POLICING FOR A SAFE, PROTECTED AND RESILIENT SCOTLAND

Quarter 4 Performance

Report January to March 2020/21

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

SEMPER VIGILO

Introduction by the Deputy Chief Constable

The reporting year 2020/21 was truly an exceptional period, covering from just a few days after the country first entered lockdown up until the beginning of April 2021.

Restrictions continue into 2021/22 and it may be years before some of the changes to how people live their lives and to the nature of crime are fully understood.

However our Quarter 4 Performance Report demonstrates the significant impact coronavirus restrictions have had on reported crime, detection rates and other policing requirements during this unique time.

Overall violent crime reduced by around 10% year on year. Year on year increases of violent crime were reported during only the months of July and August, when restrictions had been eased.

Acquisitive crime, such as shoplifting, also declined overall by almost a fifth compared to the year before and against the five-year average.

The number of people killed and seriously injured on our roads is down about a third on the year before.

While this is to be welcomed, it is important to note reductions in reported crime did not occur in every category.

The rise in reports of fraud and online child sexual abuse has continued and accelerated during this period, underlining the need for policing in Scotland to build capacity and capability in the virtual space. The report details the arrest of over 270 individuals in relation to the enforcement of over 600 National Child Abuse Prevention packages by dedicated teams between September last year and April this year.

Following an initial decrease in domestic abuse incidents, a steady increase has been recorded since lockdown, while domestic abuse crimes are also up for the year. Police Scotland continues to work closely with victims' organisations and other partners to ensure people receive the help they need and deserve.
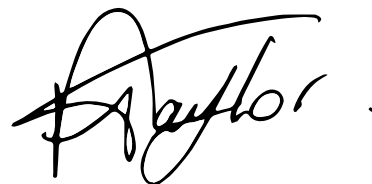
The concerning trend of rising assaults on police officers and staff also continues and the report details work under the Your Safety Matters initiative to better understand and prevent violence and abuse against police.

As restrictions ease, we will continue to report on changes to the policing requirements of communities and the challenge of maintaining higher detection rates in the context of reported crime which is closer to pre-pandemic levels, as well increasing demand in areas such as fraud and online child abuse.

The Performance Report also provides details on the Your Police Survey, for which we had over 36,500 responses, indicating that confidence in policing remains high.

Our Performance Reports can help the public understand the work of their police service and, in doing so, enhance the strong bond of trust that exists and from which policing draws its legitimacy.

I continue to be hugely grateful to the public for that support and pay tribute to the commitment and dedication of our officers and staff to maintaining and building that vital relationship throughout the pandemic.

Fiona Taylor
Deputy Chief Constable,
People and Professionalism

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Executive Summary

Introduction

This is the final Quarterly report of the 2020/21 performance cycle, reporting on our revised Performance Framework. Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the strategic outcomes as detailed in the 2020/21 Annual Police Plan; these being:

- **Public Safety and Wellbeing -** threats to public safety and wellbeing are resolved by a proactive and responsive police service

- **Needs of Local Communities -** the needs of local communities are addressed through effective service delivery

- **Confidence in Policing —** the public, communities and partners are engaged, involved and have confidence in policing

- **Positive Working Environment -** our people are supported through a positive working environment, enabling them to serve the public

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

Impact of COVID-19 on crime and offence levels

The COVID-19 pandemic continues to have a significant impact on crime and offence levels with overall Group 1-7 crime and offences down 5.8% on last year and down 10.6% on the five year mean. Decreases remain prevalent in a number of crime areas including overall violent crime and Groups 1-3 crime whilst increases are seen in certain other crime types including child sexual abuse, hate crime and fraud.

We continue to provide a rolling twelve month breakdown for a number of crimes and offences to highlight the impact these exceptional circumstances are having on the Year to Date (YTD) figures. This breakdown helps pinpoint where crimes have peaked throughout the year at the various stages of lockdown, the impact COVID-19 is still having in certain areas or where figures are starting to stabilise and return to levels previously recorded.

Policing Demand during 2020/21

Police Scotland has faced a number of unique challenges throughout an extraordinary year, which has seen disruptions to criminal behaviour and a significant impact on policing demands.

Changes in the composition of crime towards more serious, complex and resource intensive crimes, often involving new technology, has resulted in an increase in investigative demand.

This is particularly evident in Group 2 crime where despite decreases in the majority of sexual crimes we continue to record significant increases in communication offences. The increased use of remote and communications technology, meaning more people are spending more time online, has also resulted in an increase not only in fraud but instances of threats and extortion.

There continues to be a rising demand on policing in relation to vulnerability. COVID-19 has brought dramatic changes to Police Scotland's operating environment, however it does not change our role in ensuring we keep people safe. During 2020/21 for example, over 14,000 missing persons enquiries were raised by Police Scotland with the vast majority located quickly. Regardless of changes to demand, protecting the most vulnerable in our communities will continue to be a key priority of policing in Scotland.

Throughout the last year, Police Scotland have taken steps to further understand mental health demand on the service. Analysis has demonstrated that where mental health is deemed to be a factor, incidents have higher deployment times on average across the majority of incident types, potentially due to the increased complexity and risk involved.

It has also been observed that whilst decreases have occurred volumetrically in a number of areas, the proportion that is mental health related (across, for example, incidents, missing persons, and, to a lesser degree, custody), has risen during the last year. This suggests that demand emerging from the most vulnerable in society is less sensitive to external suppressants such as COVID-19 restrictions, and may have been exacerbated by the pandemic.

Policing the pandemic has also had a significant impact on demand. Key to Police Scotland's response to COVID-19 related interactions with the public was the use of the four E's; Engage, Explain, Encourage and, only as a last resort, Enforce. This approach has proven to be successful with the number of arrests and number of fixed penalty notices (FPNs) issued low. In total, only around 12% of interactions resulted in further action being required.

This report comprises of three sections:
- Public Confidence and Experience of Policing
- Measures of Progress towards Strategic Outcomes
- Operation TALLA – Police Scotland COVID-19 Response

Public Confidence and Experience of Policing
Despite the continued challenges of policing in such extraordinary times, Police Scotland has continued to maintain high levels of public confidence. The Your Police survey was launched on 09 April 2020 and over 36,500 respondents have taking the opportunity to provide us with their feedback throughout this financial year, to 31 March 2021. Analysis of the responses received shows the majority of people (57%) have confidence in Police Scotland.

Challenge: As with previous quarters, the challenge remains in ensuring representative participation rates with the Your Police survey against a backdrop of changes to COVID-19 lockdown rates / restrictions and seasonality distractions.

Response: The key to increased participation rates relies on regular proactive promotion of the survey. The Research and Insights Team have worked effectively with internal colleagues (Corporate Communications, Partnership, Prevention, & Community Wellbeing – PPCW and local divisions) as well as external partners to help maximise outreach into Scotland's diverse and vulnerable communities during 2020/21.

Measures of Progress towards Strategic Outcomes

Measures of Progress towards Strategic Outcomes have been identified by Police Scotland in collaboration with the Scottish Police Authority. This suite of key measures have been identified from the available management information and aims to support consistent reporting from the Performance Framework. The following is a synopsis of exceptions identified with the Quarter 4 report.

Overall Violent Crime

Overall violent crime has decreased significantly and is down 10.0% (6,361 crimes) compared to the same period last year and down 10.3% (6,548 crimes) compared to the five year mean. As with previous assessments, the impact of COVID-19 and subsequent lockdown restrictions have contributed significantly to this decrease. Whilst the majority of component crime types (homicide, serious assault, robbery and common assault)

are down compared to the previous year, we continue to see an increase in the common assaults of emergency workers (8,116 crimes, up 7.7%).

Police Assaults

Common assaults on police officers/ police staff is up 6.3% (413 more) on the previous year to date and up 18.1% (1,064 more) on the five year mean.

Challenge: The large increases this year can partly be attributed to increases in assault relating to COVID-19, indeed 15.7% (1,087) of crime reports on assaults feature context relating to COVID-19. Although COVID-19 has brought increases to assaults on officers/ staff this year, it is likely that existing challenges pre COVID-19 will remain when lockdown regulations are relaxed.

Response: The Your Safety Matters (YSM) Group are continuing to improve the safety of officers and staff. Officers have now began receiving an enhanced two day training course on Officer Safety Training (OST). Work is ongoing to enhance evidence submitted to the Procurators Fiscal and additional research has been approved to further examine the circumstances surrounding the increases in assault.

Analysing the data over the four quarters this year illustrates that the average assaults per quarter was highest in Quarter 1 and then declined steadily throughout the year. The peak in assaults in the first COVID-19 wave were not realised again during the second wave.

Sexual Crimes

The number of recorded sexual crimes in 2020/21 is down 2.8% (375 crimes) on the corresponding period last year however up 6.4% (789 crimes) on the five year mean. The number of crimes recorded has increased month on month since December 2020 with a peak of 1,278 crimes reached in March 2021. Communication type offences are identified as increasing the most during this year.

Challenge: Throughout the year the months of July and March have notable spikes in recorded Group 2 crimes and rape. This coincides with periods of lockdown restrictions easing and tight lockdown restrictions being enforced. While it is reasonable to conclude that the pandemic is a factor in sexual crime and rape, analysis of this remains ongoing to provide additional insight to inform our approach.

Response: Police Scotland is working alongside the National Crime Agency (NCA) and academia to better understand any UK trends in sexual offences and rape which have arisen due to the pandemic.

Child Sexual Abuse (online)

There were a total of 1,966 child sexual abuse crimes recorded year to date which is an increase of 5.9% compared to last year and 24.9% greater than the five year mean. Following a peak of 229 crimes in June 2020, crimes steadily decreased month on month between July and December before increasing slightly again between January and March.

Challenge: The nature of this type of criminality is very complex, presenting challenges around investigation and the demand for investigations into Online Child Sexual Abuse & Exploitation (CSAE) continues to grow, particularly in respect of National Online Child Abuse Prevention (NOCAP) packages.

Response: To help mitigate the growing threat of CSAE, a taskforce was established under the name of Operation PARROR. From 01 September 2020 until 31 March 2021, 649 NOCAP packages were enforced by the taskforce helping to reduce demand on local policing divisions.

Success: The success of Operation PARROR has led to the permanent creation of dedicated teams within SCD to assist local policing with this high risk area of threat and enabled us to protect / safeguard 434 children.

Drugs Harm/Supply

Total drugs supply rose by 9.5% (422 crimes) with drugs possession also up 1.5% (446 crimes) when compared to last year.

The latest Scottish Crime and Justice Survey reveals that the number of people reporting use of illicit drugs has increased from 7.6% in the 2008–09 survey to 9.7% in 2018–20 survey. This is based on comparable measures, where the drug types included in the survey are generally consistent over time. Drug use and associated criminality result in high physical and psychological harm, affecting drug users, their families and communities where drug use is prolific.

Challenge: Tackling Serious and Organised Crime is a priority for Police Scotland and our officers continue to work to severely disrupt the activities of organised criminals operating to supply drugs within Scotland.

Response: As reported during Quarter 1 2020-21 a significant UK operation into serious and organised crime was undertaken in the form of Operation VENETIC. This collaborative operation included Police Scotland, the National Crime Agency (NCA), Border Force, police forces across the UK and European law enforcement partners. In February 2021, two drugs couriers were each jailed for 10 years after being caught bringing almost £6m worth of cocaine into Scotland as a result of Operation VENETIC. Both pled guilty to supplying drugs and possessing criminal property in connection with serious organised crime. They were both also issued with a Serious Crime Prevention Order that will be in place for three years upon release.

Contact, Command and Control Division

During 2020/21, our service advisors received a total of 2,566,269 calls to 999 and 101 numbers. This is a decrease of 18,841 calls (0.7%) compared to the same period last year. The handling of 999 calls remains our highest priority with an average speed of eight seconds maintained to answer such calls.

In addition to these call numbers, Contact, Command & Control (C3) Division have also dealt with over 255,000 public contacts. These include over 125,000 "Contact us" emails, over 100,000 partner agency / alarm calls, and over 3,700 online reports of COVID-19 restriction breaches.

Success: During the last year, while managing operational demands under extremely challenging circumstances, Police Scotland Service Centres have again been awarded the prestigious Global Standard accreditation from the Customer Contact Association (CCA). This accreditation measures an organisation's customer service strategy to help develop a consistent approach to service excellence.

Service advisors provide an essential service to our communities, prioritising the needs of the most vulnerable and ensuring they get the right support from the right people at the right time. This significant achievement, demonstrating both the resilience and commitment to excellence, has been achieved by our service centres while continuing to deliver this sustained service.

Hate Crime

There was a 3.9% increase in hate crime compared with the previous year to date at the end of Quarter 4. This is an improved position from Quarter 3 where hate crime was up 8.7% During Quarter 4 itself, there were 1,398 hate crimes recorded, compared to 1,574 recorded in Quarter 4 last year. This fall was replicated across all regions and somewhat reversed the trend of increased hate crimes seen earlier in the year.

Challenge: It is expected once 'stay at home' measures are eased and changed to 'stay local' and people began to socialise spending more time outdoors, alongside wider societal and political events and issues, this may continue to affect tensions and therefore increase likelihood of instances of hate crime.

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In particular the possibility of increased protest / demonstration activity may contribute to increased hate crime. We continue to monitor this and engagement between local policing and communities continues.

Response: Police Scotland continue to work with partners and diverse communities as a result of government changes to COVID-19 guidance and regulations and to monitor/tackle any significant tensions or trends and any impact on human rights.

Acquisitive Crime

Acquisitive crime has reduced by 18.0% (19,729 crimes) when compared to the same period last year. This large decrease is as a result of the impact of COVID-19 restrictions with significant decreases recorded in both shoplifting (down 32.7%, 10,010 fewer crimes) and housebreaking (down 24.5%, 3,145 fewer crimes). Increases continue however to be recorded in the number of fraud crimes.

Fraud

The number of crimes have continued to rise, increasing by 38.2% (4,156 crimes) compared to last year and 78.1% (6,592 crimes) compared to the five year mean. This rise is reflected across all divisions in Police Scotland and the UK as a whole. The continued reliance on the internet during COVID-19 restrictions has played a significant role in the increased number of fraud crimes. It should also be recognised that whilst these increases are significant it is widely acknowledged that this is a crime traditionally under reported.

Challenge: The under reporting of fraud spans all communities from vulnerable citizens to multinational companies.

Police Scotland must continue to actively encourage reporting of this type of crime to gain a true picture of the extent and nature of the threat.

Response: There are a number of reasons why people or organisations do not report fraud which can range from embarrassment through to commercial implications and the need to protect company reputations. 'Romance frauds' have increased across the UK during lockdown and given the personal nature of such crimes victims may be reluctant to report. Police Scotland actively support a number of campaigns to raise awareness of this type of fraud. The aim of these campaigns is to provide people with the information to ensure they do not become victims of such crime or where people have been a victim, provide them with support to feel able to report the crime to the police.

Justice Recovery

Challenge: The cessation of all but the most critical criminal cases in March 2020 has led to significant case backlogs in the Criminal Justice System across both summary and solemn business. At the time, it was assessed that such delays could have a consequential impact on public safety due to a number of factors including; growing numbers of offenders being managed in the community pre-trial, loss of public confidence in the justice system resulting in fewer convictions, and unrest and potential vigilante action.

Response: Presently, Police Scotland and Justice Partners are working collaboratively to identify the most appropriate measures through which the public safety risk can be tracked and addressed. A Community Impact Assessment (CIA) has been drafted to capture and coordinate this work.

The CIA framework is being used to identify, track and manage the constituent elements of this risk and to ensure appropriate action is taken in relation to any identified community tensions. It is intended that this framework will also provide a structured means to inform and support collaborative decision making.

A Justice Recovery Community Impact/Public Safety Short Life Working Group (SLWG) has been formed to work collaboratively to identify, track and address risk within this area. The SLWG will report internally to the Criminal Justice Reform Programme Board, and in turn to the Criminal Justice Transformation and Legislative Review Board. In addition, the Ops Analysis Group support the Recover, Renew, Transform (RRT) programme.

Work is ongoing with partners and Scottish Government Justice Analytical Services (JAS) to track data, monitor risk and model the likely impact of Justice Recovery planning assumptions to enhance understanding of bail and remand flows and populations. It is anticipated that this ongoing analysis will provide new insight into remand and bail flows across the Criminal Justice System to inform improved ways of working. Consequently, a wealth of detailed information about such bail and remand flows of different types of case (bail aggravated/bail offence cases, domestic abuse, cases with different crime type) will soon be possible.

Complaints about the Police

Complaints from members of the public rose by 9.7% (613 complaints) compared to the same period last year. COVID-19 complaints make up 12.5% (868) of all complaints and is a key factor in this

increase. There were 6,090 non-COVID complaints received in 2020/21 which represents a decrease of 4.0% compared to 2019/20 and further underlines the impact COVID-19 has on the volume of complaints received. Frontline Resolution (FLR) was used to resolve 3,148 complaints (45.2%) by either simple explanation, assurance or apology.

Crime Reported to Police Scotland

The Scottish Crime and Justice Survey (SCJS) 2019/20 estimated that, while the volume of crime in Scotland has fallen by 46% over the last decade, police only become aware of 40% of crime occurring, a similar proportion to recent years.

This is particularly prevalent with cyber crime. The SCJS highlighted significant under-reporting of cyber fraud and computer misuse by victims of these crimes with many stating that they dealt with the issue themselves. They estimated that when the incident was reported, victims rarely turned to the police. Only a small proportion of victims reported the incidents to the police (5% of those having their card or bank account details stolen online and scam phone calls, and 1% of those who had experienced a virus, scam email or having their online account accessed for fraudulent purposes).

Challenge: Increasing public confidence in reporting all crimes is vital, particularly from groups and individuals who may suffer from repeat victimisation. The SCJS findings highlight the challenges faced by law enforcement in understanding and combatting the threats we all face in respect of cyber enabled fraudulent activity and computer misuse.

There are a number of contributing factors which have an impact on the un-reporting of these crime types ranging from victims being recompensed from their financial institutions and therefore not reporting to the police directly through to victims of these crimes feeling embarrassed or ashamed to report that they have been the victim of a scam.

Response: Local policing and specialist divisions continue to work closely with repeat victims of crime and partner agencies in a position to support them. Nationally, data systems are not currently suited for the identification or in-depth analysis of repeat victimisation, however future system development will allow for a more robust national response to understanding repeat victimisation.

Police Scotland continue to support a number of high profile fraud campaigns alongside partners at a national (UK), regional and local level. Over the period these have included investment frauds, pension frauds and romance frauds, all of which have been prevalent during the last year. These campaigns seek to educate the public so they are alert to fraudulent activity online, how they can stop themselves becoming victims of these crimes and also how they can report these matters to law enforcement. Police Scotland will continue to engage the public and partners to remain aware of the different crime types and ensure the public remain vigilant and safe online.

Operation TALLA – Police Scotland COVID-19 Response

Operation TALLA is the Police Scotland planning operation that has been established to ensure appropriate plans are in place to deliver a full response to the COVID-19 pandemic and to support the organisation's and society's return to normal.

Eight strategic objectives have been set for Operation TALLA, highlights of key activity aligned to these objectives are noted below:

- The All-Risks National Co-ordination Centre (NCC) continue to provide support to the wider Scottish Strategic Resilience Partnership via regular meetings with strategic partners at the Concurrent Risks Operational Group (CROG) and the Multi Agency Co-ordination Centre meetings. Partners also benefited from the information contained within the Horizon Scan document and Strategic Co-ordinating Group (SCG) Situational Report (SitRep), both of which were published on a daily basis.

- On 15 February 2021 Managed Quarantine (MQ) Regulations came into force in Scotland, legislated by the Health Protection (Coronavirus) (International Travel) (Managed Accommodation & Testing) Regulations 2021. The MQ process is managed between UK Border Force and G4S. The role of Police Scotland is to provide a high visibility presence at the border control point, the baggage claim area and the landside arrivals area for all flights. While Police Scotland has a limited role, we are working closely with UK Border Force and G4S, both of which are leading on the application of these measures.

- Each week, Safer Communities Equality and Diversity Team produces a national community tensions report providing an overview of emerging community tensions and concerns as a result of current social restrictions and the public response to those restrictions; and the policing approach during the COVID-19 pandemic. This report includes information received from the National Community Tensions Team (NCTT), which shows the UK wide picture and is produced and distributed by the National Police Chiefs' Council (NPCC), to every police force in the UK.

- Over 17,000 PPE training courses have been delivered to frontline police officers and staff. To ensure availability and accessibility of appropriate fitting FFP3 face masks, a recent programme has delivered re-fit training to 11,400 officers that provides an alternative FFP3 and provides confidence in the available stock levels.

- Police Scotland has provided an enhanced high visibility presence to support Local Policing to enforce Level 4 Pandemic Restrictions in the form of the Conventional Response Unit (CRU). This enhanced high visibility presence was to provide a visible deterrent to any persons seeking to breach existing coronavirus legislation / guidance and will provide enhanced reassurance to the public in this regard.

- The Outbreak Management Team (OMT) continue to provide live support to divisions and departments on identification of positive coronavirus (COVID-19) test results. Since 01 March 2020, Police Scotland has had 1,737 COVID-19 positive officers / staff, with the OMT managing 1,474 of these.

- Over the past year, the ICT department has provided, as a result of COVID-19, 3,901 laptops to our staff, with 3,995 RAS tokens being provisioned enabling staff to access our network remotely. In total we have 6,358 staff registered with remote access capability. Over 13,300 staff now have access to MS Teams, enabling them to have virtual face to face time with their staff and colleagues, reducing the requirement to travel to attend meetings.

Performance Framework Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2020/21.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	- Keep people safe in the physical and digital world - Design services jointly to tackle complex public safety and wellbeing challenges - Support policing through proactive prevention
The needs of local communities are addressed through effective service delivery	- Understand our communities and deliver the right mix of services to meet their needs - Support our communities through a blend of local and national expertise - Support the changing nature of communities
The public, communities and partners are engaged, involved and have confidence in policing	- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to service the public	- Prioritise wellbeing and keep our people safe, well equipped and protected - Support our people to be confident leaders, innovative, active contributors and influencers - Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging
Police Scotland is sustainable, adaptable and prepared for future challenges	- Use innovative approaches to accelerate our capacity and capability for effective service delivery - Commit to making a positive impact through outstanding environmental sustainability - Support operational policing through the appropriate digital tools and delivery of best value

Evidencing progress towards our outcomes

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

Policing during Quarter 4 2020/21

2,566,269 calls with over 255,000 additional public contacts	424,259 antisocial behaviour incidents reported by members of the public
1,649,082 overall incidents	3,238 serious assaults
14,361 missing persons reports	98,391 arrested persons

Drug harm & tackling serious organised crime – disruption activity in Quarter 4
Police Scotland continue the fight to tackle serious and organised crime through the numerous intelligence led operations we carry out. We are committed to protecting our communities from the risk and harm brought by the individuals and groups involved in the supply and distribution of controlled drugs. Recent recoveries should bring confidence and reinforces our aim to improve the safety and wellbeing of the people of Scotland.

