SCOTTISH POLICE AUTHORITY

Meeting	Authority Meeting
Date	20 May 2020
Location	Video-conference
Title of Paper	Public Confidence
Presented By	Deputy Chief Constable Local Policing
Recommendation to Members	For Discussion
Appendix Attached	Yes Appendix A – Monthly Report – May Appendix B – Public Confidence Report

PURPOSE

The purpose of this paper is to introduce the monthly Police Scotland Public Confidence report discussed at Senior Leadership Board on 13 May 2020.

Members are invited to discuss the content of this paper.

1.   BACKGROUND

1.1   As a result of the COVID-19 crisis, Police Scotland has altered its deployment model, in order to promote the health of individuals within local communities, to support our key strategic partners and safeguard the health and well-being of our people.

1.2   This has resulted in a significant reduction in face to face contact with members of our communities, due to the manner in which the virus is transmitted and the need to adhere to social distancing guidelines, where operationally safe to do so.

2.   FURTHER DETAIL ON THE REPORT TOPIC

2.1   In line with the Police Scotland response to COVID-19 the Chief Constable has instructed enhanced monitoring of Public Confidence and the development, where appropriate, of new activities to support public contact.

2.2   Consequently results from the 'Your Police Survey' and 'User Experience Survey' are considered each week at the Operational Review Meeting (See paragraph 6.9 – Appendix A). These results will also be considered each month at Senior Leadership Board alongside an overview of on-going public contact activity designed to mitigate any adverse impact on confidence.

2.3   This approach has now been in place for a four week period, during which time public confidence in Police Scotland has remained consistently high, with an average of 66% of respondents having confidence in their local Police. This is an increase of 20% since the time the COVID-19 'lockdown' began.

2.4   The first monthly report produced for the Strategic Leadership Board on 13 May 2020 is included at Appendix A and will be shared with the Scottish Police Authority (SPA) each month. Members are asked to note the positive levels of public confidence described within the report.

2.5   Additionally, the report raises three issues for consideration which are assessed as being important in maintaining and improving current levels of public confidence. Members are asked to consider these points. (See paragraph 6.66 – Appendix A).

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications associated with this paper.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications associated with this paper.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications associated with this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are clear reputational implications associated with maintaining levels of public confidence in policing. The attached report lays out the processes and activity which have been developed to mitigate any potential impact upon public confidence, during the policing response to the COVID-19 pandemic.

7. SOCIAL IMPLICATIONS

7.1 There are clear social implications associated with maintaining levels of public confidence in policing. The attached report describes the processes and activity which have been developed to mitigate any potential impact upon public confidence, during the policing response to the COVID-19 pandemic.

8. COMMUNITY IMPACT

8.1 The attached report describes the activity in place to monitor and maintain public confidence during COVID-19. As a result, it is anticipated this will deliver a positive community impact.

9. EQUALITIES IMPLICATIONS

9.1 There are significant equalities implications associated with reducing levels of contact during the response to COVID-19, while still maintaining public confidence across all communities and social groups. Work to mitigate the potential negative impact of reduced levels of contact is continued through EQHRIA processes and from existing contact with key partners, community leads and community advisors.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications associated with this report.

RECOMMENDATIONS

Members are invited to discuss the content of this paper.

SCOTTISH POLICE
AUTHORITY

POLICE
SCOTLAND
POILEAS ALBA

Report To:	Strategic Leadership Board		
Meeting Date:	13.05.2020	Agenda Item:	
Report Title:	Public Confidence		
Sponsored by:	DCC Kerr	Presented by:	ACC Hawkins
Appendix Attached:	Yes		
Report Classification			
Police Scotland:	For Discussion		
EXECUTIVE SUMMARY			

1.	Purpose
1.1	This paper provides an overview of public confidence in Police Scotland over the preceding 4 week period. It draws upon the outcomes delivered by the 'Your Police Survey' and 'User Experience Survey'. It also provides an overview of public contact activity across the Force, during the same period, designed to maintain public confidence in policing during the response to COVID19.

2.	Decision Requested
2.1	N/A

3.	Recommendation
3.1	N/A

4.	Alignment to Police Scotland Strategic Outcomes
4.1	The public, communities and partners are engaged, involved and have confidence in policing.

5.	Business Implications
Finance Implication:	No
Resource Implication:	No

Other Business Implications			
ICT	**Yes**	Equality, Diversity & Human Rights	**Yes**
Legal	**No**	Data / Privacy	**No**
Health & Safety	**No**	Community Impact	**Yes**
Training	**Yes**	Socio-Economic	**No**
Risk	**Yes**	Communication & Engagement	**Yes**
Reputational	**Yes**	Public Interest	**Yes**
Environmental & Sustainability	**No**	Other (Please specify)	**No**

6.	Main Report

6.1 Background

6.2 As a result of the COVID-19 crisis, Police Scotland has altered its deployment model, in order to promote the health of individuals within local communities, to support our key strategic partners and safeguard the health and well-being of our people.

6.3 This has resulted in a significant reduction in face to face contact with members of our communities, due to the manner in which the virus is transmitted and the need to adhere to social distancing guidelines, where operationally safe to do so.

6.4 Measuring Public Confidence

6.5 Police Scotland currently has two open surveys in operation, these being the 'Your Police Survey' and the 'User Experience Survey'.

6.6 The 'Your Police Survey' went live on 9 April 2020 and as of 30th April received a total 11,495 responses and 22,680 free text comments. Within the short timescale, the response is unprecedented and is the largest survey of its kind in the UK at this time. It provides a statistically reliable sample with a margin of error of ±0.913% at the 95% confidence level. This means that if we were to interview everyone in Scotland, we can be confident that the results would be the same within plus or minus of 0.913%.

6.7 The User Experience Survey asks people who have recently contacted the police, their satisfaction and experience of the service. It has been modified to include a question on experiences in respect of reporting COVID-19 incidents. Generally, this survey is conducted via telephone call to 1,200 people who have called Police Scotland each month. Currently, it is being conducted via SMS, with 1,216 responses being received during April, 2020.

6.8 The high levels outputs from this combined survey activity are –

6.9 Public confidence in Scottish policing is currently 66% and has increased since the lockdown by around 20% - around two-thirds of people have confidence in their local police at this time.

6.10 One in two people fully support the approach taken by Police Scotland to handling the lockdown - significantly higher than the UK average. Almost everyone (over 90%) agrees with Police Scotland using new powers, particularly encourage and enforce.

6.11 Respondents say Police Scotland is doing well by increasing local police presence in areas such as parks and scenic areas, using a light handed enforcement style, and engaging positively.

6.12   29% feel Police Scotland should be taking tougher action to ensure public compliance. Increasing local presence that will help compliance with social distancing, enhancing contact and engagement with vulnerable groups and domestic abuse survivors are key areas respondents say Police Scotland could be doing better.

6.13   Feeling of safety has remained high since the lockdown with 90% of people saying they feel very or fairly safe. While most (47%) say their concern about crime in their area since the lockdown has remained the same, it has decreased for 19% and increased for 25%. Concerns include: social distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and dealing.

6.14   User experience overall remains positive during lockdown with 86% satisfied with the way call operators and attending officers treated callers and understood what they needed, and 80% satisfied with ease of contacting Police Scotland. Satisfaction has fallen with COVID-19 reported incidents based on ease of contact, providing the appropriate response, keeping people adequately informed, and treatment by attending officers.

6.15   Despite concentrating on a small number of key outcomes from both Surveys within this paper, the full range of survey results are included at Appendix A.

6.15   Survey activity is being reported weekly to ORM, as part of a composite national report, designed to ensure any changes in levels of public confidence are identified quickly, mitigating actions are developed and delivered, with activity tracked and outcomes reported.

6.16   Looking forward, Strategy and Innovation are to engage with comparable forces across the country to enable comparison and bench-marking on public confidence figures during COVID-19. It is anticipated that bench-marking statistics will therefore become available in the near future.

6.17   SPA Survey

6.18   The Scottish Police Authority have also conducted their own independent survey work designed by Mark Diffley Consultancy and Research Limited. The survey was completed over a single day on 28th April, 2020 with the survey sample amounting to 1,600 respondents.

6.19   The responses received are broadly in keeping with both the 'Your Police Survey' and 'User Experience Survey' giving further strength to the evidence base, in terms of current levels of public confidence in policing.

6.20   The most significant responses from the SPA survey are as follows –

6.21   66% of respondents thought that overall Police Scotland were performing positively in their local area (17% - Excellent. 32% - Good. 17% - Fair)

6.22 67% of respondents were confident Police Scotland could respond quickly to an incident in their area. (50% - Very Confident. 17% - Fairly confident)

6.23 70% of respondents were confident in the ability of the Police in their local area to deal with incidents as they occur. (18% - Very Confident. 52% - Fairly Confident).

6.24 46% were fully supportive of the Police response to COVID-19. 28% believed the Police should take tougher action to ensure public compliance with lockdown. 17% were supportive, but at times thought Police interventions went too far.

