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# Local Police Plan 2020 - 23

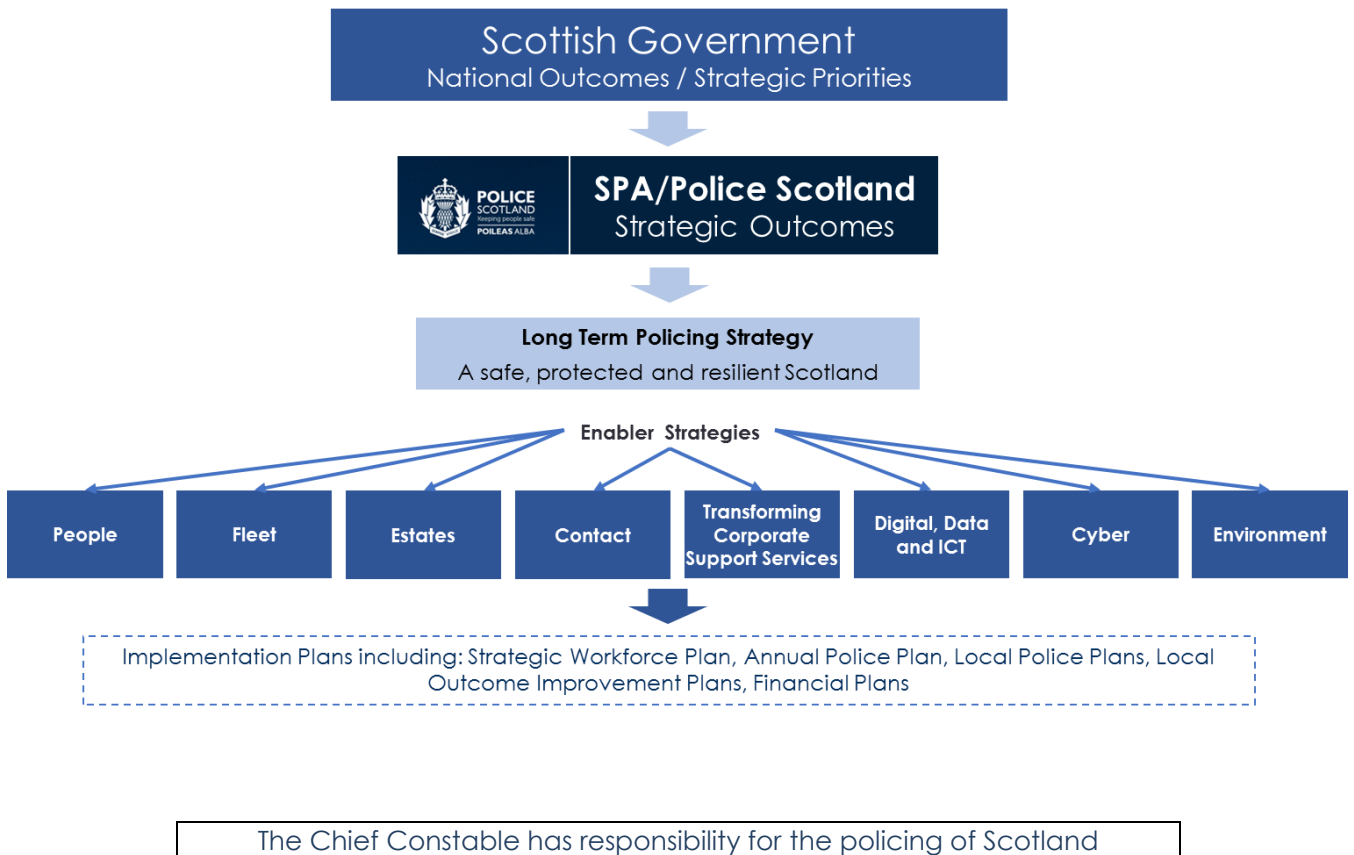
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Your Moray

## Moray



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# Foreword

As Divisional Commander for North East Division, on behalf of the Chief Constable, it gives me great pleasure to present the Moray Local Policing Plan for 2020 - 2023.

Moray continues to thrive through the delivery of a number of key infrastructure projects not least the expansion within RAF Lossiemouth.

