SCOTTISH POLICE
AUTHORITY

Agenda Item 9

Meeting	Authority Meeting
Date	25 November 2020
Location	Video Conference
Title of Paper	Policing Performance Report Q2 July – September 2020
Presented By	DCC Fiona Taylor, People & Professionalism
Recommendation to Members	**For Discussion**
Appendix Attached	Yes **Appendix A – Quarterly Policing Performance Report July – September 2020**

PURPOSE

The purpose of this paper is to present the Q2 Performance Report for 2020/21.

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 revised performance framework on 01 April 2020. This is the second report in support of this framework.

2.   FURTHER DETAIL ON THE REPORT TOPIC

Performance Report Overview

2.1   The 2020/21 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the APP 2020/21.

2.2   During the development of the revised Performance Framework, in collaboration with SPA, a suite of key measures were identified that would provide a consistent assessment of progress towards each of Police Scotland's five strategic outcomes. 44 measures were selected from the existing set of 149 Management Information within the Framework and elevated to "Measures of Progress towards Strategic Outcomes".

2.3   The Measures of Progress form the basis of this quarterly report, however, to ensure that an appropriate update is provided in relation to the police response to the pandemic, this Q2 report is presented with the following three chapters:
- Public Confidence
- Measures of Progress towards Strategic Outcomes
- Operation TALLA – Police Scotland Response to COVID-19

2.4 Insight into activity undertaken that aligns to the eight strategic objectives of Operation TALLA is contained within this report. This section will continue to be developed for future quarterly reports.

2.5 The Q2 report is presented with a balance of quantitative and qualitative data which will continue to evolve throughout the year.

2.6 A full copy of the Q2 Performance Report is provided at Appendix A.

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 is no community impact associated with this report.

9. EQUALITIES IMPLICATIONS

9.1 Equality data is provided where appropriate and available.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications associated with this report.

RECOMMENDATIONS

Members are invited to discuss the content of this report.

Quarter 2 Performance

Report July to September 2020

POLICE
SCOTLAND
Keeping people safe
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Introduction by the Deputy Chief Constable

Our 2020/21 Quarter 2 Performance Report indicates reported crime across a number of categories has returned to what we would normally expect to see, following a significant overall decrease during lockdown.

In addition, fraud and online child abuse continue to rise sharply both year on year and when compared to the five-year mean.

The rapid increase in online abuse and exploitation of vulnerable people and children, either for financial gain or for sexual purposes, underlines that policing must operate in public, private and, increasingly, virtual spaces to provide education, re-assurance and enforcement.

Our investment in specialist areas is uncovering significant additional and, as yet, not fully quantified policing needs and requirements. In September 2020, we published our ambitious cyber strategy which sets a clear direction for how we will tackle the threat, risk and harm from digitally-enabled crimes.

This Performance Report also outlines proactive policing action to support those at risk, including significant enforcement in relation to child sexual abuse as well as a campaign to help people better protect themselves from fraud.

Policing's vital role in the national effort to combat coronavirus under Operation TALLA is also described in this report.

I am grateful to our officers and staff for their commitment to public service now, and at all times. Their health, safety and wellbeing, and that of their families, remains a priority for Police Scotland.

This report outlines some of the significant steps taken to support our officers and staff as they discharge their duties during this public health emergency, from a large-scale programme to supply personal protective equipment to issuing thousands of laptops to support home working.

Officers and staff have engaged with members of the public about COVID-19 on over 75,000 occasions to explain rules and guidance, to encourage people to comply and, where necessary, to enforce the law.

Our fellow citizens have shown high levels of support and co-operation, with the overwhelming majority of people taking personal responsibility to do the right thing.

It is encouraging to see that overall confidence in the police remains high and continues to be higher than pre-lockdown levels.

To maintain and enhance that relationship of trust and confidence, it is vital we help the public to better understand how policing contributes to improving the lives of our citizens and communities.

Our performance reports, and our first bi-annual progress report on our Annual Police Plan, outline progress toward our strategic objectives and outcomes.

These objectives and outcomes are developed to support the Scottish Government's National Outcomes and are all designed to improve the lives of all the citizens who we serve.

We seek to describe progress in an accessible and engaging way, using management information and context to provide insight into our response, challenges and success.

Fiona Taylor
Deputy Chief Constable,
People and Professionalism

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Executive Summary

Introduction

This is the second quarterly report of the 2020/21 performance cycle, reporting on our revised Performance Framework. Our outcomes focused Performance Framework is linked to our strategic planning processes and aligns to the strategic outcomes detailed in the 2020/21 Annual Police Plan; these being:

- **Public Safety and Wellbeing -** threats to public safety and wellbeing are resolved by a proactive and responsive police service

- **Needs of Local Communities -** the needs of local communities are addressed through effective service delivery

- **Confidence in Policing -** the public, communities and partners are engaged, involved and have confidence in policing

- **Positive Working Environment -** our people are supported through a positive working environment, enabling them to serve the public

- **Sustainable and Adaptable Service -** Police Scotland is sustainable, adaptable and prepared for future challenges

Impact of COVID-19 on crime and offence levels

As reported in Quarter 1, the COVID-19 pandemic has had an impact on crime and offence levels when compared to the previous year, with decreases in a high number of crime areas whilst simultaneously showing an increase in certain crimes types. These exceptional circumstances identified in Quarter 1 will continue to impact on the Year to Date (YTD) figures, this year and beyond. To address this issue, we have included in this report a rolling twelve month breakdown for a number of crimes and offences. This highlights where the impact of COVID-19 is still having an effect in certain areas or indeed, if figures are starting to return to previous levels.

Changing Demands on Policing

As highlighted, external factors like COVID-19 can have an effect on crime and offence levels, evidencing that crime statistics should not be used in isolation when assessing police performance. Whilst it is acknowledged that overall crime levels in Scotland have reduced, the demands on policing go beyond crime; with 80% of calls for service not resulting in a crime report being submitted.

Policing increasingly involves complex issues around vulnerability and low volume but high risk/harm crimes and incidents and the time spent by officers in these areas is growing. Policing faces significant hidden demands that are not captured in crime and incident reporting - such as preventative interventions and safeguarding activity. As we progress through this performance year, Police Scotland aim to incorporate the changing demands on policing in future quarterly reports

Annual Police Plan (APP) Bi-Annual Progress Report

To complement our performance reporting this quarter, we have produced our first Annual Police Plan Bi-Annual Progress Report. The report provides an update on the 117 activities detailed in our APP and also provides insights into local policing practices and work with partners. The report further demonstrates how the work of our officers and staff contributes to progress against our strategic objectives and over-arching strategic outcomes.

This report comprises of three sections:

- Public Confidence and Experience of Policing
- Measures of Progress towards Strategic Outcomes
- Operation TALLA – Police Scotland COVID-19 Response

Public Confidence and Experience of Policing

Despite the challenges of policing in such extraordinary times, Police Scotland continues to maintain high levels of public confidence. Our Your Police survey was launched on 09 April 2020 and was the first and largest survey in the UK to involve the public in a conversation about policing during the pandemic. Analysis of the 28,433 responses to the survey shows that the overall level of confidence in Police Scotland is 61%.

Challenge: Whilst a robust measure of Public Confidence, Police Scotland recognises the Your Police survey is not reaching everyone.

Response: An enhanced plan is being developed with stakeholders with the aim of increasing our reach to diverse and vulnerable communities.

Measures of Progress towards Strategic Outcomes

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

Overall Violent Crime

Although this is showing a significant decrease during the reporting period, compared to the previous year with 2,655 fewer crimes, it is worthy of note that the months of July to September 2020 saw a return to previous levels, with August 2020 being the peak month over the previous twelve month period. This further demonstrates the impact lockdown restrictions had on overall violent crime during the first quarter of this year. One of the main drivers for the reduction in overall violent crime is the reduction in the number of common assaults (excluding assault of emergency workers), 2,610 fewer offences. However, as above this is attributable to the demonstrable decrease from April to June 2020, whereas in July to September 2020 when lockdown restrictions eased, numbers once again returned to previous levels.

Challenge: A main exception within overall violent crime is the rise in common assault (of emergency workers), the majority of which relate to Police Officers and Police Staff. Common Assaults of emergency workers continues to give cause for concern, with an increase of 274 crimes (7.0%) compared to last year and 20.4% above the five year mean.

Response: As part of the Your Safety Matters (YSM) strategic review of violence towards officers and staff, Chief Constable Iain Livingstone has underlined his commitment to tackling assaults on police officers and staff with a new Assault Pledge. To support the Assault Pledge, reviewed guidance has been issued for when a police assault occurs. Additionally, an enhanced Officer Safety Training (OST) programme, increasing from one day to two days, which includes updated techniques and verbal de-escalation skills, is scheduled to commence in November 2020.

Sexual Crimes

The number of recorded sexual crimes in 2020/21 is the lowest they have been since 2018/19, a total of 6,593 crimes. Following the reduction in reported sexual crimes noted in Quarter 1, coinciding with lockdown restrictions, the number of crimes have risen over the months of July to September 2020, with July 2020 reporting the highest number of crimes over the 12 month period. During Quarter 2, reported non-recent sexual crimes (reported more than one year after they were committed) decreased by 6.1% compared to the same period in 2019/20, this is an improvement on the Quarter 1 figure which saw a reduction of 24.1%.

Response: Police Scotland has been monitoring sexual crimes and rapes on a weekly basis since the start of lockdown restrictions. The previous #GetConsent and #EraseTheGray social media campaigns will be used in conjunction with the Equally Safe Partnership to ensure key messages regarding sexual crime are broadcast.

Child Sexual Abuse (online)

Internet grooming and online child sexual abuse (CSA) remains a major threat across the UK, with offences continuing to rise. There were a total of 1,036 online child sexual abuse crimes recorded during the reporting period, an increase of 18.4% on the previous year and 35.8% above the five year mean.

Success: To help mitigate the growing threat of CSA, on 01 September 2020, a three month taskforce was established under the name of Operation PARROR. In the first four weeks of Operation PARROR, 88 National Online Child Abuse Prevention (NOCAP) packages were enforced by the taskforce with 37 of these resulting in the recovery of Online CSAE material. Digital devices have been seized for further examination on nine occasions, and 42 enforcements have resulted in no recovery of Online CSAE criminality. A total of 39 people have been arrested by the taskforce during the four week period.

Drugs Harm/Supply

Drug use and associated criminality result in high physical and psychological harm, affecting drug users, their families and communities where drug use is prolific.

Challenge: In Quarter 1 we highlighted the issue of lower drugs supply and drug possession detection rates. This was primarily due to reduced forensic lab capacity due to COVID-19 restrictions.

Response: Detection rates have improved at the end of Quarter 2, such that Drug Supply is now 8.5 percentage points below the 5 year mean and Drug Possession is 6.7 percentage points below the 5 year mean. Through August and September 2020 the monthly detection rates have seen significant improvement (over 100% detection rates for Drugs Possession)

Success: Police Scotland continues to tackle drugs supply and harm through pro-active operations. Operation MARRON took place in September 2020 aimed at County Lines groups. Results include:

- 28 Warrants issued
- 23 people were arrested
- 86 people have been safeguarded
- A number of weapons recovered including swords, knives, knuckledusters and a crossbow with arrows
- Drugs seized with a potential street value of over £55,000
- Over £67,000 in cash seized

Call Handling

During the reporting period, our service advisors answered 1,383,673 999/101 calls, this is an increase of 47,078 calls on the same period last year.

Challenge: The average call answer time for 101 calls increased from 48 seconds to 2 minutes 46 seconds during the reporting period.

Response: This has been an unavoidable consequence of the unique global health emergency, including the requirement to introduce physical distancing across the police estate to protect officers and staff. Calls continue to be THRIVE (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) assessed which allows staff to identify and direct the most appropriate policing response. Our priority is to protect the handling of 999 calls, during the reporting period our service centres managed to maintain an average speed of nine seconds for answering 999 calls. A detailed response is provided on page 36.

Fraud

Fraud is among the fastest growing and widest ranging forms of acquisitive crimes in Scotland. This was particularly evident at the beginning of this reporting year when the ongoing pandemic created opportunities for fraudsters to exploit changed working and lifestyle conditions and the expanded reliance on technology.

Challenge: Crimes of fraud have increased 45.4% on the same period last year to 7,466 and are 83.4% above the five year mean.

Response: Our Cyber Strategy, Keeping People Safe in the Digital World, outlines our plans to tackle the threat, risk and harm from digitally-enabled crimes, particularly fraud, online CSA and the sharing of indecent images. A National Centre of Excellence will be established which will boost the number of specially trained officers and staff to tackle the rise in cybercrime.

Additionally, a fraud campaign is due to take place over the festive period aiming to:

- Equip people with the knowledge to understand fraud and be alert to the potential risks.

- Enable people to protect themselves from fraudulent situations and report instances of suspicious or criminal activity.

Operation TALLA – Police Scotland COVID-19 Response

Operation TALLA is the Police Scotland planning operation that has been established to ensure appropriate plans are in place to deliver a full response to the COVID-19 pandemic and to support the organisation's and society's return to normal.

Eight strategic objectives have been set for Operation TALLA, highlights of key activity aligned to these objectives are noted below:

- To support the predicted spike in positive cases and COVID-19 absence, a dedicated team has been established to manage the impact Test and Protect is having across the organisation. The Outbreak Management Team (OMT) will provide live support to divisions and departments on identification of positive coronavirus (COVID-19) test results and will provide support, guidance and operational learning.

- Special Constables volunteered 21,508 hours compared to 17,711 hours for the same period last year, an increase of 22.2%.

- During Quarter 2, the Operation TALLA Strategic Coordinating Group (SCG), provided support to the national coordination of all responders through the reactive response phase and more considered recovery and preparation for second wave phases of COVID-19.

- As of 01 October 2020, over 15,000 frontline police officers and staff have been trained and equipped or re-supplied with the necessary PPE.

- On 17 September 2020, a decision made by the Operation TALLA Strategic Oversight Board (SOB) was announced, this being that home working, for those who can, would be extended for the organisation until the end of March 2021. This is in line with the Scottish Government's position.

- Following a proposal made at the Operation TALLA Strategic Oversight Board (SOB), held on 24 August 2020, approval was granted to progress the establishment of an organisational learning function. This will ensure that the organisational learning aspects of Operation TALLA are retained and built into a permanent function that delivers and evidences organisational improvement and efficiency.

Performance Framework Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2020/21.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	- 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	- 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	- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to service the public	- 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	- 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

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Policing during Quarter 2 2020/21

	1,383,673 calls		233,265 antisocial behaviour incidents reported by members of the public
	800,135 overall incidents		1,763 serious assaults
	6,885 missing persons reports		53,132 arrested persons

In Scotland, Operation MARRON yielded the following results				
Controlled drugs seized with a potential street value of £55,000	86 people have been safeguarded	28 Warrants issued and 23 people arrested.	Over £67,000 in cash recovered	Weapons including swords, knives, knuckledusters and a crossbow were recovered

	28,433 survey responses to our Local Police Survey, with two thirds of people stating that they have confidence in their local police		MS Teams enabled for more than 5,700 officers and staff Almost 48,000 meetings taken place over MS Teams
	Our Special Constables volunteered 21,508 hours in support of Local Policing in Quarter 2		Issued over 2,200 laptop devices to support officers and staff working from home

Public Confidence and Experience of Policing

High levels of public confidence in policing are being maintained as a result of the collective efforts of all business areas across Police Scotland. The governance arrangements for managing public confidence in respect of current operational activity have been aligned to a newly established Public Confidence Board.

The Public Confidence Governance Board was set up in July 2020, chaired by ACC Local Policing North. The Board will monitor and support approaches to understanding and improving public confidence, bringing together senior leaders from different business areas across Police Scotland.

The Board will consider a range of emerging issues and public priorities at both Divisional and national level which will be acted upon by the appropriate areas in Police Scotland. These activities are aligned to the objectives and areas of focus in our Public Contact and Engagement Strategy.

Local Police Survey

Your Police survey launched on 09 April 2020 on Police Scotland's Citizen Space platform. This was the first and largest survey in the UK to involve the public in a conversation about policing during the pandemic. The survey has been continuous throughout the lockdown and COVID-19 restrictions. Questions were included to align with UK benchmarking on policing during the pandemic.

The responses have been reviewed on a weekly basis and have helped us to respond to emerging issues and shape our approaches to policing in local areas. This has enabled us to adhere to our values, use inclusive ways to engage vulnerable and diverse communities and respond to concerns of local areas.

Our response to feedback from the public and communities has been to:

- Enhance local Police presence at identified key locations (including scenic areas, parks, urban areas), with a focus on patrolling during the evenings and after dark.

- Increase engagement with over 20 organisations representing the interests of disabled people to make sure our information and messaging is accessible, and to ensure the Police are aware of the needs and challenges of disabled people (including physical, sensory and learning difficulties) in complying with physical distancing and use of face masks.

- Include the needs and circumstances of vulnerable people in daily police officer briefings – to make sure the police engage appropriately and bring empathy to interactions.
- Provide information and advice on reporting Hate Crime to reassure all communities.
- Offer discreet and safe ways for the public to speak to a police officer including video call.
- Improve public information and advice at a national and local level on staying safe during Coronavirus that is in line with Government guidance.
- Increase Police patrols and information in areas where the public have raised concern about reckless driving and speeding.
- Provide a British Sign Language (BSL) survey.

This report includes the analysis for 28,433 responses to the survey received from 09 April to 29 September 2020. This included 251 British Sign Language responses, ten Easy Read and six telephone responses. The survey is representative of the Scottish population by age, gender, disability and region.

While our survey provides a robust measure of confidence across Scotland, we know it is not reaching everyone. An enhanced plan is being developed for increasing our reach to diverse and vulnerable communities to enhance our existing activities and opportunities. This will involve Local Divisions, Safer Communities, OSD/SCD, Equality & Diversity and People & Development. Approaches are being co-designed with communities and the organisations that represent them.

Public Confidence

A high level of public confidence in Scottish policing has been sustained during the last 25 weeks of the health crisis (09 April to 29 September 2020). The overall level of confidence is 61% over this period, with divisional responses ranging from 56% to 66%. Overall confidence among organisations (228) is 76%. Variations in confidence levels follow an easing of COVID-19 related restrictions and a subsequent increase in national cases across Scotland. We are undertaking further analysis to understand these changes between geographic areas and communities to further inform our approaches to policing during the pandemic.

The following is a summary of public opinion on the approach to policing Coronavirus pandemic:

Public Opinion Statements	Percentage of Respondents
I fully support the approach taken by the Police	41%
The Police should take tougher action to ensure public compliance	43%
I support the approach taken by the Police but in some cases they are going too far	4%
The approach taken by the Police in enforcing the lockdown is too heavy handed	1%
The Police have no role in enforcing the lockdown, compliance should be a matter for individuals	4%

While almost half (47%) say their concerns about crime in their area since the lockdown has remained the same, 16% of individuals stated their concerns had decreased whilst 28% expressed that it had increased. Concern about crime during COVID-19 has increased a lot for disabled people and those living in Scotland's most deprived areas. Concerns include: physical distancing breaches, antisocial behaviour, speeding and dangerous driving, burglary, drug taking and drug dealing.

