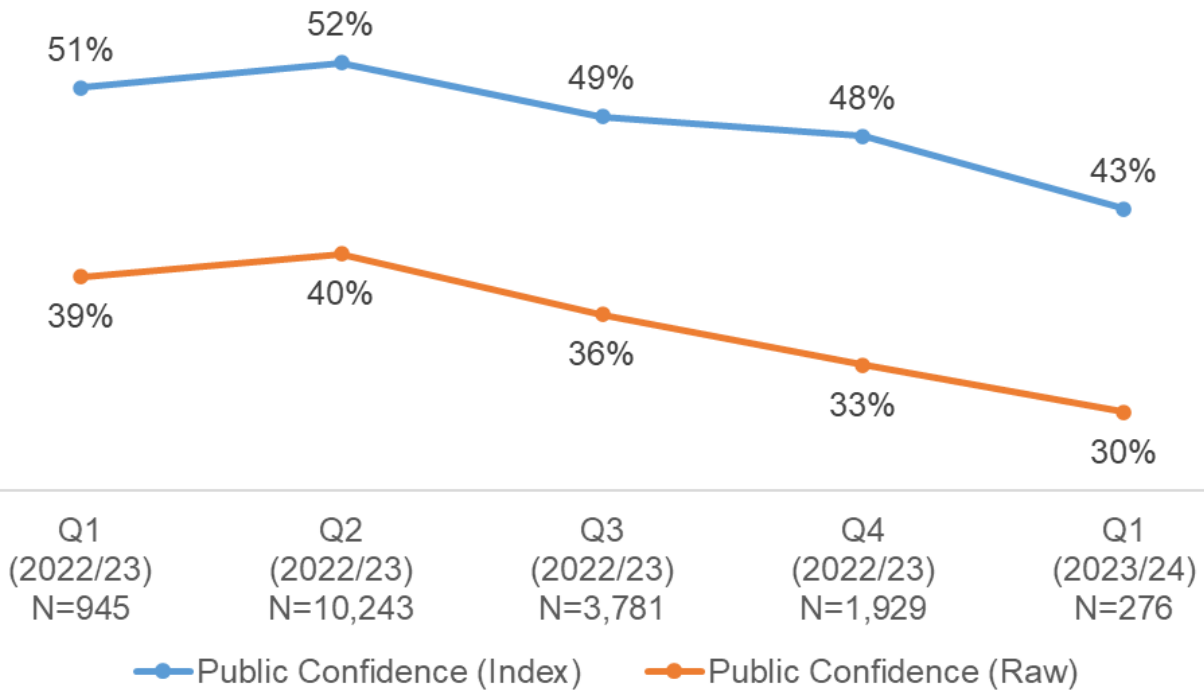
Our analysis of public feedback shows confidence in police is shaped by experiences and perceptions of local policing. How effective local policing is perceived in keeping communities safe is strongly associated with perceptions and expectations of police visibility and accessibility in the physical, online and virtual spaces; community engagement; and keeping people informed.

This is a nuanced picture. Our national trust index (a broadly representative sample of Scottish adults) highlights that media reporting of policing in other parts of the UK does have some influence in perceptions of Police Scotland.

Factors which have the most influence on public confidence are local in focus. Public trust in Police Scotland as a service is informed by local experiences, whether that be someone’s personal interactions with the police or those of their friends,

family and wider community and negative media stories about Police Scotland. Trust can also be influenced, to a lesser extent, by external events and media reporting on policing elsewhere.

Public Confidence by QTR



Our Your Police survey receives a high number of comparable responses each Quarter. Since its launch in 2020, Your Police has received 73,870 responses from the public. Public Confidence in Quarter 1 of 2023/24 has dropped by 5% to 43% (index) from 48% in Quarter 4 of 2022/23. This drop is not statistically significant due to a smaller sample size this quarter versus the previous quarter.

A **public confidence index score** was introduced to reporting from April 2022 to ensure comparability with how confidence is analysed and measured in other national polling and surveys. This score accounts for all responses (from ‘strongly disagree’ to ‘strongly agree’ excluding

‘don’t know’) by assigning values to all responses to calculate the average. This is the top line in the graph. The bottom line in the graph is the total number of people who said they ‘agree’ or ‘strongly agree’ that they have confidence in police (also excluding ‘don’t know’), sometimes referred to as ‘raw data’.

For comparison, the [UK YouGov survey](#) asks respondents two tracker questions which are “Generally speaking, how much confidence do you have in the police to deal with crime in your local area?” and “Are the police doing a good job?” We have set out average confidence figures for Scotland and UK for Quarter 1 for both questions in the following table.

YouGov Monthly Tracker – Scotland and UK: Quarter 1

1. Includes respondents who had a lot of confidence and a fair amount of confidence.

2. Includes respondents who said police were doing a good job.

Question	Scotland	UK
1. How much confidence do you have in the police to deal with crime in your local area?	47%	40%
2. Are the police doing a good job?	51%	49%

Police Scotland’s data gathered through Your Police shows just under one third (27%) of respondents reported they ‘didn’t know’ or ‘neither agreed nor disagreed’ that they were confident in their local police in Quarter 1 of 2023/24. This figure has dropped by 7% since Quarter 4 2022/23, suggesting people’s perceptions could be growing stronger.

Respondents aged 55-64 were the group reporting lowest levels of confidence in police in their local area. When asked what the police could do to support the community more, the key themes for this group were related **visibility** and **policing response to tackling crime**.

The following table provides the Your Police survey results that have been identified by Police Scotland and the Scottish Police Authority as key indicators of progress. The numbers in brackets show number of respondents in each Quarter.

Public Opinion Statements	Q1 2022/23 (n945)	Q2 2022/23 (n10,243)	Q3 2022/23 (n3,781)	Q4 2022/23 (n1,929)	Q1 2023/24 (n276)	Change from last Quarter
Feel either ‘very safe’ or ‘fairly safe’ in their area	79%	83%	78%	75%	67%	-8% point
Strongly agree or agree that the police listen to concerns of local people	31%	32%	28%	27%	27%	No Change
Strongly agree or agree that local police are friendly and approachable	64%	64%	60%	58%	57%	-1% point

We know from our own research and academic studies that levels of public confidence and experience of contacting and interacting with police are not always connected. Not everyone responding to our Your Police survey has had contact or directly engaged with the police, so their view on confidence is shaped by other factors, such as community feeling towards the police, news and media reporting or others' experiences.

This means that public confidence figures alone are not an accurate measure for the quality of service being provided in communities. However, research evidence suggests public confidence and perceptions can impact likelihood of someone contacting, approaching and cooperating with police.

Overall satisfaction with contacting the police was at 68% in Quarter 1.

Satisfaction remained between 66%-70% in the previous 2022/23 financial year, detailed as follows.

User Experience Survey: How the public are experiencing their police service

The User Experience Survey, administered by Progressive Partnership Ltd, is sent to around 14,000 people each month and a representative sample of around 1,200 individual responses are collected. The survey is delivered via SMS to those who have contacted Police Scotland in the previous month. In Quarter 1, 3,885 respondents were surveyed about their experience of the policing service provided, from initial contact through to overall satisfaction.

The findings show levels of satisfaction with contacting the police as follows:

User Experience – Equality Outcome 2	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Change from last Quarter
Percentage callers saying it was easy or very easy to contact the police	72%	69%	73%	74%	70%	-4% point
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	84%	84%	85%	85%	85%	No change
Percentage callers who felt staff properly understood what they needed	86%	86%	86%	87%	86%	-1% point
Percentage callers feeling that the police provided the appropriate response	62%	61%	64%	65%	63%	-2% point
Percentage callers felt satisfied with the way they were treated by the officers who attended the incident (where applicable)	81%	80%	81%	83%	83%	No change
Percentage callers felt they were adequately informed about the progress made (where applicable)	47%	45%	51%	51%	49%	-2% point
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	67%	66%	69%	70%	68%	-2% point

User Experience Insights

Making Contact Easy Is Important

Contact points throughout the user journey have remained mainly stable when compared to previous quarters, however compared to Quarter 4 2022/23, 'ease of contact' has seen the largest drop in satisfaction in Quarter 1 2023/24 (down 4 percentage points).

