

**POLICING PERFORMANCE COMMITTEE
28 MAY 2020**

**Minute of the Scottish Police Authority Policing Performance
Committee held on Thursday 28 May 2020 by MS Teams.**

Committee Members participating in call
Martyn Evans (Chair)
Robert Hayes
Michelle Miller

Cllr Kelly Parry, COSLA
Mike Callaghan, COSLA

Participating in call
Scottish Police Authority (SPA)
Barry Sillers, Director of Strategy and Performance
Jackie McKelvie, Head of Corporate Management
Martin Smith, Strategy Programme Lead
Graham Stickle, Risk and Policy Specialist
Kirsty Scott, Independent Custody Visiting National Manager
Eleanor Gaw, Community Accountability Lead
Deborah Christie, Committee Co-ordinator (Minute)

SPA Forensic Services
Amy McDonald, 2026 Forensics Strategic Programme Manager

Police Scotland (PS)
DCC Fiona Taylor, Deputy Chief Constable People and Professionalism
ACC Steve Johnston, Assistant Chief Constable Local Policing West
ACC Duncan Sloan, Assistant Chief Constable Major Crime and Public Protection
ACC Alan Speirs, Assistant Chief Constable Professionalism and Assurance
ACC Mark Williams, Assistant Chief Constable Operational Support
Kirsty-Louise Campbell, Head of Strategy and Innovation
Tom McMahon, Director of Business Integration
Ch Supt Alan Wright, Police Scotland
Ch Supt Garry McEwan, Criminal Justice Services Division
Denis Hamil, Chief Data Officer
Supt Derek Frew
Claire McGarry, Interim Performance and Productivity Specialist
Alison Shepherd, Head of Analysis and Performance
Davina Fereday, Research and Insight Manager
Clare Noblett, Strategy and Planning Manager

Ch Supt Sharon Milton, Operational Support Unit

COSLA

Cllr Kelly Parry
Mike Callaghan

University of Edinburgh

Dr Ben Matthews

1. Welcome (Martyn Evans)

The Chair welcomed everyone to the meeting and made the following opening remarks;

The quarter year we are reviewing today includes the introduction of extraordinary temporary powers that require officers of Police Scotland to enforce regulations introduced in response to a national public health emergency of unprecedented scale. The clear purpose of the regulations was to protect us all and prevent, control or provide a public health response to the incidence or spread of COVID-19.

Lockdown measures were introduced by the Government on the evening of Monday 23 March. In agreement with Police Scotland, officers were permitted to deploy 'soft enforcement' of these measures, prior to the Scottish Government taking full legal powers from 27 March.

The response of Police Scotland and the Authority during this whole period of the use of temporary powers will rightly be subject to forensic dissection at length and in detail by the academic and public policy communities. But all that is for another time.

For now, we are all having to work at pace and in uncharted territory to deliver and review both 'steady state' policing services AND deployment of policing during what the Director of Liberty has called "*the biggest restriction on our individual and collective freedoms in a generation.*"

Officers and staff of Police Scotland and staff of the Authority have clearly and effectively 'stepped up' to the challenge of providing the Committee not only with 'steady state' data plus temporary powers data but have demonstrated they have the capacity, resilience and sheer bandwidth to be future focused and ambitious for change.

We are increasingly working together in a collegiate way while maintaining our clear and distinct roles. There are too many people to thank for the

work but teams led by Tom McMahon and Barry Sillers deserve particular mention.

My final words in this introduction go to Police Scotland's national and local leadership and officers. They have policed this biggest restriction in our civil liberties in a generation AND at the same time increased public confidence in policing. Whatever the details of our discussions today on aspects of policing performance, that is absolutely remarkable and an outstanding achievement. We all sincerely thank them.

1.1 Apologies

There were no apologies.

1.2 Minute from meeting of Policing Performance Committee 27 February 2020 for approval.

Members AGREED the Minute from the Policing Performance Committee held on 27 February 2020 was an accurate record of the meeting.

1.3 SPP Committee Action Log

Members reviewed the action log and noted the updates provided.

The Chair noted the update in respect of *Action PP-20200227-004*, to bring a detailed report on detection rates and expressed a desire to see this report and a future meeting when the necessary resource was available to carry out the required work.

