



POLICE
SCOTLAND

South Lanarkshire
Local Policing Plan 2013-2014



South Lanarkshire

Local Policing Plan 2013-2014

North Lanarkshire Council
217 Windmillhill Street
Motherwell
ML1 1RZ

If you would like this information in an alternative format or language - please contact us to discuss your needs.

- 1. Polish** Jeśli chcieliby Państwo otrzymać niniejsze informacje w innym formacie lub języku - proszę się z nami skontaktować aby przedyskutować Państwa wymagania.
- 2. Romanian** Dacă doriți aceste informații într-un alt format sau într-o altă limbă, vă rugăm să ne contactați pentru a discuta ce anume aveți nevoie.
- 3. Urdu** اگر آپ یہ معلومات کسی متبادل صورت یا زبان میں حاصل کرنا چاہتے ہوں تو برائے مہربانی اپنی ضروریات کے بارے میں بات چیت کرنے کے لیے ہم سے رابطہ کریں۔
- 4. Punjabi** ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ - ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਬਾਰੇ ਵਿਚਾਰ ਵਟਾਂਦਰਾ ਕਰਨ ਲਈ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।
- 5. Hindi** 'यदि आप यह जानकारी किसी वैकल्पिक प्रारूप अथवा भाषा में प्राप्त करना चाहते हैं – कृपया अपनी आवश्यकताओं के बारे में विचार करने के लिए हमसे संपर्क करें'।
- 6. Czech** Máte-li zájem o tuto informaci v odlišném formátu nebo jazyce - kontaktujte nás, abychom projednali Vaše potřeby.
- 7. Arabic** إذا كنت تود الحصول على هذه المعلومات بشكل آخر أو بلغة أخرى فالرجاء الاتصال بنا لمناقشة احتياجاتك.
- 8. Kurdish** ئەگەر ئێم زانیاریەت بە شێوە یان زمانی تر دەویت، ئەوا تکایە پەڕوهندیمان پێوە بکە بۆ ئەوەی کە گفتووگۆ سەبارەت پێویستیەکانت بکەین.
- 9. Russian** Если вы хотите получить данную информацию в другом формате или на другом языке, пожалуйста, обращайтесь к нам, и мы обсудим ваши потребности.
- 10. Slovak** Keby ste chceli dostať tieto informácie v inom jazyku alebo v inom formáte, obráťte sa na nás s takou požiadavkou a my ju v závislosti od Vašich potrieb zväžíme.
- 11. Lithuanian** Jei Jums reikia šios informacijos kitu formatu arba kita kalba, prašome susisiekti su mumis bei aptarti Jūsų poreikius.
- 12. Chinese simplified** 如果您希望以其他的格式或语言获得这些信息，请联系我们以讨论您的需求。
- 13. Chinese traditional** 如果您希望以其他的格式或語言獲得這些資訊，請聯繫我們以討論您的需求。
- 14. Gaelic** Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an riochd no cànan eile, nach cuir sibh fios thugainn gus ur cuid fheumalachdan a dheasbad.

Contents

1. Introduction and purpose of plan
 2. Foreword
 3. Priorities and Objectives
 4. How we identified our priorities
 5. Local Policing arrangements
 6. National Outcomes
 7. Performance and Accountability
 8. Local Scrutiny and Engagement
 9. Contact Us
- Appendix A – Local Strategic Assessment
- Appendix B – Local Consultation Results

Policing Plan for 2013-2014

1. Introduction

This plan sets out the local policing priorities and objectives for South Lanarkshire for 2013-2014 and is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012. It is produced as part of a planning process which takes account of the Scottish Governments overarching vision for public services, the Strategic Police Priorities set by Scottish Ministers, the Scottish Police Authorities Strategic Police Plan and the Chief Constable of Scotland's Annual Police Plan.

The local policing plan for South Lanarkshire represents a critical part of the delivery process for the new service, demonstrating our commitment to local policing within the national planning framework and enabling us to respond effectively to the concerns of local communities as well as meet and tackle nationwide demands. This local policing plan will be supported by 20 community policing plans which respond directly to local needs and demands.

2. Foreword by:

Chief Constable – Stephen House

This Plan is the first under the new Policing arrangements for Scotland. Local Policing will be the focus of the Police Service of Scotland and will deliver real improvements to the way services are delivered to local communities. Reform offers us the opportunity to improve accountability and increase scrutiny. This plan sets out our continuing commitment to 'Keeping People Safe'. It establishes the issues we believe are important to communities across Scotland. By delivering a local policing service that drives improvements against our priorities we can make a real difference in the quality of life for people in Scotland.

Chair SPA – Vic Emery

When it comes to local police services, one size doesn't fit all. Different communities across Scotland want access to the best expertise and services in policing - but they quite rightly expect police services to meet their area's needs and priorities. Your Local Police Plan is a key part of making sure this happens, and keeping this local focus at the heart of community policing.

These plans are linked to national priorities, but are based on local issues and what people say matters to them. They are also a very public commitment by Police Scotland on what it will deliver to make our communities safer. The Scottish Police Authority will be working with Police Scotland, partners and communities to ensure we all receive the best policing possible.

Leader of South Lanarkshire Council – Councillor Eddie McAvoy

I am delighted that this plan demonstrates clearly the new Lanarkshire Division's commitment to working in close partnership with all of the relevant agencies in South Lanarkshire to protect and serve the people of this area. This is an approach that has worked extremely well in recent years and it bodes well for local people that the plan endorses, and builds on, this approach of working closely with the Council, the rest of the South Lanarkshire Partnership and the communities themselves.

The plan has grown from consultation with the people of South Lanarkshire and, as such, is tailored to their needs. The partnership approach will ensure that the work done in local policing evolves in the most relevant and helpful way possible to meet new challenges, while also ensuring that we continue to focus on issues that are ongoing.