6.25 Priority Activities

6.26 There have now been three weekly reports submitted to ORM, dating between 27.04.2020 to 11.05.2020. These have outlined weekly national activity directed towards the substantive themes of the survey and broader work to maintain levels of public confidence. The following provides an overview of activity by business area, during that reporting period.

6.27 C3

6.28 As the COVID-19 pandemic has developed throughout the reporting period, three substantive themes have developed in terms of the quantity and type of contact from the public.

6.29 There has been a marked reduction in 999 calls received, with an average 17% reduction in calls in comparison to the same reporting period in 2019.

6.30 There has been a slight increase in 101 calls received, with an average increase of 1.3% in comparison to the same reporting period in 2019. However, this has been less predictable in terms of demand, with weekly figures varying throughout the month from an average weekly increase in demand of 12% at its height, to an average decrease of 10% reported this week.

6.31 The area of most significant change relates to levels of reporting in terms of Public Nuisance calls. This call type has seen an average increase of 210%, in comparison to the same reporting period in 2019. This is believed to be directly related to calls linked to the new legislation governing social distancing and is reflective of levels of public concern when breaches of NHS / Scottish Government guidelines are encountered.

6.32 C3 Division has sustained high levels of performance, despite the impact of staff absence, with 999 average speed of answer remaining consistent at 6 seconds and 101 average speed of answer being 1 minute 22 seconds.

6.33 CAM

6.34 The introduction of CAM across the force has been accelerated to enable Police Scotland to better respond to the COVID-19 pandemic. It is now operational across all Divisions, delivering a single response model, appropriate risk assessments and

consistent levels of service delivery. This enables us to maximise our response, ensure we can get to the people who need us when they need us and enhances our ability to identify the most vulnerable and prioritise them for a face to face response. This approach responds directly to public reporting via the survey, which demonstrates high levels of public concern for the levels of support in place for the most vulnerable.

6.35 ICT

6.36 It has been recognised that aspects of the Digital Contact Strategy could play a vital part in increasing levels of face to face contact with the public, through the use of appropriate online platforms. As a result, work has been agreed and is ongoing to deploy video capability within C3 Resolution Teams to allow officers, where appropriate, to engage with members of the public 'on line' and therefore benefit from a face to face interaction.

6.37 The technology is being installed and tested over the next 2 weeks which will enable up to 20 contacts at any one time across Scotland. The key aspects of the implementation are as follows:

- 10 Pods in Glasgow, 5 in both Edinburgh and Dundee.
- 130 officers have been allocated user status.
- Callers asked if they wish to use the service, an email link is forwarded which opens the contact. The link can only be used once which prevents callers trying to re contact.
- Business processes are currently being developed aligned with the CAM model and staff training will be rolled out once processes are agreed.
- Subject to testing, processes and training a go live date of Monday 24th May is the target.

6.38 In addition, the Local Policing Programme, in conjunction with ICT, are actively considering other opportunities, such as a 'chat bot' and 'digital desks' to further enhance public engagement options via delivering new digital solutions.

6.39 As a comparison to the UK wide response in this space, we see other forces reach for similar solutions, with some examples being:

- Greater Manchester have delivered technological solutions to allow home workers to take 101 and 'live chat' calls, with members of the public detecting no difference in the call handling approach.

- West Yorkshire have developed a system to allow victims and witnesses to provide statements over the phone, without the need to interact with staff.

- Humberside have developed a system allowing victims of crime to be interviewed by video-link.

6.40   Local Policing

6.41   The Local Policing COVID-19 Coordination Unit (LPCCU) continues to support all of the territorial Divisions.

6.42   The Force's position in terms of policing tone and style, as re-iterated in the Gold Commander's recent messaging, has been briefed to all staff, confirming the need to positively engage, explain and encourage people to comply with the physical distancing guidance and reduce instances of public nuisance.

6.43   All Divisions have in place an appropriate local patrol matrix, developed through analysis of local COVID-19 incident hot-spots and with cognisance to the key locations communicated by the public via the surveys. This ensures that focussed patrols are being delivered in the right areas and at the right time, enhancing public confidence in local policing measures through a highly visible, well targeted local response.   Divisions are working in proactive partnerships with external stakeholders as well as OSU departments, particularly in areas where levels of compliance with social distancing legislation is lower than average.

6.44   Divisional Commanders are engaging regularly with key stakeholders and partners through a variety of means and there has been a regular flow of national and local communications in respect of the policing response to the Pandemic.

6.45   The LPCCU is closely monitoring developments in terms of UK and Scottish Government messaging, in order to predict any potential impact upon local communities, with themes such as the wearing of face masks in public places and the proposed approach to lifting the lockdown currently prominent.

6.46   Safer Communities

6.47   Safer Communities Division continues to support public confidence through engagement with local policing, national partners and key stakeholders, ensuring the organisation collaborates widely to identify emerging concerns/trends and supports the delivery of preventative approaches for those who need it most.

6.48   Examples of this approach include, engagement across a range of strategic SG groups and national forums, such as Scottish Community Safety Network, Public Health Scotland, Distress Brief Intervention Programme Board, Ethnic Minorities National Resilience Network and Scottish Government Faith Leaders Network.

6.49   Directly related to public feedback in respect of engagement with vulnerable groups, Safer Communities are engaging with partners such as the Children's Commissioners Office, the Gypsy Traveller community, Autism organisations and Victim Support in Scotland ensuring broad collaboration to identify emerging concerns/trends and support the delivery of preventative approaches for those who need it most.

6.50 **Specialist Crime Division (SCD)**

6.51 SCD Public Protection have prioritised public engagement through internal and external media messaging linked to joint campaigns with key partners particularly around online CSA, National Stalking Awareness Week and Domestic Abuse. Public Protection has collaborated with SGvt in the refresh and relaunch of a national Domestic Abuse Campaign, including hard copy materials distributed by Champions across the Force to reinforce the message that Domestic Abuse is a priority and we will respond to all reports. SCD Public Protection continues to participate in a weekly "COVID Hub" meeting with Directorate Children and Families (Scottish Government), attended by relevant policy leads.

6.52 SCD Major Crime has now recorded 8 homicides since lockdown. The latest was a domestic homicide which has now been detected. Where appropriate, personnel have been re-deployed to support the local divisional response to OP Talla.

6.53 SCD OCCTU have continued to deliver successful intelligence led operations across the country, with significant seizures of drugs and cash being delivered. Economic Crime colleagues continue to capture threats, risks and trends from criminals exploiting COVID-19, ensuring communication regarding preventative measures can be cascaded to the public in respect of fraud, cyber enabled and cyber dependant crimes. Cyber Investigations are supporting enquiry teams investigating high profile 'Zoom Bombing' incidents.

6.54 **Professional Standards Department (PSD)**

6.55 PSD continue to focus on effective early engagement with complainers and to date this has resulted in 69.3% of all Op Talla tagged complaints being successfully resolved without the need for further investigation.

6.56 Since Op Talla commenced PSD have received 280 COVID-19 related files, resulting in 215 Complaints Against the Police being recorded. However, it is noted that the rate of reporting has declined over time, with higher levels at the commencement of OP Talla, now reducing week on week.

6.57 The main themes pertinent to Op Talla related complaints remain officers not observing social distancing when interacting with members of the public and incivility from officers when challenging members of the public with regards to their movements.

6.58 Overall, during the month of April 2020, there was a 6% increase in the number of complaints in comparison with the same reporting period in 2019.

6.59 **Corporate Communications**

6.60 Corporate Communications staff continue to support public confidence through the development of proactive messaging in respect of the policing response to COVID-19 via mainstream media and social media channels.

6.61   It should be highlighted that all Police Scotland communications are obtained and reiterated from the Scottish Government core guidance to ensure consistency across the board.

6.62   Local and national messaging is approved through Corporate Communications and remains consistent with the national position.

6.63   Conclusion

6.64   The ongoing Police Scotland activity and the current tone, style and delivery of the operational response is proving effective to maintain and enhance overall public confidence in policing in Scotland. However, as the response to the COVID-19 pandemic continues it will be imperative to understand how the impact felt in the short term, translates into the medium to longer term, particularly if lockdown measures persist.

6.65   To that end, tracking trends within the survey responses and flexing activity to meet public concern, through the use of innovation and well targeted traditional policing methods, will be needed to ensure Police Scotland maintains current levels of support and confidence.

6.66   SLB members are asked to consider the following points, in order to advance discussions and maximise the value to the public, of the above survey and public contact activity.

   Point 1

   There is a spectrum of ongoing survey activity and public confidence analysis being progressed, such as 'Your Police Survey', 'User Experience Survey', the SPA independent survey and the work of Mr John Scott QCs independent group. SLB members are asked to consider the best means to coordinate and align this activity, to ensure clarity of purpose and effective outcomes.

   Point 2

   There is a broad range of activity being delivered across various business areas in respect of maintaining public confidence. SLB members are asked to consider the scope and content of that activity, with a view to ensuring that there are no remaining options, which have yet to be fully explored.