With reference to *ACTION PP-20200227-014* the Committee sought clarity on the planned work by both SPA and Police Scotland to discharge their Corporate Parenting duties and the timeline for this to be done. It was agreed an update would be provided in August.

PPC-20200528-001: Update to be provided to committee on progress towards next Corporate Parenting Plan and expected publication date. Clarity to be provided as to how SPA discharges this duty and oversees Police Scotland duty.

The Committee **APPROVED** the action log and noted the updates provided.

1.4 Declarations of Interest

There were no declarations of interest.

2.1 Quarterly Policing Performance Report – Q4 2019/20

Members considered the report which presented the Q4 Performance Report covering the period of January to March 2020. Tom McMahon provided Members with a high level summary of the paper and the key highlights of the detailed Performance Report. During discussion the following points were highlighted and discussed;

- Members noted that to keep the Q4 report as current as possible and some information has been taken from April 2020 to illustrate the initial impact of COVID-19 on police demand and response. It was confirmed this would remain a focus in future quarterly reports.
- Members commended the work done by the team to develop the report. Members agreed this iteration of the report was a significant step forward in the continuing development of performance reporting and welcomed the improved balance of statistics, narrative and graphics. Members further welcomed the clear linkages between the strategic outcomes and policing activity. It was discussed that the ambition should be to reduce the length of the overall report.
- Exploring the significant increase in Modern Slavery/Forced Labour, Members heard that while the legislation had been in place since 2015 there was now both a greater awareness of the legislation but also more use of this legislation across a number of categories. It was highlighted that these investigations have an international complexity with organised crime networks operating across Europe which is contributing to the challenges in achieving high detection rates. Members commented that this was an area which would continue to be of interest in future reporting.
- DCC Taylor confirmed a concerning year on year increase in assaults on emergency workers and that the organisation was working hard to get further granularity of data which would allow analysis and insight to provide a better understanding of the situation and to protect colleagues.
- In relation to the number of fixed penalty notices reported through Operation Talla, the Committee Members sought an understanding of any identified explanation for the regional variance. It was noted that Police Scotland had been reviewing the data linked to issuing and recording of FPN across regions and was content that there was a consistent application across Scotland. An example was provided that a single house party could result in multiple notices being issued at a single event which meant these events skewed the relatively small pool of data.
- Members complimented Police Scotland on the quality of the data presentation and analysis of the daily and weekly Operation Talla reporting adding that the ability to produce these reports at pace during a busy time was impressive.

- DCC Taylor reported that the possible use of Naloxone by Police Scotland Officers was being explored through a 'Test of Change' which had been approved by the Chief Constable. It was heard that this process would gather evidence on the proposal and any decision to roll out or not would be based on this evidence. The Committee noted that the Delivery Steering Group (DSG) would seek representation from relevant external partners and key stakeholders e.g. Scottish Police Federation. Members requested a future update on the evaluation of the Test of Change and the work of the delivery steering group to be considered by the Committee when available and it was agreed that plans would be put in place to ensure appropriate engagement with SPA and early sight provided on any plans to roll out use of Naloxone.
- Members heard that there was developing work in terms of information sharing on matters of cyber-crime and fraud originating outside Scotland and were told that significant effort was being made between agencies to enhance capabilities in this area. It was agreed that fraud and cyber-crime was an area of significant and rising concern for the Policing Performance Committee along with the trend in its detection rates.
- Members welcomed the positive results reported in call handling satisfaction prior to COVID-19 and questioned whether the changes in deployment model during Operation Talla had seen the high levels of satisfaction maintained. It was reported that the initial feedback was positive and that the learning taken from the temporary deployment model would inform the work to refine and improving the Contact Assessment Model used by C3 Division. Members noted that average deployment time by officers was reducing with the revised deployment model and were assured to hear that this would be captured and would feed into the overall learning from Operation Talla.
- Members asked about the apparent decrease in calls about domestic abuse and questioned if it was believed this was due to under reporting or an inability to access a safe place from which to report abuse. The committee heard about a range of initiatives that were in place to mitigate against these circumstances. It was confirmed that domestic abuse had been recognised as a priority area for Police Scotland in the current circumstances but the number of calls received had returned to normal level after a small initial decrease. Members heard that Local Authorities shared Domestic Abuses as a priority and both Police Scotland and Local Authorities would continue to engage with partners across the public and third sector to assess this issue for both vulnerable adults and children.

