

---

# Local Police Plan 2020 - 23

---



**POLICE  
SCOTLAND**  
Keeping people safe

**POILEAS ALBA**

---

Working with the community, for the  
community

## Shetland

# Planning Framework



The Chief Constable has responsibility for the policing of Scotland.

# Contents

Foreword.....	
Area Profile.....	
Policing on a Page.....	
Our Priorities.....	
How We Identified Our Priorities.....	
The Shetland Context – Shetland's Partnership Plan.....	
Our Priorities in Detail.....	
Our People.....	
Local Policing Arrangements.....	
Performance, Accountability and Scrutiny.....	
Equalities.....	
Local Contact Details.....	



Sumburgh Head, Shetland

# Foreword

Police Scotland's Annual Police Plan 2020/21 sets the direction for policing over the next year and central to our plan are strategic outcomes, which describe the impact and difference Police Scotland aims to make to the lives of people across the country.

Chief Constable Iain Livingstone's role is to set the priorities for policing that will allow us to do this, based on our ongoing assessment of threat and risk, and our knowledge and experience of policing in Scotland.

The Shetland Local Policing Plan sets out the local policing priorities and objectives for the Shetland area for 2020 - 2023 and is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.

This plan is based on consultation, feedback and broader analysis of crime and other supporting data, it outlines what our priorities will be and how our services will be delivered over the next three years.

The communities across the Shetland Isles have unique challenges and whilst the area remains one of the safest in the United Kingdom in terms of the overall levels of crime, we are far from being immune from such occurrences and we experience

similar issues to urban areas, but at a less concentrated level.

In Shetland and across Scotland, Policing now involves providing emergency and acute support to individuals, and indeed communities, in a huge variety of crisis situations ranging from vulnerabilities to resilience planning.

Accordingly this Shetland Local Policing Plan has been designed to articulate our broad contribution to Shetland's Partnership Plan, in keeping with our commitment to tackle challenging, chronic and long term issues while supporting resilience in partnership with our communities and other public and voluntary agencies.

The Shetland Local Policing Plan for 2020-2023 is a live document which can evolve to meet emerging threat, risk and harm across our communities and will be subject to annual review to ensure validity.



**George Macdonald**  
**Chief Superintendent**  
**Divisional Commander**  
**Highland and Islands Division**

# Shetland area profile

IAL

Shetland Isles have a population of 23,000 and have a strong Scandinavian identity

Key economic drivers are fisheries and aquaculture, energy, retail and the public sector

Lerwick is the only burgh in the Shetland Isles and has a population of 7500

Shetland Isles are 110 miles north of the Scottish mainland



Shetland Isles remain one of Scotland's safest communities

The islands are remote and deceptively large (almost 100 miles long)

88% of people feel that they are part of their community in Shetland

A quality policing service is achieved through strong partnership working and a resilient attitude