   Point 3

   It is important to ensure that the public understands the purpose of the survey work being completed and sees a positive response to their engagement. SLB members are asked to consider the best mechanisms to provide clear, transparent and informative communication in respect of the surveys and associated public contact activity.

7.	Details of Business Implications

7.1 **<u>Finance</u>**

There are no current financial implications associated with this paper, as all survey work has been conducted within pre-existing budget.

There may be financial implications in respect of the delivery of new Digital contact methods, however these will be dealt with via normal processes, once current scoping and development work is concluded and the financial implications fully understood.

7.2 **<u>Resource</u>**

There are no Resource implications associated with this paper.

Outcome 3
The public, communities and partners are engaged, involved and have confidence in policing

COVID-19 pandemic insights and engagement

Monthly Insights Report

May 2020
Strategy and Innovation

This insights report includes research evidence, emerging issues and learning relevant to policing Covid-19 pandemic, using the following sources:

Public and Communities
(Police Scotland's Your Police survey, Ipsos Mori, YouGov weekly survey, YouGov daily UK polling)

External research
(behavioural insights; academic research requests to Police Scotland; Google search trends)

Other organisations
(benchmarking and innovation)

The pack is produced monthly with new information and insights for tracking public confidence, attitudes and the impacts of Covid-19. This will help us to respond to communities appropriately at a local and national level.

Note
As a benchmark, we measured public confidence in Police Scotland's Your Police Survey 2019 (11,656 respondents), the User Experience Survey (2020), and data from the Scottish Crime and Justice Survey, before the COVID-19 pandemic.

In the refreshed Your Police Survey 2020/21, we have included questions from the YouGov survey undertaken by Crest Advisory at the start of April (1646 respondents) to compare what people think about the approach to policing COVID-19 lockdown.

Public confidence and support

- **Public confidence in Scottish policing has increased since the lockdown by around 20% - around two-thirds of people have confidence in their local police at this time**
- One in two people fully support the approach taken by Police Scotland to handling the lockdown - significantly higher than the UK average.
- Almost everyone (over 90%) agrees with Police Scotland using new powers, particularly encourage and enforce.
- Respondents say Police Scotland is doing well by increasing local police presence including parks and scenic areas, using light handed enforcement style, and engaging positively.
- 29% feel Police Scotland should be taking tougher action to ensure public compliance.
- Increasing local presence that will help compliance with social distancing, enhancing contact and engagement with vulnerable groups and domestic abuse survivors are key areas respondents say Police Scotland could be doing better.

Feeling of safety and concern about crime

- Feeling of safety has remained high since the lockdown with 90% of people saying they feel very or fairly safe.
- While most (47%) say their concern about crime in their area since the lockdown has remained the same, it has decreased for 19% and increased for 25%.
- Concerns include: social distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and dealing.

User experience of contacting Police Scotland

- User experience overall remains positive during lockdown with 86% satisfied with the way call operators and attending officers treated callers and understood what they needed, and 80% satisfied with ease of contacting Police Scotland.
- Satisfaction has fallen slightly with Covid-19 reported incidents based on ease of contact, providing the appropriate response, keeping people adequately informed, and treatment by attending officers.

Attitudes to local policing

- Around two-thirds agree police in their area are friendly and approachable. Around four in ten people agree local police listen to their concerns and are dealing with the issues that affect them. There is a significant number of people who respond with 'don't know' to these questions, suggesting limited awareness or connection with their local police service.

Recommended actions

For maintaining and enhancing public confidence and user experience with police service:

- **Targeted police presence** in local areas that will help with social distancing compliance
- **Clear and consistent** local and national messaging on policing lockdown
- **Guidance for officers** for engaging and understanding people with disabilities (including those that are invisible) and diverse communities (including younger people, LGBTQ+ community)
- **Reassure public** about how they can contact and engage with Police Scotland during this time, including how to report lockdown breaches in a discreet way
- **Proactively support** vulnerable groups through local partnerships and targeted information campaigns - on themes such as homelessness, reaching out to older people and domestic violence
- **Continue to listen to the public and communities** - communicate the survey to our partners and local areas through Police Scotland's website and social media platforms, local policing and our partnerships, prevention and wellbeing networks – targeting efforts to enhance response among groups under-represented in the survey: BAME (Black and Minority Ethic) community and people with disabilities.
- **Respond to local concerns** with *you said we're doing* feedback
- **Recognise frontline** officers and staff for continuing to provide a quality police service during this time, which is valued by the public and helping to increase public confidence in policing

The following slides describe the quantitative and qualitative findings from Police Scotland's Your Police and User Experience surveys, along with external research to benchmark performance at UK level and with other police forces, where these data are available. Qualitative insights and quotes from the public and organisations are included, providing a deeper understanding into the concerns and issues raised by the public and organisations, and reasons underlying satisfaction and confidence.

Your Police Survey

The annual Your Police survey launched on 9 April 2020 and included questions specific to COVID-19 to enable Police Scotland to understand the needs of communities, confidence in police, agreement with the COVID-19 policing measures (including the COVID-19 powers and approach for officers to engage, explain, encourage and enforce) and views on how we are managing this.

Survey sample (9th – 30th April) **– 11,495 total responses**

The margin of error for this sample size is ±0.913%.

Demographic breakdown	
Respondents	Individuals (17%); Organisations (1%); Not Answered (82%)
Gender	Female (67%); Male (29%); Non-binary (<1%); Prefer not to say (2%)
Transgender	No (91%); Yes (<1%); Prefer not to say (3%)
Age	10-15 (<1%); 16-19 (<1%); 20-29 (7%); 30-39 (18%); 40-49 (24%); 50-59 (27%); 60-69 (14%); 70+ (6%); Prefer not to say (2%)
Sexuality	Heterosexual (85%); Gay (2%); Bisexual (1%); Lesbian (<1%); Other (<1%); Prefer not to say (6%)
Disability	No (85%); Yes (10%); Prefer not to say (3%)

Division	Responses	%
A	1550	13%
C	307	3%
D	313	3%
E	1384	12%
G	1152	10%
J	1114	10%
K	661	6%
L	193	2%
N	1221	11%
P	248	2%
Q	1718	15%
U	528	5%
V	162	1%
Unknown postcodes	944	8%
Total	**11495**	**100%**

Organisation response

It is vital that we engage key stakeholder organisations alongside the general public. Respondents are asked to identify if they are submitting a response on behalf of an organisation or an individual.

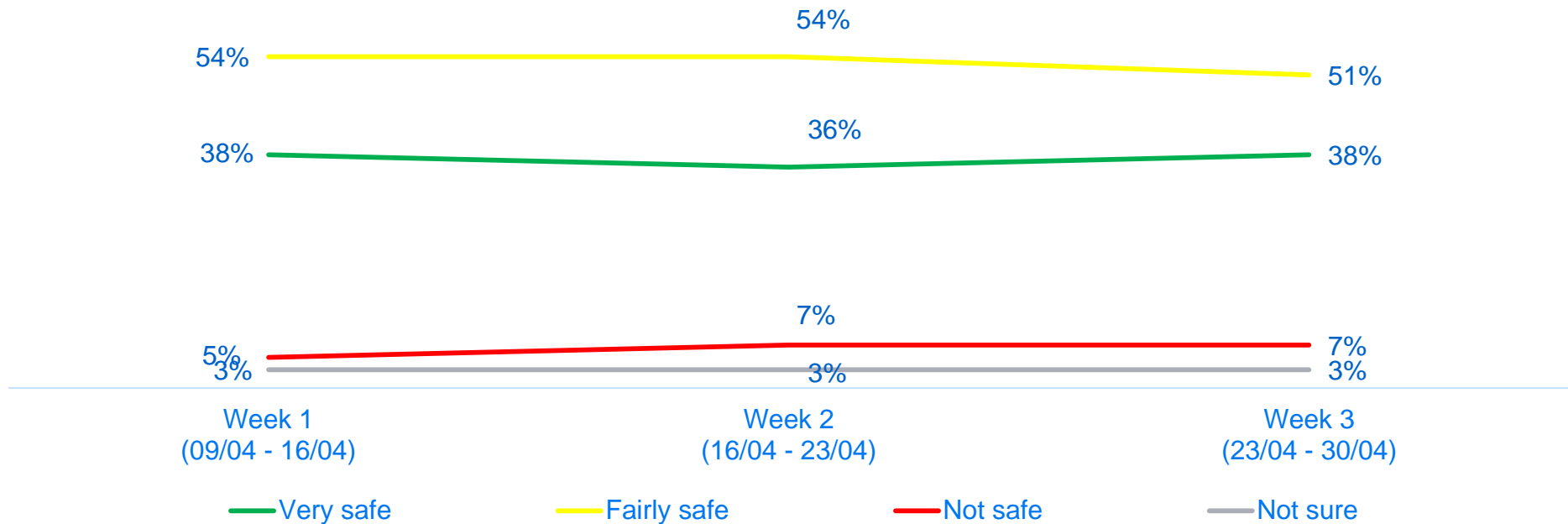## Survey sample (9-30 April) **– 127 total responses**