Partnership working, which has always been strong, has been further enhanced through the Community Planning Partnership, which has developed a Local Outcome Improvement Plan (LOIP) and Locality Plans, to deliver better outcomes for the citizens of Moray.

Albeit still in development this will provide a framework for focused partnership working moving forward.

Keeping people safe is at the heart of local policing and our community based approach has contributed to record lows in crime and 'highest ever' detection rates.

These could only have been achieved through the community planning approach with all statutory partners, the third sector and indeed communities themselves.

As such, this plan is written aligning to Police Scotland's priorities for Policing and our Joint Strategy for Policing (2020)

*Policing for a safe, protected and resilient Scotland*, local policing playing a key role in delivering the strategic outcomes, and also the Moray LOIP and Locality Plans where there are clearly priorities identified to which the Police have a role however, the preventative agenda is a shared one, demonstrating our strength as a Partnership.

Recognising our role in identifying and supporting the most vulnerable in our communities, we will ensure that our workforce remains aligned to the national policing priorities and other national strategies relating to mental health and indeed the broader definition of public protection. We will also take cognisance of emerging crime trends such as cyber.

North East Division is committed to providing an excellent police service for the future, taking account of the views of those we serve.

It is exciting to see us explore the opportunities for integration with partners and maximising the use of digital technology as we contribute to ensuring Moray remains one of the safest places to live, work and visit.

**Chief Superintendent Campbell Thomson  
Divisional Commander, North East Division**

# Policing on a page – we will:



## PROTECTING VULNERABLE PEOPLE

Support people considered vulnerable through effective collaboration



## SERIOUS ORGANISED CRIME

Reduce the harm caused by serious organised crime including cyber related crime



## ANTISOCIAL BEHAVIOUR, VIOLENCE AND DISORDER

Engage with the public and communities to reduce and prevent crime



## ROAD SAFETY AND ROAD CRIME

Collaborate to reduce casualties and crime on our roads



## ACQUISITIVE CRIME

Reduce crime through preventing offending and reducing re-offending



## COUNTER TERRORISM AND DOMESTIC EXTREMISM

Prevent, Pursue, Protect and Prepare through collaborative preparedness



# Local Police Plan: Moray

**Our Vision** | Policing for a safe, protected and resilient Scotland  
**Our Purpose** | The purpose of policing is to improve the safety and wellbeing of people, places and communities in Scotland  
**Our Values** | Fairness | Integrity | Respect | Human Rights

## Priorities for Policing

### Protecting vulnerable people

Supporting people considered vulnerable through effective collaboration

### Serious Organised Crime

Reduce the harm caused by serious organised crime including cyber related crime

### Anti-social behaviour, violence and disorder

Engaging with the public and communities to reduce and prevent crime

### Road safety and road crime

Collaborate to reduce casualties and crime on our roads

### Acquisitive crime

Reduce crime through preventing offending and reducing reoffending

### Counter terrorism and domestic extremism

Prevent, Pursue, Protect and Prepare through collaborative preparedness

## Local Objectives

Protect vulnerable people

Reduce re-offending by those under 18

Assist empowering and connecting of communities

The number of drugs related deaths will be lower than the Scottish average

Tackle serious criminal threats

Increase awareness of cyber-crime to reduce the number of victims

Collaborate to change Moray's relationship with alcohol

Reduce violence

Deals with all threats to public safety

Build a better future for Moray's children and young people

Reduce offending through diversion

Prevent and reduce crime in rural communities

Reduce road deaths and casualties

Improve public confidence

Promote health, safety and wellbeing

Create a positive environment for our people

Demonstrate commitment to our Equalities Outcomes

## Police Scotland Strategic Outcomes

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

The needs of local communities are addressed through effective service delivery

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

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

Police Scotland is sustainable, adaptable and prepared for future challenges

# How we identified our priorities

The Local Policing Plan for Moray is intrinsically aligned to the Moray Local Outcome Improvement Plan (LOIP) which was published by Community Planning Moray.

Outlined within this document are our priorities for Policing and outcomes which, when achieved, will contribute to the LOIP and the strategic vision for Moray.

