



Meeting	SPA Policing Performance Committee
Date	11 June 2024
Location	Video Conference
Title of Paper	Quarterly Policing Performance Report – Quarter 4 2023/24
Presented By	Tom McMahon, Director of Strategy and Analysis
Recommendation to Members	For Discussion
Appendix Attached	Yes: Appendix A: 2023/24 Quarter 4 YTD Performance Report

PURPOSE

The purpose of this paper is to provide the Policing Performance Committee with an update in relation to Police Scotland’s Performance at the end of Quarter 4 2023/24.

This paper will specifically provide a report in relation to:
Agenda item 2.1 – 2023/24 Quarter 4 YTD Performance Report.

Members are invited to discuss the content of this report.

1. BACKGROUND

- 1.1 Strategic planning arrangements for policing in Scotland are laid out in the Police and Fire Reform (Scotland) Act 2012. The Scottish Police Authority (SPA) is responsible for developing a Strategic Police Plan for policing that reflects the Scottish Government's national outcomes, strategic police priorities and justice strategy.
- 1.2 Police Scotland is responsible for producing an Annual Police Plan (APP) that sets out the arrangements to deliver against the Strategic Police Plan.
- 1.3 As required by legislation, the SPA hold the Chief Constable to account for delivery against the strategic plan. This is done through scrutiny of Police Scotland's quarterly performance reports.
- 1.4 Police Scotland adopted a refreshed performance framework on 01 April 2023. This is the final report of this reporting cycle in support of this framework.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 The 2023/24 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the Annual Police Plan.
- 2.2 Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the five Strategic Outcomes (Public Safety and Wellbeing; Needs of Local Communities; Confidence in Policing; Working Environment; Sustainable and Adaptable Service) as detailed in the 2023/24 Annual Police Plan.
- 2.3 Our Performance Framework also reflects a renewed focus on Policing Together and Violence Against Women and Girls (VAWG). Development work is ongoing to progress and align new measures and insights in response to implementing strategies and achieving positive impacts and outcome.
- 2.4 The Measures of Progress form the basis of this quarterly report. We also highlight key insights, local insights and proactive/preventative policing examples from this quarter.
- 2.5 The 2023/24 Quarter 4 YTD report is presented with a balance of quantitative and qualitative data which continues to evolve.

- 2.6 A full copy of the 2023/24 Quarter 4 YTD Performance Report is provided at Appendix A.
- 2.7 This 2023/24 Quarter 4 YTD Performance Report is presented for discussion with members of the Policing Performance Committee.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications in this report.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications in this report.

6. REPUTATIONAL IMPLICATIONS

- 6.1 There are no reputational implications in this report.

7. SOCIAL IMPLICATIONS

- 7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

- 8.1 There are no community implications in this report.

9. EQUALITIES IMPLICATIONS

- 9.1 Equality data is provided where appropriate and available. Throughout the document we have highlighted any updates that are linked to our new Joint Equality Outcomes.

10. ENVIRONMENT IMPLICATIONS

- 10.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the content of this report.

Police Scotland
Quarter 4
Year to Date
Performance

Report April 2023 to March 2024



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

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This is the 2023/24 Q4 performance report covering the period 01 April 2023 to 31 March 2024. All data is correct at the published date and was extracted at the start of April 2024. The data is extracted from Police Scotland internal systems which are dynamic and continuously updated as investigations progress.

This report contains the most up to date recorded crime data that was available at the start of April 2024 for Quarter 4 of the reporting year 2023/24.

Further detailed Police Scotland Management Information can be found here:
<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

Introduction by the Deputy Chief Constable



Policing continues to respond to increased levels of community need, vulnerability and complexity as illustrated in the 2023/24 Quarter 4 Performance Report.

Our regular performance reports give valuable insight into the depth and breadth of police work undertaken by our committed and professional officers and staff and how the outcome of that work relates to our strategic outcomes.

Police Scotland received more than 2.1 million 999 emergency or 101 calls to our control rooms during the reporting period, and we continue to prioritise 999 emergency calls, as the public would expect.

The number of hate crimes has seen a slight decrease in the reporting period however, the introduction of new Hate Crime legislation will undoubtedly see a significant increase in the number reported and will be reflected during the first quarter of 2024/2025.

While violent crime increased, driven by the number of common assaults which account for more than 90% of crimes of

violence recorded, the number of serious assaults and attempted murders were at their lowest number in recent years and Police Scotland's leading detection rate for homicides continues.

The Performance Report highlights that driven by the number of threats and extortion and drugging crimes, the number of non-sexual crimes of violence continues to increase.

In the report, the work undertaken by our officers across the country to disrupt the activities of organised criminals by seizing drugs and arresting those involved on a daily basis is detailed.

The number of people killed and seriously injured on our roads decreased compared to the previous year with nine fewer deaths and 26 fewer people seriously injured.

We remain committed to working with others to support those affected by problematic drug use and at the end of the reporting period there had been 467 administrations of Naloxone by officers. I have no doubt that officers have saved lives in doing so.

A handwritten signature in black ink, appearing to be 'AS' with a stylized flourish.

Alan Speirs

Deputy Chief Constable Professionalism,
Strategy and Engagement

Executive Summary

Introduction

This is the final Quarterly report of the 2023/24 performance cycle, reporting on our [revised Performance Framework](#) and Measures of Progress. This report takes a more holistic approach on reporting against the five strategic outcomes as much of the activity reported will crossover and inform more than one strategic objective.

Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the Strategic Outcomes as detailed in the [2023/24 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
- **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

This approach provides a wider and more detailed picture of traditional policing performance measures, supplemented with additional insight and narrative to the many different aspects of policing and corporate support functions.

Development work is ongoing to progress and align new measures and insights in response to implementing strategies and achieving positive impacts and outcome.

As we finish 2023/24 the demand placed on officers within our operating environment becomes more challenging. This report aims to be more streamlined with a focus on identifying exceptions, proactivity work and best practice.

This report comprises of one section covering the Measures of Progress towards Strategic Outcomes 1-5. A number of key exceptions, key insights, local insights and examples of good proactive/preventative policing during this quarter have been identified and highlighted.

These include:

Key Insights

- Youth Violence;
- Drink, Drug Driving Offences incl. Failure to provide a specimen.
- Acquisitive Crime Repeat Offenders.

Local Insights

- Assaults Per 1,000 Incident Attended, Against Officers/Staff by Local Policing Division.

Proactive/Preventative Policing

- Operations ERSO, HOUSEBUILDER and INGIVING;
- Lanarkshire and City of Edinburgh Divisions Missing Persons;

- Road Policing Campaign Updates;
- Project SHIELD;
- Identifying Vulnerable Victims of Fraud: The Banking Protocol.

The new style of tables continues in this quarter, showing bar charts and line graph sparklines within our reporting template. The period with the highest volume of crimes/incidents is highlighted red in the bar chart sparkline. The six-month sparklines cover the period October 2023 to March 2024 whilst the five-year sparklines cover Quarter 4 YTD from 2019/20 to 2023/24. Local insights include disaggregated data. The following is a key to each of the 13 local policing divisions included in these comparisons:

Divisional Identification Key		
North Region	East Region	West Region
A - North East	C - Forth Valley	G - Greater Glasgow
D - Tayside	E - Edinburgh	U - Ayrshire
N - Highland & Islands	J - The Lothians & Scottish Borders	Q - Lanarkshire
	P - Fife	L - Argyll & West Dunbartonshire
		K - Renfrewshire & Inverclyde
		V - Dumfries & Galloway

This report will continue to help the SPA Board and the public to understand the complexities of delivering an effective police service, how we are evolving as a service, how we face the challenges of modern policing and ensure we are delivering performance in line with our organisational values.

Performance Framework

Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2023/24.

Outcomes	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 serve 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

Measures of Progress towards Strategic Outcomes – Insights and Exceptions

Strategic Outcome 1




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

Objectives:

- 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

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Overall Violent Crime	62,964	64,895	↑ 3.1%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Overall Violent Crime	62,328.6	64,895	↑ 4.1%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Overall Violent Crime	68.8%	69.8%	↑ 1.0%	

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 recorded during 2023/24 was at the highest level in recent years, mostly due to higher than usual levels of common assault being

recorded (up 2.9% from last year and 4.9% from the five-year mean). Common assaults accounted for 91.6% of overall violent crime this year.

Robberies were also higher than usual – up 19.4% from last year and 14.4% from the five-year mean. Analysis of recent robberies has identified an increase in the value of cash and mobile devices being stolen during robberies compared to last year. The proportion of robberies taking place on commercial premises has also increased. Victims of robberies were more likely to report not having been injured this year compared to last year.

The number of serious assaults and attempted murders recorded were at their lowest number in recent years.

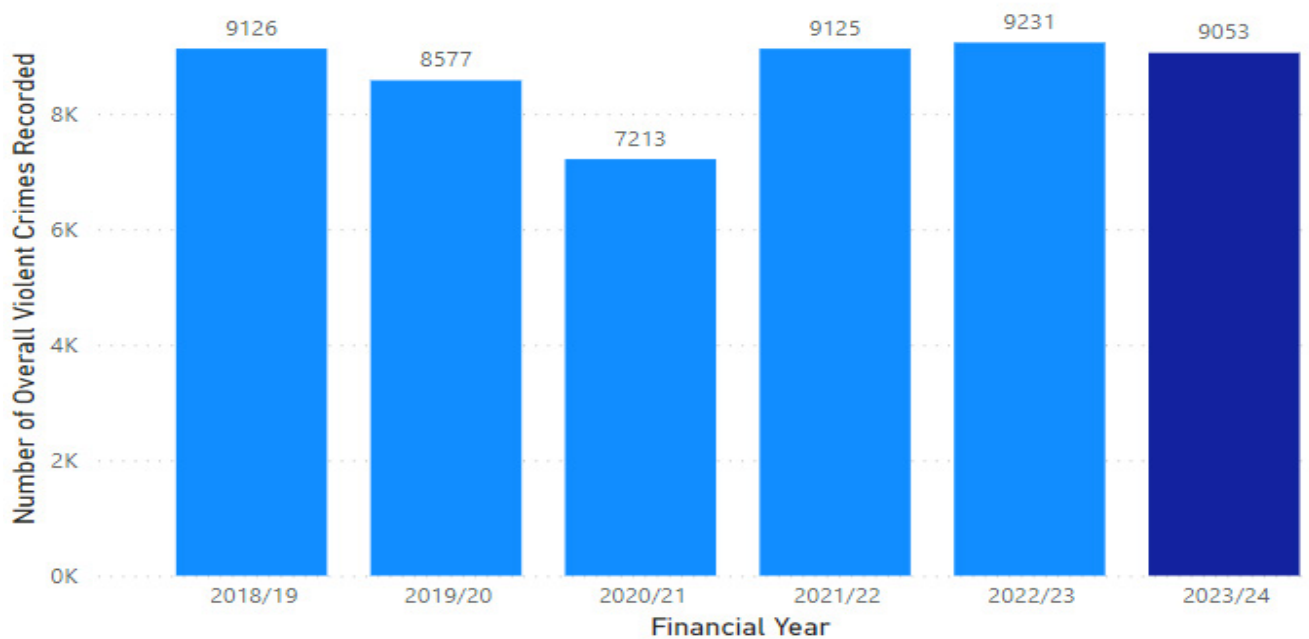
There were 58 homicides recorded during 2023/24. While this is seven more than last year when a record low number of homicides were recorded, it is one fewer than the five years mean homicide

rate of 59.8 crimes. Police Scotland’s homicide detection rate remains strong and is at 109.4% for the year due to homicides from previous years being detected during 2023/24.

The detection rate for overall violent crime increased slightly compared to last year and the five-year-mean and was at 69.8% for 2023/24. This is largely due to an increase in the detection rate for common assaults (up 1.1% from last year and 0.3% from the five-year mean) although the detection rate for serious assaults, attempted murders and homicides has also increased. The detection rate for robberies this year was the same as the five-year mean rate, although 0.3% points lower than last year’s detection rate.

Key Insight: Youth Violence

Overall Violent Crimes Recorded by Accused aged 11-18 years old



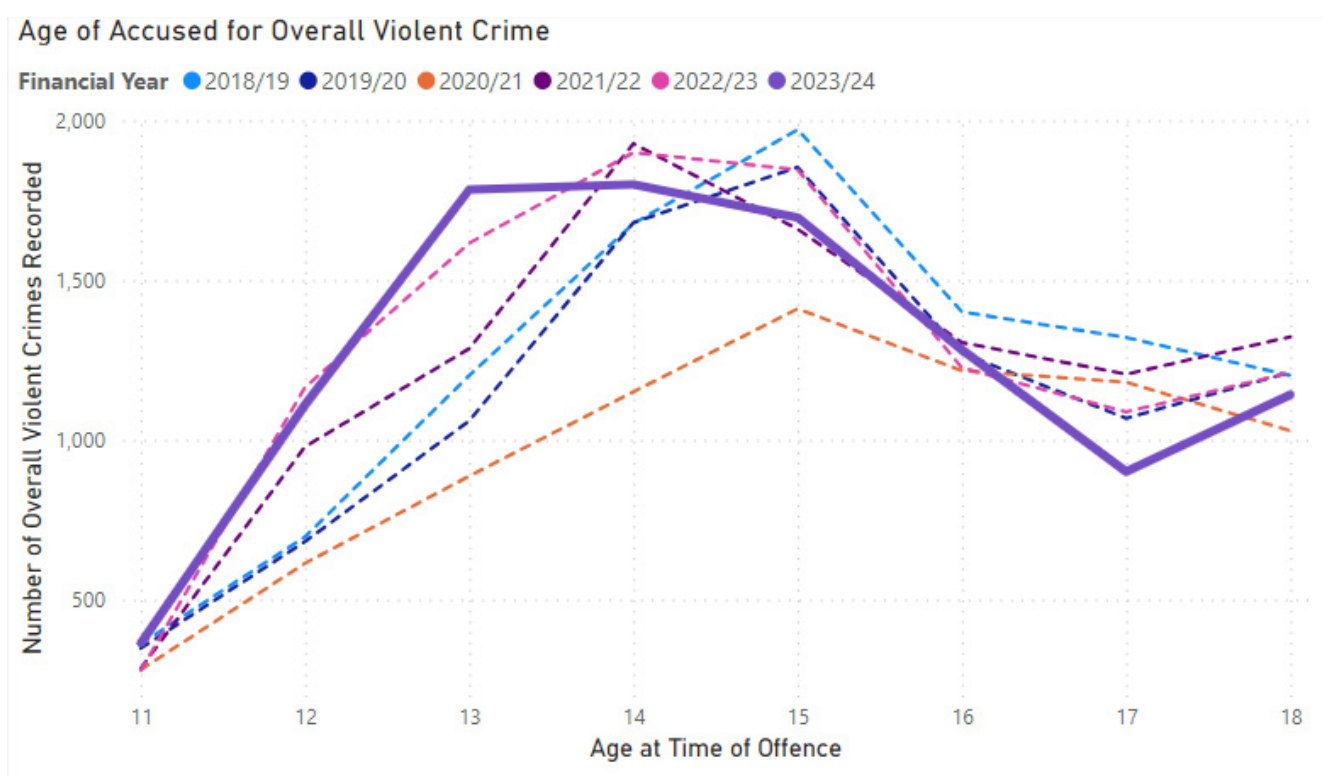
This data was taken from Police Scotland’s systems on 29 April 2024. Each financial year is from 1 April to 31 March.

Analysis focuses on violent crime where an accused has been identified and their age recorded.

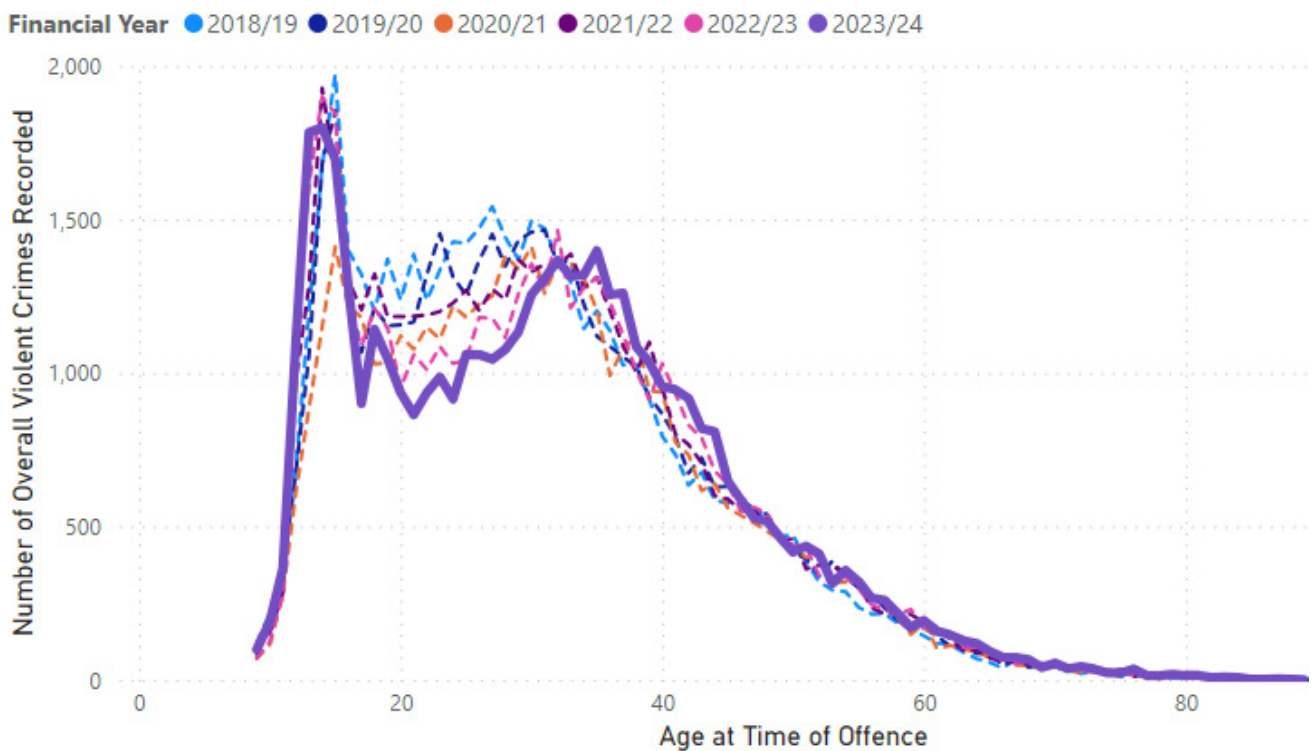
Overall Violent Crime

There were 9,053 violent crimes identified with an accused aged between 11 and 18 in 2023/24. This is a decrease from last year of 1.9%, but an increase on the five-year-mean of 4.6%. Aside from

2020/21, which was heavily impacted by COVID-19 related restrictions, violent crime with an accused in this age range is broadly consistent year-on-year at around 9,000 crimes.



