Outcome 3
The public, communities and partners are engaged, involved and have confidence in policing

COVID-19 pandemic insights and engagement

Monthly Insights Report

June 2020
Strategy and Innovation

This insights report includes research evidence, emerging issues and learning relevant to policing the Coronavirus (Covid-19) pandemic, using the following sources:

Public and Communities
(public perceptions and experience of contacting police)

External research
(impacts on communities and academic research requests)

Other organisations
(benchmarking and examples of innovation)

The pack is produced monthly with new information and insights for understanding and improving public confidence and trust in the police - aimed to support how we respond to the public and communities at a local and national level.

Note on benchmarking:
We measured public confidence in Police Scotland's Your Police Survey (2019), the User Experience Survey (2020), and data from the Scottish Crime and Justice Survey (2018), before the COVID-19 pandemic.

Your Police Survey 2020/21, has been refreshed to include questions from the YouGov survey undertaken by Crest Advisory at the start of April 2020, to compare what people think about the approach to policing the lockdown. These data are further benchmarked against two waves of public opinion surveys conducted for the Scottish Police Authority (2020).

CONTENTS

INSIGHTS SUMMARY

Public confidence

Overall, there is a high level of public confidence in Scottish policing.

Confidence in policing has increased significantly – by 20% - compared to pre-Covid-19. Currently, around two-thirds of people have confidence in their local police. Public confidence is high across all 13 local police divisions.

A strong majority of responses from all divisions said that the police are friendly and approachable.

We know that contact and engagement with the police is strongly linked to public confidence and trust in policing. Research shows that the likelihood of people to contact, approach and cooperate with the police is impacted by their experience and perception of policing.

Police Scotland's User Experience Survey in May 2020 shows that 87% were satisfied with staff during their initial contact and 89% felt that we understood what they needed. For Covid-19 related incidents, fewer people felt the appropriate response was provided.

This aligns to findings from Your Police 20/21 survey where 36% wished to see Police take tougher action to ensure

public compliance and 50% expressed concern in open text responses that lockdown rules are not followed.

70% of survey respondents who contacted Police Scotland in May were satisfied with their experience overall.

This shows strong levels of both public confidence and satisfaction in our services during the health crisis.

On what matters most to the public (from open-ended responses), constant themes include: visibility (local presence), police support in enforcing lockdown restrictions, communicating and engaging with the public, and understanding the needs of diverse communities during the crisis.

Sub-group analysis of Your Police survey (2020) shows lower levels of confidence among:

• Those who identify as disabled; and
• Respondents from Scotland's most deprived areas.

Confidence in local police is highest among people aged over 50yrs.

POLICE SCOTLAND
POILEAS ALBA

Public acceptability

Support for the approach to policing the pandemic in Scotland has remained strong.

Nearly half of survey respondents (47%) support the approach taken by the police during Coronavirus while over a third (36%) support the police to take tougher action to ensure compliance. These figures are significantly higher than the UK-wide data. Respondents in Scotland are also significantly less likely to say the police are going too far (11%).

Overall support for tougher measures aligns with other public survey data - the recent SPA survey and Police Scotland User Experience survey (May 2020).

There continues to be significant support for engage, explain, encourage, enforce. Agreement is higher for encourage and enforce, supporting the conclusion that **the public continue to want the police to take action where necessary.**

Sub-group analysis shows that respondents most likely to fully support the police approach are:
• Female
• Older than 30yrs
• From Scotland's least deprived areas

Respondents from most deprived areas were more likely to say the police should take tougher action and that their fear of crime has increased.

Respondents aged 16-29yrs are more likely than all other age groups to say the police should take tougher action. This age group also gave lower ratings of feeling safe.

Feeling of safety and concern about crime
Feeling of safety has remained high since the lockdown with 89% of respondents stating they feel safe in their area. There is a statistically significant increase in respondents who feel 'very safe' and a decrease in those who 'do not feel safe' on the survey data pre-Covid.

While most (48%) say their concern about crime in their area since the lockdown has remained the same, it has decreased for 16% and increased for 26%. Concern about crime is higher in the East and West regions compared to the North; the most deprived areas of Scotland; and among disabled people.

Concerns include: social distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and dealing.

RECOMMENDATIONS

Communications, contact and engagement

Being proactive and targeted in communicating the engagement and survey
- Proactively reach out to Black and Minority Ethnic groups. From research and current events, we know that Black people and in particular young Black people are likely to have less confidence and trust in the police. It is now crucial to listen and learn.
- Focus on more engagement and survey promotion in Fife and Argyll & West Dunbartonshire areas which currently have the lowest levels of engagement in Your Police survey.

Public and community feedback
- Local communications to include updates and information on what the police is doing locally to respond to needs of communities.
- Provide public update on survey results and how they are being used to shape approaches to policing.

Relevant and accessible communication
- Enhance accessibility of information and advice on policing approaches to Coronavirus, including use of British Sign Language (BSL) translations.
- Avoid using the phrasing 'new normal' in any communications so that we better reflect society and are sensitive to people who are experiencing grief, unemployment and relying on food banks.
- Identify data trends in key words in Police Scotland website searches that can be used to design content based on language used by the public.

Public contact and engagement
- Continue to inform and reassure public on ways to contact Police during the pandemic.
- Public information on how to report lockdown breaches.
- Consider ways of improving confidence in local police and feelings of safety among people living in most deprived areas, younger age groups, people with disabilities, and Black and Minority Ethnic groups.

Address concerns
- Consider response to local concerns raised during the lockdown: social distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, domestic violence, drug taking and dealing.

METHODOLOGY

Survey methodology

1. Your Police Survey

The survey launched on 9 April 2020 on Police Scotland's Citizen Space platform to engage and involve the public and communities. It was the first (and now the largest) of its kind in the UK to involve the public in a conversation.

This is a **continuous annual survey**, designed to measure and improve understanding of public confidence in policing, feeling of safety and concerns. Specific questions are included on policing the Coronavirus pandemic that align with the YouGov survey.

The survey findings are used to support our **communications and operational response** to communities across Scotland. The insights and data are considered weekly by the Operational Review Management (ORM) group and monthly by the Senior Leadership Board.

The survey is **open and inclusive** and is communicated widely via corporate social media, local divisions (including videos, press articles, newsletters) and targeted communications to partners and organisations representing diverse communities. The survey is available in **accessible formats** including British Sign Language (BSL), Easy Read, and telephone.

Statistically robust with a margin of error for the results shown are between ±0.14% and ±0.69% (at 95% confidence level). The sample is representative of Scotland's population – in age,

gender, region and disability. The responses of the weighted sample do not show any change to the unweighted sample.

2. User Experience Survey

The User Experience Survey is undertaken monthly. Previously conducted by telephone interviews, this survey is now administered via SMS to continue engaging people who have contacted Police Scotland during Covid-19 pandemic. Respondents were contacted in May 2020 about their experience of police services in the previous month.

Sample size is around 1,200 per month, with 1578 individuals surveyed in May. A random sample is drawn from individuals who had contacted the police to report a minor crime, as witnesses of a minor crime, or who contacted for information. A quota system is in place to ensure sample is even across all police divisions. The quota is calculated based on average numbers of police contact in each division as well as local population in the area.

The survey results are used each month to inform service delivery across all divisions and C3. Data is used monthly in local scrutiny meetings.

METHODOLOGY

Ongoing research questions

Theme	Question	Data sources used
Does the experience of policing differ based on demographic characteristics?	How do protected characteristics (gender, sexual orientation, disability & long term health condition, ethnicity) effect the experience of policing?	Your Police Survey User Experience Survey External research
	Are different demographic characteristics correlated with wanting different approaches to police engagement during the Coronavirus (COVID-19) pandemic?	Your Police Survey External research
Does the experience of policing differ based on whether reported incident was about COVID-19?	Are service users less satisfied with Police Scotland if they reported an incident relating to Coronavirus (COVID-19)?	User Experience Survey External research
	Are there common characteristics between individuals who want stricter lockdown measures?	Your Police survey External research
Does the experience of policing differ based on geographic characteristics?	How do different areas (Urban and Rural; the North, East, and West of Scotland; areas of deprivation) experience policing?	Your Police survey User Experience Survey External research
	How does support for police Scotland vary between areas? Are there any areas that want lockdown measures to be stricter?	Your Police Survey External research

The following slides describe the quantitative and qualitative findings from Police Scotland's Your Police and User Experience surveys. Please note that:

- Your Police weekly analysis show trends for Week 7 of the survey – as Week 7 is ongoing at time of writing this report and the data is partial, the figures used in the report should be read as an indication of trends and are subject to change.

- Qualitative insights and quotes from the public and organisations are included for a deeper understanding into what police could do better. These are manually analysed by the Research team whilst IT software is explored to provide assistance in analysis. Please note there could be slight variation of data due to interpretation of insights.

Comparative data from similar surveys are included to benchmark at UK level and with other police forces, where these data are available.

Other research is summarised with additional insights to support our understanding of how communities are affected by the Coronavirus pandemic.

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Your Police 20/21 was launched on 9 April 2020 and included questions specific to COVID-19 to enable Police Scotland to understand the needs of communities, confidence in police, agreement with the policing approach (and powers for officers to engage, explain, encourage and enforce), and views on how we are managing this.

Survey sample (9 April – 25 May) – 20,177 total responses

Margins of error for the results shown are between ±0.14% and ±0.69% (at 95% confidence level).

Demographic breakdown (unweighted)*

Respondents	Individuals (95%); Organisations (5%)
Response type	Online (99%, 20,001); BSL (1%, 175); Easy Read (<1%, 1)
Gender	Female (68%); Male (30%); Non-binary (<1%); Prefer not to say (2%)
Transgender	No (97%); Yes (<1%); Prefer not to say (3%)
Age	10-15 (<1%); 16-19 (1%); 20-29 (8%); 30-39 (17%); 40-49 (24%); 50-59 (27%); 60-69 (15%); 70+ (6%); Prefer not to say (2%)
Sexuality	Heterosexual (89%); Gay (2%); Bisexual (2%); Lesbian (1%); Other (1%); Prefer not to say (6%)
Disability	No (86%); Yes (11%); Prefer not to say (4%)

* Please note that the percentages exclude those who didn't provide an answer.

Division	Responses	%
A	2591	13%
C	1327	7%
D	1358	7%
E	1784	9%
G	1476	7%
J	1622	8%
K	766	4%
L	512	3%
N	1985	10%
P	463	2%
Q	2279	11%
U	1513	8%
V	1511	8%
Unknown postcodes	990	5%
Total	**20177**	**100%**

YOUR POLICE SURVEY 20/21

Organisation response

It is vital that we engage key stakeholder organisations alongside the general public. Respondents are asked to identify if they are submitting a response on behalf of an organisation or an individual.

Survey sample (9 April - 25 May) **– 180 total responses**
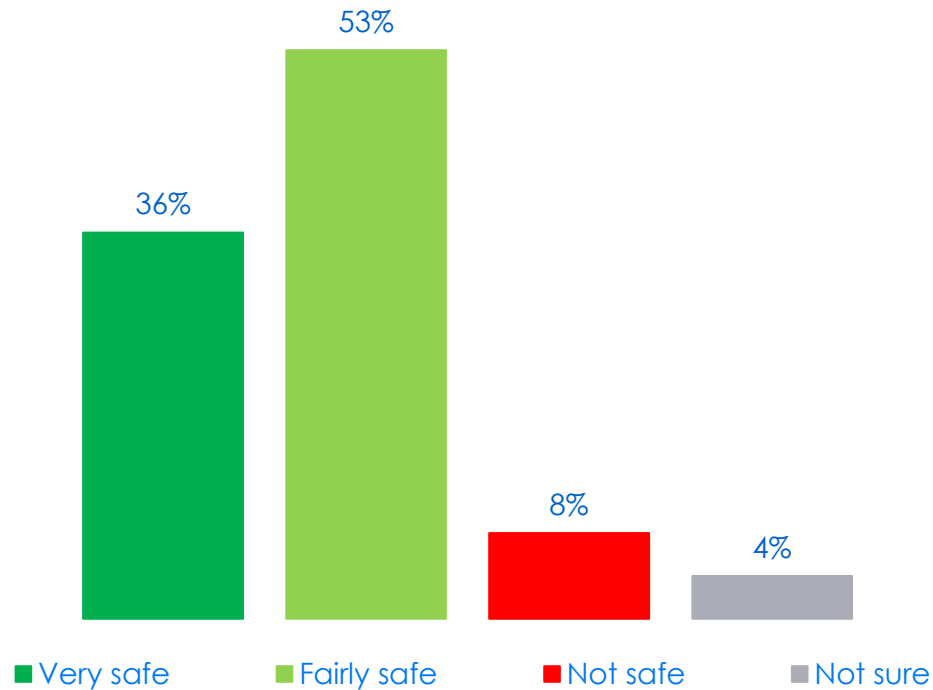
Selection of organisational response (full list in Appendix A)

Aberdeen City Council, Aberdeenshire Council, Action for Children, Alcohol & Drugs Action, Bearsden Muslim Association, Blue Triangle Housing Association, Boots, Citizens Advice Bureau, City of Edinburgh Council, Consul General of Spain, Consulate General of Romania, Cornerstone, Craigton Drive Neighbourhood Watch, Dundee West Church, East Ayrshire Council, East Lothian Council, Edinburgh and Lothians Regional Equality Council, Falkirk Council, Fife Council, Garedeen Housing Association, Glasgow Women's Library, Glenfinnan Community Council, Hanover Housing, Glasgow City Health and Social Care Partnership, Highland Council, Historic Environment Scotland, Inspire Scotland, Isle of Wight NHS Trust, Katie's Cradle, LGBT Youth Scotland, Link Housing, Melrose Community Council, Milnbank Housing Association, Muslim Education Centre Kilmarnock, NHS Grampian, NHS Greater Glasgow & Clyde, NHS Highland, NHS Lothian, NHS Tayside, North Ayrshire Council, North Lanarkshire Council, Plains Community Council, Powis Residents Group, Renfrewshire Council, Renfrewshire Learning Disability Service, Scottish Association for Mental Health, Scottish Ambulance Service, Scottish Fire and Rescue Service, Scottish SPCA, Shetland Island Council, South Ayrshire Women's Aid, Strathnairn Community Council, Indigo Childcare Group, Trading Standards, Trust Housing Association, U.S. Consulate Edinburgh, Vice-Consulate of Hungary, Voluntary Action Barra and Vatersay, West Lochfyne Community Council, Women's Aid South Lanarkshire, and Youth Justice.

