

POLICING FOR A SAFE, PROTECTED AND RESILIENT SCOTLAND

Police Scotland
Quarter 2
Performance

Report July to September 2021/22



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

Introduction by the Deputy Chief Constable



This Performance Report underlines the unique operating environment which existed during 2020/21 and how the policing needs and requirements of our communities continue to change as we seek to recover from the pandemic.

As has been publicly underlined by the Chief Constable, the summer period presented an exceptional level of demand on officers and staff, including displaced demand from key partners who continue to operate under critical pressure.

Reports of overall violent crime are in line with the five year average, which is significantly higher than 2020/21 when there had been substantial reductions. Reports of sexual crime continue to be recorded at a high level.

Recorded crimes which typically include an online element such as fraud, threats and extortion, communications and image offences, and stalking, have increased by over 60% since 2018/19.

This underlines the changing requirements of communities and the reality that frontline policing goes far beyond the uniformed officers on the street that the public see. The implementation of our Cyber Strategy will be vital in building the capacity required to continue to respond to this increasing and complex demand.

After over a year of restrictions before the beginning of this reporting period, public confidence in policing continues to be under pressure. Through our 'Your Police Survey' we received 1,308 responses between 01 July 2021 and 30 September 2021, including 19 British Sign Language (BSL) responses.

Our analysis of responses identified themes including the experiences of women and the harm caused by drugs which all had an impact on people's perception of the police, and provides us with valuable insight and perspective.

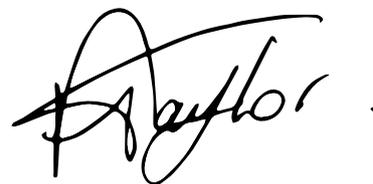
This report outlines some of the work we are undertaking in relation to these matters, including our ThatGuy sexual offending prevention campaign and the test of change during which almost 650 officers volunteered to carry Naloxone which can save lives where someone has overdosed.

The demand and challenges experienced in our Contact, Command and Control (C3) Division, and the effect this has on 101 average answer times as we continue to prioritise emergency 999 calls, also has an impact on user satisfaction.

We have introduced changes to overtime payments for service centre staff as part of a range of measures to manage the ongoing high demand for our non-emergency 101 service. We anticipate these changes will increase uptake of overtime and further support our ability to manage peaks in demand.

Additionally, we are taking steps to support local policing and, by way of example, Flexible Response Unit officers have returned to their local policing divisions for the foreseeable future.

Our Performance Reports describe progress toward meeting the strategic outcomes detailed in our Annual Police Plan and include a broad range of information and statistics intended to give meaningful and accessible insight into the work of policing in Scotland to enable and enhance understanding.



Fiona Taylor
Deputy Chief Constable,
Professionalism, Digital
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Executive Summary

Introduction

This is the second Quarterly report of the 2021/22 performance cycle, reporting on our revised Performance Framework and new Measures of Progress. Our outcomes focussed Performance Framework is linked to our strategic planning processes and aligns to the Strategic Outcomes as detailed in the 2021/22 Annual Police Plan, these being:

- **Public Safety and Wellbeing** - threats to public safety and wellbeing are resolved by a proactive and responsive police service
- **Needs of Local Communities** - the needs of local communities are addressed through effective service delivery
- **Confidence in Policing** - the public, communities and partners are engaged, involved and have confidence in policing
- **Positive Working Environment** - our people are supported through a positive working environment, enabling them to serve the public
- **Sustainable and Adaptable Service** - Police Scotland is sustainable, adaptable and prepared for future challenges

Included in this report are several updates against our new Joint Equality Outcomes. Where an update is linked to an Equality Outcome, this is highlighted in the document.

Also included in this report are metrics from the Performance Framework that measure the demand placed upon Police Scotland, listed below:

- **Incident Demand** - Number of concern for people incidents (page 57)
- **Incident Demand** - Number of missing people incidents (page 57)
- **Missing Person Demand** - Number of missing persons investigations (page 57)
- **Missing Person Demand** - Total number and percentage of missing persons who have gone missing previously (page 57)
- **Missing Person Demand** - Median length of time missing (hrs) (page 57)
- **Partner Demand** - Total number of missing persons from NHS, YPU and Foster Care locations (page 57)
- **Partner Demand** - Total number of external force request incidents (page 68)
- **Call Demand** - Total number of incidents raised (page 68)
- **Call Demand** - Percentage of incidents which lead to a crime (page 68)
- **Call Demand** - Percentage of incidents requiring police response (page 68)

Policing Demand during Quarter 2 2021/22

Police Scotland continues to face a multitude of complex and extraordinary challenges due to the ongoing effects of COVID-19 on our operating environment, where falls in some areas of recorded crime and incidents have been matched by increased demand elsewhere. The need to safeguard and protect all of our communities has remained at the heart of what we do, and the economic, social and psychological pressures of the pandemic have rendered this a more urgent task than ever.

Whether responding to mental health-related incidents, recovering and processing vast amounts of evidential data from digital devices, or policing major events safely and responsibly, the variety of demands placed upon Police Scotland has never been greater. As such, we have included demand-based metrics as part of our Performance Framework for the first time this year in order to report against this, and continue to highlight areas of increased or changing demand throughout the document.

Criminal behaviour was quick to adapt to the altered circumstances created by the pandemic, whether that be through modification in drug supply routes or new types of fraudulent activity, and the shift to online offending continues to complicate investigations. Quarter 2 saw increases in acquisitive crime compared with the beginning of the year, potentially due to more public space gatherings and the opportunities these present. Likewise, a small rise in violent crime may be linked to the resumption of the night-time economy and members of the public mixing more freely. However, overall recorded crime and offences remain historically low, with the notable exception of serious sexual crimes and those with an online element, both of which we have highlighted in this report.

Violence against women and girls, sexual or otherwise, persists at high levels, and preventing it is a priority for Police Scotland. This is reflected in our latest That Guy campaign, which focusses on the actions and attitudes of perpetrators and those around them, and the recent introduction of a simple verification system for lone officers to offer reassurance to members of the public. It is also why we are working to develop a strategy to specifically tackle violence against women and girls, and are conducting a National Public Protection Review, the first comprehensive review of the policing response to public protection since the inception of Police Scotland. A number of recent reports of spiking and the use of needles in nightclubs have also been received, which we are investigating. Though they fall outwith the reporting period of this document, analysis is underway and a full update will be provided in Quarter 3.

Crimes with an online element, which have seen significant increases in recent years, rose sharply during and following the pandemic, indicative of the enhanced opportunities presented by a more connected, more remote world. That detection rates have not kept pace with this increase is reflective not only of changes in legislation, but of the increasing complexity and sophistication of tools and methods employed. In response, Police Scotland have developed a Cyber Strategy Implementation Programme, with numerous workstreams advancing throughout the force, and continues to contribute across sectors through organisations such as Cyber Scotland Partnership, acting proactively to promote cyber security and online safety.

In Quarter 1, we reported on the rising number of hate crimes across multiple aggravators. The number of hate crimes has now stabilised, and overall are similar to last year. However, the numbers being recorded remain high compared with historic figures, and increases in particular aggravators, specifically disablist, transgender, and sexual orientation, represent areas of growing concern. Following the HMICS thematic inspection on hate crime, Police Scotland have produced a Hate Crime Improvement Plan to address all recommendations, and established a strategic hate crime oversight group to support the successful delivery of this plan.

Whilst incident types linked to the pandemic, such as public nuisance and neighbour dispute, have decreased significantly, the removal of restrictions on travel and increased domestic tourism have contributed to an increase in road traffic incidents, reflected in the number of road casualties returning towards levels seen previously. Resource intensive incident types such as domestic incidents and concern for person calls increased from Quarter 1 to Quarter 2, also suggesting the resumption of a more traditional incident demand profile.

Individuals continue to go missing at a greater rate than last year, with 30% more Missing Persons investigations year to date than 2020/21, of which 15.8% were graded as 'High Risk', an increase in proportion from the previous year. The Missing Persons Unit works closely with partners across Scotland to provide a more effective service in this area through schemes such as the Herbert Protocol and Not At Home policy, reducing the number of repeat missing persons and co-ordinating appropriate responses on a case-by-case basis.

Supporting our partners across numerous workstreams remains a key aspect of our work, and the demand from this area is growing as a number of services remain under intense pressure. External agency request incidents have risen 20.8% since last year, and analysis conducted by the Demand and Productivity Unit has shown that for certain high volume and serious incident types, not only does the association of an ambulance to the incident increase police deployment time significantly, but that this form of demand grew by close to 8% between 2018/19 and 2020/21, whilst overall incident demand remained at similar levels.

The negative effects of the pandemic have disproportionately impacted the most disadvantaged in society, and alleviating this harm as part of a joined-up approach remains a priority for Police Scotland. This is why we have trained 800 officers to carry and use naloxone, a potentially lifesaving intervention which has been administered at 43 incidents so far this year, with plans for further roll-out of training and geographic coverage. It is also why we have established strong links with universities in order to increase the speed at which drug analyses can be performed, improving our ability to respond quickly to changes in the market.

Across the criminal justice system, Police Scotland assist individuals towards the best possible outcomes. This is achieved through strong partnerships, for example by working closely with the Scottish Courts and Tribunal Service to deliver Virtual Summary Trials, through the provision of dedicated evidence giving rooms to support the process. Vital signposting projects such as the Mental Health Pathway ensure that vulnerable callers get the most appropriate assistance as quickly as possible. On occasion, it is recognised that alternatives to custody and court are most appropriate, which is why we have seen a sustained fall in the number of younger people being held for court in the last two years.

As the focus of the world turns towards Glasgow and Scotland with the hosting of COP26 in November 2021, the pressure placed on Police Scotland will be immense. Delivering such a logistically complex and politically important event, whilst continuing to meet demand for services elsewhere and maintain public confidence in policing, represents a significant challenge. As this document outlines, the successful management of major events is just one of a multitude of such challenges a modern police force such as Police Scotland must meet in order to fulfil and exceed the expectations placed upon it.

This report comprises of four sections:

- Policing During Quarter 2 2021/22 – Key Insights
- Public Confidence and Experience of Policing
- Measures of Progress towards Strategic Outcomes
- Operation TALLA – Police Scotland COVID-19 Response

Public Confidence and Experience of Policing

(Further details on pages 25-32)

The User Experience survey recorded a drop in the number of respondents reporting that it is easy to contact Police Scotland, down eight percentage points from 75% in Quarter 1 to 67% in Quarter 2. Feelings of overall satisfaction have subsequently also reduced by four percentage points to 64% in Quarter 2.

Challenge: An open-ended question was added to the survey in September 2021 to capture underlying reasons affecting people's responses. Factors identified included difficulties with connecting to a service advisor, with long waiting times experienced, keeping service users informed of progress after the initial contact, and online reporting forms not meeting the needs of the users.

Response: How can Police Scotland improve the ease of contact for respondents to have a positive impact on overall satisfaction with our response?

Service users identified the importance of quick pick-up times and availability of multiple online contact channels to report incidents and get information, making access to the police service as easy and intuitive as possible, listening to understand needs to provide the most appropriate response, consistent service delivery, and keeping users informed and updated on progress.

Ease of contact is a key focus in the Public Contact and Engagement Strategy. We are introducing new contact channels and enhancing how we communicate and engage to improve public experience and confidence in reporting crime and other incidents.

Examples include fully accessible online reporting to get information and advice, report crime / incidents, receive updates and share evidence, investment in the replacement of our national contact platform (UCCP) to sustain contact assessment and call triage, and ensuring the public have access to voice assisted technologies such as smart home devices and smart watches in situations where it is not possible to call 999.

Measures of Progress towards Strategic Outcomes

Measures of Progress towards Strategic Outcomes have been identified by Police Scotland in collaboration with the Scottish Police Authority. This new suite of key measures have been identified from the available management information and aims to support consistent reporting from the Performance Framework. The following is a synopsis of exceptions identified with the Quarter 2 report, alongside a standalone item detailing the challenge provided by COP26.

COP26

Challenge: From 31 October to 12 November 2021, the UK Government will host the United Nations 26th Conference of the Parties, otherwise known as COP26, at the Scottish Event Campus (SEC) in Glasgow. It is set to be the biggest and most complex conference ever hosted in the UK. The United Nations Climate Change Conferences are annual summits organised by the UN where world leaders, businesses and key stakeholders agree and monitor actions to reduce man-made climate change. World leaders, climate experts, business leaders and citizens will come together to discuss and agree actions on how to tackle climate change on a global scale.

There will be many challenges for Police Scotland during COP26 in ensuring the delivery of a safe and secure event. These vital climate talks will bring together the largest gathering of heads of state ever hosted in the UK, alongside the attendance of many thousands, including climate experts, campaigners and other delegates.

It is acknowledged that protest may come from a number of individual or collective groupings. Whilst the potential for protest needs considered from all categories, COP26 is an environmental conference and is most likely to attract climate change focused protest groups such as Extinction Rebellion, Greenpeace and Insulate Britain.

Response: Operation URRAM is the name of the policing operation for COP26, which is likely to be one of the largest and most complex in the history of UK policing. Almost every division and department in Police Scotland has been involved in the planning, and will be involved in the delivery of the conference.

Police Scotland is committed to working with the United Nations, UK Government and Glasgow City Council to support delivery of a safe and secure event whilst still providing a high standard of service to the communities we serve. For Police Scotland it will see the culmination of almost two years of planning and preparation being put into action.

This is a significant operation for any police service and will involve one of the biggest mobilisation of police assets the UK has ever seen with around 10,000 officers being deployed each day. About half of those deployed will be drawn from Police Scotland, with the rest coming from the ranks of other UK police forces, as well as British Transport Police, the Ministry of Defence and the Civil Nuclear Constabulary.

The huge security operation will involve local policing officers from each of Scotland's 13 divisions and specialist resources. This will include firearms officers, dog handlers, mounted branch, search teams and the marine unit.

Climate Change is a topic which is receiving significant media attention. There has been a rise in the number of protests around the world. Police Scotland is a rights-based organisation that puts our values of integrity, fairness, respect and a commitment to upholding human rights at the heart of everything we do. We have a duty under the European Convention on Human Rights (ECHR) to protect the rights of people who wish to peacefully protest or counter-protest, balanced against the rights of the wider community.

Police Scotland will provide a proportionate policing response to any protests. We will seek to engage with known groups to ensure their rights to peaceful assembly and protest are met.

A large part of the planning is to ensure that the communities of Scotland continue to receive the same high standard of service and that our response to incidents and day-to-day policing services is not compromised by the policing of COP26. Local policing officers will continue to police their communities and will be talking to people and listening to any concerns before and during the conference.

Overall Violent Crime

(Further details on pages 33-37)

When considering this year's levels of violent crime compared to longer term trends, we can see that this year's levels are more or less similar to the five year mean. The detection rate for overall violent crime recorded during April to September 2021 was 67.4%. This was 5.4 percentage points lower than the detection rate for violent crime in the same period last year. While last year's detection rate was atypically high, this year's rate is also 2.9 percentage points below the five year mean detection rate.

It should be noted that, so far this year, 21,783 violent crimes were detected by Police Scotland. This is only slightly fewer (-2.0%) than last year though 4.2% fewer than the five year mean number of detections. The 5.4 percentage point fall in detection rate is largely due to the increased levels of violent crime recorded compared to last year rather than a fall in the number of detections.

The re-opening of licenced premises and large gatherings has been a contributing factor in this with much of the increase in violent crimes coming from public space, alcohol related violence.

Challenge: The importance of continually improving our understanding of violent crime, including changes in detection rates, represents a major challenge for Police Scotland.

Response: Police Scotland's Violence, Disorder and Anti-Social Behaviour Strategic Board reviews violent crime and detection rates on a monthly basis, tasking divisions and departments to investigate where potential problems and trends are identified. Work continues on the new Violence Strategy, further details of which will follow in the new year. Continual analysis of violent crime and trends in detection rates occurs at a divisional and national level and should improve as data transformation work progresses.

Bystander Awareness inputs have been delivered to staff of licensed premises and members of the Security Industry Authority. This training focusses on identifying vulnerability at an early stage, intervening where necessary and preventing those using licensed premises or in that vicinity becoming victims of crime which will hopefully reduce levels of public space, alcohol-linked violence.

Sexual Crimes

(Further details on pages 37-41)

Group 2 crimes continue to be recorded at a high level with this reporting period noting the highest number of sexual crimes over the last six years. Overall sexual crime increased by 13.4% (890 crimes) compared to last year and 17.3% against the five year mean. This increase is driven by higher numbers of rape, sexual assault of women and girls, sexual assault of males over 16 years and public indecency and voyeurism.

Challenge: Recent reporting (crimes that are reported less than one year of being committed) is a significant factor contributing to the overall increase in sexual crime, up 17.7% (860 crimes) on last year. The majority of recent crimes were reported within one week of being committed.

Response: Police Scotland's latest sexual crime prevention campaign, "That Guy", builds on previous Police Scotland #GetConsent campaigns and aims to encourage men to take responsibility for their actions, language and social circle.

Online Child Sexual Abuse Crimes

(Further details on pages 42-43)

Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) accounts for the largest proportion of child sexual abuse crimes. This crime type is the only online CSA crime to be down on the five year mean and noted the largest decrease compared to last year.

Challenge: In previous reports we highlighted the rise in Taking, distribution, possession etc. of indecent photos of children crimes due to the success of Operation PARROR. Operation PARROR has been embedded into business as usual activity. Whilst demand levels remain consistent with those experienced throughout Operation PARROR, maintaining enforcement levels without a dedicated operation has been challenging for a variety of reasons.

Response: We will endeavour to regain and sustain the elevated levels of enforcement achieved during Operation PARROR, with an anticipated uplift in key resources in January 2022.

Drugs Harm

(Further details on pages 46-50)

Challenge: Drug related harm continues to have a devastating effect on our communities, with the most recent figures from the National Records of Scotland demonstrating that 1,339 individuals died from drug-related causes in 2020. This is the highest figure on record and the highest per capita number in Europe.

Response: A number of work streams are being progressed in response to the Drugs harm challenge being faced. The carrying of naloxone as a Test of Change is a high profile example of this work and was approved in November 2020, with training to be carried out in several testbed areas. This training is now near completion, with 800 officers trained. Additional officers and areas have also identified for further implementation. A high percentage (81%) of those trained have taken the subsequent decision to carry naloxone.

Impact: During the Test of Change so far, naloxone has been administered to unconscious and unresponsive persons at 43 police incidents. In a number of these incidents, the individual involved was judged to have been in an immediate threat to life situation, however following the intervention of an officer and administering of naloxone, they received sufficient medical care to make a full recovery.

Drugs Supply

(Further details on pages 51-55)

Challenge: Tackling Serious and Organised Crime (SOC) is a priority for Police Scotland and our officers continue to severely disrupt the activities of organised criminals and reduce the harm caused within our communities. Despite significant progress, we must constantly adapt to the significant complexities of current and future threats, and have a framework designed to respond. This work was recently brought to the fore with the changing environment posed by the global pandemic and exit from the EU, in which Police Scotland's response was required to be dynamic and innovative.

Response: With COVID-19 restrictions being lifted, Police Scotland operational responses adapted rapidly and proved resilient in order to ensure public confidence was maintained. In particular, the response in dealing with drug supply and distribution, SOC related violence and Cybercrime by Serious and Organised criminals, remained dedicated and driven at a national level.

Impact: Police Scotland continue to respond to the full range of SOC threats by utilising our full capabilities and have seen a significant number of results through major drug recoveries and SOC related arrests.

Criminal Justice Recovery

(Further details on pages 82-87)

Challenge: As part of the Justice Recovery Programme, Scottish Government have provided £50 million in additional cross-justice funding. This is providing necessary targeted resources towards courts, COPFS, Police and Community Justice to support the recovery programme. Whilst it is clear additional funding will be required over a multi-year basis if the backlogs in the system are to be addressed, the initial allocation has primarily been allocated to an increased court programme from September 2021 which will see an additional four High Courts, two Sherriff and Jury Courts and ten Summary courts running each day.

Initial modelling by the Scottish Courts and Tribunals Service indicated this would return case backlogs to pre COVID-19 levels by 2024/25, albeit recent updates provide that solemn backlogs will not be addressed in these time scales without yet further increases in trial capacity and revised proposals are under review by Justice partners.

Response: £1.4 million has been allocated to Police Scotland from the recovery fund to provide 16 additional resources to support court attendance however this will not sufficiently mitigate the operational impact of the increased number of officers required to attend court.

Success: A number of workstreams under "Recover, Renew, Transform" will focus on supporting criminal justice recovery, detailed as follows:

Summary Case Management Pilot -

In January 2022, the Summary Case Management Pilot will recommence in Dundee, Paisley and Hamilton building in learning from the COVID-19 period with targeted early disclosure to take place for specific cases to support judicial case management at the outset of the process.

Witness availability and Citations - A short life working group has recently been established with key representatives from Criminal Justice partners to review and refocus the way in which witnesses are cited for trial. It is vital that as well as ensuring the correct witnesses are cited for trial, that they are also cited on the optimum date.

Remote Provision of Witness Evidence (RPWE) - In July/August 2021, led by Lord Beckett, six High Court trials were identified where police and professional witnesses would be permitted to give their evidence remotely to the court. Three officers gave evidence successfully to Aberdeen and Livingston High courts at three different trials. The total financial savings made were over £3000, alongside gains in officer welfare and a reduction in resource disruption. Lord Beckett now wishes to expand this pilot into a Phase 2, which is in the early stages of planning at present.

Hate Crime

(Further details on pages 71-73)

Challenge: Hate crimes with disablist, transgender and sexual orientation aggravations have all increased significantly in comparison with last year and increased in comparison to the five year average. The precise reasons for this trend are unclear, but all three categories have seen increased political and media coverage, and the conditions created by the COVID-19 pandemic are associated with a rise in disablist hate crimes relating to mask wearing exemptions.

By contrast the figures for race and religious crimes show little variation from the five year average and whilst offences this year are greater than last, they remain lower than in 2017 and 2018. Prior to the pandemic, there had been a trend of reducing hate crime in both race and religion which has been somewhat reversed.

Response: Partnerships, Prevention and Community Wellbeing (PPCW) Division continues to monitor internal and external tensions closely, through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. Even as the scale of Police Scotland's response to COVID-19 decreases, PPCW will still monitor and report quarterly on community tensions as the impact and disparity of COVID-19 hits different communities differently.

Following the HMICS thematic inspection on hate crime, Police Scotland have produced a Hate Crime Improvement Plan to address all recommendations, and established a strategic hate crime oversight group to support the successful delivery of this plan.

Fraud

(Further details on pages 77-80)

Challenge: The number of recorded frauds continues to rise, increasing 30.1% compared to the same period last year and 77.5% from the five year mean. This is in line with increases observed across the UK as fraud continues to grow in volume and complexity. The fraud detection rate currently stands at 16.0%, down 12.0 percentage points on last year and 18.5 percentage points on the five year mean. Between April and September 2021, 1,321 frauds were detected, which is 25.5% (453) less than the same period last year and 17.5% (280.6) less than the five year mean. This is an issue replicated throughout UK forces, due to how quickly the cyber-enabled element of fraud is evolving, both tactically and technologically, and the higher likelihood of offenders to reside abroad.

Response: In response to this challenge, a new Fraud Strategic Governance Group has been established affording oversight and governance of the threat of fraud. We require a strategic level response to the threat of fraud, as such are implementing an internal structure to make best use of our investigative capacities and pursue a strategic approach to prevention, partnerships and UK-wide engagement in future.

Call Handling

(Further details on pages 66-70)

During the reporting period, our service advisors answered 1,348,601 calls via 999 or 101, a decrease of 35,072 on the same period last year. In addition to incoming calls, there have been over 137,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period, including online reports, alarm calls, partner demand and "Contact Us" emails.

Challenge: The average call answer time for 101 calls increased from 2 minutes 44 seconds to 3 minutes 54 seconds during the reporting period. The increased 999 call demand during this reporting period, up 16.2% compared to the previous year, has exacerbated this issue which is the focus of ongoing work between C3, ICT and Estates.

Response: Although every public service has suffered due to the conditions created by the pandemic, Police Scotland have maintained all our services throughout the period, despite increased and varied demands, high ongoing absences, and the difficulties created by necessary social distancing. These conditions have been compounded by further displacement demand by partners offering a reduced service. Police Scotland have prioritised the answering of 999 calls, and our performance in this area remains strong.

High demand on the 101 number along with the requirement to prioritise 999 calls led to significant delays during busy periods. Efforts were made to signpost callers to more appropriate methods of contact, including via Contactus and the force website.

The quarter saw a significant increase in online contact when compared to Quarter 1, in line with longer term trends.

A public awareness campaign took place across various media platforms to highlight proper use of 101 and to encourage callers to consider other means of resolution if available. It was also deployed internally to encourage staff and officers to avoid use of 101 as a means of routine contact.

The 101 Initial Voice Recording (IVR) was also updated to improve the front end messaging delivered to callers on 101 and allow certain types of call to be routed away from service centres where possible. The changes to IVR also allowed C3 to gain a more detailed picture of how 101 is being used and its performance. This will inform future work around 101 call handling and also the new Unified Contact & Communications Project which is in development.

Supervisors continue to monitor inbound calls in real time to identify spikes in demand. This also ensures that staff are 'ring fenced' when necessary to ensure 999 calls are answered as a priority.

Physical distancing remains a challenge in service centres. The move to one metre distancing implemented in August 2021 has allowed our working capacity to increase, as has the new fallback facility at Maryhill Police Station, which is now operational and allows the accommodation of nine additional service advisors.

A Short Life Working Group has been established, chaired by ACC Local Policing North, with representation from C3, ICT, People and Development and Corporate Communications, to progress key areas of work in response to current challenges surrounding the increase in 101 call waiting times. Key areas of work include active management of absence, enhancement of options being provided to 101 callers, improved call routing, enhanced website information, pro-active communications messaging, reduction in physical distancing in line with government guidance, and temporary workforce agreements. Improvements following the implementation of this work are already being seen and will be reported on further in Quarter 3.

Operation TALLA – Police Scotland COVID-19 Response

(Further details on pages 114-129)

Detailed transition plans have been developed for each of the Operation TALLA Cells. These include a detailed re-escalation plan for each of the Cells. Re-instating cells may require to be done at short notice and require the ability to mass mobilise and protect front line service delivery whilst building in appropriate welfare and financial safeguards.

Monitoring the need to re-escalate these cells will remain the responsibility of the Operation TALLA Tactical Command at present. Moving forward beyond Operation TALLA, the dedicated plan will be held by Emergency, Event and Resilience Planning for future use.

The COVID-19 Response Model will remain in place as an option until it is no longer required as a response option to the pandemic. The ownership and responsibility for implementing the COVID-19 Response Model will be passed to C3 Senior Managers to allow implementation in line with restriction levels across the country. This will enable the model to be embedded in Business as Usual (BAU) processes within C3 beyond Operation TALLA and will provide a suitable solution for future use.

Custody Division are already operating within the confines of business as usual (BAU). CJSD provide support to Operation TALLA by way of amending the Operational Guidance every time the COVID-19 Regulations are updated.

Partnerships, Prevention and Community Wellbeing (PPCW) Division continues to monitor internal and external tensions closely, through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. Even though the scale of Police Scotland's response to COVID-19 decreases, PPCW will still monitor and report quarterly on community tensions as the impact and disparity of COVID-19 hits different communities differently. This will include maintaining the Community Impact Assessment in relation to Operation TALLA, as well as monitoring the Equality and Human Rights Impact Assessment created to assess the impact of COVID-19, and associated policing response, on equality and human rights.

The Outbreak Management Team (OMT) will remain until after Operation URRAM in order to provide support to the operation and ensure consistent advice to all officers (including Mutual Aid officers) during the Conference.

Guidance and advice will be issued to supervisors in order that they can take on additional responsibility in relation to Operation TALLA related cases which will allow immediate stand down of the OMT at the conclusion of Operation URRAM.

Lateral Flow Testing (LFT) has been used routinely within C3 for a number of months. LFT is also mandatory for all officers attending a training course (including Probationer Training) and has been extended across other business areas identified as areas of potential increased risk. All officers who are being deployed within SPFL Football stadiums also require to undertake a negative LFT prior to deployment. A Testing Programme Board have been established to monitor / review employer lead testing programmes which will determine the right time to bring LFT to an end.

Work is on-going within ICT to ensure sufficient processes and stock to support a return to office environment. Engagement is ongoing with Microsoft and other partners to implement solutions to support combined physical and remote MS Teams calls in a small number of meeting rooms across the estate.