These priorities and outcomes were identified through a number of sources and processes which include:

- Police Scotland Strategic Assessment 2020-23 for North East Division which details threats that impact on policing at both divisional and local authority level.
- Community consultation
- Community Planning Moray's refreshed Local Outcome Improvement Plan 2017-27
- Policing for a safe, protected and resilient Scotland (Joint Strategy for Policing 2020)
- Police Scotland's Annual Police Plan

All of these sources have provided critical information in identifying what is important to the diverse communities within Moray and as such we have structured our resources to meet these demands.

# Introducing Moray

Moray lies in the north east of Scotland between Inverness and the Highlands to the west and Aberdeen and Aberdeenshire to the east.

Its area of 2,238 square kilometres makes it the eighth largest council area in Scotland.

The area is mostly rural, comprising 70% open countryside and a further 25% woodland. However, in terms of its population, it ranks 25th out of 32 with a population of 94,750.

Just over half of the population live in the five main towns of Elgin, Forres, Buckie, Lossiemouth and Keith.

Population levels vary across Moray's main towns ranging from 23,178 in Elgin to 4,734 in Lossiemouth. There are also a number of smaller, more rural areas.

Although the overall age profile broadly follows the national trend towards an aging population, in fact, Moray has higher percentages of people in each of the 75+, 60+, and 45+ age groups when compared with the Scottish average.

In particular, the evidence indicates that there are higher percentages of older people in the more coastal and rural areas.

According to the National Records of Scotland it is predicted that by 2039 the number aged over 65 will have increased by 73% in Moray compared to 66% nationally.

The flip side to a higher proportion of older people is a lower proportion of younger and working-age people.

A smaller available workforce has implications for the stability of the local economy and in parts of Moray the area's aging population will result in a smaller available workforce in the coming years and also increase service demand in certain areas.

The Moray economy is still largely based on its natural resources with the focus on agriculture, fishing, forestry, food products, whisky and tourism.

The largest employer is the Ministry of Defence (MOD) with bases at Kinloss and Lossiemouth and due to ongoing developments in these areas, the MOD population will increase significantly over the coming years.

*(Source – Your Moray)*



# Moray Community Planning Partnership Priorities

We have developed our priorities to focus on where the collective efforts of the partners and communities can add most value in improving local outcomes and tackling inequalities.

We asked more than 50 partner and community representatives who attended our Community Planning development day in June 2017 to consider where we should focus our efforts in light of all of the evidence we gathered.

The result was that the overarching outcome for Moray should be 'Raising Aspirations' and four main priority areas to direct the Partnership's work which were identified as having the potential to make the most difference to Moray were:

1. Growing, diverse and sustainable economy
2. Building a better future for our children and young people in Moray
3. Empowering and connecting communities
4. Changing our relationship with alcohol

Additionally, these priorities provide local context for the cascade of national priorities for the Partnership and underpin the need for the Public Sector to work more efficiently together. In addition to working together at the strategic level across Moray we also need to undertake joint working at local levels as described in the next section.

National Priority	Early Years & Early Intervention	Outcomes for Older People	Employability	Economic Recovery & Growth	Health Inequalities
Overarching priority	<p align="center"><b>Raising Aspirations: Moray provides an enabling environment where residents can achieve expanded choices, improved livelihood and wellbeing</b></p> <p>Focus: Development of Poverty Strategy to tackle poverty, social cohesion and inclusion</p> <ul style="list-style-type: none"> <li>➤ Inequalities in educational attainment will reduce</li> <li>➤ Access to employment opportunities will improve and low pay will reduce</li> <li>➤ Health and social inequalities will reduce</li> </ul> <p><i>(Note: these outcomes will be subject to review through the development of the CPP poverty strategy)</i></p>				
Moray Priority	<b>Building a better future for our children and young people in Moray</b>	<b>Empowering and connecting communities</b>	<b>Growing, diverse and sustainable economy</b>	<b>Changing our relationship with alcohol</b>	
Moray Outcomes	Moray will be; a place where children and young people thrive; a place where they have a voice, have opportunities to learn and can get around; a place where they have a home, feel secure, healthy and nurtured; and a place where they are able to reach their full potential	A thriving and well connected place, where more people live well in their communities  Confident, skilled and self-reliant communities where expectations and aspirations are raised and achieved	By the year 2030 Moray is a destination of choice, the area being known and recognised as an outward facing and ambitious community with a thriving and well connected commercial base and as environment in which quality of life is valued and supported	People are healthier and experience fewer harms as a result of alcohol use	
CPP focus	<p>Ambitious and confident children: to improve the life chances of children especially the most vulnerable by supporting them and their families at the earliest stage</p> <p>Healthier Children: children get the healthiest start in life and are supported to achieve the best possible mental health and wellbeing and there is equity for vulnerable groups</p> <p>Safer children: to protect children from the risk of harm, abuse and neglect and promote and support safer environments and communities</p>	<p>Improve life chances for people in Moray of all ages</p> <p>Develop stronger, more resilient, supportive, influential and inclusive communities</p>	<p>Employment:</p> <ul style="list-style-type: none"> <li>• Targeted approaches for those furthest from the job market</li> <li>• Pathways to higher skilled employment</li> <li>• Choices for the young workforce</li> <li>• Apprenticeships at all levels</li> </ul>	A whole population approach to prevention and reducing related harms	

