



Agenda Item 2.2

Meeting	Policing Performance Committee
Date	19 March 2025
Location	Video Conference
Title of Paper	Proportionate Response to Crime
Presented By	ACC Emma Bond, Local Policing North & C3
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

The purpose of this paper is to provide members of the Policing Performance Committee with an update on the national roll out of Proportionate Response to Crime.

Members are invited to discuss the content of this report.

1. BACKGROUND

- 1.1 Between 28 September and 19 November 2023, the Contact Engagement & Resolution Project piloted the newly developed Proportionate Response to Crime (PRTC) process within North East Division.
- 1.2 During the pilot, incidents with low associated threat, harm, risk or vulnerability were assessed for investigative opportunities whilst crime reports were obtained via telephone by Contact Command and Control (C3) Division. Where no proportionate lines of enquiry were identified, crime reports were sent to North East Division with a recommendation that they were directly filed.
- 1.3 On 12 March 2024, the pilot evaluation report was presented to the SPA Policing Performance Committee. ACC Bond updated the Committee that the Force Executive had approved the recommendation to roll the process out across the rest of the organisation.
- 1.4 On 21 March 2024, the decision to roll out PRTC was discussed at the SPA Board Meeting, with the request that an update on the phased roll out and evaluation be provided to the Policing Performance Committee.
- 1.5 On 1 April 2024, the phased roll out of PRTC was approved as follows:
 - North Command – 01/05/2024
 - East Command – 27/05/2024
 - West Command – 24/06/2024

2. PROPORTIONATE RESPONSE TO CRIME

- 2.1 The concept of a PRTC process is not new to policing in Scotland and is not a policy of non-investigation.
- 2.2 When an incident is reported to Police Scotland it is subjected to a THRIVE process, where an assessment of Threat, Harm, Risk, Investigative opportunity, Vulnerability and Engagement is undertaken – where any vulnerability is identified the police will always attend.
- 2.3 Under the Contact Assessment Model (CAM) crimes with low associated threat, harm, risk or vulnerability can be recorded

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remotely via telephone following a THRIVE assessment. This is called Direct Crime Recording (DCR) and is one of the resolution options available to Contact, Command and Control Division Service Advisors.

- 2.4 PRTC is an additional process, over and above a THRIVE assessment, where resolution team officers and staff carry out a structured initial investigative assessment of a crime when it is reported to the police. This process allows a much earlier assessment around proportionate lines of enquiry.
- 2.5 Assessing the existence, or otherwise, of proportionate investigative opportunities within reported crimes already takes place on a daily case-by-case basis across the country. The PRTC process moves that assessment to an earlier point within the crime investigation process.

3. NATIONAL ROLLOUT UPDATE

3.1 The phased national roll out of PRTC is now complete. The Go Live date for each Command Area was as follows:

- North Command – 01/05/2024
- East Command – 27/05/2024
- West Command – 24/06/2024

3.2 Since each divisions respective Go Live date, 12,017 DCR crime reports have been directly filed as part of the PRTC process. This equates to 3.1% of all crime reports recorded by Police Scotland over that same period.

3.3 The following table provides a breakdown of the number of crime reports recorded and directly filed since PRTC went live in each division:

Division	Go Live Date	Since "Go Live" date to 19 th February 2025			
		Total CR's Recorded	DCR CR's Recorded	DCR CR's Directly Filed	% of CR's Directly Filed
A	28-Aug-23	65,476	12,305	2,384	3.6%
N	01-May-24	20,775	2,359	388	1.9%
D	01-May-24	29,584	5,361	1,256	4.2%
E	27-May-24	40,597	12,491	1,462	3.6%
J	27-May-24	28,277	5,910	1,044	3.7%
C	27-May-24	17,443	3,669	588	3.4%
P	27-May-24	22,833	5,360	993	4.3%

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G	24-Jun-24	63,921	8,794	1,784	2.8%
K	24-Jun-24	14,607	2,843	440	3.0%
L	24-Jun-24	11,422	1,405	206	1.8%
Q	24-Jun-24	39,956	5,405	735	1.8%
U	24-Jun-24	20,949	2,643	616	2.9%
V	24-Jun-24	11,718	925	120	1.0%
TOTAL		387,558	69,553	12,017	3.1%