Age of Accused for Overall Violent Crime



When looking at the number of common assaults recorded by age across recent years, we can see a pronounced spike for the ages 13-15 for 2023/24. High levels of 14 and 15 year-olds featuring as accused of violent crimes is the norm in recent years however both 2022/23 and 2023/24 saw an increasing number of 12 and 13 year-olds being recorded as the accused for violent crime.

Where age and gender of accused is recorded, males between the ages of 11 and 18 are twice as likely as females to commit violent crime. This ratio has shifted slightly in recent years however from young males being accused for 70.0% of violent crime in 2018/19 to 65.4% of violent crime in 2023/24.

Response

Police Scotland are involved in the development, provision and delivery of educational resources within education settings across Scotland.

The resources cover a range of different topics including substance harm, cyber harm, hate crime, consent and domestic abuse and are delivered to children and young people by police officers and staff, including community officers, school-based officers, school link officers and youth engagement officers across the country.

Delivery of these resources not only builds positive relationships between the police and children and young people but also raises young people’s awareness, knowledge and understanding of relevant topics, empowering them to make positive choices and better understand the impact crime can have on our communities.




An example of this is Police Scotland’s work with Fearless to promote safety messages to children and young people throughout Scotland. Fearless provides young people aged 11 – 18 years with key information about crime and give them a safe place to speak up with information 100% anonymously online or by phone.

Police Scotland’s Children and Young People (CYP) Team lead the delivery of Police Scotland’s priorities and commitments to over one million children and young people in Scotland. The CYP Team consult with internal and external stakeholders to influence and direct Police Scotland’s strategies, policies and standard operating procedures in relation to all

aspects of policing that affect the lives of children and young people. At the heart of what the team do are the principles of Getting It Right for Every Child (GIRFEC), children’s rights and our responsibilities as a corporate parent. The team work closely with partners on a local and national level to assist delivery of guidance to local Policing and specialist departments, to support officers engaging with young people or responding to incidents.

The Children and Young People team develop and collate suitable resources to be delivered to children and young people. Anti-social Behaviour resources developed in partnership with I Am Me Scotland aimed at P7 age are hosted on their learning platform. No Knives Better Lives provide violence prevention, knife crime and positive masculinity resources as well as continuous professional development modules for professionals. Mentors in Violence Prevention is a peer mentoring and leadership programme for secondary school settings.

Non Sexual Crimes of Violence (Group 1)

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Non Sexual Crimes of Violence (Group 1)	10,321	11,323	↑ 9.7%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Non Sexual Crimes of Violence (Group 1)	9,333.6	11,323	↑ 21.3%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Non Sexual Crimes of Violence (Group 1)	61.7%	60.8%	↓ -0.9%	


The number of non-sexual crimes of violence continued to increase from previous years continuing to be driven mainly by increased numbers of threats & extortions and drugging crimes being recorded.

Threats & extortion accounted for 21.4% of all group 1 crime recorded this year, but only 11.0% of group 1 crime across the previous five years.

Threats & extortions have been on a downwards monthly trajectory since August 2023 with the November 2023 to March 2024 all seeing fewer crimes

recorded than in the same months in the previous year. Despite this, the number of crimes recorded over the full year increased by 21.2% compared to 2022/23.

Public Protection – Equality Outcome 4

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Group 2 Sexual Crime	14,551	14,517	↓ -0.2%	
Group 2 Sexual Crime - Recent	11,324	10,971	↓ -3.1%	n/a
Group 2 Sexual Crime - Non Recent	3,227	3,546	↑ 9.9%	n/a
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Group 2 Sexual Crime	14,038.2	14,517	↑ 3.4%	
Group 2 Sexual Crime - Recent	10,596.4	10,971	↑ 3.5%	
Group 2 Sexual Crime - Non Recent	3,441.8	3,546	↑ 3.0%	
Recorded Detection Rate/Proportion Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Group 2 Sexual Crime Detection Rate	53.6%	57.1%	↑ 3.5%	
Group 2 Sexual Crime - Proportion Recent	77.8%	75.6%	↓ -2.2%	
Group 2 Sexual Crime - Proportion Non Recent	22.2%	24.4%	↑ 2.2%	

Note: Detection rate comparison used for Group 2 Sexual Crime. Proportion comparison used for Group 2 Sexual Crime - Recent and Group 2 Sexual Crime - Non Recent.

During 2023/24 overall sexual crime decreased when compared to last year (down 0.2%, 34 crimes) However an increase was noted against the five year mean (up 3.4%, 479 crimes).

Non recent sexual crime continues to increase with the proportion of non-recent sexual crime recorded increasing from 22.2% last year to 24.4% during the reporting period this year.

The detection rate of overall sexual crime is 57.1%, an increase of 3.5 percentage points against last year and up 1.4 percentage points against the five year mean.

Rape

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Rape Crime	2,415	2,395	↓ -0.8%	
Rape Crime - Recent	1,513	1,398	↓ -7.6%	n/a
Rape Crime - Non Recent	902	997	↑ 10.5%	n/a
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Rape Crime	2,312.2	2,395	↑ 3.6%	
Rape Crime - Recent	1,382.4	1,398	↑ 1.1%	
Rape Crime - Non Recent	929.8	997	↑ 7.2%	
Recorded Detection Rate/Proportion Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Rape Crime Detection Rate	53.5%	52.2%	↓ -1.3%	
Rape Crime - Proportion Recent	62.7%	58.4%	↓ -4.3%	
Rape Crime - Proportion Non Recent	37.3%	41.6%	↑ 4.3%	

Note: Detection rate comparison used for Rape Crime. Proportion comparison used for Rape Crime - Recent and Rape Crime - Non Recent.




Rapes reported to Police decreased during the reporting period compared to last year, down 0.8% (20 crimes).

Similar to overall sexual crime, rapes increased against the five year mean, up 3.6% (83 crimes).

Non recent rapes account for 41.6% (997 crimes) of the total which is an increase compared to 37.3% (902 crimes) the previous year.

The proportion of recent crimes during the reporting period (58.4%) has decreased compared to last year (62.7%).

Child Sexual Abuse (online)

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Online Child Sexual Abuse Crime	1,888	2,064	↑ 9.3%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Online Child Sexual Abuse Crime	1,883.4	2,064	↑ 9.6%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Online Child Sexual Abuse Crime	64.3%	70.7%	↑ 6.4%	

Online child sexual abuse crimes recorded in Scotland increased during the reporting period against the same period last year and the five-year mean. Online child sexual abuse crimes increased by 9.3% compared to last year (up 176 crimes) and by 9.6% against the five year mean (181 crimes).

In previous reports, the month of March has been highlighted as having the highest number of online child sexual abuse crimes recorded. This pattern continues with March 2024 recording the highest number of online child sexual abuse crimes (242 crimes) during the previous 12 months. Since December 2023, month on month we have noted an increase in the number of online child sexual abuse crimes recorded.

The number of detections increased compared to last year (up 16.8%, 246 detections) and the five-year mean (up 16.5%, 241 detections).

Overall, the detection rate increased compared to the previous year, up 6.4 percentage points to 70.7% and increased against the five-year mean, up 6.0 percentage points.

Child Sexual Abuse (online) – Crime Types

All classifications of online child sexual abuse noted an increase compared to last year, except for grooming, and taking, distribution, possession etc. of indecent photos of children (from Apr 2011). Grooming of children for the purposes of sexual offences decreased 13.6% against the previous year and 22.2% against the five-year mean. Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) decreased 1.2% against the previous year however increased 12.3% against the five-year mean.

Cause to be Present Sex Act/Look at Sex Image – M&F (13-15) noted the greatest percentage increase (up 42.7%, 73 crimes) compared to last year.

Domestic Abuse

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Domestic Abuse Incidents	59,919	61,468	↑ 2.6%	
Domestic Abuse Crime	36,561	34,972	↓ -4.3%	
Domestic Abuse of Female (DASA)	1,698	1,923	↑ 13.3%	
Domestic Abuse of Male (DASA)	90	119	↑ 32.2%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Domestic Abuse Incidents	61,308.6	61,468	↑ 0.3%	
Domestic Abuse Crime	38,057.2	34,972	↓ -8.1%	
Domestic Abuse of Female (DASA)	1,648.3	1,923	↑ 16.7%	
Domestic Abuse of Male (DASA)	87.0	119	↑ 36.8%	
Recorded Detection Rate/Proportion Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Domestic Abuse Incidents - Proportion Crimes	43.0%	42.3%	↓ -0.7%	
Domestic Abuse Crime Detection Rate	63.6%	61.1%	↓ -2.5%	
Domestic Abuse of Female (DASA) Detection Rate	71.8%	74.9%	↑ 3.1%	
Domestic Abuse of Male (DASA) Detection Rate	61.1%	58.8%	↓ -2.3%	

Domestic crimes are the lowest recorded over the last five years, down 4.3% (1,589 crimes) compared to last year and down 8.1% (3,085 crimes) compared to the five-year mean. Domestic incidents noted an increase compared to last year, up 2.6% (1,549 incidents) and up 0.3% (160 incidents) against the five-year mean.

Overall DASA crimes increased by 14.2% (254 crimes) with DASA of a female increasing by 225 crimes and DASA of a male increasing by 29 crimes compared to last year.

Six domestic homicides have been recorded since April 2023 compared to seven during the same period last year.

One of the domestic homicides recorded was committed in 2022. This was not recorded as a domestic homicide initially and only identified as such following a full investigation.

Disclosure Scheme for Domestic Abuse Scotland (DSDAS)

During the reporting period DSDAS applications have increased by 23.2% overall with a 26.5% increase in Power to Tell (PTT) applications and a 16.4% increase in Right to Ask (RTA) applications compared to the same period last year.

Drugs Harm/Supply

Public Health Scotland

Substance Harm Prevention (SHP) continue to engage with the RADAR Team at Public Health Scotland, not solely regarding Drug Related Deaths but also for Public Health Surveillance. This enables the tracking of emerging trends in respect of drugs use and vape cigarettes containing drugs and allows alerts to be raised where necessary.

Using information provided by Public Health Scotland, Substance Harm Prevention have developed awareness packages for all operational officers regarding the emerging threat of Nitazenes and the use of Vapes

Near Fatal Overdose

Substance Harm Prevention are working with Local Policing Divisions, Alcohol and Drugs Partnerships, NHS and third sector to identify promising practice with a view to sharing and further enhancing national efforts to apply early and effective intervention to instances of near fatal overdose.

Naloxone Administrations

The national rollout of Naloxone to all operational officers, up to and including the rank of Inspector, concluded on 31 August 2023. The project remains fully funded by the Scottish Government as part of their commitment to reduce Drug Related Deaths.

At the end of Quarter 4 there have been 467 administrations of Naloxone by officers. Funding for 2024/25 has been approved by the Scottish Government and provided to local NHS Health Boards. Local Policing Divisions have been advised accordingly to permit maintenance of Naloxone stocks.

Drug Related Death Dashboard

The latest Scottish Government Drug Related Deaths (DRD) dashboard was published on 12 March 2024. During the period September to December 2023 Police Scotland recorded 297 suspected drug deaths. There were 1,197 suspected drug deaths over the 12 months to December 2023, 105 (10%) more than over the 12 months to December 2022 (1,092).

Proactive/Preventative Policing – Operations ERSO, HOUSEBUILDER, and INGIVING

Operation HOUSEBUILDER is the pilot being run by NPCC to establish the extent of the impact of Nitazenes within the UK. This focuses on building an information sharing protocol which is fed into enforcement work.

Operation ERSO is Police Scotland’s overarching national focus to enhance the understanding, and examine the harms associated with the illegal consumption of synthetic drugs, particularly Benzodiazepines, across Scotland.

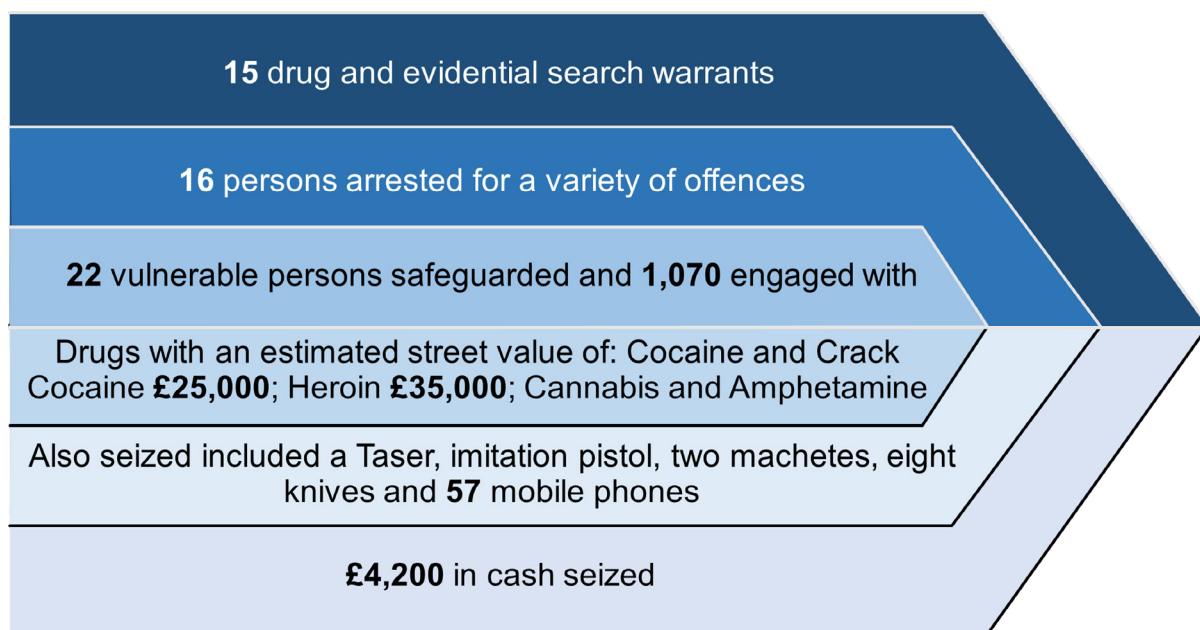
Having identified a need for UK forces to work in collaboration in respect of illicit benzodiazepines production, sale/supply and consumption, Operation INGIVING (UK response to the problems caused by Benzodiazepines) focuses on two elements: prevention, to divert users away from the illicit market towards support/ treatment, and enforcement, to disrupt supply and bring persistent offenders to justice.

Specialist Crime Division (SCD) Intelligence Support will now attend Operation INGIVING meetings and will feed information back to Substance Harm Prevention (SHP) through Operation ERSO/HOUSEBUILDER.

SCD have now established a new Harm, Threat and Risk Group (HTRG) and SHP will work with SCD around intelligence building regarding Drug Related Deaths. The HTRG will provide SHP with emerging threats and issues and monthly meetings will commence to accommodate this.

County Lines Intensification Week

A national County Lines Intensification week took place between 04 March and 10 March 2024. Officers in Scotland recorded the below figures:



Serious Organised Crime Groups (SOCG's)

Serious Organised Crime Group Mapping (SOCGM) is a tool used by law enforcement in Scotland to map the characteristics of the individuals and groups that are known through intelligence and operational activity. The following figures are reflective of the SOCGM picture in Scotland as at 2023/24 Quarter 4.

The number of mapped operations has decreased by two since 2023/24 Quarter 3 and now stands at 105. The number of individuals being investigated by police and partners in Scotland has decreased by 1% to 1,421.

Between Quarter 3 and Quarter 4 2023/24, 34 mapped operations experienced a decrease in their risk score, 14 an increase in risk score and 46 mapped operations experienced no change in score. During 2023/24, nine mapped operations were archived at the SOCG Management Board (SOCGMB) as a result of successful operational activity.

The archived SOCGs had been involved in drugs, fraud, organised acquisitive crime and money laundering.

Operation BARDISTON

In March 2024, three men were sentenced following a number of serious incidents, including murder and attempted murder, across the West of Scotland. The three males were sentenced to a total of 59 years after having been convicted at Glasgow High Court the previous month. One male was sentenced to 29 years imprisonment, another male for 22 years, and the third male received a further eight years added to their current life sentence.

Operation ELATE

Officers in Leith seized drugs with an estimated street value of £46,000 and charged 16 people with drug offences as part of Operation ELATE. This operation was raised in response to community concerns and ran throughout March 2024. This was a partnership initiative dedicated to disrupting the drugs trade while directing vulnerable adults, young people and children to support services they require. Drugs including diamorphine and cocaine were seized from five addresses across Edinburgh.

Proceeds of Crime

Mechanism	Amount
Proceeds of Crime Act (POCA) – Year to date figures for POCA represent those provided to COPFS and CRU for consideration and forfeiture	£30,695,424
Confiscations Orders	£3,463,449
Civil Recoveries Unit	£2,979,414

Disruption Activity

January 2024

- Cannabis with an estimated street value of £3.6 million was recovered in Greenock, with three men arrested and charged.
- A quantity of cannabis with an estimated street value of £2.25 million was recovered in Dundee in two properties. Four men were arrested and charged in connection with drug offences.
- Officers in the Lothian and Scottish Borders area attended addresses in Blackburn, discovering a large amount of cultivation equipment, cannabis, and a pneumatic pill press. Offensive weapons were also recovered.

February 2024







- Class A drugs with an estimated street value of £260,000 was seized by officers in a flat in Clydebank; this included more than five kilograms of cocaine and almost half a kilogram of heroin. A woman was arrested and charged.
- Officers in Ayr discovered a cannabis cultivation with an estimated street value of £900,000 within a disused shop in the town centre.

- A vehicle was stopped in Dundee and officers recovered a quantity of cocaine with an estimated street value of £1.3 million. A male was arrested and charged in connection with drug supply.
- Officers attended a storage facility in an industrial estate in the Falkirk area where a large-scale cultivation with an estimated street value of £1.7 million was discovered. Three men were arrested and charged in connection with drug offences.

March 2024

- Five men were arrested and charged when officers recovered cannabis with an estimated street value of £2.3 million from two properties in Galashiels.
- Officers attended a property in Dingwall and recovered quantities of cannabis and cocaine with an estimated street value of £218,000. A man was arrested and charged in connection with drug offences.
- A male was arrested and charged in connection with drugs offences after cannabis with an estimated street value of £520,000 was recovered at Loch Ryan Port, Cairnryan.

Missing Persons

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Missing Persons Investigations	17,966	16,296	↓ -9.3%	
Missing Persons Investigations - Missing Previously	3,784	3,162	↓ -16.4%	
Missing Persons Investigations - Missing from NHS	1,797	1,392	↓ -22.5%	
Missing Persons Investigations - Missing from RCH	3,186	3,114	↓ -2.3%	
Missing Persons Investigations - Missing from Foster Care	478	410	↓ -14.2%	
Missing Persons Investigations - Mental Health Marker	5,515	5,085	↓ -7.8%	
Proportion YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Missing Persons Investigations - Missing Previously	37.8%	34.9%	↓ -2.9%	n/a
Missing Persons Investigations - Missing from NHS	10.0%	8.5%	↓ -1.5%	n/a
Missing Persons Investigations - Missing from RCH	17.7%	19.1%	↑ 1.4%	n/a
Missing Persons Investigations - Missing from Foster Care	2.7%	2.5%	↓ -0.2%	n/a
Missing Persons Investigations - Mental Health Marker	30.1%	31.2%	↑ 1.1%	n/a

The number of missing person investigations has significantly decreased by 1,670 compared to the same period last year. The number of repeat missing persons, the average length of time missing and the number of investigations with a mental health marker have all decreased compared to the same period last year.