Performance Framework

Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2021/22.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> - Keep people safe in the physical and digital world - Design services jointly to tackle complex public safety and wellbeing challenges - Support policing through proactive prevention
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> - Understand our communities and deliver the right mix of services to meet their needs - Support our communities through a blend of local and national expertise - Support the changing nature of communities
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> - Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to service the public	<ul style="list-style-type: none"> - Prioritise wellbeing and keep our people safe, well equipped and protected - Support our people to be confident leaders, innovative, active contributors and influencers - Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> - Use innovative approaches to accelerate our capacity and capability for effective service delivery - Commit to making a positive impact through outstanding environmental sustainability - Support operational policing through the appropriate digital tools and delivery of best value

Evidencing progress towards our outcomes

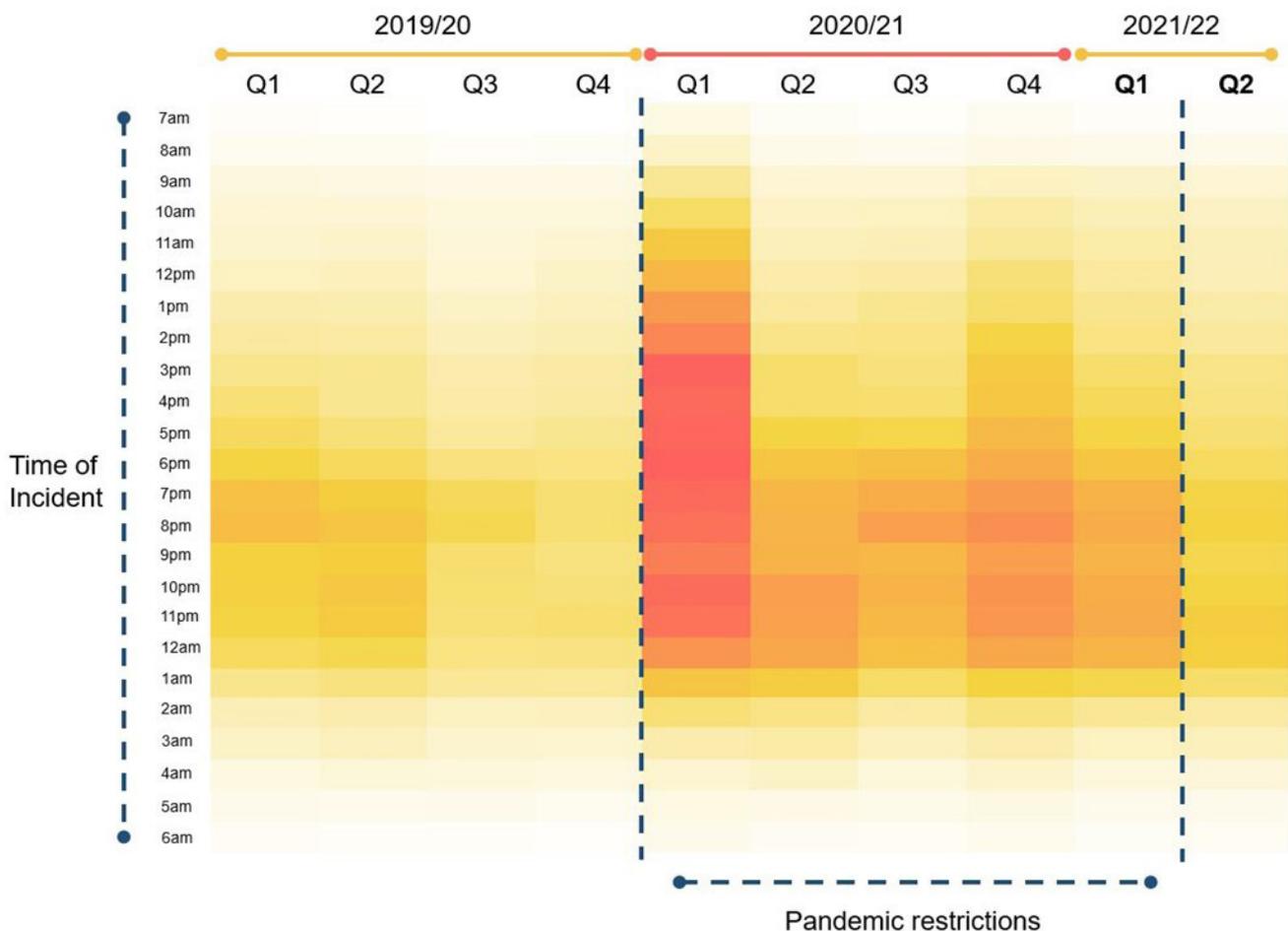
Gathering our data, narrative and insights together provides us with an evidence base that demonstrates how we are achieving our outcomes

Policing during Quarter 2 2021/22 – Key Insights

Incident demand is returning to expected levels

During the time period in which COVID-19 restrictions were in place in some or all of the country, Police Scotland experienced a surge in the number of incidents related to gatherings, house parties, and other breaches of the legislation. This is reflected in the heatmap below, which shows Noise, Neighbour Dispute, and Public Nuisance incidents by quarter from Quarter 1, 2019/20 to the present quarter.

Throughout the period in which association and movement were curtailed, but particularly the initial stages of the pandemic, these incident types increased significantly in frequency, as well as being more spread out temporally (i.e. earlier in the day and throughout the afternoon rather than largely during evening). However, in the most recent quarter, we have seen a reduction in the volume of these incident types and a return to a more traditional incident demand profile as a result.



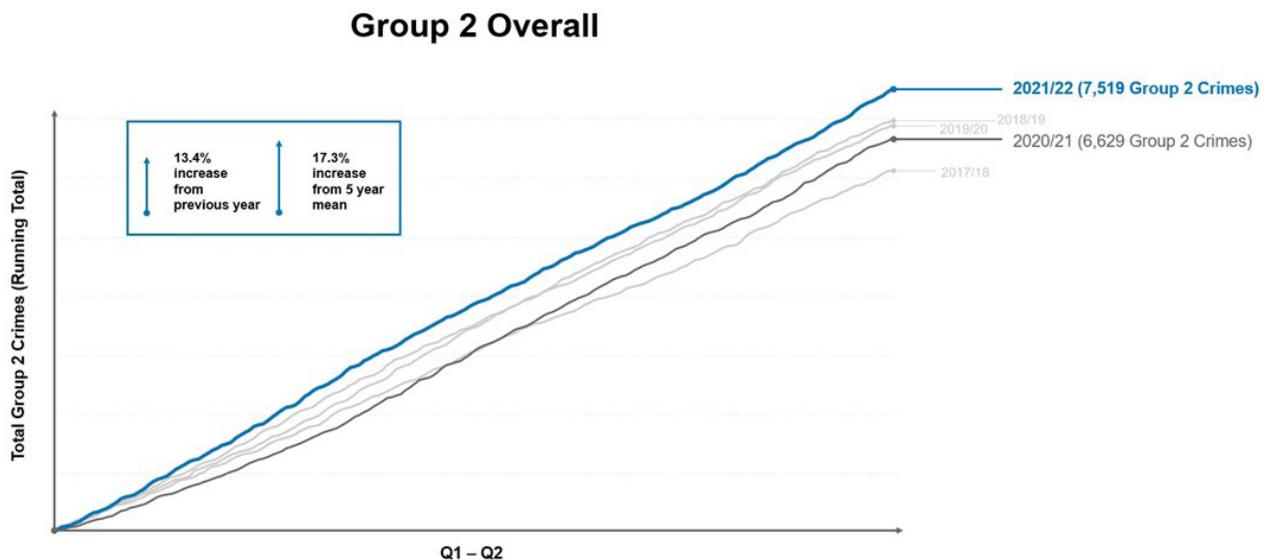
Group 2 rise is driven by recent reporting

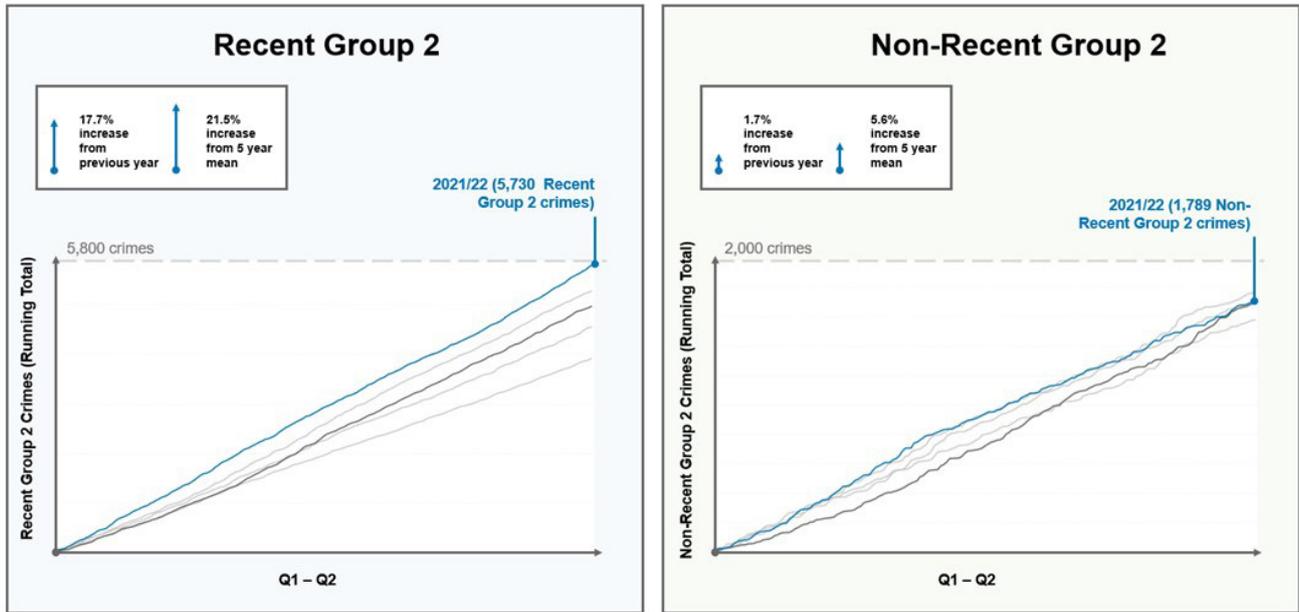
Group 2 crimes continued to be recorded at a high level during Quarter 2, noting the highest number of sexual crimes year to date over the last six years. The vast majority of policing divisions across the Force have witnessed an increase in Group 2 crimes compared to last year and longer term. This increase is driven by higher numbers of rape, sexual assault of women and girls, sexual assault of males over 16 years and public indecency and voyeurism.

Although non-recent reporting has contributed the increase in Group 2 crimes, increasing slightly against last year (and more so against the five year mean), recent reporting is a more significant factor, up 21.5% against the five year mean. Although recent crimes are classed as any crime that occurred within one year of reporting, the majority of recent crimes were reported within one week of being committed. High-profile instances of sexual offending and the wider discussion around consent and sexual assault remains the focus of media attention and may have further increased victim willingness and confidence to recognise and report.

The following graphs show running totals of Group 2 crimes over Quarters 1 and 2 for the last five years, followed by a breakdown of recent/non-recent. The blue line represents the running total for Quarters 1 and 2 this year, the dark grey line represents a running total for Quarters 1 and 2 during 2020/21, and the further three light grey lines represent Quarters 1 and 2 from 2017/18, 2018/19, and 2019/20. In the subsequent recent/non-recent graphs, the grey lines have not been labelled specifically.

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

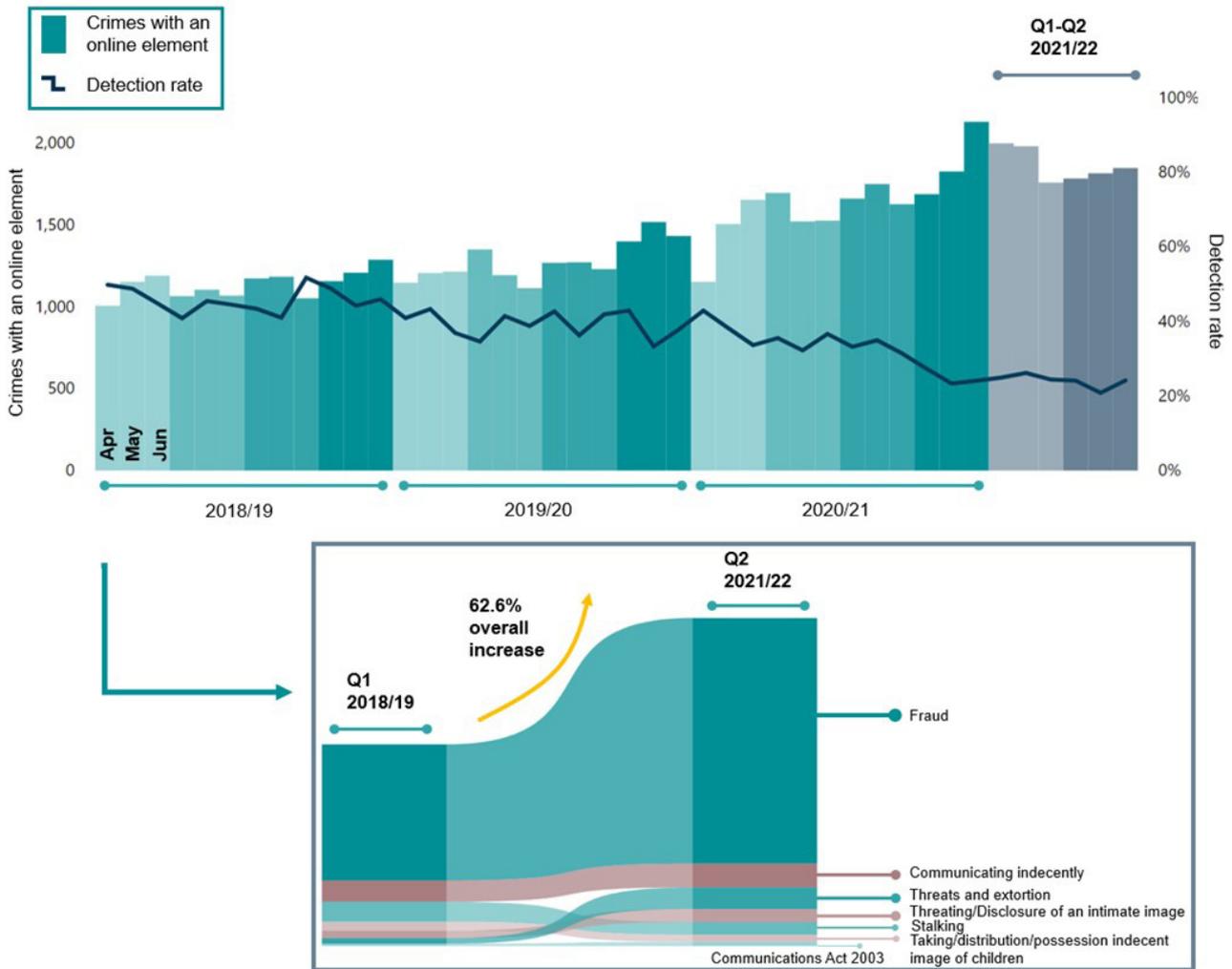




Crimes with an online element continue to be recorded at high levels

One of the defining crime trends of the recent period is the increase in crimes with some cyber element involved, whether that be through the targeting and exploitation of victims online, the distribution of illegal images via digital devices, or fraudulent activity that exploits weaknesses in personal online banking. As can be seen below, recorded crime for crime types that typically contain an 'online element' – fraud, threats and extortion, communications and image offences, and stalking – have increased over 60% since 2018/19. During the same period, the rapid advance of technology, the amount of data often involved, and the sophisticated and varied methods adopted by criminals have all added to the complexity of these crimes, partially reflected in the reduced detection rate. One additional factor is the introduction of legislation requiring Police Scotland to include crimes that originated outwith Scotland, further increasing the difficulty in securing a detection.

Though the volumetric rise across these crime types has been largely driven by fraud, it is worth noting that all have seen increases, with the exception of stalking. *It should also be considered that not all crimes recorded in these categories will have an online element, only that they frequently do and this is thought to largely account for the increase.*

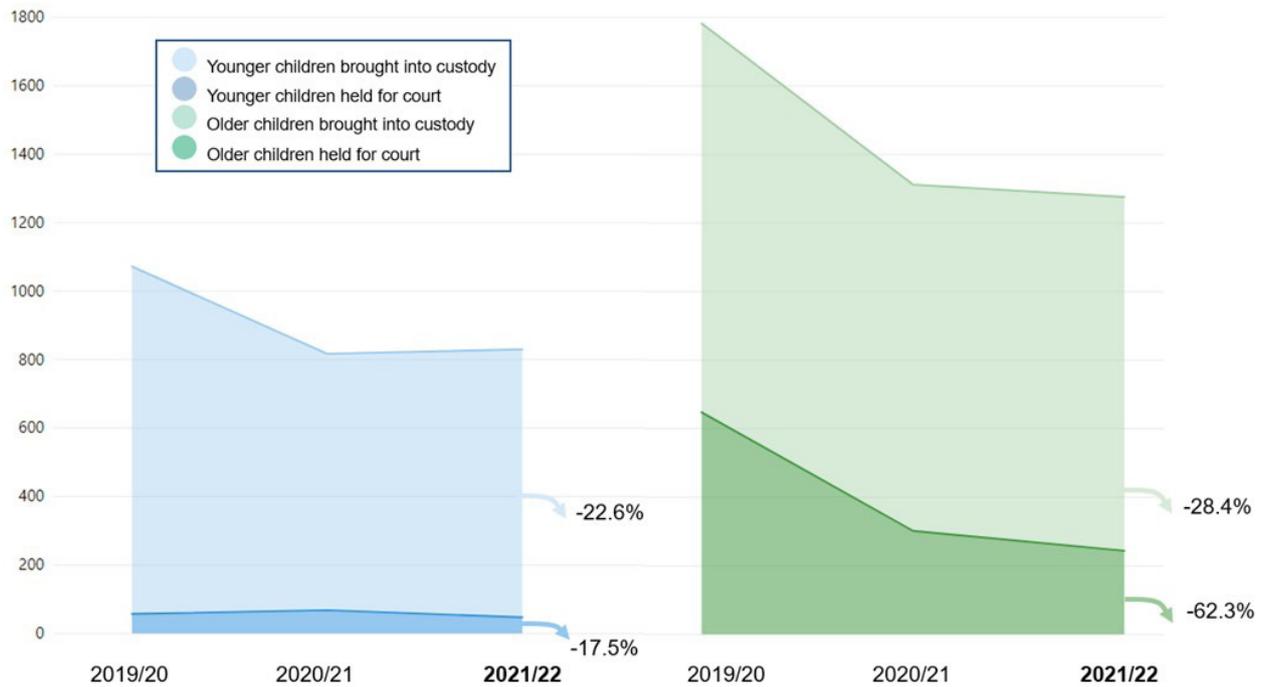


Police Scotland are arresting fewer children and holding less for court

The number of younger people being brought into police custody has seen a welcome downward trend since 2019/20, particularly in terms of the number of older children being kept for court. This is in keeping with broader Criminal Justice sector aims to reduce the numbers of children coming into and being detained in custody and indicates improved compliance with the children’s rights principles outlined within United Nations Convention on the Rights of the Child (UNCRC) and the soon to be fully implemented Age of Criminal Responsibility (Scotland) Act 2019 (ACRA).

The number of children being held for court, where we have been unable to find suitable alternate accommodation with guardians or the local authority, though decreasing, remains unacceptably high, particularly in relation to younger children. It is Police Scotland’s ultimate aim to reduce this number to a negligible figure in future.

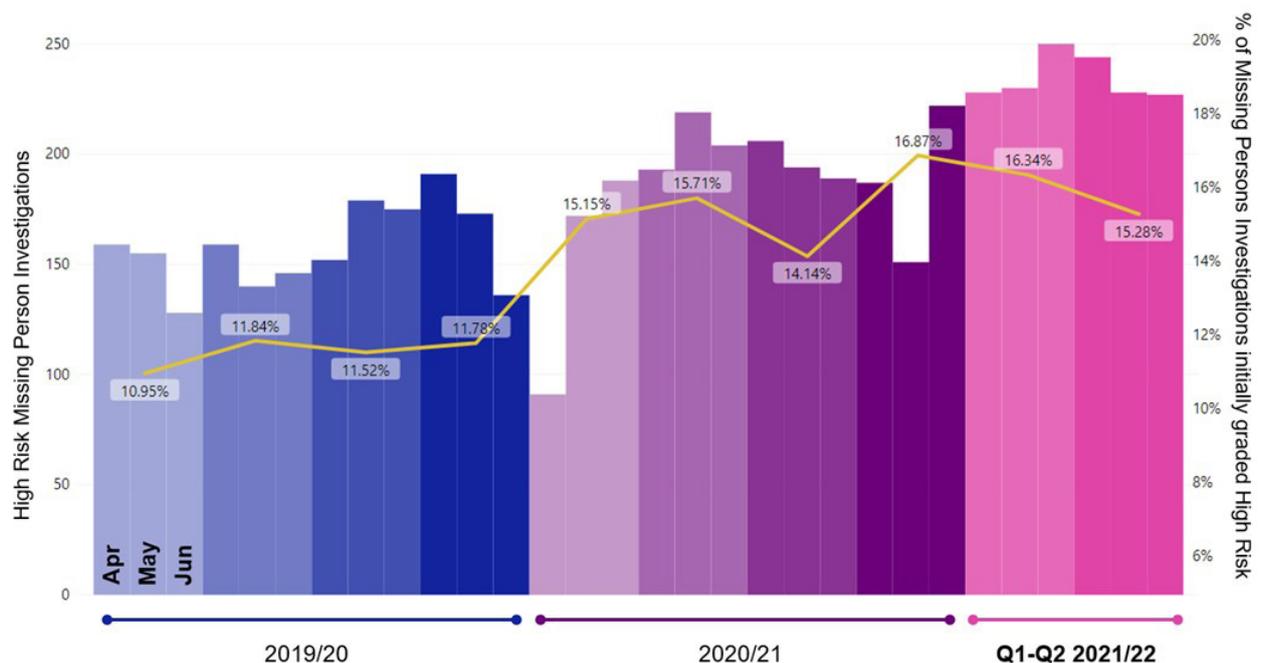
Older Children are defined as 16/17 and Not under Supervision, Younger Children are defined as Under 16 or 16/17 but subject to a Compulsory Supervision Order.



High risk missing persons continue to rise in 2021/22

The number of high risk missing persons has risen in line with the general rise of missing persons, as reported in pages 57-59 of this report, increasing not only volumetrically but as a proportion of all missing persons investigations. All months so far in 2021/22 have seen at least 200 high risk missing persons investigations, whereas this was not the case month on month during 2019/20.

'High risk missing persons investigation' is based on the final classification given to the investigation, based on the risk involved and known information about the individual.



Public Confidence and Experience of Policing

Police Scotland's Public Contact and Engagement Strategy sets out how we envisage our public contact and engagement activities and approaches to look now, and into the near future. We have been clear in setting out what the public should expect from their police service. Our strategy sets out the ways in which we will seek to engage with the public so that their insights can be utilised in meaningful ways. In turn, this will aid operational and strategic decision-making, ensuring that Police Scotland operates using evidence-led principles in line with our values.

The Public Confidence Governance Board is responsible for developing our understanding of public confidence and our response to public feedback. Key areas of focus include our approaches to community engagement. We are paying particular attention to how we reach those who are often seldom-heard – understanding where there are opportunities to do even better, more often and, sometimes, with more partners who have specific expertise. The Public Confidence Governance Board also have oversight of work we are taking forward to improve our approaches, use data in more open and transparent ways for service improvement and ensure our people understand why good quality community engagement is important to Police Scotland.

High-level Overview

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

- **[Your Police 2021/22 survey](#)** – our refreshed local police survey for this year which builds on the great response from the public and communities in Scotland to our 2020/21 survey. Anyone who lives in Scotland can influence local policing in their area through this survey. We use feedback from this survey to understand public confidence, learn about where we could improve and celebrate our people when we get things right.
- **User Experience survey** - our independent survey to enhance local policing, administered by Progressive Partnership Ltd, via text message to people who have contacted police each month. We are expanding and enhancing our approach to understanding user experience with a new survey already live for people who make complaints. A new survey is in development, to be launched early in 2022, with Specialist Crime Division (people who are victims and witnesses of serious crime) and Criminal Justice Services Division (people in police custody).
- **[Use of Body Worn Video](#)** – We received over 18,000 responses across two national public engagement exercises, which first informed the roll-out of Body Worn Video to all armed policing officers. The second phase had even more success, with focus groups to enhance our insight and understanding of the use of Body Worn Video with marginalised communities, running alongside a second public survey. ([See the outcomes for armed policing here](#)). This makes the public engagement for Body Worn Video one of Police Scotland’s largest and most successful. Full insights will be available for the second engagement process later in 2021.

- **How can we provide the best support to people affected by crime?** A collaborative effort of Police Scotland's Strategy, Insight and Innovation teams, Partnerships, Prevention and Community Wellbeing (PPCW) Division and C3 colleagues. A public engagement exercise, involving an open survey and depth interviews, was facilitated over the summer months to gather feedback on the initial responses provided to people in the immediacy after a crime (aftercare). The aim is to enable policing to respond to communities in appropriate and supportive ways, in collaboration with partners. The work involves all criminal justice partners, co-ordinated by the Scottish Government. We have been able to progress work to enhance the 'user journey' end to end for positive outcomes based on a whole-sector approach.
- **Events and Protests: A new public survey** to inform decision-making for the management of events and protest has been launched in August 2021. This will help identify important themes for the public and host communities in how we approach these before, during and after COP26, and especially how we ensure we respect democracy and human rights. Around 500 responses have been received since the survey launch.

The public confidence and experience survey insights are considered each month at the Strategic Leadership Board for executive oversight and action. Data and insight are also shared with Regional Delivery Boards and across local policing for improvement planning and scrutiny, and working with partners. Work is already underway to ensure that these data and insights inform the development of new Local Police Plans, as engagement on their renewal commences in early 2022, taking into account the outcomes of the tripartite review with SPA and COSLA.

Our response to public and community feedback has been to:

- **Improve the way we share data within the organisation, particularly with local policing divisions.** PowerBI dashboards are being tested and developed with local divisions before they are officially launched to support local action planning.

- **Commission practical research to understand how we can improve our engagement within seldom-heard communities** through a joint research fund with the Scottish Institute of Policing Research and the SPA. Four research studies have been awarded as follows: policing with empathy in conversation with LGBTQ and young people from disadvantaged backgrounds (Abertay University); refugee and asylum-seeker experiences, trust and confidence with Police Scotland (Queen Margaret University); inquiring together - collaborative research with BAME communities and serving officers (Dundee University); and, accounting for complexities - an intersectional approach to enhancing police practitioner reform (University of Glasgow).
- **Established Reference Sub-Groups to implement actions for enhancing engagement within seldom-heard communities.** Emerging activities include the enhancement of local communications; publication of our user experience survey findings and awareness campaign among operational colleagues to recognise and reinforce positive behaviours; the development of an engagement and participation framework with practical guidelines to equip colleagues to lead engagement from the frontline; and, the introduction of usability testing of our communication and contact channels.

- **Independent Advisory Group (IAG) on Emerging Technologies in Policing.** Police Scotland are leading a workstream of the IAG focussed on informed decision-making through consultation, community engagement and participation. The IAG set out a call for evidence which has now closed and the group are examining this evidence and best practice to begin to develop recommendations and a framework for consideration of the IAG in early 2022.

Your Police 2020/21 and 2021/22

Your Police has received 1,308 responses between 01 July 2021 and 30 September 2021, which includes 19 British Sign Language (BSL) responses. The survey continues to be broadly representative of the population by age, gender, disability, and geography. A lower survey response was received in August 2021 (101 responses) due to a pause in communications while Your Police was being re-branded.

The Research and Insights team lead this survey, supported by Corporate Communications; Partnerships, Prevention and Community Wellbeing, local policing, and external partners in maximising engagement with Scotland's diverse communities. Demographic questions are continually updated based on best practice and feedback from communities and stakeholders to be inclusive. We have reviewed and taken on board the guidance issued by Scotland's Chief Statistician, '*Data collection and publication guidance – Sex, Gender Identity, Trans Status*', and have ensured that the Your Police survey reflects this updated guidance. The Your Police survey required no change as a result.

Public Confidence

In 2019/20 the average public confidence level in local policing was recorded at 48% by the Your Police survey. This confidence level increased significantly in 2020/21 with an increased average public confidence level of 57%. Public confidence was then recorded as 41% in Quarter 1 of 2021/22. In Quarter 2 of 2021/2022 the public confidence level was recorded as 38%.

We know from our own research and academic studies that public confidence and satisfaction are not always connected. While confidence is likely to fluctuate, satisfaction scores gathered by our external and quality-assured User Experience surveys are fairly consistent. Satisfaction with the drivers of confidence during an interaction (i.e. treating people fairly and with respect, and understanding needs) range from 78-84%. **Overall satisfaction with contacting the police remains above 60%.**

These findings show that public confidence is not an indicator of operational performance as service quality remains the same even though confidence levels fluctuated. Public confidence **is not always based on contact and engagement with police, but instead on public perception of policing and the wider policing narrative in society at any time.**

Around one third (31%) of respondents reported they 'didn't know' or 'neither agreed nor disagreed' that they were confident in their local police. This proportion reflects that large number of respondents who completed the survey but had not interacted with the police recently.

The confidence level derived from Your Police is comparable to confidence measures captured by the Scottish Government in the Scottish Crime and Justice Survey and other UK police forces, most notably the Mayor's Office for Policing and Crime (MOPAC).

Confidence is influenced by a number of geographic and demographic factors; we are capturing a national level of confidence, but there is much nuance within this picture. We know, for example, that people living in areas of higher deprivation are less likely to feel confident in the police, which is reflected across other UK forces. Work is underway, in partnership with the Scottish Police Authority, to seek to understand the reasons for this and identify practical ways that confidence in policing can be increased.

Confidence recorded in Quarter 2 is affected by events within and outwith Scotland concerning policing and women's safety. Public feedback in the Your Police survey on policing events in Glasgow, and the murder of Sarah Everard, reveals public interest in how Police Scotland is responding to these areas of concern.

Public confidence levels measured by the Your Police survey fluctuate based on local, national and world events which involve a policing response, or which are about the issues within policing as an institution. We know, through our analysis of open-ended comments within our survey, that citizens rightly use Your Police to have their say and hold us to account. Police Scotland is committed to listening and responding to the views of the public and communities to continue to keep people safe. This also involves sharing the survey findings with our partners on cross-sector themes to support multi-agency response at the local, regional and national levels.