# How we will achieve our outcomes – by working together

## **Achieving our ambition building community relationships**

Community engagement will be a keystone from which we will build the foundation for our focus on raising ambitions and making Moray better for everyone.

We recognise that our plan to address inequalities of outcomes is in its infancy and key steps for the Partnership will be to develop a shared understanding of the statistical and experience based evidence to inform and develop actions that will make a difference to our communities.

We will use this to adapt and grow our LOIP and locality plans and to add depth and detail.

To achieve this we want to build on the information we have from previous work with communities and to progress with cohesive and purposeful engagement around our priorities.

Our Community Engagement Group is developing plans and proposals for locality plan-related engagement activities, including determination of the most appropriate community engagement tools to use.

These tools could include, but are not limited to, Planning for Real, Participatory Budgeting or Place Standard.

Our model of engagement is shown on the next page.

## Cohesive and purposeful approach to community engagement



Ideally we will see this model of engagement enabling the development of more resilient and self-sufficient communities who have influence over the delivery of public services to their communities and capacity for joint and community based delivery.

More information about our approach to community engagement is in our Community Engagement Strategy.

# Community Planning Board – Partners

The Community Planning Board will have the ultimate responsibility for delivering this Plan. A list of the partners who are part of the Community Planning Partnership at the board level are listed below.

Many more partners including community representatives and third sector organisations are part of the wider Community Planning Partnership at various levels.

Community Planning Partnership Board				
Cairngorms National Park Authority	Community Engagement Group	Highlands & Islands Enterprise Moray	HITRANS	Moray College UHI
Moray Council	Moray Integration Joint Board	NHS Grampian	Police Scotland	Scottish Fire & Rescue Service
Skills Development Scotland	tsiMORAY	Scottish Government	<i>(Source – Your Moray)</i>	

# Our priorities in detail



Vulnerable people may be, for any reason, unable to take care of themselves or unable to protect themselves against significant harm or exploitation and are more likely to come to harm and/or be a victim of crime than those who are not considered vulnerable. Protecting Vulnerable People aims to work with partners, the community and the private sector to identify vulnerabilities at an early stage and put in place multi-agency strategies and interventions, including Distress Brief Interventions, to assist those at risk and prevent them coming to harm.

Assisting vulnerable people is an increasing aspect of day-to-day policing in Moray, whether the vulnerability be through age, disability, infirmity, illness, mental wellbeing, drug and alcohol intoxication or any other factor. The Moray Community Planning LOIP provides a blueprint for how multi-

agency solutions are being developed to keep vulnerable people safe and in particular how to develop connected and cohesive communities.

Where harm to vulnerable people cannot be prevented and they become a victim of crime, we will continue to develop trauma-informed practices to assist victims whether this be in relation to Child Protection, Adult Protection, Serious Sexual Crime, Offender Management, Domestic Abuse, Human Trafficking, or Honour Based Violence.

We will utilise a victim centred approach to all such crimes reported to us and victims will be dealt with by trained officers, will be listened to, supported and offered the assistance they need to overcome challenges that such abuse may cause.

Crime trend analysis indicates Domestic Abuse and Serious Sexual Crime continue to be areas where the public have confidence to report recent and non-recent offences to Police.

Recent offences are increasingly likely to have a 'cyber' element where a number of online and digital platforms are used and we are committed, along with partners, to continue to educate in order to prevent this type of offending.