On what matters most to the public (from open-ended responses), constant themes include: visibility (local presence), police support in enforcing lockdown restrictions, communicating and engaging with the public, and understanding the needs of diverse communities during the crisis.

Confidence in numbers (Your Police 2020)

Public Opinion Statements	Percentage of Respondents
Agree or strongly agree they have confidence in local policing	61%
Feel either 'very safe' or 'fairly safe' in their area	87%
Agree or strongly agree that the police listen to concerns of local people	40%

North East Re-imposed Lockdown

We targeted our efforts to keep local communities engaged during the re-imposed lockdown in Aberdeen City and allow us to respond to any changes in public confidence and support for the policing approach. The survey participation has been highest in Aberdeen (14% of the overall sample) during the pandemic with a total sample size of 3,549.

The findings were broadly consistent with before the re-imposed lockdown. There was a drop in confidence (to 50%) in the middle of the re-imposed lockdown alongside an increase in people not stating an opinion. The confidence level returned to 60% once the lockdown was lifted. Attitudes to local police stayed positive - around 60% found police friendly and approachable. The level to which the public 'fully support' the police approach has been above the Police Scotland and UK average - at 49%. Around a third of people feel police should take tougher action to ensure social compliance.

The qualitative feedback showed a high recognition and appreciation of the enhanced police patrols during the re-imposed lockdown. Public experience of contacting the police remained consistent and in line with the national average of user satisfaction.

Public Experience and Satisfaction of Police Services

The User Experience Surveys are undertaken monthly by Progressive Partnership Ltd on behalf of Police Scotland with analysis and insights provided by the in-house research and insights team. The survey was refreshed from a telephone to an SMS survey so we were able to continue to engage those who had contact with Police Scotland during the lockdown and measure the impact on public experience. The survey met representative monthly quota samples (more than 1,200 respondents per month).

The survey regarding people's experience with Police Scotland was completed by 4,449 individuals between July and September 2020. The findings show sustained high levels of satisfaction with contacting the police. Satisfaction is greatest with understanding the caller's needs (86%) and initial contact (85%). Overall satisfaction with contacting Police Scotland is 81%. Satisfaction levels have been impacted by public expectations around COVID-19 reported incidents and our ability to respond. Those who contacted the police about a COVID-19 incident reported lower levels of satisfaction with the service: linked to 101 waiting time, ability to respond to incidents that might not be a police matter and being kept informed. Open text analysis shows a wish to see the police take tougher action to enforce social distancing. How we respond to COVID-19 related incidents appears to have a bigger impact on subsequent confidence in local police, as revealed by the Your Police survey.

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

Police Scotland's objectives are to:
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

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

Violent Crime

Overall violent crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	33,006	30,351	-8.0%	32,768.6	-7.4%
Detection rate	68.6%	73.0%	+4.4% point	71.1%	+1.9% point

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

OVERALL VIOLENT CRIME

2016/17 YTD: 32,848
2017/18 YTD: 33,023
2018/19 YTD: 32,534
2019/20 YTD: 33,006
2020/21 YTD: 30,351

•••••• MEAN

OVERALL VIOLENT CRIME

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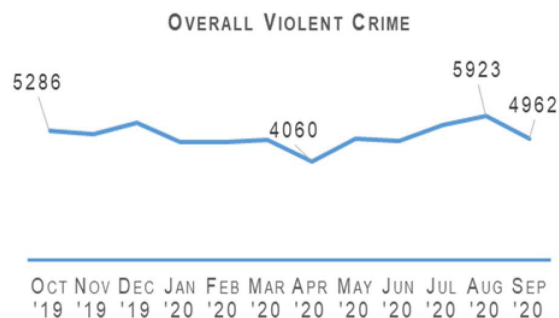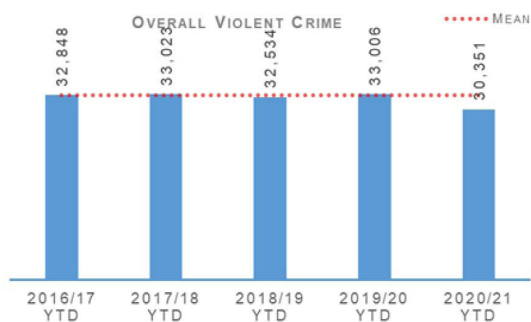
Overall violent crime is down 8.0% compared to the same period last year, and is down 7.4% against the five year mean for April to September 2020. These decreases are primarily driven by a reduction in total common assault (down 7.8%) and serious assault (down 16.4%).

Not all of the component crimes of overall violent crime have decreased. There were 153 attempted murders recorded during April to September 2020, 11 more than the same period last year and 15 more than the five year mean. Increases have been seen across a number of divisions, but are particularly high in the North region where 31 crimes have been recorded during Q2 compared to 16 during the same period last year. None of the attempted murders in these divisions are connected, though factors such as being drugs-related or linked to mental health issues occur in many. All of the attempted murders recorded in the North region during this period have been detected.

Robbery is also up by 2.9% (an additional 24 crimes) although the increasing levels of this crime from April 2020 through to July 2020 has ceased and significant decreases have been recorded in August and September 2020.

Common assault of emergency workers is also up by 7.0% (an additional 274 crimes recorded). September 2020 was the first time this crime was lower than the same month last year. These assaults will be covered in more detail in the assaults on police officers and police staff update on page 61.

While not a component crime of Overall Violent Crime, the number of offensive/bladed weapons crimes has increased by 13.1% (an additional 666 crimes). Due to changes in recording practices in 2017, no comparison with the five year mean is valid. During this same period, the number of stop and search incidents that successfully recovered a weapon increased by 11.4% (548 searches compared to 492 during the same period last year).

Non Sexual Crimes of Violence (Group 1)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	4,795	4,497	-6.2%	3,945.8	+14.0%
Detection rate	70.9%	75.2%	+4.3% point	75.9%	+1.7% point
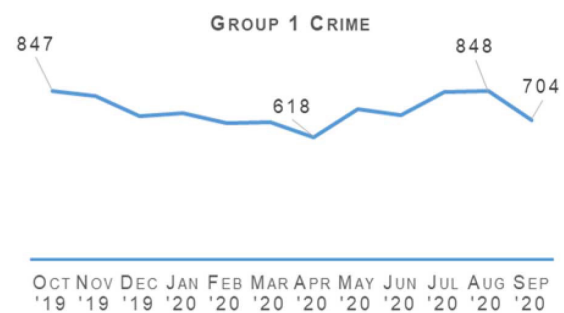
Most non sexual crimes of violence have decreased compared to last year, although July and August 2020 saw higher levels than the same month last year. This is assessed as being due to a combination of better weather over the summer and less prohibitive COVID-19 related restrictions. September 2020 saw a return to reduced crime levels.

The main exceptions to these decreases were attempted murders, robberies (both of which are covered above) and crimes of threats & extortion. There were 376 crimes of threats & extortion recorded in April to September 2020, a 117.3% increase compared to the same period last year. These crimes have been analysed locally and many are due to foreign-originating ransomware attacks which are very difficult to successfully detect.

Public Protection

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	6,852	6,593	-3.8%	6,158.4	+7.1%
Detection rate	55.1%	57.0%	+1.9% point	62.7%	-5.7% point

GROUP 2 CRIME ......MEAN
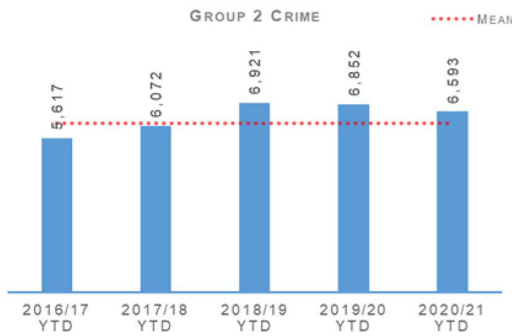
GROUP 2 CRIME

The number of recorded Group 2 crimes in 2020/21 are lower than they have been since 2018/19; 3.8% lower than in 2019/20 however, 7.1% higher than the five year mean. Group 2 figures are recovering since the reduction in reported crimes noted at the end of Quarter 1.

Group 2 crime peaked in July 2020, with 1,268 crimes recorded. This is the highest volume of Group 2 crime recorded in the previous 12 month period. Since then, the volume of Group 2 crime dropped in August and then started to rise again with 1,185 recorded in September. As was noted in the Quarter 1 report, the volume of most Group 2 crime types is down compared to last year including rape, sexual assault and lewd and libidinous practices. The exception to this continues to be an increase in communication type offences.

Overall Sexual Crime (Group 2)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	5,052	4,903	-2.9%	4,552.6	+7.7%
Number of Non Recent Crimes	1,800	1,690	-6.1%	1,605.8	+5,2%
Proportion of Group 2 crime non-recent	26.3%	25.6%	-0.7% point	26.1%	-0.5% point

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

Reported non-recent sexual crime decreased by 6.1% compared to the same period in 2019/20. It is assessed that the enforcing of COVID-19 restrictions during Quarter 1 has contributed to the reduction in non recent sexual crimes.

At the end of Quarter 1, we had recorded a reduction of 24.1% of non recent sexual crimes against the previous year. This picture has improved by the end of this period to a reduction of 6.1%.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,161	1,096	5.6%	1,039.4	+5.4%
Detection rate	48.8%	54.3%	+5.5% point	57.5%	-3.2% point
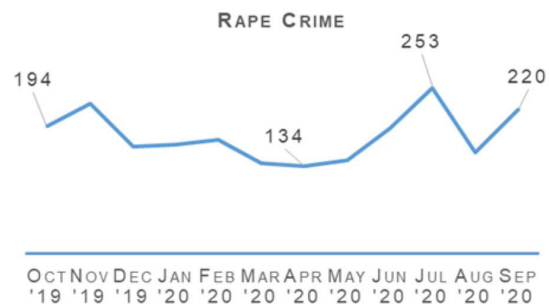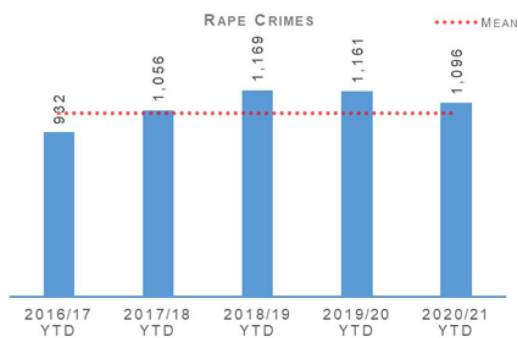
Recorded rape crimes are lower than the same period last year by 5.6% however, have increased by 5.4% compared to the five year mean. Over the last 12 months, the volume of recorded rape crimes were at the lowest level in April 2020 (134 rapes recorded) and peaked in July 2020 with 253 rapes recorded. This coincided with the lockdown restrictions being introduced in April 2020 and was affected by physical distancing measures and hospitality closures. The relaxation of restrictions in July 2020 subsequently allowed for greater social interaction.

The detection rate has increased by 5.5 percentage points when compared to the previous year. This is an increase of 28 detections and an improvement on the position reported at the end of Quarter 1.

As lockdown restrictions are eased and people start returning to further education, the previous #Get Consent and #EraseTheGrey social media campaigns will be used in conjunction with the Equally Safe partnership, to ensure key messages regarding sexual crime can be broadcast via university and college websites.

Rape	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	698	620	-11.2%	625.6	-0.9%
Number of Non Recent Crimes	463	476	+2.8%	413.8	+15.0%
Proportion of Group 2 crime non-recent	39.9%	43.4%	+3.5% point	39.8%	+3.6% point

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

Reported recent rape crimes decreased by 11.2% compared to the same period in 2019/20 and by 0.9% against the five year mean. At the end of Quarter 1, we had recorded a reduction of 17.1% of non-recent rapes against the previous year and a reduction of 1.1% compared to the five year mean. This picture has significantly improved by the end of this period with an increase of 2.8% compared to the previous year and 15.0% compared to the five year mean.

Child Sexual Abuse (online)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	875	1,036	+18.4%	762.8	+35.8%
Detection rate	64.6%	59.7%	-4.9% point	74.8%	-15.1% point

The figures in the table comprise of the crime types listed; these represent a cross section of online child sexual abuse from data that is available. The following context assumes these crime types are indicative of online offending, which will be subject to further analysis and confirmation for future reports. It should be noted that the significant majority of these offences are committed online, however some may also include an element of offline offending. The crime types are as follows:

- Cause to be Present Sex Act/To Look at Sex Image - M&F (< 13)

- Cause to be Present Sex Act/To Look at Sex Image - M&F (13-15)

- Communicate Indecently/Cause see/hear Indec Comm - M&F (< 13)

- Communicate Indecently/Cause see/hear Indec Comm - M&F (13-15)

- Grooming of children for the purposes of sexual offences

- Taking, distribution, possession etc. of indecent photos of children

ONLINE CHILD SEXUAL ABUSE CRIMES ······· MEAN

751 — 2016/17 YTD
723 — 2017/18 YTD
851 — 2018/19 YTD
875 — 2019/20 YTD
1,036 — 2020/21 YTD

ONLINE CHILD SEXUAL ABUSE CRIME

165 — OCT '19
234 — JUN '20
138 — MAR '20
163 — SEP '20

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP
'19 '19 '19 '20 '20 '20 '20 '20 '20 '20 '20 '20
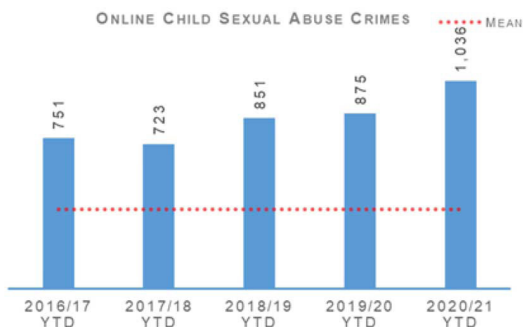
There were a total of 1,036 online child sexual abuse crimes recorded by the end of Quarter 2. This is an increase of 18.4% against the same period in 2019/20 and 35.8% higher than the five year mean. The month of June 2020 recorded the highest number of online child sexual abuse crimes in the last 12 month period, with a total of 234 recorded. It was anticipated that there would be an increase in these crime types during the lockdown period due to the increased presence online, heightening exposure to risk. However, there is also evidence of good parental supervision and identification of concerns and, as the schools have returned, reports resuming from schools and teachers.

During lockdown Police Scotland has continued to review and re-align internal processes between SCD Public Protection, Intelligence and Local Policing functions to revise and tailor the approach to online CSA, to exploit covert opportunities and ensure consistent continued enforcement.

The increasing demand for investigations into Online Child Sexual Abuse & Exploitation continues, particularly in respect of National Online Child Abuse Prevention (NOCAP) packages and investigations generated by greater reporting from industry and pro-active work undertaken by law enforcement agencies. To help mitigate this growing threat and in response to the HMICS recommendation, a three month taskforce to progress online CSAE referrals, from intelligence development through to enforcement and digital forensics work, was approved.

The taskforce was established, under the name Operation PARROR, on 01 September 2020. The taskforce has brought together SCD resources from the National Child Abuse Investigation Unit, Internet Investigations Unit, OCCTU and Major Investigation Teams. Cyber Digital Forensics has also re-aligned resources to increase capacity in order to support cyber examination at the point of enforcement.

The period of intensification is scheduled to conclude on 01 December 2020. During this time, the Operation PARROR teams will undertake the majority of NOCAPs, significantly reducing demand on local policing divisions. Nominated points of contact have been identified within each division to address child protection issues and safety planning without delay.

In the first four weeks of Operation PARROR, 88 NOCAP packages were enforced by the taskforce with 37 of these resulting in the recovery of Online CSAE material. Digital devices have been seized for further examination on nine occasions, and 42 enforcements have resulted in no recovery of Online CSAE criminality. A total of 39 people have been arrested by the taskforce during the four week period.

Work continues to progress via the Strategic Workforce Plan to develop a robust long term plan to address the threat, risk and harm presented by Online Child Sexual Abuse.

Online CSA Campaign

In Quarter 1 we launched the online child sexual abuse campaign, #GetHelpOrGetCaught which ran for a period of four weeks. We wanted to convey to perpetrators/potential offenders that grooming children for sexual purposes is not acceptable whether online or otherwise and they will be caught. The purpose of this campaign was to prevent the online grooming of children and young people in preparation for contact offences/the sharing of images by directing offenders and potential perpetrators to Stop It Now! Scotland.

The campaign was a success and the hashtag #GetHelpOrGetCaught was used 1,003 times. The campaign delivered almost 22 million impressions with over 125,000 clicks. A large number of the intended target audience watched the video with a total of 496,047 views. In addition, the video was also viewed 158,175 times on the Police Scotland Facebook page and 13,965 on the Police Scotland You Tube account.

Domestic Abuse	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	31,688	34,103	+7.6%	30,147.2	+13.1%
Number of crimes	20,295	21,016	+3.6%	19,819.4	+6.0%
Detection rate	66.6%	70.1%	+3.5% point	73.1%	-2.9% point
Proportion of incidents resulting in a crime	44.0%	43.5%	-0.5% point	48.5%	+4.8% point

DOMESTIC ABUSE INCIDENTS

MEAN

29,983 | 30,089 | 30,106 | 31,688 | 34,103

| 2016/17 YTD | 2017/18 YTD | 2018/19 YTD | 2019/20 YTD | 2020/21 YTD |

DOMESTIC ABUSE INCIDENTS

5055   6204   5323
        4724

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP
'19 '19 '19 '20 '20 '20 '20 '20 '20 '20 '20 '20

DOMESTIC ABUSE CRIME

MEAN

19,934 | 19,565 | 17,990 | 20,295 | 21,016

| 2016/17 YTD | 2017/18 YTD | 2018/19 YTD | 2019/20 YTD | 2020/21 YTD |

DOMESTIC ABUSE CRIME

3330   3789   3341
        2980

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP
'19 '19 '19 '20 '20 '20 '20 '20 '20 '20 '20 '20

The number of Domestic Abuse incidents has been increasing year on year since 2016/17. There has been an increase of 7.6% of Domestic Abuse incidents reported to the police when compared to the same period last year and an increase of 13.1% against the five year mean. The number of Domestic Abuse crimes recorded in 2020/21 has increased by 3.6% against the previous year and is up by 6.0% compared to the five year mean.

During lockdown, Police Scotland and key partners recognised the increased challenges for victims and/or those at risk, to report domestic abuse or seek help and advice as they followed government guidance in terms of social distancing and self-isolation.

As such, a national media campaign led by Scottish Government (SG) was launched, reinforcing messaging to victims/persons at risk across a range of online and offline channels. Reassurance was given that the appropriate policing response would be made to every domestic abuse call received, despite the pandemic. The campaign also signposted individuals to a variety of support and advocacy services and the UK National 'You Are Not Alone' campaign, which also included a range of resources to improve safety and encourage reporting.

Domestic Abuse (Scotland) Act 2018

The new Domestic Abuse (Scotland) Act 2018 (DASA) was introduced on 01 April 2019 bringing in a new domestic abuse offence which recognises abuse is often a course of conduct, and that abusive behaviours include violent, physical, sexual, psychological and financial abuse. The offence carries a maximum sentence of 14 years. Recognising, within law, the full range of behaviours used by abusers to control, coerce, and instill fear in their victims, has been the single most significant step in our efforts to tackle domestic abuse in Scotland.