Division	Responses from organisations
A	21
C	12
D	8
E	15
G	30
J	7
K	8
L	4
N	20
P	7
Q	12
U	17
V	5
Unknown postcodes	14
Total	**180**

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Feeling of safety

Very safe: 36%
Fairly safe: 53%
Not safe: 8%
Not sure: 4%

- ■ Very safe
- ■ Fairly safe
- ■ Not safe
- ■ Not sure

Sub group analysis

Gender: Male respondents are more likely than female respondents to say they felt 'very safe' (39% vs. 35% for females), while females were more likely than males to say they felt 'fairly safe' (54% vs. 51% for males).

Age: Respondents over the age of 40 years were more likely than those under 29 years to say they felt very safe (33% - 48% vs. 26% - 27% for those under 29 years old).

Region: Those in the North of Scotland were more likely than those in the East and West to say they felt very safe (46% vs. 32% - 30% for East and West), while those in the West of Scotland were more likely than those in the North to say they felt not safe (9% vs. 6% for North).

These findings are broadly consistent with our previous Your Police survey, with a statistically significant increase in respondents who said they feel very safe (36% vs. 27% for Your Police 19/20) and decrease in those who said they feel not safe (8% vs. 11% for Your Police 19/20).

Question: How safe do you feel in your local area?

Base (exc. prefer not to say and not answered): 20,115

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

How safe do you feel – by week

Safe (green line):
- Week 1: 92%
- Week 2: 90%
- Week 3: 90%
- Week 4: 87%
- Week 5: 88%
- Week 6: 86%
- Week 7: 89%

Not safe (red line):
- Week 1: 5%
- Week 2: 7%
- Week 3: 7%
- Week 4: 9%
- Week 5: 8%
- Week 6: 10%
- Week 7: 8%

| | Week 1 (09/04-16/04) Base: 668 | Week 2 (16/04-23/04) Base: 7938 | Week 3 (23/04-30/04) Base: 1735 | Week 4 (30/04-07/05) Base: 2149 | Week 5 (07/05-14/05) Base: 3434 | Week 6 (14/05-21/05) Base: 1705 | Week 7 (21/05-25/05) Base: 235 * |

Legend: Safe — Not safe — Not sure
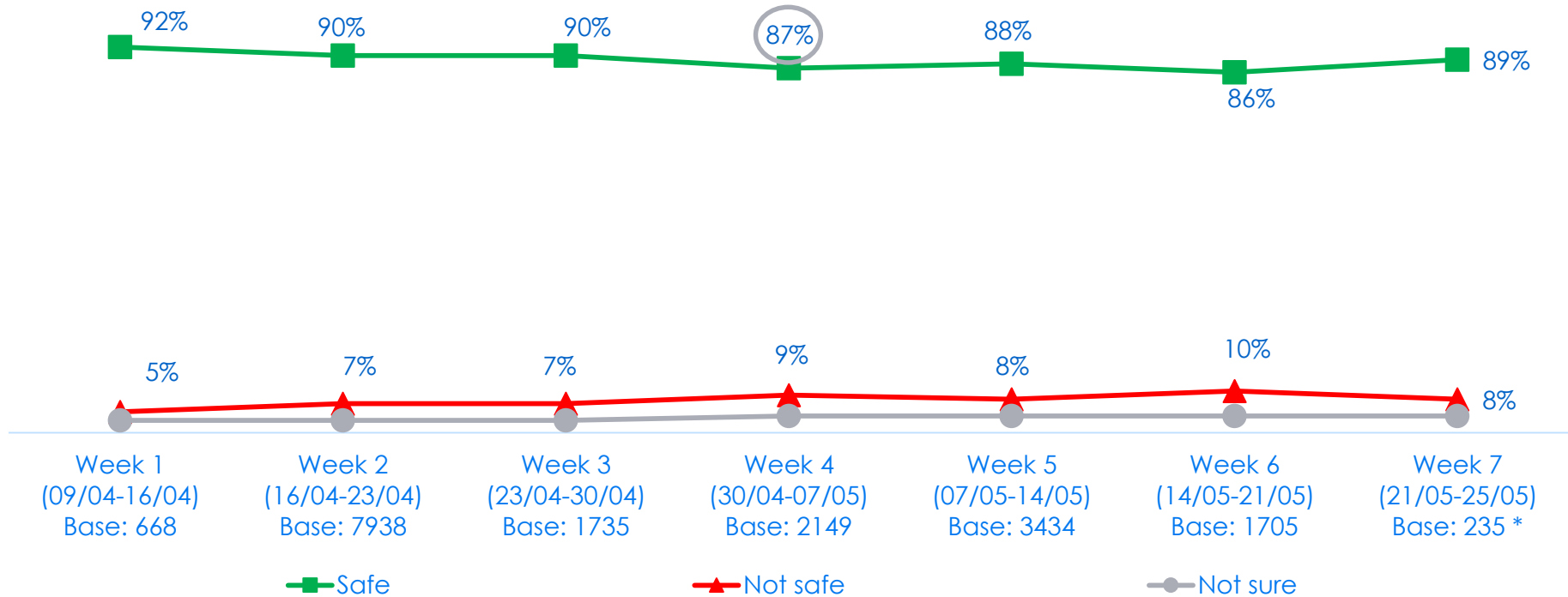
The vast majority of respondents said they feel safe (very safe or fairly safe) in their local area. This has been consistent across all weeks, apart from a statistically significant drop in week 4 (87% vs. 90% for week 3). Those who said they don't feel safe has remained consistent during this fieldwork, with no significant changes identified.
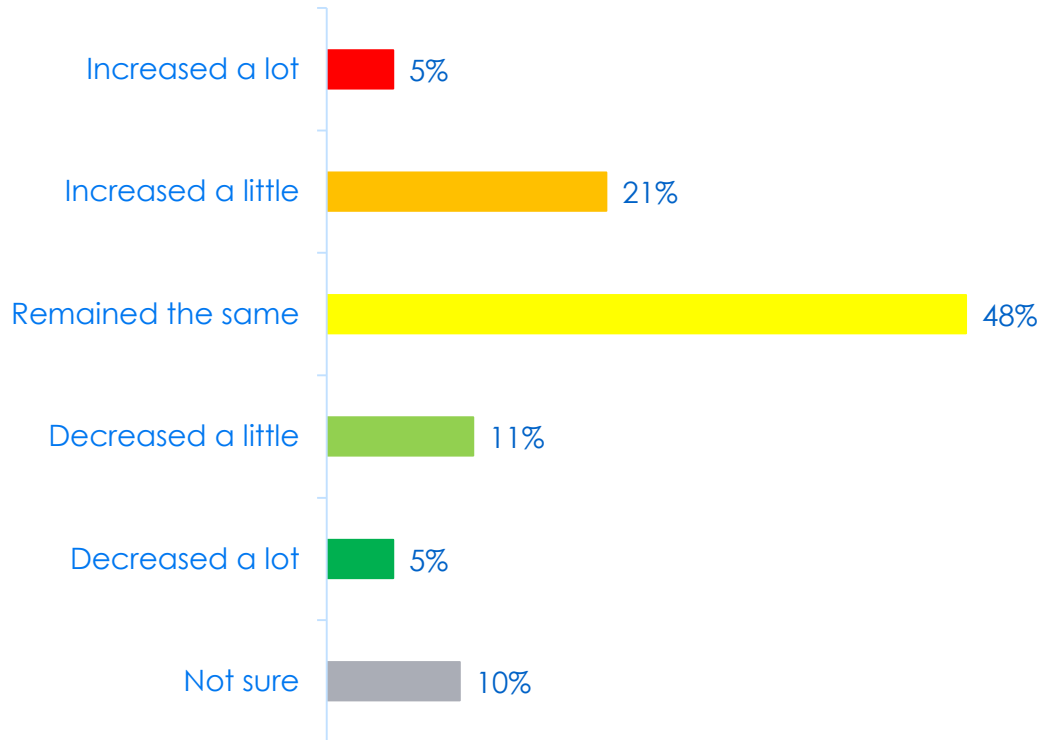
* Please note that Week 7 is based on partial data.

Question: How safe do you feel in your local area?

Base (exc. prefer not to say and not answered): 20,115

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Concern about crime in their local area

Category	Percentage
Increased a lot	5%
Increased a little	21%
Remained the same	48%
Decreased a little	11%
Decreased a lot	5%
Not sure	10%

Sub group analysis

Region: Respondents from the North of Scotland were less likely than those from the East and West to say their concern about crime had increased a little (19% vs. 21% and 22% for East and West) or a lot (3% vs. 5% and 7% for East and West).

Disability: Those who self-identified as having a disability were more likely than those who did not to say their concern about crime had increased a lot during the Coronavirus pandemic (9% vs. 5% for those without a disability).

Deprivation: Respondents from Scotland's most deprived areas were more likely than those from all other areas to say their fear of crime in their local area increased a lot (11% vs. 4% - 8% for other areas) during the ongoing Coronavirus pandemic.
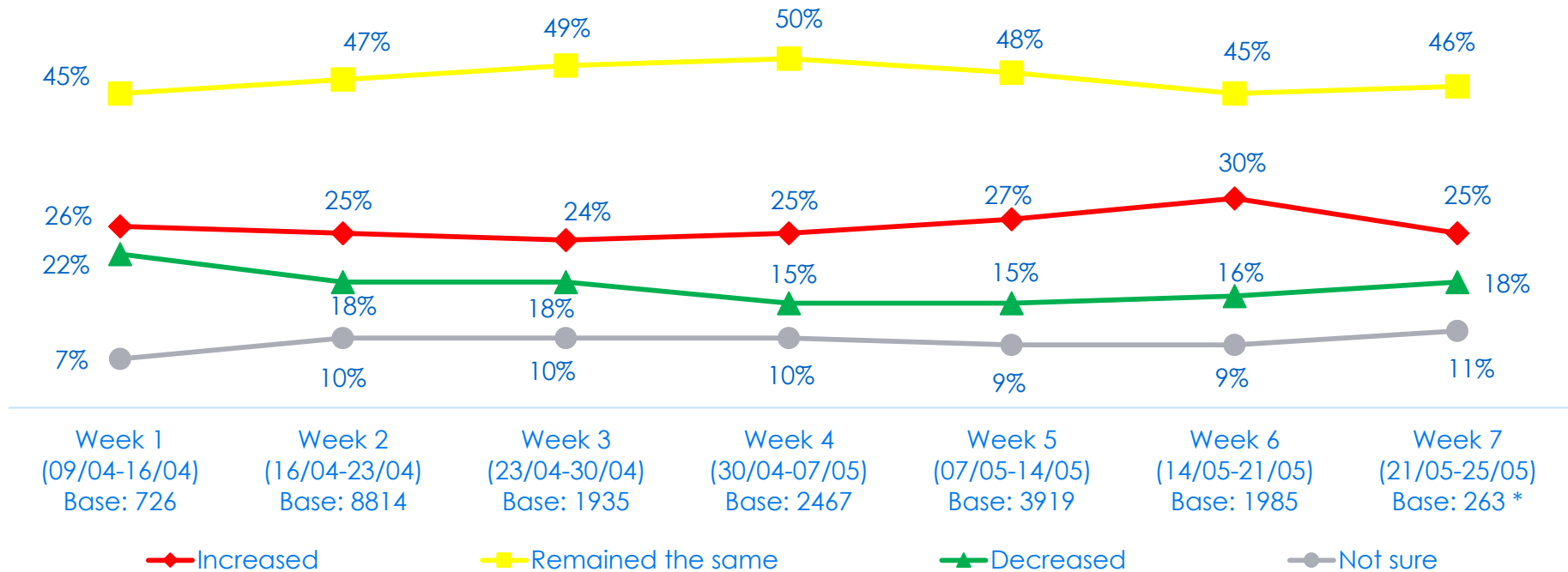
These findings are broadly consistent with the previous Your Police 19/20 survey.