We have enjoyed a close and productive relationship with the local police force and I am looking forward to working with Commander Telfer and his team, and consequently I welcome this first South Lanarkshire Local Police Plan for 2013-14.

Local Police Commander - Nelson Telfer

This plan sets out the key strategic priorities for policing in South Lanarkshire and has been compiled with reference to a range of information sources, nationally set priorities and crime analysis. Critically, the policing plan has also been informed by local community consultation so that each of our high priorities are locally focused across South Lanarkshire.

In 2013-14, we intend to continually develop the quality of service we provide and increase the level of public confidence and satisfaction. We will target those who cause the most harm within our communities and maximise opportunities for reducing crime and antisocial behaviour.

Our intention is to deploy officers in the right place at the right time to keep people safe and all our efforts are underpinned by strong partnerships with South Lanarkshire Council and other key agencies.

3. Priorities and Objectives:

Priority 1 – Antisocial Behaviour

Our officers are dedicated to keeping people safe and tackling antisocial behaviour including drunk and disorderly behaviour and vandalism.

We are committed to reducing the number of people affected by antisocial behaviour and ensuring that South Lanarkshire remains a safe and attractive area to both live and work. As well as tackling antisocial behaviour this involves targeting all aspects of bogus crime which has a devastating effect on the most vulnerable members of our community. To do this we will continue to work with partner agencies to exploit all opportunities to prevent crime, manage offenders and support victims through joint working.

There has been a significant reduction in incidents of antisocial behaviour against the previous year and we will continue to use intelligence analysis to proactively target and manage perpetrators whilst visibly policing identified 'hot spot' areas. Our intention is to ensure a better quality of life for people within our communities by focusing on emerging trends and problematic locations.

Our objectives are to:

- Reduce the number of complaints regarding Disorder
- Improve the detection rate of all hate crimes
- Reduce incidents of vandalism

You told us you were concerned about antisocial behaviour including drunk and disorderly conduct in your community. Having identified these issues, analysis was carried out to ensure that officers on patrol in your community have a clear picture of the issues affecting the area and are directed to the right locations at the right time. This information also allows us to make best use of additional resources from other departments within the Force area.

With your help we have managed to identify a number of 'hot spots' where antisocial behaviour is most prevalent. We have identified and will target the main offenders who are responsible for the majority of crime and disorder in the area. Using the 'hot spot' and persistent offender information, directed patrol plans have been created. All community police officers patrol the area using these plans to try and ensure that you have a police presence in the right place at the right time wherever possible.

Third party reporting centres are available throughout South Lanarkshire to ensure that all members of the public have the ability and confidence to report any incident of hate crime directly to police or through these centres.

Priority 2 – Violent Crime

Reducing violent crime remains a high priority and despite our success in reducing the number of victims, we recognise the value of continuing to work closely with our local communities and partners in order to keep people safe.

The number of people who are victims of physical, sexual or emotional abuse is still a major challenge for policing.

Domestic abuse in particular blights the lives of victims and their families, the effects of which can be profound and long lasting. We aim to reduce levels of domestic abuse by managing the risk of harm posed by offenders while protecting and supporting victims.

We will continue to focus on a victim centered approach to public protection with the aim of preventing crime through early and effective intervention. The sharing of relevant information with our trusted and supportive partners is a key requirement for success.

We are committed to working with our partners to ensure that a sensitive and professional service is afforded to victims of rape and other sexual offences. We will conduct rigorous enquiry into all such reports made and relentlessly pursue those responsible.

Objectives:

- Reduce serious assaults
- Reduce the number of robberies
- Improve detection rates for domestic abuse
- Tackle offenders by conducting domestic abuse initial bail checks within 24hrs

As part of our recent public consultation, it was evident that residents of South Lanarkshire remain concerned about acts of violence occurring within our communities. We have listened to your concerns and are committed to working with our partners to achieve a sustainable reduction in violent crime. We have instigated enforcement operations and directed patrols as part of the Safer South Lanarkshire initiative and hope that you have already seen improvements.

We will continue to use intelligence led stop and search activity to tackle knife crime and the carrying of weapons. In conjunction with our partners we are also committed to prevention, early intervention and enforcement tactics as well as the rehabilitation of violent offenders.

In relation to domestic abuse, we acknowledge that many victims suffer in silence and are reluctant to report the crime. We have a dedicated team in South Lanarkshire which proactively pursues those offenders deemed to pose the highest risk. This team also collaborates with specialist domestic abuse advocacy services to ensure victims are suitably supported.

Priority 3 – Serious Organised Crime

Our priority is to keep people safe from the threat, risk and harm posed by the activities of serious organised crime groups. Serious organised crime affects all communities throughout Scotland and South Lanarkshire is no exception.

These groups traditionally prey on some of the most vulnerable members of our community through the sale and distribution of controlled drugs, the addictive effect of which is devastating to the individual, their families and friends and also impacts upon the wider community.

Local consultation tells us that tackling drug dealing and drug misuse is a priority for the residents of South Lanarkshire. We, along with our partners, are committed to reducing the threat from serious and organised crime groups by developing our knowledge of their activities and using all available legitimate means to disrupt their criminal enterprise.

Serious organised crime groups will seek to exploit any available opportunity through fear and intimidation in order to generate wealth and legitimise their income. We are committed to working with our partners in support of 'Letting Our Communities Flourish' – A Strategy For Tackling Serious Organised Crime in Scotland to;

- Divert individuals, particularly young people, from engaging in or using the products of serious organised crime;
- Disrupt the activities of serious organised crime groups who pose the greatest risk, threat and harm to our communities;
- Deter serious organised crime by implementing measures to protect communities, businesses and the public sector and
- Detect give serious organised criminals no place to hide by boosting capacity and improving coordination.

Objectives:

- Respond to emerging threats from organised crime groups and tackle potential criminal attacks on communities by seizing criminal assets.
- Through the application of intervention tactics deprive SOCG's of access to profit from legitimate enterprise.