Between April and September 2020, there have been 774 DASA offences recorded, with 724 of those involving a female victim. The Scottish Government published their report on Recorded Crime in Scotland 2019-20 on 29 September 2020. This was the first year that the new DASA legislation came into force, with 1,681 offences recorded under this new legislation.

When omitting DASA crimes for April to September 2020, the total number of Group 1 non sexual crimes of violence is down 5.4% (211 less crimes) when compared to the same period in the previous year.

Disclosure Scheme for Domestic Abuse in Scotland

The Disclosure Scheme for Domestic Abuse in Scotland (DSDAS) gives people at risk of abuse and agencies/organisations working with them, the information needed to make informed decisions about reducing risk by improving safety and protection.

More than 8,500 people have made requests to the scheme since it was launched, five years ago. Of the 8,533 requests received, 53.2% (4,536 people) were told that their current partner has a violent or abusive past which highlights the real difference this scheme is making.

Between April and September 2020, DSDAS applications have risen by 33.7% overall (443 applications) with a 43.1% (403 applications) increase in Power to Tell applications and a 10.6% (40 applications) increase in Right to Ask applications.

Glasgow Caledonian University started an independent review of the Disclosure Scheme for Domestic Abuse in Scotland in January 2020. Specifically, the research seeks to address the following questions:

- How do applicants learn about the scheme and how can others be reached by Police Scotland?
- Who asks/makes applications under the DSDAS, why and what prompts their concern?
- Are certain groups/demographics under or over represented in applications?
- How do applicants respond to the answer/information provided, or lack thereof?
- How do applicants experience the process in terms of public confidence and satisfaction?
- How do police officers perceive the DSDAS process and their role in it?
- How successfully is national level policy implemented at a local level?

The project was due to last 12 months however an extension of 6 months has been granted due to COVID-19. Glasgow Caledonian University is working in partnership with the Domestic Abuse Coordination Unit and a range of DSDAS service users to gather data, conduct focus groups and meet the objectives of the review.

Human Trafficking

Police Scotland's National Human Trafficking Unit (NHTU) chairs the Scottish Government's Human Trafficking Strategy Action Group which aims to work to identify perpetrators and disrupt their activity. During the COVID-19 restriction period it was recognised that potential victims of trafficking (PVoT) may be at greater risk of exploitation in the farming, fisheries and forestry sectors as COVID-19 changed the social and economic landscape in Scotland.

NHTU identified that there was limited intelligence around the human trafficking picture in these sectors and carried out significant partner engagement, including visiting 40 premises, to gather and share information on those vulnerable to exploitation and on the activities of those businesses who may be vulnerable to using exploited labour.

This will be further enhanced through Operation PERCEPTIVE which will provide a phased approach to information gathering on labour practices and potential exploitation in the farming, fisheries and forestry sectors while providing immediate safeguarding for PVoT where necessary.

Operation BEAR

On Wednesday 09 September 2020, following a year-long investigation, Police Scotland led an international operation targeting an organised crime gang suspected of human trafficking for the purposes of sexual exploitation under the auspices of Operation BEAR.

This operation was co-ordinated by NHTU and supported by colleagues from the National Crime Agency, Romanian Police's Directorate for Countering Organised Crime, and officers from Leicestershire, West Midlands and Northamptonshire Police.

Enforcement activity was carried out at over 30 locations in Scotland, England and Romania, leading to 10 arrests in the United Kingdom in connection with offences related to serious and organised crime and human trafficking and 14 suspects being detained by Romanian police. A number of potential trafficking victims were also recovered from several of the addresses in the UK and Romania. This included 10 females who were located at four premises in Glasgow and Aberdeen, five of whom attended a reception centre, operated by Police Scotland and NGO's, and were afforded assistance.

Drugs Harm / Supply

Total Drugs Supply	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,357	2,461	+4.4%	2,410.8	+2.1%
Detection rate	91.3%	82.0%	-9.3% point	90.5%	-8.5% point
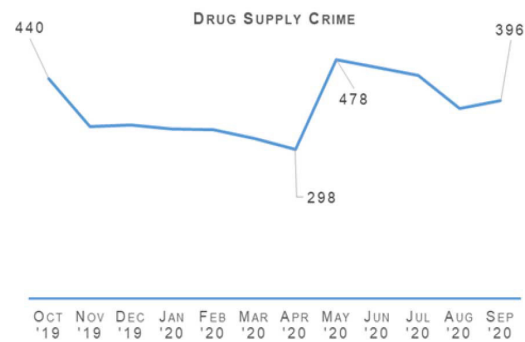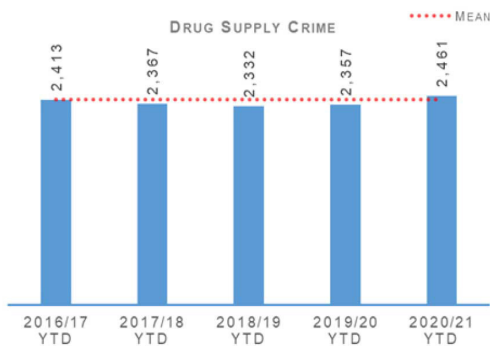
Drugs supply crimes have increased slightly compared to last year (+4.4%) and from the five year mean (+2.1%).

In the last 12 months police activity has continued to tackle drugs supply and harm.

County Lines Activity

County Lines refers to drug dealers from large cities who expand their operations into smaller towns. They endeavour to exploit young and vulnerable people to sell drugs, carry cash and weapons, bringing violence, coercion and abuse. They may also take over a vulnerable person's house, known as 'cuckooing'.

County Line gangs groom and exploit the most vulnerable people in our communities including children and young people to store and sell drugs. They are intimated, coerced, threatened and often subject to violence.

At the end of Quarter 2, it is assessed that there are 30 groups utilising a County Lines Modus Operandi impacting in Scotland. There are no groups reported to be exporting lines from Scotland. The North of Scotland remains the most significantly impacted area of Scotland by County Lines with a total of 21 groups active in the region.

A UK wide County Lines Intensification period took place between the 14 and 20 September 2020. In Scotland this took the form of Operation MARRON, targeting County Lines with a focus on protecting the vulnerable, increasing awareness of human trafficking and disruption activity. On 16 September 2020 Local officers, special constables and national resources, including Road Policing, Dog Unit officers as well as British Transport Police, took part in activity throughout the day.

Proactive action resulted in vulnerable people being identified, 'cuckooing' addresses being visited, a number drugs search warrants executed and people being arrested across the country.

Results from Operation MARRON include:

Controlled drugs seized with a potential street value of over £55,000	86 people have been safeguarded	28 Warrants issued and 23 people arrested.	Over £67,000 in cash recovered	Weapons including swords, knives, knuckledusters and a crossbow were recovered

Police Scotland remains absolutely committed to working with our partners in the SOC Taskforce to safeguard individuals who may be at risk and to pursue offenders. Together we will continue to make Scotland a hostile environment to those who seek to engage in criminal activity. The positive results during the day of action are an example of this work which will continue in support of the Serious and Organised Crime Strategy.

Drugs Possession	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	16,459	16,445	-0.1%	14,933.6	+10.1%
Detection rate	93.5%	87.2%	-6.3% point	93.9%	-6.7% point

POSSESSION OF DRUGS CRIME

14,683 — 2016/17 YTD
13,642 — 2017/18 YTD
14,465 — 2018/19 YTD
16,459 — 2019/20 YTD
16,445 — 2020/21 YTD

····· MEAN

POSSESSION OF DRUGS CRIME

2661
1986
3378
2411

Oct '19 Nov '19 Dec '19 Jan '20 Feb '20 Mar '20 Apr '20 May '20 Jun '20 Jul '20 Aug '20 Sep '20
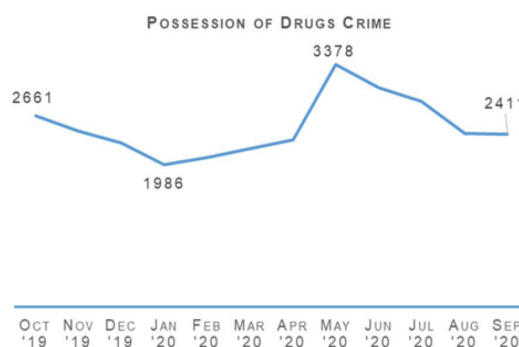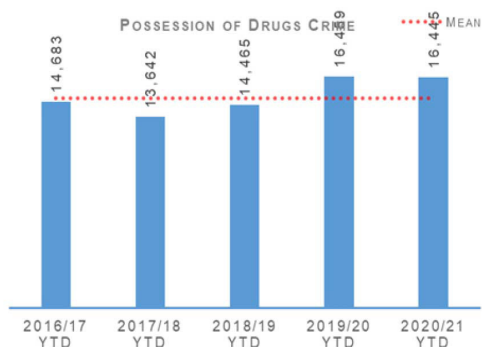
Drugs possession crimes have decreased by 0.1% compared to the same period last year and by 10.1% compared to the 5 year mean. This represents a slowdown from the 7.4% increase against prior year that was noted at the end of Quarter 1. Increased local patrols and fewer people out on the streets (enabling more targeted stop and search activity) were the main drivers to increased drug possession crimes during Quarter 1. The second quarter of the year has seen an easing of COVID-19 restrictions and a return to more normal levels of local police patrols as officers a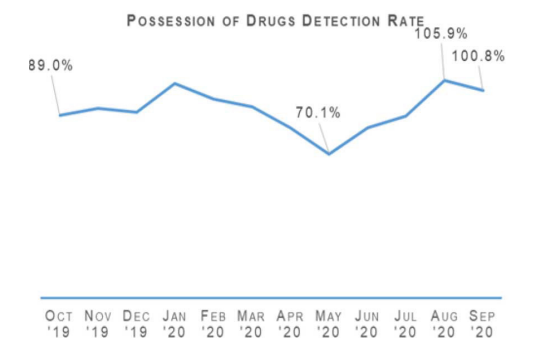re returned to their base roles or other operational priorities. This will have impacted on the opportunities to identify local drug dealing activities.

This is reflected in our Stop and Search activity. At the end of Quarter 1 the number of searches where drugs were recovered had increased by 10.7% compared to the same period last year. At the end of Quarter 2 these searches are down 0.2% year to date, representing an 11.6% fall in the months July to September 2020 compared to the same period last year.

Detection Rates

In Quarter 1 we highlighted the issue of lower drugs supply and drug possession detection rates. Detection rates were 10.9 percentage points and 15.7 percentage points below the 5 year mean respectively. This was primarily due to reduced forensic lab capacity due to COVID-19 restrictions. It was envisaged that these rates would improve over coming months as forensic capacity returned to more normal levels.

Detection rates have improved at the end of Quarter 2 such that drug supply is now 8.5 percentage points below the 5 year mean and drug possession is 6.7 percentage points below the 5 year mean. As can be seen from the charts below there has been a significant improvement in the monthly detection rates through August and September, particularly in drug possession crimes where detection rates are over 100% during these months.

DRUG SUPPLY DETECTION RATE ······ MEAN

89.6% 87.5% 88.7% 91.3% 82.0%

2016/17 YTD 2017/18 YTD 2018/19 YTD 2019/20 YTD 2020/21 YTD

DRUG SUPPLY DETECTION RATE

105.0%

86.1% 74.5% 87.4%

OCT '19 NOV '19 DEC '19 JAN '20 FEB '20 MAR '20 APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20

POSSESSION OF DRUGS DETECTION RATE ······ MEAN

99.5% 91.8% 88.3% 93.5% 87.2%

2016/17 YTD 2017/18 YTD 2018/19 YTD 2019/20 YTD 2020/21 YTD

POSSESSION OF DRUGS DETECTION RATE

105.9% 100.8%

89.0% 70.1%

OCT '19 NOV '19 DEC '19 JAN '20 FEB '20 MAR '20 APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20

Drug Related Deaths

As reported during Quarter 1, the figures released by National Records of Scotland (NRS) in July 2019 revealed that in calendar year 2018 there were 1,187 Drug Related Deaths (DRD) registered across Scotland, one of the highest global rates based on deaths per head of population. This prompted a series of responses by Scottish Government including the formation of a Drugs Death Taskforce in which Police Scotland plays a key role. National Statistics on the numbers of drug-related deaths registered in Scotland in 2019 are expected to be published by NRS in December 2020.

The Substance Harm Prevention team of Safer Communities, continues to monitor suspected DRDs nationally, to identify any emerging threats, risks or trends, linking with local divisions and relevant partners regarding harm prevention measures, as required. In relation to the current levels of suspected DRDs, Public Health Scotland analysis indicates that the figures are broadly comparable to the same time last year.

Work continues within the Police Scotland Drug Strategy Board and Naloxone Delivery Steering group to progress workstreams which are aimed at addressing the harms associated with drug use in Scotland and Police Scotland participates fully in the Scottish Drugs Deaths Taskforce. Work is also ongoing towards improving partnership information sharing processes, in respect of near fatal drug overdose incidents and the sharing of Personal Identifiable Data for suspected DRDs.

Public Wellbeing

During Quarter 2, there were 800,135 incidents, this is a reduction of 10.8% (97,306 fewer incidents) compared to the same period last year. The following is a selection of key incident types during Quarter 2 compared to the same period last year:

Incident Demand	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Concern for Persons Incidents	78,961	73,616	-6.8%	n/a	n/a
Number of Missing People Incidents	27,243	18,051	-33.7%	n/a	n/a
Public nuisance	41,263	82,849	+100.8%	n/a	n/a
Neighbour dispute	13,571	18,979	+39.8%	n/a	n/a
Noise Complaints	30,135	38,195	+26.7%	n/a	n/a

Missing Persons

Missing People	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Missing Person Reports	7,793	6,885	-11.7%	n/a	n/a

While there has been a 33.7% decrease in the number of missing people incidents reported to Police Scotland, the decrease in missing person reports is only down 11.7%. A missing people incident is defined as a report of a missing person to Police Scotland, or discovery that a person is missing by Police Scotland, usually accompanied by the raising of a command and control incident. A missing person report is initially generated when an individual is reported missing either through a 999/101 telephone call, by a visit to a police office or by contact with a police officer.

Since the initial easing of COVID-19 restrictions in May there have been increasing numbers of missing persons month-on-month with numbers now beginning to return to similar levels as in previous years.

Road Safety

Road Casualties	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	88	50	-43.2%	89.2	-43.9%
People Seriously Injured	1,037	695	-33.0%	889.2	-21.8%
Children (aged <16) Killed	1	2	100.0%	2.4	-16.7%
Children (aged <16) Seriously Injured	106	65	-38.7%	87.4	-25.6%
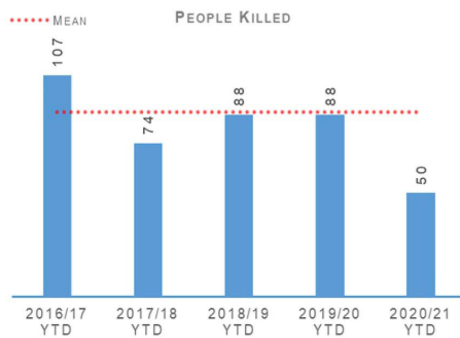
There were 50 fatalities during the period compared to 88 over the same period last year (29 fewer fatalities).

People seriously injured fell by 342 and children seriously injured fell by 41. September 2020 data for both shows that these figures are slowly increasing and this is expected to continue until levelling out when traffic flow is back to pre-lockdown levels.

Traffic across Scotland's roads has returned to near normal levels for this time of year, with a notable increase in traffic flow around local beauty spots as the public choose to holiday within Scotland. Working closely with local policing, road policing officers have ensured the safety and wellbeing of communities by educating the travelling public and enforcing road traffic legislation where appropriate.

Road Policing remain focused on reducing those killed and seriously injured on Scotland's roads and take a robust approach with regards those who put themselves and others at risk by driving dangerously.

Working in partnership with Transport Scotland, Cycle Scotland and Corporate Communication, Road Policing has maintained an appropriate social media profile across all platforms, ensuring key road safety messages are delivered.

Ensuring our patrols remain focused and intelligence led, road policing work collaboratively with DVSA, Motor Insurance Bureau and internal partners. These partnerships allow our officers along with local policing, to target those who drive whilst disqualified, with no licence and patrol in areas where vehicles are shown to be used without insurance.

During the period officers continued their focus on those who risk their own life and that of others by driving after taking drugs. As such there has been a marked increase in the number of detections under the new drug driving legislation and roadside testing, and subsequently the number of blood samples submitted to Forensic Services for analysis. Police Scotland, the SPA and Crown Office and Procurator Fiscal Service (COPFS) continue to work together in an effort to understand the demand and make improvement to the blood analysis process, whilst prioritising repeat offenders. However as the COVID-19 pandemic continues to influence the way in which staff work together, Forensic Services still have a significant number of blood samples awaiting testing, which accounts for the difference in detected and reported drug driving offences.

Road Policing Campaign Updates

Motorcycle Safety Campaign - The Motorcycle Safety Campaign continues to focus on the robust education and enforcement around motorcycle safety. There has been 2 weekends of action, 28 to 31 August 2020 and 05 to 06 September 2020. Officers have avoided stop points but where appropriate with physical distancing in mind, visited locations motorcyclists gather in an effort to engage with riders. Officers offered advice and guidance to both motorcyclists and other vehicle users to promote safe and responsible motorcycling across the roads network in an effort to reduce the number of motorcyclist KSI on our roads.

Fatigue Campaign - Working in partnership with Road Safety Scotland, Road Policing created a video on the dangers of fatigue whilst driving. This footage was screened during a week long road safety campaign running from 24 to 31 August 2020 on national television during peak daytime and evening periods to highlight the dangers of driving whilst tired.

Seatbelt Day of Action - On 12 August 2020 Road Policing carried out a seatbelt day of action during which some 43 road users were stopped for failing to wear a seatbelt. Road Policing continue to take a robust stance on the enforcement of seatbelt legislation and where appropriate educate all road user on the importance of wearing a seatbelt and ensuring children are properly restrained with a vehicle.

Speeding Day of Action - On 08 September 2020, Road Policing Division in partnership with the Safety Camera Unit, carried out a Speeding Day of Action. Key safety messages, in support of the campaign, were delivered by Road Policing social media users in the run up to and on the day itself. A total of 308 offences were detected on the day.

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

Police Scotland's objectives are to:
- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

Call Handling

Call Handling		2019/20 YTD	2020/21 YTD	% Change from Previous Year
Total Number of 999 calls		324,334	317,358	-2.2%
Total Number of 101 calls		1,012,261	1,066,315	+5.3%
Average call answer time	999 Calls	10 seconds	9 seconds	-
	101 Calls	48 seconds	2 mins 46 seconds	-
Total number of incidents		897,441	800,135	-10.8%
Number and % of calls that do not result in an incident / crime		-	587,224 (42.4%)	-
Number and % of incidents by response type *	Local Appointment	-	55,800 (7.0%)	-
	Immediate	-	106,537 (13.3%)	-
	Prompt	-	356,692 (44.6%)	-
	Non Attendance	-	221,867 (27.7%)	-

Note: Following the nationwide rollout of CAM, new call gradings are being used. CAM is not fully operational in the North divisions yet resulting in a small percentage of incidents still being categorised under the old grading and are therefore not included in the above figures. Comparison data is not available.