List of organisations
Aberdeenshire Council Social Work, Banchory Community Council, Bearsden Muslim Association, Neith Orr Park Neighbourhood Watch, Blue Triangle Housing Association, Blue Triangle Housing Association, Cardross Community Council, City of Edinburgh Council, Citizens Advice Bureau, Clyde Valley Housing Association, Cornerstone, Dundee West Church, Dyce School, Edinburgh and Lothians Regional Equality Council, Falkirk Council, Fife Council, Garedeen Housing Association, Garnethill Neighbourhood Watch, Glasgow's Women Library, Health and Social Care Partnership, Highland Council, Historic Environment Scotland, Inspire Scotland, Link Housing, Linthouse Housing Association, NHS Greater Glasgow & Clyde, NHS Lothian, North Ayrshire Council, North Ayrshire Health & Social Care Partnership, Patrick Community Council, Peterculter Community Council, Plains Community Council, Renfrewshire Council, Renfrewshire Learning Disability Service, SAMH, Scottish Fire and Rescue Service, SGN, Shapinsay Community Council, Simon Community Scotland, South Lanarkshire Women's Aid…

Division	Responses
A	7
C	3
D	5
E	13
G	29
J	7
K	8
L	3
N	14
P	4
Q	11
U	10
V	1
Unknown postcodes	12
Total	**127**

Most people feel safe in their local area

Q How safe do you feel in your local area?

	Week 1 (09/04 - 16/04)	Week 2 (16/04 - 23/04)	Week 3 (23/04 - 30/04)
Fairly safe	54%	54%	51%
Very safe	38%	36%	38%
Not safe	5%	7%	7%
Not sure	3%	3%	3%

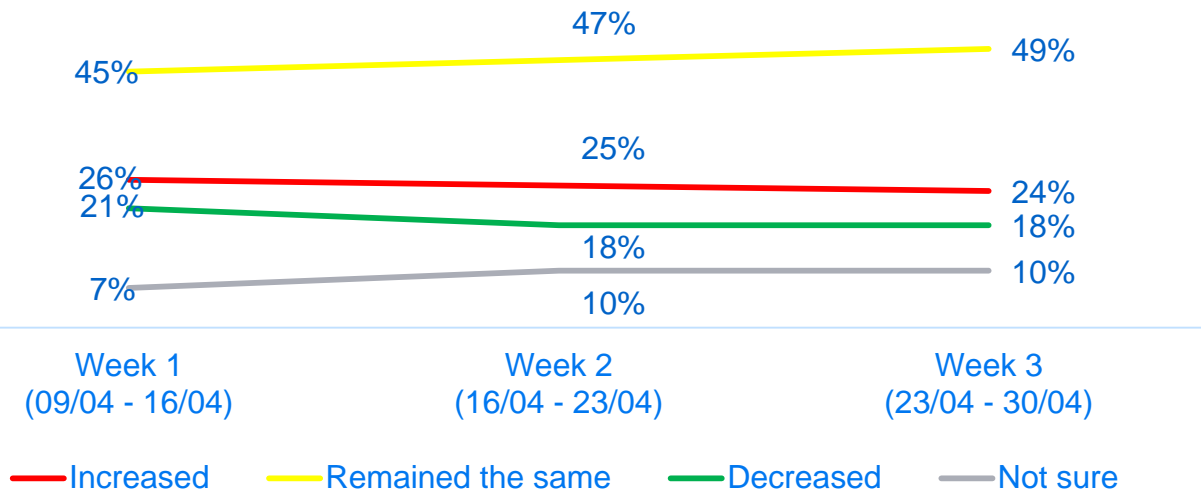── Very safe   ── Fairly safe   ── Not safe   ── Not sure

Feeling of safety has stayed consistent with no statistically significant changes between weeks.

Please note that the weekly samples are taken at the end of the working day e.g. 5 pm on 16/04

Base (exc. Prefer not to say and not answered): week 1 (728); week 2 (8844); week 3 (1923)

7

Concern about crime has stayed the same

Q To what extent has your concern about crime in your area increased or decreased during the Coronavirus pandemic?
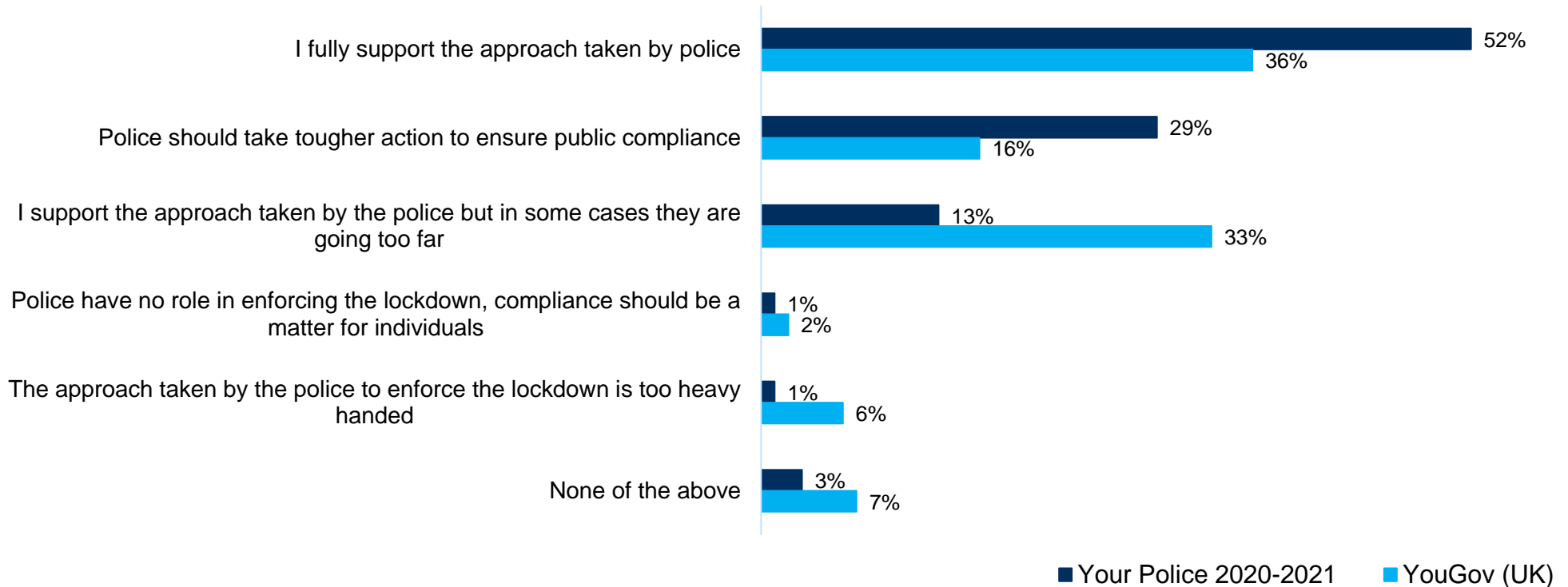
47%

49%

45%

25%

26%
21%

24%

18%

18%

7%

10%

10%

Week 1
(09/04 - 16/04)

Week 2
(16/04 - 23/04)

Week 3
(23/04 - 30/04)

—— Increased   —— Remained the same   —— Decreased   —— Not sure

Top 5 concerns

- Social distancing breaches
- Antisocial behaviour
- Speeding and dangerous driving
- Burglary
- Drug taking and dealing

Concern about crime during the pandemic has remained stable with no statistically significant changes between weeks.

Base (exc. Prefer not to say and not answered): week 1 (728); week 2 (8844); week 3 (1923)

8

There is greater support for approach taken by Police Scotland

Q. Which of the following statements comes closest to your views of how the police are handling the Coronavirus lockdown?

Statement	Your Police 2020-2021	YouGov (UK)
I fully support the approach taken by police	52%	36%
Police should take tougher action to ensure public compliance	29%	16%
I support the approach taken by the police but in some cases they are going too far	13%	33%
Police have no role in enforcing the lockdown, compliance should be a matter for individuals	1%	2%
The approach taken by the police to enforce the lockdown is too heavy handed	1%	6%
None of the above	3%	7%

■ Your Police 2020-2021   ■ YouGov (UK)

Please note variations in methodology, fieldwork dates, and sample size

Base: Your Police 2020-2021 (11,495); YouGov (1,651)

9

Support for policing style has been consistent - greatest for encourage and enforce

Q To what extent do you agree or disagree with the following statements?

Police are right to **encourage** people to comply with the Coronavirus (COVID-19) lockdown voluntarily.

67%   28%

Police should **enforce** compliance when people are not willing to comply voluntarily.

65%   27%

Police are right to **engage** with people who are in public to establish individual circumstances and how quickly they can comply with the Coronavirus (COVID-19) lockdown.