- Members welcomed the committed to bring forward a developed analysis and commentary on relevant divisional variation in future quarterly reporting.
- On the use of the stop and search tactic, Members sought an explanation for the statistically disproportionate searching of young people. An explanation was provided that the level of compliance with the Code of Practice remained high at 90% when minor administrative errors were taken into account and that searches of children may be as a consequence of searches in schools for the protection of children related to the practice of children carrying weapons either for self-harm or to harm others. ACC Johnson agreed to develop the narrative in future reports and agreed to bring a further report on this subject which would provide a fuller understanding of the reasons behind the disproportional searches carried out on young people.
- The Chair again thanked Police Scotland colleagues for all their work in developing the report.

Members noted the report and agreed the following actions;

PPC-20200528-002: Naloxone - Plans to be in place to ensure appropriate engagement with SPA and early sight is given on any plans to roll out use of Naloxone. Committee to be provided with an update on the work of the Delivery Steering Group.

PPC-20200528-003: Performance Report - future reports to provide a breakdown of regional variations where relevant.

PPC-20200528-004: Performance Report – Stop & Search: Report to be provided that provides the committee with an understanding of the reasons behind disproportionate searches carried out on young people.

2.2 Development of Performance Framework

Members considered the report and supporting appendices which provided the revised Performance Framework 2020/21 and gave details of the two key products that will form the basis of reporting this financial year. During discussion the following points were highlighted and discussed;

- Tom McMahon introduced the paper and appendices which proposed a revised Policing Performance Framework and future reporting approach. He thanked Members for their support and contributions in the work to develop the Framework. Members heard that the Framework would provide quarterly reporting which was aligned to the 5 Strategic Outcomes as set out in the Strategic Police Plan.

- Members noted the detail of the planned Performance Framework approach as outlined fully in the paper in section 2 and heard detail of the planned activity to improve over the next three years and develop data collection, interpretation and presentation as the reporting process evolves. It was explained that these revisions would produce a more accessible report which draws on existing data and brings forward an improved outcome based reporting schedule.
- The committee agreed that having strategic measures of progress enabled a considerable improvement in the quality of public reporting but shared the view that there remained a great deal of work to be done in terms of data quality and assurance.
- The Committee Chair and DCC Taylor agreed the collaborative approach to the development work had resulted in a product with huge potential. DCC Taylor confirmed that she believed the Framework provided a valuable tool with which Police Scotland could be publically held to account.
- Police Scotland Chief Data Officer Denis Hamill updated the Committee on the progress made on the Police Scotland data journey. He highlighted that work had been taken forward to develop three key Business Cases which supported this programme. It was noted that these business cases once delivered would optimise the accessibility and applicability of existing data and extend this through the use of data virtualisation in order to make the most effective use of the vast amount of data held by Police Scotland.
- It was reported that the proposed timeline would see these plans start to come into effect late in 2021 and these business cases would also be supported by a programme of training and education to enhance the general data literacy of the force.
- Members sought clarity on funding of these business cases and it was confirmed that funding was in place for GDPR and Force Wide Analytics projects with Reform funding being sought for Data Governance and Management BC.
- Members commended the significant work and effort that had gone into the development of the revision and commended the teams involved. Members stated their support of this work and stated that they would be keen to support any future work in this area wherever possible. Tom McMahon and Denis Hamill thanked Members for this offer of support.

Members noted the report and agreed to endorse the proposed revision to the public reporting of Policing Performance.