Focusing on prevention and intervention we will work collaboratively to ensure localised delivery of national strategies relating to Mental Health, Drugs and Alcohol and Suicide Prevention ensuring support is available to the most vulnerable in society where and when it is required and provided by the agency most suitable to address these needs.

This commitment includes supporting the Associate Distress Brief Intervention process introduced in Moray, which connects those who encounter Police in crisis and distress with ongoing support via referral to Penumbra.

### **Overall intention**

- Challenge attitudes about all forms of Domestic Abuse
- With partners, identify those most vulnerable in our communities and develop multi-agency strategies and early intervention mechanisms to minimise their risk of coming to harm

### **Police and partner aims**

- Changing attitudes about Domestic Abuse in all its forms
- Using a whole population approach:
  - I. Increase awareness of Domestic Abuse by 2023
  - II. Reduce number of children who are witness to Domestic Abuse by 2023
- Increase the uptake and retention of people in the Justice

Governance for the LOIP is via Community Planning structures, the Public Protection Executive Group oversees the various strands of public protection multi-agency groups including the Child Protection Committee, Adult Protection Committee, and other co-existing partnerships such as the Alcohol and Drug Partnership, Community Justice Partnership and the Violence Against Women Partnership, ensure a holistic approach is taken to protecting vulnerable people.

Through multi-agency strategic review, oversight and learning we will continue to ensure this framework is fit for purpose to deliver on the intentions and aims.

- Raise awareness to prevent Child and Adult Abuse, Serious Sexual Crime, Domestic Abuse, Human Trafficking and Honour Based Violence

- System with drug and alcohol problems in specialist services
- Increase the number of Distress Brief Intervention opportunities for people with mental health issues by 10% by 2023
- Reduce suicide rates among men in Moray
- Reduce harmful levels of alcohol consumption and drug related deaths



Serious Organised Crime (SOC) takes many forms, a number of which affect the communities in Moray.

The exploitation of vulnerable people by those who supply controlled drugs is one aspect of SOC which many people are aware of.

North East Division is committed to pursuing those responsible for supplying controlled drugs throughout the area through our local drugs initiative, Operation Aspen, and to working with partners to support those exploited by these individuals and organised crime groups.

In addition, 'Breaking the Cycle' is a key area in which we intend to work collaboratively with partners to provide support and signpost available services which may assist in releasing those with addiction problems from the circumstances in which they find themselves.

We will also work with partners to reduce the numbers of drug related deaths.

Moray experiences drug suppliers from elsewhere in the UK travelling to the area where they utilise the homes of vulnerable individuals in order to supply controlled drugs through intimidation, violence or the promise of controlled drugs. This tactic is known as 'Cuckooing'.

It is also recognised that organised crime groups from elsewhere in the UK operate in Moray while the principal of these groups remain based in their home city directing the supply of controlled drugs.

This tactic is known as 'County Lines' due to the fact that the telephone line used to source controlled drugs remains elsewhere in the UK, with drug dealing effectively taking place across 'County Lines', both geographically and figuratively through the telephone.

Other forms of SOC include Human Trafficking, elements of Cyber crime and the criminal use of Firearms.

Crimes of this nature are extremely rare in Moray, however, we will ensure that our staff locally are equipped to deal with crimes of this nature should they occur and that we have ready access to national resources and expertise.



An increasing crime type is Cyber crime and in particular online fraud. North East Division is committed to working with partners in both the

public and private sectors in order to raise awareness and prevent crimes of this nature, support victims and detect perpetrators.

### **Overall intention**

- Increase the number of referrals to drug and alcohol services yearly
- Target suppliers of controlled drugs in Moray
- Increase awareness in Cyber crime to reduce the number of victims
- Identify and support victims of 'Cuckooing' and 'County Lines' drug activity

### **Police and partner aims**

- A thriving and well connected place where more people live well in their communities
- A whole population approach to prevention and reducing related harms



Antisocial Behaviour, Violence and Disorder encompasses a wide range of crimes and offences from lower level nuisance behaviour and disorder to more serious crimes of Assault and Robbery.

Antisocial Behaviour adversely affects the quality of life of our communities and this type of behaviour such as youth annoyance and Vandalism can diminish the feeling of community safety.