Question: Has your concern about crime in your local area increased or decreased During the Coronavirus pandemic?

Base (exc. prefer not to say and not answered): 20,109

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Concern about crime in their local area – by week

	Week 1 (09/04-16/04) Base: 726	Week 2 (16/04-23/04) Base: 8814	Week 3 (23/04-30/04) Base: 1935	Week 4 (30/04-07/05) Base: 2467	Week 5 (07/05-14/05) Base: 3919	Week 6 (14/05-21/05) Base: 1985	Week 7 (21/05-25/05) Base: 263 *
Remained the same	45%	47%	49%	50%	48%	45%	46%
Increased	26%	25%	24%	25%	27%	30%	25%
Decreased	22%	18%	18%	15%	15%	16%	18%
Not sure	7%	10%	10%	10%	9%	9%	11%

Legend: ◆ Increased   ■ Remained the same   ▲ Decreased   ● Not sure

Feelings of safety among respondents have remained consistent across the seven weeks of fieldwork. During this period, there have been no statistically significant changes. **This suggests that the ongoing Coronavirus pandemic is having little to no effect on respondent's feelings of safety in their local area**.

* Please note that Week 7 is based on partial data.
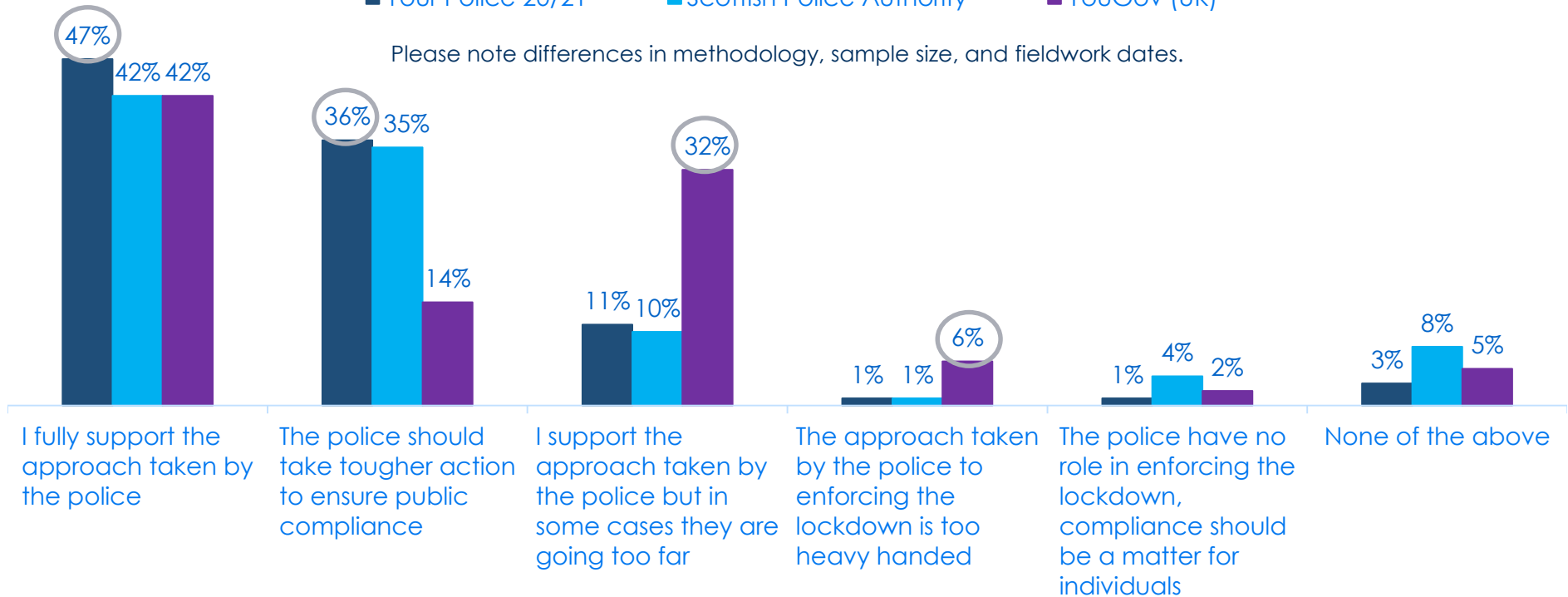
Question: How safe do you feel in your local area?   Base (exc. prefer not to say and not answered): 20,115

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Public opinions on approach to policing Coronavirus

■ Your Police 20/21   ■ Scottish Police Authority   ■ YouGov (UK)

Please note differences in methodology, sample size, and fieldwork dates.

Statement	Your Police 20/21	Scottish Police Authority	YouGov (UK)
I fully support the approach taken by the police	47%	42%	42%
The police should take tougher action to ensure public compliance	36%	35%	14%
I support the approach taken by the police but in some cases they are going too far	11%	10%	32%
The approach taken by the police to enforcing the lockdown is too heavy handed	1%	1%	6%
The police have no role in enforcing the lockdown, compliance should be a matter for individuals	1%	4%	2%
None of the above	3%	8%	5%

Your Police respondents were more likely to say they fully support the approach (47% vs. 42% for UK), while over a third said they would support tougher measures to ensure compliance, which is significantly higher than in the UK-wide survey (36% vs. 14% for UK). Respondents to Your Police were also less likely to say in some cases we are going too far (11% vs. 32% for UK). **This indicates strong support of the approach to policing Coronavirus in Scotland.**
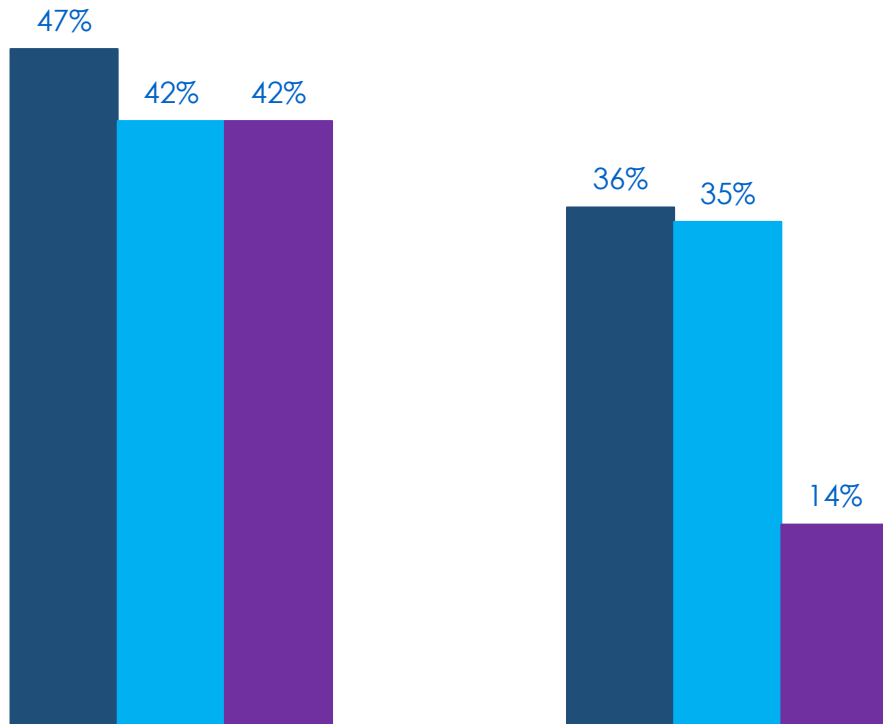
Question: Which of the following statements comes closest to your views of how the police are handling the Coronavirus lockdown?

Base: (Your Police 20/21): 20,127; (Scottish Police Authority): 1660; (YouGov): 1,651

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Public opinions on approach to policing Coronavirus

■ Your Police 20/21 ■ Scottish Police Authority ■ YouGov (UK)

I fully support the approach taken by the police
- Your Police 20/21: 47%
- Scottish Police Authority: 42%
- YouGov (UK): 42%

The police should take tougher action to ensure public compliance
- Your Police 20/21: 36%
- Scottish Police Authority: 35%
- YouGov (UK): 14%

Question: Has your concern about crime in your local area increased or decreased During the Coronavirus pandemic?

OFFICIAL

Sub group analysis

Gender: Females are more likely than males to say they fully support our approach (49% vs. 45% for males), while males are more likely to caveat their support by saying in some cases we go too far (14% vs. 10% for females).

Age: Those older than 30 years were more likely than younger respondents to say they fully support our approach (43%-56% vs. 35%-37% for 10-29 year olds). Those aged 16-29 years were more likely than other age groups to say we should take tougher action (44%-46% vs. 27%-41% for other age groups).
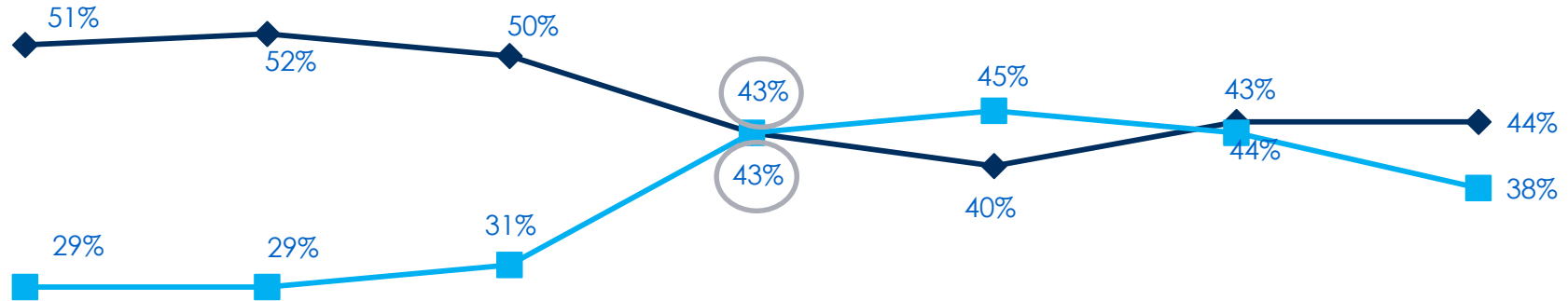
Region: Respondents from the East of Scotland were more likely than those from the West to fully support our approach (50% vs. 46% for West).

Deprivation: Those who live in Scotland's least deprived areas were significantly more likely to fully support our approach than those from Scotland's most deprived area (52% vs. 42% for most deprived). Support for tougher actions by police were less popular in Scotland's least deprived area (29% vs. 43% in the most deprived areas).

Base: (Your Police 20/21): 20,127; (Scottish Police Authority): 1660; (YouGov): 1,651

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Public opinions on approach to policing - by week

| | Week 1 (09/04-16/04) Base: 725 | Week 2 (16/04-23/04) Base: 8817 | Week 3 (23/04-30/04) Base: 1938 | Week 4 (30/04-07/05) Base: 2463 | Week 5 (07/05-14/05) Base: 3924 | Week 6 (14/05-21/05) Base: 1994 | Week 7 (21/05-25/05) Base: 266 * |

◆ I fully support the approach taken by the police   ■ The police should take tougher action to ensure public compliance
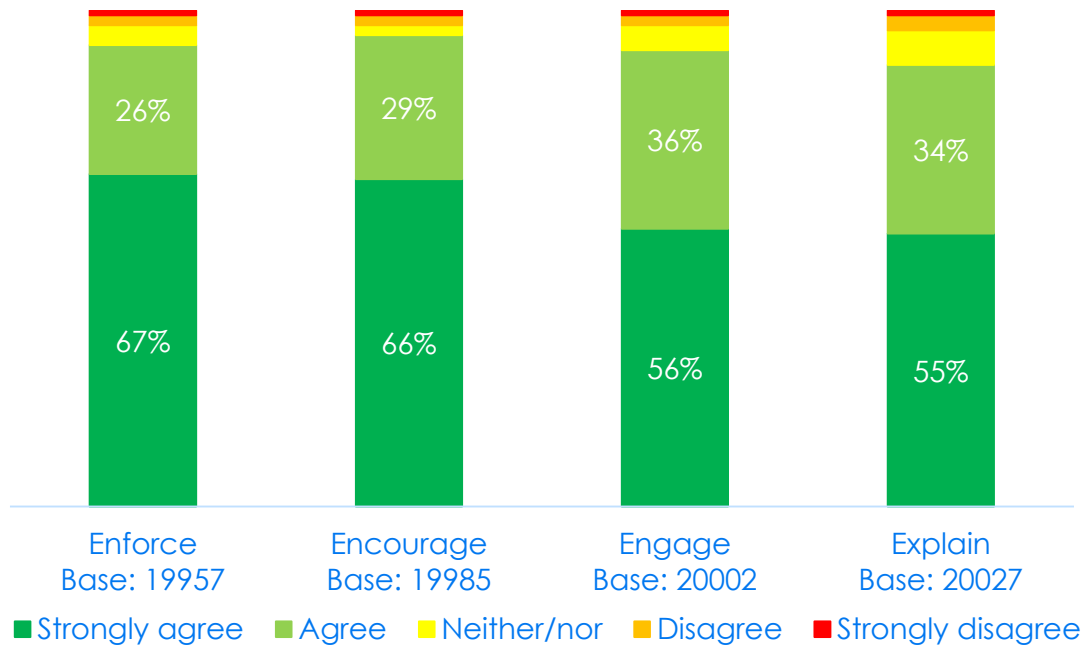
There was a downward trend in those who said they fully support our approach to policing the Coronavirus lockdown, with a significant drop in support observed between weeks 3 and 4 (50% vs. 43% for week 3). However, this downward trend appears to have reversed and stabilised in recent weeks. It appears that the drop in those who said they fully support correlates with a significant increase in those who want to see tougher action during the same period (31% vs. 43% for week 4). These findings are complemented by the findings from the SPA's omnibus survey.