Serious organised crime groups in South Lanarkshire make money at the expense of hard working law abiding people and undermining legitimate businesses. We recognised that we cannot eradicate serious organised crime in isolation, so we have developed a working strategy with other key partners to face this challenge. We also heavily rely on information from members of the community to enhance our knowledge of the activities of these groups and maximise our disruptive impact.

We will continue to work with partners to pursue individuals associated with serious organised crime, confiscating their cash and assets. This will benefit

local communities as recovered profits may be used to provide additional funding for local services.

We are also committed to working with our partners to prevent serious organised crime groups gaining access to public funds in an effort to legitimise their operations and fund further illegal activities. This will support the growth of local businesses and the overall economic wellbeing of South Lanarkshire.

Priority 4 - Road Safety and Road Crime

Road safety and road crime is a high priority which provides opportunities for South Lanarkshire to positively influence driver behaviour so as to reduce road collision casualties and deny criminals the use of our road network.

To keep people safe on our roads, we will continue to work with partner agencies to ensure maximum impact in relation to law enforcement by adopting an intelligence led approach and contribute to the reduction of road casualties by targeting speeding motorists, uninsured and disqualified drivers, drink / drug driving, those not wearing a seatbelt and individuals who use mobile phones while driving.

We will pursue criminals who use the roads to further their criminal activities through pro-active patrols, analysis, intelligence and the use of Automatic Number Plate Recognition (ANPR).

Objectives:

- Reduce the number of road collision fatalities
- Increase detections of speeding offences

Our Community Police Teams and Road Policing Officers continue to conduct operations throughout the South Lanarkshire area targeting road traffic offenders. This has resulted in a number of motorists being issued with Fixed Penalty Notices or reported directly to the Procurator Fiscal. Where applicable we work closely with the Crown Office and Procurator Fiscal Service to ensure that drivers are referred to the National Driver Improvement Scheme as an alternative means to prosecution.

We utilise legislative provisions to seize vehicles from criminals at every available opportunity. By depriving criminals of their mode of transport, their ability to commit further crime and cause harm and suffering within our communities is restricted.

In addition to our enforcement activities, we work in close partnership with local schools and Roads Scotland to promote road safety education for the people of South Lanarkshire.

Priority 5 – Increase Public Confidence and Local Engagement

The newly introduced national police service recognises that it has to deliver a high quality service in a form that is cost effective and efficient while maintaining the consent and involvement of local communities. In order to do so we recognise the need to establish views, expectations and concerns about how we police and we will build trust by listening and responding.

Public safety is a critical issue at national and local level and the responsibility for this agenda can not rest with a single agency. Working alongside the public, private and voluntary sector, as well as local communities, we will develop strategies and actions that provide effective local outcomes and keep people safe.

Objectives:

- Prioritise responses to 999 calls
- Promote public confidence by decreasing the fear of crime
- Work with partners to support and contribute to community planning outcomes that reduce offending and prevent victimisation

Working in partnership with South Lanarkshire Council and other key partners in the public, private and voluntary sector is an integral function of modern day policing. In order to provide a high quality service to our community we collaborate closely to ensure that we make the best use of all resources available.

We ensure that we deploy police officers on high visibility foot and cycle patrols as well as in vehicles so that they can be seen by their community and are approachable by everyone.

Our efforts are focused on the priority problematic areas which you identify and we align our resources to tackle the issues and concerns raised to provide short, medium and long term solutions.

Members of our community policing teams participate regularly in public meetings and we also undertake an annual public consultation survey to better understand local issues and gather the views and opinions of our diverse communities. This provides local residents with the opportunity to contribute towards local policing plans.

4. How we identified our Priorities and Objectives

The Scottish Policing Assessment sets out the priorities for the Police Service of Scotland to the year 2015. It is a key document for the police in the continuous process of meeting future policing challenges and ensuring that the service the police provide to the communities of Scotland is of a high standard.

The Assessment draws on information and intelligence provided by all the Scottish forces and law enforcement agencies as well as information from key partner agencies including the Scottish Government, Local Authorities and the public. It is through this assessment that risk in relation to crime and disorder is prioritised.

The priorities identified in this plan have been identified through further analysis of local crime trends and information. Appendix A summarises the key trends in South Lanarkshire area over the past year.

In August 2012 we consulted across the South Lanarkshire area with 1,758 people being asked about the issues that were of greatest concern. These consultation results made a critical contribution to identifying issues for local communities and these have been translated into the key policing priorities for South Lanarkshire. Appendix B shows the results of our consultation.

There are 20 community policing teams within South Lanarkshire, each aligned to multi-member council wards. We want you to know the officers attached to your local team and how to contact them.

Our officers are there to listen, respond to your concerns, and to work in partnership to develop lasting solutions to local problems.

All of our work is underpinned by our commitment to equality and diversity, in our dealings with the public we serve as well as our own staff.

We recognise that effective and fair policing is about reflecting the needs and expectations of individuals and local communities. Survey results show that different communities have differing expectations and contrasting experiences of the service provided by the police. Our aim is to ensure that our service to all is fair and consistent, keeping those who are most vulnerable safe and enhancing their quality of life.

To further this aim, and satisfy our statutory duties under The Equality Act 2010, we are developing national equality and diversity outcomes for 30 April 2013. We will, in our 2014 three-year plan, identify local priorities and objectives aligned to them. An Equality Impact Assessment will accompany this plan.

5. Local Policing Arrangements

Our mission is to keep people safe. We aim to deliver policing that is visible accessible and responsive to the needs of our communities.

We will continue to respond quickly and effectively to public demand by answering all calls and operational requests made of us.

There are 20 Local Community Policing Teams, each based within an electoral ward in South Lanarkshire. Each ward has an individual policing plan which will address the priorities specific to that ward.

These plans will be delivered by having identifiable officers located in each geographic community, continuing engagement with the communities adopting a shared partnership problem-solving approach to dealing with issues.

