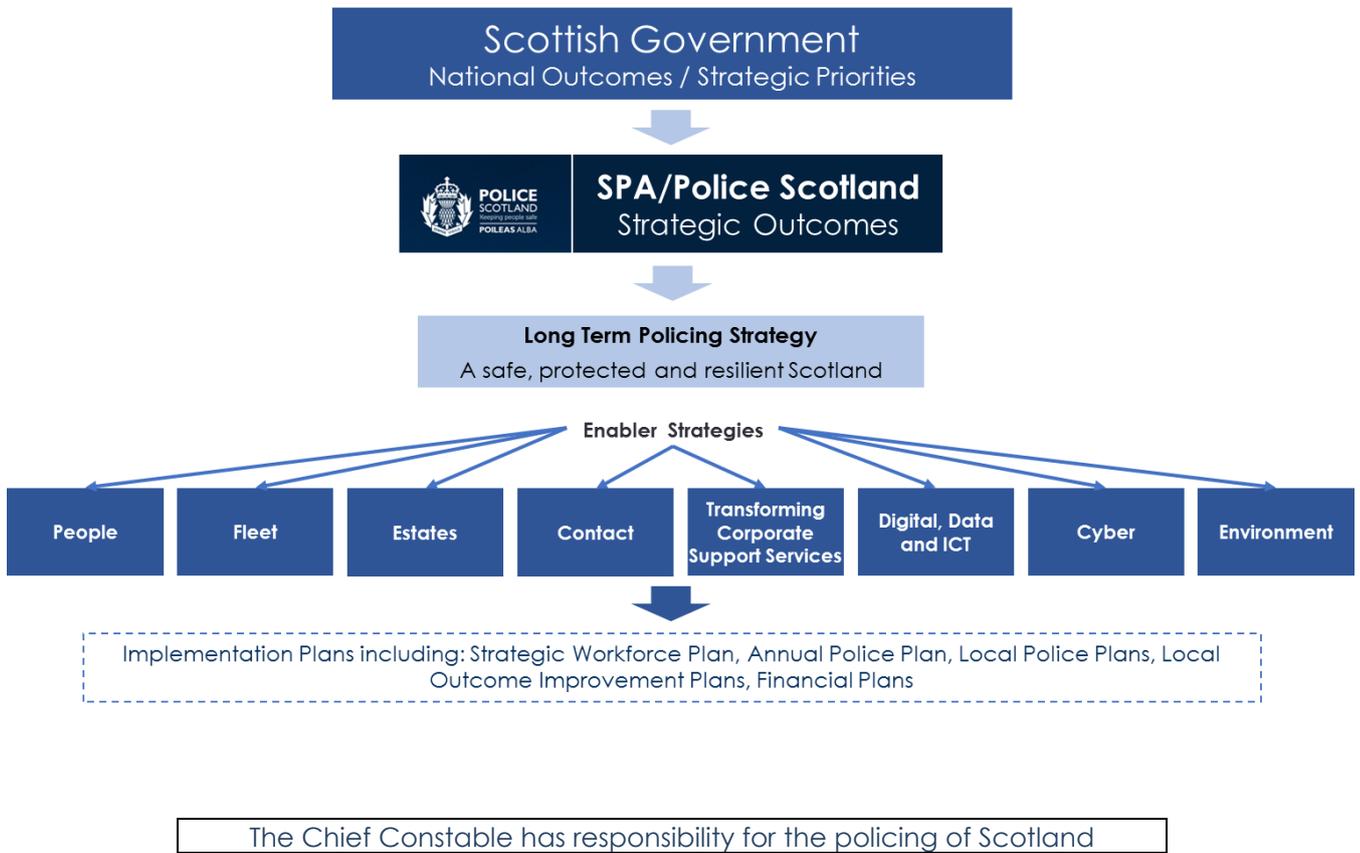

Local Police Plan 2020 - 23



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

Working together for the best quality of life for everyone in Aberdeenshire

Aberdeenshire



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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 Aberdeenshire Local Police Plan for 2020 - 2023.