55%   37%   5%

Police should **explain** the risks to public health and NHS in line with government guidance to people who are in public.

55%   34%   6% 3%

■ Strongly agree   ■ Agree   ■ Neither/nor   ■ Disagree   ■ Strongly disagree

Base: 11,495

Public confidence in Police has increased since the lockdown

I have confidence in the police in my local area

68%   64%   63%

8%   8%   9%

Week 1 (09/04 - 16/04)   Week 2 (16/04 - 23/04)   Week 3 (23/04 - 30/04)

—— Agree   —— Disagree
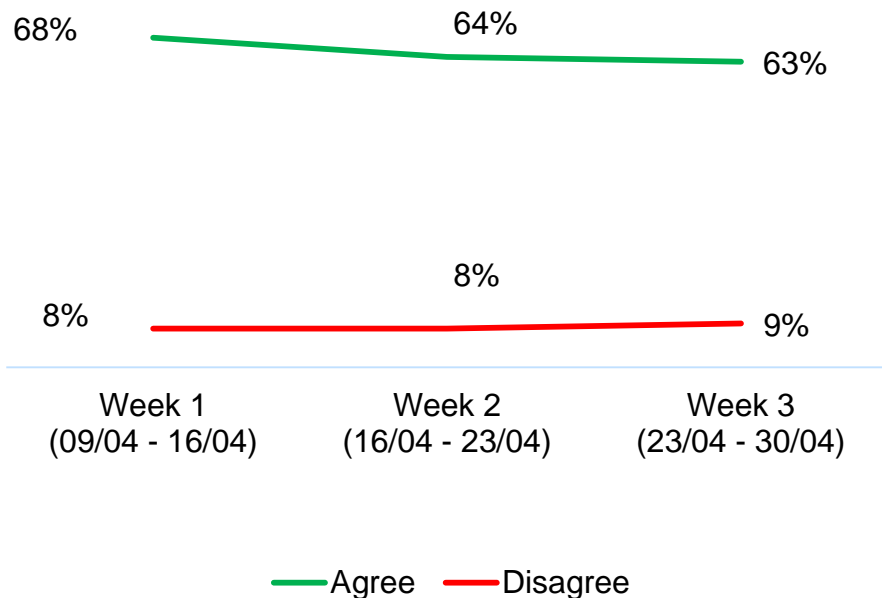
Factors influencing confidence include gender, age, sexuality, and whether or not a respondent has been a victim or a witness of a crime.

Females tend to have higher levels of confidence than males, while older respondents are more likely to have confidence in the police than younger respondents. Those who self-identify as gay or lesbian are less likely to have confidence in the police than heterosexuals.

Respondents who have been a victim or witness of a crime within the previous 12 months are also more likely to have confidence in the police than those who have not.

Public confidence before Covid-19 pandemic:

45% thought 'people in their area had a lot of confidence in the police' and **57%** thought police were doing an excellent or good job (Scottish Crime and Justice Survey 2017/18)

48% said they have confidence in the police in their area (Police Scotland Your Police Survey – Autumn 2019)

75% said they had confidence in their local police (Crime Survey for England and Wales - year ending March 2019)

Public confidence in policing tends to be lower than user satisfaction – possibly due to the lack of knowledge or not feeling connected with police until they experience policing. Police Scotland's former user satisfaction survey (over 12,000 respondents) showed high levels (>80%) of public confidence among those who had contacted police.
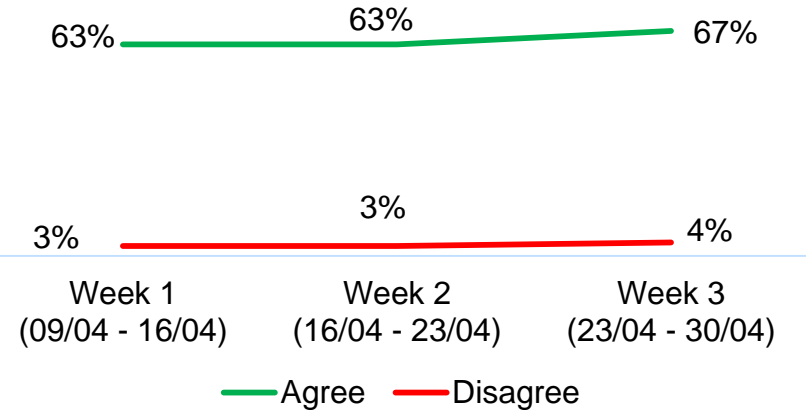
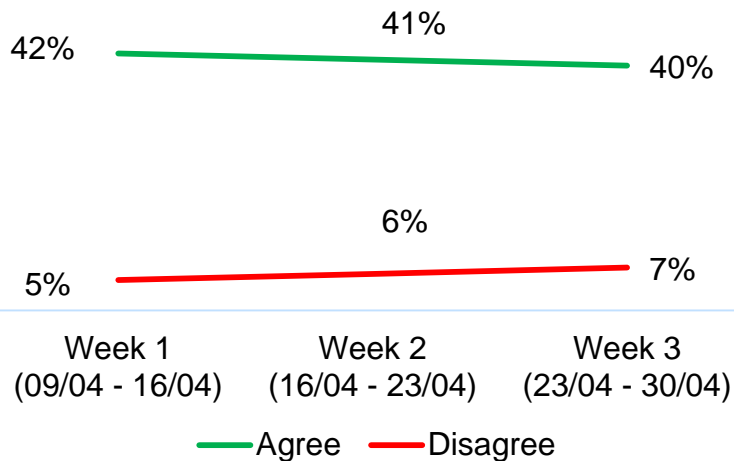# Attitudes to local policing has stayed the same

These findings are broadly consistent with the previous wave of Your Police Survey in 2019/20 across these three statements.

There were a relatively high number of 'don't know' responses across all statements - suggesting that lower agreement scores are not a reflection of operational performance.
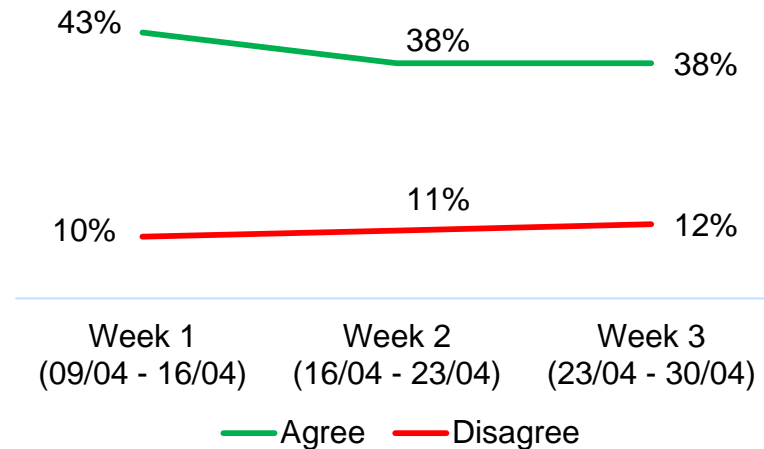
They are friendly and approachable

63%   63%   67%

3%   3%   4%

Week 1 (09/04 - 16/04)   Week 2 (16/04 - 23/04)   Week 3 (23/04 - 30/04)

—— Agree   —— Disagree

They listen to the concerns of local people

42%   41%   40%

5%   6%   7%

Week 1 (09/04 - 16/04)   Week 2 (16/04 - 23/04)   Week 3 (23/04 - 30/04)

—— Agree   —— Disagree

They are dealing with issues that affect my local area

43%   38%   38%

10%   11%   12%

Week 1 (09/04 - 16/04)   Week 2 (16/04 - 23/04)   Week 3 (23/04 - 30/04)

—— Agree   —— Disagree

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What we're doing well

Over 2500 analysed open-text responses*

- Over half (51%) included **increased police presence in their area** (foot, bicycle and vehicle patrols) **brings them reassurance.**

- 14% said they were **pleased Police Scotland were enforcing social distancing measures**. This included providing information to the public and dispersing large crowds.

- A smaller percentage (12%) noted the light handed enforcement of social distancing measures and community engagement were positive in their local area.

- 9% included police presence in parks and scenic areas was particularly positive.

* Content analysis is applied in coding responses. Due to significant number of survey responses and the time taken to analyse open text responses, these are being continuously analysed.

"[Police Officers] are to be seen regularly passing through the village. I think for many of our more vulnerable community members it's reassuring to know that the police force is still there when/if needed"

"[The police are] Really engaging with young people in the community. Getting a paw patrol character to visit housing estates, encouraging pictures in windows etc. Really positive engagement."

"The police patrol the local area to make sure everyone is keeping to the social distancing rules. They've managed the perfect balance of taking care of the community and still leaving people to enjoy their time and space."