Responses to an open-ended survey question helps understand the reasons for initial contact being easy or difficult. 3,885 responses were received to this question in Quarter 1 2023/24. Among respondents who found it **easy** to contact police (n=2,714), this was attributed to:

Communicate with me effectively and make sure I fully understand

Respondents praised service advisors for their ability to be helpful under pressure, whilst also helping keep them calm, providing advice and making them feel safe.

"I was listened to and understood which don't happen to me often I was treated with complete respect and made to feel safer."

"My every question was answered and was kept informed regarding my issues. I am very thankful for the support and commitment."

"When I contacted the police through 101 the instructions where easy to follow and when the call handler answered they were friendly kind and courteous and made it clear what the next steps would be."

Ensure it's easy for people to get you when we need you

Respondents highlighted quick 101/999 answer times, easy to navigate automated menus and ability to report some incidents online.

"Plenty options when contacting 101 made it simple to get to speak to the right people!"

"I went online and found the contact form, filled it out and got a reply very quickly. Very easy process."

"The option of phoning or emailing was simple to use and easy to find out what was the better option for the incident."

Take the time to get things right

Respondents appreciated officers who attended incidents in a timely response, and who were attentive and helpful.

"We had a pretty serious incident and the response from the police was absolutely fantastic. They took the time to fully understand the issue and background, talk about options and guidance, and have kept us fully up to date with progress since. All the officers involved have been tremendous."

"Called 101, although held in a queue the call was answered within 5 mins and physical response time was quick."

"The officers responded very quickly and were very helpful."

Among respondents who found it **difficult** to contact police (n=656), this was attributed to the following factors:

Sometimes I can't get connected to anyone in the time I have available

Respondents referred to long waiting times using the 101 service for non-emergency incidents, the inability to connect to staff on their first attempt or giving up and calling 999 instead, or not reporting the incident/crime completely.

"I had called the 101 number and needed to wait 45 minutes to speak to an operator. It was not clear where the email address was on the Police Scotland site."

"20min wait on hold. No alternative way of alerting Police Scotland - there should be a text, email or SMS service for alerting police of non-emergency situations or a flowchart system that helps you decide the most appropriate service to contact."

Take me and my contact seriously

Respondents highlighted negative interactions with either service advisors or officers who attended the reported incident. Types of issues reported included; lack of sympathy/compassion, recording incorrect details of incident, being passed between a number of different staff/departments and not having adequate knowledge of the local area.

"Extremely bad communication, not reading previous call notes and wasting time."

"Kept waiting for a substantial amount of time ended up emailing on reply to email I was kept waiting again only to be answered by a very abrupt rude lady who felt I was wasting her time then a further 8mins to be told they would not do anything!"

Let me know what will happen next so I understand

Respondents highlighted a lack of updates/follow-up to their cases to know what was happening, with no call-backs or updates about their reported incident.

"Logged a case online yet no one has contacted me or emailed me with an update. Not sure even if no action is being taken."

"I phoned them last month about an incident and they said they would phone me back and they never did. The police don't really take their jobs serious enough to make a phone call back."

Good Experience Matters

Overall satisfaction with experience with Police Scotland dropped by 2% in Quarter 1 2023/24 compared to the previous quarter. Respondents were asked what **Police Scotland could have done to make their experience better**.

The following issues were highlighted as areas of people's experience which could have been improved/dealt with better:

Tell us if you're not attending urgently, or not at all, and why not

Respondents mentioned wanting to see more being done around the incident they had reported. The need for quicker response times was also mentioned to prevent incidents from either escalating, or no longer being relevant by the time officers arrived.

The public require accessible information about how we assess and monitor calls using our THRIVE process to ensure resources are allocated to people who need us most. We also need to ensure that people who do not receive an immediate response feel valued as citizens and supported. Expectations must be clearly understood and managed suitably.

"They could have come out on the night of the incident and maybe had a chance to catch them concerned with it. No one turned up until 4 days after it. Complete waste of time."

We need to know what is happening with what we reported as it eases our worry

Respondents highlighted needing more follow-ups after a crime / incident had been reported in order to know that it was being dealt with and to avoid having to call again, to avoid putting more strain on the system. The importance of adhering to timeframes in relation to when feedback has been promised was also mentioned by some respondents.

Our Modernised Contact and Engagement (MCE) Programme is developing our capability to enhance 'self-service' opportunities in line with our Public Contact and Engagement Strategy.

"Updated me on the outcome as it potentially affects my safety in my home."

"They could have updated me once they had dealt with the issue."

Use the best available technology to make reporting crime an easier process

Respondents reported improvements in technology would help when reporting crimes. Respondents mentioned more accessible ways of reporting crimes when 999/101 may not be best suitable and require other methods of being able to submit evidence, such as the Dash Cam Safety Portal. Increasing awareness of online reporting methods to the public may also prove to be useful.

"Maybe a slightly easier calling system regarding options, not really for myself but I feel elderly or individuals with extra support needs may struggle."

Think about how you make me feel

Some respondents highlighted negative experiences with either service advisors or attending officers – either directly towards them or behaviours which made them feel disrespected. Issues included not being felt like they were being listened to, being taken seriously, or not being treated appropriately.

Our colleague-focused Values and Standards Campaign to highlight the importance of adhering and embedding our Values of Integrity, Fairness, Respect and Human Rights in everything we do reminds policing colleagues that their behaviours, attitudes and words matter.

“The police officer that contacted me by telephone was condescending and I felt that he didn’t take my call seriously. I did not receive a call back from him and at no point since have I heard from anyone.”

“Neither officer introduced themselves when invited into my home. Neither showed any real interest or empathy towards me.”

Factors Affecting Confidence in Police Scotland: Your Police

Our statistical analysis shows public confidence is associated with other factors measured in our Your Police survey. There is a strong relationship between public confidence and someone’s perception of police doing a good job in local area, perception of police listening to concerns of local people, and perception of police dealing with issues affecting local area. As these perceptions change, public confidence is likely to be affected.

A moderate relationship exists between public confidence and perceptions of police officers being friendly and approachable, levels of respect for local police, feeling of safety and concern about crime. Moderate correlations indicate that while there exists a relationship between these factors and public confidence, they affect each other to a lesser extent compared to strongly related variables.

A negative correlation exists between public confidence and concern about crime, meaning people with an increased concern about crime, are likely to have a lower level of confidence in the police.

The following tables set out these areas and our responses from the public gathered via our Your Police survey.

Strong Correlation with Public Confidence

Public Opinion Statements	Quarter 1 2022/23 (n=945)	Quarter 2 2022/23 (n=10,243)	Quarter 3 2022/23 (n=3,781)	Quarter 4 2022/23 (n=1,929)	Quarter 1 2023/24 (n=276)	Change from last Quarter
Police doing a good job in local area	30%	32%	29%	26%	30%	+4% point
Listening to concerns of local people	31%	32%	28%	27%	27%	No change
Dealing with issues affecting local areas	24%	23%	21%	18%	23%	+5% point

Medium Correlation with Public Confidence

Public Opinion Statements	Quarter 1 2022/23 (n=945)	Quarter 2 2022/23 (n=10,243)	Quarter 3 2022/23 (n=3,781)	Quarter 4 2022/23 (n=1,929)	Quarter 1 2023/24 (n=276)	Change from last Quarter
Police officers being friendly and approachable	64%	64%	60%	58%	57%	-1% point
Having respect for police in local area	73%	72%	68%	67%	62%	-5% point
Feeling safe in local area	79%	83%	78%	75%	67%	-8% point
Concern about crime	61%	56%	58%	59%	68%	+9% point*

*Note: 43% of the respondents in Quarter 1 were victim/witness to crime in past six months (12% higher than average).

Understanding Local Needs

Respondents to our Your Police survey in Quarter 1 2023/24 who **said they feel unsafe** in their local area (n=81) raised similar themes as in Quarter 4 2022/23.