This quarter recorded the second lowest number of missing persons in the last three years, with an increase of 31 more missing persons than the previous quarter.

January 2024 recorded the lowest number of investigations involving children and young people in the past two years, however, there has been a gradual increase in the last two months.

When considering where people go missing from, it remains that the majority of people go missing from their home address. This has decreased in the past year along with missing from NHS, Residential Children's House, School, and Foster Care Address. A slight increase can be seen in those that go missing from an Adult Care Home.

The overall decrease in missing person numbers may, in part, be due to the implementation of best practice shared between policing divisions and our partners. Our divisional coordinators are working hard with partners to ensure reporting protocols from establishments are consistent and appropriate prior to police involvement.

There is no identifiable pattern geographically in relation to the areas with increases. Several divisions have recorded significant increases where others have recorded large decreases. Edinburgh City and Highlands and Islands have recorded increases year on year for the last three years.

Edinburgh City has recorded increases for the last five years. Tayside and Ayrshire are the only Divisions to record decreases year on year for the last three years.

Ayrshire has recorded decreases for the last five years. Lanarkshire has recorded the most significant decrease of 541 from the previous year.

Proactive/Preventative Policing – Lanarkshire and City of Edinburgh Divisions

In Lanarkshire Division, planned multiagency meetings are held to provide a response to missing persons investigations, ensuring interventions and preventions are put in place for individuals addressing their personal circumstances to prevent further missing episodes. This is held as best practice in Scotland and has been shared with other divisions who have implemented or are implementing similar practices.

The City of Edinburgh Division continues to respond to a small number of care experienced children living in residential houses and with foster families who are repeatedly reported as missing. The individuals account for numerous repeat missing episodes which adversely affect the figures presented. This is also exacerbated by reports of missing persons from Edinburgh Royal Infirmary. A missing person protocol is in place between the NHS and Police Scotland, and it may take a while for the implemented processes to improve this situation. Howdenhall Centre, which is a residential children's house, and Edinburgh Royal Infirmary are consistently in the top five locations for missing person reports.

Nationally we are noticing more missing persons calls being resolved prior to police attendance, work is ongoing with divisions to establish whether this is because of early reporting from partners prior to

completing their corporate responsibilities or whether it's a lack of police resources to respond to these calls when an incident is raised by the Service Centre.

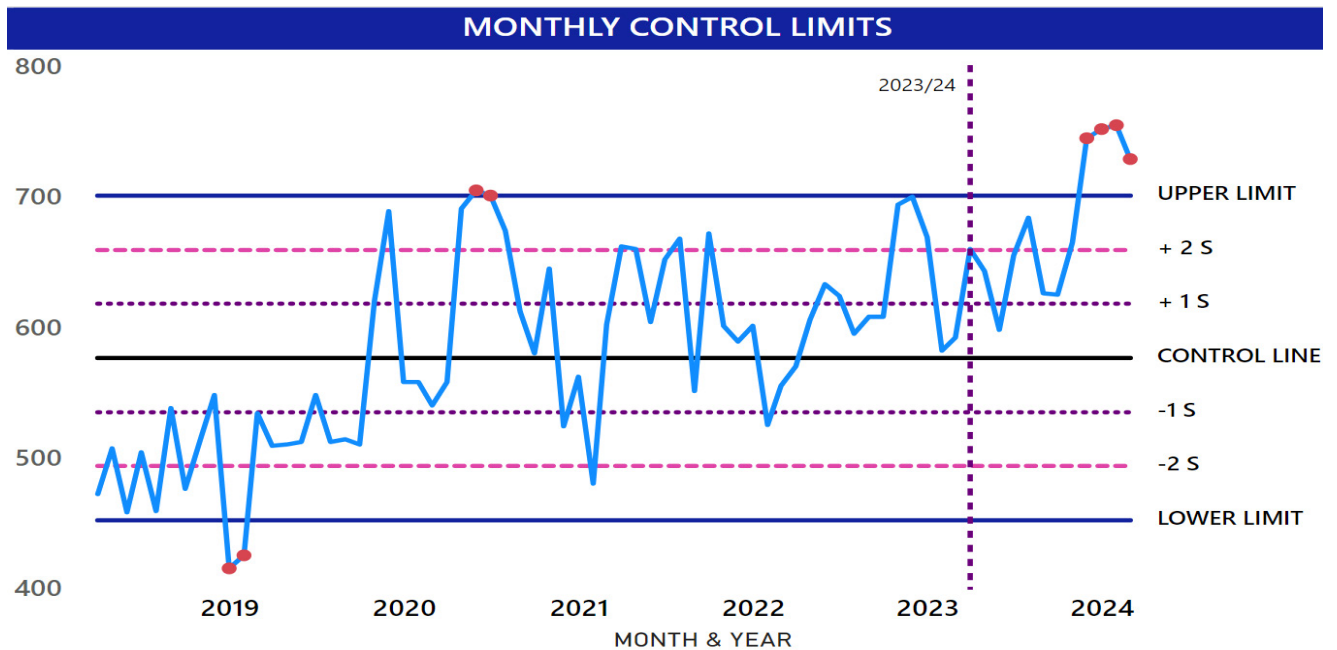
Road Safety

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Road Safety - People Killed	174	165	↓ -5.2%	
Road Safety - People Seriously Injured	1,838	1,812	↓ -1.4%	
Road Safety - People Slightly Injured	3,719	3,439	↓ -7.5%	
Road Safety - Children Killed	3	6	↑ 100.0%	
Road Safety - Children Seriously Injured	181	162	↓ -10.5%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Road Safety - People Killed	155.6	165	↑ 6.0%	
Road Safety - People Seriously Injured	1,708.0	1,812	↑ 6.1%	
Road Safety - People Slightly Injured	4,412.4	3,439	↓ -22.1%	
Road Safety - Children Killed	4.0	6	↑ 50.0%	
Road Safety - Children Seriously Injured	158.2	162	↑ 2.4%	

The total number of people killed on Scotland's roads has decreased compared to the previous year with nine fewer deaths. There has also been a reduction in the number of people seriously injured, with a decrease of 26 compared to the previous year.

During Quarter 4, the months of February and March 2024 saw 16 people killed in the North of Scotland and 13 people killed in the East. This compares to five people killed in both areas during the same period the previous year. It should be noted that at the time of writing some of those killed in the current figures are being investigated for medical or other causal factors and may be removed from total figures.

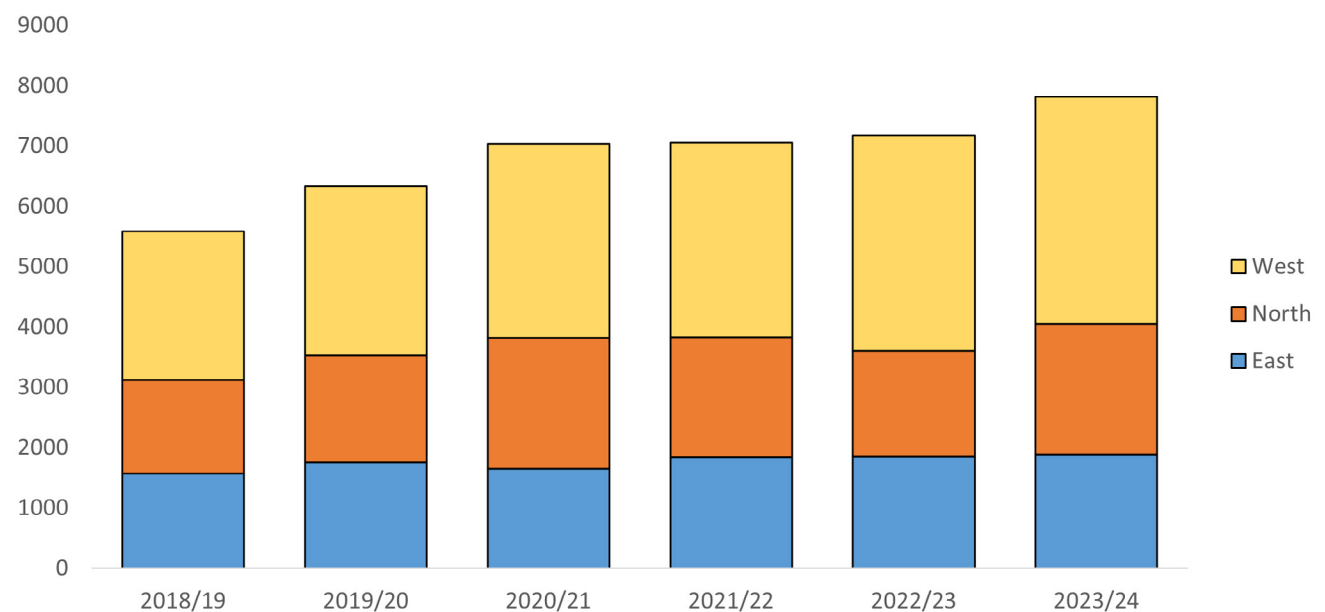
Key Insight: Drink, Drug driving offences incl. Failure to provide a specimen above monthly upper control limit from December 2023 to March 2024.



The above chart shows that since 2019 we have been proactively increasing the number of drink, drug driving offences detected. The increase observed above in this crime type is a result of proactive policing through campaigns such as our Festive Drink/Drug Drive Campaign, the results of which are noted below.

Through analysis we can identify the optimum times and locations to run such campaigns, increasing our effectiveness and enhancing our work on keeping Scotland’s roads safer.

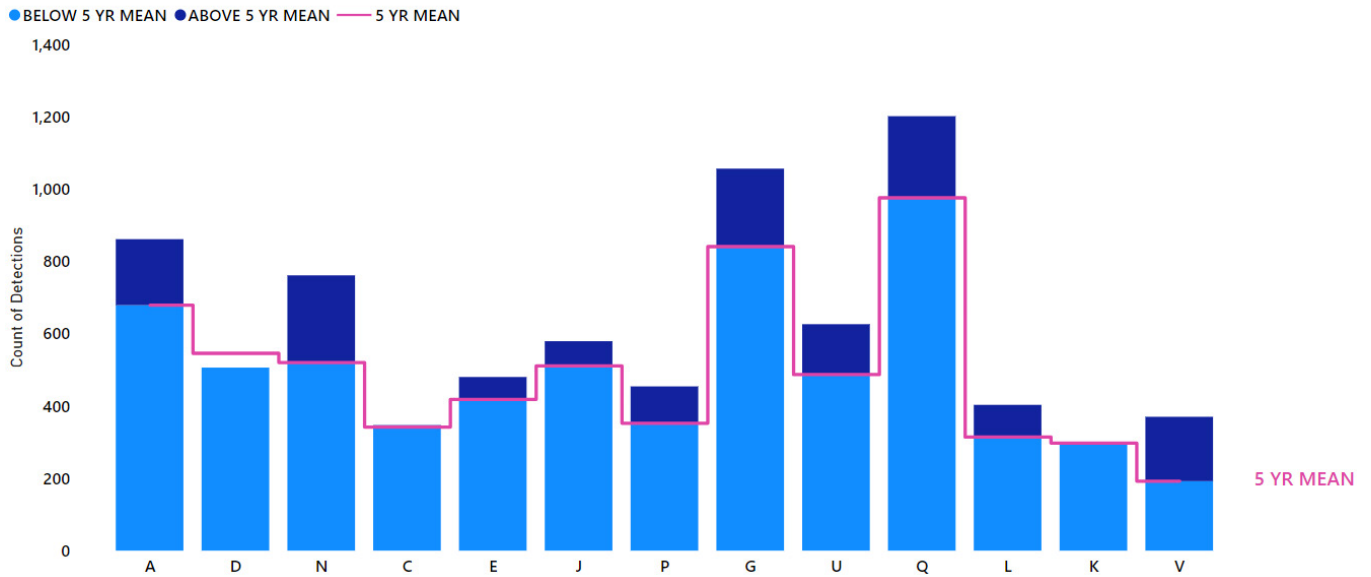
Drink, Drug Driving Offences



The number of drink, drug driving offences (including those for failing to provide a specimen) across the Force have increased by 650 (8.7%) YTD compared to the previous year.

Compared to the same period last year within the different regions of Scotland, the North has increased by 415 (23.6%), the West by 199 (5.6%), whilst the East has observed a small increase of 24 (1.3%).

2023/24 Detections (YTD) by Division



The above shows the number of detections for Drink, Drug Driving compared to the five-year mean by Division.

Most divisions have shown increases compared to the five-year mean, although it should be remembered that due to the COVID-19 lockdown periods the five-year mean has been reduced due to the lack of traffic on the roads during this period.

Proactive/Preventative Policing – Road Policing Campaign Updates

During this quarter a number of campaigns have been resulted, all of which are aimed at proactively preventing fatalities and injuries on Scotland's roads with a strong focus on protecting Vulnerable Road Users and/or targeting motorists committing Fatal 5 offences.

The Festive Drink/Drug Drive Campaign ran from 01 December 2023 to 02 January 2024. This campaign was led through analysis and intelligence, with support from Corporate Communications and social media. A total of 3,700 roadside tests were conducted, with 831 drivers detected for drink or drug driving offences. This is an increase of 109 detections compared to the previous year's Festive Campaign.

The Seatbelt Campaign ran from 15 to 21 January 2024 with officers carrying out engagement and enforcement amongst motorists to encourage wider compliance. A total of 73 offenders were reported nationally during the course of the campaign.

The Mobile Phone Campaign ran from 26 February to 10 March. Despite increased penalties and updated legislation, the use of handheld mobile phones and other devices continues. This campaign saw a total of 273 offences detected over the period.

The Vulnerable Road Users Campaign ran between 04 March to 10 March, focusing on interactions with/protection of vulnerable road users, particularly pedestrians and cyclists. The campaign featured hand-held laser speed checks in busy, pedestrian and cyclist rich areas. A total of 244 speeding offences were detected.

The Speeding Campaign ran from 18 to 24 March and was conducted in partnership with Safety Camera Units (SCU), focusing on speeding hotspots, community complaint locations and areas with high volumes of vulnerable road users. During the campaign 2,400 speeding offences were detected, with 379 detected by police officers and 1,661 by colleagues in SCU.

There are several ongoing campaigns at this time as we enter the 2024/25 period.

- **Driver Engagement North**, which initially launched in the Highlands and Islands and has since been extended to the rest of the North of Scotland, sees participants using a desktop driving simulator to assist older road users and their families make informed choices about their fitness to drive safely.
- **Fitness to Drive Matters** sees us working with our partners and older road users to reduce numbers killed or seriously injured in collisions. Funding has been secured from Transport Scotland's Road Safety Framework Fund to cover 100 assessments in the North of Scotland.

- **The New Driver Early Intervention Scheme** is being rolled out nationally and partners, such as Scottish Fire and Rescue Service, have adopted the scheme to deliver it as part of their work. The scheme is aimed at 17-25 year-olds to positively influence this vulnerable group of road users, whilst providing a reminder of their responsibilities toward themselves and other road users. Several local authorities have adopted the scheme for delivery to modern apprentice/skills and employability students.
- **The Motorcycle Safety Campaign** launched on 22 March and will end on 27 September. This campaign will promote safe and responsible riding and driving across Scotland. Dedicated patrol activity on popular biker routes will be used to engage, educate, encourage and enforce, with a strong focus on the contribution all road users can make to reducing rider casualties. Last year's campaign saw 2,993 riders stopped, with 372 offences detected. An additional 195 offences committed by other road users were also detected last year.

Ongoing Operations

There are several ongoing operations:

- **Operation TUTELAGE:** This is a UK-wide initiative aimed at reducing the number of uninsured drivers. A Criminal Justice led initiative, uninsured vehicles are identified using Automatic Number Plate Recognition (ANPR) to generate 'Insurance Advisory Letters' to registered keepers to inform them that an offence has occurred. From launch in 2021 to the end of March 2024, a total of 36,600 letters have been issued in Scotland. The compliance rate is 81.5%.
- **Operation TRAMLIN:** Police Officers are deployed on busy commuter routes in vehicles that drivers would not typically associate with police, such as lorry tractor units and minibuses. This provides high vantage point observation of driver behaviour with the aim to engage, educate and enforce legislation in respect of the Fatal 5, in particular distraction offences such as using a handheld mobile phone.
- **Operation CLOSE PASS:** With Spring weather approaching Road Policing and Community Officers will work in partnership to monitor driver behaviour around cyclists, particularly when carrying out passing manoeuvres. Offenders are predominantly provided with guidance but may be issued with a conditional offer of a fixed penalty or reported to the Procurator Fiscal, depending on the circumstances.

Stop and Search

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Stop and Search Compliance Rate	98.9%	99.1%	↑ 0.2%	n/a

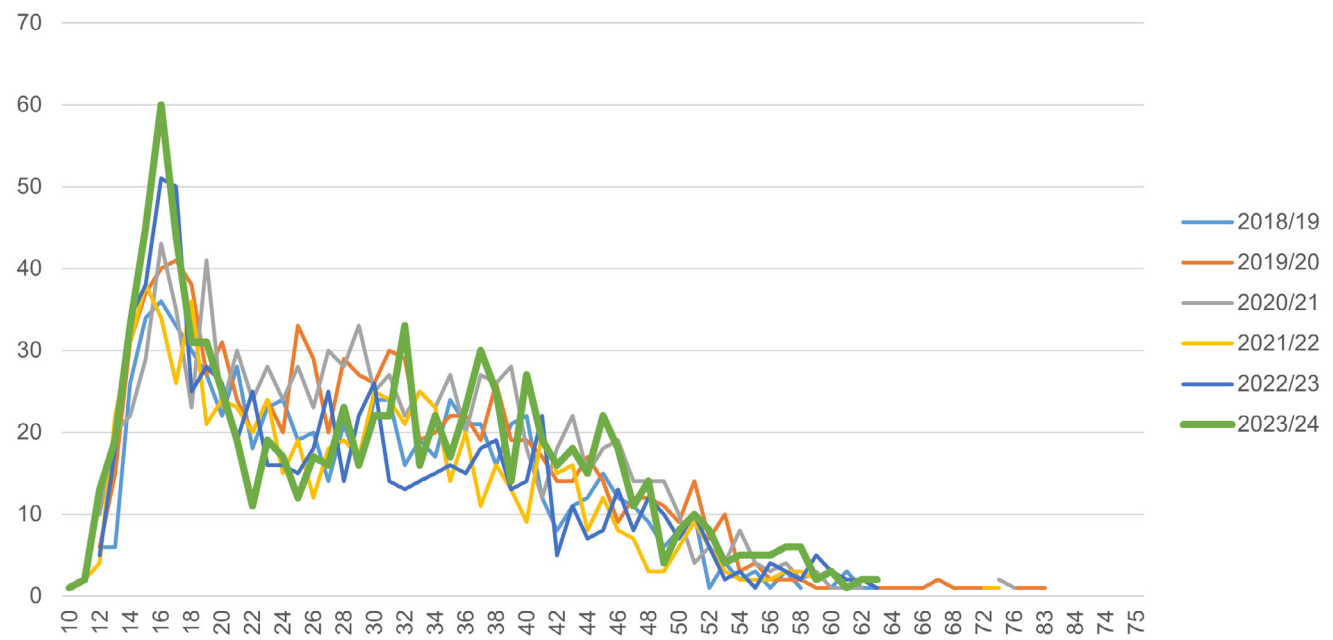
33,020 stop and search incidents were recorded by Police Scotland during the 2023/24. This includes 1,134 searches under warrant. The number of searches recorded this year was 10.2% more than last year but 9.4% fewer than the five-year mean.