Individual ward community policing plans are available at www.scotland.police.uk

Community Policing is at the heart of our Police Plan for South Lanarkshire.

Each neighborhood has an Area Commander who oversees the ward based Community Policing Teams and other specialist units that work within each command area. This area structure ensures that the needs of each community are addressed by officers that work in that area and understand its own individual circumstances.

Our officers work directly with South Lanarkshire Council and other key partners to ensure that all concerns are addressed in partnership and effectively tackled.

6. Local Contribution to National Outcomes and National Policing Priorities

The Scottish Government has 16 National Outcomes which demonstrate a commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth. Policing in South Lanarkshire can make a significant contribution to improving these outcomes for this area by contributing to the Community Planning arrangements across the local area.

The priorities in this plan will be reflected in the Single Outcome Agreement for South Lanarkshire which will also include a range of indicators and targets focused on delivering improved services.

Scottish Ministers have also established Strategic Policing Priorities and these reflect the contribution that policing can make to achieve the National Outcomes.

Our local priorities align to the Strategic Policing Priorities and the Government's National Outcomes as follows:

| Priority | Strategic Policing Priorities | National Outcomes |
|---|-------------------------------|---------------------------|
| Antisocial Behaviour | Priority 1,2,4 | Outcomes 5, 7, 8, 9,11 |
| Violent Crime | Priority 1,2,4 | Outcomes 9,11, 13 |
| Serious and Organised Crime | Priority 1,2,3,4 | Outcomes 5,7,8,9,11,13,16 |
| Road Policing | Priority 1,2,4 | Outcomes 9,11 |
| Increase Public Confidence & Local Engagement | Priority 1,2,3,4 | Outcomes 5,7,8,9,11,13,16 |

Further information on National Outcomes and Strategic Policing Priorities can be viewed at www.scotland.gov.uk

7. Performance and Accountability

To support this plan Police Scotland will develop a national performance framework which allows the service to measure progress, monitor activity, identify key areas where resources need to be focused and demonstrate how successful we are in meeting our key priorities and objectives as set out in this plan.

We are committed to publishing our performance information and will use this as the foundation for reporting to South Lanarkshire Council and local communities. This information is available upon request or at www.southlanarkshire.gov.uk

8. Local Scrutiny and Engagement

As part of the new legislative arrangements, both Police and Fire and Rescue Services are required to prepare local plans, in consultation with the local authority, which set out their key priorities and objectives in carrying out their duties within the local authority area.

The priorities contained within this plan have been determined by the people of South Lanarkshire and underline our determination to reduce crime and disorder, investigate crime and keep people safe. We will be visible and available to our community and will work with our partners to create a community which is safe and feels safe for all those who use it. The priorities have then been agreed in consultation with South Lanarkshire Council to ensure that they can be locally met.

Within South Lanarkshire, the Single Outcome Agreement is produced by the Community Planning Partnership which represents the shared ambitions of the members of the partnership and lays a firm foundation on which we will build our community planning for the future. These results will emerge and benefit South Lanarkshire as we continue to work more closely with our partners and our communities.

We will continue to consult with the public that make up our communities within South Lanarkshire and listen to your needs and concerns. This engagement assists us to determine how to carry out our business by tackling the issues that have been identified as being the most important to the people of South Lanarkshire.

9. Local Contact Details:

Motherwell Police Office
217 Windmillhill Street
Motherwell
ML1 1RZ

We are here to help. We will continue to keep in touch with you to keep you updated on the ongoing work being done to tackle the issues that are affecting life for you and your community.

For more detailed information about your local Community Policing Teams and other services that Police Scotland provides, please refer to the Force website at www.scotland.police.uk.

For local issues, you can also email southlanarkshireLPP@scotland.pnn.police.uk. This group email address is provided for you to discuss non-urgent local policing issues. It should not be used to report a crime or incident.

Dial 999 for an emergency that requires urgent police attention.

For non-emergency contact call 101 the single non emergency number.

If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111.

Service users who are deaf or have a hearing impairment can contact Police Scotland via TextRelay in an emergency on 18000 or non emergency on 18001 101.

South Lanarkshire Strategic Assessment – Key Findings

The purpose of the local strategic assessment is to present a comprehensive picture of the threat from crime facing South Lanarkshire in the year ahead and will assist in prioritising resources and inform strategic decision making. The document is compiled through research and analysis of crime and incident data, intelligence, and analysis of open source material. Public consultation and survey data will be used to develop an awareness of unreported or unrecorded crime and advises of the policing issues that are considered as priorities for local communities.

Like any statistics, we would expect to see an increase in reported crimes in areas where we are trying to increase our public confidence such as bogus crimes, domestic incidents or hate crimes. An increase in figures doesn't necessarily mean that the problem is getting worse, just that we have a better awareness and more improved reporting mechanisms, such as Third Party Reporting Centres.

The following is the main findings from the Strategic Assessment for South Lanarkshire over the time frame analysed:

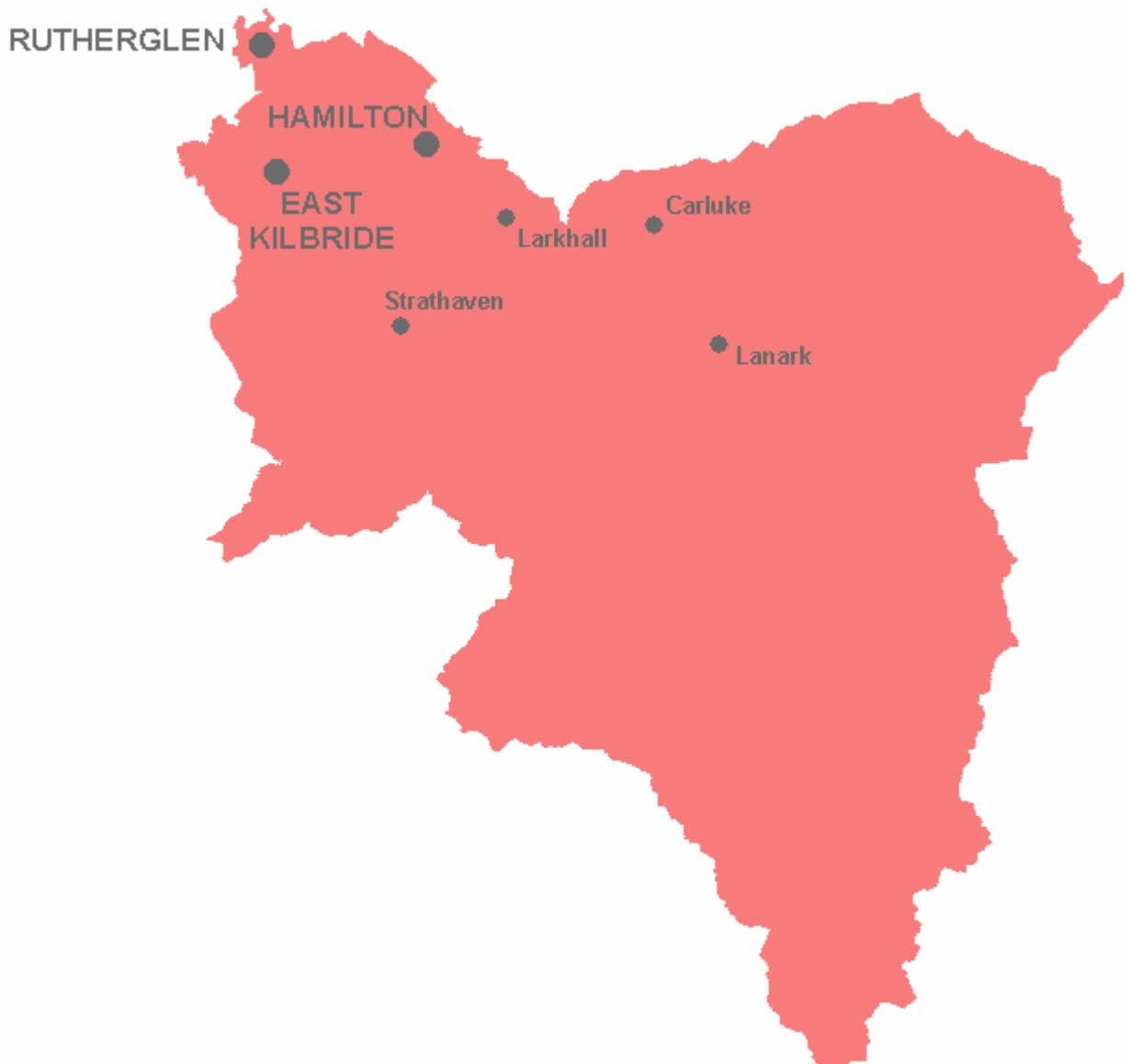
- Common Assaults have decreased from 2767 – 2320 and the detection rate has increased from 63% - 65%;
- Serious Assaults have decreased from 276 – 158 and detection rates have decreased from 63% to 62%;
- Robbery and assault with intent to rob have decreased from 112 – 85 and detection rates have increased from 54% - 58%;
- Public reported street drinking has decreased from 1817 – 703;
- Youth Disorder Calls have decreased from 5104 – 4098;
- Religious Prejudice crimes have increased from 54 – 87 and the detection rate has decreased from 96% - 85%;
- Domestic abuse incidents have decreased from 3178 – 3136, crimes have decreased from 2521 – 2383 and the detection rate has increased from 64.3% - 68.8%;
- At present South Lanarkshire has deprived £8,885,835 from Serious and Organised Crime Groups through the use of POCA legislation;
- At present South Lanarkshire has deprived £10,861,407 from Serious and Organised Crime Groups through legitimate enterprise;
- Road death rate has increased by 1 from 9 – 10;
- Drink/drug driving offences have decreased from 439 – 371;

For South Lanarkshire the priorities remain; Violence, Disorder and Anti Social Behaviour, Major Crime and Terrorism, Public Protection and Road Safety and Road Crime. These are in line both with the recommendations arising from the Public Consultation Survey and the Strategic Assessment on police recorded incidents and crimes.



2012 Public Consultation Survey Results

South Lanarkshire



Produced by:
Analysis and Performance Unit (APU)
February 2013

INTRODUCTION

During 2012 Strathclyde Police undertook a wide-ranging Public Consultation Survey to establish the views and opinions of its diverse communities. A total of **1,758** individual consultations were conducted in South Lanarkshire. A broad cross-section of the local population is represented in the Survey. This document outlines the results of this year's Public Consultation Survey for South Lanarkshire.

METHODOLOGY

The consultation exercise consisted of thirteen corporate questions. These questions were utilised throughout the Force area.

A new question, number 9, has been included in this year's Survey. Question 9 seeks information about how visible Community Policing Teams are to the local community in terms of how often they are seen on foot or cycle patrol.

Paper questionnaires were the only consultation method used during this year's Survey.

In keeping with previous years, Territorial Divisions were tasked to consult with a minimum of 75 people in each of the Multi-Member Wards in their area, representing a broad cross-section of the local population. This ensured that the consultation process was aligned to the recent introduction of the new Integrated Service Delivery Model, an integral part of which was the establishment of Community Policing Teams in each of the Force's 134 Multi-Member Wards. This year's consultation process is a repeat of the 2011 Force Public Consultation exercise and therefore for most of the questions it is possible to compare the results from this year's Survey with 2011.

This report provides statistical analysis of the consultation results at Divisional level. More in-depth reports detailing results at Multimember Ward level are available from the Analysis and Performance Unit in the form of Multimember Ward reports.

PRIORITY SETTING

Through the development of annual Local Community Policing Plans all Community Policing Teams in the Force are required to identify the three most significant local policing priorities. These priorities then become the focus of community policing activity over the next 12 months.