73kg of Cocaine and 83kg of Herbal Cannabis seized with estimated street value of £3.8m and £830k respectively	£5,160,000 worth of controlled drugs recovered on the M74 corridor between England and Scotland	Eight persons arrested across two operations in Glasgow and South Lanarkshire

	Over 36,500 survey responses to our Local Police Survey, with a majority (57%) of people stating that they have confidence in their local police		MS Teams enabled for more than 13,300 officers and staff to carry out virtual face to face meetings with their staff and colleagues
	Our Special Constables volunteered 17,239 hours in support of Local Policing during Quarter 4		Issued over 3,900 laptop devices to support officers and staff working from home

Public Confidence and Experience of Policing

The Public Contact and Engagement Strategy addresses how we will make our services more accessible, relevant and responsive to different communities – for increasing people's confidence and ability to approach, contact and cooperate with police.

The Public Confidence Governance Board is responsible for developing our understanding of public confidence and response to public feedback. The key areas of focus include our approaches to community engagement and policing the pandemic to meet public expectations and sensitivities.

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

- Your Police 2020/21 survey – our local police survey was launched on 09 April 2020 to measure public confidence and perceptions of police, and our response to the pandemic.

- User Experience survey - our independent survey, administered by Progressive Partnership Ltd, was adapted to an SMS survey from a former telephone survey, to continue to engage people who contacted Police Scotland during the pandemic.

- Fair and Inclusive Police Service survey – this survey launched on 08 December 2020 and closed on 29 January 2021, to engage the public, our communities, partners and people in the development of our equalities outcomes. It covers confidence in reporting hate crime and gender based violence, and how Police Scotland can support vulnerable and diverse communities, including our people. We received **823** responses, including **12** British Sign Language responses and **three** Easy Read responses.

- Use of Body Worn Video – this survey launched on 01 February and closed on 26 February 2021 to engage the public, our partners and our people on the use of Body Worn Video in Armed Policing. This survey was the first phase of engagement and consultation on how we use Body Worn Video in policing. **8,835** responses were received, making this one of Police Scotland's largest surveys. Further engagement is planned to engage and consult the public, diverse communities and partners with the deployment of Body Worn Video in other areas of policing

The public confidence and experience survey insights are reviewed at the weekly Operational Review Meetings, Senior Leadership Board meetings for executive oversight and discussion, and Regional Delivery Boards for local improvement planning and local scrutiny meetings. The insights have been used to respond to emerging themes and have helped to shape our approaches at a national and local level.

Our response to public and community feedback has been to:

- **Increase local police presence at identified key locations**, with a focus on patrolling during the evening and after dark. This was particularly important to those living in rural areas with lower COVID-19 rates who had concerns around domestic tourism from Scottish regions with higher rates;

- **Enhance digital public contact** including an online form for reporting COVID-19 restriction breaches in a discreet and convenient way, and video appointments for safe and accessible face to face contact;

- **Increase engagement with over 250 organisations representing the interests of local and diverse communities, and businesses** to make sure our information and messaging is accessible and relevant. We were also able to ensure that officers were aware of the needs and challenges of diverse communities in complying with restrictions;

- **Include the needs and circumstances of diverse and vulnerable people in daily operational briefings** to make sure response officers and staff engage appropriately and bring empathy to interactions and reinforce the principles underpinned by the Four E's policy of: Engage, Explain, Encourage, and Enforce as a last resort;

- **Improve public information and advice at a national and local level** on staying safe during Coronavirus that is in line with Government guidance;

- **Proactively engage and track responses among local communities** with tighter restrictions and outbreaks. Monthly **public confidence trackers** have been created for each local police division to support local planning, accountability and scrutiny; and

- **Collaborate with academia** – four studies have been approved to research the drivers of public confidence and the impact of COVID-19 on our response in rural and remote communities; evaluate domestic abuse related calls during the pandemic; our interactions with the deaf community; and, an international study of policing styles and experience of policing during the pandemic.

A sub-group of the Public Confidence Governance Board has been established to develop and increase our communications reach and engagement with seldom-heard communities, particularly vulnerable children and young people, BAME and deprived communities.

Your Police 2020/21

Your Police has received 36,534 responses between 09 April 2020 and 31 March 2021, which includes 278 British Sign Language responses and one Easy Read response. The survey is broadly representative of the population by age, gender, disability, and geography.
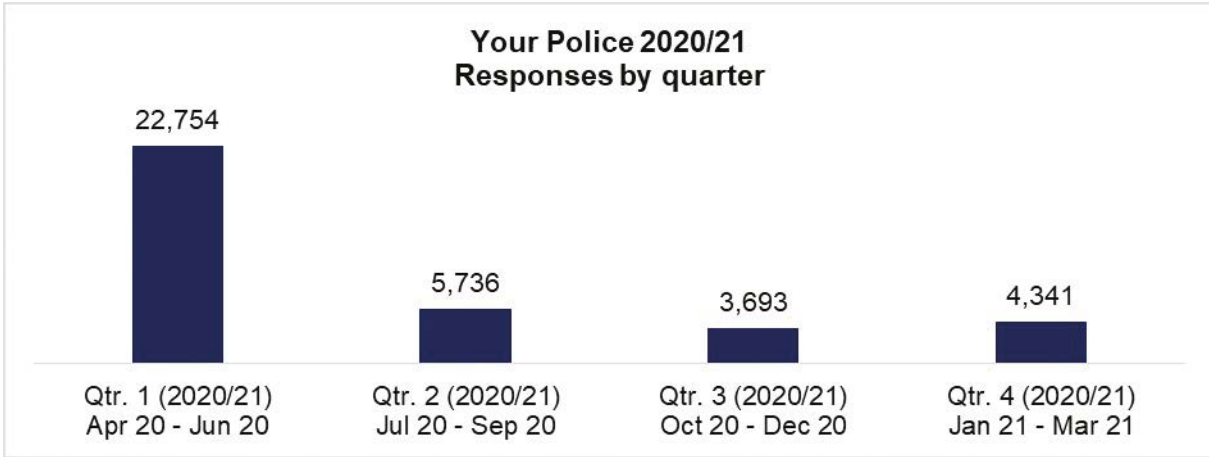

The Research and Insights team are grateful for the continuous work of our colleagues in Corporate Communications; Partnerships, Prevention and Community Wellbeing (formerly Safer Communities); local divisions; and external partners in helping to maximise outreach into Scotland's diverse and vulnerable communities during Your Police 2020/21.
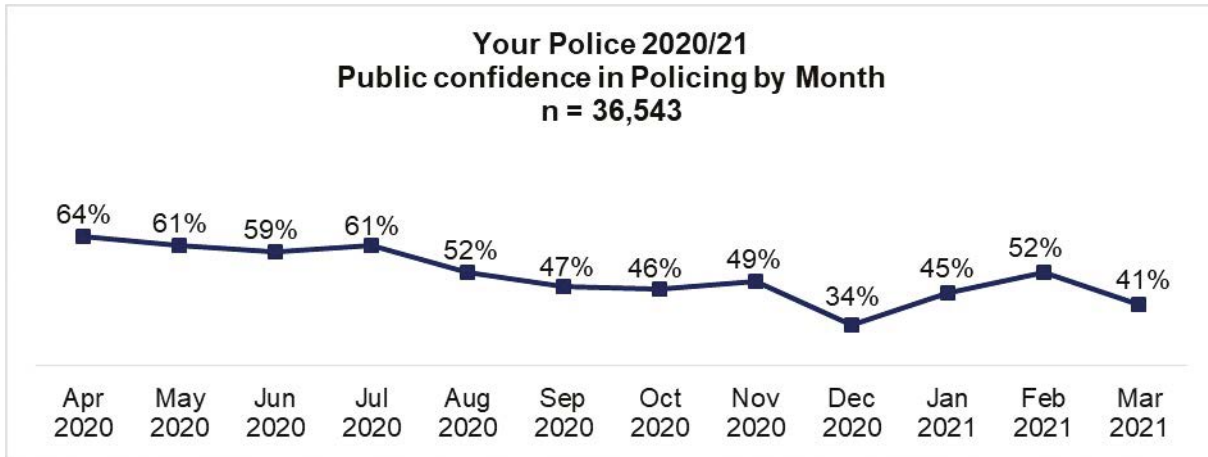
Public Confidence

Overall public confidence during Your Police survey period was 57%, which is an increase of nine percentage points pre COVID-19. At a divisional level confidence ranged from 53% to 62%. Confidence was consistently higher among organisations (71% vs. 55% for individuals).

Quarterly analysis shows a change in public confidence during fieldwork. Confidence peaked initially at 63% before declining to 53% in Quarter 2, and eventually plateauing at 45% in Quarters 3 and 4. Although the decline in confidence between Quarters 2 and 3 was notable, it was not found to be statistically significant.
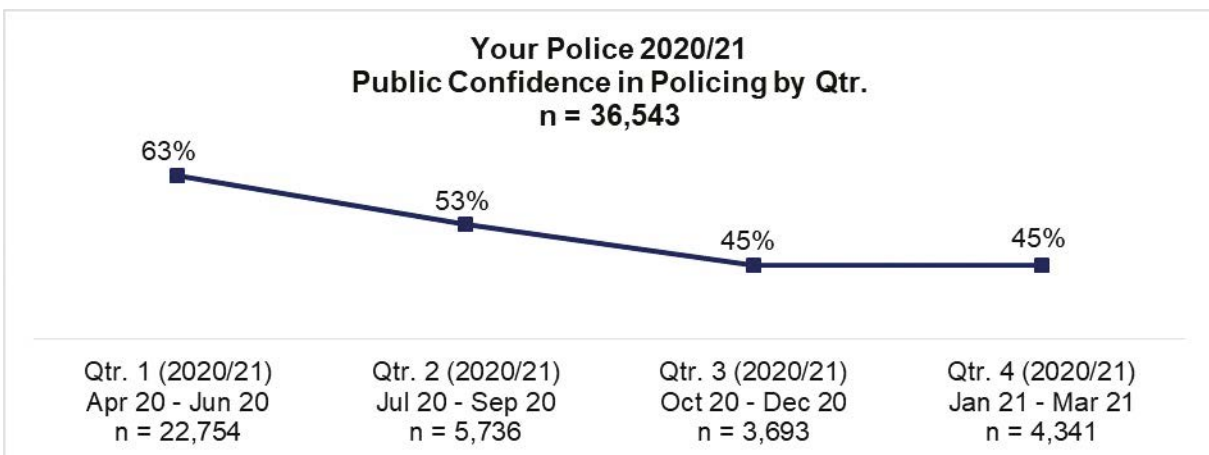
Fluctuations in confidence were observed on a monthly basis. Confidence reached a peak in April 2020 (64%) and a low in December 2020 (34%). These findings are consistent with the quarterly analysis. There were also weekly variations in confidence as well as differing trends across geography.

Your Police 2020/21
Public confidence in Policing by Month
n = 36,543

Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
64%	61%	59%	61%	52%	47%	46%	49%	34%	45%	52%	41%

The Research and Insights team conducted qualitative analysis of open-ended responses to the question, 'what could [the police] do better', which enhanced our understanding of the drivers behind the fluctuations in public confidence. The analysis found that the variables included (but were not limited to):

Changes to COVID-19 rates: The data shows that public opinion tends to evolve quickly when COVID-19 rates and/or restrictions begin to increase, with most saying they want the police to take tougher action to ensure compliance.

Perceptions vs. experience: Only around a third of respondents had engaged with Police Scotland in the preceding 12 months, meaning a significant majority base their confidence in the police on their perception rather than direct or in-direct experience. The public surveys consistently show that user satisfaction with contacting the police is significantly higher than confidence in police among the general public.

Lockdown and / or restriction fatigue: Fatigue associated with COVID-19 restrictions has broadly increased during fieldwork. Qualitative data suggest that this resulted in a gradual loss of confidence in not only the police but public organisations more generally. Analysis has found that feelings of fatigue were more likely when COVID-19 rates were high or increasing and less likely when rates were low or declining.

Extensive qualitative analysis of all open-ended responses is now being undertaken by the Research and Insights team. This analysis will allow the team to present a comprehensive story of public confidence in policing during the pandemic with practical insights for improvement planning.
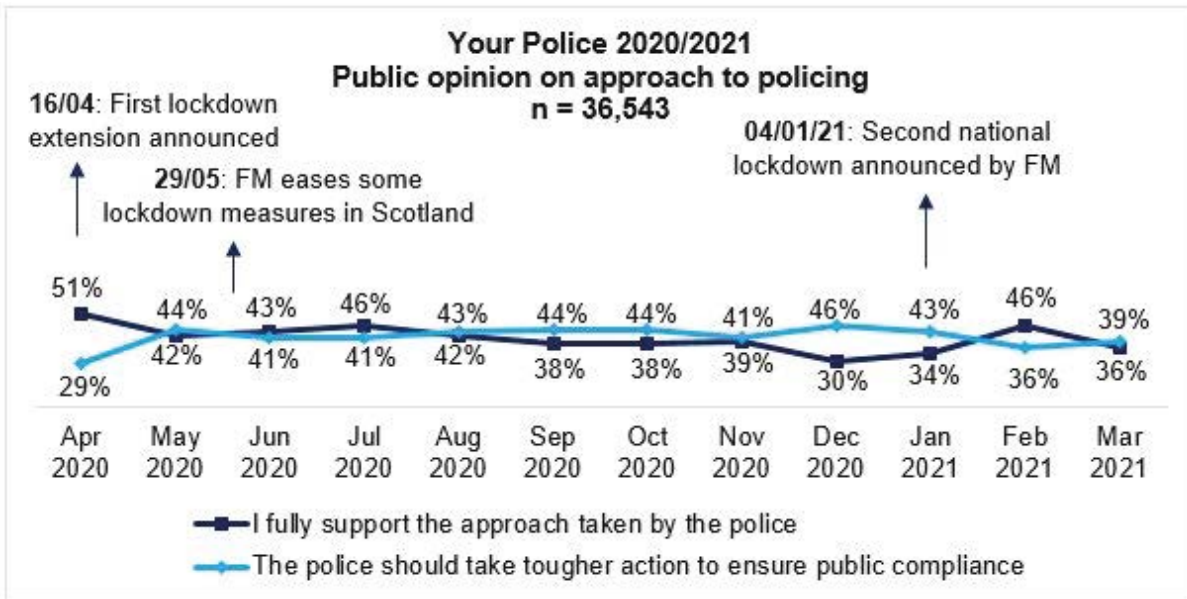
Policing the pandemic

The following is a summary of opinion on Police Scotland's approach to policing the COVID-19 pandemic:

Public Opinion Statements	Percentage of Respondents
I fully support the approach taken by the Police	44%
The Police should take tougher action to ensure public compliance	38%
I support the approach taken by the Police but in some cases they are going too far	9%
The Police have no role in enforcing the lockdown, compliance should be a matter for individuals	3%
The approach taken by the Police in enforcing the lockdown is too heavy handed	1%
None of the above	4%

Your Police 2020/2021
Public opinion on approach to policing
n = 36,543

47% 43% 43% 40%
36% 42% 37% 37%

Qtr. 1 (2020/21) Apr 20 - Jun 20…
Qtr. 2 (2020/21) Jul 20 - Sep 20…
Qtr. 3 (2020/21) Oct 20 - Dec 20…
Qtr. 4 (2020/21) Jan 21 - Mar 21…

— I fully support the approach taken by the police
— The police should take tougher action to ensure public compliance
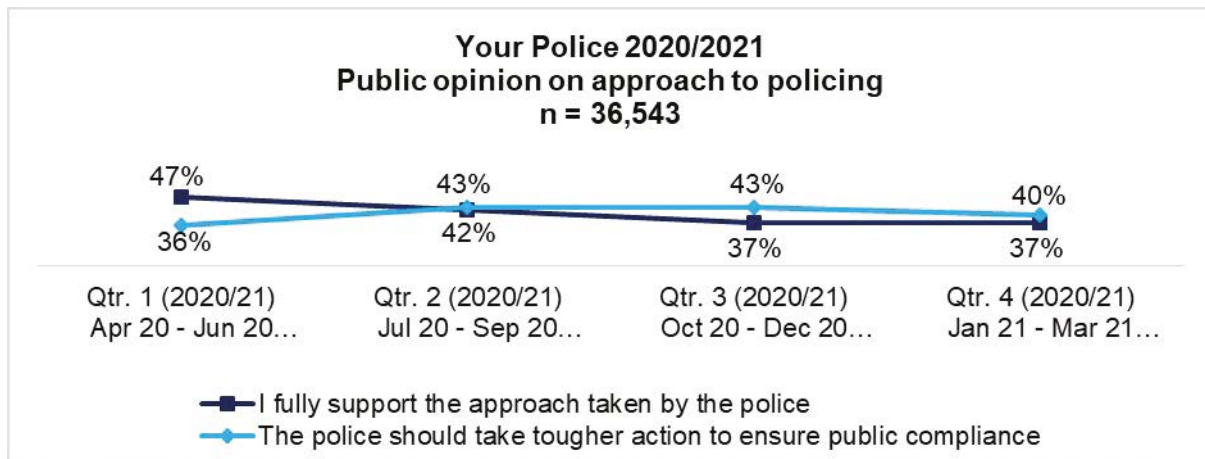
Public opinion on our approach to policing during the pandemic has broadly followed a similar trend to public confidence.

Your Police 2020/2021
Public opinion on approach to policing
n = 36,543

16/04: First lockdown extension announced

29/05: FM eases some lockdown measures in Scotland

04/01/21: Second national lockdown announced by FM

I fully support the approach taken by the police: 51%, 42%, 43%, 46%, 42%, 38%, 38%, 39%, 30%, 34%, 46%, 39%

The police should take tougher action to ensure public compliance: 29%, 44%, 41%, 41%, 43%, 44%, 44%, 41%, 46%, 43%, 36%, 36%

Apr 2020, May 2020, Jun 2020, Jul 2020, Aug 2020, Sep 2020, Oct 2020, Nov 2020, Dec 2020, Jan 2021, Feb 2021, Mar 2021

The previous chart highlights key events over the course of the pandemic that helps to provide context to the changes in public opinion on Police Scotland's approach during the pandemic. The data suggested that public opinion tends to evolve quickly when COVID-19 rates and/or restrictions begin to increase, with most saying they want the police to take tougher action to ensure compliance. However, there was strong evidence (both quantitative and qualitative) to suggest that when COVID-19 rates and/or restrictions begin to change, the public were much less likely to say they wanted tougher action. The responsive nature of public opinion presents substantial challenges to Police Scotland and requires the organisation to strike a delicate balance between policing in a tough yet proportionate way.

Public opinion around feelings of safety and local policing continued to be broadly positive. A strong majority (84%) of respondents said that they feel safe in their local area. Overall, a majority said they agree that the police in their local area are friendly and approachable, around four in ten (38%) agreed that Police Scotland listen to the concerns of local people, and around a third (34%) agreed that Police Scotland is dealing with local issues.

Public Opinion Statements	Percentage of Respondents
Feel either 'very safe' or 'fairly safe' in their area	84%
Strongly agree or agree that the police are friendly and approachable	63%
Strongly agree or agree that the police listen to concerns of local people	38%

Qualitative insights on the decline of public confidence in policing

Police Scotland received well over 100,000 free-text comments. The Research and Insights team initially conducted thematic analysis to the question, 'what can we be doing better'. We observed the following key themes:

- Greater police presence in local areas to reassure the public;
- Concerns about breaches of COVID-19 legislation;
- Fears of people traveling outside their local area to beauty spots;
- Distribution of information in local communities;
- Desire for the police to focus on engagement with children and young people;
- Increasing enforcement of speeding and reckless driving.

There was an increase in respondents who highlighted the need to address the actions of children and young people, especially in relation to anti-social behaviour and breaches of Coronavirus legislations.

It is also important to highlight that a significant number of free-text responses expressed satisfaction with Police Scotland and the approach the organisation has taken to policing during these challenging times.

Public Experience and Satisfaction of Police Services

The User Experience Surveys are undertaken monthly by Progressive Partnership Ltd on behalf of Police Scotland. The survey was refreshed from a telephone to an SMS survey to continue to engage those who had contact with Police Scotland during the lockdown and measure the impact on public experience. The survey met representative monthly quota samples (more than 1,200 respondents per month). Between January and April 2021 4,301 individuals were surveyed about their experience of contacting the police.

The findings show sustained high levels of satisfaction with contacting the police. Satisfaction is greatest with understanding the caller's needs (89%) and initial contact (87%) and treatment by attending officers (84%). Overall satisfaction with contacting Police Scotland is 73% - the same level as last quarter.

While demand has increased on C3, high satisfaction has been sustained across these criteria which we know are linked to public confidence. Areas that score lower include our ability to keep users up to date on progress of their case and providing the appropriate response. These areas for development are included in the implementation of the Public Contact and Engagement Strategy.

User satisfaction and C3 demand
User Experience Survey: n = 17,621
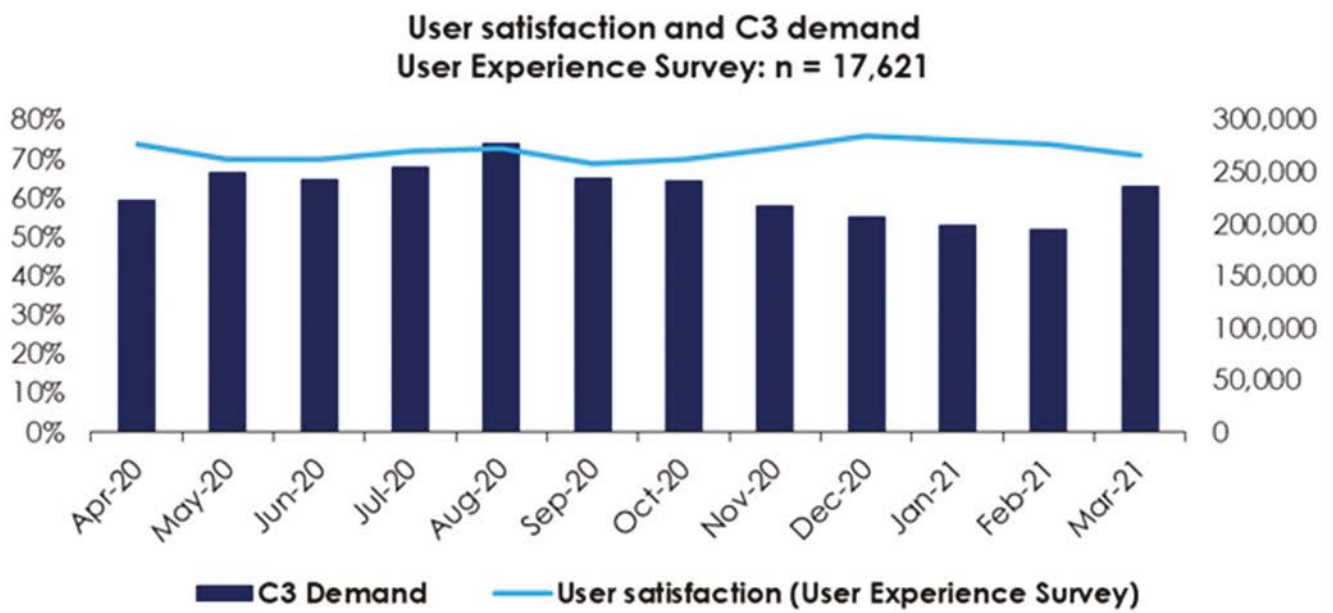
The figures in the previous table shows the number of calls to C3: demand peaked in August 2020 with 277,583 calls and reached a nadir in February 2021 with 195,322 calls to either 101 or 999. The fluctuations in overall satisfaction were all within a seven point margin and were not statistically significant, which means satisfaction stayed consistent.