28.7% of searches recorded during the period were positive – this is a decrease in the positive rate from this period last year of 3.6% points and a decrease of 9.4% points from the five-year mean positive rate. 7,757 searches led to the recovery of drugs, 916 recovered weapons and 643 recovered stolen property.

36 of the searches that recovered weapons were conducted for a care & welfare reason, and a further sixteen were conducted for the protection of life reason.

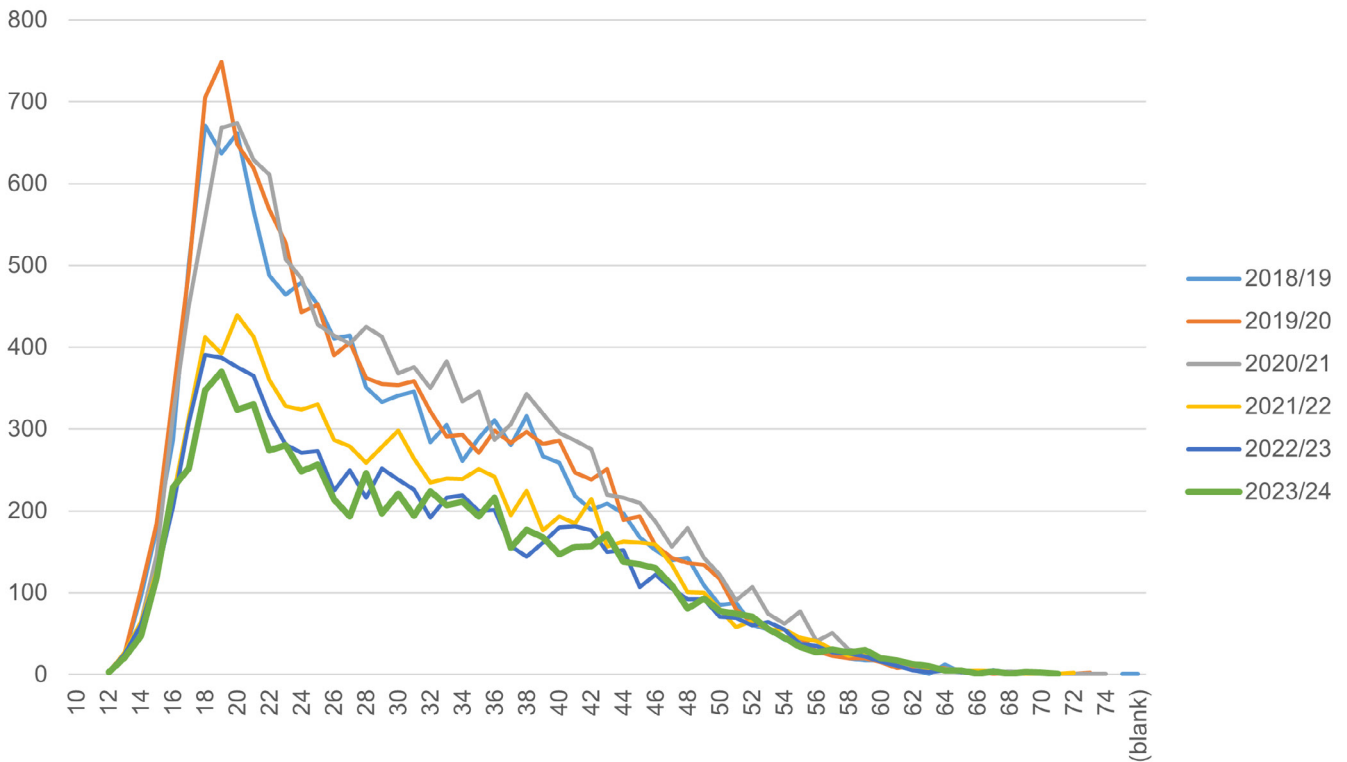
There were 4,700 search incidents recorded of individuals under the age of 18 during 2023/24, of which 1,076 (22.9%) were positive. Despite the positive rate for searches of young people being lower than the overall positive rate, the number of weapons recovered from stop and searches does spike significantly for 14-19 year olds. 2023/24 and 2022/23 in particular saw an increased number of searches where weapons were recovered from 16 and 17 year olds.

Searches that recovered weapons by age and year



Drugs recoveries from stop and searches also peak at 18-20 years old, with a prominent increase in searches positive for drugs amongst young people during 2020/21, 2022/23 and 2023/24.

Searches that recovered drugs by age and year



More information about stop and search statistics as well as stop and search data files can be found on the Police Scotland website: [Stop Search Data](#).

Police Scotland have recently launched a new Stop and Search dashboard on the website that provides a more accessible way for the public to interpret and understand the data around stop and search. The data can be broken down to show the use of stop and search with regards to specific age groups, ethnicities and gender, allowing the user to view the data in the last year, quarter or month. You can access the dashboard using this link: [Police Scotland - Stop and Search Statistics](#)

When taking data from the dashboard, it's important to understand that filtering locations to smaller areas and smaller demographic groups will make those figures highly variable. Ethnic group rates per 10,000 population are currently based on the 2011 census. When data from the most recent census becomes available, the dashboard will be updated to improve accuracy.

During the fourth quarter of the year, 8,122 stop and search records were audited for compliance, bringing the 2023/24 YTD total number of searches audited to 30,731.

An audit involves the records being reviewed by line managers and thereafter quality control checked by the National Stop and Search Unit to ensure their adherence to the Stop and Search Code of Practice introduced in May 2017.

Of the stop and searches reviewed this year, 27,053 (88.0%) were deemed compliant and recorded correctly on the stop and search database. A further 3,397 (11.1%) were compliant with the code of practice but required amendment to their details to ensure they were appropriately recorded.

281 (0.9%) records were deemed as not recordable under the code of practice or recorded in error and deleted from the database. The 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 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.

Stop and Search data is reported monthly to the Violence, Disorder & Anti-Social Behaviour Strategic Meeting and bi-annually to the Stop Search Mainstreaming and Assurance Group, both chaired by ACC Johnson. External partners including the Scottish Government, SPA and Scottish Institute of Policing Research (SIPR) are key members of the Mainstreaming Group who provide external scrutiny on the use of Stop and Search tactics used by Police Scotland.

One element of data reported on is the number of Complaints about the Police (CAPs) that are related to the use of Stop and Search tactics.

The undernoted figures produced from the Centurion database which captures data and outcomes related to CAP's, highlights closed and upheld allegations related to Stop and Search.

Category	2021/22	2022/23	2023/24
Upheld	4	8	5
% of allegations closed as upheld	7.3%	7.4%	5.9%

As can be seen, the number of closed and upheld complaints made against Police Scotland in respect of the use of the Stop and Search tactic are low.

Outcomes and Learning

Police Scotland's PSD carried out a review of Stop and Search closed and upheld complaints for the period 2023/2024 which identified 2 learning points. One related to an officer carrying out a search in circumstances where they had no powers to do so and the second related to an officer failing to update the Stop and Search database.

On both occasions, the officers involved were spoken to by local management and reminded of their powers and procedures to be followed. No wider organisational learning was identified during the period reviewed.

Presently, data tells us that there are low numbers of closed and upheld complaints.

Taser

In March 2024, Police Scotland completed the 3-year Specially Trained Officers (STO) uplift reaching a total of 2,001 STO's. During 2023/24, Taser was used at an incident on 855 occasions resulting in 88 discharges of the device. This is a 10.4% discharge to use ratio which is in line with the UK average. From the 855 uses, 278 are passive uses (draw only where the Taser has been removed from the holster as a precaution and then replaced without the need to point at the subject). Taser was only pointed at a subject in 67.5% of all uses. There has been no disproportionality identified in relation to age, gender or ethnicity.

Every use of a Taser is reviewed by the National Taser Unit (NTU) and uses on vulnerable people (under 18's, elderly and persons with disabilities) are subject of an enhanced NTU review. Internal reviews resulted in seven officers having their Taser authority suspended due to minor failings regarding procedure, which have since been rectified by additional training. Each time a Taser is discharged, this is referred to the Police Investigation and Review Commissioner (PIRC) for an independent review. From the 88 discharges during 2023/24, PIRC investigated two. During both investigations the discharge were found to be necessary, proportionate, and justified.

Please refer to Police Scotland's Quarterly Use of Force Report for further detail: [Use of Force - Police Scotland](#).

Change Projects aligned to Strategic Outcome 1

- **Digital Evidence Sharing Capability (DESC):** The divisional rollout was approved at DESC Extraordinary Programme Board on 26 April 2024, with the project progressed to Go-Live on 30 April 2024.
- **Policing in a Digital World:** Policing in a Digital World continues with procurement for the Training & Capability Project to be finalised. Efforts continue on the business case development. Digital Forensic (DF) vans and dogs are on track with a media event held in March 2024. ISO17025 with user agreement was reached between Police Scotland Legal and the United Kingdom Accreditation Service (UKAS).
- **Vulnerable Witnesses Act:** The Vulnerable Witnesses (Criminal Evidence) (Scotland) Act 2019 (VW) Project remains in a holding phase. Scottish Government have produced a timetable for future phases which is under review.
- **United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill (UNCRC):** This project is now closed and transferred to a small business change activity.
- **Age of Criminal Responsibility (ACRA):** The ACRA Project was due for closure mid-2024. The development required through Core Operational Solutions to support ACRA changes will take longer than envisaged, therefore a Change Request (CR), expected June 2024, will be taken through governance to extend project timelines.

Strategic Outcome 2

The needs of local communities are addressed through effective service delivery.

Objectives:

- 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 Challenge

Recorded YTD Comparison	PYTD	YTD	% Change
Call Handling - Total number of 999 Calls	741,801	814,980	↑ 9.9%
Call Handling - Total number of 101 Calls	1,443,125	1,376,079	↓ -4.6%
Call Handling - Total number of 999/101 Calls	2,184,926	2,191,059	↑ 0.3%
Call Handling - 999/101 Calls resulting in no incident/crime	689,676	609,349	↓ -11.6%
Recorded YTD % Comparison	PYTD	YTD	% Point Change
Call Handling - % of calls resulting in no incident/crime	31.6%	38.5%	↑ 6.9%

During the reporting period, Police Scotland received a total of 2,191,059 calls which is an increase of 0.3% compared to last year. 999 calls increased by 9.9% when compared to the same period last year (up from 741,801 to 814,980). However, the volume of 101 calls received decreased by 4.6% (down from 1,443,125 to 1,376,079).

The handling of 999 calls remains our highest priority. Police Scotland aim to achieve an average speed of answer for 999 calls within 10 seconds, a target also required by all 44 UK Police Forces.

During 2023/24, Police Scotland achieved an average answer time of 9 seconds, which is the same as that achieved last year. Average answer time for 101 calls increased by 1 minute 6 seconds to 5 minutes 33 seconds due to prioritising the increasing volume of emergency 999 calls.

The use of Contact Us emails has continued to grow with 193,155 being received, an 8.6% increase compared to the same period last year. A further 116,379 online reports have been submitted during 2023.

Despite there being a reduction in our 101 call volumes, there was an increase of 1% in all contacts handled by the Service Centre when compared with the same period last year due primarily to the increase in contacts via email. Emails and online reports are assessed in the same way as telephone calls using the THRIVE Risk Assessment.

It is important to note that it is the same Service Advisors who handle all 999/101 calls and Contact Us Emails. When there is a surge in 999 calls we will re-prioritise Advisors from Non-Emergency (101) calls and emails as we aim to answer the 999 calls under 10 seconds. Therefore there is a direct link between any increase in 999 volumes and the average speed of answer for 101 – non emergency call performance.

Of note, Police Scotland has experienced an unexpected increase in 999 calls during 2023, this growth trend continued until November. Similarly, the National Police Chiefs Council (NPCC) noted record high 999 volumes across the UK over the same period.

Several factors have attributed to the increase in 999 call volume during 2023/24, for example, periods of good weather throughout July, August and September, the management of large scale events including the UCI Cycling World Championships and summer festivals. During October, November and December inclement weather was experienced including Storm Babet & Storm Gerrit resulting in an increase in weather related incidents.

In February 2024, there were changes to legislation for XL Bully dogs which caused additional contacts from members of the public seeking advice and guidance.

Our call volumes and trends continue to be monitored closely to ensure that we are prepared to maintain an average speed of answer of under 10 seconds for emergency calls.

Service Demand – Additional Contact Methods

C3 Division receives additional contacts such as incoming calls from other partner agencies and alarm activation calls. Emergency service partner calls are received via dedicated numbers from Scottish Fire and Rescue, Scottish Ambulance Service, Mountain Rescue, Coast Guard, Mental Health Pathway (NHS 24), OmniCrash and Oil Industry Agencies. The reason for such calls varies and each are dealt with by a Service Advisor.

There have been over 124,175 of these types of contacts for this reporting period, representing an increase of around 12% in emergency service partner calls and a small decrease of around 3.5% in total for alarm calls.

Efforts continue to signpost callers to more appropriate methods of contact, including via the “Contact Us” email facility and the online reporting facilities via the force website.

HMICS Assurance Review of Police Scotland Contact Assessment Model (CAM)

C3 Division are leading Police Scotland's response to the HMICS Assurance Review of the Contact Assessment Model (CAM).

Positive progress is being made in the areas of training and service delivery. New policies, processes and systems have been developed and implemented and work continues in areas such as Local Policing Appointments and the provision of consistent services across rural and urban Scotland.

The most recent report to the SPA Policing Performance Committee was submitted in March 2024. We have submitted evidence supporting the completion of several actions generated by the eight Recommendations and five Areas for Development contained within the review.

Much of the work being undertaken in response to this inspection report also cross-references with the HMICS Thematic Inspection of Domestic Abuse Phase 1 and as such, C3 Governance and Improvement are members of the Domestic Abuse Tactical Group and actively involved in collaboration with Specialist Crime Division Public Protection to undertake the work required to respond to both reports.

HMICS Thematic Inspection of police response to missing persons in Scotland

C3 Division were fully engaged in supporting this HMICS inspection and this included facilitating an on-site audit of missing person calls. The division also supported a number of interviews and focus groups during the field work stage of the inspection during February 2024.

Policing Together Campaign

C3 ONE, is C3 Division's commitment to Police Scotland's EDI Strategy - 'Policing Together'. Its vision is to ensure that C3 Division is welcoming, inclusive and representative of the communities we serve and that our people demonstrate our values.

In December 2023, C3 Division launched a four-year plan for equality, diversity and inclusion, aligned with Policing Together, and Police Scotland's Equality and Diversity Strategy. The C3 ONE strategy was approved at the Policing Together Tactical Group following extensive consultation with the Diversity and Staff Associations.

C3 Division officers and staff voted to call the new strategy 'C3 ONE' which represents our collective commitment to creating and supporting an inclusive culture and foster greater diversity within our workforce.

LGBT Charter

C3 Division currently is working towards achieving the LGBT Charter, working in conjunction with LGBT Youth Scotland. This seeks to enhance awareness and has initiated work to ensure the Division is supporting all protected characteristic groups. Part of the charter journey will include training opportunities for leaders.

C3 Complaints and Allegations

In total, 71.4% of complaint cases received year-to-date for C3 Division were Frontline Resolved by the PSD National Complaints Assessment and Resolution Unit (NCARU). This rate increases to 73.5% when early and subsequent resolution by PSD or Specialist officers are included. These figures demonstrate 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.

The volume of complaints against C3 Division has increased by 0.4% YTD, with a total of 283 complaints received compared to 282 PYTD. This is driven by an increase in the North region (up 85.2%, 50 cases in total). Decreases are however registered in the East region (down 11.0%, 89 cases in total) and the West region (down 7.1%, 144 cases in total).

Incivility (169) and Service Delivery (107) remain the most common allegation types, together accounting for 71.5% of all allegations received during this period. Allegations of Incivility have increased by 14.2% (21 more) since last year with an increase of 19 allegations noted in the North region. This is assessed as being a key factor in the North's overall increase.