A refreshed communications plan for Your Police in 2021/22 has been shared across local policing to enhance and encourage diversity within the survey response. The plan includes 'We Asked, You Said, We Did' feedback for policing within local communities.

Drivers of public confidence

The emerging themes on what local policing could do better for **survey respondents who said they feel unsafe** in their local area remain unchanged from Quarter 1.

Qualitative data confirms that the themes presented in our previous report are still important for the public. These themes remain the core drivers of public confidence on which we are taking action with plans for sustaining change over the long term:

- **High Visibility.** Police visibility in the virtual, online and physical realms. People who said they did not feel safe in their local area want to see more pro-active policing. This includes areas of deprivation where communities are most likely to report feeling unsafe.
- **Community policing and local engagement.** This is highlighted alongside police visibility by respondents for example, informal and friendly conversations with police officers on what matters to communities in local areas.
- **How we 'show up' is important.** Police officers and staff should continue to always bring empathy and understanding to their interactions with the public.
- **Continue to understand the lived experiences of our diverse communities.** Responses refer to how we as an organisation are improving our understanding of minority, marginalised or excluded communities and driving positive changes and improvements in policing. Some survey respondents referred to Your Police survey being a good thing, and an approach that should be expanded to encourage greater participation within communities.

Main areas of concern for local communities

Your Police qualitative data highlights the following key themes.

- **Understanding the lived experiences of women** – Feedback by women and their partners highlighted their sense of being less safe than men, particularly in unpatrolled or poorly lit areas.
- **Marches in Glasgow** – Concerns raised about racism and sectarianism on the streets of Glasgow during recent marches, and how these are being policed in appropriate ways. Communicating how we utilise different event policing tactics, and the rationale for our decisions or the legislative framework in which we operate is important in maintaining confidence.
- **Focus on drug crime and related harms** – The presence and effects of drugs within local communities and how local police are tackling drug dealing. The increased visibility of drug dealing and drug taking has been a consistent theme throughout the pandemic.
- **Speeding and driving related offences** – A main concern and reason for people not feeling safe in their local area. ‘Boy racers’, motorised scooters and dirt bikes were cited by respondents.
- **Anti-social behaviour, alcohol and littering / fly tipping** – Those who said they felt unsafe called for police to respond to complaints and do more to tackle these issues. We need to have clear and accessible signposting to support and connect individuals with the right services. People may ask us to help with matters which are important to them, but we may not be the best service or be able to help.

What we are doing well:

Your Police enables the public to tell us about our approach, which includes what we may be doing well and getting right.

The following key areas are highlighted in Quarter 2:

- **The public have noticed more visibility and patrols recently, in the areas which require this approach.** Many responses commend the enhanced visibility of police in their local area over recent months and highlight this as positive.
- **Community policing is valued.** Respondents highlight the value of community policing and what community officers are doing to understand and tackle challenges in local areas.
- **People appreciate the difficult circumstances police are operating in.** There is a general appreciation for local policing and the job they do within local communities. People also like that police are friendly and approachable.

How the public are experiencing their police service

A User Experience Survey takes place monthly by Progressive Partnership Ltd on behalf of Police Scotland. The survey reaches a representative sample of 12,000 individuals who contacted Police Scotland in the previous month via text message to a user's mobile phone. In this quarter **3,908 respondents were surveyed** about their experience of contacting Police Scotland end to end.

The findings show continued high levels of satisfaction with contacting the police as follows:

- Ease of contact – 67%
- Initial contact treatment by C3 staff – 82%
- Feeling properly understood – 84%
- Being provided with the appropriate response – 62%
- Satisfaction with attending officers – 78%
- Feeling adequately informed about case progress – 55%
- Overall satisfaction with Police Scotland – 64%

Measures of Progress towards Strategic Outcomes

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

Police Scotland's objectives are to:

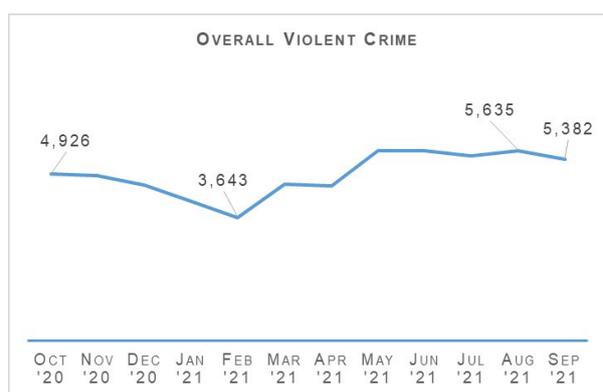
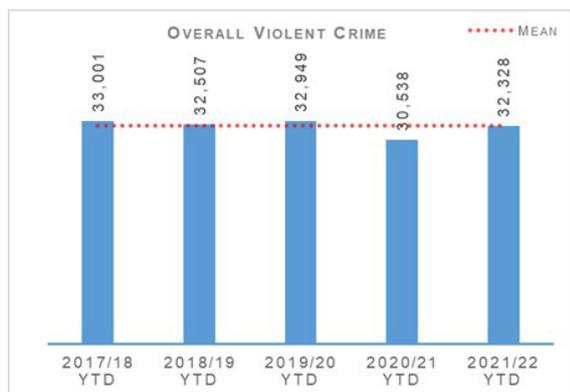
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

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

Violent Crime

Overall violent crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	30,538	32,328	+5.9%	32,361.2	-0.1%
Number of Detections	22,231	21,783	-2.0%	22,747.6	-4.2%
Detection rate	72.8%	67.4%	-5.4% point	70.3%	-2.9% point

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



Overall violent crime is up 5.9% (1,790 additional crimes) compared to the same period last year. However, last year saw reduced levels of violent crime largely as a result of COVID-19 related lockdowns. When considering this year's levels of violent crime compared to longer term trends, we can see that this year's levels are more or less similar to the five year mean.

The increase against last year is largely driven by higher levels of common assault. 29,500 of these crimes have been recorded during the period, a rise of 6.6% compared to the previous year. The re-opening of licenced premises and large gatherings has been a contributing factor in this. To alleviate this, Bystander Awareness inputs took place in July 2021, allowing Divisional Police Licensing departments to deliver training to staff of licensed premises which focussed on identifying vulnerability at an early stage, intervening where necessary and preventing those using licensed premises or in that vicinity becoming victims of crime. This was also delivered to members of the Security Industry Authority which will facilitate the training being delivered to door stewards.

The 1,833 serious assaults recorded so far this year is also a small rise compared to 2020/21 – an additional 16 crimes. Other crimes such as attempted murder and robbery remain slightly below last year's levels although with robberies this decrease is mainly due to a greater reduction during the first quarter.

There have been 29 homicides during the period, six fewer than last year. Nine of these involved female victims. This represents 31.0% of the overall homicide figure and marks an increase of five female victims when comparing the same period last year. In all homicide cases involving a female victim this year the violence was enacted by a male. In five of the female homicides, partners of the victim were identified as the perpetrators, and in four instances there existed a recorded history of domestic abuse between the accused and victim. A strategy to tackle violence against women and girls is under development by Police Scotland, as outlined in the Public Protection section of this report.

In August 2021 the Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act 2021 came into effect. Since then, there have been 181 crimes created by the new legislation recorded, of which 105 were crimes of threatening or abusive behaviour of a retail worker and 76 were common assaults of a retail worker. No serious assaults of retail workers were recorded under the new legislation during the reporting period. Police Scotland continues to work collaboratively with partners to raise awareness and encourage retail workers to report crimes. The Violence Prevention and Licensing Coordination Unit (VPLCU) are continually engaged with external partners and internally within Police Scotland to ensure an understanding of the legislation and how it can have an impact on recording the true picture of violence and abuse suffered by retail workers. This will assist in identifying future prevention opportunities.

During the reporting period a total of 5,611 weapons offences have been recorded by Police Scotland. While this is a 3.8% decrease from last year, longer term trends do indicate that weapons offences are on the increase. This is, at least in part, due to changes in legislation and recording practices, however, the increased identification and removal of dangerous weapons can be attributed to effective proactive policing of the issue. The majority of homicides committed this year have involved use of a knife and Scotland currently averages 2.5 knife related homicides per month since April 2021.

The VPLCU is also currently working alongside the Scottish Government and other internal partners to facilitate the effective implementation of the Offensive Weapons Act 2019 as it applies to Scotland, ensuring that officers throughout Scotland are fully conversant with the new legislation prior to its enactment. Currently there is no set time scale for the legislation to be passed but it is anticipated this should be in force in early 2022. Whether all parts of the Act relating to Scotland will be implemented at once, or if parts relating to the surrender and compensation scheme will be implemented first, remains to be confirmed.

There are several amendments and additions to legislation made by the new legislation:

- Existing legislation in respect of offensive weapons is amended making it a criminal offence to possess certain offensive weapons in private such as knuckle dusters, cyclone knives and death stars as well as flick knives and gravity knives.
- The definition of a flick knife updated to include those where the mechanism is not within the handle.
- Creates a new criminal offence for delivery companies where they deliver a bladed article on behalf of a seller outside the UK to a person under 18.
- Creates new criminal offences prohibiting the delivery of bladed products sold remotely (e.g. online) to a residential address unless the seller has certain conditions in place to ensure the products delivered to persons 18 or over.
- The term “bladed product” is a new term introduced in the Act and is intended to cover a smaller subset of bladed articles and it means an article with a blade that is capable of causing a serious injury to a person which involves cutting that person’s skin.
- Creates a new criminal offence of possessing a corrosive substance in a public place.
- Creates a new criminal offence of selling a corrosive product to a person under the age of 18.

The 2019 Act also makes provision for those who currently legally hold offensive weapons which have been prohibited by the 2019 act to be able to surrender those weapons at designated police stations. There will be a defined window for people to hand in weapons and, where eligible, claim compensation. Details on the surrender scheme will be published in due course.

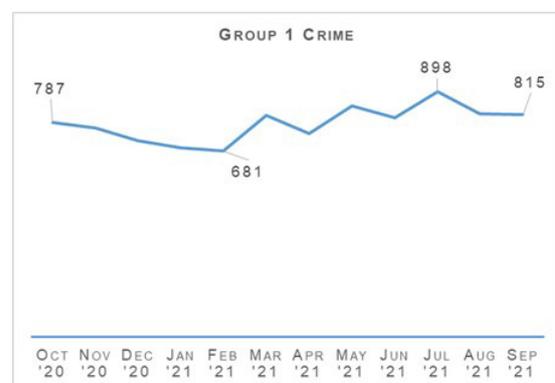
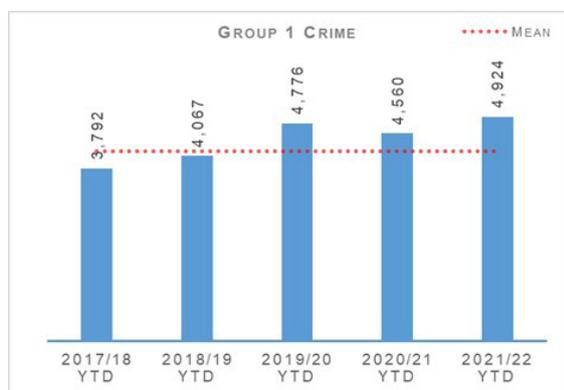
In late 2019 the VPLCU developed an initiative which was called Operation REMILLION. This is an initiative directed at young people with the aim of raising awareness of the potential consequences of knife possession for children and young people by tackling youth offending in public and private spaces, highlighting the impact it can have on them and the effects on the wider communities they live in.

Operation REMILLION involves engagement within schools by delivering a presentation to pupils S1 and above. It is designed for delivery by police but with inputs from education staff welcome. This was initially introduced in Renfrew and was in the process of being rolled out nationally but was unfortunately put on hold due to

COVID-19. The VPLCU are investigating opportunities to now continue with the roll out of the campaign whether that be in person or digitally depending on ongoing restrictions.

REMILLION has been designed to supplement the 'No Knives, Better Lives' toolkit. Police Scotland have previously worked in conjunction with 'No Knives, Better Lives' and 'Fearless' whereby Police are trained by these bodies to present suitable material to children and young persons. The VPLCU are encouraging divisions to take up the training opportunities offered in order to provide effective and consistent delivery to schools and other youth groups across Scotland.

Non Sexual Crimes of Violence (Group 1)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	4,560	4,924	+8.0%	4,174.6	+18.0%
Number of detections	3,424	3,304	-3.5%	3,122.8	+5.8%
Detection rate	75.1%	67.1%	-8.0% point	67.1%	-7.7% point



Non sexual crimes of violence increased by 8.0% compared to last year. While still an increase, this is closer to last year's levels than at the end of Quarter 1, due to the impact of the first lockdown at the start of 2020/21 reducing the numbers of certain violent crimes being recorded.

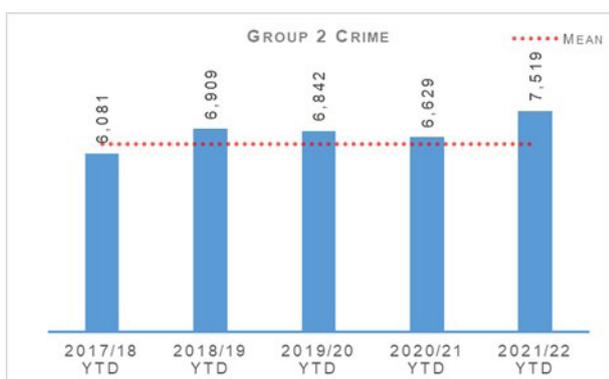
Of the Group 1 crimes not covered under the overall violent crime update, threats and extortion continues to show a large increase from last year (664 crimes recorded this period, up 78.5% from last year).

As outlined in previous reports analysis indicates that increasing time spent online by large sections of society has contributed substantially to the growth of this crime type, with many cases of threats and extortion linked to sexual offences such as indecent communications.

Domestic Abuse (Scotland) Act crimes are also up 8.3% (65 more) from last year. Details of DASA crimes can be found under the domestic abuse section later in this report.

Public Protection – Equality Outcome 4

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	6,629	7,519	+13.4%	6,411.6	+17.3%
Total Number of detections	3,772	3,997	+6.0%	3,800.0	+5.2%
Detection rate	56.9%	53.2%	-3.7% point	59.3%	-6.1% point



Year to date, 2021/22 noted the highest number of sexual crimes over the last six years. England and Wales are also experiencing higher levels of sexual offence reporting according to the Office for National Statistics (ONS).

Throughout Quarter 1 and Quarter 2, Group 2 crimes increased by 13.4% (890 crimes) when compared to last year and by 17.3% compared to the five year mean. When compared to the same period in 2019/20, an increase of 9.9% (677 crimes) was noted. The number of Group 2 crimes recorded fell slightly during Quarter 2 compared to Quarter 1, however a spike was recorded during September (1,379 crimes), meaning that September had the highest number of crimes recorded during any month over the 12 month period. The number of detections of Group 2 crimes also increased, up 6.0% (225 detections) compared to last year and 5.2% on the five year mean.

Sexual assault and rape of females are the main drivers for the overall increase in sexual crime. Sexual assault of males over 16 years and public indecency have also noted increases compared to last year. Voyeurism continues to increase significantly against last year and previous years.

A Police Scotland strategy that sets out to tackle violence against women and girls is under development and will be aligned with ongoing work to develop the overall Police Scotland response to public protection. In furtherance of this, work has commenced on a National Public Protection Development Programme, the first comprehensive review of the policing response to public protection since the inception of Police Scotland.

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	4,870	5,730	+17.7%	4,717.2	+21.5%
Number of Non Recent Crimes	1,759	1,789	+1.7%	1,694.2	+5.6%
Proportion of Group 2 crime non-recent	26.5%	23.8%	-2.7% point	26.5%	-2.7% point

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

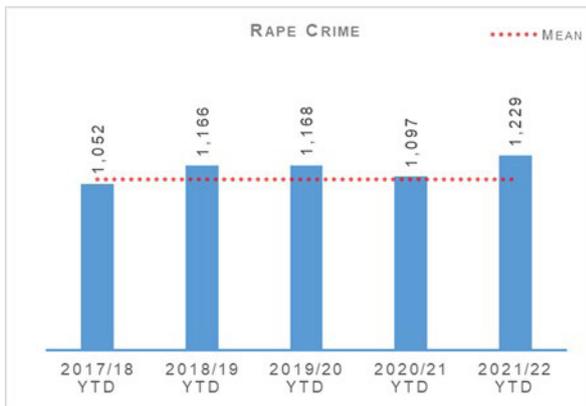
Recent and non-recent Group 2 crimes increased against the previous year and the five year mean, however as a proportion, non-recent crimes have decreased slightly. Recent crimes are classed as anything that occurred within one year of reporting, however, the majority of recent crimes were reported within one week of them being committed. Recent Group 2 crimes continue to drive the overall increase in sexual crime. High-profile sexual crime and the wider discussion around violence against women and girls remains the focus of media attention and may have further increased victim willingness and confidence to recognise and report criminal behaviour.

The vast majority of divisions across the Force saw an increase in recent Group 2 crimes compared to last year. This increase is driven by higher numbers of rape, sexual assault of females, sexual assault of males

over 16 years and public indecency and voyeurism. As reported in Quarter 1, it was anticipated that the volume of contact sexual offending would continue to rise as restrictions were relaxed. In-depth analysis is required to establish the current picture of sexual offending in Scotland and what impact the easing of lockdown restrictions has had on contact offending.

Engagement was conducted with Universities prior to Freshers` Weeks to ensure sufficient messaging was being delivered and resources made available for students to reduce potential vulnerabilities in the University environment. It was ascertained that the universities have robust prevention and intervention strategies in relation to sexual assaults and general student safety. Of note, Bystander Training delivered by Police Scotland is also given to University staff and student societies.

Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,097	1,229	+12.0%	1,082.6	+13.5%
Number of detections	604	673	+11.4%	578.0	+16.4%
Detection rate	55.1%	54.8%	-0.3% point	53.4%	+1.4% point



The number of reported rapes increased by 12.0% (132 crimes) against last year and by 13.5% against the five year mean. This is compared to an increase of 30.5% against last year noted during Quarter 1 2020/21. The number of rapes reported each month have been decreasing since March 2021 with the exception of June and September 2021. The number of rapes reported to police forces in England and Wales has also noted an increasing trend. A recent report by ONS states that in the year ending June 2021, England and Wales recorded the highest ever number of rape offences to date.

During the reporting period, the number of rape detections were at the highest level over a six year period, up 69 detections (11.4%) compared to last year. The number of detections is 16.4% higher than the five year average.

Police Scotland’s latest sexual crime prevention campaign, “That Guy”, builds on previous Police Scotland #GetConsent campaigns, targeting men aged 18–35 years who are most likely to commit sexual offences. The aim is to encourage men to take responsibility for their actions, language and social circle to help affect a larger culture change and tackle sexual crime against women.

The campaign features a new advert which will run on several online platforms, including social media and has a dedicated mini site. To date, the campaign has been a resounding success having been viewed by 2.6 million Twitter users and shared millions of times via Twitter, Facebook, Instagram and YouTube. It has been extensively reported by print and broadcast media in the UK and across the globe. Police Scotland has been commended for their innovative and radical approach to the issue and the response has been overwhelmingly positive in respect of stimulating conversations and generating discussions around Violence Against Women and Girls and changing the narrative from preventative advice to women to focussing on men’s behaviour which enables serious sexual offending.

The campaign will continue to be monitored by SCD Public Protection and Corporate Communications with further update to be provided in Quarter 3.

Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	615	744	+21.0%	639.6	16.3%
Number of Non Recent Crimes	482	485	+0.6%	443.0	9.5%
Proportion of Group 2 crime non-recent	43.9%	39.5%	-4.4% point	41.0%	-1.5% point

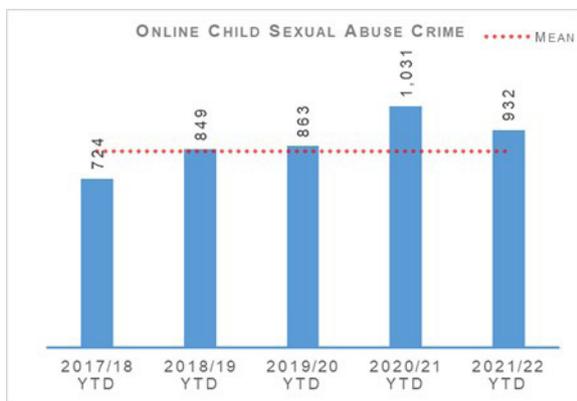
Note: Non-recent rape crimes are defined as crimes that were reported more than one year after they were committed.

Non-recent reporting of rape has increased by 0.6% (3 crimes) compared to last year, however the proportion has decreased by 4.4%.

The number of recent rapes increased by 21.0% (129 crimes) against last year and by 16.3% against the five year mean. The majority of recent rapes were reported within two days of them being committed. The number of recent rapes reported year to date is the highest noted during the last six years. Rape of a female over 16 and rape of a female aged between 13 and 15 years are the drivers for the increase in recent rapes.

Analysis of sexual crime has identified that the majority of victims are females who are attacked by male perpetrators known to them. It was noted that the most common locus where sexual crime is committed is a dwelling home either of victim / suspect or another person.

Child Sexual Abuse (online)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,031	932	-9.6%	840.0	+11.0%
Number of detections	634	592	-6.6%	575.0	+3.0%
Detection rate	61.5%	63.5%	+2.0% point	68.5%	-4.9% point



To date, 932 online child sexual abuse crimes were recorded, a decrease of 9.6% (99 fewer crimes) compared to last year and an increase of 11.0% on the five year mean. This is compared to a decrease of 3.8% against last year and an increase of 13.6% on the five year mean noted during Quarter 1.

The number of crimes reported monthly have followed a declining trend since May 2021, and reached the lowest point in the 12 month period in August 2021. Similar to rape and Group 2 crimes, child sexual abuse crimes noted an increase during the month of September 2021. The detection rate of online CSA noted an increase compared to last year, up 2.0 percentage points.

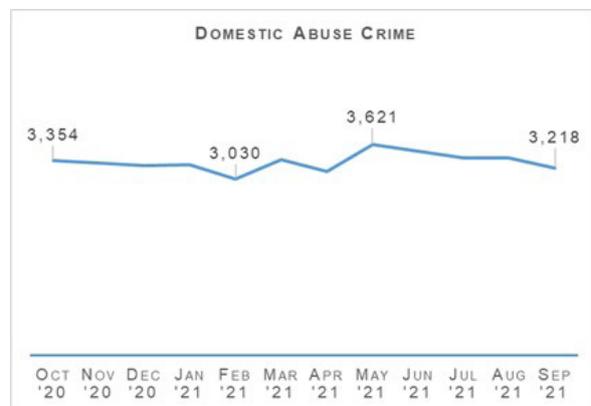
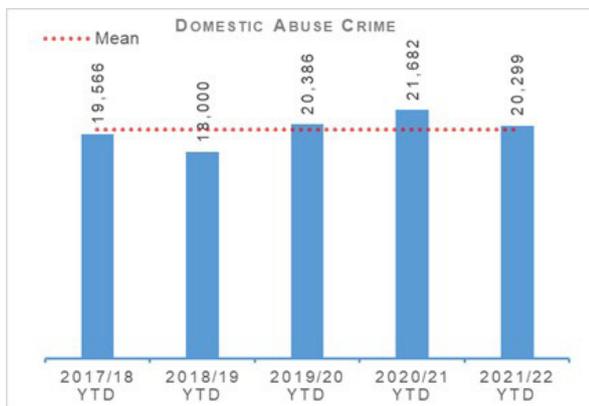
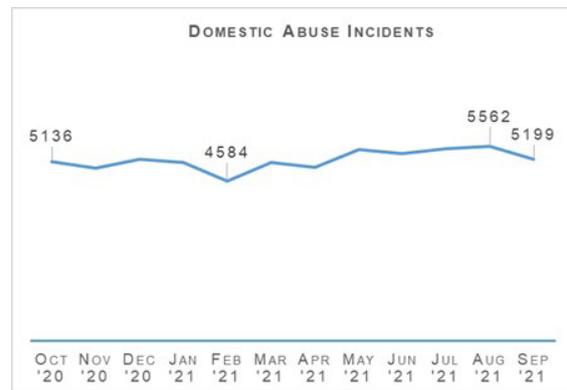
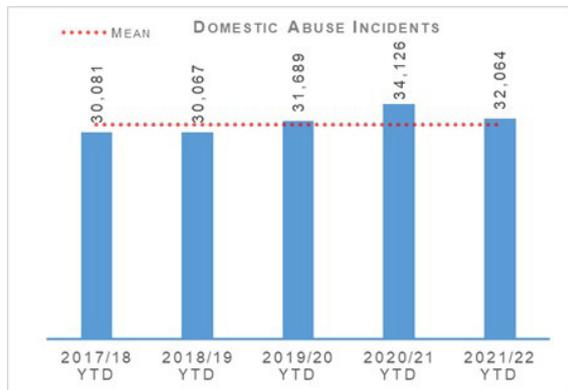
	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Cause to be Present Sex Act/To Look at Sex Image -M&F (< 13)	173	187	+8.1%	140.6	+33.0%
Cause to be Present Sex Act/Look at Sex Image -M&F (13-15)	112	90	-19.6%	83.8	+7.4%
Communicate Indecently/ Cause see/hear Indec Comm - M&F (< 13)	181	199	+9.9%	130.6	+52.4%
Communicate Indecently/ Cause see/hear Indec Comm – M&F (13-15)	164	139	-15.2%	131.6	+5.6%
Grooming of children for the purposes of sexual offences	36	44	+22.2%	42.4	+3.8%
Taking, distribution, possession etc. of indecent photos of children (from Apr 2011)	365	273	-25.2%	311.0	-12.2%

Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) continues to be the largest proportion of child sexual abuse crimes (28.1%). This crime type noted the largest decrease across all online CSA crimes (down 25.2%) compared to last year and is the only crime type to be down on the five year mean. Communicate Indecently/Cause see/hear Indec Comm – M&F (<13) noted the largest increase on the five year mean, up 52.4%.

The rise in Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) crimes noted previously were a result of Operation PARROR. Operation PARROR concluded at the end of 2022/21 and has since been absorbed into business as usual activity.

This is a complex area and whilst demand levels remain consistent with those experienced throughout Operation PARROR, the decreases noted this quarter in the recorded crime figures is a result of a number of factors and competing demands, particularly around capacity in digital forensic support. The Force is building toward being able to regain and sustain the elevated levels of enforcement achieved during Operation PARROR and an anticipated uplift in key resources during January 2022 should assist. These figures will be monitored closely in order to establish any impact this has.

Domestic Abuse	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	34,126	32,064	-6.0%	31,189.0	+2.8%
Number of crimes	21,682	20,299	-6.4%	19,914.0	+1.9%
Number of detections	15,267	13,825	-9.4%	14,002.0	-1.3%
Detection rate	70.4%	68.1%	-2.3% point	70.3%	-2.2% point
Proportion of incidents resulting in a crime	43.6%	42.6%	-1.0% point	45.9%	+3.3% point
DASA (of female) – Number of crimes	739	789	+6.8%	n/a	n/a
DASA (of male) – Number of crimes	48	63	+31.3%	n/a	n/a



The number of domestic incidents decreased by 6.0% (2,062 less incidents) compared to last year however increased by 2.8% compared to the five year mean. Domestic crimes also noted a decrease, down by 6.4% (1,383 less crimes) compared to last year. Domestic crimes have, in general shown a month on month decrease since May. However domestic incidents increased throughout June to August with August being the month where the highest number of incidents were recorded during the 12 month period.

The number of DASA crimes continue to increase compared to last year with DASA of a female increasing by 6.8% and DASA of a male increasing by 31.3%. Throughout the reporting period five domestic murders have occurred compared to three in the same period last year.

Disclosure Scheme for Domestic Abuse Scotland (DSDAS) applications have increased by 8.7% overall with a 0.5% increase in Power to Tell (PTT) applications and a 35.3% increase in Right to Ask (RTA) applications compared to the same period last year. We continue to raise awareness of the DSDAS scheme through ongoing communications and training.

We will continue to support our partners during the '16 Days of Activism' Campaign from 25 November (International Day for the Elimination of Violence against Women) to 10 December 2021 (Human Rights Day). The global campaign which raises awareness of violence against women and girls around the world, sees communities, non-governmental organisations and charities holding events aimed at raising awareness of violence against women in an effort to influence behaviour and secure political commitment to ending it.

In December 2021, Police Scotland will launch its national domestic abuse campaign which will be perpetrator focussed with the associated target audience of bystanders to domestic abuse. The campaign seeks to promote community awareness of the signs of domestic abuse, reinforcement of key messages that it is not acceptable and the pathways available to highlight concerns or report abuse.

Police Scotland continues to work closely with partners in order to respond effectively to domestic abuse by dealing with perpetrators and supporting victims. Regular meetings are held with NPCC and Scottish Government Violence Against Women and Girls COVID-19 group and victim's organisations to share information on trends / issues, respond to emerging issues and share guidance, good practice and research. National Multi Agency Risk Assessment Conferencing (MARAC) and Multi Agency Tasking and Co-ordination (MATAC) processes continue to be delivered throughout pandemic.