Violent crime in Moray is reducing and we will continue our multi-agency prevention and diversionary themed focus to maintain this trend.

Where we cannot prevent crime we will conduct thorough and robust investigations to ensure those responsible are dealt with in the most appropriate way.

The Moray LOIP provides a framework for multi-agency solutions to deliver better outcomes for the communities of Moray.

Within the plan there is a clear appreciation of the destructive

impact of harmful levels of alcohol consumption and the social and cultural links to Antisocial Behaviour, Violence and Disorder. We will continue to work collectively towards a better understanding of these issues and the promotion of a responsible drinking culture.

We will work with partners to support early interventions highlighting the challenges and consequences of excessive alcohol consumption to children, young persons and adults.

We will also seek to enhance partner oriented referral pathways, developed and designed to signpost offenders to support mechanisms to prevent re-offending.

Where we have been unable to prevent crime we will support those affected to prevent repeat victimisation and share information with partners to ensure a holistic approach to their care.

Working with our Criminal Justice partners we will effectively manage offenders through a range of prevention methods including Antisocial Behaviour legislation, restrictive Bail conditions and curfews designed to inhibit criminal behaviour and will monitor those coming back to the community from a period of incarceration for violence offences.

We will also closely monitor communities experiencing the poorest outcomes in terms of Antisocial Behaviour and will fully engage in the Locality planning process.

We will proactively tackle these issues with a joint focus on prevention and where necessary we will investigate and detect.

### **Overall intention**

- Reduce Violence yearly
- Reduce alcohol related Violence and Antisocial Behaviour
- Empower communities
- Enhance community safety

### **Police and partner aims**

- Safer children: to protect children from the risk of harm, abuse and neglect and promote and support safer environments and communities
- Develop stronger, more resilient, supportive, influential and inclusive communities
- A whole population approach to prevention and reducing related harms



Road Safety and Road Crime remains a priority in Moray and the wider Grampian area, not only for Police Scotland but also for a number of our partner organisations.

Our collective and collaborative approach seeks to reduce road collisions and casualties, with the aim of making the local road network a safe place for all road users.

The Road Safety North East Scotland partnership structure enables a co-ordinated and focused approach on road safety and road casualty reduction.

### **Overall intention**

- Reduce road casualties
- Enhance road safety for all road users
- Prevent instances of crime occurring on our road network
- Improve road safety by proactively addressing the issue of drink and drug driving

This allows us to consider and address local issues while supporting the strategic intentions of the local North East Scotland Road Casualty Reduction Strategy and the national priorities aligned to the Scottish Government's Road Safety Framework.

The overarching policing strategy of Operation CEDAR (Challenge, Educate, Detect and Reduce) is now well known and recognised as an effective approach to road safety.

Police Scotland continues to actively target those using the roads for the purposes of committing crime. An intelligence led approach by our Community Policing Teams, in conjunction with specialist resources and partners, has seen successes in terms of deterring and detecting crime in the area.

## **Police and partner aims**

- To reduce the instances of road collisions and casualties
- To focus road safety education and encouragement opportunities on identified vulnerable road users
- To continue an intelligence led approach in targeting road users involved in crime on the North East road network
- To identify and consider any emerging trends or strategic issues in terms of road safety and road crime, and ensure an appropriate local response



## ACQUISITIVE CRIME

Reduce crime  
through preventing  
offending and  
reducing  
re-offending

Acquisitive Crime is an all-encompassing term and includes a number of crimes such as Thefts by Housebreaking, Vehicle Crime, Shoplifting, Fraud and Theft.

Overall, Acquisitive Crime in Moray continues to decrease.

Our division wide approach to dealing with Acquisitive Crime,

### Overall intention

- Continue to prevent and reduce Acquisitive Crime
- Increase public confidence
- Increase awareness in Cyber crime to prevent victims

### Police and partner aims

- Fewer people receiving a first ever Court conviction each year by 2026
- Fewer people reconvicted within one year of receiving a community or custodial sentence by 2026
- Fewer young people (under 18) charged with an offence by 2026

Operation Magpie, will therefore continue to deal with this effectively in Moray with a particular focus on crimes occurring in our rural communities.

This divisional strategy will involve the promotion of our crime prevention message, coordination of intelligence gathering, targeting of offenders and locations, and providing a visible Police presence in affected locations.