# Our priorities

OFFICIAL



## ROAD SAFETY AND ROAD CRIME

Collaborate to reduce casualties and crime on our roads



## SERIOUS ORGANISED CRIME

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



## ACQUISITIVE CRIME

Reduce crime through preventing offending and reducing re-offending



## ANTISOCIAL BEHAVIOUR, VIOLENCE AND DISORDER

Engage with the public and communities to reduce and prevent crime



## PROTECTING VULNERABLE PEOPLE

Support people considered vulnerable through working with partners



## TERRORISM AND PUBLIC ORDER

Prevent, Pursue, Protect and Prepare through collaborative preparedness

CROSS CUTTING  
THEMES

CYBER CRIME

VULNERABILITY

OFFICIAL

## Plan on a page – Shetland

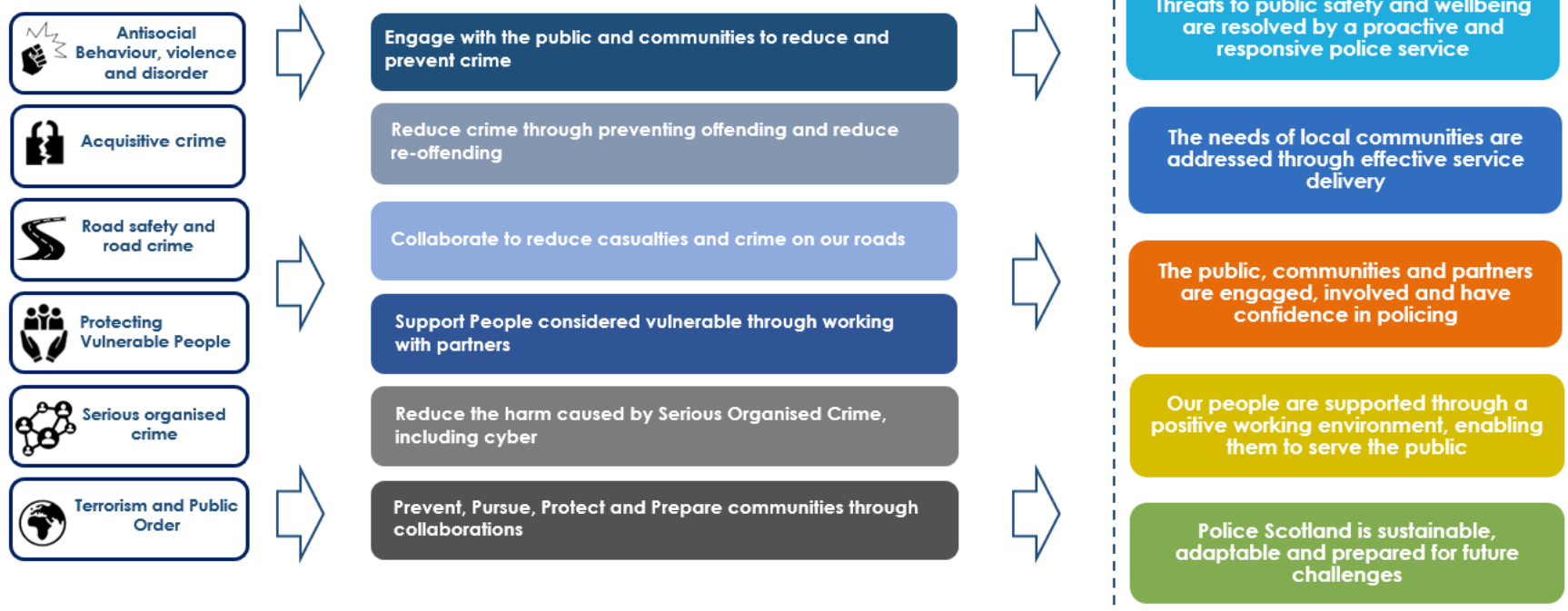


**Our vision** | Policing for a safe, protected and resilient Scotland  
**Our purpose** | Improve the safety and wellbeing of people, places and communities in Scotland  
**Our values** | Fairness | Integrity | Respect | Human Rights

### Our local policing priorities

### Objectives

### Strategic outcomes



# How we identified our priorities

To identify the Shetland local policing priorities for 2020-2023 we have utilised a wide range of information, intelligence and processes including an extensive process of consultation, which include:

- Police Scotland Strategic Assessment 2020/23 for the Highland and Islands Division which details threats that impact on policing at both divisional and local authority level.
- Community consultations.
- Community Planning Partnership- Shetland's Partnership Plan 2018-28 (see page 9
- Police Scotland Annual Police Plan
- Joint Strategy for Policing (2020)

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

“Effective Policing is not just about enforcement. It's about working in and with our communities to identify and solve problems.”

**Chief Constable- Iain Livingstone**



# Shetland Local Outcome Improvement Plan

## Priority: Money

All households can afford to have a good standard of living



### Income

97.4%

of people aged 16-74 are registered as being in employment or full time education

Overall, the average annual (median) income in Shetland is **11%** higher than the Scottish average

11%

The average income in Shetland varies by area



some areas earn, on average, up to **13% less** than the Scottish average and others up to **29% more**

we have high average incomes and low levels of registered unemployment, however, we have high levels of 'under-employment' and average incomes are lower in more remote areas



65%

of households in Shetland are 'working households' where everyone between the ages of 16 and 64 are in employment, the highest proportion in Scotland

21.3%



of people in Shetland are 'under-employed' (they would like to work more hours given the opportunity to do so), 13% higher than the Scottish average

### Cost of living



the cost of living in Shetland is **20% - 60% higher**

than the UK average



Shetland Foodbank distributed an average of 45 food parcels a month in 2017, a **27%** increase from 2016



of children in Shetland are living in low income families.... the high cost of living in Shetland means that many more may be in financial hardship