Drugs Harm / Supply Drugs Related Deaths

A multi-agency taskforce has been Police Scotland works hard to fulfil its duty to ensure the safety and wellbeing of all our communities. In tackling many of the intertwined and complex problems faced by parts of the population, it is necessary to adopt a public health, whole system approach, which means working alongside multiple external agencies to address longstanding issues and improve the life chances of individuals we interact with frequently. Our focus in the area of drug related deaths is on identifying primary prevention and intervention opportunities, and working with partners to reduce the harm caused by substance abuse to individuals and communities. These aims are forwarded through major internal and external forums such the Drug Strategy Board, the Drug Harm Prevention Group, and the multiagency Scottish Drugs Deaths Taskforce, whilst numerous other workstreams continue across the force and are detailed as follows.

Drug Type Analysis

The Minute of Agreement (MoA) with Abertay and Robert Gordon Universities to support rapid analysis of seized drugs is now complete in principle. The process, which will be for intelligence purposes only, will allow a quick time turn-around in drug analysis and provide a current update on drug types, strengths and trends impacting on our communities across Scotland. This enhanced intelligence picture will provide greater focus on relevant substance harm prevention and enforcement activity. The agreement has been formally approved and it is anticipated that universities will be in a position to start receiving drugs for analysis by 01 November 2021.

Naloxone

The carrying of naloxone – an emergency first aid reversal agent for opioid-related overdoses – by frontline officers as a Test of Change programme was approved in November 2020, to be rolled out in three testbed areas (Falkirk, Dundee City, and Glasgow East). Training is been planned in additional testbed areas (Wick and Thurso) as well as for Police Custody Officers within existing testbed areas that do not have a custody based Health Care professional. The Test of Change is subject to a robust and independent evaluation phase, which began in May and will conclude in November 2021.

In addition to the initial areas training has now also been rolled out to the Community Policing Teams and Alcohol and Violence Reduction Unit in Stirling, as well as Caithness officers based in Wick and Thurso, with further training planned for police custody officers in the testbed areas. To date, 800 officers overall have been trained, of which 648 (81%) subsequently volunteered to take part.

Drugs Related Deaths Impact

During the Test of Change so far, naloxone has been administered to 43 unconscious and unresponsive persons. The types of incidents in which naloxone has been administered have varied, from attending a call relating to unconscious individuals to officers on patrol being stopped by members of the public to raise concern for a person, and have taken place across police property, private dwellings and public space.

In a number of these incidents, the individual involved was judged to have been in a life-threatening situation, however following the intervention of an officer and administering of naloxone, they received sufficient medical care to make a full recovery. To date there have been no issues raised by either police officers administering, persons receiving, or persons witnessing the administration of naloxone.

Pathfinders

The Criminal Justice and the Law Sub-Group of the Taskforce secured funding for a proposed Test of Change in the Inverness area. The Pathfinder pilot will involve a police referral process, at the initial point of contact, for individuals subject of S5 (2) drug possession charges (or if an addiction associated vulnerability exists for an individual, who would benefit from a referral). This is not exclusive to persons taken into police custody and extends to those dealt with at scene.

The project aims to reduce drug related criminality, harm and deaths in Scotland through early intervention and a whole-system, multi-agency approach. Referrals will be made to local peer mentor / Navigators (Medics Against Violence), who will triage and offer ongoing support through the criminal justice pathway and sign-post to relevant services.

Information regarding that person's engagement / progress will be shared by Pathfinders with COPFS, ensuring that any subsequent case disposal decision by COPFS is fully informed. The project has been initially funded for two years with referrals underway.

Plans are also at a tentative stage for the next phase of the roll out scheduled for the 2022/23 financial year. The areas under consideration are Dundee and South Lanarkshire, with the heads of both relevant ADPs being supportive. Talks are on-going with Dundee to avoid duplication of any existing projects.

Probationer Training

Work continues between the Substance Harm Prevention Team and the Scottish Police College with a view to enhancing current probationer training on substance abuse and misuse of drugs offences.

These inputs will be delivered in partnership with the Scottish Drugs Forum, the Scottish Recovery Consortium, Scottish Families Affected by Drugs and the Crown Office and Procurator Fiscal Services.

The focus of delivery will be to raise officer awareness on the public health approach to justice, the benefits of prevention and early intervention, addressing stigma, the impact of drug related deaths, and support services available.

County Lines

County Lines is a method of dealing drugs that relies heavily on the criminal exploitation of children and vulnerable adults. There are a number of actions and operations to tackle County Lines being progressed across Scotland.

In August 2021 a new County Lines marker was placed on the Police National Computer (PNC) and officers encountering individuals or progressing information or intelligence where it is identified that an individual is at risk of exploitation by County Lines related crime must generate a PNC information marker. This process will bring Scotland into line with the rest of the UK.

Merseyside is the area with number of highest County Lines exporting into Scotland. To tackle this a conference was held in Glasgow to promote joint working and national tactics with representatives from Police Scotland, British Transport Police and Merseyside Police in attendance. This engagement provided an opportunity to gather and share information at a local and national level to protect those most vulnerable to exploitation from being coerced into County Lines and other illegal activities.

The north east region has the highest number of County Lines operating in Scotland. In response we have a number of on-going projects including:

- Foyer Youth Outreach Workers, in consultation with Police Scotland, are now providing street based engagement in areas where risk to County Lines activity may be greatest. Pathways are developed which allows for referrals to provide partnership engagement and multiagency support to those identified as vulnerable to exploitation.
- In Aberdeenshire Community Safety officers, alongside housing officers and substance misuse support services are now providing an intervention service to victims of Cuckooing who have been identified following the execution of Warrants. This means a visit from substance misuse support service within 48 hours of police involvement, offering support and advice regarding drug use and addiction. This programme is supported by the Local Authority Community Safety Team and is seen as an opportunity to divert those supplying controlled substances towards support, so reducing harm and further illegal activity.

- A Multi-agency approach is now being adopted with regard to potential Anti-Social Behaviour Orders for those involved in Serious and Organised Crime including County Lines activity. This includes joint visits between police and the Aberdeenshire community safety team to HMP Peterhead. The project is subject to evaluation at this stage, however early feedback from those involved is positive following a number of recent successful ASBO applications.

Positive Outcomes Project

The Positive Outcomes Project (POP) is a unique, partnership-based outreach team that aims to break the cycle between addiction and offending. POP currently offers two addiction support services:

The core POP team support persistent male offenders aged 16 years and above, who reside within the Glasgow City boundary and commit crimes to sustain a dependency on alcohol and / or drugs. This team of addiction workers, police officers and a lived experience Recovery Co-ordinator, offer intensive support to 45 service users with the aim of reducing their substance misuse and offending behaviour.

POP is just beginning to analyse offending behaviour of its Service Users focusing on current clients and those previously worked with from 2018/19. Over the next few months POP is completing a more comprehensive study of offending patterns including looking at custody records. Furthermore we have an analyst looking at our Justice Outcome star data which gives a rounder picture of the changes to each client's life including offending behaviour.

Initial analysis has shown that of 130 clients past and present, 52 have not offended at all in the last 12 months (since starting work with POP). 23 of our current 40 clients have not offended at all in the last 12 months (since starting work with POP) and only one has a rate of offending that is increasing.

Of the 90 former clients that we have worked with, only nine have shown an increased rate of offending in the last 12 months. The majority have not increased their rate of offending and have also not been charged with offences in the last few months.

POP Plus, consists of two Custody Peer Mentors (CPM) with lived experience of addiction and the criminal justice system who use their life, recovery and work experience to engage with and support detainees within Greater Glasgow's police custody cells. The CPMs' ability to build rapport with detainees allows them to signpost them to agencies who can help tackle a whole range of issues such as addictions, bereavement, anger management etc.

Prior to POP Plus, detainees held within Greater Glasgow custody had limited access to support and recovery mechanisms (only three referral pathways available). POP Plus changed this approach and over a 10 month period referrals were made to 33 organisations. When examining the period between January and June 2021, detainees were offered support via existing channels at custody centres and by CPM's. Overall it was found that 3% of detainees accepted a referral

via existing channels compared with 33% of detainees who accepted a referral via CPM's. Furthermore 69% of the detainees disclosed to the CPM's alcohol addiction, 26% heroin addiction, 39% heroin addiction and 34% used street Valium. By comparison 14% disclosed alcohol issues and 15% drug problems to the custody staff. Overall the opportunities to gain information and offer appropriate support to vulnerable individuals within custody has been greatly increased by POP Plus.

Positive Outcomes Project – Case Study

The work of POP Plus is highlighted by a case study of a 23 year old male, who was approached by the CPM's whilst in Police custody. Upon his release the male called the CPMs to say that he was homeless and sleeping rough within a common close and his behaviour tended to lead him to offend.

The CPMs met with the male, arranging him accommodation that day via the Simon Community Scotland. The CPMs also passed the male onto Breathing Space Scotland who assisted him with anxiety brought about by his plight. This positive intervention potentially prevented the male from being arrested or nuisance complaints about him sleeping rough being raised with local housing and Police Scotland.

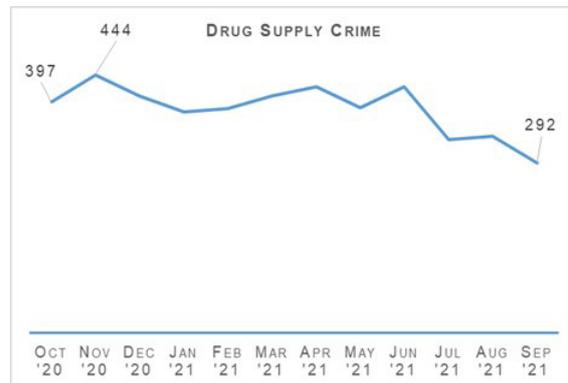
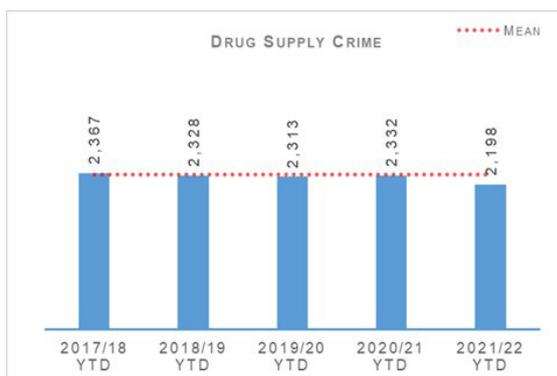
Drug Crimes

Whilst we understand that adopting a multi-agency public health approach is the appropriate way that the harm caused to individuals by substance abuse will be reduced and their life chances improved, tackling Serious and Organised Crime (SOC) and those that would profit from the supply of illicit drugs, remains a priority for Police Scotland.

Our officers continue to work to severely disrupt the activities of organised criminals and reduce the harm caused within our communities. Across the force, we utilise intelligence to ensure that criminality is

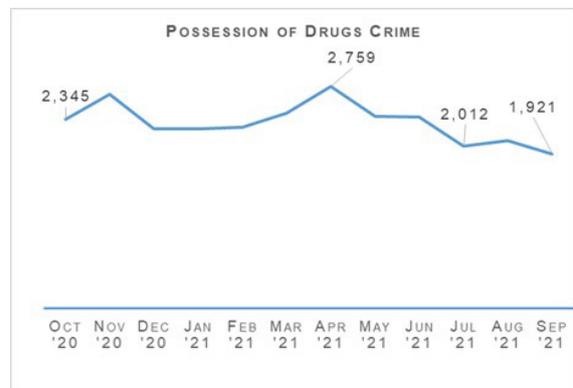
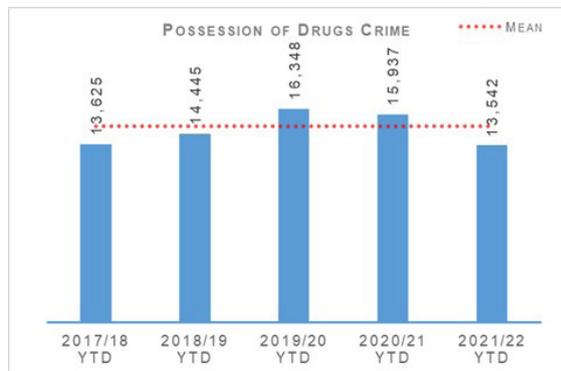
targeted in such a way as to maximise the impact on those strands of drug supply most affecting our communities, for example by recovering pill presses or other items key to the production of synthetic drugs. Despite significant progress, we must continue to adapt to the significant complexities of current and future threats and have a framework designed to respond. This has recently been brought to the fore with the changing environment posed by the global pandemic and EU Exit, where Police Scotland's response was required to be dynamic and innovative.

Total Drugs Supply	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,332	2,198	-5.7%	2,350.2	-6.5%
Number of detections	2,001	1,850	-7.5%	2,088.8	-11.4%
Detection rate	85.8%	84.1%	-1.7% point	88.9%	-4.8% point



Drugs supply crimes have decreased by 5.7% compared to the same period last year and fallen by 6.5% from the five year mean. This is a reversal from the position in Quarter 1 where drug supply crimes were up by 5.6% compared to the same period last year. There has been a steady decline in recorded crimes since June this year, although proactive work in this area is ongoing with examples of recent disruptions shown below.

Drugs Possession	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	15,937	13,542	-15.0%	15,007.8	-9.8%
Number of detections	14,481	12,273	-15.2%	13,945.2	-12.0%
Detection rate	90.9%	90.6%	-0.2% point	92.9%	-2.3% point

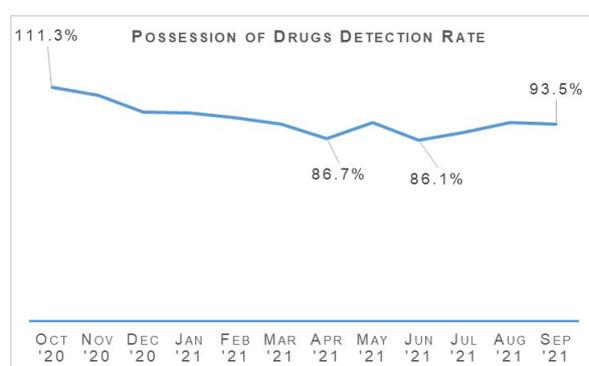
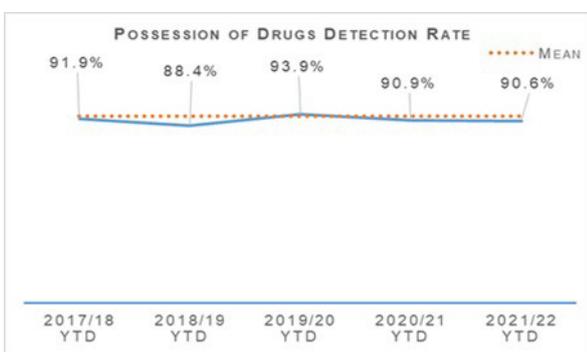
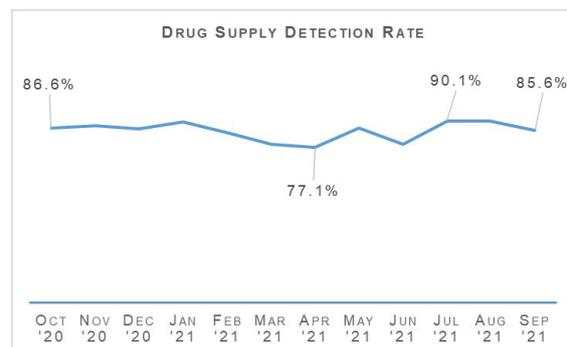
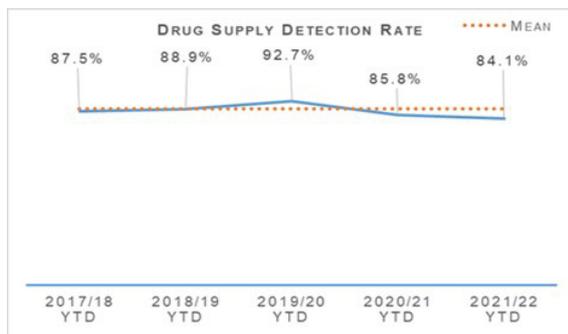


Drug possession crimes have decreased by 15.0% compared to the same period last year and by 9.8% compared to the five year mean. Comparisons with the 2020/21 period are still heavily influenced by the first national lockdown and the additional pro-active opportunities this presented, leading to a sharp increase in the number of possession charges. Similar to drug supply crimes there has been a steady decline in drug possession crimes over the last six months.

Detection Rates

As drug supply crimes have fallen so have the number of detections, but at a faster rate. Overall we detected fewer drug supply crimes between April and September compared to the same period last year leading to a lower detection rate compared to last year, down 1.7 percentage points and 4.8 percentage points lower than the five year mean. However as expected detection rates have gradually recovered from the low levels seen in April and June as recorded crimes are progressed through the investigation phase. The year to date detection rate is now 4.1 percentage points higher than at the end of Quarter 1.

The drugs possession detection rate has decreased by 0.2 percentage points compared to the same period last year, with the fall in possession crimes largely matched by the fall in detections. Against the five year mean detections rates are broadly unchanged, down 2.3 percentage points. As with drug supply, the detection rate has improved since April and June lows.



Disruption Activity

Over recent months our officers have continued to work to severely disrupt the activities of organised criminals operating within Scotland, a few examples are outlined below:

In July 2021:

- Officers from Roads Policing carried out a vehicle stop on the north bound carriageway of the M74 and discovered 20 kilograms of Herbal Cannabis with an estimated street value of £130,000. One female and two males were arrested in connection.
- A search warrant was executed at an address in the north east of Glasgow. During the search approximately £20,000 in cash was recovered as well as 2.6kg of herbal cannabis. One male was charged in connection.

In August 2021:

- A vehicle was stopped by Police on the A90 and in the region of £50,000 in cash was recovered from the female driver. Further enquiry led to a male being traced at premises in the Aberdeen area. A drug search warrant led to approximately 1.6 kilograms of Diamorphine recovered. Both the male and female were held in custody to appear at Aberdeen Sheriff Court.
- A warrant was executed at a home address resulting in the recovery of personal quantities of cannabis and cocaine as well as a number of phones and documentation. A vehicle was also searched under the warrant and a quantity of cash assessed to be in excess of £15,000 was recovered. One male was held in custody to appear at Inverness Sheriff Court. During the course of the operation approximately £425,000 of cocaine and cannabis was seized.

- A day of action was carried out at several addresses in and around the Glasgow area resulting in the recovery of £90,000 in cash, a stolen motor vehicle, a drug press, a bag of powder and a quantity of herbal cannabis. Two males were arrested and later released pending further enquiry.

In September 2021

- Police detained a male for the purposes of a drug search at Stonehaven Railway Station. At this time the male was found to be in possession of packages containing 2.5 kg of Diamorphine. The male was held in custody to appear at Aberdeen Sheriff Court. The value of the drugs recovered is approximately £121,500.
- Police took executive action on a motor vehicle in the Galashiels area. The two male occupants were detained for search under the Misuse of Drugs Act 1971. A search of the vehicle was conducted resulting in the recovery of a 1.2kg block of cocaine.
- Executive action was taken on a motor vehicle in the Perth area and two male occupants detained for a drugs search. Within the vehicle 260 grams of diamorphine were recovered as well as £800 cash. A drugs search warrant for an address linked to one of the males resulted in 1.2kg of heroin being recovered. Both males were arrested and charged.

Operation ERSO

ERSO is the multi-agency taskforce established by Police Scotland. Under Operation ERSO the Drug Harm Tactical Taskforce leads the national focus to enhance our understanding and examine the harm associated with the illegal consumption of synthetic drugs, particularly benzodiazepines, across Scotland. This allows for continuous improvement in the investigation of Drug Related Deaths (DRDs), to include evidence capture, information sharing and collaboration across the Service to maximise intelligence development and operational opportunities.

Current intelligence provides that there are numerous SOCGs involved in the manufacture, distribution and supply of Benzodiazepines within Scotland. Benzodiazepines being used by the Scotland based groups include Diazepam / Valium, Etizolam and Alprazolam (Xanax). We have also seen a rise in the number of groups manufacturing their own illicit tablets.

Since January 2020 a total of 20 Pill Presses have been recovered in Scotland as a result of operational activity carried out. The capacity of the machines allow for mass production of these tablets. The removal of these machines from operation will undoubtedly have a positive impact on Scotland's communities.

During the reporting period a 45 year old female from the Paisley area was arrested in relation to the recovery of 500,000 Etizolam tablets, the estimated street value of the tablets being £250,000.

During July 2021, executive action at two addresses in the West of Scotland recovered and total of 1.2 million Etizolam tablets, 95,000 Xanax tablets; the total value of drugs recovered was approximately £895,000. Additionally, Officers from Lanarkshire Division carried out executive action recovering 29,151 Etizolam tablets.

In September 2021 a pill press capable of producing 21,000 tablets per hour (approximately 48 hours to press 1 million tablets), a significant amount of tablets and over half a kilo of cocaine were recovered from the Paisley area. An individual has been arrested for this offence.

Overall, this quarter has seen the removal of more than 1.7 million illicit Benzodiazepines, in the form of Etizolam and Xanax tablets, from circulation in Scotland communities. This demonstrates the tangible benefits brought about by the Drug Harm Tactical Taskforce's targeted intelligence led approach.

Serious Crime Prevention Orders (SCPO)

An SCPO can prevent involvement in serious crime by imposing various restrictions on a person. This can mean, for example, restricting who they can associate with, restricting their travel or placing an obligation to report their financial affairs to the police.

Since inception in 2017 a total of 69 SCPOs have been granted in Scotland following successful applications. A further 23 SCPO applications have been submitted and are awaiting judicial outcomes. Most recently on 18 June and 09 July 2021 SCPOs were granted in respect of two significant nominals.

Public Wellbeing

As at the end of Quarter 2, there were a total of 762,551 incidents reported to Police Scotland by members of the public, a fall of 3.9% (30,887 fewer incidents) from the same period last year. Incidents

identified as associated with pandemic restrictions fell significantly, accompanied by rises elsewhere. The following table displays key incident types during Quarter 2 compared with the same period last year:

Incident Demand	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Assist member of public	89,995	97,153	+8.0%	n/a	n/a
Concern for persons	73,481	75,184	+2.3%	n/a	n/a
Missing persons	18,049	21,417	+18.7%	n/a	n/a
Public nuisance	88,836	52,191	-41.3%	n/a	n/a
Neighbour dispute	17,469	15,040	-13.9%	n/a	n/a
Noise Complaints	37,948	28,574	-24.7%	n/a	n/a

Partner Demand – Ambulance Service

Analysis by the Demand and Productivity Unit examined the impact of Scottish Ambulance Service involvement and potential medical assistance being required on incident demand. For the eight highest demand incident types, association with an ambulance (ascertained through text-scraping of C3 interactions and use of triage tags) increases Police Scotland deployment time by an average of approximately 78%. This can be explained in part by the additional time required in some instances to wait for medical assistance, the increased likelihood of more serious incidents to require an ambulance, the possible need to travel to hospital, and the time spent remaining with the injured party.

Comparing Quarter 1 2018/19 to Quarter 4 2020/21, overall incident figures remained stable (-0.5%). For the same time period, incidents associated with an ambulance rose by close to 8%, suggesting that this is a growing area of demand for Police Scotland. Further analysis is necessary to understand this aspect of demand in more depth.

Missing Persons

Road Casualties	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of missing persons investigations	6,895	8,964	+30.0%	n/a	n/a
Number of people who have gone missing previously	1,606	1,801	+12.1%	n/a	n/a
Percentage of people who have gone missing previously	36.4%	32.2%	-4.2% point	n/a	n/a
Median length of time missing (hrs)	5.94	5.90	n/a	n/a	n/a
Total number of missing persons from NHS, YPU and Foster Care	2,252	2,939	+30.5%	n/a	n/a
Percentage of overall missing persons that go missing from NHS, YPU and Foster Care	32.7%	32.8%	+0.1% point	n/a	n/a
Number of concern for persons incidents (code 75)	73,481	75,184	+2.3%	n/a	n/a
Number of missing people incidents (Code 25)	18,049	21,417	+18.7%	n/a	n/a

There have been 2,069 more missing person investigations this year compared to the same period last year (+30.0%). Although the volume of repeat missing persons has increased, the proportion of all missing persons that are repeats has fallen by 4.2%. The data suggests that 69.0% of repeat missing persons are either cared for adults, looked after children, wanted / absconders or children. Individuals in these groups are less likely to be aware or less deterred by rule changes relating to the pandemic, which may explain why a greater proportion of all missing people last year were from these demographics.

The proportion of low risk repeat missing persons has decreased from 14.0% in 2020 to 11.9% in 2021. This would indicate that Police Scotland's partnership initiatives such as the national roll out of the 'Looked After And Accommodated Children Who Go Missing From Residential And Foster Care In Scotland' guidance document are having an impact. This includes the "not at home" policy and is reducing the demand placed on officers where the risk is tolerable. Indeed the location repeat missing persons go missing from has decreased (14 fewer) in young persons units compared to last year (whereas all other locations have seen a marked increase).

Return Home Discussions

Return home discussions (RHD's) are an essential part of missing persons investigations. When conducted effectively they provide information on a person's movements, thoughts and ideations which can be used to refer them to appropriate partners and services to get them the professional help they may need and prevent further missing episodes and incident for front line police officers to deal with. RHD's differ from safe and well checks which ensure the immediate safety of the person prior to any RHD which can be conducted at a more suitable time / place.

At present, RHD's are conducted differently across Police Scotland. For example, in Greater Glasgow and Lanarkshire Divisions the children's charity Barnardo's are used to complete this task, whereas in Highlands and Islands Division front line officers are assigned to conduct RHD's at care homes in their area. As a result of this variation, the National Missing Person Unit will be conducting interviews with officers involved in RHD's (January 2022) as part of ongoing academic research to establish a better understanding of current practice and outline how best practice should be shared across the Force.

Herbert Protocol – Equality Outcome 3

Since 2017, the Herbert Protocol has been used numerous times to help police and other agencies quickly and safely locate missing people who have dementia. The scheme was rolled out nationwide on 21 September 2021.

Families and carers of a person with dementia are asked to download the Herbert Protocol form and provide information such as places of importance to them, often visited places, health

issues and places they have been found in the past if reported missing. This helps optimise the police response to locate the person and return them home, safe and well, as quickly as possible.

Families and partner agencies have universally welcomed the national roll-out of this partnership which is being taken forward by Police Scotland, Health and Social Care Scotland, Alzheimer Scotland, Scottish Care and the Scottish Government.

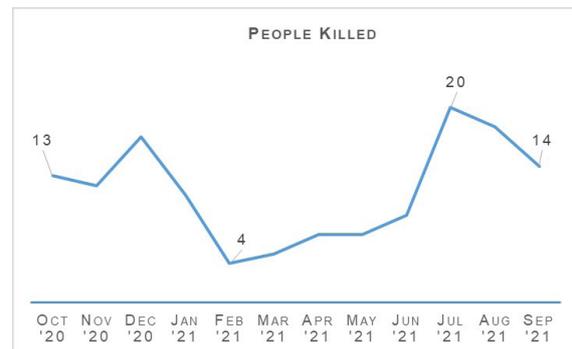
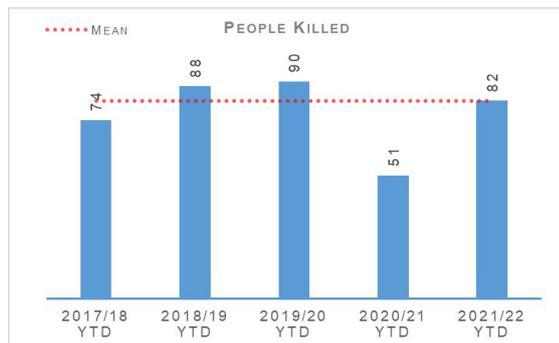
Not at Home Impact

'Not at Home' is used by Local Authorities and other providers in cases where there are grounds to believe that the child's current circumstances involves no apparent risk, or the level of risk is a tolerable one not meeting the threshold for a police-led missing person investigation. For example a child failing to return from contact with family, staff / carers knowing the child is still in the family home or the child being or staying with others without consent and where there are no concerns for their wellbeing or safety. In these types of circumstances it is permissible to have a single-agency response and there is no need for the police to be contacted.

Renfrewshire and Inverclyde Division introduced the policy earlier this year. From 01 June - 23 September 2021 there were 146 instances where the policy was used for Looked After and Accommodated Children (LAAC). Of those 146 instances only 17 (11.7%) were escalated to a missing person report. This represents a significant reduction in time officers have spent on missing persons reports for LAAC in the division and demonstrates the effectiveness of the policy.

Road Safety

Road Casualties	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	51	82	+60.8%	81	+1.2%
People Seriously Injured	760	825	+8.6%	864	-4.5%
Children (aged <16) Killed	2	4	+100.0%	3	+42.9%
Children (aged <16) Seriously Injured	56	80	+42.9%	80	-



The data shows an increase of 31 fatal collisions when compared to the same period last year. However the greatly reduced figures in 2020/21 are directly related to two national lockdown periods and associated restrictions / Tier levels where traffic volumes declined significantly, resulting in a reduction in overall collisions including fatal collisions.

When compared against the 2019/20 figure of 85 fatalities for the same period we can see that as traffic volumes have returned to a more normal level so the level of fatalities have increased to those seen in recent years. Against the five year mean the number of people killed on Scotland's roads has increased by 1 (+1.2%), whilst the number of those seriously injured has fallen by 4.5%.

A new Road Safety Framework with interim targets to 2030 has been published, which looks for reductions of 50% to 60% in people / children killed or seriously injured on Scotland's roads from a 2014/18 baseline. These reductions are as challenging as they should be as we aim for Vision Zero by 2050.

