SCOTTISH POLICE
AUTHORITY

Meeting	**Authority Meeting**
Date	**19 August 2020**
Location	**Video Conference**
Title of Paper	**Public Confidence**
Presented By	**DCC Will Kerr, Local Policing**
Recommendation to Members	**For Discussion**
Appendix Attached	**Yes** **Appendix A – PCGB Action Log** **Appendix B – Stop and Search Table**

PURPOSE

The purpose of this paper is to update SPA Board members on the inaugural meeting of the Police Scotland Public Confidence Governance Board and to provide an overview of operational activity conducted over the last 16 week period, as the COVID-19 pandemic has developed.

Members are invited to discuss the content of this paper.

1. BACKGROUND

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

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

2. FURTHER DETAIL ON THE REPORT TOPIC

2.1 Governance

2.1.2 The Public Confidence Governance Board conducted its first meeting on 21st July, 2020 with representation from all business areas who have contributed to this report. The ToR were agreed and a number of priority actions were allocated. The action log is attached at Appendix A.

2.2 Measuring Public Confidence

2.2.1 A high level of public confidence in Scottish policing has been sustained during the last 16 weeks of the COVID-19 pandemic: this ranges from a low of 48% in Week 11 to a high of 68% in week 12. Overall, 62% of respondents said they have confidence in Scottish policing, with 61% saying they have confidence in Week 16. The most recent Scottish Crime and Justice Survey 2018/19 (SCJS) reported that 42% of Scottish adults agree that 'people in their area have a lot of confidence in the police'.

2.2.2 In our on-going Your Police 2020/21 survey, a strong majority of respondents (76%) say the police are friendly and approachable; 53% agree Police Scotland listens to the concerns of local people (50% in the SCJS); and 48% agree police are dealing with the issues that affect their local area.

2.2.3 Feeling of safety has also remained high since the Coronavirus lockdown with 88% of respondents stating they feel very or fairly safe in their local area. These findings continue to show statistically significant increases in respondents who feel 'very safe' and a sustained decrease in those who 'do not feel safe'

compared to last year's Your Police 2019/20 survey. While most (47%) said that their concern about crime in their area since the lockdown has remained the same, around a fifth (17%) said their concern had decreased and a quarter (26%) said their concern had increased. Our sub-group analysis has found that concern about crime during the Coronavirus pandemic has increased for disabled people and those living in Scotland's most deprived areas, at a higher rate than other groups.

2.2.4 Almost half (47%) of all respondents said they fully support the approach taken by Police Scotland compared to 42% for the UK as a whole. 37% said they support the police taking tougher action (35% in the SPA omnibus study), while 10% said they support the approach, but feel the police are going too far in some cases. This is in contrast with 11% and 32% for the rest of the UK, respectively. There continues to be significant support for engage, explain, encourage, and enforce. Agreement is higher for encourage and enforce, supporting the conclusion that the public continue to want the police to take action where necessary.

2.2.5 Weekly analysis of open-text responses show a correlation between police presence and tougher police action with current UK events. For example, almost a third of respondents wanted increased local presence in Week 12. This coincides with the warmest day of the year so far and rising concerns as lockdown eases. Broadly, thematic analysis of open-text responses has identified consistent themes across all 16 weeks of fieldwork.

2.2.6 Our User Experience Survey conducted in July, 2020 shows sustained high levels of satisfaction with contacting Police Scotland during the Coronavirus period. Satisfaction is greatest with the initial contact (87%) and understanding the caller's needs (88%). Overall satisfaction with contacting Police Scotland is 70%. Satisfaction levels have been impacted by public expectations around Coronavirus reported incidents and our ability to respond. Those who contacted the police about a Covid-19 incident reported lower levels of satisfaction with the service: linked to providing the appropriate response, officer attendance, and being kept informed. Open text analysis shows a wish to see the police take tougher action to enforce social distancing.

2.2.7 These findings will be considered alongside the research evidence gathered by the SPA and IAG. A full evaluation of all data sources, including public, colleague, and operational insights will be reported to the SPA Board in September, 2020.

2.2.8   Police Scotland has considered and responded to the feedback from the public and communities throughout the COVID-19 pandemic in a positive and pro-active manner. To maintain and enhance public confidence and trust in policing, it is important to communicate 'You Said We Did' feedback directly to the public and stakeholders who participated in the survey. A public update was published on 1st July, 2020 outlining how Police Scotland has been responding to the survey insights and how these have been used to shape the policing approach during this period.