Capacity Release

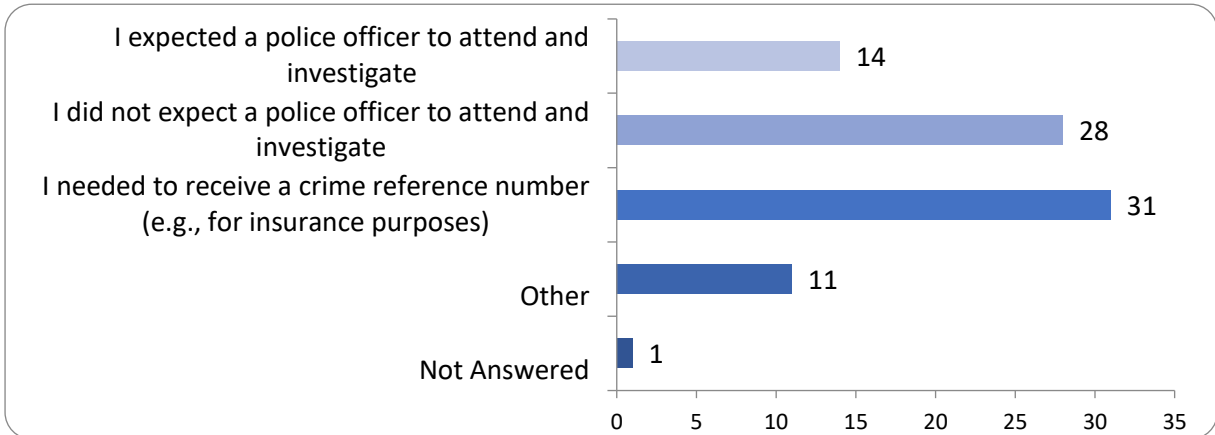
- 3.4 The direct filing of 12,017 DCR crime reports has freed up an estimated 63,583 front-line police officer hours.
- 3.5 Whilst each directly filed crime report frees up just over 5 hours of investigation time for a front-line response or community officer, due to the complex nature of front-line policing it's extremely difficult to fully articulate how that additional capacity has been used.
- 3.6 Over a 12-month period we project that 16,962 DCR crime reports will be directly filed and will free up 89,730 front-line police officer hours.
- 3.7 The current local policing model rarely provides front-line response and community officers with dedicated / planned "enquiry time". As such, officers allocated DCR crime reports are expected to investigate those crimes during the course of their everyday duties such as responding to ongoing incidents.

PRTC Bespoke User Experience Surveys

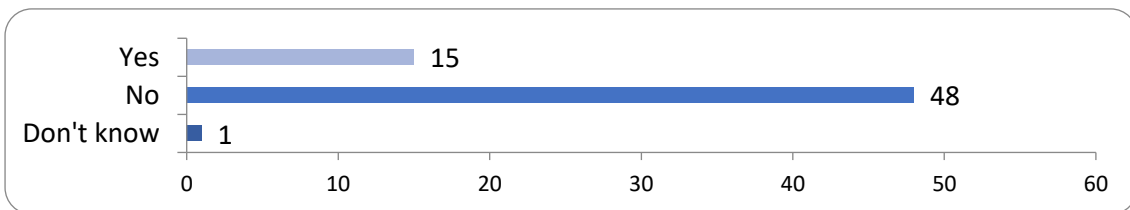
- 3.8 To support the evaluation of the PRTC roll out, a total of 1,301 bespoke PRTC surveys were sent to members of the public who were informed their crime report was being recommended for direct filing as a result of there being no proportionate lines of enquiry. 64 survey responses were received; this equates to a survey respondent rate of 4.91%. The low response rates may infer that users do not have a problem or complaint with the PRTC process, or do not have a strong view about the process either way. Police Scotland continues to monitor User Experience via our continuous User Experience survey for local policing, and this is reported via Policing Performance Committee on a quarterly basis.

3.9 The results of the User Experience Surveys are shown in the series of charts below. Each chart shows the number of respondents and their answer selection:

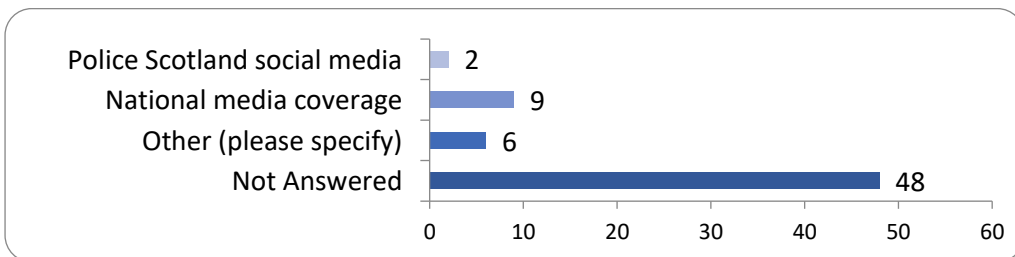
When you reported the crime to Police Scotland, what were your expectations about how this would be progressed? Please select all that apply.