As a result of analysis a number of key risks have been identified and we will seek to mitigate these as we move forward:

- The number of cyclists on our roads has increased during the COVID-19 pandemic as people move towards more eco-friendly sustainable modes of transport. As cycling increases we recognise the potential for collisions also increases, with cyclist collisions often resulting in serious injury.
- With an ageing population, who remain mobile longer and continue to drive, it is anticipated that there may continue to be an increase in older casualties.
- Motorcycle use has risen over the past few years, as many have taken to leisure riding or riding to and from work during the COVID-19 pandemic (rather than car-pool or using public transport) as a way to protect themselves. This increased traffic volume also has the potential to increase the risk of collisions.

In an effort to mitigate the identified risks and reduce collisions on the road network, Police Scotland have identified several key opportunities, detailed as follows.

In partnership with Transport Scotland, an in-depth fatality study has been commissioned. With a dedicated analyst on the project there is an opportunity to identify learning from previous collisions which will assist Police Scotland and

partners to introduce preventative measures to further mitigate road risk across all road users groups.

Acknowledging motorcyclists are an extremely difficult group to engage with, the Scottish Government in partnership with Police Scotland have developed a working group to explore opportunities and develop engagement strategies moving forward.

Police Scotland will also contribute to the new Local Partnership Forums being introduced by Transport Scotland to strengthen the governance and response to local road safety issues.

Driver Engagement North aims to reduce casualties and collisions in the North of Scotland by engaging older drivers and their friends / families in an interactive workshop. This is a pilot project supported by funding from Transport Scotland's Road Safety Framework Fund and if successful will be extended to other areas throughout Scotland.

The New Driver Early Intervention Scheme (NDEIS), targeted at 17-25 year olds, aims to influence driver attitudes and behaviours whilst providing a reminder of the responsibilities a driver has for themselves and other road users. The NDEIS has been rolled out nationally throughout Police Scotland's Divisions. Partners, such as SFRS, have adopted the scheme and deliver it in conjunction with Police Scotland to internal and external groups. Several local authorities have adopted the scheme for delivery to modern apprentice / skills and employability students.

Drug Driving

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

As previously reported, Section 5a RTA 1988, drug driving legislation remains a successful road safety tool. During the April to September 2021 period we recorded 1,143 offences under this legislation up from 935 in the same period last year, an increase of 21.2%. This resulted in 751 detections this year compared to 514 detections in the comparable period. Forensics Services, COPFS and Police Scotland continue to work collaboratively to improve the overall Sec 5A process. Capacity issues still exist within Forensics Services, with a significant backlog in the testing of samples. This backlog accounts for the difference in recorded and detected figures for drug driving offences.

Road Policing Campaign Updates

Working in conjunction with partners and Corporate Communications, the Road Safety campaigns calendar and multi-agency days of action continue to be delivered in line with social distancing protocols. As we work through the campaign calendar, data will be collated by NPCC which will enable benchmarking by APU.

Vulnerable Road User Campaign – 28 June to 04 July 2021

The campaign focussed on vulnerable road users - pedestrians, pedal cyclists and motorists whose behaviour places them at risk.

During the campaign, officers within City of Edinburgh Road Policing engaged in partnership with SFRS, Lothian Buses, Cycle Law Scotland and hauliers to help road users think about blind spots, distances and visibility. Whilst officers within Ayrshire Road Policing combined their focussed activity with a divisional initiative, the Safer Shores Operation, in response to the influx of persons to Ayrshire's Beaches. Officers assisted with traffic control and utilised the opportunity to engage with pedestrians and cyclists over the period. Within Greater Glasgow and Argyll and West Dunbartonshire Divisions, road policing officers, working together with their counterparts in community policing, carried out three Operation Close Pass initiatives.

A total of 190 pedestrians and 200 cyclists were stopped and engaged with, along with several motorists during the campaign.

Summer Drink & Drug Driving Campaign – 05 to 11 July 2021

Traffic levels returned to near normal over the summer and in many areas were significantly higher, as residents opted for domestic tourism due to restrictions on foreign travel. This force wide campaign provided an opportunity to focus on reducing road casualties by increasing awareness of the risks associated with drink / drug driving.

Police Scotland Corporate Communications facilitated public awareness via social media channels in the run up to and during the campaign.

During the campaign, 427 roadside breath screening tests were carried out and 75 roadside drug screening tests were carried out. A total of 156 drink / drug driving offences were reported during the campaign, of which, 66 related to drink driving offences (Sections 5,6 or 7, RTA 1988), 41 to driving a motor vehicle with a drug over the prescribed limit (Section 5A, RTA 1988), 17 related to driving a mechanically propelled vehicle whilst unfit through drink or drugs Section 4) and 32 drivers failed to comply with a statutory requirement to provide either a screening sample or an evidential sample (Section 6 and 7, RTA 1988).

National Speeding Campaign – 19 July to 08 August 2021

Beginning with a week-long media campaign facilitated by Corporate Communications and supported by local social media users, all Road Policing officers, in partnership with the Safety Camera Unit (SCU) carried out appropriate targeting of speeding offences within their area of responsibility. With particular emphasis on speeding hotspots, locations of community complaints and areas with a high volume of pedestrian activity.

During the campaign, 4,399 speeding offences were detected with 898 of those offences being detected by operational officers and the remaining 3,501 offences being detected by the Safety Camera Unit.

Drug Driving Campaign – 16 to 29 August 2021

The first stand-alone drug driving campaign, since the introduction in Scotland of Section 5A legislation in October 2019, was held from 16 - 29 August 2021. The campaign began with a social media awareness week 16 - 22 August, highlighting the risks associated with drug driving. Following this, an enforcement phase was carried out between 23 - 29 August. This provided an opportunity for operational resources to enhance their focus on reducing road casualties by increasing awareness of the risks associated with drug driving when engaging with drivers.

During the enforcement phase of the campaign officers conducted 109 roadside drug screening tests resulting in 42 drivers being arrested and blood samples being obtained and sent to the laboratory for analysis.

Vulnerable Road User Campaign – 06 to 19 September 2021

The campaign focussed on vulnerable road users - pedestrians, pedal cyclists and motorists whose behaviour places them at risk.

Officers from Greater Glasgow, Inverclyde and Renfrewshire Road Policing, working in partnership with community safety colleagues and the Good Egg charity, conducted child safety seat checks at two supermarket locations offering, guidance, support and education in respect of the fitting of child safety seats, which was gratefully received by recipients.

Officers within Ayrshire Road Policing focussed on urban cyclists in Ayr. Engaging, supporting and educating a number of cyclists throughout the week. In addition they detected a number of offences by motorists whose actions could have compromised the safety of pedestrians and cyclists.

Operation Close Pass activity was carried out in a number of divisions across Scotland and attention was given by road policing units around the vicinity of schools to highlight and enforce offences that may compromise the safety of schoolchildren at the start and the conclusion of the school day.

A total of 148 pedestrians and 141 cyclists were stopped and engaged with, along with motorists who were stopped as a result of the initiatives.

Motorcycle Safety Campaign – 05 April to 30 September 2021

The annual motorcycle campaign began on Monday 05 April and concluded on Thursday 30 September 2021, aiming to promote safe and responsible driving and motorcycling across the roads network and reduce the number of motorcyclists killed or seriously injured on our roads.

Over the duration of the campaign a total of 148 periods of activity were carried out by officers from Road Policing Division across the country, resulting in 1,656 motorcyclists being stopped and 582 offences being detected, ranging from speeding to illegal and defective parts and accessories.

Despite the activity and engagement carried out it is apparent from the number of motorcycle casualties that much work remains to be done in this area.

Road Safety Campaign - Impact

Whilst campaign activity in Quarter 2 was managed safely in the context of social distancing, face to face public engagement continued to be carried out, supplemented by social media. Feedback across all social media channels is generally supportive of the campaigns and proactive work carried out by Police Scotland. Road Policing will broaden their communications and engagement to include Local Policing social media platforms, to improve local engagement in line with 'Your Police' engagement strategies.

Stop and Search

Stop Search	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Stop Search Compliance Rate (%)	99.1%	99.0%	-0.1% point

There were 17,696 stop and search records raised during April to September 2021, a decrease of 14.4% compared to the previous year. A contributing factor to the higher levels recorded last year was quieter public spaces during lockdowns allowing officers to more effectively target stop and searches.

All records are reviewed by line managers and thereafter quality control checked by the National Stop and Search Unit to ensure their compliance with the Stop and Search Code of Practice which was introduced in May 2017.

Of the stop and searches submitted this year, 14,545 (88.6%) were deemed compliant and recorded correctly on the stop and search database. A further 1,875 (11.3%) were compliant with the code of practice but required amendment to their details to ensure they were appropriately recorded.

166 (1.0%) of records were deemed as not recordable under the code or practice or recorded in error and deleted from the database. Typical reasons for deletion include where a person is searched after being arrested, as a result of a duplicate record or where no physical search of a person has actually taken place.

It should be noted that due to the total number of records audited for compliance will be lower than the total number of searches raised during the period due to the timescales required to fully review all records.

While the overall compliance rate for stop and searches was lower than last year (0.1% point), compliance with the code of practice remains very high and continues to be monitored diligently.

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

Police Scotland's objectives are to:

- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

Call Handling

Call Handling		2020/21 YTD	2021/22 YTD	Change from Previous Year
Total Number of 999 calls		317,358	368,789	+16.2%
Total Number of 101 calls		1,066,315	979,812	-8.1%
Average call answer time	999 Calls	9 seconds	7 seconds	-2 seconds
	101 Calls	2 mins 44 seconds	3 mins 54 seconds	+1 min 10 seconds
Number of 999 / 101 calls that do not result in an incident / crime		584,353	577,272	-1.2%
Percentage of 999 / 101 calls that do not result in an incident / crime		42.2%	42.8%	+0.6% point

The total number of calls to Police Scotland decreased by 35,072 (from 1,383,673 to 1,348,601). This is a decrease of 2.5% compared to last year. As shown in the following table there has been an increase of 16.2% for 999 calls received, however, the volume of 101 calls received is showing a decrease of 8.1%, both being compared to the same period last year. Of the calls received, 42.8% did not result in an incident or crime being raised.

The total number of incidents has decreased by 27,991 (from 799,320 to 771,329) compared to the same period last year.

The handling of 999 calls remains our highest priority. Between 01 April and 30 September 2021, our service centres managed to maintain an average speed of seven seconds for answering 999 calls, two seconds less than the same period last year.

The average call answer time for 101 calls has increased by 1 minute 10 seconds compared to the same period last year. This has been highlighted as a challenge for the division and measures are being put in place to alleviate this.

These include changes to the touchtone system which allows calls to be better prioritised and directed. The enhancements also aid performance monitoring and reporting which will assist in identifying issues. In addition to this, C3 have undertaken work on social and traditional media to highlight the demands on 101 and educate the public on its correct use. A short life working group has also been set up to monitor absence and ensure the proper support is in place for staff and line managers.

The increase in 101 call handling time has been brought about by numerous factors, primarily the introduction of the Contact Assessment Model (CAM) and the impact of COVID-19 are the main contributory factors. The introduction of the CAM forecast an increase in the duration of calls, resulting from the more in-depth initial THRIVE information gathering exercise to ensure the call was resolved in the most appropriate way. Due to the ongoing pandemic, there has been a Health and Safety requirement to gain additional information in relation to COVID-19 risks. It is essential that a call handler establishes if there are any persons at that location who are either COVID-19 positive, shielding, self-isolating, under quarantine restrictions or suffering from any symptoms. This allows the attending officers to wear the appropriate PPE. However, these additional questions have caused a rise in the average call handling time.

Factors also contributing to the increase in 101 calls times beyond those outlined above include:

- Ongoing Covid-19 related absence within C3 Division.
- Reduced capacity for personnel due to necessary physical distancing. Although social distancing requirements have eased, Police Scotland Service Centre capacity remains impacted and at 81% of full capacity.
- Diminished capacity has also led to a delay in the recruitment and training of new staff.
- Restrictions reducing partner agency capacity throughout the pandemic, alongside increased signposting of 101.

A Short Life Working Group has been established, chaired by ACC Local Policing North, with representation from C3, ICT, People and Development and Corporate Communications, to progress key areas of work in response to current challenges surrounding the increase in 101 call waiting times. Key areas of work include active management of absence, enhancement of options being provided to 101 callers, improved call routing, enhanced website information, pro-active communications messaging, reduction in physical distancing in line with government guidance, and temporary workforce agreements.

Incident Demand

Incident Demand		2020/21 YTD	2021/22 YTD	% Change from Previous Year	
Incident Demand – Total Number of incidents raised		799,320	771,329	-3.5%	
Number of incidents by response type *	Immediate	107,677	90,959	-15.5%	
	Prompt	358,272	334,885	-6.5%	
	Standard	Local Policing Appointment	26,639	45,215	+69.7%
		Direct Crime Recording	20,206	37,923	+87.7%
		Resolution Team Involvement	8,962	11,508	+28.4%
Other Resolution	221,722	229,430	+3.5%		
Incident Demand - % of incidents which lead to a crime		25.8%	26.5%	+0.7% point	
Incident Demand - % of incidents requiring police response		97.0%	97.0%	-	
Partner Demand – Total number of external force request incidents		1,224	1,479	+20.8%	

Note: A small percentage of incidents are still being categorised under the old grading and are therefore not included in the above figures.

During the reporting period 94,646 standard incidents were recorded in total, this is up 69.6% (38,839 incidents) from the same period last year. The new process, involving the allocation of LPA, DCR and RT involvement to standard incidents, has now been fully integrated into daily business leading to this significant increase. During the reporting period the most common crime types recorded for standard incidents are theft, road traffic collisions, assist member of the public and damage.

Looking at incident demand for the reporting period compared to the previous year, the percentage of incidents which lead to a crime report being raised and that require police attendance are consistent. Due to the process changes a comparison against the five year mean is not available. Demand from partners, for external force request incidents, has risen 20.8% (255 incidents) compared to the same period last year.

C3 Division Demand

In addition to the call numbers above there have been over 137,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period. C3 Division does not only deal with incoming calls from the public. Service advisors also deal with incoming calls from other partner agencies and alarm calls. There have been over 58,000 of these types of calls for this reporting period, including an increase of 14.4% (5,198 calls) in Emergency Service Partner calls.

“Contact Us” emails and online reports, for some crime types, can be completed online. Each one of these reports is assessed by a service advisor using the Threat Harm Risk Investigation Vulnerability and Engagement (THRIVE) model. The service advisors then also had to take into account COVID-19 restriction considerations, to decide what resolution is required for each report. Over 63,500 “Contact Us” emails and 5,000 online reports have been submitted since 01 April 2021.

In December 2020 the section on the website to report possible COVID-19 restriction breaches online went live. During this reporting period, there were 9,297 online forms completed reporting restriction breaches, adding to the demand on the service centre. These are assessed by a service advisor in the same way as normal online reports.

Overall, additional public contacts rose 25.6% from 2020/21.

Modernised Contact and Engagement

The Modernised Contact and Engagement (MCE) Programme has now been established to support delivery of the Public Contact and Engagement Strategy.

ICT projects within this Programme include the delivery of the National Integrated Communications Control System (NICCS) and the replacement for the Police Scotland telephony system, namely the Unified Communications Client Platform project (UCCP). The delivery time line for NICCS will commence in early 2022, while the Full Business Case (FBC) for UCCP has now been approved, with anticipated delivery of modules throughout 2022/23.

The MCE Programme also includes a test of change for the public to report minor crimes through the Police Scotland website and a new project is being scoped

to redesign and develop the website to act as a portal for multiple channels of communication and engagement. In addition, plans are being developed to scope enhancing how Police Scotland utilises and monitors social media, with the intention of developing new ways of working in C3 Division to support interactive engagement with the public through these channels.

The Contact, Engagement and Resolution Project (CERP), also part of the MCE Programme, is expected to submit its business case in the coming weeks. This project will focus on enhancing what was delivered by the Contact Assessment Model in the post Pandemic environment to improve service to the public and includes the Mental Health Pathway (MHP).

Mental Health Pathway

The MHP work continues and at this time NHS 24 have successfully recruited three out of the planned six Mental Health Nurse Practitioners to work in C3 Division, with the first anticipated to start in the coming weeks and a further two to commence

after COP26 in November 2021. Work to evaluate the MHP continues, with a focus on callers repeatedly being referred through the MHP, to explore and inform possible multi-agency solutions to improve outcomes for such vulnerable people.

Complaints

C3 Complaint Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	150	104	-30.7%
Complaint Allegations received relative to C3 – Quality of Service	98	101	+3.1%
Total Allegations closed - relative to C3	222	187	-15.8%
Percentage of total Allegations closed which were upheld – relative to C3	14.9%	6.4%	-8.5% point

Complaints against C3 Division have decreased by 19.1% in the year to date, with a total of 161 received during this period. Decreases are noted across the North region (down 71.4%, 12 cases) and the West region (down 14.3%, 84 cases). The East region has however seen an increase of 10.2%, 65 cases).

Incivility continues to be the most common allegation type, with 76 received during the year to date. This accounts for 37.1% of all allegations received within this period. The volume of incivility allegations YTD however represents a 13.6% decrease from the same period in 2020/21.

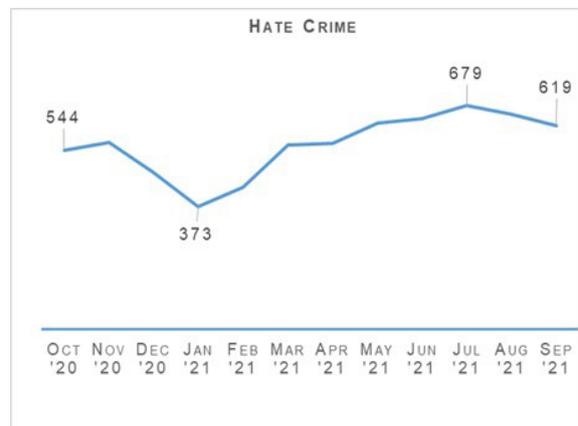
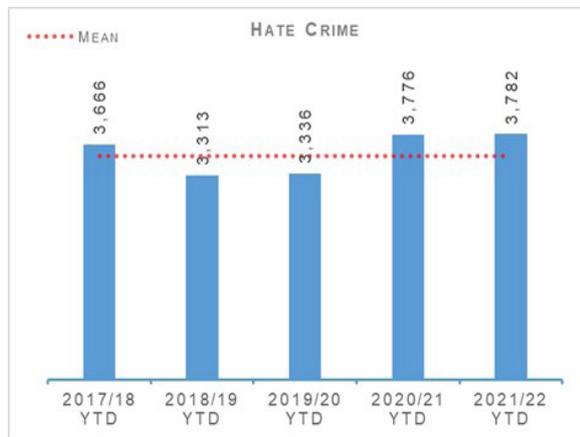
Consistent with the corresponding decrease in complaint cases, decreases are visible across almost all allegation categories. One notable exception was

a 77.8% increase in Quality of Service – Service Delivery, with 64 allegations received YTD. It is assessed that this increase is primarily attributable to dissatisfaction over waiting times when members of the public have contacted 101.

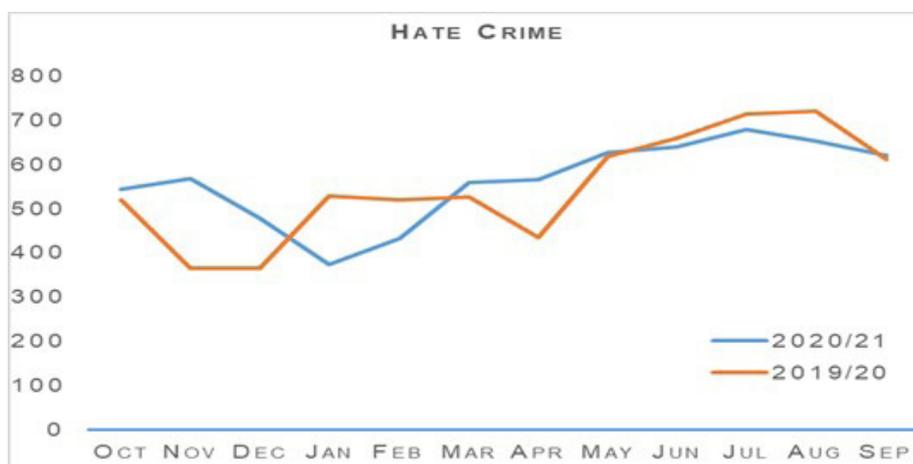
In total, 60.9% of complaint cases received year to date for C3 Division were frontline resolved by the PSD National Complaints and Resolution Unit (NCARU). This rate increases to 66.5% when early and subsequent resolution by PSD or specialist officers are included. This demonstrates that most complaints against C3 Division during this period have been non-criminal and non-serious in nature, with a majority resolved through simple explanation, apology or assurance.

Hate Crime – Equality Outcome 1

Hate Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Hate Crime - number of crimes (iVPD)	3,776	3,782	+0.2%	3,535.2	+7.0%
Hate Crime - detection rate (iVPD)	70.0%	62.8%	-7.2% point	69.6%	-6.8% point
Hate Crime - detections (iVPD)	2,645	2,374	-10.2%	2,463	-3.6%



The number of hate incidents has increased by 6.1% (239 more) and the number of crimes by 0.2% (six more) compared to the previous year to date. The month of July 2021 saw the highest number of hate crimes recorded in the past 12 months. It should be noted, however that when compared to Quarter 2 last year crimes in Quarter 2 this year were down 5.7% (119 fewer). Please see following comparative graphs of the same time periods this year and last.



Aggravator	2020/21	2021/22	% increase	% of Total Hate Crimes (2021/22)
Race	2,356	2,218	-5.9%	58.6%
Religion	216	219	+1.4%	5.8%
Race & Religion	51	36	-29.4%	1.0%
Multiple aggravators including Race & Religion	100	129	+29.0%	3.4%
Disability	185	220	+18.9%	5.8%
Sexual Orientation	787	846	+7.5%	22.4%
Transgender	43	76	+76.7%	2.0%
Multiple aggravators excluding Race & Religion	38	38	0.0%	1.0%
Total	3,776	3,782	+0.2%	100.0%

Hate crimes with disablist, transgender and sexual orientation aggravations have all increased significantly in comparison with last year and increased in comparison to the five year average and in fact have increased almost year-on-year over the last five year period. Although data sets for disablist and transgender aggravated hate crimes are small, it represents a sustained national trend of increased hate crime. The precise reasons for this trend are unclear, but all three categories have seen increased political and media coverage and the COVID-19 pandemic is associated with a rise in disablist hate crimes relating to mask wearing exemptions.

By contrast the figures for race and religious crimes show little variation from the five year average and whilst offences this year are greater than last, they remain lower than in 2017 and 2018. Prior to the pandemic, there had been a trend of reducing hate crime in both race and religion which has been somewhat reversed.

HMICS Thematic Inspection of Hate Crime

Police Scotland has examined the HMICS thematic inspection on hate crime and produced a Hate Crime Improvement plan to address all of the HMICS recommendations. To support the delivery of this plan, which has multiple interdependencies, a strategic hate crime oversight group has been established. This group is supported by staff from Police Scotland's audit and assurance department who will provide governance to all actions associated with the plan, ensuring they are sufficiently robust to discharge the HMICS recommendations. In addition a number of sub-groups involving interdependencies have been established and held their first meetings to establish timescales for completion and devise necessary actions.

Hate Crime Bill

Police Scotland continue to liaise with Scottish Government regarding the implementation of the Hate Crime Bill and its impact on service delivery and data recording. Police Scotland have an ongoing commitment with the Scottish Government Bill team and criminal justice partners to progress the recorded data provisions going forward to the date of commencement for the Bill in Summer/Autumn 2022.

The changes to hate crime legislation will require training, guidance and communications planning, together with necessary upgrades to PSOS ICT systems. There remains hurdles to overcome in terms of our data recording, the rollout of the national crime system and the obligations placed upon Police Scotland to produce disaggregated data on a regular basis.

Police Scotland have requested to not fully comply with Sec 15 of the Act (provide ministers with fully disaggregated data) until the new COS system is in place, which we expect will be in 2023.

Anti-social Behaviour and Disorder

Antisocial Behaviour and Disorder	2020/21 YTD	2021/22 YTD	% Change from Previous Year	3 Year Mean	% Change from 3 Year Mean
Number of antisocial behaviour incidents reported by the public	233,521	180,598	-22.7%	n/a	n/a
Number of complaints regarding disorder	178,056	131,429	-26.2%	n/a	n/a

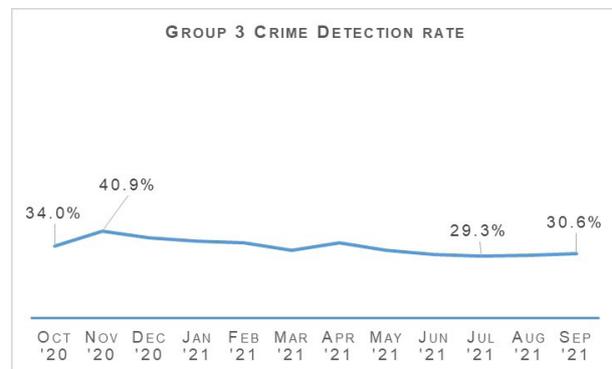
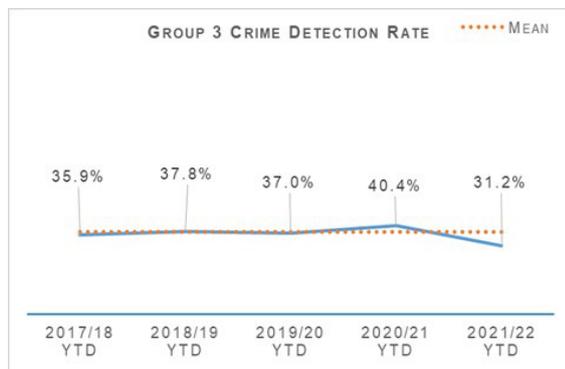
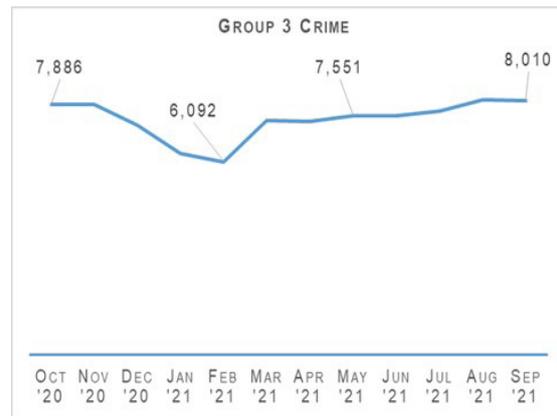
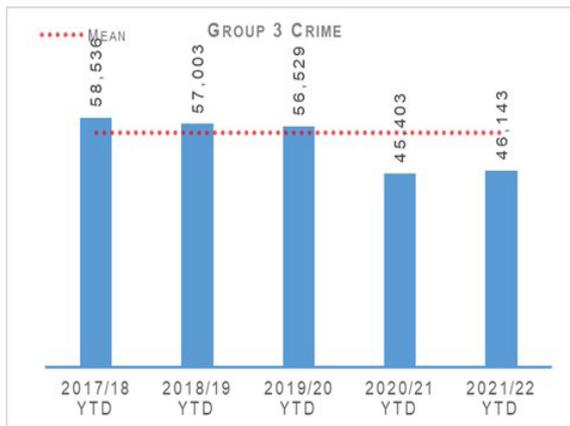
The number of antisocial behaviour incidents and complaints regarding disorder reported by the public has seen a sharp decrease compared to the same period last year and is now at a closer level to previous years. Last year's rise was predominantly linked to Public Nuisance calls in relation to non-compliance with the COVID-19 regulations. With more people spending time at home over that period and restrictions in place, there were related tensions in neighbourhoods which contributed to last year's rise in ASB incidents.

As in Quarter 1, with fewer restrictions in place during April to September 2021

compared to the same period last year, it was expected that levels would decrease. Levels are now much closer to those seen in 2019/20 rather than last year. The number of antisocial behaviour incidents reported by the public is now 180,598 compared to 174,033 in 2019/20 and the number of complaints regarding disorder is now 131,429 compared to 124,202 in 2019/20. It is likely that this decrease will continue due to the fewer restrictions in place, however if we see a return to stricter measures, there may be another rise in complaints and neighbour disputes in relation to potential breaches of restrictions.

Acquisitive Crime

Group 3 Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	45,403	46,143	+1.6%	54,882	-15.9%
Number of detections	18,365	14,384	-21.7%	20,540.6	-30.0%
Detection rate	40.4%	31.2%	-9.3% point	37.4%	-6.3% point



Acquisitive crime has remained at a similar level to last year but is still largely down on the five year mean. Between April 2021 and September 2021 there have been 740 more crimes compared to the same period the previous year, and 8,739 less than the five year mean. Excluding fraud, which has risen by 1,907 crimes, common theft and shoplifting crimes have continued to be the main contributors to this increase from the previous year, with common theft increasing by 866 crimes and shoplifting by 654 crimes. Despite the overall increase, some aspects of acquisitive crime have continued to fall compared to the same period last year. Overall housebreakings have reduced by 19.9% (1,038 crimes), motor vehicle crime by 7.2% (412 crimes) and pedal cycle theft by 22.0% (714 crimes).

There have been 3,981 fewer detections detected between April 2021 and September 2021 compared to the same period last year. The detection rate for Group 3 crimes has decreased by 9.3 percentage points due to the drop in detections and the rise in recorded crime. With operational and forensic resources being affected by positive COVID-19 cases, self-isolation rules and social distancing restrictions allowing fewer staff in the workplace, this has led to unpreventable delays and backlogs in investigations.