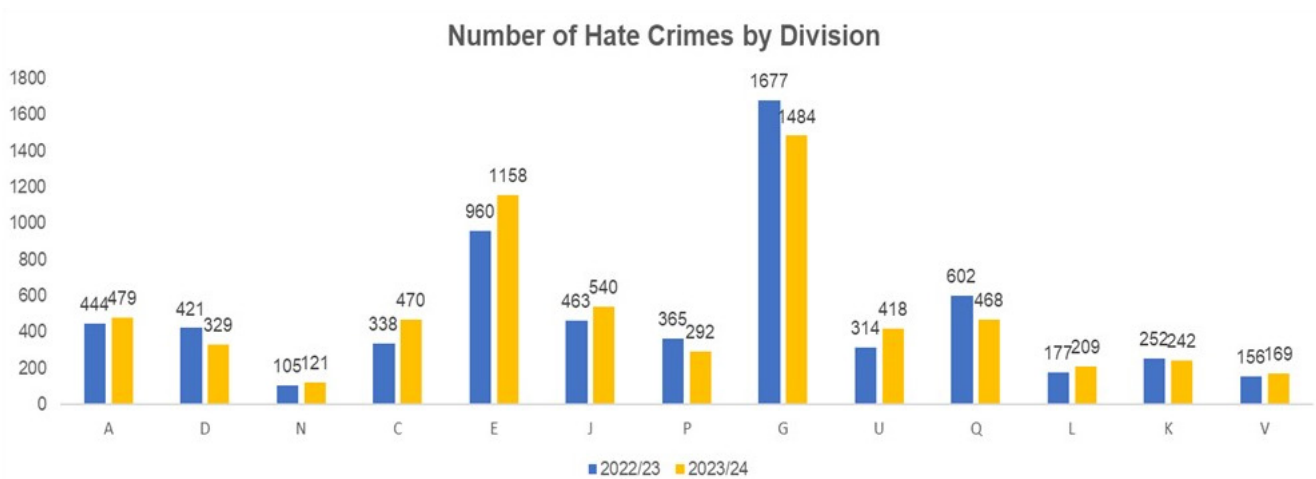
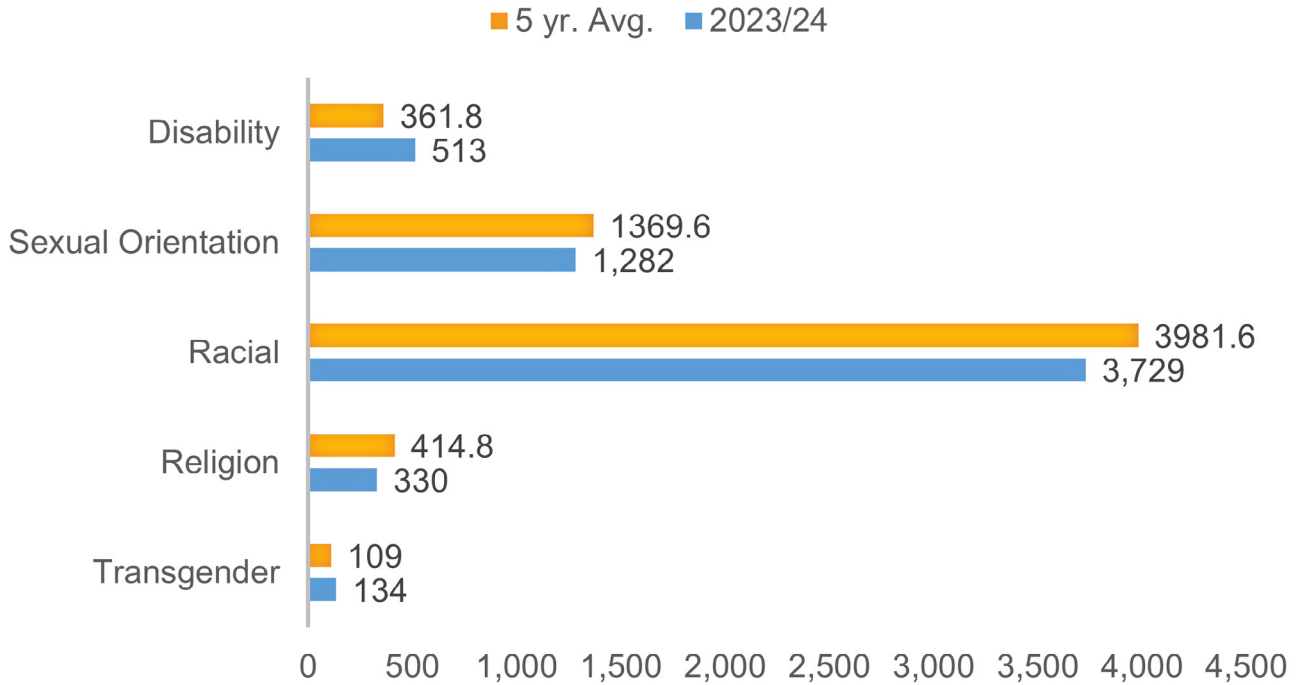
Hate Crime

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Hate Incidents	7,217	7,281	↑ 0.9%	
Hate Crimes	6,274	6,379	↑ 1.7%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Hate Incidents	6,885.4	7,281	↑ 5.7%	
Hate Crimes	6,544.2	6,379	↓ -2.5%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Hate Crimes	64.4%	57.4%	↓ -7.0%	

Hate crimes have increased marginally compared to the previous year but remain below the five year mean. There were 1,409 hate crimes in Quarter 4 compared to 1,646 in Quarter 3 (237 less, down 14.4%).

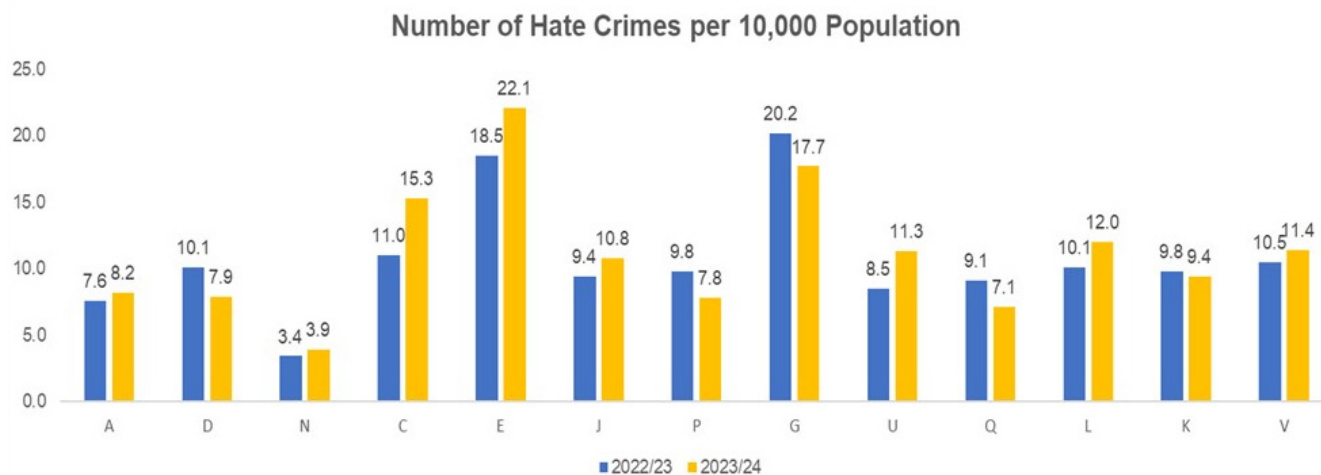
Disability and Transgender aggravated crimes remain above the five year mean whereas, sexual orientation, race and religious aggravated hate crimes have decreased.

HATE CRIME BY PROTECTED CHARACTERISTICS



When considering the data at a divisional level the most significant numerical differences are in E Division (Edinburgh) and G Division (Glasgow). Although Glasgow has the highest volume of

crimes these decreased by 11.5% (193 fewer) whereas crimes in Edinburgh have increased by 20.6% (198 more). This also means that Edinburgh has the highest rate of hate crimes per 10k population now.



When considering the aggravator; Race and Religion are increasing in Edinburgh but decreasing in Glasgow. It is important to note that in Edinburgh a high volume of crimes in December in relation to Operation SANDBED (Safety and Security of MSPs) was recorded. These crimes contributed to 403 hate crimes being recorded in Edinburgh Division in Quarter 3 compared to a five-year mean of 263.2.

Hate Crime Legislation

Data from the introduction of the new Hate Crime and Public Order Act will be presented in the Quarter 1 2024/25 report.

Hate Crime and Public Order Legislation

Police Scotland continue to roll out Core Operational Solutions programme to enhance how we record operational information and will include enabling full implementation of the new Hate Crime and Public Order (Scotland) Act 2021.

The Act has now been implemented on 01 April 2024. The Section 15 requirements for disaggregated data to be submitted to Scottish Government has been agreed upon by Police Scotland and Scottish Government and has been submitted to COS for inclusion on the required area within COS.

The EDI team have been working to support front line and operational officers, offering support and providing expert knowledge when required. A Hate Crime Policy Group has now been created in response to the new legislation.

Hate Strategy for Scotland

Police Scotland continue to work alongside Scottish Government and the Strategic Partnership Group to deliver on our commitments within the 'Hate Strategy for Scotland' which was published in March 2023 and sets out the vision for a Scotland where everyone lives free from hatred and prejudice.

Police Scotland continue to encourage people to report hate crime and for them to feel that the report will be dealt with appropriately. As such, as part of the commitments for the Hate Strategy for Scotland and for recommendations within the HMICS Inspection, Police Scotland have been progressing with a review of Third-Party Reporting (TPR).

We have now sought volunteers from members of the Strategic Partnership Group to form a short life working group (SLWG) to conduct a full review of TPR including policy development, rebrand and project delivery and an annual review process. A meeting has been arranged for Tuesday 07 May with the EDI team and our partners at the Scottish Government to establish a timeline relation to the TPR review.



BSL

Members of the Equality and Diversity team have been working with Heriot Watt University on the Justisigns 2 research into Deaf women's experience of gender based violence. On 21 March 2024 the team travelled to Deaf Links in Dundee to talk to local BSL communities and partners about the resources now available to support deaf women reporting domestic abuse.

A presentation was delivered alongside a deaf survivor of Domestic Abuse and researcher on the project and CEO of Deaf links showcasing new BSL resources. The presentation included the police Scotland website information on Domestic Abuse which was previously only available in written English and therefore not accessible for many deaf people.

Additionally, the Domestic Abuse Questions (DAQs) which were difficult to interpret into BSL have now been amended to be clearer and therefore easier to translate into BSL and all languages. This will ensure equitable access to risk assessment and subsequent investigation.

Anti-social Behaviour and Disorder

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Antisocial Behaviour Incidents	276,611	272,422	↓ -1.5%	
Complaints Regarding Disorder	194,050	190,978	↓ -1.6%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Antisocial Behaviour Incidents	335,411.6	272,422	↓ -18.8%	
Complaints Regarding Disorder	242,509.8	190,978	↓ -21.2%	













Both anti-social behaviour (ASB) incidents and complaints regarding disorder continue to be down significantly on the five-year mean due to the impact of COVID-19 related lockdowns had in 2020/21 and 2021/22. Compared to last year there has only been a slight decrease for both ASB and disorder. ASB related fixed penalty notices have also decreased compared to last year as per the updated Police Direct Measures.

Disturbance incidents (28.7%) followed by public nuisance incidents (20.8%) made up almost half of all anti-social behaviour. Communications incidents (16.3%), noise complaints (13.8%), damage incidents (11.0%) and neighbour disputes (9.2%) made up most of the rest of the ASB incidents in 2023/24.

12.0% of ASB incidents this year could be readily identified as youth-related – of which approximately three quarters were for public nuisance.

An [evaluation report](#) has now been published on the Scottish Alcohol Industry Partnership website which details actions and results from the 2023 'It'll Cost You' campaign. This includes an overview of Police Scotland involvement and how local policing divisions contributed to the success of the campaign. A significant amount of proactive engagement took place and 18 proxy purchases were detected nationally. Work is now ongoing to deliver the 2024 campaign taking on board learning from 2023.

Acquisitive Crime

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Group 3 Acquisitive Crime	102,306	111,596	↑ 9.1%	
Housebreaking (incl. Attempts) - Total	8,763	9,053	↑ 3.3%	
Motor Vehicle Crime - Total	11,644	11,512	↓ -1.1%	
Theft by Shoplifting	28,644	38,722	↑ 35.2%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Group 3 Acquisitive Crime	100,866.6	111,596	↑ 10.6%	
Housebreaking (incl. Attempts) - Total	10,701.8	9,053	↓ -15.4%	
Motor Vehicle Crime - Total	12,081.6	11,512	↓ -4.7%	
Theft by Shoplifting	27,229.2	38,722	↑ 42.2%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Group 3 Acquisitive Crime	31.1%	33.0%	↑ 1.9%	
Housebreaking (incl. Attempts) - Total	25.4%	27.5%	↑ 2.1%	
Motor Vehicle Crime - Total	27.0%	29.8%	↑ 2.8%	
Theft by Shoplifting	53.3%	50.3%	↓ -3.0%	

Acquisitive crime has continued to increase compared to the same period last year and is now 10.6% higher than the five-year mean, it should be noted however that the five-year mean has been affected significantly by decreases in acquisitive crime during the COVID-19 pandemic. Between April 2023 and March 2024 there have been 9,290 more crimes compared to the same period the previous year, and 10,729 more than the five-year mean.

If fraud is excluded, Group 3 crimes have still risen by 10.3% (8,835 more crimes). Shoplifting crimes continues to be the main contributor to this increase from the previous year, increasing by 10,078 crimes.

Increases have also been seen in domestic housebreaking (up 187 crimes) and Opening Lockfast Place – Motor Vehicle (up 182 crimes).

Despite the overall increase, some aspects of acquisitive crimes have continued to fall compared to the same period last year. Common theft crimes have reduced from 28,197 to 26,901 (1,296 fewer crimes), and theft from motor vehicle crimes have reduced from 4,424 to 4,141 (283 fewer crimes).

Key Insight: Acquisitive Crime Repeat Offenders

Acquisitive crime repeat offenders are up on last year for Total Group 3, shoplifting and other housebreakings.

In total 35.4% of offenders have committed more than one Group 3 Acquisitive crime in the current FYTD, which is an increase of 2.5 percentage points compared to the same period last year.

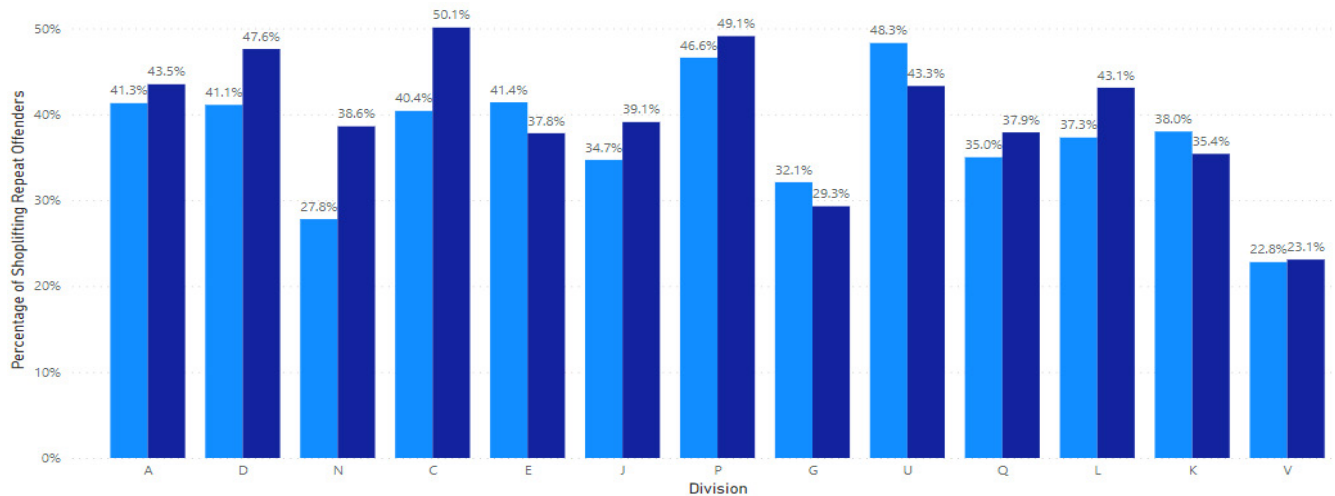
Housebreaking repeat offenders (those who have committed more than one housebreaking crime) has seen a decrease of 2.5 percentage points compared to the previous year, although within this Housebreaking – other premises

repeat offenders has seen an increase of 0.8 percentage points compared to the previous year. Motor vehicle repeat offenders have decreased by 3.1 percentage points.

Theft by shoplifting, which accounts for the highest volume of crimes in the acquisitive crime group, shows that 36.7% of offenders have committed more than one crime of shoplifting in the current FYTD period, an increase of 1.2 percentage points compared to the last year. Shoplifting repeat offenders make up 54.8% of all Group 3 repeat offenders.

2023/24 Percentage of Shoplifting Reoffenders by Division

● Shoplifting 22/23 Reoffending Rate ● Shoplifting 23/24 Reoffending Rate



This graph shows the percentage of repeat offenders for shoplifting crimes in the 2023/24 period. It should be noted that in some divisions a high percentage can relate to a small number of repeat offenders.

Proactive/Preventative Policing – Project SHIELD

Thirty people have been arrested and charged in connection with acquisitive crime across the Forth Valley area following a two week-long initiative. A further 37 people will also be reported to the Procurator Fiscal. Project SHIELD saw officers working with partners to help prevent and detect crimes such as housebreakings and thefts. In total, 67 crimes were detected, including twelve housebreakings, seven motor vehicle thefts, six attempted housebreakings, twenty four shoplifting thefts and a variety of other incidents. Incidents were detected across Forth Valley Division, including in the Falkirk/Grangemouth, Stirlingshire and Clackmannanshire areas, and included a mix of incidents in both rural and urban areas.

Shoplifting

Shoplifting crimes have continued rising and are now at higher levels than those seen pre-pandemic and are higher than the five-year mean. Between April 2023 and March 2024 there have been 38,722 crimes, 35.2% (10,078 crimes) more than the same period last year and 42.2% (11,492 crimes) higher than the five-year mean. This increase means shoplifting crimes are continuing to rise above pre-pandemic levels, with 8,151 more crimes than during the same period in 2019.

Housebreaking




Housebreaking has experienced an increase year-to-date of 3.3% (290 crimes) compared to last year. Over the period there has been a total of 9,053 housebreaking crimes. Despite this year-to-date increase, housebreaking is 15.4% lower than the five-year mean and 29.6% lower than levels seen pre-pandemic (2019/20).

Vehicle Crime

Between April 2023 and March 2024 there has been 11,512 crimes, 1.1% (132 crimes) less than the same period last year and 4.7% (569 crimes) less than the five-year mean. This year-to-date decrease has largely been due to the 6.4% decrease in thefts of motor vehicles (283 fewer crimes).

Detections over the period have increased from 3,144 to 3,427 compared to the same period last year which has had an impact in the detection rate. The rate is 29.8%, 2.8 percentage points higher than the same period last year and 1.1 percentage points above the five-year mean.

Fraud

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Fraud	16,323	16,778	↑ 2.8%	
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Fraud	13,110.2	16,778	↑ 28.0%	
Recorded Detection Rate Comparison	PYTD	YTD	% Point Change	Five-Year Sparkline
Fraud	16.5%	16.5%	→ 0.0%	

Fraud crimes have continued to rise, increasing 2.8% compared to the same period last year and 28.0% from the five-year mean. Fraud remains a significant global issue which is recognised as the most prominent crime type within the UK. Within Police Scotland we continue to see increases in reported fraud and, coupled with limited resource locally to investigate fraud, our detection rate is falling.

Fraud is a significant global issue which is recognised as the most prominent crime type within the UK. Following the release of the UK Fraud Strategy and the City of London Police National Policing Strategy for Economic Crime, Fraud and Cybercrime, Police Scotland submitted a proposal through the Senior Leadership Board in late 2023 which was endorsed. A Potential Project Assessment was developed, submitted and approved by the Demand Management Board in April 2024 which will oversee a piece of work to enhance Police Scotland's ability to investigate Fraud in Scotland while increasing opportunities to enhance partnership working.

Proactive/Preventative Policing – Identifying Vulnerable Victims of Fraud: The Banking Protocol

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

In terms of Quarter 4 of the reporting year 2023/24, the Banking Protocol recorded 295 incidents accounting for £1,237,129 of fraud being prevented. To date this financial year has recorded 1,179 incidents, amounting to £4,453,076 of fraud being prevented.

This initiative continues to succeed in protecting the vulnerable victims of fraud and its success demonstrates the value of the public/private partnership model.

A recent example during March included a vulnerable female who attended her bank twice to withdraw £70,000 providing the reason was to give to her solicitor for the purchase of a property. The customer was the victim of an attempted fraud and the loss was prevented.

Cybercrime

Policing in a Digital World (PDWP) aims to transform how Police Scotland respond to the evolving threat of cybercrime. The following details several of the current projects and workstreams that have developed over the last quarter.

Digital Evidence Detection Dogs are now in final stages of delivery with current focus on final training of dogs and handlers ongoing. This capability was formerly launched at a media day at the end of March 2024 supported by ACC Freeburn and Corporate Communications.