Strategic Outcome: Threats to public safety and wellbeing are resolved by a proactive and responsive police service

Police Scotland's objectives are to:
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

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

Violent Crime

Overall violent crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	63,658	57,297	-10.0%	63,845.2	-10.3%
Detection rate	69.3%	72.6%	+3.3% point	71.2%	+1.5% point

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

OVERALL VIOLENT CRIME ••••••MEAN

63,470 | 64,029 | 64,126 | 63,658 | 57,297

2016/17 YTD | 2017/18 YTD | 2018/19 YTD | 2019/20 YTD | 2020/21 YTD

OVERALL VIOLENT CRIME

4,063 | 5,938 | 3,641 | 4,486

APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20 OCT '20 NOV '20 DEC '20 JAN '21 FEB '21 MAR '21
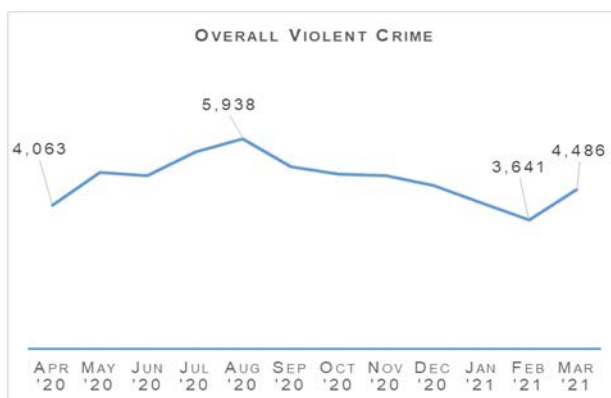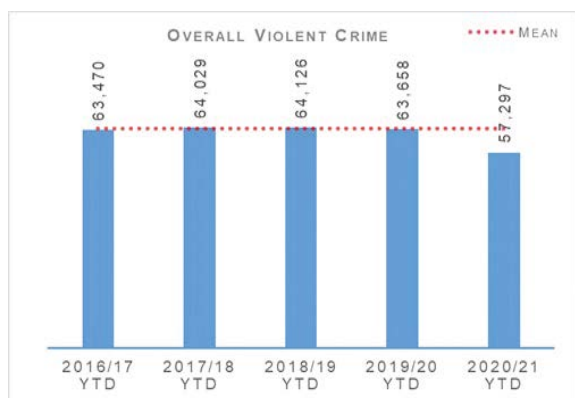
Overall violent crime continues to show a significant decrease compared to last year and the five year mean. As with previous assessments, this is largely due to the impact of the COVID-19 pandemic and restrictions put in place throughout the year in response. July and August 2020, when restrictions eased, have remained the only months this year to see higher levels of violent crime than last year.

41,619 overall violent crimes were detected this year. This was 5.7% fewer than last year and a decrease of 8.4% from the five year mean. Despite this decrease, the fact that there was a larger decrease in recorded crime meant that the detection rate for overall violent crime was 72.6%, up from last year and the five year mean.

Two of the component crimes that make up overall violent crimes saw increases in 2020/21. These were attempted murder (280 recorded compared to 253 in 2019/20 and a five year average of 270.2) and common assaults of emergency workers (8,116 recorded, an increase of 7.7% from last year and 17.3% from the five year mean).

All other component crime types (homicide, serious assault, robbery and common assault) were down in 2020/21 compared to the previous year. They were also all down on the five year mean except for robbery which was up 6.5% despite the fewest robberies being recorded since 2017/18.

Work continues to develop our understanding of the threat posed by, and our approach to preventing violence. This work will be closely linked to the strategic development of our public health approach to policing, which will be led by the Partnership, Prevention and Community Wellbeing Division.

| Non Sexual Crimes of Violence (Group 1)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	9,313	8,972	-3.7%	7,724.6	+16.1%
Detection rate	71.8%	72.4%	+0.6% point	75.6%	-3.2% point

While Group 1 crime has fallen compared to the same period last year, it remains above the five year mean. This is due to the introduction of Domestic Abuse Scotland Act 2018 (DASA) crimes which have been recorded since the beginning of 2019/20. 1,641 DASA crimes were recorded in 2020/21. Excluding them would have resulted in a decrease in Group 1 crimes of 0.8% from the five year mean.

The majority of crimes that make up Group 1 have decreased this year compared to last. The significant exceptions to this continues to be attempted murder and threats & extortion.

Public Protection

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	13,506	13,131	-2.8%	12,342.2	+6.4%
Detection rate	55.9%	58.4%	+2.5% point	61.0%	-2.5% point
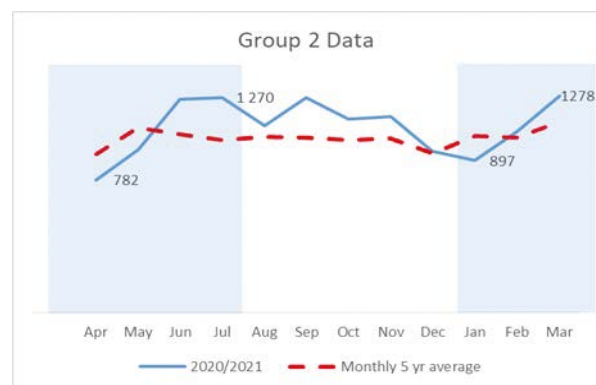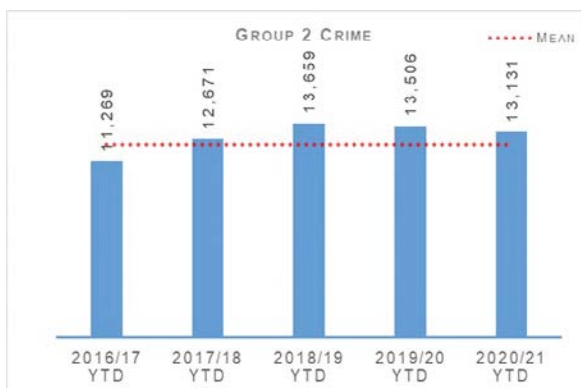
Overall the number of Group 2 crimes decreased by 2.8% in 2020/21 compared to the same period in 2019/20 but an increase of 6.4% was noted against the five year mean. This trend has been noted throughout the year.

Since December the number of crimes has increased each month reaching a peak during the month of March where 1,278 crimes were reported.

The majority of crimes within Group 2 decreased compared to last year however, similarly to previous quarters there were exceptions with some crime types increasing with the most notable being communication type offences. It is likely that these crimes have increased significantly due to police proactivity and operation PARROR.

Overall Sexual Crime (Group 2) – Demand Impact

Whilst Group 2 crime volume constitute a small share of overall crime, analysis on investigative workload revealed that due to the complexity and length of such investigations, the demand created is proportionately far greater than for other crime types. As such, long-term growth in this area (+6.4% above the five year mean) has resulted in a disproportionate increase in the amount of demand placed on Police Scotland.

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	10,074	9,704	-3.7%	9,050.8	+7.2%
Number of Non Recent Crimes	3,432	3,427	-0.1%	3,288.8	+4.2%
Proportion of Group 2 crime non-recent	25.4%	26.1%	+0.7% point	26.6%	-0.6% point

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

The number of recent crimes reported has decreased by 3.7% compared to last year and increased by 7.2% compared to the five year mean. During Quarter 4 non-recent crimes decreased by 0.1% against last year but a 4.2% increase was noted on the five year mean.

Although non-recent crimes decreased when compared to the total number last year a small increase was noted in the proportion increasing from 25.4% to 26.1%. The trend noted in recent and non-recent reporting is largely similar to that noted during the previous quarters.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,230	2,176	-2.4%	2,030.4	+7.2%
Detection rate	52.5%	58.6%	+6.1% point	57.6%	+1.0% point
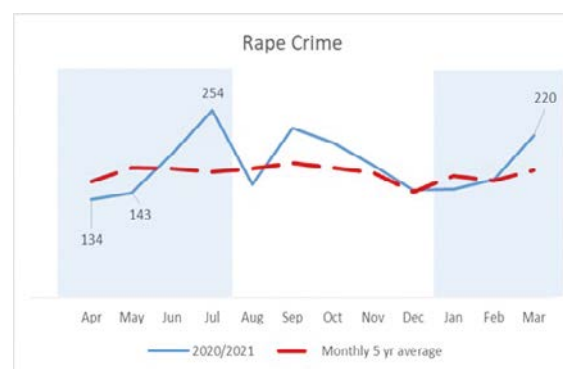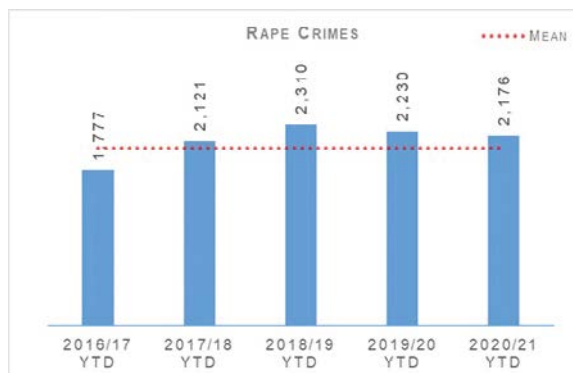
This year the number of rapes reported decreased by 2.4% compared to last year, however an increase of 7.7% was noted against the five year mean. This is compared to a 7.7% decrease compared to last year and a 5.5% increase on the five year mean noted at the end of Quarter 3.

During Quarter 4 the number of recorded rapes followed an increasing trend, after decreasing throughout Quarter 3, with a steeper rise being noted throughout March 2021. The month of July 2020 recorded the most number of rapes reported however March 2021 was the second highest month for reported rapes. During March 2021, 220 rapes were recorded, an increase of almost 60% compared to the previous March.

Further analysis was conducted in order to ascertain if the prevalence of rape increased during March. It was identified that 26.4% of the rapes reported in March were committed during the same month. This is broadly similar to the trend noted throughout the year.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	1,372	1,204	-12.2%	1,215.0	-0.9%
Number of Non Recent Crimes	858	972	+13.2%	814.6	+19.3%
Proportion of Group 2 crime non-recent	38.5%	44.7%	+6.2% point	40.1%	+4.6% point

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

Overall, recent rape crimes decreased by 12.2% compared to last year and were down 0.9% on the five year mean which is similar to the trend noted during Quarter 3. However non-recent crimes show a much larger increase during Quarter 4 when compared to the previous quarter. Overall non-recent rapes increased by 13.2% compared to the previous year and increased by 19.3% when compared to the five year mean.

For the year 2020/21 the proportion of non-recent rapes reported was 44.7% compared to 38.5% in 2019/20. During the month of March 2021, 49.5% of rapes recorded were non-recent, compared to 32.6% in March 2020. As non-recent crimes are defined as crimes that are reported one year after they are committed, the increase in non-recent rapes in March 2021 is not due to the initial lockdown restrictions imposed in March 2020.

Rape Campaign

Tackling rape remains a priority for Police Scotland and we continue to improve the service we provide. Working with our partners including Rape Crisis Scotland we encourage survivors of rape to come forward and report the crime of rape.

On 26 February 2021 the 'Get Consent' campaign was launched and ran for six weeks. The aim of the campaign was to educate male perpetrators living in Scotland who are in a relationship and between the age of 18 and 35 that sex without consent is rape. Information was also provided about the support available to survivors of rape from partner organisations via social media channels and the Police Scotland website.

Through paid for marketing activity the campaign generated over one million impressions through channels such as Facebook, Instagram, Twitter and Snapchat. The campaign was also promoted through our own social media channels and on our website and the campaign messages were shared by our key stakeholders. Information about the campaign was also broadcast by several radio stations and newspapers.

Child Sexual Abuse (online)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,857	1,966	+5.9%	1,574.6	+24.9%
Detection rate	66.2%	62.7%	-3.5% point	72.0%	-9.3% point

The figures in the table comprise of the crime types listed; these represent a cross section of online child sexual abuse from data that is available. It should be noted that the significant majority of these offences are committed online, however some may also include an element of offline offending. The crime types are as follows:

- Cause to be Present Sex Act/To Look at Sex Image – M&F (< 13)
- Cause to be Present Sex Act/To Look at Sex Image – M&F (13-15)
- Communicate Indecently/Cause see/hear Indec Comm – M&F (< 13)
- Communicate Indecently/Cause see/hear Indec Comm – M&F (13-15)
- Grooming of children for the purposes of sexual offences
- Taking, distribution, possession etc. of indecent photos of children (from April 2011)
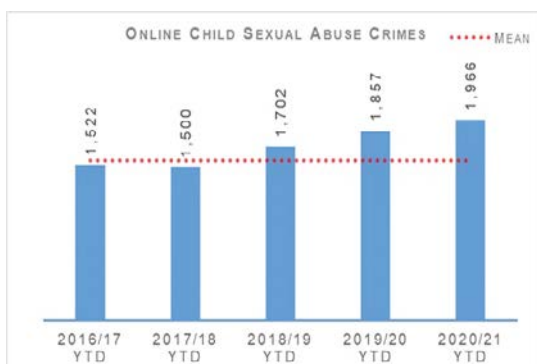
By the end of Quarter 4, 1,966 child sexual abuse crimes were recorded which is an increase of 5.9% compared to last year and 24.9% greater than the five year mean. The lowest number of crimes were recorded during the months of April and December 2020 where 135 crimes were reported in each month. Since June 2020, the crimes have been decreasing month on month until December where slight increases have been noted.

	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Cause to be Present Sex Act/To Look at Sex Image –M&F (< 13)	337	360	+6.8%	257.0	+40.1%
Cause to be Present Sex Act/Look at Sex Image –M&F (13-15)	189	204	+7.9%	36.2	+463.5%
Communicate Indecently/ Cause see/hear Indec Comm - M&F (< 13)	314	369	+17.5%	236.2	+56.2%
Communicate Indecently/ Cause see/hear Indec Comm – M&F (13-15)	315	313	-0.6%	59.0	+430.5%
Grooming of children for the purposes of sexual offences	112	60	-46.4%	19.0	+215.8%
Taking, distribution, possession etc. of indecent photos of children (from Apr 2011)	590	660	+11.9%	160.8	+310.4%

From the previous table, taking, distribution, possession of indecent photos of children (from April 2011) accounts for the highest proportion of child sexual abuse (online) crimes (33.6%). This type of criminality also shows an 11.9% increase from the same period last year. Grooming of children for the purposes of sexual offences and communicating indecently / cause see / hear indecent communications of males and females aged 13-15 years have decreased compared to last year (-46.4% and -0.6% respectively).

Online CSA Campaign

Our online CSA campaign challenging online child sexual abuse will move to on demand television via the STV player. A new 30-second edit of the campaign film will run for four weeks, with a target of achieving one million impressions. First broadcast of this will run on 19 April 2021.

Following the success of Operation PARROR and its demonstration of the resourcing required to meet current demand levels, a number of posts across SCD have been transitioned to provide a permanent elevated uplift in SCD Public Protection, National Child Abuse Investigation Unit, Online Child Sexual Abuse and Exploitation (CSAE) and SCD Internet Investigations Unit. This initial uplift will help provide consistent, coordinated, expert and efficient SCD-based national service delivery to local policing in this high risk area of threat.

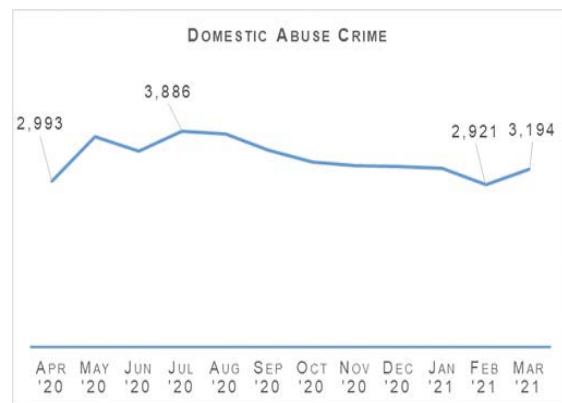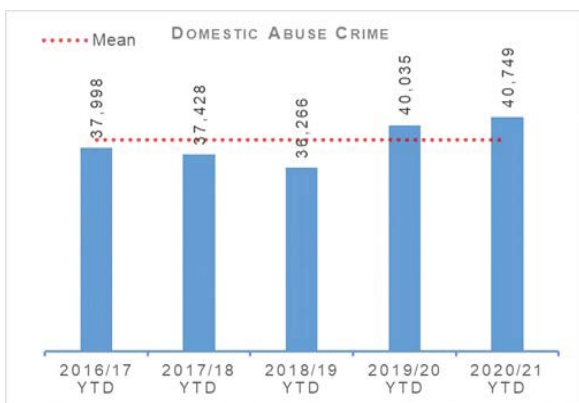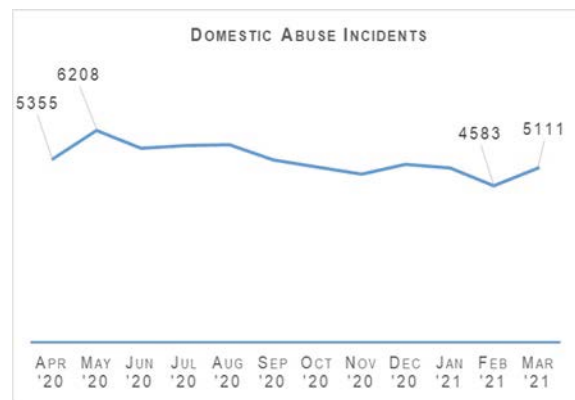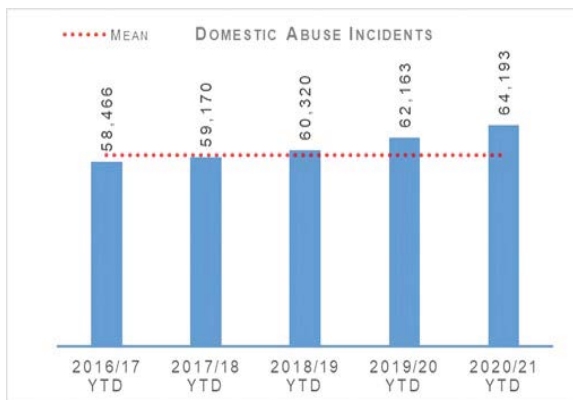The Operation PARROR response now continues under these dedicated teams.

From the 01 September 2020 until the 04 April 2021, over 640 National Online Child Abuse Prevention (NOCAP) packages were enforced with 266 of these resulting in the recovery of online CSAE material. Digital devices have been seized for further examination on 47 occasions and 304 enforcements have resulted in no recovery of online CSAE criminality. A total of 277 people have been arrested for online CSAE offending during this period.

Child Exploitation Day

Child Exploitation Day was on the 18 March 2021. Child Sexual Exploitation (CSE) remains a complex issue, with victims often unaware that they are being targeted by predators. They can be too afraid to ask for help, or simply do not know who to turn to. CSE is a form of child abuse which can be very much hidden therefore we are committed to maximising opportunities to disrupt offending behaviour, which is vital to protecting children and young people. Police Scotland works closely with our partners to help inform, educate and prevent this horrendous form of child abuse at the earliest possible stage.

CSE is complex and policing it on its own is not the solution. By working in partnership, taking a multi-agency approach, increasing public confidence and raising public awareness, we are better placed to identify threat, manage risk and prevent harm.

Domestic Abuse	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	62,163	64,193	+3.3%	59,564.2	+7.8%
Number of crimes	40,035	40,749	+1.8%	38,712.4	+5.3%
Detection rate	66.6%	70.5%	+3.9% point	72.5%	-2.0% point
Proportion of incidents resulting in a crime	44.1%	43.6%	-0.5% point	47.7%	-4.1% point

Domestic Abuse Incidents

Domestic Abuse Incidents

Domestic Abuse Crime

Domestic Abuse Crime

The number of domestic incidents increased by 3.3% compared to 2019/20 and by 7.8% compared to the five year mean. The number of domestic abuse crimes also increased, up 1.8% compared to last year and up 5.3% on the five year mean. On a monthly basis the number of crimes and incidents have, in general, been on a slow decline since May with an increase noted during the month of March.

During 2020/21 six domestic murders occurred compared to five the previous year. Assault, threatening and abusive behaviour and bail offences accounted for the highest proportion of domestic abuse crimes. Both assault and threatening and abusive behaviour decreased compared to last year however the number of domestic bail offences increased by 41.4%.

The COVID-19 pandemic continues to have a significant impact on the Scottish criminal justice system and as a result trials have been delayed. A consequence of this is that perpetrators of domestic abuse may be subject to bail orders for longer periods of time and this may offer explanation to the increase in domestic bail offences recorded. COPFS continues to focus on the most serious cases and offending involving domestic abuse and children are being given priority.

Domestic abuse reporting levels continue to be monitored and appropriate resource and resilience planning is in place to respond to any significant increases. Maintaining an effective operational response to reports of domestic abuse throughout the pandemic remains a priority and will help to retain public and partner confidence.

While some key partners in the victim support and advocacy sector have seen marked increases in referral rates, that is contrasted with others who report levels being stable or below usual rates. Co-ordinated and productive partnership working across the statutory and non-statutory services is enabling joint resilience planning for the response to domestic abuse. The latest findings from the Scottish Crime and Justice Survey considers a dataset combining surveys conducted in 2018/19 and 2019/20. The SCJS report in 2018/20 said 16.5% of adults had experienced at least one incident of partner abuse since the age of 16.

Police Scotland continue to work closely with partners with a national campaign with Scottish Government to reassure victims / those at risk, and signpost to help and support - including reporting to police. Regular meetings are held with NPCC colleagues, Scottish Government and VAWG / Victims Organisations to share information on trends / issues and share guidance, good practice and research.

Police Scotland local policing divisions are sharing positive messages / information via social media platforms about the availability and ongoing partner advocacy and support services to encourage victim reporting.

Police Scotland actively supported the launch of the Home Office 'Ask for ANI' (Action Needed Immediately) campaign which provides reassurance to victims / those at risk, encouraging them to seek help and support.

Police Scotland continues to participate in IMPRODOVA, cross-national comparison research to improve the frontline response to domestic abuse across Europe.

DASA

Introduced on 01 April 2019, the Domestic Abuse (Scotland) Act 2018 criminalised the coercive and controlling behaviours used by domestic abusers, creating a single offence which covers the full range of abusive behaviours whether physical, psychological, financial or sexual. It allows the full circumstances of an abusive relationship to be reported under a single offence, provided there is a course of conduct, which means two or more offences committed with a unity of purpose.

The second anniversary of the Act coming into force was on 01 April 2021 and the Act continues to be positively received by the public, partners and Police Scotland. The legislation has afforded our officers greater opportunity to tackle domestic abuse and this is reflected in the number of offences recorded under the legislation. In a recent survey, published by the domestic abuse charity SafeLives, the majority of officers responded that they have not encountered any barriers applying the new legislation, and the majority felt their awareness, knowledge and confidence had increased as a result of training delivered through the Domestic Abuse Matters (Scotland) training programme.