We will continue to work collaboratively as a Corporate Parent to reduce the rate of children and young people charged with a criminal offence, aim to reduce the number of people receiving a first ever criminal conviction and aim to reduce reoffending, all through the use of multi-agency diversionary measures.



Counter Terrorism and Domestic Extremism (CT&DE) relates to the threat posed by International Terrorism and acts of Domestic Extremism.

Moray plays an important role in the strategic defence of the United Kingdom, with Ministry of Defence

### Overall intention

With partners we will:

- **Prevent** - Safeguard vulnerable persons from being drawn into terrorism
- **Pursue** - Encourage and share information to identify and tackle suspicious activity
- **Protect** - Share knowledge so that our communities and businesses can help protect themselves
- **Prepare** - Plan and be ready for the threat of International Terrorism and Domestic Extremism

(MOD) staff based at both Lossiemouth and Kinloss.

North East Division is committed to working with Community Planning partners and partners in the Armed Forces to contribute to the security of these locations and the safety and local integration of their personnel and their families.

Locally, Police Officers and Staff will continue to work collaboratively with all partners to ensure that all aspects of the national Contest Strategy are implemented.

We will maintain our commitment to the Moray Emergency, Event and Resilience Planning Partnership and will continue to work with local and regional resilience partners to produce a coordinated response to emergency incidents.

## Police and partner aims

- **Prevent** - Together with partners, we will identify and safeguard vulnerable individuals from being drawn into terrorism, ensuring those vulnerable to extremist and terrorist views are given appropriate advice and support at an early stage.
- **Pursue** - Together with partners, we will ensure that we promptly share information about any form of activity that may be linked to Counter Terrorism and/or Domestic Extremism (CT&DE).
- **Protect** - Together with partners, we will improve awareness of the cyber related attacks and develop awareness of how to improve resilience and counter this threat. We will improve awareness of best practice for proportionate, cost effective physical security for community and commercial buildings, and community events across the North East. We will Increase awareness of the CT&DE threat and improve accessibility of training packages available to mitigate the threat across all sectors in the North East.
- **Prepare** - Together with partners, we will ensure relevant multi-agency exercises in the area have a counter terrorism consideration. We will work with businesses to develop their plans for a variety of emergency situations.



# Local policing arrangements

The Divisional Commander is supported by three Superintendents who have Operational, Partnerships and Support functions.

Moray has a dedicated Local Area Commander, a Chief Inspector, who is responsible for day to day Policing.

The local Criminal Investigation Department deal with the most serious and complex crime. This is led locally by a Detective Superintendent.

Local Policing is further supported by the following national Specialist Units, among others, many of which are based locally:

- Specialist Crime Division
- Criminal Justice Division
- Operational Support Division - Supports Local Policing with Armed Policing, Specialist Operations, Roads Policing
- Licensing and Violence Reduction Unit Emergency, Event and Resilience Planning
- Border Policing
- Contact, Command and Control Division
- Corporate Communications

In addition, the Special Constabulary play a vital part in the Policing of Moray.

Our aim is to deliver Policing that is visible, accessible and responsive to the needs of the people across Moray.

Listening and responding to the changing needs of our communities is key, and our local Community Policing Teams are empowered and encouraged to work with elected officials and community members to resolve local challenges.

# Performance and accountability

In addition to internal governance processes which effectively record crime and direct the deployment of resources we will continue to publish our performance information to the Moray Council Scrutiny Board.

The Divisional Commander, or their deputy, will attend and provide an update on progress against this Plan,

overall performance, and any other matters deemed relevant to the delivery of Policing in Moray.

The Local Area Commander and the Local Area Inspectors, or their deputies, will engage with elected members, communities and other key stakeholders.

# Equalities

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

Across Police Scotland we are committed to developing and promoting best practice in the advancement of our Equality Outcomes.

This commitment is strengthened by our values of Integrity, Fairness, Respect and Human Rights.

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.

# Local contact details

Police Scotland  
North East Division  
Queen Street  
ABERDEEN  
AB10 1ZA

For more detailed information on how to contact your Local Policing Team please refer to our website at [www.scotland.police.uk](http://www.scotland.police.uk) or through our social media platforms.

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:

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 on 18001 101 for non-emergency, or 18000 in an emergency.