Theft of pedal cycles was a common trend seen at the start of last year. During the initial lockdown, there was a large demand for pedal cycles with cycling being an easy means of daily exercise. This led to a sharp rise in thefts, increasing 26.9% (334 crimes) on 2019/20. This year there is not the same demand and this has contributed to these crimes decreasing by 25.1% (392 crimes) compared to last year and are currently at their lowest level in the last five years.

Partnerships Preventions and Community Wellbeing were guest speakers at the National Cycle Conference on 14 July 2021, where Police Scotland's National Rural and Acquisitive Crime Unit attended and presented the campaign - Pedal Protect 'LOCK IT DON'T LOSE IT'. Local policing has shown a concerted effort in the preventative and investigative tactics reducing the overall figures relating to theft of pedal cycles. Interest continues in this campaign with several media interviews carried out regarding bike thefts, crime prevention advice and ongoing Operations in Greater Glasgow Division and Edinburgh Division.

Shoplifting

Throughout the year, shoplifting crimes have gradually risen after the decrease seen during lockdown last year. Between April and September 2021 there has been 11,082 crimes, 6.3% (654 crimes) higher than the same period last year. This increase is expected to continue as shoplifting crimes remain 24.3% lower than the five year mean.

Detections over the period have decreased from 7,231 to 6,322 compared to the same period last year. Detecting shoplifting crimes has been far more difficult due to offenders wearing face masks and being much harder to identify through standard methods such as CCTV. This has had an impact in the detection rate. The rate is 12.0 percentage points lower than the same period last year and 10.4 percentage points lower than the five year mean.

Housebreaking

COVID-19 has continued to impact housebreaking over the period, with a significant decrease of 19.9% (1,038 fewer crimes). Over the period there have been 4,182 housebreaking crimes. This decrease means housebreaking is now 38.9% lower than the five year mean of 6,847.4 crimes and is at its lowest level in the last five years.

The main decrease can be seen in non-dwelling domestic housebreakings decreasing from 1,351 to 816. Commercial housebreakings have also experienced a decrease, with 1,123 crimes between April and September 2021, compared to 1,547 crimes over the same period last year. Last year commercial properties were targeted during lockdown as many were closed and largely unattended for long periods of time.

Further decreases can be seen in domestic housebreakings, with 2,243 crimes between April and September 2021, compared to 2,322 crimes last year and the five year mean of 3,309.4 crimes. The continued reduction in housebreakings over the last year can be attributed to the COVID-19 restrictions that have been in place. With large numbers of the population staying at home and the shift to home-working this has meant homes have been better guarded, making housebreaking less attractive to criminals.

Vehicle Crime

Between April and September 2021 there has been 5,275 crimes, 7.2% (412 crimes) less than the same period last year. This decrease has been due to reductions in theft from a motor vehicle (243 fewer crimes) and opening lockfast place – motor vehicle (192 fewer crimes).

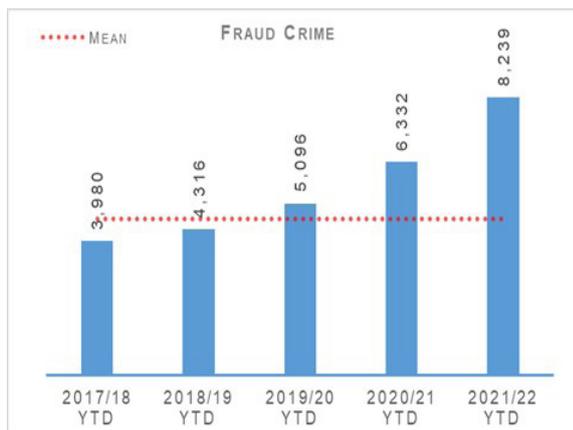
Detections over the period have decreased from 2,245 to 1,533 compared to the same period last year. This has had an impact in the detection rate. The rate is 10.4

percentage points lower than the same period last year but remains 2.2 percentage points above than the five year mean.

In an effort to address concern relating vehicle crime, a vehicle crime prevention campaign was held from 12-18 July 2021. Local policing preventions teams were supplied with vehicle crime prevention toolkits. The kits included social media messaging along with guidance prevention literature and Secure by Design approved products to assist in raising officers and public awareness on prevention steps to take regarding vehicle crime. Corporate Communications supported local policing by ensuring that campaign messaging was relayed to local and national media outlets. A series of radio interviews were carried out to promote the prevention messaging. Information was also shared via Neighbourhood Watch Scotland to assist in reaching members of the public who are not on social media.

Fraud

Fraud	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	6,332	8,239	+30.1%	4,641.4	+77.5%
Number of detections	1,774	1,321	-25.5%	1,601.6	-17.5%
Detection rate	28.0%	16.0%	-12.0% point	34.5%	-18.5% point



Fraud crimes have continued to rise, increasing 30.1% compared to the same period last year and 77.5% from the five year mean. Fraud is a significant global issue which is recognised as the most prominent crime type within the UK, with national reporting of frauds in its' many guises rising whilst detection rates are falling. This has been exacerbated by the increase of cyber-enabled crime as we increasingly rely on technology as part of our everyday lives but also, more recently the increased reliance on the internet by businesses and individuals due to COVID-19 restrictions. Whilst victims may reside in Scotland, many of the frauds are actually perpetrated from out with the UK, making enforcement and investigation much more challenging for law enforcement. Within Police Scotland we continue to see month on month increases in reported fraud and coupled with limited resource locally to effectively tackle fraud. The increasing trend of fraudulent activity and the challenges to law enforcement are not just limited to Scotland but are an issue to the wider UK and also globally.

As criminals grow ever more sophisticated, investigating those responsible requires an equally sophisticated whole-system approach. Police Scotland will continue working with partners across law enforcement and the private sector with the aim of disrupting the activities of these criminals, and protecting the public from falling victim in the first instance. Police Scotland have established partnerships across the cyber ecosystem, including being a key partner in Cyber Scotland Partnership, with a focus on reaching public, private, third sector, learning and skills development, promoting cyber security and online safety.

Public awareness plays a huge part in ensuring that people can quickly identify when they may be subject to a fraud and how to report it to the appropriate enforcement agency. This greater understanding and reporting allows enforcement bodies to track the fraud landscape, understand fraud trends and ensure appropriate enforcement and informative messaging is made available to limit the number of victims of fraud. The reach of under reporting spans all aspects of our communities from vulnerable citizens through to multinational companies.

The reasons for such under reporting ranges from embarrassment through to commercial implications and the need to protect organisational reputations.

Cyber enabled and cyber dependent crime has been increasing for a considerable period of time and this has escalated further during the COVID-19 pandemic. With organisations and businesses rapidly deploying remote systems and networks over the last 18 months to support staff working from home, criminals have also taking advantage of increased security vulnerabilities to steal data, generate profits and cause disruption.

The Economic Crime and Financial Investigation Unit (ECFIU) is part of Specialist Crime Division (SCD) and is managed by the Head of the Organised Crime and Counter Terrorism Unit (OCCTU). To counter those involved in serious and organised financial crime the ECFIU have geographically spread teams which target five distinct areas. At present, ECFIU have a total of 106 live investigations with a total value of £200,358,488.

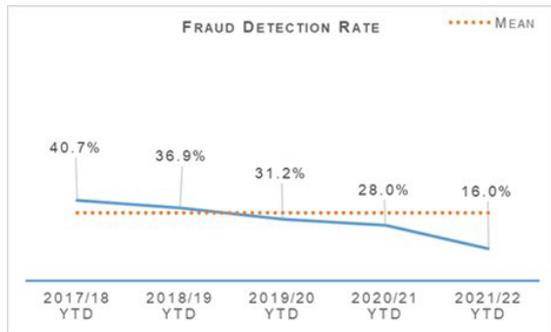
The Banking Protocol

The Banking Protocol is a multi-agency initiative between law enforcement, banking institutions and Trading Standards. Its aim is at the earliest opportunity to identify vulnerable victims who are in the process of being defrauded of funds from their bank accounts by unscrupulous criminals and to intervene to prevent these crimes. If staff suspect customers are being coerced or the transaction is as a result of fraud, the transaction is stopped and the Police are contacted. The Protocol is designed to provide a standardised method for how these concerns are dealt with and reported to police and to stop multiple victimisation.

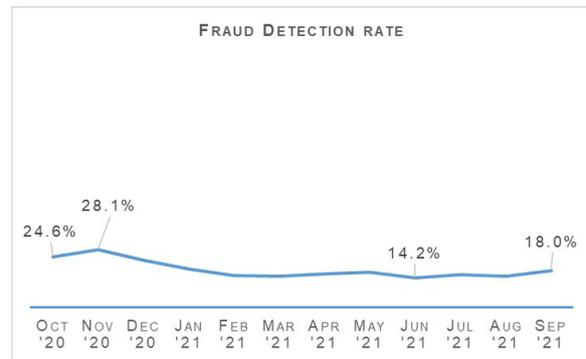
During Quarter 2 there have been a total of 236 Banking Protocol incidents with £1,394,730 of fraud prevented. September's figures are as of 27 September 2021 and may increase due to time delays in reporting confirmed losses.

Year to date figures show 527 incidents with a total value £2,873,231 of fraud prevented from April 2021 to 27 September 2021. (During Quarter 1 there were 291 Banking Protocol incidents with £1,478,501 of Fraud Prevented).

Detection Rates



The fraud detection rate currently stands at 16.0%, down 12.0 percentage points on last year and 18.5 percentage points on the five year mean. This decrease has been driven by both recorded frauds increasing and detections falling. Between April and September 2021, 1,321 frauds were detected, which is 25.5% (453) less than the same period last year and 17.5% (280.6) less than the five year mean. This is an issue seen across UK forces due to how quickly the cyber-enabled element of fraud is evolving. In response to this issue, fraud is now a high strategic priority and, as part of the Annual Police Plan 2021/22, Police Scotland have committed to developing a national approach to respond more effectively to crime of this type. The COVID-19 pandemic has changed many individuals' working and lifestyle conditions. With an expanded reliance on technology and increased cyber enabled purchases, we have seen a rise in recorded frauds which has impacted on the detection rate. Continued reliance on the internet due to COVID-19 restrictions is reflected in the increasing number of cyber enabled frauds and reduction in conventional frauds. It is anticipated as restrictions ease and the retail and entertainments sectors re-open fully, there will be an accompanying increase in conventional frauds.



Serious Organised Crime Groups (SOCGs)

Police Scotland now manage the threat and risk posed by Serious & Organised Crime Groups (SOCG) in Scotland via National SOC System Tasking. This UK wide process enables SOC demand across all Law Enforcement (LE) partners to be assessed in a consistent way, by aligning collective efforts to respond utilising a whole system approach, with the dynamic capability and capacity to mobilise the capabilities of the systems against the highest SOC threat. The adoption of National SOC System Tasking is aligned to 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.
- Police Scotland is sustainable, adaptable and prepared for future challenges.

There are 106 known Serious Organised Crime Groups (SOCGs) comprising of 2,008 individuals being investigated by police and partners in Scotland. This quarter has seen the number of groups increase by 10% and the number of individuals has been reduced by 1%.

The greatest prevalence of Police Scotland SOCGs remains in the west of Scotland: 63% of groups are located in the west, 20% in the north of Scotland and 17% in the east.

Four organisations have submitted SOCGs to SOCGM during the quarter. At 2021/22 Quarter 2, 86% of SOCGs are being investigated by Police Scotland (91 SOCG's). There was no submission from the National Wildlife Crime Unit (NWCU) and British Transport Police (BTP) during 2021/22 Quarter 2. Increased contribution by law enforcement partners is likely to result in the identification of emerging crime types and identification of existing crime operating in new ways and in new places. Complex and long running investigations will require ongoing collaboration with partners and law enforcement to provide a well-informed response to the threat.

SOCGs are involved in a diverse and wide range of known and emerging criminality. During 2021/22 Quarter 2, SOCGs operating in Scotland have directed, facilitated and undertaken human trafficking, prostitution, organised immigration crime, the storage and supply of firearms, the distribution, importation,

manufacture, supply and transportation of drugs, drug adulterants, violence, extortion, acquisitive crime including theft of motor vehicles, reset, cybercrime, environmental crime including wildlife crime, illegal waste activity and illicit dog/puppy trade, counterfeit currency and goods, money laundering, money lending and fraud including social engineering and COVID-19.

The most common criminality undertaken by mapped SOCGs continues to be drugs, violence, and money laundering. Drug trafficking remains a high volume threat with 69% of SOCGs in Scotland involved. Comparison of 2021/22 Quarter 2 to the previous quarter shows an increase in the number of groups including in the crime categories of environmental crime, other facilitation and theft. The crime categories showing a reduction in the number of groups include counterfeiting/forgery, drugs, fraud, money laundering and violence. The two new crime categories for this quarter are cybercrime and reset. The last time these criminalities were recorded was 2020/21 Quarter 4.

Mechanism	Amount
Proceeds of Crime Act (POCA) (year to date figures for POCA represent those provided to COPFS & CRU for consideration of confiscation & forfeiture)	£14,415,465
Confiscations Orders	£2,996,375
Civil Recoveries Unit	£1,349,414

Police Custody

Criminal Justice	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Volume of cases submitted into Criminal Justice System	71,858	68,122	-5.2%

The volume of cases submitted at this stage is down compared to previous years, although it is not clear at this stage whether this represents a reliable trend given unusual circumstances and myriad of different factors at play including the COVID-19 pandemic. Though down 5.2% from last year, the reduction is modest when compared with 2019/20 (-2.3%), and further analysis will be required as this year progresses before an understanding of what the new normal will consist of can be ascertained.

Custody Demand - Arrests

The Demand and Productivity Unit examined the effects of COVID-19 on the arrest process, finding that wait and processing times went up by an average of 7 minutes during the period. This is thought to be due largely to the practical demands of using PPE, adhering to COVID-19 protocols, and the use of designated custody centres. Further analysis will be required to establish whether this trend has continued following the lifting of restrictions or if wait and processing times have returned to previous levels.

Arrested Persons

Arrested Persons	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	52,890	48,995	-7.4%

It is important to note that that number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period. This excludes voluntary attendance, S.23 MDA 1971 detentions and those in transit. The decrease is modest but still notable and is in keeping with the general trend in previous years relating to the numbers coming through custody. It continues to evidence the focus on proportionate arrests and the use of Police Direct Measures (PDM) where appropriate. In comes despite the relaxation of Coronavirus restrictions and is anticipated to represent a shift towards the new normal as the country continues to recover and potentially emerge from the pandemic.

Arrested Persons Held For Court	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Proportion of arrested persons held for court	34.9%	35.4%	+0.6% point

The slight increase in the number of arrested persons held for court is reflective of the gradual return to normality brought about as the Criminal Justice (CJ) sector continues its journey to recovery and business as usual. The percentages held for court also represent a modest rise in the numbers being arrested on warrant and consequently the number of warrants being issues for corresponding breaches of bail and undertaking which saw increased but proportionate use during the pandemic. It is not anticipated that the proportion held for court will return to pre-pandemic levels, owing to the continued impact of the Quality Assurance Inspector (QAI) role which supports effective and proportionate custodial decisions under the Criminal Justice (Scotland) Act.

Arrested Persons Held For Court	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Proportion of arrested persons released on an undertaking	24.4%	26.3%	+1.9% point
Proportion of persons released on investigative liberation	0.4%	0.5%	+0.2% point
Number of persons re-arrested	329	402	+22.2%

Previous reports provided inaccurate figures for 'persons re-arrested', due to a technical error in the associated ScOMIS report. This report and future updates will have the correct figure.

The figures presented here continue to show slight increase in the use of undertaking compared with the previous year, however, they potentially represent a significant change of culture on pre-pandemic levels of undertaking. This remains in keeping with both CJSD and the wider CJ system's intended future direction. Figures also demonstrate increased use of Investigative Liberation as an effective tool to protect the integrity of investigations whilst maintaining suspects' right to liberty.

Children brought into Police Custody / Held for Court	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of younger children arrested and brought into police custody	817	830	+1.6%
Number of younger children held for court	68	47	-30.9%
Number of older children arrested and brought into police custody	1,312	1,276	-2.7%
Number of older children held for court	302	244	-19.2%

Definitions for clarity: Adult being defined as 18 or over; Older Child being defined as 16/17 and Not under Supervision; Younger Child being defined as Under 16 or 16/17 but subject to a Compulsory Supervision Order. The number listed as held for court are those who were held in a police cell and had a relevant certificate in terms of S.22 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety.

Although the numbers of younger children brought into police custody has seen a modest increase, it remains a substantial decrease on pre-pandemic levels and the other categories continue to see welcome downward trends which are particularly welcome in terms of the number of children being held for court. This is also in keeping with broader CJ sector aims to reduce the numbers of children coming into and being detained in custody and indicates improved compliance with the children's rights principles outlined within United Nations Convention on the Rights of the Child (UNCRC) and the soon to be fully implemented Age of Criminal Responsibility (Scotland) Act 2019 (ACRA).

Antisocial Behaviour (ASB) Fixed Penalties	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	8,108	6,761	-16.6%

A significant proportion of the Fixed Penalties issued in 2020/21 relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020. The decrease in the issuing of ASB Fixed Penalty Tickets will be as a direct result in the easing of these restrictions which no longer create an offence for certain activities previously subject to such penalties. Accordingly the decrease is anticipated in the circumstances.

Vulnerability	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times persons arrested who have declared an alcohol addiction	6,107	5,631	-7.8%
Proportion of persons arrested who have declared an alcohol addiction	11.7%	11.5%	-0.2% point
Number of times persons arrested who have declared drug addiction issues	9,007	7,686	-14.7%
Proportion of persons arrested who have declared drug addiction issues	17.1%	15.7%	-1.4% point
Number of times persons arrested who have declared Mental Health issues	21,480	20,227	-5.8%
Proportion of persons arrested who have declared Mental Health issues	41.1%	41.6%	+0.6% point

**Please note, each custody may have reported "yes" to each of the above categories.*

As a result of the total number of persons arrested being down on previous years, both the number of persons arrested with alcohol and drug addiction issues are down on the same period. As a proportion of the total number of persons arrested, those with alcohol and drugs addiction issues remained relatively stable and slightly down. Those arrested with MH Issues has increased slightly by 0.5% but this is not a significant increase and along with the decrease in alcohol and drugs may well be attributable to normal fluctuations as opposed to being indicative of any wider trends. It should be noted that the question about mental health issues ask if the individuals arrested have ever had mental health issues, and does not specify if they are currently suffering from them or if the problems existed at some point in the past.

Partner Referrals	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of arrested persons referred to partners	328	638	+94.5%

**Figures were not available prior to 2020/21 owing to the lack of consistent recording mechanisms available and used.*

***Figures for Quarter 2 2020/21 were very likely artificially low due to the initial impact on arrests during the initial lockdown compounded by the initial reduction in third sector service provision and functionality during the pandemic.*

Although the Harm Reduction Strategy focusses on four strands, namely reducing drugs deaths, drug and alcohol use, mental health and social inequalities, there is much work being undertaken to increase the availability of access to support services after release from custody. The Healthcare and Interventions team have worked hard to improve recording arrangements for arrest referrals and increase awareness of the referral service internally to improve referral rates, leading to a large increase compared to the previous year. The team also continue to develop stronger working relationships with third sector support agencies and organisations.

Since April 2021, a new arrest referral service has gone live in Dundee (Dundee CARS) and as of 01 June, the division has appointed over 150 Custody Support and Intervention officers (CSIs) who are being offered support and training in all aspects of referral arrangements and practice, to allow them to increase the number of referrals offered and continue to raise awareness of available support for those in need.

The introduction of an Interventions Sergeant has provided additional training opportunities for CSI's in regards to motivational interviewing and trauma informed to help when speaking to prisoners. Meeting CSI's face to face to explain the arrest referral process has increased staff buy-in and highlighted why we are doing it across Scotland. There has also been a focus on developing new intervention opportunities and/or expanding current services into other areas which has increased the profile of the arrest referral process.

Improved recording arrangements for arrest referrals plus the hard work from the Healthcare and Interventions (H&I) Teams nationally to improve the referral rates, alongside the cultivation of relationships with third sector support agencies / organisations are major factors in the 94.5% increase from the same period last year.

NHS Partners in Custody Centres	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of people in custody seen by NHS partners in custody centres	2,980	3,458	+16.0%

**Figures provided represent the numbers marked out of cell for medical assessment (excluding those to hospital). They do not include those individuals who are subject to several medical assessments as is often the case during longer periods in custody.*

Within the past year there has been a drive to make optimal use of Health Care Professionals for healthcare and welfare decisions and risk assessment and this may have contributed to the rise, however, it is an area which is difficult to interpret owing to the complex nature of the healthcare needs of those in custody. Another possible contributing factor may be the increased

time in police custody for those who are held for Virtual Court appearances that otherwise would have had their healthcare needs addressed by Scot-Med through the longstanding contract with GEOAmey. The increase may also be indicative of a shift back towards pre-pandemic levels and/ or alternatively a new status quo.

Additional exceptions out with the Measures of Progress towards Strategic Outcomes

Wildlife Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	201	158	-21.4%	143.2	+10.3%
Number of detections	109	86	-21.1%	83.0	+3.6%
Detection rate	54.2%	54.4%	+0.2% point	58.0%	-3.5% point

Quarter 2 has seen the overall wildlife crime figures reduce by 21.4%, a decrease of 43 crimes recorded in 2021/22 compared to the same period in the previous year. Although detections have decreased compared to last year, we have continued to detect a similar proportion of these crimes with the detection rate for wildlife crimes increasing by 0.2 percentage points.

The decrease in wildlife crimes has continued as expected after the peak last year seen during the first lockdown period. Salmon and freshwater fishery offences have decreased 53.1%, from 81 to 38 crimes, compared to the same period last year.

Offences involving birds have increased 136.4% from 22 to 56 crimes whilst detections are also up from five to 23 compared to the same period last year. This can be partly attributed to the successful impact of Operation WINGSPAN. From April to September this year we executed warrants in relation to four separate incidents of raptor persecution. All warrants yielded results and will be reported to the COPFS. During the period we also delivered an extensive communications plan, including social media campaigns and national news features in order to raise awareness of raptor persecution.

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

Police Scotland’s objectives are to:

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

Public Confidence and Satisfaction

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

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

Public Opinion Statements	Q1 2020/21 %	Q2 2020/21 %	Q3 2020/21 %	Q4 2020/21 %	Q1 2021/22 %	Q2 2021/22 %
Feel either ‘very safe’ or ‘fairly safe’ in their area	88%	81%	70%	75%	79%	72%
Strongly agree or agree that the police listen to concerns of local people	41%	36%	32%	30%	25%	37%

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

User Experience	Q1 2020/21 (Apr – Jun)	Q2 2020/21 (Jul – Sep)	Q3 2020/21 (Oct – Dec)	Q4 2020/21 (Jan – Mar)	Q1 2021/22 (Apr – Jun)	Q2 2021/22 (Jul – Sep)	% change from last Q
Percentage callers saying it was easy or very easy to contact the police	82%	76%	75%	81%	75%	67%	-8% point
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	87%	85%	88%	87%	85%	82%	-3% point
Percentage callers who felt staff properly understood what they needed	88%	87%	89%	89%	86%	84%	-2% point
Percentage callers feeling that the police provided the appropriate response	66%	67%	70%	60%	66%	62%	-4% point
Percentage callers felt satisfied with the way they were treated by the officers who attended the incident (where applicable)	80%	82%	83%	84%	81%	78%	-3% point
Percentage callers felt they were adequately informed about the progress made (where applicable)	53%	56%	59%	64%	59%	55%	-4% point
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	71%	72%	73%	73%	68%	64%	-4% point

Note: Satisfaction refers to those who have contacted the police. This reflects on the organisation's ability to handle individual incidents for an effective outcome for people, the police service and communities.

Quarterly Comparison

Since April 2020 measures of satisfaction with Police Scotland have remained consistently high. The change of survey methodology (from phone interviews to text in April 2020) and the start of the COVID-19 pandemic saw drops in confidence and satisfaction measures, before recovering to higher levels. It's important to note that these drops do not always indicate a trend; and overall satisfaction has remained between 64%-73% throughout the pandemic.

In Quarter 2 2021/22, there was a significant increase in the number of respondents who agree and strongly agree that the police listen to concerns of local people (37%); compared to 25% in the previous quarter (a 12% point increase).

Between the last two quarters there is a drop in the number of callers reporting it is easy to contact Police Scotland (67%). Feelings of overall satisfaction have subsequently also reduced. This drop in overall satisfaction, to 64%, represents a notable change from previous quarters, where satisfaction remained relatively consistent; between 68-73%.

67% of users reported that their experience with contacting police was either easy or very easy, compared to 75% of users in the first quarter of 2021/22. To understand the reasons underlying ease of contact a new open-ended survey question was introduced to the User Experience Survey in September 2021. The findings identified the following factors:

- **Difficulties with connecting to a service advisor.** Respondents referred to long waiting times and the inability to connect to staff on their first attempt.

- **Being kept up to date after initial contact.** Service users want to be informed about the progress, where it is necessary, and updated on any actions taken to resolve the reported issues.
- **Problems using online reporting.** Online access to the police service should be accessible, intuitive and easy to use. Users reported that their experience of this did not currently meet their needs, with frustration that online forms were not fit for purpose as they told the user to call 101 anyway.

Survey respondents who found it easy to contact police highlighted the following reasons:

- **Effective communication.** The ease of service use was often attributed to efficiency, friendliness and empathy of service advisers, who gave clear, precise and concise directions or instruction. Service advisers were praised for their ability to be helpful under pressure, whilst also helping keep the user calm and making them feel safe.
- **Service Accessibility.** Quick call pick-up times and availability of an online contact channel to report incidents and get information. There was a sense that people 'didn't want to bother' 101 and may have been more inclined to use a fully integrated and accessible online reporting system instead.

Further comments provided by survey respondents highlight the importance of:

- Listening to understand needs to provide the appropriate response.
- Making access to the police service as easy and intuitive as possible.

- The need for multiple ways of online (email, website) and in person (easy access to and relationships with local officers) contact with police.
- Consistency of service delivery, with a high standard of service from every member of staff and officers across policing.
- Being informed and updated on aspects of work that Police Scotland is doing, highlighting the importance of a continuous conversation with the public.

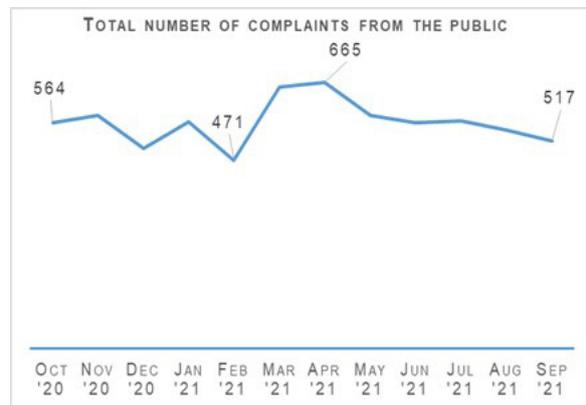
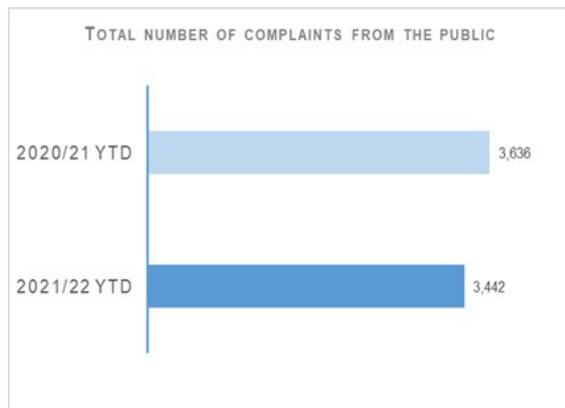
Ease of contact is a key area of focus in the [Public Contact and Engagement Strategy](#) where the introduction of accessible new contact channels and enhancement of how we communicate and engage, will help to improve public experience and confidence in reporting crime and other incidents, enabled by digital services. For example, survey respondents who found it easy to contact police highlighted the following reasons:

- **Fully accessible online reporting** for getting information and advice, reporting low level crime and other incidents, receiving updates, and sharing evidence.
- **Investing in the replacement of our national contact platform (UCCP)** to sustain contact assessment and call triage. And to ensure our technology is a platform for innovation and supportive technologies i.e. next generation 999 for connecting with mobile technology. Next generation policing in Scotland is expected to use video and text, activated by service advisors for easing emergency contact, in addition to phone.

- **Ensuring the public can reach us using voice assisted technologies** e.g. smart home devices and smart watches, in situations where they might not be able to reach a phone to dial 999.

Complaints about the Police

Complaints	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	3,636	3,442	-5.3%	3,351	+2.7%



Complaints from members of the public decreased by 5.3% to 3,442 at the end of Quarter 2 compared to the same period last year but are up 2.7% (91 more complaints) on the five year mean.