Throughout the pandemic, Police Scotland has seen a consistent level of reporting and application of the legislation, with a greater understanding and awareness of the legislation evident through victim and partner interaction.

Drugs Harm / Supply

Total Drugs Supply	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	4,420	4,842	+9.5%	4,692	+3.2%
Detection rate	93.8%	84.0%	-9.8% point	91.7%	-7.7% point
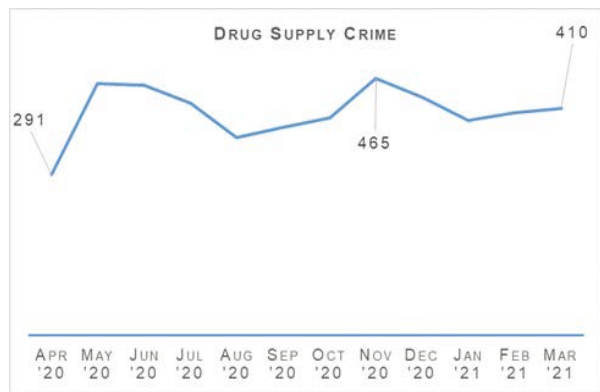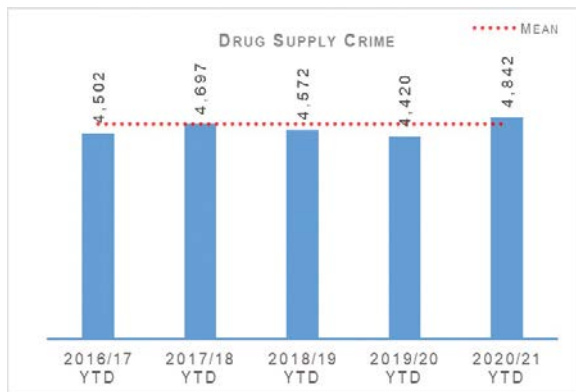
Drugs supply crimes have increased by 9.5% compared to the same period last year (422 more) and from the five year mean (+3.2%). This is a slightly higher increase to that reported at the end of Quarter 3.

| Drugs Possession	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	29,898	30,344	+1.5%	28,265	+7.4%
Detection rate	94.4%	94.5%	+0.1% point	94.5%	-
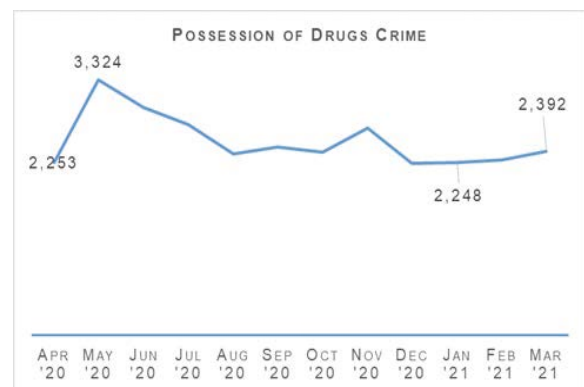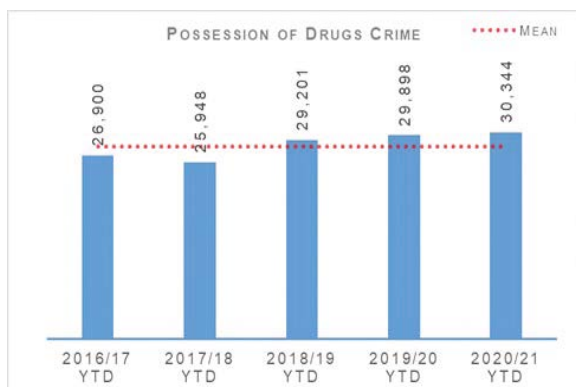
Drug possession crimes have increased by 1.5% compared to the same period last year (448 more) and by 7.4% compared to the five year mean. This is a similar position to that reported in Quarter 3. The sharp rise in possession crimes recorded in Quarter 1 has continued to level off through the rest of the year.

Detection Rates

Detection rates for both drugs supply and drugs possession have now stabilised at a higher level after the fall that was noted in Quarter 1. The drugs supply detection rate stands at 84.0%, up from 79.3% in Quarter 1. The drugs possession detection rate is now 94.5%, up from 77.4% in Quarter 1.
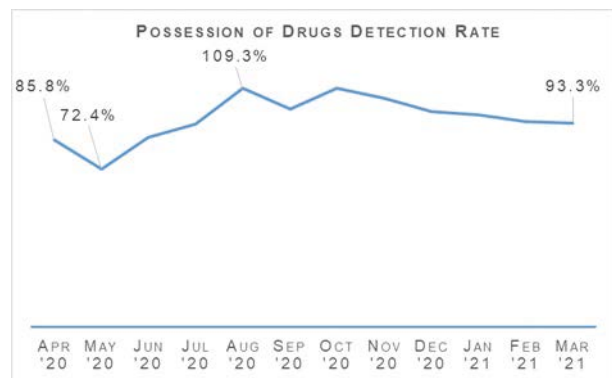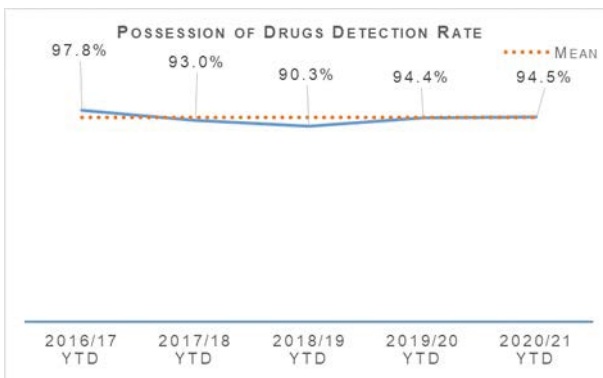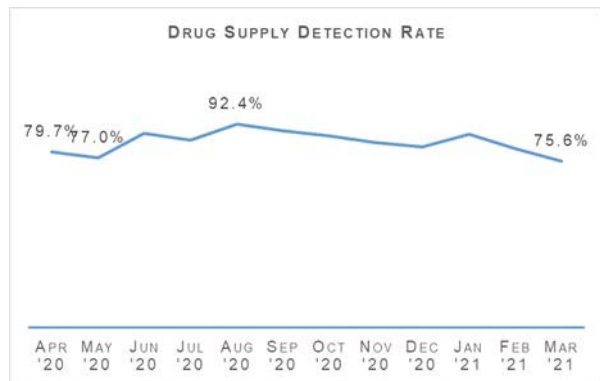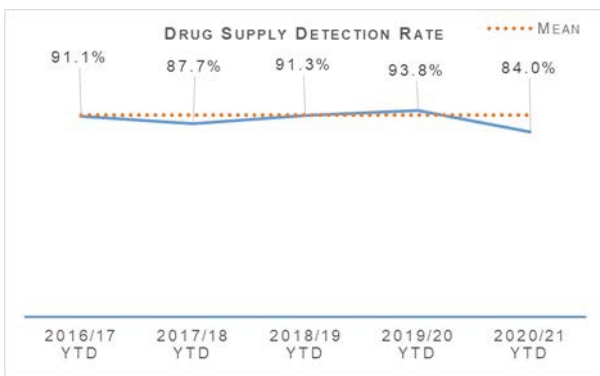
Disruption Activity

Drug Harm and tackling Serious and Organised Crime is a priority for Police Scotland and our officers will continue to work to severely disrupt the activities of organised criminals operating within Scotland.

There has been a noticeable increase in the number of proactive and intelligence led vehicle stops by Road Policing on the M74 corridor resulting in the recovery of multi-kilo quantities of controlled drugs and cash seizures. For this reporting period controlled drugs with a street value of £5,160,000 have been seized from vehicles after being stopped on the main corridor between England and Scotland.

Other notable disruption activity during Quarter 4 includes:

- An operation in the Glasgow area resulting in 53 kg of herbal cannabis being seized with an estimated value of £530,000. Seven persons were arrested;

- An operation in the South Lanarkshire and Glasgow areas resulting in 73 kg of cocaine being seized with an estimated value of £3.8 million. One male was arrested;

- Executive action was taken on a property in Dundee and approximately 30 kg of herbal cannabis was recovered from a cultivation with an estimated value of £300,000.

Pro-active disruption activity targeting drugs supply resulted in a number of custodial sentences being handed down during Quarter 4 including the following:

- As a result of Operation VENETIC, two drugs couriers have each been jailed for 10 years after being caught bringing almost £6m worth of cocaine into Scotland. Both pled guilty to supplying drugs and possessing criminal property in connection with serious organised crime. They were both also issued with a Serious Crime Prevention Order that will be in place for three years upon release;

- Two accused pled guilty to being concerned in the supply of controlled drugs and money laundering offences and were sentenced to eight years imprisonment each, and Serious Crime Prevention Orders were imposed.

Police Scotland continue the fight to tackle serious and organised crime through the numerous intelligence led operations we carry out. We are committed to protecting our communities from the risk and harm brought by the individuals and groups involved in the supply and distribution of controlled drugs. Recent recoveries should bring confidence and reinforces our aim to improve the safety and wellbeing of the people of Scotland.

Drugs Related Deaths

Police Scotland has a duty to ensure the safety and wellbeing of all our communities, which necessitates adopting a public health, whole system approach to tackling many of the complex issues faced by a significant proportion of the population. Our priority in this area is on primary prevention and intervention opportunities, working with partners to reduce the harm caused by substance abuse and improve the life chances of the individuals we interact with on a daily basis.

These aims are advanced in various ways through the Drug Strategy Board, the Drug Harm Prevention Group, and the multi-agency Scottish Drugs Deaths Taskforce. Numerous other workstreams continue and are detailed below.

Naloxone is an emergency first aid reversal agent for opioid-related overdoses. Police Scotland is commencing a Test of Change (ToC) for the voluntary carriage of intra-nasal Naloxone spray by officers in three test-bed areas for a period of six months. Training of the roughly 780 officers who will participate in the ToC began in March, the results of which are already been seen. Shortly following a training session, two officers were made aware of a suspected overdose. Naloxone was administered in line with the training, keeping the individual alive until Scottish Ambulance Service staff arrived on the scene. The individual received further treatment and was later discharged from hospital. Following the completion of the ToC, an independent evaluation will be undertaken by a dedicated research team, funded through the Drug Deaths Taskforce.

Police Scotland has progressed a Minute of Agreement (MoA) with Abertay and Robert Gordon Universities to supplement the intelligence picture around drug types present in Scotland. This work will be used to inform both harm prevention and law enforcement activity. The benefits include the identification of illicitly or pharmaceutically made drugs, identification of composition and excipient content, analytical charting of all examined samples, and faster test results. All points of the MoA have been agreed between the relevant parties, and we expect work to begin in the near future.

The Drugs Death Task Force recently approved one year's funding for a test of change that will allow Police Scotland to refer persons accused of possessing controlled substances into support services. This will run in parallel with existing Criminal Justice processes and Crown Office and Procurator Fiscal Service (COPFS) disposal options. This collaboration will address drug related harm by intervening early and supporting high risk and vulnerable members of the population to break the cycle of criminality.

Medics Against Violence (MAV) will provide the 'Pathfinder' roles needed to support this test of change, and are currently advertising posts. After any police referral, these support service positions will share information with COPFS regarding that individual's engagement / progress, to ensure any subsequent case disposal decision by COPFS is fully informed. Further engagement is planned between MAV and Police Scotland to ensure that the flow of information between the two agencies is adequate to support the new post holders, with other stakeholder organisations also invited to participate.

In 2020, Criminal Justice Services Division (CJSD) formally adopted a Harm Reduction Strategy with the aim to reduce the risk of harm for individuals and communities by providing support to those people in police custody who are vulnerable due to health and social factors, which may lead them to engage in harmful behaviours that impact on their well-being and contribute to offending. One of the key themes for this strategy is the risk posed by substance abuse.

In light of this, CJSD has increased the resources available within the Partnership and Healthcare Interventions team, ensuring that every opportunity to work with relevant partners is identified and explored, and providing support to all people in custody in accessing suitable intervention schemes. The division is in the process of launching Custody Support and Intervention Champions in each location to ensure that this work is embedded within every aspect of custody. Alongside this, the Healthcare Interventions team now chair a fortnightly meeting with healthcare partners from across Scotland, to share information and best practice, aiming to enhance the effectiveness of interventions in custody.

Public Wellbeing

During Quarter 4, there were a total of **1,506,805** incidents reported to Police Scotland by members of the public, a fall of **8.8%** (**145,714** fewer incidents) from the same period last year. The following table displays key incident types during Quarter 4 compared with the same period last year:

Incident Demand	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Concern for Persons Incidents	146,798	141,244	-3.8%	n/a	n/a
Number of Missing People Incidents	50,623	35,694	-29.5%	n/a	n/a
Public nuisance	73,836	169,663	+129.8%	n/a	n/a
Neighbour dispute	20,251	28,645	+41.4%	n/a	n/a
Noise Complaints	55,608	64,003	+15.1%	n/a	n/a

While the overall number of incidents reported to Police Scotland fell during 2020/21, the unique circumstances created by the pandemic led to large rises in specific types of demand, in particular those related to the breaching of COVID-19 restrictions such as public nuisance, neighbour dispute and noise complaints. These trends were particularly prominent during the initial lockdown restrictions in spring 2020 and the subsequent reintroduction of restrictions over the winter.

Missing Persons

Missing People	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Missing Person Reports	16,406	14,361	-12.5%	n/a	n/a

A Missing Person is defined as anyone whose whereabouts is unknown and where the circumstances are out of character, or where the context suggests the person may be subject to crime, or where the person is at risk of harm to themselves or another. When circumstances meet these criteria, a missing person report is created on the National Missing Persons Application (NMPA). While there has been a 29.5% decrease in the number of missing people incidents reported to Police Scotland over the last year, the decrease in missing person reports is only 12.5%.

The National Missing Person Unit (NMPU) has responsibility for national policy, support and oversight of missing person investigations. The NMPU supports each of Police Scotland's territorial divisions via a divisional missing person's co-ordinator to ensure that a consistent and thorough approach is adopted in relation to every missing person enquiry, meeting Police Scotland's code of ethics. The unit provides advice and guidance on policy and procedures to frontline officers, as well as holding the responsibility of managing long-term Missing Person's enquiries.

During the initial COVID-19 lockdown in spring 2020, the number of missing person reports fell below the previous year to an average of close to 25 per day (against a 2019/20 average of 45 per day). Following the easing of restrictions over the summer, numbers returned to levels seen previously. These figures subsequently decreased again towards the end of the year and into 2021 following the reinstatement of restrictions, though they never fell to the low numbers observed during the first lockdown, instead averaging around 35 per day over the winter.

External factors associated with COVID-19 such as the lockdown restrictions and the closure of schools appear to have impacted the number of Missing Persons significantly over the last year. Proportionally, however, the number of investigations graded high risk rose from 11.5% to 15.4%, alongside an increase in the relative number of investigations deemed to involve an element of mental health. This indicates that the external constraints created by the pandemic have not prevented the most vulnerable from going missing, and may have contributed to the circumstances in which they have done so.

Missing Persons Future Demand
Analysis was conducted on Missing Persons that used data from real life investigations to arrive at a proxy measure of officers required per case, based on the risk rating of individual investigations and the length of time missing. The profile of Missing Persons demand in Scotland skews towards younger people going missing on more than one occasion, frequently from schools or young persons' units. However, when applying the demand measure described above, it is those who are more likely to be graded higher risk and go missing for longer who require more resource. These individuals tend to be older, are less likely to have gone missing before, and are more likely to go missing from a home address.

Road Safety

Road Casualties	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	165	110	-33.3%	167.8	-34.4%
People Seriously Injured	2,080	1,382	-33.6%	1,695.2	-18.5%
Children (aged <16) Killed	5	2	-60.0%	5.4	-63.0%
Children (aged <16) Seriously Injured	218	134	-38.5%	164.6	-18.6%
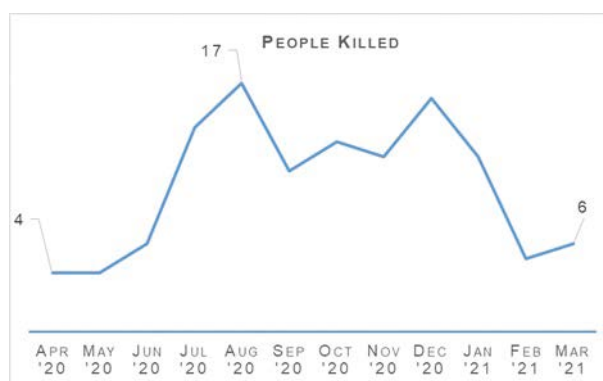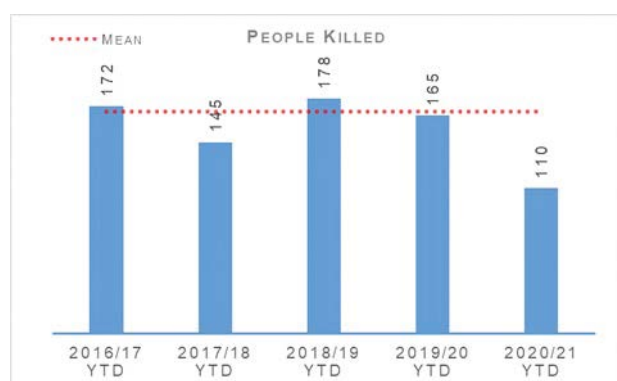
There were 110 road fatalities recorded during the April 2020 to March 2021 period compared to 165 over the same period last year (55 fewer fatalities). Comparison with the corresponding period last year showed that, people seriously injured fell by 698 and children seriously injured fell by 84. The reduction in those killed or seriously injured can be attributed to the significant drop in traffic volumes during the two periods of lockdown.

Following easing of the first lockdown, fatalities began to rise in line with increased traffic levels and fell following the imposition of the second lockdown on 05 January at the beginning of Quarter 4.

Road policing, augmented by divisional colleagues previously increased their focus on patrolling of strategic routes during Quarter 3 (Operation LITE which ran from 21 December 2020 to 04 January 2021), following the progressive restrictions on travel, working across divisional boundaries to maximise visibility to influence road user behaviour and provide public reassurance.

As the second lockdown was introduced, this operation was extended on 11 January 2021 (Operation LITE 2), and is still currently being delivered.

Working in partnership with Transport Scotland and local policing, taking cognisance of national COVID-19 travel restrictions, road policing officers have continued in their provision of public reassurance through a combination of high visibility patrols and enforcement of road traffic legislation where appropriate, to improve driver and road user attitudes and behaviour.

While the focus of reducing those killed and seriously injured on Scotland's roads remains a priority, officers continue to work collaboratively across divisions, targeting those using our roads network for the purpose of criminality.

As previously reported in Quarter 3, Section 5a RTA 1988, drug driving legislation, continues to be a successful road safety tool, with a high number of offences recorded across the country. The SPA Forensics, COPFS and Police Scotland staff have continued to work together to improve the blood analysis process, resulting in an increase in the number of samples being tested and addressing the backlog of samples awaiting analysis. Figures for Quarter 4 indicate that 1,157 roadside screening tests were carried out with 560 samples submitted for analysis.

Road Policing Campaign Updates
Campaign activity has been curtailed during Quarter 4 and continues to be delivered in the most appropriate manner, in line with enhanced COVID-19 restrictions to ensure the safety of officers and the public. Campaign activity is expected to regain momentum in line with the easing of restrictions.

Annual Festive Drink Drug Drive Campaign
The annual Festive Drink and Drug Drive Campaign began on 01 December 2020 and concluded at the beginning of Quarter 4 on 03 January 2021.

This was a Force-wide campaign focusing on the enforcement of relevant legislation through a high visibility policing presence on the road network, to reduce the occurrence of Road Traffic Collisions, particularly those with a causation factor of alcohol and/or drugs.

4,013 drivers were stopped during the 2020/21 festive campaign, with a total of 508 drivers being detected for drink/drug driving offences. In comparison 8,687 drivers were stopped and 580 drink/drug driving offences were detected during the same period in 2019/20. Of the 508 detected in 2020/21, 28 were detected the morning after, compared to 29 in 2019/20.

During the campaign 437 Drug Screening Tests were carried out, of which 211 were positive, resulting in arrests and blood samples being submitted to the SPA lab for analysis.

The higher detection rate during the campaign, compared to the previous year, reflects a more targeted operational approach in line with COVID-19 restrictions.

Road Safety Calendar – Days of Action

Days of action in respect of mobile phones and seatbelts took place in January and February 2021. Corporate Communications facilitated public awareness via social media channels, while road policing officers conducted focused patrols dealing with detected offences, providing the following returns:

- Mobile Phone Day of Action on 12 January 2021 resulted in 15 detections;
- Seatbelt Day of Action on 16 February 2021 resulted in 46 detections.

Speeding – Day of Action – Wednesday 17 March 2021

In conjunction with the Safety Camera Unit, road policing officers participated in the final day of action of this year's campaign calendar on 17 March 2021. With traffic levels increasing as children returned to school, this campaign day provided an opportunity to focus and reinforce casualty reduction messages, by highlighting the risks associated with speeding.

Road policing social media users enhanced the profile of the campaign and safety messages in the run up to, and on the day itself, resulting in a total of 588 offences being detected.

Please note, an issue has been identified with data relating to (primarily) traffic offences from two divisions (Edinburgh and The Lothians and Scottish Borders). The impact of this is that offences dealt with by direct measures (i.e. conditional offer ticket) are incomplete. In the main, offences which are underreported are seat belts, mobile phones, speeding and careless driving.

Road Safety Campaigns 2021/22

A refreshed road safety campaign calendar for 2021/22 has been approved by the Road Safety Governance Board. This calendar will, for the first time, be aligned with the national NPCC Road Safety Campaigns calendar and will see Police Scotland supply NPCC with Scottish campaign results.

The calendar includes all campaigns previously supported by Police Scotland, ensuring no detriment by adopting the NPCC calendar. Aligning and extending the campaigns will allow for sustained media messaging while also providing local flexibility in campaign delivery.

This will allow future NPCC publications and circulations to include the activity and good work being carried out in Scotland, while also affording the opportunity to benchmark campaign results against England and Wales.

Strategic Outcome: The needs of local communities are addressed through effective service delivery

Police Scotland's objectives are to:
- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

Call Handling

The total number of calls to Police Scotland decreased by 18,841 (from 2,585,110 to 2,566,269). This is a decrease of 0.7% compared to last year. As shown in the table on the next page there has been an increase of 1.4% for 101 calls received, however, the volume of 999 calls received is showing a decrease of 7.1%, both being compared to the same period last year. Of the calls received, 35.7% did not result in an incident or crime being raised. The total number of incidents has decreased by 19,870 (from 1,668,952 to 1,649,082) compared to the same period last year.

The handling of 999 calls remains our highest priority. Between 01 April and 31 March 2021, our service centres managed to maintain an average speed of eight seconds for answering 999 calls.