Before contacting Police Scotland, were you aware of our Proportionate Response to Crime process?

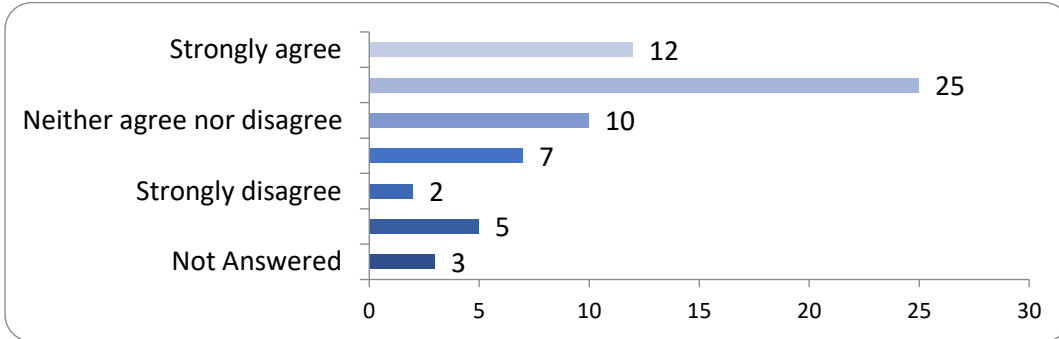


If yes, how were you made aware of the Proportionate Response to Crime process?

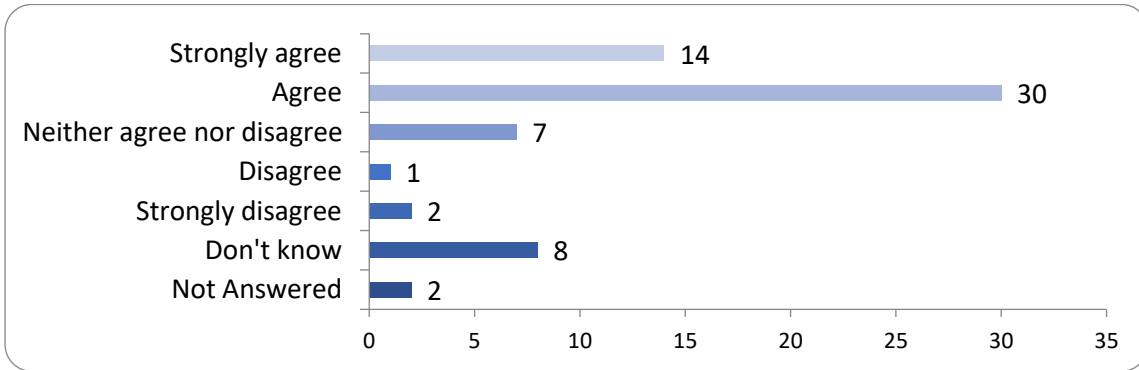


Please rate your agreement with the following statements about the Proportionate Response to Crime:

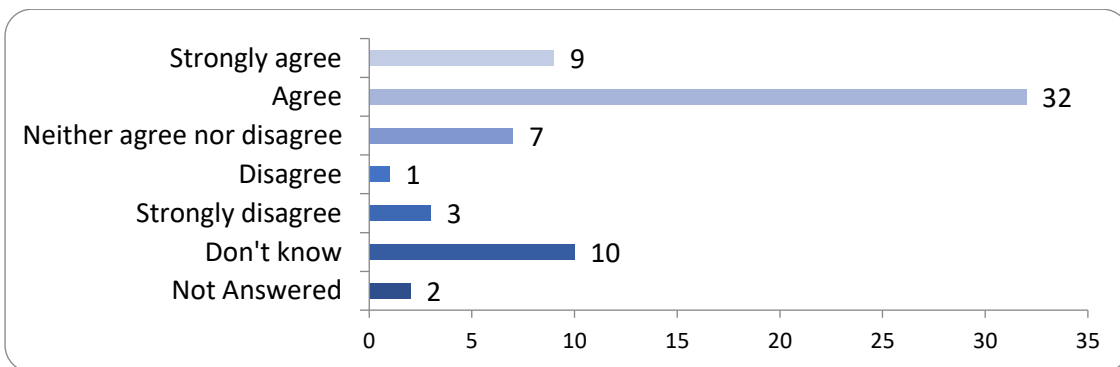
“I understand the Proportionate Response to Crime process”