The total number of calls to Police Scotland increased by 47,078 (from 1,336,595 to 1,383,673). This is an increase of 3.5% on last year. As shown in the previous table this is due to an increase of 5.3% for 101 calls, with 999 calls showing a decrease of 2.2% compared to the same period last year. Of the calls received, 44.6% did not result in an incident or crime being raised. The total number of incidents has decreased by 97,306 (from 897,441 to 800,135) compared to the same period last year.

The handling of 999 calls remains our highest priority. Between 01 April and 30 September 2020 this year, our service centres managed to maintain an average speed of nine seconds for answering 999 calls.

Calls from other emergency services and alarm activations are answered before any lower level non-emergency calls. And, throughout the same six-month period, calls of this nature have continued to be answered, on average, within 18 seconds.

This performance is favourable compared to other public sector agencies and other police services in the UK, given that we are managing normal police activity against the backdrop of the pandemic. Our service centres are operating successfully with reduced capacity due to physical distancing requirements, while also coping with increased call demand from the public seeking guidance on coronavirus-related issues.

We have introduced video calling facilities for members of the public to support our response to the pandemic. As a Service, we are determined we build on this, and the success of our national roll-out of our new approach to call handling, to explore other opportunities to improve our public engagement service in the months ahead, and our accessibility to the public.

Police Scotland service advisors have provided a critical role to the country throughout the public health crisis. While most contact centres have remained closed since lockdown, ours have been keeping the lights on for those who need our help.

On occasion, callers to 101 have had to wait longer for their calls to be answered but this is no different to any non-urgent public service and a natural response to a unique set of circumstances.

Additionally, there were 55,047 "Contact Us" emails received into the Service Centre. This is an increase of 51.5% compared with the same period last year (36,324 emails). These emails are responded to by the same service advisors who answer 101 calls, which also has an impact on the average speed of answer for 101 calls. "Contact Us" emails are becoming more popular as a method to contact the police and have recently been used to report potential COVID-19 breaches by the public.

Contact Assessment Model

The Contact Assessment Model (CAM) is an enhanced assessment and decision making tool which allows reported incidents to be assessed using criteria such as risk and vulnerability, enabling staff to identify and direct the most appropriate policing response. CAM is based on THRIVE (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) methodology, widely seen as best practice by police forces in England and Wales.

In addition to providing an assessment tool, CAM also provides a range of resolution options, where appropriate, tailoring the appropriate response to circumstances presented in each call. Newly introduced telephone and video appointments allow callers to speak directly with CAM Resolution Team officers regarding matters of concern, in a safe way.

In line with Scottish Government guidance the organisation has transitioned its policy response to COVID-19 from the presumption of non-attendance to one of reduced attendance and appropriate contact.

During the reporting period, a significant focus for the CAM Project has been the establishment of a permanent North Resolution Team (RT), to provide alternative resolution and remote investigation options in respect of Police Scotland's North Territorial Command. The team, which is accommodated within a purpose built facility located on the site of the former Area Control Room in Inverness, is staffed by local officers, commenced operations on 29 September 2020. The North RT will work alongside the existing West and East RT as a crucial component of the CAM model.

In addition, work continues to ensure that the CAM operating model and THRIVE methodology are fully embedded and understood by all relevant staff and partners, ensuring that risk and vulnerability are prioritised at the first point of contact and throughout the journey of the incident. Work also continues to identify and assess future opportunities to further develop the operating model, maximise the benefits and ensure that the organisation is able to respond to the changing needs of society during challenging times.

Local Policing Appointments

The use of Local Policing Appointments (LPAs) across Police Scotland, was reinstated during July 2020. LPAs are a standard response to an incident which does not require an Immediate or Prompt response. These appointments enable us to better manage our demand each day whilst providing a better response to the reporter, at a time that suits both. This removes a lot of our 'failure demand', where officers are dispatched to incidents but are subsequently stood down to attend higher graded calls.

A percentage of LPAs will generate a crime report and associated enquiries. Those that don't involve obvious criminality will have some other identified vulnerability or risk that requires a policing response and face to face interaction, which can be appropriately managed through a standard appointment.

Mental Health Pathway

The Mental Health Pathway (MHP) launched on 27 August 2020 and is a collaborative project involving NHS24 and Police Scotland. Since this date a steady flow of calls have been assessed as suitable and the callers have been referred to the Mental Health Hub at NHS24 to enable them to receive the right care at the right time.

Calls are referred by our service advisors who carry out a THRIVE assessment on every 101 and 999 call to establish an appropriate and proportionate response. MHP is a resolution option to refer suitable calls to the Mental Health Hub enabling the caller to speak directly to a practitioner and receive assistance without the need for any further police involvement.

To date, callers referred to the Mental Health Hub have contacted police regarding a range of topics including depression, personal crisis, post traumatic stress disorder, anxiety and addiction.

This new service is particularly helpful for those individuals who had previously contacted Police Scotland several times for help in the absence of other services. These callers have received compassionate care and support from the practitioners within the Hub and have not required further follow on care.

While it is still early days, the potential is clear for MHP benefiting individuals and allowing better use of police resources.

Complaints

C3 Complaint Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	117	130	+11.1%
Complaint Allegations received relative to C3 – Quality of Service	63	89	+41.3%
Total Allegations closed - relative to C3	167	159	- 4.8%
Percentage of total Allegations closed which were upheld – relative to C3	19.2%	4.4%	- 14.8% point

Given that C3 Division handles over 650,000 emergency and non-emergency calls per quarter the number of complaints is statistically small; every complaint is taken into account to establish if any organisational learning can be applied. Not all allegations against C3 relate directly to only C3 business – for example some complaints are actually concerned with police activities after dispatch.

The on duty allegations received are in relation to incivility (63.8%) and irregularity in procedure (33.1%). In total, 96 on duty allegations against C3 were closed year to date with 5.2% upheld. Of the quality of service allegations received, 52.8% relate to the service outcome, 38.2% about service delivery and 9.0% about the adherence to policy/procedure. A total of 62 quality of service allegations against C3 were closed year to date with 3.2% upheld.

The increase in quality of service allegations is attributed to the west region, as there has been minimal variation, compared to the previous year, in other areas. The key allegation type is the callers lack of satisfaction with the action taken. The main themes have been identified as; lack of contact, the service advisor being dismissive of concerns reported, and general dissatisfaction at the outcome. Over 75% of these allegations were resolved by front-line resolution through simple explanation, apology or assurance.

Contact, Command and Control (complaints are up 100% in the North, 23.6% in the West and 21.3% in the East). Incivility and Irregularity in Procedure (no particular sub-type) are the key drivers of this increase in the North. In the West, Quality of Service – Lack of Satisfaction with Action Taken is the key driver.

Hate Crime

Hate Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	3,486	3,897	+11.8%	3,441.4	+13.2%
Number of crimes	3,336	3,754	+12.5%	3,508.4	+7.0%
Detection rate	69.4%	67.0%	-2.4% point	70.5%	-3.5% point

HATE INCIDENTS

MEAN

3,474 — 3,501 — 3,340 — 3,486 — 3,897

2016/17 YTD   2017/18 YTD   2018/19 YTD   2019/20 YTD   2020/21 YTD

HATE INCIDENTS

526   742   650   473

OCT '19 NOV '19 DEC '19 JAN '20 FEB '20 MAR '20 APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20

HATE CRIME

MEAN

3,585 — 2016/17 YTD
3,665 — 2017/18 YTD
3,314 — 2018/19 YTD
3,336 — 2019/20 YTD
3,754 — 2020/21 YTD

HATE CRIME

519 — Oct '19
365 — Nov '19
365 — Dec '19
— Jan '20
— Feb '20
— Mar '20
— Apr '20
— May '20
— Jun '20
720 — Jul '20
— Aug '20
611 — Sep '20

For the year to date, crimes are 12.5% (418 more) higher than the same period last year and 7.0% (246 more) above the 5 year mean. The most notable increases have been in hate crimes with race (up 298, 14.5%), disability (up 42, 22.8%) and sexual orientation (up 109, 16.7%) noted as an aggravator.

Since mid-May 2020 there has been an increase in reported hate crime. This has continued throughout this quarter with every week seeing an increase on last year's figures with the exception of week beginning 21st September. The increase in hate crime is highly likely to be as a result of increased tensions surrounding COVID-19 and Black Lives Matter (BLM) protests and associated counter demonstrations. Although levels of reported hate crime linked to COVID-19 and BLM is not substantial week on week, the heightened community tensions will have undoubtedly resulted in manifestation of prejudices in a conflict situation.

As expected when 'stay at home' measures were eased and people began to socialise spending more time outdoors, there was an increase in hate crime in communities perpetrated by suspects unknown to victims. This is in contrast to the increase in neighbour disputes leading to hate crime experienced during 'lockdown.' This is more in line with the 'normal' picture however a contributory factor in the increase in reported hate crime is likely to be social distancing restrictions in place, flouting/lack of understanding of guidelines and tensions/conflict as a result.
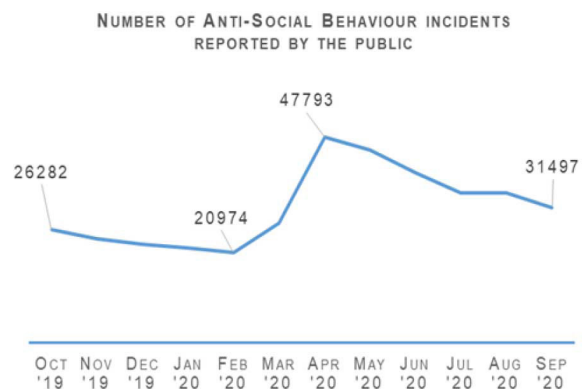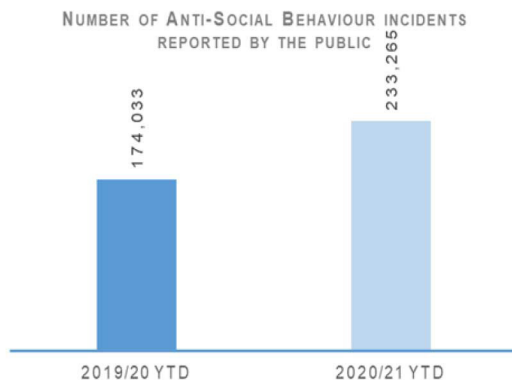
This year's hate crime campaign which ran for four weeks in March 2020 had a focus on disability hate crime. Its aim was to increase awareness and reporting of disability hate crime. The campaign was evaluated highly and supported by partner organisations and it is assessed that the increased confidence in reporting, may in part be a reason for the increases in disability hate crimes.

In addition Police Scotland has been encouraging the reporting of disability hate crime during the COVID-19 pandemic. Consultations with partner organisations representing disabled communities illustrated that many disabled people have felt disproportionately affected by restrictions and guidelines associated with COVID-19. As such Police Scotland has taken part in webinars with British Deaf Association, Scottish Autism and Disability Equality Scotland to encourage disability hate crime reporting.

Safer Communities are collaborating with Scottish Government regarding a Hate Crime Awareness Campaign which was launched on the 7th October and will run for a period of 4 weeks. This will coincide with National Hate Crime Awareness Week during 10 to 17 October 2020.

Anti-social Behaviour and Disorder

Antisocial Behaviour and Disorder	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of antisocial behaviour incidents reported by the public	174,033	233,265	+34.0%	n/a	n/a
Number of complaints regarding disorder	124,202	177,950	+43.3%	n/a	n/a

NUMBER OF ANTI-SOCIAL BEHAVIOUR INCIDENTS REPORTED BY THE PUBLIC

174,033 2019/20 YTD
233,265 2020/21 YTD

NUMBER OF ANTI-SOCIAL BEHAVIOUR INCIDENTS REPORTED BY THE PUBLIC

26282
20974
47793
31497

OCT '19 NOV '19 DEC '19 JAN '20 FEB '20 MAR '20 APR '20 MAY '20 JUN '20 JUL '20 AUG '20 SEP '20

Reporting of antisocial behaviour has significantly increased on the same period last year. As seen in Quarter 1, this is predominantly linked to Public Nuisance calls in relation to non-compliance with the COVID-19 regulations. Levels are considerably down from their peak in April 2020 and are expected to continue to decrease, however if there are changes to lockdown restrictions, we could see a return to more people spending time at home which would likely lead to another increase in noise complaints and neighbour disputes in relation to potential breaches of new restrictions.

Prior to bars and holiday accommodation re-opening on 15 July 2020, we updated our #SafeSummer social media messaging to tackle anticipated alcohol, anti-social behaviour, home and water safety issues.

The #SafeSummer social media campaign helped support operational policing by communicating important messages about outdoor and water safety, home safety, anti-social behaviour and alcohol related violence to the public. Safety messages were communicated using Police Scotland and partner organisation social media platforms. The campaign asked the public to consider their personal safety whether meeting friends in a bar, visiting the beach or simply sunbathing in their garden and issued the following key messages regarding Anti-Social Behaviour:

- Always be considerate of your actions and the actions of your family and friends on others who may live nearby or who are enjoying time in the same area

- Shouting, swearing, rowdy behaviour and loud music may be fun for you however may cause fear, alarm and distress to others. Be mindful of your surroundings

- Bin your litter when you leave, be kind to our environment and keep Scotland beautiful

- Keep your dog on the lead and under control

Acquisitive Crime

Group 3 Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	56,727	46,968	-17.2%	57,613.4	-18.5%
Detection rate	37.0%	39.2%	+2.2% point	37.1%	+2.1% point
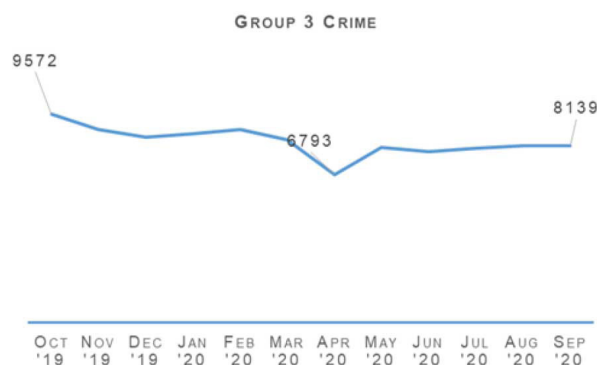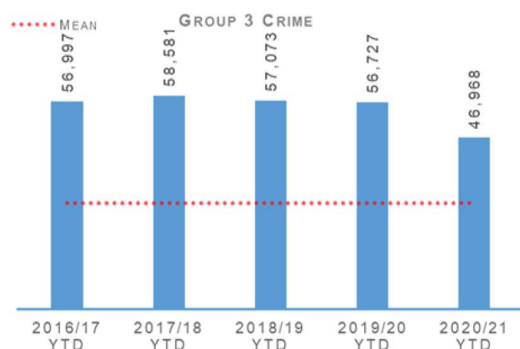
The decrease in Acquisitive Crime continues and can primarily be put down to the introduction of lockdown measures. The volume of crime had been relatively consistent in previous years; however between April and September 2020, there has been a decrease of 9,759 crimes.

The volume of crime recorded each month dropped significantly in April 2020 but have gradually risen in the following months as restrictions were eased.

Although the detection rate has shown a 2.2 percentage point increase, there has actually been 2,551 fewer crimes detected this quarter compared to the same period last year.

As seen in other areas, the statistical increase in detection rate is as a result in the fall in volume of crimes committed. Common Theft and Shoplifting crimes contributed largely to this, common theft decreased by 2,330 crimes and shoplifting by 3,554 crimes.

A common trend at the start of lockdown which has continued through Quarter 2 was that opportunistic criminals started to focus their efforts on Theft of Pedal Cycles due to demand, with this crime type rising 22.8% (598 crimes).

Shoplifting

As expected shoplifting crimes have continued to be lower than over the same period last year. Year to date crimes have decreased by 35.3% (5,713 fewer crimes), which has accounted for the majority of change in Group 3 crimes. As predicted, when lockdown restrictions were eased and more non-essential shops opened, shoplifting increased in Quarter 2 compared to the rates seen in Quarter 1.

Housebreaking

The COVID-19 pandemic continues to impact housebreaking, with a significant decrease of 17.2% (1,101 fewer crimes). Organised housebreakings to care homes and housebreakings to garages and sheds for the theft of high value pedal cycles have been seen across divisions. Disruptive work continues around travelling SOCG's involved in organised care home housebreakings.

There has been an increase of 3.2 percentage points in the detection rate for housebreakings, however, due to the lower volume in crime this in real terms means there has been 135 fewer crimes detected this quarter compared to the same period last year.

Fraud

Fraud	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	5,136	7,466	+45.4%	4,070.8	+83.4%
Detection rate	31.0%	24.0%	-7.0% point	38.7%	-14.7% point
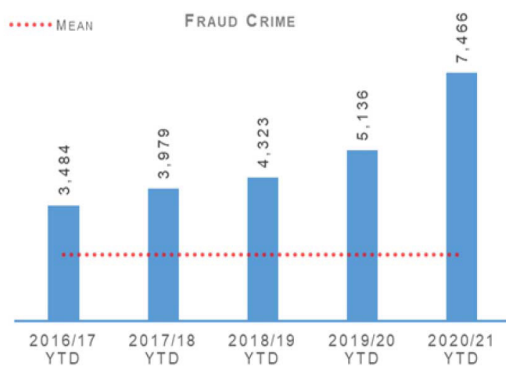
Fraud crimes have continued to rise, increasing 45.4% compared to the same period last year and 83.4% from the 5 year mean, this rise is reflected across all divisions, and across the UK. While fraud crimes have been rising steadily over the last five years, the ongoing pandemic has changed many people's lifestyles and the expanded reliance on technology for daily life has contributed to the rise in fraud.

In recognition of these increases across the UK, a number of national operations are planned which Police Scotland are actively involved in. These include Operation TONIC (Romance Fraud) and Operation GIANTKIND (Investment Fraud). For both operations, the Economic Crime and Financial Investigations Unit

(ECFIU) is liaising with local policing division to maximise investigative opportunities and to ensure messaging supports these national initiatives.

Festive Fraud Campaign

Further to the above operations, a dedicated fraud campaign is due to take place over the festive period aiming to:

- Equip people with the knowledge to understand fraud and be alert to the potential risks

- Enable people to protect themselves from fraudulent situations and report instances of suspicious or criminal activity.

Following extensive research and consultation this campaign will take inspiration from the UK Finance's established fraud prevention initiative 'Take Five to Stop Fraud'. Take Five is a national campaign that offers straight forward and impartial advice to help everyone protect themselves from preventable financial fraud and Police Scotland has been granted permission for the use and brand personalisation of all related messaging, assets and collateral.

Clear co-ordinated preventative messages are important in tackling fraud. Following learning from Operation ETHERIN, the UK response to COVID-19, a UK Fraud Communications Delivery Group is being developed. The purpose of this group is to:

- share, coordinate and collaborate across the public and private sector
- share the current fraud threat picture to prioritise communications effectively
- identify channels to target key audiences vulnerable to fraud
- delivery of national campaigns and initiatives

The group will meet monthly and be chaired by NCA communications. Membership includes all government departments, private sector and third sector organisations with an interest in preventing and targeting fraud. Police Scotland, the National Crime Agency and the Serious Fraud Office alongside the City of London and Metropolitan Police represent law enforcement agencies on the group.