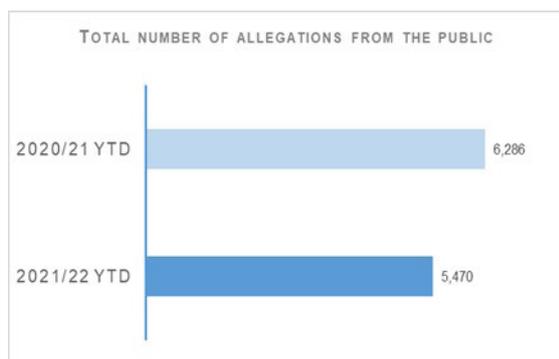
The volume of COVID-19 related complaints peaked during Quarter 1 of 2020/21 and this is assessed as a key factor in driving the year to date decrease in total complaints received. A total of 97 COVID-19 complaints were received during the year to date 2021/22. This represents a decrease of 82.5% (458 fewer complaints) when compared to the same period last year where 555 COVID-19 complaints were received.

The Professional Standards Department (PSD) has resolved 1,455 complaints (42.3%) by Frontline Resolution (FLR) during the year to date 2021/22, compared with 55.4% in the same period last year. This includes early resolution and subsequent resolution by PSD / Specialist officers.

Due to the launch of a new complaint handling model on 03 May 2021, FLR rates cannot be directly compared to the same period in 2020/21. This is due to the provision of additional complaint categories which will provide PSD with more detailed analysis and understanding of the overall complaint handling process.

Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	6,286	5,470	-13.0%	5,620	-2.7%
% of closed allegations which were upheld	6.7%	5.7%	-1.0% point	9.6%	-3.9% point

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



The total number of allegations have decreased by 13.0% (816 fewer allegations) compared to the same period last year, with 5,470 allegations recorded at the end of Quarter 2 2021/22. The number of allegations are also down 2.7% (150 fewer allegations) on the five year mean. As with the number of complaints, the peak COVID-19 related allegations in Quarter 1 of last year are assessed as being a major contributory factor in this decrease.

Allegations closed totalled 4,942 at the end of Quarter 2 with 5.7% of these being upheld. Allegation outcomes (e.g. upheld) are based on closed allegations within the year to date period. Closure dates vary from the received dates, therefore closed and received data may not be directly comparable.

During this period, 783 non-criminal complaints were closed with 39.5% closed within the 56 day statutory timescale. A 3.0% increase from the same period in 2020/21.

Police Investigations and Review Commissioner	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	103	115	+11.7%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	390	452	+15.9%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	68.7%	66.2%	-2.6% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) has conducted 115 Complaint Handling Reviews (CHRs) which equates to only 3.3% of all complaints. The 115 CHRs conducted by PIRC considered 452 allegations, with 299 (66.2%) assessed to have been handled to a reasonable standard. This is down 2.6 percentage points from the same period in 2020/21. These CHRs included 153 recommendations.

Police Scotland made 131 referrals to PIRC resulting in 43 investigations (32.8%). Statutory referrals to the PIRC facilitate independent and transparent scrutiny in relation to serious incidents involving the police. Those referred to PIRC include:

- Armed Policing (36)
- Crown Directed Criminality (19)
- Death Following Police Contact (5)
- Death in Police Custody (1)
- Serious Injury Following Police Contact (16)
- Serious Injury in Police Custody (21)
- STO Taser (33)

Organisational Learning

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

In Quarter 2, PSD has disseminated learning from a variety of incidents with the following learning outcomes of particular note:

- Findings from a recent PIRC investigation identified updates that were made on a custody record after the individual was found deceased. A divisional memo, e-brief and a force form have been circulated for PCSO's information to ensure that updates on their National Custody System are as accurate as possible. An audit will be conducted in the coming months to assess the accuracy of entries on this system.
- Where verbal accounts are obtained from officers during a complaint enquiry, an auditable record of those accounts should be collated.

- It is acknowledged that there will be occasions where members of the public will highlight issues to officers that can be dealt with by means of explanation or clarification. Good practice dictates that such dissatisfaction can and should be dealt with at the earliest opportunity by the officer engaging with the individual or by their supervisor, should circumstances allow.
- Where audio and/or visual footage is available from any party involved, this should be used as best evidence in determining complaints. Additionally, such evidence should be retained in a proper manner to ensure it is also available to inform any subsequent PIRC review.
- Complaint handlers are reminded of the importance of identifying all opportunities for learning and service improvement, in accordance with the relevant complaint handling procedures. Findings from a recent CHR highlighted that any learning identified from complaints should be appropriately and consistently communicated to the complainant. This approach will serve to improve public confidence in the effectiveness of the complaints process.

Case Review of Complaint and Conduct Matters Involving a Sexual Circumstance

In line with other UK police forces, Police Scotland have commenced a review, the purpose of which is to ensure Police Scotland has discharged its responsibilities in relation to the management of risk relating to reports or complaints of which include sexual circumstances, sexual offending or misconduct by officers or staff of Police Scotland and where appropriate has fully investigated and progressed matters within relevant legislation, powers and regulations.

This will be a time critical review, culminating in a final report compiled to provide an overview of findings and recommendations. Police Scotland will ensure that as part of this review that there is engagement with the Crown Office and Procurator Fiscal Service – Criminal Allegations Against the Police Department (COPFS - CAAPD) and the Police Investigations and Review Commissioner (PIRC) to ultimately provide a report to the SPA Complaints and Conduct Committee. This will include matters referred to either COPFS (CAAPD) or PIRC. Furthermore, the review will seek to draw relevant grievance related information from People & Development outlining the scale, range and demand of related grievances. This review is at a very early stage and we will provide further updates later in the reporting year.

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

Police Scotland’s objectives are to:

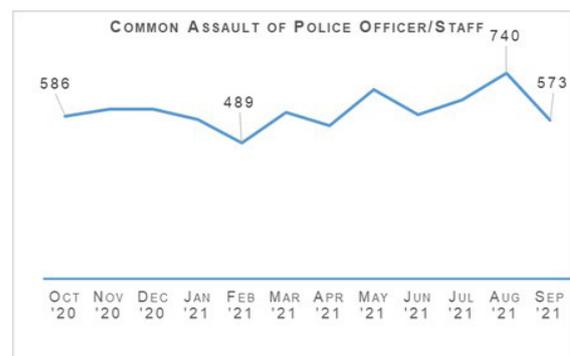
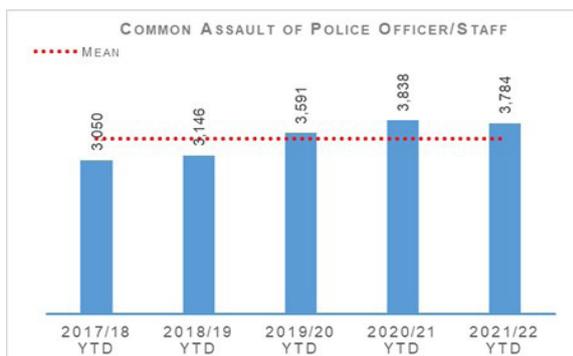
- Prioritise wellbeing and keep our people safe, well equipped and protected
- Support our people to be confident leaders, innovative, active contributors and influencers
- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging

Assaults on Police Officers and Police Staff

Assaults on Emergency Workers (Police Officer/ Staff)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Common assault of emergency workers (police officer/police staff)– number of offences	3,838	3,784	-1.4%	3,311.4	+14.3%
Percentage of assaults leading to injury	37.1%	32.0%	-5.1% point	n/a	n/a
Number of assault RIDDORS	19	28	+47.4%	n/a	n/a
Number of assault RIDDORS per 1k employment	0.9	1.3	+44.4%	n/a	n/a

Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue.

Note: Highland and Islands Division data only includes detected assaults.



Your Safety Matters (YSM)

Lived Experience - Serious Police Assault

In 2017, 'Craig' was assaulted by a male in custody with a broken methadone bottle, resulting in urgent medical attention and 20 stitches.

Recalling the incident and the affects it had on him physically and emotionally, Craig said: "It was only when I was being given some first aid by the nurse and doctor who were in custody at the time, that I realised how lucky I had been in regards to a neck slashing."

Craig appreciates the speed and efforts of his line manager to ensure senior colleagues were constantly advised of his situation and in the prompt submission of a Violence / Accident health and safety form on SCoPE immediately after the incident. Craig soon after was able to receive TRiM support (Trauma Risk Management), which he fully advocates as he himself is a TRiM practitioner.

"I think TRiM works in the long run. It signposts you to places that you need to go to should you require to. I definitely felt that being part of the team, sitting round with the team and being TriMed was beneficial to me."

Following Craig's assault, guidance on administering methadone in custody was changed for both NHS practitioners and police officers and staff.

While it is commonplace for methadone to be prescribed in glass bottles, healthcare staff should decant this into a safe and suitable non-glass cup before it is handed to any persons within police custody.

Craig's assailant was charged with serious assault to permanent disfigurement.

Use of Force

Spit Hoods

Police Scotland have encouraged officers and staff to make use of spit hoods. Since the beginning of the COVID-19 pandemic there has been an increase in assaults recorded which involve coughing or spitting. Incidents of spitting, where officers and staff are exposed to bodily fluids, can increase the risk of exposure to blood-borne viruses. The use of spit hoods can help reduce this risk.

Use of Force Applied	2020/21 YTD	2021/22 YTD	% Change from Previous Year	2019/20 YTD	% Change from 2019/20 to 2021/22
Spit Hood / Mask Used	432	384	-11.1%	345	+11.3%

People and Development

Absence Management

Absence data below shows an increase for both officers and staff against the same period last year. However, due to changes in recording conventions and reporting methodology at the beginning of this financial year, the value in comparisons against previous year's data is limited and as such comparisons are not provided in this report.

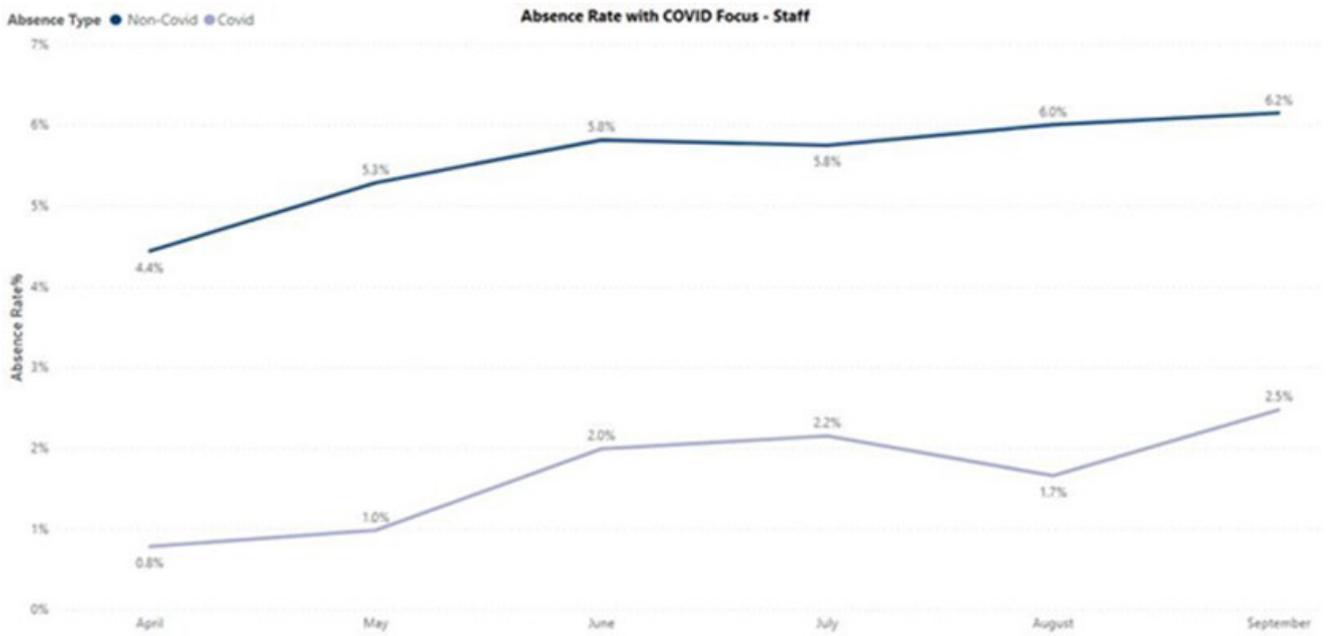
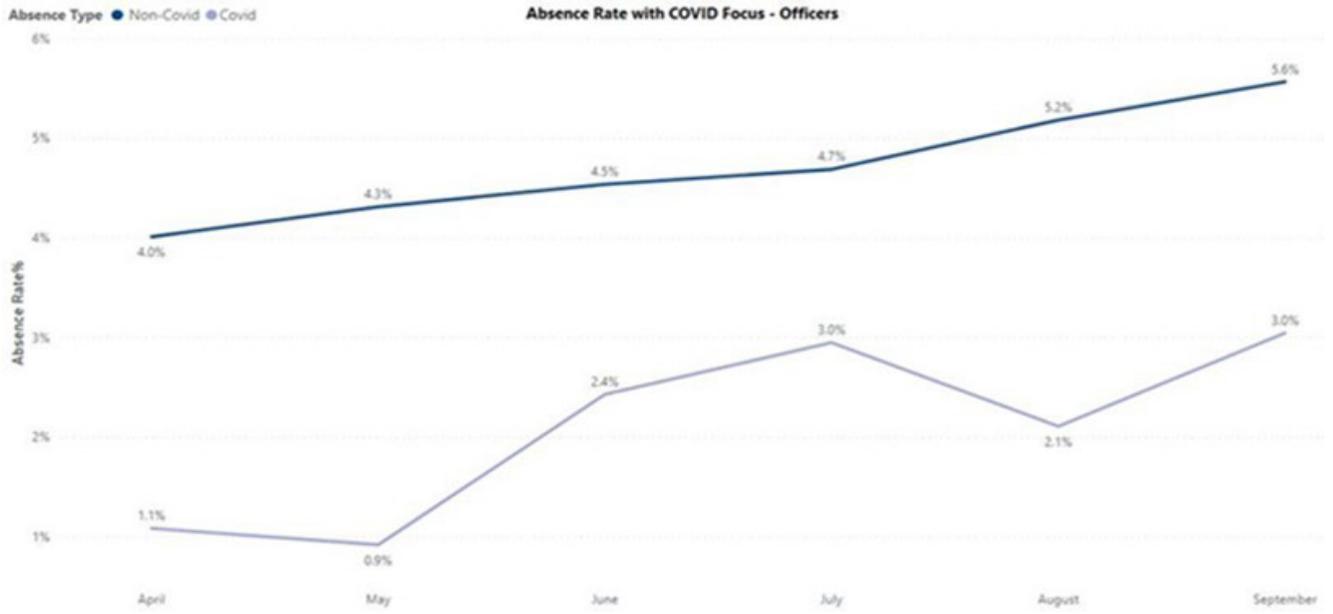
Absence Management	2020/21 YTD	2021/22 YTD	Change from Previous Year	5 Year Mean	Change from 5 Year Median
Percentage of working days lost for police officers	4.9%	6.8%	+1.9% point	4.3%	+2.5% point
Percentage of working days lost for police staff	6.5%	7.3%	+0.8% point	5.5%	+1.8% point
Average working days lost for police officers	5.24	7	+1.76	4.5	+2.5
Average working days lost for police staff	7.64	8.8	+1.16	6.87	+1.93

**As previously reported: People and Development have highlighted that the absence figures have been misreported [in previous years] and the figures from Q1 2021/22 are the first true reflection of absence [based on a new reporting protocol].*

***Direct comparisons between 2021/22 and previous years compare across differing reporting protocols, and are therefore subject to previous year inaccuracy.*

****Previously stated five year Mean includes a number of years of previous reporting protocols and as such will retain inaccuracies until such time as the 2021/22 period onwards forms the entire basis of the calculation.*

*****Average Working Days Lost calculation has undergone a significant change since previous reporting, as such previously reported AWDL figures are incorrect (underreported) and direct comparison is strongly discouraged.*



Over Quarter 2 of 2021/22 both COVID-19 and non-COVID related absence rates have risen. This can be explained by the peak in positive cases in Scotland from mid-August to mid-September 2021. In terms of non-COVID absence, psychological disorders continue to be the greatest cause of absence and indeed the rates of both short term and long term absence due to psychological factors has risen over Quarter 2 of 2021/22.

A multi-faceted mental wellbeing programme is ongoing and delivers resilience training to officers and staff. This programme, involving two external partners, provides officers and staff with tools to keep them well and prevent mental illness.

A deep dive into all long term absence has been commissioned by P&D with the aim to ensuring proper and appropriate support is being provided, that all occupational health services are being utilised and there are no gaps in the absence management process. This deep dive will generate activities around consistent and effective case management interventions, early and proactive engagement of appropriate services and procedures (inclusive of capability process where appropriate) and wider ongoing visibility, review and evaluation on performance and impact with Divisional/Departmental Senior Management Teams.

Occupational Health Provision

Occupational Health	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	1,269	1,630	+28.4%	n/a	n/a

Employee Assistance Programme	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	926	1,064	+14.9%	n/a	n/a

The following table articulates that Quarter 2 2021/22 saw an increase of 19% in management referrals to our occupational health service compared to the equivalent quarter in 2020/21.

	2019/20	2020/21	2021/22	Variance
Quarter 1	975	575	803	+228 (40%)
Quarter 2	986	694	827	+133 (19%)

Current figures highlight that a gradual return to business as usual is being witnessed as the referrals return to a steady state commensurate with the relaxation of certain pandemic restrictions during the course of 2021.

Musculoskeletal, psychological and gastrointestinal issues continue to be the most common reasons for management referrals and this aligns with the most common reasons provided by our workforce when reporting absence.

Our Employee Assistance Programme - HELPEAP - reported a significant reduction in usage across all their portfolio last year. This reduction was not specific to their Blue Light clients; HELPEAP also saw this reduction across their private business clients. However, year to date has seen the numbers accessing the service rise to pre-pandemic figures as illustrated in the following graph. The re-introduction of line managers' awareness sessions on the tools available have further contributed to this increase.

	2019/20	2020/21	2021/22	Variance
Quarter 1	701	415	486	+71 (17%)
Quarter 2	588	511	578	+67 (13%)

Data informs that around 75% of contacts to this service are for personal, rather than work-related matters and it is pleasing therefore to note that we are able to offer this service to ensure we support the holistic wellbeing of our workforce.

The number of referrals to our trauma risk management process (TRiM) continues an upward trend year on year. A spotlight week at the beginning of 2021 highlighted TRiM services and this has undoubtedly raised the profile of TRiM support. This is now evidenced in the increase in contact with the team.

The following figures show the number of officers and staff supported through the TRiM process each quarter.

	2019/20	2020/21	2021/22	Variance
Quarter 1	54	87	102	+15 (17%)
Quarter 2	72	91	98	+7 (7%)

The value of this process in support of our officers in the aftermath of attending difficult, sensitive and traumatic incidents cannot be underestimated. To further strengthen our provision in this area, an additional 18 assessors were recruited Quarter 1 2021/22 supplemented by a further eight in Quarter 2 2021/22 which brings the team number to 200 across SPA / Police Scotland.

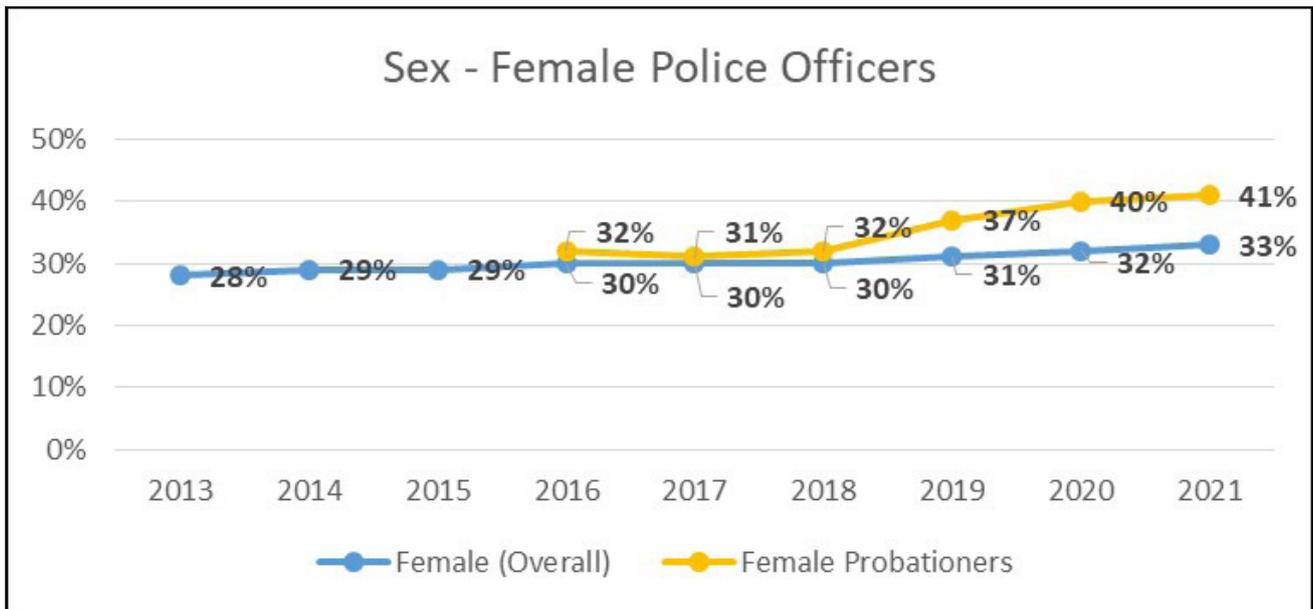
Equality & Diversity – Equality Outcome 5

Our ambition is to have a workforce that fully reflects and represents our communities, from whose consent we draw our legitimacy. We aim to provide a workplace that is welcoming and inclusive to all and which supports our people to thrive, flourish and be truly themselves.

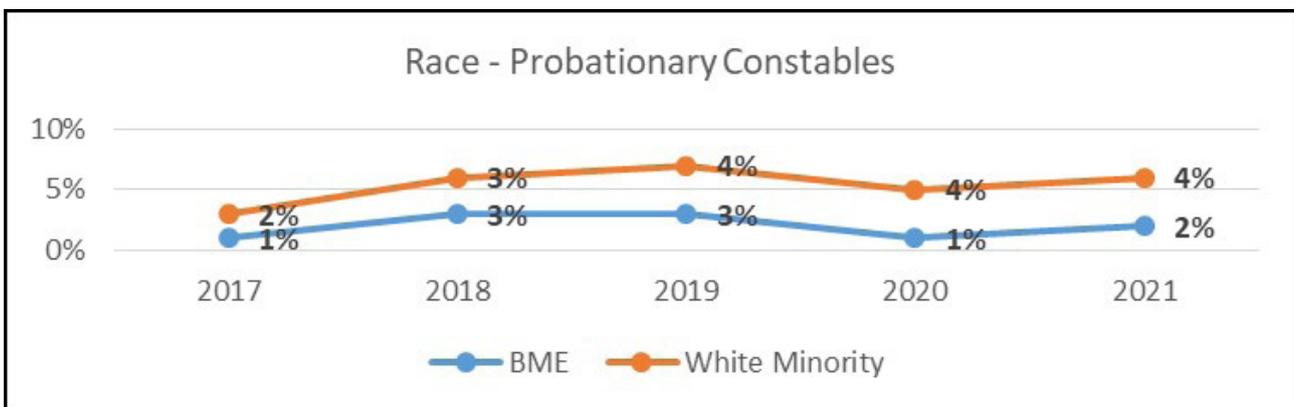
In September 2021, 142 new Police Officer recruits were appointed to Police Scotland.

The age of the new recruits ranged from 18 - 50 years old, and the breadth of knowledge and experience that this wide age-range will bring to policing is welcomed.

Comprising 80 males and 62 females, proportionally representing 56% male and 44% female; with this intake we continue to drive an upward trend in the number of women recruited into Police Scotland and recognise the impact that this is having to balance the gender profile of our officers. Over the past four years Police Scotland has increased the proportion of female recruits by 10%, as can be seen in the graph below. Women now represent more than a third of our police officer workforce.



9% of this intake were from minority ethnic backgrounds, which continues to strengthen the number of officers from under-represented groups in line with our ambition. The graph below illustrates steady progress over the past four years of the increasing proportion of probationer constables from minority ethnic groups.



Of this quarter's new recruits, five have served as Special Constables with Police Scotland and 11 have previous military service. A number of recruits are fluent in languages including Polish, Romanian, Cantonese, Portuguese, French, Urdu, Punjabi, Hindi, Spanish, Italian and West African languages – Wolof, Soninke and Fulani.

In support of our remote and rural recruitment activity, 40% of the overall intake were posted to North East, Argyll & West Dunbartonshire, Highland & Islands and The Lothians & Scottish Borders Divisions, with recruits being posted to remote and rural areas including Dunoon, Campbeltown, Oban, Lochgilphead, Scottish Borders, Shetland, Moray Firth and Caithness.

Positive Action – Equality Outcome 8

Considerable work continues to ensure Police Scotland attracts and recruits the very best talent from across all of our communities. One element of recent focus has been to ensure that our recruitment process is inclusive and mitigates against equality barriers to potential recruits. Following Scottish Government approval, an 18-month pilot is underway on a new police officer Standard Entrance Test (SET) designed to minimise unconscious bias and to ensure inclusivity of language for all our communities. This follows an analysis of SET performance across 2018/19 which showed a variance in the pass rate for White Scottish candidates compared to BME candidates.

The Recruitment, Selection and Promotion department's Positive Action Team continue to work diligently to reach out to all our communities from under-represented groups across the country. One example of this in this quarter is the first 'in-person' BME recruitment event since COVID-19 restrictions eased.

At this event, attendees learned about the recruitment process and the 'Tulliallan experience'. They also had the opportunity to speak to a serving BME officer. The team ran a mock fitness test at Jackton to allow candidates the opportunity to experience the test in order to prepare themselves.

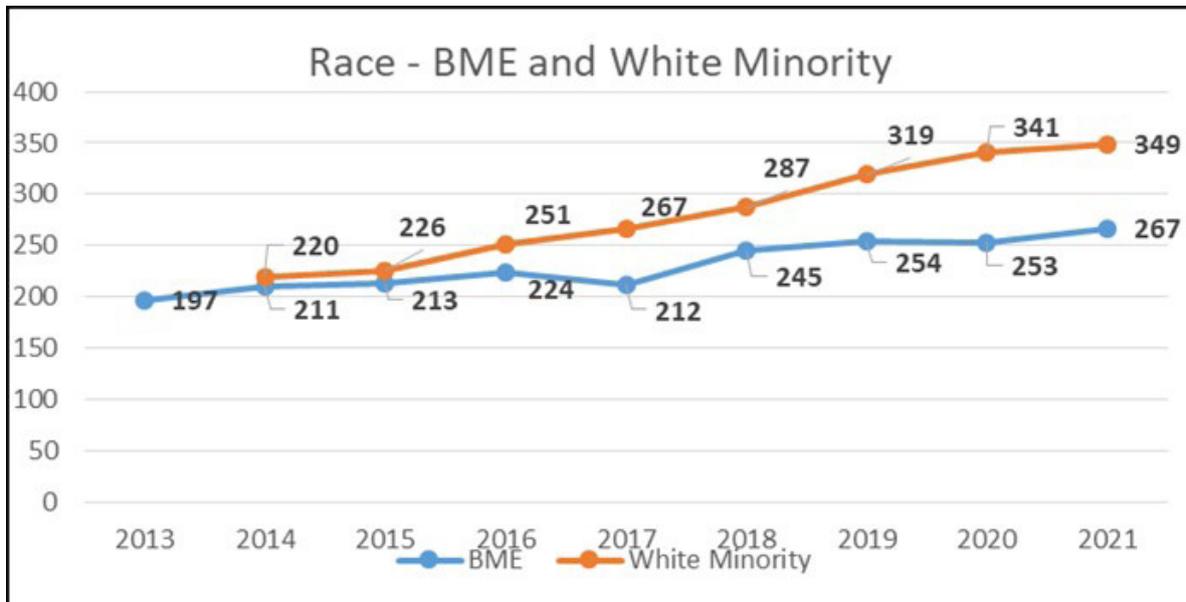
In addition to this, numerous women's and BME online events took place. The team routinely hold events for the breadth of protected characteristics including race, religion, gender and sexual orientation.

Whilst it is acknowledged that our journey continues to achieve the ambition of a balanced workforce, more representative of the communities we serve, our workforce profile is changing steadily as a direct consequence of the proactive drive of our Positive Action team to attract diverse talent and our Recruitment, Selection and Promotion team to ensure transparent and inclusive selection and promotion processes.

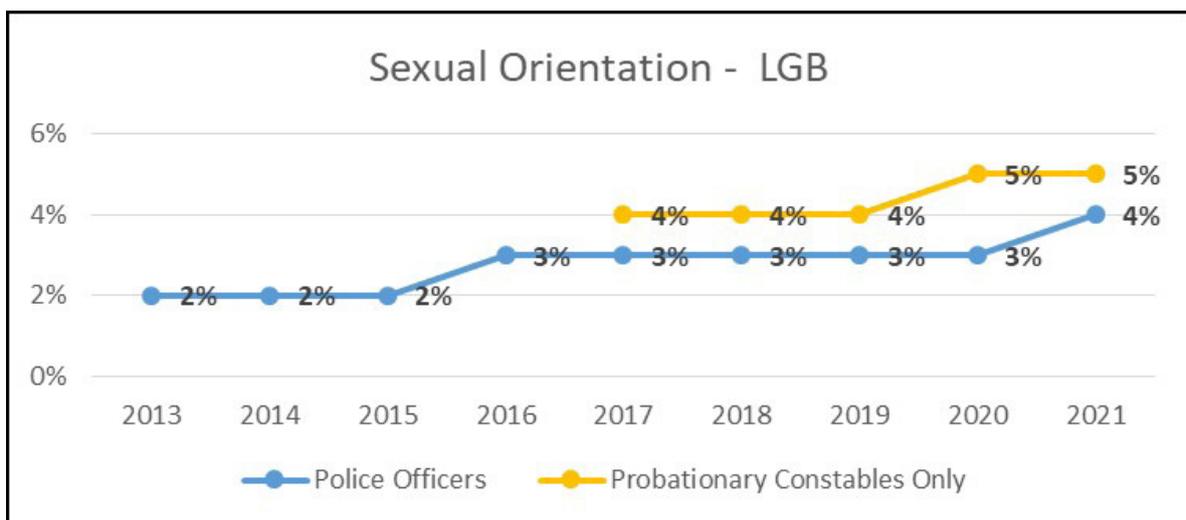
Police Officer Profile

In terms of our officer workforce profile, the following trends are evident.