Aberdeenshire continues to thrive through the delivery of key infrastructure projects such as the Aberdeen Western Peripheral Route (AWPR). The Local Authority and Police Scotland will also open the new extension to Buchan House in Peterhead which will realise the first example in Scotland of true integration of public services which will improve service delivery. This is but one of a number of opportunities which are being considered.

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

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 Aberdeenshire 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 the strength of the Partnership.

The Local Police Plan draws information from a wide range of sources so it is truly reflective of the issues that are most important to our communities. We are acutely aware that collaborative partnership working is a crucial factor in the delivery of excellent, local policing in the North East and will continue to enrich these valued relationships as we move forward.

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 into account the views of those we serve. As such 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 Aberdeenshire 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: Aberdeenshire

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 to build connected and cohesive 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 Aberdeenshire's relationship with alcohol

Reduce violence

Deals with all threats to public safety

Reduce the impact of child poverty in Aberdeenshire

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 Police Plan for Aberdeenshire is intrinsically aligned to the Aberdeenshire Local Outcome Improvement Plan (LOIP), which was refreshed in May 2019 and published by Community Planning Aberdeenshire.

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

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 Aberdeenshire'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 Aberdeenshire and as such we have structured our resources to meet these demands.

Introducing Aberdeenshire

Relative to Scotland as a whole, Aberdeenshire residents are, on average, more likely to be employed and economically active; earn higher salaries; contribute more in terms of Gross Value Added (GVA) per capita; possess greater qualifications; live longer, healthier lives; and experience fewer instances of crime and related disorder.

There is also a strong entrepreneurial farming and food culture in the area, we contribute significantly to fish landings and associated products (40% of the total value in Scotland during 2015), and our tourism sector contributed £195.1m in GVA during 2015 (5.6% of the Scottish total).

Health and population

Aberdeenshire residents will likely remain relatively healthy for a greater part of their lives than their Scottish counterparts.

Indeed, male residents in Aberdeenshire experience the fewest number of years of 'not healthy' life in the country (10.2 years), while female residents experience the 2nd lowest number of such years relative to those of the same gender in Scotland (12.4 years).

Aberdeenshire households are expected to increase to 135,000 by 2039, from 108,000 in 2014 (+25%).

By then, the 65+ age group is expected to increase by 64%, to 75,000 and the area will have one of the highest proportions of households with children.

Therefore, there will likely be challenges at both ends of the age spectrum in future years.

Education

In 2015/16 Aberdeenshire school leavers continued to make the best of the educational opportunities available to them to secure positive post-school destinations.

Overall, the proportion of leavers securing a positive post-school destination increased to 96%, with there being an improvement across all areas of Aberdeenshire.

Infrastructure

Aberdeenshire's infrastructure present challenges for the future, like a lack of affordable housing which makes it more difficult to attract and retain key workers like teachers.

In addition, poor transport and digital connectivity can reduce access to economic opportunities, contribute to an impression of isolation and have a negative impact on services for an increasingly aging population living in remote areas.

Challenges

There are those, however, who do not fully participate in, or materially benefit from, Aberdeenshire's evident prosperity.

For example, approximately 39% of households live in fuel poverty, 13% of children live in poverty, and 6% of the total population are categorised as income deprived.

The highest proportions of income deprivation are to be found typically, but not exclusively, in the north of Aberdeenshire:

- Banff
- Fraserburgh Harbour & Broadsea
- Fraserburgh Lochpots
- Peterhead Bay
- Peterhead Harbour

Data from the Scottish Index of Multiple Deprivation (SIMD) also supports this statement. Large swathes of Aberdeenshire's datazones tend to be blue rather than red. Red represents more deprived areas, and deprivation is linked to poorer outcomes.

Of the 340 datazones in Aberdeenshire, 6 are in the 20% most deprived (all either in Peterhead or Fraserburgh), and 121 are in the 20% least deprived in Scotland.