For the purpose of this year's report, any option chosen by more than one-third (33.3%) of consultees has been highlighted as a policing priority. While this process will mean that Divisions may sometimes have a 4th priority identified, it will ensure that significant public concerns are not ignored.

RESPONSES

Overall 1,758 people participated in the 2012 Force Consultation Survey in South Lanarkshire, a decrease of 3.9% from the 2011 Consultation which saw 1,830 people complete the survey. The results tables throughout the report feature a red, amber and green continuum (RAG) to highlight 2012 performance in comparison with 2011 data and, where possible, 2010 data.

Significant Improvement = **GREEN – Result in 2012 has improved by at least 2%**

Marginal Improvement = **OLIVE – Result in 2012 has improved between 0 and 2%**

Marginal Deterioration = **AMBER - Result in 2012 has deteriorated between 0 and 2%**

Significant Deterioration = **RED – Result in 2012 has deteriorated by more than 2%**

TABLES

Throughout the majority of this report, tables are published which show how the 2012 results compare with both the 2011 results and the 2010 results. The *EXAMPLE* Table below illustrates how the 2012 result (Red-Circled) is 1.6% better than the result of 80.7% for 2011 (figures are rounded to 1 decimal place), but 1.3% worse than the result of 83.5% for 2010.

Q1 How do I interpret the Colour Coding in the Tables?

| | Public Consultation Exercise Survey Year | | |
|---------------------------------------|--|--------|------------------|
| | 2010 | 2011 | 2012 |
| Very or Fairly Good | 9,477 | 11,089 | 11,033 |
| Very Poor, Poor or No Opinion | 1,867 | 2,658 | 2,381 |
| Total | 11,344 | 13,747 | 13,414 |
| Very or Fairly Good | 83.5% | 80.7% | 82.2% |
| Very Poor, Poor or No Opinion | 16.5% | 19.3% | 17.8% |
| CHANGE (% Saying Very or Fairly Good) | -1.3% | 1.6% | |

SAMPLE OVERVIEW

An administrative and demographic breakdown of the respondents in the 2012 Survey is shown in the following tables:

Response Rate

| | Public Consultation Exercise Survey Year | | | Change (2012 compared with 2011) |
|-------|--|-------|--------------|----------------------------------|
| | 2010 | 2011 | 2012 | |
| Total | 1,796 | 1,830 | 1,758 | Down 3.9% |

Response Rate by Ward (Community Policing Team)

| | Public Consultation Exercise Survey Year | | | Change (2012 compared with 2011) |
|------------------------------|--|-------|--------------|----------------------------------|
| | 2010 | 2011 | 2012 | |
| Avondale and Stonehouse | 85 | 169 | 155 | Down 8.3% |
| Blantyre | 104 | 76 | 80 | Up 5.3% |
| Bothwell and Uddingston | 82 | 76 | 80 | Up 5.3% |
| Cambuslang East | 92 | 95 | 75 | Down 21.1% |
| Cambuslang West | 113 | 98 | 78 | Down 20.4% |
| Clydesdale East | 80 | 87 | 79 | Down 9.2% |
| Clydesdale North | 81 | 81 | 79 | Down 2.5% |
| Clydesdale South | 79 | 81 | 79 | Down 2.5% |
| Clydesdale West | 82 | 79 | 78 | Down 1.3% |
| East Kilbride Central North | 103 | 105 | 100 | Down 4.8% |
| East Kilbride Central South | 79 | 81 | 100 | Up 23.5% |
| East Kilbride East | 84 | 95 | 100 | Up 5.3% |
| East Kilbride South | 89 | 115 | 100 | Down 13.0% |
| East Kilbride West | 77 | 78 | 100 | Up 28.2% |
| Hamilton North and East | 84 | 76 | 82 | Up 7.9% |
| Hamilton South | 81 | 76 | 80 | Up 5.3% |
| Hamilton West and Earnock | 90 | 76 | 80 | Up 5.3% |
| Larkhall | 103 | 76 | 80 | Up 5.3% |
| Rutherglen Central and North | 98 | 123 | 78 | Down 36.6% |
| Rutherglen South | 110 | 87 | 75 | Down 13.8% |
| Total | 1,796 | 1,830 | 1,758 | Down 3.9% |

Response Rate by Gender

| | Public Consultation Exercise Survey Year | | | Change (2012 compared with 2011) |
|--------------|--|--------------|--------------|----------------------------------|
| | 2010 | 2011 | 2012 | |
| Male | 832 | 893 | 866 | Down 3.0% |
| Female | 964 | 933 | 892 | Down 4.4% |
| Total | 1,796 | 1,826 | 1,758 | Down 3.7% |

Response Rate by Age Group

| | Public Consultation Exercise Survey Year | | | Change (2012 compared with 2011) |
|--------------|--|--------------|--------------|----------------------------------|
| | 2010 | 2011 | 2012 | |
| Under 18 | 164 | 110 | 154 | Down 40.0% |
| 18-24 | 205 | 365 | 277 | Down 24.1% |
| 25-44 | 538 | 538 | 513 | Down 4.7% |
| 45-60 | 444 | 463 | 464 | Up 0.2% |
| Over 60 | 445 | 352 | 350 | Down 0.6% |
| Total | 1,796 | 1,828 | 1,758 | Down 3.8% |