Police visibility and presence

49% of respondents who felt unsafe in their local area highlighted **greater police visibility** as a way of making them feel safer and providing reassurance. Police presence is often mentioned within the context of prevention and targeting of drug-related crime and anti-social behaviour.

“Be a lot more visible. Publicise successes against law breakers. Assure us why we should feel safe.”

The majority of responses specifically mentioned physical presence including more foot patrols in local areas, at specific times (e.g., after dark/weekends) and locations (e.g., in parks, around transport hubs, and local crime ‘hot spots’) where communities tend to feel less safe.

“There should be more officers and more proactive policing. I would love to see more police foot patrols for an increased police presence in the area to make people feel safer.”

Community engagement and being kept informed

31% of respondents who felt unsafe in their local area highlighted **community policing and local engagement** as important. This is highlighted alongside police visibility by respondents - for example, informal and friendly conversations with police officers on what matters to communities in local areas.

Respondents highlight the importance of policing being accessible locally, familiar with local needs and the community and for training to be relevant to the specific issues affecting local communities. The public would like to be familiar with local officers and seek effective and trusting relationships. Also mentioned was the benefit of working with other partner organisations within the community to protect the most vulnerable.

“More public engagement and greater visual presence. Get out the vans and talk to people, visit local businesses...”

Values and behaviours

14% of respondents who felt unsafe in their local area highlighted that **how we 'show up'** is important. Police officers and staff should continue to bring empathy and understanding to their interactions with the public. Respondents highlighted the importance of seeing how police respond to and deal with incidents/reported crimes. It was also highlighted that people want to receive feedback/updates about reported crimes, which may help increase feelings of safety.

"We called the police this evening about someone knocking and banging on our front back door at 2am, seemingly trying to enter the house. Two absolutely amazing police officers arrived and were so friendly and approachable. They made us feel a lot more at ease and took the situation seriously. Both the ladies were genuinely so lovely, hence why I wanted to fill out this survey. I was going to send some flowers to the station to say thank you for but I'm not sure which station they came from!"

Respondents who felt unsafe in their local area highlighted the importance of perceiving **positive values and behaviours** from police officers. Responses highlighted that witnessing negative behaviours from officers may affect how they perceive police to be dealing with crimes/incidents within the community. In comparison, respondents wanted to see police officers showing compassion, being friendly and approachable, and listening to people's concerns.

"Speak, explain, have better behaviour and actions introduce themselves, make sure all is clear before doing what they want."

Using Insights to Shape What We Do

Work is progressing throughout the Service, including within local divisions, to respond to community feedback, needs and concerns. Divisions are keeping their local communities informed about how crime is being managed and prevented, including "you said we're doing" feedback on social media channels and in local newspapers via Divisional Commander columns and flyers.

We are working to ensure that services work together in new ways to ensure a collaborative approach, ensuring that individuals and communities can experience the benefit of services working together.

Part of this work includes recent social research to explore how Police Scotland and partners in the health, social care and third sectors can work together to respond to the needs of people experiencing distress or poor mental health - to make sure people get the right help, at the right time, from the most effective service, meeting individuals' needs.

The first phase is now complete and we are moving into phase two, which will involve sharing our initial findings with people with lived and living experience to add further context and meaning before presenting on what we have found out more widely among stakeholders.

Responses to our Your Police and User Experience surveys are reviewed regularly by our Executive and service leads and have helped us act quickly in relation to emerging issues and community concerns.

Key activities have included:

- Data is now available in all local policing divisions from our Your Police survey highlighting locations in local areas where people have said they feel less safe. Divisional Commanders are supporting teams to take a proactive approach to respond and provide police visibility in locations where it is operationally possible to do so.
- Keeping local community partners engaged and involved on a regular basis, through local police scrutiny boards in each local authority area – using the data to design an appropriate policing response for local needs and providing a multi-agency response to cross sector themes.
- Shaping our communications and advice nationally and in local areas in response to concerns and feedback from the public – helping people stay safe. We are currently developing a suite of new resources to respond to feedback from our seldom-heard communities research programme to ensure information is available, relevant and accessible for all communities.
- We are taking forward conversations with local partners and communities in Dundee, Glasgow and Aberdeenshire to co-design these resources together.
- Proving information and advice on issues we know are concerning people right now, like hate crime through our new [#DontFeedHate campaign](#).

We have also recently [launched a feedback form](#) for people who have experienced domestic abuse, rape or other sexual crime to provide feedback on their experience and interactions with the Service. This is the first of its kind for Police Scotland and is the result of a collaborative approach between Public Protection and Strategy, Insight and Engagement.

The feedback form will ensure we are continuing to monitor the service we provide to victim-survivors, improving our ability to understand our progress towards achieving the outcomes we have set out in our [Violence against Women and Girls Strategy](#). We will provide further updates on our analysis on findings on an ongoing basis within future reports in 2023/24.

Factors Affecting Trust in Police Scotland: Trust Index

The Trust Index is a survey distributed by our social research partners at Progressive Partnership Ltd. to a broadly representative sample of around 1,000 adults in Scotland each Quarter. Respondents are asked for their views about the service to understand their sentiment towards policing and what may be impacting trust in Police Scotland as an institution.

Results have remained relatively stable, between 75%-80%, since it was first introduced in June 2022. The Trust Index score in June 2023 was 76%. The Trust Index score provides one overall measure of performance, combining data from eight key organisational characteristics tested across other public sector organisations.

- Professional
- Caring
- Responsive
- Reliable
- Knowledgeable
- Experienced
- Trustworthy
- Modern

The Trust Index Survey, (collected between 01 to 14 June 2023), asked the 1,006 participants to provide an example of something in the media that had impacted their opinion of policing and Police Scotland in the news recently.

A minority of 185 respondents (18%) provided 265 references to discrimination related to policing and Police Scotland. These were synthesised into the following five themes:

- Chief Constable's Statement (33%)
- Racism (39%)
- Sexism (19%)
- Sheku Bayoh (6%)
- Homophobia (2%)

From the 18% (n = 185/1006) of Trust Index Survey participants that referenced institutional discrimination, most (87%) said the media influences their opinion to a small extent, with a smaller number (72%) saying the media influences their opinion to some extent and smaller numbers still (25%) saying the media influences their opinion to a great extent. Over half of respondents said there was a negative impact of participants' opinion of policing and Police Scotland from recent media across all levels of how the media influences their opinion.

Extent to which respondents feel Police Scotland upholds its values

Police Scotland Value	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Change from last Quarter
Integrity	71%	73%	70%	70%	64%	-6% point
Protecting Human Rights	68%	71%	69%	69%	62%	-7% point
Fairness	69%	70%	69%	67%	62%	-5% point
Respect	69%	69%	69%	67%	61%	-6% point

Note: Figures show respondents who agreed to at least 'some extent'. **Bold** represents statistically significant changes.

Although most people continue to feel Police Scotland upholds its core values, the proportion of respondents who felt police uphold all these values to at least some extent decreased in Quarter 1 2023/24 compared to the previous Quarters. This will continue to be monitored throughout the reporting year to identify and understand contributing factors.

Confidence in reporting crime

Confidence in reporting crime	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Change from last Quarter
Confident	67%	68%	67%	65%	61%	-4% point
Not confident	29%	29%	30%	34%	37%	+3% point

Note: Changes not statistically significant when compared to previous Quarter. However, they are significant when compared to Quarter 1 2022/23.

Most respondents still report feeling confident when reporting a crime or incident to Police Scotland. The proportion of survey respondents feeling confident to report a crime or incident was lowest in Quarter 1 2023/24.