Calls from other emergency services and alarm activations, which come via alarm receiving centres who monitor alarms on behalf of companies / individuals, are answered before any lower level non-emergency calls. Throughout the same 12-month period, calls of this nature have continued to be answered, on average, within 17 seconds.

Call Handling			2019/20 YTD	2020/21 YTD	% Change from Previous Year
Total Number of 999 calls			640,068	594,407	-7.1%
Total Number of 101 calls			1,945,042	1,971,862	+1.4%
Average call answer time	999 Calls		-	8 seconds	-
	101 Calls		-	2 min 37 seconds	-
Total number of incidents			1,668,952	1,649,082	-1.2%
Number and % of calls (999 +101) that do not result in an incident / crime			-	917,187 (35.7%)	-
Number and % of incidents by response type *	Immediate		-	196,986 (11.9%)	-
	Prompt		-	706,806 (42.9%)	-
	Standard	Local Policing Appointment	-	98,626 (6.0%)	-
		Direct Crime Recording	-	55,011 (3.3%)	-
		Resolution Team Involvement	-	22,227 (1.3%)	-
	Other Resolution		-	485,879 (29.5%)	-

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

C3 Division Demand – Additional Public Contacts

In addition to the call numbers above there have been over 255,000 public contacts dealt with by Contact, Command and Control (C3) Division.

C3 Division does not only deal with incoming calls from the public. Service advisors also deal with incoming calls from other partner agencies and alarm calls. There have been over 100,000 of these types of calls for this reporting period.

"Contact Us" emails and online reports, for some crime types, can be completed online. Each one of these reports is assessed by a service advisor using the Threat Harm Risk Investigation Vulnerability and Engagement (THRIVE) model. The service advisors then also had to take into account COVID-19 restriction considerations, to decide what resolution is required for each report. Over 125,000 "Contact Us" emails and 3,700 online reports have been submitted since June 2020.

In December the section on the website to report possible COVID-19 restriction breaches online went live. From 09 December 2020 to 31 March 2021 there were 3,711 online forms completed adding to the demand on the service centre. These are assessed by a service advisor in the same way as normal online reports.

Mental Health Pathway

The Mental Health Pathway (MHP) is a collaborative project with NHS 24 and Scottish Ambulance Service. Since August 2020, callers who contact Police Scotland on '101', '999' or online through "contact us" who are suffering mental ill health / distress, subject to appropriate criteria, can now be referred directly by staff within our Service Centres, Control Rooms and Resolution Teams to the Mental Health Hub (MHH). This enables them to receive the right mental health care at the earliest opportunity.

A six month evaluation has been completed and is due for publication soon. However, early results have been positive with over 1,000 referrals made to the hub with 93% not requiring an emergency intervention (Police or SAS attendance).

However, while this new care pathway allows lower level mental health related demand arising with Police Scotland to be re-directed more appropriately to the MHH, it is recognised that a significant proportion of mental health related demand isn't currently suitable for referral owing to the complexities of responding effectively to the needs of callers with mental ill health and the associated risk factors.

In order to better inform the police response to mental health related demand which doesn't meet the MHH referral criteria, a second phase of the Mental Health Pathway will see qualified Mental Health Nurse Practitioners (MHNP), employed by NHS 24, embedded 24/7 within Police Scotland's Contact, Command and Control Division (C3 Division) facility in Helen Street, Glasgow.

The MHNPs will work in conjunction with Resolution Team officers and will provide specialist support, ensuring the most appropriate response to relevant incidents arising from across Scotland .

Live testing of these proposals is expected to take place during May 2021, with a full roll-out planned for later in the summer.

While the MHNPs, will guide and inform the police response to relevant incidents based on their professional assessment of clinical / medical need, C3 Division Area Control Room staff will at all times retain overall responsibility for the management of all relevant incidents.

Modernised Contact and Engagement

The public rightly has an expectation that they will be able to contact the police when needed, in ways that work for them, and when they do they should expect to get the appropriate response for their needs. Aligned to this, there is an increasing desire from the public to use digital channels of communication, for example SMS text, and social media.

The Police Scotland Public Contact & Engagement Strategy, published in June 2020, highlighted such public desire and illustrated that contact and engagement with the police is strongly linked to public confidence and trust in policing. In this regard, it is clear that making our services more accessible, relevant and responsive to a changing Scotland is essential to the future development of the service. Increasing accessibility in particular will be essential to best reach and protect the vulnerable.

The Modernised Contact and Engagement (MCE) Programme will create a collective momentum of change and improvement in how Police Scotland engages with the public and its partners; maximising the potential of enabling communication technologies; enhanced partnership working; developments in remote engagement, response and resolution and a deeper understanding of public expectation and need; to deliver truly responsive and sustainable Policing for Scotland.

It will make Police Scotland's services more accessible, relevant and responsive to public need and increase public confidence and consent through:

- Enhancing public accessibility through development of multiple channels of communication and engagement;

- Facilitating all communities being able to engage with Police Scotland with services tailored to individual need;

- Enhancing the early identification of vulnerability and ensuring effective and sustainable policing response and resolution;

- Maximising partnership working to ensure the public can access the most appropriate services at the earliest opportunity.

The benefits of this will be coherent, integrated and effective public service change and improvement, delivering:

- Greater accessibility and inclusion for the public;

- Enhanced collaborative leadership to address public need;

- Improved efficiency and sustainability through integration of working practice and system design;

- Enhanced capability for our staff to deliver the right service tailored to need.

Complaints

C3 Complaint Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	205	259	+26.3%
Complaint Allegations received relative to C3 – Quality of Service	112	156	+39.3%
Total Allegations closed - relative to C3	290	345	+19.0%
Percentage of total Allegations closed which were upheld – relative to C3	17.6%	13.0%	-4.6% point

Complaints against C3 Division have increased by 30.1% in the year-to-date, with a total of 324 received during this period. This is primarily driven by increases in the North (+40%, 63 cases in total) and the West (+46.1%, 168 cases in total).

Incivility continues to be the most common allegation type, with 162 received during the year-to-date. This accounts for 38.9% of all allegations received within this period. Furthermore, the volume of incivility allegations YTD represents a 27.6% increase from the comparable period in 2019/20.

However, the main allegation category linked to the overall increase within C3 Division is Quality of Service – Service Outcome. The 79 allegations received in the year-to-date represents a 97.5% increase. This increase is driven by the sub category 'Lack of Satisfaction With Action Taken' (+223.5%, 55 allegations in total), which accounts for the majority of allegations within the Service Outcome category during the YTD.

Quality of Service – Service Outcome allegations have however decreased markedly within Quarter 3 and Quarter 4 of the year-to-date. Only 26 such allegations were received during these two quarters, compared to 53 such allegations received in Quarter 1 and Quarter 2 of the year-to-date. This reduction therefore represents a levelling of these particular allegations, with volumes now at a comparable level to Quarters in the previous year-to-date.

In total, 56.2% of complaint cases received year-to-date for C3 Division were Frontline Resolved by the PSD National Complaints and Resolution Unit (NCARU). This demonstrates that most complaints against C3 Division during this period have been non-criminal and non-serious in nature, with a majority resolved through simple explanation, apology or assurance.

Hate Crime

Hate Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	6,763	7,020	+3.8%	6,521.6	+7.6%
Number of crimes	6,452	6,701	+3.9%	6,579.8	+1.8%
Detection rate	68.8%	68.3%	-0.5% Point	69.7%	-1.4% Point
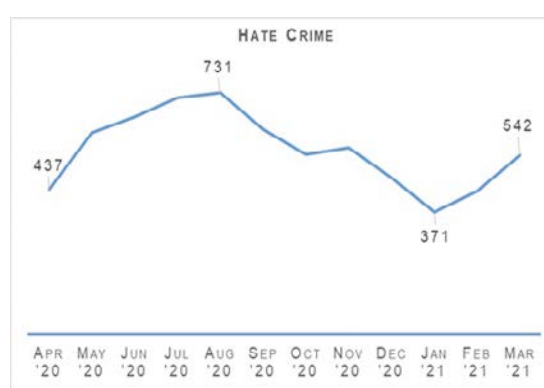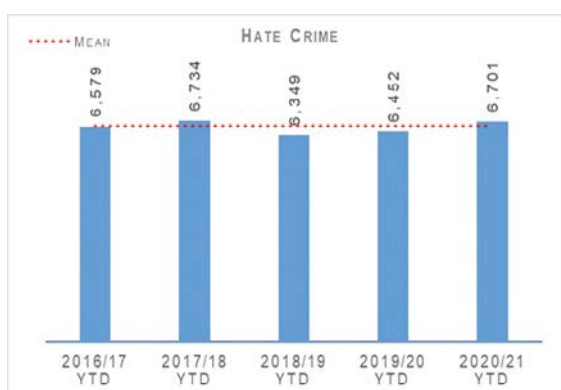
There was a 3.9% increase in hate crime compared with the previous year to date at the end of Quarter 4. This is an improved position from Quarter 3 where hate crime was up 8.7%. During Quarter 4 itself, there were 1,398 hate crimes recorded compared to 1,574 recorded in Quarter 4 last year.

This fall was replicated across all regions and somewhat reversed the trend of increased hate crimes seen earlier in the year. The line graph above illustrates the month on month number of hate crimes recorded with a peak in August 2020 (731 crimes) and a low in January 2021 (371 crimes).

Figures steadily rose again in February and March but remain below the levels recorded earlier in the year. This low figure is likely due to the majority of the country being in strict lockdown for much of the winter period, reducing the opportunity for protest and public interaction alongside the closure of premises and postponement of events. As a consequence, hate crime was mostly restricted to dwellings over Quarter 4.

It is expected once 'stay at home' measures are eased and changed to 'stay local' and people begin to socialise spending more time outdoors, alongside wider societal and political events and issues, this may continue to affect tensions and therefore increase likelihood of instances of hate crime. In particular the possibility of increased protest / demonstration activity may contribute to increased hate crime. Police Scotland continue to monitor this and engagement between local policing and communities continues.

Police Scotland continue to work with partners and diverse communities as a result of government changes to COVID-19 regulations and guidance and to monitor / tackle any significant tensions or trends and any impact on human rights.

The expected HMICS report on hate crime investigation in Police Scotland has been delayed and is expected to be published in early May. In the meantime a working group is being established to examine improvements to hate crime investigations as identified from self-assessment work undertaken during the inspection process.
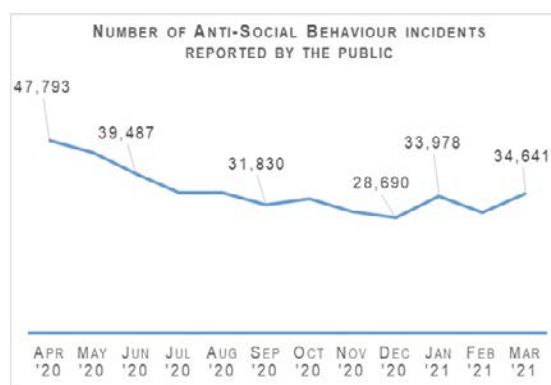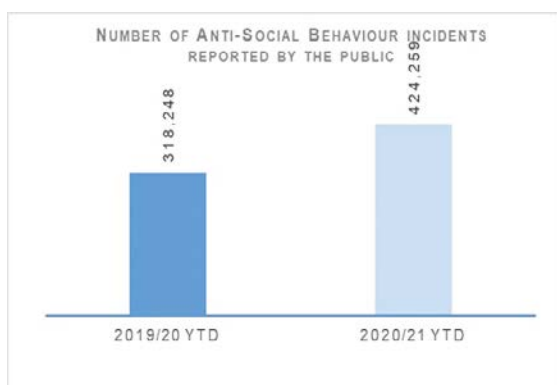
Hate Crime and Public Order (Scotland) Bill

The Hate Crime and Public Order (Scotland) Bill was passed by the Scottish Parliament.

The Scottish Government has set up a working group to look at whether misogynistic abuse should be a separate crime. This group, led by QC Baroness Helena Kennedy, is due to report within a year. Police Scotland has ongoing commitment with criminal justice partners to progress the recorded data provisions in support of this work.

Anti-social Behaviour and Disorder

Antisocial Behaviour and Disorder	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of antisocial behaviour incidents reported by the public	318,248	424,259	+33.3%	n/a	n/a
Number of complaints regarding disorder	226,496	321,057	+41.7%	n/a	n/a

NUMBER OF ANTI-SOCIAL BEHAVIOUR INCIDENTS REPORTED BY THE PUBLIC

318,248 — 2019/20 YTD
424,259 — 2020/21 YTD

NUMBER OF ANTI-SOCIAL BEHAVIOUR INCIDENTS REPORTED BY THE PUBLIC

47,793 39,487 31,830 28,690 33,978 34,641

APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20 OCT '20 NOV '20 DEC '20 JAN '21 FEB '21 MAR '21

Over the course of the year the number of anti-social behaviour incidents reported by the public has generally been on a decline until January. With mainland Scotland going to level 4 restrictions on 26 December 2020 a rise in public nuisance calls in relation to non-compliance with the COVID-19 regulations was expected. Levels remain considerably below the peak in April 2020 and are expected to continue to decrease. Changes in lockdown restrictions will impact on this. If we see a return to stricter measures, there will inevitably be a rise in complaints and neighbour disputes in relation to potential breaches of restrictions.

Acquisitive Crime

Group 3 Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	109,460	89,731	-18.0%	112,477.6	-20.2%
Detection rate	37.6%	37.9%	+0.3% point	37.7%	+0.1% point
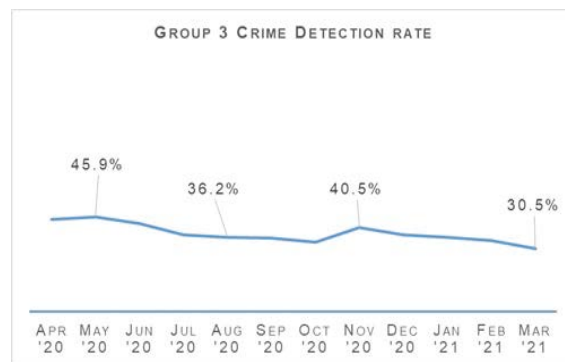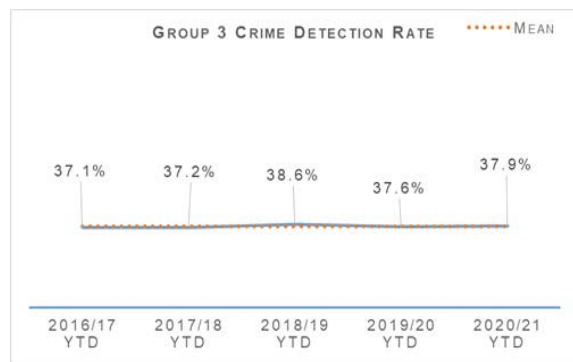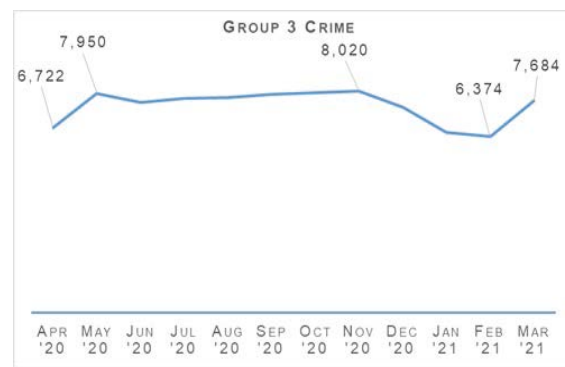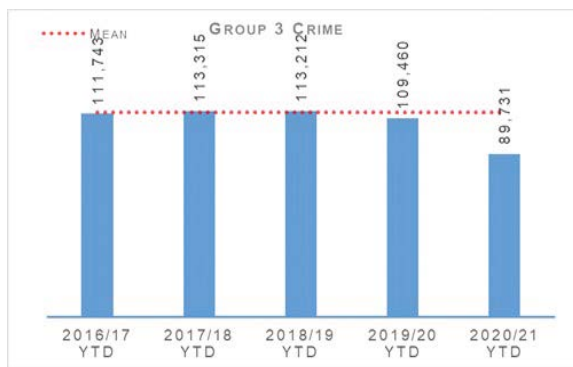
Acquisitive crime has seen the largest decrease in recorded crime over the year having been affected most by COVID-19 restrictions. The level of crime has remained consistent over recent years, however between April 2020 and March 2021 there has been 19,729 less crimes compared to the same period the previous year. Although the detection rate has shown a 0.3 percentage point increase, there has actually been 7,125 fewer crimes detected between April 2020 and March 2021 compared to the same period last year. This is due to the significant decrease in volume of acquisitive crimes. As mentioned in previous Quarterly reports, common theft and shoplifting crimes have been the main contributors to this, with common theft decreasing by 8,122 crimes and shoplifting by 10,010 crimes.

Theft of pedal cycles has been a common trend this year due to demand and this has continued throughout the year, with crimes rising by 19.2% (883 crimes). Often these crimes are motivated by opportunity, with those responsible taking advantage of poor or non-existent security measures in place when leaving bikes unattended, or storing them within sheds, garages and other outbuildings.

In an attempt to combat this, the national Pedal Protect campaign was launched on 26 March 2021 at Police Scotland, Fettes. Mark Beaumont, world renowned Scottish cyclist supported the launch of the campaign along with Detective Superintendent Matt Paden, the Chair of the Acquisitive Crime Tactical Meeting, who was interviewed by media attending this event. The campaign will involve conducting a range of intelligence-led activities to return stolen bikes to their rightful owners, but also encourages all of those who currently own, or who are considering buying a bike, to invest in appropriate security.

In order to improve bike security, officers across the country will be hosting a range of bike marking events and will publicise these on Police Scotland social media channels. The campaign will also be supported by colleagues from British Transport Police (BTP).

The Rural and Acquisitive Crime Unit is currently preparing for Operation GOLDIRON. This is a week of action to be held in April 2021 to target the growing problem of catalytic convertor thefts. The increase in the price of the precious metals contained within a catalytic converter continues to drive this particular crime. BTP is the NPCC tactical lead for metal crime and has produced a full range of options for police and partners to use, including the use of cage clamps and tilt sensor alarms to make the converters more difficult to steal. Targeted campaigns will also be aimed at metal dealers and data sharing will be encouraged.

Building on previous discussions involving the Rural & Acquisitive Crime Unit and Cyber Prevent/Protect, on 02 March 2021, NFU Scotland and Scottish Association of Young Farmers Clubs launched a campaign featuring information graphics across social media to raise awareness of online fraud and scamming within the younger generation of crofters and farmers. Positive feedback has already been received which provides opportunities for future partnership working involving a more cyber focused approach to reach crofting and farming communities.

Shoplifting

Throughout the year, shoplifting crimes have been lower than the same period last year and account for the majority of the reduction in Group 3 crime volumes. Year-to-date, crimes have decreased by 32.7% (10,010 fewer crimes). As seen over previous quarters, with the lockdown restrictions that have been put in place and with non-essential shops closed, opportunities for shoplifting have been reduced significantly.

Detections over the period have decreased from 20,306 to 13,513 compared to the same period last year. This was expected due to the reduced volume of shoplifting crimes. When looking at the detection rate, it has remained similar to the previous year, decreasing by 0.7 percentage points, although remains 3.3 percentage points down on the five year mean.

Housebreaking

COVID-19 has continued to impact housebreaking over the period, with a significant decrease of 24.5% (3,145 fewer crimes). Over the period there have been 9,706 housebreaking crimes. This decrease means housebreaking is now 30.8% lower than the five year mean of 15,104 crimes.

The main decrease can be seen in domestic housebreakings, with 4,398 crimes between April 2020 and March 2021, compared to 6,630 crimes the year before. The reduction in housebreakings over the last year can be attributed to the COVID-19 restrictions that have been in place. With large numbers of the population staying at home and the shift to home-working this has meant homes have been better guarded, making housebreaking less attractive to criminals.

The detection rate for housebreakings has increased by 3.3 percentage points, however, due to the lower volume of crime this, in real terms, means there have been 559 fewer crimes detected compared to the same period last year.

Fraud

Fraud	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	10,875	15,031	+38.2%	8,439.2	+78.1%
Detection rate	30.8%	22.6%	-8.2% point	39.0%	-16.4% point
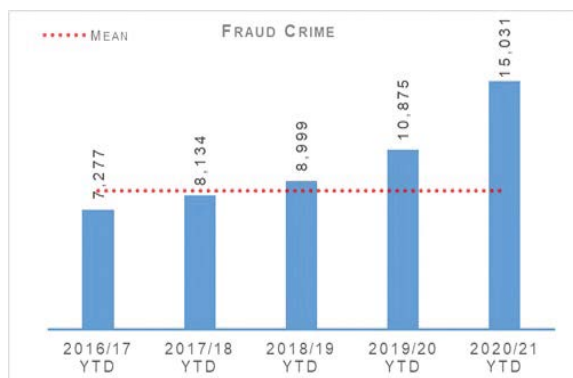
Fraud crimes have continued to rise, increasing 38.2% compared to the same period last year and 78.1% from the five year mean, this rise is reflected across all divisions, and across the UK. While fraud crimes have been rising steadily over the last five years, the continued reliance on the internet due to COVID-19 restrictions is reflected in the increasing numbers of frauds.

In recent times there has been an unprecedented rise in ransomware incidents reported to Police Scotland. OCCTU Cybercrime Investigations responded to each of these and have engaged with and learned from each investigation and from the victims to ensure that associated investigative and support processes are maximised on each deployment. This approach meant that Police Scotland were informed and well placed to understand the likely processes, stages and outcomes of these cyber attacks to inform the multiagency responses and strategies of the group.

On 24 December 2020, the Scottish Environmental Protection Agency (SEPA) was the subject of a cyber-attack which significantly impacted its ICT network. A multi-agency response was initiated , including representation from Scottish Government, Police Scotland and Incident Response partners and mitigation steps taken to prevent further disruption. Business continuity contingencies were implemented within SEPA to support business critical functions, with Police Scotland providing specialist support and guidance regarding the preservation of potential evidence sources.

The Police Scotland investigation into this incident remains ongoing in partnership with national and international Law Enforcement agencies.

It is widely acknowledged across law enforcement that fraud is a crime that is traditionally under reported. The reach of under reporting spans all aspects of our communities from vulnerable citizens through to multinational companies. The reasons for such under reporting ranges from embarrassment through to commercial implications and the need to protect organisational reputations.

Recent examples of this include a victim of a particularly prevalent fraud type at this time, referred to as 'romance frauds' where the victims have been befriended, believe that they are in genuine relationships which forms usually online, and after a short period is coerced into transferring monies to the bank accounts of their perceived 'partner'. This type of crime is very personal to the victims and can lead to a reluctance to report.

These types of frauds have been increasing across the UK during the lockdown periods and campaigns aimed at raising awareness of these fraud types have been supported by Police Scotland to ensure that persons avoid being the victims of such crimes or where they have been a victim, able to report it and feel supported in doing so.

The 2019/20 Scottish Crime and Justice Survey (SCJS) estimated that the types of cyber fraud and computer misuse that people were most likely to have experienced were having their device infected by a virus (experienced by 4.6% of internet users) and having their card or bank account details stolen online (experienced by 4.5% of internet users).