Digital Forensic Vans Project has now secured vans which have been fitted out to set specifications and are now in the final stages of completion prior to delivery to each designated Digital Forensic locations. Both above elements will enhance Police Scotland's search and triage capabilities. Further work has commenced regarding the introduction of new technology to support triage of digital devices and provide a solution to create efficiencies for front line officers in reviewing data from digital devices.

PDWP produced an Annual Report in February 2024 which provided an overview of Police Scotland's journey since the publication of the Cyber Strategy in 2020, documenting the various projects and workstreams in addition to planned deliverables for 2024/25. The report also outlines the creation of the Rights Based Pathway designed to support decision making, maintain public trust and confidence in the organisation in respect of its adoption and use of technology.

The success of the Pathway has overseen the introduction of technologies including Child Abuse Image Database (CAID) Facial Matching (FM) and CAID Image Classifier by the organisation to enhance our response to tackling Online Child Sexual Abuse and Exploitation (OCSAE).

In February 2024, PDWP supported activity for Cyber Scotland Week, hosting and supporting various events with key partners. This included being a keynote speaker at a Future Scot Event presenting on "Defending Scotland from Online Harms". The presentation provided a strategic perspective on cybercrime emphasising the importance of coordinated action in the face of increasing cyber challenges. To strengthen our law enforcement relationships, PDWP hosted the first Law Enforcement Cyber Symposium where representatives from the FBI, Metropolitan Police, CoLP, NCA, New Zealand Police, Romanian Police and Australian Federal Police came together to discuss the evolving challenges in policing in an ever-increasing digital world.

Detection Rates

The fraud detection rate currently stands at 16.5%, which is no change from the detection rate at the same point last year and 7.1 percentage points less than the five-year mean. This static detection rate is due to an increase in detected crimes and the continued increase in recorded frauds. Between April 2023 and March 2024, 2,764 frauds were detected, which is 2.7% (73 detections) more than the same period last year and 10.8% (333 detections) less than the five-year mean.

Criminal Justice

Recorded YTD Comparison	PYTD	YTD	% Change
Volume of cases submitted into Criminal Justice System	123,874	141,790	↑ 14.5%

It should be noted that the process of collating this data has changed during the Quarter 3 period as a result of the Core Operation System (COS) rollout across the country. Figures may therefore not be comparable to those reported in Quarters 1 and 2. Case figures run weekly from Wednesday to Wednesday and so include figures to 03 April 2024.

Following on from the rise in Quarter 3, we have seen a further rise in the number of cases being submitted and this is borne out in the full year figures. Some of this increase can be attributed to the Standard Prosecution Report (SPR) backlog work, which saw at one point circa 9,000 cases reduced subsequently to under 1,000, however this is not the sole reason and attention to the above caveat must be noted.

In the last four months there has been a concerted effort to ensure officers had submitted all cases which had remained on legacy systems prior to closure. In addition, there has been a corresponding increase in custody throughput which will have a knock on effect to cases submitted.

These increases come on the back of frequent reductions in the number of cases submitted, particularly through the period of the pandemic and so are perhaps not unexpected in this context.

Police Custody

Arrested Persons

Recorded YTD Comparison	PYTD	YTD	% Change
Number of times arrested persons brought into custody	97,119	100,808	↑ 3.8%

It is important to note that the 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.

This is the eighth consecutive quarter when custody throughput has risen since the pandemic, and whilst arrests

on warrant can account for some of the rise this only accounts for 14,847 arrests compared with 13,739 from PYTD.

Recorded YTD Comparison	PYTD	YTD	% Change
Number of times arrested persons held for court	39,684	42,547	↑ 7.2%
Number of arrested persons held for court new case	26,258	27,979	↑ 6.6%
Recorded YTD % Comparison	PYTD	YTD	% Point Change
Proportion of arrested persons held for court	40.9%	42.2%	↑ 1.3%
Proportion of arrested persons held for court new case	66.2%	65.8%	↓ -0.4%

The number of persons held for court has increased slightly however this is broadly in keeping with the trend throughout this year and can be partly attributed to the increase in those arrested on warrant.

Arrests on warrant have a >95% disposal of court and so any increase in arrests on warrant has a correlated impact on the percentage held for court.

Recorded YTD Comparison	PYTD	YTD	% Change
Number of arrested persons released on an undertaking	23,217	23,400	↑ 0.8%
Number of persons re-arrested	628	658	↑ 4.8%
Recorded YTD % Comparison	PYTD	YTD	% Point Change
Proportion of arrested persons released on an undertaking	23.9%	23.2%	↓ -0.7%
Proportion of persons released on investigative liberation	0.7%	0.9%	↑ 0.2%

**The term 're-arrested' is defined as any occasion whereby a person, previously released without charge as a 'Not-Officially Accused' person, is subsequently re-arrested for the same offence due to the presence of further evidence. This is not to be confused with a person arrested more than once within a specified period on separate charges as defined by recidivism.*

Police Scotland is no longer in a position to provide figures related to electronic bail as this is managed on behalf of the Scottish Government by G4S. Police Scotland are only notified of relevant breaches.

Persons released on undertaking has seen a very slight increase in terms of numbers but a slight reduction as a proportion of total throughput. Encouragingly, use of Investigative Liberation continues to rise

and although small as a percentage of total throughput, it is a very positive rise which demonstrates the increased use of this investigative tool.

Children brought into Police Custody / Held for Court

Recorded YTD Comparison	PYTD	YTD	% Change
Number of younger children arrested not held overnight	1,486	1,579	↑ 6.3%
Number of younger children arrested and held overnight	150	107	↓ -28.7%
Number of younger children held over 24 hours	28	33	↑ 17.9%
Number of older children arrested not held overnight	1,685	1,580	↓ -6.2%
Number of older children arrested and held overnight	457	455	↓ -0.4%
Number of older children held over 24 hours	240	180	↓ -25.0%

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 over 24 hours 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.

**Overnight is determined as the period of time spent in custody which exceeds four hours and includes the period between 0000 and 0400 hours.

The number of younger children being brought into custody has increased slightly, however this can partially be explained by the increases in throughput nationally. The numbers held over 24 hours is small but has increased, which can be attributed to a recent high

profile serious crime perpetrated in the West and for which, Child Detention Certificates were authorised due to the risk to the public. The number of children held overnight and the number of older children arrested/held has decreased during this year.

Police Direct Measures

Recorded YTD Comparison	PYTD	YTD	% Change
Number of ASB Fixed Penalty Notices Issued	4,760	4,258	↓ -10.5%
Number of recorded police warnings issued	20,062	19,181	↓ -4.4%

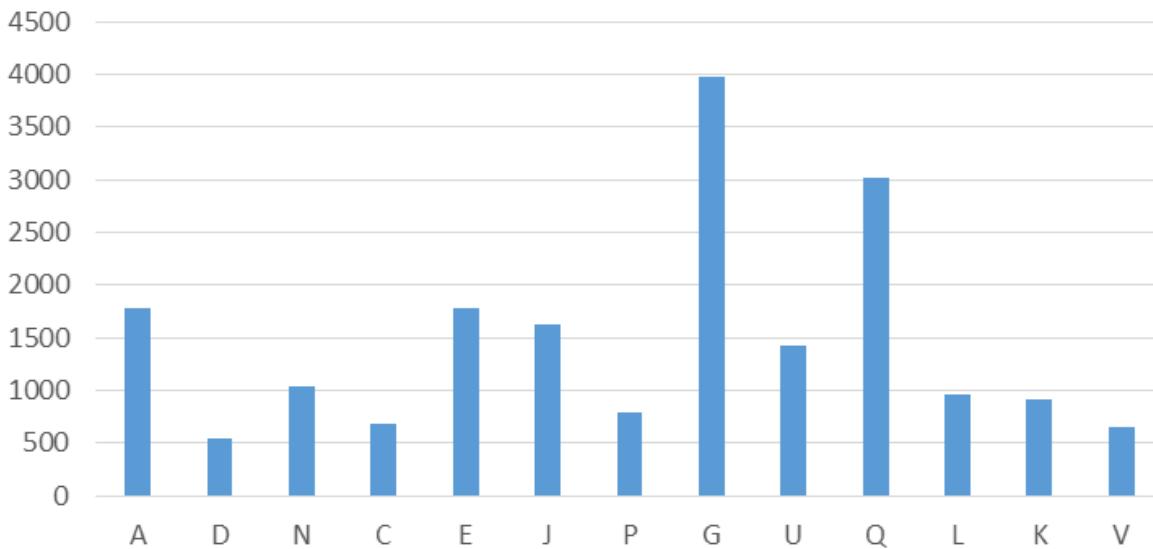
Following on from Quarter 3, the number of Fixed Penalty Notices (FPNs) and Recorded Police Warning,

(RPWs) continues to decrease, with a significant decrease in FPNs.

Of the 19,181 RPWs recorded, over half were issued in the West Region (57.0%), with 25.5% recorded in the East and 17.5% in the North.

Greater Glasgow and Lanarkshire Divisions had the largest numbers recorded, with their totals accounting for over one third of the Force total. Tayside Division recorded the lowest numbers issued.

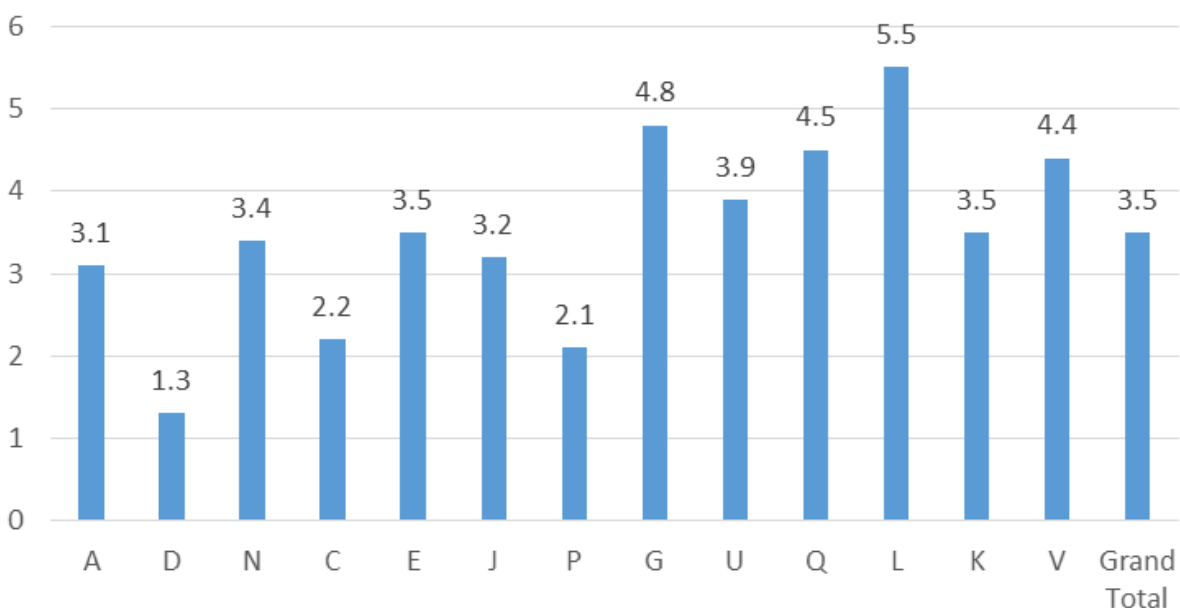
Recorded Police Warnings



To account for varying populations across local policing divisions, the following graph provides the number of recorded police warnings issued at rates per 10k population.

This again shows higher figures recorded in the West Region, with Argyll and West Dunbartonshire Division having the highest rate across the force, and Tayside Division the lowest.

RPWs - Rate per 10k



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Vulnerability

Recorded YTD Comparison	PYTD	YTD	% Change
Number of persons arrested with alcohol addiction issues	11,475	12,959	↑ 12.9%
Number of persons arrested with drug addiction issues	14,856	16,466	↑ 10.8%
Number of persons arrested with Mental Health issues	41,217	43,257	↑ 4.9%
Recorded YTD % Comparison	PYTD	YTD	% Point Change
Proportion of persons arrested with alcohol addiction issues	11.8%	12.9%	↑ 1.1%
Proportion of persons arrested with drug addiction issues	15.3%	16.3%	↑ 1.0%
Proportion of persons arrested with Mental Health issues	42.4%	42.9%	↑ 0.5%

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

This is the fourth consecutive quarter that has seen a rise across all vulnerability disclosures however the number have increased in line with throughput and the percentage change, though increased, is not assessed as a significant rise at this stage.

Recorded YTD Comparison	PYTD	YTD	% Change
Number of people in custody seen by NHS partners	7,094	7,246	↑ 2.1%

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.

As individuals entering custody and disclosing vulnerabilities rises, the number of healthcare referrals whilst in custody continues to increase correspondingly.

Recorded YTD Comparison	PYTD	YTD	% Change
Number of arrested persons referred to partners	1,339	1,010	↓ -24.6%

Due to also recording no services available and not applicable, 21 extra referrals were logged last quarter (Quarter 3 2023/24). This submission is a corrected version and the statistics are the number WITHOUT the extra referrals.

There has been a significant drop in the number of 3rd Sector Organisation (TSO) referrals received this year, albeit the data does show an improvement since Quarter 3. The decrease is across all service areas and not limited to a particular area.

At the beginning of 2023, Criminal Justice Services Division (CJSD) received instruction to amend the arrest referral pathway, moving away from consent-based referrals. Work has been ongoing to develop a new referral pathway, however in the interim period we have been unable to complete Information Sharing Agreements with any new TSOs, which has led to a reduction in the number of services available.

Once the new process arrest referral pathway is finalised, a formal relaunch of the arrest referral scheme is planned, including recruiting additional custody support and Intervention champions. A number of discussions have taken place with TSOs and a working group is being formed to encourage 'no closed door' and whole person approaches to support.

Currently we only report on the number of referrals sent by Police Scotland to one of our recognised arrest referral partners and the data for this quarter reflects that. Going forwards, it is planned to include data indicating the number of TSOs working within police custody and receiving direct referrals, along with signposting to other support agencies.

Productions

Recorded YTD Comparison	PYTD	YTD	% Change
Total number of productions received	582,023	596,973	↑ 2.6%
Total number of productions disposed	307,146	308,035	↑ 0.3%
Total number of productions accumulated	274,697	288,938	↑ 5.2%
Recorded YTD % Comparison	PYTD	YTD	% Point Change
% of productions accumulated in terms of total received	47.2%	49.2%	↑ 2.0%

The number of new productions has risen slightly in those disposed. There continues to be a modest accumulation however which is also in keeping with the increase in cases and custody throughput. Productions continues to experience ongoing challenges in both staffing and recruitment of productions staff as well as complications/delays in obtaining release notices from COPFS.

This has contributed to a modest increase in the numbers and percentage accumulated over the course of the last year.

Change Projects aligned to Strategic Outcome 2

- **Offender Management Unit (OMU):**
The Sex Offenders Policing Unit (SOPU) / Offender Management Unit (OMU) Project End of Project Report (EPR) is now scheduled for June 2024.

Strategic Outcome 3

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

Objectives:

- 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 Experience of Policing

Police Scotland continues to measure and enhance understanding of public confidence, trust and user experience within local and specialist policing – delivering engagement and insights for performance, scrutiny, local police planning and service improvement across portfolios.

This work includes keeping public, colleagues and communities engaged and involved with financial and proposed service changes so that the service can continue to police by consent and ensure our policing model meets the needs of communities. Our focus is on high risk, threat and harm in adapting how we do things to connect with communities for enhancing safety and protection.

An example of this was during the pandemic and COP26 where we were able to adapt our policing approaches, online reporting and communications to address public concerns and handle interactions fairly and sensitively, with our values and human rights at the centre.

The areas we know impact public confidence, trust and user experience can be addressed by focusing on:

- Police culture, values and behaviours particularly how we show up for and support victims and communities.
- Ease of contact, accessibility and availability of local and specialist police services.
- Community safety and resilience through crime prevention and protection.
- Keeping communities informed about what policing is doing to manage crime and concerns within local communities.

Research and Engagement Activities

Our continuous national surveys, community engagement and research enable the service to understand what we do well, what is influencing confidence, and where we need to focus efforts for enhancing the user experience.

Your Police 2023-24 survey – our local police survey is open to anyone who lives in Scotland at any time to share their views and feedback on policing in their area, including feelings of safety. The survey is one of the largest of its kind in the UK and continues to receive a robust and representative response (15,262 responses this financial year, with 3,973 in quarter 4).

User Experience Surveys – our independent survey to measure and enhance people’s experience of contacting Police Scotland. The survey is sent via text message to 14,000 people who have contacted the police each month, 3,845 responses were received in quarter 4. The methodology for capturing user experience feedback now includes victim-survivors of sexual crime and hate crime (approximately 300 responses in previous two quarters).

Last year we introduced a public Trust Index survey to a broadly representative sample of around 1,000 adults in Scotland each quarter. Respondents are asked about the service to understand their sentiment towards policing and what may be impacting trust in Police Scotland as an institution / brand.

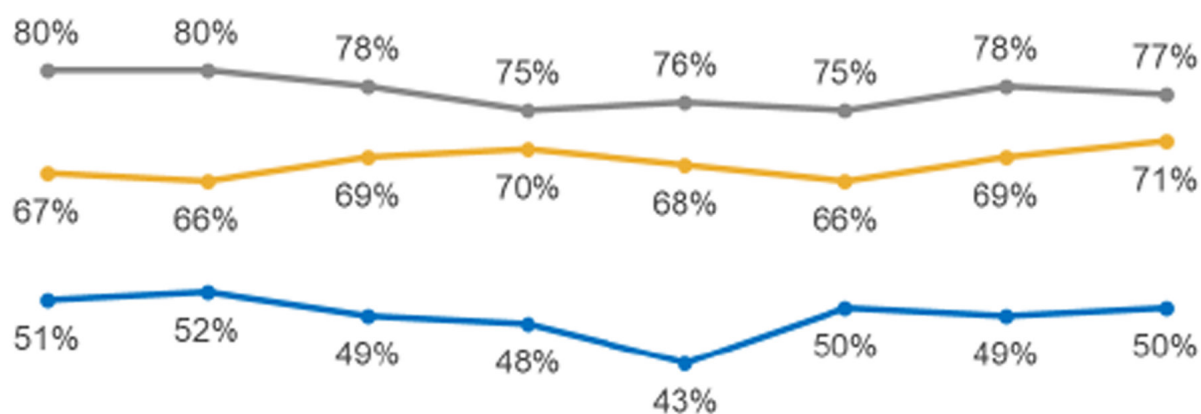
Estates engagement – an open and inclusive national conversation on our estates transformation programme and engagement with proposed changes to local estates was launched on our engagement hub in December 2023 and will continue to support all proposals within local areas. 28 bespoke consultations have been completed so far since launch.

Our **engagement hub** provides visibility and transparency of national and local engagement activities including ‘you said, we listened, we did / doing’ feedback. The engagement hub also shows **case studies of community engagement** within local policing, including police-academic research collaborations, aligned to the drivers of public confidence.