2.3 Benchmarking Seminar Summary Report and Next Steps

Martin Smith presented an overview the submitted report which provided summary of the main discussion points arising at a recent seminar on benchmarking in the context of Scottish policing performance. During discussion the following points were highlighted and discussed;

- Members discussed whether the proposed short life working group would be sponsored by the Committee. The Committee Chair expressed the view that this committee's focus should be on the use of external benchmarking of Police Scotland against other forces but suggested that this might not be best done by the Authority as it may be a role for the Scottish Government with Her Majesty's Inspectorate. It was agreed that this would be a matter for the working group to explore.
- Members shared the view that comparative benchmarking against relevant police forces was in the public interest and it was noted that the Authority and the Chief Constable support this approach.
- Members agreed that a collaboratively developed approach should be taken forward and requested that the SPA Strategy team should work with Police Scotland colleagues to develop a proposal on a Working Group on external benchmarking. This approach was endorsed by DCC Taylor who agreed that Police Scotland would be committed to contributing to the work which would provide valuable learning.

Members noted the report and agreed the following action;

PPC-20200528-005: Benchmarking - Police Scotland and SPA to work collaboratively to develop proposal for a SLWG to take forward the matter of external benchmarking.

3.1 Chief Constable's Assessment of Policing Performance

Members considered the report which presented the Police Scotland Chief Constables Annual Review of Policing Performance, in accordance with S39 of the Police and Fire Reform (Scotland) Act 2012. During discussion the following points were highlighted and discussed;

- The Chair confirmed that it was not for the committee to agree the report but to note the content and note that the report would be used as a source for the SPA's overall assessment of Policing.
- Members observed the amount of work required to produce the assessment and heard that the ambition was to move to a more streamlined reporting. The committee recognised the alignment to the HM Treasury Financial Reporting Manual (FReM).
- It was agreed that the adoption of the revised performance reporting regime would allow a future streamlining of the assessment.

Members noted the report and commended the hard work that had gone into developing the report.

3.2 Forensic Services Assessment of Performance

The Committee considered the report which provided details of activity across SPA Forensic Services during the course of the last year 12 months to 31 March 2020. Amy McDonald provided a summary of the paper and explained that the performance evidence was to support the SPA Annual Report and Accounts process for 2019/20. During discussion the following points were highlighted and discussed;

- The report was a high level summary of progress against the current business plan and included the maintenance of ISO Quality Standard 7025 accreditation.
- Members noted the inclusion of trend analysis on key metrics including demand and evidence of increasing operational delivery outputs and the useful context provided by key case studies to highlight the vital role played by forensic services in the justice system. Members further commended the use of graphics which made the Members particularly highlighted the effective use of infographics which made the report accessible.
- Members commended the Forensics Service for what they had seen as a very strong year and allowed the work done by Forensic Services to be seen publically which was had not always been the case.
- There was concern expressed in terms of increased demand generated through the changes to drug driving legislation and the impact of this on the delivery of other forensics services, with a possible negative impact staff morale and productivity. Members commended the collaborative work between Forensic Services and Police Scotland to manage this demand and asked that work be done to ensure the anticipated increase in demand is reflected as a growing risk in any plans for Phase 2 work.

Members noted the report.

3.3 SPA Corporate Assessment of Performance

The Committee considered the report which provided information on SPA Corporate performance for the period 2019-20. During discussion the following points were highlighted and discussed;

- Members noted the submitted evidence which had been collated across a number of ongoing work streams to improve the efficiency

and effectiveness of the SPA. It was further noted that the report was designed to present a balanced and evidence based assessment of the performance of the Authority.

- It was confirmed that the outcomes in the SPA Corporate Plan and Business Plan would form the basis of reporting through 2020/21. Members requested that future reports to the Committee would have more data to accompany the narrative to allow them to make an assessment of progress.
- Members requested that the measures of progress towards the outcomes developed by the SPA Interim Chief Executive and endorsed by the Board and for these agreed measures to then form the basis of quarterly reporting to the Committee.

Members noted the report and agreed the following action;

PPC-20200528-006: ARA - SPA Corporate Performance - Measures against progress to be developed by SPA Interim Chief Executive and endorsed by the Board. Thereafter to be reported to the committee on a quarterly basis.