2.2.9   Local insights are being prepared and local police divisions are being encouraged to communicate the 'You Said We Did' feedback to their local communities. The Public Confidence Board are also exploring options to engage and involve more vulnerable and diverse communities, particularly: children and young people; BAME communities; and those from Scotland's most deprived areas.

2.2.10   The survey continues to generate a significant response from the public and stakeholder organisations across Scotland, supported by proactive communications by the local police divisions, corporate communications, safer communities, and strategy, insight and innovation. This report includes the analysis for 25,238 responses received between 9 April, 2020 and 30 July, 2020.

2.3   Priority Activities

2.3.1   The reporting period now extends between 27.04.2020 and 04.08.2020. The following provides an overview of activity by business area, along with detailing the priority activities determined by the Public Confidence Governance Board for progression in the coming month.

2.4   C3

2.4.1   As the COVID19 pandemic has developed through-out the reporting period, three substantive themes have developed in terms of the quantity and type of contact from the public.

2.4.2   There has been a reduction in 999 calls received, with an average 6% reduction in calls over the full reporting period, in comparison to the same reporting period in 2019. However, despite weekly fluctuations the general trend is reflective of significant reductions in 999 demand in the early period of the pandemic, with demand

steadily recovering to pre-COVID19 levels. The highest decrease in demand in comparison to July, 2019 was a reduction of 29% coming in Week 3, with this week seeing a 5.3% increase in demand in comparison to July, 2019.

2.4.3   There has been an increase in 101 calls received, with an average increase of 5% in comparison to the same reporting period in 2019. However, this has been less predictable in terms of demand, with weekly figures varying throughout.

2.4.4   Levels of public nuisance calls continue to see a significant increase, with an average increase of 137%, in comparison to the same reporting period in 2019. Of note, the height of the increase in Public Nuisance calls in comparison to 2019 was seen in Week 1 at 287%, with week 16 figure being an increase of only 7%.

2.4.5   The demand on both the 101 and 999 systems continues to see significant spikes in demand, often associated with changes in lockdown restrictions.

2.4.6   C3 Division has sustained high levels of performance through-out the reporting period, despite the impact of staff absence. The average speed of answer for 999 over the reporting period is 8 seconds. The 101 average speed of answer has increased to 2 minutes 23 seconds, from 2 minute 20 seconds at the time of the last SLB report. This continues to be influenced by the increased length of call time linked to CAM roll-out.

2.5   CAM

2.5.1   Since the re-introduction of LPAs to the East, West and North regions on 14th July, 2020 a total of 7714 incidents have been dealt with by scheduled appointment. Of those, 2314 have been LPAs attended by local officers, with 5400 being phone appointments for Direct Crime Recording (DCR), or advice and guidance which have been dealt with by police officers and staff within the Resolution Teams.

2.5.2   As well as phone appointments, members of the public can elect to have a video call with the Resolution Team using Microsoft Teams, which is currently being piloted as part of Police Scotland's strategic objective to improve public contact, engagement and service.

2.5.3   Around 4231 of these incidents (54.85%) have resulted in a crime being recorded and the remainder have been advice provided by police officers. The top 5 incident types for scheduled appointments have been Theft, Assist Member of the Public, Damage, Neighbour Dispute and Fraud.

2.5.4   All diary appointments are subjected to enhanced checks by trained officers within the Resolution Teams and where circumstances dictate a more dynamic approach is required, these incidents are sent through to the ACR for priority attendance by local officers.

2.5.6   This has allowed us to provide a service to the public at a time that meets their needs, whilst allowing officers to prioritise attendance at those incidents where the public need us most. It also supports the Operation Talla strategy of reduced attendance and appropriate contact.

2.6   ICT

2.6.1   Following on from the workshop held regarding Digital Contact and Programme of works in the C3 business area, ACC Hawkins, Ch. Supt. Davison and Ch. Supt. Newbigging held further discussions on 24th July, 2020.

2.6.2   Those discussions advanced the standing up of a Contact and Engagement Programme to focus efforts in this area across the range of existing projects. This is designed to promote joined up thinking across the various dependencies which will lead to greater engagement and design focus, allowing the wider implications to be considered alongside the impact and needs of upcoming events.

2.7   Local Policing

2.7.1   The Local Policing COVID-19 Coordination Unit (LPCCU) continues to support all of the territorial Divisions. During the reporting period Police Scotland have continued to engage with Scottish Government to plan and prepare for the easing of lockdown measures - with most focus recently being on indoor hospitality which re-opened on Wednesday 15th July, 2020.