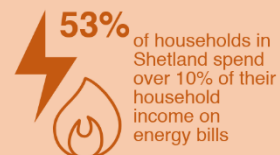
5.7%

the cost of living in Shetland is very high and despite our relatively high average incomes, many people do not earn enough to have an acceptable standard of living



49%

of households in Shetland do not earn enough to live well



53%

of households in Shetland spend over 10% of their household income on energy bills

11%



of households in Shetland receive support with housing costs



SOURCES: Employment, Census, 2011; Median Incomes, CACI, 2016; Working Households, Office for National Statistics, 2016; Under-employment, Annual Population Survey, Scottish Government, 2016; Cost of Living, Minimum Income Standard, Highlands & Islands Enterprise, 2016; Living Well, Living Well in a High Cost Economy, Ipsos Mori, 2017; Fuel Poverty, Scottish House Condition Survey, 2014 / Fuel Poverty Survey, Shetland Islands Council, 2016; Low Income Families, HM Revenue & Customs, 2015; Shetland Foodbank, 2017; Housing Costs, Shetland Islands Council, 2017. Map reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2018. All rights reserved. Ordnance Survey Licence number 100024344.

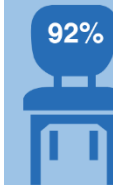
## Priority: Participation

People participate and influence decisions on services and use of resources



### Getting involved

92%



of Community Council seats in Shetland are filled, none of those seats were contested

56%



of people in Shetland are involved in volunteering, the national average is 27%

in 2016 volunteering in Shetland contributed

**£19 million**

to the local economy



we have a strong sense of community and a high level of volunteering



939 people

responded to the Place Standard consultation telling us what they think is important for Shetland



there are **101** social enterprises in Shetland, the highest rate per head of population in Scotland



11 'Participatory Budgeting' events have been run in Shetland since 2010, enabling the community to influence how public money is spent in their area

### What the Community think



41%

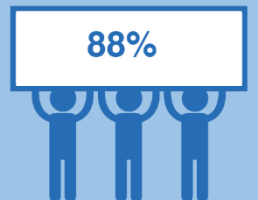
of people in Shetland want to be more involved in decision making about their area, the national average is 34%



79%

of people in Shetland strongly feel that they could turn to friends or relatives in their community for advice or support

88%



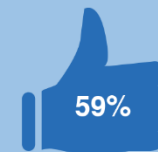
of people in Shetland feel that they are a part of their community, the national average is 77%

people in Shetland want to be more involved and influence decisions that affect them



27%

of people in Shetland say they feel they can influence decisions affecting their local area



59%

of people in Shetland are satisfied with local services (health care, schools and public transport)



SOURCES: Community Councils and Participatory Budgeting, Shetland Islands Council, 2018; Volunteering Economic Contribution, Scottish Household Survey, 2016; Social Enterprises, Census on Social Enterprise, 2017; Volunteering, Volunteer Scotland, 2016; Shetland Place Standard, 2016; 'What the community think' data, Scottish Household Survey, 2016.

## Priority: People

Individuals and families thrive and reach their full potential



### Health and Well-being



Emergency admissions to hospital in Shetland are **23%** lower than the Scottish average



Early Mortality in Shetland is **24%** lower than the Scottish average

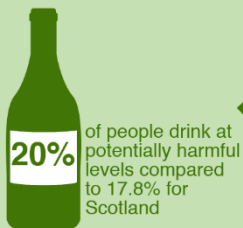
health, well-being and life expectancy in Shetland are generally better than the Scottish average



Shetland Foodbank distributed an average of 45 food parcels a month in 2017, a **27%** increase from 2016



poverty rates in Scotland continue to improve whilst the rates in Shetland remain static or are worsening, alcohol misuse is also a clear issue for Shetland



**17.4%** of children in Primary 1 are NOT a 'healthy weight' - slightly more than the Scottish average



powered by  
**PIKTOCHART**

SOURCES: Alcohol Profile, Scottish Public Health Observatory, 2014; Death Rates, National Records of Scotland, 2017; Emergency Admissions, ISD Scotland, 2017; Healthy Weight, ISD Scotland, 2016; Living Well, Living Well in a High Cost Economy, Ipsos Mori, 2017; Shetland Foodbank, 2017; Physical Activity, Scottish Household Survey, 2016; Low Income Families, HM Revenue & Customs, 2015; Life Expectancy, Scottish Public Health Observatory, 2013.