* Please note that Week 7 is based on partial data.

Question: Which of the following statements comes closest to your views of how the police are handling the Coronavirus lockdown?   Base (exc. prefer not to say and not answered): 20,115

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Support for engage, explain, encourage, and enforce

Enforce
Base: 19957

Encourage
Base: 19985

Engage
Base: 20002

Explain
Base: 20027

■ Strongly agree ■ Agree ■ Neither/nor ■ Disagree ■ Strongly disagree

Respondents were asked whether they agree or disagree with the following four statements, which align with our four-phase approach to policing the Coronavirus pandemic:

1. Police are right to **engage** with people who are in public to establish individual circumstances and how quickly they can comply with the Coronavirus lockdown.

2. Police should **explain** the risks to public health and NHS in line with government guidance to people who are in public.

3. Police are right to **encourage** people to comply with the Coronavirus lockdown voluntarily.

4. Police should **enforce** compliance when people are not willing to comply voluntarily.
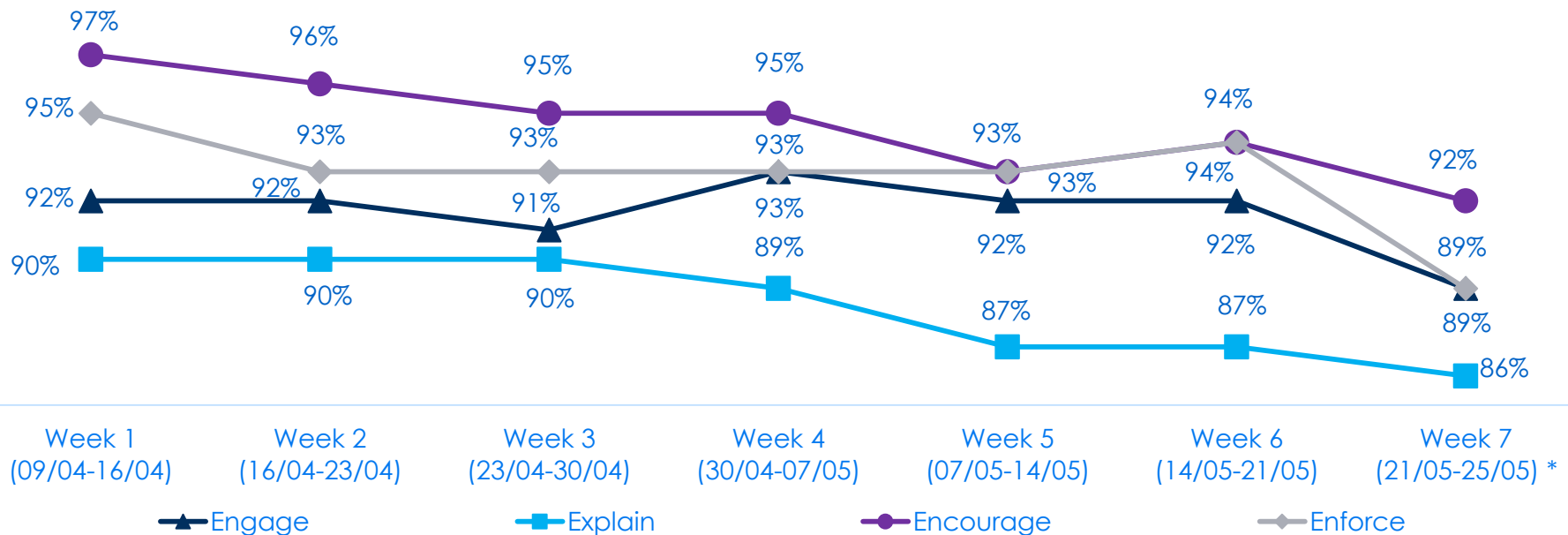
There continues to be overwhelming support across all measures for our four-phase approach to policing the Coronavirus pandemic – especially for the statements around enforcing (95%) and encouraging (93%) compliance with the Coronavirus lockdown. These findings are consistent with our quantitative and qualitative analysis around public opinions on our approach to policing the lockdown. It also highlights the public's desire for the police to take action when necessary.

Question: To what extent do you agree or disagree with the following statements?

Base (exc. don't know and not answered): 20,027

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Agreement with engage, explain, encourage - by week

	Week 1 (09/04-16/04)	Week 2 (16/04-23/04)	Week 3 (23/04-30/04)	Week 4 (30/04-07/05)	Week 5 (07/05-14/05)	Week 6 (14/05-21/05)	Week 7 (21/05-25/05) *
Engage	92%	92%	91%	93%	92%	92%	89%
Explain	90%	90%	90%	89%	87%	87%	86%
Encourage	97%	96%	95%	95%	93%	94%	92%
Enforce	95%	93%	93%	93%	93%	94%	89%

◆ Engage   ■ Explain   ● Encourage   ◆ Enforce

Support across all four all measures for our four-phase approach has remained high throughout the seven week fieldwork period. In recent weeks, there has been a general downward trend in agreement across all measures, which could suggest the public are becoming increasingly 'fatigued' with lockdown; however, agreement with the encourage and enforce statements remains higher than those for engage and explain, which again supports the conclusion that **the public continue to want the police to take action where necessary.**
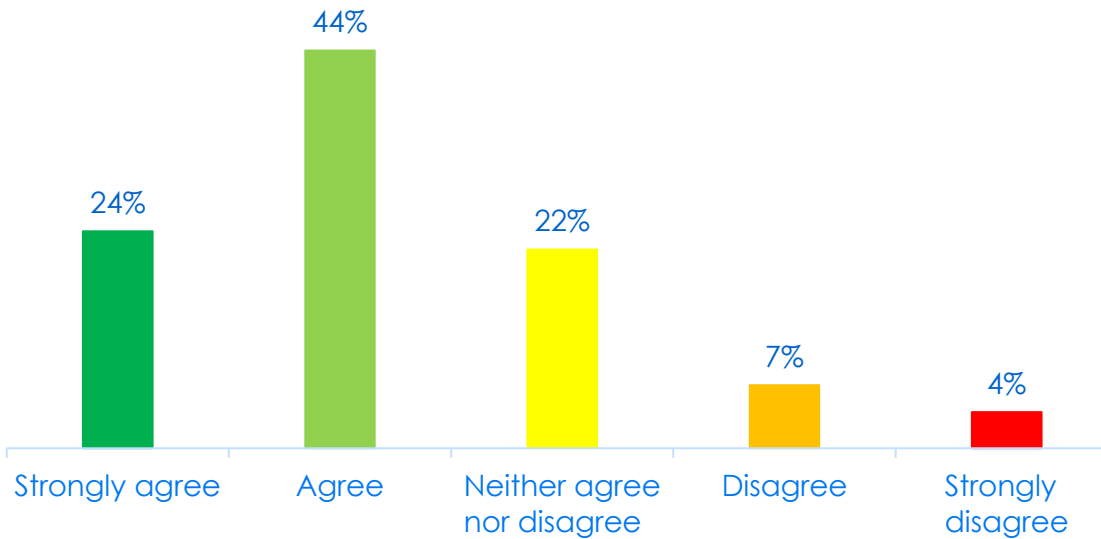
* Please note that Week 7 is based on partial data.

Question: To what extent do you agree or disagree with the following statements?   Base (exc. don't know and not answered): 20,027

Public confidence in local police

Strongly agree 24%
Agree 44%
Neither agree nor disagree 22%
Disagree 7%
Strongly disagree 4%

Sub group analysis

Age: Older respondents (over 50 years) were more likely than those aged 16-49 years old to say they strongly agree that they have confidence in the police in their local area (24%-31% vs. 20%-21% for 16-49 year olds).

Disability: Those who self-identify as living with a disability were more likely than those who did not to say they disagree with the statement (17% vs. 8% for those without a disability).

Deprivation: Respondents from Scotland's most deprived areas were less likely than those from the least deprived areas to agree that they have confidence in the police (57% vs. 74 % for least deprived).
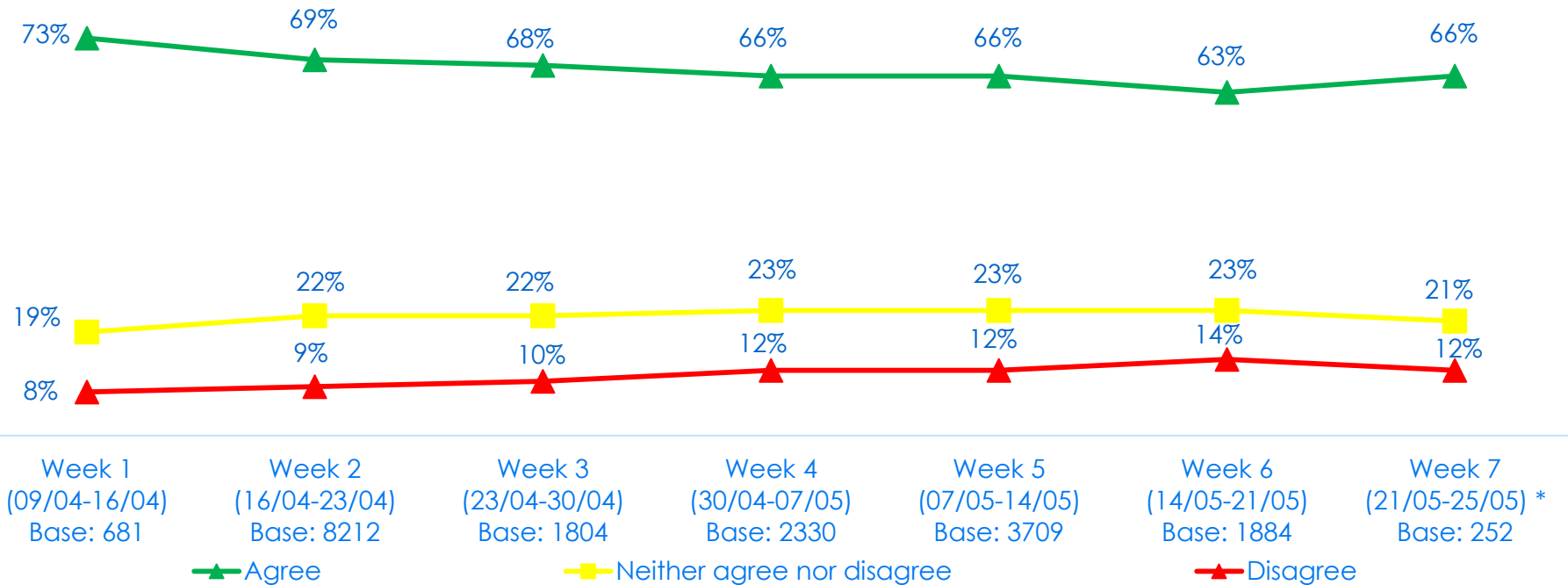
There is a high level of confidence in local police, with around a quarter of respondents saying they strongly agree (24%) and 44% saying they agree with the confidence statement. Only one in ten (11%) said they disagree that they have confidence in police. Confidence in police has increased significantly from our previous Your Police 19/20 (68% vs. 48% for Your Police 19/20). Levels of confidence are also significantly higher than what was reported in the Scottish Crime and Justice Survey 17/18 (68% vs. 45% for the Scottish Crime and Justice Survey 17/18).

Question: To what extent do you agree or disagree with the following statement: I have confidence in the police in my local area.