4.1 PS Update Progress Report against external inspections and evaluations

Members considered a report the purpose of which was to provide an update of open improvement recommendations that relate to the work of the committee, highlighted new recommendations and to seek approval for the format and frequency of future reports. ACC Speirs provided members with an overview of the paper. During discussion the following points were highlighted and discussed;

- Members welcomed the report and agreed the format was very clear and easy to read. It was requested that consideration be given to exploring options for a consistency of reporting format across the SPA and Police Scotland in respect of tracking recommendations.
- Members discussed the process of agreeing the HMICS recommendation by Police Scotland and developing management actions and asked if that process took place before the recommendation was placed on the tracker. It was explained that that there was a collaborative professional discussion with HMICS based on factual accuracy before items were placed on the tracker. This also allowed opportunity to clarify exactly what evidence would be sought by HMICS.
- It was noted there were some minor inconsistencies on some of the status however a shared platform was now in place and there should be better read across between Police Scotland and HMICS records.

- Members requested that Police Scotland identify the key outstanding recommendations which carried the most risk or had the greatest impact on policing performance and the public interest and report these to the Policing performance Committee.

Members noted the report.

4.2 SPA Update Progress Report against external inspections and evaluations

Members considered the report which provided an update on current open SPA recommendations relevant to the role and remit of the Policing Performance Committee. Graham Stickle provided members with an overview of the paper. During discussion the following points were highlighted and discussed;

- Members noted the SPA Audit Risk and Assurance Committee also received reporting on recommendations as was the case with Police Scotland recommendations.
- Members expressed a preference that the SPA report be presented in the same format as the Police Scotland progress report.
- Members asked that future reports identify the key outstanding recommendations which carried the most risk or had the greatest impact on policing performance and the public interest however agreed this was a matter for the Audit Risk and Assurance Committee. The Chair undertook to discuss with the Chair of the SPA ARAC, the process for ensuring appropriate oversight of external evaluations and ensure that there is a shared understanding of how the SPA governance committees will deal with recommendations.

Members noted the report and noted the following actions;

PPC-20200528-007: External Recommendations for SPA - Consideration to be given to using the same format as Police Scotland for tracking recommendations.

PPC-20200528-008: Police Scotland and SPA – External Evaluations - Future committee update to provide an understanding of the most significant risks that remain open, specifically in relation to the performance of policing.

PPC-20200528-009: Police Scotland/SPA – External Evaluations - Chair of this committee to discuss the process for ensuring appropriate oversight of external evaluations and ensure that

there is a shared understanding of how the SPA governance committees will deal with recommendations.

5. Joint Position between Police Scotland and COSLA on the Management of Temporary Traffic Restriction Orders (TTROs)

Members considered a report on the ongoing joint work between Police Scotland and COSLA with Scottish Government input to develop a Tripartite agreed way forward on the use of TTRO. During discussion the following points were highlighted and discussed;

- Police Scotland have worked with Local Authority and SG colleagues and a joint guidance note which reflects the group consensus regarding interpretation of the new senior legal opinion was currently out to consultation. The shared aim for all parties was to be in a position to hold safe events.
- It was reported that as a result of Covid19, Transport Scotland had sought an extension to consider the draft guidance.
- COSLA colleagues expressed frustration around further delay to consider the draft guidance when they had been of the opinion that an agreement had been reached through extensive collaborative legal work by both Police Scotland and COSLA.
- Members noted the work to bring this matter to a conclusion was almost complete. Everyone agreed that important learning must be taken from this very lengthy process in order to improve the approach for future joint policing and Local Authority policy development on operational matters.
- The Committee requested a further update after the consultation had concluded.

The Committee noted the report and agreed the following action;

PPC-20200528-010: TTROs - Report to be considered at future committee that provides an overview of the key lessons learned from the way in which the matter was handled between all parties involved. Item to be added to workplan.

6.1 Police Scotland Custody Update Report

Members consider a report the purpose of which was to provide an update in relation to Police Scotland's Custody and wider Criminal Justice response during to the coronavirus pandemic as part of Operation Talla. Chief Superintendent Garry McEwan provided Members with a summary of the paper which gave details on changes to the operating model, Health and Safety considerations as well as the introduction of new approaches and innovative technology to better manage demand enabled by emergency legislation.

During discussion the following points were highlighted and discussed;

- It was noted that Police Scotland with justice partners had taken the opportunity to move forward on a number of long standing initiatives including the use of virtual courts.
- Members welcomed the comprehensive update paper and commended the work being done to ensure the safety of Police Scotland officers and staff and those members of the public still coming into police custody whilst also ensuring the continued safe and effective operation of the Justice System during the initial phase of the pandemic.