2.7.2   All Local Policing Divisions have carried out significant amounts of multi-agency planning and local plans are in place reflecting the current 'style and tone' of policing with an emphasis on engaging, explaining and encouraging compliance with the regulations. These plans include proactive joint visits to licensed premises involving Local Authority Trading Standards and

Environmental Health Officers. The indication so far is that the majority of premises are adhering to the Scottish Government guidance and the conditions of their respective licences.

2.7.3   Where calls are received by the police it is primarily issues concerning physical distancing and calls are being directed towards the relevant local authority. If Police attendance is a requirement officers continue to use the '4E's' approach successfully with the overwhelming majority of people complying upon police engagement.

2.7.4   The LPCCU continue to monitor the impact of the mandatory wearing of face coverings (on public transport and in retail premises) particularly with the reopening of additional commercial premises i.e. Shopping Centres. Divisions report minimal impact, largely because the majority of calls have not required police attendance and suitable advice has been provided at the point of contact. Divisions highlight that local authority Trading Standards and Environmental Health Departments are engaging retail and licensed premises to support the implementation of physical distancing guidance.

2.7.5   The review of the current Local Policing & C3 Operating Model is now complete, leading to the implementation of a policy of 'Reduced Attendance and Appropriate Contact' and a shift away from a principle of 'non-attendance'. Subsequently Local Policing Appointments have been introduced back into Local Policing Divisions.

2.8   Safer Communities

2.8.1   The Equality and Diversity (E&D) Unit continue to maintain the Community Impact Assessments in relation to COVID-19 and Operation NORDEN and will monitor any concerns/tensions, taking mitigating action as appropriate.

2.8.2   The E&D Unit have worked with partners to produce officer guidance on the delivery of services to disabled people during COVID-19. The guidance has been circulated to staff via the internet and divisional diversity leads.

2.8.3   On 30 July, 2020 the E&D Unit took part in a Disability Equality Scotland (DES) webinar to discuss the topic of face coverings. The Webinar took the form of a facilitated discussion and Q&A session. Approximately 40 participants joined the webinar including individuals and representatives from other disability organisations. An evaluation of the event will take place however

initial feedback from DES suggests it was very well received and the information was helpful for supporting disabled communities.

2.8.4 Guidance has been developed in partnership with 'I Am Me Scotland' and shared with staff at 'Keep Safe' premises across Scotland, which will bolster support available to the disabled community, particularly concerning 'hidden'. Police Scotland has been requested by the BBC to participate in a Panorama programme covering the difficulties encountered by the disabled community during the pandemic.

2.8.5 Operation AIDANT is coordinated by the NCA with annual periods of enforcement activity in partnership with police forces to tackle Modern Slavery and Human Trafficking. This saw a period of intensification of activity around labour exploitation in July, 2020.

2.8.6 This coincided with Police Scotland's Operation PERCEPTIVE which was the response to the effect the COVID-19 pandemic was having on the visibility and detection of Potential Victims of Trafficking in agriculture, forestry and fisheries sectors. Local Policing Divisions carried out a total of 43 targeted visits to premises with over 5000 staff and identified 23 Recruitment Agencies / Gangmasters used to source labour.

2.8.7 This work provided a picture of labour recruitment during the COVID-19 restriction period and identified a trend in the potential movement of labour from traditional exploitation sectors, such as nail bars to shellfish picking and seabass fishing. An awareness raising exercise has also been carried out with partners and their network of contacts.

2.8.8 Safer Communities are prioritising work to address the action raised at the Public Confidence Governance Board relating to extending the reach of the Police Scotland Survey among specific groups, specifically BAME, Children and Young People and those living in the most deprived areas of the country.

2.8.9 Although at an early stage, Safer Communities has considered the Survey outputs and are engaging with our colleagues in the Strategy, Insight and Innovation Team to look at a variety of options, which include –

- Adapting the language and style of the survey, to make it more accessible for people who do not have English as a first language and for younger people.

- Use of other social media channels that may extend our reach.

- Engaging with partners to draw data from recent surveys which they have carried out, that will include insights into the feelings of community safety and crime within specific areas.

- Gathering details of where we have School Liaison Officers to establish their potential reach across our communities. These officers have access not only to the Young People within their schools but, indirectly, to their extended families.

- We have asked a wide array of partners to provide feedback on the draft Engagement Framework which looks to promote our community reach.

2.8.8 It is important to note that it is recognised that some of the specific groups we find harder to engage with respond best to more face to face engagement, which during this pandemic, is difficult to achieve. However, we hope that by engaging other resources effectively we will overcome this hurdle.