Base (exc. don't know and prefer not to say): 18872

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Public confidence in local police - by week

	Week 1 (09/04-16/04) Base: 681	Week 2 (16/04-23/04) Base: 8212	Week 3 (23/04-30/04) Base: 1804	Week 4 (30/04-07/05) Base: 2330	Week 5 (07/05-14/05) Base: 3709	Week 6 (14/05-21/05) Base: 1884	Week 7 (21/05-25/05) * Base: 252
Agree	73%	69%	68%	66%	66%	63%	66%
Neither agree nor disagree	19%	22%	22%	23%	23%	23%	21%
Disagree	8%	9%	10%	12%	12%	14%	12%

Public confidence in policing has remained high and consistent through the seven week fieldwork period, with over three-fifths of respondents saying that they have confidence in the police in their local area and around one in ten said that they don't have confidence. **No significant changes were observed during this fieldwork period.**
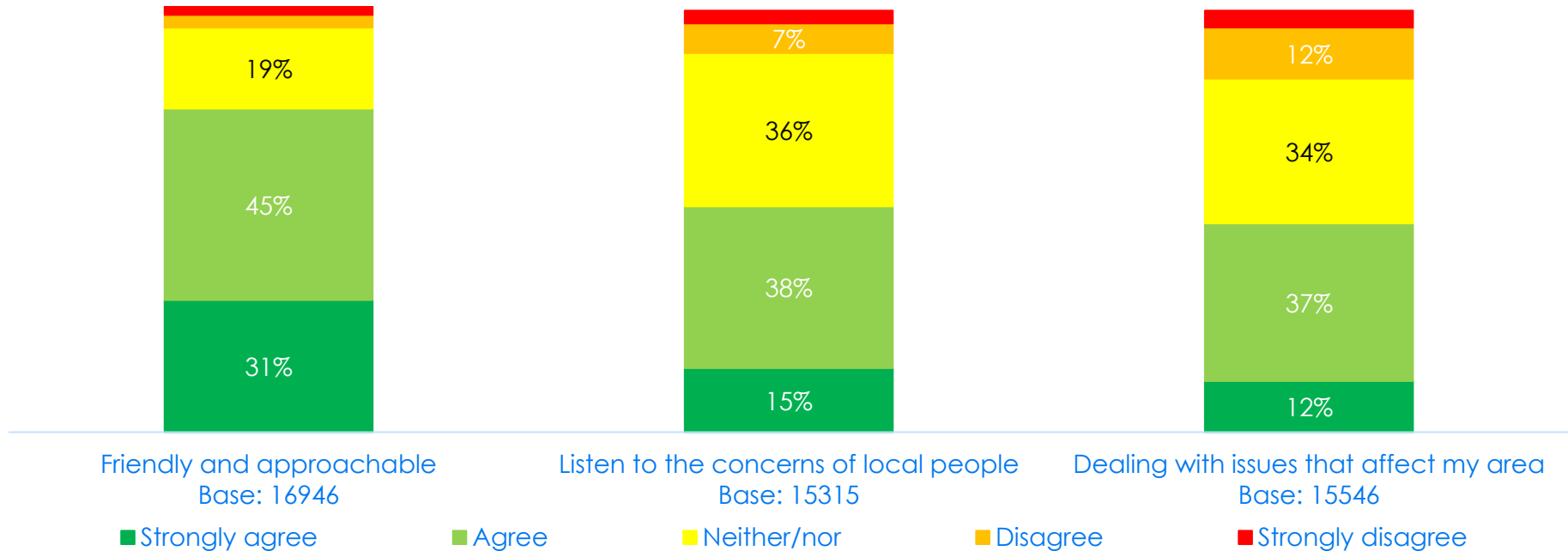
* Please note that Week 7 is based on partial data.

Question: To what extent do you agree or disagree with the following statement: I have confidence in the police in my local area.

Base (exc. don't know and prefer not to say): 18872

OFFICIAL

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

Attitudes to local policing during the lockdown

Friendly and approachable
Base: 16946
- 31% (Strongly agree)
- 45% (Agree)
- 19% (Neither/nor)

Listen to the concerns of local people
Base: 15315
- 15% (Strongly agree)
- 38% (Agree)
- 36% (Neither/nor)
- 7% (Disagree)

Dealing with issues that affect my area
Base: 15546
- 12% (Strongly agree)
- 37% (Agree)
- 34% (Neither/nor)
- 12% (Disagree)

■ Strongly agree ■ Agree ■ Neither/nor ■ Disagree ■ Strongly disagree

The was high levels of satisfaction across all three measures. A strong majority (76%) of respondents said that their local police are friendly and approachable and around half said they listen to the concerns of the local people (52%) and deal with issues that affect their local area (49%). **There have been statistically significant increases from the previous Your Police in those saying they agree that the police listen to the concerns of local people** (53% vs. 42% for Your Police 19/20) **and they are dealing with the issues that affect my local area** (49% vs. 33% for Your Police 19/20).

Question: To what extent do you agree or disagree with the following statements?

Base (exc. Don't know and not answered): 16946

POLICE SCOTLAND POILEAS ALBA

Attitudes to local policing during the lockdown - by week

	Week 1 (09/04-16/04)	Week 2 (16/04-23/04)	Week 3 (23/04-30/04)	Week 4 (30/04-07/05)	Week 5 (07/05-14/05)	Week 6 (14/05-21/05)	Week 7 (21/05-25/05) *
Friendly and approachable	78%	77%	78%	75%	76%	75%	79%
Listen to concerns of local people	58%	55%	54%	52%	51%	52%	47%
Dealing with issues that affect my area	57%	52%	50%	46%	47%	47%	46%

—▲— Listen to concerns of local people   —■— Friendly and approachable   —●— Dealing with issues that affect my area
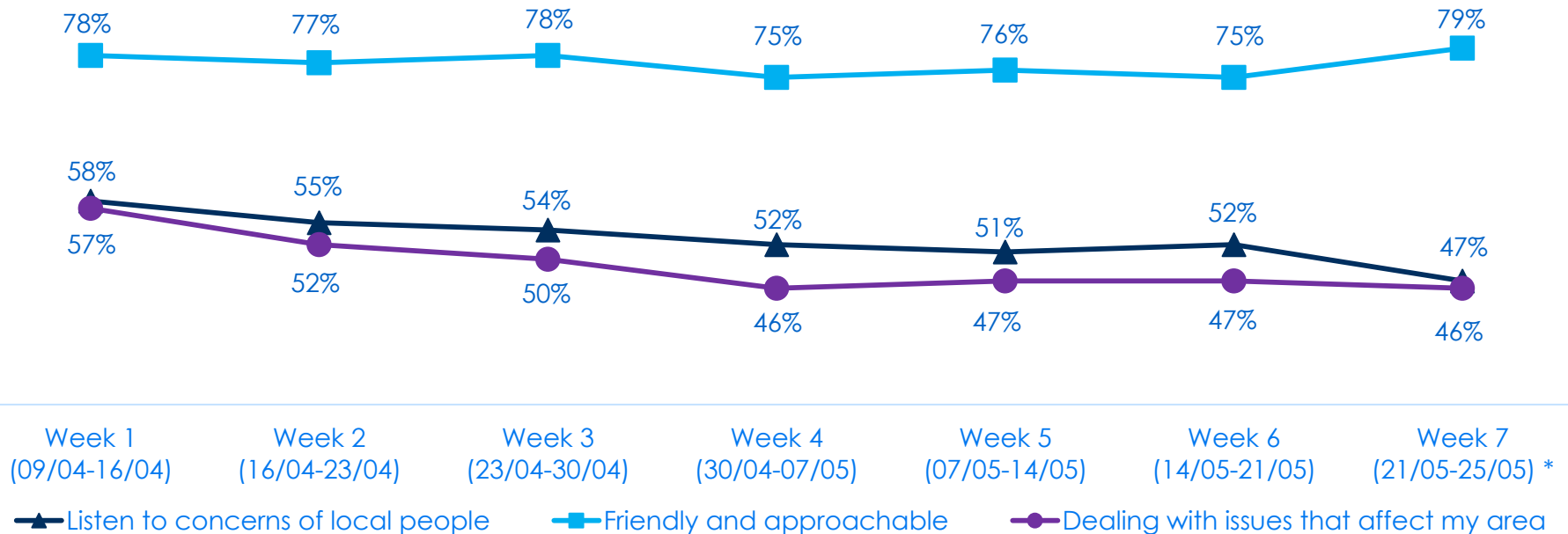
Throughout the seven week fieldwork period, those agreeing that the police are friendly and approachable has remained high and stable. There has been a downward trend in those who agree that we listen to the concerns of local people and we deal with issues that affect their local area. There was a statistically significant drop between week 1 and week 2 for those who said we deal with issues that affect their local area (57% and 52% for week 2).

* Please note that Week 7 is based on partial data.

Question: To what extent do you agree or disagree with the following statements?   Base (exc. Don't know and not answered): 16946

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

What we could do better

Due to unprecedented amount of responses received, it is not currently possible to provide analysis of the full qualitative data. Analysis* is currently only undertaken on the question 'what could the police do better in your local area during the pandemic'. **12,252 responses** to this question have been analysed so far – 46% of these were blank responses. The following is analysis of the **6,609 open-text responses**. Themes remain consistent with the previous report (April 2020) however we have seen a noticeable increase in the theme 'being tougher' which aligns to the quantitative data described on previous pages.

- **50%** wished to see more police locally and expressed concern that lockdown and social distancing rules are not followed in their areas
- **14%** shared that police is doing a great job as it is
- **12%** stated that communications, contact and engagement could be improved and enhanced
- **10%** want the police to take tougher actions
- **3%** expressed concern about road safety during lockdown period.

The following slides provide further information about each theme and analysis of themes by each week.

* Content analysis is applied in coding responses. Due to significant number of survey responses, these are being continuously analysed.

> I think you are all doing great. I have no experience of over policing. The explanation by senior officers at First Minister's daily briefing is very clear, unless you have a legitimate reason to be out, stay at home.
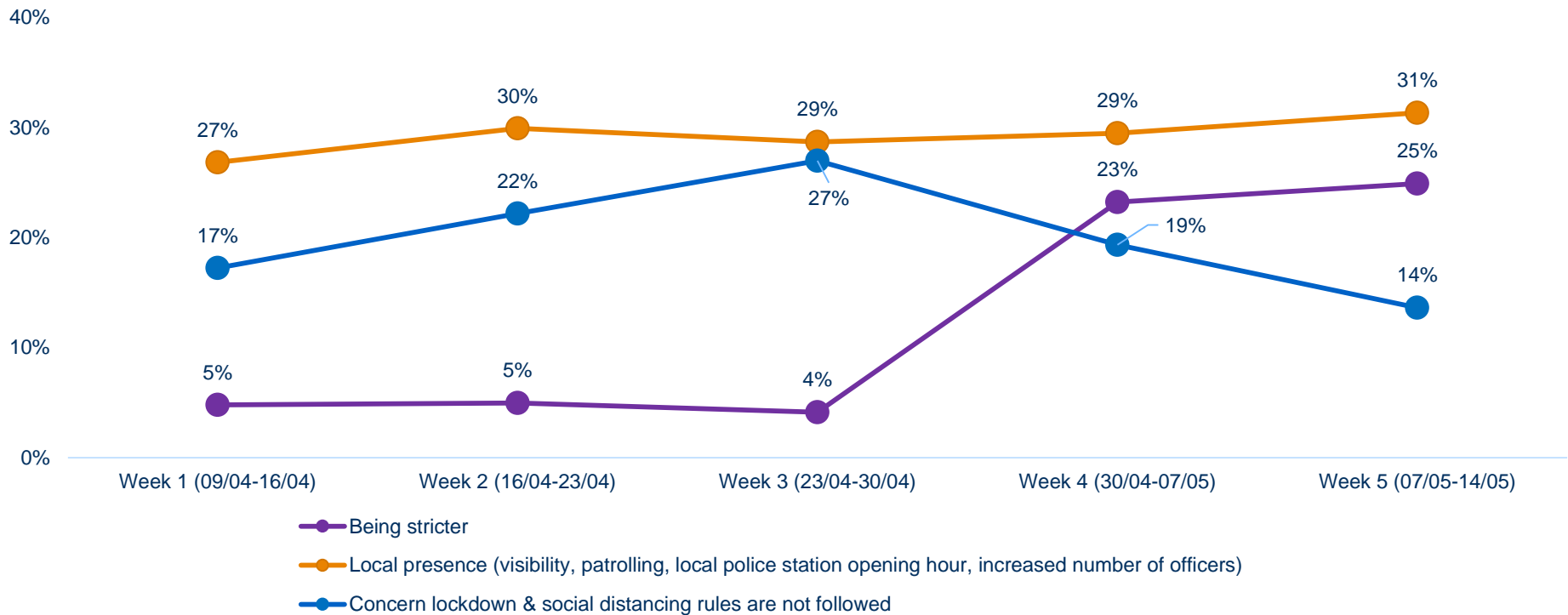
> They're doing the best job they can in these strange times.