Members noted the report.

6.2 Independent Custody Visiting Scotland (ICVS) Update Report

Members considered a detailed update on the work of the SPA Independent Custody Visiting service, including where SPA has an oversight and scrutiny role of Police Scotland Custody. The update provided an overview of ICVS work during Operation Talla. Kirsty Scott provided a summary of the key areas of the report and during discussion the following points were raised and noted;

- Members were updated that the Covid19 restrictions had led to longer vehicle transfer times and some individuals being kept in custody for up to four days, which had produced a number of challenges to meeting the needs of those held in custody. Members heard of ongoing work with the Human Rights Commissioner to review these issues.
- Members commended the joint working between ICVS and Police Scotland but noted that long vehicle transfer issues were not a new issue and requested a report on how this had been impacted by different contracts and reducing numbers of individuals in custody.
- Police Scotland colleagues confirmed that the current restrictions had been a significant contributor to the recent increase in transfer times as there was a reduced number of custody centres which were suitable for COVID-19 operating.
- Clarity was sought in relation to the escalation procedures for any custody related matters that cannot be resolved locally. Members heard that the majority of issues can be resolved locally and the ICVS Team and Police Scotland Custody colleagues worked closely to ensure this was the case. It was agreed that a future committee update would be provided which would seek to provide assurances that the necessary escalation processes were agreed and in place.
- Members noted that some of the procedures put in place for Covid19 might be considered for adoption when restrictions are lifted. DCC Taylor gave a firm assurance that all lessons learned were being captured across all aspects of operational policing and

that these were being taken forward by the Force Executive. The Committee Chair and DCC Taylor agreed that that these learning points should be discussed and explored with SPA Members at an appropriate forum.

Members noted the report and agreed the following actions;

PPC-20200528-011: Custody – Vehicle Transfer Times - Report to be considered at committee that provides an analysis of data in respect of vehicle transfer times for detainees. Report to provide and understanding of the challenges in this area of custody operations.

PPC-20200528-012: ICVS – Process to escalate any unresolved areas of concern for the ICVS manager in terms of Custody provision to be clarified and included in next report to the committee.

7. Report on PS planned responses to HMICS recommendations on Child Sexual Abuse

Members considered a report which sought to provide an update on the planned response to HMICS recommendations on Online Child Sexual Abuse. During discussion the following points were raised and noted;

- The Committee heard an overview of the ongoing work to develop an agreed response to the HMICS recommendations regarding Police Scotland's activity in relation to online child sex abuse.
- ACC Sloan recognised the complexity of this area of policing and the urgent need for improvement to protect this vulnerable group of citizens.
- The Committee was assured that Police Scotland was were very close to completing an action plan which would describe a clearer and more effective approach from intelligence to enforcement and with a focus on education and prevention.
- Members expressed disappointed that the action plan had not been presented in line with their expectations. It was confirmed that that the final plan was not yet ready to share with SPA colleagues owing to the multiple contributors to the plan and Police Scotland colleagues agreed to a progress report to the next Committee in August.
- Tina Yule stated that HMICS would expect all operational reports to be presented to the Committee and also for highlight reports on high risk or high interest recommendations to be presented to the Committee.

- Members supported this proposal and agreed that this was entirely in keeping with the Policing Performance Committee remit to examine the impact of improvement activity on strengthening policing performance in the public interest.
- Members agreed the committee should also be able to understand if there were any impediments to progressing improvements in policing performance and for the Committee to be able to understand the impacts of at actions that had been taken to ensure a dynamic approach to any actions that are not making effective use of resources or are not having the desired/required effects. Members shared the desire to be in a position to ensure no opportunity for improvement are missed and responses/initiatives are flexed if necessary.

Members noted the report and agreed the following action.

PPC-20200528-013: PS Planned Response to HMICS Inspection on Child Sexual Abuse - Draft action plan to address recommendations to be shared with this committee to allow consideration of the performance elements of the planned activity, any impacts of actions taken and to understand any impediments to progress.