These localities also experience poorer outcomes when compared with other localities in Aberdeenshire based on the Community Planning Outcomes Profile (CPOP) and appear most frequently in the 20% – 40% most deprived datazones in Scotland based on SIMD.

As towns, these localities also experience higher socio-economic inequality compared to rural and small town Scotland.

Our aim in Community Planning is to empower and support our communities to understand and tackle these challenges and deliver better outcomes.



LOIP: Local Outcomes Improvement Plan

The Community Empowerment (Scotland) Act 2015

Is legislation that aims to support communities to have a stronger voice in planning and delivering services. It focuses on addressing inequality and empowering communities to improve outcomes in their area.

The Act requires all Community Planning Partnerships (CPP) in Scotland to publish at least **1 LOIP** and **1 Locality Plan** by 1 October 2017.

To meet this obligation, in March 2017 the Aberdeenshire CPP agreed to replace the Single Outcome Agreement (SOA) with the LOIP (2017-2027).

The CPP's public and voluntary sector partners agreed that action is needed in order to address complex and stubborn issues in our area.

Three main priorities are the focus for Aberdeenshire's LOIP (2017-27):

- 1 Reducing Child Poverty in Aberdeenshire**
- 2 Changing Aberdeenshire's Relationship with Alcohol**
- 3 Connected and Cohesive Communities**

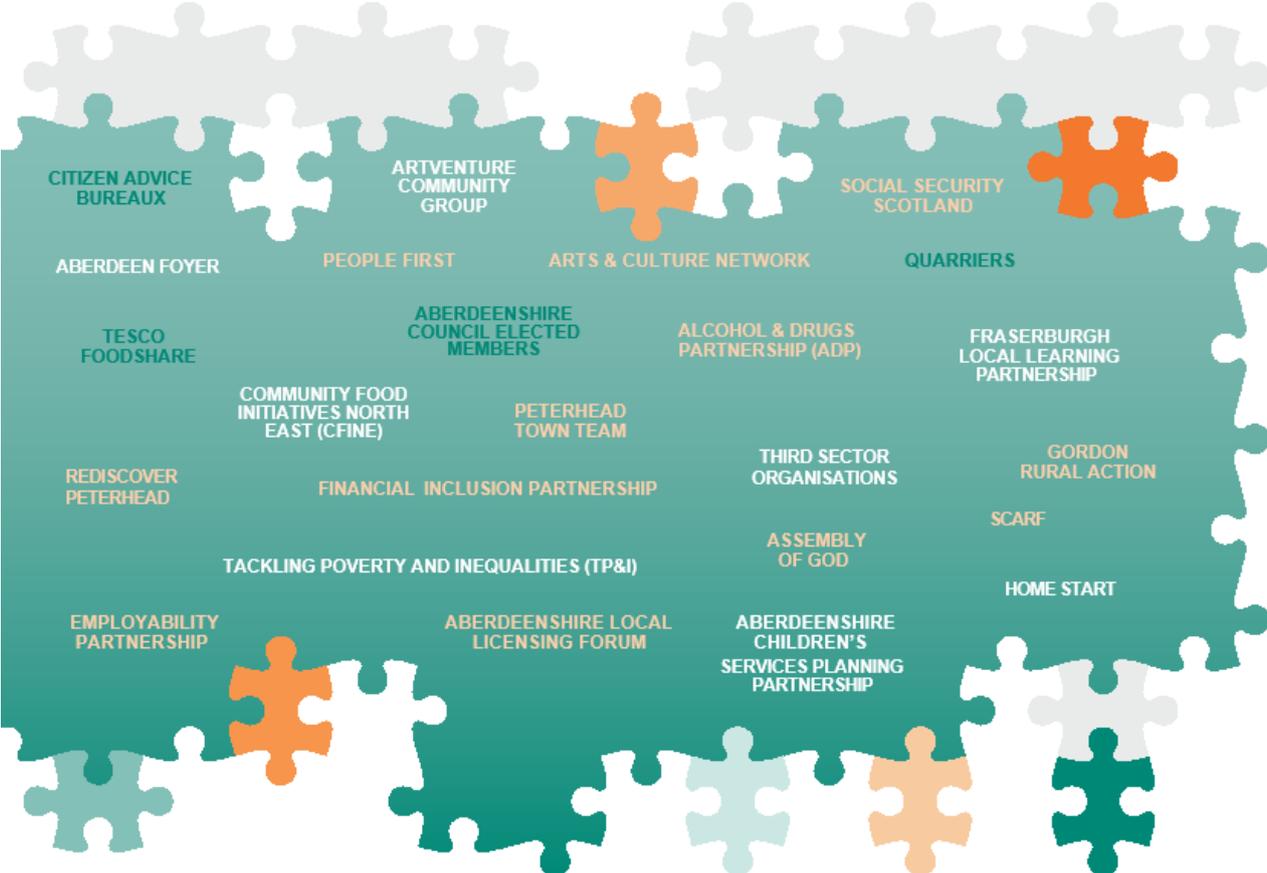
How were they chosen?