What we could do better

Over 5100 analysed open-text responses*

52% - increase local presence that will help compliance with lockdown and social distancing rules

Many noted that they wished to see more Police locally (30%) which included getting to know what's happening locally, bringing reassurance through presence and positive engagement, local patrolling (on foot, bike, car) and access to local police stations. There was a specific mention to presence after dark, through housing estates, at beaches and parks.

Enhancing Police presence was associated with ensuring public compliance with social distancing measures (22%) - local places were cited as a concern and where there were breaches. Respondents were also concerned about lack of social distancing in supermarkets.

Hot spots cited by respondents for enhanced police presence are listed in the Appendix.

* Content analysis is applied in coding responses. Due to significant number of survey responses, these are being continuously analysed.

"Walk the beat rather than zoom around in their cars, that way they can speak to people and see what the community needs are."

"Making sure teenagers or younger kids don't meet up which I have seen quite a lot around."

"Making sure teenagers or younger kids don't meet up which I have seen quite a lot around."

"The police need to have more of a presence in the village of Stonehouse, especially in the village centre to help reinforce social distancing and the lockdown."

"As someone working for the nhs it frustrates me that people aren't adhering, but I'm not sure how you could help enforce without putting yourselves at risk."

What we could do better

13% - Enhance public contact and engagement

- **Local communication** about what police is doing locally. This includes local statistics, local guidance, and working with local partners to disseminate advice and information, with a specific mention of Local Community Councils and local groups' social media accounts.

- **Clear and consistent guidance** in accessible and plain English format disseminated through different platforms. This specifically includes information on different advice for England and Scotland, as well as guidelines for travelling for exercise.

- **Reassure the public of contact methods** and availability, particularly in terms of accessible methods of contact for vulnerable communities and domestic abuse survivors.

- **Discreet ways of reporting lockdown breaches**.

"I am secretary of my community council. The police have our email address and could send us info during the lockdown. We are able to share messages via our Facebook page. Not enough use is made of community councils by Police Scotland."

"Clearer guidelines on travel for exercise, given in the context of the isles"

"Confusion on driving to exercise and walk dog as media yesterday said so long as drive is short and walk is long, it's fine to drive a short distance (17 April)"

"More visibility by Police management and availability to answer public queries."

"Some online way of reporting non-compliance of regulations. It's hard to know when or how to report any instances of breach of rules."

What we could do better

- **Engaging with empathy and understanding**. This includes officers not assuming someone has done anything wrong, and understanding individual circumstances of vulnerable and diverse communities. Comments are continuously received about unfair treatment of people with invisible disabilities, LGBTIQ+ community, people with autism.

- Around 2% stated that Police should **proactively reach out to support vulnerable groups** (e.g homeless, older people, those living in deprived areas and domestic violence survivors).

"You need to understand that disabled people need to rest - if they're sitting on a bench to catch their breath they shouldn't be forced on before they've recovered."

"Checks on families with history/risks of domestic violence when everyone is struggling and families are in cramped conditions."

"Stop targeting disabled, queers, immigrants and people of colour"

"They [police] are way too aggressive in their approach to some people. This has been particularly prevalent in the local LGBT community. Officers seem unable to grasp or accept the fact that same sex couples walking together night in fact be a same sex couple who cohabit."

Overview

The User Experience Survey is undertaken monthly. Previously conducted by telephone interviews, this survey is now administered via SMS to continue engaging people who have contacted Police Scotland during Covid-19 pandemic. Respondents were contacted in the first week of April.

The following results are for **1216** respondents from across Scotland.

Division		Respondent Number
A		93
C		61
D		117
E		120
G		197
J		121
K		53
L		57
N		49
P		69
Q		154
U		81
V		44

Demographics overview of respondents	
Gender	Female (55%, 449), Male (44%, 396), Prefer not to say (<1%, 3), Other (<1%, 5)
Age	16-18 (13, 1%), 19-24 (71, 6%), 25-34 (204, 17%), 35-44 (292, 24%), 45-54 (305, 25%), 55-64 (239, 20%), 65-74 (80, 7%), 75-84 (10, 1%), Over 85 (2, <1%)
Disability	No disability (613, 68%), Disability or long term health condition (267, 29%), Prefer not to say (24, 3%)
Coronavirus related incidents	No (86%, 1051), Yes (14%, 165)

Experience of policing remains positive since the lockdown

80% found Police Scotland easy to contact

86% were satisfied with staff during initial contact

86% felt that staff understood what they needed

68% felt that they had received the appropriate response

56% felt adequately informed about their case

81% were satisfied with treatment by attending officers

74% were satisfied with Police Scotland overall.

"I was extremely impressed with the service on all fronts. Your attending officers were very professional & cared for my every need. I cannot thank you all enough for making a horrible situation easier to manage and deal with. Keep up the amazing work please."

"I got excellent advice and my fears were allayed. The officer who handled my concerns followed up by calling me back. An excellent experience."

"I thought the call handler was extremely professional and patient. I was calling in the middle of the night…and felt quite unnerved. The woman was very understanding and helpful"

"The officers that came out were great. They left a lasting impression on my little girl. She keeps on talking about "her" two officers"

Respondents are asked why they were satisfied or dissatisfied with their experience.

Reasons for satisfaction

Positive experiences depended on:

- **Staff attitude -** friendliness, support and understanding needs, ensuring concerns were respected.
- **Quick response times.**
- **Receiving updates on their incident.**

"As a front line COIVD-19 worker….I was extremely impressed with the feelings of support towards myself and my team of health and social care workers…great job done, problem [is] now solved. Thank you"

"Excellent service. Everyone I spoke to was friendly and supportive. Thank you"

Reasons for dissatisfaction

Negative experiences were a result of:

- **Not being provided with what they felt was the appropriate response.** This was related to service users expecting officer attendance to their incident.
- **Difficulty in getting through to 101 or 999.** Including delays in getting through to call handlers and issues with 101 charging users for contact.
- **Not being updated about the incident they reported.**

"[101] should be free to call"

"I had a very good experience until nobody contacted me back…"

"No statement was taken from me. I wasn't updated about the situation. [I] was very disappointed in the whole situation"

User experience before and during Covid-19

User experience has dropped across all measures

User Experience has dropped across most measures. Given the small proportion of respondents reporting an incident related to COVID-19, **these reductions are likely caused by the change in data collection methods**.

For comparison, the London Metropolitan Police most recently published data shows that 65% of "all victims" were satisfied with their experience. This statistic reflects overall satisfaction for service users up to December 2019.

Question	January – March average %	April	Change
How easy or difficult was it to contact Police Scotland? (Easy & very easy)	90%	80%	-10%
During the initial contact how satisfied are you with the way you were treated by the staff member? (Satisfied & very satisfied)	95%	86%	-9%
Did you feel staff properly understood what you needed? (Yes)	94%	86%	-8%
Do you feel that the police provided the appropriate response to the incident you reported? (Yes)	78%	68%	-10%
Were you adequately informed about the progress of the incident you reported? (Yes)	63%	56%	-7%
How satisfied are you with the way you were treated by the officers who attended the incident? (Satisfied & very satisfied)	92%	81%	-11%
Based on your overall experience, how satisfied are you with Police Scotland? (Satisfied & very satisfied)	83%	74%	-9%

Reported Covid-19 related crime and incidents

Respondents who contacted Police Scotland for an incident related to COVID-19 were less satisfied.

For Covid-19 related incidents, fewer people felt the appropriate response was provided and were adequately informed about the progress of the incident. This might be partly attributable to some confusion around the ability o the Police to respond.

Many of these respondents will have contacted Police Scotland in first days of the lockdown when policing powers and expectations around these powers were less clearly defined.

"We are in the grip of a pandemic and people are breaking the rules daily, and nothing gets done when you report it!"

"[Police Scotland] should [be] making information regarding public reporting COVID-19 lockdown breaches public, as there are none. I don't know whether to report breaches or not."

Question	Incident not related to COVID-19	Incident related to COVID-19	Diff*
How easy or difficult was it to contact Police Scotland? (Easy & very easy)	81%	71%	-10%
During the initial contact how satisfied are you with the way you were treated by the staff member? (Satisfied & very satisfied)	86%	81%	5%
Did you feel staff properly understood what you needed? (Yes)	87%	79%	-8%
Do you feel that the police provided the appropriate response to the incident you reported? (Yes)	72%	52%	-20%
Were you adequately informed about the progress of the incident you reported? (Yes)	60%	36%	-24%
How satisfied are you with the way you were treated by the officers who attended the incident? (Satisfied & very satisfied)	83%	67%	-16%
Based on your overall experience, how satisfied are you with Police Scotland? (Satisfied & very satisfied)	76%	62%	-14%

*Statistically significant (at 95% confidence level) differences are highlighted in red.

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Public opinion of policing Covid-19 lockdown in the UK

- **36%** of adults fully support whilst 33% somewhat support

- **46%** women and 38% men support the police approach

- **6%** like easy approach while 14% want to see tougher action

- **56%** of people believe that Government enforcement of social distancing measures were taken too late

- **4%** of people felt that they were taken too soon

Londoners are least supportive of the police's approach during lockdown, with only 26% who say they are fully supportive. 42% are somewhat supportive, but believe the police have in some cases gone too far.