Key Findings

There are differences between confidence, trust and user experience, which considered together, provide a rich story about how policing is perceived and experienced. Public confidence is about our legitimacy and enables us to continue to police by consent. Public trust is about our brand and reputation, associated with organisational competence i.e. professionalism, responsiveness, reliability and knowledge. User experience measures satisfaction with contacting the police across critical elements in the end-to-end journey.

Public confidence, trust and user experience is summarised in the following figure. There are improvements on user experience and public confidence on the previous quarter, with public trust falling by one percentage point. While overall user experience and trust remains broadly consistent over time, public confidence in local policing can fluctuate. Similarly to YouGov’s monthly tracker, public confidence is stabilising, with perceptions of Scottish policing at 45% in quarter 4 (no change on previous quarter) and agreement that police are doing a good job at 51% (up 2% points), compared to the UK averages of 40% (no change on previous quarter) and 50% (up 1% point) respectively.



Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Trust n= 1001	1005	1012	1004	1006	1001	1002	1002
UE n= 3752	3783	3933	3908	3885	3826	3935	3845
YP n= 945	10243	3781	1929	275	8071	2598	3755

- Trust index (Source: Progressive Ltd) Base= 8,033
- User Experience (Source: Progressive Ltd) Base= 30,867
- Public Confidence (Your Police) Base= 31,597

Experience of contact and determinants of user satisfaction

Findings show high and stable levels of satisfaction with contact. Figures for quarter 4 are summarised below and where there have been changes on previous quarter:

- Ease of contact – 78% (up 4% points)
- Treatment by staff member during initial contact – 86% (up 2% points)
- Staff understanding what they needed – 88% (up 2% points)
- Police providing the appropriate response – 67% (up 3% points)
- Treatment by officers who attended the incident - 84% (up 2% points)
- Being adequately informed about progress – 50% (up 3% points)

Positive experiences are correlated most strongly with receiving an appropriate response, satisfaction with attending officers and feeling adequately informed about case progress. Callers tell us their experience was positive because contact was 'easy' with quick answer times on 101/999; and service advisors and attending officers took the time to listen and understand their needs, bringing empathy to interactions.

Factors influencing confidence in local policing



- We know that confidence is closely affected by how policing is experienced and perceived locally. In quarter 4, 78% (no change on previous quarter) of survey respondents reported feeling very safe or fairly safe in their area; 61% (up 1% point) agreed that local police are friendly and approachable; and 30% (up 3% points) agree local police listen to local concerns.
- Analysis shows confidence in local policing and feel of safety in local areas is influenced by police visibility, community policing and engagement, and being kept informed about how crime is being managed and prevented in their areas.
- People who self-reported as having recently (in the past 12 months) been a victim / witness of crime (n=1,300) and those living in areas most affected by poverty (n=617) reported the least confidence in local police. When asked what the police could do to support the community more, the key themes for these groups were related to **visibility** and **policing and partner responses for tackling crime** in communities.

Public trust score and predictors

Results have remained relatively stable, between 75%-80% since the public trust survey was introduced in June 2022. The Trust Index score in March 2024 was 77%, and 78% in the previous quarter. The Trust Index score combines data from eight organisational characteristics (professionalism, compassion, responsiveness, reliability, knowledge, experience, trustworthiness, and modernity).

Most people continue to feel Police Scotland upholds its core values, with the proportion of respondents who felt police uphold the values of Respect (67%), Human Rights (66%), Fairness (64%) and Integrity (67%) decreasing slightly from last quarter. This will continue to be monitored to identify and understand contributing factors.

Complaints about the Police

Recorded YTD Comparison	PYTD	YTD	% Change	6 Month Sparkline
Number of complaints from members of the public	6,754	7,099	↑ 5.1%	
Number of allegations from members of the public	11,992	10,820	↓ -9.8%	
Number of PIRC Complaint Handling Reviews (CHRs)	199	152	↓ -23.6%	n/a
Number of allegations considered by PIRC (CHRs)	943	778	↓ -17.5%	n/a
Number of On Duty Assault allegations referred to PIRC	378	358	↓ -5.3%	n/a
Recorded Five-year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Number of complaints from members of the public	6,552	7,099	↑ 8.3%	n/a
Number of allegations from members of the public	11,767	10,820	↓ -8.0%	n/a
Recorded YTD % Comparison	PYTD	YTD	% Point Change	6 Month Sparkline
% of closed allegations which were upheld	15.3%	13.8%	↓ -1.5%	n/a
% of reviewed allegations handled to a reasonable standard	74.2%	58.7%	↓ -15.5%	n/a
% of On Duty Assault allegations subject to PIRC investigations	21.7%	22.3%	↑ 0.6%	n/a

PSD Summary

The total number of complaints from members of the public are up 5.1% (345 more complaints) on last year and up 8.3% (547 more complaints) on the five-year mean. Allegations however are down 9.8% (1,172 fewer allegations) on last year and down 8.0% (947 fewer allegations) on the five-year mean.

The Professional Standards Department (PSD) has resolved 3,499 complaints (49.3%) by Frontline Resolution (FLR) compared with 49.9% in the same period in 2023/24. This includes early resolution and subsequent resolution by PSD / specialist officers.

There were 4,265 allegations attached to completed complaint investigations (criminal and non-criminal) with 13.8% of these being upheld.

Allegations of On Duty Assault (breaches of Article 3 of the European Convention on Human Rights), plus any associated criminal allegations, are now referred to the PIRC. In total, 358 allegations of On Duty Assault referrals were made to the PIRC during this period. Of those, 80 are subject to the Police Investigations & Review Commissioner (PIRC) investigation (22.3%). However, as of 01 April 2024, 31 of these referrals are awaiting a decision from PIRC regarding possible investigation. The remaining 247 cases have been marked as no investigation by PIRC.

PIRC submitted 152 Complaint Handling Reviews (CHRs) to Police Scotland for consideration during this period. This notionally equates to 2.1% of all complaints.

The 152 CHRs received from PIRC considered 778 allegations, with 457 (58.7%) assessed to have been handled to a reasonable standard. This is a decrease of 15.5% points from the same period in 2022/23. These CHRs included 231 recommendations.

Statutory referrals to PIRC facilitate independent and transparent scrutiny in relation to serious incidents involving the police. Police Scotland made 300 referrals to PIRC resulting in 45 investigations (15.0%) at the end of Quarter 4 2023/24. This is a decrease of 3.8% points compared to the same period last year.

There were 471 preliminary conduct assessments undertaken YTD which is up 18.3% (73 more assessments) on the same period last year. 72 assessments have required a misconduct/gross misconduct investigation with the remaining assessments either misconduct – no investigation or no misconduct.

PSD Disseminated Learning during this Quarter

- Police Scotland considers the observations and opinion advanced by the PIO in respect of the perceived shortcoming of the officers and supervisors and consider opportunities for reflective personal and organisational learning. PIRC findings have been considered, individual actions discussed, and learning shared with those involved to reflect upon their decisions and actions.
- Police Scotland Custody Division staff to be reminded of the criticality in accurately undertaking and recording the Prisoner Vulnerability Assessment for persons entering police custody. Any disclosures or signs of recent drug or alcohol consumption should be fully documented and, on all occasions, where appropriate an assessment undertaken by a Health Care Professional to ensure a custody care plan is implemented. Furthermore, Police Scotland should consider the implementation of a programme for all newly appointed PCSO's to be afforded an opportunity to shadow an experienced PCSO to develop operational competence and effectiveness. Work is on-going with the Criminal Justice Services Division to consider implementation of this learning from the PIRC Investigation.

Change Projects aligned to Strategic Outcome 3

- **Unified Communications and Contact Platform (UCCP):** As part of the Modernising Contact and Engagement (MCE) Programme, the UCCP Project continues to progress with the commencement of organisation-wide deployment of Webex, with the comms plan initiated and ongoing.
- **Chief Data Officer Target Operating Model (CDO TOM):** The CDO TOM Project within the Data Drives Digital (DDD) Programme is now closed.
- **Master Data Management:** The MDM Project within the Data Drives Digital (DDD) Programme continues to progress. Management Information (MI) reporting for Data Governance and Audit functionality is being finalised before final testing can commence and subsequent plumbing into the live environment. Gate 5 Go/NoGo in preparation.
- **Body-Worn Video (BWV) – National:** As part of the Digitally Enabled Policing Programme (DEPP), the BWV National Solution Project Telecoms Supplier tender has commenced.
- **The Contact Engagement and Resolution Project (CERP):** The Contact Engagement and Resolution Project (CERP) within the Modernising Contact and Engagement Programme is progressing well with a total of 1,028 staff and officers trained.
- **National Integrated Communications Control Systems (NICCS):** No-Go decision was made re Go-Live due to audio issues impacting North Wales Police. Project testing confirmed the audio issues exist in the Police Scotland project.

Strategic Outcome 4

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

Objectives:

- 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

Recorded YTD Comparison	PYTD	YTD	% Change	Six-Month Sparkline
Assault of emergency workers (police officer/staff) offences	6,658	6,702	↑ 0.7%	
Number of assault RIDDORS	31	33	↑ 6.5%	n/a
Number of assault RIDDORS per 1k employment	7.7	8.8	↑ 14.3%	n/a
Recorded Five-Year Comparison	Five-Year Mean	YTD	% Change	Five-Year Sparkline
Assault of emergency workers (police officer/staff) offences	6,866.8	6,702	↓ -2.4%	
Recorded Three-Year Comparison	Three-Year Mean	YTD	% Change	Three-Year Sparkline
Number of assault RIDDORS	32.3	33	↑ 2.2%	n/a
Recorded YTD % Comparison	PYTD	YTD	% Point Change	Six-Month Sparkline
Percentage of assaults leading to injury	26.2%	25.3%	↓ -0.9%	n/a
Recorded Three-Year % Comparison	Three-Year Mean	YTD	% Point Change	Three-Year Sparkline
Percentage of assaults leading to injury	28.8%	25.3%	↓ -3.5%	n/a

In 2023/24 6,702 assaults against officers/ staff have been recorded. This is an average of 18 assaults on officers/staff per day and an increase of 0.7% (44) compared to the previous year. However, assaults against officers/staff have decreased compared to the five year mean (down

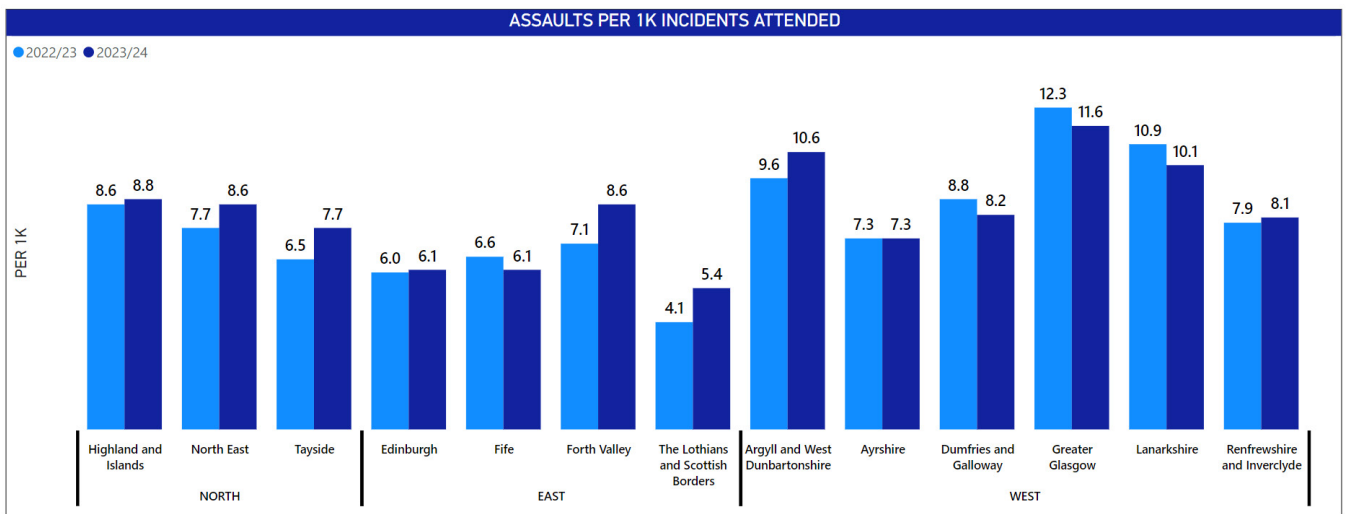
2.4%, 164 fewer assaults). The top three methods of assaulted against officers/ staff in 2023/24 were:

- Kick
- Spit
- Punch

Despite the increases in assaults compared to the previous year, the injury rate has seen a consistent decline with around a quarter (25.3%) of assaults resulting in an injury, compared to the previous year (down 0.9 percentage points) and the

three-year average (down 3.5 percentage points). Additionally, 212 reports were received of an officer/staff requiring hospital treatment after an assault, a decrease of 13 (down 5.8%) compared to the previous year.

Local Insight: Assaults Per 1,000 Incident Attended, Against Officers/Staff by Local Policing Division



When examining assaults per 1,000 incidents attended between divisions to create a fairer comparison, it's evident that the Greater Glasgow division (G) currently holds the highest rate, standing at 11.6 assaults per 1,000 incidents attended. Notably, this figure represents a decrease of 0.7 compared to the previous year.

However, despite this decrease, the rate remains significant, suggesting that for every 1,000 incidents attended in Glasgow, there are still approximately 12 assaults on officers or staff.

Your Leadership Matters (YLM) Phase 2

Your Leadership Matters is our mandatory training programme designed to help create confident leaders at all levels

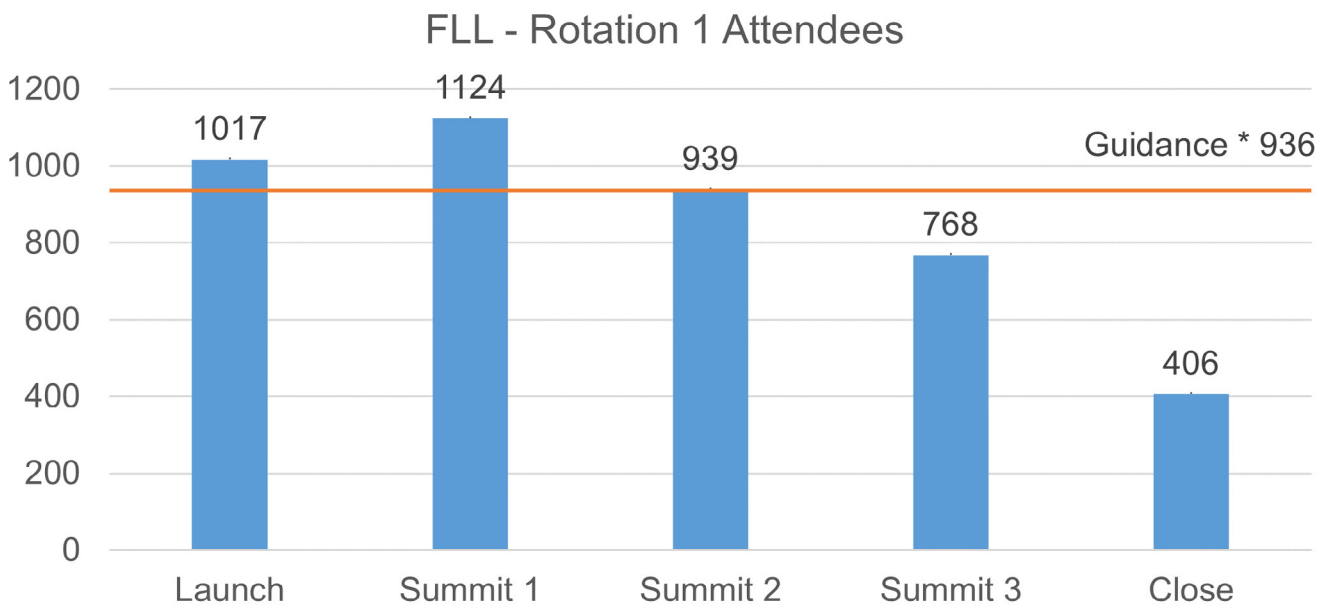
within our organisation by developing and embedding key leadership behaviours that align with our values and Policing Together. Delivered through a blend of summits on Microsoft Teams virtual platform, combined with internal guest speakers and elements of digital learning, including a learning journal, it will equip our leaders with the support, capability and skills needed to lead in a modern and complex policing landscape.

Focus in Quarter 4 has been the continued delivery to our 3,800 First Level Leaders (FLL) (police sergeant, police inspector ranks, and staff grades 4-7 with line management responsibilities) which will be completed in four separate rotations through to the end of June 2025.

Rotation 1 of 4 concluded in February 2024, reaching over 900 officers and staff. In this first rotation, summit events ('Lead and Learn Inclusively' and 'Have the Courage to Do the Right Thing') were completed by early November 2023. Six of the ten summit 3 sessions (Collaborate for Growth) were delivered in October and November 2023 ahead of the strategic training pause throughout December

and January 2024. The four remaining summit 3 sessions and close events concluded in February 2024 however, there was a significant drop in attendance at these remaining sessions, primarily due to inability to engage and on board participants during the pause period.

Rotation 1 First Level Leader attendance levels are as follows:

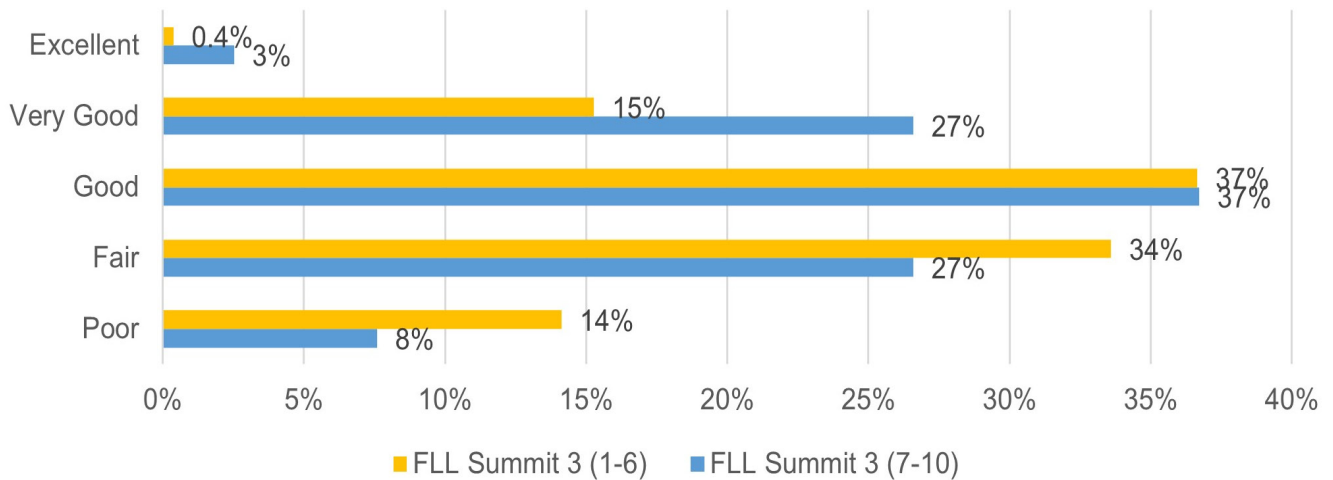


**Guidance line is total headcount of FLL officers and staff divided over the four rotations with the line being the target participant rate.*

Adjusted content was applied to the remaining summit 3 (Collaborate for Growth) sessions, commencing in February 2024 following feedback from the first six sessions, with just 53% rating it as good or better. The changes applied made a positive impact on participants' experience in the final four sessions, with the good or better rating rising up to 67% (see table below for comparative data),

Emerging positive themes from responses were the guest speakers and the opportunity to network with colleagues. The most common less favourable themes related to content not being pitched at the right level and examples being more relevant to police officers rather than staff. This is being addressed as part of further design and content enhancement ahead of rotation 2, with staff-specific examples and scenarios included alongside those relating to officer lived experiences.