> I feel that the officers I have seen and had contact with have all been professional and in my opinion the increased visibility of officers who are calm and pleasant has been very reassuring.

YOUR POLICE SURVEY 20/21

POLICE
SCOTLAND
POILEAS ALBA

What we could do better: change over time

Open text responses were analysed and sorted by theme to explore how the prevalence of these themes in the open text responses changed over time. This analysis shows a steep increase in respondents wanting stricter enforcement of lockdown measures by Police Scotland between week 3 and week 4. This mirrors the analysis on pages 16-18 from quantitative data and other research sources.

Being stricter

Local presence (visibility, patrolling, local police station opening hour, increased number of officers)

Concern lockdown & social distancing rules are not followed

YOUR POLICE SURVEY 20/21

What we could do better

50% - increase local presence that will help compliance with lockdown and social distancing rules

Many noted that they wish to see more Police locally (30%) with particular emphasis on foot and cycle patrols that can enable monitoring of places not accessible via car patrols and encourage local engagement. Specific examples also included presence in the evenings and at night, and through housing estates.

Enhancing Police presence was directly associated with ensuring public compliance with social distancing measures (20%) – specific local places were cited for enhanced police presence and these hot spots are listed in the *Appendix B*. A common local concern was young people being seen in groups and visitors/tourists at remote locations. Respondents were also concerned about lack of social distancing in supermarkets, local walking/cycling paths as well as house parties.

Linked to the above, a small percentage of respondents commented that there should be fairness to police's approach to local presence and enforcing lockdown rules (2%). They reported that presence and use of police powers should be applied uniformly across different groups to ensure some groups are not disproportionately affected. An example of this is the perceived lower police presence in affluent communities or private gardens when compared to 'poorer' communities.

> Show their presence , park the van or car and walk along the street …

> Be more apparent in hotspots

> I have witnessed gatherings of people when on my daily walks, particularly involving groups of youths. Police could better patrol some areas to prevent this.

> I'm concerned about the new police powers and how they are being used disproportionately in marginalised communities (e.g. working class people are more likely to be fined, higher/more aggressive police presence in certain areas of Glasgow).

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND
POILEAS ALBA

What we could do better

12% - enhanced public engagement, contact and communication

- **Local information** – utilising existing local social media groups to communicate police messages to ensure accessibility of information; providing information related to non-local visiting areas especially islands.
- **Clarification on contact methods to report lockdown breaches** – this includes information about how to contact any breaches as many are unsure how to do this, as well as discreet/anonymous way of reporting in cases when a person is reporting a neighbour.
- **Reassurance** – using communications messages to provide reassurance to the public as well as encouragement to contact police if needed. This survey feedback aligns with wider data from Scottish Government who are finding that people we worried about service disruptions during Coronavirus and most commonly, people ask if a service is running as normal.

When moving towards communicating the future an issue has been raised by Mental Health Directorate around using phrases such as **'new normal'**. This phrase has been flagged as potentially alienating and distressing, especially for people who are now unemployed, relying on food banks or experiencing grief and bereavement. Scottish Government Content Design team has recommended avoiding using this and similar phrases. The Your Police survey responses will be continuously monitored to capture alternative terminology used.

More local messages

Hold virtual meetings and ask residents to join in

Ensuring those with mental health conditions are treated equally and reassured that their safety is a top priority.

I would like some reassurance that there is extra support going to high risk people especially in regards to domestic violence.

Provide leaflet information to residents to provide local contact numbers to those shielding and elderly who are alone and vulnerable. Not all have internet or IT access.

YOUR POLICE SURVEY 20/21

POLICE SCOTLAND POILEAS ALBA

What we could do better

10% - being tougher on enforcing social distancing and lockdown rules

This open text analysis corresponds with a rising trend in quantitative data – **36%** of respondents wanted the police to take tougher actions on lockdown breaches. Most commonly, concerns are raised about visitors and travellers as well as rising mention of high profile public figures who are breaching the guidelines including mentions of Neil Gaiman from the Skye community. Many have mentioned stricter monitoring of Skye bridge for visitors and tourists.

3% - rising concerns about road safety

A smaller proportion of respondents raise concerns about road safety. This includes speeding on roads that are quieter during the lockdown period, driving dangerously, and racing. Many comments included a wish to see more speed cameras and police monitoring roads. This aligns with both UK and Scotland data on driving offences during lockdown.

Concerns are also raised that due to current infrastructure in many places, there is increased risk in road accidents due to lack of pedestrian space to ensure social distancing. This aligns with wider work in Scotland where many local authorities are investing in transforming cities for social distancing – widening pavements, cycling infrastructure, etc.

> They could be much tougher, even now in May there are caravans and campervans travelling up and down the A75… I was out for a walk the other night and was stopped by a family in a car wanting directions to there holiday cottage!

> Have a car at the Skye Bridge and stop cars that are not key workers and delivering goods

> A lot of speeding vehicles with roads being so quiet. Particularly dangerous cos of increase in people walking on roads (social distancing), walking on country roads and cycling, especially children.

> Catch drivers breaking the speed limit or driving aggressively..

YOUR POLICE BSL SURVEY 20/21

POLICE SCOTLAND
POILEAS ALBA

Your Police British Sign Language

On 15 May, Your Police British Sign Language (BSL) survey was launched which has been distributed to partners in the BSL community. **169 responses** were received for the period 15-22 May which shows outstanding levels of engagement within the BSL community. The BSL survey shows that 47% of participants want Police to take tougher action and 42% fully support the Police approach to lockdown. Confidence in local police is 58% compared to the English Your Police that shows confidence at 68%. Open-text analysis are included below.

What we are doing well:
- Increased police presence and visibility (35%)
- Police approach of engaging, explaining and encouraging compliance (23%)

What we could do better :
- **Increase local presence to help compliance with lockdown measures (49%).** Many noted that they wish to see more Police in their area (30%) to engage with people. Enhancing Police presence was associated with ensuring public compliance with social distancing measures (19%) which included concerns about tourism and visitors.
- **Enhanced contact and engagement (15%).** This included providing information about contact methods to report lockdown breaches, utilising social media to engage with BSL community, and sharing information about what Police is doing locally. Some respondents raised a concern that there is a lack of police advice and information provided in BSL, with a mention of Coronavirus-related Police Scotland website pages.
- **Being stricter (14%)** including road blocks, stopping people when travelling and higher fines to ensure compliance.

Police have been brilliant, responding to concerns from the general public in a sensible and balanced manner.

They have been visible, friendly and approachable. I think they are doing a fabulous job in tough times and should be given more credit.

Provide more BSL information on Police Scotland's website.

Road checks on people travelling further than allowed

They have not dealt with the Author on the Isle of Skye well. It sends out the wrong message to everyone else.

USER EXPERIENCE SURVEY

POLICE SCOTLAND POILEAS ALBA

Overview

The User Experience Survey is undertaken monthly. Previously conducted by telephone interviews, this survey is now administered via SMS to continue engaging people who have contacted Police Scotland during Covid-19 pandemic. Respondents were contacted in the first week of May about their experiences of using police services in April.

The following results are for **1578** respondents from across Scotland.

	Demographics overview of respondents
Gender	Female (56%, 659), Male (44%, 518), Prefer not to say (<1%, 3), Other (<1%, 3)
Age	16-18 (<1%, 13), 19-24 (3%, 46), 25-34 (15%, 239), 35-44 (19%, 293), 45-54 (27%, 429), 55-64 (24%, 384), 65-74 (10%, 163), 75-84 (1%, 6), Over 85 (<1%, 1)
Disability	No disability (71%, 842), Disability or long term health condition (27%. 315), Prefer not to say (2%, 26)
Coronavirus related incidents	No (73%, 1151), Yes (27%, 427)

Divison	Respondent Number
A	128
C	73
D	119
E	150
G	277
J	119
K	107
L	73
N	84
P	105
Q	192
U	93
V	58
Total	1578

USER EXPERIENCE SURVEY

Experience of policing remains positive since the lockdown

83% found Police Scotland easy to contact

87% were satisfied with staff during initial contact

89% felt that staff understood what they needed

64% felt that they had received the appropriate response

51% felt adequately informed about their case

79% were satisfied with treatment by attending officers

70% were satisfied with Police Scotland overall.

"Under the current circumstances, the prompt arrival and the way the incident was dealt with was amazing. So proud of the officers for their handling of it"

"The call back we got in response to our report was very quick and quite truthfully surprised us. The officer who called was able to give us advice and was polite and efficient. Thank you so much."

"The Call handler made me feel that my problem was not a burden and gave me options if I couldn't have it resolved. She was extremely helpful. Officers were very quick to appear and were the also really helpful. I felt a lot better. "

"[An] excellent, prompt response…The police officers who attended were sensitive, reassuring, thorough and totally professional. Police Scotland staff provide a vital and exceptional public service in my experience."

USER EXPERIENCE SURVEY

Respondents are asked why they were satisfied or dissatisfied with their experience.

Reasons for satisfaction

Positive experiences depended on:

- **Staff attitude -** friendliness, support and understanding needs, ensuring concerns were respected.
- **Quick response times.**
- **Receiving updates on their incident.**
- **Feeling that their concerns were taken seriously** and that their engagement made a positive difference.

Reasons for dissatisfaction

Negative experiences were a result of:

- **Not being provided with what they felt was the appropriate response.** This was related to service users expecting officer attendance to their incident.
- **Difficulty in getting through to 101 or 999.** Including delays in getting through to call handlers and issues with 101 charging users for contact.
- **Not being updated about the incident they reported.**
- **Feeling that issues were still ongoing** and that their engagement had not made a positive difference.

> "The two Police Officers with whom we dealt were very friendly and approachable and seemed to really care about the incident we reported."

> "This incident was dealt with very quickly, and I can't thank the two young officer enough for relaying information back to me and giving me reassurance if anymore complaints were to be reported [they would be dealt with]"

> "[A staff member] seemed dismissive of my concern and wasn't interested in the fact that this was related to another case which I wanted to give him the number for"

> "I made the report. No one attended or contacted me after the initial report. I have no idea if report was passed to the appropriate beat or if officers have chosen to ignore the report, or have attended to the incident and just not bothered reporting the outcome to me."

USER EXPERIENCE SURVEY

POLICE SCOTLAND POILEAS ALBA

User experience before and during Covid-19

While user experience in May was still lower than the Q1 average, **no measures of satisfaction decreased between April and May.**

Ease of contact and feeling that staff understood what respondents needed increased between April and May.

> "My original anxieties were unfounded, but I was treated with the greatest of courtesy and understanding; not at all given to feel that I was wasting people's time. I was most grateful for the sensitive response."

Question	January – March average %	April	May	Change from previous month
How easy or difficult was it to contact Police Scotland? (Easy & very easy)	90%	80%	84%	+4%
During the initial contact how satisfied are you with the way you were treated by the staff member? (Satisfied & very satisfied)	95%	86%	87%	+1%
Did you feel staff properly understood what you needed? (Yes)	94%	86%	89%	+3%
Do you feel that the police provided the appropriate response to the incident you reported? (Yes)	78%	68%	68%	-
Were you adequately informed about the progress of the incident you reported? (Yes)	63%	56%	58%	+2%
How satisfied are you with the way you were treated by the officers who attended the incident? (Satisfied & very satisfied)	92%	81%	81%	-
Based on your overall experience, how satisfied are you with Police Scotland? (Satisfied & very satisfied)	83%	74%	74%	-

USER EXPERIENCE SURVEY

POLICE SCOTLAND POILEAS ALBA

Reported Covid-19 related crime and incidents

Respondents who contacted Police Scotland for an incident related to COVID-19 were less satisfied.

For Covid-19 related incidents, fewer people felt the appropriate response was provided and were adequately informed about the progress of the incident. From analysing open text responses, it was found that some COVID-19 respondents wanted Police Scotland to have more strongly reprimanded individuals for social distancing violations. This aligns to findings from Your Police 20/21 survey where 36% wished to see Police take tougher action to ensure public compliance and 50% expressed concern in open text responses that lockdown rules are not followed.

> "Now that Police have more powers to deal with the current situation I thought that fines or similar would have stopped this but nothing seems to have been done so the situation is exactly the same day in day out"

There were some concerns raised around police officers not following social distancing measures when responding to incidents.