Response Rate by Ethnic Group

| | Public Consultation Exercise Survey Year | | | Change (2012 compared with 2011) |
|--|--|--------------|--------------|----------------------------------|
| | 2010 | 2011 | 2012 | |
| White Scottish | 1586 | 1532 | 1507 | Down 1.6% |
| White English | 62 | 86 | 69 | Down 19.8% |
| White Welsh | 4 | 11 | 7 | Down 36.4% |
| White Northern Irish | 7 | 11 | 17 | Up 54.5% |
| White British | 42 | 64 | 73 | Up 14.1% |
| White Irish | 3 | 10 | 5 | Down 50% |
| White Gypsy Traveller | 1 | 12 | 7 | Down 41.7% |
| White Polish | 7 | 6 | 6 | No Change |
| Any other White Ethnic Group | 12 | 5 | 0 | Down 100% |
| Mixed or Multiple Ethnic Groups | 0 | 2 | 5 | Up 150% |
| Pakistani, Pakistani Scottish, Pakistani British | 52 | 56 | 40 | Down 28.6% |
| Indian, Indian Scottish, Indian British | 2 | 11 | 8 | Down 27.3% |
| Bangladeshi, Bangladeshi Scottish, Bangladeshi British | 0 | 1 | 1 | No Change |
| Chinese, Chinese Scottish, Chinese British | 4 | 4 | 2 | Down 50% |
| Other Asian | 1 | 2 | 3 | Up 50% |
| African, African Scottish, African British | 4 | 3 | 1 | Down 66.7% |
| Caribbean, Caribbean Scottish, Caribbean British | 1 | 1 | 0 | Down 100% |
| Black, Black Scottish, Black British | 4 | 2 | 2 | No Change |
| Arab | 2 | 1 | 1 | No Change |
| Other Ethnic Group | 2 | 6 | 3 | Down 50% |
| Total | 1,796 | 1,826 | 1,757 | Down 3.8% |

RESULTS

Q1 Thinking about the neighbourhood you live in, how would you rate it as a place to live?

| | Public Consultation Exercise Survey Year | | |
|---------------------------------------|--|-------------|--------------|
| | 2010 | 2011 | 2012 |
| Very or Fairly Good | 82.8% | 81.2% | 82.3% |
| Very Poor, Poor or No Opinion | 17.2% | 18.8% | 17.7% |
| CHANGE (% Saying Very or Fairly Good) | -0.6% | 1.1% | |

Q2 Do you have a fear of crime in your neighbourhood?

| | Public Consultation Exercise Survey Year | | |
|-----------------------|--|--------------|--------------|
| | 2010 | 2011 | 2012 |
| Yes | 37.3% | 38.0% | 35.0% |
| No | 62.7% | 62.0% | 65.0% |
| CHANGE (% Saying Yes) | -2.3% | -3.0% | |

Q3 How safe do you feel walking alone in your neighbourhood after dark? Would you say you feel.....?

| | Public Consultation Exercise Survey Year | | |
|---------------------------------------|--|-------------|--------------|
| | 2010 | 2011 | 2012 |
| Very or Fairly Safe | 65.9% | 69.0% | 72.6% |
| Very or a Little Unsafe | 34.1% | 31.0% | 27.4% |
| CHANGE (% Saying Very or Fairly Safe) | 6.7% | 3.6% | |

Q4 In the past 12 months, have you been affected by antisocial behaviour?

| | Public Consultation Exercise Survey Year | | |
|-----------------------|--|--------------|--------------|
| | 2010 | 2011 | 2012 |
| Yes | 38.6% | 37.3% | 35.9% |
| No | 61.4% | 62.7% | 64.1% |
| CHANGE (% Saying Yes) | -2.7% | -1.3% | |

Q5 Do you feel your concerns about local policing issues are listened to and acted upon by local police officers?

| | Public Consultation Exercise Survey Year | | |
|---|--|-------------|--------------|
| | 2010 | 2011 | 2012 |
| Yes, always or most of the time | 78.5% | 78.5% | 79.3% |
| Occasionally or never | 21.5% | 21.5% | 20.7% |
| CHANGE (% Saying Yes, always or most of the time) | 0.8% | 0.8% | |

Q6 Overall, how satisfied are you with the service provided by Strathclyde Police?

| | Public Consultation Exercise Survey Year | | |
|--|--|-------------|--------------|
| | 2010 | 2011 | 2012 |
| Very or Fairly Satisfied | 80.6% | 81.1% | 82.0% |
| Very or Fairly Dissatisfied or No Opinion | 19.4% | 18.9% | 18.0% |
| CHANGE (% Saying Very or Fairly Satisfied) | 1.5% | 0.9% | |

NOT PROTECTIVELY MARKED

Q7 Are you aware that you have a dedicated Community Policing Team to police your area?

| | Public Consultation Exercise Survey Year | | |
|-----------------------|--|--------------|--------------|
| | 2010 | 2011 | 2012 |
| Yes | 69.3% | 67.7% | 62.5% |
| No | 30.7% | 32.3% | 37.5% |
| CHANGE (% Saying Yes) | -6.8% | -5.2% | |

Q8 Do you know how you can contact your Community Policing Team?

| | Public Consultation Exercise Survey Year | | |
|-----------------------|--|--------------|-------|
| | 2010 | 2011 | 2012 |
| Yes | 55.5% | 56.7% | 52.5% |
| No | 44.5% | 43.3% | 47.5% |
| CHANGE (% Saying Yes) | -3.0% | -4.2% | |

Q9 Since the beginning of the year how often have you seen a uniformed officer on foot or cycle patrol in your area? Would you say you have seen an officer....?

| | Public Consultation Exercise Survey Year | | |
|--|--|------|--------------|
| | 2010 | 2011 | 2012 |
| At least once a week | n/a | n/a | 55.7% |
| Once a month or less often | n/a | n/a | 44.3% |
| CHANGE (% Saying At least once a week) | n/a | n/a | |

Note: this question was introduced in 2012 and therefore no comparative data is available

Q10 Do you feel that the crime and antisocial behaviour issues that matter most in your area are being tackled by your local police?

| | Public Consultation Exercise Survey Year | | |
|---|--|--------------|--------------|
| | 2010 | 2011 | 2012 |
| Yes, always or most of the time | 78.2% | 78.9% | 78.8% |
| Occasionally or never | 21.8% | 21.1% | 21.2% |
| CHANGE (% Saying Yes, always or most of the time) | 0.6% | -0.1% | |