“I understand why Police Scotland are carrying out this process”

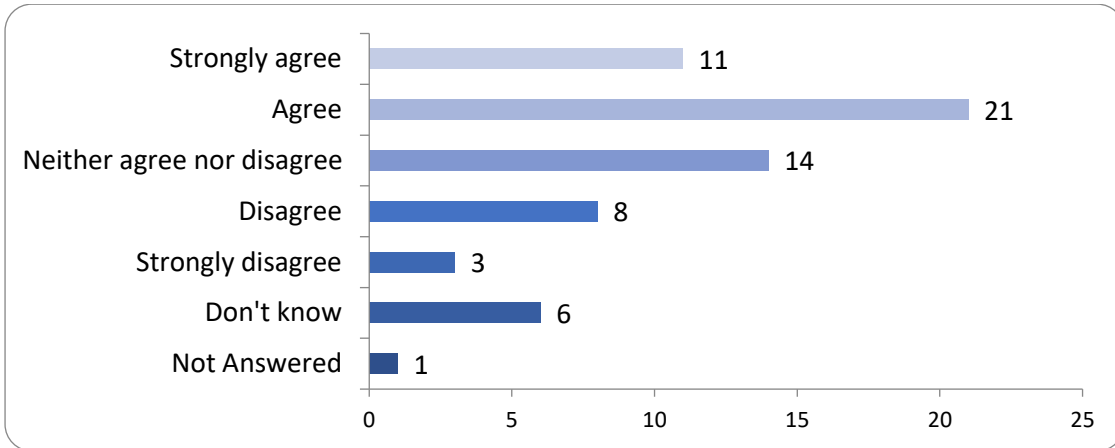


“I understand what Police Scotland mean by ‘no proportionate lines of enquiry’”

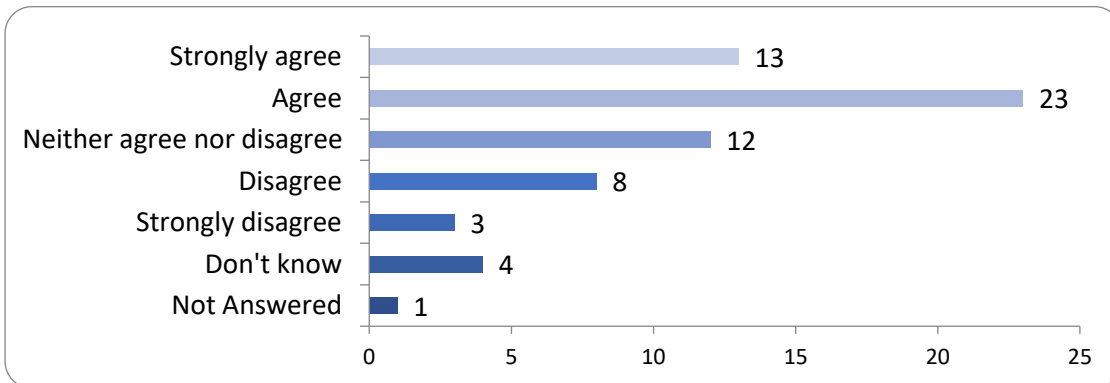


Please rate your agreement with the following statements about the Proportionate Response to Crime process:

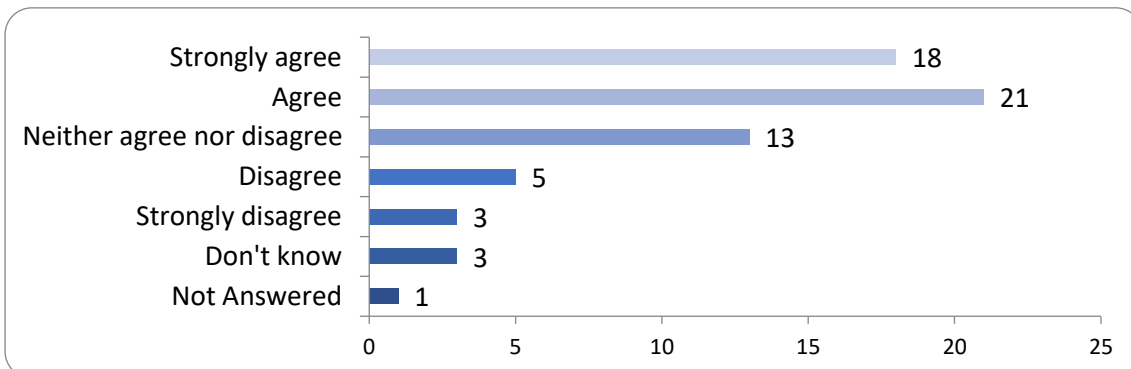
“When the details of the crime were being recorded over the phone, I understood that my report was being recommended for closure”