Question	Incident not related to COVID-19	Incident related to COVID-19	Diff*
How easy or difficult was it to contact Police Scotland? (% Easy & very easy)	84%	81%	-3%
During the initial contact how satisfied are you with the way you were treated by the staff member? (% Satisfied & very satisfied)	87%	82%	-5%
Did you feel staff properly understood what you needed? (% Yes)	89%	89%	-
Do you feel that the police provided the appropriate response to the incident you reported? (% Yes)	68%	51%	-17%
Were you adequately informed about the progress of the incident you reported? (% Yes)	58%	34%	-24%
How satisfied are you with the way you were treated by the officers who attended the incident? (% Satisfied & very satisfied)	81%	68%	-13%
Based on your overall experience, how satisfied are you with Police Scotland? (% Satisfied & very satisfied)	74%	61%	-13%

*Statistically significant (at 95% confidence level) differences are highlighted in red.

USER EXPERIENCE SURVEY

POLICE SCOTLAND POILEAS ALBA

Reported Covid-19 related crime and incidents

While satisfaction is lower for individuals who engaged Police Scotland about an incident related to Coronavirus (COVID-19), there is evidence that the experience of these individuals became more positive between April and May.

There were significant increases in Coronavirus (COVID-19) respondents feeling that it was easy to contact Police Scotland and feeling that staff understood what they needed.

These increases may reflect C3 and Police Scotland staff having more experience of how to triage and process Coronavirus (COVID-19) related incidents.

"Whilst I recognise the pressure on Police Scotland, I was advised my complaint was a valid one. Twice I phoned; and I do not know whether the Police attended or not. I do know that for every sunny day over a three week period the matter that was upsetting me continued as though there had been no Police attendance. Am I to assume the incidents didn't warrant a response?"

Question	Incident related to COVID-19 (April)	Incident related to COVID-19 (May)	Diff*
How easy or difficult was it to contact Police Scotland? (% Easy & very easy)	71%	81%	+10%
During the initial contact how satisfied are you with the way you were treated by the staff member? (% Satisfied & very satisfied)	81%	82%	+1%
Did you feel staff properly understood what you needed? (% Yes)	79%	89%	+10%
Do you feel that the police provided the appropriate response to the incident you reported? (% Yes)	52%	51%	-1%
Were you adequately informed about the progress of the incident you reported? (% Yes)	36%	34%	-2%
How satisfied are you with the way you were treated by the officers who attended the incident? (% Satisfied & very satisfied)	67%	68%	+1%
Based on your overall experience, how satisfied are you with Police Scotland? (% Satisfied & very satisfied)	62%	61%	-1%

*Statistically significant (at 95% confidence level) differences are highlighted in green.

The following slides describe relevant insights and actions from across other organisations and external research to support our understanding of how different communities are affected by the health crisis.

What could the future beyond Coronavirus mean for policing and our communities in both the short and long term?

While government and public services continue to respond at scale and pace to the pandemic, the answer to that question is still emerging. **Adaptation**, **resilience**, **innovation** and **collaboration** will be key in order to ensure efficiency and legitimacy and to guarantee that our communities are protected within this uncertain new terrain.

EXTERNAL RESEARCH

POLICE SCOTLAND POILEAS ALBA

Impact of COVID-19

Black, Asian and Minority Ethnic (BAME) people are disproportionately affected

Black people are four times as likely to die from the virus when compared with white people (ONS).

Increased anxiety also need to be considered alongside recent events and history that includes strained relations between the police and these communities in places.

- Black people x40 times more likely to be stopped and searched than white people.
- BAME people in England are 54% more likely to be fined under Coronavirus laws that white people.
- BAME people were fined at a rate of 26 per 100,000 while the rate for white people was 16.8 per 100,000.
- **Black people are less likely to have confidence in the police, with young black people having least confidence of all** (ONS).

Mental health during a health crisis

The Samaritans describe the Coronavirus as "the biggest challenge they have ever faced".

In Scotland, **the suicide rate recently rose to it's highest since 2007 amongst young people aged 15-24**.

Search volumes for mental health support have seen a big increase since the UK went into lockdown at both a UK-wide and localised level:

- Samaritans telephone number (+70%)
- Breathing space (+90%)
- Samaritans Glasgow (+200%)
- Samaritans Edinburgh (+150%)

(Google Trend Data pulled 20.05.20)

A 12 month peak for the search terms 'loneliness' hit between 5-11 April 2020 (during lockdown) and has been consistently high in terms of volume compared with this period last year (Google trend data).

Big data and policing

As our communities and the issues affecting them are changing during the pandemic, so too must our approach to policing those communities. With people spending significantly more time online, not only since lockdown but since the 'digital revolution' that is significantly changing our society, Police Scotland must adapt to encompass the opportunities this new digital age brings as well as navigate the negatives.

- Estimates suggest just a 1% reduction in manual admin tasks in any given police force could equate to x15 extra police "on the streets"
- Roll-out of 22,000 body cams in the Metropolitan Police Service reduced upheld complaints against officers by 40%

The use of Big Data could benefit policing in the UK in four main ways: predictive crime mapping; predictive analytics; advanced analytics; big data technology.

INNOVATION

POLICE SCOTLAND POILEAS ALBA

Adapting to changes

It's more important than ever to speak to users in the same words they use.

Many searches nowadays start on Google and users increasingly use the search bars on websites.

Use of the search bar has increased by 40% on **gov.scot** and by 26% on **mygov.scot** since the beginning of lockdown.

Writing content using the same wording users are likely to use when they search is key to ensuring they get the information they need as easily as possible.

Police Scotland website trends and data analytics alongside Google search trend data can identify and align language with that of our users and the public.

With a rapid shift occurring in how organisations deliver their services, there's a growing focus on online channels.

Many public and third organisations have boosted their online presence and content offer as a direct result of Coronavirus. There's an emphasis on direct engagement with online users, with One Parent Families Scotland, Social Security Scotland and Money Advice Scotland among organisations that have introduced a webchat.

Meanwhile, Citizens Advice Scotland reports that all 59 Citizens Advice Bureaux now deliver phone and online services.

For police services in the UK, Single Online Home has highlighted the public's reliance on online channels to report crime.

Seven legacies are emerging around how COVID-19 could change the public sector

1. Our view of resilience has been recast.
2. Government could be left with higher debt after a shock to the public finances.
3. Debates around inequality and globalisation are renewed.
4. Lines have blurred between organisations and sectors.
5. The lockdown has accelerated collaborative technologies.
6. Civil society has been rebooted and citizen behaviour may change.
7. The legacy that still needs to be captured.

Public sector will need to understand how, if at all, public behaviour has changed going forward. In some areas, the pandemic may leave a lingering legacy – in terms of contact and engagement.
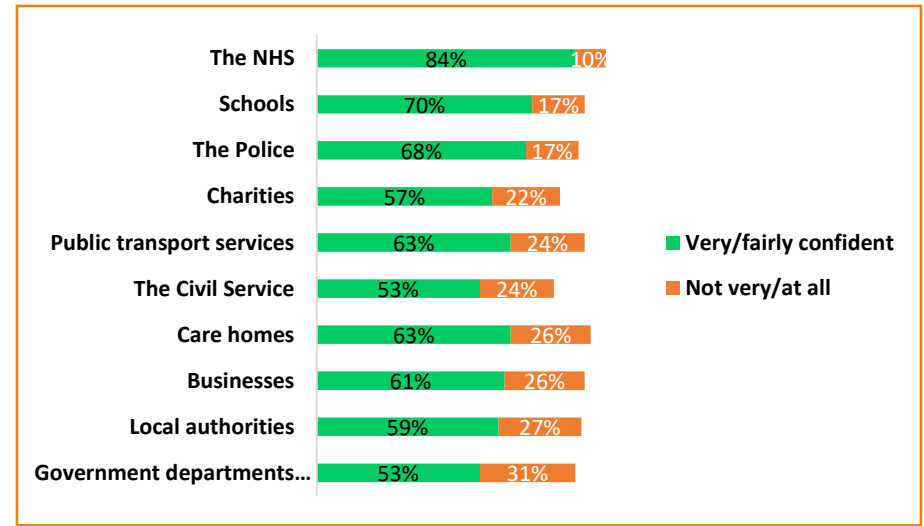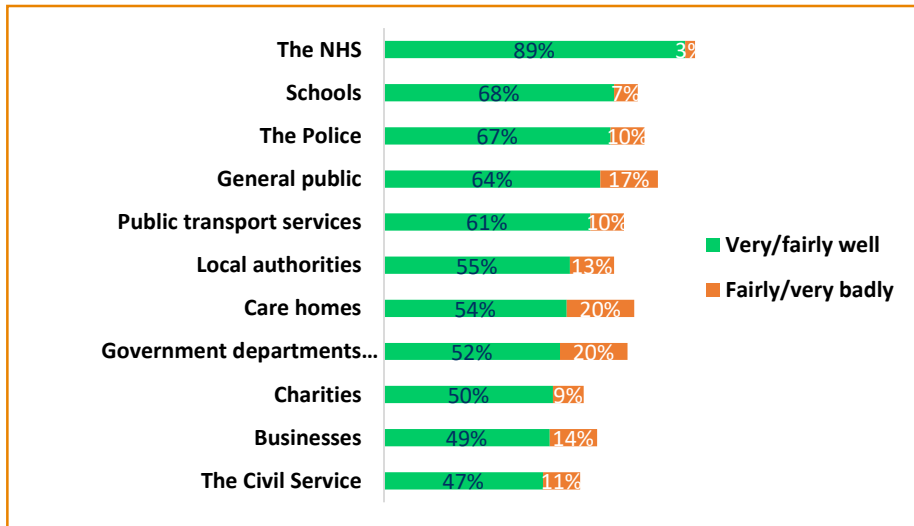
EXTERNAL RESEARCH

POLICE SCOTLAND POILEAS ALBA

Public opinion of public services

Public opinion on public services responding to the Coronavirus pandemic in lockdown:

- 89% say the NHS has responded "very/fairly well" and 3% think their response has been poor
- 68% think Schools have responded "very/fairly well", 7% feel their response has been poor
- **67% say the Police have responded "very/fairly well", 10% think their response has been poor**

Public opinion on public services' ability to adapt post Covid-19:

- Confidence for the future is highest in the NHS with 84% of respondents being "very/fairly confident" in its ability to adapt, followed by Schools with 70% and **the Police with a 68% confidence rating**
- Government departments organising benefits, local authorities and businesses recorded the lowest confidence levels for the future post-pandemic with 53%, 59% and 61% respectively

Service	Very/fairly well	Fairly/very badly
The NHS	89%	3%
Schools	68%	7%
The Police	67%	10%
General public	64%	17%
Public transport services	61%	10%
Local authorities	55%	13%
Care homes	54%	20%
Government departments…	52%	20%
Charities	50%	9%
Businesses	49%	14%
The Civil Service	47%	11%

Service	Very/fairly confident	Not very/at all
The NHS	84%	10%
Schools	70%	17%
The Police	68%	17%
Charities	57%	22%
Public transport services	63%	24%
The Civil Service	53%	24%
Care homes	63%	26%
Businesses	61%	26%
Local authorities	59%	27%
Government departments…	53%	31%

Source: Ipsos MORI 40

INNOVATION

Victim Support Scotland (VSS) Progress

Purpose of Engagement

To determine the behaviours that have caused a significant decline in referrals to Victim Support Scotland (VSS) from Police Scotland and identify collaborative opportunities to stop the downward trend. The expected number of referrals for 2019/20 is approximately 15,000, an all-time low.

Research Objectives

1. Gain a better understanding of the decrease in victim referrals
2. Co-design a solution that puts victims of crime at the forefront
3. Develop a strong partnership and deep trust between the two organisations at a national and local level

Project Update

A proposal developed by Strategy and Innovation to undertake user and desk-based research in order to better understand the victim journey and current processes across both organisations has been agreed with VSS and Safer Communities.

VSS have commented they are "extremely excited to begin work" and have agreed to provide resource to support. A collaborative project team that includes a VSS user engagement officer has been agreed and a plan is currently under draft. The plan details the actions required over the next 2-month period to provide all parties with sufficient evidence in order to make informed decisions to work toward the implementation of a sustainable, final solution.

INNOVATION

Public Engagement Innovation by UK Forces During Lockdown

West Yorkshire 101 Live Chat

Online facility that allows the public to speak directly with a Contact Centre agent based in West Yorkshire. The facility is not for emergency use but is an alternative to calling 101.

The service isn't currently in operation 24/7 as it is at present dependent on the availability of the Contact Management Centre agents.

Application source:

https://www.westyorkshire.police.uk/101LiveChat

West Yorkshire Online COVID Breach Reporting Mechanism

An online reporting mechanism which doesn't require engagement with a member of police personnel via telephone or live chat. The facility allows the public to submit an alleged breach of the Coronavirus restrictions to the police via an online form that takes approximately 5 minutes to complete. There is no follow up to this submission.

Application source:

https://www.westyorkshire.police.uk/report-it/report-a-breach-of-coronavirus-restrictions

Cumbria Police Live Multi-Agency Facebook Q&A

Cumbria police have been hosting multi-agency Facebook live Q&A sessions. Participants have included Victim Support, NSPCC and Cumbria County's social care services. The first topic was Domestic Abuse and due to the forum's success it is now becoming a weekly fixture. The first session managed to identify and help seven victims of abuse who are now receiving support.