This is compared to a combined total (fully/somewhat supportive) of 69% in the rest of the South, 65% in the Midlands and Wales, 65% in the North and **67% in Scotland**.

Sources:
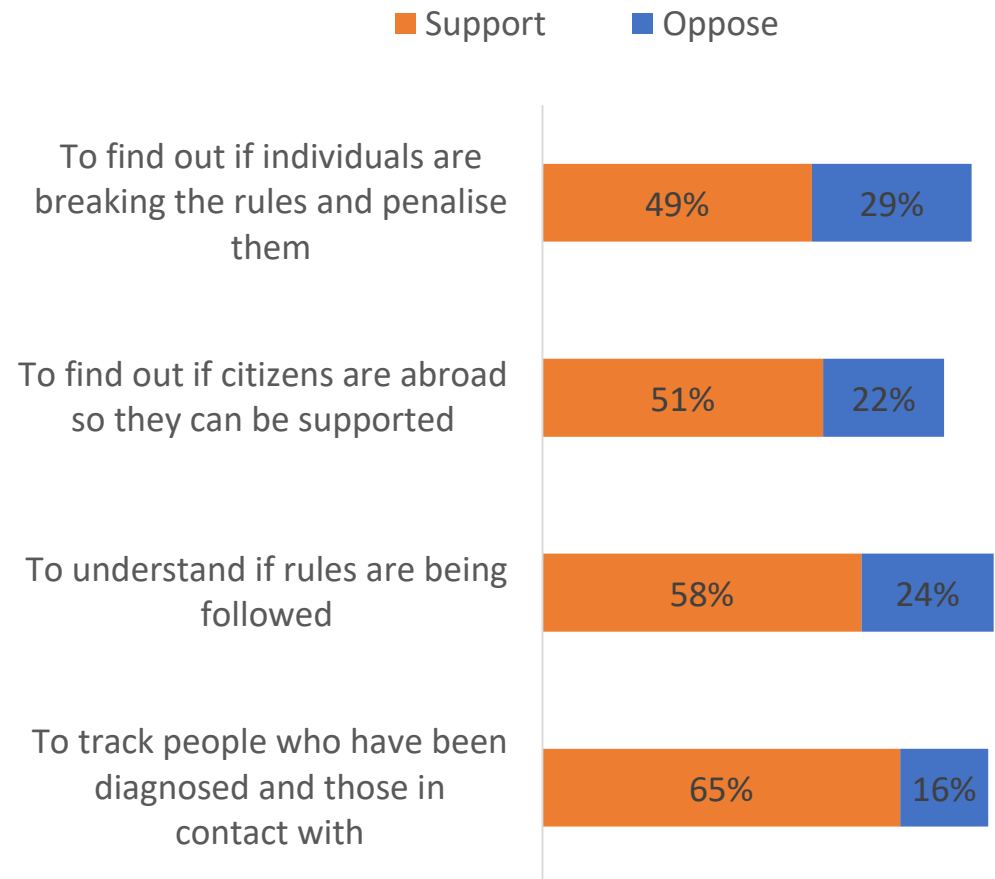Crest Advisory YouGov poll – April 16-18 (Base: 1,651)
Ipsos MORI online poll – April 24-27 April (Base: 1,066)

Public opinion on data privacy and sharing

In a UK poll, participants were asked if they support or oppose their mobile phone data being shared with the Government.

- Two-thirds strongly support tracking those diagnosed with coronavirus and those in contact with, while only 16% oppose it.

- **58% support the use of surveillance to find out social distancing/lockdown rules are followed**, while 24% oppose it.

- 51% support to find if citizens are abroad so they can be supported, and 22% oppose it.

- **Under half (49%) support the Government using mobile data to find out if individuals are breaking the rules and penalise them**, and only 29% did not support it.

Source: Ipsos MORI, 18 April 2020 (Base: 1069)

■ Support ■ Oppose

	Support	Oppose
To find out if individuals are breaking the rules and penalise them	49%	29%
To find out if citizens are abroad so they can be supported	51%	22%
To understand if rules are being followed	58%	24%
To track people who have been diagnosed and those in contact with	65%	16%

23

Mental wellbeing during health crisis

Children and young people

More than 2,400 young people across Scotland participated in research commissioned by Youthlink Scotland, Young Scot and Scottish Youth Parliament which asked young people from every community in Scotland to share their worries about COVID-19.

- 96% of young people fear for the future due to COVID-19

- 77% of young people worry about their mental health and wellbeing

- Two in five young people (40%) are not confident accessing information on mental health and wellbeing. 61% don't know where to access information on financial support.

Source: Youthlinks Scotland online report
https://www.youthlinkscotland.org/news/april-2020/survey-reveals-96-of-young-people-fear-for-future-due-to-covid-19/

Google trends

The search term 'mental health' shows the following top 5 related searches on google;
- Coronavirus mental health
- Mental health week 2020
- Coronavirus and mental health
- Lockdown mental health
- Mental health during coronavirus

Other findings

Recent Ipsos Mori (2020) survey with 1,099 adults revealed that:
- 21% are concerned about isolation
- 13% are worried about social distancing, 5% about the lack of social contact and 4% worried about loneliness
- 20% are worried about mental illnesses

Source: Ipsos Mori Public Opinion Polls
https://www.ipsos.com/ipsos-mori/en-uk/Covid-19-and-mental-wellbeing

Google trends

Context

The key themes related to policing and the Covid-19 pandemic external research identified as having the highest coverage/traction in April 2020 are as follows:

- Domestic Violence/ Abuse Increase in Covid-19 Lockdown

- Policing During a Pandemic

- Mental Wellbeing/ Covid-19 Lockdown

- Cyberstalking Increase During Lockdown

- Policing & Social Distancing

The data included in this report shows search interest, per theme. A value of 100 is peak popularity for the term. All data timeframes have been set from January 2020 to current time.

Search term: domestic abuse (Scotland)

Peak for 'domestic abuse' search term was 12-18 April for 2020 so far.

Peak shows a sharper incline than that of the worldwide peak and shows search interest for this time period significantly higher than pre-lockdown (and a steady increase to its peak). Top queries for the term in the UK include:

- Domestic abuse coronavirus
- Coronation street domestic abuse
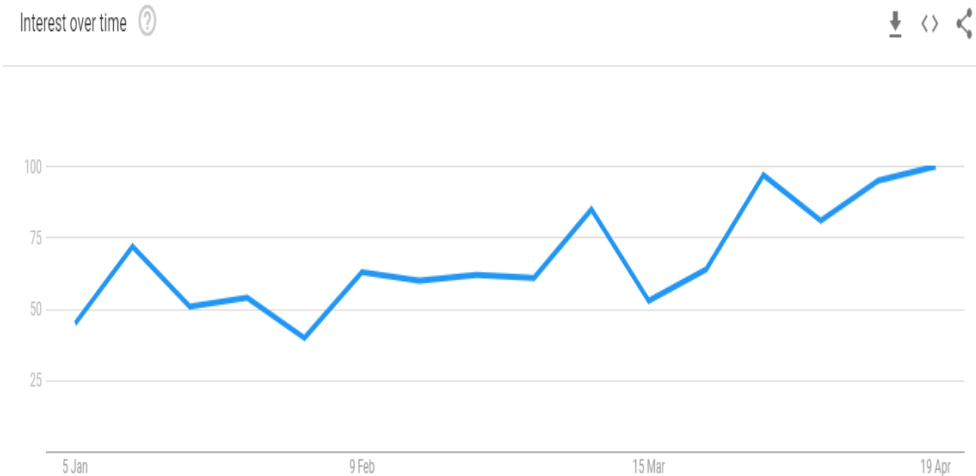- National domestic abuse helpline

Google trends

Search term: police powers (Scotland)

Query data shows a 400% increase in search for 'new police powers UK', with 'police powers coronavirus' being the top breakout related search term.

Search term: online stalking

Peak for search term 'online stalking' was reached 19th April but search volumes have been rising/ falling consistently since January 2020 with no steep incline.

UK Google Trend data is consistent with the above, throwing up nothing of note for Scotland-specific data.

'Stalking' search volumes have seen 350% increase this year (2020) compared to this period in 2019.