“I was satisfied with my crime report being recommended for closure and not allocated to a front-line police officer”



“I would feel confident reporting a crime to Police Scotland if the Proportionate Response to Crime process was rolled out nationally”



Continuous Research to Monitor and Understand User Experience and Public Confidence for Police Scotland

- 3.10 Police Scotland continue to monitor anything PRTC related via our regular user experience, public confidence, and trust monitoring mechanisms. For the local policing User Experience Survey, contacts are undertaken with approximately 14,000 people, at random, who have either reported or witnessed a minor crime.
- 3.11 The User Experience Survey results between May and October 2024 are detailed below alongside the same period in 2023:

User Experience Survey Results Overall Satisfaction						
Year	May	June	July	August	September	October
2023	69%	66%	64%	66%	67%	68%
2024	69%	69%	70%	70%	70%	68%

User Experience Survey Results Receiving an Appropriate Response						
Year	May	June	July	August	September	October
2023	62%	63%	59%	62%	62%	66%
2024	65%	62%	66%	66%	65%	65%

- 3.12 The [Your Police survey](#) enables a wider conversation with Scotland’s communities. Data and insight from the survey results enable the service to measure and understand public confidence, community safety and feedback about local policing. The survey runs from April – March each year and is robust.
- 3.13 The PRTC process has now been operating within North East Division (A) for over 12 months. The Your Police Survey data from North East Division reflects the benchmarking and the review of national data, as well as external sources utilised to enhance understanding of public confidence. This is informed by perceptions of policing.

Levels of public confidence in North East (A) Division are presented below, with the percentage difference from the national average presented in brackets:

Your Police Survey Results Public Confidence		
Year	May – July	August - October
2023	37% (+2)	33% (-2%)
2024	45% (No % difference)	39% (+3)

4. FINANCIAL IMPLICATIONS

- 4.1 There are no specific financial costs associated with the roll out or Proportionate Response to Crime.

5. PERSONNEL IMPLICATIONS

- 5.1 The Proportionate Response to Crime process only impacts upon colleagues within our Crime and Incident Management Units and Resolution Teams. Extensive engagement was held with affected officers and staff before, during and after the national roll out to ensure the process has no unintended consequences for officers and staff.

6. LEGAL IMPLICATIONS

- 6.1 There are no legal implications in this report.

7. REPUTATIONAL IMPLICATIONS

- 7.1 There is a reputational risk to Police Scotland in terms of how the new PRTC process is implemented, managed, and perceived by the public. Public trust and confidence in policing is of critical importance to our legitimacy. A detailed communications plan was developed, and engagement took place with a wide range of key stakeholders and local elected representatives to ensure the service was clear on the nature of the process, what it means to members of the public contacting Police Scotland.

8. SOCIAL IMPLICATIONS

- 8.1 There are no social implications in this report.

9. COMMUNITY IMPACT

- 9.1 Police Scotland is acutely aware of the reporting on the North East pilot and decision to roll out the process nationally. We are aware of the impact such reporting may have had on both local communities and people right across the country. To ensure the thoughts and views of those engaging in the process were heard and understood, the project team worked closely with our Strategy, Insights and Engagement Team to create a PRTC User Experience Survey and to analyse data from the User Experience and Your Police surveys to provide further insights.

Through our external communication plan, we want to remain open and transparent with people contacting the police. If there are no lines of enquiry to pursue, we do not want to set an expectation that there are things that the police can do when no lines of enquiry exist.

10. EQUALITIES IMPLICATIONS

10.1 There are no equality implications in this report. Each incident being reported to Police Scotland is subjected to a THRIVE assessment and where appropriate for Direct Crime Recording, incidents undergo a further bespoke investigatory assessment relevant to the crime being reported. This approach allows Police Scotland to continue to focus on the individual in deciding on the most appropriate and proportionate response.

11. ENVIRONMENT IMPLICATIONS

11.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the content of this report.