- extensive statistical research (*e.g. Scottish Index of Multiple Deprivation SIMD analysis*),
- expertise from partners (*working groups*), and
- feedback from previous engagement exercises and survey results (*e.g. Citizens' Panel*)

CPP partners needed to consider new legal requirements and guidance on community planning issued by Scottish Government. This includes the current Child Poverty Bill and the principle of taking a preventative approach in community planning.

The LOIP priorities aim to reduce inequalities and address gaps in the existing landscape of plans.

How we will achieve our outcomes – by working together



Source - Aberdeenshire Community Planning Partnership

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 Aberdeenshire, whether the vulnerability be through age, disability, infirmity, illness, mental wellbeing, drug and alcohol intoxication or any other factor.

The Aberdeenshire 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.

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.

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

Police and partner aims

- Collaborate to reduce the number of children living in poverty in Aberdeenshire
- 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 System with drug and alcohol problems in specialist services
- Reduce suicide rates among men in Aberdeenshire
- Reduce harmful levels of alcohol consumption and drug related deaths



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

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.

Aberdeenshire 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 Aberdeenshire 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 Aberdeenshire, 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 Aberdeenshire
- 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

- Reduce the rate of drug and alcohol related deaths across Aberdeenshire
- Increase uptake of drug treatment and services within Locality Areas



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

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

- Find opportunities to promote and normalise low-risk alcohol consumption with guidance from the national Alcohol Framework 2018
- Identify and reach out to people and families who are experiencing health inequalities and have multiple issues by improving how services work together
- Work across the partnership to address root causes of harmful use of alcohol (e.g. mental health, childhood trauma etc.)



Road Safety and Road Crime remains a priority in Aberdeenshire 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.

This allows us to consider and address local issues while supporting

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

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 Aberdeenshire has continued to decrease.

Our division wide approach to dealing with Acquisitive Crime,

Overall intention

- Continue to prevent and reduce Acquisitive Crime in rural and urban communities
- 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 effectively with Acquisitive Crime in Aberdeenshire 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.

Aberdeenshire is known globally for a number of industries which would attract individuals or groups seeking publicity for their specific cause.

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

In particular, Aberdeenshire is a renowned hub for oil and gas service industries with several multi-national companies located throughout the area.

The extensive coastline around Aberdeenshire provides numerous ports serving the oil and gas and fishing industries.

With a developed tourist industry and containing residencies of our Royal family, it also attracts international visitors all year round.

In order to ensure our partners and communities are aware and prepared against acts by groups or individuals, we will maintain our commitment to the local 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.

Aberdeenshire has two Command Areas, one for the north and one for the south of Aberdeenshire. Each has its own dedicated Local Area

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

- Specialist Crime Division
- Criminal Justice and Services 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 Communication

In addition, the Special Constabulary play a vital role in Policing Aberdeenshire.

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

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.

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 Aberdeenshire 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 Aberdeenshire.

The Local Area Commanders 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 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.