Application source:

https://www.cumbria.police.uk/News/News-Articles/2020/April/Facebook-live-QA-sessions-help-seven-victims-of-abuse.aspx

INNOVATION

Public Engagement Innovation by UK Forces During Lockdown

Northamptonshire Police Live Facebook Q&A for Children

These have been weekly Facebook live sessions fronted by the force's Chief Constable. A Q&A designed specifically for children and young people to engage with the officers and pose their lockdown related questions.

Application source:
https://www.northants.police.uk/news/northants/news/news/2020/april-20/police-to-hold-special-qa-session-for-children-worried-about-covid-19-lockdown/

Pembrokeshire Police Bespoke Community Messaging System

This is a force wide messaging platform which allows the service to send 'fast time messages' to members of the public, enabling them to 'play a part in policing'. The messages that are sent are tailored for the recipient in accordance with the information they submitted during sign up. The messages include a variety of different pieces of information and support numerous 'watch' schemes.

Application source:
https://www.dyfed-powys.police.uk/en/contact-us/dyfed-powys-police-community-messaging-dpcm/

Pembrokeshire Virtual Community Meetings

The service attended a virtual community meeting hosted by the Police & Crime Commissioner. This meeting was the first virtual public meeting which was part of a 'digital community engagement day'.

Application source:
https://www.westerntelegraph.co.uk/news/18450371.coronavirus-cracking-holiday-lets-pembrokeshire/

Academic Research – Police Scotland

- Approximately **15** new research requests have been submitted by academics since lockdown was implemented. Of these projects, **3** relate to policing Covid-19 that are being considered.

- **1** project (on the topic of policing legitimacy, use of technology, and online citizen participation during Covid-19) is being supported by Police Scotland.

- **2** projects are currently being reviewed – these involve Oxford University, UCL and Public Health England focusing on responses in terms of civil contingency and our resilience partnership arrangements. The other study is from University of Birmingham and asks to assess our call data to understand how people make initial reports of domestic abuse and other hidden crimes – before and during the COVID-19 period.

- The Scottish Institute for Policing Research (SIPR) is preparing 3 rapid evidence reviews on topics beneficial to policing Covid-19 - public contact, cyber crime, and social media engagement - all of which will affect police legitimacy and visibility during lockdown. The paper on cyber crime has been provided and shared with Police Scotland's Cyber Strategy Board.

Note: It has been necessary to cancel (**6**) or postpone (**3**) certain research projects (agreed pre-COVID-19) due to either police capacity restrictions and/or academics and students being unable to continue their research. Our Academic Research service is managing the risk of this happening to further research projects; seeking alternative participation methods, e.g. online.

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Appendix A: List of organisational responses

Aberdeen City Council, **Aberdeenshire Council**, Aberdeenshire Council (Social Work), Aberdeenshire Council (Sheltered Housing), **Action for Children**, Alcohol & Drugs Action, Banchory Community Council, Bearsden Muslim Association, Beith Orr Park Neighbourhood Watch, Black Isle Dairy, Blue Triangle Housing Association, Boots, Brediland Road Children's House, Blue Triangle (Glasgow) Housing Association, Kilmaurs Community Council, Cardross Community Council, Castletown Community Council, Central Burntisland Tenants and Residents Association, **Citizens Advice Bureau**, **City of Edinburgh Council**, Clyde Valley Housing Association, Consul General of Spain, Consulate General of Romania, Co-op, Cornerstone, Craigleith Retail Park, Craigton Drive Neighbourhood Watch, Dores and Essich Community Council, Dundee West Church, Dyce School, **East Ayrshire Council**, **East Lothian Council**, Edinburgh and Lothians Regional Equality Council, Edinburgh University Buddhist Society, **Falkirk Council**, Fersands and Fountain Community Project, **Fife Council**, Garedeen Housing Association, Garnethill Neighbourhood Watch, Glasgow Women's Library, Glen Urquhart Community Council, Glenfinnan Community Council, Govan Housing Association, Hanover Housing, Glasgow City Health and Social Care Partnership, **Highland Council**, **Historic Environment Scotland**, Horse Haven Riding School, Individual & Traders Association, Inspire Scotland, **Isle of Wight NHS Trust**, Jordanhill Out of School Service, Katie's Cradle, Kirkhaven Project, Kyle Court Care Home, Land Warrior Sports, LGBT Youth Scotland, Link Housing, Linthouse Housing Association, Lochrutton Community Council, Logie Community Council, Lunan Leisure, Melrose Community Council, Milnbank Housing Association, Mossblown & St Quivox Community Council, Muslim Education Centre Kilmarnock, Netherthird & District Community Council, Newton Stewart Golf Club, Newtonhill, Muchalls & Cammachmore Community Council, **NHS Grampian**, **NHS Greater Glasgow & Clyde**, **NHS Highland**, **NHS Lothian**, **NHS Tayside**, **North Ayrshire Council**, North Ayrshire Health & Social Care Partnership, North Ayrshire Irvine Locality Hub, **North Lanarkshire Council**, North Merchiston Club, Patrick Community Council, Peterculter (Cutler) Community Council, Plains Community Council, Poltonhall and Hopefield Community Council, Powis Residents Group, Queen Mary Avenue Project, Hillcrest Futures, **Renfrewshire Council**, Renfrewshire Learning Disability Service, Republic of Latvia, Roar Connections for Life, **Scottish Association for Mental Health**, **Scottish Ambulance Service**, **Scottish Fire and Rescue Service**, Scottish SPCA, SGN, Shapinsay Community Association, Sheltered Housing, Shetland Island Council, Simon Community Scotland, South Ayrshire Women's Aid, South Lanarkshire Leisure and Trust, Strathnairn Community Council, Sutherland Care Forum, Talbot Association, The Golf Tavern, Indigo Childcare Group, The Zone Initiative, Tiree Community Council, Trading Standards, Trossachs Search and Rescue Team, Trust Housing Association, U.S. Consulate Edinburgh, Udny Community Council, Vice-Consulate of Hungary, Viewpark Conservation Group, Voluntary Action Barra and Vatersay, West Lochfyne Community Council, Whitburn Health Centre, Women's Aid South Lanarkshire, and Youth Justice

Appendix B: Local places mentioned

POLICE SCOTLAND POILEAS ALBA

Local places survey participants cited as areas for enhanced police presence, social distancing breaches and road safety concerns.

Aberdeen
Danestone Park/Sport Centre, Donmouth Nature Reserve, Duthie Park, Hutcheon/George Street - Basketball and Football Park, North Anderson Drive, School Road and Golf Road (AB24), Seaton Park, Sheddocksley Sport Centre, Stewart Park, Victoria Park, Victoria Road, Westburn Park, Kingswell

Aberdeenshire
Birkhall, Deeside Railway Line, Inverurie Retail Park, Ballater (visitors)

Angus
Brechin Community Campus, Easthaven Beach, Hercules Den Park, St Vigeans Nature Trail

Argyle & Bute
Glencruitten Estate, Kilbowie and Kerrera Ferry

Ayrshire
Annbank Primary School, Prestwick Main Street,

Borders
A708 out off Moffat

Dundee
Ballumbie estate, Dudhope Park (Skate park and basketball courts)

Dumfries & Galloway
A702 Carlops to Edinburgh, Locthorn Woods

East Dunbartonshire
Campsie Hills, Lewnnoxtown, McTaggart & Meikle Estate

East Lothian
Belhaven Bay, Longniddry to Aberlady

Edinburgh
Blackford Pond, Cammo Fields, Crammond, Harrison Gardens Park, Harrison Park, Hermitage and at Inch / Inch Park, Leith Walk, Pentland/Colinton Dell, Prestonpans, St Mark and Pilreg Parks

Fife
East Neuk of Fife (holiday areas), Ravenscraig Park carpark Kirkcaldy

Glasgow
Haghill, local shops in the area.

Midlothian
Bonnyrigg area, Manor Wood

North Lanarkshire
Caldercruix bicycle path, Carluke, grassy area right across from police station, Chapelknowe Road, Harthill

Highlands & Islands
A96 Inverness to Aberdeen, Cearns area of Stornoway, Culbokie Football Field carpark, Culloden Moor Inn carpark, Edinbane Wind Farms (Skye), Hilton skate park (IV2 4HW), Inverness canal and basin, Inverness Parks, Kingston Beach, Lerwick, Glebe cars, NC500, Skye Bridge, Struan viewpoint, Thurso, Upper Kessock Street area (Inverness), Wick (KW1 5QW area).

Perth and Kinross
Abernethy, Bertha Loch, Corsiehill , Moncreiffe Hill

Renfrewshire
Dykebar Hospital Grounds, Kirklandneuk Road paths, Kirn Gardens and Promenade, Knapps Loch, Parklee Park, Skate Park PA4 8HT

South Lanarkshire
Viewpark glen

Stirling
Bannockburn Cemetery, Cambus, Delph Pond, Finnich Glen, Manor Powis, Menstrie, Tullibody

West Lothian
Canal tow path (between Linlithgow and Polmont)

Appendix C: Your Police respondent demographics

POLICE SCOTLAND
POILEAS ALBA

- **Gender:** Male (29,3%), Female (67.0%), Non-binary (0.27%), not answered (1.13%), Prefer not to say (2.3%).
- **Disability or long term health condition:** Disability (10.8%), no disability (84.2%), not answered (1.7%), prefer not to say (3.4%)
- **Transgender history:** No (92.6%); Not answered (4.1%); Prefer not to say (3.0%); Yes (0.3%).
- **Ethnicity:** Not answered (1.2%); African, African Scottish or African British (0.1%); Any mixed or multiple ethnic group (0.5%); Any other African (0.0%); Any other Asian (0.1%); Any other Caribbean or Black (0.0%); Any other ethnic group (0.6%); Any other white ethnic group (2.1%); Arab, Arab Scottish or Arab British (0.1%); Bangladeshi, Bangladeshi Scottish or Bangladeshi British (0.0%); Black, Black Scottish or Black British (0.0%); Caribbean, Caribbean Scottish or Caribbean British (0.0%); Chinese, Chinese Scottish or Chinese British (0.2%); Indian, Indian Scottish or Indian British (0.3%); Not Answered (0.9%); Pakistani, Pakistani Scottish or Pakistani British (0.3%); White Gypsy/traveller (0.1%); White Irish (1.2%); White other British (13.0%); White Polish (0.5%); White Scottish (78.8%).
- **Age:** Not answered (1.5%); 10-15 (0.3%); 16-19 (0.7%); 20-29 (7.7%); 30-39 (16.8%); 40-49 (23.6%); 50-59 (26.7%); 60-69 (15.1%); 70+ (5.5%); Prefer not to say (2.0%).
- **Religion:** Not answered (1.9%); Any other religion (1.2%); Buddhist (0.35%); Church of Scotland (23.9%); Hindu (0.1%); Jewish (0.2%); Muslim (0.5%); No religion (51.59%); Not Answered (0.9%); Other Christian (6.8%); Prefer not to say (4.1%); Roman Catholic (9.2%); Sikh (0.1%).
- **Sexuality:** Bisexual (1.5%); Gay (1.5%); Heterosexual (86.0%); Lesbian (0.8%); Not answered (3.1%); Other (0.9%); Prefer not to say (6.2%).
- **Experience of crime in the past 12 months:** Been a victim of crime (6.3%); Been a witness to a crime (8.9%); Both of the above [Victim & witness] (2.0%); None of the above (78.2%); Not answered (1.2%); Prefer not to say (3.3%).

Appendix D: User Experience Survey respondent demographics

- **Age:** 16-18 (<1%); 19-24 (3%); 25-34 (15%); 35-44 (27%); 45-54 (27%); 55-64 (24%); 65-74 (10%); 75-84 (1%); over 85 (<1%).
- **Was the incident the respondent reported related to Coronavirus (COVID-19)?:** Yes (27%); No (73%).
- **Demographic questions:** Answered demographic questions (75%); Did not answer demographic questions (25%).
- **Gender:** Female (56%); Male (44%); Non-binary (<1%); Prefer not to say (<1%).
- **Sexual orientation:** Heterosexual (92%); Bisexual (2%); Gay (2%); Lesbian (2%); Other (1%); Prefer not to say (2%).
- **Disability or long term health condition:** Disability (27%); No disability (71%); Prefer not to say (2%).
- **Ethnicity:** White (97%); Mixed or multiple ethnic groups (1%); Asian, Asian Scottish, or Asian British (1%); African (<1%); Caribbean or Black (<1%); Other ethnic group (1%); Prefer not to say (1%).
- **Religion:** None (50%); Church of Scotland (24%); Roman Catholic (14%); Other Christian (14%); Muslim (6%); Buddhist (1%); Sikh (<1%); Jewish (<1%); Pagan (<1%); Other religion (2%); Prefer not to say (3%).