Serious Organised Crime Groups (SOCGs)

In Scotland 18 SOCGs are identified as being involved in fraud. Of these, 87% are involved in fraud linked to businesses that could be used to further criminal activities. The most common fraud types committed by SOCGs include:

- finance/loan agreement
- missing trader intra-community/business tax fraud (VAT Fraud)
- excise duty evasion
- high-tech fraud (including vishing)
- mortgage fraud
- benefit fraud
- long firm fraud (a crime that uses a trading company set up for fraudulent purposes)
- rogue trader/bogus crime fraud

The ECFIU provide support to the operations in respect of SOCG's, ensuring that financial investigation supports the strategic and operational objective.

The Banking Protocol

The Banking Protocol is a UK-wide scheme that enables bank branch staff to alert their local police force when they suspect a customer is being scammed. Across the UK, £19.3 million of fraud was prevented and over 100 arrests were made through the scheme between January and June 2020. The latest UK figures mean the scheme has prevented victims losing a total of £116 million of fraud and led to 744 arrests since it was first introduced three years ago by UK Finance, National Trading Standards and local police forces.

In Scotland there have been 300 incidents responded to and £1,200,700 in fraud prevented between 01 July to 30 September 2020. Due to COVID-19 restrictions, visits to local banks were curtailed. The figures show that reported incidents have decreased as a result as over the same period last year there were 339 incidents reported. As lockdown eases and visits to banks increase it is anticipated that fraudsters will return to MOs that will see a rise in Banking Protocol incidents.

Detection Rates
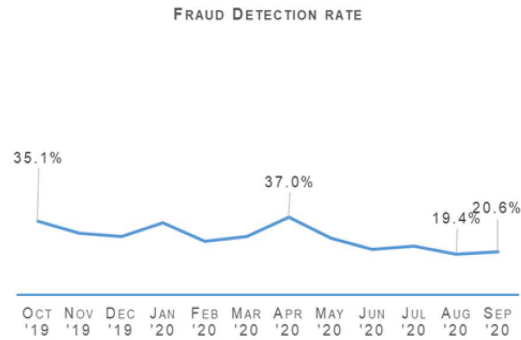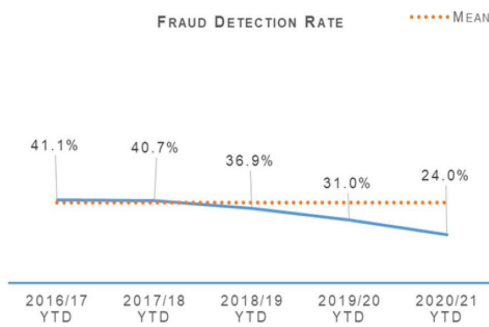
The fraud detection rate currently stands at 24.0%; down 7.0 percentage points on last year and 14.7 percentage points on the 5 year mean. However, we are continuing to detect more frauds than ever before (1,789 detections April to September 2020 compared to 1,593 for the same period last year).

Cybercrime

A recent assessment of Police Scotland's cyber capability by cyber and security solutions company Leonardo indicated areas for improvement and investment to provide effective and efficient services. The assessment highlighted that Police Scotland has the potential to become a leading force in the UK if it adopts changes in its service management and allocation of resources in regards to cybercrime and digital investigation services.

On 30 September 2020, the Scottish Police Authority approved a Cyber Strategy for policing which sets out in detail how Police Scotland will keep people safe in the physical and digital world. This strategy has been developed over time to ensure that we have tested our response against the broader cyber security and policing landscape, industry developments and our own progress in transformation. The strategy also outlines the creation of a National Centre of Excellence which will bring together 100 officers and staff currently working in cyber related roles and in the first instance, an additional 50, with the expectation that these numbers will increase over time. The centre will provide support, training and guidance to local policing facing increasing numbers of cyber inquiries, investigations and prevention work.

Since COVID-19 restrictions came into force in March 2020, many organisations have dealt with a sudden increased dependence on technology to support remote working, placing unexpected demands on their cyber defences. This has resulted in a corresponding rise in cyber incidents for businesses, either through deliberate targeting by cyber criminals or accidental events with unintended consequences.

To combat this Police Scotland collaborate closely with the Scottish Government to produce a Cyber Resilience Bulletin which comprises information regarding on-line threats affecting members of the public both in their personal and professional lives. Content is gathered from a variety of sources including the National Cyber Security Centre (NCSC), Scottish Business Resilience Centre (SBRC) and then circulated across the Public, Private and Third Sectors through Police Scotland's cadre of Web Ambassadors. In addition, Police Scotland have increased the level of cyber alerts circulated via social media platforms highlighting emerging threats. Traditional face to face presentations at schools and financial institutions have been replaced by on-line webinars highlighting online safety.

Cyber-dependent crime

Ransomware is the most significant cyber-dependent threat facing Scotland and has grown in volume and complexity. Attackers have adopted new techniques, moving towards targeted attacks, focusing on victims' ability to pay. This is a change from the widespread random attacks seen previously. Additionally, these groups are collaborating more, sharing resource and experience to maximise effectiveness, whilst making it more difficult for law enforcement to attribute criminality.

This threat is evidenced in the overall number of ransomware attacks and the amounts paid in ransoms. Since January 2020 there has been 28 reported ransomware attacks compared to 9 during the same period last year. This year almost all demands in Scotland were made for payment in Bitcoin, with demands ranging from £850 to £6m. In comparison, the highest demand the previous year was £50,000. This reflects a global trend of increased demands and payments.

Cyber-crime reporting

The Scottish Crime and Justice Survey 2018/19 (published in June 2020) highlighted that there is significant under-reporting of some crime types, particularly cyber fraud and computer misuse, as the majority of victims confirmed that they did not report the incident they experienced to the police. This was particularly true in the case of scam phone calls and viruses. Online theft of a bank card or bank account details was the type of cyber fraud and computer misuse reported by most victims. Of this, 95% of online banking thefts crimes were reported to banks/credit card companies, while only 8% were ever reported to the police.

The aforementioned Cyber Strategy recognises the above and seeks to provide policing with the tools and resources to evolve to meet the challenges.

Police Custody

Arrested Persons	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	59,616	53,132	-10.9%
It is important to note that that number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period.			
Number of arrested persons held for court	31,125	18,416	-40.8%
The decrease in the number of arrested persons held for court is reflective of the decrease in the total number of arrested persons. The figures indicate that the proportion of arrested persons held for court fell from 55.2% to 34.7% compared to the same period last year. This is, in part, due to the changes to attitudes towards risk following revision to Lord Advocates Guidelines.			
Number of arrested persons released on an undertaking	7,594	12,909	+70.0%
In response to the revised custody decision making guidance, we have seen an additional 5,315 persons released on an undertaking compared to the same period last year. Proportionally, this is an increase from 12.7% to 24.3% of total throughput in custody.			
Number of under 16s arrested and brought into police custody	1,067	814	-23.7%
Number of under 16s children held for court	57	69	+21.1%
The term under 16s will include those custodies who are 16 or 17 and subject to a supervision order and in the eyes of the law are treated as under 16s. The number listed as held for court are those who were held in a police cell and had a relevant certificate in terms of s21 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety			

Antisocial Behaviour (ASB) Fixed Penalties	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	4,263	8,108	+90.2%

An additional 3,834 ASB Fixed Penalties were issued compared to the same period last year. A significant proportion of the Fixed Penalties issued relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020.

Vulnerability	2019/20 YTD	2020/21 YTD	% Change from Previous Year
Number of persons arrested with alcohol addiction	6,736	6,131	-9.0%
Number of persons arrested with drug addiction issues	10,641	9,031	-15.1%

As a result of the total number of persons arrested being down on the previous year, both the number of persons arrested with alcohol and drug addiction issues are down on the same period previous year. As a proportion of the total number of persons arrested, those with alcohol addiction remained stable at approximately 11.0%. Similarly, the proportion of those arrested with drug addiction issues remained stable at just over 17.0%. Please note, each custody may have reported "yes" to each of the above categories

Number of arrested persons referred to partners	n/a	327	n/a

** Revision to Quarter 1 submissions - 2020/21 = 121 Due to a change in recording practices, it is not possible to provide comparable figures for 2019/20. Individuals may be referred to multiple organisations, or the same organisation multiple times. The referrals are to partners such as Addaction, Alcohol & Drugs Action, Change Grow Live and Tomorrows Women etc.

Number of people in custody seen by NHS partners co-located in custody centres	10,615	7,307	-31.2%

** Revision to Quarter 1 submission – 2019/20 = 2,677 and 2020/21 = 1,219 (-54.5%) Although there appears to be a reduction in on site visits, it should be noted that there has also been a decrease in hospital visits and an increase in telephone consultations taking place during the COVID-19 pandemic. As people spent less time in custody there is a reduced requirement for medical intervention with people able to secure their own health visit out with the custody setting.

Note: As an example, if a custody is brought in on a Friday and kept for court until the Monday there may well be a requirement to see a doctor to ensure prescribed medication is issued. If however, the custody is released on the Friday evening or early Saturday then they will be able to go home and use their own medication as prescribed.

Additional exceptions out with the Measure of Progress towards Strategic Outcomes

Wildlife Crime	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	111	203	+82.9%	131.4	+54.5%
Detection rate	34.2%	55.2%	+20.9% point	58.3%	-3.1% point

Wildlife Crime has increased by 82.9% (111 to 203 crimes). This is due to a range of factors including COVID-19. The shift towards people taking up fishing through lockdown continues to be evidenced in the rise of Salmon and Freshwater Fisheries Offences, rising 281.8%, from 22 to 84 crimes.

Wildlife Crime Officers continue to conduct intelligence led interventions on a regular basis. In September 2020 this included a multi-agency hare coursing day of action in East Lothian involving Police Scotland, Civil Nuclear Constabulary, National Farmers Union and East Lothian Council. Recent successes have included a number of individuals being reported to COPFS for 21 charges relating to hare coursing, the largest hare coursing report ever submitted in Scotland.

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

Police Scotland's objectives are to:

- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service

- Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective

- Work with local groups and public, third and private sector organisations to support our communities

Public Confidence and Experience of Policing

Insight into Police Scotland's approach to addressing public confidence and the importance the organisation places on this key aspect of policing and community engagement is detailed on pages 13-16.

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

Public Confidence	2019/20 (Jan – Mar) n=11,494	2020/21 (Apr – Jun) n=22,535	2020/21 (Jul – Sep) n=6,102	% Point Change since Q1 2020/21	% Point Change since Jan-Mar 2019/20
Percentage of respondents that agree or strongly agree they have confidence in local policing	48%	63%	52%	-9%	+4%
Percentage of respondents who feel either very safe or fairly safe in their area	73%	88%	80%	-8%	+7%
Percentage of respondents agree or strongly agree that the police listen to concerns of local people	42%	41%	36%	-5%	-6%

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

User Experience	Q4 2019/20 (Jan – Mar)	Q1 2020/21 (Apr – Jun)	Q2 2020/21 (Jul – Sep)	% Point Change since Q1 2020/21	% Point Change since Q4 2019/20
Percentage callers saying it was easy or very easy to contact the police	90%	82%	76%	-6%	-14%
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	95%	87%	85%	-2%	-10%
Percentage callers who felt staff properly understood what they needed	94%	88%	87%	-1%	-7%
Percentage callers feeling that the police provided the appropriate response	78%	66%	67%	+1%	-11%
Percentage callers felt they were adequately informed about the progress made (where applicable)	63%	53%	56%	+3%	-7%
Percentage callers feeling satisfied with the way they were treated by the officers who attended the incident	92%	80%	82%	+2%	-10%
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	83%	71%	72%	+1%	-11%

Note: Satisfaction refers to those who have used our service. This reflects on the organisation's ability to handle individual incidents.

During the pandemic we've seen sustained high levels of overall satisfaction at over 70%. Satisfaction is greatest with initial contact (85%) and understanding the caller's needs (87%): due to how positive people feel they were treated by staff and officers, quick response times, receiving updates on their incident and feeling their concerns were taken seriously.

Compared to pre COVID-19, satisfaction has dipped across measures. The change in survey methodology may have had an impact on reported satisfaction. Respondents now give their feedback using an online form, compared to before over the phone in one-to-one interviews. Academic consensus is that online or SMS surveys increase feelings of respondent anonymity. This may be a factor that has influenced the drop in satisfaction – i.e. respondents now feel it is easier to be critical of Police Scotland when reporting "anonymously" using an online form. Police Scotland intend to assess this further in subsequent quarterly reports.

From analysis of the free text responses, reasons underlying dissatisfaction are largely attributable to the two factors below.

Expectations of Police - Individuals contacting Police Scotland regarding a breach of physical distancing often felt that the police should have taken tougher action. This is despite the two metre rule for physical distancing in the street being guidance only and not enforced by law. This also reflects findings from the Your Police survey. Additionally, there were concerns that police were not taking concerns seriously when individuals were referred to partner agencies, even though the agency were better suited to dealing with the concerns raised.

Risk of COVID-19 - Minor incidents were often heightened by the underlying threat of COVID-19 transmission. Individuals may feel more concerned about an ongoing neighbour dispute or antisocial behaviour if they feel these interactions may increase the risk of catching the virus. Qualitative analysis indicates this is particularly true for individuals who were vulnerable, shielding or living with others at risk.

Engagement with communities and organisations to support our communities and make our services accessible and relevant

Victim Support Scotland Referrals

Police Scotland (Strategy, Insight and Innovation & Safer Communities) collaborated with Victim Support Scotland (VSS) to understand a decrease in referrals from Police Scotland to VSS from 2015 to 2020. The team approached the project using innovation and service design methodology to evidence issues and remove assumptions.

Research was carried out to better understand what may have impacted the referral process, this included engagement with other UK forces, 24 colleague interviews across Police Scotland and VSS and a user experience survey which reached 1,465 members of the public who had recently contacted Police Scotland.

Evidence of findings and recommendations to re-design the service provided by both Police Scotland and VSS that puts the needs of the service user at the centre of service delivery were presented to VSS, Police Scotland colleagues and the Scottish Government Victim and Witness Task force in August 2020. Over the coming weeks this work will be prioritised and actioned by a collaborative task force team.

Introduction of Virtual Courts

In March 2020, due to ongoing pandemic and lockdown restrictions, emergency legislation, under the Coronavirus (No 2) Act, was introduced in Scotland to make adjustments to criminal procedure processes. Arrangements were thereafter made for accused persons held in police custody to appear at court directly via video link from a police station as an alternative to appearing at court in person.

Initially, this process was used for accused persons who had COVID-19 symptoms however this has also been extended to any accused person who is in custody. As we progress into the winter months with the ongoing pandemic, it is likely that more custody cases will be dealt with using a video link to court.

Police Scotland wants to understand the effects of using this process with custodies and partners. This is to ensure fairness, accessibility and avoid discrimination.

Police Scotland has launched a two-fold engagement activity to ensure views and experiences from different groups are captured and considered. A survey with partners and stakeholders was launched that includes Police Scotland colleagues, Court users, support organisations (third sector) and GEOAmy. A survey with custodies has been piloted, conducted with those who have appeared at court via video.

The returned data will help us to publish an Equality and Human Rights Impact Assessment on the use of video for appearing at custody court.

Updates from the engagement will be provided in subsequent quarterly reports.

Complaints about the Police

Complaints	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	3,169	3,466	+9.4%	n/a	n/a

Note: five year mean figures are not available for complaints or allegations. This is due to the number of changes within PSD, including recording practices, in recent years. As a result, the five year mean figures wouldn't provide a meaningful comparison

2019/20 YTD   3,169

2020/21 YTD   3,466

629   675   440

OCT '19   NOV '19   DEC '19   JAN '20   FEB '20   MAR '20   APR '20   MAY '20   JUN '20   JUL '20   AUG '20   SEP '20
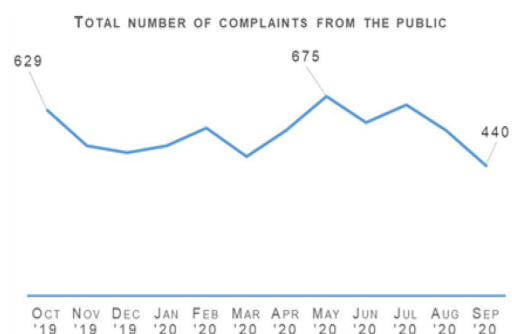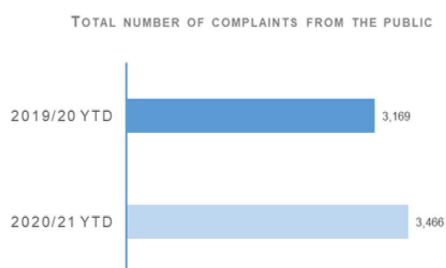
Complaints from members of the public increased by 9.4% to 3,466 during Quarter 2 compared to the same period last year. COVID-19 related complaints are assessed to be the key factor underpinning the increase in overall complaints, with 15.5% of all complaints (536) received during this quarter identified as such.

A total of 2,930 non-COVID complaints were received in this period, a decrease of 7.5% compared to the same period last year. This further underlines the impact of COVID-19 related complaints on the overall volume of complaints received.

The Professional Standards Department (PSD) have established a process to identify all complaints relating to COVID-19 and deal with these in as efficient and swift a way as possible. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 62.9% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

The volume of COVID-19 related complaints has however continued to decline. These complaints peaked in April 2020, with each monthly total thereafter showing a decrease from the preceding

month. The 21 complaints received in September 2020 represented a 30% decrease from August 2020 whilst the 30 complaints received in August 2020 was a decrease of 25% compared to July 2020.

Local Restrictions

COVID-19 related complaints have been monitored in areas affected by regional Coronavirus restrictions. During the restrictions imposed in Aberdeen City between 05 and 24 August 2020, only one complaint was received in this area.

Furthermore, with local restrictions imposed in many local authority areas on 01 and 07 September 2020, only four COVID-19 related complaints were received in the West region during this month. These account for lower volumes than those in the North region (12) and the East region (5) during September 2020. It is therefore assessed that the implementation of local restrictions have not correlated with an increased volume of COVID-19 related complaints

With additional restrictions extended nationally from 25 September 2020, all COVID-19 related complaints will continue to be monitored, managed and recorded.