Attitudes towards crime

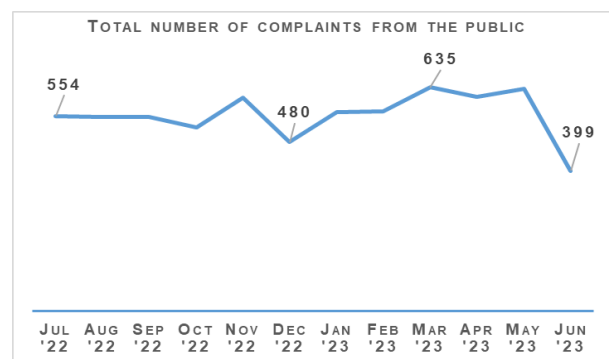
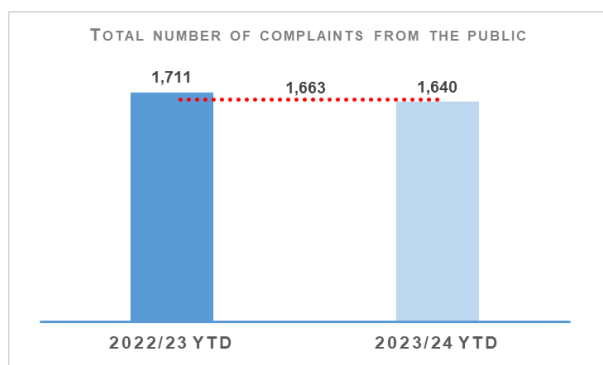
Attitudes towards crime	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Change from last Quarter
Deterring/preventing crime in Scotland as a whole	54%	55%	55%	53%	50%	-3% point
Deterring/preventing crime in local area	57%	55%	55%	54%	50%	-4% point
Ability to communicate with public about what it is doing to deter/prevent crime in Scotland	40%	40%	40%	39%	38%	-1% point

Note: Figures show respondents who answered 'fairly satisfied' or 'very satisfied'.

Accessible communication in terms of what the police service is doing locally to address concerns is key to improving these indicators. How we tell our story about what we are doing every day to keep people and communities safe is key. This is also a driver of public confidence, so any improvement in these areas will likely increase confidence, as well as trust, in Police Scotland.

Complaints about the Police

Complaints	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	1,711	1,640	-4.1%	1,663	-1.4%



Complaints from members of the public decreased by 4.1% (71 fewer complaints) to 1,640 at the end of Quarter 1 YTD compared to the same period last year and are down 1.4% (23 fewer complaints) on the five year mean.

The Professional Standards Department (PSD) has resolved 687 complaints (41.9%) by Frontline Resolution (FLR) during Quarter 1 2023/24, compared with 51.3%

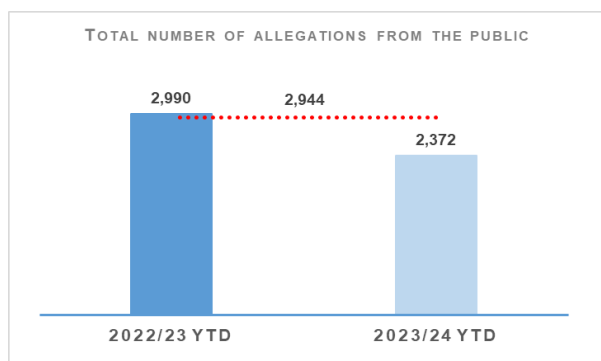
in the same period in 2022/23. This includes early resolution and subsequent resolution by PSD/specialist officers.

Allegations about the Police

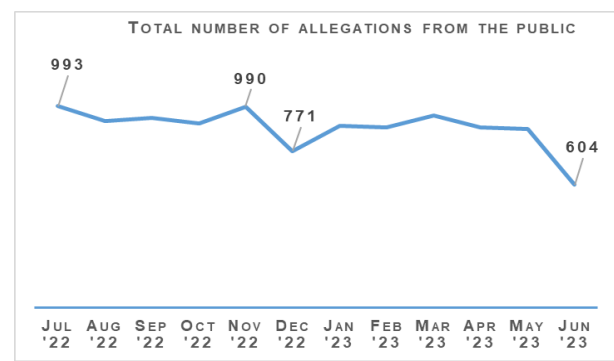
Allegations	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	2,990	2,372	-20.7%	2,944	-19.4%
% of closed allegations which were upheld	16.0%	14.2%	-1.8% point	15.3%	-1.1% point

Note 1: A complaint case may include multiple allegations. A 'Complaint' relates to the overall expression of dissatisfaction provided by the complainer about an act or omission by the police or Quality of Service received. Allegations are the component parts of a complaint, which categorise what has happened and are separated to those capable of being independently Upheld or Not Upheld

Note 2: Allegations closed and upheld refer to those which are attached to concluded complaints graded as criminal and non-criminal. Concluded complaints graded as Abandoned, Frontline Resolved (FLR), Not Relevant Complaint and Withdrawn are excluded from this measure. The latter grades of complaints are ones which cannot result in the attached allegations being upheld following a full enquiry.



The total number of allegations has decreased by 20.7% (618 fewer allegations) compared to the same period last year, with 2,372 allegations recorded at the end of Quarter 1 2023/24. The number of allegations is also down 19.4% (572 fewer allegations) when compared to the five year mean.



There were 1,053 allegations attached to completed complaint investigations (criminal and non-criminal) with 14.2% of these being upheld.

During this period, there were 1,001 non-criminal and FLR complaints closed with 71.9% closed within the 56 day statutory timescale. This is a 4.1 percentage point increase from the same period in 2022/23.

Police Investigations and Review Commissioner (PIRC)

Police Investigations and Review Commissioner	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Number of PIRC Complaint Handling Reviews (CHRs)	46	41	-10.9%
Number of allegations considered by PIRC (CHRs)	197	225	+14.2%
% of reviewed allegations assessed as handled to a reasonable standard	76.6%	64.4%	-12.2% point
Number of On Duty Assault allegations referred to PIRC	83	86	+3.6%
% of these cases subject to PIRC investigations	27.7%	23.5%	-4.2% point

Allegations of On Duty Assault (breaches of Article 3 of the European Convention on Human Rights), plus any associated criminal allegations, are now referred to the PIRC. In total, 86 allegations of On Duty Assault referrals were made to the PIRC during the period April to June 2023. Of those, 21 are subject to the Police Investigations & Review Commissioner (PIRC) investigation (24.4%). However, as of 18 July 2023, 32 of these referrals are awaiting a decision from PIRC regarding possible investigation. The remaining 33 cases have been marked as no investigation by PIRC.

PIRC submitted 41 Complaint Handling Reviews (CHRs) to Police Scotland for consideration during this period. This notionally equates to 2.5% of all complaints. The 41 CHRs received from PIRC considered 225 allegations, with 145 (64.4%) assessed to have been handled to a reasonable standard.

This is a decrease of 12.2 percentage points from the same period in 2022/23. These CHRs included 73 recommendations.

At this stage, the percentage of allegations handled to a reasonable standard remains high and continues to reflect improvement in complaint handling within the broader context of recent years.

Statutory Referrals to PIRC

Statutory referrals to PIRC facilitate independent and transparent scrutiny in relation to serious incidents involving the police. Police Scotland made 84 referrals to PIRC resulting in 15 investigations (17.9%) at the end of Quarter 1 2023/24. This is a decrease of 3.6 percentage points compared to the same period last year.

Those referred to PIRC include:

Referrals to PIRC	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Armed Policing	28	22	-21.4%
Crown Directed Inference of Criminality	5	3	-40.0%
Death following Police Contact	3	5	+66.7%
Death in Police Custody	1	1	No change
Serious Injury Following Police Contact	6	9	+50.0%
Serious Injury in Police Custody	16	17	+6.3%
STO Taser Discharged	11	27	+145.5%
Total Referrals to PIRC	70	84	+20.0%

Total referrals to PIRC have increased by 20.0% compared to the same period last year with the largest percentage increases recorded in STO Taser Discharged (up 145.5%, 16 more referrals), Death following police custody increased by two referrals and Serious injury following police contact rose by three more referrals.

There was however a 21.4% decrease in Armed Policing with six fewer referrals compared to the same period last year. The 22 referrals in this year to date include 21 presentation of firearms and one discharge of police firearms (unintentional discharge of pyrotechnics within the training environment). Last year's figure included 25 presentation of firearms and three discharge of firearms.