## Priority: Place

Shetland is an attractive place to live, work, study and invest



### Population & demographics



Priorities for improvement according to Shetland Communities:

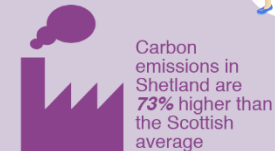
1. Public Transport
2. Work & Local Economy
3. Housing & Community



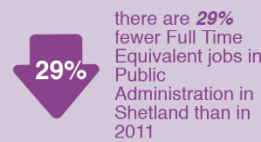
our population is ageing at a faster rate than the rest of Scotland



### Economy & environment



we have low unemployment, a labour and skills shortage, and we are heavily reliant on a few key sectors and locations



**59%** of people rate the quality of the natural spaces in Shetland highly, key areas identified for improvement include path and access infrastructure and the need to protect our environment and natural resources

powered by  
**PIKTOCHART**

SOURCES: Mid-year Population estimates, National Record of Scotland, 2017; Participation Measure for 16-19 Year Olds, Skills Development Scotland, 2017; Regional Carbon Dioxide Emissions, Department for Energy & Climate Change (now Department for Business, Energy & Industrial Strategy), 2015; Shetland Employment Survey, Shetland Islands Council, 2017; Shetland Place Standard, 2016; Business Register and Employment Survey, Office for National Statistics, 2016.

# Our priorities in detail



Road Safety and Road Crime remain a local priority in Shetland. When fatal or serious collisions do occur they have a significant impact on families and communities. As we see increased vehicle journeys on our roads through tourism, it is important to engender a positive attitude and response.

We will continue to target and enforce inappropriate driving and behaviour through the delivery of Operation CEDAR (Challenge, Educate, Detect and Reduce) which focuses on Challenging Driver

Behaviour through Detection of Offences linked to contributing factors of Fatal and Serious Road Collisions with the ultimate aim of collectively reducing potential harm. With partners we will focus on education and prevention.

We know that vulnerable road users account for 29% of road deaths in Scotland, in Shetland we are committed to ensuring that all road users are encouraged to take responsibility for their own safety and to share our road space respectfully and responsibly.

Drug Driving is a particular area of focus and specially trained officers in Shetland are now able to carry out roadside screening in relation to drugs. This approach also enhances our commitment to tackling the wider issues around drug related harm in our communities.



Serious Organised Crime (SOC) takes numerous forms, many of which affect our communities in Shetland. We are committed to pursuing those responsible for supplying controlled drugs throughout our area.

It is also recognised that Shetland is targeted by organised crime groups from elsewhere in the UK who coordinate their activities from out with the area by use of technology

and structured people networks.

This tactic is known as 'County Lines'.

The Shetland area is also experiencing an increase in the uptake and usage of cocaine and non-prescribed pharmaceutical drugs. We are firmly focused on prevention and rehabilitation and are committed to working with our key partners to support those with addiction and the associated vulnerabilities.

Other forms of serious organised crime include Human Trafficking and elements of Cyber Crime. We will ensure that our staff are equipped to deal with crimes of this nature should they occur and that we have ready access to national resources and expertise.



Acquisitive crime encompasses a wide range of crime types and accounts for a significant proportion of overall crime in the Shetland area. The most common relate to online fraud activity.

We will continue to work with businesses and communities to tackle this type of crime through implementing crime reduction

strategies and participating in national campaigns.

Similar to other areas of Scotland, the Shetland Isles are experiencing an increase in online/phone fraud activity, where offenders target individuals and businesses purporting to be someone of trust and obtain funds through bank transfer and other such means. We will continue to work with businesses including financial institutions to prevent people and companies being the victim of scams and we will educate our communities on how to keep themselves safe from this type of criminal activity.



Antisocial behaviour is a wide-ranging issue which encompasses many aspects of criminal and non-criminal behaviour. The term is used to describe a range of issues which cause distress to communities and make them feel unsafe. Issues include vandalism to noisy neighbours and youth disorder.

Alcohol and associated behaviours continue to be a significant factor in disorder in the area. We will continue to work closely with the licensing industry to share best

practice and maintain robust licensing monitoring.

We will continue to work with partners to share information, support education, prevention, diversionary and enforcement measures linked to harmful alcohol and drug consumption. We will better understand the causes to reduce instances of antisocial behaviour, violence and disorder to enhance community safety across the area.

We recognise the strong sense of community identity and resilience across Shetland and seek with partners, to build on this to make all of our communities stronger, more agile and able to lead and take responsibility on local issues.