Allegations	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	5,300	5,164	-2.6%	n/a	n/a
% of closed allegations which were upheld	10.3%	4.3%	-6.0% point	n/a	n/a

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

TOTAL NUMBER OF ALLEGATIONS FROM THE PUBLIC

2019/20 YTD — 5,300
2020/21 YTD — 5,164

TOTAL NUMBER OF ALLEGATIONS FROM THE PUBLIC

979 ... 1066 ... 606

Oct '19, Nov '19, Dec '19, Jan '20, Feb '20, Mar '20, Apr '20, May '20, Jun '20, Jul '20, Aug '20, Sep '20
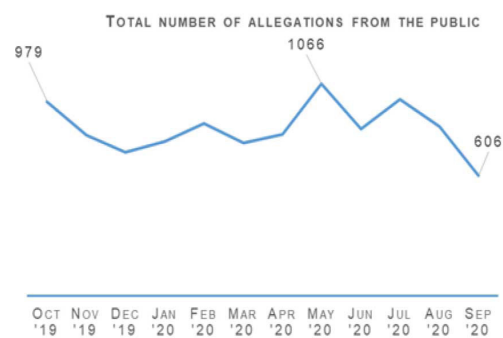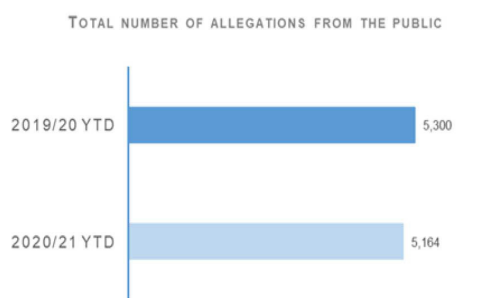
The volume of allegations has continued to decrease, broadly in line with the reduction in non COVID-19 related complaint cases. The total number of allegations have decreased by 2.6% compared to the same period last year with 5,164 allegations recorded at the end of Quarter 2.

PSD continue to identify the themes emanating from complaints and share these with Operation TALLA, to inform the continual reinforcement of positive guidance and messaging to assist operational officers in the discharge of their duties. The key themes identified during Quarter 2 were:

- Quality of Service and Irregularity in Procedure allegations: Officers failing to social distance (from other officers or from the public), officers failing to enforce breaches of social distancing and officers not wearing PPE.

The decrease in the percentage of upheld allegations is assessed as being due to the number of COVID-19 allegations that are resolved by FLR and an element of data lag while cases wait to be closed and recorded as such.

Police Investigations and Review Commissioner	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	111	101	-9.0%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	442	372	-15.8%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	55.4%	69.6%	+14.2% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) have conducted 101 Complaint Handling Reviews (CHR), which equates to 2.9% of all complaints. The 101 CHRs conducted by PIRC considered 372 allegations with 259 (69.6%) assessed to have been handled to a reasonable standard. This is up 14.2% from the same period in 2019/20. These CHRs included 110 recommendations.

Police Scotland made 148 referrals to PIRC resulting in 38 investigations (25.7%). During this quarter PIRC made two recommendations to Police Scotland. These related to the training in the use of PRONTO PDA's and the process for ensuring any duplicate PNC records are checked. These recommendations are being progressed by C3 Division.

Organisational learning identified from CHRs received during this quarter include:

- The importance of the complaint enquiry being allocated to an officer with no prior involvement in the matter.

- The importance of the heads of complaint form being completed and that, irrespective of this, complaint correspondence is reviewed to ensure that all matters are addressed.

- That proportionate and sufficient enquiry is conducted. Moreover, that auditable records of this enquiry are maintained.

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

Police Scotland's objectives are to:

- Prioritise wellbeing and keep our people safe, well equipped and protected

- Support our people to be confident leaders, innovative, active contributors and influencers

- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging

Assaults on Police Officers and Police Staff

Assaults on Emergency Workers (Police Officer/Staff)	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Common assault of emergency workers (police officer/police staff)– number of offences	3,393	3,514	+3.6%	2,952	+14.9%
Percentage of assaults leading to injury	20.5%	19.2%	-1.3% point	n/a	n/a

Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue.
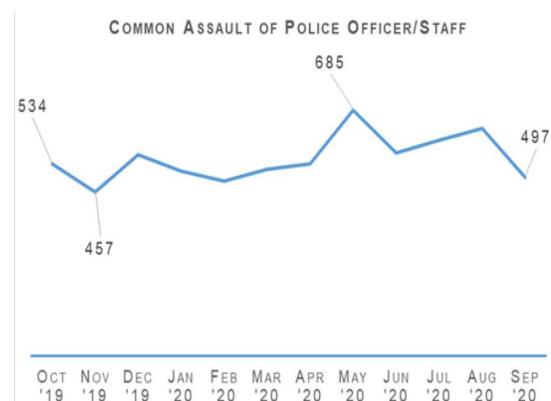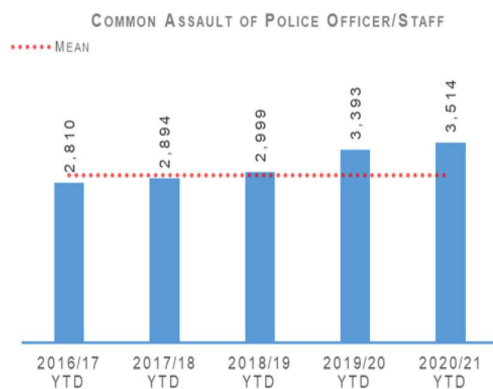
The upward trend in police assaults recorded in Quarter 1 has levelled off in Quarter 2. Crimes are still up 3.6% (121 more) and up 14.9% (562) on the 5 year average however the number of crimes recorded in Quarter 2 was 3.0% lower (54 less) than in Quarter 1 this year. This slight decrease may be a result of the relaxing of restrictions related to COVID-19 in Quarter 2. Analysis of police assaults with key words related to COVID-19 show a decrease of 0.6% (17 fewer) in Quarter 2 compared to Quarter 1.

The reduction in assaults related to COVID-19 also correlates with the below figures that show an increase in the percentage of officers being injured as a result of an assault. The assessment being assaults that are less likely to cause injury such as coughing or spitting at an officer are declining.

PERCENTAGE (%) OF COMMON ASSAULT OF POLICE
OFFICER/STAFF THAT RESULTS IN INJURY

18.7%

16.8%

18.4%

20.3%

21.5%

19.7%

APR '20   MAY '20   JUN '20   JUL '20   AUG '20   SEP '20

PERCENTAGE (%) OF COMMON ASSAULT OF POLICE
OFFICER/STAFF THAT RESULTS IN INJURY

2020/21 YTD   19.2%

2019/20 YTD   20.5%
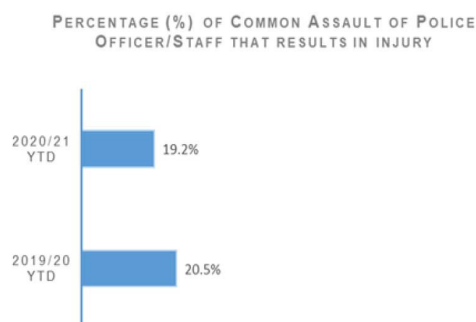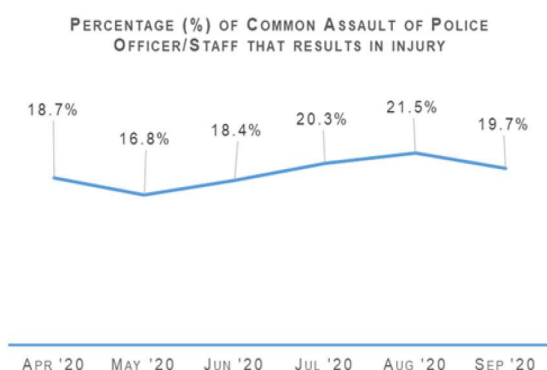
Additional Research

Research found that 86% of assaults on staff and 13% of assaults on officers occurred at a police premises. A more focused piece of analysis was conducted to better understand assaults on officers/staff that occur at police premises.160 police assaults at a police premises were analysed that occurred between 01 April 2020 and 30 June 2020. The key findings are:

- 100% were common assaults, while no serious assaults were found in the sample studied.

- There were 143 (89.4%) assaults on police officers and the remaining 17 (10.6%) were on members of staff.

- 74.2% (112) of offenders had engaged in violent behaviour, either against the police or members of the public, prior to their arrival at a police premises.

- 83.6% of assaults on officers or members of staff at police premises occurred in cells (46.6%) or custody suites (37.0%).

- The majority (82.5%) of the assaults at a police premises resulted in no injury.

- Just over half (54.0%) of all assaults occurred when an offender was restrained.

- Kicking (29.6%) and spitting (27.0%) were the primary methods of assaulting officers/staff.

- Alcohol use was deemed a contributory factor in 64.2% of assaults on officers/ staff at a police premises.

Benchmarking

Findings from the 2019 college of policing national police safety survey[1] (England & Wales) correlate with the increases in assaults being recorded in Scotland. The research found that 93% of officers feel that police assaults are getting worse. Indeed, 88% of police officers stated they had been assaulted during their service and 59% of officers reported being assaulted one or two times in the past 12 months.

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1   National Police Safety Survey Results

Although similarities in crime trends between Scotland and England and Wales, it must be noted that there are differences in crimes, policing practices (single crewing) and prosecutions of assaults. Research into the prosecution of assaults on officers/staff in Scotland highlighted that 86.4% of assaults reported to COPFS resulted in court action for the offence of 'Police and Fire ref 2012 S90 (1) (A) assault officer execution of duty[2]. This is significantly higher than the corresponding figure of 44.0% for England and Wales.

Chief Constable's Commitments

Assaults on officers and staff – I will take action to reduce the impact violence has on officers and staff.

To support the Chief Constable's assault pledge, reviewed guidance has been issued for when a police assault occurs. This guidance will ensure that the wellbeing of all officers/staff involved has been appropriately assessed, any learning or training issues are taken into account and reports submitted to the procurator fiscal contain sufficient information to ensure the best chance of prosecution.

In furtherance to the guidance an internal media campaign has been undertaken to highlight the availability of support for officers and staff that have been victim of assault.

Officer and staff safety – I will introduce and enhance measures to improve your safety, including a review of officer safety training and equipment, and improved conflict resolution skills.

The new Operational Safety Training (OST) is due to commence on 30 November and consultation is currently ongoing with Health & Safety regarding potential adjustments to ensure officer safety is paramount when training is being conducted.

Increasing from one to two consecutive days annually; the new course aims to train 1500 - 1800 officers per month across the Force. New recruits at SPC Tulliallan will also benefit from an increase from five to seven OST training days during their initial course.

Full time OST teams have been established in each command area representing an uptake in 17 officers to help support and facilitate the new training. Focussed on delivering training in enhanced techniques and tactical awareness, the course aims to reduce the number of police assaults by making the course more operationally relevant and scenario led.

Impact on police assault figures will be captured through Use of Force forms submitted and each course will be evaluated through completion of a post course survey.

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2   The offence of 'Police and Fire ref 2012 S90 (1) (A) assault officer execution of duty' is only one of five offences related to assaults on police, and accounted for around half (49.8%) of all police assault charges in the study.

Absence Management

Absence Management	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of police officers (FTE)/police staff (FTE) on short term sick leave (less than 28 days)*	11,715	13,506	+15.3%	n/a	n/a
Number of police officers (FTE)/police staff (FTE) on long term sick leave (more than 28 days)*	6,209	6,355	+2.4%	n/a	n/a
Number of police officers (FTE)/police staff (FTE) absent through psychological illness and stress related conditions	1,466	1,369	-6.6%	n/a	n/a
Percentage of police officers (headcount) on recuperative and adjusted/restricted duties by gender	8.1%	9.1%	+1.0% point	n/a	n/a

NUMBER OF POLICE OFFICERS (FTE)/POLICE STAFF (FTE) ON SHORT TERM SICK LEAVE (LESS THAN 28 DAYS)
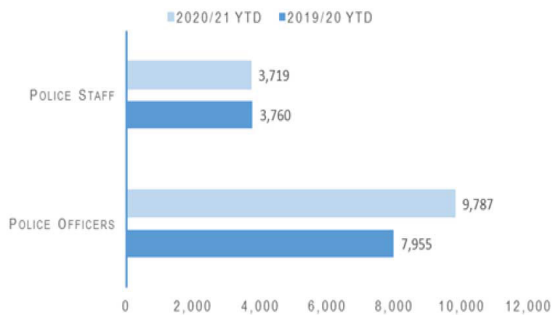
NUMBER OF POLICE OFFICERS (FTE)/POLICE STAFF (FTE) ON LONG TERM SICK LEAVE (MORE THAN 28 DAYS)
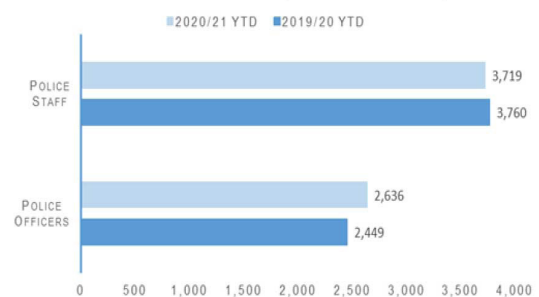
NUMBER OF POLICE OFFICERS (FTE)/POLICE STAFF (FTE) ABSENT THROUGH PSYCHOLOGICAL ILLNESS AND STRESS RELATED CONDITIONS
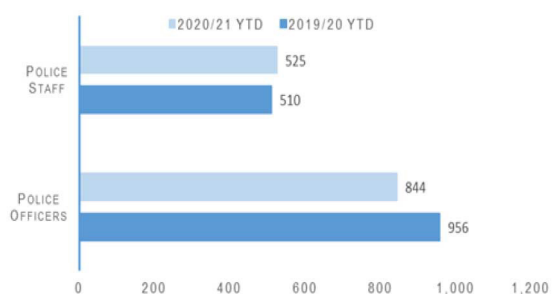
PERCENTAGE OF POLICE OFFICERS (HEADCOUNT) ON RECUPERATIVE AND ADJUSTED/RESTRICTED DUTIES BY GENDER
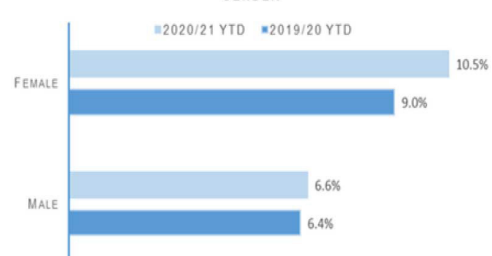
Absence Management

COVID-19 Absences	30/04	31/05	30/06	31/07	31/08	30/09
Live Absence Number	1,778	931	839	822	1,018	1,153
Live COVID-19 Related Absence	969	129	43	41	177	276
Precautionary Self-Isolation	790	83	27	18	105	140
Symptoms	179	46	16	16	60	39
Running Total COVID-19 Absences	5,416	6,137	6,639	6,968	8,155	9,212
Employees Shielding	n/a	125	200	65	41	32
Shielding as % of Workforce	n/a	0.53%	0.85%	0.28%	0.17%	0.14%
Headcount	n/a	23,649	23,605	23,532	23,600	23,595

The table above illustrates that the number of live COVID-19 absences at the end of September 2020 is the highest they have been since the end of April 2020. These figures correlate with significant increases in short term absences for Police Officers (1,832 more, up 23.0%). The slight decrease in short term absences for Police Staff (41 less, down 1.1%) is likely due to the fact that more staff are able to work from home, thus at less risk of being infected by COVID-19, but also other viral infections, and also more likely to be able to continue working if precautionary self isolating.

As the positive cases across Scotland are rising rapidly it is clear that over the next six months, the organisation will see an increase in COVID-19 related absence particularly as a result of contact tracing. To support this predicted spike in positive cases and COVID-19 absence a dedicated team has been established to manage the impact Test and Protect is having across the organisation.

The Outbreak Management Team (OMT) will provide live support to divisions and departments on identification of positive coronavirus (COVID-19) test results and will provide Support, guidance and operational learning. Details of those functions are outlined in the Op TALLA section on page 77.

| Occupational Health	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	1,961	1,269	-35.3%	n/a	n/a

COVID-19 continues to have an impact on occupational health demand and the provision of service delivery. Tele-consultations have continued as normal however face to face consultations are not being carried out in line with government guidelines.

Quarter 2 saw a significant reduction in management referrals compared to the same period last year. This reduction in management referrals has allowed Optima Health to prioritise specialist medicals that had to be suspended in Quarter 1.

Employee Assistance Programme	2019/20 YTD	2020/21 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	1,289	926	-28.1%	n/a	n/a

Overall, there have been 926 EAP referrals in 2020/21 YTD. This is down 28.1% when compared to the same period last year (1,289 referrals).

There were however 511 referrals during July to September 2020 which is an increase of 96 referrals (23.1%) when compared to April to June 2020 (415 referrals). This would indicate that officers and staff are now engaging with the EAP to seek counselling support and not just seeking generalist information on COVID-19 from NHS site.

Contacts to the EAP in Quarter 2 are predominantly due to personal issues (68% personal, 32% work).

Top three Personal Issues are:
- Mental Health
- Personal Relationships
- Bereavement

Top three Work Issues are:
- Work Related Stress
- Trauma at Work
- Shift Working

Equality & Diversity Profile	Data Presented
Force Profile	Sex, Race, Disability, Sexual Orientation and Age characteristics reported annually and were presented in Quarter 1 report
Promotion Profile	Sex, Race, Disability, Sexual Orientation and Age characteristics reported annually and were presented in Quarter 1 report
Recruitment Profile	Data to be presented in Quarter 3 report

STUC Black Workers' Committee Enquiry – Break the Race Ceiling

The Scottish Trade Union Congress (STUC) Black Workers' Committee's launched a new campaign in June 2020, called Break the Race Ceiling. The campaign aims to explore and work with the whole of the Scottish public sector in relation to the recruitment, retention, and progression practices with regards to the Black and Minority Ethnic workforce. Following our engagement with the STUC Black Workers' Committee's, a short life working group (SLWG) was established to provide a forum for all relevant parties to meet and discuss the STUC campaign.

The Terms of Reference, of this group, are "To explore and work with the STUC Black Workers' Committee in relation to the recruitment, retention, and progression practices with regards to the Black and Minority Ethnic workforce." This work is being undertaken as a pilot initially in Greater Glasgow Division and outcomes will be shared with other divisions and departments.

Equality and Human Rights Committee Parliamentary Inquiry on Race Equality, Employment and Skills

Police Scotland provided evidence to support the Equality and Human Rights Committee Parliamentary Inquiry. The remit for this inquiry is to look at what positive actions public authorities have taken to improve employment practice towards minority ethnic communities in response to the Race Equality Framework for Scotland 2016-2030 and identify what more can be done to deliver further progress.

Police Scotland gave evidence on how as an organisation we are both recruiting and retaining officers and staff from minority backgrounds, and also how we respond to issues of racism in the workforce and

educate staff on equality and diversity. Full details of the evidence given can be found via the following link: **PS E&D Submission**.

In addition, Police Scotland has also been asked by the Scottish Government to co-chair a Cross Justice Working Group on race and the workforce.

Flexible Working Progress

In October 2017 an employment tribunal (ET) ruled against Police Scotland after a flexible working application was refused based on a divisional practice that officers should start and finish within core hours.

The employment tribunal found that the practice unjustifiably discriminated against a female officer on the grounds of sex, under section 19 of the Equality Act 2010. Police Scotland is committed to ensuring that lessons learned from the ET findings are acted upon to prevent any future discrimination when considering flexible working applications'.

A 12 month review of this work has recently taken place and Police Scotland have provided an update and supporting evidence to the Equality and Human Rights Commission (EHRC). The EHRC have written to Police Scotland to confirm that they are content that Police Scotland has completed the action and outcomes set out in the action plan. We have since received contact from other UK Forces and organisations to learn more about the work that has been undertaken.