Notably, the volume of STO Taser referrals spiked during May 2023 with 12 in total. This is the highest monthly total going back to April 2019 (the point where comparable data is available from). No specific geographical area is assessed to have influenced this rise. It should be noted that this increase primarily relates to an individual month (as seven referrals in April and eight in June is closely aligned to the 2022/23 average of six referrals per month). Further analysis indicates a prevalence of:

- Mental health factors amongst the individuals subject to Taser discharge YTD (70.4%, 19 in total).
- Individuals under the influence of alcohol and/or drugs (48.1%, 13 in total).
- Individuals in possession of a bladed weapon or sharp object (59.3%, 16 in total).

Preliminary Conduct Assessments

Preliminary Conduct Assessments – Decision	2022/23 YTD	2023/24 YTD	% Change from Previous Year
Misconduct/Gross Misconduct Investigation	19	14	-26.3%
Misconduct – No Investigation	53	66	+24.5%
No Misconduct	13	36	+176.9%
Grand Total	85	116	+36.5%

There were 116 preliminary conduct assessments undertaken during Quarter 1 2023/24 which is up 36.5% (31 more assessments) on the same period last year.

There were 14 misconduct/gross misconduct investigations carried out year to date which is down by five investigations on the same period last year. Misconduct – no investigations was noted from 66 assessments (up 24.5% on the previous year to date) whilst no misconduct was noted in 36 assessments (up 176.9% on the previous year to date).

Organisational Learning

PSD is committed to promoting a culture of organisational learning. Learning from CHRs and other sources are disseminated through bulletins, individual feedback and are also used to inform training packages. This learning can therefore influence and improve our service.

In Quarter 1 2023/24, PSD has disseminated learning from a variety of incidents with the following learning outcomes of particular note:

- Consideration is to be given whether the current procedures in place to record attendance at police stations by members of the public are sufficient and fit for purpose and to consider any opportunities for improvement, ensuring that a clear audit trail of this type of

interaction exists in future. All officers and staff members are reminded of the contents of the CAP SOP, in particular, section 5, which relates to the process of recording complaints.

- Officers and staff should consider the use of translation services in all occasions where they require to engage with a member of the public and there is difficulty in communicating with them. This should be considered regardless of the environment (on street, via telephone, within police office etc).
- Complaints which involve an on-duty criminal allegation should be passed to PSD to assess and investigate at the outset.
- Regarding any incident where it would be reasonably assumed that the CCTV should be retained, officers and staff should notify the Custody Supervisor without delay. This will allow arrangements to be made for the footage to be retained ahead of the 31 day deadline for it to be deleted. Should there be any problems in downloading the footage, alternative methods should be considered to retain the footage i.e. engineer request. Any problems with downloading, attempts made to recover footage or decisions and rationale not to retain footage should be recorded on the relevant custody record.

Strategic Outcome 4

Our people are supported through a positive working environment, enabling them to serve the public.

Objectives:

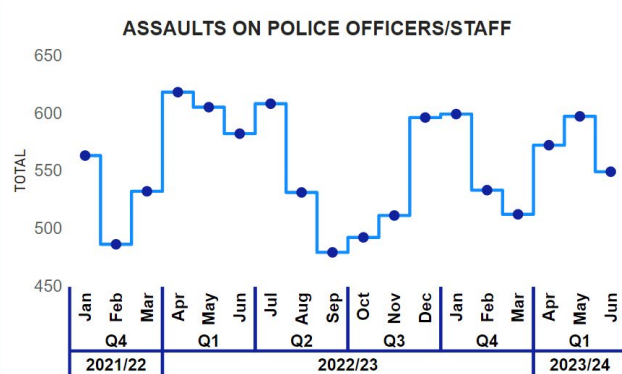
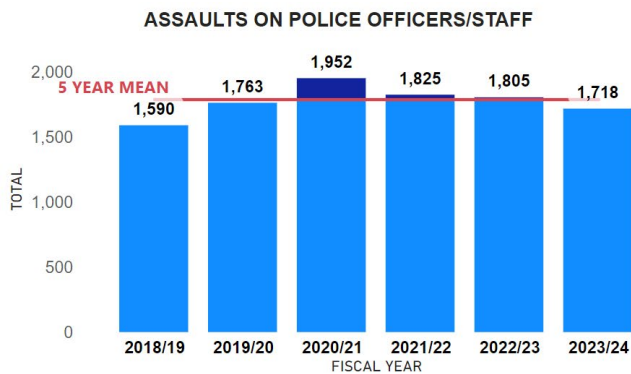
- Prioritise wellbeing and keep our people safe, well equipped and protected
- Support our people to be confident leaders, innovative, active contributors and influencers
- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging

Assaults on Police Officers and Police Staff

Assaults of emergency workers (police officer / police staff)	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Assault of emergency workers (police officer/police staff) - number of offences	1,805	1,718	-4.8%	1,787.0	-3.9%
Percentage of assaults leading to injury	26.4%	26.0%	-0.4% point	32.3% (3 Year Mean)	-6.3% point (3 Year Mean)
Number of assault RIDDORS	12	6	-50.0%	11.7 (3 Year Mean)	-48.7% (3 Year mean)
Number of assault RIDDORS per 1k employment	0.6	0.3	-50.0%	n/a	n/a

Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue. *Figures marked with an asterisk relate to the 3 year mean rather than 5 year.

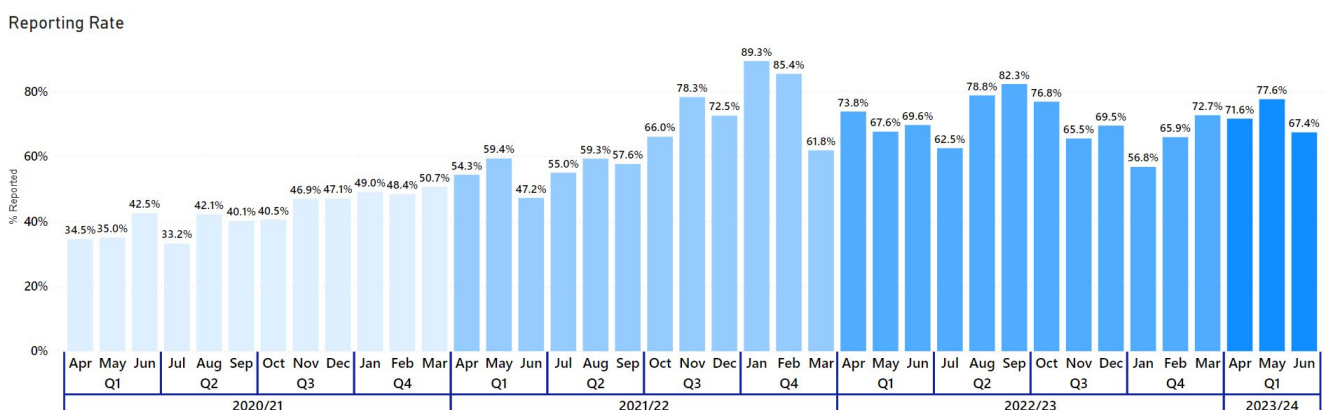
Note: Prior to 21 March 2021 Highland and Islands Division data only includes detected assaults.



Police Scotland through Your Safety Matters have made progress in decreasing the number of assaults against officers and staff. In 2023/24, Police Scotland recorded 1,718 assaults against officers/staff this is a decrease of 4.8% (87 fewer) compared to the previous year. This encouraging trend extends beyond the previous year, as the assaults against officers/staff have decreased by 3.9% (69 fewer) when compared to the five-year mean. Additionally, the injury rate has also seen a positive trajectory, dropping from 26.4% in 2022/23 to 26.0% in 2023/24.

However, Police Scotland have noted an increase in serious assaults against officers/staff, rising to 14. This is six serious assaults more than the same period in the previous year. The increase is most notable in the East of Scotland, which accounted for half (seven) of the serious assaults recorded, which is five more than the previous year. Police Scotland through the YSM group will continue to monitor and analysis serious assaults on officers/staff to increase our understanding and better protect our officers/staff.

Police Scotland have made great progress in reducing overall assaults and the rate of injuries inflicted upon officers/staff.