Vulnerability is one of the most significant demands on Police resources not only in Shetland but across Scotland. At a national level, the risk and concern hub covering the Highland and Islands area is held in high regard and is a strong building block for better and more integrated cross sector working.

Early intervention and shared management of risk is key to protection from harm. We will continue to develop our processes around early and effective intervention in relation to young people, diverting them away from

offending and supporting positive future outcomes.

We will continue to underpin this process with GIRFEC (Getting It Right For Every Child) and the eight wellbeing indicators known as SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included). We take our responsibility as Corporate Parents seriously and recognise the need to better understand and support our care experienced young people.

The internet has led to an increase in cyber-related crime ranging from child abuse, fraud, sexual extortion and other activities. We will continue to use best practice to develop strategies and initiatives to prevent harm, investigate and target those who abuse, exploit and pose the greatest risk of harm in our communities.



Counter Terrorism is a national priority and no community is immune from the impact of terrorism. With partners, we will continue to deliver the UK Contest Strategy utilising the Prevent, Prepare, Protect and Pursue model.

The Shetland Isles have strategic sites and a vast coast line with numerous small ports. It is important that we develop watchful, knowledgeable and resilient

communities who can prevent terrorism occurring through education, enforcement and vigilance.

We will work with communities to increase understanding and awareness of how to recognise and report concerns to safeguard those who may be vulnerable.

Underpinning our approaches is our focus of keeping people safe and our values of fairness, integrity, respect and human rights.

We are committed to supporting the safe delivery of public events - commercial, organised or public spirited - whilst protecting the rights and freedoms of others.



# Our people

OFFICIAL

Commitment to  
Empower, Enable &  
Develop our people.

Maintain focus on  
mental health in  
the workplace.

Work with  
Community  
Planning Partners  
to promote mental  
health.

Recognise talent  
and support  
learning and  
development.

Our People



Local Police Care  
UK investment of  
£125K to support  
Mental Health &  
Wellbeing.

Promote a culture  
shift around mental  
health stigma and  
discrimination

Support local and  
national  
campaigns which  
promote a positive  
workplace.

Ensure that  
managers and staff  
are equipped to  
support wellbeing.

OFFICIAL

# Local policing arrangements

We aim to deliver policing that is visible, accessible and responsive to the needs of the people of the Shetland area. We recognise the unique geography of the Shetland Isles and we will continue to work with partners to be accessible and engaged within all our local communities.

The Divisional Commander is supported by four Superintendents who have Operational, Criminal Investigation, Partnership and Support functions.

Shetland Command Area has an Area Commander, Area Inspector, uniform Sergeants and constables an outer island based Constable (Yell), Wildlife Liaison Officer, a dedicated Crime Management Unit, Offender Management Unit and Child Protection Posts.

The local Criminal Investigation Department work alongside the national Specialist Crime Division to deal with the most serious and complex crime.

In addition to the local Policing resource; there are numerous specialist resources which provide local support, these include:

Specialist Crime Division, Custody Division, Operational Support Division (Armed Policing, Specialist Operations and Road Policing), Licensing and Violence Reduction Unit, Emergency, Event and Resilience Planning, Criminal Justice Division, Border Policing, Contact, Command and Control Division and Corporate Communications.

Special Constables are valued members of our team and we are continually seeking to enhance the numbers in this area.

Effective policing within our diverse environments can be challenging, however, our supportive collaborations with partners both within the Community Planning arena and the wider community are a huge asset in overcoming challenges.