NOT PROTECTIVELY MARKED

Q11 Of the following nine issues, which three do you want your local Community Policing Team to adopt as Priorities?

| | Public Consultation Exercise Survey | | |
|---|-------------------------------------|--------------|--------------|
| | 2010 | 2011 | 2012 |
| Assault / Violent Crime | 1,212 | 1,257 | 1,139 |
| Drunk or Disorderly Behaviour (inc. Graffiti and Vandalism) | 1,348 | 1,305 | 1,189 |
| Drug Dealing / Use | 1,199 | 1,210 | 1,139 |
| Car Crime | 288 | 299 | 329 |
| Speeding Motorists | 485 | 448 | 448 |
| Bogus Caller Crime | 152 | 167 | 183 |
| Racist Crime | 105 | 81 | 51 |
| Housebreaking and Other Theft | 551 | 653 | 674 |
| Fraud | 46 | 46 | 42 |
| Total | 1,796 | 1,830 | 1,758 |

| | Public Consultation Exercise Survey | | |
|---|-------------------------------------|----------|----------|
| | 2010 | 2011 | 2012 |
| Assault / Violent Crime | 67.5% | 68.7% | 64.8% |
| Drunk or Disorderly Behaviour (inc. Graffiti and Vandalism) | 75.1% | 71.3% | 67.6% |
| Drug Dealing / Use | 66.8% | 66.1% | 64.8% |
| Car Crime | 16.0% | 16.3% | 18.7% |
| Speeding Motorists | 27.0% | 24.5% | 25.5% |
| Bogus Caller Crime | 8.5% | 9.1% | 10.4% |
| Racist Crime | 5.8% | 4.4% | 2.9% |
| Housebreaking and Other Theft | 30.7% | 35.7% | 38.3% |
| Fraud | 2.6% | 2.5% | 2.4% |
| Total | - | - | - |

| | CHANGE from 2011 to 2012 |
|---|--------------------------|
| Assault / Violent Crime | DOWN |
| Drunk or Disorderly Behaviour (inc. Graffiti and Vandalism) | DOWN |
| Drug Dealing / Use | DOWN |
| Car Crime | UP |
| Speeding Motorists | UP |
| Bogus Caller Crime | UP |
| Racist Crime | DOWN |
| Housebreaking and Other Theft | UP |
| Fraud | DOWN |

| | TOP PRIORITIES 2012 |
|---|---------------------|
| Drunk or Disorderly Behaviour (inc. Graffiti and Vandalism) | 67.6% |
| Assault / Violent Crime | 64.8% |
| Drug Dealing / Use | 64.8% |
| Housebreaking and Other Theft | 38.3% |
| Speeding Motorists | 25.5% |
| Car Crime | 18.7% |
| Bogus Caller Crime | 10.4% |
| Racist Crime | 2.9% |
| Fraud | 2.4% |

NOT PROTECTIVELY MARKED

Q12 In a non-emergency situation how would you prefer to contact Strathclyde Police?

| | Public Consultation Exercise Survey Year | | |
|--|--|-------|--------------|
| | 2010* | 2011 | 2012 |
| Contact via Email | n/a | 543 | 518 |
| Contact via Text | n/a | 456 | 436 |
| Contact in Person to Officer on Patrol | n/a | 1,219 | 1,117 |
| Contact in Person at a Police Station | n/a | 1,340 | 1,269 |
| Contact via a Social Networking Site | n/a | 100 | 163 |
| Contact by Telephone | n/a | 1,676 | 1,556 |
| Contact via Instant Message | n/a | 90 | 97 |
| Total | n/a | 1,830 | 1,758 |

| | Public Consultation Exercise Survey Year | | |
|--|--|-------|--------------|
| | 2010* | 2011 | 2012 |
| Contact by Telephone | n/a | 91.6% | 88.5% |
| Contact in Person at a Police Station | n/a | 73.2% | 72.2% |
| Contact in Person to Officer on Patrol | n/a | 66.6% | 63.5% |
| Contact via Email | n/a | 29.7% | 29.5% |
| Contact via Text | n/a | 24.9% | 24.8% |
| Contact via a Social Networking Site | n/a | 5.5% | 9.3% |
| Contact via Instant Message | n/a | 4.9% | 5.5% |
| Total | n/a | - | - |

*This question was not asked until the 2011 Consultation

Q13 What would be the most effective way for Strathclyde Police to communicate advice and information to you?

| | Public Consultation Exercise Survey Year | | |
|---|--|-------|--------------|
| | 2010* | 2011 | 2012 |
| Communicate via Strathclyde Police Website | n/a | 606 | 633 |
| Communicate using TV Adverts | n/a | 1,060 | 922 |
| Communicate via a Social Networking Site | n/a | 335 | 398 |
| Communicate using Radio | n/a | 896 | 832 |
| Communicate through Local Newspapers | n/a | 1,146 | 1,065 |
| Communicate via TV News | n/a | 831 | 809 |
| Communicate through Police and Community Meetings | n/a | 503 | 467 |
| Communicate through other Agencies' websites | n/a | 53 | 56 |
| Total | n/a | 1,830 | 1,758 |

| | Public Consultation Exercise Survey Year | | |
|---|--|-------|--------------|
| | 2010* | 2011 | 2012 |
| Communicate through Local Newspapers | n/a | 62.6% | 60.6% |
| Communicate using TV Adverts | n/a | 57.9% | 52.4% |
| Communicate using Radio | n/a | 49.0% | 47.3% |
| Communicate via TV News | n/a | 45.4% | 46.0% |
| Communicate via Strathclyde Police Website | n/a | 33.1% | 36.0% |
| Communicate through Police and Community Meetings | n/a | 27.5% | 26.6% |
| Communicate via a Social Networking Site | n/a | 18.3% | 22.6% |
| Communicate through other Agencies' websites | n/a | 2.9% | 3.2% |
| Total | n/a | - | - |

*This question was not asked until the 2011 Consultation