Police Scotland has maintained a high reporting rate in both Health and Safety and crimes of assault on officers/staff in 2023/24. The reporting rate in 2023/24 (72.7%) increased by 2.4 percentage points compared to the previous year, with no

division being below 50% for the first time. YSM is committed to maintaining a high reporting rate as this provides an enriched dataset for Police Scotland to analyse, which has enabled YSM to better understand assaults on officers/staff.

Your Leadership Matters

Your Leadership Matters Core Programme (YLM) is a virtual first programme designed to enhance leadership behaviours across Police Scotland, the Scottish Police Authority (SPA) and Forensics. Delivered through a blend of summits on Microsoft Teams virtual platform, combined with internal guest speakers and elements of digital learning, including a learning journal, it will equip our leaders with the support, capability and skills needed to lead in a modern and complex policing landscape. The three YLM leadership behaviours that have been defined as part of the programme align to our Competency and Values Framework are:

1. Lead and Learn Inclusively
2. Have the Courage to do the Right Thing
3. Collaborate for Growth

The programme commenced in 2021 when it was delivered to our 250 executive and senior leaders. From April 2023 the programme is being delivered to all 5,500 mid- and first-level leaders at a cost of £273 per person.

In April we provided an overview of this second phase to our 250 senior level leaders and 85% of attendees agreed that they would recommend the programme to colleagues.

Senior Leader attendance levels were as follows:

Event	Attendance %
Launch Event	79%
YLM Event	90%
Close Event	76%

Our phase 2 core programme for mid-level leaders will reach over 500 officers and staff by the time it concludes in early Autumn 2023. As at the end of June, the first of the three YLM leadership behaviours summit topics (Lead and Learn Inclusively) concluded, with an attendance rate of 88%. Most participants (94%) stated that they feel confident in role-modelling the YLM leadership behaviours in the workplace.

Mid-Level attendance levels to date are as follows:

Event	Attendance %
Overall Launch Event	81%
Summit 1 (Lead & Learn Inclusively)	88%
Summit 1 Consolidation Session	78%

Our evaluation of the initial mid-level leaders' summit has shown that YLM continues to be well received and we are keeping to the ethos of having an interactive programme, where we continuously improve. 93% of people from Summit 1 (Session 3 & 4) agreed that the Police Scotland speakers were engaging.

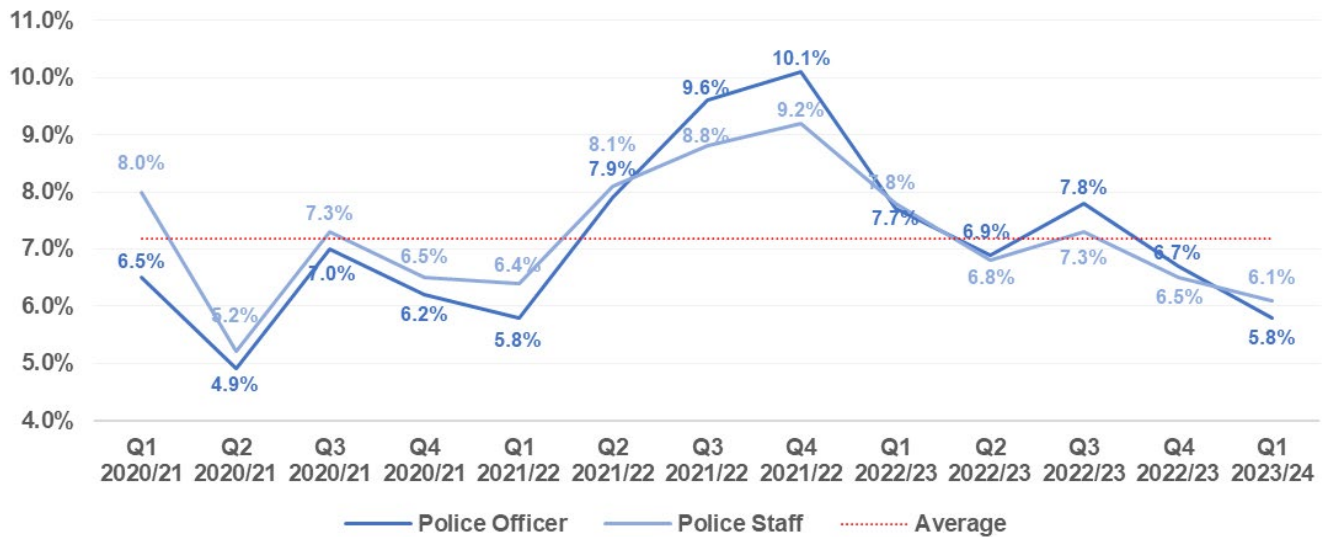
In response to feedback from the first two summit sessions we have Included additional breaks, increased the number of breakout groups and provided further time for debriefs and discussion to ensure continuous improvement.

Looking forward, over the summer and early autumn we will deliver and evaluate the other two summits - Have the Courage to Do the Right Thing and Collaborate for Growth - before commencing the roll-out of this programme to our first-level leaders.

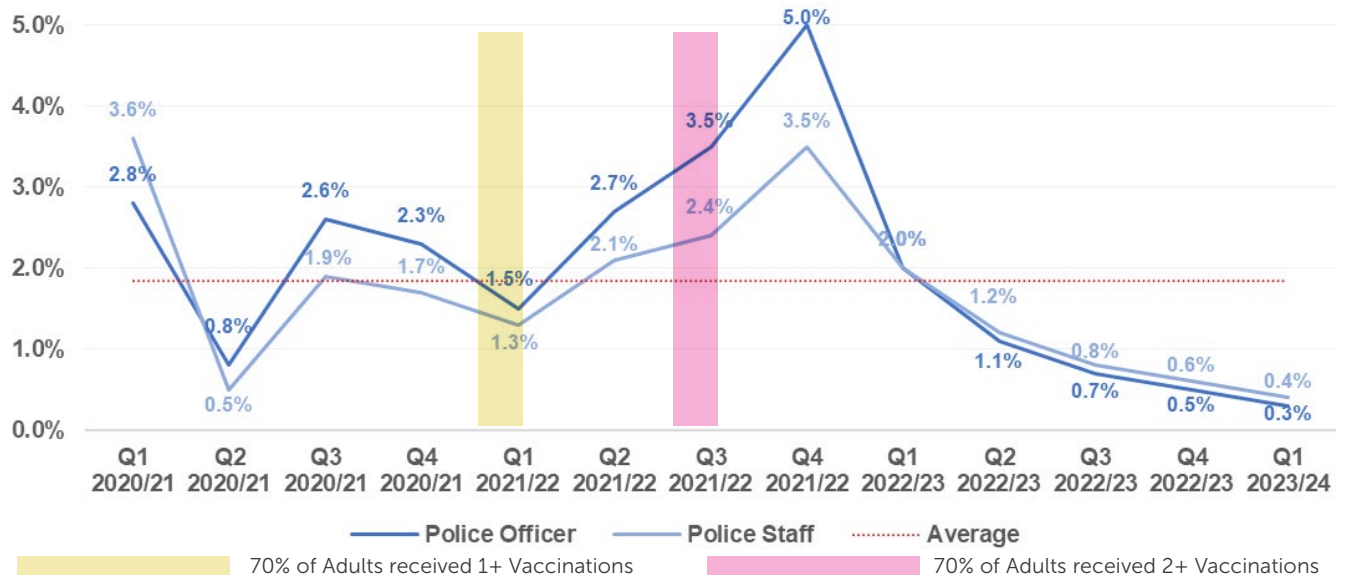
Health and Wellbeing

Police Scotland remains committed to supporting the wellbeing of our workforce as they work relentlessly in challenging environments to meet the policing needs of Scotland's communities. The two graphs below show the absence rate for both police officers and staff over the past three years and the proportional impact of COVID-related absence. We can see that as the prevalence of COVID has subsided absence rate continue to show a downward trend.