2.9 Stop and Search

2.9.1 Stop and Search activity has clearly been influenced by the COVID19 pandemic, due to the operational strategies adopted to protect the public, staff and partners from the spread of the virus. The following information is provided, in order to better describe that impact, with statistics drawn from a reporting period of 23rd March, 2020 to 26th July, 2020. The comparative data is taken from the same time period in 2019.

2.9.2 A fuller breakdown of the Stop and Search statistics during this reporting period are presented in a table at Appendix B.

2.9.3 During the reporting period there was a national increase in the overall positive rate of searches from 36.4% to 37.5%. Regionally, those increases are North Region 34.9% increased to 35.3%, East Region 39.4% increased to 40.4% and West Region 36.1% increased to 37.7%.

2.9.4 Overall searches carried out decreased from 16,477 to 15,576 (5.5% fewer searches) by volume. Therefore, whilst there was a decrease in volume, there was an increase in the positive detection rate.

2.9.5   To report on the largest search types, this report specifically highlights search activity for Drugs, Weapons, Firearms and Warrants. In respect of Drugs searches there has been an increase of 3.9% in respect of the number of searches carried out (+493), with the positive rate increasing from 37.8% to 38.2% in comparison to 2019. In respect of Weapons, there has been a decrease of 25.1% searches carried out (- 237), but an increase in positive searches from 24.6% to 29.6% in comparison to 2019. In respect of Firearms, there have been 24 fewer searches carried out, but the positive rate increased from 26.5% to 32.0%.

2.9.6   Compared to last year there has been 51.8% fewer search warrants executed which was in line with COVID restrictions. The positive rate for warrants increased by 0.8% points to 43.2%.

2.9.7   In summary, although the ability to complete Stop and Search has been curtailed due to the COVID19 pandemic, the statistics would suggest that those which have been completed have been better targeted, providing improved results and removing significant quantities of drugs, weapons and firearms from local communities.

2.10   SCD

2.10.1 Adult Support and Protection continue to maintain regular links with Local Policing Divisions. Weekly strategic liaison is ongoing with the Care Inspectorate and Public Health Scotland regarding Care Home Deaths and Parliamentary reports. The Care Home Deaths enquiry is coordinated via SCD Homicide Governance Review, Operation Talla and COPFS Task Force.

2.10.2 Exposure to online risks continues and the Operation Talla NOCAP strategy has reverted to business as usual allocation. Support continues to be given to Child Sexual Abuse and Exploitation (CSAE) investigations in Local Policing Divisions, as well as the NCAIU taking ownership of sensitive child protection investigations. "Visibility of the Vulnerable" messaging reminding the public that not everyone is 'Safe at Home' and to report concerns continues.

2.10.3 Police Scotland Online CSE campaign will be refreshed in coming weeks, with work is ongoing to implement a period of intensification to tackle Online Child Sexual Abuse and

Exploitation (OCSAE) and a communications plan will be developed accordingly.

2.10.4　The "Reach In" Campaign in partnership with Safe Lives is ongoing, encouraging reporting of Domestic Abuse by members of the community, with a focus on the difficulties that may be encountered by victims who have experienced abuse during lockdown.

2.10.5　Domestic Abuse reporting has increased during COVID-19 which reflects public confidence to report.

2.10.6　On 30th July, coinciding with the United Nations 'World Day Against Trafficking' our National Human Trafficking Unit issued a series of internal and external communications aimed at police officers, the public and partners, reinforcing our commitment to tackling the issues associated with Human Trafficking and our support to victims.

2.10.7　SCD Major Crime report there have now been 20 homicides during the reporting period, all of which have been detected.

2.11　PSD

2.11.1　PSD continue to focus on effective early engagement with complainers and to date this has resulted in 57.5% of all complaints being successfully resolved without the need for further investigation (52.5% achieved in relation to all complaints recorded in the previous 7 days).

2.11.2　The volume of COVID-19 related complaints has continued to decline, illustrated by month-on-month decreases. The 72 complaints received in June represented a 59.1% decrease from May, with the 176 complaints in May representing an 8.3% decrease from April.

2.11.3　Since 23 March, 2020 PSD has recorded 2,846 related files, resulting in 2,283 Complaints Against the Police being recorded. Overall, Complaints Against the Police continue to increase each month.

2.12　Corporate Communications

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

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

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

2.12.4   Corporate Communications are working closely with all business areas in respect of priority actions from the Public Confidence Governance Board.

2.13   Conclusion

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

2.13.2   A varied, innovative and effective approach to OP Talla continues to be delivered, with the Public Confidence Governance Board now operating to maintain momentum into the longer term, ensuring that public confidence in policing is strengthened as we move towards a return to business as usual.