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Google trends

Search term: police social distancing

Interest over time (?)   ⬇ ‹› ⬉
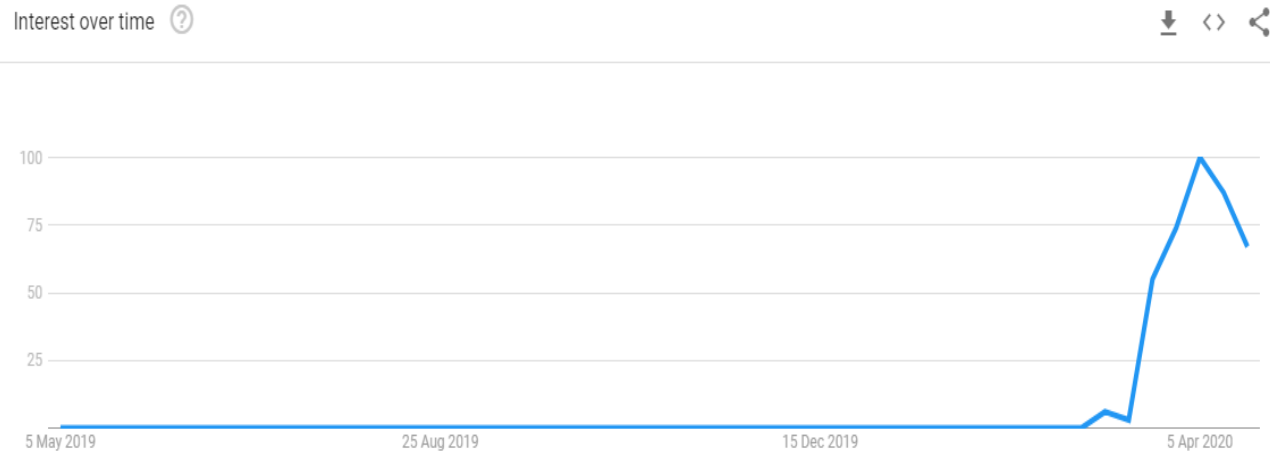
As expected, search volumes for 'police social distancing' have rapidly increased during lockdown, both worldwide and UK-wide (worldwide data from 2020 shown above).

This is no surprise in itself, but the number one breakout related query (worldwide) is as follows:
- Reporting people not social distancing
- Reporting social distancing violation
- Reporting social distancing violation uk
- Reporting people not social distancing

UK mobile operators give free access to NHS websites

Vodafone, EE, O2 and Three are among the mobile firms to allow users to still access essential services on NHS websites even if they don't have data on their phones.

O2 has gone a step further and enabled data-free access to more than 20 additional websites that might be of help during the Coronavirus crisis. This includes Citizen Advice, Samaritans, Mind, Childline, Age UK and more.

This work has been pushed for rapid adoption through **Nominet's work on digital inclusion**.

The mobile network EE now also provides NHS workers with unlimited data.

Victim Support Scotland (VSS)

Strategy and Innovation and Safer Communities working with Victim Support Scotland to understand the decrease in referrals and find innovative solutions. This work is ongoing.

Unfortunately COVID-19 has had a detrimental impact on the already decreasing referrals, to mitigate this some measures have been put in place to prevent this worsening.

Police Scotland recognises the importance of ensuring victims and witnesses are fully informed of available support and how to access that support. This has been re-iterated to all officers through a recent memo, we must continue to meet our statutory obligations ensuring that all officers are aware that VSS remains fully functional and readily available during the pandemic.

Preventing crime and protecting police: INTERPOL's COVID-19 global threat assessment

LYON, France – With COVID-19 drastically changing the law enforcement landscape, INTERPOL has issued a global threat assessment on crime and policing to its 194 member countries.

Two key themes which INTERPOL is monitoring are the impact on police officers and infrastructure, and how COVID-19 has given rise to new criminal opportunities alongside the impact on existing criminal markets.

Identifying innovative uses of technologies to adapt to the challenges of COVID-19 such as the use of drones, the evolving use of biometrics and artificial intelligence is also addressed in the document.

Already, we have seen police forces respond to the Government's instructions in different ways, including: Humberside, Greater Manchester, Avon and Somerset and West Midlands police operating online portals for members of the public to report those who appear to be breaching the lockdown rules. Derbyshire police using drones to spot people travelling to the countryside for exercise. Durham and North Yorkshire police employing checkpoints on roads.

Greater Manchester Police

This force is believed to be the first one that can now take 101 calls and answer Live Chat queries using home workers.

Using its new ICT system iOPS, which was installed last year, 20 call handles now have the capacity to take calls remotely. The callers won't be able to detect any differences, they receive the same level of service and everything is logged on our systems in the same way.

The Telephone Witness Statement

The innovative system implemented by West Yorkshire Police, is being shared nationwide to help other police forces cope with their demand and further reduce the spread of Coronavirus.

The Force will be assisting in introducing the technology to 20 other police forces up and down the country, allowing victims and witnesses to deliver a statement over the phone at this time of national crisis and restrictions on people's movements.

Video Appointments

Humberside Police is one of the first in the UK to use a digital platform that enables victims of crime to be interviewed via video link. The platform is '**One Consultation**', originally designed for the health service.

It allows officers to schedule secure video appointments with victims and witnesses of crime and incidents, and who could provide important information for ongoing investigations or appeals.

The Pandemic Drone

The University of South Australia is collaborating with Canada-based drone tech to create a drone-based system that could help local authorities around the world identify or predict Covid-19 hotspots.

It can measure heart rate of people based on changes in their skin tone. Beyond that, the system detects breathing and respiratory signals by detecting cyclic movements of the chest. These features use traditional signal processing technology.

Academic research – Police Scotland

- Only **1** new research request on policing Covid-19 has been submitted by academics in the past two weeks. This is in addition to the **3** Covid-19 related requests previously received.

- A research funding bid on the topic policing legitimacy, use of technology and online citizen participation during Covid-19 has been received from academics at Edinburgh Napier University. The proposal is currently being reviewed by Strategy and Innovation.

- The Scottish Institute for Policing Research (SIPR) have offered Police Scotland assistance by conducting 3 rapid evidence reviews on topics that would be the most beneficial to policing Covid-19. Strategy and Innovation have currently suggested the topics of public contact, cyber and social media engagement; all of which will affect police legitimacy and visibility during lockdown.

Note: It has been necessary to cancel or postpone some academic research projects (agreed pre-COVID-19) due to academics and students not being able to continue and police capacity restrictions. Our Academic Research service is managing the risk of this happening to other research projects, seeking alternative participation methods, e.g. online.

Contact

Kirsty-Louise Campbell
Head of Strategy and Innovation
Kirsty-Louise.Campbell@scotland.pnn.police.uk

Davina Fereday
Research and Insights Manager
davina.fereday@scotland.pnn.police.uk

Public engagement, insights and benchmarking
consultations@scotland.pnn.police.uk

Innovation examples and opportunities
improvement@scotland.pnn.police.uk

Academic research evidence and opportunities
academicresearch@scotland.pnn.police.uk

Appendix

Local places survey participants cited as areas for enhanced police presence and social distancing breaches.

Aberdeen
Balnagask circle

Aberdeenshire
Westhill, Hatton, Cruden Bay, Uryside paths, West rocks picnic area

Ayrshire
Kelburn park

Dundee
Baxter Park, Albert Street, and Ice rink car park

East Dunbartonshire
Old railway line around Milton of Campsie station, Lenzie golf course

Edinburgh
Corstorphine Hill, Inverleith Park, Arthur Seat, Cammo Estate, Water of Leith, Saughton Park, Princes str ganders, Silverknowes, Leith Links, Harrison Park and alongside Union Canal, Gypsy Brae, Granton Foreshore, Dreghorn Woods, Lockend park

Falkirk
Carronshore

Glasgow
Queens Park, Ross Hall Park, Kelvingrove Park, Kelvin Walkway, Hogganfield Loch, Greenhall Park, Scotstoun Leisure Centre, Cumbernauld Community Park, Springfield Gardens, Strathaven Park & Common Green, the caged football area of Cleveden Secondary School, Barrowfield area, Dalry rd, Haymarket station, Dumbarton road from Scotstoun to Yoker, Cathkin park, Dixon avenue, Cathcart road, Westerwood golf course, Glasgow Botanic Gardens, Glasgow green, Old station park

Highlands
Craig Phadrig Woods, Bught Park, Culloden Battlefield, Culloden Woods, Smithton and Woodside village, Clunes Forest car park, Ardentinny

Midlothian
Vogrie Country Park

North Lanarkshire
Drumpellier Park, Overton, Kenilworth Crescent, Cosewall Str (Coatbridge), Hillend reservoir, Lily loch, Knightswood golf course

Perth and Kinross
Loch Leven

Renfrewshire
Ferguslie Gardens and Clyde View Park, Lochwinnoch, Lochfield and Hawkhead area, Barrhead park, Renfrew Skatepark, Robertson park, Greenock esplanade, Ralston sports centre car park, Castle Simple Loch, Barshaw park, area behind Old Largs Road (Greenock), The greenock cut, Ralston community sport centre, carpark at Windy Hill, Battery park

South Lanarkshire
Bothwell castle, Fernbrae meadows, Langlands moss, Rutherglen main street, Heritage loch, Overtoun Park, Chatelherault park

West Dunbartonshire
Balloch cycling path

West Lothian
Cycle path between Bathgate and Wester Inch, Almondell and Calderwood Country Park, Eliburn reservoir and car park, Livingstone bike paths and around St John's Hospital, Almond road west