The SCJS highlighted significant under-reporting of cyber fraud and computer misuse by victims of these crimes with many stating that they dealt with the issue themselves:

- 45% of people who had their devices infected by a virus;
- 39% of phone scam victims;
- 32% of victims of fraudulent access to their online account;
- 32% of scam email victims.

Online theft of a bank card or bank account details was the exception and was reported by the most victims (78%). The majority of victims (72%) did lose money but were able to get it back in full, while 18% of victims lost confidence in using the internet as a result.

Scottish Government statisticians are conducting a study into enhancing the wider evidence base on cyber crime. The study is being carried out this year based on a sample of police recorded crimes, with the findings due to be published in autumn 2021 (Recorded Crime in Scotland 2020/21 bulletin). These will include estimates of the volume of cyber enabled crime recorded by the police as well as the types of crime identified.

Serious Organised Crime Groups (SOCGs)

Fraud is investigated, disrupted and prevented at all levels within Police Scotland (including local area policing and divisional CID). The role of the Economic Crime and Financial Investigation Unit (ECFIU) relates to countering serious and organised financial crime in Scotland including SOCG's. Currently the ECFIU is investigating 76 separate instances of reported fraud / financial crime linked to SOCGs amounting to over £70 million.

Multi-agency investigations and interventions over the last 12 months has seen executive action taken to impact on the SOCG's involved in serious and organised fraud crimes. This action has allowed for 11 identified SOCG's to be removed from those seen as presenting a risk owing to their fraudulent activities. Multi-agency efforts continue to reduce the ability of the remaining 23 SOCG's involved in fraudulent crimes to obtain benefit from their criminal activities.

In conjunction with partners in law enforcement and financial institutions we have used existing processes and legislation to impact on SOCGs' ability to legitimise funds being fraudulently obtained. Since 01 April 2020 to present date, through existing legislation and engagement with COPFS for Confiscation Orders and Civil Recoveries Unit (CRU) for forfeiture of cash and other assets, we have enabled the forfeiture of cash and assets as follows:

Mechanism	Amount
Proceeds of Crime Act (POCA) (year to date figures for POCA represent those provided to COPFS & CRU for consideration of confiscation & forfeiture)	£47,823,435
Confiscations Orders	£1,293,687
Civil Recoveries Unit	£5,431,513

ECFIU work collaboratively with all Scotland's stakeholders in the POCA Improvement Group to maximise opportunities to seize criminal property, and deprive criminals of the proceeds of crime.

The Criminal Finances Act 2017 introduced provisions on listed assets to make provision for the seizure and recovery of listed types of personal/ moveable property which are the proceeds of unlawful conduct or intended for use in such conduct.

These provisions were introduced in part to combat criminals using such items to move proceeds of crime domestically and across international borders. By seizing items (including jewellery and high value watches) from those involved in criminality, there is a significant impact in addition to the seizure of cash.

Currently 107 cases have been referred to CRU with more than half of these referred in 2019 before the challenges of COVID-19 made it more difficult to progress them. Working in partnership with the Civil Recovery Unit enquiry teams are being encouraged to consider such listed assets particularly when executing search warrants.

One area COPFS, Police Scotland and CRU are working together on currently is Expedited Referral Orders. This is where the police have identified assets that are believed to have been gained through criminal conduct and insufficient evidence is found to justify a criminal case. Training and guidance is being developed to share with all SIO and enquiry officers on when to report to COPFS as an Expedited Referral for consideration to refer to the CRU for a civil asset confiscation investigation.

ECFIU is assisting in the stakeholder consultation around a proposal by the Scottish Government through Advice Direct Scotland to provide a recognised, central point for citizens to report suspected scams. Police Scotland has taken part in the law enforcement workshops and will represented on the new Strategy Partnership Delivery Group and sub groups.

The strategy document is in its final draft and anticipated to be presented to Government ministers prior to parliament recess for forthcoming election. The strategic framework of the document involves; Education & Awareness Raising, Prevention and Advice, Support & Enforcement.

Detection Rates
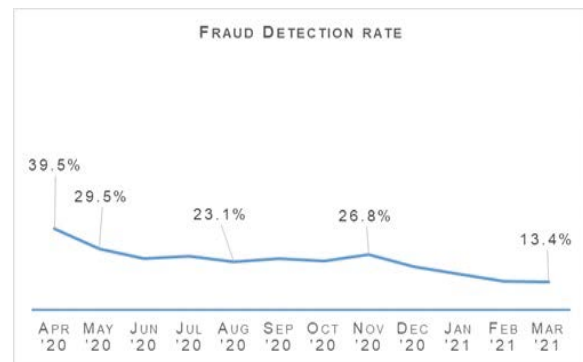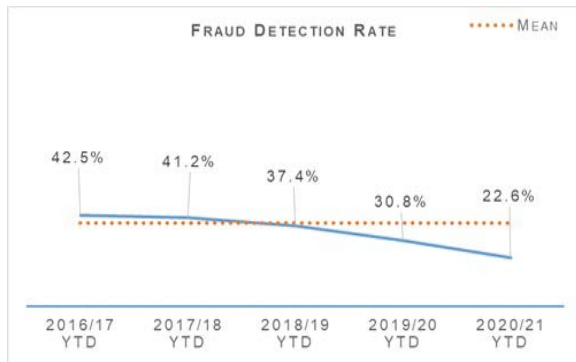
The fraud detection rate currently stands at 22.6%; down 8.2 percentage points on last year and 16.4 percentage points on the 5 year mean. However, we are continuing to detect more frauds than ever before (3,391 detections April 2020 to March 2021 compared to 3,345 for the same period last year).

The COVID-19 pandemic has changed many peoples working and lifestyle conditions, with an expanded reliance on technology and increased cyber enabled purchases we have seen a rise in recorded frauds which has therefore affected the detection rate.

Also, since April 2020, Police Scotland has changed the way in which frauds are recorded. Previously a report of fraud to the police where the perpetrator was found to reside out with the jurisdiction of Scotland were initially recorded and enquiry passed to that other jurisdiction for police enquiry and marked as 'no crime' in Scotland.

The changes made to our recording practices provides an enhanced victim centred approach and ensures that Police Scotland have a full picture of reported fraud and online crime in Scotland and provides further

opportunities for the victims to be offered support, advice and updates.

The Banking Protocol

The Banking Protocol is a UK-wide scheme that enables bank branch staff to alert their local police force when they suspect a customer is being scammed.

Between 01 January and 31 March in Scotland, there were a total of 224 incidents responded to and £1,246,515 in fraud prevented. Of these incidents, 15% have led to a crime report being raised with one individual being charged with bogus workman offences.

During the period 01 April 2020 and 31 March 2021, there have been 859 incidents responded to in Scotland, with a total potential loss prevented of £5,445,220. Compared to the same period last year there has been 281 fewer incidents. This is as a result of restrictions on bank customers being unable to personally attend their bank for the majority of the reporting period. As restrictions ease and visits to banks increase it is anticipated that fraudsters will return to methods that will see Banking Protocol incidents rise.

Police Custody

Arrested Persons	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	112,090	98,391	-12.2%
It is important to note that that number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period. This excludes voluntary attendance, S.23 D, MA 1971 detentions and those in transit.			
Number of arrested persons held for court	58,021	34,609	-40.4%
The decrease in the number of arrested persons held for court is reflective of the decrease in the total number arrested. The figures indicate that the proportion of arrested persons held for court fell from **51.8%** to **35.2%** compared to the same period last year. This is in part, due to the changes to the presumption on liberation following revision to Lord Advocates Guidelines and considerations relating to Operation TALLA. This has also been aided by the introduction of the Quality Assurance Inspector (QAI) role which supports effective and proportionate custodial decisions under the Criminal Justice (Scotland) Act.			
Number of arrested persons released on an undertaking	15,473	25,129	+62.4%
In response to revised custody decision making guidance, we have seen an additional **9,656** persons released on an undertaking compared with last year. Proportionally, this is an increase from **13.8%** to **25.5%** of total throughput in custody and is further evidence of the impact of the QAI role and functions. There is a **4%** difference between those held for court and those released on undertaking taking into account the changes. Research indicates these comprise individuals who have been liberated for report.			
Number of under 16s arrested and brought into police custody	2,049	1,568	-23.5%
Number of under 16s children held for court	172	144	-16.3%
The term under 16s will include those custodies who are 16 or 17 and subject to a supervision order and in the eyes of the law are treated as under 16s. The number listed as held for court are those who were held in a police cell and had a relevant certificate in terms of S.22 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety.			

Antisocial Behaviour (ASB) Fixed Penalties	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	7,251	24,040	231.5%
An additional **16,789** ASB Fixed Penalties were issued compared to the same period last year. A significant proportion of the Fixed Penalties issued relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020.			

Vulnerability	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of persons arrested with alcohol addiction	12,434	11,357	-8.7%
Number of persons arrested with drug addiction issues	19,861	16,887	-15.0%
Number of times persons arrested with Mental Health issues	45,394	40,865	-10.0%

As a result of the total number of persons arrested being down on the previous year, the number of persons arrested with alcohol, drug addiction and mental health issues are down on the same period for the previous year. As a proportion of the total number of persons arrested, those with alcohol addiction remained stable at approximately **11.5%** of total throughput. Similarly, the proportion of those arrested with drug addiction issues remained stable at **17.2%** of total throughput, in both reporting periods above. Those arrested with MH Issues has increased slightly by **1.0%**. *Please note, each custody may have reported "yes" to each of the above categories.

Number of arrested persons referred to partners	n/a	794	n/a

Due to a change in recording practices, it is not possible to provide comparable figures for 2019/20. These figures only represent referrals made by police officers and staff who sent intimation to our healthcare team. It does not include referrals made by NHS staff working within custody suites, nor does it include those instances when referrals have been made by staff but for whatever reason not reported to Healthcare and Interventions. Individuals may be referred to multiple organisations, or the same organisation multiple times. The referrals are to partners such as Apex, Tomorrows Women, Turning Point etc. Work is underway to refine the processes around capturing these referrals.

Number of people in custody seen by NHS partners co-located in custody centres	10,248	6,126	-40.2%

Although there appears to be a reduction in on site visits, it should be noted that there has also been a decrease in hospital visits and an increase in telephone consultations taking place during the COVID-19 pandemic. As people spent less time in custody there is often reduced requirement for medical intervention.

Custody and
Criminal Justice (CJSD) Update

CJSD has now embedded the new Quality Assurance Framework (QAF) to drive continuous improvement, delivering benefits to CJSD and the wider service, including partnership work ongoing under Criminal Justice 'Recover, Renew, Transform'.

The QAF supports the effective and transparent management of control and risk by making accountabilities clear, contributing to first level assurance across CJSD business areas by:

- Using business as usual activities such as, good policy and performance data, risk registers, reports on routine system controls and other management information;

- Providing indication that performance is being monitored, risks identified and addressed, and objectives achieved;

- Ensuring that CJSD teams have ownership, responsibility and accountability for, controlling and mitigating risks through their processes and day to day activities.

These improvements are mitigating organisational risks, reducing custody and overtime costs, releasing capacity into local policing and CJSD, increasing capability by upskilling staff, and improving service delivery and our reputation with key criminal justice partners.

Examples include addressing inconsistencies in custody constant observations and in custody handover and briefing processes which have been a persistent PIRC / HMICS concern, and supporting Virtual Courts and Trials, to modernise Criminal Justice Services both during and after the COVID-19 pandemic.

Working closely with COPFS, all guidance on case matters has been comprehensively refreshed and formatted into a more user friendly, dedicated intranet site, and a range of innovations, such as the removal of unnecessary police witnesses from SPRs and mentoring for inexperienced report writers, have been introduced. More improvements are planned or underway such as the delivery of remote witness evidence provision via video link and improvement of the existing Virtual Court arrangements.

Of note has been the successful introduction of Quality Assurance Inspector roles, which is strengthening the risk management of custody disposals and which has already had a significant impact on the number of persons appearing at court from custody. The role is evolving to include a wider focus on other aspects of the care and welfare of those in custody such as constant observation levels, healthcare provision and involvement and the dispensation of Rights of Accused.

Initial data collected confirms that the Quality Assurance Inspectors are having a considerable impact on overall time spent by prisoners in custody, with concurrent savings and capacity release. They have begun to decrease the length of time that those in custody remain on constant observations, (where safe to reduce) and are effecting more frequent reviews of observation levels and adherence to care plans. It is strongly anticipated this will all contribute to driving up standards of care and welfare across custody centres.

The reduction in those being held in custody is also reducing the average time spent on observations or hospital escorts allows local policing officers to return to other core duties. In addition, Police Scotland is complying with our duty under Section 50 Criminal Justice Scotland Act (2016) and the Lord Advocate's Guidelines by not detaining those in custody longer than is necessary.

Additional exceptions out with the Measures of Progress towards Strategic Outcomes

Wildlife Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	202	307	+52.0%	217.6	+41.1%
Detection rate	44.1%	54.1%	+10.0% point	55.2%	-1.2% point

Over the period, wildlife crime has increased by 52.0%% (105 crimes). This is due to a range of factors including COVID-19. The rise was generally caused by a combination of circumstances created by the COVID-19 pandemic. The initial lockdown caused a vast percentage of the population to be off work, and coupled with the good weather experienced over the period, this created a lot of footfall to the countryside. The public attended in their droves to local beauty spots and country walks for their daily exercise and the obvious result was people observing and reporting more such as trapping and snaring offences.

The detection rate for these crimes has also increased compared to the same period last year, with 77 more detections between April 2020 and March 2021, the detection rate has increased by 10% points.

Going forward it is anticipated that the rise in reported crime may continue through 2021 due to similar circumstances with regards to the pandemic, with a greater amount of public footfall in the countryside and people staying within the UK to holiday. Operation WINGSPAN's social media campaigns throughout the year will undoubtedly raise public awareness of all manner of wildlife crime which will also contribute to more reported crime.

Operation Wingspan is Police Scotland's year-long dedicated response to wildlife crime, during which we are focusing on each of the NPCC priorities in turn. The NPCC priorities of Bat Persecution,

Badger Persecution, CITES offences, Raptor Persecution, Fresh Water Pearl Mussels and Poaching (Hare/Deer/Fish) are all central to Operation Wingspan.

The campaign will be delivered through a mixture of operational policing activity, internal training, strong partnership working and action to raise public awareness of the seven priorities of wildlife crime.

Between December and January, Operation WINGSPAN arranged three Badger Persecution Awareness training days throughout Scotland, successfully training 26 officers and providing them with the skills and knowledge on how to identify signs of sett disturbance and badger baiting and educating them on how to deal with these incidents. The training was carried out by Scottish Badgers and included visits to live setts.

With the skills and knowledge they have accrued these officers, along with all existing Wildlife Crime / Wildlife Liaison Officers (WCLOs/WCOs), have carried out checks throughout December and January to the most vulnerable setts, as identified by Scottish Badgers, dealing with reported badger crime and raising awareness throughout their divisions.

The Bat phase of Operation Wingspan took place over January and February with officers also attending Partnerships Against Wildlife Crime (PAW) Bat Persecution Priority Delivery Group in February.

The Built Environment Forum Scotland (BEFS) website has agreed to publish an article to promote Operation WINGSPAN which will enable our message to reach people involved in building and development and will highlight the threat caused to bats and badgers by development, associated offences and best practice. This has been undertaken with the cooperation and involvement of Nature Scot and Scottish Badgers, who also provided quotes to support Operation WINGSPAN.

Funding has been obtained to secure a presentation spot at BEFS conference in May 2021 to raise awareness of Bat and Badger licences and will be pitched at executives of development companies to cascade down.

The Raptor persecution phase of Operation Wingspan has seen the production of short videos in partnership with RSPB, which will be released on Police Scotland social media platforms, highlighting what Raptor Persecution is, what forms it takes, how to identify it and what to do if you suspect it. Operation Wingspan will carry on the work of Operation Easter and identify and protect vulnerable locations known for egg collection, raise awareness of the crime monitor known offenders.

Cyber enabled wildlife crime is a common thread running through all sorts of wildlife crime. Through working closely with partner agencies such as NWCU/UK Border Force/SSPCA we will tackle these crimes with intelligence led operations to intercept/disrupt and prevent wildlife crime, backed up with social media campaigns to raise awareness.

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

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

Public Confidence and Satisfaction

Insight into Police Scotland's approach to addressing public confidence and the importance the organisation places on this key aspect of policing and community engagement is detailed in the Public Confidence and Experience of Policing section at the beginning of this report.

The following table provides the survey results that have been identified by Police Scotland and the Scottish Police Authority as key measures of progress towards achieving this strategic outcome.

Public Confidence	Percentage of Respondents
Percentage of respondents who feel either very safe or fairly safe in their area	85%
Percentage of respondents that agree or strongly agree they have confidence in local policing	59%
Percentage of respondents who agree or strongly agree that the police listen to concerns of local people	39%

Note: Confidence refers to how those who may not have directly engaged with the organisation feel about Police Scotland. This is intended to reflect public mood and sentiment towards the organisation.

User Experience	Q1 2020/21 (Apr – Jun)	Q2 2020/21 (Jul – Sep)	Q3 2020/21 (Oct – Dec)	Q4 2020/21 (Jan – Mar)	% Point Change since Q3 2020/21
Percentage callers saying it was easy or very easy to contact the police	82%	76%	75%	81%	+6% point
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	87%	85%	88%	87%	-1% point
Percentage callers who felt staff properly understood what they needed	88%	87%	89%	89%	-
Percentage callers feeling that the police provided the appropriate response	66%	67%	70%	69%	-1% point
Percentage callers felt they were adequately informed about the progress made (where applicable)	53%	56%	59%	60%	+1% point
Percentage callers felt satisfied with the way they were treated by the officers who attended the incident	80%	82%	83%	84%	+1% point
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	71%	72%	73%	73%	-

Note: Satisfaction refers to those who have used our service. This reflects on the organisation's ability to handle individual incidents.

Quarterly Comparison

Since April 2020 measures of satisfaction with Police Scotland have remained both steady and high. The change of survey methodology (from phone interviews to text) and the spread of COVID-19 caused a drop in satisfaction across all measures from Quarter 4 2019/20 to Quarter 1 2020/21. This initial drop did not indicate a trend, and since this satisfaction figures have remained steady.

In Quarter 4 there were few notable differences since Quarter 3. The only notable difference was the six percentage point increase in ease of contact. Analysis of open text responses does not glean further insight into why this measure increased significantly across the quarter. Our initial hypothesis is that diminishing COVID-19 case numbers and related incidents reduced demand on C3 resources, which in turn meant that ease of contact increased. To test this hypothesis further data is needed from our colleagues in C3.

Open text analysis revealed the following factors were important in driving satisfaction:

- Time taken to respond to incidents;
- Knowledge of local areas by C3;
- Staff attitude;
- Successful responses to previously reported incidents.

Complaints about the Police

Complaints	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	6,345	6,958	+9.7%	n/a	n/a

Note: five year mean figures are not available for complaints or allegations. This is due to the number of changes within PSD, including recording practices, in recent years. As a result, the five year mean figures wouldn't provide a meaningful comparison.

TOTAL NUMBER OF COMPLAINTS FROM THE PUBLIC

2019/20 YTD — 6,345
2020/21 YTD — 6,958

TOTAL NUMBER OF COMPLAINTS FROM THE PUBLIC

560 ... 677 ... 643

APR '20, MAY '20, JUN '20, JUL '20, AUG '20, SEP '20, OCT '20, NOV '20, DEC '20, JAN '21, FEB '21, MAR '21

Complaints from members of the public increased by 9.7% to 6,958 during Quarter 4 compared to the same period last year. COVID-19 related complaints are assessed as a key factor in this increase with 12.5% of all complaints (868) identified as such.

A total of 6,090 non COVID-19 complaints were received during the financial year 2020/21. This represents a decrease of 4.0% (255 complaints) when compared to the same period last year. This further underlines the impact of COVID-19 related complaints on the overall volume of complaints received.

The Professional Standards Department (PSD) resolved 3,148 complaints (45.2%) by Frontline Resolution (FLR) in 2020/21.
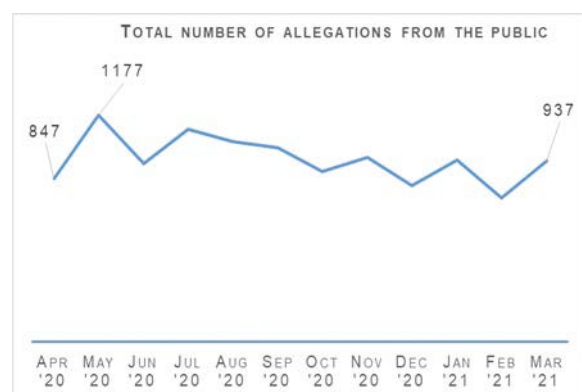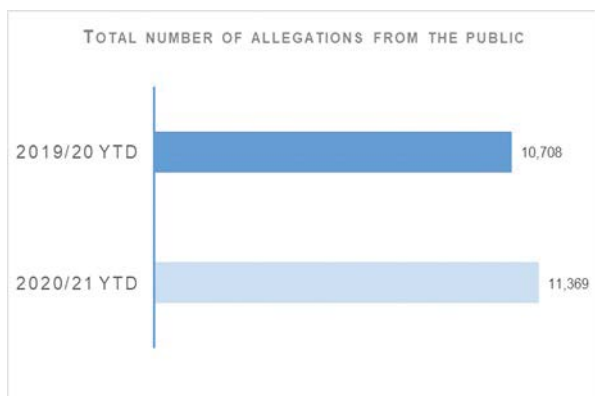
This is an increase of 3.4% on the previous financial year where 41.8% (2,656 complaints) were resolved in this manner.

FLR is where a complaint can be resolved by simple explanation, assurance or apology, without the need to progress through the full complaint process and is applied to complaints which are non-criminal, non-complex and non-serious in nature.

Within PSD, FLR is conducted via the National Complaint Assessment and Resolution hubs within each of the three regions. These hubs assess all complaints and where appropriate will contact the complainer and attempt to resolve.

Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	10,708	11,369	+6.2%	n/a	n/a
% of closed allegations which were upheld	10.1%	7.8%	-2.3% point	n/a	n/a

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

TOTAL NUMBER OF ALLEGATIONS FROM THE PUBLIC

2019/20 YTD — 10,708

2020/21 YTD — 11,369

TOTAL NUMBER OF ALLEGATIONS FROM THE PUBLIC

1177

847

937

APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20 OCT '20 NOV '20 DEC '20 JAN '21 FEB '21 MAR '21

The total number of allegations have increased by 6.2% (661 allegations) compared to the same period last year with 11,369 allegations recorded at the end of the financial year 2020/21. Of the 10,652 total of allegations closed, 7.8% of these were upheld.

Consistent with the complaints data, the number of allegations peaked in May 2020, with a total of 1,177 allegations recorded during this month. This coincided with the initial lockdown period and further emphasises the impact COVID-19 has had on the number of allegations made.

The percentage of upheld allegations has decreased by 2.3% compared to the same period last year. As detailed in the Complaints section, this can be attributed to being due to the increase in the number of complaints which are resolved by Frontline resolution.