3.   FINANCIAL IMPLICATIONS

3.1   There are no financial implications associated with this paper.

4.   PERSONNEL IMPLICATIONS

4.1   There are no personnel implications associated with this paper.

5.   LEGAL IMPLICATIONS

5.1   There are no legal implications associated with this report.

6.   REPUTATIONAL IMPLICATIONS

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

confidence, during the policing response to the COVID-19 pandemic.

7. SOCIAL IMPLICATIONS

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

8. COMMUNITY IMPACT

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

9. EQUALITIES IMPLICATIONS

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

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications associated with this report.

RECOMMENDATIONS

Members are invited to discuss the content of this paper.

Item 10 - Public Confidence Appendix A

REF	DATE OF MEETING	ACTION	UPDATE	OWNER	TO BE COMPLETED BY	STATUS
2_2020	21.07.2020	Explore options for reaching vulnerable and diverse communities who are currently under represented within survey outputs: including vulnerable children and young people, BAME, and those from deprived areas		Supt Ian Thomson, Davina Fereday		Ongoing
3_2020	21.07.2020	Promote activity within Local Policing Regional areas to enhance 'You said, we did' messaging demonstrating that public feedback is important and being responded to. Approach to include highlighting the value of national and specialist divisions operating in local communities		LP Regional Supts Linda McLean, Comms		Ongoing
4_2020	21.07.2021	Share public insights with local partners and scrutiny boards		LP Regional Supts		Ongoing
5_2020	21.07.2020	Continue to engage and involve organisations in Your Police survey and communicate you said we did messaging		Safer Communities		Ongoing
6_2020	21.07.2020	Analyse prevailing themes coming from Complaints about the Police with public survey insights, in order to drive internal messaging to frontline staff, providing a national reponse to common themes designed to improve public		Supt Norrie Conway Internal Comms Davina Fereday, SII		Ongoing
7_2020	21.07.2020	Develop options to capture public experience of policing associated with the policing of protest and large scale events		CS Sharon Milton Davina Fereday, SII		Ongoing
8_2020	21.07.2020	Seek to compare Police Scotland's tone and style of policing, particularly in relation to COVID19, to other forces across the UK, in order to assess its impact upon public confidence		Davina Fereday, SII	27.08.2020	
9_2021	21.07.2020	Davina Fereday to liaise with IAG for a presentation of their findings for next Board meeting		Davina Fereday, SII		Ongoing
10_2022	21.07.2021	SII to provide local data reports from Your Police and User Experience Survey to support local response		Davina Fereday, SII		Ongoing
11_2023	21.07.2022	SII to provide C3 a deep dive analysis into dip in satisfaction during COVID-19		Davina Fereday, SII		Ongoing

REF	DATE OF MEETING	ACTION	UPDATE	OWNER	TO BE COMPLETED BY	STATUS
1_2020	21.07.2020	Monthly Insights Pack, SLB Report, Implementation Plan, Public Engagement strategy and SIPR academic papers to be circulated to Board members	**27.07.20 -** Documents circulated	Secretariat	August, 2020	CLOSED
1_2020	21.07.2020	Monthly Insights Pack, SLB Report, Implementation Plan, Public Engagement strategy and SIPR academic papers to be circulated to Board members	**27.07.20 -** Documents circulated	Secretariat	August, 2020	CLOSED

Item 10 Public Confidence Appendix B

	23/03/2019-26/07/2019			23/03/2020-26/07/2020		
	No. of searches	Positive searches	positive rate	No. of searches	Positive searches	positive rate
Aviation	3	0	0.0%	1	0	0.0%
Care & Welfare	770	73	9.5%	433	80	18.5%
Crossbows	1	0	0.0%	0	0	-
Drugs	12,651	4,783	37.8%	13,144	5,019	38.2%
Firearms	49	13	26.5%	25	8	32.0%
Fireworks	1	1	100.0%	0	0	-
Other	9	2	22.2%	9	2	22.2%
Proceeds Of Crime	0	0	-	1	0	0.0%
Protection Of Life	43	13	30.2%	43	12	27.9%
Public Order	5	0	0.0%	20	0	0.0%
Sport Event	1	0	0.0%	0	0	-
Stolen Property	950	430	45.3%	686	297	43.3%
Terrorism	1	0	0.0%	0	0	-
Warrant	1,048	444	42.4%	505	218	43.2%
Weapons	943	232	24.6%	706	209	29.6%
Wildlife	2	0	0.0%	3	3	100.0%
Grand Total	**16,477**	**5991**	**36.4%**	**15,576**	**5,848**	**37.5%**