

<b>Meeting</b>	<b>Policing Performance Committee Meeting</b>
<b>Date</b>	<b>26<sup>th</sup> August 2020</b>
<b>Location</b>	<b>Teleconference</b>
<b>Title of Paper</b>	<b>Public Confidence in Policing</b>
<b>Presented By</b>	<b>Barry Sillers SPA Director of Strategy and Performance</b>
<b>Appendix Attached</b>	<b>No</b>
<b>Recommendation to Members</b>	<b>For Discussion</b>

**PURPOSE**

This paper provides the Committee with a summary of recent developments in relation to the assessment and reporting of public confidence in policing and provides a recommendation for a coordinated approach across the policing system for public confidence measurement, assessment and reporting.

**1. BACKGROUND**

- 1.1 In the run up to and during the response to the COVID-19 pandemic there has been growing focus on the assessment, analysis, interpretation and reporting of public confidence in policing and public support for the approach taken by Police Scotland. A number of significant developments have taken place in recent months which align to, and support, the revised approach to reporting policing performance through the new outcome based performance framework.
- 1.2 These developments complement and enhance the evidence already available through the Scottish Government Crime and Justice Survey.

**2. PUBLIC CONFIDENCE MEASURES**

- 2.1 Policing by consent is the central tenet upon which Police Scotland operates. The policing performance framework has, at various stages in its development in recent years, referenced a number of

measures relating to assessing the level of public confidence in policing.

- 2.2 Recent public reporting to this Committee and to the Authority's Board Meetings has drawn upon evidence from a range of public confidence sources and measures, including the long established Scottish Crime and Justice Survey (SCJS) findings, a growing evidence base collated by Police Scotland through its Your Police Survey, and customer satisfaction returns and bespoke independent surveys commissioned by the Authority.
- 2.3 The Authority and Police Scotland have undertaken public survey work on the theme of public confidence and views on policing in the context of the Coronavirus pandemic and the policing of 'lockdown'. The measures included in the surveying have been designed to allow results to be comparable to previous SCJS benchmarks and relevant contemporary surveys from across Great Britain.
- 2.4 The work in this space has been shaped by the Independent Assurance Group and overseen by this Committee in the case of the Authority's commissioned work, and Police Scotland's newly established Public Confidence Governance Board.
- 2.5 The value in having a range of sources of public opinion polling is considered to be a strength during the response to COVID-19 and a source of information and assurance to both the Independent Advisory Group and the Authority. The ability of the Authority to commission bespoke independent public opinion surveying designed to quickly assess public confidence and public support on a given topic or in particular circumstances is considered a vital tool in the Authority's assurance toolkit and aligns to the approved Excellence Framework and Scottish Government Strategic Police Priority on evidence.
- 2.6 The Scottish Government communicated to stakeholders in early August that the current work on the Scottish Crime and Justice Survey has been suspended due to the Coronavirus pandemic (along with all Scottish Government face-to-face surveys). This means that SCJS results for 2020/21 are highly unlikely to be produced, which means that the data collected during the period 2019/20 due to be published in 2021 will be followed by a gap in reporting. The Scottish Government does plan to introduce a new survey (in the autumn of 2020) via telephone, on the public's experiences of crime during the pandemic. This important development will help to mitigate somewhat against an evidence

gap around the experience of crime and the extent and prevalence of crime, especially unreported crime. However a gap will remain with respect to Scottish Government reported public confidence evidence in the short term.

- 2.7 In a recent written submission to the Scottish Parliament Justice Committee's review into policing during the COVID-19 pandemic, Her Majesty's Chief Inspector of Constabulary in Scotland reflected on the importance of maximising the benefits of surveys of confidence levels and support for the police and encouraged good communication between the Authority and Police Scotland about future plans. It is considered that the most efficient way of ensuring this continued coordination is for a single forum to be supported by Police Scotland, the Authority and Scottish Government Justice Analytical Services (SG JAS). In view of the recent establishment of the Police Scotland Public Confidence Governance Board it is considered that this forum would provide a suitable coordination mechanism if membership was enhanced to include the Authority and SG JAS representatives.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 There are **no** financial implications associated with this report.

### **4. PERSONNEL IMPLICATIONS**

- 4.1 There are **no** personnel implications associated with this report.

### **5. LEGAL IMPLICATIONS**

- 5.1 There are **no** legal implications in this paper.

### **6. REPUTATIONAL IMPLICATIONS**

- 6.1 There are **reputational** implications in this paper associated with the need for the policing system to listen to the opinions of communities and promote and enhance public confidence.

### **7. SOCIAL IMPLICATIONS**

- 7.1 There are **no** social implications associated with this paper.

### **8. COMMUNITY IMPACT**

- 8.1 There are **no** community implications associated with this paper.

**9. EQUALITIES IMPLICATIONS**

9.1 There are **no** equality implications associated with this paper.

**10. ENVIRONMENT IMPLICATIONS**

10.1 There are **no** environmental implications associated with this paper.

**RECOMMENDATIONS**

Members are invited to Note this update and endorse the coordination of future polling activity through the Police Scotland Public Confidence Governance Board through requesting representation from the Authority and Scottish Government Justice Analytical Services.