Police Investigations and Review Commissioner	2019/20 YTD	2020/21 YTD	% Change from Pre-vious Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	223	226	+1.3%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	840	900	+7.1%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	62.6%	70.4%	+7.8% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) has conducted 226 Complaint Handling Reviews (CHR's) which equates to only 3.4% of all complaints. The 226 CHR's conducted by PIRC considered 900 allegations with 634 (70.4%) assessed to have been handled to a reasonable standard. This is up 7.8% from the same period in 2019/20. These CHR's included 278 recommendations. Police Scotland made 279 referrals to PIRC resulting in 73 investigations (26.2%).

Organisational Learning

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

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

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

Assaults on Police Officers and Police Staff

Assaults on Emergency Workers (Police Officer/Staff)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Common assault of emergency workers (police officer/police staff)– number of offences	6,529	6,942	+6.3%	5,878	+18.1%
Percentage of assaults leading to injury	19.3%	18.5%	-0.8% point	n/a	n/a

Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but they are representative of the issue.
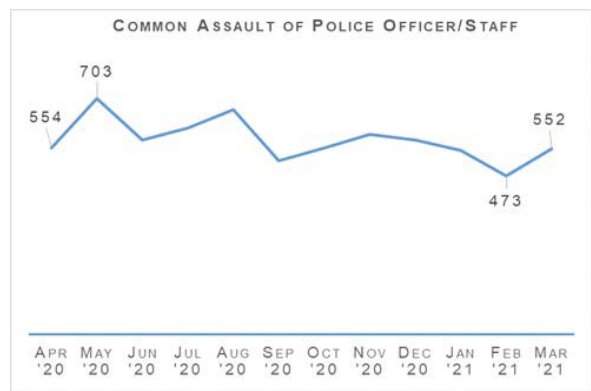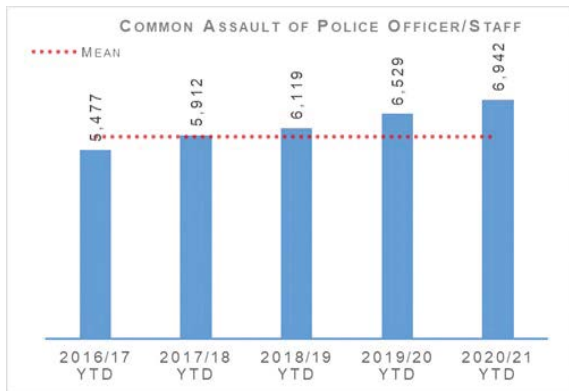
Common assaults of police officers / staff is up 6.3% (413 more) on the previous year to date and up 18.1% (1,064 more) on the five year mean. The large increases can partly be attributed to increases in assault relating to COVID-19, indeed 15.7% (1,087) of crime reports on police assaults feature context relating to COVID-19. Analysing the data over the four quarters this year illustrates that the average assaults per quarter was highest in Quarter 1 and then declined steadily throughout the year (see following graph).
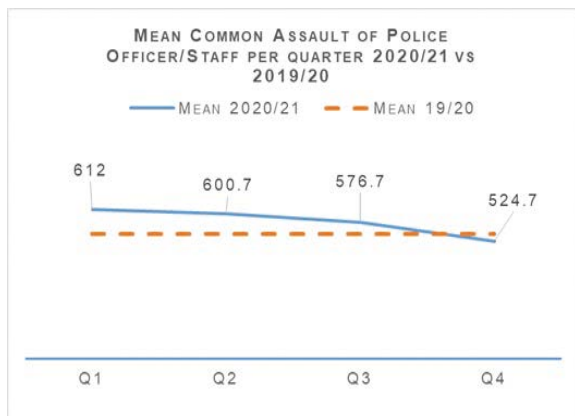
Your Safety Matters (YSM)

Guidance for officers and staff on how to report health and safety incidents and police assaults has been published.

This guide has been introduced following findings of under-reporting of violence towards officers and staff on SCoPE. Accurate completion of these forms will allow Police Scotland to establish the scale of assaults on officers and staff as well as identifying opportunities to learn.

Once submitted, every form is reviewed by a Health and Safety advisor. With better data Police Scotland can identify areas of concern, help make the workplace safer and fulfil the Chief Constable's commitment to reduce assaults on officers and staff.

Officer Safety Training Recommenced

The enhanced officer training safety has commenced. The new two day course includes refresher training of Operational Safety theory and techniques including:

- Practical first aid inputs introducing the use of Automatic External Defibrillators (AEDs) and compression bandages;
- Inputs on situational awareness and de-escalations;
- Tactical report writing considerations;
- Introduction of new operational safety techniques

Government guidelines surrounding COVID-19 remain in place that limit the number of officers able to attend, however as of 07 April, 540 officers had now received their two day training course. Early feedback from attendees has been overwhelmingly positive.

Funding for Research Officer

Further research has been commissioned by Police Scotland and the Scottish Institute for Policing Research (SIPR). The research will:

- Consider evidence of SIPRs previous evidence reviews;
- Explore good practice along with benchmarking and exploration of new approaches and potential opportunities to collaborate with other police organisations;
- Examine trends in police assaults across UK and international jurisdictions (with comparative analysis of other blue light services);
- Explore the drivers of assaults - societal and tolerance levels (police perceptions on reporting);
- Identify new approaches to training and development – health and wellbeing, policing styles and practice.

Timescales for reporting are still to be agreed but findings will be published in due course.

Absence Management

Absence Management	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Instances of police officers (FTE)/police staff (FTE) on short term sick leave (less than 28 days)	19,823	27,301	+37.7%	n/a	n/a
Number of police officers (FTE)/police staff (FTE) that have taken short term sick leave (less than 28 days)	11,069	13,098	+18.3%	n/a	n/a
Instances of police officers (FTE)/police staff (FTE) on long term sick leave (more than 28 days)	2,132	1,733	-18.7%	n/a	n/a
Number of police officers (FTE)/police staff (FTE) that have taken long term sick leave (more than 28 days)	1,336	1,186	-11.2%	n/a	n/a
Instances of police officers (FTE)/police staff (FTE) absent through psychological illness and stress related conditions	1,369	1,163	-15.0%	n/a	n/a
Number of police officers (FTE)/police staff (FTE) absent taking psychological disorder and stress related absence	784	618	-21.2%	n/a	n/a
Percentage of police officers (headcount) on recuperative and adjusted/restricted duties	8.5%	9.7%	1.2% point	n/a	n/a

Note: The absence data is based on the instances of absence, which means an employee could have more than one instance of absence in the reporting period presented. By way of example the 27,301 instances of absence year to date for 2020/21 relate to 13,098 employees and is based on closed absences.

COVID-19 Absences	31/10	30/11	31/12	31/01	28/02	31/03
Live Absence Number	1,422	1,322	1,382	1,308	1,080	1,109
Live COVID-19 Related Absence	530	400	508	403	274	271
Precautionary Self-Isolation	191	144	168	71	28	49
Symptoms	31	30	53	40	28	48
Running Total COVID-19 Absences	11,782	13,661	15,716	15,999	16,890	17,549

People and Development have highlighted that the absence figures have been misreported throughout the year and the figures above are the first true reflection of absence this year. Measure of progress for forthcoming performance year have been changed to allow more accurate reporting of absence.

Occupational Health	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	3,716	2,784	-25.1%	n/a	n/a

COVID-19 continues to have an impact on Occupational Health (OH) demand with 2,784 OH referrals in 2020/21 YTD. This is down 25.1% compared to the same period last year (3,716 referrals). There were 756 OH referrals during Quarter 4 which is a small decrease of 3 referrals when compared to Quarter 3 (759 referrals).

Employee Assistance Programme	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	2,449	1,851	-24.4%	n/a	n/a

Overall, there have been 1,851 Employee Assistance Programme (EAP) referrals in 2020/21 YTD. COVID-19 continues to have an impact on EAP demand, down 24.4% when compared to the same period last year (2,449 referrals). There were 433 EAP referrals during Quarter 4 which is a decrease of 59 referrals when compared to Quarter 3 (492 referrals).

The number of referrals to health and wellbeing services was significantly impacted due to the COVID-19 pandemic. All services have since resumed, however due to ongoing restrictions like social distancing, cleaning of facilities and additional questioning around COVID-19 symptoms the time taken to see referrals has increased.

Equality & Diversity

Equality & Diversity Profile	Data Presented
Force Profile	Sex, Race, Disability, Sexual Orientation and Age characteristics reported annually and were presented in Quarter 1 report
Promotion Profile	Sex, Race, Disability, Sexual Orientation and Age characteristics reported annually and were presented in Quarter 1 report
Recruitment Profile	Sex, Race, Disability, Sexual Orientation and Age characteristics reported annually and were presented in Quarter 3 report

A paper was presented to the SPA board on 24 February 2021 that set out Police Scotland's next steps on workforce diversity, inclusion and equality in policing.

Work will be taken forward under the Equality, Diversity, Inclusion and Human Rights Strategic Oversight Board with monthly progress updates provided to the Strategic Leadership Board and assurance provided by the Independent Review Group. Early updates will include findings and recommendations for an enhanced governance structure ensuring a robust and fit for purpose mechanism for change delivery and proposals for appointed Chief Officer Leads.

Recruitment

On 29 March 2021, 180 Police Officers were successfully recruited to Police Scotland. The recruits comprised of 98 males and 82 females, this represents 54% male and 46% female.

Police Scotland's modernised recruitment process continues to deliver improved diversity recruitment with 12% of this intake being from a minority ethnic group. A number of recruits are fluent in other languages including Dutch, Polish, Gaelic, Romanian, Spanish, Punjabi and Urdu.

March intakes for the years 2019 and 2020 were reviewed and the male/female/minority ethnic breakdown is as follows:

	Total Recruits	% Male	% Female	% Minority Ethnic
March 2019	181	55%	45%	4%
March 2020	351	57%	43%	4%
March 2021	180	54%	46%	12%

Note: Minority ethnic denotes all recruits who disclosed any ethnicity other than White Scottish, White English, White Welsh, White Northern Irish or White Other British.

In March 2021, the ratio of female officers recruited increased by 3% to 46% when compared to the intake in March 2020. Similarly the percentage of minority ethnic officers recruited increased by 8% to 12% when compared to the intakes in March 2019 and 2020.
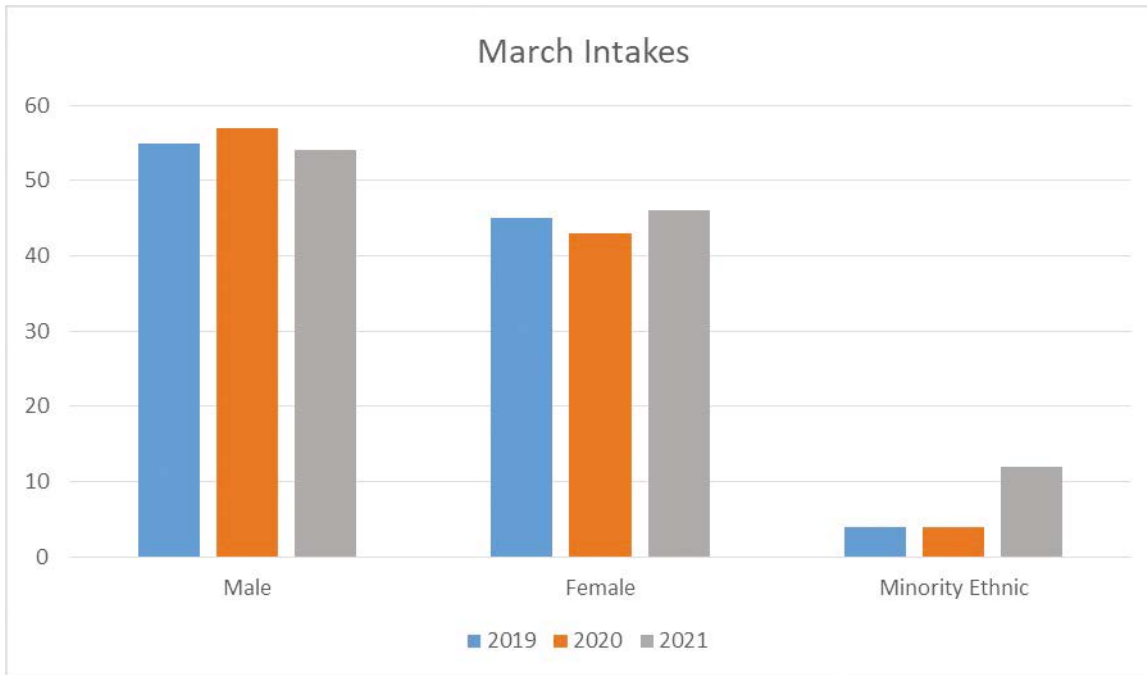
March Intakes

(It should be noted that there were other intakes throughout 2019-2021, but for comparison purposes only the March intakes have been detailed in this section.)

The Police Scotland Positive Action Team is embedded within Recruitment, at Jackton and Aberdeen, to encourage and actively support individuals in their recruitment journey.

The team's original remit was exclusively to promote the organisation to those from an ethnic minority background, however the team have widened their reach and continue to support recruitment across other protected characteristics including gender and sexual orientation. As defined by the College of Policing, positive action is the name given to measures under the Equality Act 2010 that promote equality of opportunity, recognising that there may be barriers that prevent people from achieving their potential.

The Equality Act empowers police to remove these barriers when they are in connection to a protected characteristic, so that we can work together towards achieving true equality.

The Positive Action Team will continue to carry out recruitment attraction events across the country with the goal of building upon the success of the March 2021 intake.

Special Constable and Rural Recruitment

Special Constable recruitment continues through normal recruitment methods and from further education establishments and the new modernised training provision has removed the previous barriers to recruitment.

Rural and remote police recruitment is now imbedded and no longer a Police Scotland risk.

Police staff recruitment is migrating towards the implementation of e-recruitment and Competency Values Framework.

Strategic Outcome: Police Scotland is sustainable, adaptable and prepared for future challenges

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

Finance Transformation

The final year-end outturn position for reform is currently £22.5m, against a £25m budget, with £2.5m of the funding redirected to capital investments.

Key points to note across Quarter 4:

- Significant uncertainty around the SPRM appeals cost was the largest risk within the reform budget. The appeals process concluded in Quarter 4 and the cost of the process can now be forecast accurately;

- Confirmation was received that £25m has been granted again for financial year 2021/22 to support policing transformation. This has been allocated by the Capital Investment Group and approved by the SPA Board in March 2021.

Asset Replacement Programme

Throughout the final quarter of the financial year 2020/21, both the capital and reform outturn positions are closely managed across the business. The final year-end outturn position for capital is currently forecast at £63.7m, which is in line with available budget. The current final outturn position shows a capital allocation to business as usual (BAU) of £47.5m. This includes £2.7m of spend for Operation TALLA (which had zero budget allocation) and £16.2m to Transformation Change.

Key points to note across Quarter 4:

- Approval was received from the Scottish Government to transfer a £2.5m reform revenue underspend to capital. This, combined with additional budget becoming available from underspends on a small number of projects meant decisions could be made to reallocate to deliverable priorities. The following were prioritised as proposals of importance which could also be executed before year end:
  - Fleet replacement (£1m);
  - Laptops to support home working arrangements (£0.7m);
  - Accelerated rollout of mobile devices (£0.7m).

- An additional grant award of £10m of capital was received from the Scottish Government in March 2021. This was used to support investment in Fleet, primarily through the purchase of ULEVs in line with the Fleet strategy;

- Confirmation was received that the capital budget for financial year 2021/22 will be in line with the previous year with a small uplift of £500k for the rollout of a tactical body worn video solution in advance of COP26. This will enable the investment in all mandatory, inflight and critical projects but will not allow investment in any discretionary activity.

Fleet

Size of fleet	% ULEV	Average age	Average % of Vehicle Availability
3,511 vehicles	8.0%	6.06 years	96.27%

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet (ULEV) as part of the Fleet Strategy. Delivery of 179 electric vehicles was scheduled to be complete by the end of March 2021. Work is ongoing with the ULEV board and the Implementation Group.

Estates

Co-locations / Collaborations

Shared Occupancy	2020/21 YTD
% footprint of the Estate which is co-located/shared with our partners	10.26%

In 2020/21, new collaborations were established at Kirkcudbright and Lesmahagow with the Scottish Fire and Rescue Service.

The overall estate area was reduced by selling several properties including stations at Gretna and Kingussie. The lease of an office at Pinnacle House (Glasgow) was also terminated on 31 December 2020.

Building Conditions

The condition survey exercise has been completed with the data quality assurance exercise now underway. It was forecast in the Quarter 3 report that an update would be ready for this report however the completed report is now due to be available by the end of Quarter 1 in 2021/22.

Environmental

Fleet emissions have been included in all Climate Change reporting and Police Scotland internal reporting updates since 2014 as these comprise of Scope 1 emissions that are required to be reported to Government. Therefore, fleet emissions have been included in all calculations and baseline reporting for the new Environmental strategy.

- Benchmark 1 – including all emissions is 111kgCO2e/m2
- Benchmark 2 – including building emissions is only 72kgCO2e/m2

2020/21 figures will be available once all consumption data has been reported and calculated. The benchmark data is calculated with 2019/20 data, which was reported to Government in November 2020. The new Environmental Strategy has been approved by the SPA Board and a corresponding implementation plan has been developed. This plan provides a timeline and rationale for environmental and carbon reduction projects in order to achieve our shared strategy aims.

Operation TALLA – Police Scotland's response to COVID-19

Police Scotland has implemented a Command Structure to manage the planning and response to the impact of COVID-19. Eight bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed below. This provides a framework to focus operational activity associated with maintaining critical policing functions, serving changing public needs and supporting our staff to continue to provide a professional and effective service to our communities.

This command response now includes a Strategic Oversight Board chaired by the Chief Constable supporting the Command and Renewal structure as this develops.

Outcomes	Operation TALLA Strategic Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	- Maintain critical policing functions to best serve the communities of Scotland throughout the pandemic - Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19
The needs of local communities are addressed through effective service delivery	- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning preparation, response and recovery - Monitor and respond appropriately to any internal or external tensions
The public, communities and partners are engaged, involved and have confidence in policing	- Maintain officer, staff and public trust and confidence through effective proactive internal and external communications
Our people are supported through a positive working environment, enabling them to service the public	- Protect, safeguard and support our officers and staff, throughout the period of the pandemic
Police Scotland is sustainable, adaptable and prepared for future challenges	- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement - Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response

Emergency Legislation – Co-operation Levels

Police Scotland's approach to the use of COVID-19 legislation continues to be firstly to engage with people, explain the provisions and encourage compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. This approach is commonly known as the 4Es. The overall style and tone of policing the pandemic in Scotland has not changed since the inception of the public health emergency, however in September 2020 an additional line was added to the 4Es that for flagrant or repeated breaches, the acceleration through the 4Es would be much quicker. In addition, legislation in respect of travel regulations came in to place on 20 November 2020.

The following table summarises police intervention action taken during the period: 27 March 2020 to 31 March 2021:

Type of Interventions	Number
Premises closed	105
Premises where intervention was required	420
Medical detention	0
Dispersals after being informed and requested (occasions)	83,018
Dispersals after being informed, requested and instructed (occasions)	24,416
People removed from place or premises*	2,033
Fixed Penalty Notices issued	14,213
Arrests	875
Recorded Police Warnings	253
Total Interventions	125,333

Note: Figures are indicative management information and may be subject to change. They should not be considered as Official Statistics.

*Please note - People removed from place or premises was previously recorded as People returned home using reasonable force.

In a further breakdown of the previous table, 830 of the Fixed Penalty Notices were issued under the travel regulations. Please note - the FPNs issued under travel regulations are also included within the total 'Fixed Penalty Notices issued' and should not be considered as in addition to these.

Total Interactions
(27 March to 31 March 2021)

During the Quarter 4 period, the number of total interactions remained relatively stable and was similar to levels recorded during Quarter 3. The easing of restrictions over the festive period does not appear to have had much of an impact on interaction levels.

Total interactions line graph
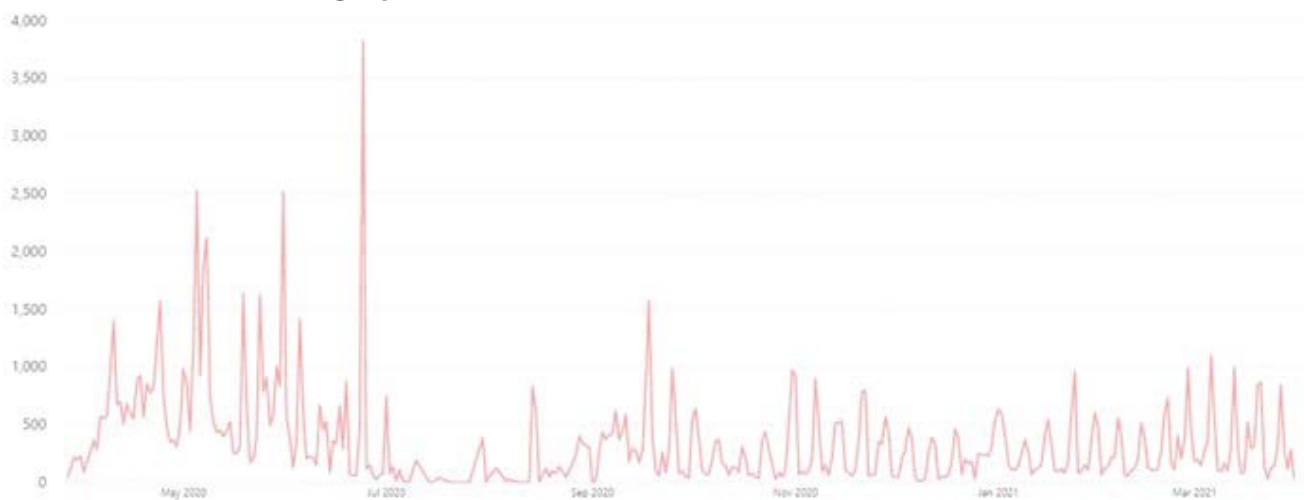
Note: Figures are indicative management information and may be subject to change. They should not be considered as Official Statistics.

Please note: The graph included in the Quarter 3 report depicted interactions within private dwellings and not total interactions.

OP TALLA Strategic Objective

– Maintain critical policing functions to best serve the communities of Scotland throughout the pandemic

As previously reported, absences peaked at the end of March 2020 and then decreased until the end of August 2020, where they sat below the absence rate levels recorded at the same period last year. Throughout Quarter 3, absence levels were above that of last year, with this trend continuing in to the first part of Quarter 4. January saw the largest disparity between 2020/21 and 2019/20 figures. This is perhaps to be expected due to the increase in family gatherings over the festive period potentially leading to increased transmission of the virus or requirement for precautionary self-isolation through Test and Protect. From February onwards, absence levels have generally been in line with last year's figures.