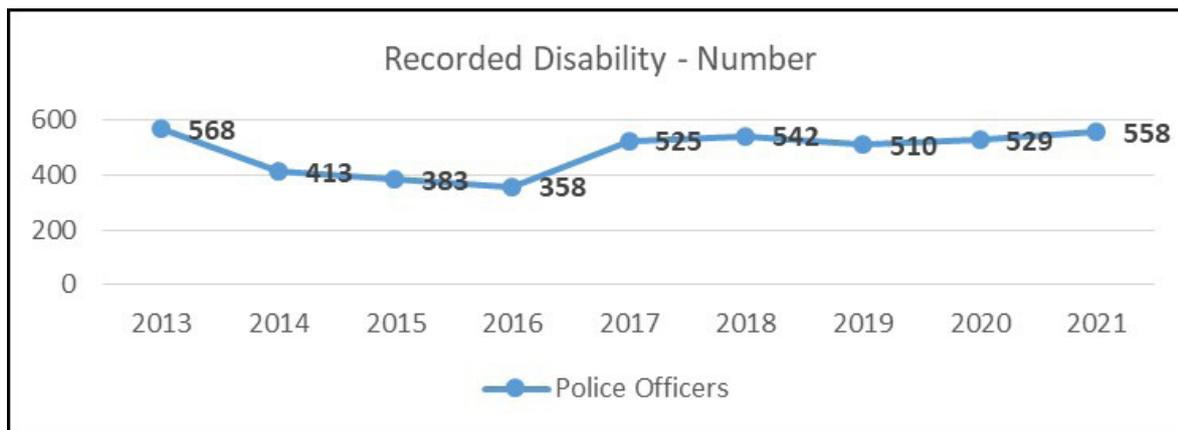
Whilst statistically the proportion of those identifying as BME remains static at 1%, and 2% for those identifying as White Minority, the following table shows that numerically our officer numbers in these under-represented groups continues to increase year-on-year.



The number of police officers identifying as LGB has increased by 30 in the year to 31 March 2021, from 614 to 644. The following graph shows the proportion of police officers overall and probationary constables who identify as LGB.



With regard to disability, the following graph shows that the proportion of police officers with a recorded disability remains at 3%, which has been the trend since 2017.



For probationary constables, the proportion has fluctuated between <1% and 2% since 2016. The 'normal' profile of an officer recording a disability is at 14 years' service and aged 42 with no difference in gender. Clearly this means older officers with significant experience are within this demographic. Within Police Scotland, it is important to retain knowledge and experience by providing appropriate and proportionate duty modifications to ensure meaningful employment within policing. Work to enhance our capability to support and offer our officers such reasonable adjustments continues, however, where this is not possible we to strive to ensure that that our ill-health retirement processes are compassionate and efficient.

Police Officer Promotions

Over the last quarter, the focus of promotion activity has been to maintain organisational strength at sergeant rank in our remote and rural communities.

A bespoke North Region sergeants' promotion process took place in July 2021 and from 87 candidates, 77 additional officers joined the promotion pool for key sergeant vacancies in the north of Scotland.

A bespoke West Region rural and remote sergeants' promotion process took place to fill vacancies in Argyll & Bute and Dumfries & Galloway divisions. 21 applications were received and, after assessment, all posts have now been filled.

Looking beyond the last quarter, and over the past 12 months our promotions processes at all ranks to Chief Superintendent have been reviewed and updated for transparency and inclusivity. Significant time and resource has also been devoted to development opportunities for our current and future leaders, ensuring that these are structured in a way which is fair and inclusive and does not present barriers or indirect discrimination. Our continued and focussed efforts mean that changes in our promotion demographics are evident.

Around a third of our promoted officers are female which is reflective of the overall proportion of female officers, and there is no differentiation between sexes in terms of length of service before promotion which currently stands at an average of 14 years.

Similarly, the race profile of promoted officers, at 1%, remains broadly in proportion with all officers, although we are determined to continue substantial efforts to increase this figure.

The profile of those with a recorded disability reflects the Police Scotland profile of 3% with the average length of service of those promoted to sergeant who have a recorded disability being 13 years.

Lastly, of those officers identifying as LGB, 3% are in promoted ranks, and again is reflective of the Police Scotland profile of 3% with the average length of service of those promoted to sergeant being 11 years.

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

Police Scotland's objectives are to:

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

Finance

Maintaining a balanced budget: Financial monitoring report tracking and forecasting a balanced budget by Year End

The Corporate Finance and People Board monitor financial performance on a monthly basis and the overall financial position is regularly reported to the Scottish Police Authority (SPA) and Scottish Government. There is also frequent engagement throughout the year to ensure that the accountable officer is aware of the overall financial position and seek their views on how any emerging issues should be dealt with.

The approved budget is reforecast on a quarterly basis to ensure the financial position continues to reflect what is actually happening across the organisation, and that this position is understood to enable better informed decisions. The net expenditure forecast has reduced from £9.1m over the approved budget in Quarter 1 to £2.5m over the approved budget in Quarter 2, a reduction of £6.6m. This is mainly due to anticipated income further exceeding budget and cleaning costs specific to COVID-19 not being as high as anticipated.

Taking account of the current year to date underspend and the proposed forecast reductions, the Authority is in a position to propose returning £6.2m of COVID-19 funding out of the £15m which had been provided by the Scottish Government to cover these specific items.

After these changes to both net expenditure and funding, the Quarter 2 revenue break even position remains in line with budget.

There are a number of financial threats and opportunities that may materialise over the course of the financial year. These will continue to be monitored with the necessary action taken as appropriate,

The capital forecast at Quarter 2 is £58.8m, £5.1m above the budget position of £53.7m. This forecast overspend is fully funded and primarily compensated by additional grant-in-aid funding (£4.6m) committed by the Scottish Government to support transitional capital costs (laboratory fit out and instruments) for the transfer of post mortem toxicology services to the Police Authority.

Deliverability of capital expenditure, in line with the available current funding, is at risk, which can be attributed to a combination of external factors (supply chain issues) and internal factors (recruitment delays for delivery resources and capacity restraints within procurement).

As a result of this risk, and considering the year to date underspend and full year forecast position, the Corporate Finance and People Board (CFPB) recommended, at its November 2021 meeting, the reallocation of £4.7m investment across other capital projects.

The deliverability risk will be mitigated by bringing the budget position to £3.5m over allocated, which will be monitored and managed down over the course of Quarter 3 and Quarter 4.

The reform forecast at Quarter 2 is £23.1m, £1.9m under the budget position of £25.0m, primarily due to slippage and delays in transformation resource, Enabling Policing for the Future (EPF) programme and Estates transformation.

Deliverability of reform expenditure, in line with the available current funding, is at risk, which can be attributed largely to the challenges in recruitment. This is both in terms of timeline to on-board (with priority going to COP26 resources in recruitment and vetting) and the buoyancy of the market for desired resource types, e.g. project managers and ICT specialisms.

As a result of these risks, and considering the full year forecast position, the Corporate Finance and People Board (CFPB) recommended, at its November 2021 meeting, the reallocation of £1.5m investment across other capital projects, with £2.0m remaining unallocated at Quarter 2.

Maintaining Financial Sustainability

The medium and long term financial planning documents and annual budget submissions support this strategic outcome. Financial sustainability has been the primary objective of the medium / long term financial strategies developed since 2016, all of which highlighted the challenges facing the service in achieving financial sustainability.

These multi-year financial plans focussed on the sustainable elimination of the Authority's structural deficit by way of a combination of workforce reductions or a correct to revenue funding.

Following representations made to Scottish Government ministers and officials as part of spending review discussions, the Scottish Government's 2021/22 budget included a significant uplift to police funding. This allowed the Authority to address the structural deficit without the need for workforce reductions.

A revised five year financial plan was approved by the Board at the Authority meeting of 29 September 2021. This demonstrates that a balanced budget can be sustained assuming that:

- Scottish Government funding keeps pace with unavoidable pay pressures, including wage inflation, national insurance increases, SPRM and lost income.
- The organisation managed the workforce size and mix within current pay budgets.
- Cost pressures beyond Scottish Government funding are met from compensating savings from across the organisation.

The five year financial plan is an iterative document that will be refreshed on a regular basis to ensure that new services and any other significant changes are reflected when confirmed. It is anticipated that an update to the five year plan will be presented in March 2022 alongside the 2022/23 budget.

Development of a robust longer term financial strategy is highly dependent on a number of key enabling strategies, including the strategic workforce plan, the target operating model and the transformation roadmap. This will be prepared in line with the strategic business planning cycle.

Everyone in the organisation has a role to play in improving financial sustainability, making efficient use of resources and eliminating waste to deliver best value. Developing and actively managing the annual budget for revenue, capital and reform is a collaborative process involving consultation across the whole organisation as well as key stakeholders.

Once approved, the budget is allocated to nominated budget holders who are responsible for the management and control of that budget throughout the year. The approved budget represents the maximum financial resource for which budget holders have authority to allocate, prioritise and make financial commitments for their business areas.

Optimising the use of these resources is key in achieving best value. A robust process of budgetary control, undertaken on a monthly basis (with formal quarterly reviews) is in place to help ensure that divisions and departments make the most efficient use of their budgets and that each budget holder is accountable for spending of public money, in line with agreed budget at the outset of the financial year.

This approach enables Police Scotland to ensure that the financial position is monitored, with the appropriate checks and balances in place to maintain a financially sustainable position.

An overarching aim of our procurement strategy is to deliver value for money and best value outcomes by improving efficiency and reducing expenditure where possible. Key elements include sourcing strategies, market engagement, and contract and supplier management.

These procurement considerations, alongside the monthly monitoring of compliant spend undertaken across the organisation ensure that we deliver best value and support our financial sustainability objective.

Procurement

Compliance	2020/21 Q4
% of regulated spend undertaken compliantly in line with purchasing policy	90.0%

Note: Police Scotland report retrospectively on spend compliance as a result of the data requiring to be analysed after the end of each quarter. The figure provided is an analysis of Quarter 1 2021/22 – Data for Quarter 2 2021/22 will be available in the Quarter 3 report.

Fleet

% ULEV	Average age	Average % of Vehicle Availability
14.0%	5.4 years	95.87%

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet (ULEV) as part of the Fleet Strategy with work ongoing with the ULEV Board and the Implementation Group. ULEV vehicles make up 14.0% of Police Scotland’s overall fleet at the end of Quarter 2 2021/22. This is up six percentage points from Quarter 1 (8.0%). 22% of the ULEV vehicles are unmarked.

The average age of our fleet in Quarter 2 2021/22 is 5.4 years. This is down 0.18 years from Quarter 1 where the average age was 5.58 years.

The average percentage of vehicle availability has dropped 0.48 percentage points from 96.35% in Quarter 1 to 95.87% in Quarter 2 2021/22.

Estates Co-locations / Collaborations

Shared Occupancy	2020/21 YTD
% footprint of the Estate which is co-located/shared with our partners	10.69%

Since the start of the financial year new collaboration leases have been signed as part of the North East Division Integration Project (NEDIP) in Aberdeen at Marischal College and Woodhill House with Aberdeen City / Aberdeenshire Councils respectively. Another new lease was also entered into with Clackmannanshire Council in Kilncraigs, Alloa and Perth & Kinross Council in Crieff.

This percentage has increased 0.04 percentage points from last quarter and will rise further as a result of these projects when the vacated existing buildings in Aberdeen, Alloa and Crieff are sold. The estate was also reduced by selling properties at Tay Coast, Fortrose, Fricockheim and Howe of Fife.

Environmental - Total carbon emissions per m2 of estates

Police Scotland's Benchmark 2 (buildings only) emissions per Quarter are as follows:

- Quarter 1 – 20.82 kg/m2 (This represents a 4.5% increase on Quarter 1 2020/21)
- Quarter 2 – 16.67 kg/m2 (This represents a 6.3% decrease on Quarter 2 2020/21)

Overall the cumulative year to date figure for Benchmark 2 (Buildings

only) is 37.49 kg/m2 which is down 0.5% on the same period last year.

It should be noted that these metrics are subject to change as we move through colder weather periods in Quarter 3 and Quarter 4 and no real comparison can be made until the annual data set is complete.

Benchmark 1 (all emissions) data will be provided later in the year when fleet fuel consumption data is available.

Environmental – Reduction in Co2 emissions

Our final emissions total for 2020/21 as reported to the Scottish Government was 46,446 tCO2e. The current 2021/22 data is as follows:

- Quarter 1 emissions – 9,137 tCO2e (buildings only)
- Quarter 2 emissions – 7,314 tCO2e (buildings only)

Overall the cumulative year to date figure for Benchmark 2 (Buildings only) is 37.49 kg/m2 which is down 0.5% on the same period last year.

It should be noted that these metrics are subject to change as we move through colder weather periods in Quarter 3 and Quarter 4 and no real comparison can be made until the annual data set is complete.

Benchmark 1 (all emissions) data will be provided later in the year when fleet fuel consumption data is available.

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

Police Scotland has implemented the Operation TALLA Command Structure to manage the planning and response to the impact of COVID-19. This has been continuously reviewed and refined as our response to the pandemic evolves and we start to see restrictions easing, creating ongoing challenges. Nine bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed below. This provides a framework to focus operational activity associated with maintaining critical policing functions, serving changing public needs and supporting our staff to continue to provide a professional and effective service to our communities.

Outcomes

Operation TALLA Strategic Objectives

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

- Maintain critical policing functions to best serve the communities of Scotland throughout the pandemic
- Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19

The needs of local communities are addressed through effective service delivery

- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning preparation, response and recovery
- Monitor and respond appropriately to any internal or external tensions

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

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

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

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

Police Scotland is sustainable, adaptable and prepared for future challenges

- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement
- Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response
- To ensure all residual Operation Talla related work is mainstreamed as the force enters the recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

Emergency Legislation – Co-operation Levels

Police Scotland’s approach to the use of COVID-19 legislation continues to be primarily based on engagement with the public, explaining the provisions, and encouraging compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. This approach is commonly known as the Four Es (engage, explain, encourage, enforce). Whilst the overall style and tone of policing the pandemic in Scotland has not changed since the inception of the public health emergency, during September 2020 an additional condition was added to the approach which enabled quicker acceleration through the Four Es for flagrant or repeated breaches.

The following table summarises police intervention action taken during the period: 01 April 2021 to 30 September 2021 with comparisons to the same period the previous year:

Type of Interventions	Number (PYTD)	Proportion of total (PYTD)
Premises closed	1 (13)	0.1% (<0.1%)
Premises where intervention was required	2 (61)	0.2% (0.4%)
Medical detention	0 (0)	-(-)
Dispersals after being informed and requested (occasions)	425 (11,518)	51.6% (73.0%)
Dispersals after being informed, requested and instructed (occasions)	253 (3,723)	30.7% (23.6%)
People removed from place or premises*	109 (140)	13.2% (0.9%)
Fixed Penalty Notices issued	30 (256)	3.6% (1.6%)
Arrests	3 (56)	0.4% (0.4%)
Recorded Police Warnings	0 (11)	- (<0.1%)
Total Interventions	823 (15,778)	

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

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

Easing of Restrictions

Throughout this financial year, Scotland has moved down through the Scottish Government protection levels, with the whole of Scotland entering Level 0 on 19 July 2021, and moving 'beyond level 0' on 09 August 2021. The easing and lifting of restrictions has resulted in the significant reduction in the number of interventions recorded this year when

compared to the previous year.

Over half of the interventions during the Quarter 2 period occurred in private dwellings (house gatherings), mostly relating to larger gatherings during the first half July 2021. Only two interventions were recorded for the entire month of September 2021.

Total Interactions

Much like interventions, the number of interactions this year have reduced significantly when compared to last year, especially during the Quarter 2 period. Again this is due to the easing and lifting of restrictions.

Total Interactions Line Graph



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

OP TALLA Strategic Objective

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

Absence

Absence levels began to rise during mid-May and throughout the Quarter 2 period have continued to be above figures noted over the previous two years.

At the start of the quarter, COVID-19 related absences accounted for 42.0% of all absences (738 COVID-19 related absences recorded on 01 July 2021). At the end of the quarter, the proportion of COVID-19 related absences reduced to 22.7% of all absences (345 COVID-19 related absences recorded on 30 September 2021).

The number of COVID-19 absences in respect of individuals being unwell and / or having symptoms did not change much from the beginning to the end of the quarter, with 290 of such absences recorded on 01 July 2021 compared to 274 recorded on 30 September 2021. There was however a reduction in COVID-19 absences as a result of contact tracing or precautionary isolation. 448 of these absences were recorded on 01 July 2021 with this number much reduced on 30 September 2021 at 71 absences. This may be as a result of the change in self-isolation rules for close contacts implemented by the Scottish Government on 23 July 2021.

Total absence line graph – comparison of 2019 to 2020 (and 2021 to date)



Two peaks in absence levels were noted during the Quarter 2 period. The first during June in to July 2021 coincided with the easing of lockdown restrictions and the Euro 2020 Championships, with the second smaller increase occurring at the end of August 2021 when the schools returned after the summer break.

COVID-19 Response Model (CRM)

The current COVID-19 Response Model (CRM) has the ability to flex and re-introduced via LP Commanders / C3. Since the easing of restrictions the CRM has essentially been suspended with C3 staff returning to the use of CAM & THRIVE assessments.

Should the country return to a state of restricted movement / partial lockdown, consideration will be given to reintroducing the Model to ensure that officer safety is maximised.

Deploying the COVID-19 Response Model allows territorial Divisions to retain ownership and management of their Local Policing Appointments, utilising telephone contact, throughout the duration of any extended lock down measures. It also provides an option during times of increased absence levels within Local Policing for non-operational officers to deal with calls over the phone, reducing demand on front-line officers.

COVID-19 on-line reporting will remain in place as a means of reporting COVID-19 related incidents for as long as there is an associated demand in line with the regulations.

The COVID-19 Response Model will remain in place as an option until it is no longer required as a response option to the Pandemic. The ownership and responsibility for implementing the COVID-19 Response Model will be passed to C3 Senior Managers to allow implementation in line with restriction levels across the country. This will enable the model to be embedded in Business as Usual (BAU) processes within C3 beyond Operation TALLA and will provide a suitable solution for future use.

OP TALLA Strategic Objective

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

Criminal Justice Services Division (CJSD)

Custody Division are already operating within the confines of business as usual (BAU). CJSD provide support to Operation TALLA by way of amending the Operational Guidance every time the COVID-19 Regulations are updated. With the lifting of most Regulations and Legislation on 09 August, the task of updating the Operational guidance is far reduced and the Regulations which are still in place are likely to remain for the foreseeable.

Once the COVID-19 regulations are no longer in place, CJSD support will no longer be required and resources who carry out these roles will revert to focussing on their core roles and responsibilities within CJSD.

OP TALLA Strategic Objective

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

Partnership, Prevention and Community Wellbeing (PPCW)

PPCW Division's Reform Collaborations Group (RCG) involving police, fire and ambulance, continue to work to review the demand and impact COVID-19 continues to have on frontline services. The Tri-Service Wellbeing Group meet to ensure best practice and share ideas relating to the wellbeing of their staff and colleagues throughout the pandemic and moving forward. The RCG are also currently working closely with NHS Scotland in regards to the demand placed on the health service due to COVID-19 and to identify ways of supporting and reducing this demand within Policing.

PPCW Division host the Divisional Partnerships Superintendents meeting chaired by the Chief Superintendent from PPCW Division. The Superintendents liaise with their local partners to receive feedback from the communities they serve in order to monitor any external tensions and issues. The Superintendent Partnership meeting discusses ongoing challenges across the local divisions and shares best practice to assist partner agencies and 3rd sector groups.

OP TALLA Strategic Objective

- Monitor and respond appropriately to any internal or external tensions

Partnership, Prevention and Community Wellbeing (PPCW)

Partnerships, Prevention and Community Wellbeing (PPCW) Division continues to monitor internal and external tensions closely, through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. Even though the scale of Police Scotland's response to COVID-19 decreases, PPCW will still monitor and report quarterly on community tensions as the impact and disparity of COVID-19 hits different communities differently. This will include maintaining the Community Impact Assessment in relation to Operation TALLA, as well as monitoring the Equality and Human Rights Impact Assessment created to assess the impact of COVID-19, and associated policing response, on equality and human rights.

Numerous strands of community tension have been identified over the period, with mitigating action recommended and undertaken as appropriate. Issues include but are not limited to the enforcement of COVID-19 regulations, Anti-Lockdown / Vaccination sentiment, the Israel / Palestine conflict, the Black Lives Matter movement, and climate change action.

OP TALLA Strategic Objective

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

Communications activity throughout Quarter 2 has continued to support the operational response to COVID-19 and keep our own officers and staff updated on issues which affect them.

This has included using a range of external and internal channels and engaging with partners and stakeholders.

We have maintained a consistent approach in all our communications, focussing on the four Es approach of engaging, explaining, encouraging and using enforcement as a last resort.

Internal Communications

A dedicated intranet mini-site remains a main source of information for officers and staff, with all updates posted on these pages.

Changes to regulations are also communicated to officers and staff through guidance which has been updated every time restrictions have been amended.

Further updates during Quarter 2 include information and advice about lateral flow tests, custody suites, PPE, home working and physical distancing.

External Communications

We continue to use a number of channels to communicate with the public and key external stakeholders.

Our website continues to be updated weekly with the latest enforcement data and a bulletin providing an updated picture of the policing response to the pandemic.

Our Divisional Commanders have written to their elected members to explain some of the challenges associated with COVID-19 have for our ability to respond to 101 non-emergency calls.

Professional Standards Department

The Professional Standards Department (PSD) have established a process to identify all complaints relating to COVID-19 and deal with these efficiently and timeously.

During the year-to-date, 97 complaint cases have been received in relation to COVID-19. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 40.2% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

The overall volume of COVID-19 related complaints remains significantly below the volume received during Quarter 1 and Quarter 2 of 2020/21, at the outset of the pandemic. The total of 97 such complaints received year-to-date represents an 82.5% decrease on the previous year-to-date.

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

Period	Number of COVID-19 Related Complaints
Quarter 1 2020/21	447
Quarter 2 2020/21	108
Quarter 3 2020/21	120
Quarter 4 2020/21	199
Quarter 1 2021/22	73

PSD continue to identify the themes emanating from complaints and share these with the Operation Talla command structure in order to assist in shaping their communications strategy when issuing guidance to operational officers. Each theme identified is counted once per complaint. However, each complaint may include multiple themes. Therefore, the totalling of all themes may vary from the total number of complaints.

The key theme identified during Quarter 2 of the year-to-date was officers not wearing appropriate PPE and / or failing to socially distance from other officers or from members of the public. These issues were cited in 77.3% of the COVID-19 related complaints received during this period.

With a number of Coronavirus regulations remaining in place across the country, all COVID-19 related complaints will continue to be monitored, managed and recorded.

OP TALLA Strategic Objective

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

PPE & Physical Distancing

Operation TALLA Logistics Cell have been responsible for all PPE storage, supply and distribution from the outset of the pandemic due to demand outstripping BAU capability. Regular review, and working closely with Corporate Services partners, has maximised the efficiency of resources and allowed a gradual release of officers back to their substantive posts as the processes have been implemented to allow a phased transition of PPE management over to BAU.

All of the Logistics Cell work has now fully transitioned over to BAU with procurement, stores and DCU Hubs taking on the daily management and maintenance of all PPE procurement, storage, supply and distribution.

FFP3 mask training has also fully transitioned into BAU with Local Policing Divisions being self-sufficient in terms of delivering training to officers within their local Divisions who have not yet been face-fit tested for any reason.

Police Scotland's PPE guidance changed as of 09 August 2021 in line with the country moving 'beyond level 0'. The wearing of face-coverings continues to be a requirement within Police Scotland buildings, in Police vehicles and while on patrol. Wearing of face coverings within some public indoor spaces remains a legal requirement in Scotland. The future removal of mask usage will be in accordance with SG guidance.

On 23 August 2021 Police Scotland's policy around physical distancing changed, reducing from two metres to one metre. There was a further review of the policy at the end of September 2021 but owing to high community infection rates and increased absences across Police Scotland, one metre physical distancing was retained. There will be a further review of the physical distancing policy at the end of October 2021, prior to the commencement of Operation URRAM.

Outbreak Management Team (OMT)

The OMT will remain until after Operation URRAM in order to provide support to the operation and ensure consistent advice to all officers (including Mutual Aid officers) during the Conference.

Guidance and advice will be issued to supervisors in order that they can take on additional responsibility in relation to Operation TALLA related cases which will allow immediate stand down of the OMT at the conclusion of Operation URRAM.

Lateral Flow Testing (LFT)

Lateral Flow Testing (LFT) has been used routinely within C3 for a number of months. LFT is also mandatory for all officers attending a training course (including Probationer Training) and has been extended across other business areas identified as areas of potential increased risk. All officers who are being deployed within SPFL Football stadiums also require to undertake a negative LFT prior to deployment.

The OMT and Operation TALLA Logistics Cell have been coordinating the distribution of LFT kits up until this point and the ordering of additional test kits from Public Health Scotland (PHS) has been via an email. However, a change is going to be made to how kits are ordered for employer lead testing programmes moving forward which will allow Divisions to order their own supplies as required.

A Testing Programme Board have been established to monitor / review employer lead testing programmes will determine the right time to bring LFT to an end. Beyond Operation TALLA, People and Development (P&D) will retain ownership and responsibility for the programme.

OP TALLA Strategic Objective

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

ICT

ICT activity in terms of the response to COVID-19 has come to an end and the focus has now turned to the planning necessary to support a phased return to office working for some staff. The work from home message has now been extended to the end of March 2022 however work in this area will continue.

Work is on-going within ICT to ensure sufficient processes and stock to support a return to office environment. Engagement is ongoing with Microsoft and other partners to implement solutions to support combined physical and remote MS Teams calls in a small number of meeting rooms across the estate. This work will cover an initial list of 13 meeting rooms across primary sites and may be extended in due course. A route to procure has been identified and configuration work continues with the first two rooms expected in early October 2021. Work is ongoing with Estates to pilot and test different models for use of office space.

Organisational Learning

On 07 June 2021 at the Operation TALLA Strategic Oversight Board (SOB) the Chief Constable directed DCC Professionalism, Digital and Transformation to assume strategic responsibility for Organisational Learning within her People and Professionalism Portfolio. Work is now underway to develop an Organisational Learning Strategy for 2022/23, an Organisational Learning Framework and Model. An Organisational Learning Strategic Group will be formed in the near future with representation from key stakeholders across Police Scotland to drive this work.

OP TALLA Strategic Objective

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

Finance

The operational and financial implications of COVID-19 will be monitored closely throughout the financial year to determine the overall impact on our 2021/22 budget position.

The 2021/22 budget approved by the SPA Board on 24 March 2021 included £15m of additional one-off funding to support the in-year impact of COVID-19, £10m of which was to cover the anticipated shortfall in income as a result of operating in a COVID-19 environment, £2m to support the enhanced cleaning requirements across our estate, and £3m to cover additional PPE requirements.

At the end of September 2021, the 2021/22 year to date incremental revenue costs for Operation TALLA were £1.0m. The expected full year revenue forecast is £3.0m which is £2.0m less than our approved funding due to cleaning costs specific to COVID-19 being lower than anticipated.

In addition to the above, the Quarter 2 forecast anticipates an additional £4.2m income over our approved budget. When combined with the cleaning costs above, the Authority is in a position to propose returning £6.2m out of the £15m COVID-19 funding that Scottish Government provided to cover these specific items.

No incremental capital costs have been incurred to date for 2021/22.

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

OP TALLA Strategic Objective

- To ensure all residual Operation Talla related work is mainstreamed as the force enters the Recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

Re-escalation Plans and Trigger

Detailed transition plans have been developed for each of the Operation TALLA Cells. These include a detailed re-escalation plan for each of the Cells including the Logistics Cell, the Business Continuity Cell, the Information Cell, and the Local Policing Coordination Cell.

Re-instating these cells may require to be done at short notice and require the ability to mass mobilise and protect front line service delivery whilst building in appropriate welfare and financial safeguards.

Monitoring the need to re-escalate these cells, in part or full, will remain the responsibility of the Operation TALLA Tactical Command at present. Moving forward beyond Operation TALLA, the dedicated plan will be held by EERP for future use.

The following key triggers will be used to initiate discussion and assess the need to stand up the Operation TALLA Command Structure or specific cells to meet a given need:

- Absence rates increasing.
- COVID-19 infections rates increasing, internally within Police Scotland and community infection rates externally.
- Decreasing ability to meet immediate and prompt response calls.
- Information from Public Health Scotland or other reliable source that a significant spike in infections is imminent.
- Levels of the Scottish Government Strategic Framework across the country.
- PPE usage trends.