Equality, Diversity and Inclusion Employment Framework

An Equality, Diversity and Inclusion Employment Framework is currently under-development and will outline our commitments and direction of travel in support of our People Strategy. The framework is being developed based on relevant evidence and engagement with stakeholders including representatives from diversity staff associations. Themes and priorities are currently being collated based on an engagement session that took place on Friday 2 October and will inform the draft Equality, Diversity and Inclusion Employment Framework. An update on this framework will be included in the next quarterly update.

Recruitment

Police Officer recruitment is unaffected by COVID-19 with 125 new police officers being recruited during Quarter 2. Work is underway to secure a further 125 for the December 2020 intake. All areas of the recruitment journey have now been modernised which has created numerous efficiencies.

Rural and remote police vacancies have all been filled by candidates wishing to transfer to those locations. Special Constable recruitment is also unaffected, with an intake of 12 officers scheduled for November 2020. There are no challenges to Police Officer recruitment and it is estimated at this stage that the March 2021 intake will be 125 officers.

Police staff recruitment has continued, with an enhanced approval and governance route.

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

Police Scotland's objectives are to:
- Use innovative approaches to accelerate our capacity and capability for effective service delivery

- Commit to making a positive impact through outstanding environmental sustainability

- Support operational policing through the appropriate digital tools and delivery of best value

Finance

Transformation

The Quarter 1 update remains valid and accurate with respect to the funding requests and the final allocations across both Capital transformation and Business as Usual (BAU) activity for 2020/21.

The final funding allocations across Capital were agreed at the Capital Investment Group (CIG) in February 2020. Initial prioritisation was based across four specific categories (regulatory and committed change; regulatory BAU and critical/difficult to stop projects).

Circa £30m of funding was allocated across programmes within these categories and the decision was made that any additional funding would be prioritised to the BAU rolling investment programmed.

With the levels of bids coming in from the business and the subsequent funding received, the agreed prioritisation of projects was critical in determining the final funding awarded to each programme. A range of projects therefore received either no funding or reduced funding from the initial budget submissions.

As we move into Quarter 3 of 2020/21, we will have completed two reforecasts across all programmes. This has also incorporated £2m of non-budgeted Operation TALLA Capital spend. A review of the full year forecast position will be presented and discussed at the CIG in October 2020 where any required re prioritisation of budgets will be agreed to support the delivery of the full year outturn requirement.

Asset Replacement Programme

The Quarter 1 update regarding funding requests remains valid and accurate for this Quarter 2 update.

The approach taken within Capital prioritisation was also applied to the Reform budget submissions. This resulted in circa £17m of funding being allocated across the prioritised categories of spend (as outlined above in Capital).

Due to a fully allocated Capital budget, the remaining £8m within reform could not be awarded to any projects that had capital implications.

The final £8m allocation was made across a range of change programmes and a pool of temporary resources required to support delivery of these programmes.

As with Capital, this resulted in a range of Reform projects receiving either no funding or reduced funding from the initial budget submissions.

As we move into Quarter 3 of 2020/21, we will have completed two reforecasts across all programmes. This has also incorporated £0.4m of non-budgeted Operation TALLA Capital spend. A

review of the full year forecast position will be presented and discussed at the CIG in October 2020 where any required re prioritisation of budgets will be agreed to support the delivery of the full year outturn requirement.

Fleet

Police Scotland's fleet strategy is highly ambitious, with the aim of having the UK's first ultra-low emission blue light fleet by 2030. Achieving our fleet strategy aims will significantly reduce carbon emissions, while also reducing maintenance and servicing costs. It's one of many strides the organisation is taking to achieve a sustainable, flexible service which meets the needs of our fellow citizens while also providing a modern, fit-for-purpose fleet for our people to use in the course of their work.

In support of this, Police Scotland has awarded two contracts worth more than £25 million. BP Chargemaster will supply and install hundreds of electric vehicle charging posts (EVCPs) while almost 180 Hyundai Kona 64kWh cars will join the fleet.

Under the first phase, over 400 charging points will be installed at over 50 police sites across Scotland, BP Chargemaster will also provide annual maintenance. The initial focus will be on installing at police sites along the roads linking Prestwick, Glasgow and Edinburgh Airports ahead of the United Nations Climate Change Conference of the Parties (COP26), due to take place in Glasgow in November 2021. Police Scotland currently has 29 chargers across 24 sites, phase one of the contract amounts to around 40% of

the required charging infrastructure for policing in Scotland. The contract includes the option for Phases 2 and 3 to provide the full infrastructure requirement.

Hyundai Motor UK has been awarded a contract to provide nearly 180 Hyundai Kona 64kWh cars to expand Police Scotland's existing ULEV fleet. Delivery of these vehicles is expected to begin in October 2020. The Kona ULEVs are being initially rolled out as unmarked pool vehicles, to be used by both officers and staff. The Hyundai Kona has a useable range of up to 300 miles. Police Scotland currently has around 100 ULEVs, with 49

KIA vehicles also expected to be delivered in October 2020 as a result of funding from Transport Scotland. The gradual transition of our unmarked fleet from our current internal combustion engine vehicles to ULEVs will also assist with improving the existing fleet, as the age and mileage thresholds for replacing existing vehicles is being reduced. This means officers will have use of more modern vehicles while reducing maintenance and repair costs, at the same time as increasing the resilience of our contingency fleet.

Size of fleet	% ULEV	Average age	Average % of Vehicle Availability
3,500 vehicles	4.0%	5.9 years	97.08%

Estates
Co-locations / Collaborations

Shared Occupancy	2020/21 YTD
% footprint of the Estate which is co-located/shared with our partners	10.04%

Note: These figures remain consistent with those reported in Quarter 1, as this is an annual measure.

Building Conditions

The figures remain consistent with those reported in Quarter 1, as this is an annual measure. Our Condition Survey is currently underway and will provide an update on number of buildings in each category. This is forecast to be made available in Quarter 4.
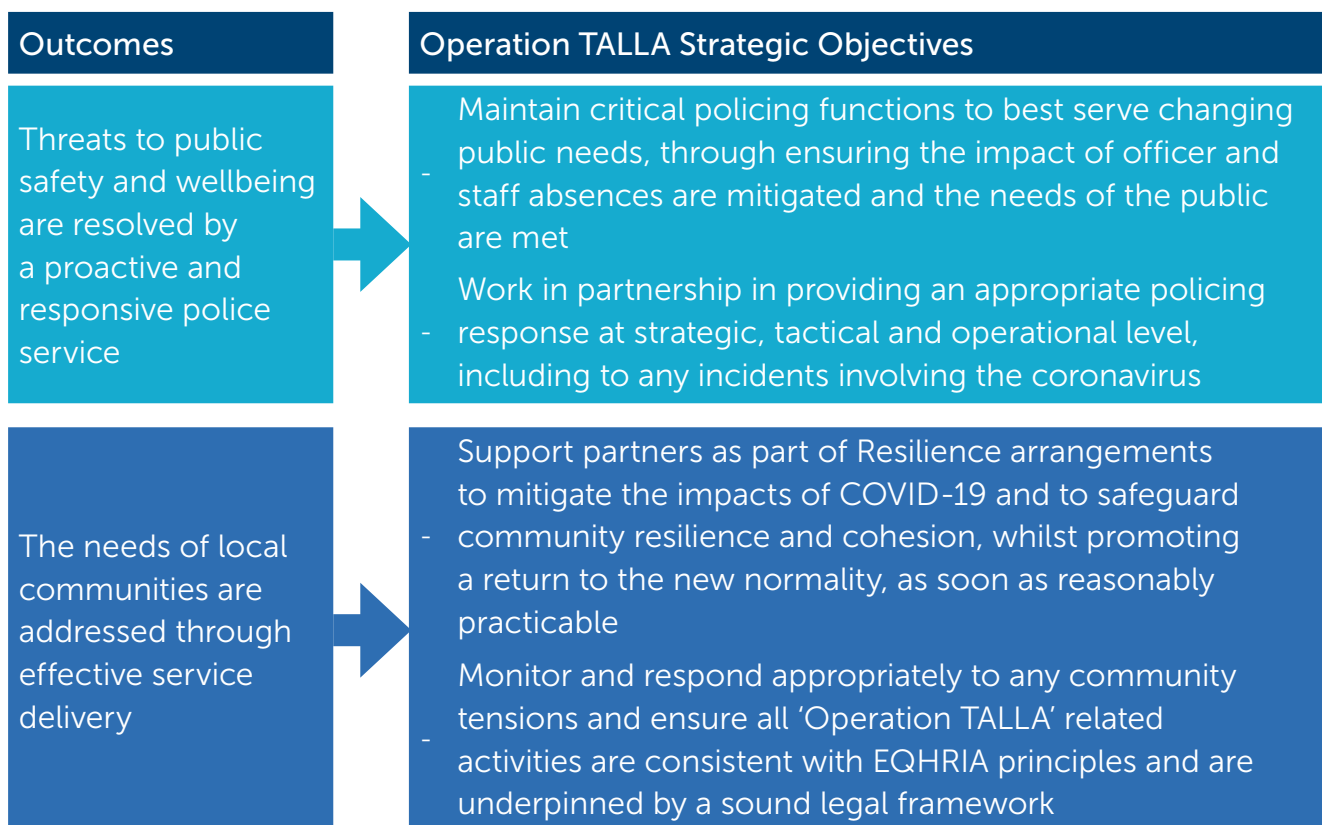
Environmental

The figures for Quarter 2 remain the same as those provided for Quarter 1. Both statistics are measured annually and will be available in November 2020, ready for Quarter 3 reporting purposes. The new Environmental Sustainability Strategy is currently in development, with a forecast for completion in November 2020.

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

Police Scotland has implemented a Command Structure to manage the planning and response to the impact of COVID-19. Eight bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed overleaf. This provides a framework to focus operational activity associated with maintaining critical policing functions, serving changing public needs and supporting our staff to continue to provide a professional and effective service to our communities. This command response now includes a Strategic Oversight Board chaired by the Chief Constable supporting the Command and Renewal structure as this develops.

The eight strategic objectives set for Operation Talla are as follows:

Outcomes	Operation TALLA Strategic Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	- Maintain critical policing functions to best serve changing public needs, through ensuring the impact of officer and staff absences are mitigated and the needs of the public are met - Work in partnership in providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving the coronavirus
The needs of local communities are addressed through effective service delivery	- Support partners as part of Resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, whilst promoting a return to the new normality, as soon as reasonably practicable - Monitor and respond appropriately to any community tensions and ensure all 'Operation TALLA' related activities are consistent with EQHRIA principles and are underpinned by a sound legal framework

The public, communities and partners are engaged, involved and have confidence in policing	- Maintain officer, staff and public trust and confidence through effective, pro-active internal and external communications
Our people are supported through a positive working environment, enabling them to service the public	- Protect and support our officers and staff, safeguarding their health, safety and wellbeing, through the provision of appropriate PPE, hygiene products and other relevant equipment
Police Scotland is sustainable, adaptable and prepared for future challenges	- Be able to respond dynamically to the rapidly changing situation and supporting organisational learning - Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood, managed, whilst ensuring that financial control, governance and discipline are maintained throughout this response

Police Scotland's response to the COVID-19 crisis has been praised in a recent report by HMICS. In particular, the benefits of a single force were highlighted as being a key factor in the delivery of consistent leadership and policy throughout the pandemic.

The report provides Police Scotland's commitment to ensuring an immediate and proportionate response to COVID-19 has been evident on many fronts, ranging from the flexibility to maintain operational delivery through to the implementation of emergency legislation, and sustained resilience partnership working across communities.

Emergency Legislation – Co-operation Levels

Police Scotland's approach to the use of COVID-19 legislation continues to firstly engage with people, explain the provisions and encourage compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. The overall style and tone of policing the pandemic in Scotland has not changed since the inception of the public health emergency.

The following table summarises police intervention action taken during the period:27 March to 30 September 2020):

Type of Interventions	Number
Premises closed	61
Premises where intervention was required	251
Medical detention	0
Dispersals after being informed and requested (occasions)	57,007
Dispersals after being informed, requested and instructed (occasions)	14,485
People returned home using reasonable force	492
Fixed Penalty Notices issued	3,603
Arrests	333
Recorded Police Warnings	18
Total Interventions	76,250

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

Total Interactions (27 March to 30 September 2020)

Total interactions peaked towards the end of June 2020 before decreasing and stabilising during July and August 2020 as lockdown restrictions eased. In September 2020 there has been a gradual tightening of restrictions including specific local lockdowns. As a result it is evident that the indicative number of interventions has increased as additional lockdown measures are put in place.


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

OP TALLA Strategic Objective

- Maintain critical policing functions to best serve changing public needs, through ensuring the impact of officer and staff absences are mitigated and the needs of the public are met

As previously reported, absences peaked at the end of March 2020 and were on the decrease until the end of August 2020, where they sat below the absence rate levels at the same period last year. Absences have risen in September 2020 however they are mainly in line with the absence rates trajectory at the same time last year.

Total absence levels line graph - Comparison of 2019 to 2020
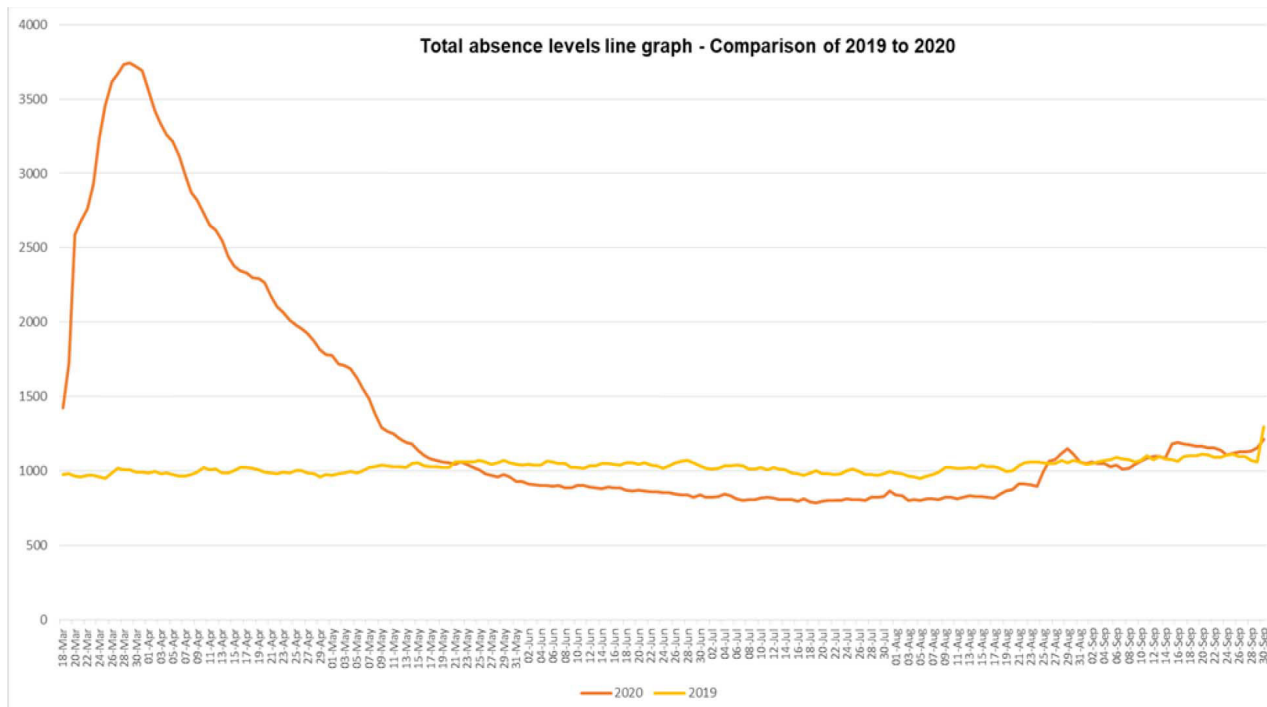
Outbreak Management Team (OMT)

Police Scotland's response to the COVID-19 pandemic in terms positive cases within the organisation has to date been managed via operational guidance, People & Development / line management support and the extensive testing programmes in place.

Test and Protect was introduced on 28 May 2020 and there were around 30 individuals within Police Scotland traced in the following three months.

The cases were relatively straight forward and predominantly involved one or two people per case. As the Government relaxes the lockdown measures, the number of positive cases across the organisation has increased with three recent cases involving Test and Protect, resulting in 80 officers / staff having to self-isolate for 14 days.

As the positive cases across Scotland are rising rapidly and as the Scottish Government is looking to potentially introduce more lockdown measures, it is clear that over the next six months, the organisation will see an increase in COVID-19 related absence particularly as a result of contact tracing. To support this predicted spike in positive cases and COVID-19 absence a dedicated team has been established to manage the impact Test and Protect is having across the organisation.

The OMT will provide live support to divisions and departments on identification of positive coronavirus (COVID-19) test results and will provide support, guidance and operational learning through the following functions:

- Immediately engage with relevant division / department after identification of a positive test.

- Assign a case manager for every positive case.

- Support investigation of causes and impacts of a positive test and support the response and management of linked individuals.

- Assist in identifying officers / staff that meet criteria for contact tracing and feed this back to Test and Protect to ensure only those who require to isolate are contacted.

- Develop a case log for each outbreak.

- Ensure line managers are kept informed and understand why decisions are taken regarding individuals self-isolating or those that have been traced by Test and Protect and what to do when the organisation has a positive case.

Volunteer Coordination Unit and Mass Mobilisation

At the height of the COVID-19 pandemic, Police Scotland saw unprecedented levels of police officer absence through illness or shielding due to their underlying health conditions or those of their families.

As part of the Operation TALLA stand up, all Special Constables were contacted and asked if they could provide additional deployment hours to supplement their regular colleagues and help maintain an appropriate level of service to the wider public. Although the initial request period has now passed, there has been sustained commitment and support from Special Constables.

During the Quarter 2 period, Special Constables volunteered 21,508 hours compared to 17,711 hours for the same period last year, an increase of 22.2%.

The Operation TALLA response has also seen consideration of where additional volunteering support could be drawn from including the use of retired staff and opportunities to explore framework development for a volunteer network in

areas that would not require the warranted powers of the special constabulary. There is no doubt that the Operation TALLA response has been exceptional and further underlined the clear value of the Special Constabulary and the value of volunteering in general. This positive wave of enthusiasm provides a clear opportunity to build and expand on the volunteering framework within Police Scotland.

Prior to COVID-19, the Local Policing Programme (LPP) had commenced work on Volunteering Strategy development which had included consultation and engagement work across a number of internal business areas, key organisations externally and academia.

As a consequence of the subsequent scale of response required for COVID-19, this initial work became delayed as the majority of the LPP resources were engaged in Operation TALLA coordination activities. As the demands of Operation TALLA began to ease and LPP resources have started to transition back to business as usual activities, this has afforded opportunity to revisit the Volunteering Strategy development and associated action plan development.

Whilst still under development the early identified themes for the Volunteering Strategy are to:

- Expand capacity and skills in line with policing demands – Expand the impact of volunteers by developing a response that is skilled, capable, empowered and aligned to local and national policing priorities.

- Modernise and evolve – Develop a modern volunteering service that is flexible and adaptable and can evolve to meet the needs of policing challenges now and in the future.

- Value, empower and trust – Create a positive working environment where volunteers are valued, supported and enabled to serve Scottish communities.