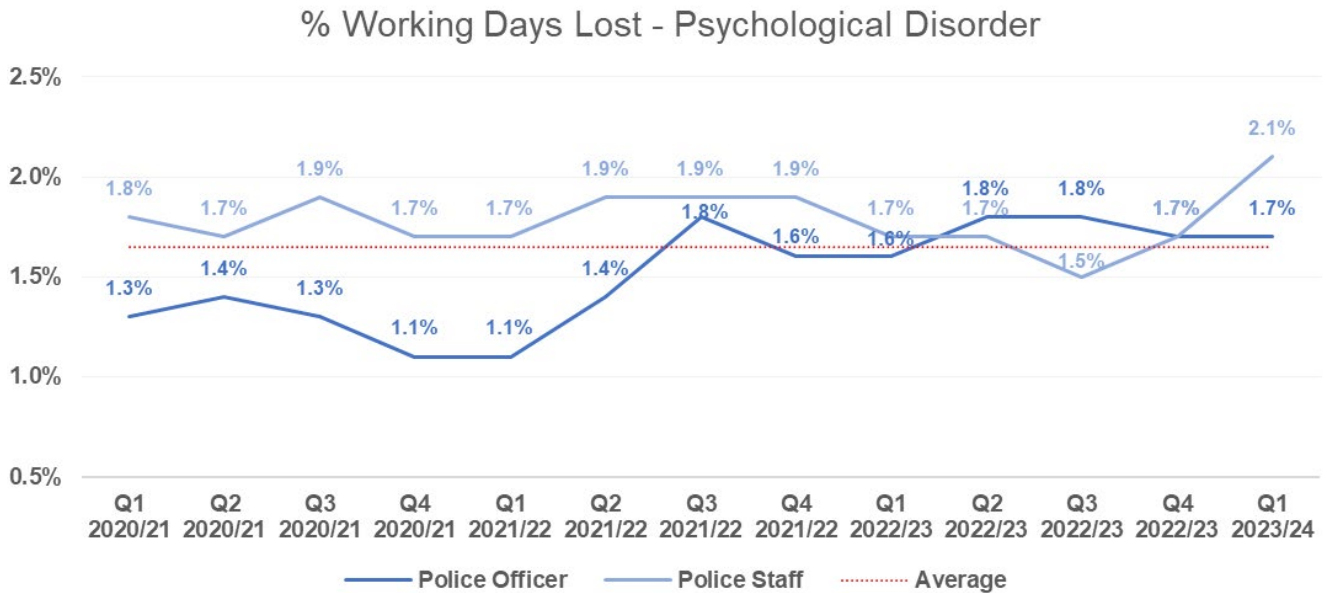
% Working Days Lost - Overall Sickness Absence



% Working Days Lost - COVID Respiratory



Psychological ill-health remains the most prevalent reasons for absence across the organisation. The graph below shows the proportion of total working days lost that was due to psychological ill-health over a three-year period.



Because of the prevalence of psychological ill-health, our Health & Wellbeing (HWB) programme continues to place focus on prevention and the psychological resilience and support of our people and has recently obtained internal approval to advance work in relation to three key preventative measures. An overview of the agreed approach and future prevention measures are provided as follows:

- Our 'Your Wellbeing Assessment' (YWA) will remain open to all, and whilst not mandatory, the assessment will be firmly embedded within the My Career process with consideration to other organisational business-as-usual processes also being made i.e. return to work, attendance management and capability.

- In 2022/23 over 1,100 Your Wellbeing Assessments were requested by officers and staff and it will now be promoted as a proactive tool that can support our people at 'significant moments' in time (i.e. return from absence, entering a promotion process), rather than an annual assessment tools, and should be promoted by the line manager as such.
- Wellbeing Conversations, prompted through the My Career process, will become mandatory with an indicator of completion embedded within SCoPE. The officer or staff member will have the option to share information with their line manager regarding their health and wellbeing and whether they have undertaken the YWA.

- The Resilience Assessment process, and in particular those roles currently earmarked as eligible, will be reviewed. Due to the evolving nature of policing, the development of new roles and the relentless demands on our people, it is recognised that a robust process and criteria is required. A total of 393 Resilience Assessments were booked in FY2022/23 and a review will not only validate the process but will also ensure that the process is as inclusive as possible. Work will include development of a Health and Wellbeing role-specific risk-assessment, a review of current roles and obtaining further insight into what type of support is required.

Over the last quarter we have supported our people through a number of activities including:

- Mental Health Awareness Week took place during May with the overall theme for this year being anxiety. Health and Wellbeing worked closely with Corporate Communications on a series of articles across the week which aimed to inform and empower our officers and staff to take action not only in relation to their own mental health but of those around them. Articles touched on a range of subjects relating to maintaining positive mental health and reminders on where individuals can get further information and support if they experience negative mental health. A key focus was the lived experience of a front-line officer, the impact of traumatic exposure and the benefits of taking proactive action.
- Our 'Train the Facilitator' programme delivered by Lifelines Scotland launched in Quarter 1. The programme will expand our capacity by 50 officers and staff to continue to deliver crucial Lifelines resilience, self-care and post trauma support training through a Police Scotland and peer-support lens. The 50 facilitators are at the final stage of the programme and will soon deliver sessions within their own areas.
- Following internal approval, the Health and Wellbeing Team are undertaking a refresh of the Wellbeing Champions Network which will include a new recruitment and note of interest process, an ongoing schedule of continuous professional development for Wellbeing Champions and embedding monitoring and evaluation methods and platform. The network aims to fully equip our champions with the skills and confidence to support our people in terms of their health and wellbeing when needed. Over the course of our review, over 100 individuals provided feedback and it was clear that a huge appetite exists across the organisation to continue with the Wellbeing Champions Network. Recruitment to the refreshed network will begin in Quarter 2 and will aim of increasing our current cohort of Wellbeing Champions from 130 to 239 (84% increase).

- The tendering process for the new Occupational Health and Employee Assistance Programme contracts is underway with a new contract due to commence in April 2024. The Occupational Health tender is now live with the EAP process to commence in early August 2023. The Health and Wellbeing Team are working closely with procurement and SPA colleagues on the processes with timelines in place to consider governance pathways.
- Our trauma risk management (TRiM) assessors continue to provide invaluable support to all our officers and staff across the organisation who experience trauma in the delivery of a high quality of service to the public. In order to better understand and address the impact trauma has on Police Scotland's officers and staff, a Policing and Trauma Conference hosted by the Scottish Police Authority took place during April 2023. Delegates included representation from a wide range of organisations both associated with Police Scotland and Scottish Police Authority and from across the sector.

- The three key considerations delegates and speakers were asked to consider were:
 1. What Police Scotland and the Scottish Police Authority can learn from other organisations?
 2. What is currently working well in Police Scotland and the Scottish Police Authority?
 3. What could Police Scotland and the Scottish Police Authority improve on?

Conference attendees listened to our officers' and staffs' lived experiences and discussed current practice and expert research with a view to ensuring any new approaches and initiatives going forward are evidence-led. An action summary has now been shared by SPA colleagues, with a further follow up meeting planned for later in Quarter 2 to consider next steps.

Strategic Outcome 5

Police Scotland is sustainable, adaptable and prepared for future challenges.

Objectives:

- Use innovative approaches to accelerate our capacity and capability for effective service delivery
- Commit to making a positive impact through outstanding environmental sustainability
- Support operational policing through the appropriate digital tools and delivery of best value

Finance

Maintaining a Balance Budget / Financial Sustainability

Revenue

The Quarter 1 forecast originally presented to SPA Resources Committee on 08 August 2023 highlighted net unfunded pressures of £18.9m, mainly due to overspends relating to pay; police staff costs, police officer overtime and police officer pensions.

Mitigating actions of £18.9m have now been agreed by Police Scotland Force Executive and results in a revised Quarter 1 net expenditure forecast of £1,333.6m which is in line with the funding receivable.

The Quarter 1 forecast assumes anticipated funding of £5.4m receivable from Scottish Government as part of the Autumn and Spring Budget Reviews.

It is critical that the mitigating plans included in the forecast are delivered in full to ensure a balanced position in line with funding. The year-to-date actual position versus budget is an overspend of £3.5m.