FLL R1 Summit 3 Ratings: Sessions 1-6 vs Adjusted Sessions 7-10



Following agreement at Strategic Reference Group, Quarter 4 saw us commence delivery of the new 'Amplify Your Impact' session, which is a combined consolidation and close event. This has been introduced to streamline the programme structure and to drive local ownership and engagement as these will be delivered by divisional SPoC / Champions from rotation 2, with the 'call to action' delivered by a local command team member. 31 of these sessions have been delivered to date with 325 (58%) of the 613 eligible participants booked on.

12 additional sessions are planned from mid-April which will be delivered by the core YLM team and which will complete the 'Train The Trainer' element locally.

Participant feedback themes welcomed the reduced impact on capacity and the smaller, more familiar groups of ranks / staff grades, where everyone has an opportunity to share learning from summit sessions.

Rotation 2 commenced in March 2024, with four Launch events. 507 participants attended which is significantly lower than the guidance 'target' of 936 participants. Again, this was largely a legacy of the strategic training pause impact on scheduling and onboarding.

Contingency plans are in place to ensure we provide all those who did not attend with the equivalent experience albeit later than might normally be the case.

However, it is positive to note that 76% of participants rated the event as good or better. Summit 1 events (Lead and Learn Inclusively) commenced mid-March and three of ten sessions have been completed. The full evaluation analysis and comparison of these to rotation 1 will be included in the Quarter 1 report to give a broader picture.

Finally, the strategic training pause provided opportunity to work with Ernst & Young to develop the underpinning piece of work 'Amplify The Impact' that has contributed to a number of in-flight enhancements referenced above. These will help drive delivery and inform level 3 evaluation and the longer-term success of the programme following its conclusion.

Health and Wellbeing

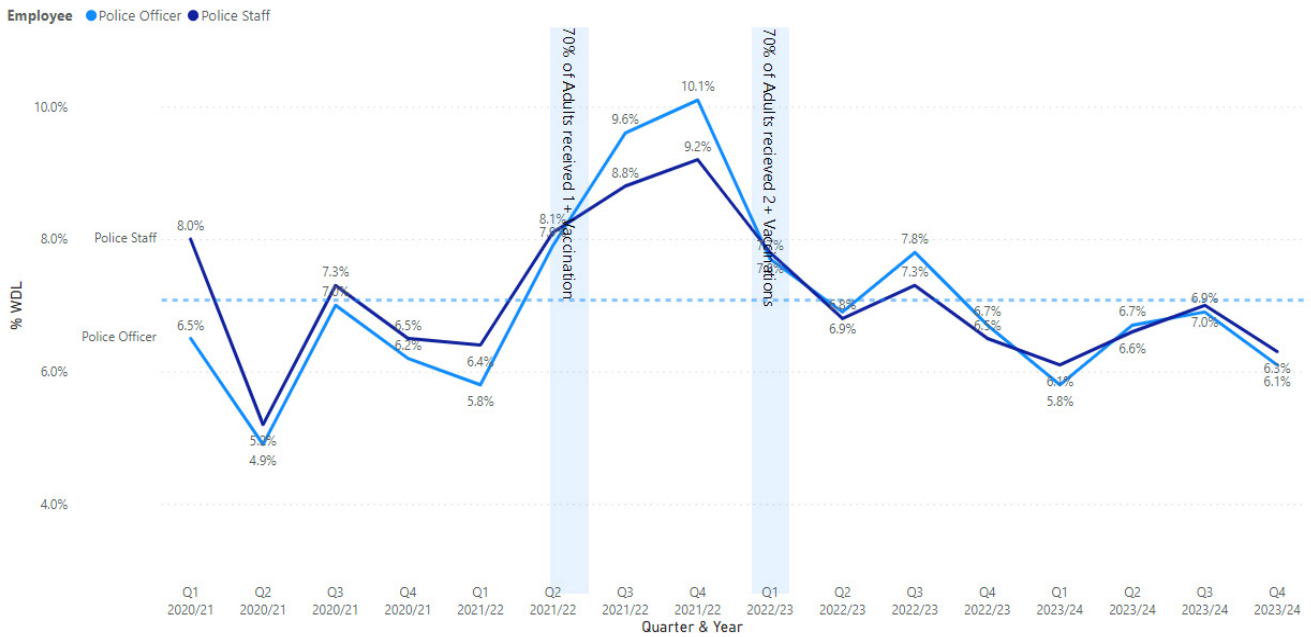
The Health and Wellbeing of our officers and staff is fundamental to the delivery of policing in Scotland and the organisation remains committed to supporting our workforce as they work tirelessly in challenging environments to meet the policing needs of Scotland's communities.

The first of the two graphs below shows the absence rate for police officers and staff over the past three years alongside financial year 2023/24. The second graph shows the percentage of work days lost due to psychological reasons over the same period. Pillars on both graphs indicate key vaccination milestones during the COVID-19 pandemic which, following 70% uptake of the second vaccination, began moving absence rates towards a general downward trend.

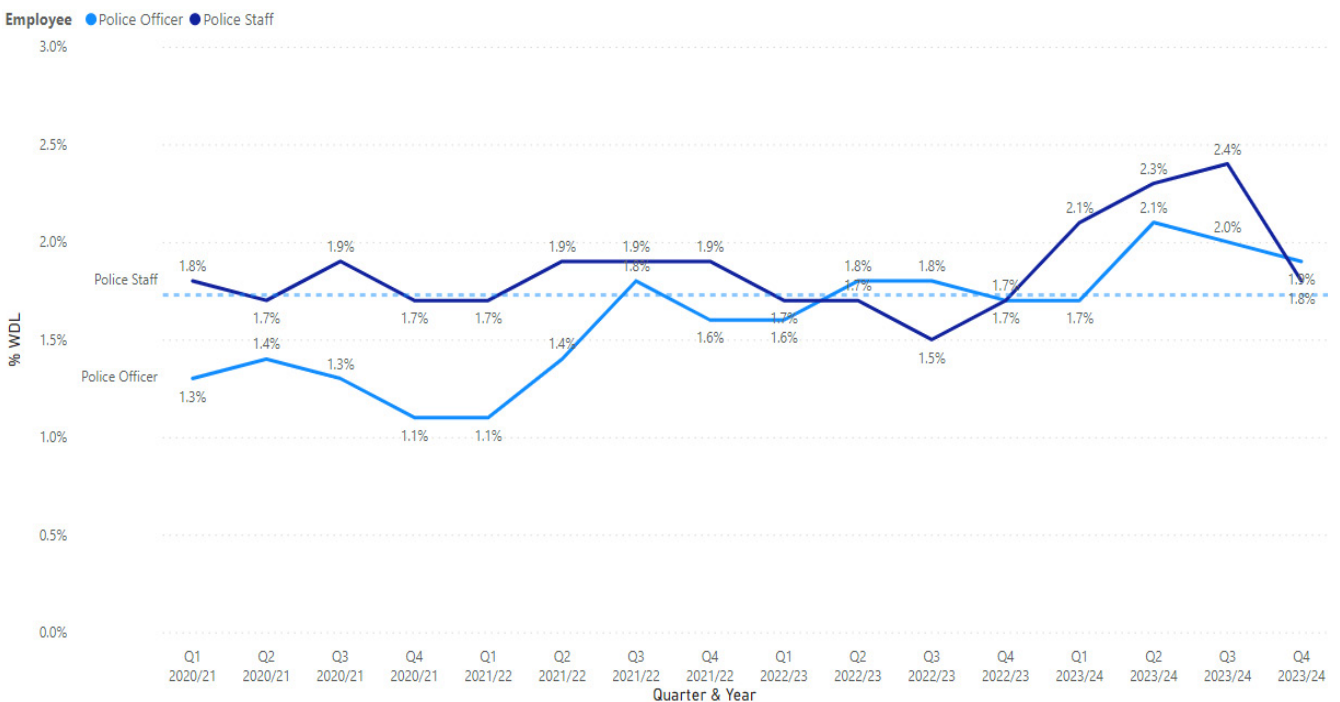
In Quarter 4, there has been a 0.8% reduction in working days lost for police officers and 0.7% reduction for police staff when compared with the previous quarter. When compared with Quarter 4 of the previous financial year, there has been a reduction of 0.6% working days lost for police officers and 0.2% for police staff. This also represents the lowest percentage of working days lost in Quarter 4 for both police officers and police staff when compared with the same quarter in each of the three previous financial years.

Psychological disorders remain the highest cause of sickness absence for officers and staff this quarter, with 1.9% of workdays lost being attributed to psychological disorders for officers and 1.8% for staff. This represents a slight decrease 0.1% for officers and 0.6% decrease for staff when compared with the previous quarter. When compared with Quarter 4 in the previous financial year, it shows an increase of 0.2% for officers and 0.1% increase for staff.

% Working Days Lost - Overall Sickness Absence



% Working Days Lost - Psychological Disorder



Recognising the prevalence of psychological ill-health, our Health & Wellbeing (HWB) programme continues to place focus on prevention and supporting psychological resilience.

Over Quarter 4, the following activity has been progressed in support of our people's Health and Wellbeing:

Independent Health and Wellbeing Evaluation and Review

The 'Independent Health and Wellbeing Evaluation and Review' is now nearing completion with Thrivewise, specialists in organisational health and wellbeing, undertaking the review. The Health and Wellbeing team have been working alongside Dr Taylor and colleagues from Thrivewise on the review which includes a range of evaluation types including needs, process, and impact assessments. The review is due to complete by the end of April 2024 which will then allow us to share more on the findings with SPA.

Wellbeing Champions Network

The relaunch of our wellbeing champions network has taken place with a new cohort of champions now in position. From the outset, we have been working to achieve a ratio of one wellbeing champion to every 100 officers and staff to ensure that there is proportionate representation across all divisions and departments. Features of the network now include a Webex channel for the network to communicate and share good practice as well as an ongoing CPD programme.

The programme will initially take the form of Lifelines Scotland training delivered by our own facilitators, but we are also in discussion with our Learning, Training and Development and 'See Me' colleagues regarding the development of bespoke sessions around communication. The champions will also have a new monthly online network check in and a wellbeing champions Share Point site where they can access information and track their proactive activity.

Lifelines Scotland Facilitator Programme

Our Lifelines Scotland facilitator programme continues to progress with more officers and staff undertaking the training to enable them to facilitate crucial Lifelines resilience, self-care and post trauma support training through a Police Scotland/SPA and peer support lens.

We are now moving towards having 110 officers and staff within the organisation who can facilitate Lifelines Scotland sessions within their own areas. At present, we are working closely with Lifelines Scotland colleagues on quality assurance to ensure approval of the current cohort. The increased capacity is allowing us to utilise the facilitators in areas such as probationer training, where we have agreement to include the training within the probationer training schedule, and as part of an ongoing CPD programme for our refreshed Wellbeing Champions Network.

Occupational Health and Employee Assistance Programme

The new contracts for both our Occupational Health and the Employee Assistance Programme commenced on 01 April 2024. Optima Health will continue as providers of our occupational health services and we are currently working with the provider on the delivery of a range of new innovations within the service that will be introduced over the coming months.

These will include:

- A new online Occupational Health Portal. This will be launched in the upcoming months, accessible 24/7, 365 days a year. The portal will offer an interactive solution for recording, assigning, and tracking all occupational health activities in real-time. It will aid the return-to-work process, enable instant online appointment scheduling, and ensure the delivery of high-quality outcome reports.
- A personalized workplace wellbeing platform will be provided, offering guidance and assistance through various formats like videos, podcasts, and infographics. The platform will also feature a live chat function.
- An interactive digital assessment routing tool will be introduced as an alternative to physiotherapist-led triage, allowing individuals to access a safe and efficient clinical assessment that guides them to the most suitable care pathway.
- Specialist advice and counselling on a range of topics including Trauma/ crisis support, PTSD, bereavement, relationship difficulties, mental health, including low mood, depression, and anxiety, work-related issues, achieving a positive work/life balance, addiction, financial (citizen advice level). Also, a specific focus on menopause.
- The implementation of a 'Stepped Care Model' system of delivering and monitoring mental health interventions, and treatments, so that the most effective less intensive treatment is delivered to our staff and officers first; only 'stepping up' to intensive/specialist services as clinically required.
- Line Management support and advice. The 24/7 helpline is available for line managers to phone at a convenient time to receive advice, support, and signposting for difficult or complex people cases they are managing.
- Lifestyle management telephone support & advice line including debt and legal advice support services. Experienced advisors assist on a broad range of issues.

Vivup, who currently manage Police Scotland/SPA's rewards and benefits portal, are the new providers of our Employee Assistance Programme. We are currently working with the provider on the delivery of a full implementation plan to ensure appropriate services and contract management structures are in place.

Improvements in services will include:

- Qualified health professionals will be available via a 24/7/365 helpline where staff and officers can phone at any time for advice, support, and signposting on a wide range of topics.

Strategic Outcome 5

Police Scotland is sustainable, adaptable and prepared for future challenges.

Objectives:

- 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 Challenge

Revenue

The 2023/24 revenue budget was approved by the Board at the Authority meeting held on 23 March 2023.

A number of financial risks were highlighted as part of the budget approval process, some of which materialised in the first half of the financial year causing significant pressure on the 2023/24 revenue position.

As outlined previously, the Quarter 1 forecast highlighted net unfunded pressures of £18.9m, mainly due to overspends relating to pay; police staff costs, police officer overtime and police officer pensions. Mitigating actions and savings were managed and delivered through our Policing Our Communities programme to bring spend back in line with the funded position.

Despite the actions taken, the Authority still faced several risks at Quarter 3 in terms of achieving a balanced budget, and as a result, the Chief Executive of the Scottish Police Authority (SPA) wrote to Scottish Government requesting £5.0m of contingency funding to support delivery of a balanced budget.

Continued efforts have been made throughout Quarter 4 to deliver further savings, which has resulted in the Police Authority delivering a balanced position without the need for contingency funding.

The provisional out turn revenue position for the year ended 31 March 2024 currently shows net expenditure of £1,347.7m and total funding of £1,347.7m, resulting in a break-even position.

Capital

With over 65% of available funding spent by the end of Quarter 2, £17.3m slippage was required to be managed across the latter part of the financial year. Difficult decisions were required to reduce or slow down capital expenditure and as a result the slippage target had reduced to £1.1m by the end of Quarter 3.

As a result of these actions, the Police Authority has now delivered a balanced capital position in line with funding.

The full year provisional out turn capital spend is £63.3m against funding of £63.3m, resulting in a break-even position.

Reform

As part of the Quarter 2 forecast, the reform funding allocation was reduced from £25.0m to £20.0m, with £5.0m used to support the decisions and mitigating actions agreed with the 2023/24 revenue position.

The full year provisional out turn revenue reform spend is £20.0m against funding of £20.0m, resulting in a break-even position against the revised funding.

Environmental Challenge

Recorded YTD Comparison (April to February)	PYTD	YTD	% Change
Consumption Data - Gas (per kWh)	63,907,649	64,253,331	↑ 0.5%
Consumption Data - Electricity (per kWh)	47,158,558	45,032,534	↓ -4.5%
Consumption Data - Water (per m3)	291,842	266,712	↓ -8.6%
Recorded Five-Year Comparison (April to February)	Five-Year Mean	YTD	% Change
Consumption Data - Gas (per kWh)	72,547,810	64,253,331	↓ -11.4%
Consumption Data - Electricity (per kWh)	50,006,675	45,032,534	↓ -9.9%
Consumption Data - Water (per m3)	292,928	266,712	↓ -8.9%

Please **note** that Quarter 4 data for building utilities consumption will not be available till June 2024, therefore, we have provided a year-to-date comparison up to February of this financial year.

At the end of February 2024, Police Scotland increased gas consumption by 0.5% compared to the same period last year. This increase has reduced slightly since the previous report, suggesting the rate of increase in consumption has slowed. As the consumption of gas is

driven by external conditions, this would point to the fact that this winter has been colder than the previous year. This could be verified through Degree Day regression analysis if required. Nevertheless, the five-year mean comparison shows a reduction of 11.4% in consumption.

Our electricity consumption has reduced in comparison with the same period last year, with a 4.5% reduction. Similarly, the five-year mean comparison shows a 9.9% reduction.

Water consumption has also reduced by 8.6% against the same period last year. Again, the five-year means shows a positive reduction of 8.9%.

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet as part of the Scottish Police Authority (SPA) approved Fleet Strategy. At the end of Quarter 4 2023/24, 1,070 ULEV vehicles currently make up 30% of Police Scotland's overall fleet (no change from the previous quarter). 46% of the ULEV vehicles represent the unmarked fleet (up 1% point from the previous quarter).

The total mileage of electric vehicles (green miles) during Quarter 4 2023/24 was 1,444,278 miles. This compares to 1,451,571 miles in Quarter 3 2023/24. Overall, the total green miles are 5,689,394 miles for 2023/24.

The average age of the Police Scotland fleet in Quarter 4 2023/24 is 3.8 years. This has fallen 0.5 from the figure reported last quarter (3.75 years). These figures fluctuate from one day to the next as it is a live figure taking on the day, considering vehicles awaiting to be replaced and sold. This will reduce as new vehicles are introduced to the fleet and if the level of capital investment on the fleet is maintained in future years.

Change Projects aligned to Strategic Outcome 5

- **Middle Office, Custody and Productions Remodelling:** The Criminal Justice Services Division (CJSD) Programme encompasses the Middle Office Remodelling Project, the Custody Remodelling Project and the Productions Remodelling Project. End of Project Reports (EPR) remain underway for Middle Office and Custody and the Productions draft EPR is currently awaiting business area sign-off.
- **Crime Management System (CMS):** End of Project Reports (EPR) are now complete, awaiting review and comments.
- **Digitally Enabled Policing Programme (DEPP):** The DEPP Programme encompasses Core Operational Solutions (COS) and Body-Worn Video (BWV). COS: A group of Projects make up the COS Project/Sub-Programme:
 - **Insight, Case and Crime** – on track for transfer to Business as Usual in Quarter 1 2024/25.
 - **Data Migration** – residual work has been identified and progressed.
 - **Direct Measures** – a review has identified further activity required and this is being progressed.
 - **BWV** – reference to previous information.
- **MS Teams and 365:** Under the Digital Division Programme, the O365 project remains ongoing. O365 Apps for Enterprise deployment is now complete across all divisions including SCD, Forensic Services, SPA and PPCW.