Developing the volunteering strategy will continue to include a collaboration of internal stakeholders and brings together aspects of future change across Learning Training and Development (LTD), Recruitment, Wellbeing, Local Policing Support and National Volunteer Co-ordination.

The development of the strategy will also continue to be further supported by benchmarking activities and taking on the learning from recent academic work completed by both the NPCC Citizens in Policing Team and the Scottish Institute for Policing Research, as well as also including the captured learning from the COVID-19 response relative to volunteers.

OP TALLA Strategic Objective

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

Since the beginning of the COVID-19 pandemic Police Scotland has consistently recognised the overwhelming adherence of the Scottish population to the prevailing guidance. The vast majority of people in Scotland have continued to act in the best interests of themselves, their friends, families and communities by following the guidance, without the need for a legislative requirement to do so.

This is supported by Police Scotland's intervention data which provides that, in respect of police contact with persons who may have breached regulations during this reporting period, only 5.9% required enforcement action. This clearly demonstrates how strongly the people of Scotland are committed to doing the right thing and adhering to the protective restrictions that are in place.

House Gatherings

On 27 August 2020, the Scottish Government announced a series of measures to tackle the specific issue of house parties after evidence emerged that these events were responsible for clusters of COVID-19. These regulations set out a legal limit of the number of people from different households who are allowed to gather in a private property. Where breaches of guidelines exist, police officers were afforded a new power of entry, including the use of reasonable force where required. These regulations came in to force on 28 August 2020 and were further tightened on 14 September 2020, with new rules included for gatherings in outdoor settings.

From Monday 31 August 2020, the Operation TALLA Intelligence Cell have recorded weekly reports on police attendance at house gatherings. From then until 04 October 2020 police attended 2,346 gatherings. A total of 755 gatherings were found to be in breach of regulations or guidelines.

The policing approach throughout the pandemic has been to use the 4Es in support of the measures to contain the spread of the virus and this was reinforced through internal communications when informing of changes in legislation.

- Engage: ask whether an individual is aware of the government request; establish individual circumstance and how quickly someone can comply.
- Explain: the risks to public health, and to the NHS in line with government guidance.
- Encourage: voluntary compliance.
- Enforce: if faced with non-compliance and only as a last resort.

Criminal Justice System – COVID-19 Response and Recovery

As a result of the COVID-19 pandemic, there has been very limited criminal business conducted across the justice system. As a result, significant case backlogs have built up across both solemn and summary business areas. In response, the Justice Board have mandated recovery work under the Recover, Renew, Transform (RRT) programme and partners are collaborating across six priority work streams to address the impact of COVID-19 on the system:

- High Court Trials
- Sheriff & Jury Trials
- Virtual Custody Hearings
- Virtual Trials
- Summary Justice Reform
- Community Justice

The RRT programme will seek to ensure that all necessary steps are taken to safely build capacity back into the Justice System and critically to maximise the benefits gained from new ways of working over the COVID-19 period.

From modelling work undertaken by Justice Analysis Service (JAS), it is clear that transformational change will be required to effectively respond to the crisis and introduce essential improvement and resilience to the system moving forward.

Each work stream is underway with progress being made towards building back capacity into the system and delivering the necessary transformational change to ensure the system can effectively address the backlogs, maximise the benefits of new ways of working and ensure the system is sufficiently resilient moving forward.

OP TALLA Strategic Objective

- Support partners as part of Resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, whilst promoting a return to the new normality, as soon as reasonably practicable

The Scottish Government Resilience Room (SGoRR) continues to coordinate Scottish Government (SG) activity in response to COVID-19 to ensure that Ministers are provided with daily updates and to support the development of plans and policies. It also coordinates regular meetings of the Scottish Government Resilience Committee, bringing together Ministers and senior officials to discuss, and where required, make decisions regarding critical elements of the response. SGoRR works closely with the equivalent COBR structures in the UK Government to ensure clear sharing of the latest information and assessments.

SG has set up an Outbreak Management Team, which supports the coordination of localised outbreaks at a national level across multiple Scottish Government Directorates and key partners. This team chairs a newly formed group called the 'Covid Strategic Insight Group' (CSIG).

The management of COVID-19 outbreaks across Scotland is Public Health led. Police Scotland is represented on Incident Management Team (IMT) meetings if required and IMT updates are shared by SGoRR with the Operation TALLA MACC.

The Scottish Resilience Partnership (SRP), comprising the most senior statutory responders and key resilience partners, acts as a strategic policy forum for resilience issues, providing collective assurance to Ministers and advising the resilience community.

During Quarter 2, the Operation TALLA Strategic Coordinating Group (SCG), co-chaired by ACC Operational Support and the CEO of Glasgow City Council, provided support to the national coordination of all responders through the reactive response phase and more considered recovery and preparation for second wave phases of COVID-19. This included working with Scottish Government (SG) policy areas. As the emergency evolved it was recognised that the SCG needed to maintain strategic oversight of the operational response and expanded to include the oversight of recovery and renew. It was also recognised that the expansion of SCG beyond traditional civil contingency recovery to incorporate SG policy collaborative working was necessary.

As a result the SCG developed a series of strategic objectives which were designed to understand the new normal and find a route to allow a return to business as usual or revised structures. The SCG continued to support resilience partnerships through monitoring processes, shared situational awareness and by raising matters of escalation. It added value through national coordination of resilience partners and the transition to a revised landscape to effectively manage future phases of the COVID-19 Emergency. This was achieved through joined up working and governance between Scottish Government and the Statutory Organisations, to deliver the operational services, by linking into the government structure at all levels.

The SCG also maintained oversight of national public communication and ensured close coordination between responders and Scottish Government to fulfil its duty to warn and inform the public.

The successes of the SCG's joined up working with partners and Scottish Government provided subsidiarity in decision making being restored through June and July 2020. This in turn allowed progression of the coordination and escalation of decision making structures at a national level to be worked through with the delivery of three key guidance documents:

- Coronavirus (COVID-19): Surveillance and Response, Our ongoing approach to monitoring and responding to the virus. (Scottish Government, July 2020)

- Scottish Health Protection Network – Management of Public Health Incidents: Guidance on the Roles and Responsibilities of NHS Led Incident Management Teams – Version 12.1 interim 2020 (July 2020)

- Scottish COVID-19 Workbook 2020 (Scottish Government, August 2020)

An 'SCG stand-down and transition checklist' report was submitted to the SRP meeting on 18 September 2020. The SCG has now completely stood down with remaining open risks and outstanding work having transitioned to the SRP, EU Exit Sub Group, Strategic COVID-19 Insights Group and Scottish Resilience Development Service Training and Exercising Forum.

On 03 August 2020 the National Coordination Centre was formally stood down although it was partially reactivated for two short spells in August 2020

following the additional lockdown measures introduced in the North of England and the COVID-19 outbreak in Aberdeen City.

A small Operation TALLA MACC/SCG Support Team has remained in place to provide 'lite' support to the weekly partners meeting, to collate information and produce the weekly Resilience Partnership sit-rep in line with the SGoRR weekly sitrep, and to assist with the work of the Concurrency Working Group (CWG).

The purpose of the CWG, a multiagency sub group of the SRP and Chaired by Police Scotland, is to examine the civil contingencies risks which may be encountered as 2020 progresses and consider multiagency capacity and capability to respond. The Group is supporting resilience partnerships by developing an understanding of the current and short-term civil contingencies risk picture, assessing preparedness and the ability to respond to concurrent events such as severe weather and EU Exit, and to identify mitigation recommendations as required.

OP TALLA Strategic Objective

- Monitor and respond appropriately to any community tensions and ensure all 'Op TALLA' related activities are consistent with EQHRIA principles and are underpinned by a sound legal framework

Community Impact Assessment

As reported in Quarter 1, Police Scotland is managing the response to the pandemic as a Major Incident; as such a Community Impact Assessment (CIA) is being maintained as per established procedures.

The CIA records the background and any significant developments that may have an impact on community tensions. An overarching Equality & Human Rights Impact Assessment (EQHRIA) has been created to record and monitor the impact of COVID-19, and associated policing response, on equality and human rights. This will ensure the service considers and takes action to mitigate any adverse impact on protected characteristics or specific communities, particularly those considered to be most vulnerable.

Operation Strathenberg - Response

At the beginning of the COVID-19 pandemic over 300 asylum seekers in Glasgow were transferred into hotel accommodation with concerns raised in the community regarding a lack of communication and the ability to social distance safely. The withdrawal of financial support led to the inability to top up phones and reports were made regarding the quality and availability of food.

Following the death of a Syrian male in one of the hotels in May 2020 and the subsequent Park Inn Hotel incident, Operation STRATHENBERG was set up to monitor the increase in tensions within communities and take mitigating actions as appropriate.

Extensive engagement took place between Greater Glasgow Division Safer Communities, National Equality and Diversity Unit and partner organisations representing Refugee and Asylum Seeking communities (including Scottish Refugee Council and local refugee led groups). Multi-agency meetings, involving a number of key stakeholders, were held to understand concerns and provide appropriate updates and reassurance.

The Mental Health and Suicide Prevention Team carried out partnership work with agencies including the Samaritans, SAMH and Childline to offer support and help to individuals experiencing mental health issues or in distress. Information on these agencies was shared with asylum seekers and refugees who were within the Park Inn Hotel when the incident took place and was also shared with the wider asylum seekers / refugee communities.

The response from far right groups was monitored due to their potential rhetoric against BME communities and those who expressed support to the asylum seekers. The media coverage and reporting of poor living conditions affecting mental health led to protests in support of the asylum seekers / refugees and counter protests. This led to additional fear and tensions within the community.

A prompt reassurance message was released to all communities with additional policing patrols put in place as required. A refugee and Asylum Seeker liaison officer was also appointed by Greater Glasgow Division Safer Communities to provide on-going support and engagement to the community.

OP TALLA Strategic Objective

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

Impact of Local Lockdown on Public Trust and Confidence

On 05 August 2020, The Scottish Government announced a local lockdown for Aberdeen City Centre as a result of a COVID-19 outbreak linked to the city's pubs. A number of measures were put in place including:

- Limiting local recreational travel to a five mile radius

- Visiting other households not permitted

- Indoor activities not permitted

- Travel to Aberdeen not advised if you lived outside the area

- All indoor and outdoor hospitality closed to the general public

This full lockdown was in place for 18 days with a partial lifting taken place on 23 August 2020. This was as a result of a decrease in the number of cases and the clusters within pubs being brought under control.

Data taken during the lockdown period was analysed and compared to data taken before and after to establish an understanding of the public's feeling of safety, opinion on how Police Scotland were handling the COVID-19 pandemic and their general confidence in policing.

This analysis produced the following key findings:

- **Impact of Lockdown -** There appeared to be little impact on public confidence or feeling of safety as a result of the lockdown with all measures remaining consistent with those recorded pre and post lockdown.

- **Public Confidence and Support -** Public confidence remained high (64%) with the level of support for the local policing approach above both the Police Scotland and UK averages. There appeared to be little impact on public confidence or feeling of safety as a result of the lockdown with all measures remaining consistent with those recorded pre and post lockdown.

- **Concerns and improvements -** 34% of people feel Police need to take tougher action through engagement and enforcement to ensure social compliance takes place. This was particularly the case during the lockdown period with people expressing frustration at perceived breaches of the local restrictions in place.

It is hoped that the findings and learnings will provide important context and understanding to assist other areas which may have or are about to incur their own local lockdown restrictions.

Internal Communications

Police Scotland's internal communication channels continue to keep police officers and police staff informed on all developments relating to the COVID-19 pandemic. These include:

- Regular internal COVID-19 updates
- Legislation / Procedural / Operational Guidance
- Health & Safety Guidance
- Officer and staff wellbeing information
- Dedicated Frequently Asked Questions regarding COVID-19 response

The continued flow of communication has helped to keep police officers and police staff informed throughout the various different phases of lockdown and continues to contribute to establishing safe working practices and absence management. Key factors include:

- Working from home capability and capacity
- Provision of required PPE and face fitting equipment
- Use of Microsoft Teams to facilitate team meetings and minimise travel commitments

External Communications

As detailed in the Aberdeen City Centre example, Police Scotland continues to strive to maintain the trust and confidence of the public when dealing with the many varying local and national restrictions in place during the COVID-19 pandemic. The impact continues to be monitored on a weekly basis through the insights gained from the 'Your Police' and the 'User Experience' surveys with a particular focus on any impact identified as a result of COVID-19.

Police Scotland use a number of different communication channels to ensure engagement takes places regularly with the public including:

- Chief Constable participation at televised First Minister Briefings
- Media events and Briefings attended by Operation TALLA senior management
- Information shared on Police Scotland's Website
- Use of Social Media platforms to provide guidelines and safety advice

OP TALLA Strategic Objective

- Protect and support our officers and staff, safeguarding their health, safety and wellbeing, through the provision of appropriate PPE, hygiene products and other relevant equipment

PPE

As of 01 October 2020, over 15,000 frontline police officers and staff have been trained and equipped or re-supplied with the necessary PPE. The PPE Working Group suggested a number of recommendations in relation to staffing, equipment and training, all of which have now been implemented.

Further to this, 19 hubs throughout Scotland have now been set up with a six week supply that will service PPE requests from officers in their area. These hubs will be replenished every two weeks from Central stores in Fettes and Dalmarnock.

On 07 October 2020, the Scottish Government announced the introduction of regulations extending the mandatory wearing of face coverings in indoor communal and social settings. This includes corridors, workplace canteens and break rooms. On 08 October 2020, officers and staff have been instructed to follow these guidelines with immediate effect.

Police Scotland currently has a supply of appropriate reusable face coverings and in response to the new regulations will be purchasing more which will be provided to all officers and staff.

Home Working Extension

On 17 September 2020, a decision made by the Operation TALLA Strategic Oversight Board (SOB) was announced, this being that home working, for those who can, would be extended for the organisation until the end of March 2021. This is in line with the Scottish Government's position.

A toolkit and FAQs were published on the intranet in respect of home working to support the current home working arrangements.

Those working from home are asked to carry out a home working risk assessment to ensure the working environment is safe and that any actions requiring to be taken to reduce risks. The completed forms are sent to line managers who are encouraged to allow staff to borrow peripheral equipment to allow optimum safety and comfort.

Longer term, a Smarter Working Group with representation across the organisation has been set up to look at different forms of working for both police officers and staff. This will take into account experiences during COVID-19 and will engage with officers and staff to consider what sustainable working practices might mean for individual roles, including how flexibility can support opportunities for all.

OP TALLA Strategic Objective

- Be able to respond dynamically to the rapidly changing situation and supporting organisational learning

ICT

Over the past six months, Police Scotland's IT requirements have been central to our operational response, sustainability and adaptability to new challenges and approaches. This has been tested, as have all organisations, in meeting the demands to mobilise staff and maintain business critical function in response to the COVID-19 pandemic.

From the beginning of the response to this pandemic, our ICT team has been working with Microsoft, to implement a MS Teams solution, which has been done at a highly accelerated timescale. Further to this initial tranche of licences the ICT team has developed and had approved a business case to further implement MS teams across the organisation to 14,000 staff.

As a platform, MS Teams is being regularly used for senior operational meetings, Operation TALLA meetings, SPA Board meetings and a plethora of other meetings and one to one discussions across the service.

In total MS teams has been deployed to 5,773 staff across the organisation, this is expected to increase by approximately 3,500 by November 2020.

During the period July to September 2020, MS Teams have delivered:

- Over 35,000 one to one meetings
- Over 48,000 meetings in total

The following table contains a synopsis of other key ICT activity in relation to the COVID-19 response:

- Over 4,400 ICT Service Requests received and processed relating to ICT requirements to support COVID-19 response.

- Issued over 2,200 laptop devices and 2,300 Remote access tokens to officers and staff to support working from home.

- 4,688 registered users of our VPN Remote Access System (RAS) - supporting remote access and working from home.

- Supported the delivery of virtual courts within our custody facilities within our custody facilities whilst supporting the introduction of virtual summary hearings.

- Supporting revised police powers – we have updated our CJ systems, including the back-office 'ticketing' processes which enable tickets to be submitted to COPFS. The ticketing changes to the Pronto Mobile solution went live on 9th April enabling officers to access via their Smart Phones.

Note: In Quarter 1 it was reported that there were over 5,500 ICT service requests received and processed relating to ICT requirements to support COVID-19 response. This figure was incorrect and should have read over 3,000 ICT service requests

Learning, Training and Development (LTD)

LTD has developed an 18-month training plan for all products under their direct ownership and established links for collating facilitated training (owned by other business areas) on an ongoing basis.

Part of this includes work to assess new training delivery methods which reduce the level of reliance on face-to-face training, mitigating the impact of physical distancing and vastly reducing COVID-19 transmission risks.

LTD has established a Short Life Working Group (SLWG) to review training products and training delivery methods with a move to a 'virtual first' approach to reduce the need for face-to-face training where practicable. This is not a quick time solution and will take significant investment in technology however the SLWG aim to produce a feasibility study for consideration of the Executive by March 2021.

LTD are currently reviewing and developing online training delivery for Staff Induction, Tutor Constables Courses and the First Week of the First Line Managers Course which will target high demand areas where training has been delayed due to COVID-19 and physical distancing requirements.

Other business areas who are responsible for training delivery are also reviewing their respective training materials to reduce the need for face-to-face delivery and move to online methods.

Establishment of an Organisational Learning Function

Following a proposal made at the Operation TALLA Strategic Oversight Board (SOB), held on 24 August 2020, approval was granted for Governance, Audit and Assurance to progress the establishment of an organisational learning function.

The prerequisite of this task was to ensure that the organisational learning aspects of Operation TALLA are retained and built into a permanent function that delivers and evidences organisational improvement and efficiency.

The first stage involved Risk, Assurance & Inspection conducting an assurance review to scope and understand existing frameworks, current practices and provisions in place to support organisational learning across Police Scotland. Business areas were encouraged to highlight all their excellent work to help embed organisational learning in order to effectively share knowledge and learn from lessons learned. This stage of the fieldwork has now concluded, with a report on the findings being progressed through established governance routes.

Research complementing this review is also being carried out separately with partner organisations to establish organisational learning provisions identified and / or utilised effectively elsewhere.

As the fieldwork matures a working group including key stakeholders will be established to assess the findings. This group will also study the associated research and will work towards the creation of proposals to find the best solution for Police Scotland.

OP TALLA Strategic Objective

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

The incremental costs of Operation TALLA are being recorded on an on-going basis. Using this financial data and information from Procurement; monitoring on the incremental Operation TALLA spend incurred and committed to, since the response to COVID-19 commenced in late February 2020 has been undertaken. These costs are reported as part of the financial month and quarter end finance reports. At period five, the end of August 2020, the year-to-date incremental revenue costs for Operation TALLA for 2020/21 were £4.4m, with an expected full-year forecast of £5.3m.

The full financial impact of operating in a COVID-19 environment across the full SPA budget is also being monitored. A full bottom up forecast was undertaken at quarter one. At this time, the full year revenue forecast was estimating an overspend of £1.0m. Work is currently underway to refresh this forecast for quarter two, including a reassessment of the likely full-year incremental costs of Operation TALLA in light of the renewed COVID-19 restrictions.

Long-term financial planning is also considering the impact of the 'new normal' on the service including our workforce, ICT, estate and fleet.

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