Total absence line graph – comparison of 2019 to 2020 (and 2021 to date)
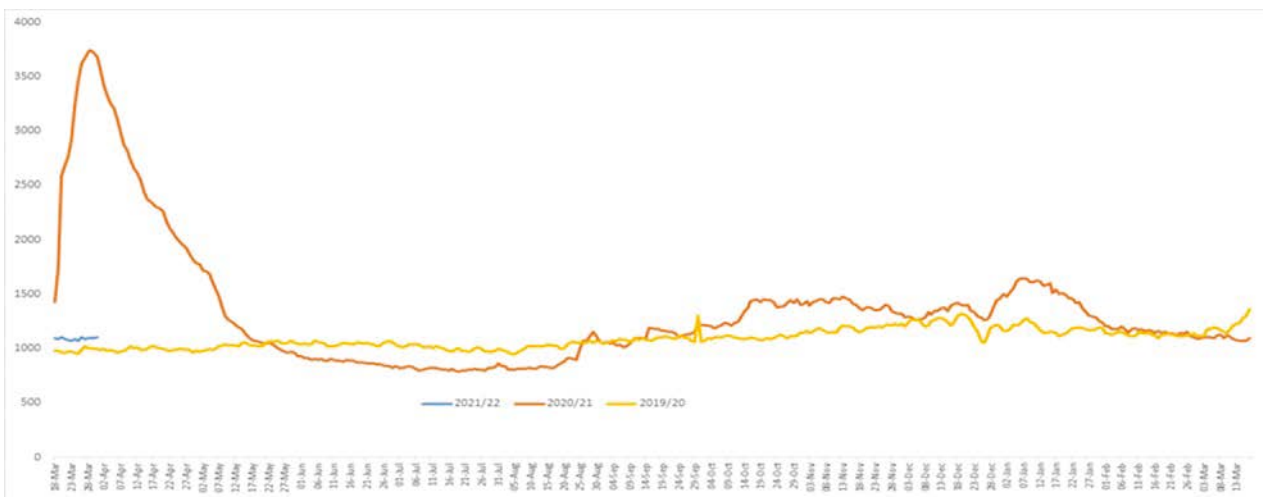
Business Continuity Plans Review

The annual review of Police Scotland's Business Continuity Plans (BCP's) was undertaken during Quarter 3. As part of the review, Business Continuity Officers ensured business continuity arrangements were sufficient to meet changes in the working environment. Advice and support was provided to Business Continuity Coordinators, who are responsible for management of the BCP's within each critical function, to use the review to identify new workarounds, and enhance existing ones.

In particular, as a direct response to the impact of the pandemic, working from home capacity was increased with support from internal partners such as ICT who were able to provide IT equipment to officers and staff. The review also included assessing the criticality of business areas and amending their priority levels in accordance with Operation TALLA.

Governance

Operation URRAM Business Continuity Working Group

Work by the group commenced to develop the delivery phase BCP for Operation URRAM.

In collaboration with Business Continuity Officers, a total of 11 business areas were identified as crucial to effective running of COP26. These were C3, ICT, Custody and Criminal Justice, Specialist Services including Firearms, Mounted and Dog Branch, Resourcing, Logistics, Strategic, Tactical and Operational Command and Fleet.

SMARTEU will lead in exercising the BCP's. More widely, SMARTEU will include the exercising of the standard BCP's to ensure their resilience and ability to flex during COP26. These BCPs will continue to be used for business areas falling outside the scope of Operation URRAM.

The LP Concurrent Demand and COP-26 Steering Group

Business Continuity Officers and management participated in meetings to discuss ongoing planning and preparation of work surrounding COP26. The LP Concurrent Demand and COP 26 Steering Group provided the opportunity to feedback on business continuity progress. Engagement with the group is ongoing to ensure key and relevant information is disseminated.

OP TALLA Strategic Objective

- Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19

Tasking and Co-ordination

The All-Risks National Co-ordination Centre (NCC) was established in December 2020 and throughout Quarter 4 continued to provide support to the wider Scottish Strategic Resilience Partnership via regular meetings with strategic partners at the Concurrent Risks Operational Group (CROG) and the Multi Agency Co-ordination Centre meetings.

Partners also benefited from the information contained within the Horizon Scan document and Strategic Co-ordinating Group (SCG) Situational Report (SitRep), both of which were published on a daily basis. The NCC stood down on Saturday 27 March 2021, however, a small team remains to support the transition from NCC to Business As Usual arrangements.

The 'All Risks' approach proved appropriate and was tested during Quarter 4 by the layering of a multitude of concurrent incidents including a critical cyber-attack, power outages and adverse weather conditions, alongside COVID-19 and EU Exit matters.

Learning from the Operation TALLA and the 'All Risks' NCCs will now be collated internally to ensure that lessons identified are documented and products created to ensure that this learning is appropriately disseminated within Police Scotland and incorporated in future planning and response arrangements.

Maritime Co-ordination and Asset Deployment

This multi-agency group was formed in October 2020 to bring together a cross section of key partners to develop shared understanding of roles and responsibilities, capabilities and deployable assets which relate to Maritime Security. The aim of the group was to collectively create a Maritime Security Playbook which included a legislative Aide Memoire to ensure a greater collective understanding.

The formation of this group was intended to mitigate risks posed by EU Exit as it pertained to the fishing industry and consider and be in a position of readiness for scenarios that may play out regarding restrictions on fishing around Scotland's shores. However, much of the risk was mitigated by the deal made by the UK Government in relation to fishing rights and subsequently by the availability of a hardship fund from the Scottish Government.

The partnership approach, and co-ordination by the NCC, proved beneficial when tackling on-board outbreaks of COVID-19.

This group stood down in March 2021 on completion of its objective to produce and publish the Maritime Security Playbook.

OP TALLA Strategic Objective

- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning, preparation, response and recovery

International Travel Regulations / Managed Quarantine

On 15 February 2021 Managed Quarantine (MQ) Regulations came into force in Scotland. This is legislated by the Health Protection (Coronavirus) (International Travel) (Managed Accommodation & Testing) Regulations 2021. All International arrival passengers (i.e. travelling from out with the Common Travel Area), not presently subject to the listed exemptions are required to quarantine at one of six designated MQ Hotels for ten days after arrival at a cost of £1,750.

They also have to undertake pre-arranged testing on days two and eight of the MQ period. At this time the regulations only refer to passengers arriving by air at Aberdeen, Glasgow and Edinburgh Airports, or the seaports at Lochryan and Cairnryan. Under current COVID-19 restrictions, it is illegal to travel abroad for holidays and other leisure purposes.

Any person arriving in Scotland by any other means who have travelled internationally in the preceding 10 days, i.e. by car or train across the border do not fall under the MQ regulations and again should quarantine at home for ten days and also book a COVID-19 testing kit, again taking COVID-19 tests on days two and eight of the ten day self-isolation. COVID-19 testing kits cost £210 per person, and are delivered to the address of self-isolation.

Individuals would only be required to enter MQ if they had travelled into Scotland from one of the 33 red list countries within the preceding ten days. All passengers subject of MQ are required to book and pay for MQ packages in designated hotels prior to arriving in country.

The MQ process is managed between UK Border Force and G4S who are the security contractor employed by Scottish Government to manage the process from landing in country to hotel and thereafter until release from MQ.

The role of Police Scotland is to provide a high visibility presence at the border control point, the baggage claim area and the landside arrivals area for all flights. While Police Scotland has a limited role, we are working closely with UK Border Force and G4S, both of which are leading on the application of these measures. G4S have the security responsibilities during both the travel to the hotels and the period of managed isolation.

The overriding principle of this legislation is public health and the 4Es policing style and tone will continue to be used. Enforcement may be made the issue of a Fixed Penalty Notice. All offences under The Health Protection (Coronavirus) (International Travel) (Scotland) Regulations 2020 attract a Fixed Penalty amount of £480. We continue to work closely with Scottish Government on all aspects of International Travel and MQ.

OP TALLA Strategic Objective

- Monitor and respond appropriately to any internal or external tensions

Each week, Safer Communities Equality and Diversity Team produces a national community tensions report providing an overview of emerging community tensions and concerns as a result of current social restrictions and the public response to those restrictions; and the policing approach during the COVID-19 pandemic. This report includes information received from the National Community Tensions Team (NCTT), which shows the UK wide picture and is produced and distributed by the National Police Chiefs' Council (NPCC), to every police force in the UK.

Over the Quarter 4 period, it is assessed that COVID-19 related tensions remained heightened across all communities, however continued vaccination and positive reporting of falling volumes of infection is slowly reducing tensions. Government concerns regarding public complacency given the positive effects of extended lockdown continue to be reported in the media. NCTT assesses the improvement in the weather, longer days and significant events, including Easter bank holiday weekend will impact on levels of non-compliance to COVID-19 restrictions and is likely to increase community tensions.

The reporting in national media of a significant reduction in vaccine supply from 29 March, at a time when the government was easing restrictions, had the potential to cause widespread local tensions. This coincided with increasing rhetoric from the EU regarding possible export bans on vaccines manufactured in Europe and exported to the UK.

NCTT continues to assess that relaxation of restrictions is likely to cause widespread local tensions as activity returns towards 'normal'. NCTT continues to receive reporting of breaches of COVID-19 restrictions, including hostile confrontations by those not wearing masks and increased protest activity. It is likely, therefore, that the response to continued easing of lockdown restrictions will present further challenges for policing.

OP TALLA Strategic Objective

- Maintain officer, staff and public trust and confidence through effective pro-active internal and external communications

The most important element of our communications on the policing of the coronavirus regulations is the consistency of our messaging. Although this may change slightly in line with any additional regulations or other factors, core messaging, both nationally and locally, has remained the same throughout the pandemic.

This consistency of messaging has included being clear about the distinction between what is enforceable (the law) and what is not (Scottish Government and NHS guidance).

Another key principle of effective communications is to signpost people to the best source of the information they need rather than providing it ourselves. Therefore, throughout the pandemic, we have signposted the public to the Scottish Government and NHS websites for accurate up-to-date information on the pandemic.

Internal Communications

Police Scotland uses a dedicated intranet mini-site to keep police officers and staff updated on any changes which might affect them.

The site includes:
- Regular internal COVID-19 updates;
- Operational Guidance;
- Health & Safety Guidance;
- Wellbeing information.

The publication of any updated guidance is always accompanied by updated training packs and supervisors' briefings. This ensures that officers are able to engage with the public, explain the legislation and encourage compliance.

Significant changes to legislation are communicated through shift briefings and all-officer emails in addition to the above channels.

Officers and staff also receive updates about internal policies, including any changes to guidance on the wearing of Personal Protective Equipment.

A briefing is also issued on a weekly basis to line managers to ensure they are aware of all employment policies and wellbeing matters affecting officers and staff.

External Communications

Police Scotland uses a number of different channels to maintain the trust and confidence of the public.

Communication channels used in Quarter 4 to ensure regular and effective engagement with the public include the following:
- A dedicated section on the policing response to coronavirus on the Police Scotland website. This includes the weekly publication of enforcement data, call and crime demand;

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- Our own social media platforms, at national and local levels, are used to share partner content, direct people to Scottish Government guidance and detail our own policing approach;

- By interacting with the media, we seek to enhance public understanding in our policing approach and therefore increase public confidence. We answer media responses around coronavirus enforcement and have facilitated media interviews around the response. We have also taken media out on operational activity several times so they can see how we police the regulations;

- Divisional Commanders write regularly to elected members, detailing our policing response and providing updated information on enforcement and engagement. Area commanders and other local policing officers also write news articles in local media, underlining our messaging around the policing response to coronavirus;

- Through the Regional Resilience Partnerships' Public Communications Groups, we support health boards and local authorities with their messaging to the public, and on occasion we have chaired these groups on behalf of NHS partners, who are leading the multi-agency communications response locally.

In addition, we continued to support Your Police survey for 2020/21 until it finished on 31 March 2021. As well as promoting this on social media, we also engaged with the media, providing statements and giving interviews explaining what changes had been put in place as a result of ongoing engagement with our fellow citizens.

Professional Standards Department

The Professional Standards Department (PSD) has established a process to identify all complaints relating to COVID-19 and deal with these in as efficient and swift a way as possible.

During 2020/21, 868 complaint cases were received in relation to COVID-19. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 54.7% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

However, the volume of COVID-19 related complaints remains significantly below the peak volume in Quarter 1 of 2020/21, at the outset of the pandemic. A total of 193 such complaints were received in Quarter 4, which is a 62.2% increase on Quarter 3.

 Table: COVID-19 Related Complaints Received, by Period:

Period	Number of COVID-19 Related Complaints
Quarter 1 2020/21	447
Quarter 2 2020/21	109
Quarter 3 2020/21	119
Quarter 4 2020/21	193
2020/21 Year to Date	**868**

PSD continues to identify the themes emanating from complaints and share these with Operation TALLA, to inform the continual reinforcement of positive guidance and messaging to assist operational officers in the discharge of their duties. Key themes identified during Quarter 4 of the year-to-date were:

- Officers not wearing appropriate PPE and / or failing to social distance from other officers or from members of the public. These issues were cited in 36.3% of the COVID-19 related complaints received during this period;

- Failing to enforce reported breaches of Coronavirus regulations by members of the public. This was cited in 20.7% of the COVID-19 related complaints received. The most common theme amongst these reports related to gatherings in domestic dwellings. However, an emerging theme during March 2021 was identified regarding public gatherings. This was largely attributable to football fans gathering in large numbers on the weekend of 06 - 07 March 2021, primarily in Glasgow City;

- Police action to ensure public compliance with the Coronavirus regulations was cited in 29.5% of COVID-19 related complaints received. These refer to complainers' subject to the 4E's approach by Police Officers. These complaints broadly express dissatisfaction with the approach taken, most commonly relating to reported gatherings within domestic dwellings.

Note: Each theme identified is counted once per complaint. However, each complaint may include multiple themes. Therefore, the totalling of all themes may vary from the total number of complaints.

With national 'lockdown' restrictions scheduled to be eased during April 2021, all COVID-19 related complaints will continue to be monitored, managed and recorded.

OP TALLA Strategic Objective

- Protect, safeguard and support our officers and staff, throughout the period of the pandemic

PPE

As of 31 March 2021, over 17,000 PPE training courses have been delivered to frontline police officers and staff. To ensure availability and accessibility of appropriate fitting FFP3 face masks, a recent programme has delivered re-fit training to 11,400 officers that provides an alternative FFP3 and provides confidence in the available stock levels.

A transition is ongoing to service all the 19 hubs throughout Scotland via courier. Together with an uplift in police stores staff, this has reduced the requirement of a dedicated policing resource, allowing local policing resources to return to their core duties. All fast moving stock is centralised at Meiklewood Road Stores complex and replenishment of items are taken from the main storage area holding high stock and slow moving items facilitated by our key partner SPS Fauldhouse.

Although having seen an increase in the use of FFP3 masks, Operation TALLA Logistics have secured a sustainable stock of FFP3 masks and all other items of essential PPE that provides confidence in stock levels to protect, safeguard and support our officers and staff for the coming 12 months.

Consultation is continuing regarding the use of face masks which have a small clear window in the mask to aid communication for officers and staff who have communication difficulties, perhaps because they rely on lip reading or facial expressions. An initial purchase has been made with the intention of utilising them internally with consideration being given, once external consultation has taken place, to providing them to members of the public who would benefit from their use.

Further progress has been made for transition from Operation TALLA Logistics to BAU model through internal collaboration with central store and finance leads.

Conventional Response Unit (CRU)

Since 11 January 2021, Police Scotland has provided an enhanced high visibility presence to support Local Policing to enforce Level 4 Pandemic Restrictions in the form of the CRU.

This enhanced high visibility presence was to provide a visible deterrent to any persons seeking to breach existing coronavirus legislation / guidance and will provide enhanced reassurance to the public in this regard.

Overall Strategy:
- To maintain service delivery and public confidence by ensuring appropriate staffing levels across the force;
- Have an agile operating model that is able to flex dynamically in response to acute abstractions;

- Keep officers safe by ensuring safe systems of work including physical distancing, deployment bubbles and to minimise officer travel and disruption.

To help address acute pandemic absence challenges and to support Local Policing, the CRU was created including a daily Tasking and Co-ordination Process. It seeks to fulfil the following objectives:

- Maintaining high visibility patrols in key public areas to maximise community reassurance;

- Ensuring local services are maintained when high absence levels within local policing divisions affect capacity and capability.

Resource mechanisms are in place to identify and support areas with high absence levels, this includes providing backfill from CRU officers to maintain service delivery. This agile approach means resources can be flexed to where they are most required without being encumbered by administrative structures or internal boundaries.

At this time there are 109 officers redeployed to the CRU and are working across four geographical locations at Jackton, SPC, Redford Barracks and Baluniefield. The CRU are expected to remain operational until 01 June 2021.

Outbreak Management Team

The Outbreak Management Team (OMT) continues to provide live support to divisions and departments on identification of positive coronavirus (COVID-19) test results.

Since 01 March 2020, Police Scotland has had 1,737 COVID-19 positive officers / staff, with the OMT managing 1,474 of these.

The organisational impact of the establishment of this team includes:

- Resource Impact: ten officers and two members of police staff redeployed from other business areas to resource this work stream;

- Supported 874 COVID-19 outbreaks and 1,474 individuals, as at 02 April 2021;

- 99 learning logs issued following review of complex cases, including learning at operational incidents, as at 02 April 2021;

- Absence Reduction: Achieved through shared learning from learning logs, allowing business areas to adopt proactive and preventative measures, minimising frequency of internal transmission.

  - The OMT has, following review of NHS initial Contact Tracing and NHS Proximity App notifications, liaised with Test and Protect and Health Protection and returned 145 staff members to duty, preventing their requirement to isolate for 10-14 days. This work has been most prevalent within C3 for which 85 staff have been returned following NHS proximity App notifications;

- Absence Management: Robust and consistent approach to management of persons required to self-isolate post an operational incident or those isolating with symptoms pending COVID-19 Test Result.
  - Towards the end of Quarter 3, the OMT took charge of 25 pool force laptops, which would be issued to officers and staff having to self-isolate who are based within a business critical role. 27 Departments have been supported since this time with the allocation of laptops on a 14 day rotational basis to 77 Police Officers and Staff.

Mass Vaccination & Community Asymptomatic Testing

During Quarter 4, Police Scotland has been represented on the Flu Vaccine COVID-19 Vaccine (FVCV) Programme Board and FVCV Operations, Planning and Security Groups providing information, support and advice as required.

The CROG Responder Workforce Sub Group, which was established to understand the impact of test and protect on frontline services, has also now stood down. Category 1 responders and justice partners continue to provide regular statistics to Scottish Government in relation to absence levels and work is ongoing to ensure that tipping points and risk factors are identified and appropriately managed.

OP TALLA Strategic Objective

- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement

ICT

As part of the organisation's response to COVID-19, one of ICT's key priorities was to ensure that mobile solutions were in place through the distribution of remote access tokens (RAS) and laptops. This would help to protect and support our officers as they maintained service delivery whilst working remotely. Over the past year, the ICT department has provided, as a result of COVID-19, 3,901 laptops to our staff, with 3,995 RAS tokens being provisioned enabling staff to access our network remotely. In total we have 6,358 staff registered with remote access capability.

The introduction of Microsoft Teams has been significant with over 13,300 staff now having access to this enabling them to have virtual face to face time with their staff and colleagues, reducing the requirement to travel to attend meetings.

The use of MS Teams has also supported the Staff Pay and Rewards Modernisation (SPRM) appeal hearings, SPA board and committee meetings and interviews.

Additionally and supporting our operational colleagues in their ability to respond dynamically to the rapidly changing situation ICT has:

- Delivered technology to enable virtual custody courts at 20 locations;
- Made multiple changes to a suite of applications in alignment to Revised Police Powers;

- Implemented developments to support mobile ticketing;
- Provisioned an online estates request system to support logging and management of requests;
- Supported C3 in the development of online reporting for COVID-19 related incidents and physical distancing moves.

Further to this, ICT has continued to deliver against key milestones across many projects and business as usual with the delivery of the National Network to 330 sites, development of a tender for our new Unified Communications Platform (UCCP), Progression of our new National Integrated Communications and Control Systems (NICCS), delivery of a new Lawful Business Monitoring solution across the estate, while supporting the delivery of technology for COP26, mobile working, Core Operational Systems and Data Drives Digital.

Organisational Learning Group

The Renewal and Continuous Improvement Group (RCIG) was established in June 2020 in response to the COVID-19 pandemic. Its purpose was to support and coordinate planning within business areas as Police Scotland progresses to returning to a new normality. The group was chaired by ACC for Professionalism and Assurance and the members included heads of each department and Divisional Commanders. The group reported into the Operation

TALLA Strategic Oversight Board (SOB) fortnightly. The group met weekly until October 2020, when it was subsumed into the Operation TALLA Strategic Oversight Board, chaired by the Chief Constable which now meets on a monthly basis.

This purpose of the RCIG was to support and coordinate planning within business areas as the organisation progressed returning to a new operating normality. The group ensured a coordinated approach was adopted, negated duplication of tasks within business areas and where necessary deconflicted and defined ownership of work streams.

The formation of the RCIG reflected the scale and importance of this task to Police Scotland.

In furtherance of the above, the RCIG focused on the following key strands, to ensure an effective, efficient and responsive police service now and beyond the pandemic:

- People, Workplace & Wellbeing;

- Organisational Response to Changing Demands;

- Communication & Engagement;

- Finance & Organisational Impact;

- Organisational Learning and Improvement.

The RCIG oversaw the governance compliance in relation to work ongoing in furtherance of each key strand, to support the organisations transition to a new operating normal while ensuring a coordinated approach was adopted.

The RCIG worked within the current Police Scotland Governance Framework and where appropriate provided strategic support and guidance for thematic and business area leads.

In relation to the Organisational Learning and Improvement strand of RCIG, the Governance Audit and Assurance (GAA) team have undertaken an assurance review of all Organisational Learning within Police Scotland and this was presented to the Professionalism and Assurance Strategy Group where further work was requested to strengthen the recommendations and provide a clear route map of the next steps to progress the establishment of an Organisational Learning function within Police Scotland.

Engagement remains ongoing and feedback is awaited which will inform proposals which will be documented within a briefing paper for submission to the Operation TALLA SOB in May 2021.

OP TALLA Strategic Objective

- Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response

At the outset of Operation TALLA, measures were implemented to capture the costs associated with the organisational response. At the end of February 2021, the 2020/21 year to date incremental revenue costs for Operation TALLA were £6.7m. The expected full year forecast is £7.3m.

The year to date incremental capital costs were £2.5m, with an expected full year forecast of £2.7m.

The full financial impact of operating in a COVID-19 environment across the SPA budget is also being monitored. At Quarter 3, the full year revenue forecast was a fully funded overspend of £2.7m, with an underspend of £0.5m on capital.

Budget setting for 2020/21 was largely carried out prior to the impact of COVID-19 on Scotland. No specific budgets had been included for any COVID-19 related costs, however, the approved budget did anticipate the loss of income (~£8m net) based on an estimate of income likely to be lost in the short term.

This loss of income has now been funded by the Scottish Government and, as a result, the revenue budget deficit at Quarter 3 was reduced from £44m to £36m.

The 2021/22 budget was approved by the SPA Board on 24 March 2021. The budget includes a £60m recurring uplift to the revenue budget for the SPA and £15m of additional one-off funding to support the in-year impact of COVID-19.

Along with the focus on the longer term budgetary impact of operating in a COVID-19 environment, Finance continues to provide ongoing support and challenge to ensure that financial control, governance and discipline are maintained.