Capital

The capital forecast at Quarter 1 is £53.7m, £0.7m (fully funded) above the budget position of £53.0m.

The remaining slippage required at Quarter 1 is £28.7m. A finance review suggests further potential slippage of £14.6m leaving £14.1m still to be identified. The overall position will be reviewed at Quarter 2 with the view of prioritising spend as appropriate.

Out of the £53.7m Quarter 1 forecast, the spend profile indicates actual spend of £18.4m, committed orders of £20.9m and expected capitalisation of staff costs of £3.2m, leaving the non-committed spend of £11.2m.

Although there is a year-to-date underspend of £2.7m, the actual spend at Quarter 1 is significantly higher than that in previous years, indicating a shift in the pattern of capital spend.

Reform

The reform forecast at Quarter 1 of £22.0m is £3.0m under budget, compensated by a reduction in the revenue budget contribution of £3.0m.

The Quarter 1 reform forecast has resulted in the reduction of FY slippage of £5.7m, bringing the total slippage down to £5.7m from the budgeted amount of £11.4m.

Out of the £22.0m forecast, the spend profile indicates actual spend of £4.6m and committed spend of £11.8m, leaving the non-committed spend of £5.6m. The year-to-date reform spend at Quarter 1 is under budget by £0.1m.

Procurement

% of regulated spend undertaken compliantly in line with purchasing policy	2022/23 Q3 YTD	2023/24 Q4 YTD	% Change from Previous Quarter	5 Year Mean	% Change from 5 Year Mean
% Compliance	95.8%	97.2%	+1.4% point	87.6%	+9.6% point

Police Scotland report retrospectively on spend compliance as a result of the data requiring to be analysed after the end of each quarter. The figure provided is an analysis of Quarter 4 2022/23 compared to Quarter 3 2022/23 and the five year mean. The compliance rate in Quarter 4 2022/23 improved 1.4 percentage points from what

was recorded in the previous quarter. This is a great achievement considering Quarter 4 has a significant rise in value due to year end capital expenditure. This is also 9.6 percentage points higher than the five year mean compliance rate of 87.6%. Data for Quarter 1 2023/24 will be available in the 2023/24 Quarter 2 report.

Fleet

Fleet	2023/24 YTD
% of Ultra-Low Emission Vehicles (ULEV) in our fleet	29%
Average age of fleet	3.92 years
Average % of vehicle availability	98.54%
Total mileage of electric vehicles (green miles)	1,294,446 miles

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet as part of the Scottish Police Authority (SPA) approved Fleet Strategy. Work is ongoing with the Ultra-Low Emission Vehicle (ULEV) Board and the Fleet Implementation Group and

key stakeholders. These include internal stakeholders and external agencies such as Transport Scotland, Scottish Fire and Rescue Service, Scottish Ambulance Service and city councils where sharing of resources is possible.

Our fleet is the first blue light fleet in the UK to make that commitment of greening the entire fleet of approximately 3,500 vehicles. The approved Fleet Strategy is to move to fully ULEV by 2030 in line with Scottish Government recommendations.

ULEV vehicles currently make up 29% of Police Scotland’s overall fleet at the end of Quarter 1 2023/24 (up 2.0 percentage points from the previous quarter). 43% of the unmarked fleet is made up of ULEV vehicles.

Work is ongoing with the roll-out of a Police Scotland dedicated charging infrastructure across our estate with a number of large sites completed. This will continue across Scotland from the central belt up to the Highlands and Islands as we move into phase two and three.

Police Scotland has currently got ULEV vehicles in stock and on order and these are allocated as charging sites are completed. Training is complete for all fleet staff on ULEV vehicle maintenance and repair.

Fleet is continuing to work with Health and Safety, Scottish Police Federation, Driver Training and other key stakeholders to have right vehicle, right place, and right time.

The average age of the Police Scotland fleet in Quarter 1 2023/24 is 3.92 years. This is down 0.44 years from the figure reported last quarter and down 1.33 years from the five year average of 5.25 years. This will reduce further as new vehicles are introduced to the fleet and if the level of capital investment on the fleet is maintained in future years.

The average percentage of vehicle availability was 98.54% in Quarter 1 2023/24. The target is 95%. This is up 1.96 percentage points from the five year average of 96.58% availability.

The total mileage of electric vehicles (green miles) during Quarter 1 2023/24 was 1,294,446 miles. This compares to 1,138,821 miles in Quarter 4 2022/23 and represents an increase of 155,625 miles (up 13.7%) compared to the previous quarter.

Fleet is currently reviewing its Target Operating Model as we move to ULEV as there is a different skill required in ULEV vehicles. As the vehicle becomes the office and technology increases, and with less moving parts in a ULEV more mobile servicing will be the future.

This will ensure our vehicles are replaced in line with the Police Scotland Fleet Strategy to have a fit for purpose modern fleet.

Environmental - Total carbon emissions per m2 of estates

Consumption Data for Energy, Water and Fleet	2022/23 YTD	2023/24 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Gas (per kWh)	11,521,586	11,302,218	-1.9%	12,695,578	-10.9%
Electricity (per kWh)	8,410,147	7,703,594	-8.4%	8,560,442	-10.0%
Water (per m ³)	76,315	46,754	-38.7%	53,912	-13.2%

As at the end of June 2024, Police Scotland have reduced gas consumption by 219,368 kWh (a decrease of 1.9%) compared to the same period last year. When compared to the five year mean, gas consumption has reduced by over 1.39 million kWh (a decrease of 10.9%).

Police Scotland has an Electricity consumption of 7,703,594 kWh in the reporting year to date. This is down 8.4% compared to the same period last year (a decrease of 706,553 kWh) and down 10.0% against the five year mean (a decrease of 856,848 kWh).

Water consumption decreased by 38.7% (down 29,561 m³) when compared to the same period last year and has decreased by 13.2% (down 7,158 m³) against the five year mean.

At the time of compiling this interim report, Fleet fuel data was unavailable. Similarly waste data, business mileage and rental car detail was unavailable and hence there are no Total Emissions data calculations possible at this time.

Project Update

The Estates and Sustainability Teams are collaborating on a number of projects that will assist Police Scotland in further reduction of utilities consumption across the estate. In many cases we have been supported by Greening the Public Sector Development Scheme (GPSEDS) funding from the Scottish Government in order to achieve these projects. We have provided a list of the work undertaken to date and will continue to update on a quarterly basis going forward.

Lighting upgrade (GPSEDS funded)

Estates facilities management contractors are undertaking lighting upgrades at Ferguslie Park Police Station, Pollok Police Station and Pollok Dog Branch. This work was fully funded by GPSEDS to the cost of £100,000. In addition, we have also secured £540,000 for upgrade of lighting to our Clyde Gateway building. We have also requested funding for upgrade of another 16 sites across our portfolio.

Callander Windows (GPSEDS funded)

In line with Government requirements to improve building fabric, we were able to secure £40,000 of funding for the total cost of upgrade to all windows and door at Callander Police Station. This will help to improve wind and water tightness of the building, reducing drafts/dampness and improving retention of heat within the building.

Housing Upgrades (GPSEDS funded)

To date we have secured £3,000,000 of funding to improve our housing stock across the country. This is in line with our Housing Strategy that will bring the quality of our stock into line with other Registered Social Landlords in Scotland by making our rented homes warm and dry as well as energy and cost efficient.

Solar Panel Work (GPSEDS funded)

We received £50,000 funding to assess our estate for suitability of installing solar panels at 85 buildings across our portfolio. We have since selected the top 16 for installation and are moving ahead with this in this financial year and next. We have submitted a funding application for this installation work that also includes lighting upgrades previously mentioned.

BeMS Upgrade

We have identified 33 sites for connection to a centralised building energy control system that will help us to take immediate action to address energy management issues at sites such as reduction of room temperature and boiler operation. This will help us to reduce our consumption of gas and electricity at these sites in order to make significant cost and carbon savings.

In addition, we are taking forward a variety of behaviour change, wellbeing and biodiversity projects that will support our people and partnership objectives of the Environmental Strategy. We will provide this information in subsequent reports.