8. Stop & Search Police Scotland Oversight – update paper

Members considered a report which sought to provide an update on current Governance and Assurance of Stop and Search and the Independent Advisory Group for Stop and Search (IAGSS) Recommendations. ACC Johnston provided a summary of the key points and during discussion the following points were raised and noted;

- Members commented that this was a very complex issue and the report helped better understand that.
- Members requested a more detailed examination of the variance in use and effectiveness of the tactic across demographic and geographic areas. It was explained that Police Scotland described the aspiration was to improve the analysis of data which would allow more disaggregated reporting. Members shared the view that this was key to contributing to a coherent and accessible public narrative on the proportionate use of the tactic.

Members noted the report.

9.1.1 SPA Disaggregation Analysis of Scottish Crime and Justice Survey Data

Members considered a report which provided a summary analysis of publically available variances in response to a number of public confidence related questions about policing in the Scottish Crime and Justice Survey, in the most recent data set from 2017/18 and in prior editions of the survey.

The Chair provided a brief introduction stating the importance of public opinion and public confidence in policing when shaping how policing is to be delivered.

Members noted the report

9.1.2 Edinburgh University Disaggregation Analysis of Scottish Crime and Justice Survey Data

Members considered a report by Dr Ben Matthews and Professor Susan McVie. During discussion the following points were raised and noted;

- Dr Matthews provided a summary of his paper and highlighted two key issues of a decline on global confidence amongst the over 65s and variances in changing confidence in geographical areas particularly in the north and east. He also noted lower levels of confidence in areas of higher deprivation.
- Tom McMahon highlighted the recognised correlation between deprivation vulnerability and lower confidence in the police and reflected the work that had been done during the development of the Strategic Police Plan to seek insight and opinion across all societal groups.
- The Committee noted the imminent publication of the next Scottish Crime and Justice Survey due for publication in June 2020 and welcomed this opportunity for more contemporary data to be considered which better reflects the current work of the organisation.

Members noted the report.

9.2 SPA Independent Public Opinion Surveying during COVID-19

Members considered a report which provided an update on survey work independently commissioned by the Authority to understand levels of public confidence in policing in Scotland with respect to the current emergency measures regarding the Coronavirus pandemic.

Members noted the report.

9.3 Summary Report of Police Scotland public opinion survey programme to include insights gained, lessons learned and actions being taken.

Members considered a report which provided an update on Police Scotland's public engagement and insights for 2019/20. Members were provided with an overview of the report and during discussion the following points were raised and noted;

- The links between confidence and police visibility and community engagement were highlighted and it was explained that there was lower confidence in those within the protected characteristic groups and vulnerable citizens. It was explained that meaningful insights would be used to create a strategy that would give the vulnerable groups confidence in contacting the police.
- The Chair summarised the challenge of building confidence in policing amongst the majority of the population who have very little or no interactions with the police and that collaborative approach would be most likely to succeed as all parties strive to better understand the many strands that make up public confidence. It was also agreed that the data should be used to effectively promote the good work of policing in Scotland.
- It was suggested that the SPA and Police Scotland work together with academia to bring forward useful reporting into the public domain to support the understanding of and confidence in policing. The Committee explored the appropriate opportunity for this to be done and DCC Taylor suggested this would fit well with the work of the Research Forum.

Members noted the report and agreed the following action;

PPC-20200528-014: Public Confidence - Opportunities to be explored for PS/SPA and academic partners to work collaboratively to better understand the various strands that make up public confidence.

10. Police Scotland Public Contact and Engagement Draft Strategy

Members considered a report which presented Police Scotland's draft public contact and engagement strategy 2020 for discussion. Members were provided with a comprehensive overview of the paper and during discussion the following points were raised and discussed;

- It was explained that this draft had been approved internally by the Force Executive and committee feedback was being sought prior to publication.
- Members commended the strategy for its clarity, evidence base and level of ambition and agreed it was a critical part of the work.
- It was discussed how the delivery of such a strategy would be a significant challenge and the committee was assured a delivery and

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implementation plan was well in hand and led by an experienced officer.

- The Committee was assured that the management and financial resource and commitment required to deliver was in place along with plans on how progress would be measured.

Members noted the report and endorsed the draft.

Meeting ended 1345 hrs.

Approved