# Performance, accountability & scrutiny

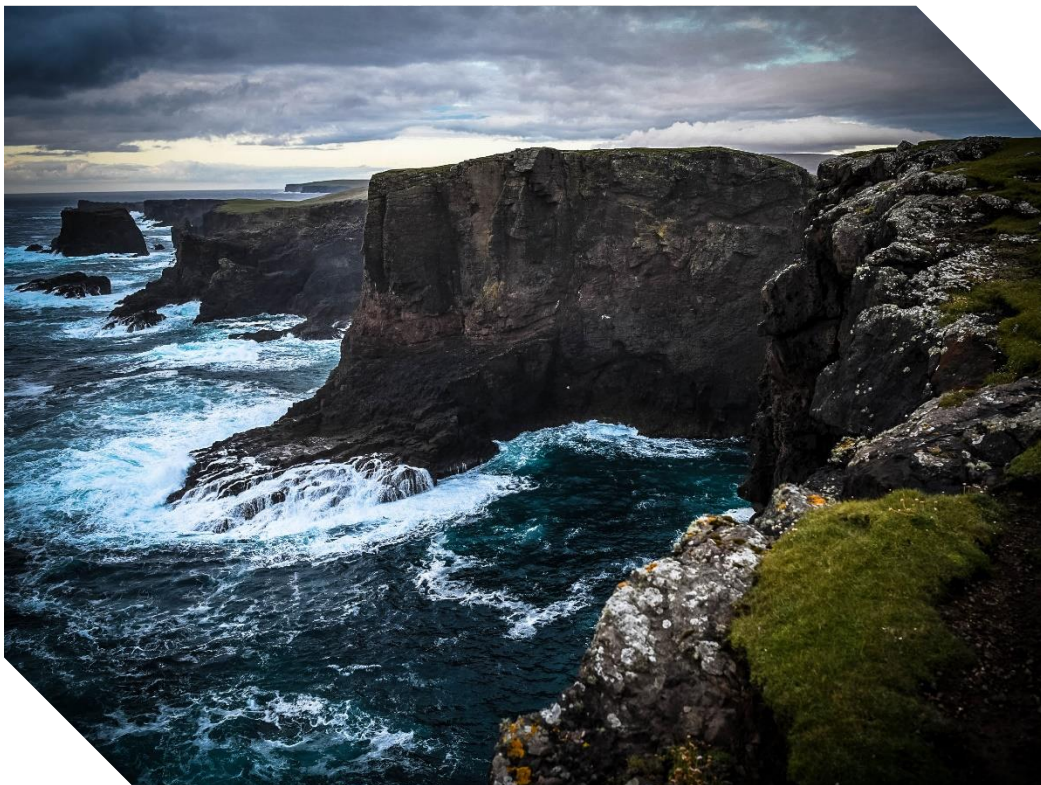
To support this plan, Police Scotland have a National Performance Framework. This allows the organisation to measure progress, monitor activity, identify areas where resources should be deployed and demonstrate how we are meeting our intentions and objectives.

We are committed to providing quarterly performance reports for strategic scrutiny to the Shetland Isles Council – Community Safety

and Resilience Board who have considered and approved this Policing Plan.

Local Area Commander and/or their deputies, will represent Police Scotland at these meetings.

Local Area Commander and or their deputies, will continue to engage with elected members, communities, community councils and other key stakeholders.



Eshaness Cliffs, Shetland

# Equality, diversity and human rights

Police Scotland promotes equality and diversity, both externally and internally, striving to exceed the requirements of the Scottish Public Sector Equality Duty. Across Police Scotland we are committed to developing and promoting best practice in the advancement of our Equality Outcomes. In order to support this requirement, we embed equality, diversity and human rights in all of our strategies,

plans and performance framework. Equality and Human Rights Impact Assessment (EqHRIA) is used to help us to ensure that policy and practices proactively consider the potential impact on equality and human rights. We will ensure that all of strategic plans and activities relating to delivery are assessed to a high standard using relevant evidence in a systematic and structured way.



Sumburgh Airport, Shetland



# Local contact details

## We are here to help

Dial 999 for an emergency that requires Urgent police attention.

For non-emergency contact call the 24-Hour  
Non-emergency contact centre on 101.

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

If you have any concerns or issues you wish to discuss, you can contact your Local Community Policing Team by Phoning 101.

For more detailed information about your local community policing team and other services that Police Scotland provides, please visit our website at [www.scotland.police.uk](http://www.scotland.police.uk)

If you would like this information in an alternative format or language, please

phone us on 101 to discuss your needs.

Service users who are deaf or have a hearing impairment can contact Police Scotland via Next Generation Text (NGT) on 18001, 101 for non-emergency, or 18000 in an emergency.

You can also follow us on the following social media sites:



<https://twitter.com/ShetlandPolice>



<https://en-gb.facebook.com/HighlandislandsPoliceDivision/>

**\*See next page for more Local Contacts**

**Area Commander** - Lindsay Tulloch

**Area Inspector** - Martyn Brill

**Lerwick Police Station**

Market Street

Lerwick

Shetland ZE` 0HD

Tel: 101

**Brae Police Station**

Brae

Shetland ZE2 9QG

Tel: 101

**Yell Police Station**

Mid Yell

Shetland ZE2 9BT

Tel: 101



View of Isle of Bressay, Shetland